

Miramar College Employee Perception Survey Spring 2009



College Briefing

Prepared by:
SDCCD Office of Institutional Research and Planning
May 15, 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 :
 - 100 forced-choice items
 - 94 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 Employee Perception Survey used a census sample design (all employees at the college were invited to participate).
- The expected response rate at each college 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

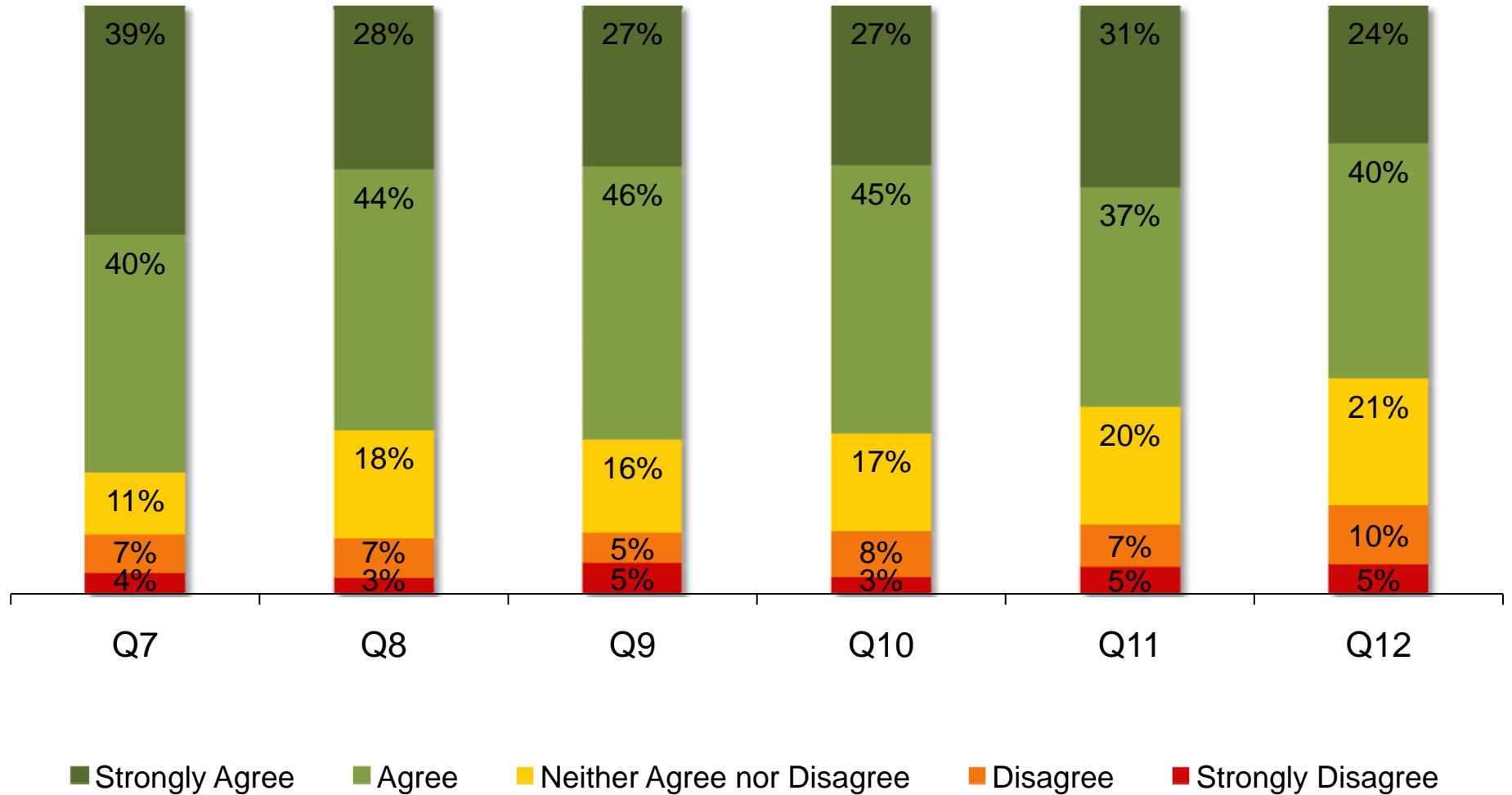


- 554 employees received the invitation to survey. 285 responded (51% response rate).
- 35% contract faculty, 24% adjunct faculty, 25% classified, 5% manager and 11% supervisors
- 60% reported being with the District for seven years or more.
- 31% from Instruction, 30% from Student Services, 24% from Administrative Services, 15% from Other.

