Continuing Education
Classified Staff
Professional Needs Assessment
Spring 2010

Prepared by:
Institutional Research and Planning

Overview

In Spring 2010, the Continuing Education Professional Development Committee (CEPDC), in conjunction with the District Office of Institutional Research and Planning (IRP Office), created and administered the Continuing Education Classified Staff Professional Development Needs Assessment Survey to assist in the development of a long-range professional development plan based on a comprehensive needs assessment. The Needs Assessment gauged the level of job satisfaction and interest in professional development activities, and identified professional development activities for the upcoming year.

Methodology

The Needs Assessment was administered online to Continuing Education Classified Staff. To accommodate the needs of any staff member who elected, or was unable, to fill out the survey online, a paper survey format was also available. All surveys, both online and on paper, were collected and compiled by the IRP Office to ensure confidentiality. Respondents were assured that all data would be provided to the Professional Development Committee in aggregate form only.

A pre-notification email was sent by the Continuing Education Classified Senate President approximately one week prior to data collection to inform the Classified Staff of the forthcoming Needs Assessment. In March 2010, the IRP Office sent Classified Staff an email invitation to access the online survey. The administration window for the survey was approximately three weeks. In an effort to increase survey response rates, two reminders to complete the survey were sent by the IRP Office and another by the classified staff president.

The Continuing Education Professional Development Committee collaborated with the IRP Office to develop and confirm survey questions. The survey instrument contained 3 sections addressing: 1) Availability, 2) Workshop Formats/Topics of Interest, and 3) Staff Satisfaction. The survey took approximately 5-7 minutes for respondents to complete and contained 11 single response questions (categorical, numeric, or 5-point Likert agreement scale), 5 multiple response question sets, and 1 question allowing a verbatim response. Several questions allowed respondents to provide verbatim responses either in addition to or in lieu of a categorical response.

Participants

A total of 105 survey invitations were sent out to Classified Staff on the CE Classified DL. The Needs Assessment elicited participation from 44 members of the Classified Staff, resulting in a 42% response rate.

When asked to identify their primary program/area of work, all survey participants responded and the majority was from Student Services (36%) and Business/Administrative Services (32%) (see Figure 1). Respondents were also asked to identify the primary campus at which they work. ECC, Mid City, and North City comprised the majority of the responses (30%, 20%, and 16%, respectively) (see Figure 2).

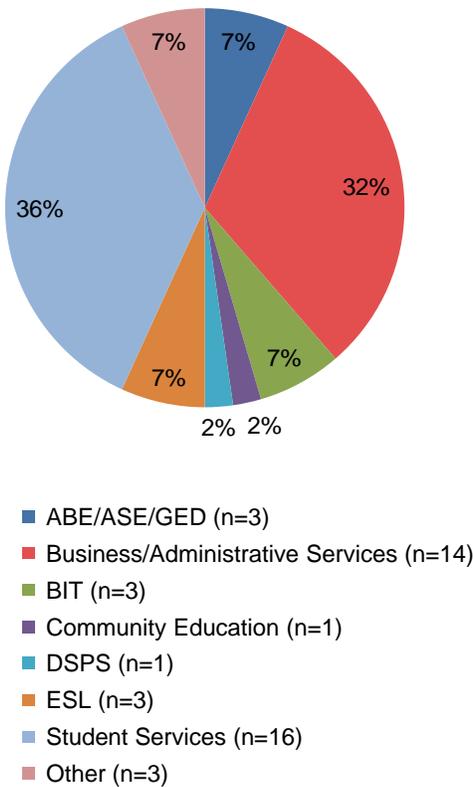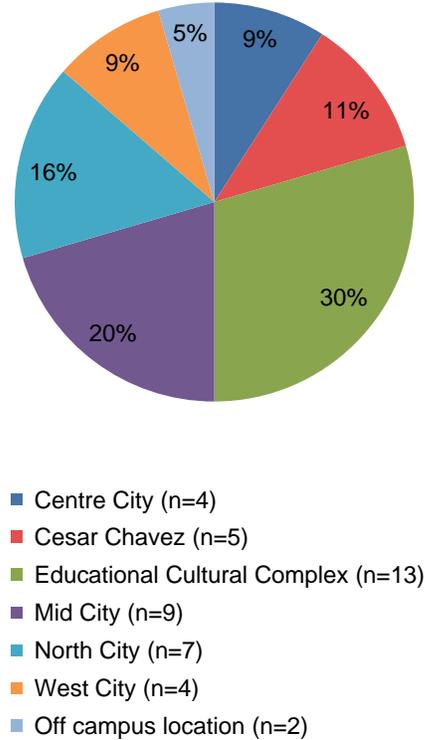Figure 1. What program/area do you <u>primarily</u> work in?

