



Office of Research, Planning & Institutional Effectiveness District Employee Climate Survey

SUMMARY REPORT – MAY 2022

2021-22 District Employee Climate Survey

San Bernardino Community College District

Office of Research, Planning, and Institutional Effectiveness:

Christopher M. Crew, Ph.D. – Interim Director

Myung H. Koh, Ph.D. – Research and Planning Analyst

Rita Garcia, M.S. - Research and Planning Analyst

Document Notes:

1. Responses to each question were optional, which resulted in varying response/total counts.

District employees were asked to rate several different services offered by the San Bernardino Community College District. The survey used a five-point Likert-type scale (ranging from 1= Strongly Disagree to 5= Strongly Agree) to indicate how they assessed the level of the District Support Operations.

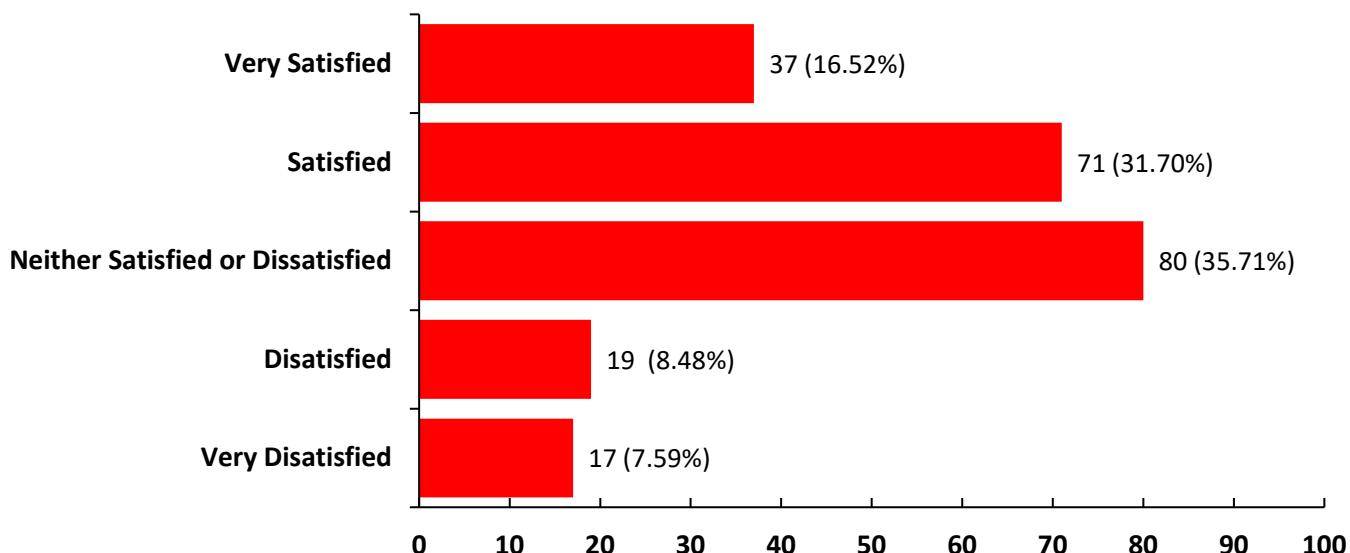
Overall, the 2021-22 District Employee Climate Survey had a response rate of approximately 9.2%, with 265 employees responding to the survey. Of the 262 respondents, 30.15% (79) were from Crafton Hills, 51.91% (136) were from San Bernardino Valley College, and 17.94% (47) were from District Support Operations (DSO).

With regards to overall satisfaction, the mean level of overall satisfaction was 3.41/5.00, which falls between “Neither satisfied or Dissatisfied” and “Satisfied.” 108 out of 224 district employees (48.21%) were either “Very Satisfied” or “Satisfied” with the services provided by the District Support Operations.

EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	14.72%	39
Classified Staff	37.36%	99
Confidential Staff	2.64%	7
Full-Time Faculty	27.55%	73
Part-Time Faculty	17.74%	47
Total	100%	265

LOCATION	PERCENT	COUNT
Crafton Hills College	30.15%	79
San Bernardino Valley College	51.91%	136
District Support Operations (including EDCT and KVCR)	17.94%	47
Total	100%	262

Overall, what is your satisfaction level toward the services provided by District Support Operations (DSO)?



