



**District Offices Employee
Feedback Survey:
*Mesa College Respondents***

Spring 2016

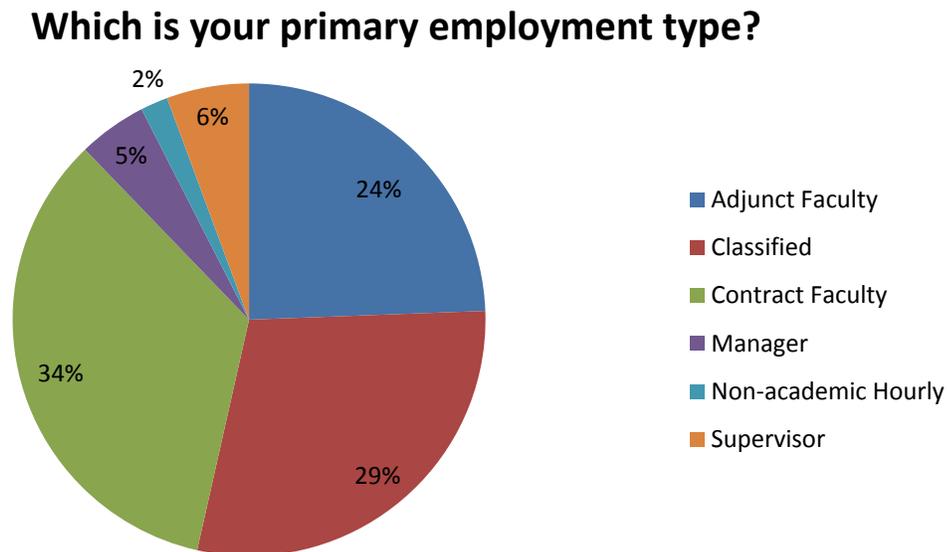
Prepared by:
Office of Institutional Research and Planning
June 2016

The *District Offices Employee Feedback* survey was administered in Spring 2016 to all employees in the District, including all employees at the credit colleges, Continuing Education, the District offices and the District Service Center. The purpose of the survey was to assess employees' satisfaction and perception of the services provided by the various departments at the District Office. The information will be used to help inform the accreditation process, and serve as one of the assessments in the District divisions' planning and improvement efforts.

The survey was emailed to all employees via the District distribution lists (approximately 4,500 employees), and included a pre-notification, the invitation to survey, and two follow-up emails. The total number of employees that completed the survey was 919, yielding an approximate 20% response rate. Of those who completed the survey 24% were from City College, 24% were from Mesa, 15% were from Miramar, 23% from Continuing Education, 2% were from the District Service Center, and 12% were from the District Office.

Of the total employees from Mesa College that responded to the survey, 34% were contract faculty, 29% were classified, and 24% were adjunct faculty.

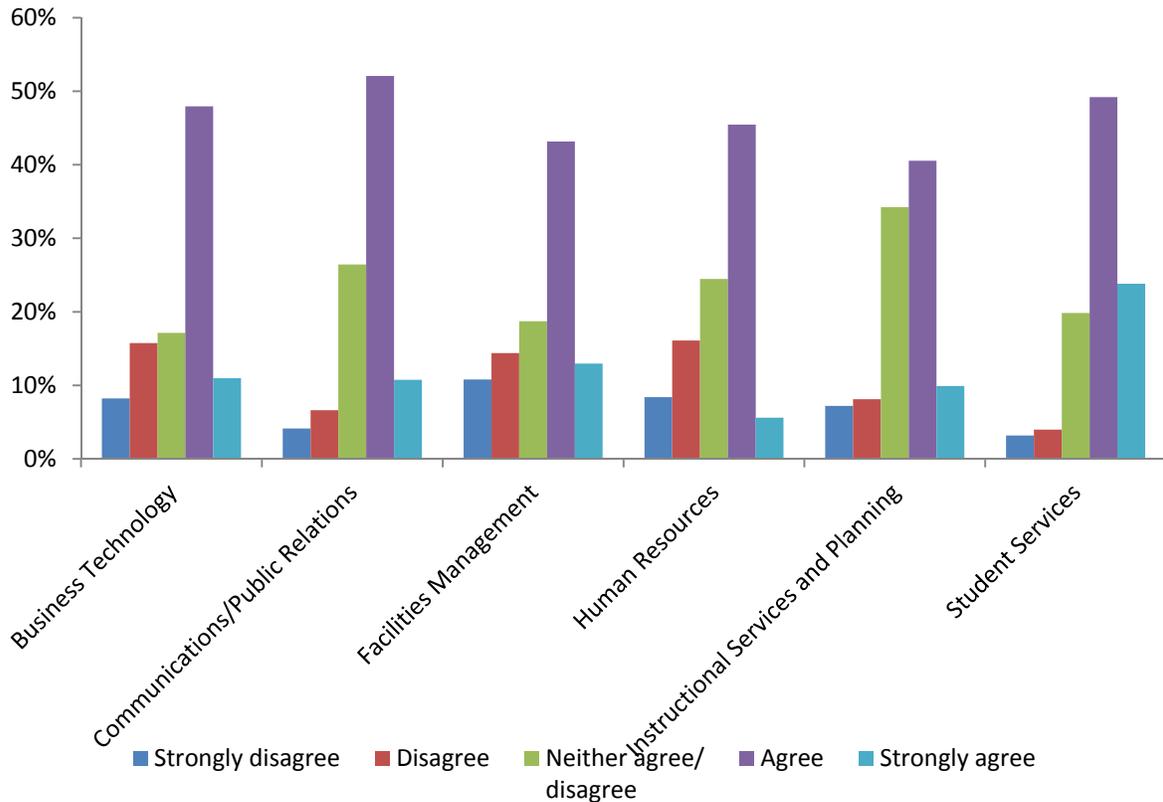
Chart 1. Mesa College Survey Respondents Only: *Which is your primary employment type?*



NOTE: It is important to note that the survey was administered as a census sample (to all employees in the District), and not a randomly selected sample of employees. The results are thereby generalizable to the entire population of employees in the District, and not to any specific group of employees, nor to any specific campus. When analyzed by campus, the results should be inferred as opinions of only the group of employees who responded to the survey, which may or may not be reflect the opinions of all employees at the campus.

The survey contained four overall questions about communication, timeliness of service, effectiveness and contribution to the District mission, and an overall satisfaction question. Below are the results of each of the division’s overall satisfaction question.

Chart 2. Mesa College Survey Respondents Only: *Overall, I am satisfied with the support and services that this Division provides.*



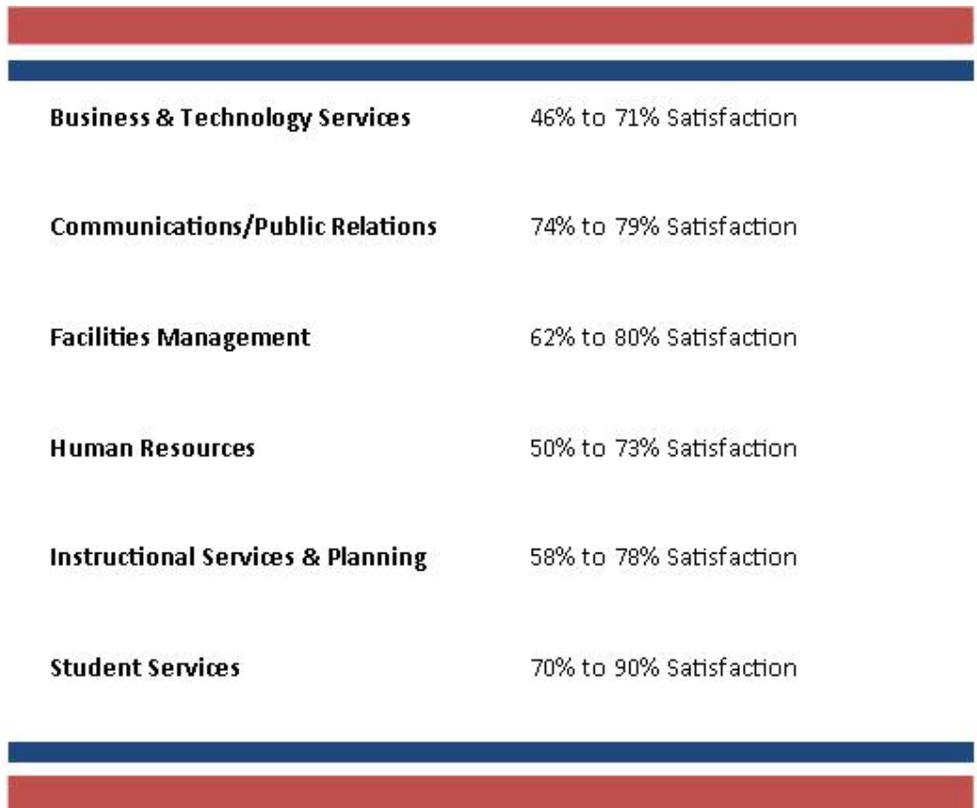
The remaining portion of this report includes the four questions that pertain to the overall divisions. In addition to this report, each division received a division-specific report. It should be noted that some of the survey respondents may have completed the survey on the basis of their experience with the departments and divisions at their campuses, rather than the District departments and divisions.

Results

Highlight of the Findings

- Over half of survey respondents from Mesa College (59%) agreed or strongly agreed that the divisions in the District Office respond to questions in a timely manner. Mesa employees were most satisfied with the timeliness from the Student Services division (78%), and least satisfied with the Communications/Public Relations department (47%), which also had the highest neutral ratings (41%).
- Just over half of the survey respondents from Mesa College (56%) agreed or strongly agreed that communication with the colleges and Continuing Education by the District divisions was effective. Mesa employees were most satisfied with communication from the Student Services division (78%), and least satisfied with the Human Resources division (46%).
- The majority of Mesa College survey respondents (64%) believed that the divisions in the District Office effectively contribute to the mission of the District. Student Services and was considered the top contributor (79% agreed or strongly agreed).
- The survey respondents from Mesa College expressed moderate overall satisfaction with the support and services provided by the divisions in the District Office (59%). The Student Services division received the highest overall satisfaction rating (73%). In addition to this, each of the departments in the District Office divisions was rated for overall satisfaction. The ranges of satisfaction for each of the departments are displayed in figure 1 below.

