

Classified Staff Campus Climate & Satisfaction Survey
Summary Data
Conducted June 2010 (n= 44)

Note: Counts are listed in (parentheses). "Total Agree" includes the numbers of respondents who "Agree" + "Strongly Agree." "Total Disagree" includes the numbers of respondents who "Disagree" + "Strongly Disagree."

Personal Interactions at CSM	Friendly	Neutral	Unfriendly	# of Staff
1. Interaction With Students	92.9% (39)	7.1% (3)	0.0% (0)	42
2. Interaction With Staff	92.8% (39)	4.8% (2)	2.4% (1)	42
3. Interaction With Faculty	83.4% (35)	14.3% (6)	2.4% (1)	42
4. Interaction With Administrators	82.5% (33)	17.5% (7)	0.0% (0)	40
5. Interaction With District Personnel	70.8% (29)	26.8% (11)	2.4% (1)	41

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
Impressions of CSM	1. CSM is....FRIENDLY	92.9% (39)	7.1% (3)	1	43
	2. CSM is....WELCOMING	90.5% (38)	9.5% (4)	1	43
	3. CSM is....RESPECTFUL	90.7% (39)	9.3% (4)	0	43
	4. CSM is....SAFE	89.7% (35)	10.3% (4)	2	41
	5. CSM is....TOLERANT OF DIVERSITY	87.8% (36)	12.2% (5)	2	43
	6. CSM is....CARING	85.4% (35)	14.6% (6)	1	42
	7. CSM is....IMPROVING	81.6% (31)	18.4% (7)	4	42
	8. CSM is....TOLERANT OF DIFFERING PERSPECTIVES & IDEAS	75.6% (31)	24.4% (10)	2	43
	9. CSM is....COOPERATIVE	85.7% (36)	14.3% (6)	1	43
	10. CSM is....UP-TO-DATE	82.5% (33)	17.5% (7)	1	41
	11. CSM is....CUTTING EDGE	55.0% (22)	45.0% (18)	2	42
	12. CSM is....CHANGING WITH THE TIMES	82.9% (34)	17.1% (7)	1	42
	13. CSM is....CONCERNED ABOUT ME AS AN INDIVIDUAL	63.2% (24)	36.8% (14)	4	42
	14. CSM is....INTELLECTUALLY CHALLENGING	81.8% (27)	18.2% (6)	8	41
	15. CSM is....ACADEMICALLY RIGOROUS	71.4% (20)	28.6% (8)	13	41

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
Overall Attitude Toward CSM	1. I am proud to say that I am an employee of CSM.	97.6% (41)	2.4% (1)	1	43
	2. I would recommend CSM to a family member or friend who is looking for a job.	88.4% (38)	11.6% (5)	0	43
	3. I would recommend CSM to a family member or a friend who is a prospective student.	93.0% (40)	7.0% (3)	0	43
	4. I expect that I will still be working for CSM in 5 years.	85.0% (34)	15.0% (6)	3	43
	5. If I were to start over, I would choose to work at CSM.	86.0% (37)	14.0% (6)	0	43
	6. Overall, I like working for CSM.	100.0% (41)	0.0% (0)	1	42
Career Opportunities	1. My supervisor encourages me to build a career at CSM.	61.1% (22)	38.9% (14)	6	42
	2. There is opportunity here for people to advance their careers.	63.2% (24)	36.8% (14)	3	41
	3. Staff are evaluated in an appropriate and reasonable manner.	72.5% (29)	27.5% (11)	2	42
	4. Procedures and policies for hiring staff are clearly stated.	87.5% (35)	12.5% (5)	3	43
	5. I feel that excellence in my job is acknowledged.	74.4% (32)	25.6% (11)	0	43
	6. Overall, supervisors listen and respond to classified staff concerns.	70.0% (28)	30.0% (12)	3	43
	7. There is high respect for classified staff in my area.	80.5% (33)	19.5% (8)	2	43
Communication	1. There is open, two-way communication in my department/ division.	78.0% (32)	22.0% (9)	2	43
	2. There is open, two-way communication between departments and/or between divisions	52.8% (19)	47.2% (17)	6	42
	3. There is open, two-way communication throughout the college.	57.9% (22)	42.1% (16)	4	42