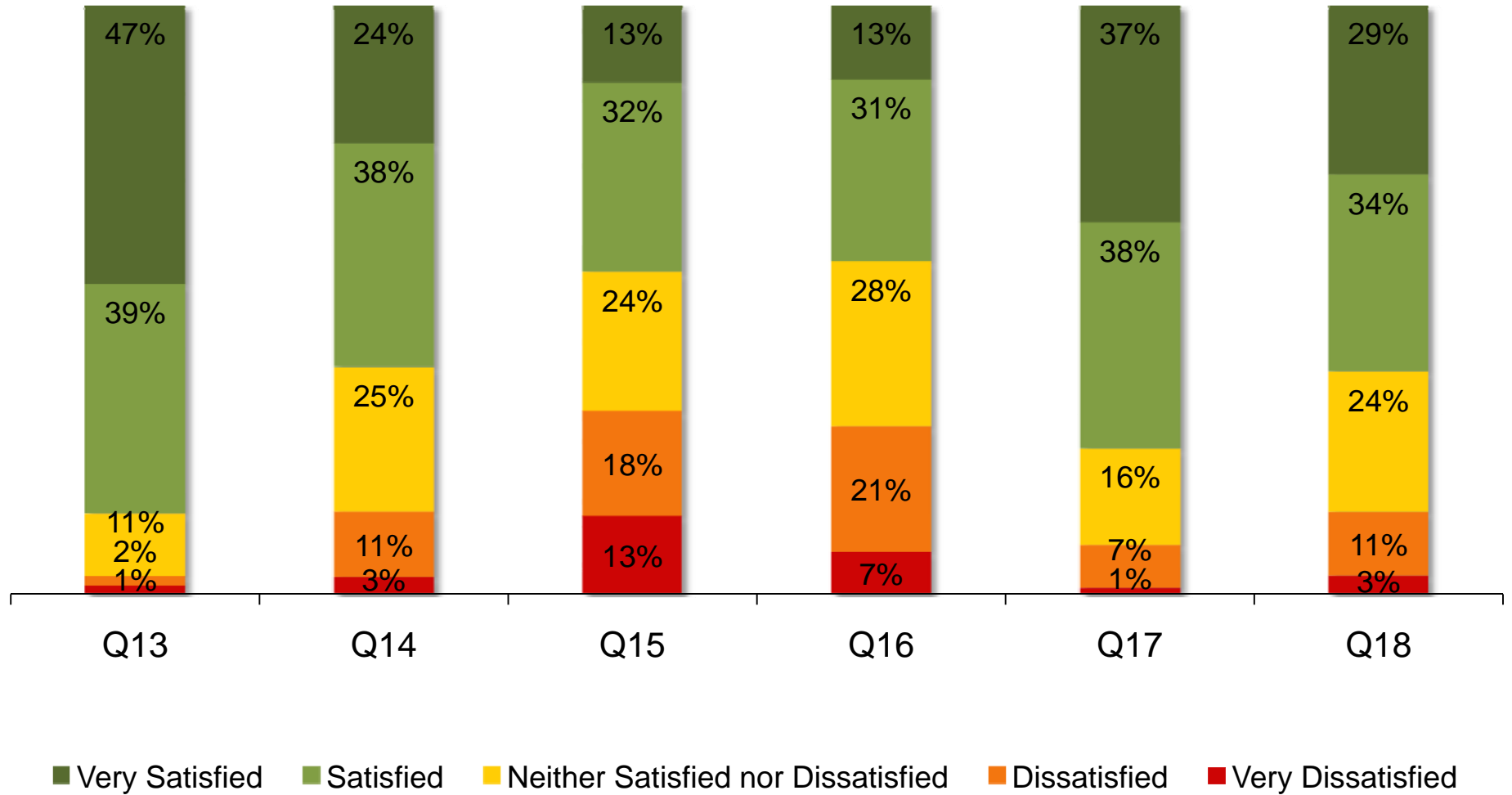
The Findings



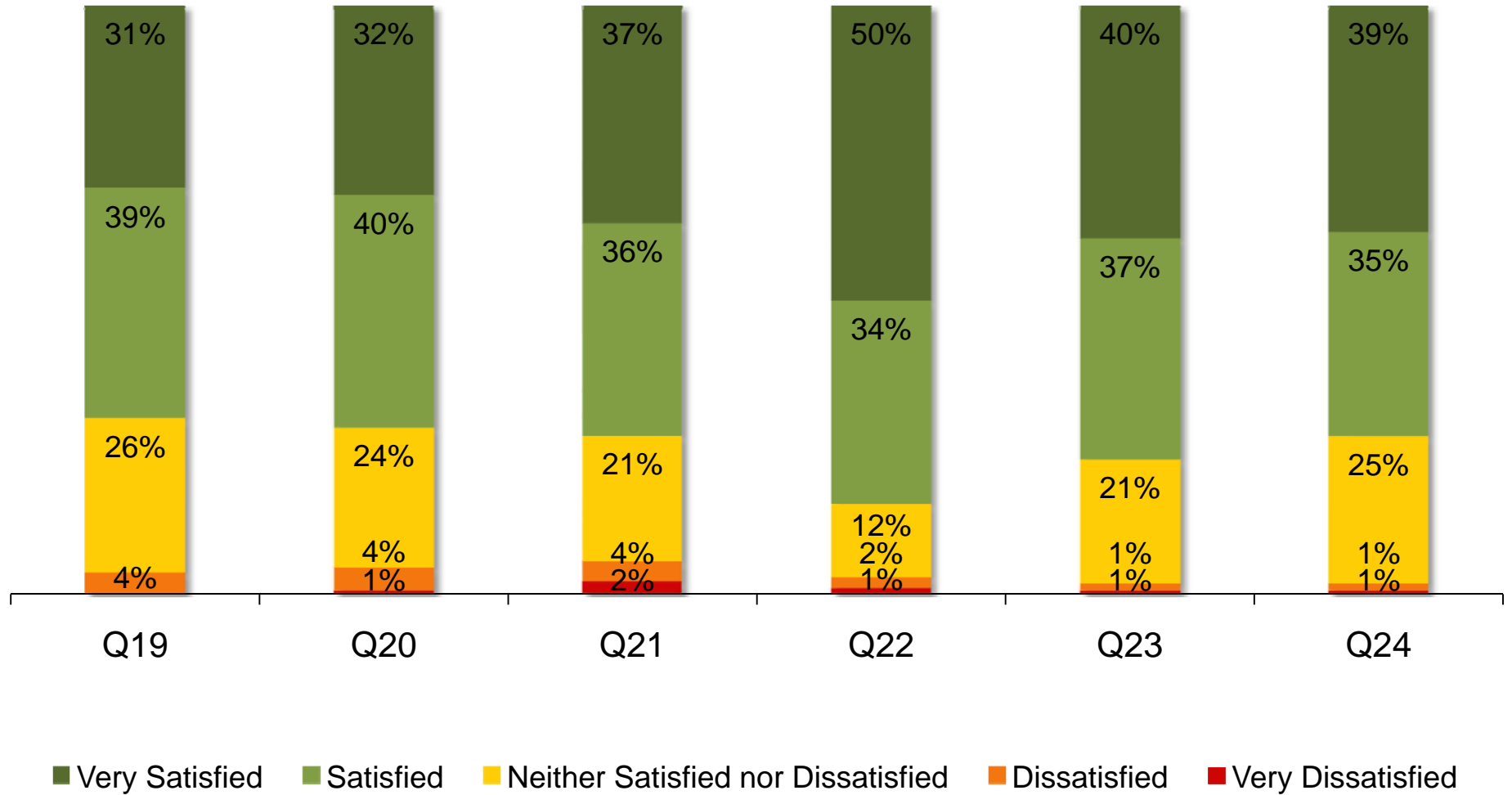
Improving Institutional Effectiveness



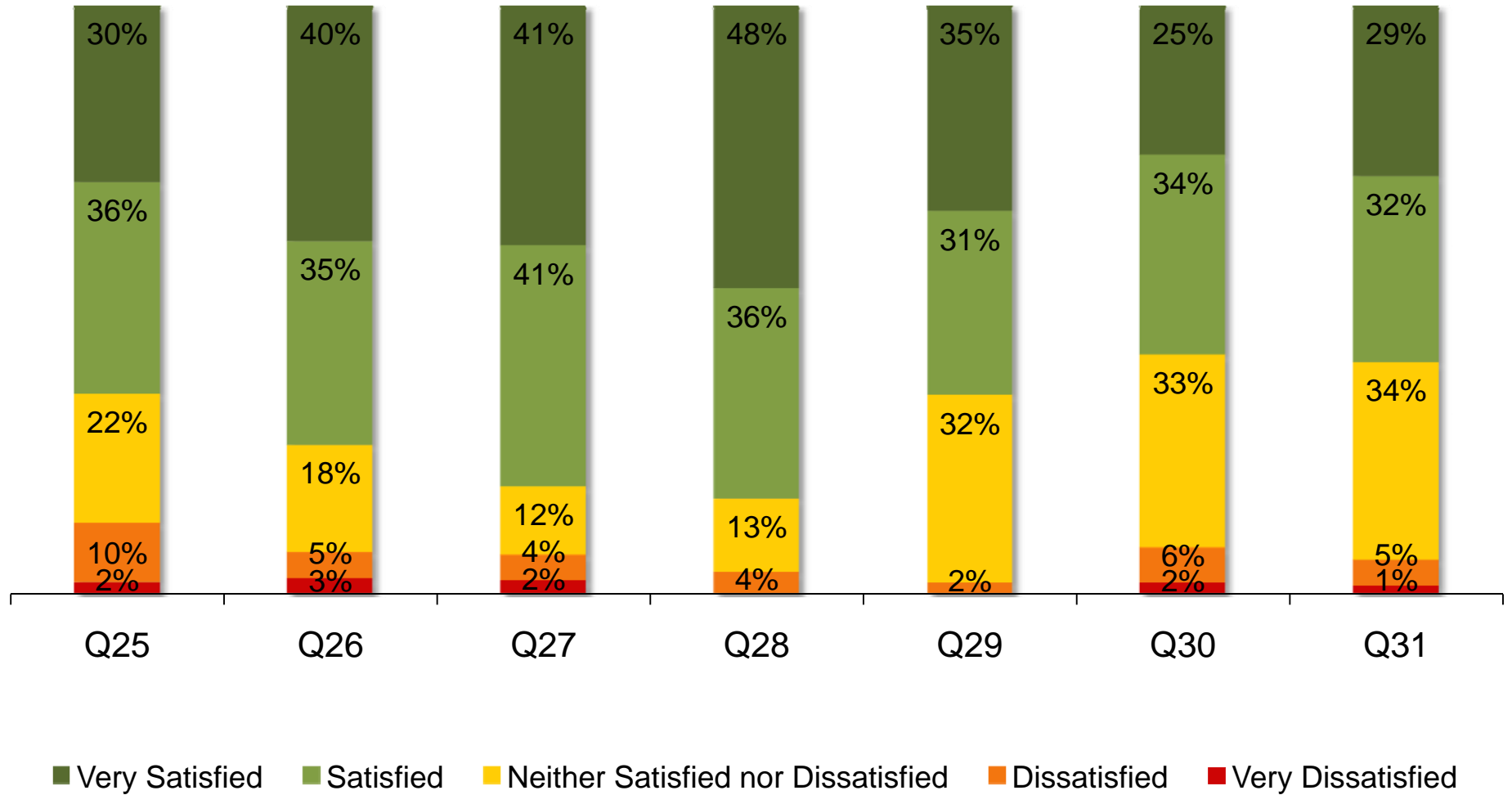
Student Learning Programs and Services