Figure 1. Range of Satisfaction with Departments by Division

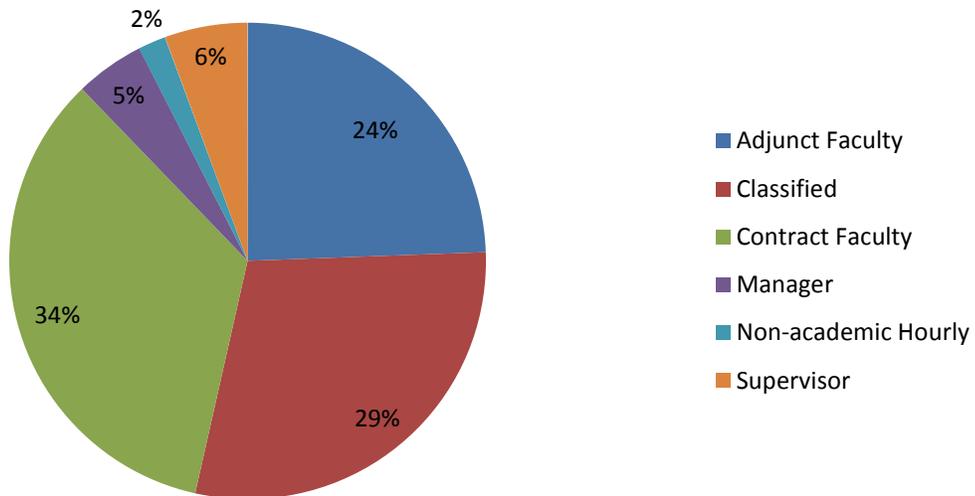


Appendix

District Offices Employee Feedback Survey 2016 - Mesa College

Which is your primary employment type?		
Answer options	Response Percent	Response Count
Adjunct Faculty	24%	52
Classified	29%	62
Contract Faculty	34%	73
Manager	5%	10
Non-academic Hourly	2%	4
Supervisor	6%	12
Answered question		213
Skipped question		2

Which is your primary employment type?

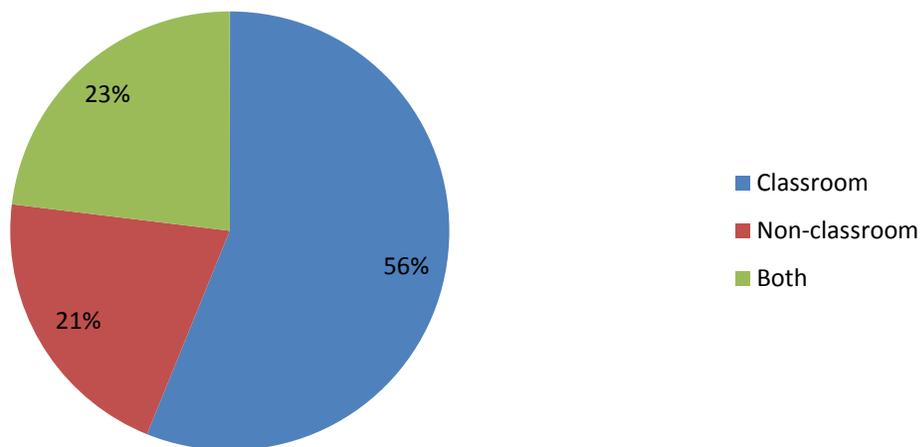


District Offices Employee Feedback Survey 2016 - Mesa College

If faculty, please indicate your faculty assignment:

Answer options	Response Percent	Response Count
Classroom	56%	73
Non-classroom	21%	27
Both	23%	30
<i>Answered question</i>		130
<i>Skipped question</i>		85

If faculty, please indicate your faculty assignment:

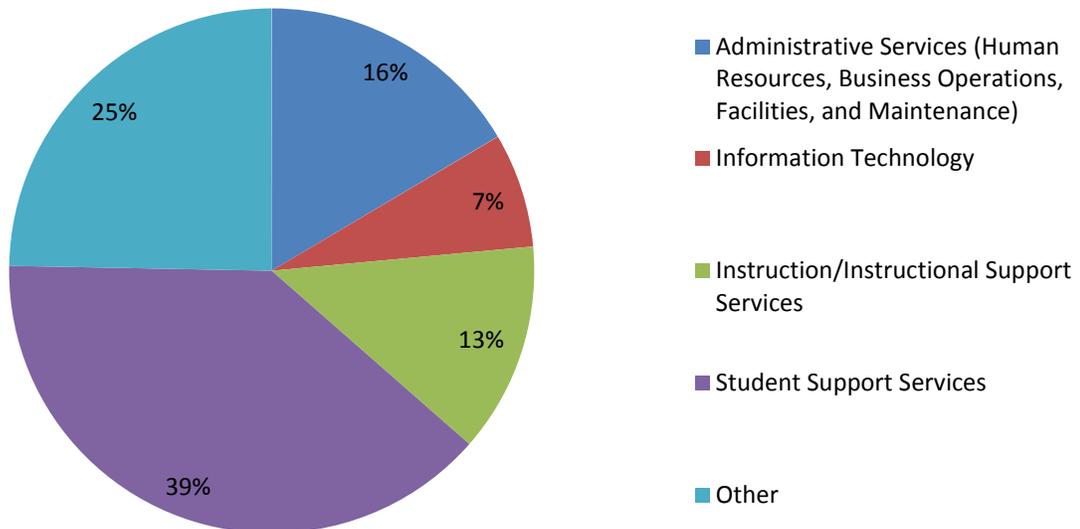


District Offices Employee Feedback Survey 2016 - Mesa College

If Classified, Manager, or Supervisor, please indicate your area of responsibility:

Answer options	Response Percent	Response Count
Administrative Services (Human Resources, Business Operations, Facilities, and Maintenance)	16%	14
Information Technology	7%	6
Instruction/Instructional Support Services	13%	11
Student Support Services	39%	33
Other	25%	21
<i>Answered question</i>		85
<i>Skipped question</i>		130

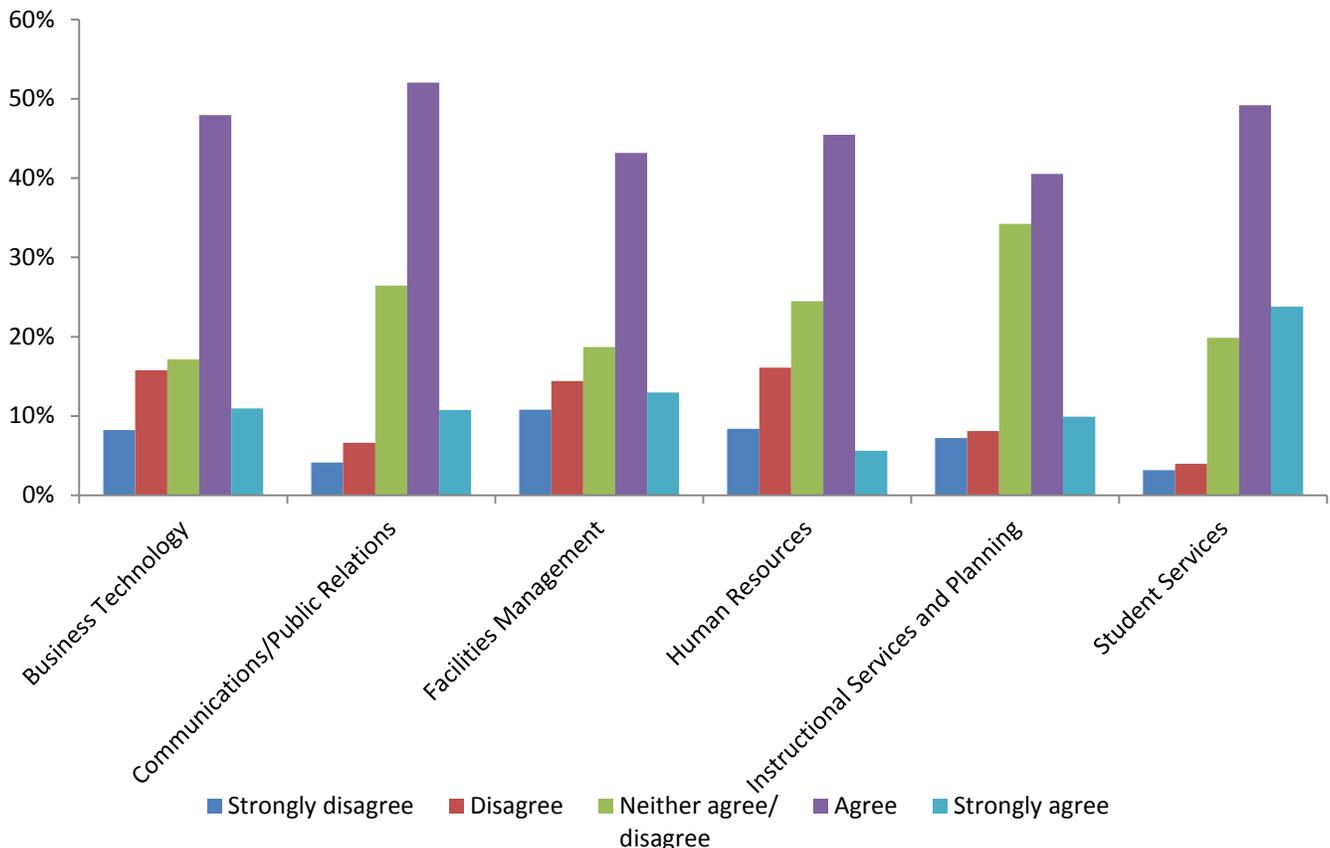
If Classified, Manager, or Supervisor, please indicate your area of responsibility:



Overall, I am satisfied with the support and services that this Division provides.

