



SBCCD Fall 2016 Management In-Service Satisfaction Survey

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Purpose of Brief

To summarize the results of the Fall 2016 Management In-service Satisfaction Survey.

Summary of Findings

Sample

- 43 managers completed the satisfaction survey
- 49% of the managers attending the in-service completed the survey

Attendance

- 98% of the respondents attended the morning session
- 67% of the respondents attended the 1:00 PM Breakout Session
- 33% of the respondents attended the Breakout Session at 4:00 PM
- One respondent made the following comment: "I think it went on for too long; 4:45 was overdoing it and the attendance at those later sessions would reflect that."

Satisfaction

- 100% of the respondents agreed or strongly agreed that the in-service was well organized and that the information presented at the event was valuable
- 98% of the respondents agreed or strongly agreed that, overall, the event was very good and the information presented was useful

Future Topics and Suggestions

- Future topics on leadership skills and human resources
- Choose a different venue other than the Board Room
- Reduce the length of the in-service

Overview

The purpose of this research brief is to summarize the results from the Fall 2016 San Bernardino Community College District (SBCCD) Management In-service Satisfaction Survey.

Methodology

The SBCCD Management In-service Satisfaction Survey was administered to all managers in the SBCCD from August 2, 2016 to September 2, 2016.

Sample

The survey was completed by 43 managers. The total number of managers who attended the in-service was 87. As a result, the overall response rate was 49%. Accordingly, the number of respondents was not representative of the managers and cannot be generalized to all of the SBCCD managers who attended the in-service. The number of respondents needed for a 95% confidence interval was 81.

Possible Implications

Overall, the respondents to the Management In-Service Satisfaction Survey were very satisfied with the in-service. However, there were some implications from the survey. One possible implication is to end the Management In-Service day after the 3PM breakout. Only 33% of the respondents attended the breakout session at 4:00 PM, down from 46% at the Management In-Service in January 2016. In addition, 30% of the respondents felt that the in-service was too long, up from 24% in January 2016; and four respondents commented on how the in-service was too long.

Another implication is that the survey provides a menu of items to help develop the next Management In-Service. Some examples of these include holding the in-service at a different venue, shorten the length of the in-service, and offer sessions on leadership and human resources.

Findings

Table 1 illustrates the number and percent of respondents who attended each session. The results indicate that the respondents were most likely to have attended the morning session (98%) followed by the breakout session at 1:00 PM (67%). The session that was least attended was the breakout session at 4:00 PM (33%) followed by the breakout session at 2:00 PM (56%).

Table 1A illustrates the results about how the respondents felt about the length of the management in-service and how often they felt the District needs to hold management in-services. Sixty-seven percent of the respondents felt that the length of the in-service was about right and 30% felt that the in-service was too long. When examining the results on the number of times the District needs to hold a management in-service, 49% of the respondents felt that twice a year was enough, 35% felt that once a year was enough and 16% wanted to have an in-service three times a year. Equally important, 65% of the respondents felt that the in-service needs to occur two or more times each year.

Table 2 illustrates the number and percent of respondents who agreed with the statements listed in Table 2 about the management in-service. All of the respondents agreed or strongly agreed that the in-service was well organized and that the information presented at the event was valuable. In addition, 98% of the respondents agreed or strongly agreed that, overall, the event was very good and the information presented was useful. On the other hand, respondents (77%) were less likely to agree that the Board Room was an adequate space to hold the morning session.

Tables 3 – 6 illustrate the results from the following four open-ended questions: 1) What did you like about this event?; 2) What did you dislike about this event?; 3) What topics would you like to see covered in the future?; and 4) Do you have any recommendations to enhance management in-service days and/or for a keynote speaker? Themes were identified from the comments and some of the respondents comments were duplicated or split in order to accurately identify the number of comments in each theme. For example, if a respondent commented on liking the food and the organization of the in-service there comment may have been split between the two themes or duplicated.