Demographics

What is your gender/gender identity?

GENDER/GENDER IDENTITY	PERCENT	COUNT
Man	26.09%	54
Woman	56.52%	117
Transgender/Gender Non-Conforming	0.48%	1
Preferred response not listed	0.97%	2
Decline to answer	15.94%	33
Total	100%	207

Please mark the one racial or ethnic group with which you most identify.

RACIAL/ETHNIC GROUPS	PERCENT	COUNT
African American/Black	13.40%	26
Asian American/Asian	5.67%	11
Hispanic/Latino/a	26.29%	51
Middle Eastern/North African	0.52%	1
Native American/Alaskan Native	2.06%	4
Native Hawaiian/Other Pacific Islander	0.00%	0
White	40.72%	79
Other	11.34%	22
Total	100%	194

Were you born in the United States?

ANSWER	PERCENT	COUNT
Yes	90.00%	180
No	10.00%	20
Total	100%	200

Please indicate your generation status

GENERATION STATUS	PERCENT	COUNT
All of my grandparents and both of my parents were born in the United States.	43.43%	86
Both of my parents were born in the United States.	24.75%	49
One of my parents was born in the United States.	9.09%	18
Neither of my parents were born in the United States.	22.73%	45
Total	100%	198

Inclusiveness and District Shared Governance

The survey also included employees' opinions toward inclusiveness and shared governance at the District. For inclusiveness, the mean level of overall satisfaction with the level of inclusiveness was 3.58/5.00, which falls between "Neither Agree nor Disagree" and "Somewhat Agree." 60.81% (135 of 222) of respondents chose either "Strongly agree" or "Somewhat agree." For shared governance, 45.45% (90 of 198) of respondents chose either "Strongly agree" or "Somewhat agree."

Sample Inclusiveness Questions:

Q1. Communication from District Support Operations (DSO) is timely and accurate.

Q4. I am personally treated with respect in this District.

Q9. Overall, I am satisfied with the level of inclusiveness at SBCCD.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	43 (19.38%)	75 (33.63%)	40 (17.94%)	21 (9.42%)	21 (9.42%)	23 (10.31%)	223	118 (59.00%)	3.49
Q4	80 (35.40%)	66 (29.20%)	39 (17.26%)	17 (7.52%)	20 (8.85%)	4 (1.77%)	226	146 (65.77%)	3.40
Q9	68 (30.22%)	67 (29.78%)	36 (16.00%)	27 (12.00%)	24 (10.67%)	3 (1.33%)	225	135 (60.81%)	3.58

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded.

Sample District Shared Governance Climate Questions:

Q1. I actively participate in opportunities to share my perspective in district- level committees.

Q2. District committees consider my perspective in decision-making.

Q5. Overall, planning and decision-making processes at SBCCD are collaborative.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	50 (21.93%)	58 (25.44%)	40 (17.54%)	21 (9.21%)	35 (15.35%)	24 (10.53%)	228	108 (52.94%)	3.33
Q2	25 (11.06%)	56 (24.78%)	42 (18.58%)	18 (7.96%)	42 (18.58%)	43 (19.03%)	226	81 (44.26%)	4.60
Q5	28 (12.28%)	62 (27.19%)	39 (17.11%)	31 (13.60%)	37 (16.23%)	30 (13.16%)	228	90 (45.45%)	3.05

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded.

