



Office of Research, Planning & Institutional Effectiveness
District Employee Climate Survey

FULL REPORT – JUNE 2020

2019-20 District Employee Climate Survey

San Bernardino Community College District

Office of Research, Planning, and Institutional Effectiveness:

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Document Notes: Please note that we made a few modifications to the raw data in this public document. We list them below, so that you understand our decision process.

1. Comments that said “N/A”, “No Response”, “None” etc. were deleted from the comments sections to reduce the size of the document.
2. We redacted, with a red box [REDACTED], the name and/or title of any individual mentioned in a comment regardless of the valence (i.e., positive or negative). However, unredacted comments were sent to managers of each department.
3. We did not edit the content of any comment (i.e., correct grammar, spelling or clarity) except for the edits made in point 2.

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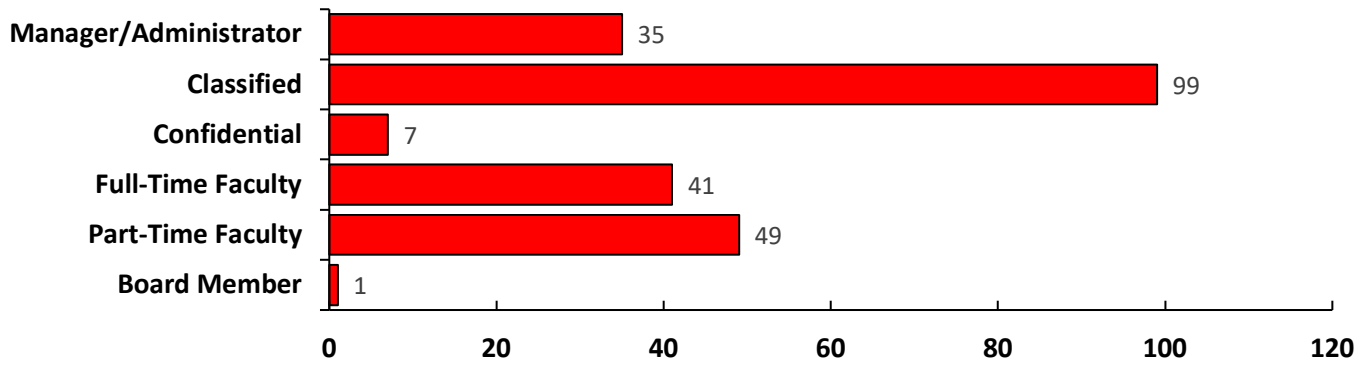
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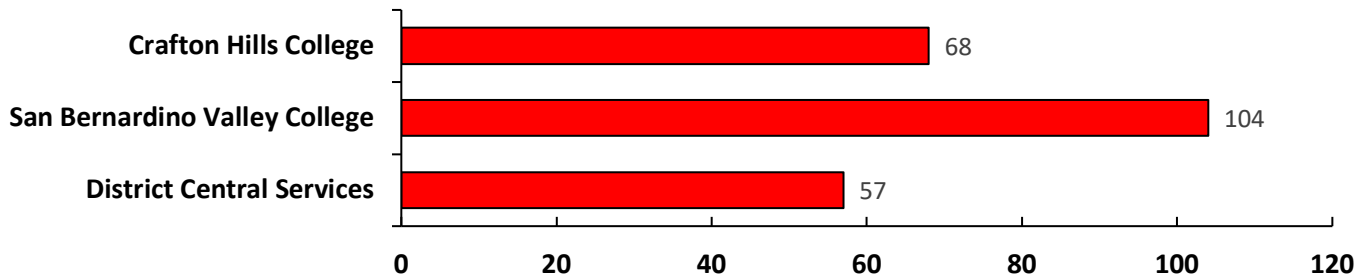
PARTICIPANT DEMOGRAPHICS

What is your primary function in the San Bernardino Community College District?



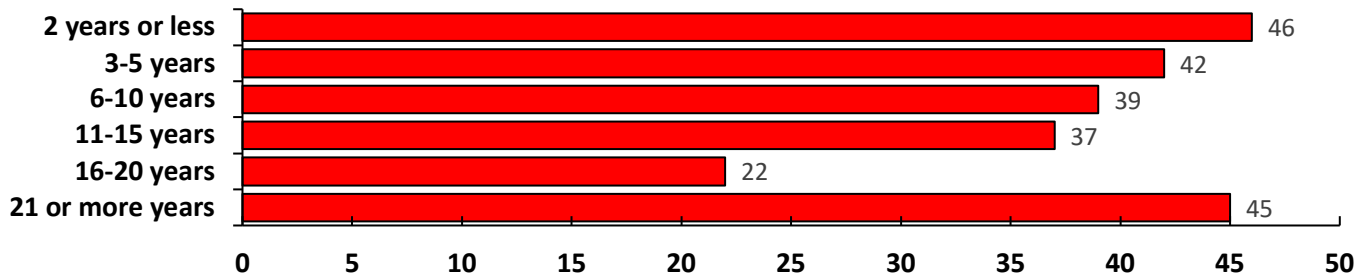
EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	15.09%	35
Classified	42.67%	99
Confidential	3.02%	7
Full-Time Faculty	17.67%	41
Part-Time Faculty	21.12%	49
Board Member	0.43%	1
Total	100%	232

At which location are you primarily assigned?



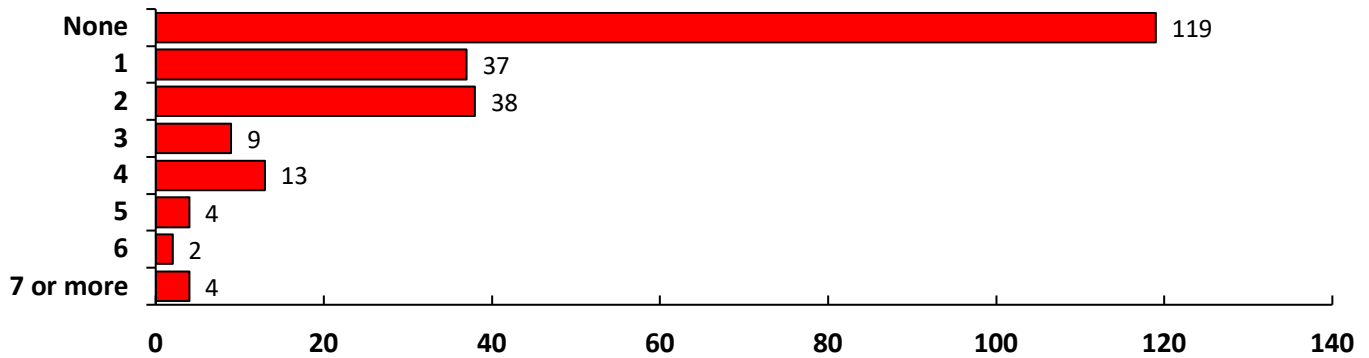
LOCATION	PERCENT	COUNT
Crafton Hills College	29.69%	68
San Bernardino Valley College	45.41%	104
District Central Services (i.e., TESS, EDCT, KVCR, ATTC)	24.89%	57
Total	100%	229

How many years have you been employed in the San Bernardino Community College District?



YEARS	PERCENT	COUNT
2 years or less	19.91%	46
3-5 years	18.18%	42
6-10 years	16.88%	39
11-15 years	16.02%	37
16-20 years	9.52%	22
21 or more years	19.48%	45
Total	100%	231

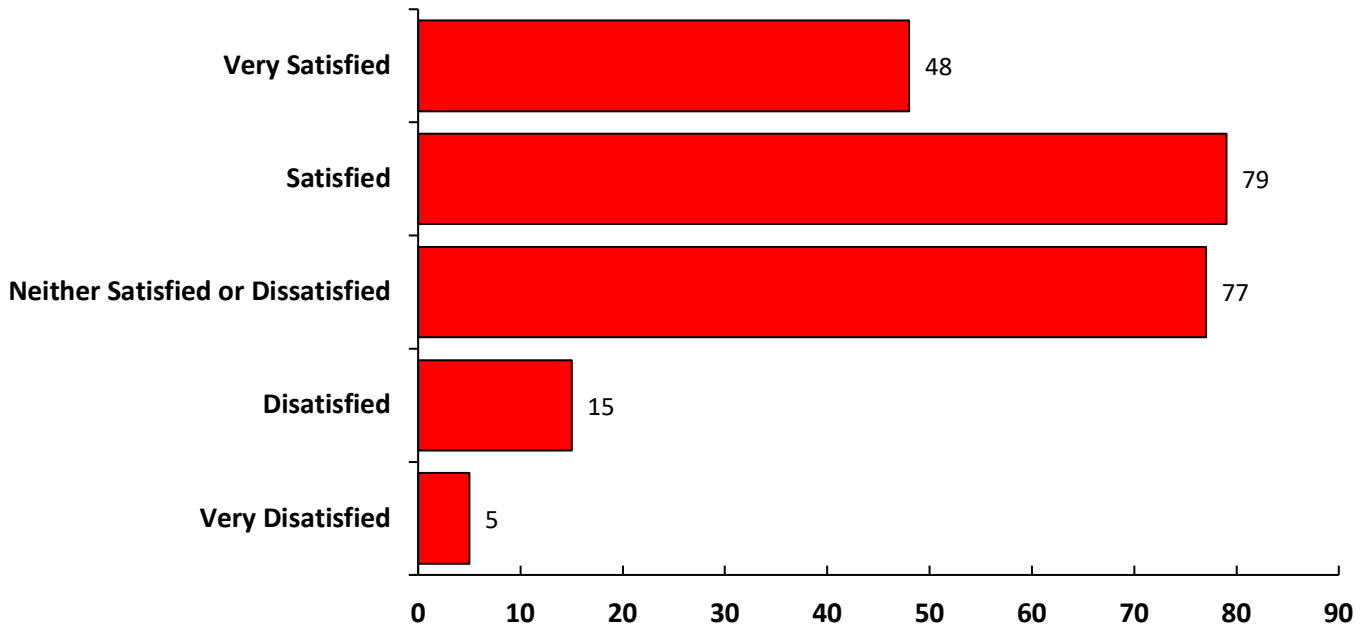
How many District/College collegial consultation committees did you serve on during academic year 2019–20? (Only groups with voting or consensus members representing more than one constituency.)



NUMBER OF COMMITTEES	PERCENT	COUNT
None	52.65%	119
1	16.37%	37
2	16.81%	38
3	3.98%	9
4	5.75%	13
5	1.77%	4
6	0.88%	2
7 or more	1.77%	4
Total	100%	226

CLIMATE SURVEY RESULTS:
OVERALL DISTRICT SATISFACTION

Overall, what is your satisfaction level toward the services provided by District Central Services?



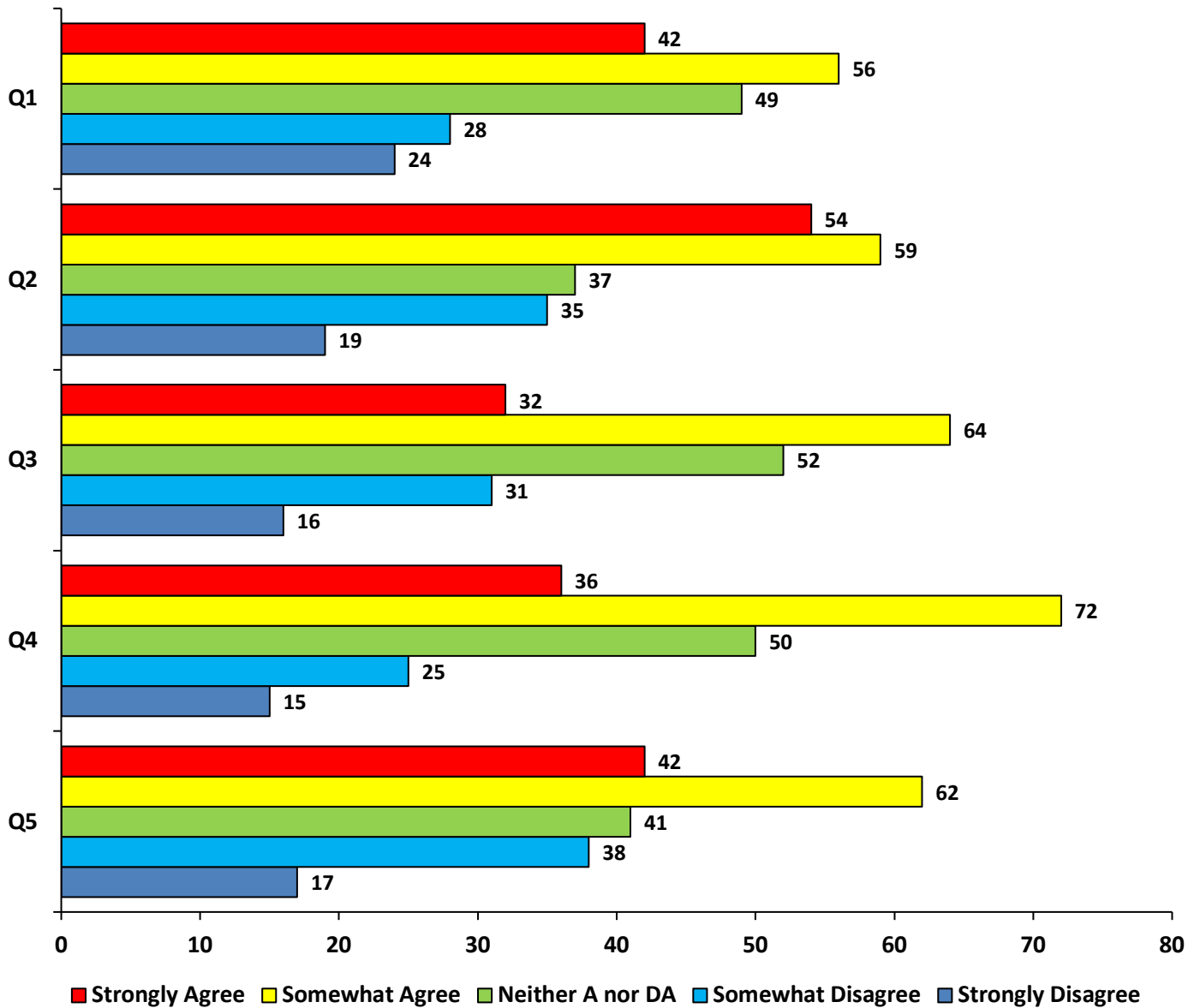
SATISFACTION	PERCENT	COUNT
Very Satisfied	21.43%	48
Satisfied	35.27%	79
Neither Satisfied or Dissatisfied	34.38%	77
Dissatisfied	6.70%	15
Very Dissatisfied	2.23%	5
Total	100%	224

CLIMATE SURVEY RESULTS:
SHARED GOVERNANCE AT THE DISTRICT

Please indicate the extent to which you agree or disagree with the following statements about collegial consultation at SBCCD:

District Shared Governance Climate Questions: Graph

1. My opinions are given appropriate weight in matters of institutional importance at SBCCD.
2. I am provided adequate opportunities to participate in important district level committees.
3. District committees operate and make decisions efficiently and effectively.
4. District committee constituents work in the best interest of the District as a whole.
5. Overall, planning and decision-making processes at SBCCD are collaborative.



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

District Shared Governance Climate Questions: Table

1. My opinions are given appropriate weight in matters of institutional importance at SBCCD.
2. I am provided adequate opportunities to participate in important district level committees.
3. District committees operate and make decisions efficiently and effectively.
4. District committee constituents work in the best interest of the District as a whole.
5. Overall, planning and decision-making processes at SBCCD are collaborative.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	42 (18.34%)	56 (24.45%)	49 (21.40%)	28 (12.23%)	24 (10.48%)	30 (13.10%)	229	98 (49.25%)	3.32
Q2	54 (23.79%)	59 (25.99%)	37 (16.30%)	35 (15.42%)	19 (8.37%)	23 (10.13%)	227	113 (55.39%)	3.46
Q3	32 (14.04%)	64 (28.07%)	52 (22.81%)	31 (13.60%)	16 (7.02%)	33 (14.47%)	228	96 (49.23%)	3.33
Q4	36 (15.93%)	72 (31.86%)	50 (22.12%)	25 (11.06%)	15 (6.64%)	28 (12.39%)	226	108 (54.55%)	3.45
Q5	42 (18.42%)	62 (27.19%)	41 (17.98%)	38 (16.67%)	17 (7.46%)	28 (12.28%)	228	104 (52.00%)	3.37

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve shared governance at the district level, please state them here:

I do see more improvement in communication. Continue to work on relationship among schools and district.

Not all staff are computer literate. Free classes, training would help most

I feel SBCCD wants to hear from all personnel and is open, encouraging, and inviting to all. I appreciate the openness and the many invitations to participate.

Go with the solution that works best for everyone, not just for hire management.

The fact that students or staff are often not present even though they are on the committee is a sign that collegial consultation is not working as well as it should. Models that enlist ongoing student feedback & participation are best and are not being used. Better coordination between faculty, staff & students is needed to ensure the participation of everyone. For example, research used to host strategic meetings with everyone in the campus center. Students used to participate in committees as an assignment of the Polit 139 course taught by [REDACTED] as the advisor. Their input was much stronger then & many students participated regularly.

We need to know who are the personnel in district, particularly HR.

Follow-up with important trainings provided such as the Leading at the Speed of Trust to see how employees are implementing what they learned in the training.

Too many decisions are being made without any input from collegial consultation. District Assembly should be asked its opinion on our direction and more weight should be given to collegial consultation recommendations.

Those enormously long documents that are generated after board meetings are not amenable to being read. At the very least, let them be searchable PDFs.

I believe that it would be wise to survey the entire district body (or ask for input) on decisions that effect the whole. The district calendar effects everyone. When the calendar is created for the coming year, it is done by a small group without any general input. Some of our constituency might have some thoughts or concerns that should or could be taken into account. There is never any request for general input. The district committee could take or leave those comments or ideas, but at least there would be a chance for input. There is a general belief that because all elements of the district are represented that the decisions made are collegial. The few members that represent us on these committees represent the elements of the district, but their thoughts and opinions are very limited. When you don't survey or ask for input from everyone, you probably miss some very useful ideas that would make major decisions more effective for the whole district. The calendar is just one example of a decision that has major implications for both staff and students. As a district we would be more effective with more input from the entire constituency.

Committees exist?

it seems a lot of decisions are made at an administrative level and communicated thereafter to Faculty

Please create more opportunities for adjuncts to participate. This includes conference funding, serving on committees and being eligible for benefits and awards. We make up more than half of your workforce, but are left out and treated as an afterthought.

Smoother process for committee chairs to provide meeting dates and times. Give full description of committees during sign ups.

Admin office hours should be at different times - if you have a schedule class meeting at that time you can never attend and go unheard and your opinion therefore does not matter to anyone. We should also punish those that continue to not put in any effort into their assigned committees. I'm sick of having to do extra work because no one cares that they do not bother to do anything to help their assigned committee. If we all develop that attitude we will fail and no longer be a college.

increase communication to faculty and students.

It seems to me that there isn't much involvement for the entire campus except if it directly pertains to an individuals department.

I feel disconnected with District activities.

I have previously signed up for committees, but never received invites to participate. I suggest better communication.

Collegial consultation at SBCCD is ok. Many faculty decisions are made by a few (very) vocal faculty members who clearly have more authority than others. Suggestions or "surveys" are often blasted to faculty with little or no feedback or follow up. The vocal faculty do seem to be doing more work, which is needed, as many faculty do not take responsibility (or even show up to committee meetings). Sanctions need to be put in place for faculty to actually do some kind of committee work. Perhaps a rotation of committees would work or maybe committees can simply spread out the work more evenly somehow.