Table 3 illustrates the areas that the respondents liked about the in-service organized in themes. The most common aspect that the respondents liked about the in-service were the topics covered in the morning. Specifically, one respondent stated that "Always enjoy 'big picture' information about the budget and impacts on us." Respondents also commented on how the guest speaker was excellent: "O'Banion was great. Really good ideas for retention and growth, really. It might have helped to have some breakout discussions about the keynote presentation, itself." Respondents also commented on enjoying interacting with other managers, the breakout sessions, and the food.

The responses from the question asking respondents to identify what they disliked about the in-service are illustrated in Table 4. Respondents were most likely to dislike holding the morning session in the Board Room, followed by the breakout sessions, guest speaker, and the length of the in-service. Ten respondents commented on the venue of the in-service. Specifically, one respondent stated that "The Board Room was overcrowded, especially when 118, 119 and 120 of the ATTC could have been utilized for the group meeting, saving ATTC 121, and PDC 101, 102, 103 and 104 for breakout sessions."

Table 5 is sorted into the themes that respondents would like to see covered in the future. The most common topic was leadership followed by human resources. One respondent commented on how they would like to see more team building activities: "1) Interoffice communication and conflict resolution. 2) Excellent book, *Crucial Conversations* would be a great giveaway and topic for management. 3) How to run meetings based on an agenda that holds people accountable to making a decision."

Table 6 illustrates the recommendations respondents had to enhance future management in-service days. The most common suggestions were on organization and a keynote speaker, followed by additional topics.

Table 1: Number and percent of respondents who attended each session.

Session	# Attended	# of Valid Respondents	% Attended
Morning Session	42	43	97.7%
1PM Breakout	29	43	67.4%
2PM Breakout	24	43	55.8%
3PM Breakout	25	43	58.1%
4PM Breakout	14	43	32.6%

Table 1A: Number and Percent Respondents by the preferred length for the in-service and the preferred number of times a year to hold the management in-service.

Question	#	Column %
How was the length of the event?		
About right	29	67.4
Too short	1	2.3
Too long	13	30.2
Total	43	100.0
How often do you think management in-services should be held?		
Once a year	15	34.9
Twice a year	21	48.8
Three times a year	7	16.3
Total	43	100.0

Table 2: Number and Percent of Respondents who agreed with Statements about the Management In-service.

Statement	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
	#	%	#	%	#	%	#	%	
The information presented by Terry O'Banion on Student Successful was useful.	0	0.0	3	7.1	16	38.1	23	54.8	42
The In-Service was well organized.	0	0.0	0	0.0	20	47.6	22	52.4	42
The Board Room was an adequate space to hold the morning session.	0	0.0	10	23.3	16	37.2	17	39.5	43
Overall, this event was very good.	0	0.0	1	2.3	23	53.5	19	44.2	43
Overall, the information presented at the event was useful.	0	0.0	1	2.3	23	53.5	19	44.2	43
Overall, the information presented at the event was valuable.	0	0.0	0	0.0	27	62.8	16	37.2	43
Overall, the topics in the afternoon breakouts were relevant and timely.	0	0.0	3	7.1	26	61.9	13	31.0	42

Table 3: Open-ended responses to the following question: What did you like about this event?