Business Services

During academic year 2021-22, 48.42% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.58/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat Agree.” 58.25% (60 of 103) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with Business Services (includes Purchasing, Contracts, and Insurance) during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	48.42%	107
No	51.58%	114
Total	100%	221

Sample Business Services Climate Questions:

- Q1. Business Services provides consistent policy interpretation and guidance specific to procurement.
- Q2. Business Services establishes, publishes, and adheres to written policies and procedures that are available for information and review.
- Q3. Overall, I am satisfied with the level of services provided by the Business Services office.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	42 (40.38%)	22 (21.15%)	6 (5.77%)	18 (17.31%)	10 (9.62%)	6 (5.77%)	104	64 (65.31%)	3.69
Q2	32 (30.77%)	28 (26.92%)	9 (8.65%)	13 (12.50%)	11 (10.58 %)	11 (10.58 %)	104	60 (65.52%)	3.61
Q3	38 (36.54%)	22 (21.15%)	16 (15.38%)	16 (15.38%)	11 (10.58%)	1 (0.96%)	104	60 (58.25%)	3.58

Note: Scale ranges from 1=“Strongly disagree” to 5=“Strongly agree.” *All “NA/Don’t know” responses were excluded.

District Police Department

During academic year 2021-22, 38.81% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.36/5.00, which falls between “Somewhat agree” and “Agree.” 82.14% (69 of 84) of the respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with the District Police Department during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	38.81%	85
No	61.19%	134
Total	100%	219

Sample Police Department Climate Questions:

Q3. Police/security respond in a timely fashion to safety and police emergencies.

Q4. The District Police Department is professional during their daily contacts.

Q5. Overall, I am satisfied with the service provided by the District Police Department.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q3	45 (53.57%)	13 (15.48%)	3 (3.57%)	2 (2.38%)	7 (8.33%)	14 (16.67%)	84	58 (82.86%)	4.24
Q4	59 (70.24%)	17 (20.24%)	4 (4.76%)	1 (1.19%)	1 (1.19%)	2 (2.38%)	84	76 (92.68%)	4.61
Q5	56 (66.67%)	13 (15.48%)	6 (7.14%)	6 (7.14%)	4 (4.76%)	0 (0.00%)	84	69 (82.14%)	4.36

Note: Scale ranges from 1=“Strongly disagree” to 5=“Strongly agree.” *All “NA/Don’t know” responses were excluded.

Economic Development & Corporate Training (EDCT)

During academic year 2021-22, 17.51% of respondents were aware of the Department's service or had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.88/5.00, which falls between "Neither Agree nor Disagree" and "Somewhat agree." 70.59% (24 of 34) of respondents chose either "Strongly agree" or "Somewhat agree."

Did you have any contact with EDCT in the 2021-22 academic year or are you aware of its services it provides to the community?

ANSWER	PERCENT	COUNT
Yes	17.51%	38
No	73.27%	159
Would like more information	9.22%	20
Total	100%	217

Sample EDCT Climate Questions:

Q2. The community & business partnerships created by EDCT are valuable to the San Bernardino Community College District.

Q4. I know the role of EDCT.

Q5. Overall, I am satisfied with the service provided by EDCT.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	18 (47.37%)	8 (21.05%)	3 (7.89%)	2 (5.26%)	4 (10.53%)	3 (7.89%)	38	26 (74.29%)	3.97
Q4	19 (50.00%)	12 (31.58%)	3 (7.89%)	1 (2.63%)	1 (2.63%)	2 (5.26%)	38	31 (86.11%)	4.31
Q5	18 (47.37%)	6 (15.79%)	3 (7.89%)	2 (5.26%)	5 (13.16%)	4 (10.53%)	38	24 (70.59%)	3.88

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded.

Facilities Planning, Emergency Management & Construction

During academic year 2021-22, 34.56% of the respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.57/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 54.05% (40 of 74) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with District Office Facilities Planning, Emergency Management & Construction (includes facilities, equipment, land and other assets at the district level) during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	34.56%	75
No	65.44%	142
Total	100%	217

Sample Facilities Climate Questions:

Q2. The District’s Facilities Planning & Construction uses its physical resources effectively to support the programs and services at the Colleges and other District entities.

Q7. The District’s Facilities, Planning & Construction staff are accessible, and address my requests and concerns in a timely and professional manner.

