SAN BERNARDINO COMMUNITY COLLEGE DISTRICT FALL 2015 CLIMATE SURVEY RESULTS

FACILITATED BY KEITH WURTZ

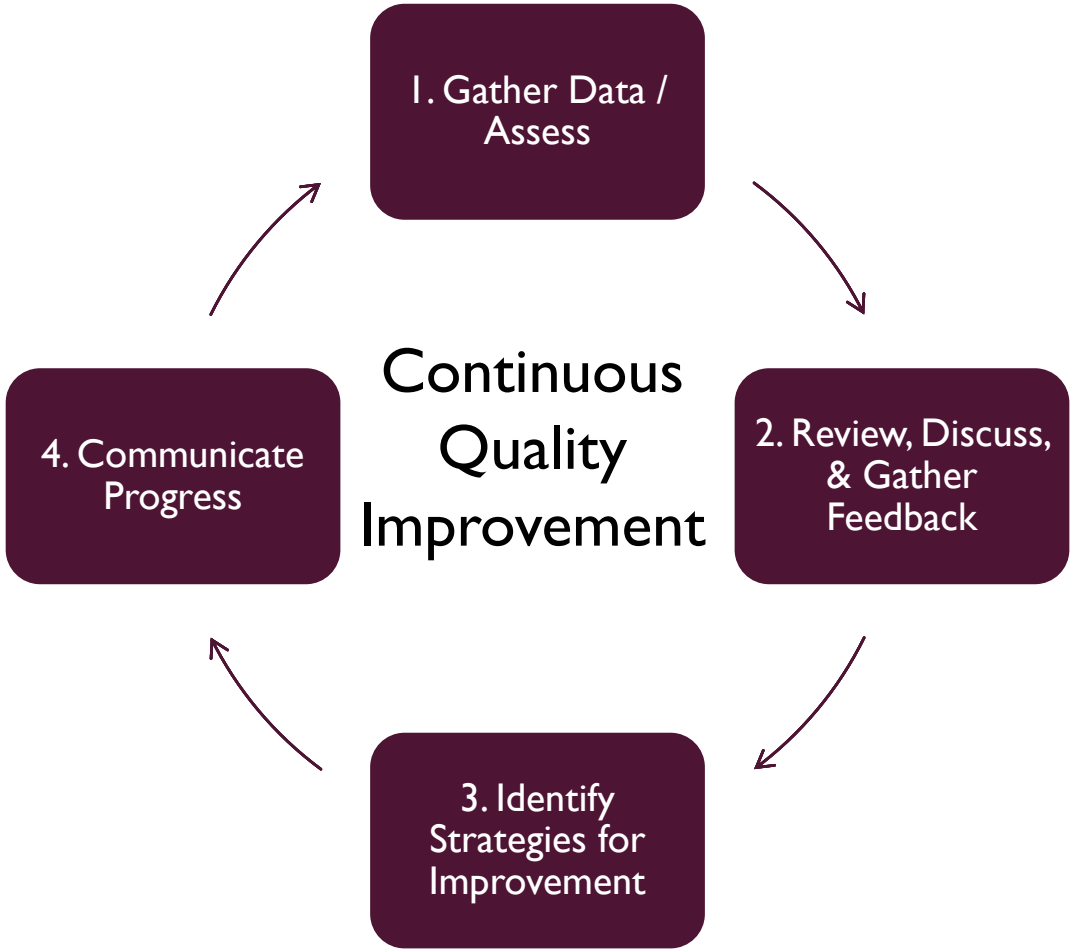
SESSION OBJECTIVES

- Review the purpose for conducting a district wide climate assessment
- Describe a process for systematic continuous improvement, using cycles of dialogue, repeated information gathering, sharing, and re-assessment
- Briefly review the methodology
- Briefly review the results of Fall 2015 District Climate Survey
- Generate strategies for making improvements