Topics Covered in the Morning (n = 13)
Always enjoy "big picture" information about the budget and impacts on us.
Hearing from our district leadership.
Great updates and discussion.
It was an easy way to obtain information about different things going on within the district
Opportunity to hear district updates.
Overall information on our district
The updates provided from all the district areas was also great to hear.
The current foci and perspectives and updates of multiple areas.
The HR presentation was good but that was because the HR Interim Vice Chancellor knew his stuff.
The morning sessions were very good. The presentations by [Chancellor, Management Association, Presidents, and Vice-Chancellors] were interesting and well-planned.
The morning sessions were very interesting and relevant.
The topics covered
The updates from the Chancellor, Management Association, Presidents, and Vice-Chancellors
Updates from the different departments.
The Guest Speaker (n = 11)
Dr. O'Banion was excellent. Liked the workshops
Dr. O'Banion was phenomenal.
Guest speaker was great - very useful information.
I enjoyed the keynote speaker. He did an excellent job.
I liked Terry O'Banion
I really enjoyed the speaker.
I also enjoyed the presentation by Terry O'Banion. It was nice to have an outsider come in and provide us with his unique perspective.
O'Banion was great. Really good ideas for retention and growth, really. It might have helped to have some breakout discussions about the keynote presentation, itself.
O'Banion. The one thing I would do differently is to hold some roundtable discussions about the high impact practices he discussed.
Terry O'Banion was great!
The information by Terry O'Banion was very useful. I really liked how he provided information that can help students how to be more successful and that he discussed how managers could use the information.
Other Managers (n = 5)
Getting to know other employees that I usually don't get to interact with.
Getting together with other managers
I enjoy building relationships with other managers.
Also enjoyed the ability for managers to share knowledge with each other.
Meeting with the campus management that normally we don't get to do at the district.
Breakout Sessions (n = 4)
Breakout sessions were useful, but I would like to see each session held twice (so you can attend all of the sessions that interested you.) There were two sessions at one time and none at another that I wanted to attend.
Good discussion on breakouts and the presenters were well prepared.
I was impressed by the coordination of presentations. Considering how much important information there was to cover, they were informative and concise.
Very good dialogue within the breakout sessions.

(Table 3 continues!)

(Table 3 continued!)

Food (n = 4)
Breakfast selections were nice.
The food
The food is always excellent.
The meals provided.

Table 4: Open-ended responses to the following question: What did you dislike about this event?

Board Room is Too Small (n = 10)
Crowded tables
Felt like sardines.
I believe we ran out of room for everyone. We may want to adjust this issue with additional tables etc.
Seating
Board room too small.
The Board room is too small for the management in-service.
The Board Room was overcrowded, especially when 118,119 and 120 of the ATTC could have been utilized for the group meeting, saving ATTC 121, and PDC 101, 102, 103 and 104 for breakout sessions.
The morning event felt "crowded" tables a bit too close together for individuals to get in and up from seats.
The room was too small
The seating was limited and participants sitting at the tables had to turn their bodies as well as heads to see the speaker. Many participants sat with their backs to the screen. This made the tables fairly useless.
Breakout Sessions (n = 5)
Some of the afternoon topics were less valuable than going back to work.
The afternoon breakout sessions
The information in the afternoon was more for campus management not district management
Too many emails and voice messages forced me to miss the last session.
Too prescribed - all lecture.
Guest Speaker (n = 4)
I thought there wasn't enough interaction between colleagues that could have been accomplished.
O'Banion presentation was interesting but not relevant to all.
Some of the opinions Terry O'Banion had about the different classes available for each major. I believe students need different choices when completing their degree or certificate.
The presentation by Terry O'Banion did not allow for any conversation about material he presented that was, as he said, "provocative," but without substance. If the purpose of the keynote was to initiate conversations, there should have been breakout sessions dedicated to those conversations based on his presentation. Otherwise, it was not particularly useful as there will be little follow up of his ideas or little follow up to address some of the points he addressed.
Length (n = 4)
I noticed that a lot of people don't bother to attend the afternoon workshops. I think we should all commit to the entire day.
I think it went on for too long; 4:45 was overdoing it and the attendance at those later sessions would reflect that.
Morning session was too long.
The length, maybe it can be broken up into two short days?
Nothing (n = 3)
None; Nothing; Nothing noted.
Food (n = 2)
Breakfast needed vegetarian options.
Lunch was cold and not very good (bread was hard, food bland.) Insufficient coffee supply. Lack of beverage choices for lunch. (If you are going to serve food and drinks, don't be cheap. Provide soft drinks, both diet and regular, in addition to water and tea.)

(Table 4 continues!)