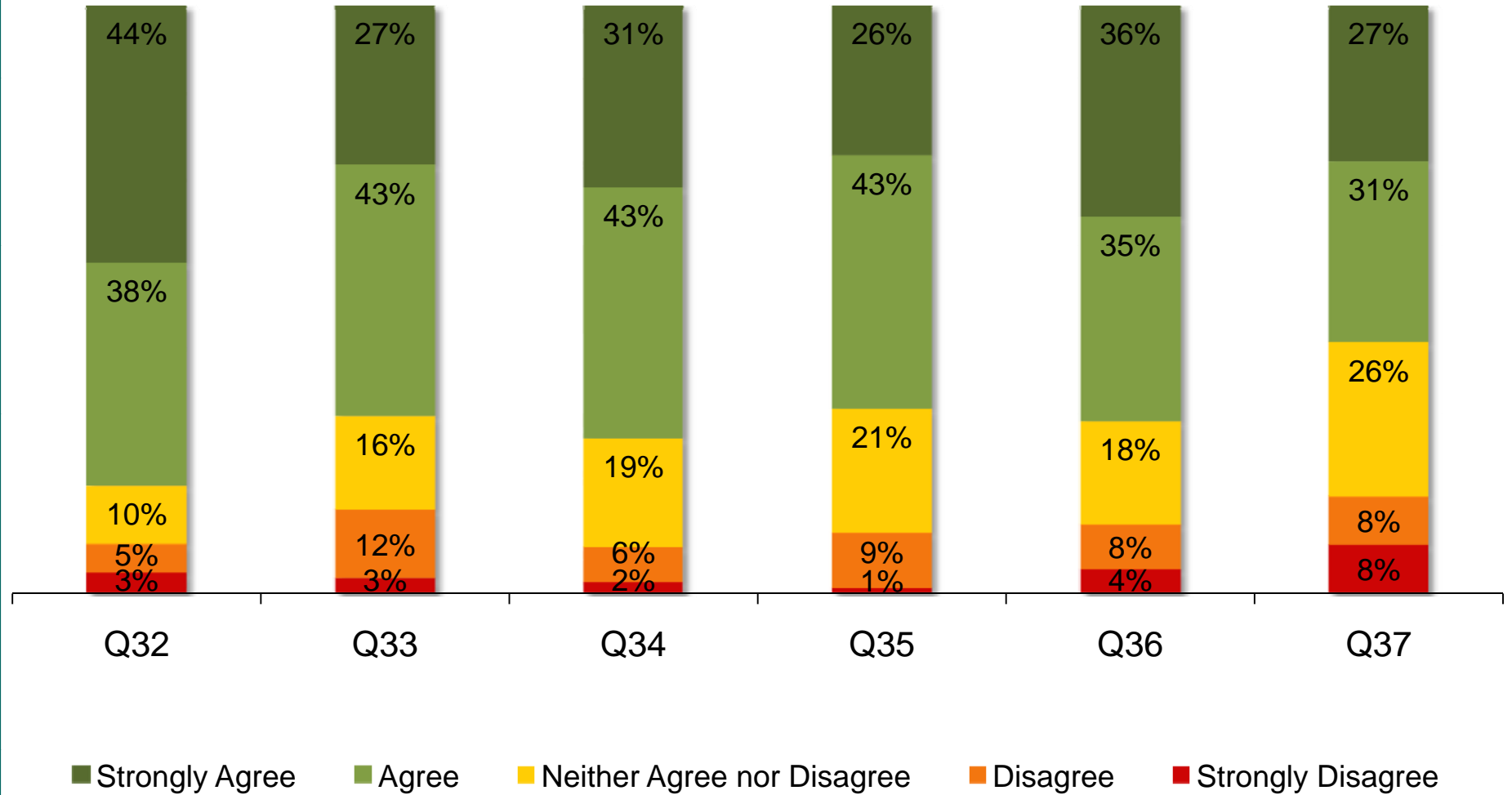
Student Learning Programs and Services



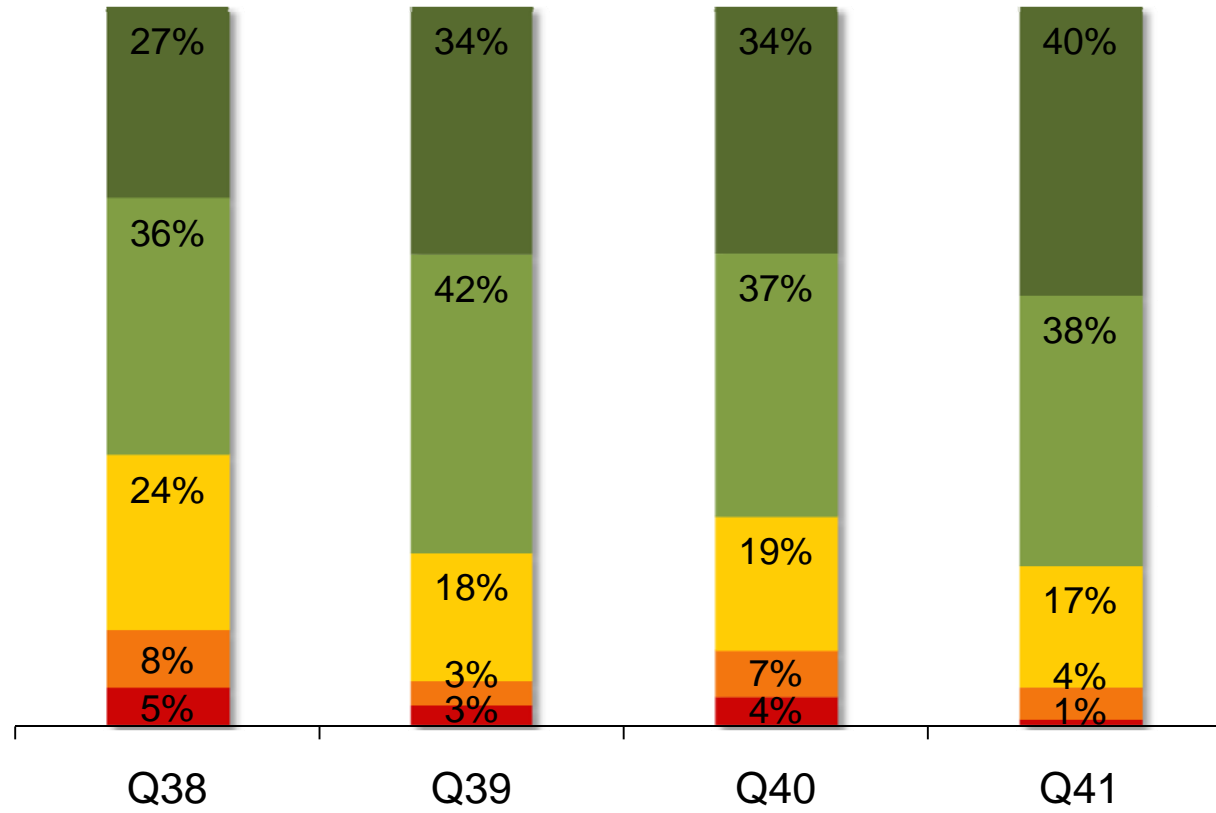
Student Learning Programs and Services



Instructional Programs

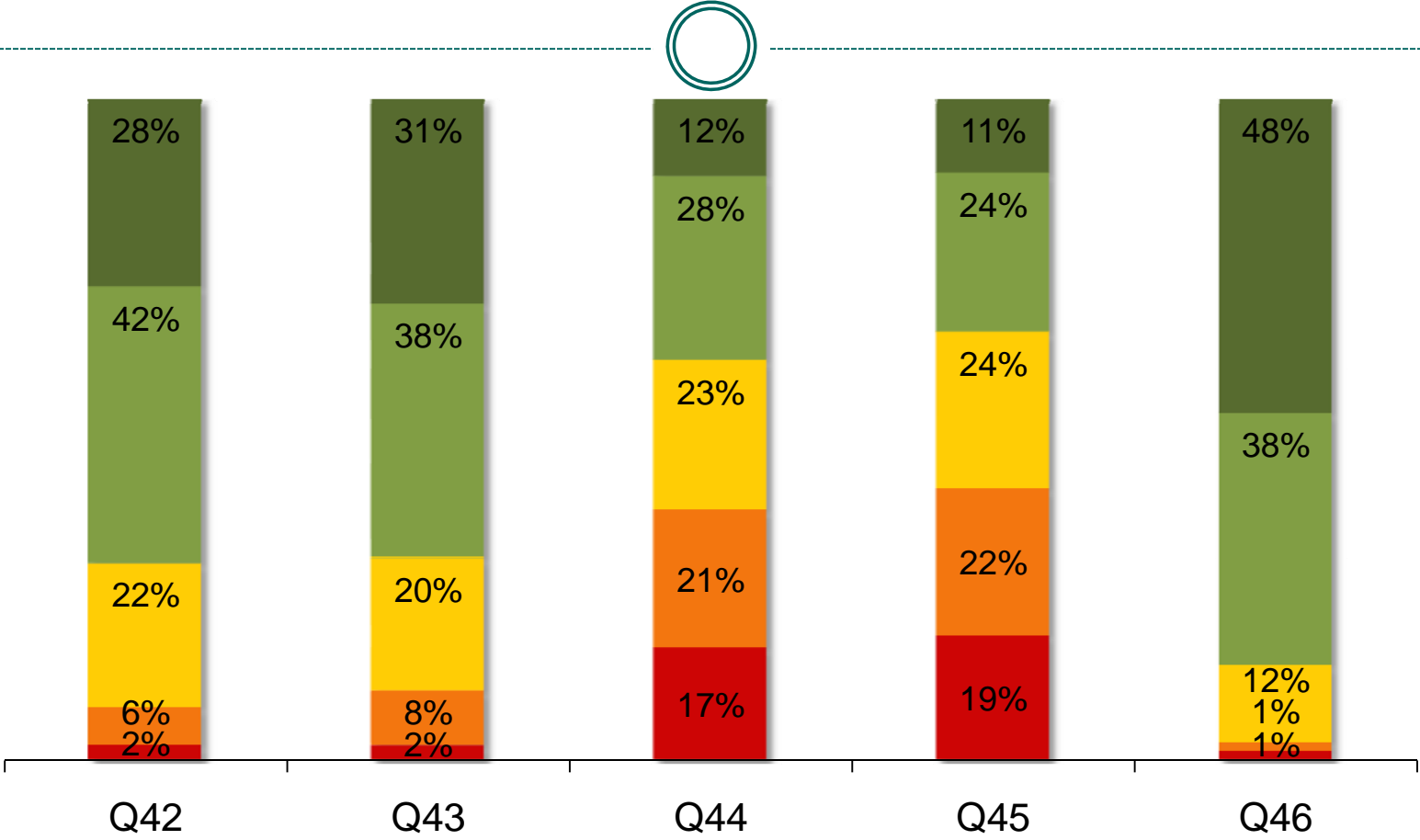


Instructional Programs