Divisions	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	12	23	25	70	16	5	151
Communications/Public Relations	5	8	32	63	13	23	144
Facilities Management	15	20	26	60	18	6	145
Human Resources	12	23	35	65	8	5	148
Instructional Services and Planning	8	9	38	45	11	31	142
Student Services	4	5	25	62	30	18	144
All Divisions	56	88	181	365	96	88	

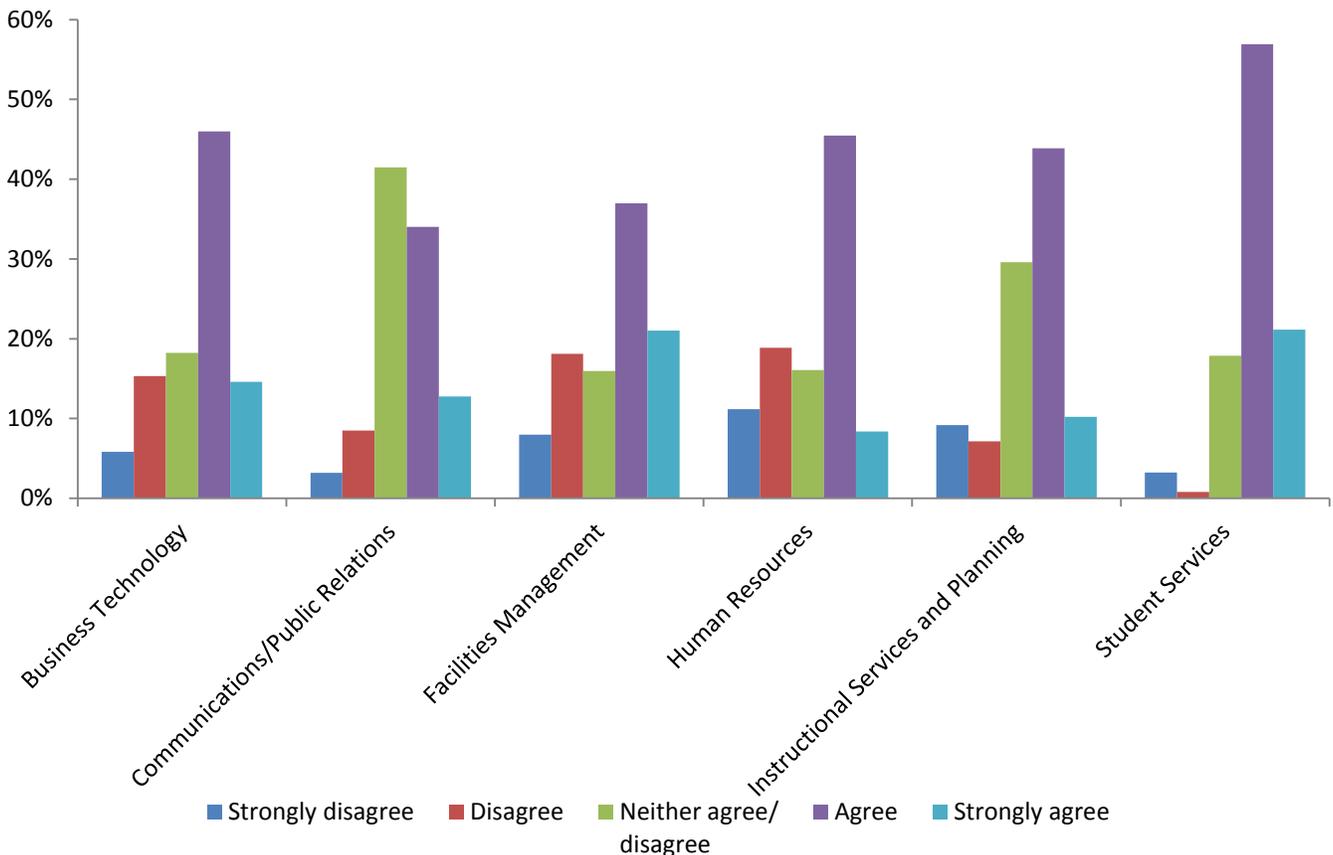
Divisions	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree
Business Technology	8%	16%	17%	48%	11%
Communications/Public Relations	4%	7%	26%	52%	11%
Facilities Management	11%	14%	19%	43%	13%
Human Resources	8%	16%	24%	45%	6%
Instructional Services and Planning	7%	8%	34%	41%	10%
Student Services	3%	4%	20%	49%	24%



The division responds to my questions in a timely manner.

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	8	21	25	63	20	16	153
Communications/Public Relations	3	8	39	32	12	54	148
Facilities Management	11	25	22	51	29	11	149
Human Resources	16	27	23	65	12	8	151
Instructional Services and Planning	9	7	29	43	10	44	142
Student Services	4	1	22	70	26	24	147
All Divisions	51	89	160	324	109	157	

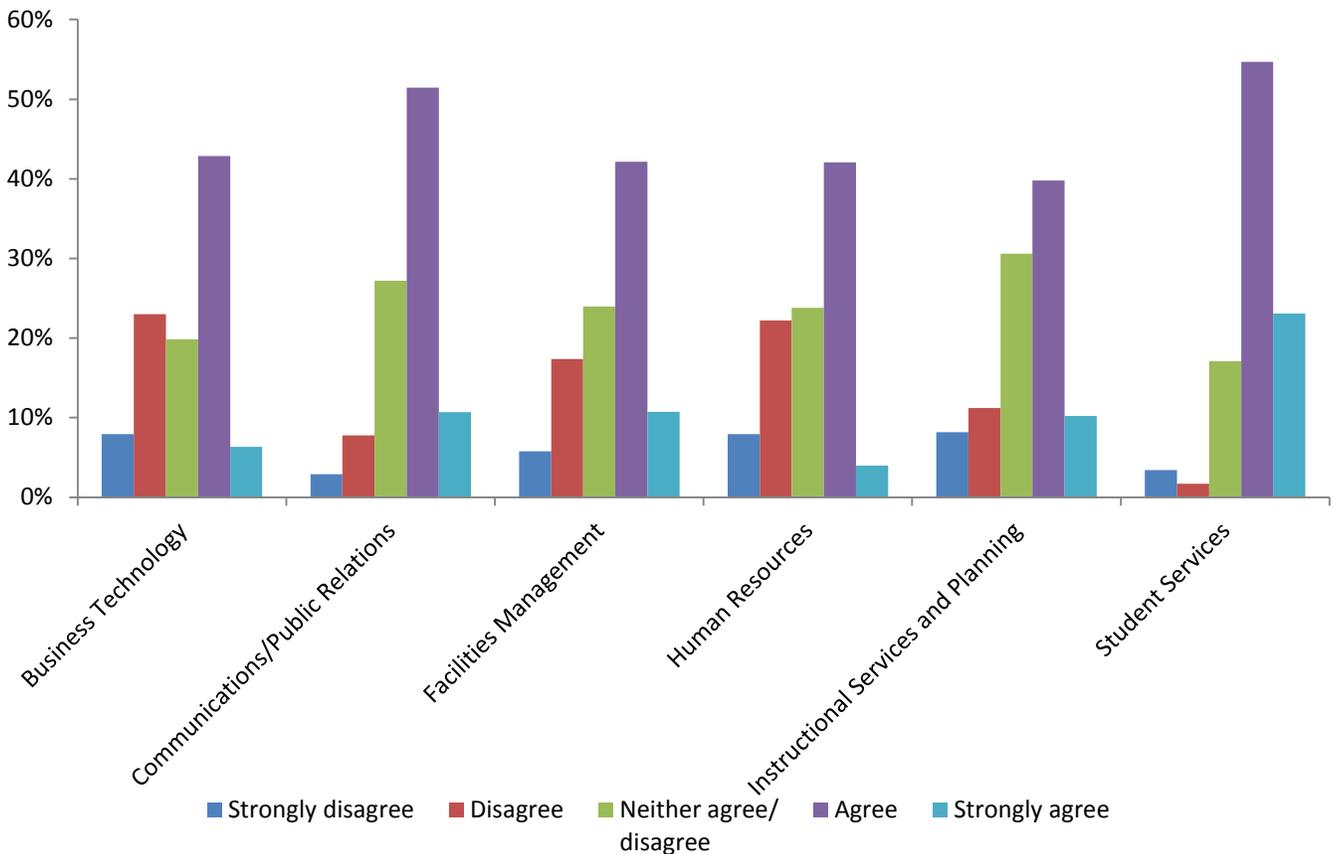
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	6%	15%	18%	46%	15%
Communications/Public Relations	3%	9%	41%	34%	13%
Facilities Management	8%	18%	16%	37%	21%
Human Resources	11%	19%	16%	45%	8%
Instructional Services and Planning	9%	7%	30%	44%	10%
Student Services	3%	1%	18%	57%	21%



The division effectively communicates with the colleges and CE.

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	10	29	25	54	8	24	150
Communications/Public Relations	3	8	28	53	11	42	145
Facilities Management	7	21	29	51	13	24	145
Human Resources	10	28	30	53	5	19	145
Instructional Services and Planning	8	11	30	39	10	42	140
Student Services	4	2	20	64	27	25	142
All Divisions	42	99	162	314	74	176	

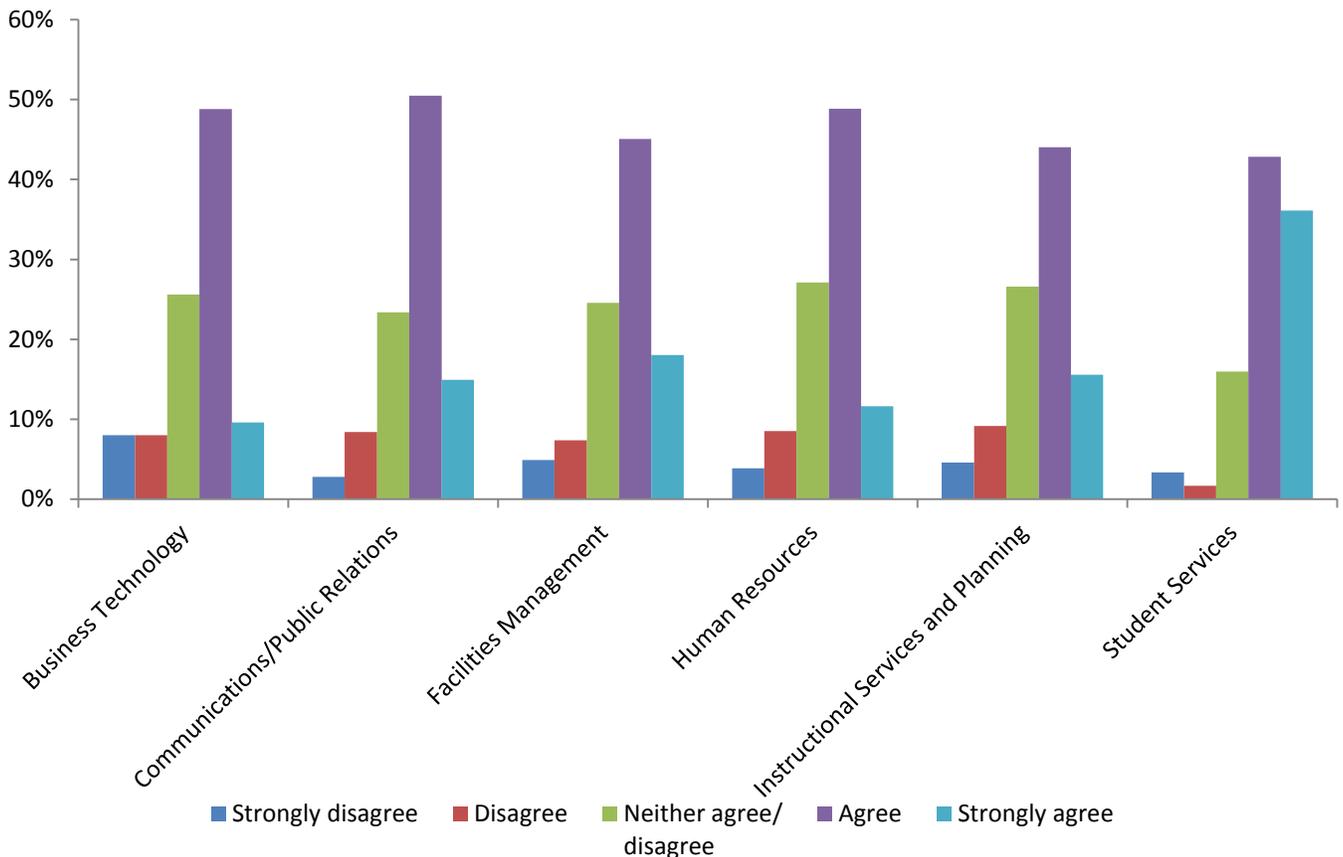
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	8%	23%	20%	43%	6%
Communications/Public Relations	3%	8%	27%	51%	11%
Facilities Management	6%	17%	24%	42%	11%
Human Resources	8%	22%	24%	42%	4%
Instructional Services and Planning	8%	11%	31%	40%	10%
Student Services	3%	2%	17%	55%	23%



I believe the division effectively contributes to the mission of the District.