Figure 2. Which campus do you work at the <u>majority</u> of the time?

- ABE/ASE/GED (n=3)
- Business/Administrative Services (n=14)
- BIT (n=3)
- Community Education (n=1)
- DSPS (n=1)
- ESL (n=3)
- Student Services (n=16)
- Other (n=3)

- Centre City (n=4)
- Cesar Chavez (n=5)
- Educational Cultural Complex (n=13)
- Mid City (n=9)
- North City (n=7)
- West City (n=4)
- Off campus location (n=2)

Off campus location (Specify):

1. Clairemont
2. North City - Linda Vista Presbyterian Church

Results

Availability

Respondents were asked to help guide the scheduling of professional events in the coming year by providing their preference for the number of professional events per year and the most convenient days and times for the events. The number of professional events per year mentioned by respondents ranged between one and twelve events per year, with the majority of respondents preferring between one and three professional events per year (two per year, 37%; one per year, 17%; three per year, 12%) (see Figure 3).

Tables 1 and 2 show the percentage of respondents that chose each of the days or times listed as convenient. Within each question, respondents were able to choose multiple responses. Therefore, when calculating the percentages, the total number of respondents to each question set was used as the denominator (N=44 each); thus treating all blank responses as indications that the day/time was inconvenient rather than as missing data. When asked to indicate the best days to attend professional events, the largest number of respondents selected Thursday (70%) as the best day for professional development events and few respondents selected Saturday (9%) as a convenient day for professional development events (see Table 1). Half day morning and afternoon events were the most convenient for respondents (39% and 36%, respectively), followed by two-hour events in the early or late afternoon (34% and 32%, respectively), and two-hour events in the early or late morning (27% and 30%, respectively) (see Table 2). One-quarter of respondents felt multi-day retreats/seminars were convenient.

Figure 3. Approximately how many professional development events per year would you be interested in attending?
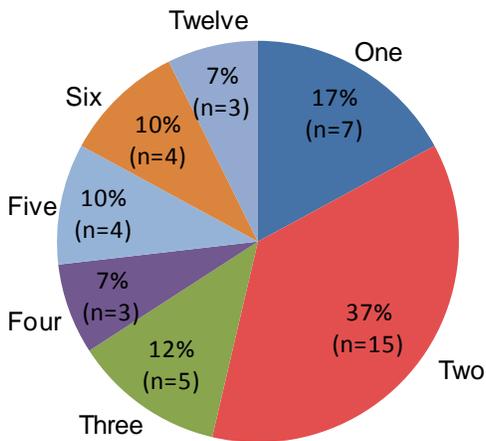

Table 1. What are the best <u>days</u> for you to attend professional development events? (Select all that apply)

Respondents n=44		
Day	**N**	**%**
Thursday	31	70%
Tuesday	18	41%
Wednesday	17	39%
Monday	16	36%
Friday	12	27%
Saturday	4	9%

Table 2. What are the best <u>times</u> for you to attend professional development events? (Select all that apply)

Respondents n=44		
Time	**N**	**%**
Half day, morning	17	39%
Half day, afternoon	16	36%
Early afternoon, 2 hours	15	34%
Late afternoon, 2 hours	14	32%
Late morning, 2 hours	13	30%
Early morning, 2 hours	12	27%
Multi-day retreats/seminars	11	25%
Full day	8	18%
Lunch Hour	3	7%
Evening session	1	2%
Other	1	2%

Other, Specify:
1. Saturday seminars/retreats

Workshop Formats/Topics of Interest

Respondents were asked to indicate their preferred workshop presentation formats as well as the professional development and wellness workshop topics of most interest. Selections were limited to three choices per respondent for each question set in an effort to distinguish preferences among the given list of formats/workshop topics. The preferred presentation formats for the majority of respondents were computer-based training (CBT) (61%) and hands-on workshops (55%) (see Table 3). Among respondents who chose a professional development topic, "Conflict Management/Avoidance/Resolution" and "Improving Communication Skills" (43% each) were the most popular professional development topics, followed closely by "Methods for Keeping Current in Emerging Technologies" and "Organizational Skills" (38% each) (see Table 4). Among wellness topics listed, respondents were most interested in "Health Awareness, Nutrition, and Fitness" (70%), "Stress Management" (70%) and "Emergency First Aid/CPR/Disaster Preparedness" (66%) (see Table 5).

