

Classified Staff Campus Climate & Satisfaction Survey
Ranked Responses
Conducted June 2010 (n= 44)

Note: Responses are ranked within the Survey Category and exclude the section on Demographics. "Count" includes the numbers of respondents who "Agree" + "Strongly Agree." "Percent" includes the percentage of those who "Agree" + "Strongly Agree."

Survey Category	Question	Count	Percent
Campus & Facilities	1. I feel safe on campus during daylight hours.	43	100.0
	5. Campus landscaping is adequately maintained.	39	90.7
	3. Overall, Campus Security provides high quality services to the CSM community.	35	85.4
	2. I feel safe on campus during the evening or at night.	27	79.4
	6. Offices and classrooms are clean, neat, and conducive to learning.	29	78.4
	4. Campus facilities (i.e., classrooms, washrooms, offices) are adequately maintained.	24	58.5
Career Opportunities	4. Procedures and policies for hiring staff are clearly stated.	35	87.5
	7. There is high respect for classified staff in my area.	33	80.5
	5. I feel that excellence in my job is acknowledged.	32	74.4
	3. Staff are evaluated in an appropriate and reasonable manner.	29	72.5
	6. Overall, supervisors listen and respond to classified staff concerns.	28	70.0
	2. There is opportunity here for people to advance their careers.	24	63.2
Communication	1. My supervisor encourages me to build a career at CSM.	22	61.1
	4. At CSM, conflicts are handled civilly.	32	84.2
	11. CSM regularly reviews all policies, procedures, and publications to assure accurate representation of its services.	30	81.1
	1. There is open, two-way communication in my department/division.	32	78.0
	8. I understand my role in managing conflict.	30	76.9
	10. I feel that the CSM encourages the free and open discussion of controversial topics.	28	73.7
	9. CSM offers constructive avenues for managing conflict.	26	72.2
	7. I am provided with adequate information about institutional planning activities and efforts.	28	71.8

Survey Category	Question	Count	Percent
Co-Workers	5. CSM gives me information about the things I need to know.	29	70.7
	6. Overall, I feel informed and aware of College matters that affect me.	29	70.7
	3. There is open, two-way communication throughout the college.	22	57.9
	2. There is open, two-way communication between departments and/or between divisions	19	52.8
	1. I have good working relationships with my co-workers who are staff.	41	95.3
	6. Staff members with whom I interact with treat me with respect.	41	95.3
	9. Providing excellent "customer service" is valued in my area.	41	95.3
	2. I have good working relationships with my co-workers who are faculty.	36	94.7
	4. Co-workers care about each other at CSM.	39	92.9
	5. Faculty members with whom I interact with treat me with respect.	37	92.5
CSM's Senior Leadership	8. Most faculty are genuinely interested in teaching and their students.	31	91.2
	7. Administrators with whom I interact with treat me respect.	37	88.1
	3. Employees in my work area work effectively as a team.	36	87.8
	1. CSM's leadership, which includes the President, Vice Presidents and Deans, respects employees.	33	80.5
	2. I have confidence in CSM's leadership.	31	75.6
	4. CSM's leaders understand employees' concerns.	28	70.0
	5. Overall, college administrators listen and respond to staff concerns.	26	65.0
	6. Overall, there is a climate of mutual trust and respect among staff and administrators.	23	56.1
	3. Employees truly respect CSM's leadership.	21	53.8
Diversity Awareness	4. I have confidence that CSM handles complaints of sexual harassment fairly.	24	92.3
	5. CSM is supportive of all students--regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.	35	92.1
	7. Other faculty, administrators, and staff at CSM are respectful of my background and values.	33	86.8
	11. CSM effectively accommodates students with disabilities.	31	83.8
	6. CSM is supportive of all employees--regardless of ethnicity,	32	82.1