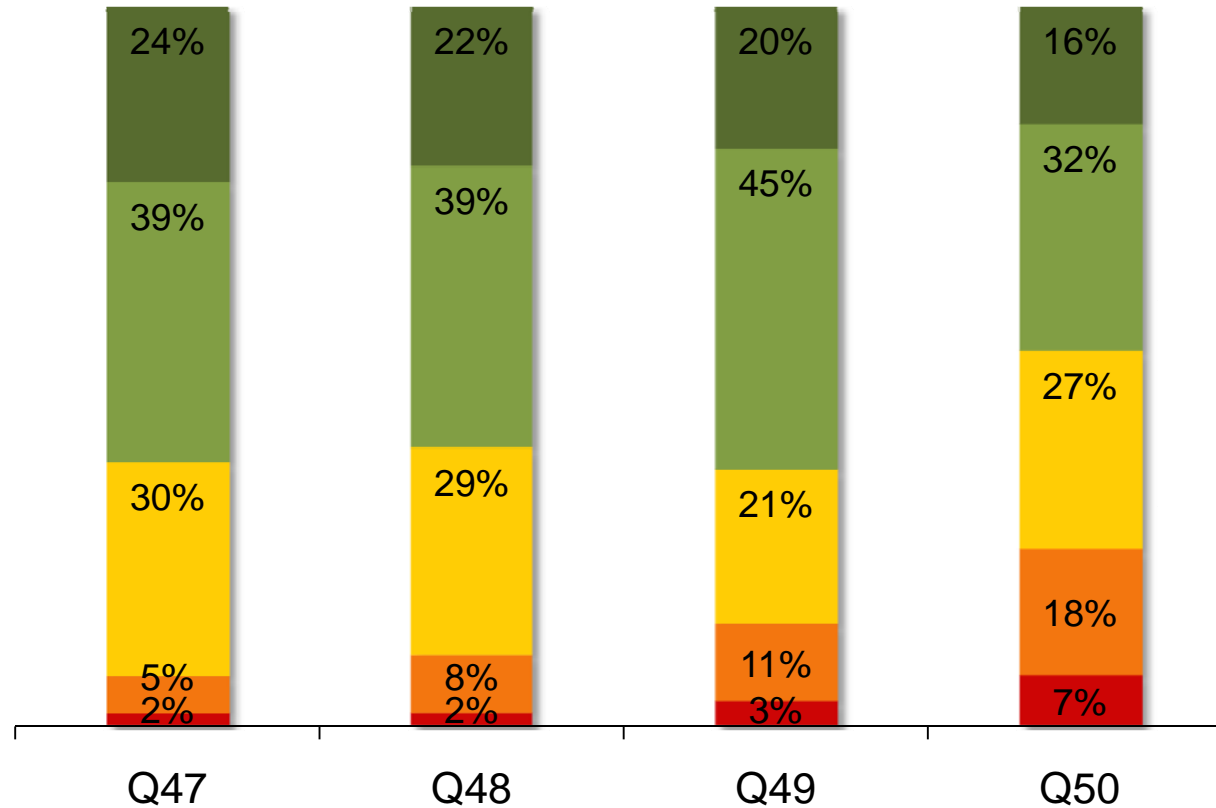
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Student Support Services



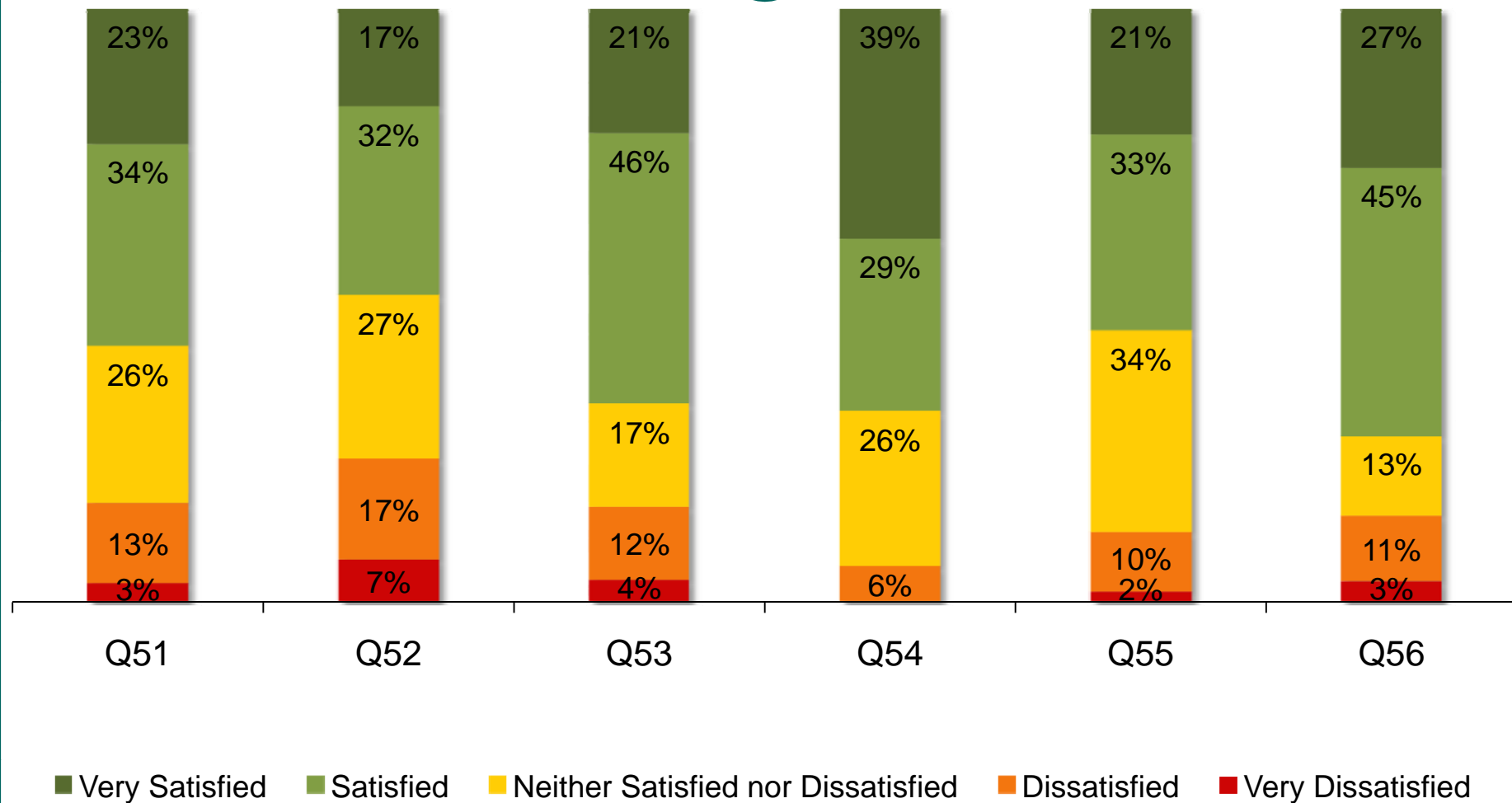
Strongly Agree
 Agree
 Neither Agree nor Disagree
 Disagree
 Strongly Disagree