Divisions	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	10	10	32	61	12	23	148
Communications/Public Relations	3	9	25	54	16	35	142
Facilities Management	6	9	30	55	22	23	145
Human Resources	5	11	35	63	15	16	145
Instructional Services and Planning	5	10	29	48	17	30	139
Student Services	4	2	19	51	43	22	141
All Divisions	33	51	170	332	125	149	

Divisions	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree
Business Technology	8%	8%	26%	49%	10%
Communications/Public Relations	3%	8%	23%	50%	15%
Facilities Management	5%	7%	25%	45%	18%
Human Resources	4%	9%	27%	49%	12%
Instructional Services and Planning	5%	9%	27%	44%	16%
Student Services	3%	2%	16%	43%	36%



BUSINESS & TECHNOLOGY - *What works well within the different departments in this division?*

1. access to technology in the classroom
2. Actual individual people who give a damn about helping each other. People who are willing to instantly come to one's aid at a moment's notice in a dire circumstance!!!
3. all department bad as possible.
4. As an adjunct, I do not have any contact.
5. communication
6. Communication is usually clear. Department meetings at the beginning of each semester are informative. The XXXX and XXXX are compassionate, responsive and helpful.
7. Everything seems to be district-centric, with little regard for education delivery.
8. Help desk is efficient and accessible. Food service and bookstores are accessible, and the student staffing enriches the campus community.
9. Help Desk works as a team.
10. I am not well informed on this division. The phone service is very poor for adjuncts as we cannot receive incoming calls in our offices. It is also unclear how our students can reach us via the phone. E-mail seems to have replaced phone usage.
11. I appreciate the help desk staff and the work that they do. I have utilized the other services indicated on occasion.
12. I do not have a lot of positive things to say about this division. Often I am shown the wrong way to do things by someone who does not know the correct way, then I am told I did it wrong and to see the very same person who told me the wrong way in the first place. No one knows what is going on and it is incredibly frustrating.
13. I don't use a lot of the services and I'm not involved w/most. However, student services - such as DSPS is very helpful (I've worked w/ XXXX and XXXX's great!). The IT folks are always helpful and responsive - so I'm very happy w/them. The rest - don't really know.
14. I have been a district employee for a long time. IT, Student Services, and Instruction have always had terrific track records. Under the current XXXX, Facilities has greatly improved its services and communication with the different sites. We are now confident that when we have a question or submit a work order, there will be a timely response.
15. I have gotten a quick response from IT for help with my classroom computers.
16. I like receiving newsletters from areas like Student Services to help me keep up with the latest news.
17. It takes IT often more than a day to send somebody out. I had to send a class home recently because the projector was not working in my class. This is not acceptable.
18. XXXX and XXXX group really work hard to keep us updated when there are problems, and to investigate situations when we tell them they exist.
19. N/A
20. No response
21. Open communication works well in all departments.
22. reprographs changes were challenging to understand, their more personal help and service facilitated getting important documents
23. Responding to emails in a timely manner would help with the communication process. Please update the email recipient of the status. They should send out a monthly newsletter like Board Report or Student Services so people can get informed. For example, new employee hired or retired or change in duties. I appreciate Telephone Services when they have a ticket order and the follow up to let me know if the assignment has been completed. IT Help Desk should do the same.
24. Since this survey is for the District Offices and I do not work with all of the departments, it is hard to really provide adequate feedback.

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25. Staff who are trying to implement what management has decided (like trying to work with Peoplesoft and other poor decisions on the part of management) try to be friendly under difficult conditions.
26. The college bookstore is efficient and responsive.
27. XXXX and office staff in the Humanities Division.
28. The departments that work well did NOT recently hire an XXXX to head the department.
29. The ERP system has been implemented without true collaboration and integration with the colleges and has placed stress on both district and college staff. The office is understaffed. I dont understand why positions go unfilled or why the district planned a new system without hiring new people to run it.
30. The Help Desk is responsive in a timely manner.
31. The level of fiscal responsibility is excellent
32. The tech person in our building is great
33. the technology support services are good.
34. The transparency and communication of processes to the campus (technology division) , something that is sorely lacking at Mesa College.
35. The wifi needs to be faster
36. There are many layers of checks and balances...
37. There is a good response when I call or email people. Paperwork is getting better...I like the direction of PeopleSoft. Good job on that!
38. They are very easy to approach for assistance.
39. When I've had to call for help with the computer or document camera, help arrived quickly. When I've had to show a DVD for a class in LRC 435, I received friendly, competent help. However, the door was locked (it had never been for the last 17 years I've used this room), and I had to find someone to open it me. There used to be people working in the evenings in the room next door, but that room is no longer occupied. I had to find someone on the second floor. This caused me to lose 15 minutes of class time.

BUSINESS & TECHNOLOGY - *What could be improved within the different departments in this division?*

1. A total change of focus from the current administration-driven approach, to a student-oriented focus on education delivery - the actual mission of the district.
2. ABSO needs to provide the services our students need, or let someone else come in and do it.
3. Adequate staffing.
4. Better communication across the board. Faster response time on emails.
5. Business Services has its ups and downs, depending on the particular area and its leadership. There continue to be issues and frustrations regarding the implementation of PeopleSoft. With regard to ABSO, the bookstore is great but food services could improve its service to the campuses. There is a notable lack of variety in menu options, particularly in the C store. Even last year, there was a better selection; I don't understand why the offerings are so limited this year.
6. communication
7. Communication is poor in every sense. Organization is very poor. Decisions and policies by management aren't well thought out. There is poor communication within these divisions and then poor communication outside these divisions (with the exception of Communications & PR--they function well). Poor policies and poor communication from management require faculty and staff to run around back and forth trying to find solutions and the right protocols. Few people seem to know what the current steps are. Staff try to help, but there are so many bureaucratic hoops to jump through. It takes multiple attempts to get anything fixed or done. Yet deadlines and rules mandated by these divisions are rigid. If it weren't so bad, it would be comical. If the repercussions weren't so serious for faculty and students, it would be comical. These divisions are very top down. Little is understood about the practical workings of faculty, staff and students. Peoplesoft has been a nightmare. The idea of centralizing and "saving time" has ended up in many egregious errors. It saved time for the very top and for staff reductions, but they are requiring faculty to do bookkeeping, learn accounting codes and systems, take time away from instruction and curriculum development to learn bookkeeping, and have burdened staff. Communication is also very poor in regard to changes to curriculum and processing any of those changes in a timely manner. It is also apparent that certain programs are fast tracked and others spend years trying to get simple changes implemented. It's very discouraging for faculty, staff, students, deans, and some managers who are trying to find solutions for these problems.
8. Communication. Expedited response to queries.
9. Constant construction all over the campus is disruptive. Also, students often complain that they are losing study space and resources in the library. They tell me there are no more rooms to watch class assigned DVDs, no more study space because it's now been transformed into classrooms or tutoring space. The library should be quiet study space dedicated to student needs, not an extended classroom, tutoring room, or faculty lounge. In addition, students complain that wireless access is very slow.
10. Cut the Bureaucracy!!! All this stupid help desk submission to get something done is soooo inefficient!!! The school worked really well prior to locking down the LRC computers so "homeless transients" could access our precious LRC data-base--but we have NO homeless population! Stupid! The Help Desk Ticket system is a moronic joke--nothing ever gets done efficiently and it takes days for things to get fixed--when one is teaching a class and the computers do not function--we are up the creek--and no one cares--but we still have to teach. Such an impedance. All the 'Bean Counting' sucks! The familial relationship between the IT and teaching slaves has become a total mess! Someone will replace a computer in a classroom but not check if the whole system works=Stupid! The New Mesa website sucks, too!!! Can not find anything! Who puts web-links within a paragraph at the

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bottom of a page making the link impossible to find!=plain bad design. So many "thoughtful" improvements are actually impeding instruction. All this prevents or impedes productivity!

11. Drop PeopleSoft!
12. For improvement, simply terminate the XXXX who is a very XXXX. A XXXX will always do irreparable damage to teamwork and morale.
13. help with computers in individual offices
14. Hire vacant positions, listen to the concerns from the colleges, make improvements.
15. I have often been redirected back and forth between XXXX and HR, with no positive outcome since each says the other is responsible. For example: As faculty we need current ID's in order to utilize teacher discounts at local retails when purchasing classroom supplies; once my card expired after the first semester teaching I have been unable to receive a current card even though I inquire about updated cards/stickers every year for the past four years.
16. I haven't had enough interaction with the Business and Technology Services department.
17. Instruction on implementation of new PeopleSoft system. Very confusing, little to no training prior to system going live. Lack of District support.
18. IT Help Desk needs to notify the end user their status update on getting the security to the page/component so they can check rather than keeping checking. If they are going to delete the work order, then should also notify the end user. Now it seems like every request needs a VP's approval but is it necessary? Shouldn't we have similar security access to what we used to have in our old system so we can get our job done? I think we should only ask VP for new security access, not access that we already used in our system.
19. IT is not on the ball. Fix it tickets do not get taken care off. A cable connection in one of the classrooms was broken and the projector did not work with the computer. The IT person could not tell me if XXXX was going to have that fixed in one, two, or three days. This is essential. Instruction was not possible. I should think they should be able to send somebody right away. I had to send my class home. The Artstor account is not registered on all campus computers. I have brought this to the attention of several people. Never heard anything back. All the college needs to do is update their IP-address list with Artstor. Some rooms are never cleaned.
20. It is really annoying that Adobe Flash is not kept current on the computers I use. I need to use Adobe Flash for the educational software that I teach with. It is not acceptable that Flash is frequently not up to date.
21. Many different departments are understaffed and over-worked.
22. Many problems with PeopleSoft
23. Maybe a little more funding towards updating some of our equipment that we actually use. I am in the M/S (Biology) Dept. The college spent many thousands of dollars for fume hoods that will probably never be used - and we can't get a Scantron machine for a couple hundred??? Just the usual. :)
24. Mesa's wifi is a joke. SDSU has 100MB speeds on laptops. UCSD the same. MiraCosta the same. What the heck is wrong with us. Also, we should be able to get iMacs in our office, not PCs.
25. More and different types of support through peoplesoft. Feedback has not been welcomed and the increased amount of work and stress has not been addressed.
26. n/a
27. N/A
28. N/A
29. Need for wifi in every building.
30. No response
31. People are being asked to explain and teach things that they do not know themselves. Required forms such as the "Justification Memo" are nearly unusable and would fail a PDF or InDesign class. All

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employees in the department should have to fill out each form and go through each procedure asked of faculty & staff at least once so they can experience the frustration first hand - then they will have a better idea how to help guide faculty & staff with their personal experience.