As a part-time faculty we have very little say in what happens. I would like to see committee that represents part-time faculty and their needs.

Email invites to some discussions are for Full time only employee's. Some are very good learning topics that I would like to know more about. But when I register for a class-the error message says my name is not on the list, when I ask-I am told its for full time only.

Why bother. Nothing changes.

None

Classified opinions are rarely taken into account. If we are invited to participate in any collaborations we are mostly ignored, we are only invited to give the illusion of collaboration. If classified do not have to be brought in they most definitely are not.

I would like to see invitations extended to the staff located in EDCT and KVCR. I feel these areas are passed over often and individuals in these area either have no idea what collegial consultation is, or feel that they are not seen as a source of the District.

Despite the District's attempt at transparency, I often feel "out of the loop", especially on policies and procedures related to budget codes, oracle, etc.

I have been completing these worthless surveys for the past 10 years and the only time any positive action results for the classified staff is when the Union is involved. [REDACTED]

Need information on what a collegial consultation is specifically, or are we involved already but our representation is titled differently?

Provide information to all staff about joining committees at their discretion, not selected by the few.

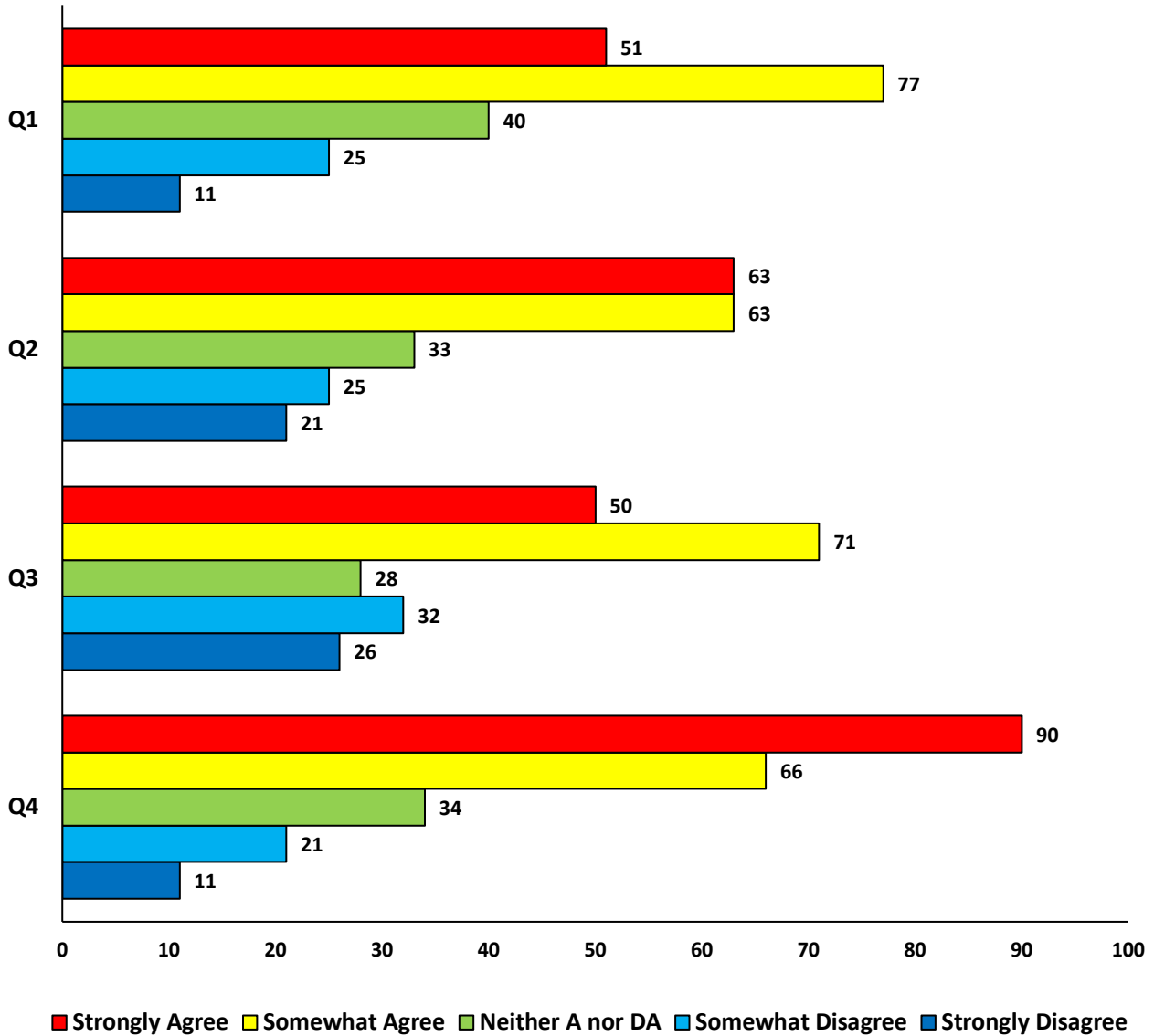
EVERYONE IS EVEN AT THE TABLE AND THAT DOESNT OCCUR NOW

CLIMATE SURVEY RESULTS:
INCLUSIVENESS AT THE DISTRICT

Please indicate the extent to which you agree or disagree with the following statements about inclusiveness at the district level:

Inclusiveness Questions: Graph

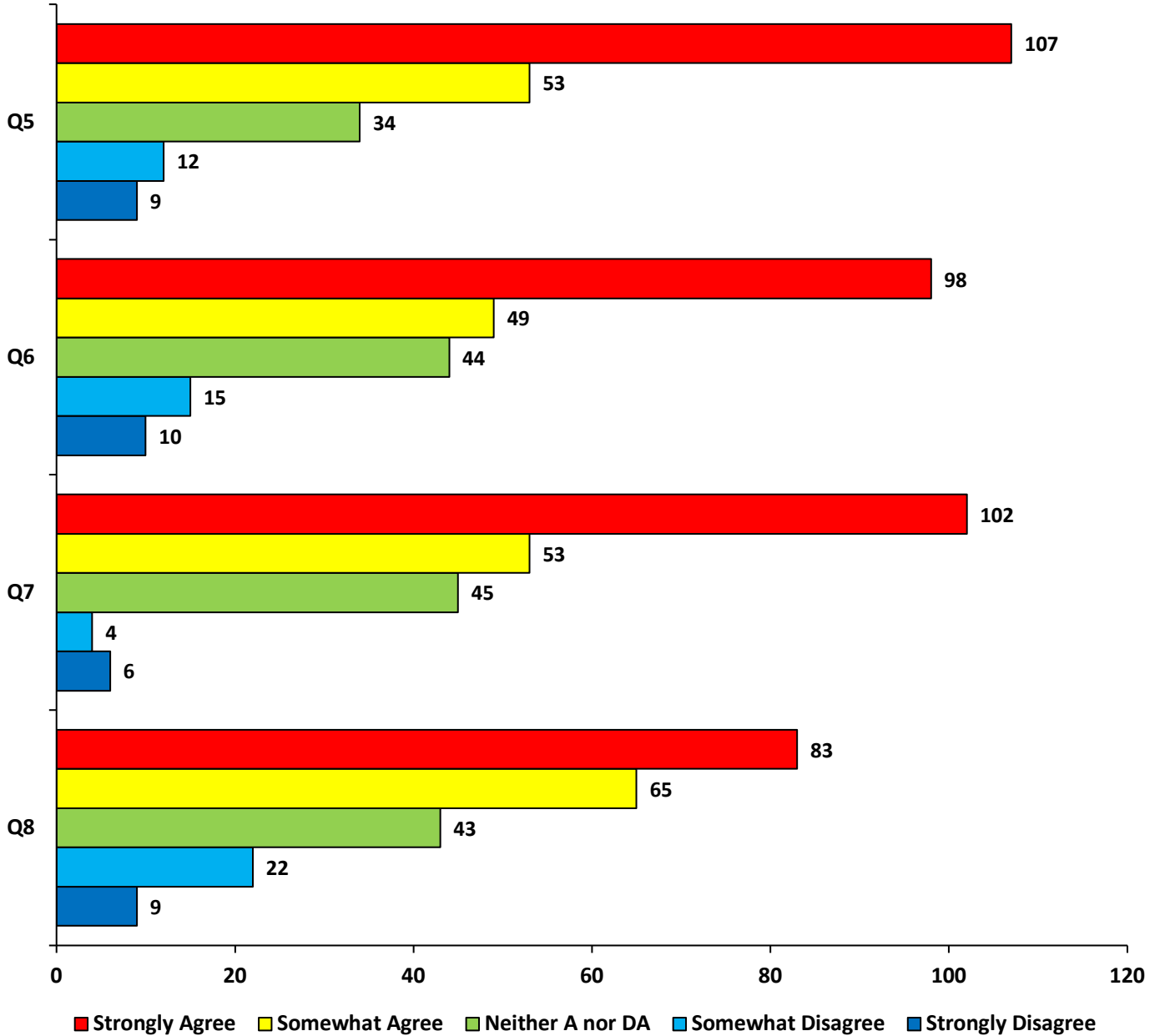
1. Communication from District Support Operations (DSO) is timely and accurate
2. I know where to find SBCCD districtwide collegial consultation committee agendas and minutes
3. If I need information about District Support Operations (DSO), I know where to find it
4. I am personally treated with respect in this District



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Inclusiveness Questions: Graph

- 5. The SBCCD community is equally supportive of all genders
- 6. The SBCCD community is equally supportive of all racial/ethnic groups
- 7. The SBCCD community is equally supportive of all sexual-orientations
- 8. Overall, I am satisfied with the level of inclusiveness at SBCCD



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Inclusiveness Questions: Table

1. Communication from District Support Operations (DSO) is timely and accurate.
2. I know where to find SBCCD districtwide collegial consultation committee agendas and minutes.
3. If I need information about District Central Services, I know where to find it.
4. I am personally treated with respect in this District.
5. The SBCCD community is equally supportive of all genders.
6. The SBCCD community is equally supportive of all racial/ethnic groups.
7. The SBCCD community is equally supportive of all sexual-orientations.
8. Overall, I am satisfied with the level of inclusiveness at SBCCD.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	51 (22.77%)	77 (34.38%)	40 (17.86%)	25 (11.16%)	11 (4.91%)	20 (8.93%)	224	128 (62.75%)	3.65
Q2	63 (28.13%)	63 (28.13%)	33 (14.73%)	25 (11.16%)	21 (9.38%)	19 (8.48%)	224	126 (61.46%)	3.60
Q3	50 (22.32%)	71 (31.70%)	28 (12.50%)	32 (14.29%)	26 (11.61%)	17 (7.59%)	224	121 (58.45%)	3.42
Q4	90 (40.00%)	66 (29.33%)	34 (15.11%)	21 (9.33%)	11 (4.89%)	3 (1.33%)	225	156 (70.27%)	3.91
Q5	107 (47.35%)	53 (23.45%)	34 (15.04%)	12 (5.31%)	9 (3.98%)	11 (4.87%)	226	160 (74.42%)	4.10
Q6	98 (43.56%)	49 (21.78%)	44 (19.56%)	15 (6.67%)	10 (4.44%)	9 (4.00%)	225	147 (68.06%)	3.97
Q7	102 (45.33%)	53 (23.56%)	45 (20.00%)	4 (1.78%)	6 (2.67%)	15 (6.67%)	225	155 (73.81%)	4.15
Q8	83 (36.89%)	65 (28.89%)	43 (19.11%)	22 (9.78%)	9 (4.00%)	3 (1.33%)	225	148 (66.67%)	3.86

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree.” *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve inclusiveness at the District, please state them here:

I feel very supported and included at SBVC during the years I have worked at here. All the personnel I have encountered at SBVC have been invariably inclusive, courteous, and professional, especially the personnel in the Arts and Humanities Division.

There are too many to list but here's a big start: Gender neutral bathrooms, improved faculty ratios of POC, more trainings around equity & inclusion, equal opportunity for staff to attend DEI conferences & improved policies around security tactics & interactions with campus police that impact trans, black, brown and disabled students.

District needs to improve on hiring and representation of Asians/ Pacific Islanders.

If there were more professional development activities for classified staff I would feel more included

I'm not even sure what the first three statements are referring to. I have no knowledge of how the SBCCD community has supported all genders. For instance, I know that around this time last year, there was an incident at SBVC relating to bathroom accessibility. I don't know how that was resolved. There was no district-wide communication made at that time or afterward as to how the SBCCD community was going to treat all genders going forward.

Regarding matters of a supportive community, I feel I can only speak to my own experiences related to gender, racial/ethnic group, or sexual orientation. That being said I do believe that the SBCCD desires, and works hard to be, supportive of all genders, racial/ethnic groups, and sexual orientations.

it seems that at Crafton there are less resources to invest in someone who can oversee Diversity and Inclusion and cultural activities. Faculty members are spread very thin in trying to make events happen and there is no resources for this

The racial/cultural makeup of the faculty needs to better reflect that of the students.

Often certain voices are more "acceptable" than others. With the amount of diversity at SBVC, for example, it seems counter-intuitive to have so many gender/race/ethnicity/etc - specific groups. We have financially and academically needy students of all kinds. We should help them all, and not only some at the expense of others.

Current CHC Administration- Senior levels show propensity toward racial and social class biases

Provide mandatory in depth training to gender/racial/ethnic group/sexual-orientations to all staff. Again, in depth versus surface level. I have personally been on the receiving end of discrimination pertaining to all those categories just stated and I don't believe it to be malice as much as it is ignorance.

I think there need to be workshops on safe spaces and those for students as well.

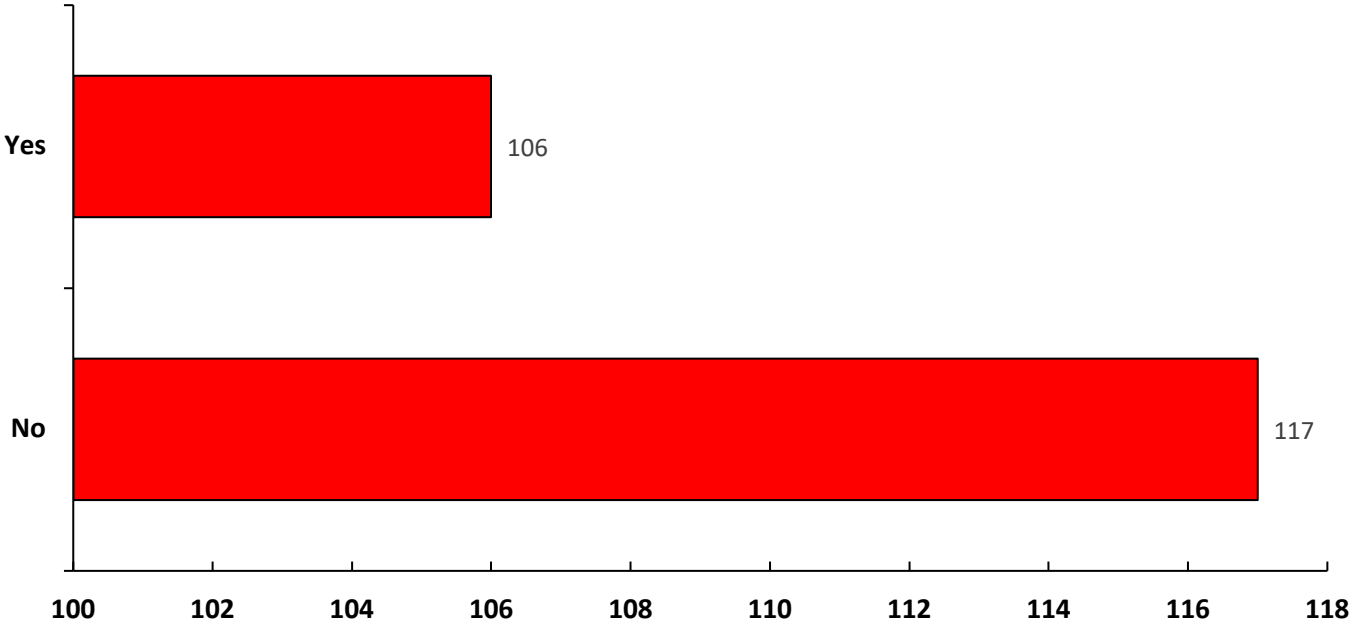
I have been completing these worthless surveys for the past 10 years and the only time any positive action results for the classified staff is when the Union is involved. REDACTED

Part time instructors are not respected or viewed as a critical part of the SBCCD community.

WHY MAKE SUGGESTIONS IT GOES NO WHERE BUT TO THE TRASH THE POSITION OF THE DISTRICT IS MY WAY NO MATTER WHAT YOU HAVE TO SAY.

CLIMATE SURVEY RESULTS:
BUSINESS SERVICES

Did you have contact with Business Services (includes Purchasing, Contracts, and Insurance) during academic year 2019-20?

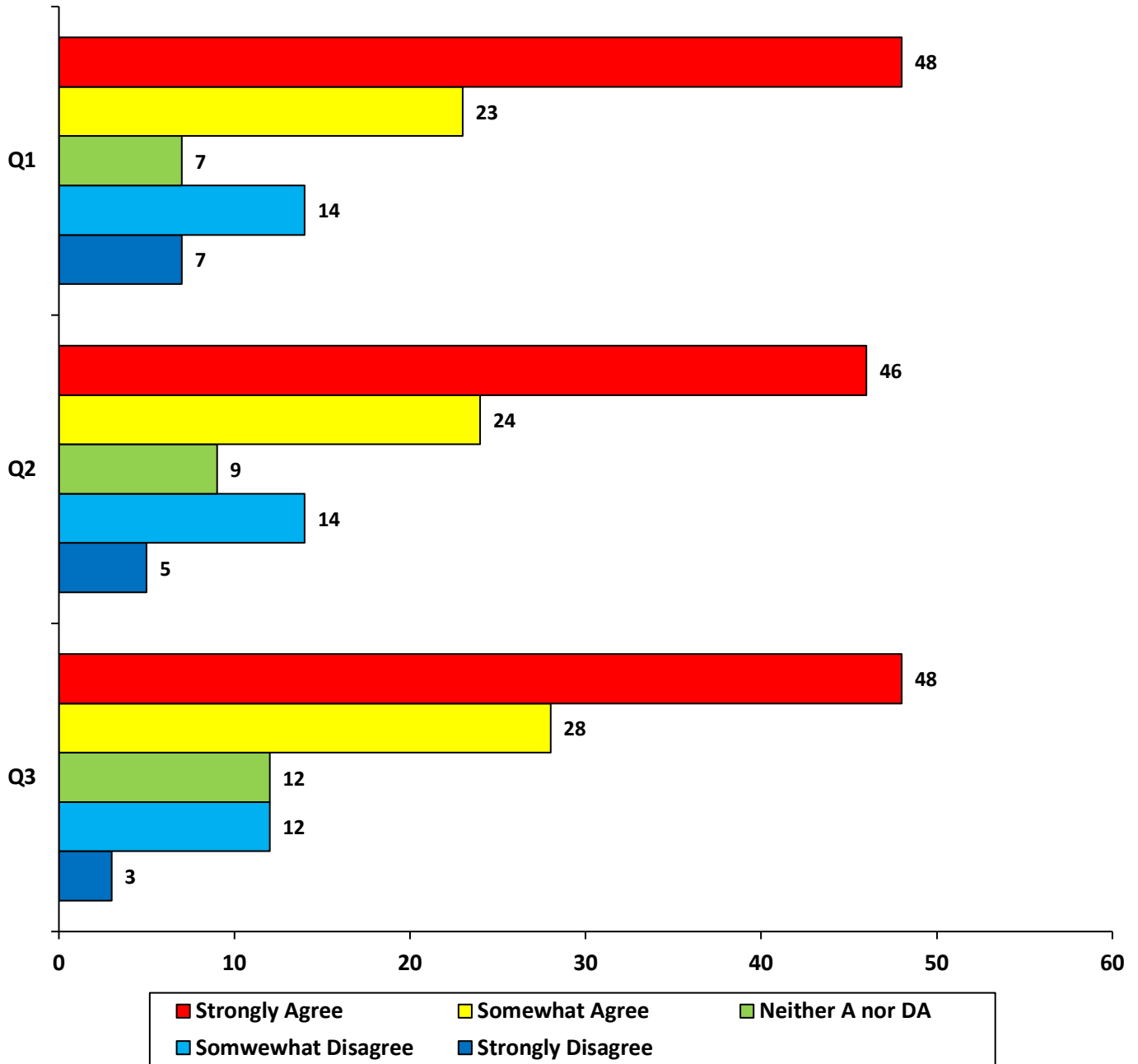


ANSWER	PERCENT	COUNT
Yes	47.53%	106
No	52.47%	117
Total	100%	223

Please indicate the extent to which you agree or disagree with the following statements about Business Services:

Business Services Climate Questions: Graph

1. Business Services provides consistent policy interpretation and guidance specific to procurement.
2. Business Services establishes, publishes, and adheres to written policies and procedures that are available for information and review.
3. Overall, I am satisfied with the level of services provided by the Business Services office during academic year 19-20.