Library and Learning Support Services

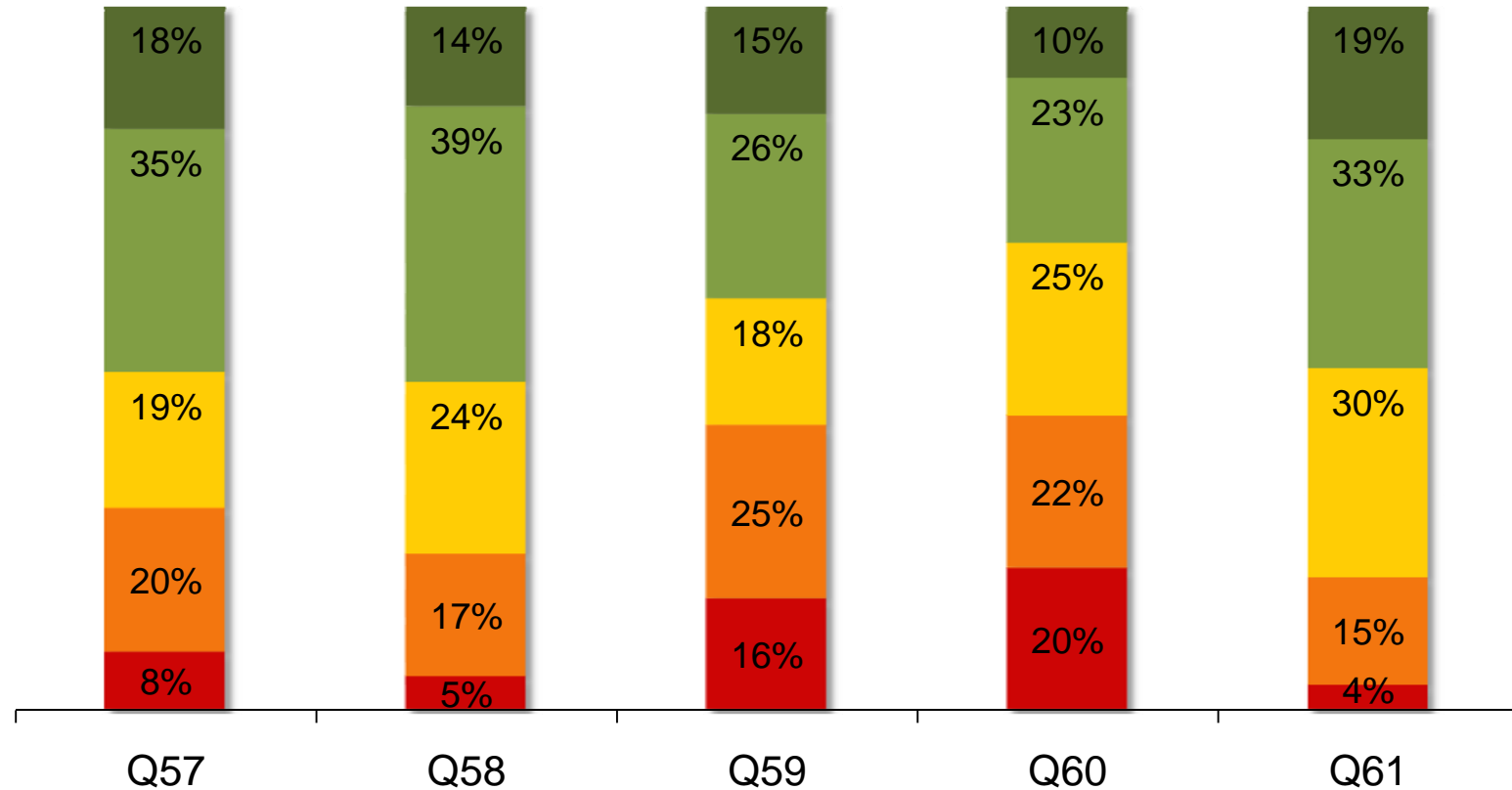


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Library and Learning Support Services