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
	4. At CSM, conflicts are handled civilly.	84.2% (32)	15.8% (6)	5	43
	5. CSM gives me information about the things I need to know.	70.7% (29)	29.3% (12)	0	41
	6. Overall, I feel informed and aware of College matters that affect me.	70.7% (29)	29.3% (12)	0	41
	7. I am provided with adequate information about institutional planning activities and efforts.	71.8% (28)	28.2% (11)	3	42
	8. I understand my role in managing conflict.	76.9% (30)	23.1% (9)	4	43
	9. CSM offers constructive avenues for managing conflict.	72.2% (26)	27.8% (10)	5	41
	10. I feel that the CSM encourages the free and open discussion of controversial topics.	73.7% (28)	26.3% (10)	4	42
	11. CSM regularly reviews all policies, procedures, and publications to assure accurate representation of its services.	81.1% (30)	18.9% (7)	5	42
Co-Workers	1. I have good working relationships with my co-workers who are staff.	95.3% (41)	4.7% (2)	0	43
	2. I have good working relationships with my co-workers who are faculty.	94.7% (36)	5.3% (2)	5	43
	3. Employees in my work area work effectively as a team.	87.8% (36)	12.2% (5)	2	43
	4. Co-workers care about each other at CSM.	92.9% (39)	7.1% (3)	0	42
	5. Faculty members with whom I interact with treat me with respect.	92.5% (37)	7.5% (3)	3	43
	6. Staff members with whom I interact with treat me with respect.	95.3% (41)	4.7% (2)	0	43
	7. Administrators with whom I interact with treat me respect.	88.1% (37)	11.9% (5)	1	43

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff	
Job Attitude	8. Most faculty are genuinely interested in teaching and their students.	91.2% (31)	8.8% (3)	8	42	
	9. Providing excellent "customer service" is valued in my area.	95.3% (41)	4.7% (2)	0	43	
	1. I like my job.	95.3% (41)	4.7% (2)	0	43	
	2. My job gives me the opportunity to use my skills and talents.	83.7% (36)	16.3% (7)	0	43	
	3. I get a sense of accomplishment from my work.	90.7% (39)	9.3% (4)	0	43	
	4. I am given the freedom to make decisions that affect my work.	87.8% (36)	12.2% (5)	1	42	
	5. CSM provides an environment that encourages personal growth.	82.1% (32)	17.9% (7)	3	42	
	6. I have the work or office space I need to do my job effectively.	74.4% (32)	25.6% (11)	0	43	
	7. I have the equipment I need to do my job effectively.	88.4% (38)	11.6% (5)	0	43	
Recognition	8. I feel I have control over what work-related tasks I undertake.	79.1% (34)	20.9% (9)	0	43	
	9. My ideas for improving my unit are taken seriously.	75.6% (31)	24.4% (10)	0	41	
	1. I am recognized when I do good work.	85.7% (36)	14.3% (6)	1	43	
	2. I feel valued as an individual on campus.	85.4% (35)	14.6% (6)	2	43	
	3. Someone else usually gets the credit for the work I've done.	11.1% (4)	88.9% (32)	5	41	
	4. I am appreciated when I put in extra effort.	75.0% (30)	25.0% (10)	3	43	
	5. I feel that CSM is genuinely concerned with my welfare	75.6% (31)	24.4% (10)	2	43	
	Workload	1. My workload has increased in the last year.	92.7% (38)	7.3% (3)	2	43
		2. My workload is manageable and appropriate to my assignment.	78.6% (33)	21.4% (9)	0	42

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
Supervision	3. My job description accurately reflects what I do in my job.	65.0% (26)	35.0% (14)	2	42
	4. My work unit is adequately staffed.	44.2% (19)	55.8% (24)	0	43
	1. My supervisor understands my work.	81.4% (35)	18.6% (8)	0	43
	2. My supervisor treats me with respect.	95.3% (41)	4.7% (2)	0	43
	3. My supervisor praises me when I do good work.	83.3% (35)	16.7% (7)	0	42
	4. I can count on my supervisor's support when I face tough issues.	82.1% (32)	17.9% (7)	3	42
	5. My supervisor provides me with feedback about the quality of my work.	76.2% (32)	23.8% (10)	0	42
Training & Professional Development	6. My supervisor keeps me informed about changes that affect my work.	75.0% (30)	25.0% (10)	3	43
	7. My supervisor motivates me to perform my best.	70.0% (28)	30.0% (12)	3	43
	1. CSM makes paid time available to me for training or professional development activities.	63.2% (24)	36.8% (14)	4	42
	2. I have access to training or professional development activities I choose to participate in.	55.6% (20)	44.4% (16)	5	41
	3. I have received enough training and education to work effectively.	78.9% (30)	21.1% (8)	2	40
	4. I am encouraged to learn new skills.	61.5% (24)	38.5% (15)	3	42
	5. I have opportunities to attend conferences, workshops, or training relevant to my job.	61.5% (24)	38.5% (15)	3	42
Work & Family/Life Balance	1. My work schedule allows time for my personal/family responsibilities.	90.5% (38)	9.5% (4)	1	43
	2. I am satisfied with my schedule.	90.7% (39)	9.3% (4)	0	43

