

# **Mesa College Employee Perception Survey Spring 2009**



## *College Briefing*

Prepared by:  
SDCCD Office of Institutional Research and Planning  
September 18, 2009

# Introduction



# Overview & Purpose



- The three SDCCD colleges and Continuing Education conducted employee surveys in the Spring 2009 as part of their accreditation self-study process.
- Information from the surveys will be used to inform the planning action items in the self-study report, as well as provide support for other planning decisions.
- This survey was designed to elicit employee perceptions and opinions on institutional effectiveness, programs, services, instruction, facilities, and overall satisfaction.
- The 2009 Employee Perception Survey was significantly different from the previous employee survey, therefore comparisons are difficult.

# Instrumentation



- The survey contained :
  - 100 forced-choice items
    - 94 Likert scaled items
    - 6 profile questions
  - 4 open-ended questions
  
- Face and content validity were ensured by as follows:
  - Questions were aligned with Accreditation Standards,
  - Questions were directly related to the purpose of eliciting employee perceptions and opinions,
  - Questions avoided addressing complex processes or systems,
  - Validation through feedback from the Accreditation Coordination Committee.
  
- Survey was piloted in Fall '08 to establish reliability

# Methodology



- The Employee Perception Survey used a census sample design (all employees at the college were invited to participate).
- The expected response rate at each college was 20%-35%.
- The survey was made available both online and in a paper and pencil format.
- Hardcopy forms were returned anonymously in drop boxes at designated locations on the college campuses.
- The survey took approximately 30 minutes to complete.
- The survey administration window was approximately three weeks.

# Implementation



- The District Accreditation Coordinating Committee was integral to the process through:
  - Reviewing the survey design,
  - Reviewing and finalizing the survey instrument,
  - Reviewing the final report and providing recommendations.
- Pre-notification emails, invitations to survey and reminder notices were sent via e-mail to all employees.
- The District Office of Institutional Research and Planning sent the survey invitation via email during the fourth week of the semester.
- Drop boxes were made available to facilitate the return of completed hardcopy surveys.

# Respondent Profile



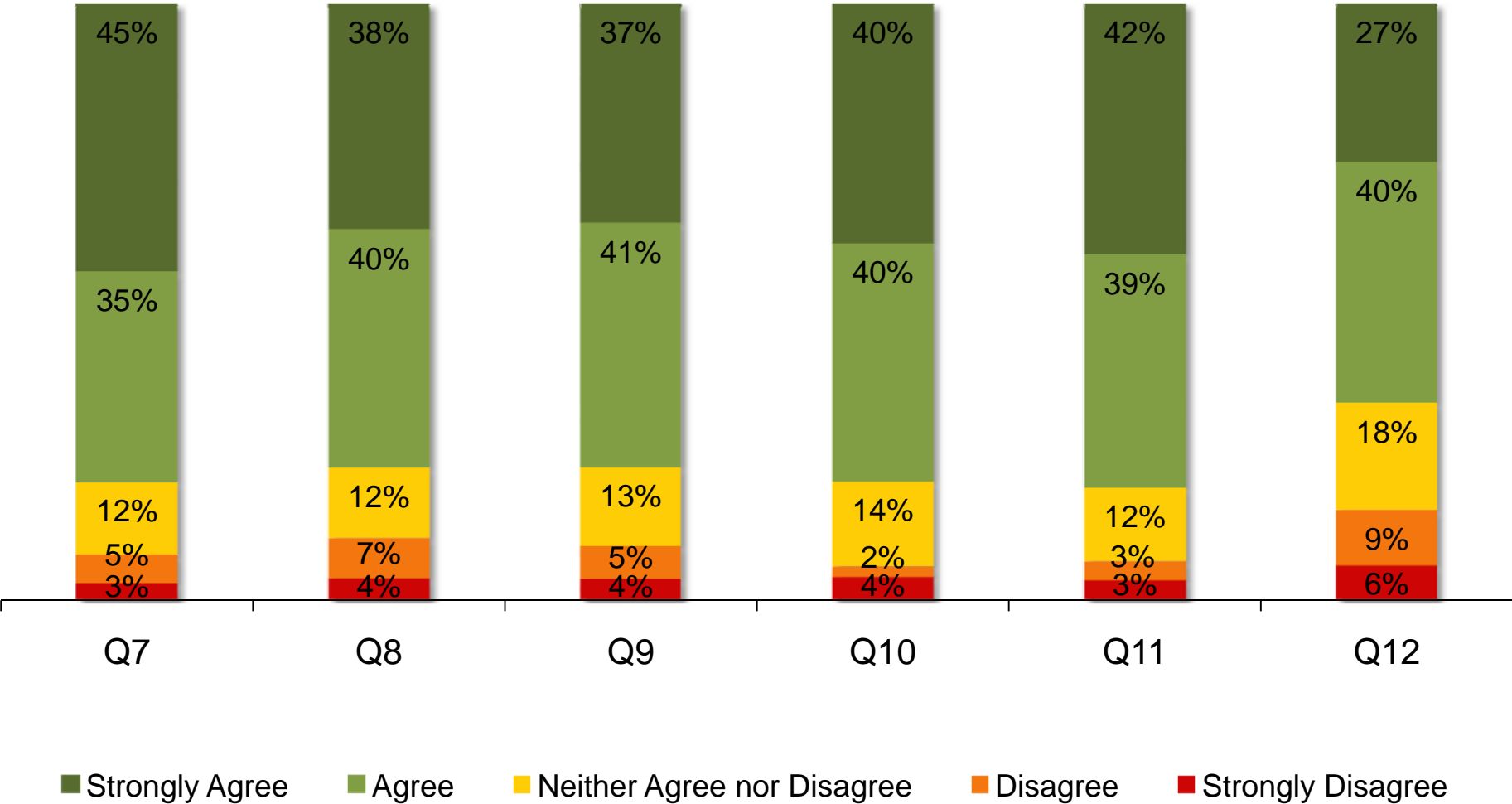
- 1,090 employees received invitations to survey. 476 completed the surveys (44% response rate)
- 38% contract faculty, 34% adjunct faculty, 22% classified, 2% managers and 4% supervisors
- 45% from Student Services, 30% from Instruction, 12% from Administrative Services and 13% from Other departments
- 37% at the college or district for 6 years or less and 45% at the college or district for 11 years or more