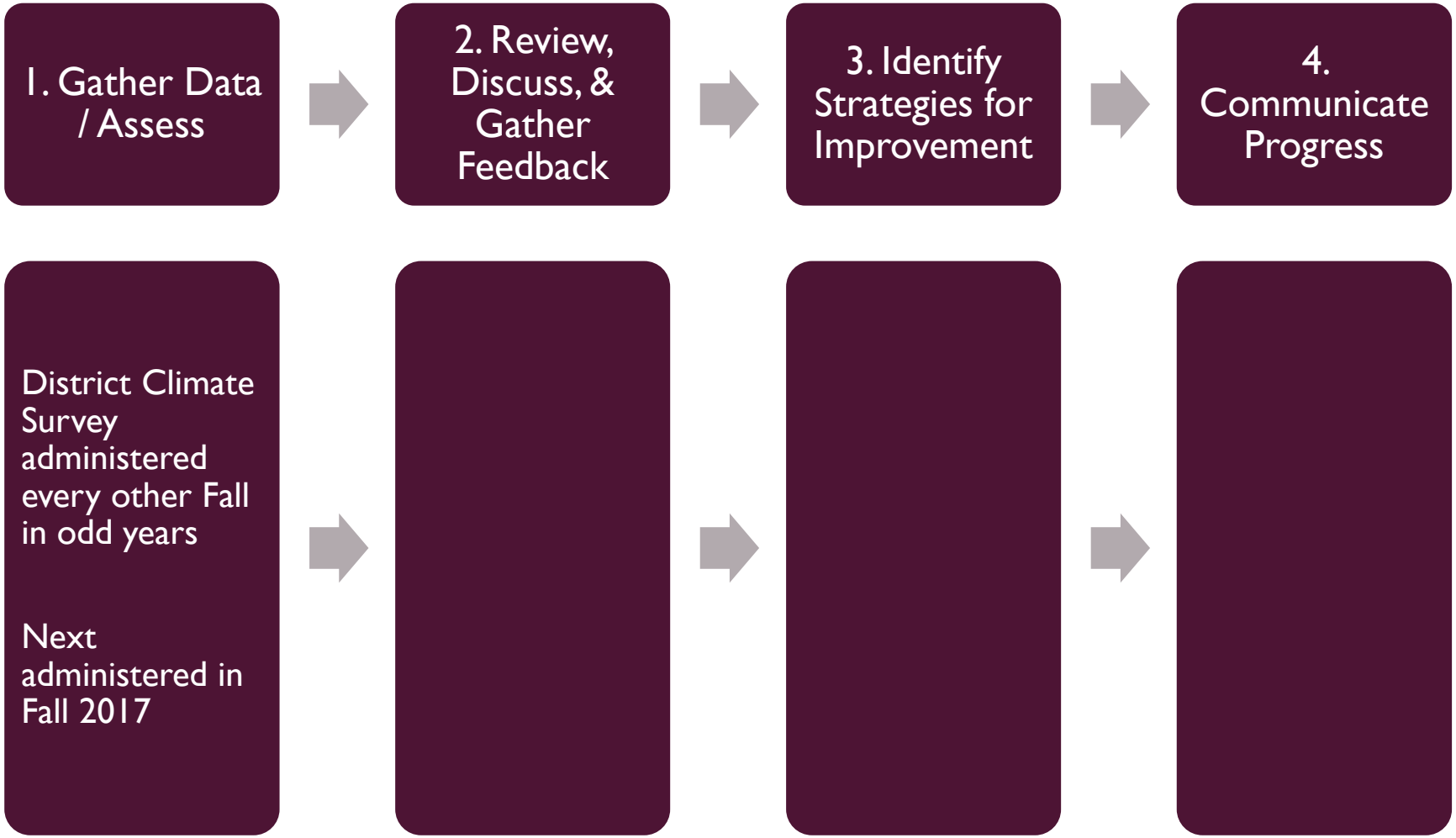
WHY CONDUCT A CLIMATE ASSESSMENT?