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
Diversity Awareness	3. I can balance my personal/family responsibilities with my current workload.	93.0% (40)	7.0% (3)	0	43
	4. CSM values a work/life balance.	84.6% (33)	15.4% (6)	2	41
	1. I perceive racial or ethnic tensions on campus.	34.2% (13)	65.8% (25)	5	43
	2. The right of faculty to present unpopular or controversial ideas in the classroom is valued and respected.	68.4% (13)	31.6% (6)	23	42
	3. Men and women are treated equally at CSM.	78.1% (25)	21.9% (7)	7	39
	4. I have confidence that CSM handles complaints of sexual harassment fairly.	92.3% (24)	7.7% (2)	11	37
	5. CSM is supportive of all <u>students</u> --regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.	92.1% (35)	7.9% (3)	5	43
	6. CSM is supportive of all <u>employees</u> --regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.	82.1% (32)	17.9% (7)	3	42
	7. Other faculty, administrators, and staff at CSM are respectful of my background and values.	86.8% (33)	13.2% (5)	4	42
	8. At times, because of my background, I feel isolated within the CSM community.	29.7% (11)	70.3% (26)	5	42
	9. I think that sexual harassment is a problem at CSM.	8.6% (3)	91.4% (32)	6	41
	10. I feel CSM has a culturally diverse curriculum.	68.0% (17)	32.0% (8)	15	40
11. CSM effectively accommodates students with disabilities.	83.8% (31)	16.2% (6)	5	42	
12. CSM effectively accommodates employees with disabilities.	77.8% (28)	22.2% (8)	6	42	

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
Campus & Facilities	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.).	81.1% (30)	18.9% (7)	5	42
	1. I feel safe on campus during daylight hours.	100.0% (43)	0.0% (0)	0	43
	2. I feel safe on campus during the evening or at night.	79.4% (27)	20.6% (7)	8	42
	3. Overall, Campus Security provides high quality services to the CSM community.	85.4% (35)	14.6% (6)	1	42
	4. Campus facilities (i.e., classrooms, washrooms, offices) are adequately maintained.	58.5% (24)	41.5% (17)	2	43
	5. Campus landscaping is adequately maintained.	90.7% (39)	9.3% (4)	0	43
Equipment & Technology	6. Offices and classrooms are clean, neat, and conducive to learning.	78.4% (29)	21.6% (8)	5	42
	1. The college maintains and upgrades technology and equipment to meet instructional needs.	93.1% (27)	6.9% (2)	14	43
	2. Computer equipment provided is adequate to meet my needs.	92.9% (39)	7.1% (3)	0	42
	3. The college plans for and supports technology innovation.	94.3% (33)	5.7% (2)	6	41
	4. CSM supports technology services to ensure that instructional needs are being met.	88.9% (24)	11.1% (3)	15	42
	5. CSM maintains educational equipment and materials in good working condition.	96.9% (31)	3.1% (1)	10	42
Programs & Services	6. When I have technical problems with equipment, I receive prompt technical support.	95.3% (41)	4.7% (2)	0	43
	1. Computer labs maintain sufficient operating hours to meet the needs of students.	52.6% (10)	47.4% (9)	23	42

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
	2. If necessary, I know where to refer students for various campus support services.	82.1% (32)	17.9% (7)	3	42
	3. Overall, CSM provides high quality student support services (e.g., counseling, financial aid, health services, EOPS, etc.).	87.5% (28)	12.5% (4)	10	42
	4. Adequate tutorial services are provided to meet the needs of students.	54.5% (12)	45.5% (10)	20	42
	5. Curricular and instructional innovations can be readily initiated.	63.2% (12)	36.8% (7)	23	42
	6. Instructional programs are consistent with the goals of CSM's mission statement.	88.0% (22)	12.0% (3)	16	41
	7. CSM assesses Student Learning Outcomes and uses the results to make improvements.	77.3% (17)	22.7% (5)	18	40
	8. CSM encourages the use of various teaching methodologies to accommodate the different learning styles of students.	54.5% (12)	45.5% (10)	20	42
	9. Courses are offered regularly to provide students the opportunity to complete their program of study within a reasonable time.	62.1% (18)	37.9% (11)	13	42
	10. Instructional programs reflect the educational needs of students and surrounding communities.	64.0% (16)	36.0% (9)	16	41
	11. Student Services programs reflect the educational needs of students and surrounding communities.	76.9% (20)	23.1% (6)	16	42
	12. Instructional programs are assessed, reviewed, and modified regularly.	81.0% (17)	19.0% (4)	21	42
	13. Student Services programs are assessed, reviewed, and modified regularly.	82.6% (19)	17.4% (4)	19	42