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Business Services Climate Questions: Table

1. Business Services provides consistent policy interpretation and guidance specific to procurement.
2. Business Services establishes, publishes, and adheres to written policies and procedures that are available for information and review.
3. Overall, I am satisfied with the level of services provided by the Business Services office during academic year 19-20.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	48 (46.60%)	23 (22.33%)	7 (6.80%)	14 (13.59%)	7 (6.80%)	4 (3.88%)	103	71 (71.72%)	3.92
Q2	46 (44.66%)	24 (23.30%)	9 (8.74%)	14 (13.59%)	5 (4.85%)	5 (4.85%)	103	70 (71.43%)	3.94
Q3	48 (46.15%)	28 (26.92%)	12 (11.54%)	12 (11.54%)	3 (2.88%)	1 (0.96%)	104	76 (73.79%)	4.03

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree. *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve Business Services, please state them here:

I don't have contact with Business Services and don't have any complaints.

Business Services should decide on policy and stay consistent and train departments on how to do the same.

For example we have been asking for many years that district forms be available with digital signature, especially contracts & payroll and were told this was not possible. However, during the recent work at home moves this was done immediately which means it was always possible but our leadership lacks the innovation to see how these help make processes more efficient and inclusive.

I always hear about paper work not attended to immediately. Perhaps, better communication may be in order.

Processes are continuously changing. It feels as if it is more complicated than it needs to be.

I know for sure that at SBVC, we have tried to get assistance with hot water in the Liberal Arts building, to no avail. Would Business Services even be the correct way to get assistance. Certainly, maintenance couldn't help us on this. [REDACTED] wasn't available to help us obtain hot water for the Liberal Arts building. How could we obtain it? Perhaps if Business Services is in charge of this type of building improvement/maintenance, they could be more reachable. I'd like to know their number. And if not, maybe Business Services could get in touch with the department that could help us out? And then get back to us?

I would like to ask that when it comes to submitting a contract with are provided with all the information need instead of going back and for with [REDACTED]. We should also be given the policy on what funds and be rolled over for the following fiscal year and which funds can't be rolled over.

Have processes in writing and not at the whim of someone

In my years of working in higher education at other institutions to here I've never experienced the level of slowness and inefficiency as I have here in terms of purchasing and most troubling reimbursements for travel and conferences. Both years that I've been here, I attended conferences as part of my training and development. In both circumstances it took 6 months to receive my reimbursement. I am only reimbursement of course for charges having to do with the conferences and not the interest accumulated on my credit card. While working at two CSU's prior to coming here if I turned in my receipts and reports by the end of the month travelled I was pretty much guaranteed my reimbursement by the end of the same month. On the question of purchasing I'm trying to understand why if the board has approved budgets that they need to approve almost every expenditure out of the budget. It is also quite unfortunate that we cannot purchase through Amazon. Again pointing to my experience working at CSUs all departments had a procurement card that the lead of the department could use to make certain purchases. This was helpful as it kept staff and faculty from going out of pocket for items. Also, because each department had this card PRs weren't needed to generate so many POs. Most CSUSB to go back to travel uses Concur to allow staff and faculty to book their travel efficiently and it's synced up with a reimbursement system. Also, you can request a travel credit card that the campus provides to you to pay for your official travel. There are several actions that can be taken to make purchasing and reimbursements much simpler, increase automation, and improve efficiency. It has gotten to the point for me and several of my colleagues that we just don't wish to spend money or attend conferences as the process becomes too cumbersome and time consuming. We're frustrated.

Do away with outdated multiple copies of contracts and wet signatures. Take away "Managerial" power from [REDACTED]

If there are written policies and guidelines, I can't find them. Please make them accessible to everyone who needs them.

No suggestions, I am thankful for the responsiveness and helpfulness of the Business Services staff.

procedural changes should only be changed after it is determined what effect it has on student contact level staff.

It doesn't appear that all are not working together in a timely manner

[REDACTED] is always there to answer questions and guidance before we go to the servicer which cuts time and negativity.

Many forms and contract formats are out-of-date (old logo, etc.) or confusing. They are not easily editable.

[REDACTED] does a great job in listening and providing valuable answers. He is very accessible and wonderful to work with. The team is also very friendly and responds in a timely manner.

Procurement policies and procedures seem to change a lot. The problem I find is the customer service. If something doesn't follow a new rule the responses are usually rude and or pushy. However, [REDACTED] is great she is the only one that seems to be helpful and never rude.

As stated previously, I often feel out of the loop with issues relating to purchasing, access to budget information, policies and information when mistakes are made by my department. This last item might be more of a problem in communications within our division.

Business services constantly changes rules/policies. One time you can put a PR in and it gets approved the next time you put the same PR in they make you alter the PR several times.

They provide conflicting information. I end up calling other secretaries to find out the correct process.

Business Services could use more recognition in regard to the value and necessity it bring to the entire district staff and operations.

Friendly staff and a pleasure to work with.

[REDACTED], [REDACTED], [REDACTED], [REDACTED] are always so willing and able to help. I never feel that I can't ask for help and they are able to guide me. Thanks guys! There are, however, some individuals who are less helpful and treat us (others feel the same way) like we are stupid and they don't have the time to help. [REDACTED] is the worst offender. Sorry to call her out here but I give in.

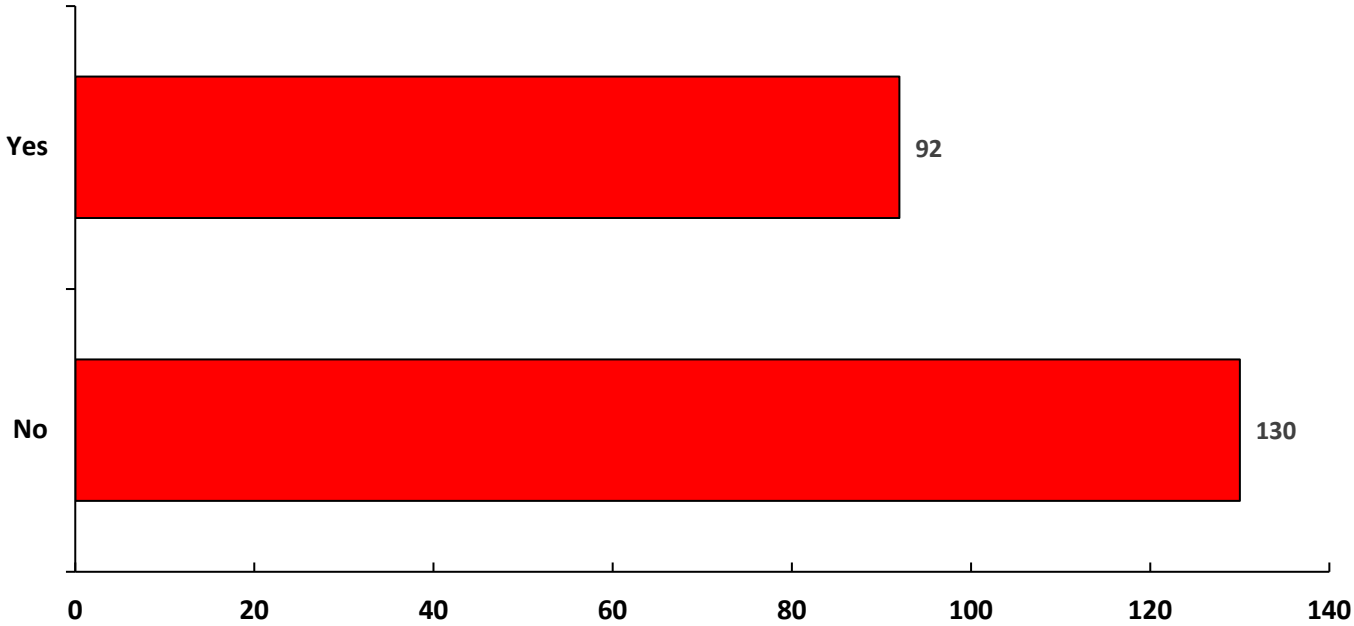
Everybody is always very helpful, I appreciate all their help.

Better how to guides would be nice for example what do we need for certain types of purchases.

Sometimes the process is very slow.

CLIMATE SURVEY RESULTS:
ECONOMIC DEVELOPMENT AND
CORPORATE TRAINING

Were you aware of EDCT’s role in providing Economic Development & Corporate Training services to marginalized members of the community such as parolees and high school dropouts in addition to incumbent workers during academic year 2019-20?

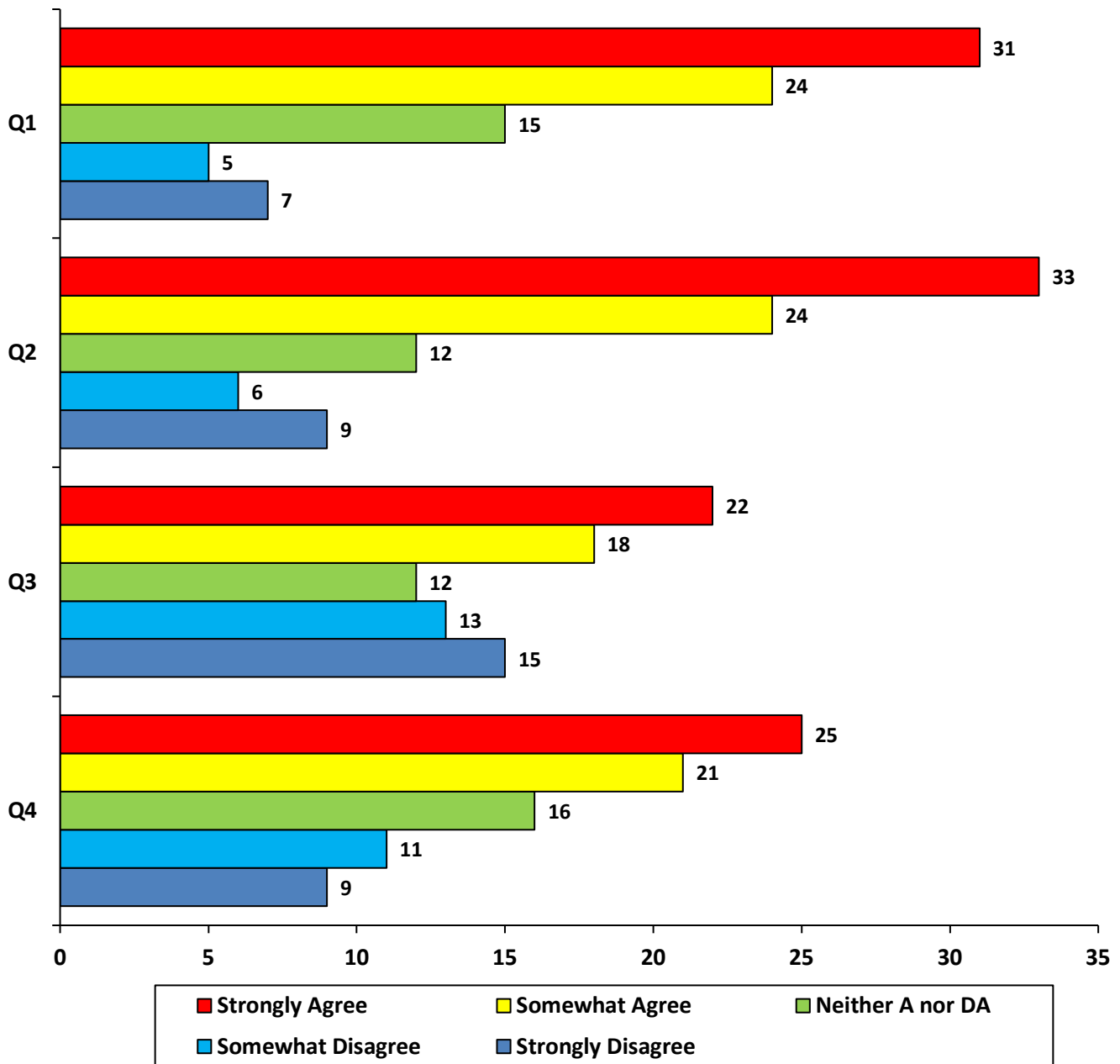


ANSWER	PERCENT	COUNT
Yes	41.44%	92
No	58.56%	130
Total	100%	222

Please indicate the extent to which you agree or disagree with the following statements about EDCT:

EDCT Climate Questions: Graph

1. EDCT is a vital resource that provides customized and short-term job training solutions to the regional work force.
2. The community and business partnerships created by EDCT are valuable to the San Bernardino Community College District.
3. EDCT is sufficiently integrated and works well with the colleges and the District.
4. Overall, I am satisfied with the service provided by EDCT.



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

EDCT Climate Questions: Table

1. EDCT is a vital resource that provides customized and short-term job training solutions to the regional work force.
2. The community and business partnerships created by EDCT are valuable to the San Bernardino Community College District.
3. EDCT is sufficiently integrated and works well with the colleges and the District.
4. Overall, I am satisfied with the service provided by EDCT in 2019-20.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	31 (34.07%)	24 (26.37%)	15 (16.48%)	5 (5.49%)	7 (7.69%)	9 (9.99%)	91	55 (67.07%)	3.82
Q2	33 (35.87%)	24 (26.09%)	12 (13.04%)	6 (6.52%)	9 (9.78%)	8 (8.70%)	92	57 (67.86%)	3.79
Q3	22 (23.91%)	18 (19.57%)	12 (13.04%)	13 (14.13%)	15 (16.30%)	12 (13.04%)	92	40 (50.00%)	3.24
Q4	25 (27.17%)	21 (22.83%)	16 (17.39%)	11 (11.96%)	9 (9.78%)	10 (10.87%)	92	46 (56.10%)	3.51

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree.” *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve EDCT, please state them here:

I'm not familiar with EDCT but am glad it is operating at SBVC.

They need to improve how they bring community organizations to the table. There is some bias & favoritism about who is included & who isn't. All community organizations should be aware of the EDCT and how to get involved. Many local orgs and even staff of the college are not aware at all and do not know what the EDCT does.

EDCT needs to have clarity in its vision and goals so as not to give a semblance that the courses are offered at SBVC or the courses are duplicative.

Make yourselves more visible to our colleges and provide services to our students.

I think that EDCT should also encourage all who come through its doors, virtual or otherwise, to consider non-vocational/non-technical careers rather than just routing students to Inland Empire businesses. Every student deserves the opportunity to have a complete higher education rather than job-specific training provided by a community college. I don't get why we're providing taxpayer-funded free training to local businesses. EDCT needs to present all community college and transfer options to incoming students.

It's good that they provide a valuable service to the city of San Bernardino but I don't see how they support SBVC or CHC.

What resources do they bring to the district? They seem to constantly grow and advance titles and positions.

I did not know this group existed. Maybe better marketing?

Send newsletters to both campus with updates on what EDCT is doing in the local community.

The best thing that was done was [REDACTED] leaving.

Closer interaction with main campuses. Several EDCT programs would benefit many student enrollees.

They do not communicate with the Colleges.

This is not a useful department and should be removed. They can't manage the departments and spend funds they do not have.

The EDCT seems to offer strikingly similar "courses" and services for students. This seems to take away the value of SBVC and these "clients" of EDCT are not actually students of anything. The EDCT seems to brand itself as a community college, and it is not. The folks taking EDCT courses should be given the opportunity to take actual college courses for actual college credit!!

EDCT is vital to our local workforce and businesses. The colleges and district, as a whole, would benefit from a better understanding of how EDCT works and supports the rest of the District.

No information about EDCT on SBCCD website.

They need more management staff members. They are a small division.

There should be more transparency within the EDCT team. This can be done through generating statistics of program/participant successes. Also, exit surveys to be completed by programs/participants can ensure that EDCT is held accountable in their efforts with programs/participants. Even if the success statistics are not traditionally successful. Both the statistics and surveys could allow for a fair evaluation of EDCT. It could also help promote transparency issues.

I think it would improve if our college had set faculty with assign time to grow this.

Wouldn't do any good. They are just like the management in the District, rife with incompetence.

EDCT needs a website, clicking on the EDCT title on SBCCD,org goes to an error message.

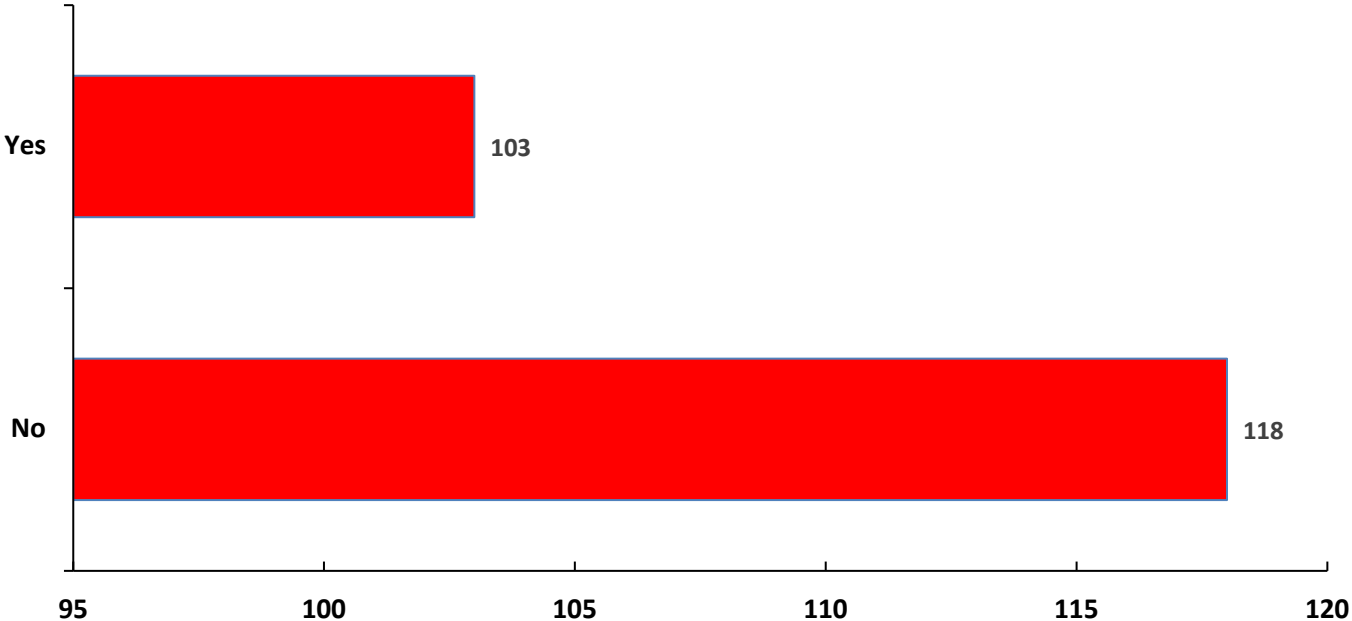
I am curious if they receive academic accommodations via Disabled Student & Services?