# The Findings

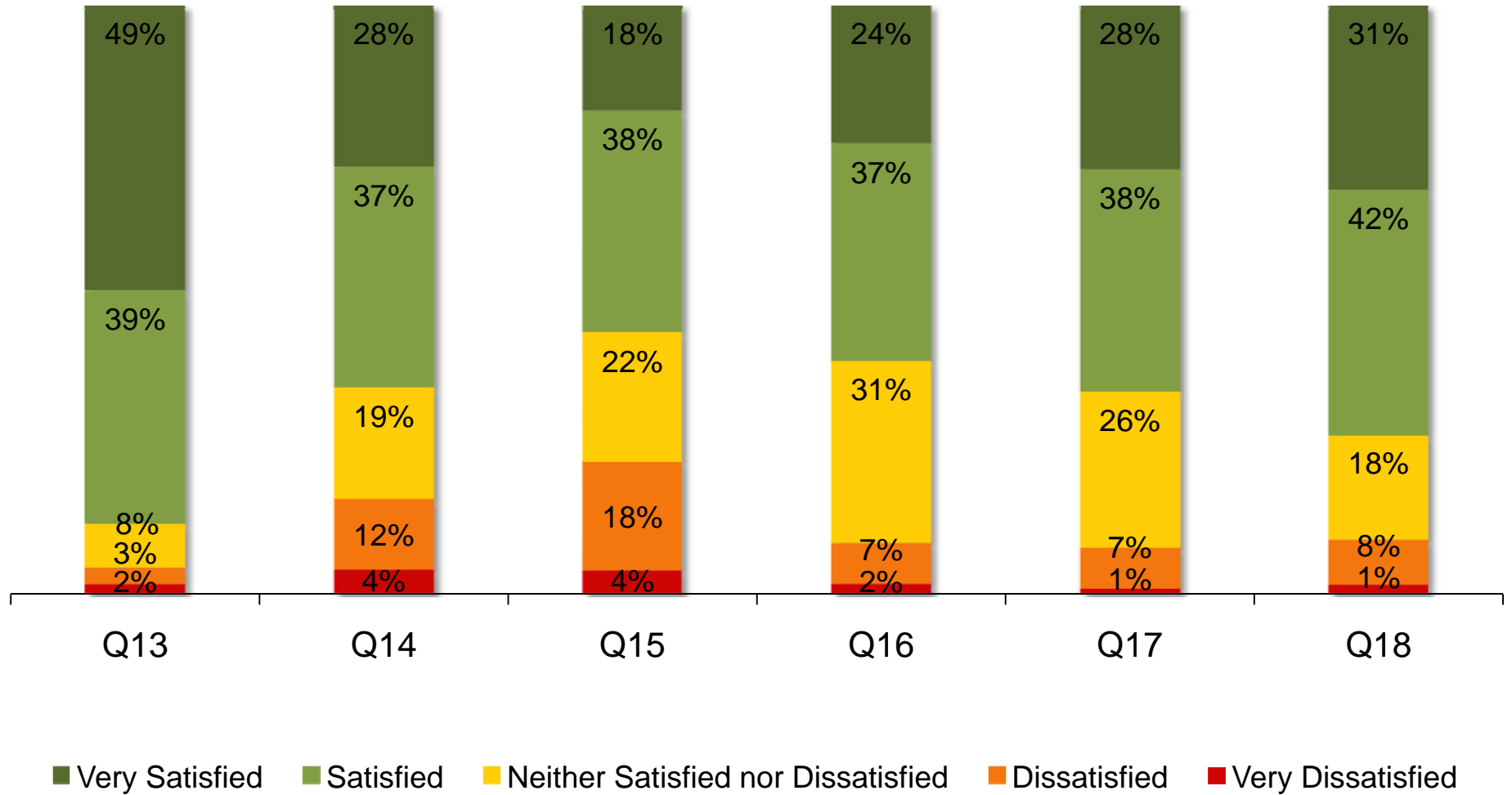




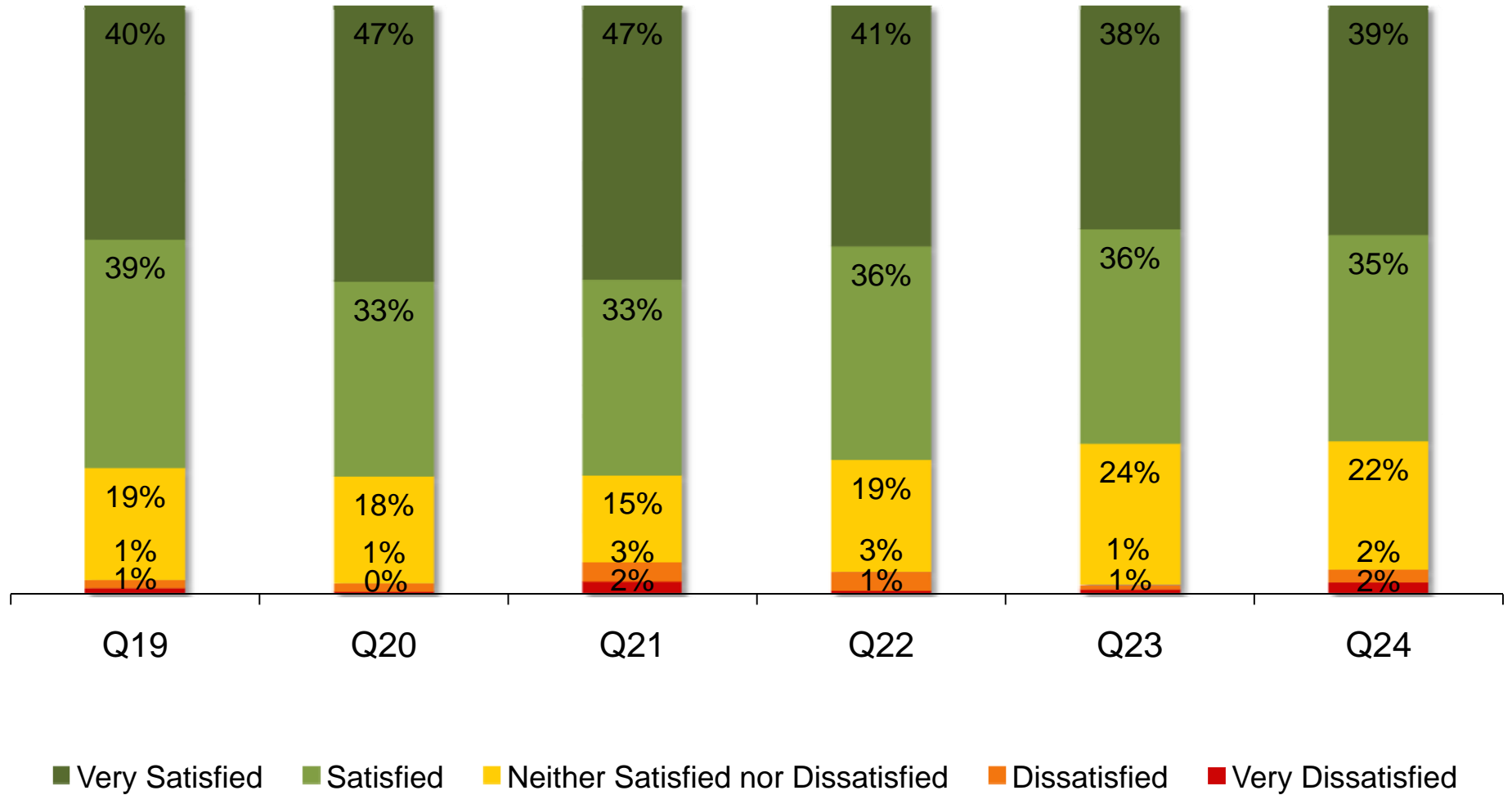
# Improving Institutional Effectiveness



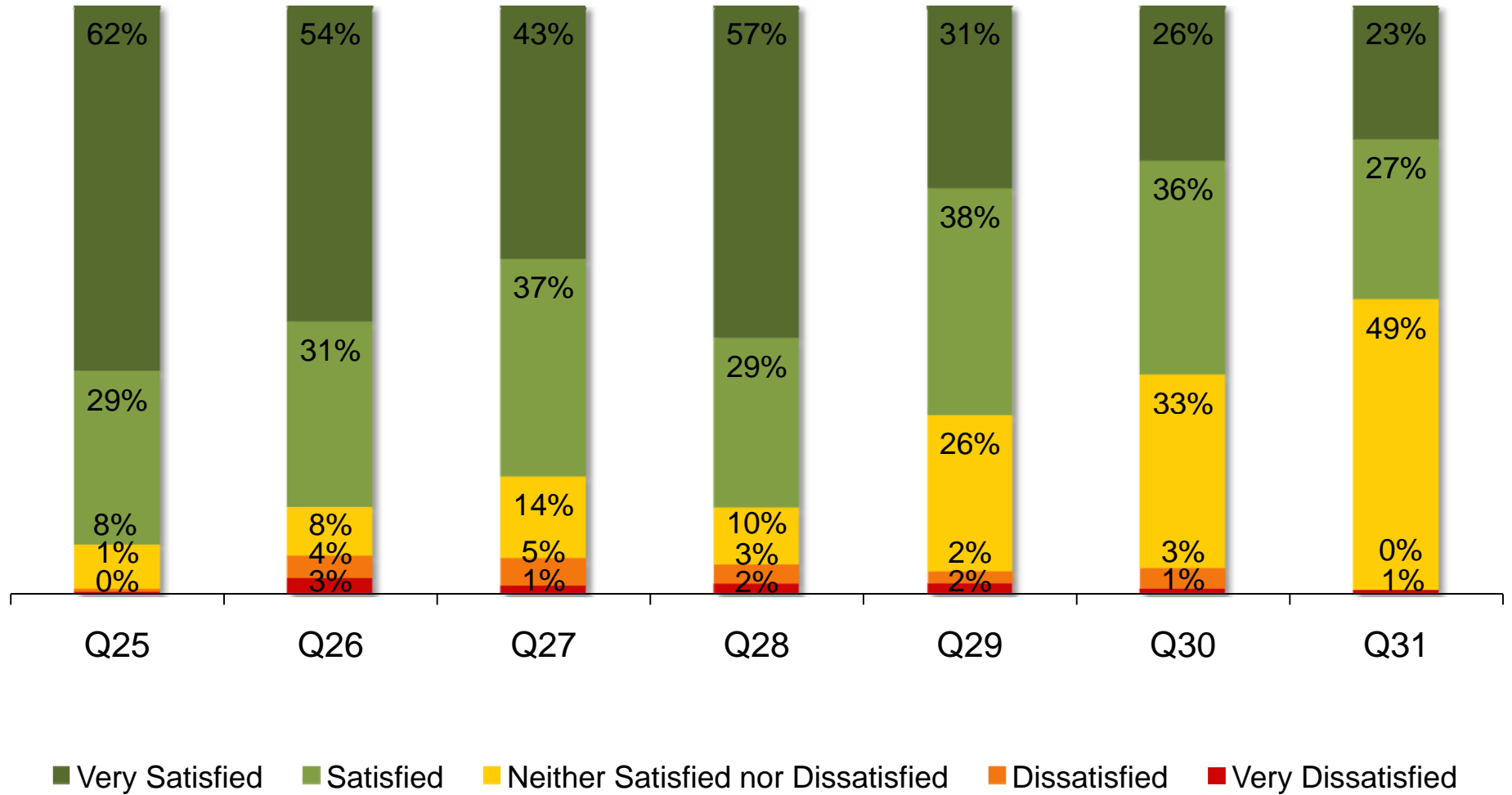
# Student Learning Programs and Services