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
Governance & Planning	14. The college provides the job and career preparation programs which its community needs.	60.7% (17)	39.3% (11)	14	42
	1. I am familiar with CSM's "College Institutional Priorities, 2008 - 2011."	69.7% (23)	30.3% (10)	10	43
	2. CSM works actively toward fulfilling its mission and vision.	96.8% (30)	3.2% (1)	11	42
	3. CSM mission statement guides institutional planning and decision-making.	93.3% (28)	6.7% (2)	12	42
	4. Overall, the shared governance process is working well at CSM.	77.4% (24)	22.6% (7)	11	42
	5. The role of all constituencies in shared governance is clearly stated and publicized.	78.1% (25)	21.9% (7)	10	42
	6. All constituencies have adequate opportunity to participate in the development of financial plans and budgets.	71.0% (22)	29.0% (9)	11	42
	7. College budget decisions are based upon input from all college constituencies.	66.7% (20)	33.3% (10)	12	42
	8. Appropriate and timely financial information is provided regularly throughout CSM.	78.8% (26)	21.2% (7)	10	43
	9. CSM actively encourages staff participation in <u>decision-making</u> processes.	48.6% (17)	51.4% (18)	8	43
	10. I understand CSM's <u>decision-making</u> processes.	47.4% (18)	52.6% (20)	5	43
	11. All constituency groups work collaboratively toward the achievement of "College Institutional Priorities, 2008-2011."	80.0% (20)	20.0% (5)	17	42
	12. I understand the purpose(s) of the planning committees in which I participate.	100.0% (15)	0.0% (0)	25	40
13. I understand my personal role on the institutional committees in which I participate.	93.8% (15)	6.3% (1)	25	41	

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
	14. I believe the institutional <u>planning</u> process as a whole is effective.	68.0% (17)	32.0% (8)	16	41
	15. Strategic planning is used to identify needed areas of improvement and set goals for institutional change.	93.1% (27)	6.9% (2)	13	42
	16. The role of classified staff in shared governance is clearly stated and publicized.	58.1% (18)	41.9% (13)	10	41
	17. Classified staff have a substantive and clearly defined role in institutional governance .	52.9% (18)	47.1% (16)	8	42
	18. Classified staff have adequate opportunity to participate in the development of financial plans and budgets.	60.0% (18)	40.0% (12)	11	41
CSM's Senior Leadership	1. CSM's leadership, which includes the President, Vice Presidents and Deans, respects employees.	80.5% (33)	19.5% (8)	2	43
	2. I have confidence in CSM's leadership.	75.6% (31)	24.4% (10)	2	43
	3. Employees truly respect CSM's leadership.	53.8% (21)	46.2% (18)	3	42
	4. CSM's leaders understand employees' concerns.	70.0% (28)	30.0% (12)	3	43
	5. Overall, college administrators listen and respond to staff concerns.	65.0% (26)	35.0% (14)	3	43
	6. Overall, there is a climate of mutual trust and respect among staff and administrators.	56.1% (23)	43.9% (18)	2	43
Survey Impressions	1. This survey was easy to use.	93.0% (40)	7.0% (3)	0	43
	2. This survey adequately addressed issues that are important to me.	86.0% (37)	14.0% (6)	0	43

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	# of Staff
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Demographics

1. Employment Status	Count	%
Full-Time Staff	41	95.3
Part-Time Staff	1	2.3
Post-Retirement or Retired	1	2.3
# of Staff	43	

4. Gender	Count	%
Female	29	69.0
Male	13	31.0
# of Staff	42	

2. Years Worked in SMCCCD	Count	%
1-5	12	27.9
6-10	10	23.3
11-20	12	27.9
21+	9	20.9
# of Staff	43	

3. Ethnicity	Ct	Pct
African-American	2	4.9
Asian	9	22.0
Hispanic/Latino	2	4.9
Native American	0	0.0
Pacific Islander	0	0.0
White	24	58.5
Multi-Racial	1	2.4
Other (please specify):	3	7.3
# of Staff	41	