

Continuing Education Employee Perception Survey Spring 2009



Briefing

Prepared by:
SDCCD Office of Institutional Research and Planning
September 4, 2009

Introduction



Overview & Purpose



- The three SDCCD colleges and Continuing Education conducted employee surveys in the Spring 2009 as part of their accreditation self-study process.
- Information from the surveys will be used to inform the planning action items in the self-study report, as well as provide support for other planning decisions.
- This survey was designed to elicit employee perceptions and opinions on institutional effectiveness, programs, services, instruction, facilities, and overall satisfaction.
- The 2009 Employee Perception Survey was significantly different from the previous employee survey, therefore comparisons are difficult.

Instrumentation



- The survey contained :
 - 77 forced-choice items
 - 71 Likert scaled items
 - 6 profile questions
 - 4 open-ended questions

- Face and content validity were ensured by as follows:
 - Questions were aligned with Accreditation Standards,
 - Questions were directly related to the purpose of eliciting employee perceptions and opinions,
 - Questions avoided addressing complex processes or systems,
 - Validation through feedback from the Accreditation Coordination Committee.

- Survey was piloted in Fall '08 to establish reliability

Methodology



- The Continuing Education Employee Perception Survey used a census sample design (all employees at the sites were invited to participate).
- The expected response rate at each site was 20%-35%.
- The survey was made available both online and in a paper and pencil format.
- Hardcopy forms were returned anonymously in drop boxes at designated locations on the college campuses.
- The survey took approximately 30 minutes to complete.
- The survey administration window was approximately three weeks.

Implementation



- The District Accreditation Coordinating Committee was integral to the process through:
 - Reviewing the survey design,
 - Reviewing and finalizing the survey instrument,
 - Reviewing the final report and providing recommendations.
- Pre-notification emails, invitations to survey and reminder notices were sent via e-mail to all employees.
- The District Office of Institutional Research and Planning sent the survey invitation via email during the fourth week of the semester.
- Drop boxes were made available to facilitate the return of completed hardcopy surveys.

Respondent Profile

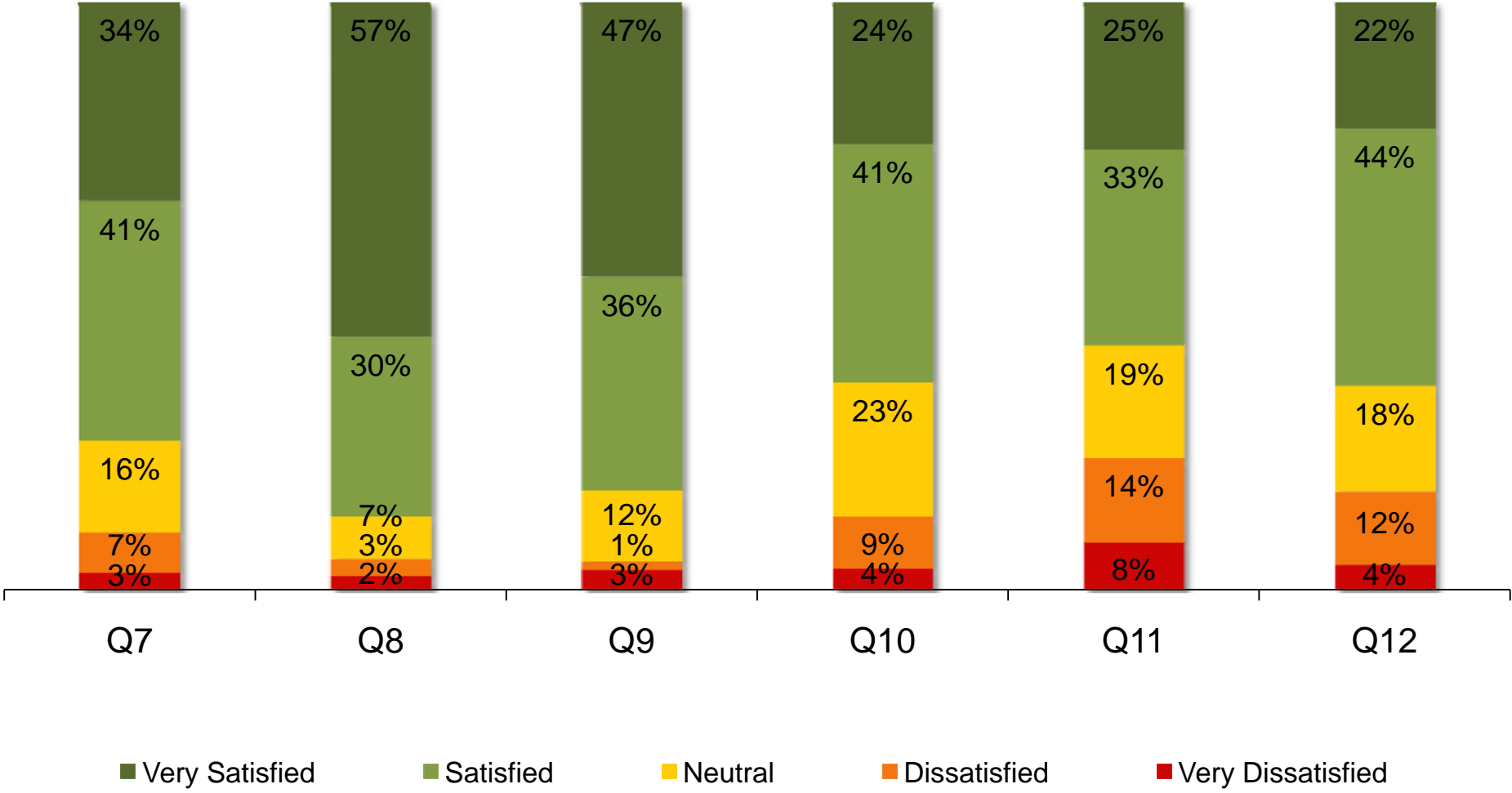


- 826 employees received invitations to survey. 306 completed the survey (37% response rate)
- 4% from Centre City, 13% Cesar Chavez, 6% ECC, 19% Mid-City, 23% North City, 21% West City, and 14% CE Headquarters
- 78% worked primarily on campus and 22% worked off campus
- 24% were full-time contract faculty, 48% part-time adjunct faculty, 1% pro-rata faculty, 19% classified, 3% manager, 2% supervisor, and 3% unreported
- 60% of the respondents have been with the District for 11 or more years, 11% 7-10 years, 24% 2-6 years, and 5% 1 year or less

