

Employee Voice Survey

Prepared for: Planning & Budget Council

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Employee Voice Survey

Spring 2013

Background Explanation

Surveys of all employees were completed in 2006 and 2012. The surveys consisted of 65 questions and 77 respectively. In February of 2013, the Accreditation Co-Chairs and Accreditation Liaison Officer determined that a follow-up survey was needed in order to capture the impact of recent changes in governance structures, their documentation, and the arrival of a new college president. The Governance and Process workgroup of the Planning and Budget Council revised the survey instrument to eliminate redundant questions, clarify ambiguities, and simplify the ranking scale. The previous surveys consisted of five options: completely agree, agree, somewhat agree, disagree, completely disagree. Likert scales of this nature should be symmetrical in design, therefore, in the new survey, the “somewhat agree” choice has been eliminated. The new scale consists of four ranked options: strongly agree, agree, disagree, strongly disagree, accompanied by a fifth choice of “don’t know/not applicable.” In the analysis below, the responses of “don’t know/not applicable” have been excluded from all calculations (mean and % Agree). Opportunities for improvement have been identified for any responses which scored below a 3.0 or had less than 80% approval rate.

Assessment

Mean Score	% Agree
3.03 ± 0.15	81 ± 7

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
% Agree = strongly agree + agree

Opportunities for improvement:

- Faculty, full- and part-time, disagreed with the following statements significantly more than did classified staff and administrators: (Q15) The program review process helps to promote positive change on campus; (Q26) I believe there are sufficient data and information available to assess the quality and effectiveness of my program or area; (Q39) I have been given adequate time to work on my SLOs and PLOs.
- Part-time classified staff, and to a lesser degree, all faculty and full-time classified staff, disagreed with the following statement more significantly than did administrators/supervisors: (Q42) I engage other faculty in my department in dialogues about assessment results and subsequent action plans.

Assessment-related questions	Mean score	%Agree
37. I believe that Cañada College has made student and program learning outcomes and assessment a focus for the college.	3.32	96
41. I am familiar with multiple means to assess.	3.13	84
45. I see how assessment can inform decisions about curriculum, resource allocation, etc.	3.12	87
36. Cañada College has provided sufficient training in student and program learning outcomes and assessments.	3.12	83
40. I am familiar with the institutional SLOs and their purpose.	3.09	84
43. I use assessment results to inform subsequent plans.	3.06	86
44. I use assessment results to inform resource requests.	3.01	80
42. I engage other faculty in my department in dialogues about assessment results and subsequent action plans.	2.94	77
15. The program review process helps to promote positive change on campus.	2.89	75
39. I have been given adequate time to work on my SLOs and PLOs.	2.85	71
26. I believe there are sufficient data and information available to assess the quality and effectiveness of my program or area.	2.84	73

Diversity

Mean Score	% Agree
3.31 ± 0.03	90 ± 1

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
 % Agree = *strongly agree + agree*

Observations of interest:

- Disagreement with these statements was low overall but tended to be expressed by full-time employees with the most seniority (10 or more years working at the college).

Diversity-related questions	Mean score	%Agree
21. Diversity, in regard to gender, ethnicity and age, is actively promoted on campus.	3.33	91
22. I believe that the climate at Cañada College is one of appreciation of differences.	3.29	89

Facilities & Safety

Mean Score	% Agree
3.09 ± 0.19	82 ± 10

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
 % Agree = strongly agree + agree

Opportunities for improvement:

- Satisfaction with the maintenance of facilities (Q30) was lowest among full-time classified and full-time staff. Rankings decreased as the respondents' number of years employed at the college increased.
- Satisfaction with the disabled access on campus (Q29) was lowest among faculty and full-time classified staff.
- Part-time classified and full-time faculty tended to disagree more with the following statement than did other employee groups: (Q28) The facilities (i.e. classrooms and office space) adequately meet my needs. Rankings decreased as the respondents' number of years employed at the college increased.

Facilities-related questions	Mean score	%Agree
33. The security officers are able to answer my questions about safety and security issues at the college.	3.33	95
34. Overall, I feel safe on campus.	3.30	93
32. I have access to enough information about disaster preparedness.	3.07	81
30. Campus facilities (i.e. classrooms, washrooms, and offices) are adequately maintained.	3.02	79
29. I am satisfied with the disabled access on campus.	2.98	77
28. The facilities (i.e. classrooms and office space) adequately meet my needs.	2.85	69

Participatory Governance

Mean Score	% Agree
3.09 ± 0.06	83 ± 5

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
 % Agree = strongly agree + agree

Opportunities for improvement:

- Part-time classified and part-time faculty both expressed more disagreement with the statement, "(Q12) Employees have adequate opportunities to participate in the development of financial plans and budgets."