32. PeopleSoft,
33. Please have tech help available in the room next to 435 in the LRC! Repro--what a horrible mess, and what a horrible, unhelpful XXXX. Despite sending materials to be copied 48 hours in advance (and asking it to be delivered to the mailroom in the G building), the materials are sometimes not copied. I've witnessed the imperialistic behavior of XXXX; the people under XXXX supervision appear terrified of XXXX. XXXX speaks to them in a nasty tone of voice, and they cower. I teach at other schools (different district), and the contrast could not be sharper. The people there bend over backwards to help and to ensure that all of our needs are met. I feel sorry for the people who work at Mesa repro. They're helpful, but they look so unhappy.
34. Purchasing needs to encourage feedback on the items that they purchase. The current Dry Erase pens, or example, are an off brand and do not erase completely, which means the classrooms now need to have alternative methods of cleaning the boards so that students can see what the instructor writes.
35. Regularly analyzing the use of workstations vs the software/bloatware downloaded.
36. Reprographic service has gradually degraded over the last five years, with the loss walk-up orders, printing from non-digital documents, and now, timely delivery to faculty mailboxes. The Academic Senate and Deans Council should both take this matter up.
37. See the above re phone service.
38. Send techs out immediately.
39. Soft skills to handle the myriad of assistance calls.
40. Technology support in the way of new computers or laptops for faculty. There are too many inaccuracies in people soft. Even when you input the correct information it does not work right. My paycheck is wrong...that had never happened until PeopleSoft. Our computers are old and tech support is not always knowledgeable when troubleshooting.
41. Technology upgrades in the Mesa College Humanities (G) building are slow to occur and often not done properly.
42. the business aspect of purchasing is problematic causing difficulties at the college. the communication needs improvement so that all are accurately informed. communication needs to be more regular especially when there are changes. the implementation of PeopleSoft was extremely problematic. should have beta tested this and ran both systems for a time period to work out the bugs. I think the workflow was not designed appropriately which is causing the work not to get done in a timely manner.
43. The Business office and payroll need more knowledge of Peoplesoft. This has caused too many problems for faculty receiving supplies, paychecks, etc. The system should not have been released until all the bugs were fixed. The excuses that are given don't solve the problems. Also, more of the work of these administrative services (business, payroll, etc.) is being put on faculty and we're not given clear direction on how to complete the work and if it's not correct, the work is sent back and causes major delays. I want to comment on the survey, it was hard to specifically address this issue in the survey because you lumped Business Services with Technology. The Technology side is working well, always responsive and is ready to meet the needs of faculty as long as peoplesoft doesn't get in the way.
44. The implementation of People Soft has been a complete disaster and yet we continue to "move" through to the next stage as if it is working just fine. First, the fiscal aspect of People Soft is so broken that we don't even know what our campus budget is nor have we this entire year. The travel and leave requests system is abysmal and the district is losing tens of thousands of dollars because no one

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knows what's actually going on or how to fix it. The HR system is not much better as individuals are not set up to report to the proper managers, leave requests go unanswered because the system doesn't work properly. What ends up happening is that managers click on buttons to move the "paperwork" along because deadlines are approaching but no one can answer legitimate questions as if these expenditures should be paid or not. A huge issue is that the workload has been transferred from the dean's assistants to the deans which are one of the hardest working groups on the campus. This means that the cost of the system has been absorbed by the deans rather than their assistants as it was in the past. How does having the dean do the work rather than their assistant make any financial sense at all. Without our XXXX and XXXX office our campus would have had to shut down as they have taken on the "lion's share" of the campus work. My assistant has literally cried when I've asked her to do a travel request for me because it is so complicated. Our faculty call "People Soft" "People Hard" and there is a reason for that. I also have to say that there is a disconnect between the Vice Chancellor's office and the actual implementation of this system. We are behind schedule, the system doesn't seem to work and other colleges that have the system laugh at us as we try to implement it as they haven't been able to make it work at all after many years. We continue to hear from the Vice Chancellor that the system is working just fine but the people on the ground disagree with that and feel less and less confident that their voices will ever be heard or will this system ever work. PLEASE PLEASE PLEASE we cannot move forward with any additional aspects of this system until the existing system works. Also please ask the field of users what works and what doesn't work. Allow the field to be part of the solutions rather than trying to figure out a broken system and use valuable work time rather than truly meeting student needs. We must get rid of the consultants that are not serving our best interests and figure out a way to make this work. The answer can't be to continue to go over budget because the bond funds were promised in other areas and the campus feeling is that no one really knows how much that it will ever take to make this work or if it will ever work and what will we have to show for this expenditure.

45. The old system to attend technological questions was more efficient than now.
46. Their resources. Sometimes they don't have the resources to help everyone.
47. There are probably too many layers of checks and balances. Response times and level of effort from IT field technicians leaves much to be desired. The result of this is an overwhelming amount of apathy towards asking IT for help. In general, processes are too complex, convoluted, and difficult to find accurate training for.
48. There is an urgent need of better communication between departments especially in student services . This will contribute to better serve our students.
49. When the district office was create, it was done so as a means to support the campus. Now, we work for you. There are so many ways in which our business and time is wasted by the district. For example, why does it take 2-3 weeks to get a key to a classroom. Why aren't the keys for the campus, at the campus. The campus should manage the keys and let the district know when inventory is getting low. PeopleSoft, from accounts payable to payroll is a complete disaster! Nothing about it is intuitive. The end user, the non-accounting folk, were clearly discounted as the system rolled out. It is so bad that I can no longer even understand my own paycheck. This is not a simple case of growing pains, this was an epic failure and highlights the very thing I commented about earlier, we work for you. What you do does not make our jobs easier, it makes them more difficult.

COMMUNICATIONS/PUBLIC RELATIONS - *What works well within the different departments in this division?*

1. XXXX at Mesa rocks! XXXX is good, but XXXX is a bit stubborn. I think XXXX needs some people skills training.
2. communications are regular and relevant.
3. Creativity with digital section;PR is pretty relevant.
4. digital communications is receptive, and excellent on follow through
5. Efficient, transparent, keeps campus informed of what's going on
6. Generally, very supportive and responsive.
7. Having a newsletter keeps me informed. Thank you!
8. I appreciate the informative emails.
9. I believe the district does a good job of reflecting the many initiatives and campus activities/accomplishments through it's online and paper publications.
10. Keeping up with social media trends
11. Media relations is well-run.
12. Mesa College athletics is not covered well in the UT. Even scores are not listed while other community college scores are.
13. n/a
14. N/A
15. No experience working with this department
16. not sure.
17. Open communication
18. The emails sent out from time to time help keep me up-to-date with the latest happenings.
19. The web redesign for mobile platform was a pain to get familiar with but it is so great compared to city and miramar.
20. They are efficient, friendly, communicative, and good at outreach.
21. Well edited and informative emails sent.

COMMUNICATIONS/PUBLIC RELATIONS - *What could be improved within the different departments in this division?*

1. Even as good as they are, community outreach can always be improved upon.
2. Hire more people to assist with workload
3. I don't know enough to comment
4. It would be helpful if this department had a strategic plan to improve the brand and perception of community college as a legitimate, quality, and comparable choice as compared to university options for graduating high school students. We in the community college system know the value and quality. Unfortunately, too often community college is perceived as a second or last choice for many high school students.
5. It's unclear whether this department handles the website. I believe the website is difficult to navigate for community members. For example, the forms that students need are not easily accessible.
6. Keep the streamlined process going.
7. Media division could show more range diverse campus population
8. Media Relations are hampered by self serving and blind affection to XXXX. Yes, XXXX can seduce, but are XXXX solutions really effective???? Not! Governance: As it is now a top down system at Mesa, where XXXX affects listening rather than actually listening becomes problematic. The Top brass "know" what they are doing...But, is it really helping productivity in the classroom where it actually matters. Instruction is the primary mission of the college. Therefore, actually listening to ideas to perhaps better reach students instead of being told how to do so might be a better way of creating a discussion on institutional effectiveness. Instead, most instructors are just afraid of losing their jobs if they do not capitulate to the current dictums being throw at us! "Equity"! What hogwash!! It is enabling more laziness from our students. As instructors we are now making judgements as per similar to DSPS, which is illegal as per statute! "But, every student must succeed even if they never attend class or even turn anything thing in. This is not equity but merely satisfying XXXX clients.
9. More immediate response to email inquiries
10. more lead time when information is requested.
11. n/a
12. N/A
13. No experience working with this department
14. not sure.
15. Nothing.
16. This department recently lost a long term staff person so the transition has caused some problems with communication. Once the new person learns the system should go smoother.
17. We need leaders who know & understand technology. We don't need a leader who is XXXX with no knowledge or understanding of technology. We need a college president who can actually understand what a XXXX is, research the characteristics of a XXXX, and fully comprehend that hiring a XXXX is extremely detrimental to the work environment and health, happiness, safety, and well-being of the employees who are forced to deal with XXXX on a daily basis.
18. When digital equipment is ordered/installed for a department, support is very important and should be available to come and fix the digital equipment because when it goes down it does effect student success.

