

**CSM CLASSIFIED STAFF CAMPUS CLIMATE &  
SATISFACTION SURVEY: ITEM QUESTIONS**  
(CONDUCTED JUNE 2010)

**PERSONAL INTERACTIONS AT CSM (Rate degree of “friendly”)**

1. Interaction With Students
2. Interaction With Staff
3. Interaction With Faculty
4. Interaction With Administrators
5. Interaction With District Personnel

**Impressions of CSM (Rate Agreement)**

1. CSM is....FRIENDLY
2. CSM is....WELCOMING
3. CSM is....RESPECTFUL
4. CSM is....SAFE
5. CSM is....TOLERANT OF DIVERSITY
6. CSM is....CARING
7. CSM is....IMPROVING
8. CSM is....TOLERANT OF DIFFERING PERSPECTIVES & IDEAS
9. CSM is....COOPERATIVE
10. CSM is....UP-TO-DATE
11. CSM is....CUTTING EDGE
12. CSM is....CHANGING WITH THE TIMES
13. CSM is....CONCERNED ABOUT ME AS AN INDIVIDUAL
14. CSM is....INTELLECTUALLY CHALLENGING
15. CSM is....ACADEMICALLY RIGOROUS

**OVERALL ATTITUDE TOWARDS CSM(Rate Agreement)**

1. I am proud to say that I am an employee of CSM.
2. I would recommend CSM to a family member or friend who is looking for a job.
3. I would recommend CSM to a family member or a friend who is a prospective student.
4. I expect that I will still be working for CSM in 5 years.
5. If I were to start over, I would choose to work at CSM.
6. Overall, I like working for CSM.

**CAREER OPPORTUNITIES (Rate Agreement)**

1. My supervisor encourages me to build a career at CSM.
2. There is opportunity here for people to advance their careers.
3. Staff are evaluated in an appropriate and reasonable manner.
4. Procedures and policies for hiring staff are clearly stated.
5. I feel that excellence in my job is acknowledged.
6. Overall, supervisors listen and respond to classified staff concerns.
7. There is high respect for classified staff in my area.

**COMMUNICATION (Rate Agreement)**

1. There is open, two-way communication in my department/division.
2. There is open, two-way communication between departments and/or between divisions
3. There is open, two-way communication throughout the college.
4. At CSM, conflicts are handled civilly.
5. CSM gives me information about the things I need to know.
6. Overall, I feel informed and aware of College matters that affect me.
7. I am provided with adequate information about institutional planning activities and efforts.
8. I understand my role in managing conflict.
9. CSM offers constructive avenues for managing conflict.

10. I feel that CSM encourages the free and open discussion of controversial topics.
11. CSM regularly reviews all policies, procedures, and publications to assure accurate representation of its services.

**CO-WORKERS (Rate Agreement)**

1. I have good working relationships with my co-workers who are staff.
2. I have good working relationships with my co-workers who are faculty.
3. Employees in my work area work effectively as a team.
4. Co-workers care about each other at CSM.
5. Faculty members with whom I interact with treat me with respect.
6. Staff members with whom I interact with treat me with respect.
7. Administrators with whom I interact with treat me respect.
8. Most faculty are genuinely interested in teaching and their students.
9. Providing excellent "customer services" is valued in my area.

**JOB ATTITUDE (Rate Agreement)**

1. I like my job.
2. My job gives me the opportunity to use my skills and talents.
3. I get a sense of accomplishment from my work.
4. I am given the freedom to make decisions that affect my work.
5. CSM provides an environment that encourages personal growth.
6. I have the work or office space I need to do my job effectively.
7. I have the equipment I need to do my job effectively.
8. I feel I have control over what work-related tasks I undertake.
9. My ideas for improving my unit are taken seriously.

**RECOGNITION (Rate Agreement)**

1. I am recognized when I do good work.
2. I feel valued as an individual on campus.
3. Someone else usually gets the credit for the work I've done.
4. I am appreciated when I put in extra effort.
5. I feel that CSM is genuinely concerned with my welfare.

**WORKLOAD (Rate Agreement)**

1. My workload has increased in the last year.
2. My workload is manageable and appropriate to my assignment.
3. My job description accurately reflects what I do in my job.
4. My work unit is adequately staffed.

**SUPERVISION (Rate Agreement)**

1. My supervisor understands my work.
2. My supervisor treats me with respect.
3. My supervisor praises me when I do good work.
4. I can count on my supervisor's support when I face tough issues.
5. My supervisor provides me with feedback about the quality of my work.
6. My supervisor keeps me informed about changes that affect my work.
7. My supervisor motivates me to perform my best.

**TRAINING & PROFESSIONAL DEVELOPMENT (Rate Agreement)**

1. CSM makes paid time available to me for training or professional development activities.
2. I have access to training or professional development activities I choose to participate in.
3. I have received enough training and education to work effectively.
4. I am encouraged to learn new skills.
5. I have opportunities to attend conferences, workshops, or training relevant to my job.