Dissatisfaction was not limited to new part-time employees but was registered across all durations of employment.

Governance-related questions	Mean score	%Agree
13. The College works collaboratively towards the achievement of college goals.	3.15	86
14. I am satisfied with the amount of opportunity I have to participate in college-wide planning.	3.15	84
27. Overall, the participatory governance process is working well at Cañada.	3.14	87
18. The role of employees in participatory governance is clearly stated and publicized.	3.12	86
31. There are clear divisions of authority and responsibility between and among the District Office, the Board of Trustees, and Cañada College.	3.09	85
24. Cañada College encourages staff and faculty participation in the decision-making process.	3.08	84
6. Results of college goals are regularly shared with campus constituencies.	3.08	81
11. A consultative planning process is used to identify needed areas of improvement.	3.05	82
12. Employees have adequate opportunities to participate in the development of financial plans and budgets.	2.96	72

Human Resources

Mean Score	% Agree
3.26 ± 0.25	84 ± 9

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
 % Agree = strongly agree + agree

Opportunities for improvement:

- There is little trend to the disagreement with the statement (Q17) The College provides sufficient opportunities for continued professional development. However, all employee groups ranked this item significantly lower than did administrators/supervisors.
- Full- and part-time faculty expressed the most dissatisfaction with the opportunities for promotion (Q23). Part-time classified expressed less dissatisfaction, followed by full-time classified and administrators/supervisors which expressed the least dissatisfaction. The most dissatisfaction was reported by employees with 6-10 years of experience at the college.

Human resource-related questions	Mean score	%Agree
3. My supervisor encourages me to do high quality work.	3.55	90
4. Providing excellent service to students is acknowledged in my area.	3.46	92
10. I would recommend Cañada College as a good place to work.	3.43	93
5. I am encouraged to be creative and come up with new ideas and improvements.	3.42	89
7. I am comfortable in bringing up problems with my direct supervisor.	3.38	86
9. In my area, communication between co-workers is effective.	3.28	86
8. My supervisor keeps me informed of matters that affect me.	3.23	80
19. The procedures for hiring employees are clearly stated.	3.12	82
17. The College provides sufficient opportunities for continued professional development.	3.00	78
23. Cañada College provides sufficient opportunities for promotion.	2.75	64

Mission

Mean Score	% Agree
3.21 ± 0.22	92 ± 8

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
% Agree = strongly agree + agree

Opportunities for improvement:

- Full-time classified and full-time faculty disagreed the most with the statement “(Q2) The District Office provides necessary services that support Cañada's mission.”

Mission-related questions	Mean score	%Agree
38. Overall, Cañada College provides a high quality learning experience for students.	3.36	96
1. Cañada College actively works toward fulfilling its vision and mission.	3.31	96
2. The District Office provides necessary services that support Cañada's mission.	2.96	83

Student Services

Mean Score	% Agree
3.43 ± 0.02	97 ± 1

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
 % Agree = strongly agree + agree

Observations of interest:

- Disagreement with the statement, "(Q35) I know where to refer students to various support services on campus" was extremely low and only occurred with full-time and part-time faculty. One of these respondents has only worked at the college less than one year; the other respondents between 3-5 and more than 10 years.

Student services-related questions	Mean score	%Agree
35. I know where to refer students to various support services on campus (e.g. financial aid, DRC, and learning center).	3.44	97
20. The college deals with students in a fair and ethical way.	3.41	96

Technology

Mean Score	% Agree
3.12 ± 0.22	79 ± 11

strongly agree (4), agree (3), disagree (2), strongly disagree (1)
 % Agree = strongly agree + agree

Opportunities for improvement:

- There is no clear trend in the disagreement regarding training in technology (Q16). The lowest scores were from respondents with 3-10 years of experience at the college, and from part-time classified and full-time faculty. Administrators/supervisors expressed the strongest level of satisfaction of all employee groups.

Technology-related questions	Mean score	%Agree
25. The technical support services for my technology issues are adequate.	3.27	87
16. Cañada College provides adequate opportunities for training in technology related to my area of responsibility.	2.96	71