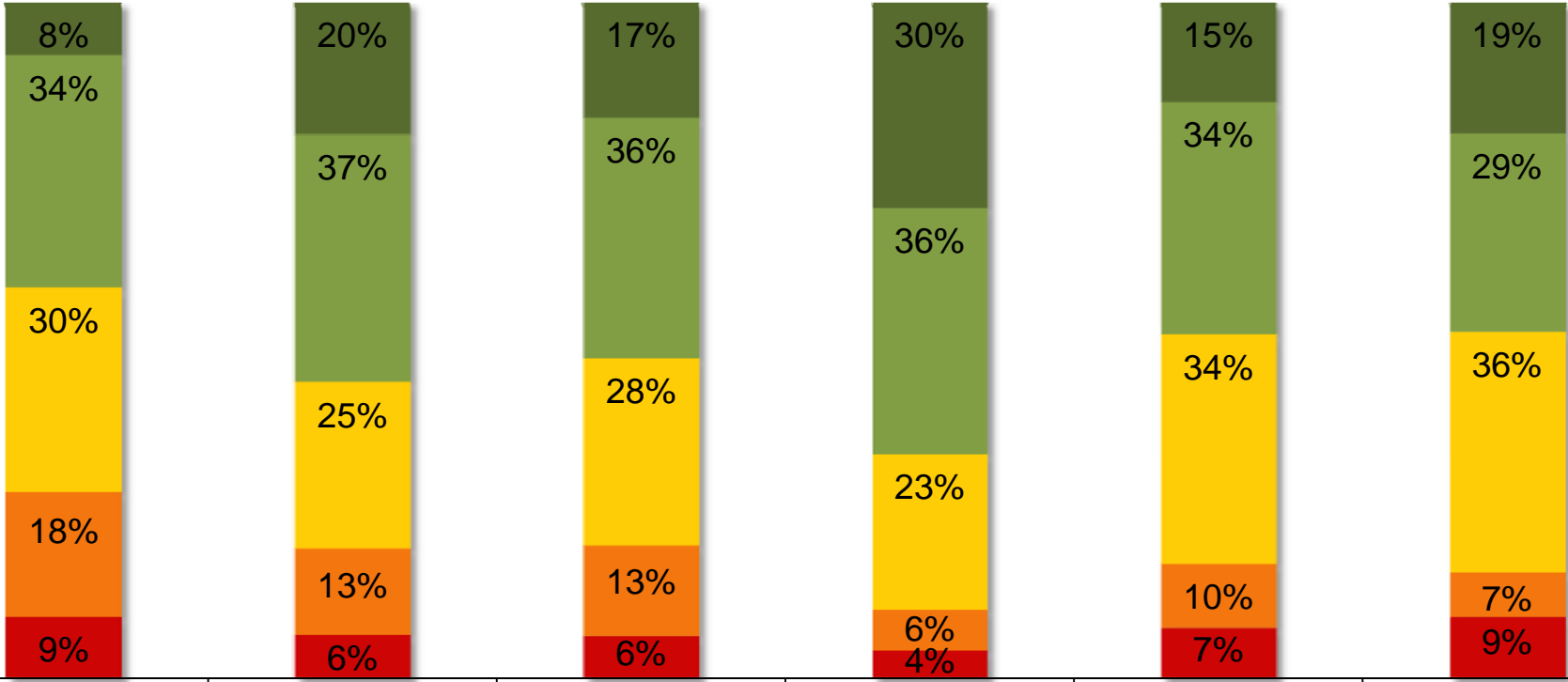
The Findings



Level of Quality



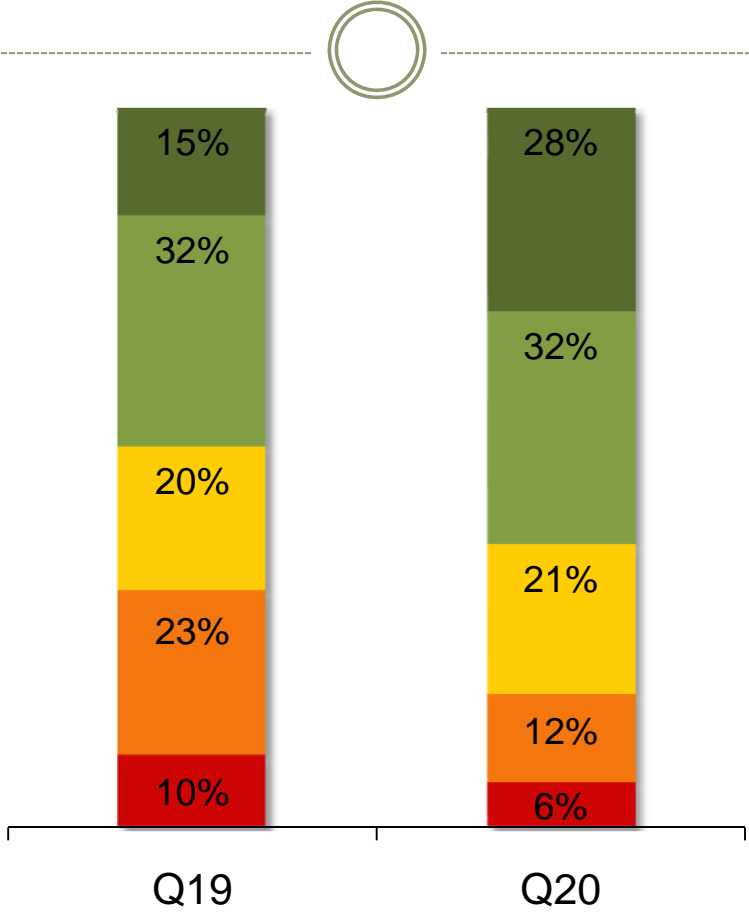
Level of Quality



Q13 Q14 Q15 Q16 Q17 Q18

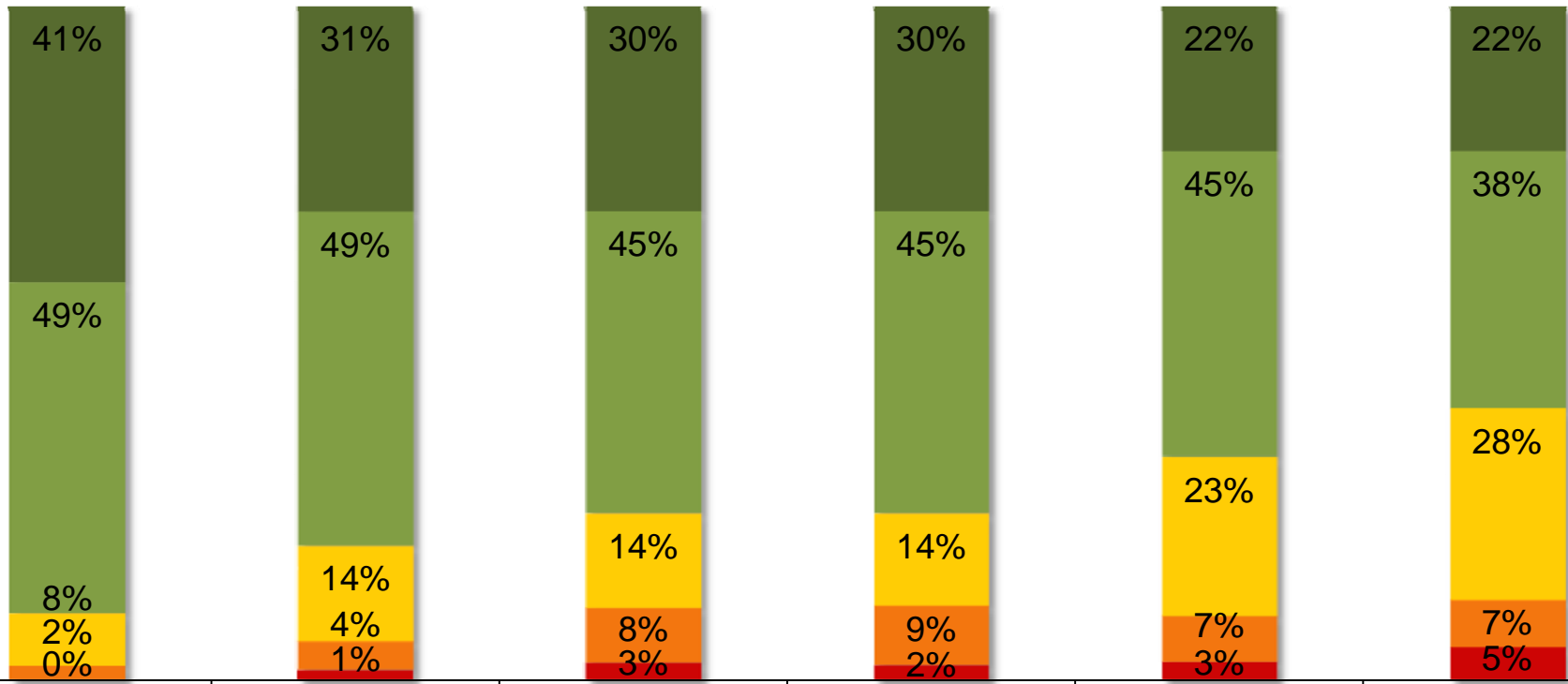
■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Level of Quality