I've known about the EDCT for a while but only recently became more aware of what they do for the community. I think this is genius! The trainings available for those reentering the work force is crucial to the community of San Bernardino if we are to pull our city out of the state it is in. During the COVID scare, they put our district on the map with the 3D PPEs they made and our district was the first in the area to do this. Way to go SBCCD and EDCT!

On the job training is very important to acquire jobs.

CLIMATE SURVEY RESULTS:
FACILITIES, PLANNING AND CONSTRUCTION

Did you have contact with Facilities, Planning and Construction (includes facilities, equipment, land and other assets at the district level) during academic year 2019-20?

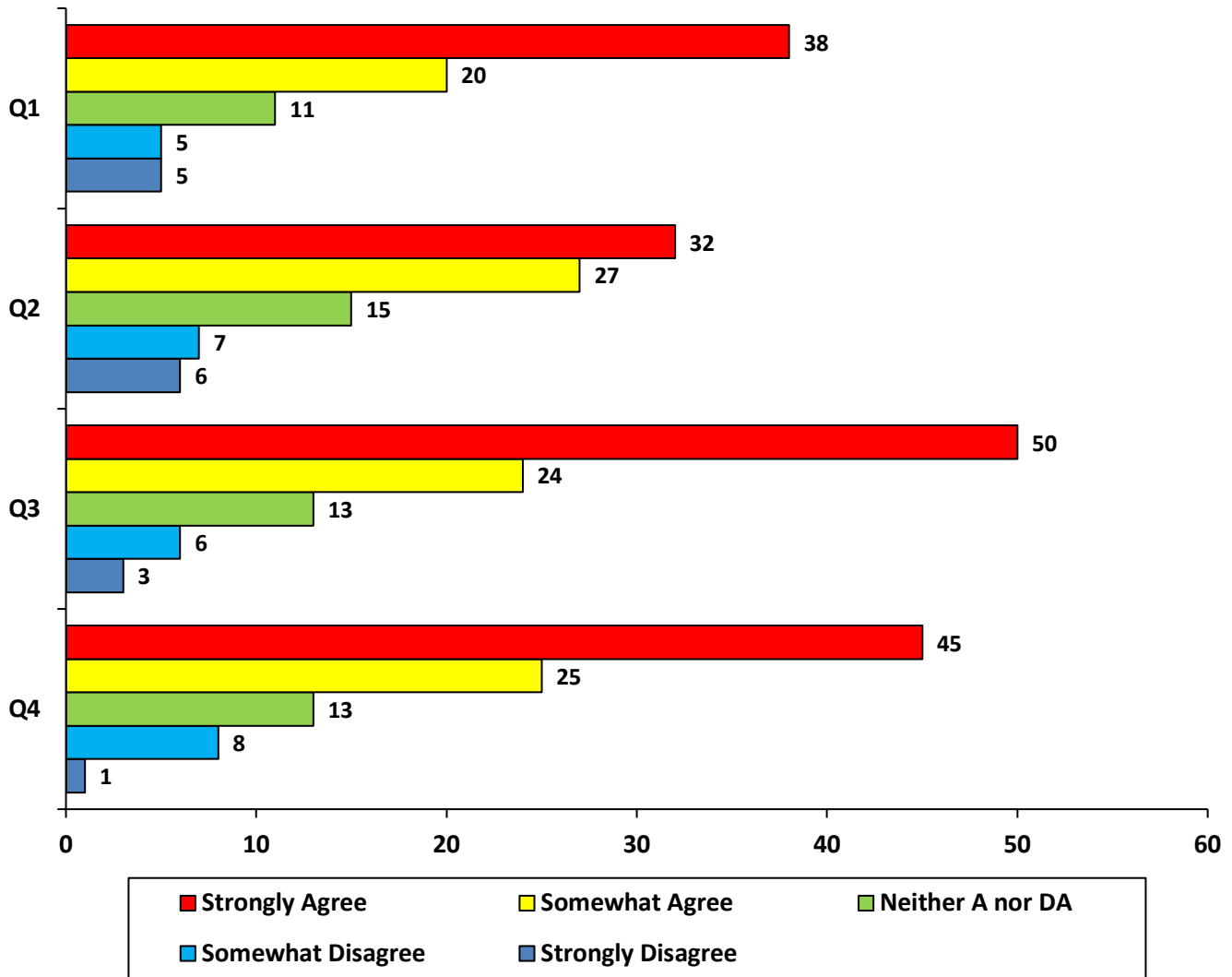


ANSWER	PERCENT	COUNT
Yes	46.61%	103
No	53.39%	118
Total	100%	221

Please indicate the extent to which you agree or disagree with the following statements about Facilities, Planning and Construction:

Facilities, Planning and Construction Climate Questions: Graph

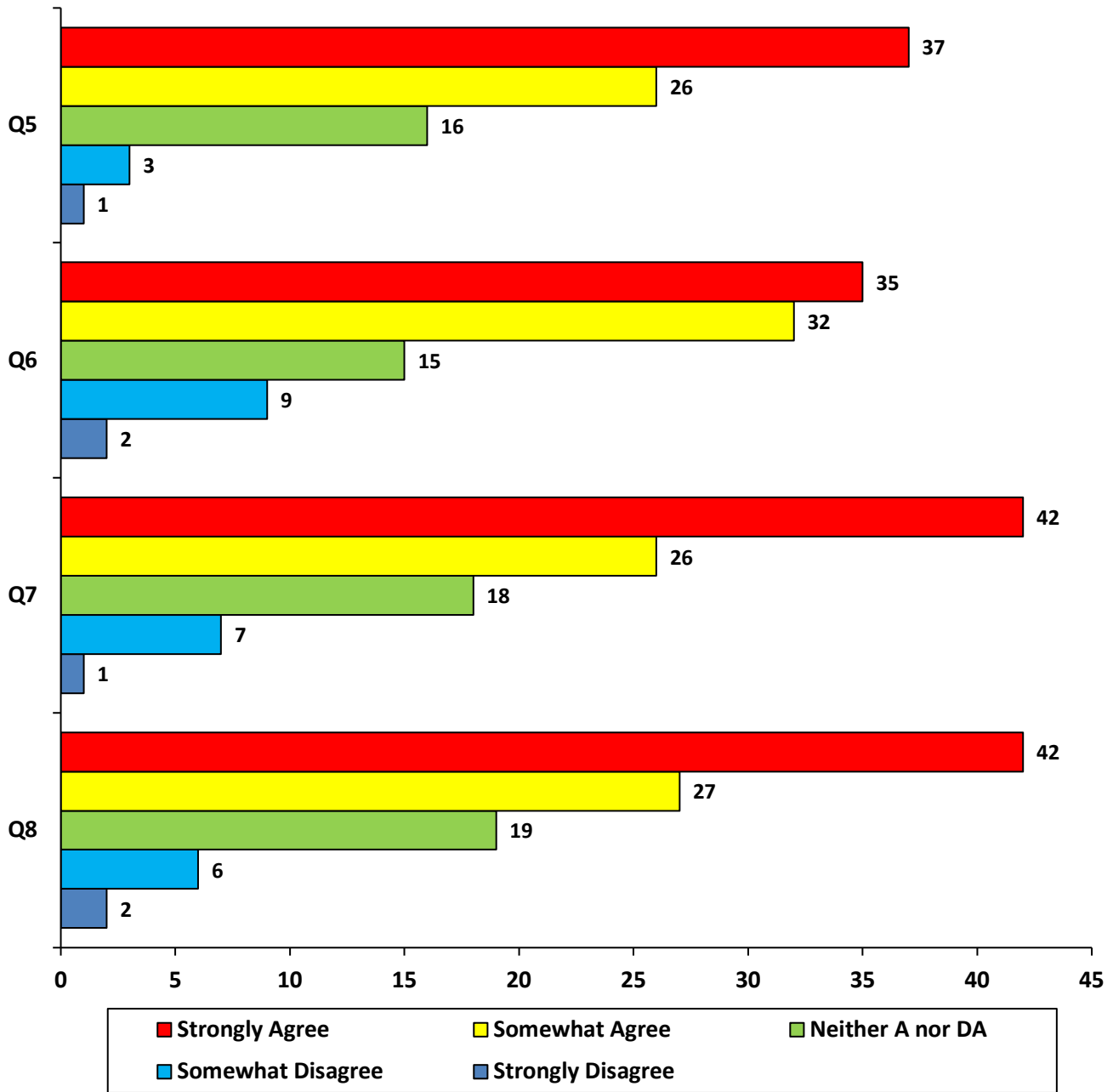
1. Planning for physical resources is integrated with the colleges’ Education Master Plans
2. The District’s Facilities Planning & Construction uses its physical resources effectively to support the programs and services at the Colleges and other District entities
3. The District’s Facilities, Planning & Construction Department staff are helpful and courteous.
4. The District’s Facilities, Planning & Construction Environmental Health & Safety staff respond in a timely fashion to provide technical support for the use of online safety training and resource platforms.



Note: “Neither A nor DA” stands for “Neither Agree nor Disagree”

Facilities, Planning and Construction Climate Questions: Graph

- 5. The in-person safety trainings and workshops hosted by the District’s Environmental Health & Safety staff are helpful and provide pertinent information
- 6. The District’s Facilities, Planning & Construction staff are consistent in communication and follow-up.
- 7. The District’s Facilities, Planning & Construction staff are accessible, and address my requests and concerns in a timely and professional manner
- 8. Overall, I am satisfied with the level of service provided by District’s Facilities, Planning & Construction Department during academic year 2019-2020.



Note: “Neither A nor DA” stands for “Neither Agree nor Disagree”

Facilities, Planning and Construction Climate Questions: Table

1. Planning for physical resources is integrated with the colleges' Education Master Plans
2. The District's Facilities Planning & Construction uses its physical resources effectively to support the programs and services at the Colleges and other District entities
3. The District's Facilities, Planning & Construction Department staff are helpful and courteous.
4. The District's Facilities, Planning & Construction Environmental Health & Safety staff respond in a timely fashion to provide technical support for the use of online safety training and resource platforms.
5. The in-person safety trainings and workshops hosted by the District's Environmental Health & Safety staff are helpful and provide pertinent information
6. The District's Facilities, Planning & Construction staff are consistent in communication and follow-up.
7. The District's Facilities, Planning & Construction staff are accessible, and address my requests and concerns in a timely and professional manner
8. Overall, I am satisfied with the level of service provided by District's Facilities, Planning & Construction Department during academic year 2019-2020.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	38 (37.62%)	20 (19.80%)	11 (10.89%)	5 (4.95%)	5 (4.95%)	22 (21.78%)	101	58 (73.42%)	4.03
Q2	32 (31.68%)	27 (26.73%)	15 (14.85%)	7 (6.93%)	6 (5.94%)	14 (13.86%)	101	59 (67.82%)	3.83
Q3	50 (49.02%)	24 (23.53%)	13 (12.75%)	6 (5.88%)	3 (2.94%)	6 (5.88%)	102	74 (72.55%)	4.17
Q4	45 (44.12%)	25 (24.51%)	13 (12.75%)	8 (7.84%)	1 (0.98%)	10 (9.80%)	102	70 (76.09%)	4.14
Q5	37 (36.63%)	26 (25.74%)	16 (15.84%)	3 (2.97%)	1 (0.99%)	18 (17.82%)	101	63 (75.90%)	4.14
Q6	35 (34.65%)	32 (31.68%)	15 (14.85%)	9 (8.91%)	2 (1.98%)	8 (7.92%)	101	67 (72.04%)	3.96
Q7	42 (41.18%)	26 (25.49%)	18 (17.65%)	7 (6.86%)	1 (0.98%)	8 (7.84%)	102	68 (72.34%)	4.07
Q8	42 (42.00%)	27 (27.00%)	19 (19.00%)	6 (6.00%)	2 (2.00%)	4 (4.00%)	100	69 (71.88%)	4.05

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve Facilities, Planning & Construction, please state them here:

Great team. Always available and very responsive.

I appreciate the hard work of the custodial staff. One of my former students is a custodian at SBVC. I always find the custodial staff to be helpful and courteous.

Feedback taken on the facilities section of the Educational Master Plan was not implemented into the final document. It is frustrating for faculty & staff who take the time to participate to see the suggestions or changes not materialize in the final draft.

Please have transparency and communicate with the college on projects and timelines, not inform us about the end product.

The FCP Department is under strong leadership. The team members are competent and fully able to execute SBCCD's mission.

The staff are doing a great job. Make sure the campuses are involved on District decisions that will impact them.

Need to plan a better layout of student services buildings. Equip with back exits designed for modern day concerns such as active shooters.

I'm not aware of any "in-person" safety training or workshops hosted by this department.

There is a lack of collaboration with Crafton

Keep us informed on the long term property expansion and building construction (and demolition). We seem generally informed right now, so that is good.

They try really hard to resolve issues quickly. They need more staff & custodians!

District staff has been very accommodating and quick in responding to requests.

The new Clerical Assistant at the front desk (district) needs an attitude adjustment.

Unlike many, many other school districts, our District only has one position per specialization: one plumber, one electrician, one HVAC, one painter, one locksmith, one carpenter, etc. With the huge demand for maintenance on the campuses, it is irrational to assume these guys can do their jobs in a timely manner that benefits our students, faculty, and staff. This leads to stress, tension, and an overall lowering of morale. The District must make concerted efforts to meet the needs of the campuses by providing more maintenance workers in each field. Furthermore, [REDACTED] and [REDACTED] must hold employee's accountable when they refuse to do their jobs. I am specifically talking about [REDACTED] suddenly refusing to do electrical work when it doesn't suit his work load. This attitude began shortly after finishing his probation period. He has left work unfinished and sloppy throughout the campus.

Less turnover in staff.

EH&S is extremely under staffed. The district should take safety more seriously and invest in EH&S department.

Take care of all your people regardless of the department. Just because a department falls under district but is located on one of the campuses does not mean we should be overlooked and not taken care of.

Yeah, get ride of [REDACTED]. The department started to improve greatly when [REDACTED] was hired. He is stuck between a rock and a hard place. [REDACTED] works to the best of his abilities even though he has a nitwit as a supervisor. Also, i have seen a vast improvement in the quality of custodians hired and some custodians need to be fired. In addition, [REDACTED] needs to stop hounding the hard working maintenance crew. Thank you [REDACTED] [REDACTED] for all that you do. Thank you. [REDACTED]

Need to include all departments input to include individuals with disabilities is all planning projects.

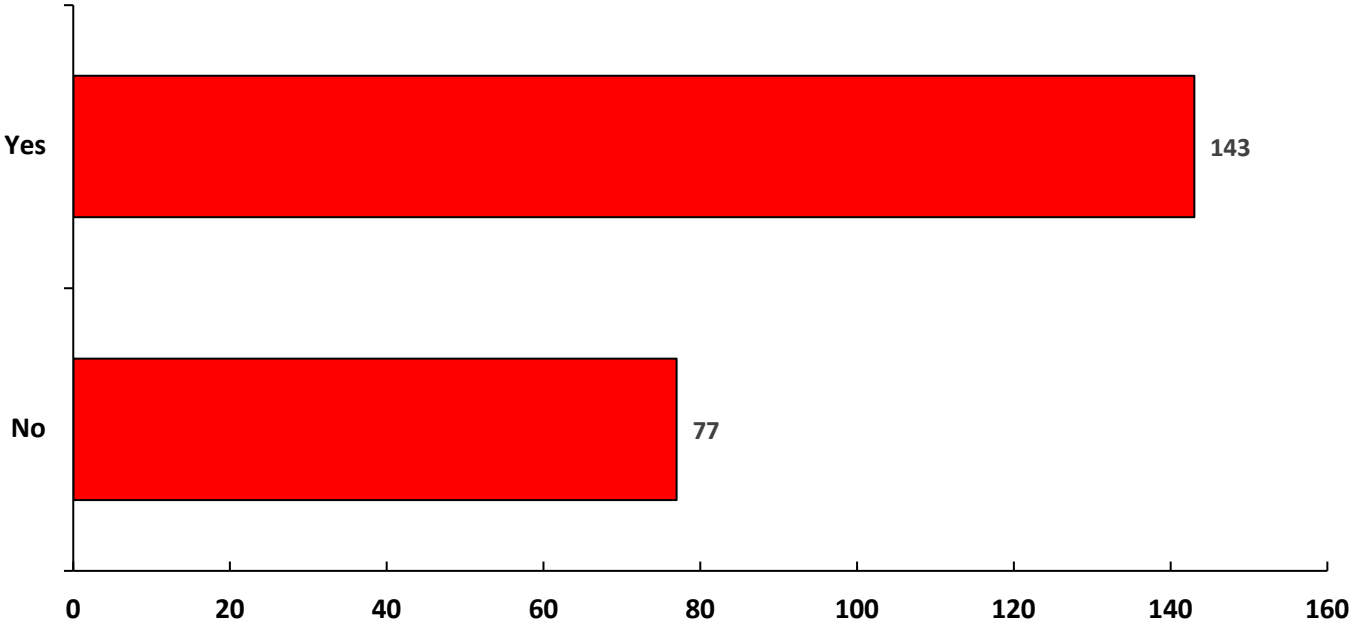
College needs more computer labs.

[REDACTED] they do a Great Job

I think District should be going around to both campuses to make sure people are working in ergonomically correct stations.

CLIMATE SURVEY RESULTS:
FISCAL SERVICES

Did you have contact with Fiscal Services (includes Accounting, Accounts Payable, and Payroll) during academic year 2019-20?

