

Classified Campus Climate & Satisfaction Survey

Summary Data

Conducted October 2017 (n = 67)



Overview:

This survey was distributed to all CSM Classified Staff in the Fall semester, 2017. Participation was voluntary.

- "Agree" includes the percentages of respondents who "Agree" + "Strongly Agree." "Disagree" includes the percentages of respondents who "Disagree" + "Strongly Disagree."
- Demographics of the survey respondents are provided at the end of this report.

OVERALL ATTITUDE TOWARDS CSM

Question	Agree	Disagree
1. I am proud to say that I am an employee of CSM.	93.5%	6.5%
2. I would recommend CSM to a family member or friend who is looking for a job.	84.1%	15.9%
3. I would recommend CSM to a family member or a friend who is a prospective student.	95.2%	4.8%
4. If I were to start over, I would choose to work at CSM.	89.8%	10.2%
5. Overall, I like working for CSM.	96.7%	3.3%

CAREER OPPORTUNITIES

Question	Agree	Disagree
1. My supervisor encourages me to build a career at CSM.	67.3%	32.7%
2. There is opportunity here for people to advance their careers.	62.9%	37.1%
3. Staff are evaluated in an appropriate and reasonable manner.	67.7%	32.3%
4. Procedures and policies for hiring staff are clearly stated.	68.9%	31.1%
5. I feel that excellence in my job is acknowledged.	71.7%	28.3%
6. Overall, supervisors listen and respond to classified staff concerns.	63.3%	36.7%
7. There is high respect for classified staff in my area.	59.7%	40.3%

COMMUNICATION

Question	Agree	Disagree
1. There is open, two-way communication within my department/division.	70.4%	29.6%
2. There is open, two-way communication between departments and/or between divisions.	61.5%	38.5%
3. There is open, two-way communication throughout the college.	49.0%	51.0%
4. At CSM, conflicts are handled civilly.	80.4%	19.6%
5. CSM provides information about the things I need to know.	76.0%	24.0%
6. Overall, I feel informed and aware of College matters that affect me.	70.4%	29.6%
7. I am provided with adequate information about institutional planning activities and efforts.	73.1%	26.9%
8. CSM offers constructive avenues for managing conflict.	69.8%	30.2%
9. I feel that the CSM encourages the free and open discussion of controversial topics.	70.6%	29.4%
10. CSM regularly reviews all policies, procedures, and publications to assure accurate representation of its services.	68.9%	31.1%

CO-WORKERS

Question	Agree	Disagree
1. I have good working relationships with my co-workers who are staff.	96.3%	3.7%
2. I have good working relationships with my co-workers who are faculty.	89.8%	10.2%
3. Employees in my work area work effectively as a team.	81.1%	18.9%
4. Co-workers care about each other at CSM.	79.2%	20.8%
5. Faculty members with whom I interact with treat me with respect.	87.0%	13.0%
6. Staff members with whom I interact with treat me with respect.	94.4%	5.6%
7. Administrators with whom I interact with treat me respect.	85.2%	14.8%
8. Most faculty are genuinely interested in teaching and their students.	89.4%	10.6%
9. Providing excellent "customer service" is valued in my area.	88.9%	11.1%

JOB ATTITUDE

Question	Agree	Disagree
1. I like my job.	96.2%	3.8%
2. My job gives me the opportunity to use my skills and talents.	81.1%	18.9%
3. I get a sense of accomplishment from my work.	86.5%	13.5%
4. I am given the opportunity to participate in decisions that affect my work.	72.5%	27.5%
5. CSM provides an environment that encourages personal growth.	76.5%	23.5%

6. I have the work or office space I need to do my job effectively.	86.5%	13.5%
7. I have the equipment I need to do my job effectively.	90.4%	9.6%
8. I feel I have control over what work-related tasks I undertake.	82.4%	17.6%
9. My ideas for improving my unit are taken seriously.	79.6%	20.4%

RECOGNITION

Question	Agree	Disagree
1. I am recognized when I do good work.	67.3%	32.7%
2. I feel valued as an individual on campus.	73.5%	26.5%
3. Someone else usually gets the credit for the work I've done.	28.9%	71.1%
4. I am appreciated when I put in extra effort.	67.3%	32.7%
5. I feel that CSM is genuinely concerned with my welfare.	66.0%	34.0%

WORKLOAD

Question	Agree	Disagree
1. My workload has increased in the last year.	73.5%	26.5%
2. My workload is manageable and appropriate to my assignment.	69.8%	30.2%
3. My job description accurately reflects what I do in my job.	62.0%	38.0%
4. My work unit is adequately staffed.	46.0%	54.0%