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FACILITIES MANAGEMENT - *What works well within the different departments in this division?*

1. Able to accomplish much with few resources. Attentive and responsive th the needs of the campus.
2. As noted earlier, all areas have improved their services under XXXX
3. College Police do an exceptional job.
4. College Police do well at college/community relations. Facilities services always have someone there to respond to questions.
5. Communication is good
6. Facilities Call Center takes a while to contact us when I report a Trouble call and it takes a while for them to address it.
7. Facilities has gotten much better at response times and communication
8. for the most part I believe they know what the campuses need.
9. Good Communication, excellent service.
10. I believe that XXXX is very effective and very approachable. I appreciate XXXX presence on our campuses and involvement.
11. I don't use most of these services personally.
12. Information flow on construction is done very well.
13. I've appreciated the fact that facilities management really tries to serve the best interests of our campus. They help us find solutions that work for our best interests and that has made a big different.
14. Managing all the bond construction
15. n/a
16. N/A
17. No response
18. Once they receive information and can a lot time things go well. The facilities staff works well with faculty and is very responsive to our needs.
19. open communication about construction
20. Police are there most of the time before you even hang up from talking to the dispatch
21. Police are visible, present, and accessible. Facilities Services are efficient. Planning and Construction has been ongoing but seems timely and progressive.
22. Police is great! They always come right away when I call.
23. Police staff are courteous and helpful.
24. Police tries their best with keys, but c'mon. This is a jog they should not be doing.
25. Police try but are too thin to be effective.
26. Response of the College Police.
27. Some college police are professional, good communicators and balanced during interactions with students. One officer in particular has demonstrated a wide range of skills to be with and manage people in different states.
28. The facilities staff on campus who do actual the cleaning, maintenance, room setup and set up of events work really, really hard, and are the most gracious people. They go far out of their way to do their best for students. They think of what the students and faculty need first, and themselves later.
29. The Facilities department staff members have been a joy to work with. They are extremely hardworking, helpful and easy to talk to.
30. The Facilities really try hard to keep up with the work load, despite a shortage of people.
31. The new buildings are nice. To bad ther's not enough money to maintain them.
32. The poli
33. These are professionals who know their job and have a customer service orientation.
34. They are receptive to needs.
35. they get the job done

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36. This office seems to want to support the campuses but has no means in which to do so. Construction projects have seemed pretty smooth minus the vast parking spots they take up each day even when they are not supposed to park on campus.
37. Timely responses to issues brought forward is important when it comes to College Police and Facilities. College Police have a presence on campus. Facilities responds to calls for emergency help with areas such as restrooms and they are responsive to requests for additional cleaning as needed.

FACILITIES MANAGEMENT - *What could be improved within the different departments in this division?*

1. Adequate parking spaces, especially for those with disabilities. Better monitoring of illegally parked vehicles, especially along fire lanes, and especially if these have the district logo on them. Not a good message for the campus community.
2. Again, overworked and understaffed.
3. All floors need to be cleaned better and if white tiles (mostly in bathrooms) should be bleached. All allied health floors need to be mopped with a disinfectant. It doesn't need to be a hospital level disinfectant. It can be an intermediate disinfectant or vinegar and water solution. It also needs to be a clean mop where ever patients have been seen.
4. By hiring more custodians so the new building can be maintained properly and a bigger budget for hourly's.
5. Campus police is not visible to deter students/community from being in places they aren't supposed to.
6. Campus Police outreach efforts (in classes, in supplement to events, table at student services fair) may help nurture a stronger accessibility for students. I don't know that students really understand Campus Police services and roles.
7. Campuses still experience a delayed or no response from campus police when their presence is requested.
8. Centralizing repairs and the ticket system to fix air conditioning, heat, clocks, or another problems has been disastrous. Repairs takes weeks, months, multiple requests, and participation by our deans multiple times to get any action. (Or never.) It was much, much better when facilities were run through the individual campuses and the campuses had autonomy. Centralizing and micromanaging staff (who didn't need micromanaging) has been demoralizing for staff and has reduced efficiency. There needs to be more staff, and more resources. Facilities staff are already understaffed and overloaded. The buildings need vacuuming, cleaning, and other things, but we can't expect staff to do all of that without enough staff, equipment, support, and pay to do it. Over time, you can see that the help and physical strain have been hard on them. Yet they are so positive and earnest. We've lost really good staff people because of the conditions. The new flow of money seems to have gone to increasing management, not increasing the number of people who have to do the actual work.
9. College police are completely absent from the campus. I have to dodge at least 20 skateboarders per day on campus. I never see them simply walking the campus to make their presence known. You know at Mesa we have a parking problem; yet, every day I can count at least 15 construction vehicles taking up faculty spaces. I don't see any tickets on those cars. The buildings are filthy; yet, when the board visits our campus, we clean, paint, make sure that their every whim is satisfied. This is so utterly disheartening that we give the board great consideration while our students sit in filth.
10. College police could do better at controlling smoking on the fringe areas of campus, particularly near the canyon. For example, I see an officer going by every day to check that staff has parking permits displayed. That officer could do smoker duty as part of the patrol. In addition to the unpleasant atmosphere caused by smokers, the trash and cigarette butts they leave strewn about, it is very very dangerous if the brush ignites and we would have a much bigger problem on our hands. Facilities services needs more support from the district to fix heaters in the old buildings--for example I100.
11. College Police need to be reminded that they serve the Campus Community. They work for the community. They are not an empire who answers to know one. I know specifically about complaints made to the police and they never bothered to respond, let alone correct the situation, even when a Dean communicated with them. Their attitude about giving faculty tickets seem to be an "I gotcha" one, even when it was obvious that special circumstances were in effect and they should have shown leniency. I also feel that, considering how many people I see parking in handicapped spots, and not

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- showing any handicapped, that they should have a policy of checking the paperwork for each person once each semester, perhaps adding something to the handicapped placard to see it has been verified.
12. Custodial is understaffed, so the cleanliness of the buildings is often not as good as it should be.
 13. Facilities needs more people. There isn't a day goes by where I don't see a lot of old trash getting from my car to work. The I400 looks like its 10 years old already. There's a bag in one of the trees that has been there since the building open. Multiple hanging banners are falling off their polls. The MS building has trash under its stairwells. Also think the school could use some murals and needs shade. The recent construction has ripped out most of the trees on campus and put in mass amounts of concrete. I believe the campus is at least 10 degrees hotter than it was 10 years ago.
 14. Facilities needs more personnel to keep up with restrooms in all the buildings. There have been ongoing problems with trash and broken areas of the restrooms. Facilities is trying the best they can but with all the new buildings the inside of the buildings is not kept up as well. My office rarely gets vacuumed for instance. The computer consoles in the library are poorly made and rickety.
 15. Facilities needs to hire more people to clean and maintain new buildings. Police needs more on campus presence (walking around campus).
 16. Facilities often forget to unlock doors, turn on bathroom lights, etc... Replies to maintenance tickets is often untimely and sometimes no reply at all. Our rodent problem is still unaddressed. Cleaning is at a barely acceptable level.
 17. Hire more staff do they're not stretched so thin
 18. I may have put some of this (prior) in the wrong place...but the fact that the college spent hundreds of thousands of dollars on fume hoods for Gen Bio labs (which will never be used in there) and we can spend a couple hundred for a Scantron machine or a copier that doesn't keep jamming. Just the usual. :)
 19. Is the mission of campus police public safety, or revenue generation? This seems to have changed since the 1990s, in the wrong direction. Is the mission of the Vice Chancellor's Office the effective education of our student population, or is the mission the filing of appropriate external reports? There is a "culture of NO" in our district. No is the quick answer, the easy answer. "Let's see what we can do" requires research, creative thinking, collaboration, and a host of more difficult tasks. The Culture of No quickly clears items off the agenda, but hampers our district from the real mission - education.
 20. Let's just say, we need an entirely new key system. In this day and age, having to get keys every semester is just XXXX. Stop being cheap XXXX and understand that the human waste of employee pay required to get and return keys is ridiculous. Each employees should get a key card/ Mesa ID that opens doors. It's that simple. Please make it happen and stop living in 1922.
 21. Limited custodial support for buildings. I often sweep and clean my own classroom. My dean and I have made numerous complaints about the dirty rooms. If I ask a custodian specifically for a special need, they try to accommodate me. However there are just not enough support staff for all the new buildings.
 22. Maintenance requests take weeks or months before they are addressed. I understand our building will be demolished in the upcoming year but going years without working electrical outlets makes for an unreasonable learning environment. Similarly, the state of cleanliness of the classrooms is embarrassing, especially as new students each semester bring in their own cleaning supplies to clean the tables and sweep the floors. I would gladly have a pay reduction in order to have a classroom that I am proud to teach in. While facilities says "it isn't in the budget" to have the classroom at a reasonable level of cleanliness, nor is it in the financial or time budget for faculty and students to clean the classrooms.
 23. More parking options due to construction projects.

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24. More staff to keep the new buildings clean and presentable
25. More staffing for Facilities Services. With all the new buildings going up on the various campuses, this becomes a facilities staffing issue.
26. n/a
27. N/A
28. No response
29. not sure.
30. parking is always a problem
31. Planning and construction should add text alerts for unexpected road closures and parking lot access.
32. Skateboarder issue at Mesa is out of control I've appreciated that work that facilities services has done for us but we have a HUGE issue of trying to keep our new buildings clean. It is a shame that what was new a year or so ago is now treated like we don't care. You can absolutely watch the buildings age in front of our eyes by the lack of custodial care that we provide. I know that we have HR issues but the outcome of these issues is that we have buildings that aren't cleaned and we give the students the wrong impression of our campus.
33. Slow response time to issues and problems
34. Some college police have a brash like manner and seem overly patronizing to students. They are not all well trained to handle psychiatric emergencies- sometimes lacking knowledge of mental health needs and how to relate to students in crisis. Police need more training, possibly a mental health worker to lead some of the interventions. Facilities can improve their follow through on requests
35. Some rooms are not cleaned.
36. staffing is the real issue. with all the new construction there needs to be a regular maintenance plan to keep our facilities looking and functioning as new. I don't want to be told that my routine maintenance request cannot be processed because we don't have the staff to do this.
37. Stop hiring XXXX. Get rid of them. Move them. Terminate them. Whatever it takes.
38. The process to get something done causes delays. Facilities can't do anything without approval and the approval takes too long. Also they need more staff.
39. They may not have the skill or resources require to fix the problem.
40. We need more custodians to keep up with demand. In some areas, it is not enough to come through once a day to do a cleaning. Custodians should revisit the site later in the day to do a refresh. Also, some of the larger buildings are dusty and dirty in areas that used to be better maintained. As more buildings are built, older buildings are not as well maintained. Carpets get dirty and are not shampooed like before. Stairwells have more trash than before.
41. We need more staff in custodial services.
42. Who are letting the unqualified to create plan drafts of the new buildings. (Who would plan a 5th floor jump off spot after the suicide in the LRC from the fourth -floor, 3-years ago. XXXX!
43. Who/what does the Vice Chancellor do?

