

SURVEY RESULTS REPORT

SURVEY

REPORT DATE	SURVEY NAME	PREPARED BY
January 23, 2018	Climate Survey	Dr. Marchant & the President's Council

SURVEY RESULTS OVERVIEW

Overview of Survey Results:

All areas showed significant increases in employee satisfaction from 2013 and 2015 to 2017. Of note in the current survey results:

- 97% of respondents indicated that overall there are positive working relationships between faculty and staff
- 96% of respondents indicate that current activities at CCCC reflect a strong focus on students, and
- 92% are satisfied overall with the workplace climate.

Respondents' choice of core values most associated with CCCC strongly reflect our *Learning First* strategic plan, with top responses including "Student Learning," "Student Success," "Student-Centered," "Accessibility," and "Student Support."

Response from PC:

Dr. Marchant and members of the President's Council appreciate the hard work and camaraderie of all employees that made this progress possible, and that contribute every day to our positive work environment. We also appreciate your survey responses as they help us focus our efforts for further improvements. We are committed to fostering a culture of collaborative and inclusive continuous improvement in all aspects of our shared work here at CCCC.

This Survey Results Report is an example of a feedback loop created to foster shared governance and employee input that informs decision making. Your voice matters! Please continue to speak up and let us know what you think. This process also exemplifies the trust that the President places in all college employees, empowering everyone to help direct our actions to properly support all faculty and staff. Please see the specific issues and corresponding action items described below.

HIGHLIGHTS/ACCOMPLISHMENTS

Areas with greater than 90% satisfaction:

- Safe and secure work environment
- Satisfaction with how safety concerns are addressed
- Clear communication of institutional policies and procedures
- Knowing where to locate institutional policies and procedures
- Overall satisfaction with climate of workplace
- Strong focus of current activities on students
- Willingness to recommend CCCC to others as a good place to work
- Comfort with expressing personal identity in immediate work environment
- Department head commitment to creating a positive work environment
- Colleagues' commitment to doing quality work
- Being inspired to meet goals at work
- Confidence that the president and vice presidents are leading the college towards excellence in all areas
- Access to technology, equipment and supplies necessary to perform job
- Feeling encouraged to develop new ways to serve students
- Climate of tolerance for differences in religious backgrounds
- Climate of tolerance for different ethnic backgrounds
- Climate of tolerance for differences in socioeconomic backgrounds
- Feeling empowered to resolve problems
- Positive working relationships between faculty and staff

AREAS FOR IMPROVEMENT

Areas with less than 80% satisfaction

ISSUE	ACTION ITEM
<ul style="list-style-type: none"> Overall Communication between senior leaders and employees (79% satisfaction, up from 68%) Effective Information sharing between divisions/departments (70%, up from 48%) Employee input informing decision-making (76%, up from 59%) Receiving adequate recognition for work contributions (77%, up from 70%) Trust between senior leaders and employees (78%, up from 61%) 	<ul style="list-style-type: none"> Employee Focus Groups will be conducted in all counties and within all departments to discuss concerns and conceive of better ways to facilitate communication, enhance food services, and develop meaningful ways of recognizing employee contributions. A monthly newsletter from PC to all employees with an electronic feedback mechanism is planned. An example of an employee-developed solution: three employees participating in the CCCC Leadership Institute created an Employee Wiki which will be rolled out soon (called My Employee Pathway modeled after our QEP) to give all employees access to accurate and consistent information. All employees are encouraged to get involved/provide input by joining a college Committee. Contact your VP to let him/her know which Committee(s) you are interested in. The Standing Committees list is on the Intranet under Helpful Files by Department. Please see additional Action Items below

OTHER ISSUES AGGREGATED FROM SURVEY COMMENTS

ISSUE	ACTION ITEM
<ul style="list-style-type: none"> Effective Communication from senior leaders (to include adjuncts) and between departments Discussion/clarification of lost holidays Increased interaction with engaged senior administrators Food availability, selection, and quality at various campuses Faculty gathering areas and additional office space Faculty and staff input into decision-making/feeling heard and valued/sense of inclusiveness Additional security/safety precautions and respectful treatment by security Higher pay More employee recognition/incentives Updating/renovating/expanding Student Center 	<ul style="list-style-type: none"> Focus groups and monthly newsletter from PC as per above Please see forthcoming Staff Announcement for clarification of holiday pay issue, including State Auditor's report PC members will spend more time visiting informally at other campuses We are working on creating additional faculty gathering areas (including kitchens) and office space in conjunction with all the construction that is going on. Will revisit/re-evaluate this after all the moves have taken place. Faculty and staff input into decision-making is highly valued. The Planning Council represents all staffing categories and geographical locations, and shapes the mission, vision, values, goals, objectives, and strategies for the college. Please join a college committee to make sure your voice is heard. The College is currently offering Mental Health and Crisis Response Training to all divisions. We are also evaluating bids for a new security provider to enhance safety and security. A standardized salary schedule was created in 2017, resulting in pay increases for many employees. College leadership continues to advocate for higher pay/more funding from the state, but this effort will require faculty and staff to get involved by contacting state representatives to advocate for themselves (from private telephones and computers). PC and the System Office continue to advocate for the legislature to allow a portion of Performance Measures funding to be used as employee bonuses. The Safety and Wellness committee continues to find ways to reward employees, including more exercise classes and discounts at local merchants. Renovations to the Student Center will begin this summer.

CONCLUSIONS/RECOMMENDATIONS

Within departments employees have made great strides in fostering teamwork, which can contribute to better working relationships between divisions and departments. Thank you for your contribution to good communications and a positive workplace environment. We recognize that there are always opportunities for further improvement.