■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

Organization for Student Learning



Q21

Q22

Q23

Q24

Q25

Q26

■ Strongly Agree

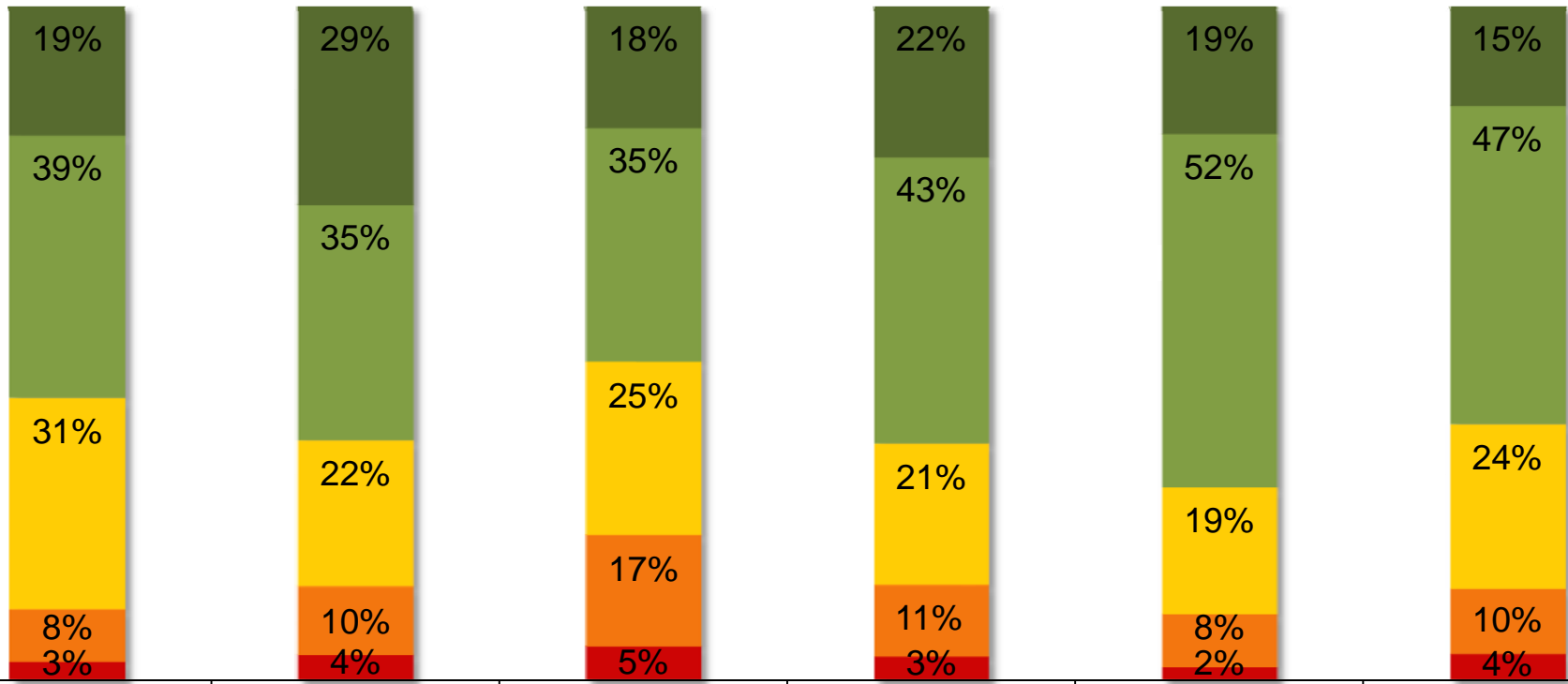
■ Agree

■ Neutral

■ Disagree

■ Strongly Disagree

Organization for Student Learning



Q27

Q28

Q29

Q30

Q31

Q32

Strongly Agree

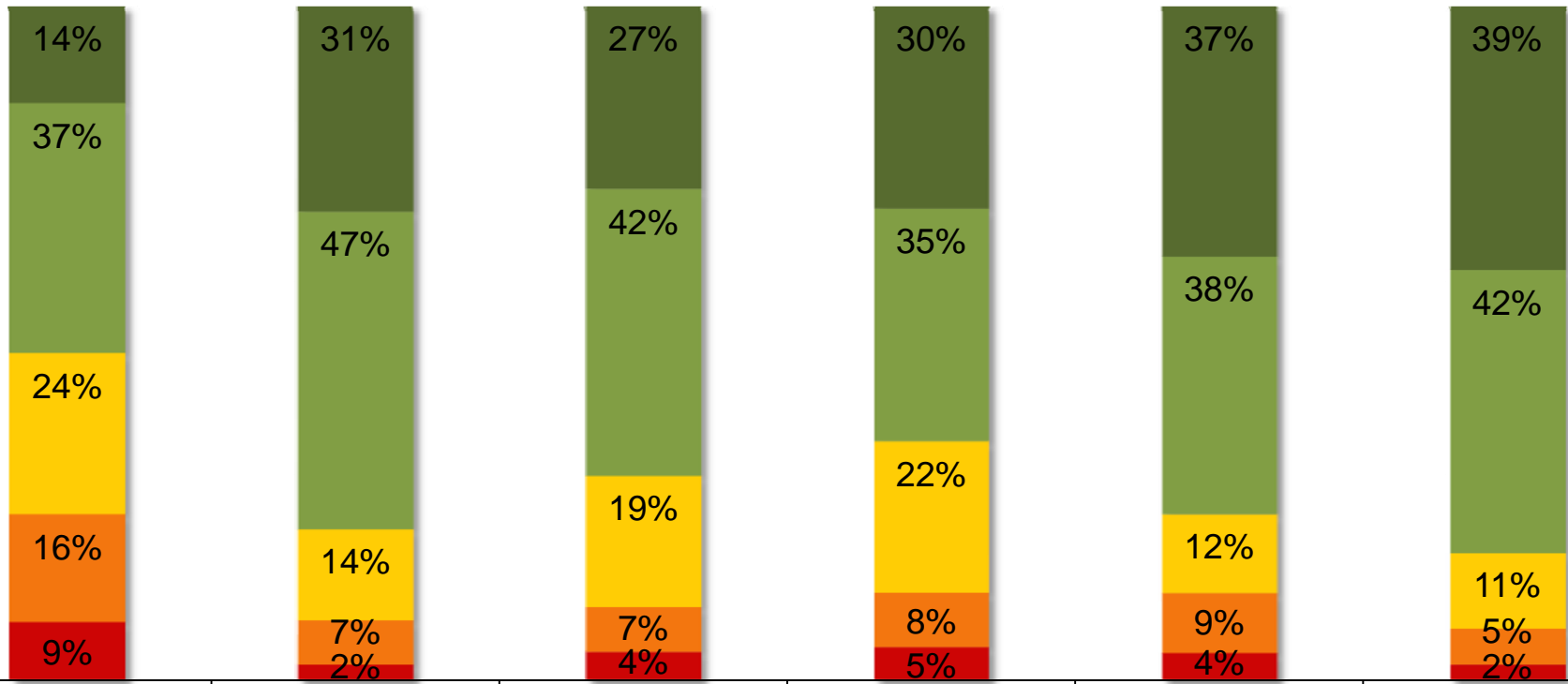
Agree

Neutral

Disagree

Strongly Disagree

Organization for Student Learning



Q33

Q34

Q35

Q36

Q37

Q38

Strongly Agree

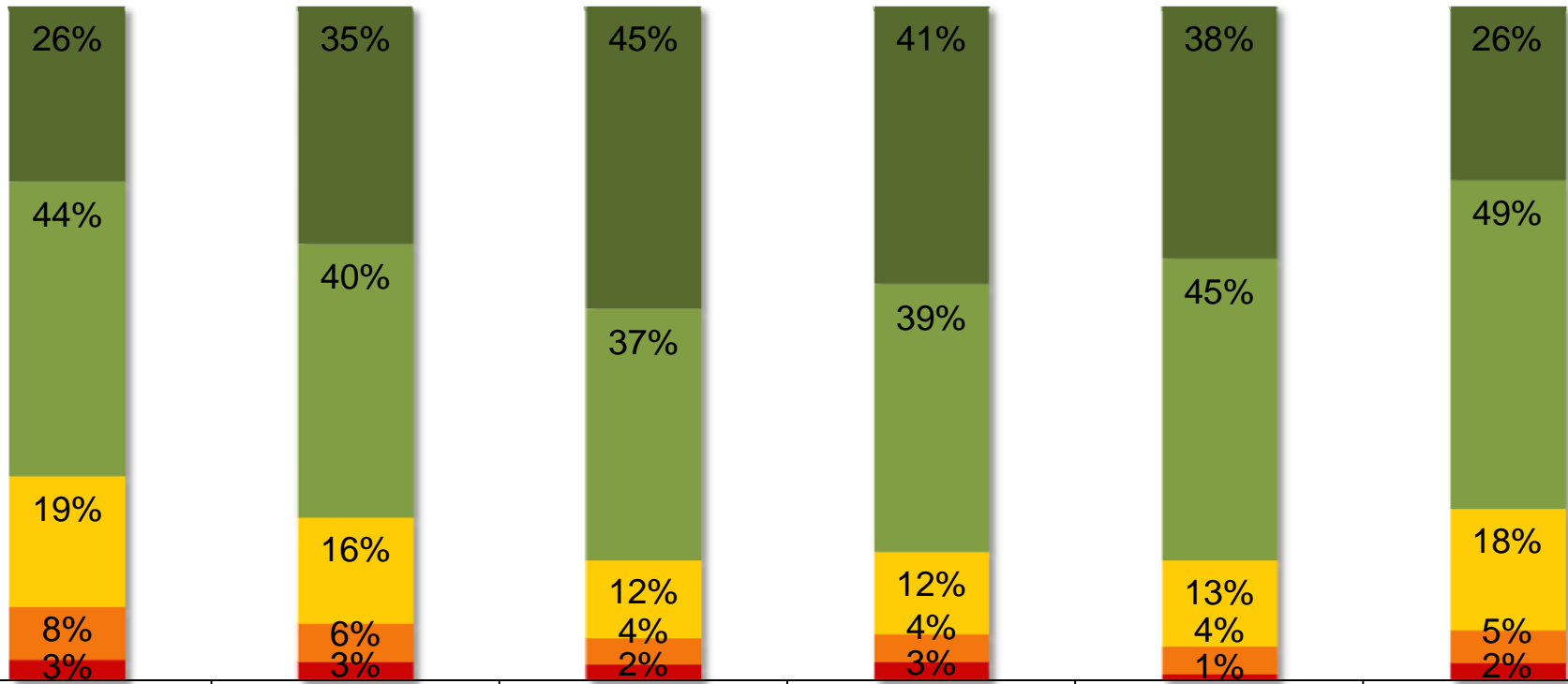
Agree

Neutral

Disagree

Strongly Disagree