Q8. Overall, I am satisfied with the level of service provided by Facilities Planning & Construction Department.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	20 (26.67%)	13 (17.33%)	13 (17.33%)	6 (8.00%)	9 (12.00%)	14 (18.67%)	75	33 (54.10%)	3.48
Q7	25 (33.33%)	14 (18.67%)	15 (20.00%)	6 (8.00%)	10 (13.33%)	5 (6.67%)	75	39 (55.71%)	3.54
Q8	24 (32.00%)	16 (21.33%)	20 (26.67%)	6 (8.00%)	8 (10.67%)	1 (1.33%)	75	40 (54.05%)	3.57

Note: Scale ranges from 1=“Strongly disagree” to 5=“Strongly agree.” *All “NA/Don’t know” responses were excluded.

Fiscal Services

During academic year 2021-22, 62.33% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.41/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 53.85% (70 of 130) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with Fiscal Services (includes Accounting, Accounts Payable, and Payroll) during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	62.33%	134
No	37.67%	81
Total	100%	215

Sample Fiscal Services Climate Questions:

Q2. Fiscal Services provides clear guidance on developmental budget timeline and process.

Q3. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.

Q7. Overall, I am satisfied with the level of services provided by Fiscal Services.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	39 (29.55%)	23 (17.42%)	12 (9.09%)	16 (12.12%)	14 (10.61%)	28 (21.21%)	132	62 (59.62%)	3.55
Q3	34 (25.95%)	23 (17.56%)	20 (15.27%)	20 (15.27%)	15 (11.45%)	19 (14.50%)	131	57 (50.89%)	3.37
Q7	37 (27.61%)	33 (24.63%)	22 (16.42%)	22 (16.42%)	16 (11.94%)	4 (2.99%)	134	70 (53.85%)	3.41

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded.

Human Resources

During academic year 2021-22, 75.93% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.52/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 60.38% (96 of 159) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with Human Resources during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	75.93%	164
No	24.07%	52
Total	100%	216

Sample Human Resources Climate Questions:

Q8. The Human Resources team has been present and available.

Q10. The Human Resources team has made improvements on providing consistent and accurate information.

Q11. Overall, I am satisfied with the level of services provided by the Human Resources office.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q8	56 (34.78%)	44 (27.33%)	23 (14.29%)	14 (8.70%)	18 (11.18%)	6 (3.73%)	161	100 (64.52%)	3.68
Q10	38 (23.75%)	42 (26.25%)	29 (18.13%)	14 (8.75%)	22 (13.75%)	15 (9.38%)	160	80 (55.17%)	3.41
Q11	43 (26.71%)	53 (32.92%)	28 (17.39%)	13 (8.07%)	22 (13.66%)	2 (1.24%)	161	96 (60.38%)	3.52

Note: Scale ranges from 1=“Strongly disagree” to 5=“Strongly agree.” *All “NA/Don’t know” responses were excluded.

KVCR

During academic year 2021-22, 20.56% of respondents watched KVCR television and listened to KVCR Radio, and 46.48% of respondents were aware that KVCR provides a channel known as FNX | First Nations Experience. For overall satisfaction, the mean level of overall satisfaction was 4.43/5.00, which falls between "Somewhat agree" and "Strongly agree." 88.33% (53 of 60) of respondents chose either "Strongly agree" or "Somewhat agree."

Did you watch KVCR television during academic year 2021-22? Did you listen to KVCR radio during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	20.56%	44
No	79.44%	170
Total	100%	214

Are you aware that part of its free services to the community KVCR provides a channel known as FNX | First Nations Experience? First Nations experience is the first and only broadcast television network in the United States exclusively devoted to Native American and World Indigenous content.?

ANSWER	PERCENT	COUNT
Yes	46.48%	99
No	53.52%	114
Total	100%	213

Sample KVCR Climate Questions:

Q3. KVCR benefits the colleges and the District.

Q7. Overall, KVCR is a valuable asset to the San Bernardino Community College District.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q3	36 (59.02%)	13 (21.31%)	8 (13.11%)	1 (1.64%)	3 (4.62%)	0 (0.00%)	61	49 (80.33%)	4.28
Q7	40 (65.57%)	13 (21.31%)	3 (4.92%)	1 (1.64%)	3 (4.92%)	1 (1.64%)	61	53 (88.33%)	4.43

*Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded.*

Technology & Educational Support Services (TESS)

During academic year 2021-22, 76.42% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.09/5.00, which is closer to "Somewhat agree." 77.95% (122 of 158) of respondents chose either "Strongly agree" or "Somewhat agree."