Table 3. Please select the **three workshop presentation formats** that you prefer:

Respondents n=44		
Workshop Presentation Format	N	%
Computer-based training (CBT)	27	61%
Hands-on workshop	24	55%
Demonstration	14	32%
Community service programs	12	27%
Lecture	12	27%
Discussion or group dialogue	10	23%
Field trip	10	23%
Keynote address followed by related break-out sessions	8	18%
Web seminar	8	18%
Teleconference/video	5	11%
Other	3	7%

Other, Specify:

1. I do not like breakout or group participation
2. PROMOTIONAL TRAINING DIRECTLY RELATED TO THESE POSITIONS IN CONTINUING EDUCATION/COLLEGES
3. visit other sites (campus)

Table 4. Please select the **three professional development topics** that most interest you:

Respondents n=42		
Professional Development Topics	N	%
Conflict Management/Avoidance/Resolution	18	43%
Improving Communication Skills	18	43%
Methods for Keeping Current in Emerging Technologies	16	38%
Organizational Skills	16	38%
Multiculturalism/Diversity/Intercultural Communication	15	36%
Tapping Into Your Creativity	11	26%
Preparing an Effective Resume	9	21%
Improving your Business Writing	7	17%
Being an Effective Committee Member	6	14%
Other	6	14%

Other, Specify:

1. computer software - intermediate/advanced skills
2. Leadership
3. Leadership Skills
4. PREPARING FOR DISTRICT PROMOTIONAL OPPORTUNITIES AS A MANAGER/ADMINISTRATOR
5. See item #6
6. training on computer classes

Table 5. Please select the **three wellness topics** that most interest you:

Respondents n=44		
Wellness Topics	N	%
Health Awareness, Nutrition, and Fitness	31	70%
Stress Management	31	70%
Emergency First Aid/CPR/Disaster Preparedness	29	66%
Health Fair (Screenings for blood pressure, body fat, cancer, cholesterol, hearing/vision, mental health)	16	36%
Diabetes Education	14	32%
Heart Disease	7	16%

Staff Satisfaction

Respondents were asked to rate their agreement with statements about their personal career development and satisfaction with their current job using a 5-point Likert scale, with 1 meaning "strongly disagree" and 5 meaning "strongly agree". The number of respondents who rated each statement was used as the denominator when calculating the percentages, thus respondents who did not rate a statement were not included in the calculation.

Most respondents expressed interest in obtaining opportunities to advance professionally in their job skills (90% agreed) and a majority of respondents expressed interest in finding out about other positions (65% agreed) (see Figure 4). While most respondents showed an interest in career development opportunities, a considerable proportion of respondents felt that there were some barriers to their participation in professional development activities. Just under half of the respondents felt well-informed about professional development opportunities in CE (47% agreed; 35% disagreed), and a majority of respondents felt their work schedule hindered their participation in professional development workshops (61% agreed; 26% disagreed). These results indicate a potential need for increased promotion of professional development activities and flexibility within the work environment to attend such activities.

When asked to rate their agreement with job satisfaction statements, respondents indicated mixed feelings. With regard to their immediate work environment, two-thirds of respondents (66%) agreed and one in five respondents disagreed (21%) that their supervisor is responsive to the issues of importance to themselves (see Figure 5). Just over half of the respondents agreed (53%) and one-quarter disagreed (25%) that they are satisfied with the professionalism and team spirit of their work environment. Half of the respondents (50%) agreed and one in five respondents disagreed (21%) that their supervisor gives appropriate recognition for a job well done. When asked to respond to more global work satisfaction statements about CE, nearly three-fourth of respondents agreed (71%) and one in five disagreed (19%) that they were satisfied with their understanding of the direction and goals of CE. Half of respondents agreed (50%) and over one-quarter disagreed (27%) that CE's leadership is responding to important internal issues; however, 70% of respondents agreed and 16% disagreed that they are optimistic about the future of CE. Overall, two-thirds of respondents agreed (63%) and one-in-five disagreed (21%) that CE is a positive place to work.