- To improve the environment for working and learning in the district
- Facilitate ongoing improvement and organizational change
- Identify needs and strengths
- Provide a baseline and identify trends

PROCESS FOR CONTINUOUS QUALITY IMPROVEMENT



DISTRICT CLIMATE



DISTRICT CLIMATE

1. Gather Data / Assess	2. Review, Discuss, & Gather Feedback	3. Identify Strategies for Improvement	4. Communicate Progress
District Climate Survey administered every other Fall in odd years Next administered in Fall 2017	Results shared with District and Feedback Gathered Report Presentations Workshops Newsletter		

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EXAMPLE OF HOW THE RESULTS OF THE DISTRICT CLIMATE SURVEY AND THE PRESENTATION WILL BE USED

Suggestion	Progress
Make applause cards readily available for use.	A link to the Applause Cards is available on the Navigator Online Resource Web Site.
Training for managers on recognition	Training occurred on Friday, November 9th, 2012.
Committee chairs should be trained how to run a committee.	Training occurred on August 22nd, 2012. Future trainings will occur once every primary term.
The ability to search the email database by first name, department, or office.	Contacted DCS in Fall 2012. When click on "To", check "More columns" and enter first name.
"Bring a friend" to committee meetings. Where the friend can sit in on committee as a guest.	Piloted in Spring 2012, and did not work well.

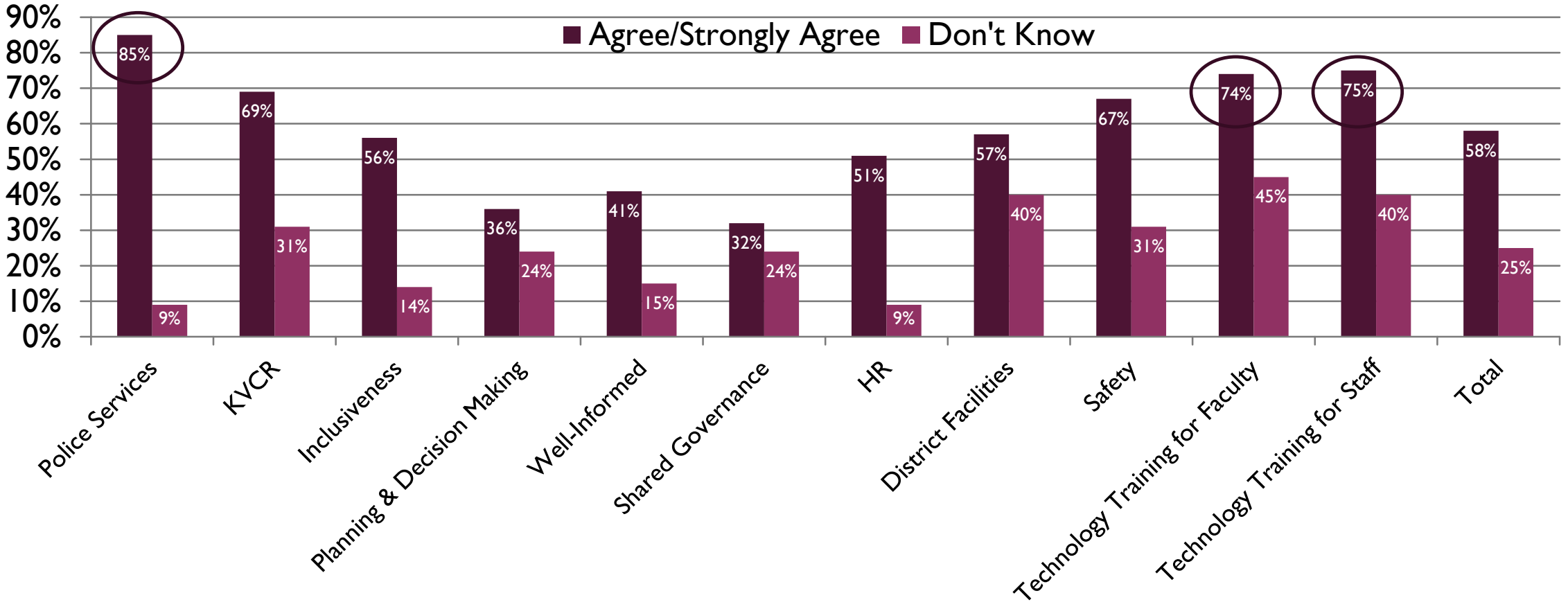
DURING THE PRESENTATION OF THE RESULTS, PLEASE THINK ABOUT THE FOLLOWING:

- What strikes you as positive?
  - What accounts for this and how can we continue?
- Identify areas for improvement
  - Discuss strategies
  - Suggest solutions
- What stands out overall?