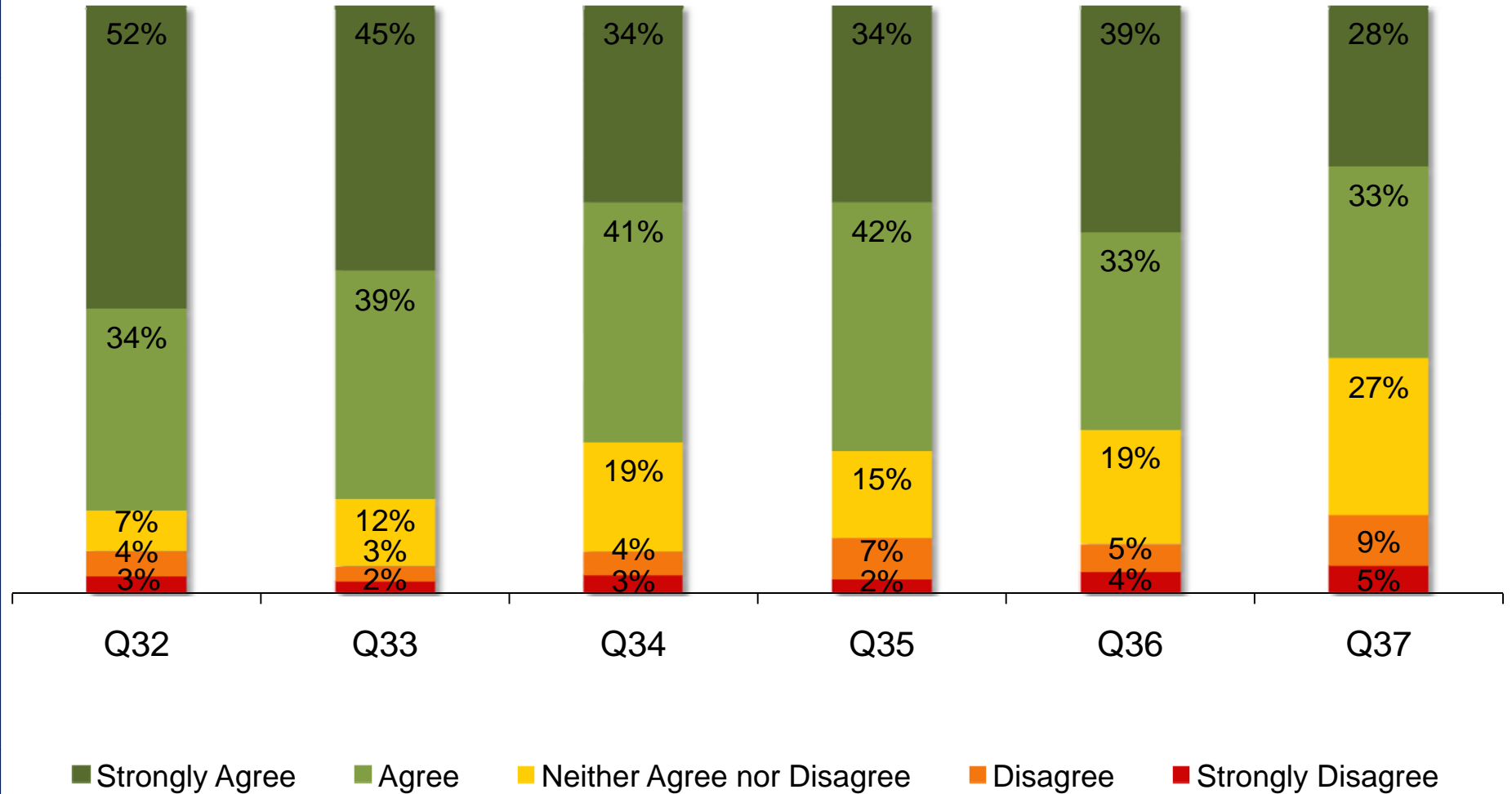
# Student Learning Programs and Services



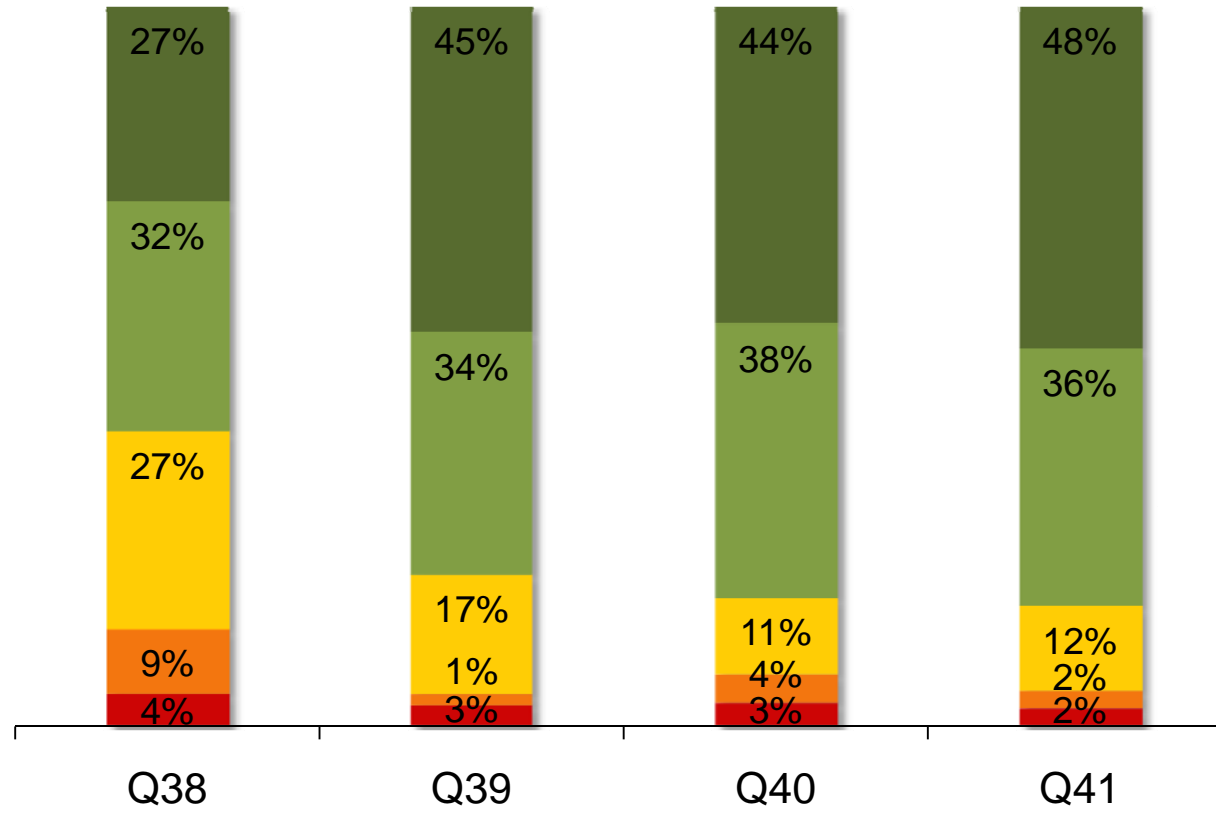
# Student Learning Programs and Services



# Instructional Programs

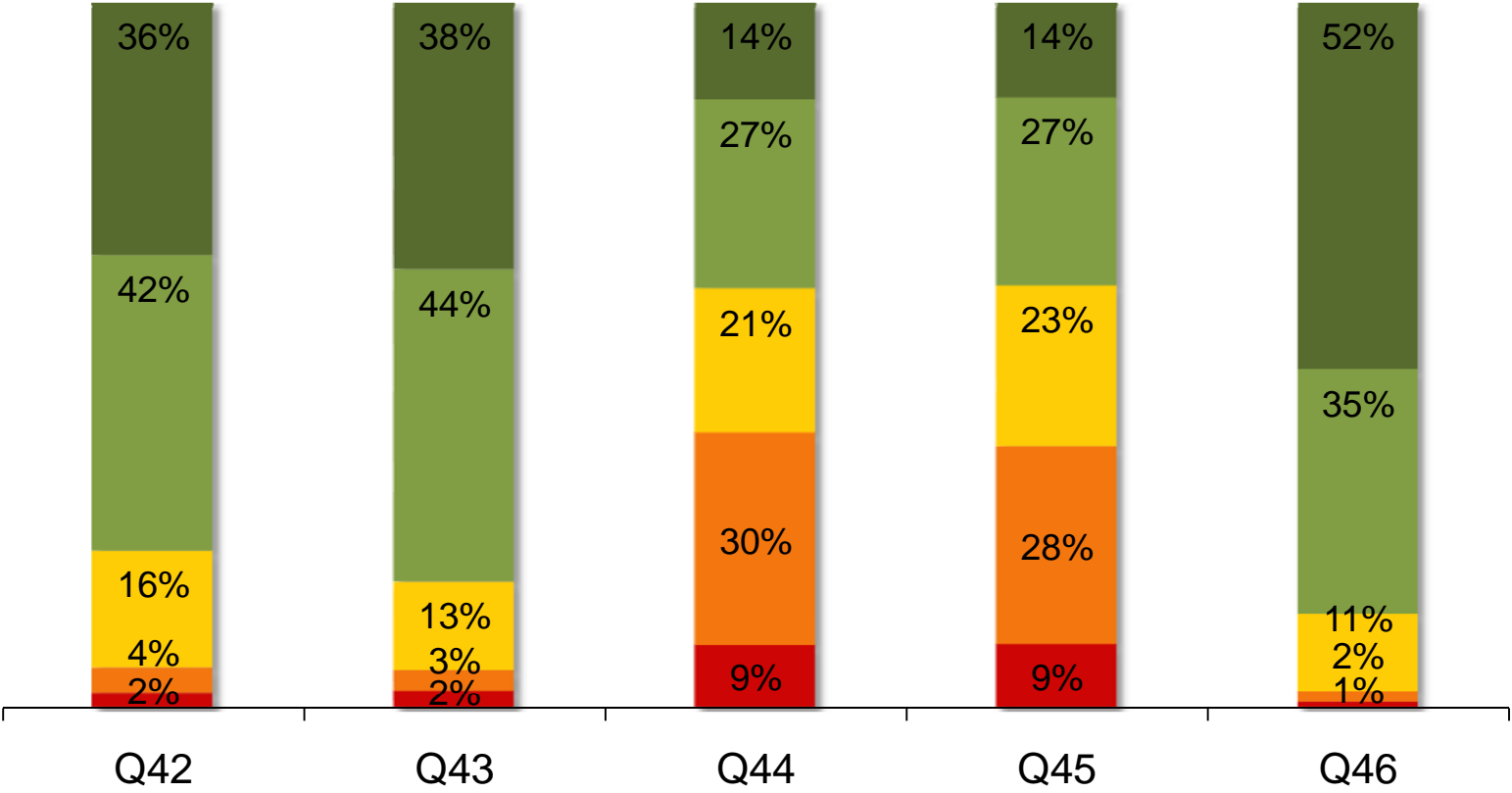


# Instructional Programs



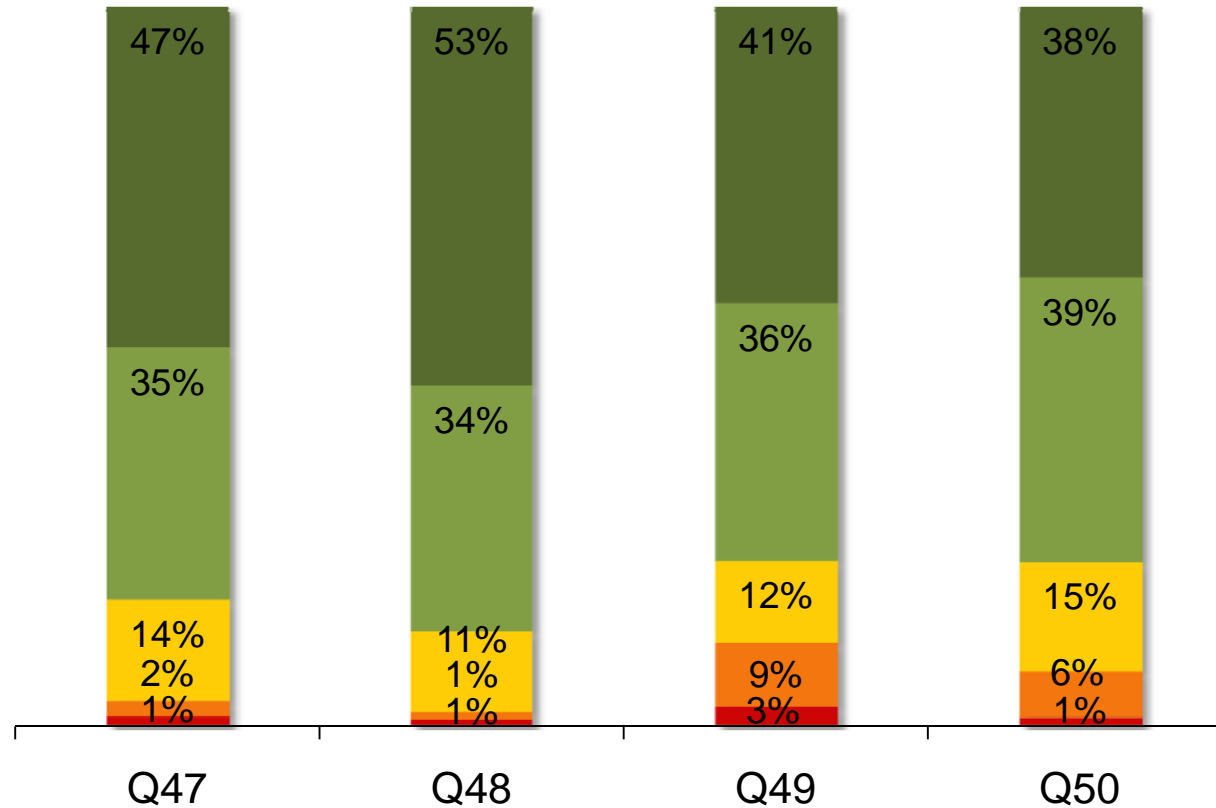
■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Student Support Services



■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree

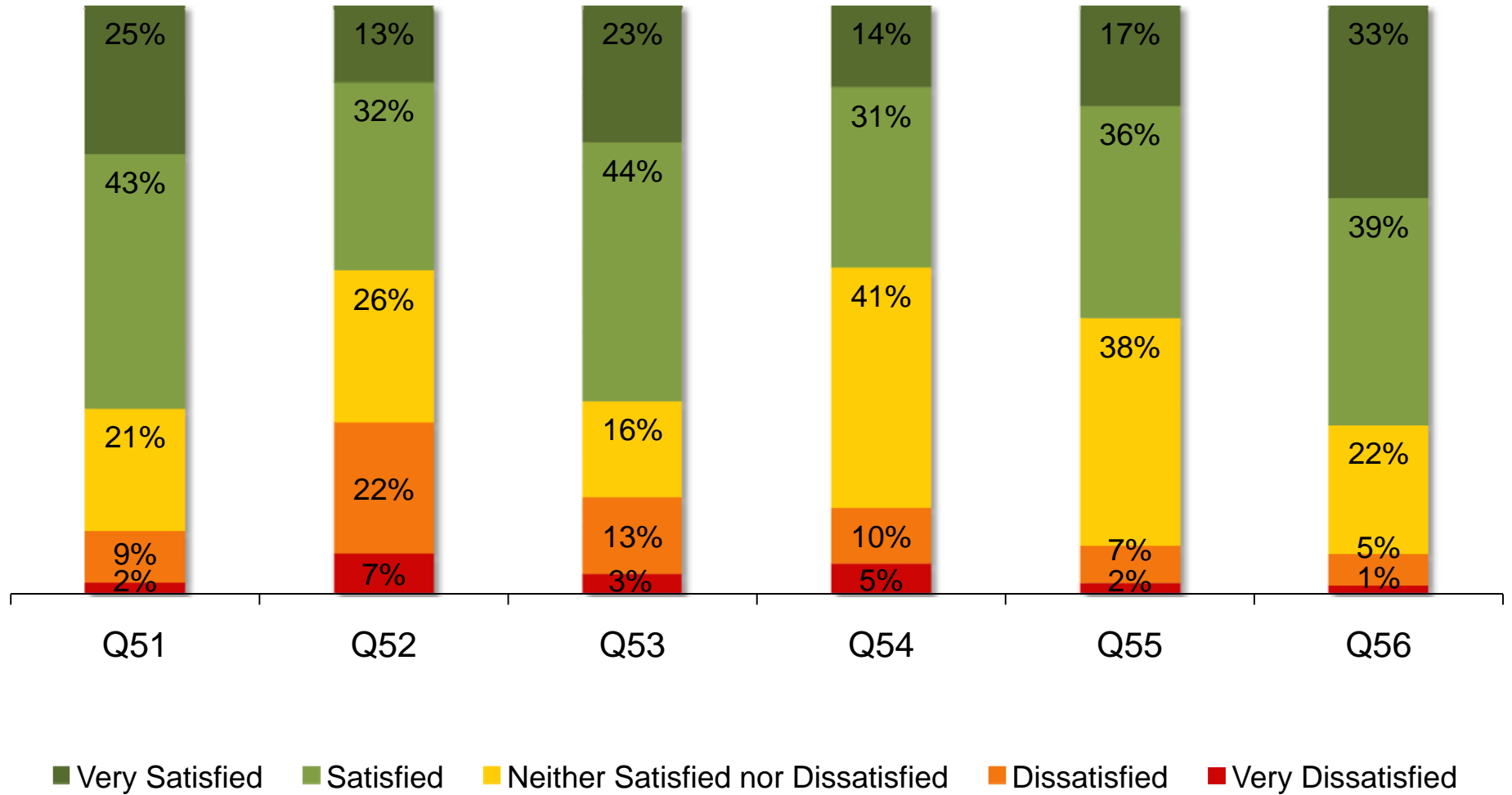
# Library and Learning Support Services



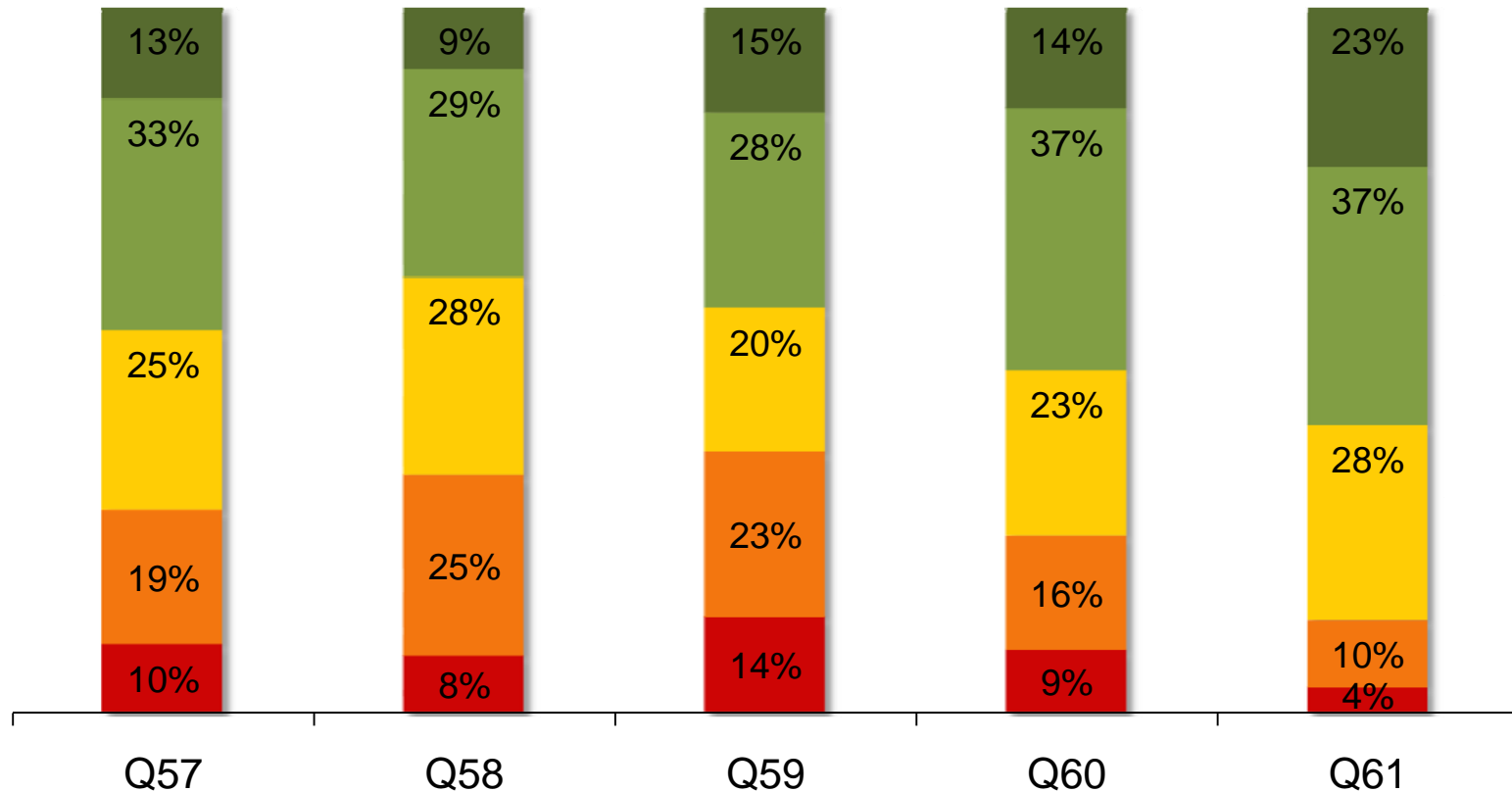
■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree



# Library and Learning Support Services

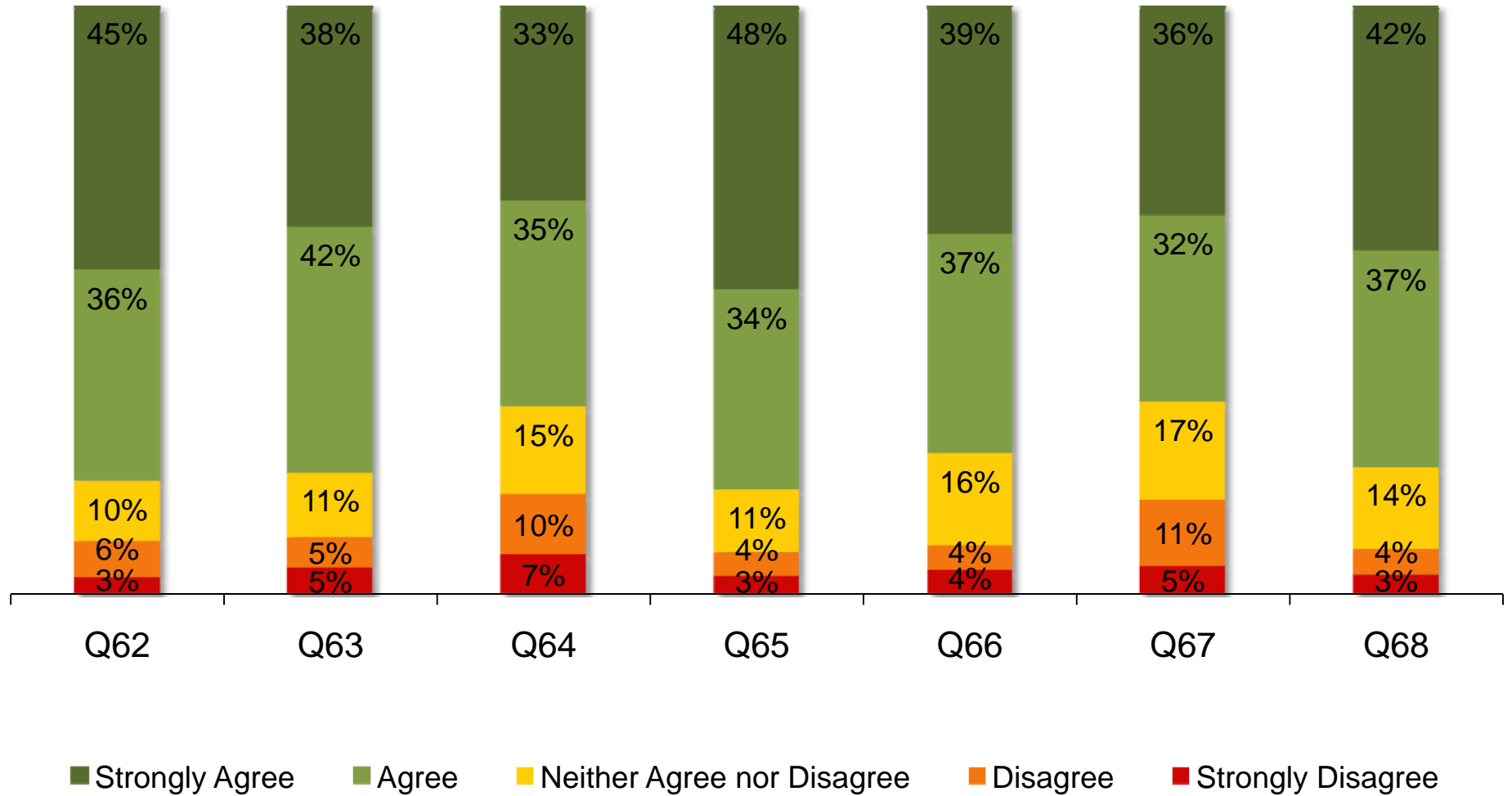


# Library and Learning Support Services

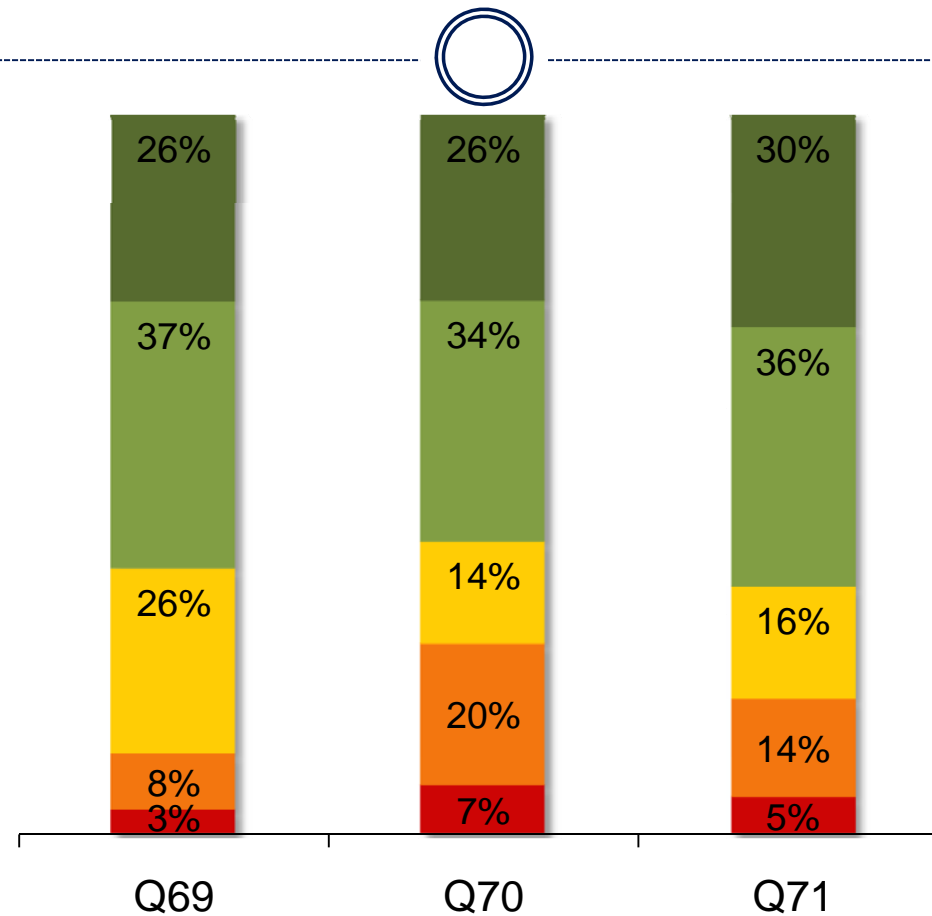


■ Very Satisfied   ■ Satisfied   ■ Neither Satisfied nor Dissatisfied   ■ Dissatisfied   ■ Very Dissatisfied

# Human Resources

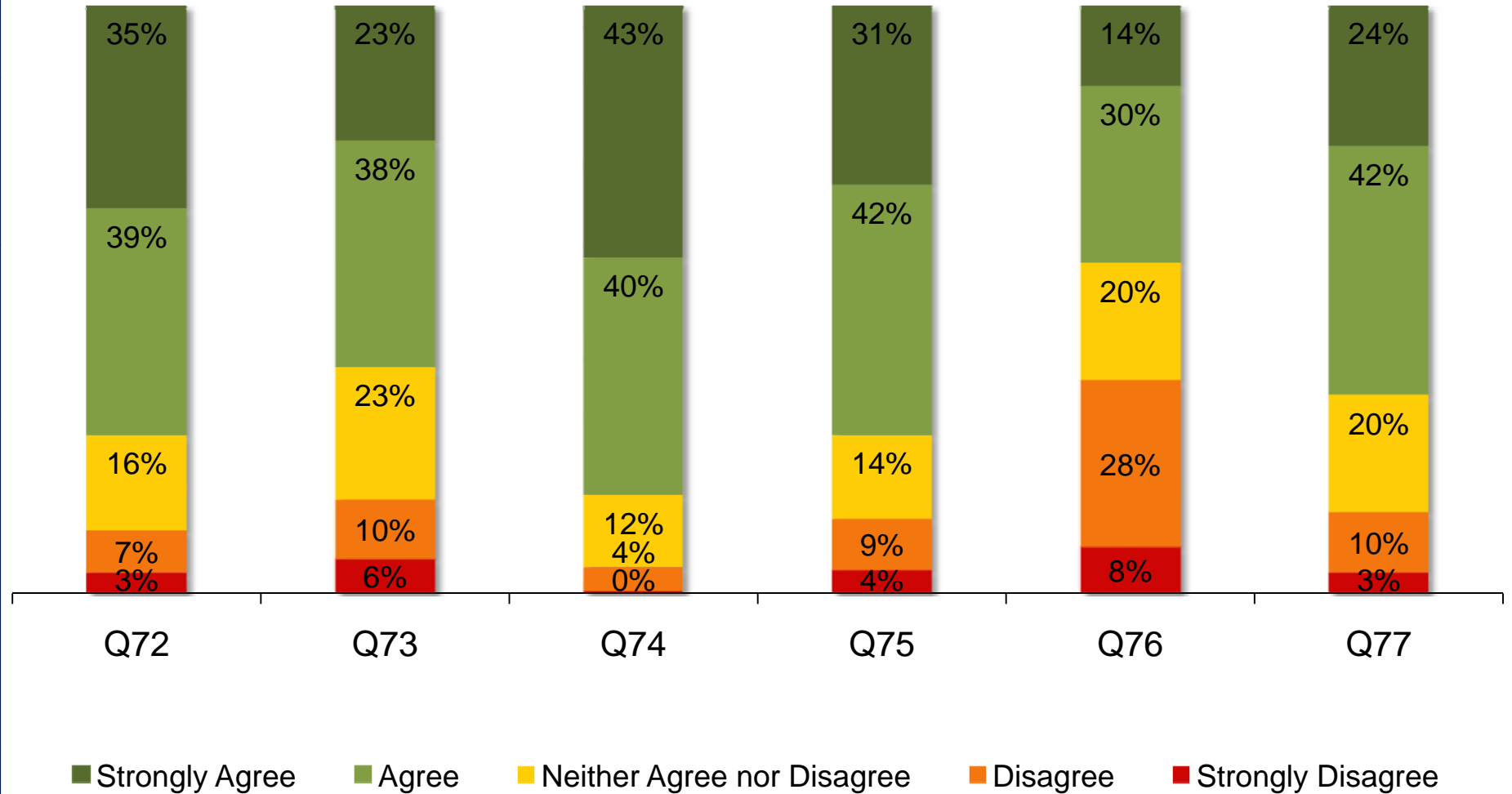


# Technological Resources

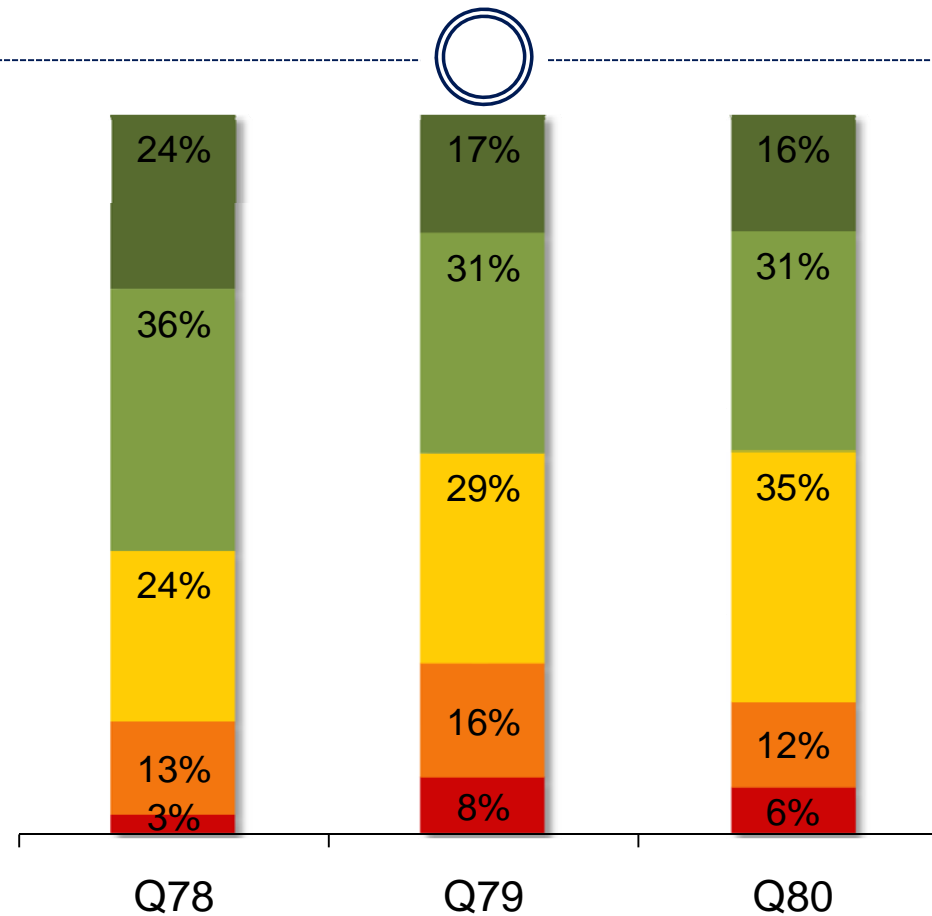


■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Physical Resources

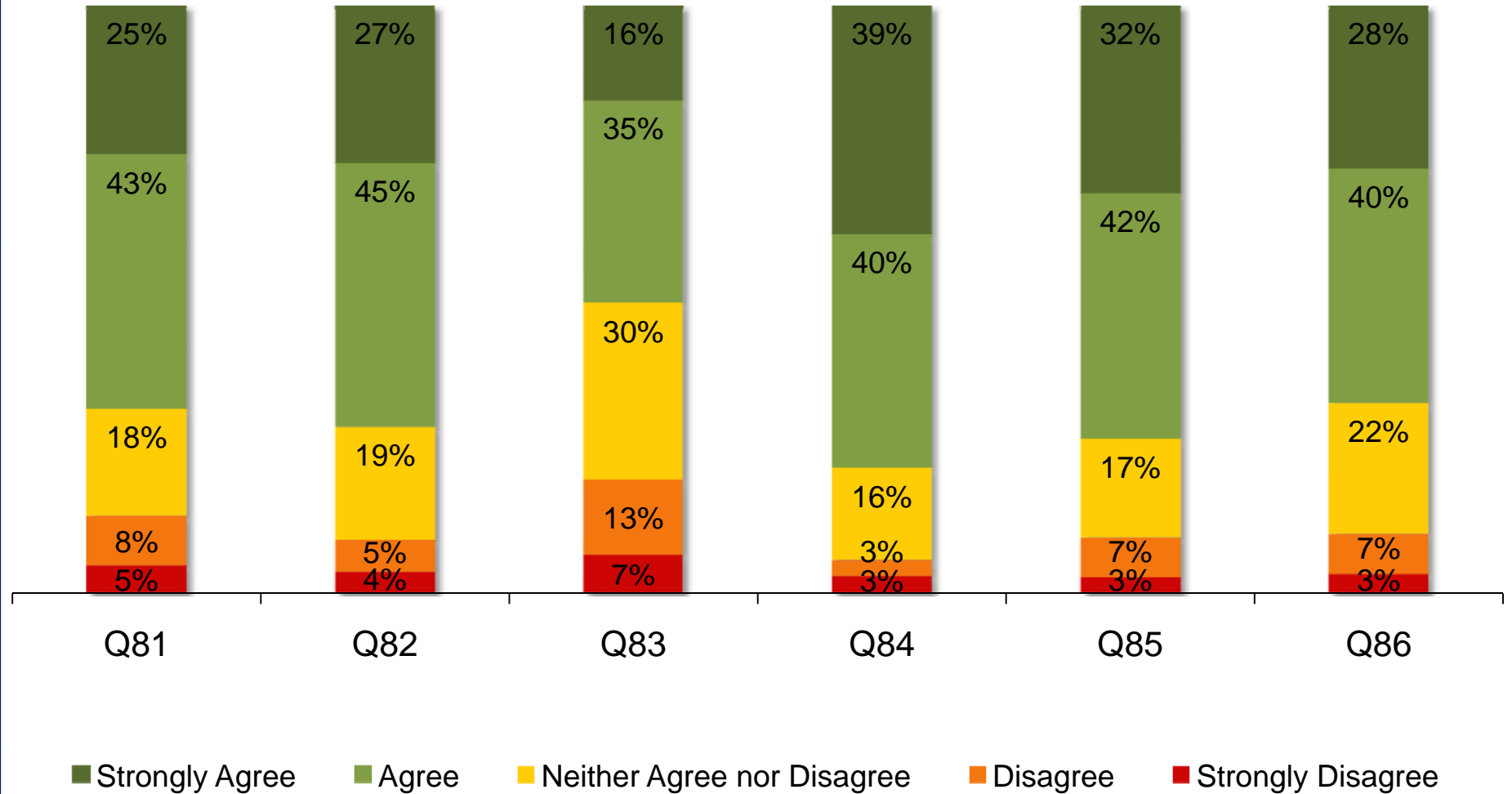


# Financial Resources

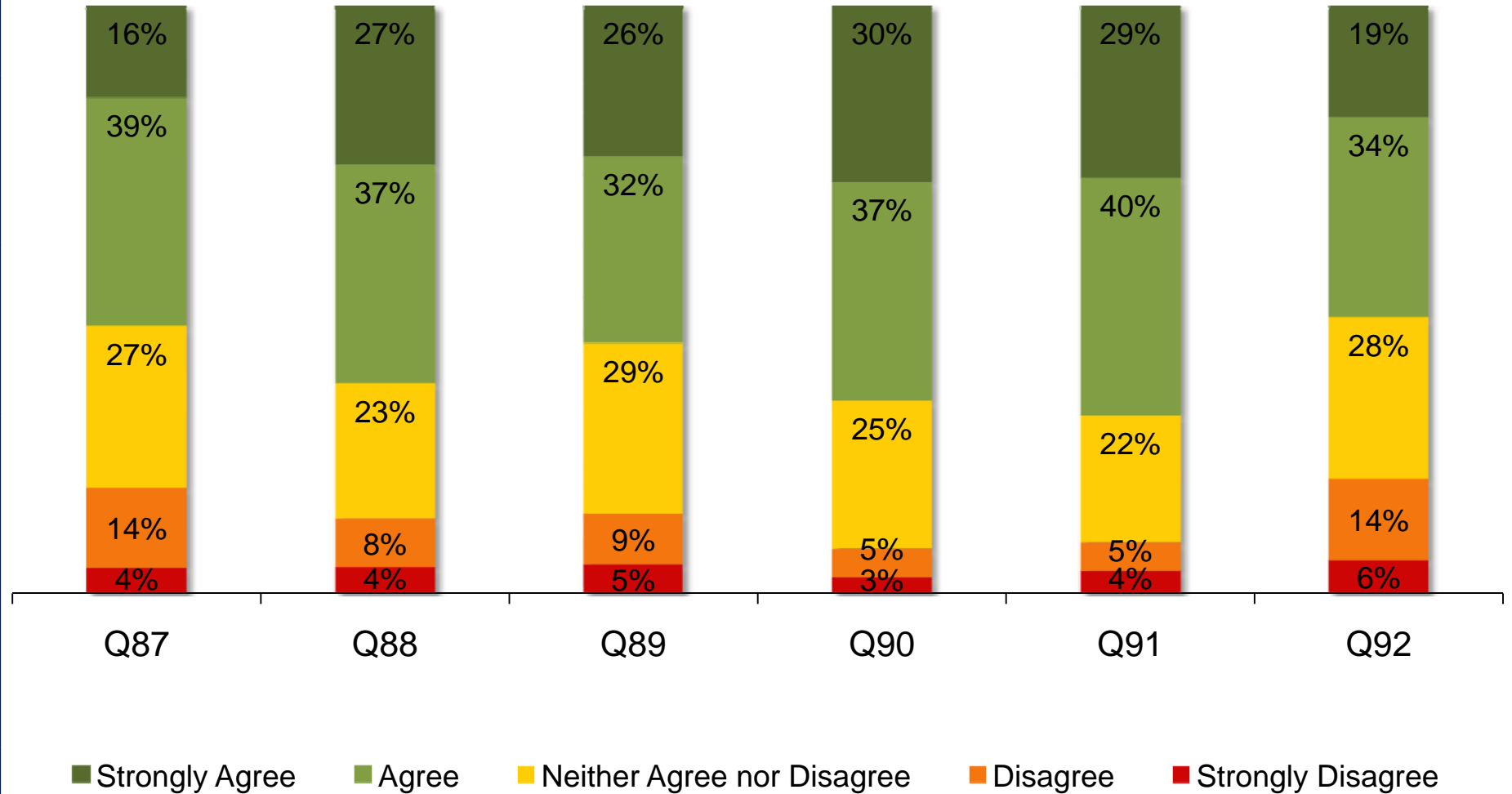


■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Decision-Making Roles and Processes

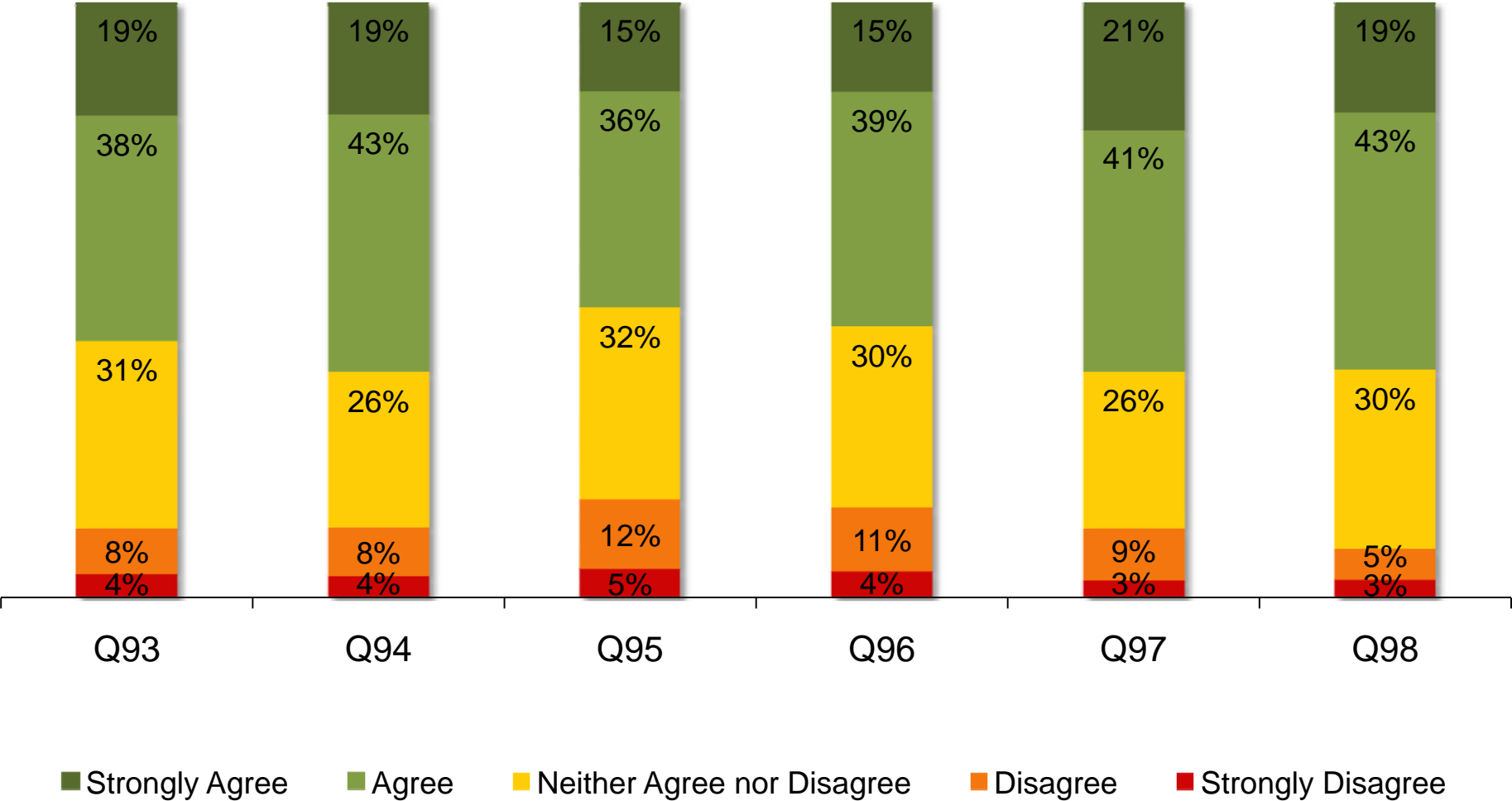


# College and District Administration

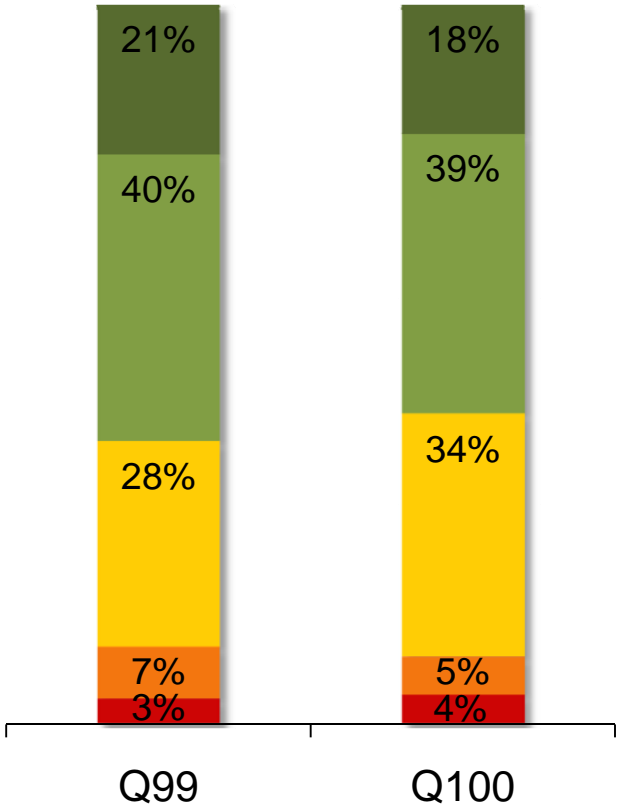




# District Office



# District Office



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

# Conclusions



# Top 5 Conclusions



1. The majority of respondents expressed moderate to strong agreement that the college has effective institutional planning and program review practices.
2. Survey respondents mostly believe that Mesa is a learning-centered institution and one that values diversity.
3. The majority of respondents believe that faculty at Mesa play a central role on campus: assuring quality of instruction, assessing SLOs, hiring faculty and other personnel and institutional decisions including curriculum development.
4. The majority of respondents believe that the college effectively implements SLOs, however a relatively large number of respondents responded neutral to the items related to SLO assessment.
5. Opinions were mixed and substantial dissatisfaction was expressed regarding facilities, parking, classrooms and working/office space.

# End



For the full report, visit the Accreditation page of our website at:

<http://research.sdccd.edu>