



Employee Satisfaction Survey – Miramar College

This survey is designed to measure your satisfaction with the quality of various services provided to students and employees and the work environment at City College. Please select answers based on your experience at your college or site. Your input will help the college strengthen future educational programs and services and enhance the work environment. **All information you share with us will be used for research purposes only and will be kept strictly confidential. Please only participate once.**

Directions:

For each question, please completely fill in the appropriate circle on the response form provided. Please select only one answer per question.

1. Where is your primary college/work site?

- 1) City College
- 2) Mesa College
- 3) Miramar College
- 4) ECC (Educational Cultural Complex)
- 5) Off campus

2. Which is your primary employment type?

- 1) Adjunct Faculty
- 2) Classified
- 3) Contract Faculty
- 4) Manager
- 5) Non-academic Hourly
- 6) Supervisor

3. If faculty, please indicate your faculty assignment:

- 1) Classroom
- 2) Non-classroom
- 3) Both

4. If Classified, Manager, or Supervisor, please indicate your area of responsibility:

- 1) Administrative services (human resources, business operations, Facilities, and maintenance)
- 2) Information technology
- 3) Instruction/Instructional support services
- 4) Student support services
- 5) Other

5. How long have you been employed at this college?

- 1) 1 year or less
- 2) 2-6 years
- 3) 7-10 years
- 4) 11 or more years

6. How long have you been employed within the district? (Please respond if you have worked at other SDCCD sites.)

- 1) 1 year or less
- 2) 2-6 years
- 3) 7-10 years
- 4) 11 or more years

Please rate your level of agreement with the following statements using the scale below:



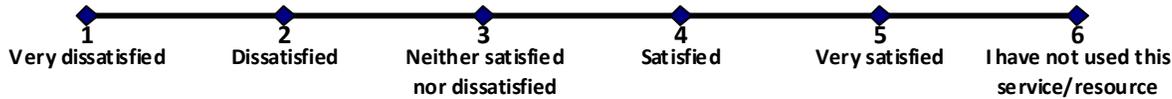
Improving Institutional Effectiveness

- 7. I am familiar with the mission statement of the college.
- 8. Improving institutional effectiveness is valued throughout the college.
- 9. The college facilitates an ongoing dialogue about improving student learning and institutional processes.
- 10. Program Review is integrated into the college planning process.
- 11. Student learning is considered in institutional planning.
- 12. The college's planning process offers opportunities for input by appropriate constituencies.



The college offers instructional programs, student services, library and learning support services, and all other resources that facilitate and enhance teaching and learning. Based on your experience with this college, please mark your level of SATISFACTION with the overall quality of the areas listed below:

Please rate your level of satisfaction with the following statements using the scale below:



- 13. Office of Instruction
- 14. Departmental Teaching Resources
- 15. Staffing Resources
- 16. Library Resources
- 17. Duplicating/Reprographics
- 18. Technical Support
- 19. Audio-Visual Support

Please rate your level of agreement with the following statements:



Instructional Programs and Student Learning Outcomes/Administrative Units Outcomes

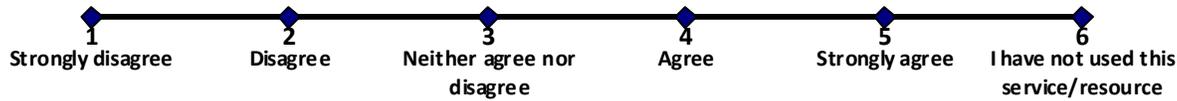
- 20. The faculty has a central role in assuring quality of instruction.
- 21. The college identifies and seeks to meet the varied educational needs of its students through diverse programs and services.
- 22. Instructors use teaching methodologies that reflect the diverse needs of the students.
- 23. The college has implemented effective plans and strategies for identifying student learning outcomes/administrative unit outcomes.
- 24. My department/program/service area has an effective practitioner-driven process for assessing student learning outcomes/administrative unit outcomes.
- 25. My department/program/service area has sufficient research data to assess progress toward achieving stated student learning outcomes/administrative unit outcomes.
- 26. My department/program/service area has used the results of student learning outcomes/administrative unit outcomes assessment to make improvements in instruction, student services, or administrative services.
- 27. Student learning outcomes and administrative unit outcomes are considered in program review.
- 28. The college supports academic freedom.
- 29. I am satisfied with the overall quality of instruction in my program.