Survey Category	Question	Count	Percent
	gender, religious beliefs, lifestyle, background, age, or sexual orientation.		
	13. 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.).	30	81.1
	3. Men and women are treated equally at CSM.	25	78.1
	12. CSM effectively accommodates employees with disabilities.	28	77.8
	2. The right of faculty to present unpopular or controversial ideas in the classroom is valued and respected.	13	68.4
	10. I feel CSM has a culturally diverse curriculum.	17	68.0
	1. I perceive racial or ethnic tensions on campus.	13	34.2
	8. At times, because of my background, I feel isolated within the CSM community.	11	29.7
	9. I think that sexual harassment is a problem at CSM.	3	8.6
Equipment & Technology	5. CSM maintains educational equipment and materials in good working condition.	31	96.9
	6. When I have technical problems with equipment, I receive prompt technical support.	41	95.3
	3. The college plans for and supports technology innovation.	33	94.3
	1. The college maintains and upgrades technology and equipment to meet instructional needs.	27	93.1
	2. Computer equipment provided is adequate to meet my needs.	39	92.9
	4. CSM supports technology services to ensure that instructional needs are being met.	24	88.9
Governance & Planning	12. I understand the purpose(s) of the planning committees in which I participate.	15	100.0
	2. CSM works actively toward fulfilling its mission and vision.	30	96.8
	13. I understand my personal role on the institutional committees in which I participate.	15	93.8
	3. CSM mission statement guides institutional planning and decision-making.	28	93.3
	15. Strategic planning is used to identify needed areas of improvement and set goals for institutional change.	27	93.1
	11. All constituency groups work collaboratively toward the achievement of "College Institutional Priorities, 2008-2011."	20	80.0
	8. Appropriate and timely financial information is provided	26	78.8

Survey Category	Question	Count	Percent
	regularly throughout CSM.		
	5. The role of all constituencies in shared governance is clearly stated and publicized.	25	78.1
	4. Overall, the shared governance process is working well at CSM.	24	77.4
	6. All constituencies have adequate opportunity to participate in the development of financial plans and budgets.	22	71.0
	1. I am familiar with CSM's "College Institutional Priorities, 2008 - 2011."	23	69.7
	14. I believe the institutional planning process as a whole is effective.	17	68.0
	7. College budget decisions are based upon input from all college constituencies.	20	66.7
	18. Classified staff have adequate opportunity to participate in the development of financial plans and budgets.	18	60.0
	16. The role of classified staff in shared governance is clearly stated and publicized.	18	58.1
	17. Classified staff have a substantive and clearly defined role in institutional governance .	18	52.9
	9. CSM actively encourages staff participation in decision-making processes.	17	48.6
	10. I understand CSM's decision-making processes.	18	47.4
Impressions of CSM	1. CSM is....FRIENDLY	39	92.9
	3. CSM is....RESPECTFUL	39	90.7
	2. CSM is....WELCOMING	38	90.5
	4. CSM is....SAFE	35	89.7
	5. CSM is....TOLERANT OF DIVERSITY	36	87.8
	9. CSM is....COOPERATIVE	36	85.7
	6. CSM is....CARING	35	85.4
	12. CSM is....CHANGING WITH THE TIMES	34	82.9
	10. CSM is....UP-TO-DATE	33	82.5
	14. CSM is....INTELLECTUALLY CHALLENGING	27	81.8
	7. CSM is....IMPROVING	31	81.6
	8. CSM is....TOLERANT OF DIFFERING PERSPECTIVES & IDEAS	31	75.6
	15. CSM is....ACADEMICALLY RIGOROUS	20	71.4