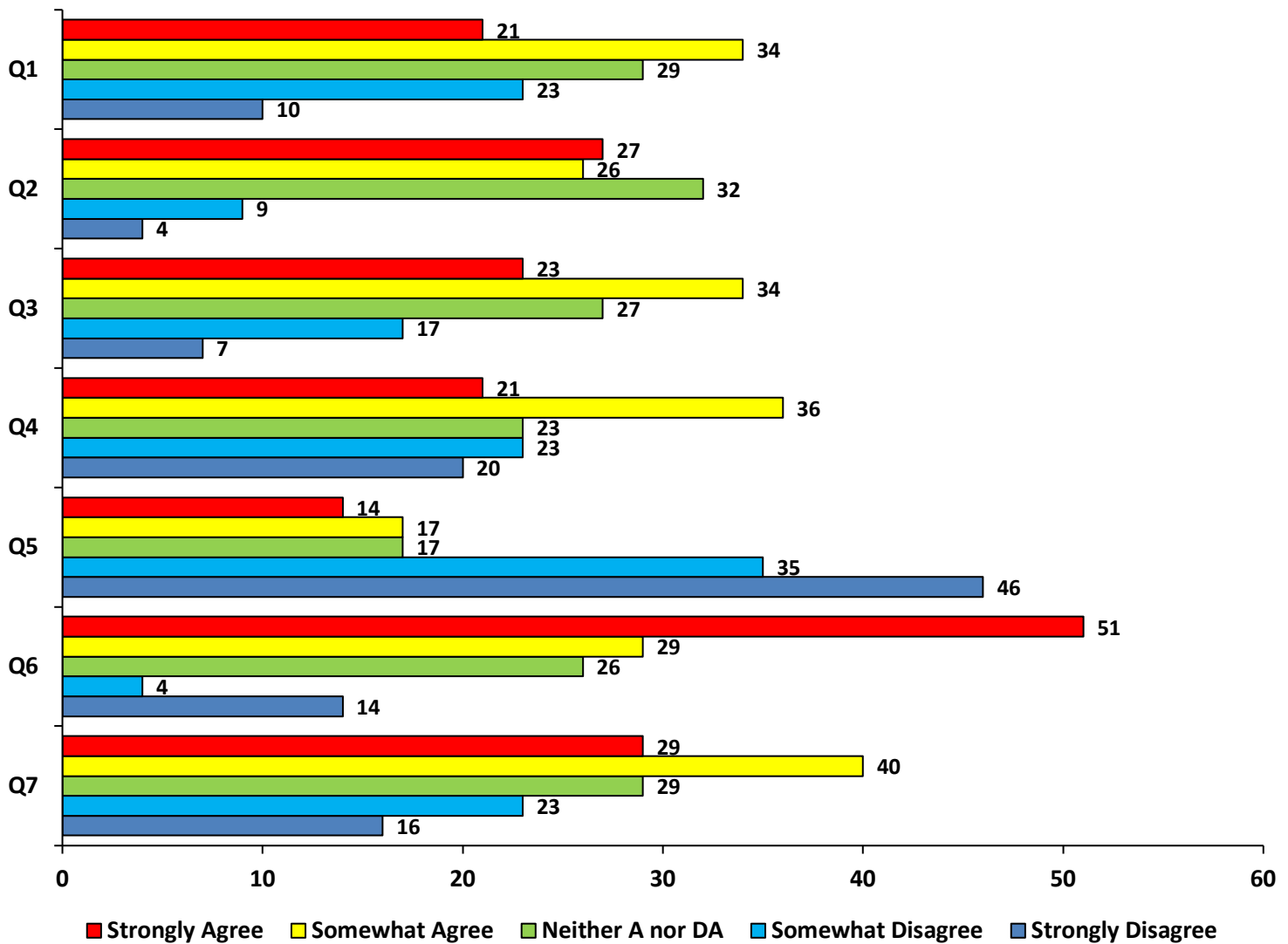


ANSWER	PERCENT	COUNT
Yes	65.00%	143
No	35.00%	77
Total	100%	220

Please indicate the extent to which you agree or disagree with the following statements about Fiscal Services:

Fiscal Services Climate Questions: Graph

1. The District Resource Allocation Model is open and easy to understand.
2. SBCCD follows the Resource Allocation model.
3. Fiscal Services provides clear guidance on developmental budgeting.
4. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.
5. I received sufficient training on how to use Oracle.
6. I would like to receive additional Oracle training.
7. Overall, I am satisfied with the level of services provided by Fiscal Services during academic year 2019-20.



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Fiscal Services Climate Questions: Table

1. The District Resource Allocation Model is open and easy to understand.
2. SBCCD follows the Resource Allocation model.
3. Fiscal Services provides clear guidance on developmental budgeting.
4. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.
5. I received sufficient training on how to use Oracle.
6. I would like to receive additional Oracle training.
7. Overall, I am satisfied with the level of services provided by Fiscal Services during academic year 2019-20.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	21 (14.79%)	34 (23.94%)	29 (20.42%)	23 (16.20%)	10 (7.04%)	25 (17.61%)	142	55 (47.01%)	3.28
Q2	27 (19.01%)	26 (18.31%)	32 (22.54%)	9 (6.34%)	4 (2.82%)	44 (30.99%)	142	53 (54.08%)	3.64
Q3	23 (16.31%)	34 (24.11%)	27 (19.15%)	17 (12.06%)	7 (4.96%)	33 (23.40%)	141	57 (52.78%)	3.45
Q4	21 (14.99%)	36 (25.53%)	23 (16.31%)	23 (16.31%)	20 (14.18%)	18 (12.77%)	141	57 (46.34%)	3.12
Q5	14 (9.79%)	17 (11.89%)	17 (11.89%)	35 (24.48%)	46 (32.17%)	14 (9.79%)	143	31 (24.03%)	2.36
Q6	51 (35.66%)	29 (20.28%)	26 (18.18%)	4 (2.80%)	14 (9.79%)	19 (13.29%)	143	80 (64.52%)	3.80
Q7	29 (20.42%)	40 (28.17%)	29 (20.42%)	23 (16.20%)	16 (11.27%)	5 (3.52%)	142	69 (50.36%)	3.31

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded

Note: Numbers in () represent the percent of respondents

Comments Fiscal Services - If you have any suggestions to improve Fiscal Services, please state them here:

Need constant updates and Training!!!

There is an issue where we used to be able to correct an account number change via district fiscal staff and the new system does not allow this so departments had to redo the PR/PO if there is any changes from district on which account number to use. Not only does this cause delays but it seems ridiculous that our system does not allow our fiscal managers to make changes or simple corrections without generating a whole new PR.

Enhanced communication would help.

I would REALLY like to be able to have an accurate and up to date balance of my vacation time. I understand that I can use WebAdvisor to check my balances but this reflecting vacation time earned through March and it is May. Other than keeping track myself, it is my understanding that WebAdvisor is the only way to check my balances. This is a problem when it comes to planning very much needed vacation time. Please find a way to provide this to all employees.

Fiscal Services is the most frustrating and infuriating department I interact with in the entire district. It takes forever to get anything resolved, almost everyone I've had to talk to in the department is either extremely rude or doesn't know what they're doing and doesn't seem to think that matters. They need training on their own processes and programs before they should be trying to train anyone else. And their managers need training on customer service and professionalism.

Work with the campuses to train on Oracle. Please align Oracle with Financial 2000. Improve the reporting functions in Oracle with campus input on what is needed. Oracle seems to have been largely developed without a lot of Campus input.

should advise if the person's paycheck will be different based on combining pay months.

Ask the question before assuming the answer

If we could get accurate reports for grantors. Oracle does not show payroll and Financial 2000 is not updated for expense accounts.

I would like to ask for training on how to view our budget when it comes to items that are not in Oracle such as account balances for professional experts and student workers.

There is a huge lack of consistent training or communication when processes change. They don't answer the phones and are not helpful at all. We consistently have to do their work.

Oracle is difficult to use and takes too long to process refunds.

We constantly have difficulties with payments in our department resulting in late fees and vendors who have suspended our accounts. I have never received Oracle training and have had to rely on my classified staff for help. It would be nice to understand how this system works and what my responsibilities are.

Payrolls are always timely

Consider hiring more (skilled) employees in Fiscal Services or providing more training to current staff. Reimbursements are beyond slow. Sending funds back the district for overpay on advances has been poorly executed. Explanation and processes are poorly explained and frustrating. Fiscal services should offer training when changing systems.

██████████ and her team have done a great job improving the accounts payment process. Thank you for all of your hard work!

I would prefer in person Oracle training rather than a link to a document. Perhaps an open lab once a week where we could go in and get one on one help with issues we are having. Thank you.

WE NEED TO BE NOTIFIED REGARDING PAYMENT OF TH PROFESSIONAL EDUCATIONAL LEAVE. SOMETIMES, I AM NOT SURE IF I GET PAID FOR.

Vendors don't seem to get paid in a timely fashion. Some outstanding invoices in my area from 2018

My contact with the payroll folks (e.g. ██████████) has always been very good.

We need to update the Resource Allocation model! Crafton needs more money and the District needs less!

One of the AP clerk (██████████) does not respond to emails. When I called to follow-up, the response was "Are you serious? I receive thousands of emails, do you really expect me to replay to your email?" I think it is important to stay humble and be respectful to everyone. Overall, I think Fiscal Services team is wonderful does a great job and is very capable.

More accountability of their part, when contacted no response from them. It take a few times and complaints to receive answers from them about a reimbursement. Oracle has a lot of errors and operation errors. I do not trust oracle and I do not want to put my conference paperwork through that system anymore. I think more training needs to be done for the people who use it.

Although they have improved, accounts payable needs customer service training. It seems like they don't care.

the staff are very helpful and patient with my lack of knowledge using Oracle. Oracle is not "lame man" user friendly and is not easy to navigate

I am very pleased with Fiscal Services, specifically with ██████████ ██████████ and ██████████ ██████████. They are extremely helpful, professional, and flexible. I would like their staff to be a little more patient and helpful when working with employees who are not working daily with Fiscal Services related word and who may need reminders of how to perform related tasks.

There have been many times when assistance is needed and not received in a timely manner or at all. I am constantly having to follow up on request time after time to ensure requests are filled or acknowledged. This area is also famous for either no response or a response that includes a very negative attitude from some, not all, employees.

We should have an online program to submit time sheets and other requests, also need updated vacation time

Train Fiscal Services staff on how to be friendly. Fiscal Services staff is very rude. They also screen calls and are not helpful. Train all staff on Oracle! It's a joke that we are expected to operate a system that we were never formally trained on.

Again, I don't know if the issue is with Fiscal Services, communication within my division or both...but I am not usually made aware of things like: changes in object codes, especially with Strong Workforce funding; do not feel I had sufficient training in Oracle so have difficulty accessing the department's budgets both General Fund and Strong Workforce; when our invoices are not paid in a timely fashion do not receive any information about them being delayed, why they are delayed and what I need to do to rectify the problem. As I am the point of contact within the department for many of our vendors, this is very frustrating. Most of the time, I did not even know the payment was delayed.

More consistency with policy and procedures.

[REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED] thank you for your patience and your assistance when I have had to contact you. [REDACTED]

To provide a link to access procedures in place, if there is none yet.

I know they know, but the roll out of Oracle and Questica was shameful! I'm finally getting to where things are good but I've also had many problems (system glitches) that have required detailed assistance in cleaning them up.

Payroll does not answer emails, if acknowledgement of emails do occur, questions are not answered.

Pay bills on time.

I meet to say Yes they do a Great Job

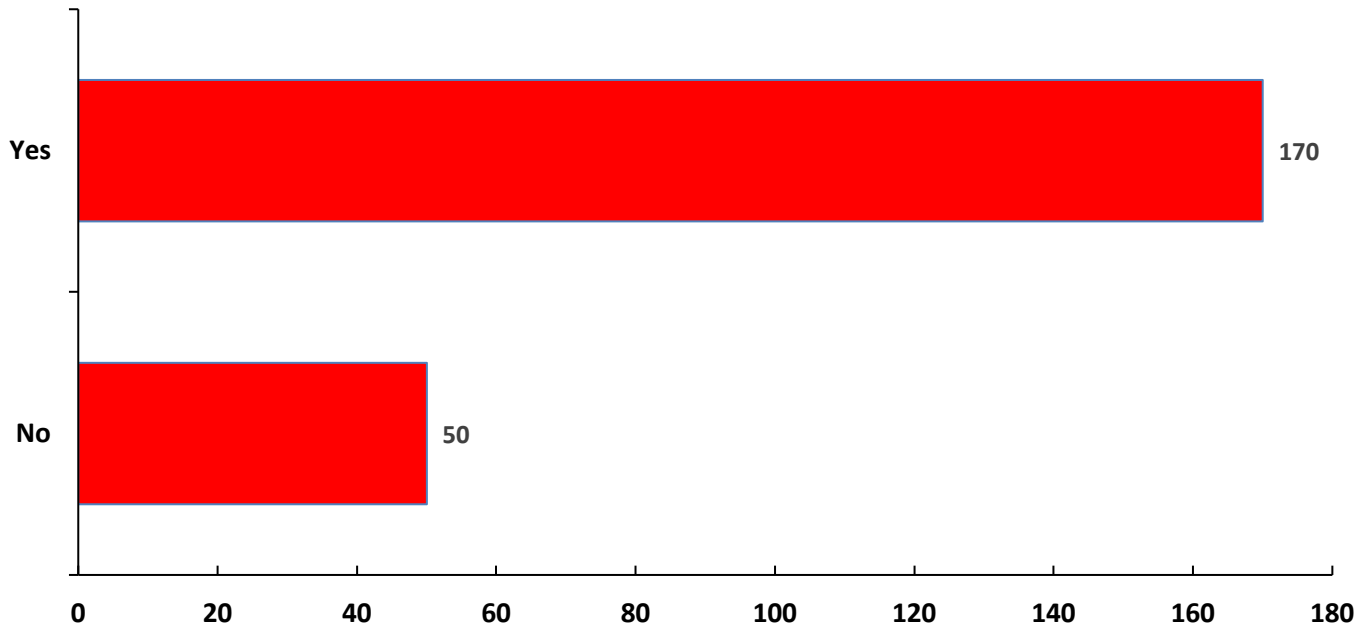
More updated detailed how to guides for Oracle would be nice. Problem is everyone has different permissions and screens are different when it comes to assistance.

Oracle changes need to be communicated better to staff. I do what we were told, things apparently change and now our work is being rejected but no communication as to why and how to do it correctly.

Processing of internal invoices should happen on a regular interval without having to be reminded. Software license amortization is not consistent. Sometimes its amortized other times it not. A consistent policy and implementation is needed.

CLIMATE SURVEY RESULTS:
HUMAN RESOURCES

Did you have contact with Human Resources during academic year 2019-20?

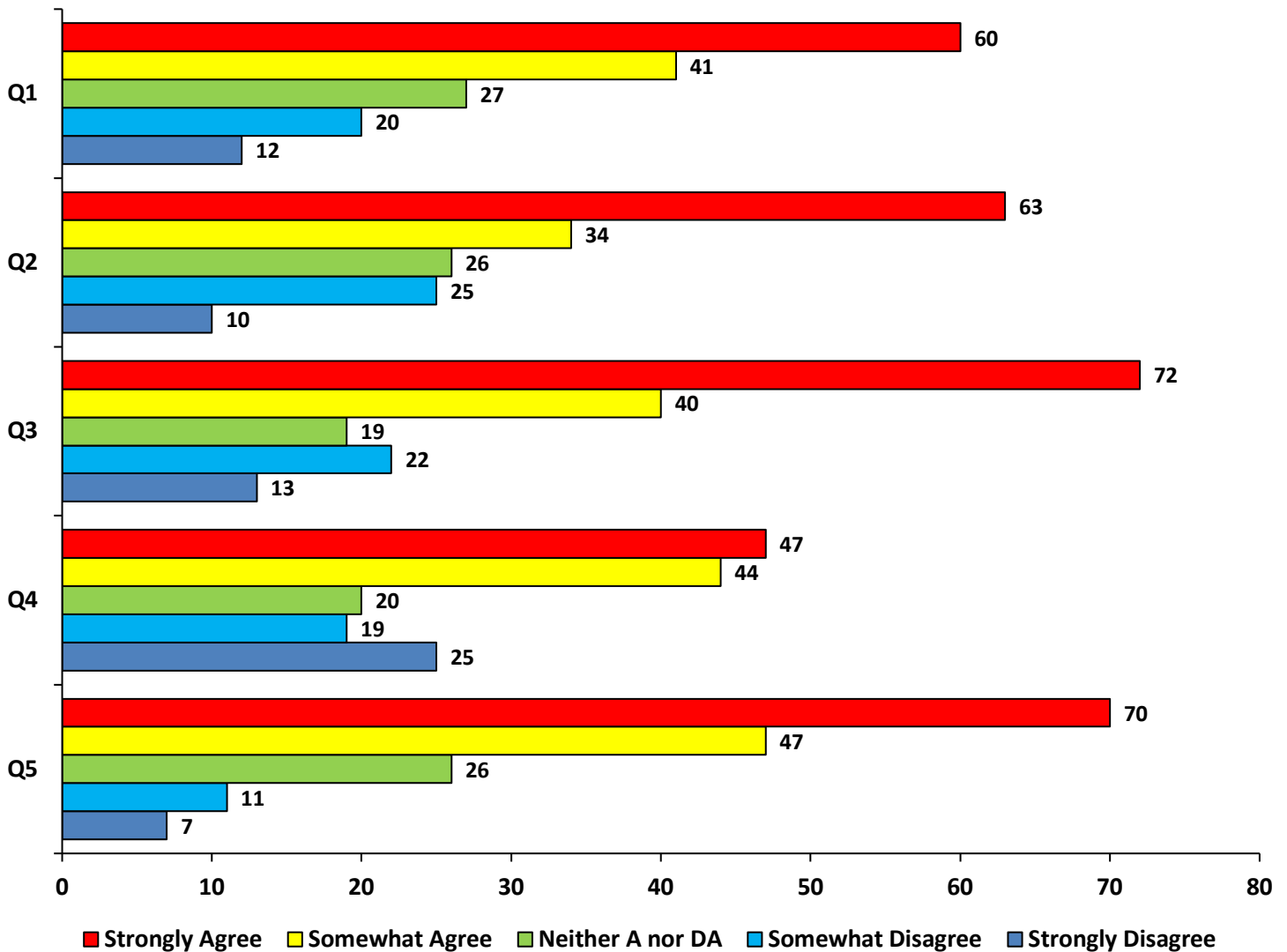


ANSWER	PERCENT	COUNT
Yes	77.27%	170
No	22.73%	50
Total	100%	220

Please indicate the extent to which you agree or disagree with the following statements about Human Resources:

Human Resources Climate Questions: Graph

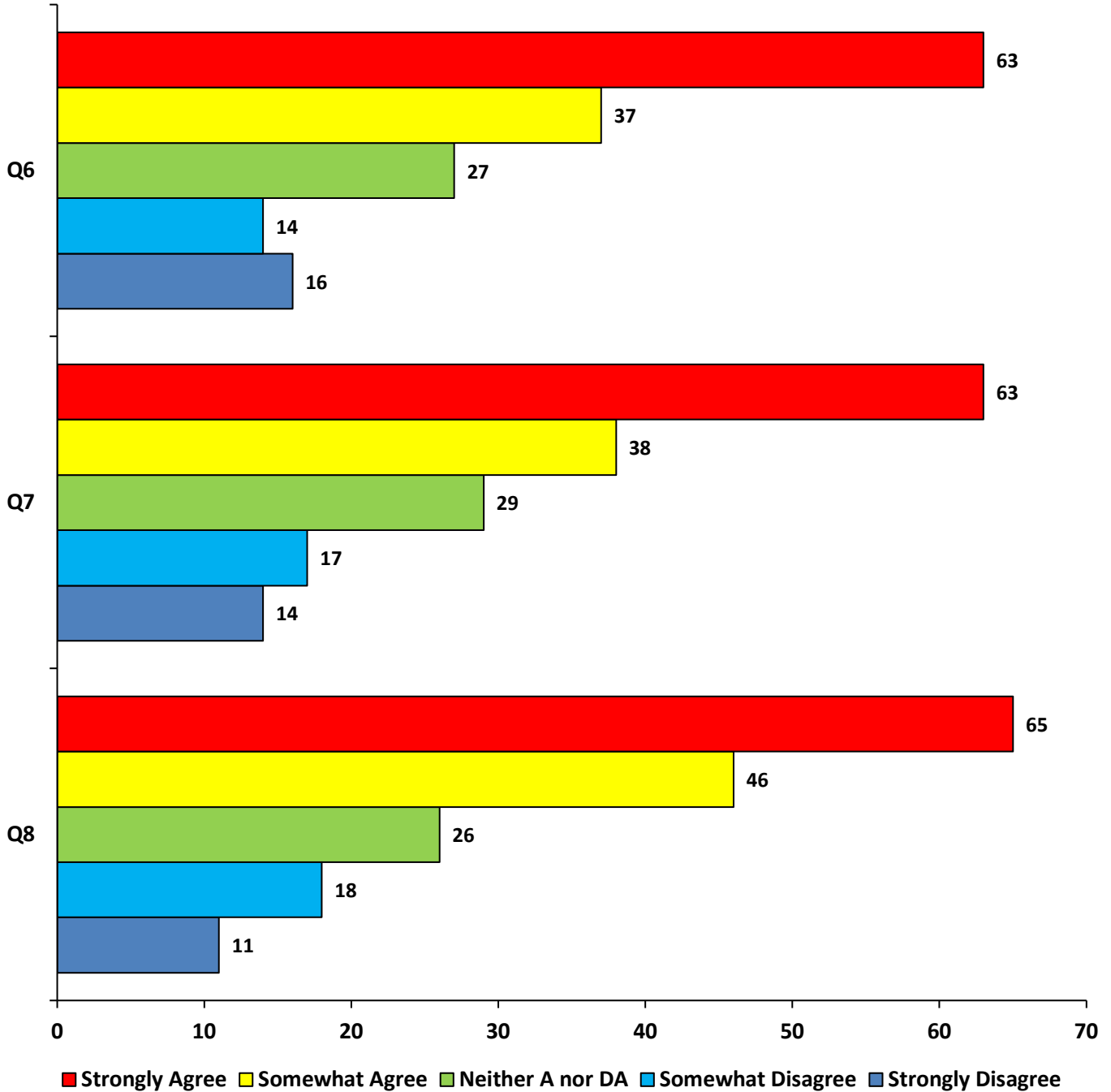
1. Human Resources supports and encourages collaboration between managers, faculty and classified staff
2. The Human Resources team is supportive and encourages team building and collaboration
3. Human Resources is approachable and provides opportunity for feedback
4. Human Resources has made progress in addressing all salary schedules and ensuring the district is at the median pay for all employee groups
5. The Human Resources team has been present and available during the 2019-2020 academic year