SUPERVISION

Question	Agree	Disagree
1. My supervisor understands my work.	80.8%	19.2%
2. My supervisor treats me with respect.	88.2%	11.8%
3. My supervisor evaluates my job performance fairly.	84.2%	15.8%
4. I can count on my supervisor's support when I face tough issues.	83.0%	17.0%
5. My supervisor provides me with feedback about the quality of my work.	73.9%	26.1%
6. My supervisor keeps me informed about changes that affect my work.	66.7%	33.3%
7. My supervisor motivates me to perform my best.	70.5%	29.5%

TRAINING AND PROFESSIONAL DEVELOPMENT

Question	Agree	Disagree
1. CSM makes paid time available to me for training or professional development activities.	83.0%	17.0%
2. I have access to training or professional development activities I choose to participate in.	72.9%	27.1%
3. I have received enough training and education to work effectively.	89.1%	10.9%
4. I am encouraged to learn new skills.	70.2%	29.8%
5. I have opportunities to attend conferences, workshops, or training relevant to my job.	73.9%	26.1%

WORK & FAMILY/LIFE BALANCE

Question	Agree	Disagree
1. My work schedule allows time for my personal/family responsibilities.	88.5%	11.5%
2. I am satisfied with my schedule.	78.8%	21.2%

WORK & FAMILY/LIFE BALANCE

continued

3. I can balance my personal/family responsibilities with my current workload.	88.5%	11.5%
4. CSM values a work/life balance.	73.3%	26.7%

DIVERSITY & EQUITY

	Agree	Disagree
1. CSM is committed to the goals of success, equity, and social justice for all students.	84.8%	15.2%
2. CSM is committed to identifying and closing longstanding gaps in student academic success that result in inequitable outcomes.	84.4%	15.6%
3. CSM has developed a comprehensive research and planning infrastructure to produce actionable data for use in Collegewide decision-making.	83.8%	16.2%
4. CSM continually explores and implements interventions that benefit all students, with particular emphasis on those from underserved populations.	81.8%	18.2%
5. I perceive racial or ethnic tensions on campus.	36.4%	63.6%
6. The right of faculty to present unpopular or controversial ideas in the classroom is valued and respected.	61.5%	38.5%
7. All genders are treated equally at CSM.	88.9%	11.1%
8. I have confidence that CSM handles complaints of sexual harassment fairly.	88.9%	11.1%
9. CSM is supportive of all students--regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.	86.7%	13.3%

DIVERSITY & EQUITY continued

10. CSM is supportive of all employees-- regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.	89.1%	10.9%
11. Other faculty, administrators, and staff at CSM are respectful of my background and values.	86.0%	14.0%
12. At times, because of my background, I feel isolated within the CSM community.	38.6%	61.4%
13. I think that sexual harassment is a problem at CSM.	14.0%	86.0%
14. I feel CSM has a culturally diverse curriculum.	70.5%	29.5%
15. CSM effectively accommodates students with disabilities.	90.9%	9.1%
16. CSM effectively accommodates employees with disabilities.	92.3%	7.7%
17. The College has provided me with opportunities to increase my understanding of diverse groups (i.e., different ethnicities, disabled, gender, age, alternative life styles, etc.).	91.3%	8.7%

CAMPUS & FACILITIES

	Agree	Disagree
1. I feel safe on campus during daylight hours.	100.0%	0.0%
2. I feel safe on campus during the evening or at night.	93.0%	7.0%
3. Overall, the Public Safety Department provides high quality services to the CSM community.	87.2%	12.8%

4. Campus facilities (i.e., classrooms, washrooms, offices) are adequately maintained.	89.4%	10.6%
5. Campus landscaping and grounds are adequately maintained.	100.0%	0.0%
6. Classrooms are clean, neat, and conducive to learning.	91.9%	8.1%

What is your primary means of transportation to CSM?

1. Private auto	95.2%
2. Car pool	2.4%
3. Public transit	2.4%
4. Bike	0.0%
5. Walk	0.0%
6. Other	0.0%

EQUIPMENT & TECHNOLOGY

	Agree	Disagree
1. The college maintains and upgrades technology and equipment to meet instructional needs.	84.6%	15.4%
2. Computer equipment provided is adequate to meet my needs.	95.9%	4.1%
3. The college plans for and supports technology innovation.	78.0%	22.0%

**EQUIPMENT & TECHNOLOGY
continued**

4. CSM supports technology services to ensure that instructional needs are being met.	86.5%	13.5%
5. CSM maintains educational equipment and materials in good working condition.	92.3%	7.7%
6. When I have technical problems with equipment, I receive prompt technical support.	91.8%	8.2%

