

Employee Satisfaction Survey Results

Recommended Actions

Category / Recommendation	Recommended Action	Responsible Party / Target	College Plans / Process
Institutional Effectiveness			
1. Administer a short and targeted follow-up survey about planning in Spring	a. Administer the annual Institutional Effectiveness survey campus wide to specifically address planning.	PIEC 3/31/13	a) Spring 2013 Annual Institutional Effectiveness Survey
2. Administer Point-of-Service (POS) surveys to get at specifics regarding campus resources and the “big picture” in regards to satisfaction with the quality of various campus resources.	a. Enhance the three divisions’ program review functions to include POS-type surveys b. Investigate developing and administering these surveys electronically.	Appropriate VP 5/7/13	a) Spring 2013 Implementation of instructional support program PR process b) Administrative PR utilizes POS in 10/14 ASOs
Instructional Learning Outcomes and Administrative Unit Outcomes			
1. Have more interactive technology in the classroom in order to meet the diverse needs of students. Provide professional development on new student learning strategies, and additional resources to meet this need (in response to items 21 and 22).	a. Advise all departments and programs to follow the program review process to initiate requests for equipment, including interactive technology for their classrooms. b. BRDS works with the Technology Committee to prioritize and allocate resources based upon program review requests each year. c. Direct the professional development proposal to the Staff Development Committee and FLEX Coordinator for action.	Appropriate VP Ongoing Chair BRDS / RFF Procedure Ongoing Faculty FLEX Coordinator & Staff Development Committee Co-Chair Ongoing	a) 2007-2013 SP, Goal 2, Strategy 2.2 b) Annual Instructional PR, BRDS RFF Procedure c) Annual FLEX Calendar
2. Provide more communication, awareness, feedback and input on SLOs/AUOs.	a. Utilize FLEX activities each semester and Student Services and Administrative Services meetings to facilitate reflective discussion of SLOs/SSOs/AUOs.	SLOAC Facilitator Ongoing	a) SLO Operational Plan Table I #1c, 2abde, 2f, 4ac, 5bc
3. Need to separate out SLOs from AUOs for items 23-26 in next iteration of employee survey.	a. Propose a survey enhancement to Institutional Research based upon this recommendation.	CBR / Research Subcommittee Fall 2014 & annual progress reports	a) Spring 2015 Employee Satisfaction Survey
4. Provide data in various formats. Work with CBR and IRP office to get this done.	a. Propose a survey enhancement to Institutional Research based upon this recommendation.	CBR / Research Subcommittee Fall 2014 & annual progress reports	a) Spring 2015 Employee Satisfaction Survey

5. Give everyone a chance to look at program review reports. Share program review reports with broader audience and get more people involved in the program review process.	<ul style="list-style-type: none"> a. Propose inclusion of all program review reports in TaskStream or other information management software, starting with the 2013-2014 academic year. 	SLOAC Facilitator VPI / VPSS / VPA Spring 2014	<ul style="list-style-type: none"> a) SLO Operational Plan Table I #4bd, 6a b) PRs are posted to a shared network drive c) Annual plan updates are posted to the College's planning web site
6. Implement a more concise format to Communicate program review data in meetings in ways in which people are more likely to use it.	<ul style="list-style-type: none"> a. Revise program review and SLO/SSO/AUO reports to simplify presentation of data and analysis. b. Utilize TaskStream or similar information management software system to communicate SLO/SSO/AUO information in a standardized and timely fashion. 	Program Review Chairs SLOAC Facilitator VPI / VPSS / VPA Spring 2014	<ul style="list-style-type: none"> a) SLO Operational Plan Table I #2a, 3c, 4d, 5b, 6a b) 2013-2014 Instructional PR annual report format c) 2012-2013 Administrative Services PR process d) Fall 2013 TaskStream implementation
Student Support Services			
1. Compare employee survey results to student survey results in order to get a holistic view regarding student services.	<ul style="list-style-type: none"> a. Student Services Council will conduct a comparison of the 2012 survey results and report back to the President's Cabinet and CEC. b. Include comparison of these data in the 2013-2014 Student Services program review report. 	VPSS / Student Services Council 3/31/13	<ul style="list-style-type: none"> a) 2013-2014 Student Services PR process
2. Increase the number of counselors.	<ul style="list-style-type: none"> a. Include the needs in student services program review and faculty hiring prioritization process. b. Address the development of education planning for all students as part of the SB-1456 implementation plan. 	VPSS 4/30/13 VPSS 5/7/13	<ul style="list-style-type: none"> a) 2013-2014 Faculty hiring prioritization process was enhanced using more quantitative data
Learning Support Services			
1. Tease out learning support services from facilities in the next administration of the employee satisfaction survey.	<ul style="list-style-type: none"> a. Propose a survey enhancement to Institutional Research based upon this recommendation. 	CBR / Research Subcommittee Fall 2014 & annual progress reports	<ul style="list-style-type: none"> a) Spring 2015 Employee Satisfaction Survey
2. In the next administration of the employee survey identify and separate out true learning support services (e.g., library, ILC, bookstore, classroom, labs, PLACe, etc.) from parking, cafeteria, etc., and omit items	<ul style="list-style-type: none"> a. Propose a survey enhancement to Institutional Research based upon this recommendation. 	CBR / Research Subcommittee Fall 2014 & annual progress reports	<ul style="list-style-type: none"> a) Spring 2015 Employee Satisfaction Survey

3. Separate out business services from fiscal resources as two individual items in the next administration of the employee	a. Propose a survey enhancement to Institutional Research based upon this recommendation.	CBR / Research Subcommittee Fall 2014 & annual progress reports	a) Spring 2015 Employee Satisfaction Survey reports
Human Resources			
1. For the next administration of the employee survey make these items more specific. They are too global.	a. Propose a survey enhancement to Institutional Research based upon this recommendation.	CBR / Research Subcommittee Fall 2014 & annual progress reports	a) Spring 2015 Employee Satisfaction Survey reports
Decision-making Roles and Processes			
1. Target benchmark should be around 67% for each item in this section of the survey.	a. Propose a survey enhancement to Institutional Research based upon this recommendation. b. Administer the Institutional Effectiveness survey disseminated by PIEC in February 2013 to the classified staff. c. Share the survey result with the classified executive	CBR / Research Subcommittee Fall 2014 & annual progress reports	a) Spring 2015 Employee Satisfaction Survey b) Spring 2013 Annual Institutional Effectiveness Survey
2. Item 71 is of concern. Specifically, respondents are not well informed and may not be aware of how involved the classified staff is in voicing matters related to college planning, budgeting, and institutional policies.	a. Propose a survey enhancement to Institutional Research based upon this recommendation. b. Administer the Institutional Effectiveness survey disseminated by PIEC in February 2013 to the classified staff. c. Share the survey result with the classified executive committee for discussions regarding the gaps.	Classified Senate/ Executive Committee	a) Spring 2015 Employee Satisfaction Survey b) Spring 2013 Annual Institutional Effectiveness Survey
3. Item 74- Address the same communication issues. More investigation is needed.	a. Propose a survey enhancement to Institutional Research based upon this recommendation. b. Administer the Institutional Effectiveness survey disseminated by PIEC in February 2013 to the classified staff. c. Share the survey result with the classified executive committee for discussions regarding the gaps.	Classified Senate/ Executive Committee	a) Spring 2015 Employee Satisfaction Survey b) Spring 2013 Annual Institutional Effectiveness Survey