HUMAN RESOURCES - *What works well within the different departments in this division?*

1. when a student has had an accident Risk Management responds to me via email that takes care of the student and responds to the student in a timely manner.
2. Ability to handle multiple processes and situations in large school district
3. All departments are responsive to requests for assistance, information, etc.
4. Communication is important - especially with the roll out of PeopleSoft. Knowing what to do to report a problem is key and follow-up to the problem is also important until the problem is solved.
5. EEO trainings are well organized.
6. Employees can usually direct me to the person who can help me with what I call in for.
7. I don't have enough info to comment
8. I get paid each month and don't use the other services at this time.
9. I have recently had an ongoing conversation about an employment problem with XXXX, and I have to say that XXXX has been very helpful and patient. The problem has its root in lack of communication across campus and district, but that is another issue.
10. I once had a question regarding the status of my application and XXXX (I believe that is XXXX name) was extremely patient, a great listener and explained everything in detail.
11. most people are nice
12. n/a
13. N/A
14. No response
15. open communication
16. PeopleSoft is a dream in some respects, and a nightmare in others. ALL BUGS should have been worked out PRIOR to rolling out the software. It has been used in other (local) districts and (according to instructors I've talked with from those districts) PeopleSoft has had a history of 'issues.' These should have been looked into and corrected BEFORE rolling out in SDCCD.
17. PeopleSoft personnel are friendly and explain things clearly if you call.
18. PeopleSoft training needs to be easier and more accessible.
19. Professional development reimburses tuition & expenses in a timely manner.
20. Responsive to emails... but only refer to the CBA.
21. Risk Management and Employee Relations has improved significantly over the last few years. they are responsive and provide consistent and accurate information.
22. Some offices perform better than others....
23. The classification office has recently improved its communication regarding professional development standing.
24. The different departments hire experienced, qualified employees.
25. The huge number of new hires have taxed the system, but the reps have been friendly and polite and helpful
26. The retirement employees really know their area and should be utilized more to educate the faculty.
27. There has been a tremendous amount of work added to this area with the faculty hiring and ERP. They have done as well as they could in this environment. It is most difficult to work with the Classification office. XXXX is rude, arrogant and will not work collegially towards problem solving.

HUMAN RESOURCES - *What could be improved within the different departments in this division?*

1. Again the people soft system caused major problems with employee paychecks and the office was overwhelmed trying to fix the problems. My paychecks are still inaccurate and its been 4 months now. The peoplesoft system should not have been released until the bugs were fixed.
2. Again, as stated earlier - parking. It is both a question of pain and discomfort as well as safety. Since parking spaces are inadequate, particularly during peak days and hours (9:30-12:30, TTH), there should be an assessment of how many spaces are really needed for faculty and classified staff, and especially how many disabled spots are available for faculty, staff, and students. During late evening hours, there is the added issue of safety, when people with visible disabilities have to walk across campus to reach their vehicles. It adds to their vulnerability and is clearly not conducive to an appropriate learning environment.
3. Be more responsive to campus concerns. Acknowledge disconnect between district office and campus and focus on improvement
4. CalPERS totally screwed me over and nobody was able or willing to help me with it...but I'm not sure if that is the same as "Retirement Services" listed above.
5. class/comp/payroll: depending on who you speak with you may get different responses. this is very frustrating.
6. Communication with the campuses has always been poor. Also, I have noted a lack of consistency in information provided in certain areas with regard to leave requests, benefits, etc. I mean, with regard to specific details. In addition, this area doesn't always meet its own deadlines. More clarity and more transparency are needed in this division.
7. Different people in HR have different answers to identical questions about retirement and health benefits. Very confusing for some one who is trying to find answers to retirement questions.
8. Having a newsletter would keep people informed. Communication within the department to the campus would help. Quicker response for employment processing. Campus payroll should have access to verify employment Districtwide not just campus only. This would relieve District Office to verify. District employees should have at least 2 people cross-trained in the duties in case one goes on a long leave. Well, at least the supervisor should be able to help. We should not have to wait a long time for a response. For example, the staff was informed only one person can set up advance bucket. The staff waited a long time before they were able to input their request because the person who had access was out or didn't respond to their emails. By doing so, it would have delayed the leave to next month's if we were not persistent to getting it created immediately. The month end leave accruals should show up on the paystub since the paystub is dated at month-end even though we might receive it early.
9. HR and payroll are in the unenviable position of being the first to deal with the transition to People Soft. I believe there continue to be systems issues. Personally, I have no desire to submit any travel requests because I don't believe they will be handled in a timely manner, nor do I believe there has been adequate communication and support (staffing?) for employees utilizing the new system.
10. I called the Payroll office last week, left a message and have not heard back yet. I had called during normal business hours and no one was able to pick up the phone.
11. I had a payroll question and concern a few years ago. Across email I was given assurances that the situation was being investigated. I never heard back and inquired again. There had been a staffing change, so I re-requested a solution, but I never heard back. Perhaps if there was a ticket-number or formal inquiry process, then I could track progress and get a resolution? I still have never heard an outcome and just presume the inquiry was either lost or denied. And on a side note, I really didn't even know that we have Retirement Services.
12. I know that the change to Peoplesoft has had it's problems. But a reported problems isn't even acknowledged. I have a work order number but no one has even said they received it or are working

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- on it. This has been more than a month. Even prior I have always had difficulties with payroll for over 30 years with the district in several different capacities. Many of them resulted in tax implications that affected me adversely. Really not excusable.
13. It takes forever to get a call back from this office and that was before PeopleSoft. I think they can do better.
 14. n/a
 15. N/A
 16. No response
 17. not enough info to comment
 18. One thing is how changing the culture, department core values and mission of the HR departments can reduce the quick assimilation to the "culture" or separation and "superiority" of district employees versus campus' employees.
 19. overworked, understaffed
 20. Payroll and Compensation Office has not replied to emails that my dean and I sent to them regarding a Pro Rata employee. Also, XXXX at Mesa hasn't replied to our emails either. I'm afraid the employee will be overpaid as a result of this.
 21. Payroll department is a disaster. They never get back to you my pay check has been wrong for 4 months and they still can't get it right.
 22. PeopleSoft had too many bugs in it; it should have been planned better and tested with a very limited scope first.
 23. Peoplesoft is a nightmare. Whoever thought that everyone could just learn how to do their own bookkeeping, leaves, travel management, and payroll in minutes from a staff member was very, very wrong. It seems no one thought out the logistics of training--and I went to those trainings. Doing these things is not about clicking buttons. It's about understanding codes, how payroll operates. People who are trained in accounting and bookkeeping should be inputting payroll, leaves, and expenses, not faculty and deans.
 24. PeopleSoft payroll system is a mess. Unable to understand pay check, miscalculations for withholding and missing payments. Completely unacceptable.
 25. Rather than defer to the CBA, actually answer the questions. Everyone is afraid to misinterpret anything... so nothing gets answered until you run a menial question all the way up the chain.
 26. Rather than sending lengthy emails, pick up the phone and communicate.
 27. There are payroll errors, lots of them.
 28. The campuses would like more support and information when changes to things such as CBAs take effect.
 29. The HR office has a difficult job and one that gets more complicated each year. My biggest issue is that in negotiations with AFT we seem to continue to negotiate with ourselves and give away things without getting anything in return. An example would be load banking. This is going to have a huge impact on the day-to-day operations of the campus and we as a campus said please don't allow this to go forward. Not only did it go forward but we didn't receive anything in return for this concession. This will impact students in a negative way and yet we did in any way.
 30. The payroll office gets my paycheck wrong sometimes. Last year, I was over-compensated and had to pay them back. Then, one of the technicians decided to just take \$500 extra out to pay them back and didn't tell me beforehand. They are also slow in responding to employment verification requests.
 31. The right hand doesn't know what the left hand will do. Many of us have been told one thing by one person, only to be told by another, when going to follow up, that what we were told was wrong.
 32. The risk managers office seems to have an adversarial attitude toward employees.
 33. There are so many issues with PeopleSoft - I'm dealing with two currently. I have had to take several hours each payday to review my paycheck, check it online and against my leave requests/balances

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spreadsheet and also find out how to rectify a problem with my actual pay. It should not take several calls to Payroll and almost four months later just to be in the same spot I was in back in January when the problems first occurred. I don't think the District foresaw the number of issues that would occur and staff relied too much on the software to download the information rather than spot checking. If spot checking was done, I think many of the problems with over/under/no payments and incorrect leave balances would have been rectified prior to printing.

34. When an agreement is drawn up between District and an outside source. The agreement should be put on the Board of Trustees (BOT) docket the day the agreement is signed by the Vice Chancellor. Right now if the agreement does not get to the Vice Chancellor of Instructional Services desk two weeks before the BOT meet then it is held back until the next BOT meeting. This is not fair nor does it help us get student's place in a timely manner to a facility for work experience/DCP. This does interfere with student success and placement. When offices or clinics call for a student to do an externship they want them now and not one to two months later after the agreement has been signed by the person at the office or clinic. Can't these agreements have a place card holding on the BOT agenda each month? That way when the Vice Chancellor of Instructional Services sign the agreement she or her secretary can place the signed agreement in the place card section of the agenda. Then it can get approved sooner and the student can start sooner in order to get all the hours needed to be successful
35. With the switch to People Soft there were many glitches with Payroll. Why?

INSTRUCTION & PLANNING -What works well within the different departments in this division?

1. Curriculum works well, XXXX is very helpful in getting complicated tasks done.
2. XXXX is the extremely valuable asset to the District. XXXX is knowledgeable and consistently upholds the mission and value of SDCCD.
3. Everything looks fine as of now.
4. Expansion of classes for students
5. Helpful and responsive to campus needs. Informative.
6. Honors Program is robust. REG E is clear and easy enough to understand.
7. I've had a couple honors students and that has always worked out well for both of us. Also, I appreciate the academic freedom allowed at Mesa as compared to City (e.g.).
8. Most of the problem with curriculum has to do with the colleges having to agree on course approval. But it seems that the district administration has vocal stake, even when curriculum is the purview of faculty. Something's not quite right with the system. Again, there always seems to be trouble when three campuses have to agree/work together. It's truly strange that the honors program representatives need an administrative babysitter because of their inability to get along. The small-mindedness, bullying, competition, territoriality, and just plain nastiness puts innovation and student support on the back burner.
9. n/a
10. N/A
11. No response
12. Online education has been gradually improving.
13. Our teachers and deans are second to none.
14. Staff are responsive to questions and concerns and class schedule/Reg-E websites are easily navigable.
15. The curriculum is outdated and does not reflect the diversity of our students.
16. The deans are available and responsive when needed.
17. The online ed department is severely understaffed. They do an amazing job with what they have to work with. Considering how important distance ed has become I am very surprised that this department has not been made more robust. It seems to me they are operating on a shoe string.
18. they do the job
19. This division has always performed well. XXXX holds great promise for managing, upgrading, and implementing new procedures.
20. This office is accessible and communicates well.