PROGRAMS & SERVICES

Question	Agree	Disagree
1. CSM Learning Support Centers maintain sufficient operating hours to meet the needs of students.	89.2%	10.8%
2. If necessary, I know where to refer students for various campus support services.	91.5%	8.5%
3. Overall, CSM provides high quality student support services (e.g., counseling, financial aid, health services, EOPS, etc.).	90.9%	9.1%
4. Adequate tutorial services are provided to meet the needs of students.	77.8%	22.2%
5. Curricular and instructional innovations can be readily initiated.	78.6%	21.4%
6. Instructional programs are consistent with the goals of CSM's mission statement.	88.6%	11.4%
7. CSM assesses Student Learning Outcomes and uses the results to make improvements.	72.7%	27.3%

PROGRAMS & SERVICES continued

8. CSM encourages the use of various teaching methodologies to accommodate the different learning styles of students.	80.0%	20.0%
9. Courses are offered regularly to provide students the opportunity to complete their program of study within a reasonable time.	73.5%	26.5%
10. Instructional programs reflect the educational needs of students and surrounding communities.	77.1%	22.9%
11. Student Services programs reflect the educational needs of students and surrounding communities.	89.2%	10.8%
12. Instructional programs are assessed, reviewed, and modified regularly.	83.3%	16.7%
13. Student Services programs are assessed, reviewed, and modified regularly.	87.1%	12.9%
14. The college provides the job and career preparation programs which its community needs.	79.5%	20.5%
15. Generally, students receive excellent customer service at CSM.	87.8%	12.2%
16. The library has an adequate collection (books, periodicals, and online resources) for students' needs.	88.5%	11.5%
17. The library has an adequate collection (books, periodicals, and online resources) for faculty and staff needs.	86.2%	13.8%
18. The library maintains sufficient operating hours for student access.	93.3%	6.7%
19. The library maintains sufficient operating hours for faculty and staff access.	93.9%	6.1%

GOVERNANCE & PLANNING

Question	Agree	Disagree
1. CSM ensures that educational planning is integrated with resource planning and allocation to support student achievement and learning.	87.1%	12.9%
2. CSM works actively toward fulfilling its mission and vision.	84.2%	15.8%
3. CSM mission statement guides institutional planning and decision-making.	87.9%	12.1%
4. Overall, the shared governance process is working well at CSM.	76.5%	23.5%
5. The role of all constituencies in shared governance is clearly stated and publicized.	75.7%	24.3%
6. All constituencies have adequate opportunity to participate in the development of financial plans and budgets.	60.0%	40.0%
7. College budget decisions are based upon input from all college constituencies.	58.1%	41.9%
8. Appropriate and timely financial information is provided regularly throughout CSM.	51.4%	48.6%
9. CSM actively encourages staff participation in decision-making processes.	59.5%	40.5%
10. I understand CSM's decision-making processes.	59.5%	40.5%
11. Overall, CSM's institutional planning processes are effective.	77.4%	22.6%
12. Strategic planning is used to identify needed areas of improvement and set goals for institutional change.	79.4%	20.6%

GOVERNANCE & PLANNING continued

13. The role of classified staff in shared governance is clearly stated and publicized.	64.7%	35.3%
14. Classified staff have a substantive and clearly defined role in institutional governance.	55.6%	44.4%
15. Classified staff have adequate opportunity to participate in the development of financial plans and budgets.	55.9%	44.1%

CSM'S SENIOR LEADERSHIP

Question	Agree	Disagree
1. CSM's leadership, which includes the President, Vice Presidents and Deans, respects employees.	80.0%	20.0%
2. I have confidence in CSM's leadership.	71.4%	28.6%
3. Employees respect CSM's leadership.	77.5%	22.5%
4. CSM's leadership actively cultivates a collegial process that sets institutional values, goals, and priorities.	71.8%	28.2%
5. Overall, college administrators listen and respond to the concerns of classified staff.	67.6%	32.4%
6. Overall, there is a climate of mutual trust and respect among faculty, classified staff, and administrators.	69.2%	30.8%

DISTRICT LEADERSHIP

Question	Agree	Disagree
1. District planning and evaluation are integrated with college planning and evaluation to improve student learning and achievement.	75.0%	25.0%
2. The District Office provides necessary services that support CSM's mission.	84.8%	15.2%
3. The District Office adheres to clearly defined policies consistent with the mission of the District.	65.6%	34.4%
4. There are clear divisions of authority and responsibility between and among the District Office, Governing Board and CSM.	69.7%	30.3%
5. The Board of Trustees, the District Office, and the College function as mutually supporting yet independent self-governing units.	68.8%	31.3%

Demographics

1. Employment Status	Pct
Full-Time	86.6%
Part-Time	13.4%

2. Years Worked in SMCCCD	Pct
1 to 5	31.3%
6 to 10	16.4%
11 to 20	40.3%
21 or more	11.9%

3. Gender	Pct
Female	80.6%
Male	19.4%

5. Ethnicity	Pct
African American or Black	3.0%
Asian	16.4%
Hispanic/Latino	16.4%
Pacific Islander	1.5%
White	46.3%
Multi-Racial	9.0%
Other	7.5%