METHODOLOGY/SAMPLE

- Survey was available to all administrators, staff, and full and part-time faculty from December 1, 2015 to December 24, 2015
- 154 valid surveys received
- 13% response rate (154/1,227)
  - 34% response rate for managers (n = 28)
  - 22% response rate for full-time faculty (n = 48)
  - 18% response rate for classified staff (n = 61)
  - 3% response rate for adjunct faculty (n = 15)

PERCENT OF RESPONDENTS WHO AGREED OR STRONGLY AGREED THAT THEY WERE SATISFIED WITH EACH AREA LISTED BELOW: FALL 2015



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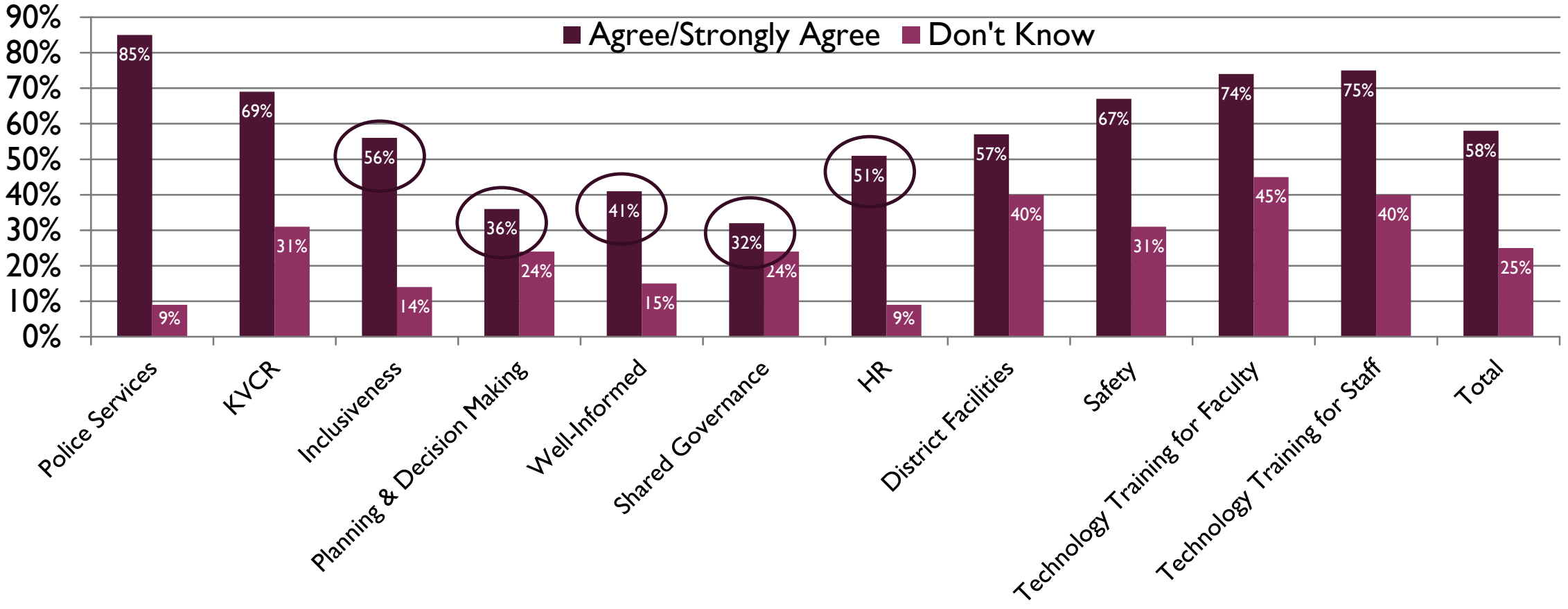

OPPORTUNITIES FOR IMPROVEMENT IDENTIFIED IN **FALL 2015**

- Inclusiveness
- Planning and Decision Making Processes
- Shared Governance and feeling well-informed about issues facing the District
- Human Resources Processes

INCLUSIVENESS

- 40% of respondents **agreed or strongly agreed** that communication across the District is timely and accurate
- 96% of respondents **agreed or strongly agreed** that it is important to stay informed about what is happening in the District
- 43% of respondents **agreed or strongly agreed** that the District community is doing what it needs to, to stay informed

INCLUSIVENESS RELATED COMMENTS

- "Classified Staff are an afterthought at SBCCD, included only after those in charge realize they left us out"
- "The 'inclusiveness' comes in the form of covering after decisions have already been made so the decision makers can say they asked. In the event we are asked before a decision is made, informed recommendations by discipline experts are ignored every time."

TELL US WHAT YOU THINK – SUGGESTIONS FOR IMPROVING INCLUSIVENESS

PLANNING AND DECISION-MAKING PROCESSES

- 66% of respondents **disagree or strongly disagree** that the planning and decision-making processes at the District Level are efficient (i.e. people adaptively and innovatively use available resources to maximize potential outcomes and productivity.)
- 65% of respondents **disagree or strongly disagree** that the planning and decision-making processes at the District Level are informed by the analysis of reliable and objective evidence balanced with collective wisdom

PLANNING AND DECISION-MAKING PROCESSES RELATED COMMENTS

- "Planning & decision-making is only meaningful, if the end result is achievable. Having to make the same decisions and planning objectives over and over again, because they could not be archived, indicates they aren't possible…"
- "Dialogue is easy; follow-up action beyond superficial gestures is rare."

TELL US WHAT YOU THINK – SUGGESTIONS FOR IMPROVING PLANNING AND DECISION-MAKING PROCESSES

SHARED GOVERNANCE AND BEING WELL-INFORMED

- 60% of respondents **disagree or strongly disagree** that the planning and decision-making processes at the District Level are collaborative (i.e. People across departments, divisions, and job classifications are working together to share knowledge and build consensus toward a common purpose.)
- 60% of respondents **disagree or strongly disagree** that the opinions of classified staff are given appropriate weight in matters of institutional importance at the District Level
- 58% of respondents **disagree or strongly disagree** that the opinions of students are given appropriate weight in matters of institutional importance at the District Level

SHARED GOVERNANCE SHARED GOVERNANCE AND BEING WELL-INFORMED RELATED COMMENTS

- "'Substantial voice' and 'appropriate weight' have opinion based meaning. Since higher management makes the decision anyways, and they don't address why or why not staff, faculty, student opinions are valid or invalid, 'shared governance' is a pointless question outside those who feel their voice was heard in particular matters."
- "Managers take too much responsibility; faculty and students not enough."

TELL US WHAT YOU THINK – SUGGESTIONS FOR IMPROVING SHARED GOVERNANCE SHARED GOVERNANCE AND BEING WELL-INFORMED

HUMAN RESOURCES PROCESSES

- 57% of respondents **disagree or strongly disagree** that Human Resources provides consistent policy interpretation and guidance specific to human resources
- 56% of respondents **disagree or strongly disagree** that Human Resources policies and procedures are fair, equitable, and consistently administered

HUMAN RESOURCES PROCESSES RELATED COMMENTS

- "I am more satisfied with HR than I have been in the past. Although these issues are improving I still believe there is a very long road ahead. It seems you have to speak to the right people to get the right answer. Some answer questions without knowing the correct answer instead of saying they will get back to you with the correct answer..."
- "The hiring process could be done faster. The Human Resources staff are very helpful and reply quickly to inquiries."

TELL US WHAT YOU THINK – SUGGESTIONS FOR IMPROVING HUMAN RESOURCES PROCESSES

NEXT STEPS

- Share results
- Inform decision making and planning
- Work together to address challenges and continue to create a positive work environment

ADDITIONAL QUESTIONS/COMMENTS