Figure 4. Please rate your **level of agreement** with each of the following **career development** statements
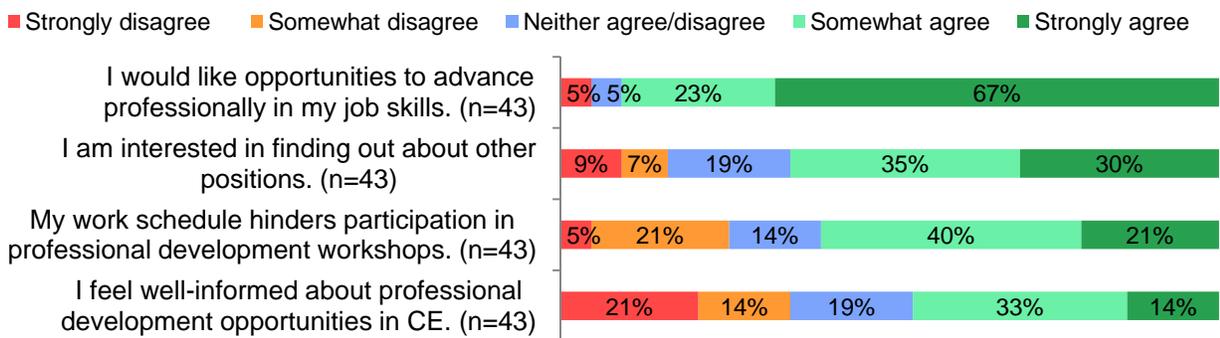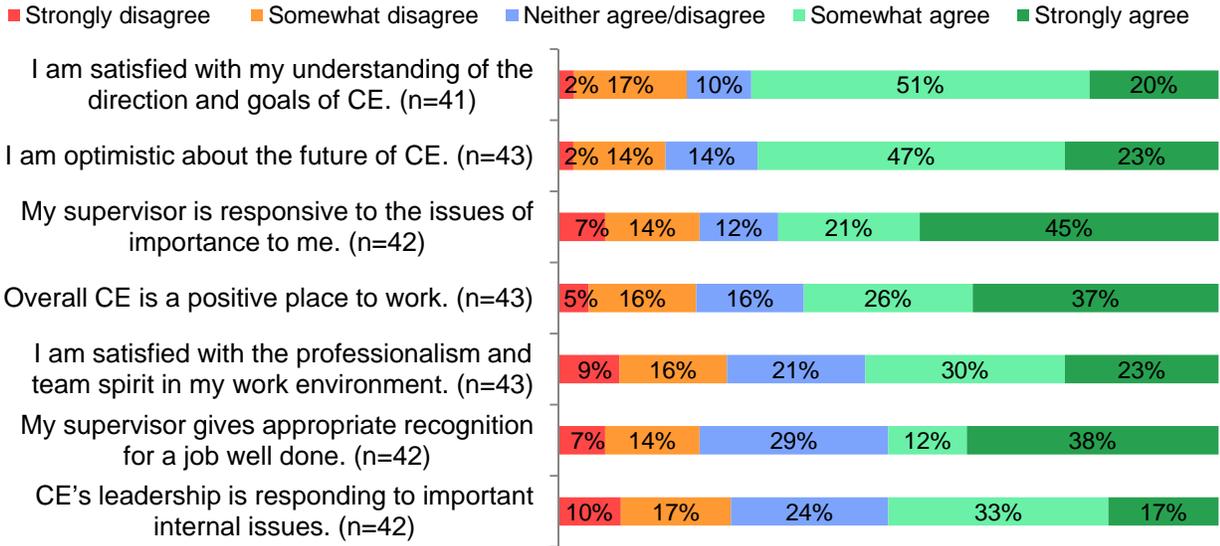
Figure 5. Please rate your **level of agreement** with each of the following **job satisfaction** statements:

■ Strongly disagree   ■ Somewhat disagree   ■ Neither agree/disagree   ■ Somewhat agree   ■ Strongly agree

