Continuing Education
Employee Perception Survey
Spring 2009

Briefing

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

Office of Institutional Research and Planning

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
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<td>36%</td>
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<td>41%</td>
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<tr>
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<td>33%</td>
<td>18%</td>
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<td>22%</td>
<td>44%</td>
<td>16%</td>
<td>12%</td>
<td>4%</td>
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Level of Quality

Office of Institutional Research and Planning
Organization for Student Learning

Q21 - Q26

Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree

Office of Institutional Research and Planning
Organization for Student Learning

Q45
- 30% Strongly Agree
- 49% Agree
- 15% Neutral
- 5% Disagree
- 1% Strongly Disagree

Q46
- 39% Strongly Agree
- 44% Agree
- 11% Neutral
- 3% Disagree
- 2% Strongly Disagree

Office of Institutional Research and Planning
Curriculum and Instruction

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<tr>
<th>Question</th>
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<th>Disagree</th>
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Office of Institutional Research and Planning
Support for Student Personal and Academic Growth

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<th>Question</th>
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<th>Neutral</th>
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Office of Institutional Research and Planning
Resource Management and Development

Q64: 15% Strongly Agree, 49% Agree, 20% Neutral, 12% Disagree, 4% Strongly Disagree
Q65: 23% Strongly Agree, 45% Agree, 15% Neutral, 13% Disagree, 4% Strongly Disagree
Q66: 27% Strongly Agree, 49% Agree, 17% Neutral, 5% Disagree, 2% Strongly Disagree
Q67: 25% Strongly Agree, 49% Agree, 18% Neutral, 5% Disagree, 2% Strongly Disagree
Q68: 21% Strongly Agree, 45% Agree, 18% Neutral, 12% Disagree, 4% Strongly Disagree
Q69: 20% Strongly Agree, 43% Agree, 22% Neutral, 10% Disagree, 5% Strongly Disagree

Office of Institutional Research and Planning
Resource Management and Development

Q76
- Strongly Agree: 13%
- Agree: 39%
- Neutral: 35%
- Disagree: 12%
- Strongly Disagree: 2%

Q77
- Strongly Agree: 25%
- Agree: 41%
- Neutral: 23%
- Disagree: 7%
- Strongly Disagree: 3%
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.sdcccd.edu/pages/115.asp