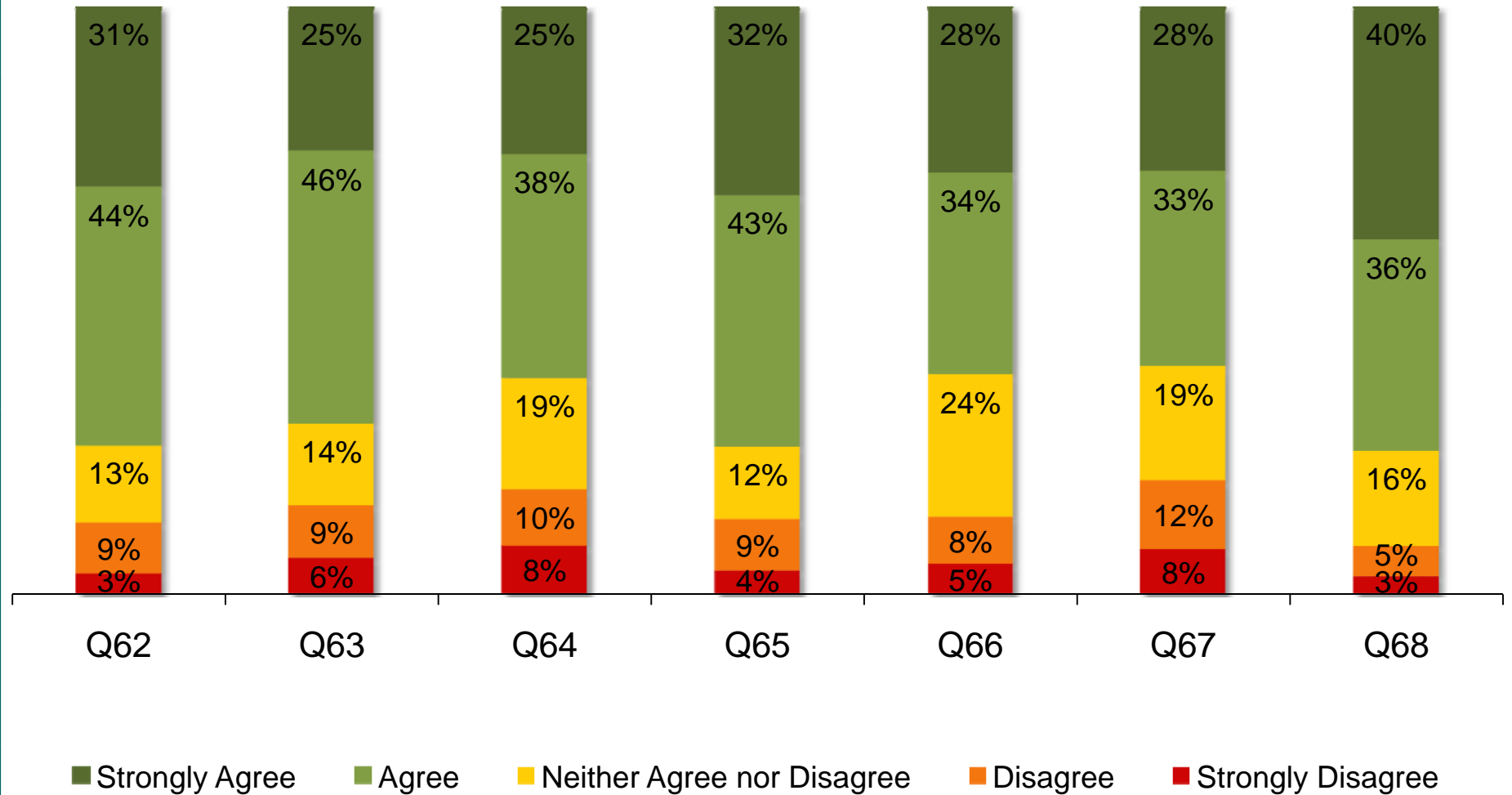


Learning Support Services

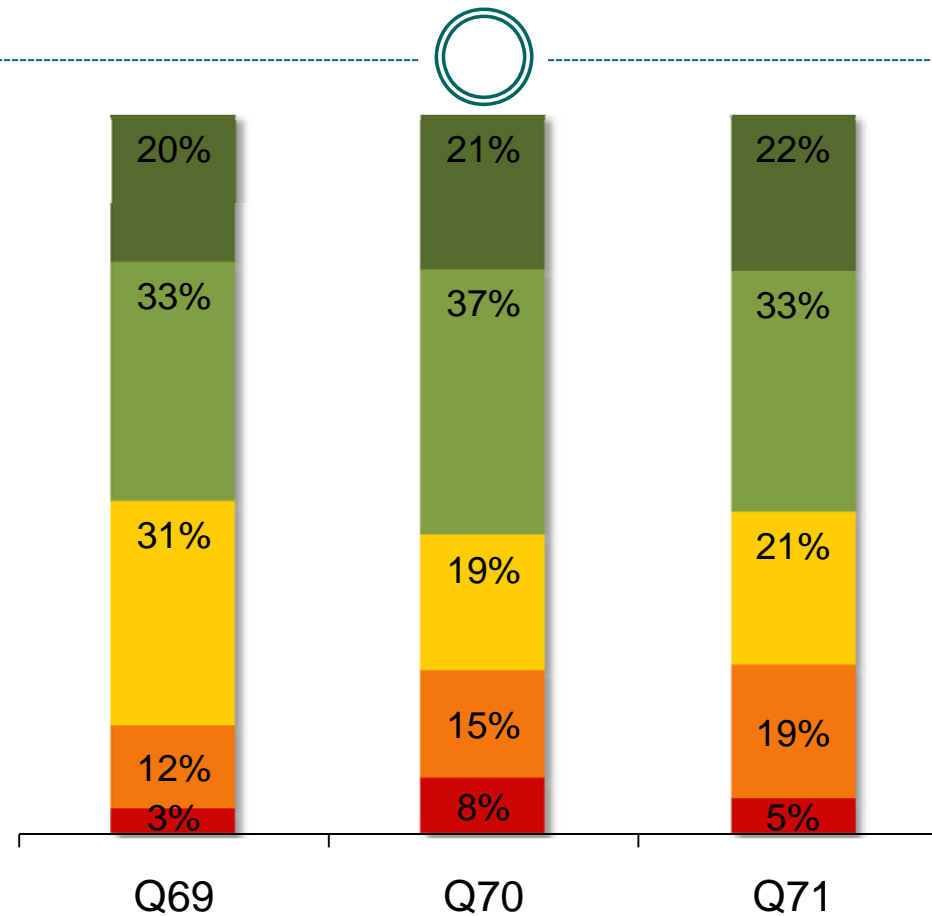


■ Very Satisfied ■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied ■ Very Dissatisfied