Survey Category	Question	Count	Percent
Job Attitude	13. CSM is....CONCERNED ABOUT ME AS AN INDIVIDUAL	24	63.2
	11. CSM is....CUTTING EDGE	22	55.0
	1. I like my job.	41	95.3
	3. I get a sense of accomplishment from my work.	39	90.7
	7. I have the equipment I need to do my job effectively.	38	88.4
	4. I am given the freedom to make decisions that affect my work.	36	87.8
	2. My job gives me the opportunity to use my skills and talents.	36	83.7
	5. CSM provides an environment that encourages personal growth.	32	82.1
	8. I feel I have control over what work-related tasks I undertake.	34	79.1
	9. My ideas for improving my unit are taken seriously.	31	75.6
Overall Attitude Toward CSM	6. I have the work or office space I need to do my job effectively.	32	74.4
	6. Overall, I like working for CSM.	41	100.0
	1. I am proud to say that I am an employee of CSM.	41	97.6
	3. I would recommend CSM to a family member or a friend who is a prospective student.	40	93.0
	2. I would recommend CSM to a family member or friend who is looking for a job.	38	88.4
	5. If I were to start over, I would choose to work at CSM.	37	86.0
	4. I expect that I will still be working for CSM in 5 years.	34	85.0
Programs & Services	6. Instructional programs are consistent with the goals of CSM's mission statement.	22	88.0
	3. Overall, CSM provides high quality student support services (e.g., counseling, financial aid, health services, EOPS, etc.).	28	87.5
	13. Student Services programs are assessed, reviewed, and modified regularly.	19	82.6
	2. If necessary, I know where to refer students for various campus support services.	32	82.1
	12. Instructional programs are assessed, reviewed, and modified regularly.	17	81.0
	7. CSM assesses Student Learning Outcomes and uses the results to make improvements.	17	77.3
	11. Student Services programs reflect the educational needs of students and surrounding communities.	20	76.9

Survey Category	Question	Count	Percent
	10. Instructional programs reflect the educational needs of students and surrounding communities.	16	64.0
	5. Curricular and instructional innovations can be readily initiated.	12	63.2
	9. Courses are offered regularly to provide students the opportunity to complete their program of study within a reasonable time.	18	62.1
	14. The college provides the job and career preparation programs which its community needs.	17	60.7
	4. Adequate tutorial services are provided to meet the needs of students.	12	54.5
	8. CSM encourages the use of various teaching methodologies to accommodate the different learning styles of students.	12	54.5
	1. Computer labs maintain sufficient operating hours to meet the needs of students.	10	52.6
	1. I am recognized when I do good work.	36	85.7
	2. I feel valued as an individual on campus.	35	85.4
	5. I feel that CSM is genuinely concerned with my welfare	31	75.6
Recognition	4. I am appreciated when I put in extra effort.	30	75.0
	3. Someone else usually gets the credit for the work I've done.	4	11.1
Supervision	2. My supervisor treats me with respect.	41	95.3
	3. My supervisor praises me when I do good work.	35	83.3
	4. I can count on my supervisor's support when I face tough issues.	32	82.1
	1. My supervisor understands my work.	35	81.4
	5. My supervisor provides me with feedback about the quality of my work.	32	76.2
Training & Professional Development	6. My supervisor keeps me informed about changes that affect my work.	30	75.0
	7. My supervisor motivates me to perform my best.	28	70.0
	3. I have received enough training and education to work effectively.	30	78.9
	1. CSM makes paid time available to me for training or professional development activities.	24	63.2
	4. I am encouraged to learn new skills.	24	61.5
	5. I have opportunities to attend conferences, workshops, or training relevant to my job.	24	61.5

Survey Category	Question	Count	Percent
Work & Family/ Life Balance	2. I have access to training or professional development activities I choose to participate in.	20	55.6
	3. I can balance my personal/family responsibilities with my current workload.	40	93.0
	2. I am satisfied with my schedule.	39	90.7
Workload	1. My work schedule allows time for my personal/family responsibilities.	38	90.5
	4. CSM values a work/life balance.	33	84.6
	1. My workload has increased in the last year.	38	92.7
	2. My workload is manageable and appropriate to my assignment.	33	78.6
	3. My job description accurately reflects what I do in my job.	26	65.0
	4. My work unit is adequately staffed.	19	44.2