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Human Resources Climate Questions (Continued): Graph

- 6. Human Resources has made improvements on communication and access for all employees
- 7. The Human Resources team has made improvements on providing consistent and accurate information
- 8. Overall, I am satisfied with the level of services provided by the Human Resources office during academic year 2019-2020



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Human Resources Climate Questions: Table

1. Human Resources supports and encourages collaboration between managers, faculty and classified staff.
2. The Human Resources team is supportive and encourages team building and collaboration.
3. Human Resources is approachable and provides opportunity for feedback.
4. Human Resources has made progress in addressing all salary schedules and ensuring the district is at the median pay for all employee groups.
5. The Human Resources team has been present and available during the 2019-2020 academic year.
6. Human Resources has made improvements on communication and access for all employees.
7. The Human Resources team has made improvements on providing consistent and accurate information.
8. Overall, I am satisfied with the level of services provided by the Human Resources office during academic year 2019-2020.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	60 (35.50%)	41 (24.26%)	27 (15.98%)	20 (11.83%)	12 (7.10%)	9 (5.33%)	169	101 (63.13%)	3.73
Q2	63 (37.28%)	34 (20.12%)	26 (15.38%)	25 (14.79%)	10 (5.92%)	11 (6.51%)	169	97 (61.39%)	3.73
Q3	72 (42.60%)	40 (23.67%)	19 (11.24%)	22 (13.02%)	13 (7.69%)	3 (1.78%)	169	112 (67.47%)	3.82
Q4	47 (27.81%)	44 (26.04%)	20 (11.83%)	19 (11.24%)	25 (14.79%)	14 (8.28%)	169	91 (58.71%)	3.45
Q5	70 (41.92%)	47 (28.14%)	26 (15.57%)	11 (6.59%)	7 (4.19%)	6 (3.59%)	167	117 (72.67%)	4.01
Q6	63 (37.28%)	37 (21.89%)	27 (15.98%)	14 (8.28%)	16 (9.47%)	12 (7.10%)	169	100 (63.69%)	3.75
Q7	63 (37.28%)	38 (22.49%)	29 (17.16%)	17 (10.06%)	14 (8.28%)	8 (4.73%)	169	101 (62.73%)	3.74
Q8	65 (38.69%)	46 (27.38%)	26 (15.48%)	18 (10.71%)	11 (6.55%)	2 (1.19%)	168	111 (66.87%)	3.82

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve Human Resources, please state them here:

Clear training and support!

Improvements to recruiting and outreach are still needed to improve the ethnicity ratios of faculty to reflect the community. Also there is still a challenge to getting alumni hired who want to give back and serve our district after graduation. We need a functional alumni association and coordination with job postings.

With all their reorgs, I do not know all of them. Their staff needs to communicate better with faculty and they need to be well-versed in the contract agreement, not just the process of hiring people.

Human Resources tends to be a little inflexible with processes, even when everyone knows it doesn't make sense or is counter to the intent of the purpose. It's almost as if the form rules precede the goal or intent.

I may have provided feedback incorrectly to the Fiscal Services area rather than human resources. Please provide a way for employees to have an accurate and up to date balance of their vacation time. I understand that WebAdvisor is a way to check this, but it is May and it has only been updated through March. Other than having to keep track myself, there is no other way to look for an accurate reflection of my earned PTO. This is problematic when looking to take very much needed time off.

There are still some issues with information and communication from HR, but the department has vastly improved over the past year. I feel like I get my questions answered correctly now, and if I am given incorrect information, they work to rectify any issues and errors instead of trying to shift the blame to another staff member, another department, or to me.

Human Resources needs to get in touch with IT so as to be able to provide accessible options for job candidates in remote interview situations. This is not the time to institute a hiring freeze because of concerns regarding equity. All job candidates can be afforded equitable interview conditions with some coordination of HR and information technology services. This would not be challenging. Please don't take this opportunity to be stingy.

Multiple time Human Resources has been given confidential information but the information is not get confidential. How are we able to trust HR with information when they are sharing confidential information with others including individuals who are not in HR. Also, the Classification Study has taken over a year to complete when HR continuously provides dates of when it will be completed but then it continues to linger on month after month.

Great staff! Very responsive. So different from several years ago.

part time faculty continue to have issues with pay, communication not the best. Hiring pains continue also when it comes to hiring part time faculty

They do things without consultation or input from the colleges. Fiscal needs to be at the table during negotiations.

 is the BEST!

Provide pay schedules equal to other surrounding districts. Our pay schedule is lower than most college districts

The onboarding and recruitment process needs examining. Again this is an area where I feel there are too many redundancies in the system. While recruiting a new staff position for my department, my dean and I submitted the paperwork for this position that was board approved in April of 2019 to the Administration office on our campus. HR didn't approve and post the position until October. This was a position we had hoped to have with our program in the fall. This is a positions meant to support student success and provide support to faculty. I'm having a hard time understanding the timeline of once a form is submitted that it takes 6 months to approve, even after the board has approved the funding for the position. In the recruitment process for this staff position there is a test that they must take. Although I was advised I could make changes to the test I was not given complete autonomy as the subject matter specialist to create an appropriate test that matched the job description or what the job would actually entail. I feel that if it is a staff position working with academics on campus academics need to have the right to develop the questions. They can choose not too and HR can use the testing platform that they utilize, but we are the subject matter experts and that should carry over to a hiring process that involves staff working with student. Most importantly though is the time for onboarding. A staff position should not have more than one round of interviews, the level of scrutiny is a bit redundant. Because of board approval dates this position didn't get filled until one year after the initial job was submitted to the administration on our campus. There is a principal known as the time value of money, this process is costly as much as it timely. If the board approves a budget for a position and the appropriate paperwork is submitted it should be reviewed for errors and posted. Our students missed out on the enhancement intended for our program for almost a year, as the money for this person's salary sat unused.

It is imperative that the front desk contact person be congenial, kind, respectful and helpful.

Under paid...still

Needs to be a way to report issues and a way to make sure there's follow-through.

For the past few years on this particular survey, I think I have noted that [REDACTED] is a great member of the HR team at SBCCD. In fact, it is one main reason I am sure to complete this survey. I have worked in higher ed for quite some time, and it is rare to find someone that is an excellent communicator, compassionate facilitator and knowledgeable person - and is the same person --- and it is a person who works in Human Resources. His emails, for example, are clear and I actually want to read them because I learn something or find out information I need. My suggestion is to hire more folks like him, or have him somehow train others to be excellent and compassionate communicators like he is.

Some of the human resource employees are not professional or friendly. Get people who are more suited to working with people than just the rules.

why are they in a locked building-you need to be buzzed in to see an empty desk, then wait for someone to address you. Even when you have an appointment.

Transparency is key. In my experience, training is separated by management and classified staff. Although training is provided, it is not integrated into office environment. There's a gap and space missing to intertwine the two. Human Resources has acted more of a liaison to possible liability versus acting as a resource to employees seeking help with regards to discrimination. Retaliation is a prominent theme and fear in my work area when speaking up to HR.

I have contacted [REDACTED] about what needs to be done to my file to allow me to teach at SBVC in addition to CHC. My attempts have been ignored.

Once again, we are looking at Classified staff waiting and waiting to get the appropriate raises that puts them at the median for their positions. There are Classified staff who have been working years out of class, and though HR is aware, they have done nothing to place these employees in their correct class, or they have drug their feet in response to requests.

[REDACTED] is always helpful and friendly. However, it is often hard to reach her. Consider hiring more HR for Crafton's campus.

While I have not had a lot of contact with Human Resources, I have received incorrect information from our specialist on a number of occasions. I have received another employee's 221 work calendar along with incorrect information about 1.25 hours per day. When I returned the work calendar saying that it was not mine, the specialist was apologetic and eager to rectify the issue. However, when the work calendar was re-sent, it was still for the other employee. When I finally got my work calendar, I made the adjustments based on the information I had received regarding 1.25/hours per day, submitted the calendar and was then told that the information was incorrect and that I could work 1.25 hours throughout the year with appropriate approvals. I then made minor adjustments to my work calendar and re-submitted. Not only was this a very frustrating experience it caused me concern that there were no checks and balances in place to prevent the inadvertent sharing of confidential information.

I do not feel our HR representative is approachable.

Unfair and not equal treatment of your employees. Completely overlook deserving people and are biased.

When I ask a question of Human Resources, I would simply like the answer if it can be verified. As a District employee, I don't appreciate email responses which make me feel as if I am pretentious, or "have some nerve", for asking a question which I realize Human Resources could answer.

Hope you don't hire someone because they are related to you. [REDACTED]

provide training on how to view the adjunct applicants so we can hire for fall.

The HR team has shown marked improvement from the service level we had been receiving. We are all weary of HR and are not too quick to say it's all good right away though. Keep it up [REDACTED] and team.

Do not answer phone calls or e-mails. If they make a mistake and actually answer the phone, they do not answer questions. The attitude that is displayed is one of annoyance, as if you are wasting their time.

No, suggestions staff is doing a great job, Thank you.

To kindly relook into salary schedules for lower to mid management and classified employees. Only salary increases took place for positions of Directors and higher positions within the district. Manager levels and classified positions are underpaid and overworked in this district.

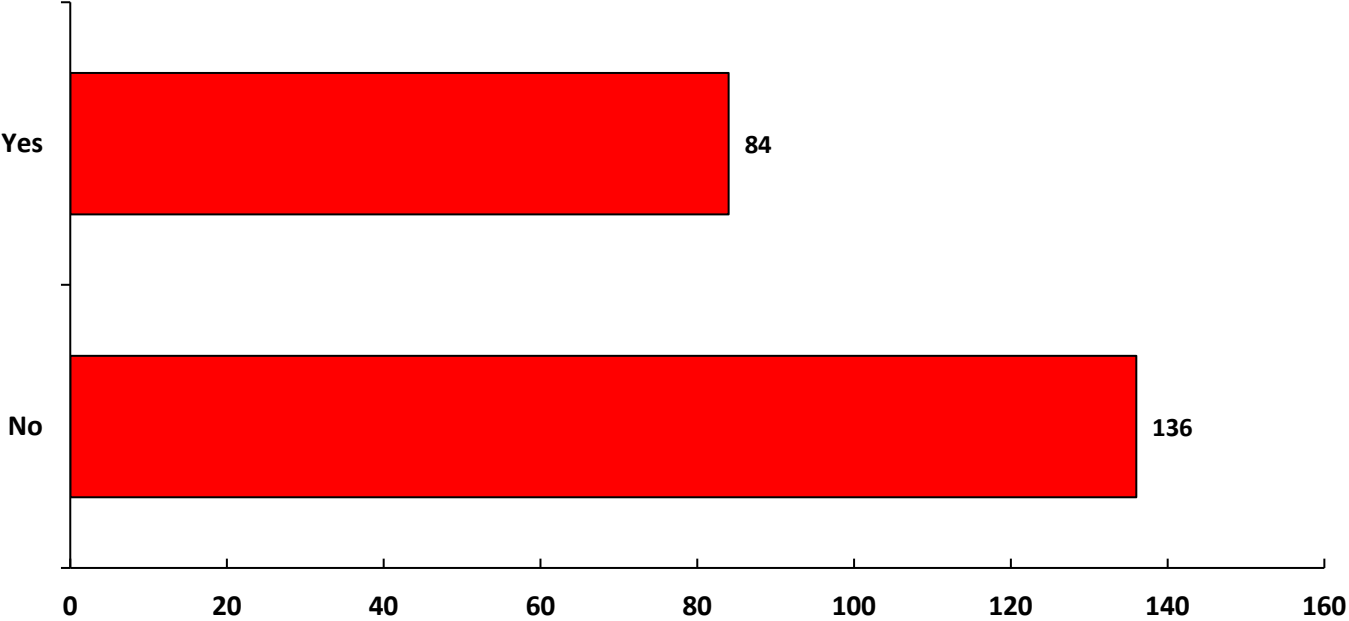
Nope They do a Great Job

I think HR has way too many over paid managers.

On multiple occasions, I have received incorrect information from [REDACTED]. Some examples are incorrect salary placements, contracts, been sent other employees private information, etc. I have participated on several hiring committees that were extremely disorganized and cost valuable time. Organization and attention to detail is much needed in this area! District level HR has been quite the opposite experience. They are very knowledgeable, helpful, and courteous.

CLIMATE SURVEY RESULTS:
KVCR

Did you watch KVCR or listen to KVCR radio during academic year 2019-20?

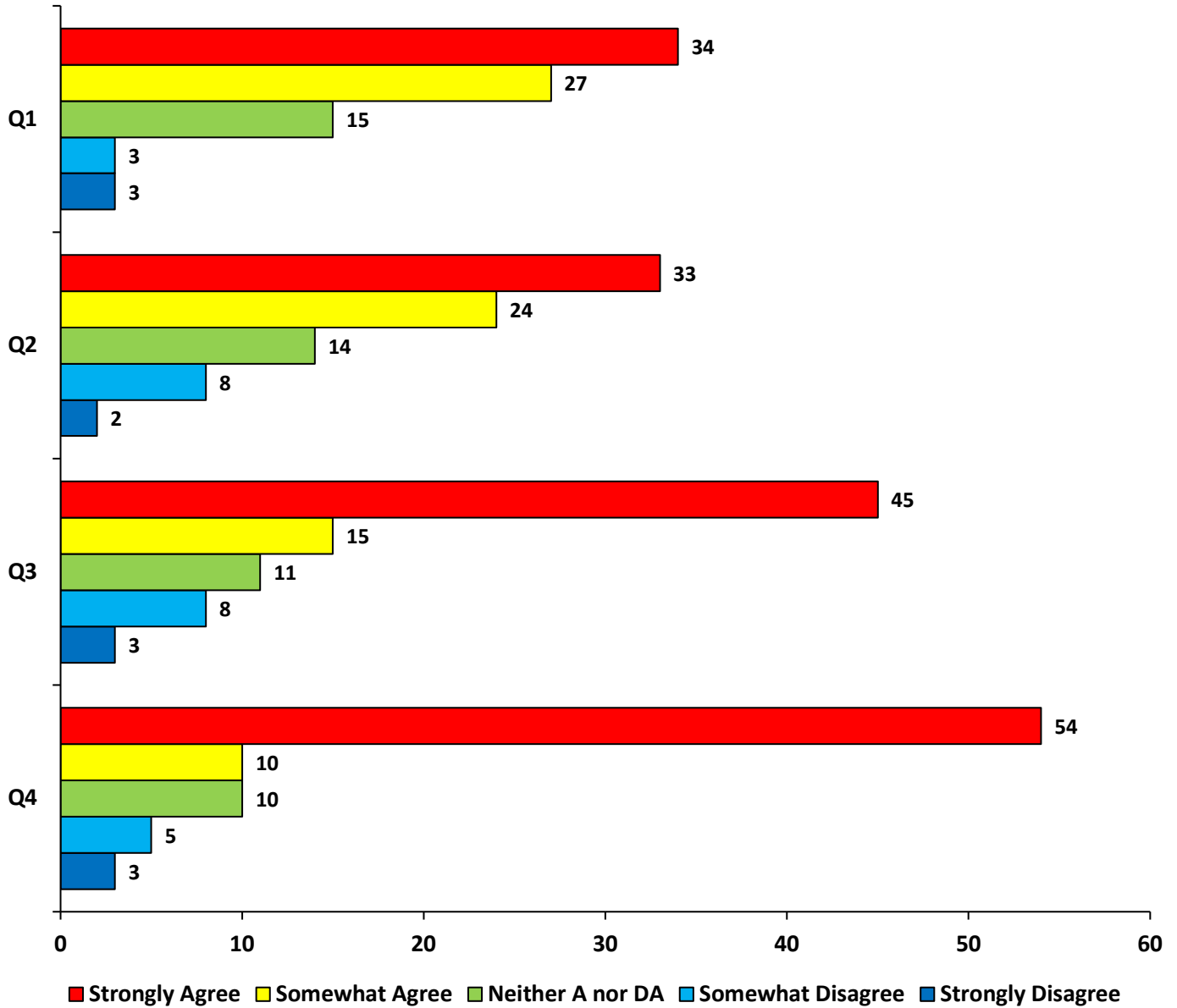


ANSWER	PERCENT	COUNT
Yes	38.18%	84
No	61.82%	136
Total	100%	220

Please indicate the extent to which you agree or disagree with the following statements about KVCR:

KVCR Climate Questions: Graph

1. KVCR’s programming (television, radio, or online) is relevant to me.
2. KVCR promotes SBCCD’s colleges and programs.
3. KVCR benefits the colleges and the District.
4. Overall, KVCR is a valuable asset to the San Bernardino Community College District.



Note: “Neither A nor DA” stands for “Neither Agree nor Disagree”

KVCR Climate Questions: Table

1. KVCR’s programming (television, radio, or online) is relevant to me.
2. KVCR promotes SBCCD’s colleges and programs.
3. KVCR benefits the colleges and the District.
4. Overall, KVCR is a valuable asset to the San Bernardino Community College District.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	34 (40.48%)	27 (32.14%)	15 (17.86%)	3 (3.57%)	3 (3.57%)	2 (2.38%)	84	61 (74.39%)	4.05
Q2	33 (39.29%)	24 (28.57%)	14 (16.67%)	8 (9.52%)	2 (2.38%)	3 (3.57%)	84	57 (70.37%)	3.96
Q3	45 (53.57%)	15 (17.86%)	11 (13.10%)	8 (9.52%)	3 (3.57%)	2 (2.38%)	84	60 (73.17%)	4.11
Q4	54 (64.29%)	10 (11.90%)	10 (11.90%)	5 (5.95%)	3 (3.57%)	2 (2.38%)	84	64 (78.05%)	4.30

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree.” *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve KVCR, please state them here:

Although I have contact with KVCR, I appreciate its being on campus and the services it provides, especially regarding NPR.