Human Resources

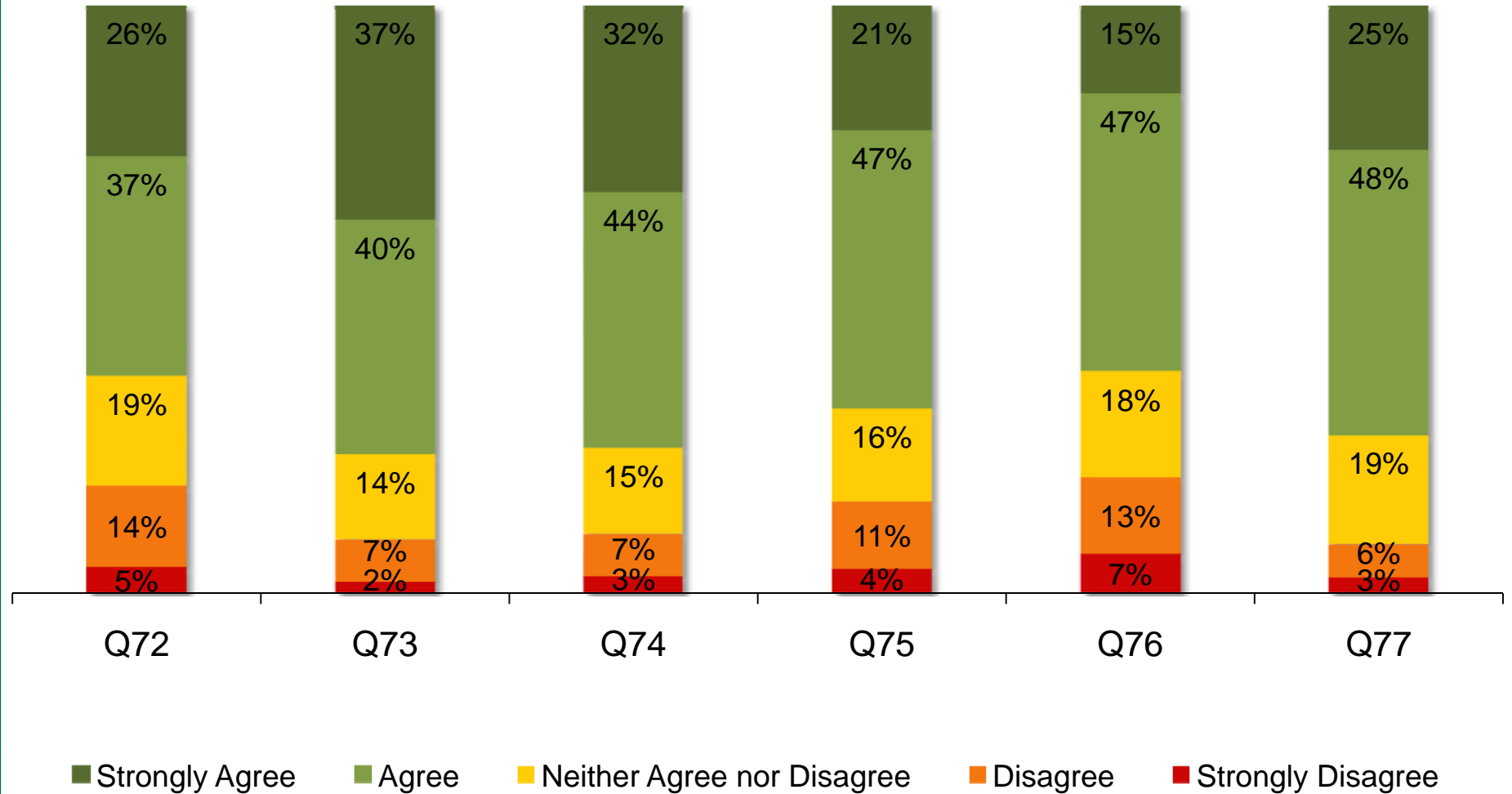


Technological Resources

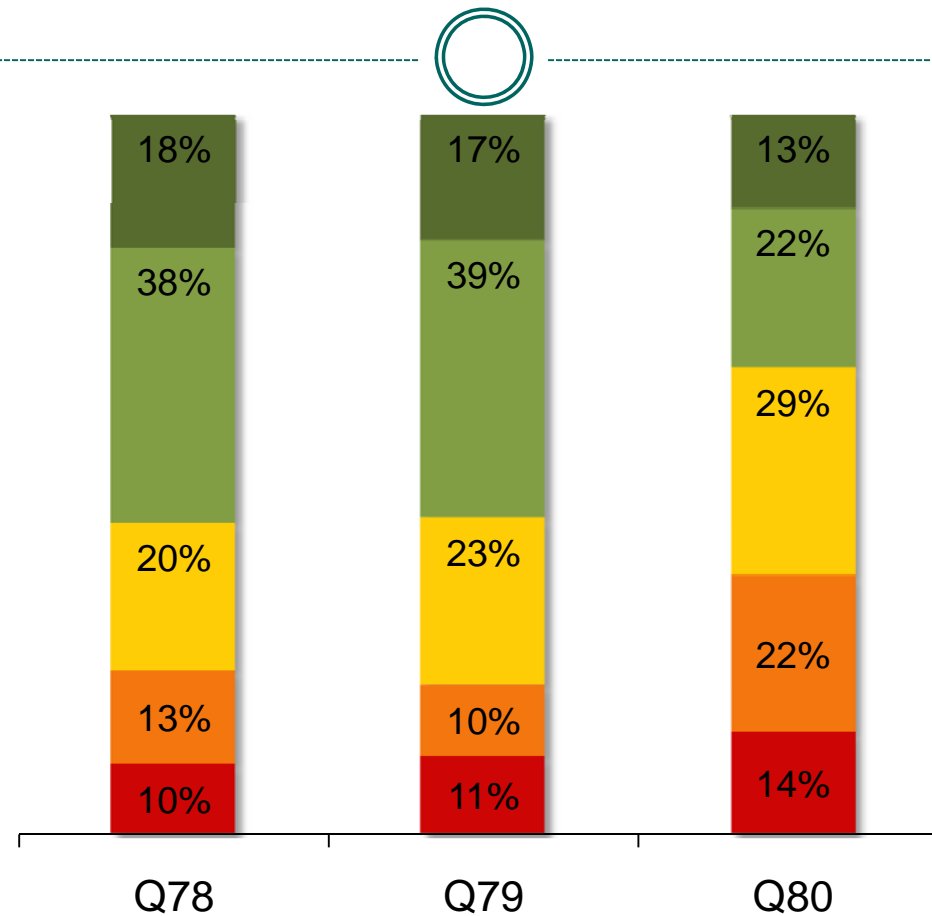


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Physical Resources

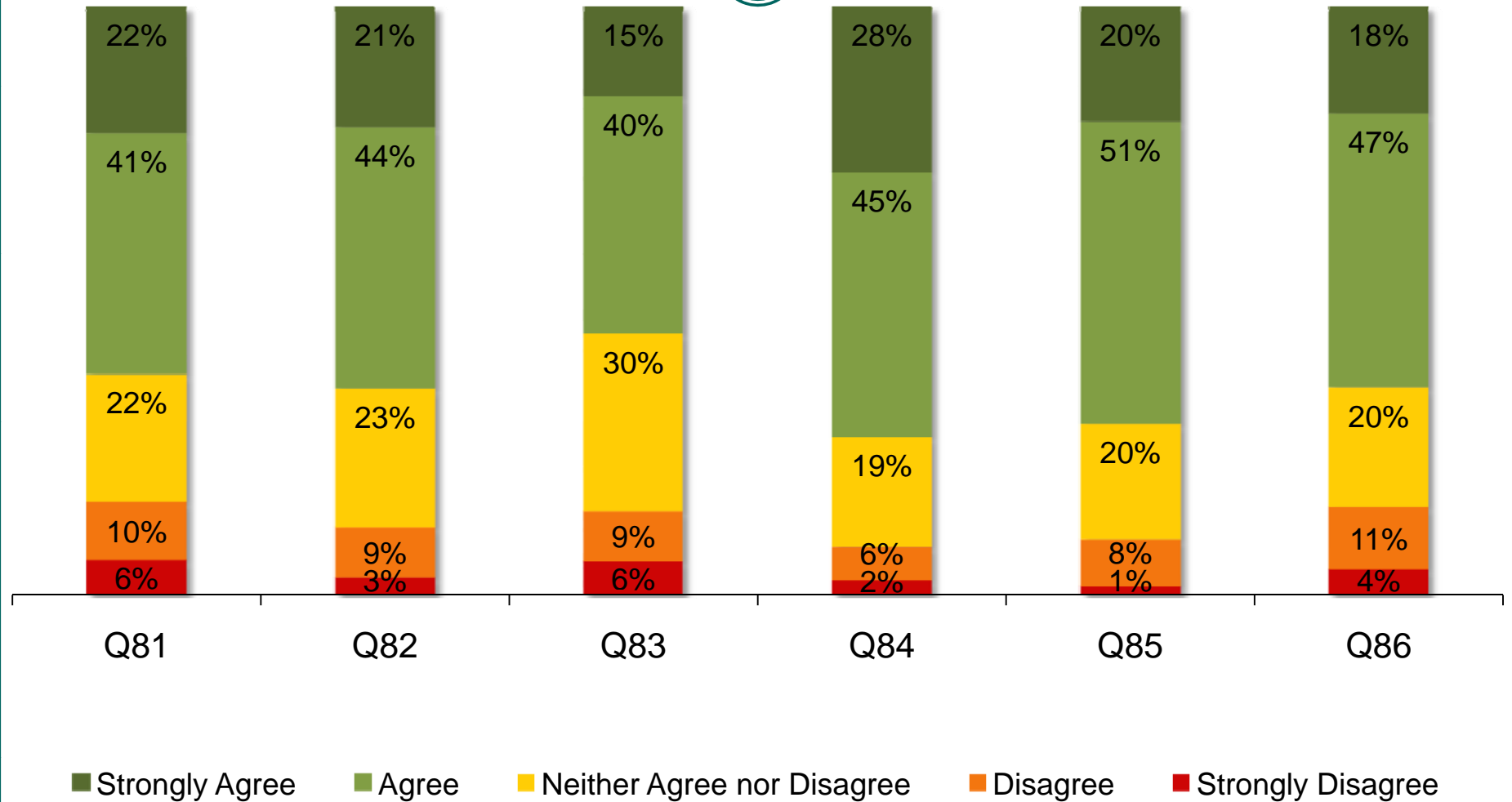


Financial Resources

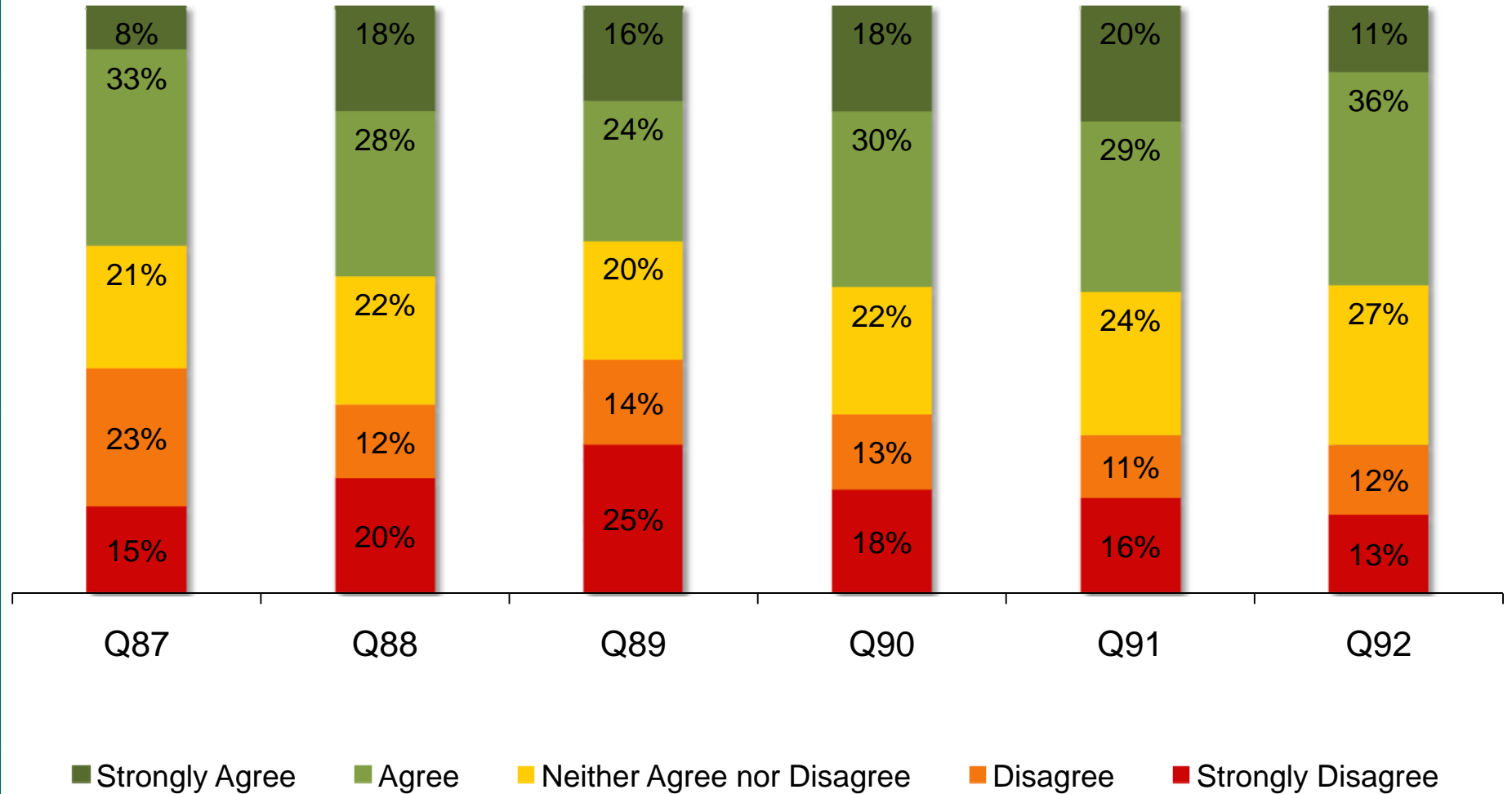


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

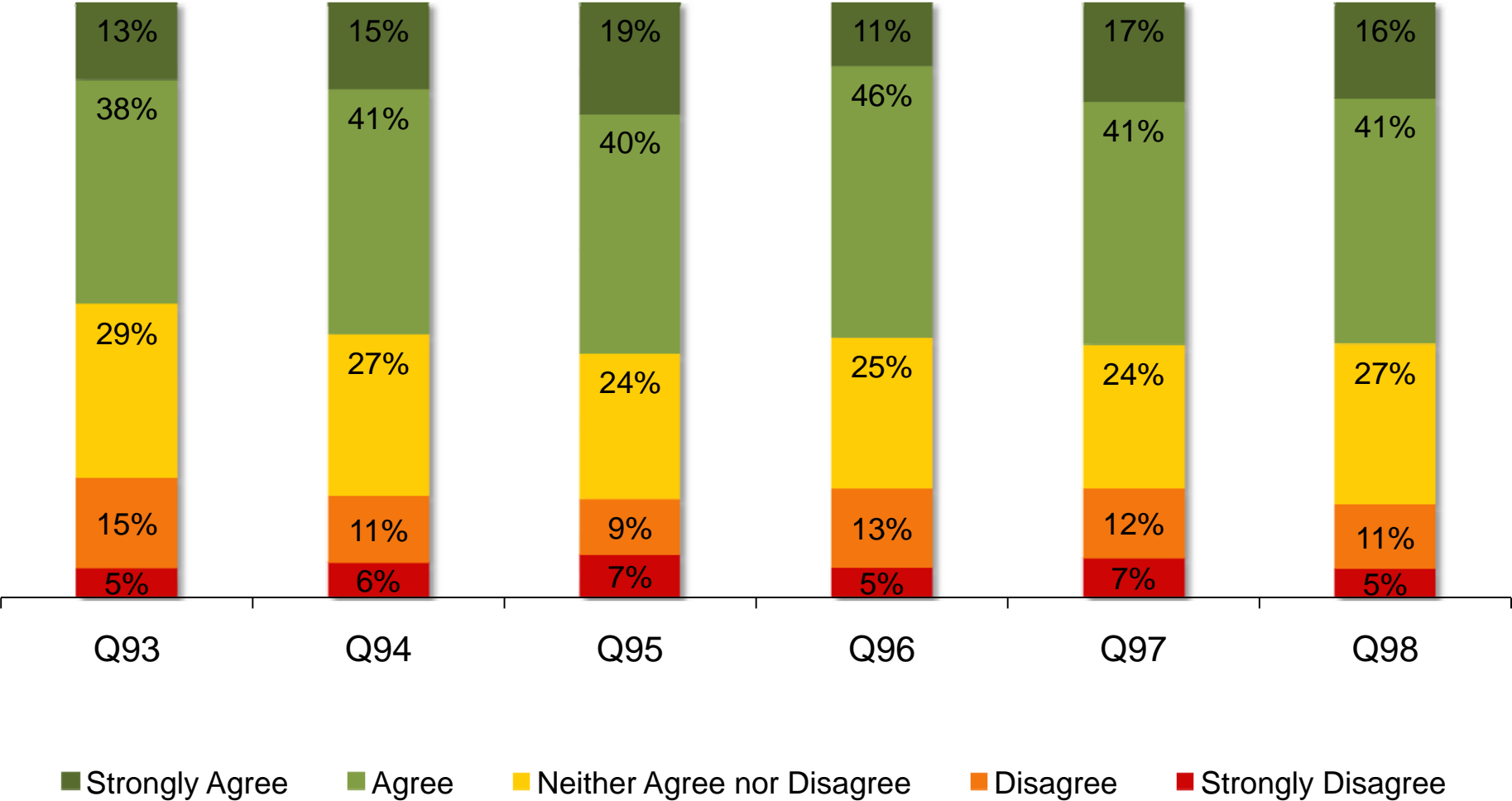
Decision-Making Roles and Processes



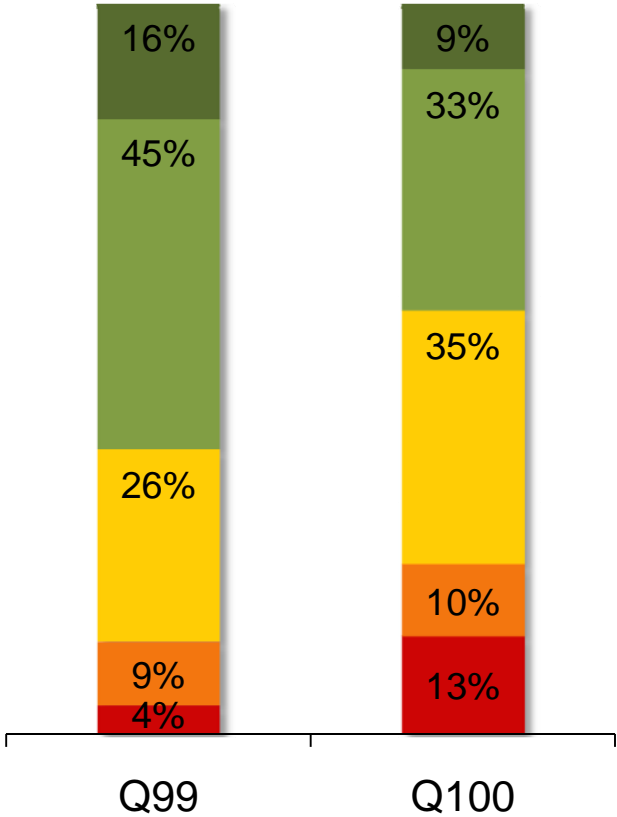
College and District Administration



District Office



District Office



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Conclusions



Top 5 Conclusions



1. The majority of employees believe the college facilitates on-going dialog about improving learning and institutional processes.
2. The majority of employees believe that their department or program has an effective faculty-driven SLO and assessment process.
3. Nearly two-thirds of employees who responded believe that faculty have substantial voice in matters related to educational programs, hiring of faculty and other personnel and institutional policies.
4. The majority of employees believe that they are treated with respect at the college.
5. Approximately half of the employees believe that the college guidelines and processes for budget development are clearly communicated.

Recommendations



End