**WORK & FAMILY/LIFE BALANCE (Rate Agreement)**

1. My work schedule allows time for my personal/family responsibilities.
2. I am satisfied with my schedule.
3. I can balance my personal/family responsibilities with my current workload.
4. CSM values a work/life balance.

**DIVERSITY AWARENESS (Rate Agreement)**

1. I perceive racial or ethnic tensions on campus.
2. The right of faculty to present unpopular or controversial ideas in the classroom is valued and respected.
3. Men and women are treated equally at CSM.
4. I have confidence that CSM handles complaints of sexual harassment fairly.
5. CSM is supportive of all students--regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.
6. CSM is supportive of all employees--regardless of ethnicity, gender, religious beliefs, lifestyle, background, age, or sexual orientation.
7. Other faculty, administrators, and staff at CSM are respectful of my background and values.
8. At times, because of my background, I feel isolated within the CSM community.
9. I think that sexual harassment is a problem at CSM.
10. I feel CSM has a culturally diverse curriculum.
11. CSM effectively accommodates students with disabilities.
12. CSM effectively accommodates employees with disabilities.
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.).

**CAMPUS & FACILITIES (Rate Agreement)**

1. I feel safe on campus during daylight hours.
2. I feel safe on campus during the evening or at night.
3. Overall, Campus Security provides high quality services to the CSM community.
4. Campus facilities (i.e., classrooms, washrooms, offices) are adequately maintained.
5. Campus landscaping is adequately maintained.
6. Classrooms are clean, neat, and conducive to learning.

**EQUIPMENT & TECHNOLOGY (Rate Agreement)**

1. The college maintains and upgrades technology and equipment to meet instructional needs.
2. Computer equipment provided is adequate to meet my needs.
3. The college plans for and supports technology innovation.
4. CSM supports technology services to ensure that instructional needs are being met.
5. CSM maintains educational equipment and materials in good working condition.
6. When I have technical problems with equipment, I receive prompt technical support.

**PROGRAMS & SERVICES (Rate Agreement)**

1. Computer labs maintain sufficient operating hours to meet the needs of students.
2. If necessary, I know where to refer students for various campus support services.
3. Overall, CSM provides high quality student support services (e.g., counseling, financial aid, health services, EOPS, etc.).
4. Adequate tutorial services are provided to meet the needs of students.
5. Curricular and instructional innovations can be readily initiated.
6. Instructional programs are consistent with the goals of CSM's mission statement.
7. CSM assesses Student Learning Outcomes and uses the results to make improvements.
8. CSM encourages the use of various teaching methodologies to accommodate the different learning styles of students.

9. Courses are offered regularly to provide students the opportunity to complete their program of study within a reasonable time.
10. Instructional programs reflect the educational needs of students and surrounding communities.
11. Student Services programs reflect the educational needs of students and surrounding communities.
12. Instructional programs are assessed, reviewed, and modified regularly.
13. Student Services programs are assessed, reviewed, and modified regularly.
14. The college provides the job and career preparation programs which its community needs.

### **GOVERNANCE & PLANNING (Rate Agreement)**

1. I am familiar with CSM's "College Institutional Priorities, 2008 - 2011."
2. CSM works actively toward fulfilling its mission and vision.
3. CSM mission statement guides institutional planning and decision-making.
4. Overall, the shared governance process is working well at CSM.
5. The role of all constituencies in shared governance is clearly stated and publicized.
6. All constituencies have adequate opportunity to participate in the development of financial plans and budgets.
7. College budget decisions are based upon input from all college constituencies.
8. Appropriate and timely financial information is provided regularly throughout CSM.
9. CSM actively encourages staff participation in decision-making processes.
10. I understand CSM's decision-making processes.
11. All constituency groups work collaboratively toward the achievement of "College Institutional Priorities, 2008-2011."
12. I understand the purpose(s) of the planning committees in which I participate.
13. I understand my personal role on the institutional committees in which I participate.
14. I believe the institutional planning process as a whole is effective.
15. Strategic planning is used to identify needed areas of improvement and set goals for institutional change.

16. The role of classified staff in shared governance is clearly stated and publicized.
17. Classified staff have a substantive and clearly defined role in institutional governance .
18. Classified staff have adequate opportunity to participate in the development of financial plans and budgets.

**CSM'S SENIOR LEADERSHIP (Rate Agreement)**

1. CSM's leadership, which includes the President, Vice Presidents and Deans, respects employees.
2. I have confidence in CSM's leadership.
3. Employees truly respect CSM's leadership.
4. CSM's leaders understand employees' concerns.
5. Overall, college administrators listen and respond to faculty concerns.
6. Overall, there is a climate of mutual trust and respect among faculty and administrators.

**SURVEY IMPRESSIONS (Rate Agreement)**

1. This survey was easy to use.
2. This survey adequately addressed issues that are important to me.

**OTHER INFORMATION**

1. Employment Status:
2. Years Worked in SMCCCD:
3. Ethnicity:
4. Gender: