

## South Seattle Community College Climate Survey Spring 1999

The Climate Survey was administered at SSCC in June 1999, for the third time since 1990. Surveys were sent to all Full and Part-time Faculty, Classified Staff and Administrators. Overall, 141 responded (30%) including 29 Full-time faculty (39%), 36 Part-time faculty (17%), 40 Classified Staff (34%), and 27 Administrators (48%). For all groups, three areas of greatest satisfaction emerged -- the working environment, student and campus services, and student focus (over 50% satisfaction within each group).

<u>Working Environment</u>	<u>Percent Satisfied</u>
• Quality of my relationships with colleagues in this organization	72%
• Extent to which humor contributes to a positive work environment	70%
• Extent to which I am satisfied in my work	69%
• Extent to which I am proud to be an employee of South Seattle CC	66%
• Spirit of cooperation within my unit	63%
<u>Student and Campus Services</u>	<u>Percent Satisfied</u>
• Effectiveness of campus safety/security	70%
• Satisfaction with food service on campus	65%
• Availability of campus services and accommodations for students with disabilities	63%
• Availability of tutoring services	62%
<u>Student Focus</u>	<u>Percent Satisfied</u>
• Extent to which student needs are central to what we do	54%

### Areas of Concern

Areas of concern varied across groups. The faculty were the least dissatisfied. The areas of greatest dissatisfaction for Faculty (over 30% of both Full and Part-time faculty dissatisfied) were in the areas of physical environment, resource development, and work environment.

<u>Physical Environment</u>	<u>Percent Dissatisfied</u>	
	<u>FT</u>	<u>PT Faculty</u>
• Adequacy of heating and cooling in buildings	52%	39%
• Adequacy of office space	47%	30%
• Adequacy of storage space	44%	39%
<u>Resource Development</u>		
• Financial resources available to the college	38%	43%
<u>Work Environment</u>		
• Extent to which staffing levels are adequate for faculty and administrative support	43%	41%
• Accessibility of new and current software on campus from computer services	39%	31%
• Extent to which responsibilities of administrators are communicated to the rest of the college community	36%	35%
• Availability of orientation programs for new personnel	31%	31%

Dissatisfaction for Classified Staff fell largely into two areas -- work environment and organizational structure and governance. Over 40% were dissatisfied with the following:

<u>Work Environment</u>	<u>Percent Dissatisfied</u>
• Extent to which staffing levels are adequate for faculty and administrative support	74%
• Extent to which information is shared	57%
• Extent to which responsibilities of administrators are communicated to the rest of the college community	56%
• Extent to which individual achievements are recognized	50%
• Extent to which my concerns are listened to	47%
• Clarity of outcomes to be achieved	42%
• Opportunities for employees to get together to discuss institutional problems, issues or goals.	41%
<u>Organizational Structure and Governance</u>	
• Communication of policies and procedures at the college	59%
• Extent to which administrative responsibilities are clearly communicated	56%
• Extent to which employee input is sought in the decision-making process at the college	50%
• Extent to which decisions are made at the appropriate level of the organization	48%
• Effectiveness of the organizational structure of the college	47%
• Employee involvement in policy development at the college	46%
• Extent to which college leadership is decisive and results in action	42%
• Communication to employees of resource allocation decisions	42%

Administrators reported the broadest dissatisfaction, spread across all areas -- institutional planning; organizational structure and governance; resources; instructional, work, and physical environments; and support services. Over 40% were dissatisfied with the following:

	<u>Percent Dissatisfied</u>
• Financial resources available for the college	69%
• Extent to which staffing levels are adequate for faculty and administrative support	68%
• Extent to which faculty and staff have access to technical support from computer services	61%
• Adequacy of recreational facilities	50%
• Adequacy of office space	48%
• Extent of satisfaction with the number of instructors and staff at SSCC who are from different ethnic and cultural backgrounds	48%
• Amount and appropriateness of library resources	48%
• Adequacy of storage space	47%
• Adequacy of parking space	46%
• Effectiveness of process for monitoring the budget	43%
• Use of group problem-solving across the campus	42%
• Opportunities for employees to socialize and develop a sense of community	42%
• Adequacy of custodial services	41%

Areas of Improvement since 1990

The areas of greatest improvement in satisfaction between 1999 and previous Climate Surveys in Spring 1995 (when the college was being reorganized) and 1992 (at the beginning of the Title III Strengthening Institutions Grant) were in the areas of communication and governance. Items are listed in order of greatest gain since 1995. Of special note is the area with the greatest increase in satisfaction, especially among faculty:

	<u>Percent Satisfied</u>		
	<u>1999</u>	<u>1995</u>	<u>1992</u>
• Adequacy of duplicating services	57%	32%	38%

Communication and Governance

	<u>Percent Satisfied</u>		
• Communication to employees of resource allocation decisions and revisions	34%	13%	15%
• Employee involvement in policy development at the college	31%	12%	18%
• Staff, faculty, and administrator involvement in budget preparations	34%	16%	11%
• Extent to which a systematic process for program review is in place	38%	20%	17%
• Extent to which institutional priorities are reflected in decision-making	35%	20%	22%
• Extent to which the mission is reflected in decision-making	36%	22%	19%
• Extent to which information is available for me to do my job effectively	55%	41%	52%
• Effectiveness of the process for evaluating curriculum	29%	18%	17%
• Extent to which employee input is sought in the decision-making process	27%	17%	21%

Summary

In general, faculty, staff, and administrators are satisfied with the working environment at the college. Overall, employees were more satisfied in 1999 than in 1995 or 1992. In particular, all groups were more satisfied with the areas of communication and governance, areas on which the college has focused over the last four years, creating the College Council, the Curriculum and Instruction Committee, and the Institutional Effectiveness Committee, and involving the College Council in the budget process.

Areas where improvement is still needed include: staffing levels to support faculty and administration; the physical environment in the classroom; communicating administrative responsibilities to the rest of the campus; recognizing individual achievements and listening to the concerns of classified staff; and providing opportunities for employees to develop a sense of community and to collaborate across units.