Organization for Student Learning



Q39

Q40

Q41

Q42

Q43

Q44

Strongly Agree

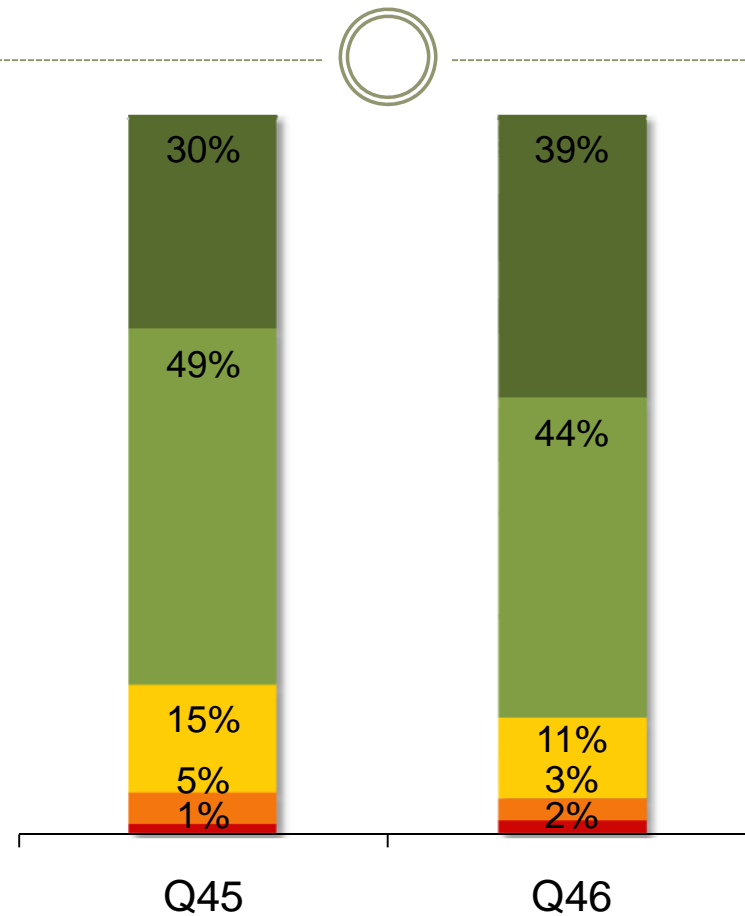
Agree

Neutral

Disagree

Strongly Disagree

Organization for Student Learning



■ Strongly Agree

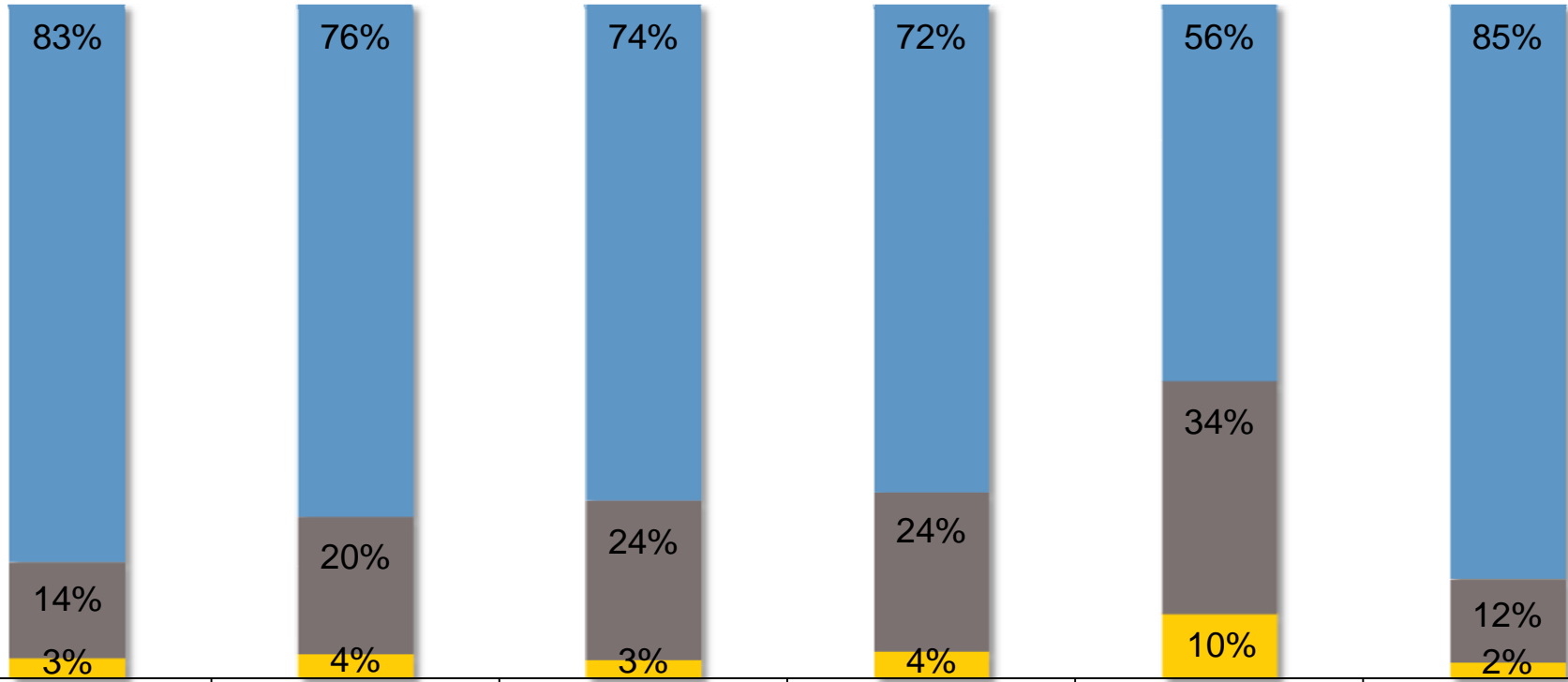
■ Agree

■ Neutral

■ Disagree

■ Strongly Disagree

Curriculum and Instruction



Q47

Q48

Q49

Q50

Q51

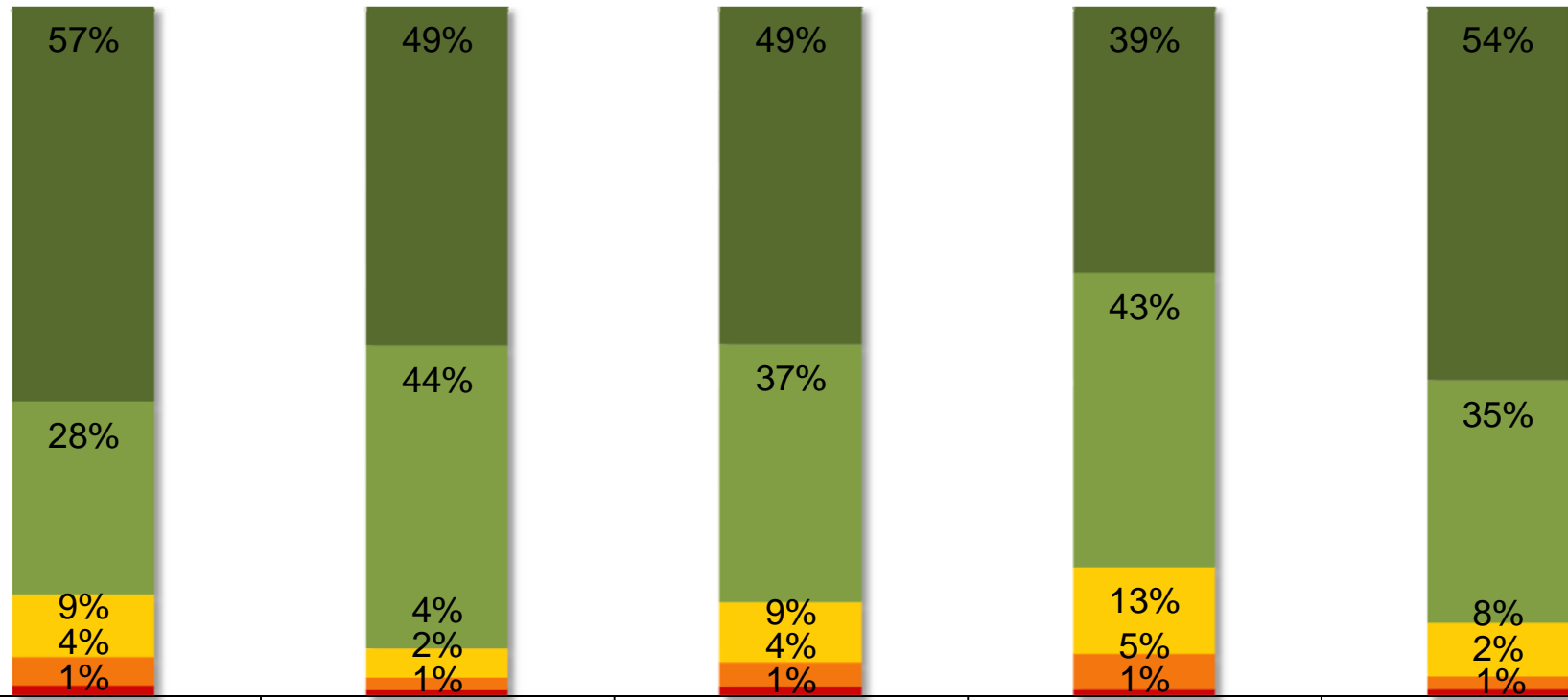
Q52

■ To a great extent

■ Somewhat

■ Not at all

Curriculum and Instruction



Q53

Q54

Q55

Q56

Q57

Strongly Agree

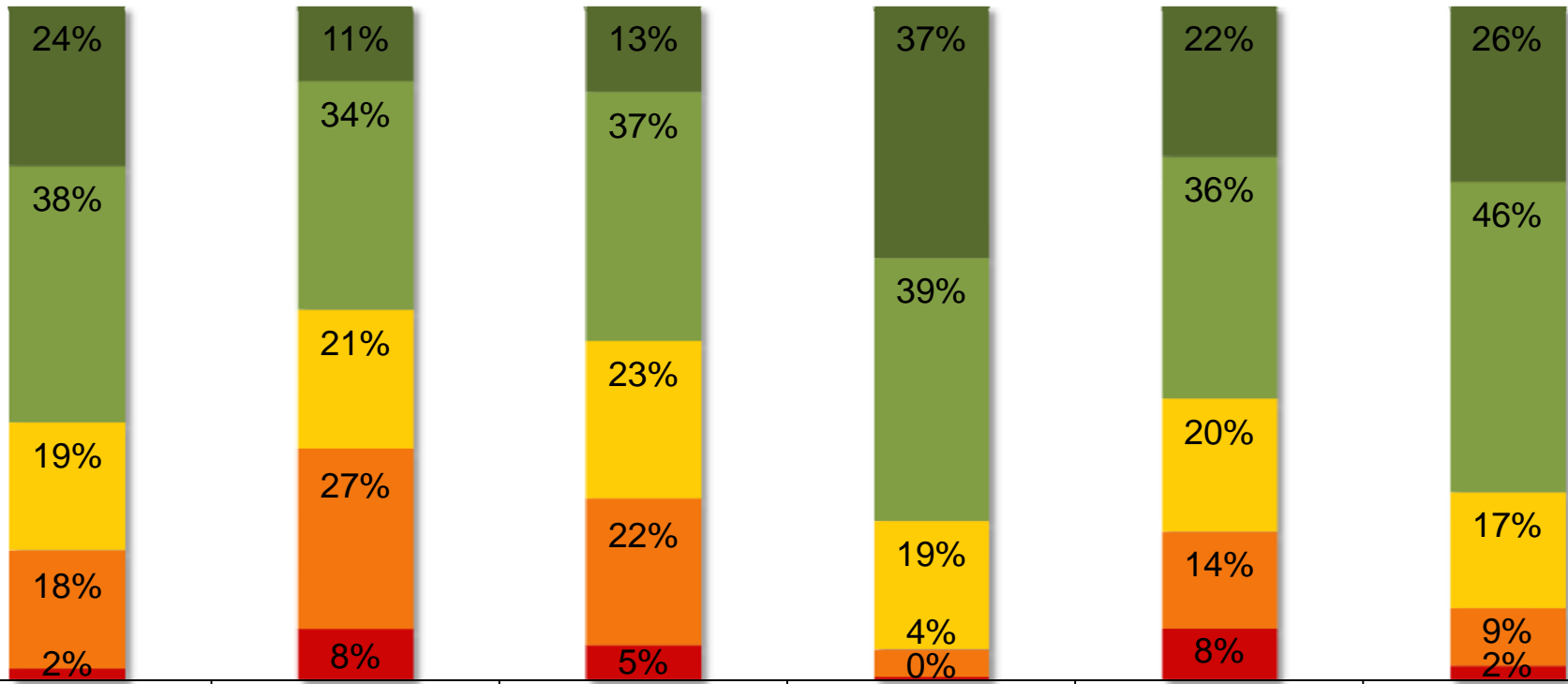
Agree

Neutral