(Table 4 continued!)

Miscellaneous (n = 2)
There were some people who kept talking among themselves throughout the much of the morning session. For those of us seated near them, it was very distracting and difficult to concentrate on the speakers and presentations. If folks are going to be attending these types of sessions, they should be there to listen not to carry on private conversations. It is inconsiderate and disrespectful.
We need more opportunities to hear from our leadership. With the difficulties that many of us are facing we need more team building opportunities to support one another.

Table 5: Open-ended responses to the following question: What topics would like to see covered in the future?

Leadership (n = 7)
1) Interoffice communication and conflict resolution. 2) Excellent book, Crucial Conversations would be a great giveaway and topic for management. 3) How to run meetings based on an agenda that holds people accountable to making a decision. [Name's] workshop had the results of the survey and one of the complaints is that managers never make decisions. This is a waste of time for everyone in attendance. Any training on how to make decisions would be helpful and also how do we create an environment where mistakes are acceptable. Most people won't make a decision because they are afraid of being wrong. If we create an environment that allows us to make a wrong decision without trying to blame, then managers will make decisions more. Just a couple of observations.
I would like to hear more on leadership characteristics such as transformational leadership. I would also like to hear more about not-for-credit training.
Management Skills training, interpersonal skills, leadership skills
Management working together as a team not against each other.
More on best practices; room for dialogue.
More leadership development topics and interactive discussions vs presentations
team building
Human Resources (n = 4)
folks who know what they are speaking about and CSEA information
HR ISSUES
More on HR
Training on CSEA and CTA contracts--what is relevant to managers?
Miscellaneous (n = 2)
Any required training we need to have
I believe we discussed what should be covered through the management association.
I enjoyed information on the budget, and would like to see something about the district's bond program: what are the next steps, what are our options for securing funding for the remaining projects? And how long is it going to take?
Town Hall meeting.
What is going on in the district? Most reports could be emailed in advance (save paper) and just have Q & A on the topics. Maybe asking individuals to update on grants they are working on, innovative ideas, best practices, any research.....
Overview on how CCC are funded and how that affects budgeting. I think this is a gray or even black area for a lot of managers.
Best practices for managers and employees to follow to ensure our college does not encounter any problems with our next ACCJC recertification.
Collaboration Opportunities Contract Education Regional Opportunities Promotional Opportunities
Anything on the education and facilities master planning.
More information on what works for student success.

Table 6: Open-ended responses to the following question: Do you have any recommendations to enhance management in-service days and/or for a keynote speaker?

Organization (n = 4)
It would be nice to have part of the day spent getting to know others employed in other areas. We have a tendency to stick with those that we work with.
More often, half-day sessions...
Per the request/Email I would advise I was not able to make the in service day given police supervisor coverage that is required for times the campuses are open and operating. Chief Galvez was present and communicates necessary info to me as I was at the campus for police coverage. The event sounded interesting and I think giving managers more tools and training is a good thing.
Some activity to have us move around and meet other managers.
Keynote Speaker (n = 4)
Nothing specific but having the keynote presentation by an outsider really created the impression that we were attending a 'conference workshop' instead of just a presentation from staff.
State Chancellor's Office.
The last 2 speakers were very good. Whoever is choosing them should continue.
The speaker should have a broad focus so it applies to all, such as, leadership, management skills, stress management.
Topics (n = 3)
Keynote on team building or a breakout on the subject to unify our district
Leadership, crucial conversations, Innovative management strategies
Yes, try and inspire and empower. Perhaps an opening and closing video.
None (n = 4)
No good job!!; None.; not at this time.; Not at this time.

For more information please contact Keith Wurtz, Interim Executive Director, SBCCD Office of Institutional Effectiveness, Research, and Planning at kwurtz@sbccd.edu or via phone at 909-384-4375: 2016FA_ManagementRetreat.docx; snManagementRetreatFA16.mdf; snManagementRetreatFA16.sav.