

2012 Employee Satisfaction Survey Interaction Group Discussion Recommendations

- 1) Institutional Effectiveness
 - a. Administer a short and targeted follow-up survey about planning in Spring 2013.
 - b. 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.

- 2) Instructional Program and Student Learning Outcomes (SLO)/Administrative Unit Outcomes (AUO)
 - a. 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).
 - b. Provide more communication, awareness, feedback and input on SLOs/AUOs.
 - c. Need to separate out SLOs from AUOs for items 23-26 in next iteration of employee survey.
 - d. Provide data in various formats. Work with CBR and IRP office to get this done.
 - e. 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.
 - f. Implement a more concise format to communicate data in meetings in ways in which people are more likely to use it.

- 3) Student Support Services
 - a. Compare employee survey results to student survey results in order to get a holistic view regarding student services.
 - b. Increase the number of counselors.

- 4) Learning Support Services
 - a. Tease out learning support services from facilities in the next administration of the employee satisfaction survey.
 - b. 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 42 and 43(because they are instruction related).
 - c. Separate out business services from fiscal resources as two individual items in the next administration of the employee survey (currently a single item 49).

- 5) Human Resources
 - a. For the next administration of the employee survey make these items more specific. They are too global.

6) Decision-Making Roles and Process

- a. Target benchmark should be around 67% for each item in this section of the survey.
- b. 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.
 - i. Do a follow-up targeted survey to classified personnel around planning and participation in the planning process.
 - ii. Bring to classified executives for discussions regarding the gaps.
- c. Item 74- Address the same communication issues. More investigation is needed.