Disagree

Strongly Disagree

Support for Student Personal and Academic Growth



Q58

Q59

Q60

Q61

Q62

Q63

■ Strongly Agree

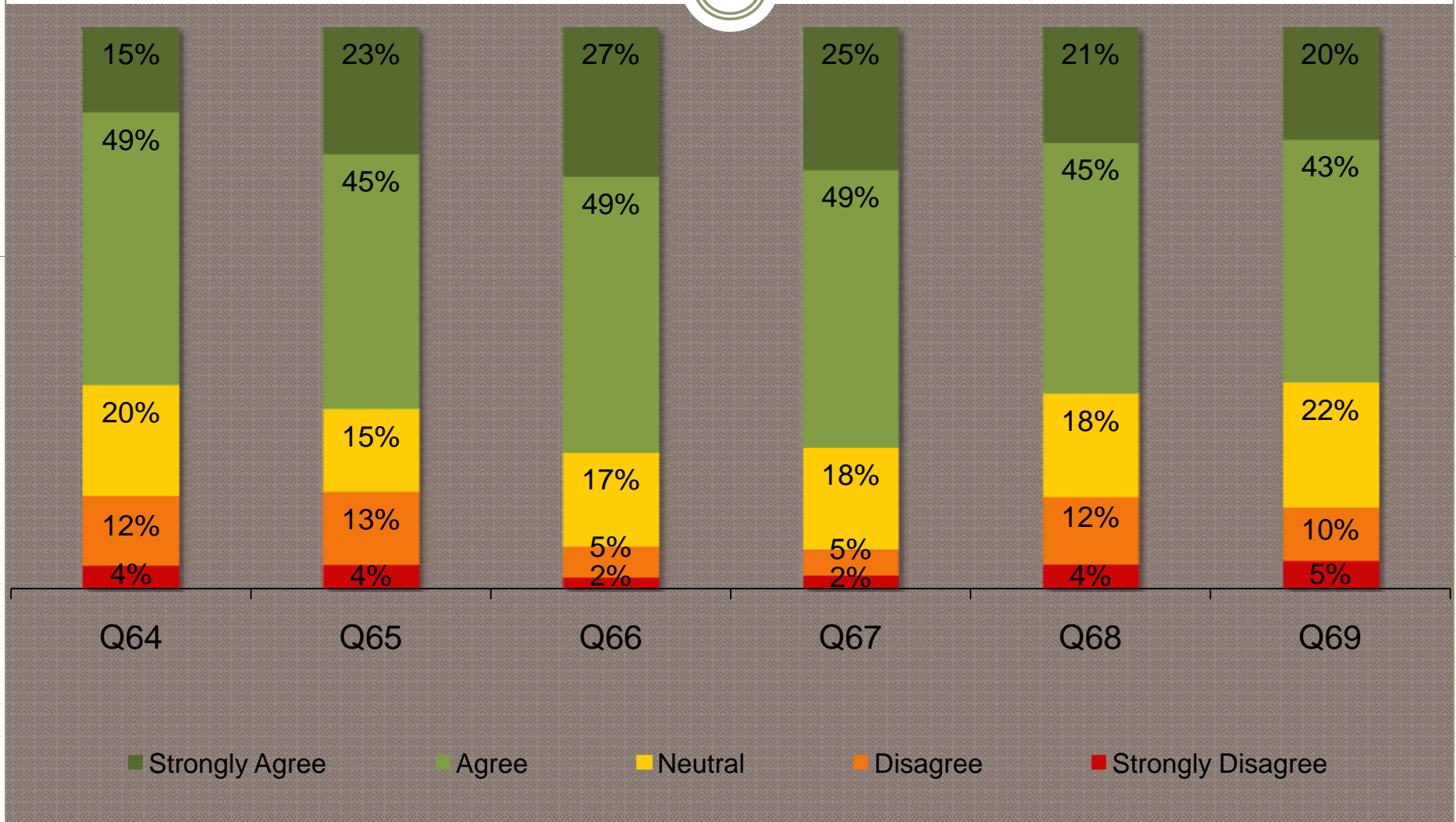
■ Agree

■ Neutral

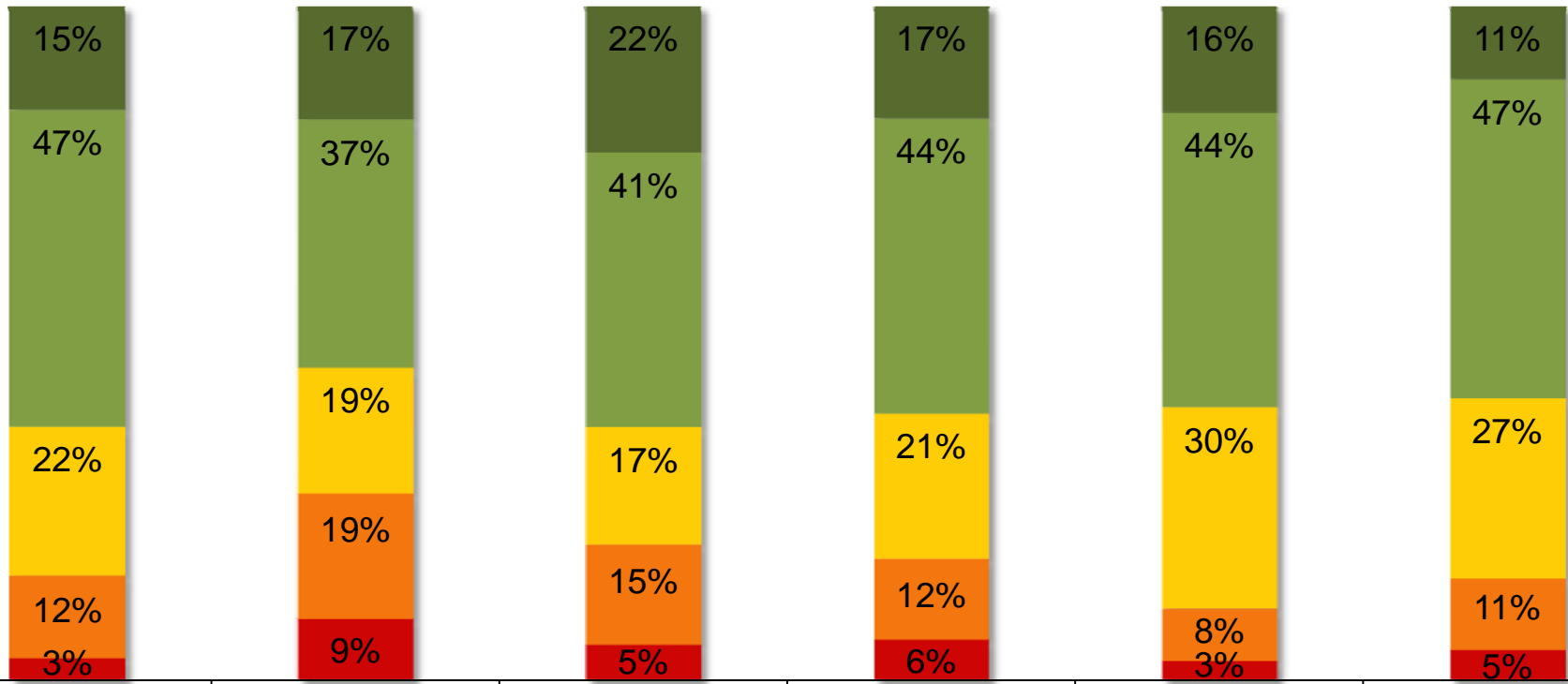
■ Disagree

■ Strongly Disagree

Resource Management and Development



Resource Management and Development



Q70

Q71

Q72

Q73

Q74

Q75

Strongly Agree

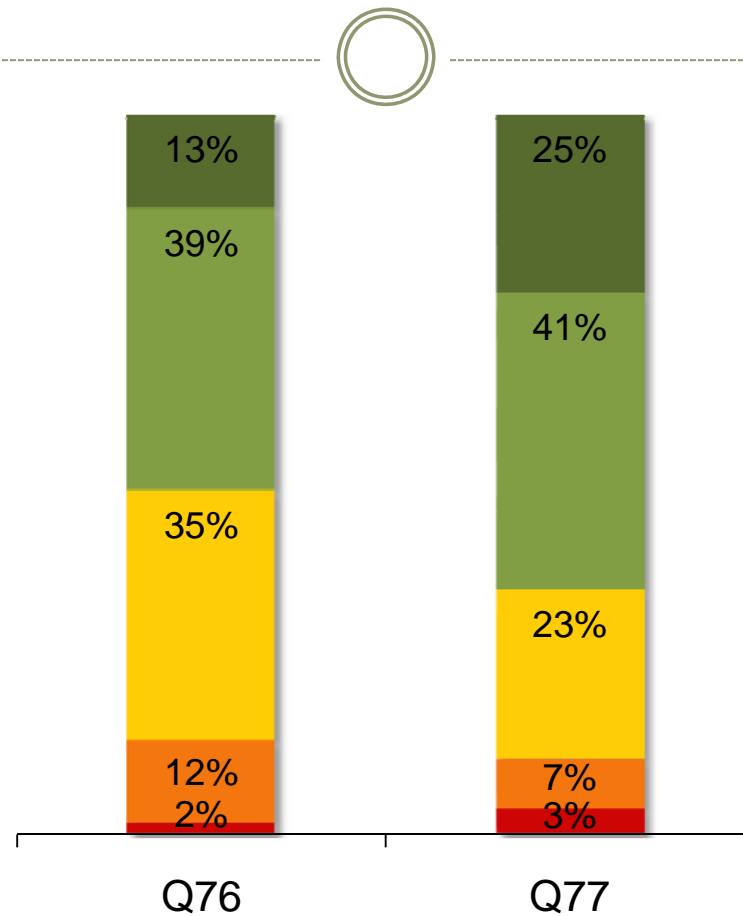
Agree

Neutral

Disagree

Strongly Disagree

Resource Management and Development



■ Strongly Agree

■ Agree

■ Neutral

■ Disagree

■ Strongly Disagree

Conclusions



Top 5 Conclusions



1. Generally, survey respondents are satisfied with the quality of instruction and counseling. There is less satisfaction with technology resources, classrooms and staff development. The greatest dissatisfaction with the quality of resources is parking, financial resources and assigned workspace.
2. Most respondents are familiar with the mission of Continuing Education and believe that the programs, services and planning are consistent with the mission. Respondents also believe that institutional effectiveness is valued at CE and that there is support and open dialog about improving student learning and institutional processes.
3. Approximately half of the respondents believe that faculty play an extensive roll in matters related to educational programs including hiring of faculty, developing institutional policies and that the faculty is sufficiently involved in curriculum development. Additionally, slightly over half of the respondents believe that CE establishes governance structures, processes and practices that facilitate effective communication among constituencies.

Top 5 Conclusions



4. Nearly three quarters of the respondents believe that the criteria, qualifications and procedures for hiring employees are clearly stated and followed. Moreover, well over half believe that performance evaluations have been conducted according to contract guidelines.
5. The majority of respondents believe that the campus environment is conducive to personal development for the student population and that CE implements programs, practices and services that enhance student appreciation of diversity.

End



Full report posted on Institutional Research Office at:
<http://research.sdccd.edu/pages/115.asp>