Statement	Strongly disagree	Somewhat disagree	Neither agree/disagree	Somewhat agree	Strongly agree
I am satisfied with my understanding of the direction and goals of CE. (n=41)	2%	17%	10%	51%	20%
I am optimistic about the future of CE. (n=43)	2%	14%	14%	47%	23%
My supervisor is responsive to the issues of importance to me. (n=42)	7%	14%	12%	21%	45%
Overall CE is a positive place to work. (n=43)	5%	16%	16%	26%	37%
I am satisfied with the professionalism and team spirit in my work environment. (n=43)	9%	16%	21%	30%	23%
My supervisor gives appropriate recognition for a job well done. (n=42)	7%	14%	29%	12%	38%
CE's leadership is responding to important internal issues. (n=42)	10%	17%	24%	33%	17%

Appendix A
Verbatim Comments

What would help you to participate in professional development presentations?

1. better speakers and related to my work

2. Convenient scheduling and interesting topics

3. Convenient time.

4. Dual 1/2 day presentations on the same day so that half of the staff can attend an a.m. workshop and return to work then the other half of the staff will attend the p.m. presentation. Ideas: Microsoft Office & Outlook training (maybe an instructor will volunteer); workshops and handouts (with scenarios) on the latest ISIS entry changes; CPR certification with AED (charge/no charge?); healthy lifestyle subjects - these can be taught for free by VEBA reps who should be willing to arrange health and wellness speakers; creation of a district-wide bulletin board of campus events/activities that all staff can review and be encouraged to attend. Thank you!

5. Getting time out of the office without co-workers getting upset

6. Have them be interesting, topical, current-event type of subjects. Have them be with either a breakfast or lunch included. Have them provide a certificate of attendance. And, have a quality speaker/facilitator who is knowledgeable in their field. Have them related to information which we could apply or use in our daily professions. Have periodic breaks, and have adequate time for question/answer periods.

7. Having a fully staffed office so I actually have time to attend.

8. If the activites are NOT during the busy times (beginning of semester or year-end).

9. If there are more publicized and if the events rotate at different campuses.

10. Interesting seminars Friday afternoon or Saturday

11. Interesting subjects, with a lot of information, not too much brainstorming or focus groups.

12. interesting topics

13. Job Delevelopment Skills, etc.

14. just to have To have enough time to participate in this professional development presentation and closed to Cesar Chavez.

15. Learn others things beside our own duties.

16. Leave time allowed from manager.

17. Locate the presentations at the continuing ed sites

18. location

19. Making them Mandatory

20. more knowledge and how to help a student on a career

21. New and short courses that would help me learn more for my job

22. PRESENTATIONS ARE SIMPLY NOT ENOUGH. MANAGEMENT AND SUPERVISORY TRAININGS WITH REALISTIC OPPORTUNITIES TO BE PROMOTED WOULD DEFINITELY BE IN MY INTEREST.

23. presenters allowing for direct interaction from attendees and topics are work related (ISIS/SARS training, dealing with difficult students, etc.)

24. real opportunities for professional growth for classified. plenty of parking

25. release from job

26. subject, location, and time

27. That we have support from the deans/office managers and that ALL staff be required to attend.

28. The approval and assistance of office mgrs.

29. the availability to be able to attend

30. to have time off

Appendix B

Survey Instrument

<u>CONTINUING EDUCATION PROFESSIONAL DEVELOPMENT NEEDS ASSESSMENT SURVEY</u>

The CE Professional Development Committee, in conjunction with the Institutional Research Office, is in the process of identifying professional development activities for the upcoming academic year, and developing a long-range professional development plan based on a comprehensive needs assessment. We are interested in your opinions about how we can best help you achieve your professional development goals.