Did you have contact with Technology & Educational Support Services (TESS) during academic year 2021-22?

ANSWER	PERCENT	COUNT
Yes	76.42%	162
No	23.58%	50
Total	100%	212

Sample TESS Climate Questions:

- Q1. The process to receive help from TESS is clear and consistent.
- Q2. When I contact TESS staff for help, they are very helpful.
- Q3. TESS staff follow through with providing help in a timely fashion.
- Q15. Overall, I am satisfied with the level of services provided by TESS.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	77 (48.43%)	43 (27.04%)	10 (6.29%)	14 (8.81%)	10 (6.29%)	5 (3.14%)	159	120 (77.92%)	4.06
Q2	98 (61.64%)	29 (18.24%)	13 (8.18%)	10 (6.29%)	7 (4.40%)	2 (1.26%)	159	127 (80.89%)	4.28
Q3	94 (59.12%)	28 (17.61%)	15 (9.43%)	13 (8.18%)	7 (4.40%)	2 (1.26%)	159	122 (77.71%)	4.20
Q15	75 (47.17%)	47 (29.56%)	17 (10.69%)	13 (8.18%)	6 (3.77%)	1 (0.63%)	159	122 (77.95%)	4.09

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded.

SUMMARY OF THEMES AND DEPARTMENT-SPECIFIC FEEDBACK
2021-2022 DISTRICT-WIDE EMPLOYEE CLIMATE SURVEY
SBCCD – MAY 2022

Human Resources: Feedback

- ⊕ Consistency in policy/procedural interpretation
- ⊕ Information resources and accessibility of forms
- ⊕ Training on policies and procedures on recruitment
- ⊕ Respond to emails

Shared Governance: Feedback

- ⊕ Better integrated planning across the district
- ⊕ Greater involvement/representation of all constituent groups
- ⊕ Promote open communication and transparency
- ⊕ District committees benefit the district and not the colleges

Police Department: Feedback

- ⊕ More officers and greater campus presence
- ⊕ Always helpful, pleasant, professional
- ⊕ Easy to contact and approachable
- ⊕ Take too long to get contact with officer

TESS: Feedback

- ⊕ Build working relationship between District and Colleges
- ⊕ Improve the work request platform (School Dede)
- ⊕ Project request is inefficient

KVCR: Feedback

- ⊕ Promote college academic programs
- ⊕ More collaboration with campuses
- ⊕ KVCR to be more accessible to student, faculty, staff

Business Services: Feedback

- ⊕ Procedures should be defined
- ⊕ Communicate Policy Changes
- ⊕ Turnaround for contracts is too slow
- ⊕ Provide a hands-on, face-to-face training for new employees regarding purchasing software and policy
- ⊕ Refresher in Oracle and Questica

REOCCURRING THEMES FOR SBCCD:

- ⊕ Improve communication about policies and changes
- ⊕ Handbook of policies and procedures
- ⊕ Customer Service needs to be improved
- ⊕ Turn around for work orders/requests/contracts too slow
- ⊕ Difficulty accessing forms and resources on Updated Website
- ⊕ Respond to emails in a timely manner

Inclusiveness: Feedback

- ⊕ Include all groups equally in decision-making process
- ⊕ Support all groups equally (e.g., gender, race/ethnic)
- ⊕ Provide equity and inclusion training for all employees
- ⊕ Words and actions need to be matched on inclusiveness

Facilities and Construction: Feedback

- ⊕ Provide Fire, Earthquake, and Drill Quake guideline
- ⊕ Involve students and faculty in Planning process
- ⊕ Turnaround for work order is too slow

EDCT: Feedback

- ⊕ Coordinate curriculum with campuses
- ⊕ Clearer connection to the campus
- ⊕ Clearer articulation of services and their role

Fiscal Services: Feedback

- ⊕ Issues with Oracle still remain
- ⊕ Respond in a timely manner
- ⊕ Improve customer service
- ⊕ Pay bills on time
- ⊕ Provide written guidelines