INSTRUCTION & PLANNING - *What could be improved within the different departments in this division?*

1. Aligned curriculum ensures that we will not actually meet the needs of our student populations. The paper schedule misinforms students/community and could be replaced with something more dynamic and visually interesting. Class schedule deadlines are unrealistic and due often at the worst time for faculty. There needs to be a centralized scheduling office, some department secretaries do not do this job well and it causes problem for faculty, other staff and students. There is no resource allocation model at the campus level for FTE distribution or room allocation.
2. catalog comes out later than necessary, the time frame for students to enroll into courses is way too short and the course schedules come out right before the start dates, there needs to be more time for building schedules so that students are well prepared instead of having only 2-3 weeks to apply and enroll into courses. Summer and Fall Schedules should be build and made public available during the middle of the spring session. Spring session of the following year should be out by mid summer.
3. Class schedule should take into account availability and convenience of faculty, not just what would bring a higher enrollment.
4. Communicate functions to campus entities
5. Create and maintain a pdf curriculum inventory that is accessible to all district staff.
6. Departmental input in scheduling is sometimes ignored by the Mesa VP office, which engages in unilateral decisions.
7. Go to an online only catalog, paper catalog has some outdated info by the time it is printed and is a waste of paper.
8. I think the Academic Senates are already moving on the issue of curriculum. It should not be as difficult and slow as it is to get a course approved, especially since the State Chancellor's Office is encouraging innovation and reform. I'm not sure what to say about honors. Those currently involved could be asked to leave, and new coordinators chosen who could build something new and positive, but perhaps they would bring the petty biases of their campuses with them. The administrative babysitter could take a bigger role in running meetings and setting a positive and fair tone, but this could backfire as well. This particular program is just not a healthy or happy environment to work in. Too bad. Honors offers a lot of great opportunities for students.
9. I think there should be more GE courses offered for students in Environmental Science (not to be confused w/General Ecology). Environmental education is a critical part of a GE Bio curriculum in today's world.
10. I would like to have more interaction with my instructor in the class discussions. I would also appreciate more feedback from my instructor on my assignments. I also think the online LMS can be improved, the current version of Blackboard seems outdated and no user friendly.
11. I would like to see a few more online classes in the higher levels.
12. If XXXX insist on a catalogue, as rumor has it, why don't we just mail a postcard with information on how to request a catalogue. Or at least a way to get one's name off the mailing list. Sheesh - what a waste of money to send me catalogs.
13. I'm not sure we need a paper schedule. Students would benefit from an enrollment management system that also allowed them to see their degree audits.
14. It should be easier to get hybrid (a.k.a. partially online) classes approved and listed on the online schedule.
15. More communication and leadership in all areas. XXXX seems to be lost, and there are chances to be a better leader. XXXX's been here almost one year and should be able to operate in our district.
16. n/a
17. n/a
18. No response

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19. Not enough time. Must finish this survey quickly and go.
20. On-line catalogs need to be more easily navigable versus a PDF. The class schedule waitlist format should tell a student how many students are on the waitlist. Catalog changes and improvements needs to be better coordinated, as there continue to be courses that are no longer offered and/or majors that include these courses. Additionally, for courses only offered one time per year, disciplines should indicate fall or spring and it would be helpful for students to see a pathway to degree for each major that requires specific course sequencing (first semester, second semester, third semester, fourth semester). Liberal Arts and Sciences degrees should be consistent among the colleges.
21. Our class schedule and online system is a joke. Can't we make these things all one interface: (website, class schedule, reg-E, etc.?)
22. The campus concept of enrollment management is not always the same as the district's.
23. The process for cutting classes. Some students get the short end of the stick and effects their transfer
24. The support needed at the colleges needs to be identified and then a plan put in place to support what we are doing out here. Too many resources sit at our district offices and not enough are out at the campuses where we are doing the work. The deans are running as fast as they can but I am not sure what the strategic plan if for supporting the colleges. We need resources to get our work done.
25. Why is the class schedule still being produced in vast quantities in paper? What a waste. I see the need for some paper copies but to blanket the mailboxes of home owners throughout San Diego with the class schedule (which, additionally, is out of date by the time it is produced) is very wasteful and expensive. Please oh please just mail out a post card or something of that nature and put the money back into some part of the budget that needs it.

STUDENT SERVICES - *What works well within the different departments in this division?*

1. By far the most responsive and proactive sector of the district office.
2. Collaboration!
3. DSPS are great to work with. I have worked w/XXXX in the past and XXXX is especially responsive, supportive, and helpful!
4. DSPS is very easy to work with.
5. DSPS staff are very friendly, responsive, knowledgeable.
6. excellent student service
7. I appreciate the newsletter sent out by XXXX. It's very informative. Thank you!
8. I don't have many dealings with this division, but I have had some criticism of research from the district. Early data on accelerated courses, for example, in part, used the wrong metrics, and so the information was not that useful. Also, because of the district's rule about anonymity in data, our hard work on accelerated was prohibited from being part of the landmark CAP study by the RP Group. We were the only college involved who did not share our data. I wish that someone had been motivated to get our data out there by being flexible, or had changed the rule after that. It's embarrassing. We've also been told that to change the Accuplacer cut score from an incredibly high score of 106 (by far the highest I know of--even the Accuplacer itself recommends a cut score of 80-90), we'd need a "validation study" and that we don't have the people to do it. Why is this not a huge priority, given that the Accuplacer disproportionately impacts students of color/traditionally underserved students AND does not predict success in courses AND 50-60% of inequity is rooted in placement? What else is it then but a segregation machine? Is following rules to the letter something we take pride in? Or are these occasions for positive change? What if our district was a leader in quickly and efficiently reforming placement?
9. it works
10. XXXX is an amazing knowledge base and experiential practitioner and helps the college whenever we ask for it. I don't know how XXXX makes the time, but XXXX does. XXXX responses are always spot on. the support from institutional research is also spot on. very responsive and timely.
11. XXXX's amazing grasp of everything. I hate to consider what would happen if XXXX left
12. N/A
13. n/a
14. No response
15. Research division very comprehensive and up to date. Not much interaction with other divisions
16. Things have been running smoothly in this division for many years.
17. This is a very responsive division that I work closely with.
18. This is the best run office at the district office and one that continues to offer us support in a number of different ways that continue to make a difference for our students and those that serve students.
19. This office is highly communicative and getting quick answers to questions is easy. This office understands that importance of getting things to the student/campus quickly for decision making.
20. Very good communications
21. XXXX leads our district and cares about students. XXXX ensures fairness and equity for all. XXXX is professional, responsive and helpful to faculty.
22. We should have done the new evaluations for adjunct at a non busy time of the semester. It requires three meetings and a great deal of effort and was given to us at a very busy time of the year.

STUDENT SERVICES - *What could be improved within the different departments in this division?*

1. can't think of anything specific.
2. Centralized Evaluations has diminished the interpersonal connections that enhanced the communications between Counseling and Evaluations. I miss them on campus.
3. Even at working at Mesa for awhile now, I have never been able to literally find the DSPS office. If I can't find it, then I don't see my students sticking it out and tracking it down without some help. A more visible presence would be good. It would also be good to send information out about DSPS regulations before the start of the semester so I can ensure that I have the necessary materials while planning a course instead of trying to track that down in the middle of an ongoing course.
4. Get them more staff
5. Grade changes take to long to get corrected for the student side. I have done a grade change and it took two months for it to reflect on the student's transcript.
6. I meant to say this on the previous page. We have lost sight of the mission of this district. We exist to prepare our students for the working world. Way too much focus is being placed on transferring to a four year college or university. We seem to cut out classes that would serve our students well if SDSU doesn't offer the class and include it in their graduation requirements. We push, push, push all our changes with the emphasis that it inspired by transfer students.. A degree in Transfer Studies? Don't you realize how many of our students are having to work their way through school? They are taking classes, supporting families, and working more than one job. They need classes that will help them now. Instead of telling students to not take a class because it doesn't meet the graduation requirements or will not transfer, tell them the truth. When you take a class that isn't specifically required by the 4 year institution, the units can still be transferred over as electives.
7. I think that communication for student support services hours should be sent to the supervisors and cc the VPs because sometimes the supervisors do not get the communication in a timely manner. VPs are really busy and they might forget certain supervisors who does not report or directly report to them but they deal with Student Services.
8. I would say communication can be a challenge between the district and the campuses. Stakeholders may not be included or welcomed into the discussion when changes are made. An example would be MOUs at the high school level. The colleges have many programs and/or partnerships with high schools, but there is little communication with those who do the work regarding changes that are made. Faculty and staff in these programs are left to implement them or to be informed of changes from high school personnel.
9. More outreach for students with DSPS. Many students approach me asking for accommodations for their disability but they will not register with DSPS, perhaps due to the stigma associated with disabilities.
10. N/A
11. N/A
12. n/a
13. n/a
14. n/a
15. No response
16. no suggestions
17. The whole method of faculty evaluation should be re-evaluated. It should provide an opportunity for growth rather than be an instrument that fosters fear and insecurity. Faculty should feel like they are working with colleagues and not reporting to their superior officers. The objectivity and validity of student evaluations must also be taken into consideration. An external evaluator on the committee is recommended so that personal biases can be neutralized. Procedural details should be clarified. If

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faulty and staff need clarification beyond what is published in the CBA, such clarification should be provided ungrudgingly and in a professional manner.

18. This survey monkey took longer than predicted. Do test cases and give an accurate time.
19. We need to get degree audits completed more quickly so students can meet the deadlines for application to CSU. Students completing the AD-T are often declined entry to SDSU and we have to help them write appeals.
20. What is the purpose of student evaluations when they aren't given to us until file cabinets are cleared out? Totally useless. At my other school, we sign copies of our evaluations the very next semester, and copies are retained by the chair, the dean's office, and by the instructors themselves. In addition, I know several adjuncts who have never seen an evaluation from their department peers. The department contract instructors who evaluate adjuncts should do a better job. It's obvious that many of them couldn't care less about doing a good job.
21. Who sets the tone for this labyrinthine approval process and inflexible "rules," which may really be processes and practices?
22. Why do you keep asking me about the Vice Chancellor's office?