The survey should take about 5-7 minutes to complete 3 sections. The results will be collected and compiled by the Research Office and shared with the Professional Development Committee in aggregate form only. Your individual responses will be seen only by Research Office staff and will not be available to anyone else in CE. If you would like to fill out the survey in another format, please contact Kathy Rubano at the Research Office to request a paper survey: krubano@sdccd.edu. Paper responses must be received by the Research Office no later than Thursday, April 1st. ***Thank you!***

Tell us about you:

Q1. What program/area do you primarily work in? (Select one response)

- ☐ ABE/ASE/GED
- ☐ Business/Administrative Services
- ☐ BIT
- ☐ Citizenship
- ☐ Community Education
- ☐ CTE
- ☐ DSPS
- ☐ ESL
- ☐ Family and Consumer Sciences
- ☐ Student Services
- ☐ Parenting/Emeriti
- ☐ Other

Q2. Which campus do you work at the majority of the time? (Select one response)

- ☐ Centre City
- ☐ Cesar Chavez
- ☐ Educational Cultural Complex
- ☐ Mid City
- ☐ North City
- ☐ West City
- ☐ Off campus location (Specify):_____

Q3. Approximately how many professional development events per year would you be interested in attending? ☐

What are the best <u>days</u> and <u>times</u> for you to attend professional development events? **(Select all that apply)**

Q4. Best Days:

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday

Q5. Best Times:

- ☐ Early morning, 2 hours
- ☐ Late morning, 2 hours
- ☐ Half day, morning
- ☐ Lunch Hour
- ☐ Early afternoon, 2 hours
- ☐ Late afternoon, 2 hours
- ☐ Half day, afternoon
- ☐ Evening session
- ☐ Full day
- ☐ Multi-day retreats/seminars
- ☐ Other, specify: _____

Q6. What would help you to participate in professional development presentations? _____

_____

Workshop Format / Topics of Interest:

Q7. Please select the **three workshop presentation formats** that you prefer:

- ☐ Community service programs
- ☐ Computer-based training (CBT)
- ☐ Demonstration
- ☐ Discussion or group dialogue
- ☐ Field trip
- ☐ Hands-on workshop

- ☐ Keynote address followed by related break-out sessions
- ☐ Lecture
- ☐ Teleconference/video
- ☐ Web seminar
- ☐ Other, specify:_____

Q8. Please select the **three professional development topics** that most interest you:

- ☐ Being an Effective Committee Member
- ☐ Conflict Management/ Avoidance/ Resolution
- ☐ Improving Communication Skills
- ☐ Improving your Business Writing
- ☐ Methods for Keeping Current in Emerging Technologies

- ☐ Multiculturalism/ Diversity/ Intercultural Communication
- ☐ Organizational Skills
- ☐ Preparing an Effective Resume
- ☐ Tapping Into Your Creativity
- ☐ Other, specify:_____

Q9. Please select the **three wellness topics** that most interest you:

- ☐ Diabetes Education
- ☐ Emergency First Aid/ CPR/ Disaster Preparedness
- ☐ Health Awareness, Nutrition, and Fitness
- ☐ Health Fair (Screenings for blood pressure, body fat, cancer, cholesterol, hearing/vision, mental health)

- ☐ Heart Disease
- ☐ HIV/ AIDS/ Hepatitis/ Blood-Borne Pathogens
- ☐ Stress Management
- ☐ Other, specify:_____

Satisfaction:

Q10. Please rate your **level of agreement** with each of the following **career development** statements:

CAREER DEVELOPMENT	Strongly disagree	Somewhat disagree	Neither agree/ disagree	Somewhat agree	Strongly agree
I feel well-informed about professional development opportunities in CE.	☐	☐	☐	☐	☐
My work schedule hinders participation in professional development workshops.	☐	☐	☐	☐	☐
I am interested in finding out about other positions.	☐	☐	☐	☐	☐
I would like opportunities to advance professionally in my job skills.	☐	☐	☐	☐	☐

Q11. Please rate your level of agreement with each of the following job satisfaction statements:

JOB SATISFACTION	Strongly disagree	Somewhat disagree	Neither agree/ disagree	Somewhat agree	Strongly agree
CE's leadership is responding to important internal issues.	☐	☐	☐	☐	☐
I am optimistic about the future of CE.	☐	☐	☐	☐	☐
I am satisfied with my understanding of the direction and goals of CE.	☐	☐	☐	☐	☐
I am satisfied with the professionalism and team spirit in my work environment.	☐	☐	☐	☐	☐
My supervisor is responsive to the issues of importance to me.	☐	☐	☐	☐	☐
My supervisor gives appropriate recognition for a job well done.	☐	☐	☐	☐	☐
Overall CE is a positive place to work.	☐	☐	☐	☐	☐