More collaboration between KVCR and the campus for outreach, promotion of Arts Lectures & Diversity and other campus/community events.

Programming needs to be improved. Bandwidth is very weak.

Be a bigger presence in the community. Not just for students at the Colleges but the students in our High Schools. More can be done to create a bridge.

KVCR needs to be self-sustaining or be closed

Need more exposure

KVCR radio is relevant and up-to-date with recent topics. Every time I check the KVCR channel (only because to support it because it is part of our District), it seems they are always showing very old programs. Sometimes educational, sometimes not, none-the-less, I do not think they are valuable for the viewers.

There needs to be a permanent leadership structure put in place. You cannot run any organization without consistent leadership. Something they haven't had in a number of years. Also, the manager of the station needs to have a background not in editing, but as a producer or director. The person ideally also needs to have some knowledge of education. There are plenty of former TV/Radio Producers who have now taught and understanding the complex nature of both network standards and higher education. This is an operation that can be a great asset for all of the campus' students it just needs leadership willing to open up the station to the campus community at large. The station needs to have a consistent internship program that follows a strict hiring season, they need to consistently communicate to all campus academic departments their project based needs, and KVCR employees need to be open and welcoming to all district students. But all of these things stem from bad and inconsistent department management. Hire a permanent person to run the station. Make sure they have a background as a producer or director and they have a working understanding of higher education. Also, KVCR needs to reach out to the immediate community for programming that relates to our communities talent and interests. This can be IE based content that draws in viewers, member, and money. Lastly, once school districts budgets recover it would be best to contract with those district that feed into our schools for their media students to have access from time to time with the studio space. This would be increase enrollment for our media arts programs and generate some revenue for the station as they could rent it out on an annual basis.

Uses for CHC

May be make the broadcast more widely available. I have no idea how to access.

Fund News Initiatives and Fundraising Initiatives

Provide more information on what KVCR is doing and how students, faculty and staff have access. Provide opportunities for joint ventures between the campuses and KVCR. Use KVCR to display campus events.

KVCR is treated like a step child...a burden. If you owns KVCR then support KVCR, otherwise get rid of it.

I love KVCR!

My family and I enjoy watching the "local" shows about LA and surrounding areas. KVCR is a wonderful asset for the district and I hope that the programming continues for years to come. Put more ads on KVCR for the colleges! Even just a few more seconds here and there to acknowledge the colleges. I would like to see (or hear) more faculty experts on air! Yes, I would even volunteer! Use the assets we have in the colleges. Debate issues with "local" faculty! Have "ask the expert" shows! Talk about issues in San Bernardino like poverty, lack of college-going high school graduates, unemployment and more. Highlight those local folks who make a difference! While the "give to your local PBS station and get this Downton Abbey DVD set or David Foster collection" is good - how about more "local" fundraising shows! I think of KUSC (the classical station) and their local ties to museums and events when they ask for donations. Perhaps KVCR could make those local efforts more prevalent!

Listen to 91.9 every day! They could improve on their traffic updates! Love Lillian Vasquez!

keep up the good work-maybe show case some of the programs to get enrollments up

i'm proud to be able to share that KVCR is part of SBCCD

KVCR is a financial burden on our District. It purports to be listener funded, but the reality is, the school funds KVCR over \$1.2 million a year. The District must recommit to removing KVCR from it's books.

KVCR can be an asset to SBCCD as a whole if they had a strong steady leadership who actually believed in KVCR and had a strong plan with an attainable to make them successful.

With diversity and inclusiveness in mind for the 21st century, please increase funding for programming on FNX channel, First Nations Experience, the first channel in the United States dedicated 24/7 to First Nations & World culture programming and content.

KVCR has been a blessing to me for the past 48 years. I only watch KVCR or KCET. But, there is something that bothers me. They have KVCR staff parking which THEY DO NOT DESERVE. I park in KVCR staff parking as often as I can because they park in regular staff parking. You gonna give me a ticket? [REDACTED] PS: I'll think about how bad I feel when I park in KVCR staff parking when I give my annual contribution.

Bring back the old telecourses. Let's have some radio broadcasts instead of relying solely on Zoom.

They need to be more visible.

I know there is talk about KVCR and dismantling or selling them, but I do believe they are an asset to the district and would hate to see this happen. I feel that they do need to be self sufficient, just as Crafton should be held to the same standard. It's simply not good business to allow entities to continue in the red. There should be something that can be done to ensure they, and Crafton, fix their operating budgets.

I Love KVCR, great station.

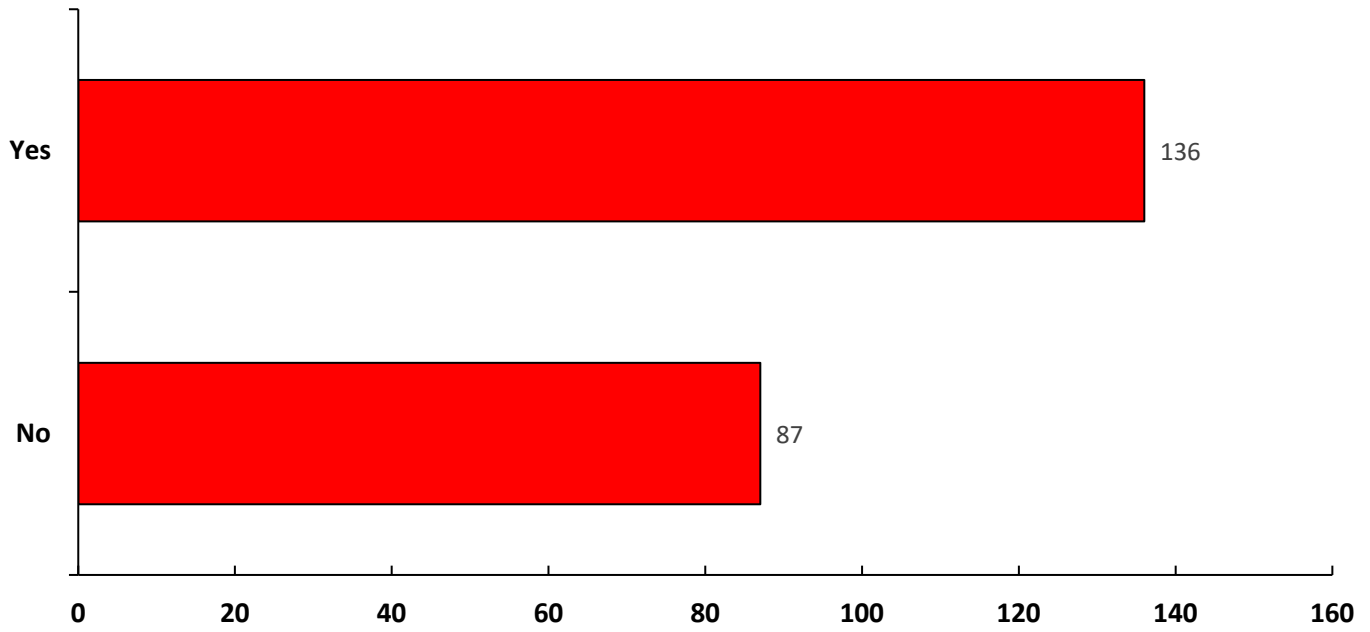
There's been no mention of who or how to contact kvcr or been given any formal contact list. They are not very accessible to the rest of the district. I feel we need to have more collaboration and meetings with the employees of kvcr. We need to understand the extent of what they do and can do for the district and departments. Building relationships with kvcr would be great all the departments.

KVCR does not support any CTE programs

Hire people full-time instead of having them be part-time without benefits.

CLIMATE SURVEY RESULTS:
POLICE DEPARTMENT

Did you have contact with the District Police Department during academic year 2019-20?

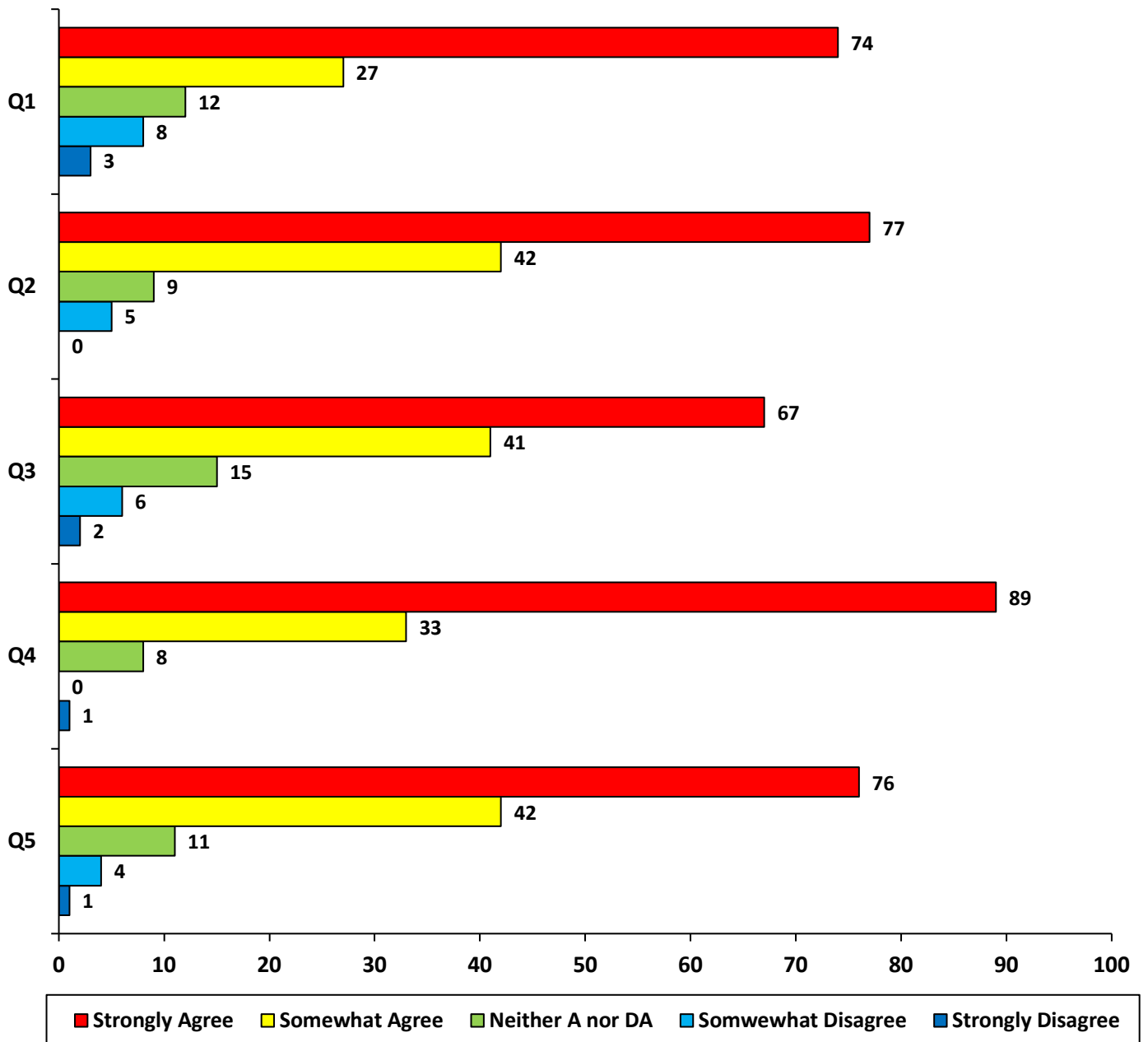


ANSWER	PERCENT	COUNT
Yes	60.99%	136
No	39.01%	87
Total	100%	223

Please indicate the extent to which you agree or disagree with the following statements about the District Police Department:

Police Department Climate Questions: Graph

1. Police/security are available when I am involved in a safety or crime-related incident.
2. Overall, the SBCCD Police Department is helpful.
3. Police/security respond in a timely fashion to safety and police emergencies.
4. The District Police Department is professional during their daily contacts.
5. Overall, I am satisfied with the service provided by the District Police Department during the academic year 2019-2020.



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Police Department Climate Questions: Table

1. Police/security are available when I am involved in a safety or crime-related incident.
2. Overall, the SBCCD Police Department is helpful.
3. Police/security respond in a timely fashion to safety and police emergencies.
4. The District Police Department is professional during their daily contacts.
5. Overall, I am satisfied with the service provided by the District Police Department during the academic year 2019-2020.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	74 (55.22%)	27 (20.15%)	12 (8.96%)	8 (5.97%)	3 (2.24%)	10 (7.46%)	134	101 (81.45%)	4.30
Q2	77 (57.89%)	42 (31.58%)	9 (6.77%)	5 (3.76%)	0 (0.00%)	0 (0.00%)	133	119 (89.47%)	4.44
Q3	67 (50.00%)	41 (30.60%)	15 (11.19%)	6 (4.48%)	2 (1.49%)	3 (2.24%)	134	108 (82.44%)	4.26
Q4	89 (66.42%)	33 (24.63%)	8 (5.97%)	0 (0.00%)	1 (0.75%)	3 (2.24%)	134	122 (93.13%)	4.60
Q5	76 (56.72%)	42 (31.34%)	11 (8.21%)	4 (2.99%)	1 (0.75%)	0 (0.00%)	134	118 (88.06%)	4.40

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree. *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve the District Police Department, please state them here:

I greatly appreciate the Police Department at SBVC. I frequently see the officers around campus and feel safe knowing the Police Department is available at all times. I hear my students say they often see security officers on campus and that they feel safe. Overall, I appreciate everything the Police Department does to keep the campus safe, such as patrolling, maintaining a visible but unobtrusive presence, keeping the campus informed, and providing workshops.

I feel like they need to be more visible. Have walk throughs in offices. We see more security, we feel more comfortable.

They need more training around working with disabled population and diversity/inclusion. The stereotypes and abuse of non gender conforming folks is outrageous and the profiling of brown/black or homeless students is also very problematic.

They are doing a great job. I see them around campus performing their work diligently. Their newsletter is timely and informative.

We need more police officers on duty.

The active shooter training and planned walk through was highly appreciated, thank you !

I would like to see more officers out on patrol. I always see the CSO's but the officers only seem to come out of the station when called. It seems that unless paperwork is needed to be done, officers, including sergeants and the chief, should be out so they can be accessible and visible to the campus community.

More man power and security officers

Dispatch is too removed from the campuses. There are a couple times when I've called and the phone was not answered by dispatch. It would also be helpful to have a general Police business line to call for non-emergencies and coordination.

I'm not sure what the difference between District and Campus police is, if there is one. Maybe some clarity on this could help out.

I think the District Police Department is understaffed relative to the sizes and locations of our campuses and DSO facilities. I feel an increase in police officers and security officer staffing, along with associated material support, would have a positive impact on the time it takes to respond to calls as well as provide a higher level of visual deterrence.

I think using CSUSB as our dispatch delays our officers receiving calls in a timely matter.

Dispatch is slow or does not relay the correct information

no comments at this time

when there are weekend or evening events not confident we always have access to PD services

[REDACTED] is amazing and [REDACTED], well he seems aloof and disengaged.

Need more police, takes too long for response.

Not at this time

TREAT PEOPLE FAIRLY, EQUAL, DO NOT DISCRIMINATE PEOPLE.

[REDACTED] should be reintroduced to management classes. His interactions with subordinates is aggressive.

Those of us who are here early (5:30am) at SBVC have no direct access to our campus police, only dispatch off campus.

Other than saying "hello" to the police on campus, I have not had much direct contact. The officers are friendly. The emails and texts about security issues on campus seem timely and efficient.

no racial profiling

More visibility of [REDACTED], I don't know what he looks like nor have I seen him around campus.

the administration of the police department is the problem not the individuals. I don't have any problems with CSOs or officers working in the department. It is the lack of campus support from the top level that is troubling.

The campus police has put an undue burden on faculty and staff by refusing to unlock doors. We have a limited custodian staff during the day, and so it would be helpful if one of the CSO's got physically out of their carts and unlocked a door.

I wish we were receiving more information for our Emergency Manager before and during this Pandemic / national emergency. Seems like EH&S is handling it. Also the police and security officers seem to short handed and lacking support from their chain of command.

I hope that we can have our own police dispatch to cut wait time

For years, for years, for years under former police chiefs [REDACTED] we had junky police procedures due to how incompetent they were. We were finally able to rid the District and campuses of these two bungling jerks. The current Police Chief is a true Police Chief. His troops are professional, cordial, polite and humane, both the police officers and the CSO's. Also, I have not seen or heard of new hire hired because they were related to him or to another Police Officer or CSO. The only procedure I wish we could see return is that the Crafton campus and the SBVC campus have a full time Police Officer or CSO manning the campuses for 24 hours, 7 days a week. GREAT JOB CAMPUS POLICE! [REDACTED]

Security oversight needs to be for visual during operating hours.

Satisfied expect for contact with the person located at Cal State. Not very helpful on answering questions because they are not on campus.

Need more Police during evenings and weekends.

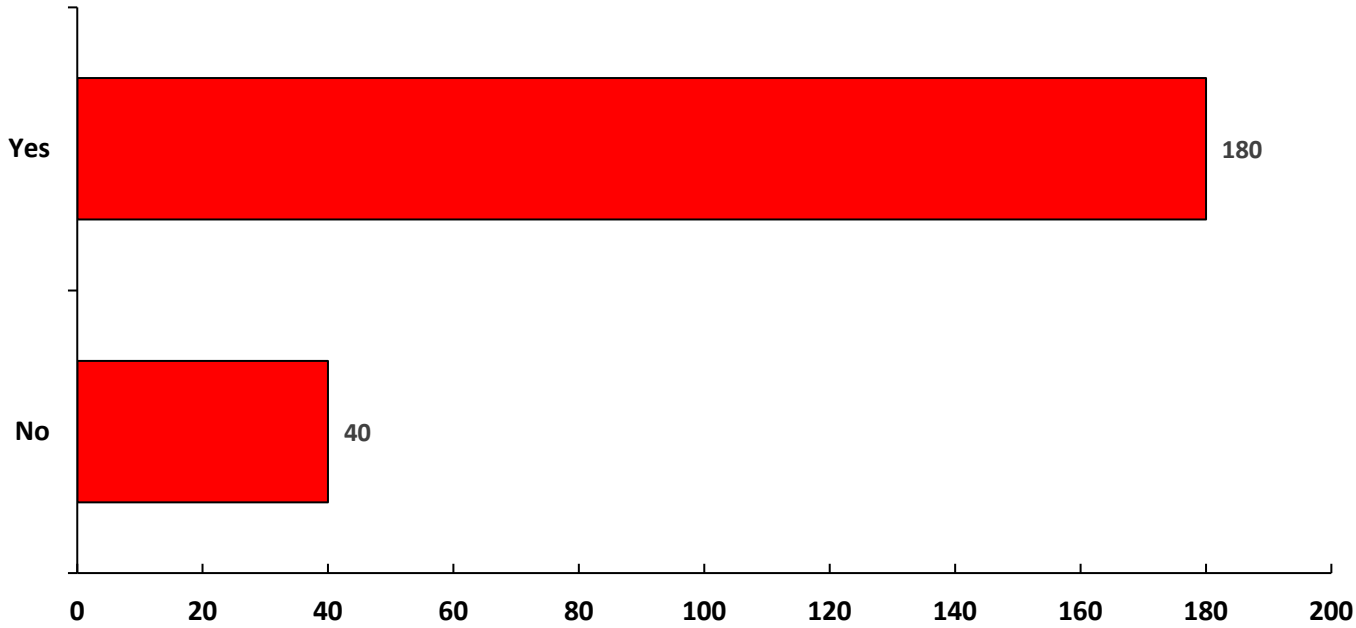
Nope Great Job

I think you need to be ticketing all lots that are staff to make sure adequate parking for staff. Numerous times through the day Lot N will have students but campus security is never around to ticket. When it's been brought to their attention the standard "Yeah we need to do that lot more" comment is given with no result.

Not enough presence on Crafton Campus

CLIMATE SURVEY RESULTS:
TESS

Did you have contact with Technology & Educational Support Services (TESS) during academic year 2019-20?

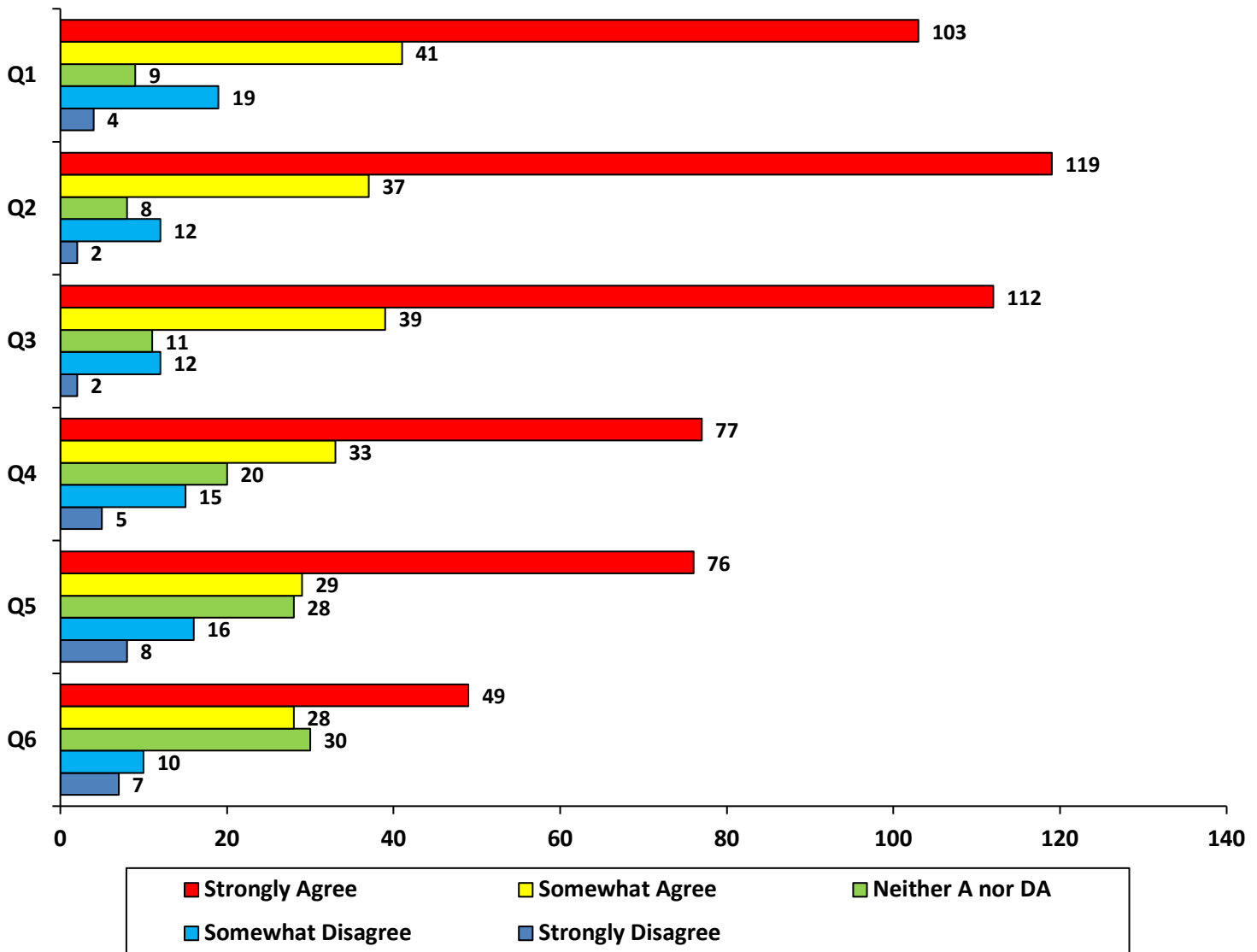


ANSWER	PERCENT	COUNT
Yes	81.82%	180
No	18.18%	40
Total	100%	220

Please indicate the extent to which you agree or disagree with the following statements about TESS:

TESS Climate Questions: Graph

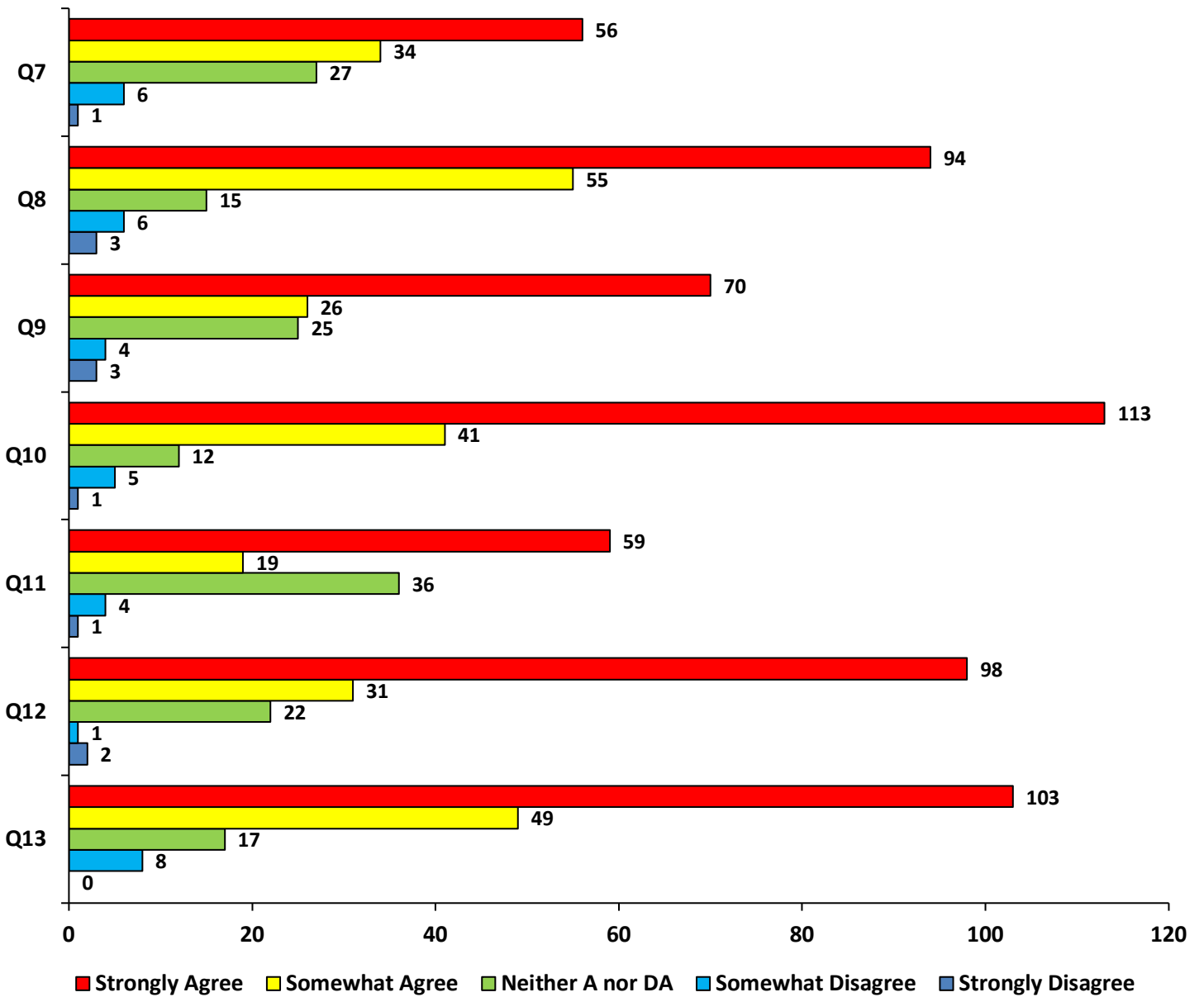
1. The process to receive help from TESS is clear and consistent.
2. When I contact TESS staff for assistance, they are very helpful.
3. TESS staff follow through with providing help in a timely fashion.
4. The TESS project request process is effective.
5. The TESS project request process is easy to understand.
6. I am satisfied with the Colleague student information system.



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

TESS Climate Questions (Continued): Graph

- 7. I am satisfied with the Canvas learning management system.
- 8. I am satisfied with Internet and phone services provided by TESS.
- 9. I receive the help and support I need from the Administrative Applications department.
- 10. I receive the help and support I need from the Technology Services department.
- 11. I receive the help and support I need from the Distance Education department.
- 12. I receive the help and support I need from the Printing Services department.
- 13. Overall, I am satisfied with the level of services provided by TESS during academic year 2019-20



Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

TESS Climate Questions: Table

1. The process to receive help from TESS is clear and consistent.
2. When I contact TESS staff for assistance, they are very helpful.
3. TESS staff follow through with providing help in a timely fashion.
4. The TESS project request process is effective.
5. The TESS project request process is easy to understand.
6. I am satisfied with the Colleague student information system.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	103 (57.87%)	41 (23.03%)	9 (5.06%)	19 (10.67%)	4 (2.25%)	2 (1.12%)	178	144 (81.82%)	4.25
Q2	119 (66.48%)	37 (20.67%)	8 (4.47%)	12 (6.70%)	2 (1.12%)	1 (0.56%)	179	156 (87.64%)	4.46
Q3	112 (62.57%)	39 (21.79%)	11 (6.15%)	12 (6.70%)	2 (1.12%)	3 (1.68%)	179	151 (85.80%)	4.40
Q4	77 (43.26%)	33 (18.54%)	20 (11.24%)	15 (8.43%)	5 (2.81%)	28 (15.73%)	178	110 (73.33%)	4.08
Q5	76 (42.70%)	29 (16.29%)	28 (15.73%)	16 (8.99%)	8 (4.49%)	21 (11.80%)	178	105 (66.88%)	3.95
Q6	49 (27.84%)	28 (15.91%)	30 (17.05%)	10 (5.68%)	7 (3.98%)	52 (29.55%)	176	77 (62.10%)	3.82

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree. *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

TESS Climate Questions (Continued): Table

7. I am satisfied with the Canvas learning management system.
8. I am satisfied with Internet and phone services provided by TESS.
9. I receive the help and support I need from the Administrative Applications department.
10. I receive the help and support I need from the Technology Services department.
11. I receive the help and support I need from the Distance Education department.
12. I receive the help and support I need from the Printing Services department.
13. Overall, I am satisfied with the level of services provided by TESS during academic year 2019-20

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q7	56 (31.64%)	34 (19.21%)	27 (15.25%)	6 (3.39%)	1 (0.56%)	53 (29.94%)	177	90 (72.58%)	4.11
Q8	94 (53.11%)	55 (31.07%)	15 (8.47%)	6 (3.39%)	3 (1.69%)	4 (2.26%)	177	149 (86.13%)	4.34
Q9	70 (40.00%)	26 (14.86%)	25 (14.29%)	4 (2.29%)	3 (1.71%)	47 (26.86%)	175	96 (75.00%)	4.22
Q10	113 (64.20%)	41 (23.30%)	12 (6.82%)	5 (2.84%)	1 (0.57%)	4 (2.27%)	176	154 (89.53%)	4.51
Q11	59 (33.52%)	19 (10.80%)	36 (20.45%)	4 (2.27%)	1 (0.57%)	57 (32.39%)	176	78 (65.55%)	4.10
Q12	98 (55.37%)	31 (17.51%)	22 (12.43%)	1 (0.56%)	2 (1.13%)	23 (12.99%)	177	129 (83.77%)	4.44
Q13	103 (58.19%)	49 (27.68%)	17 (9.60%)	8 (4.52%)	0 (0.00%)	0 (0.00%)	177	152 (85.88%)	4.40

Note: Scale ranges from 1=“ Strongly disagree” to 5=“ Strongly agree. *All “NA/Don’t know” responses were excluded

Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve TESS, please state them here:

Overall, I am extremely satisfied with TESS. I'm grateful for all the services and all the quick, efficient help that it provides.

Keep up the good work!

Why can we not handle printer & paper expenses on an open PO the way we do the bookstore? This would be easier than the current paper system which seems to always get lost along the process.

Continue the strong work ethic and personable qualities the staff possess.

The TESS team is fully competent and able to do their work. Staff is friendly and helpful.

It is a little annoying to put in a ticket for a quick fix.

The design of the TESS website is terrible and makes it difficult to find even the things I access frequently.

TESS needs to get in touch with HR so as to be able to provide accessible options for job candidates in remote interview situations. This is not the time to institute a hiring freeze because of concerns regarding equity. All job candidates can be afforded equitable interview conditions with some coordination of HR and TESS. This would not be challenging. Please don't take this opportunity to be stingy.

All TESS staff, from management to classified staff are great helpers and very knowledgeable in their area of study.

There needs to be one log in page that incorporates, email, web advisor, canvas, starfish, and bookstore.

Under [REDACTED], projects are said "no" to most of the time. Conveniently forgets what he agreed to or not.

This department is understaffed. It cannot serve the campuses to the level they need. There are few training opportunities and no instructional support. Faculty would benefit from longer, more in-depth training that is refreshed every 2-3 years and permanent instructional support available daily.

SchoolDude is ok now that I'm use to it, but not intuitive when first beginning to use it.

I am so thankful for the responsiveness and helpfulness of [REDACTED], [REDACTED] and [REDACTED].

Excellent job transitioning everyone to virtual work space.

Canvas is good. Webadvisor seems archaic, but still works. Starfish is under-utilized or misused. Perhaps this is not only a TESS issue When I "flag" a student, sometimes I hear back in 24 hours - and sometimes 3 weeks - and often not at all. Often the note is "resolved" when the issue is not resolved. TESS seems overwhelmed at times, but the "helpdesk" seems to always come through.

campus staff is fine, district staff have been rude/demonstrated lack of caring or attempt to understand situations in the past year.

Technology Services: If my IT ticket goes to [REDACTED] the response time will be 1 month. If my ticket goes to [REDACTED] or [REDACTED] the response time will be 1 day. Other than that the Director of Technology is very resourceful and helpful. Print shop team has provided excellent service and have always finished the job in a timely manner. I feel the need to improve ordering website, it's outdated and tough to navigate. CTO is the best in class.

Get [REDACTED] help! She does not have the temperament to do her job. She often refuses to help a department if she deems it unnecessary, even if the department believes it is in their best interest. She belittles staff for not being trained, yet she does not provide training. She confounds the simplest of requests, and overreaches on matters that do not pertain to her.

My only suggestion would be the addition of some of the additional features available on Canvas along with training on using those features.

We need someone who can do our accessibility tasks (like closed caption) for us.

The only recommendation I have is it seems printers all over campus are constantly breaking or out of order. It seems these printers need to be updated or changed out for a different model that doesn't break as easily.

Thank you [REDACTED], [REDACTED] for your patience [REDACTED]

Provides great support when needed. I can trust their advice. Keep the great work.

Outlook email is the worst. The Google Suite (docs, sheets, slides, forms) is vastly superior to Office, especially for collaboration.

The team is a bit anxious and condescending. They talk bad about people all the time in public settings. They should be more mindful and show more professionalism.

Had problems with e-mail, one person did not know what to do. On a second call I was help. Both people were polite and tried to be helpful.

The best staff on campus, always very helpful.

Certain staff members in TESS are helpful and knowledgeable. Others are incompetent and difficult to work with.

TESS is responsive and helpful but I often feel like I have inconvenienced them with my question/issue. They seem put out when there is an issue they have to come to our office to address.

ADDITIONAL COMMENTS

Additional Comments - If you have any additional general comments or suggestions for District Support Operations (DSO), as a whole, please state them here:

DSO's leadership is caring and engaged in our development and progress. Thank you.

I find that all the personnel are very eager to help and invariably courteous and capable. I'm grateful for all the support they provide.

DSO is appreciated. However, DSO can do better with overall operations. DSO should have better a understanding themselves of what they want before giving direction. Policy and Procedures should be clearer and easier to follow. Consistency is a must!

Over the last few years the district has grown & grown disproportionately to the campuses. DSO consumes much of the resources brought in by campus enrollment and feels bloated. Especially in light of how difficult it sometimes is to get things done, it seems like it was easier to resolve issues when these folks were housed on the campuses. The DSO is also very top heavy and the management to staff ratio is not equitable. We need more staff, especially alumni & internally promoted opportunities for existing employees and less management.

Continuous communication and participation in SBVC's collegial culture would engender transparency; felt-presence in the college can foster collegiality.

Excellent Printing Services

Provide more opportunities for meeting other DSO team members.

The district website is cumbersome and confusing, there are certain areas where forms are fillable and others that aren't. And [REDACTED] needs to stop getting away with being exceptionally rude and refusing to let her department do their jobs.

It would be helpful for District staff to better understand the campus perspective when implementing changes to procedures. Collaborate with the campuses more on procedures and when changes are necessary. Streamline processes.

Please just make DSO more transparent.

Keep up the good work!

No major complaints with SBVC operations

Not at this time

I am thankful for the leadership of [REDACTED] during this transitional time. He has done a great job leading, especially during these unprecedented times.

please fix accounts payable.

Get rid of Oracle. Also, stop keeping incompetent managers around. It hurts the morale across the District.

The District must work harder to bring Classified staff up to the median salaries for their positions. It has been far too long that District employees have worked below their valued salary levels. Also, there must be a more efficient and streamlined way to properly classify employees who have been working out of class for years.

FYI: One of your questions has if we were overall satisfied for the "18-19" year, I think it was supposed to read "19-20" as all the other 'overall' satisfied questions were.

From my perspective, many of the departments within the District have become cumbersome and difficult to navigate despite the hiring of additional employees in most of these areas. Having been here for over 20 years, it seems to take longer to get anything done than it did 10 years ago. Some examples: policies appear to be open to fairly broad interpretation leading to confusion dependent upon who you speak to; reimbursements are often very slow to arrive (one of my last reimbursements took over 4 months), especially frustrating since it is a one-sided deal. Employees only have 30 days to submit their requests but it appears that District can take as long as it wants to reimburse our costs. Other concerns include how long it can take to get a PR approved and an invoice paid added to the fact that it can be difficult to actually reach anyone in the appropriate area. Phones are not always answered and responses to phone or e-mail messages are slow.

For Empire KVCR Radio 91.9 FM, please hire additional staff members and increase the operating budget so that Empire KVCR Radio can expand its news coverage of the Inland Empire, obtain stories of community interest, and report those findings and stories for both on-air broadcast and on the web: kvcrnews.org.

You still have two ding-a-lings who are lazy. Guess who they are? ██████████

With the new online capabilities we have now acquired I think it would be great to have zoom meetings (most likely webinars) featuring the Executive Leadership (Chancellor, VC, Presidents) at least once a semester. You could send out a request for questions that you could read aloud and answer. Something similar to the Chancellor's Chat but with more interaction. We do not see you at all and we do not know what you are doing. I truly believe you are working hard but your visibility is poor so it is easy for staff to demonize you our claim that you are not working for our interest.

Overall, the managers and staff are good at their jobs. There are clearly areas where improvement is needed - - mainly with attitudes from personnel. Managers are informed when there are problems and I have to trust that they will handle it but it seems very SLOW!

Print shop is always very helpful and fast in providing what we need.

Everyone is doing their best to make the college what it is today I applaud everyone involved