Student Support Services

- 30. The college encourages personal, aesthetic, and intellectual development in students.
- 31. The college designs and implements programs, practices, and services that enhance student understanding and appreciation of diversity.
- 32. Student Services at this college have sufficient staff/resources to meet student needs.
- 33. Student Services at this college have sufficient facilities to meet student needs.
- 34. I refer students to the various services available on campus (e.g., DSPTS, Tutoring, Health Services, Financial Aid, and EOPS).



Please rate your level of agreement with the following statements:



Library and Learning Support Services

- 35. Librarians consult with campus faculty and other campus stakeholders to select and maintain books, periodicals, audio-visual materials, and other learning resources.
- 36. The college provides ongoing training for users of library and other learning support services to develop information competency.
- 37. I use library and related support services in my teaching or work function.
- 38. The library's collection of books, periodicals, media, electronic databases, and other resources is adequate to meet the needs of my program or work function.

Based on your experience with this college, rate your level of SATISFACTION with the overall quality of the areas listed below:

Please rate your level of satisfaction with the following statements using the scale below:



- 39. Bookstore
- 40. Physical Facilities
- 41. Technology Resources
- 42. Science Labs
- 43. Career Technical Labs
- 44. Computer Labs
- 45. Parking
- 46. Classrooms
- 47. Assigned Working Space/Office Space
- 48. Cafeteria
- 49. Business Services/Fiscal Resources

Please rate your level of agreement with the following statements:



Human Resources

- 50. I am treated with respect at this college.
- 51. The criteria for hiring employees are clearly stated.
- 52. The procedures for hiring employees are strictly followed.
- 53. My performance evaluations have been conducted according to my contract guidelines.
- 54. Policies and practices of the college clearly demonstrate commitment to equity and diversity.
- 55. The college provides me adequate opportunities for continued professional and staff development.
- 56. As a group, the members of my department or program stay current in their fields of expertise.



Please rate your level of agreement with the following statements:



Technological Resources

- 57. Technology planning is effectively integrated with institutional planning.
- 58. The availability of computers, software, multimedia, and other technologies is sufficient to support teaching and learning.
- 59. The college provides adequate training to faculty and staff in the application of information technology.

Physical Resources

- 60. Student learning and support needs are central to the planning, development, and design of new facilities.
- 61. Safety hazards are addressed promptly.
- 62. The grounds are pleasing and adequately maintained.
- 63. The exterior of the campus buildings are adequately maintained.
- 64. The interior of the classrooms, offices, and restrooms are adequately maintained.
- 65. The exterior lighting of the college is adequate.

Financial Resources

- 66. College guidelines and processes for budget development are clearly communicated.
- 67. I have appropriate opportunities to participate in budget development for the college through its shared governance processes.
- 68. The college resource allocation model equitably supports college programs and services.

Decision-Making Roles and Processes

- 69. The college leaders encourage all members of the college community to take initiative in improving institutional effectiveness.
- 70. The faculty exercises a substantial voice in matters related to educational programs, the hiring of faculty and other personnel, and institutional policies.
- 71. The classified staff exercise a substantial voice in matters related to college planning, budgeting, and institutional policies.
- 72. The faculty is central to decision-making involving curriculum development.
- 73. In general, I am aware of the staff and/or faculty role in various governing, planning, budgeting, and policy-making bodies at the college.
- 74. The college establishes governance structures, processes, and practices to facilitate effective communication among the institution's constituencies.

College and District Administration

- 75. The college's administrative structure is organized and staffed to reflect the institution's purposes, size, and complexity.
- 76. The college president provides effective leadership in planning and assessing institutional effectiveness.
- 77. The college president provides effective leadership in selecting and developing personnel.
- 78. The college president provides effective leadership in fiscal planning and budget development.
- 79. The college president works and communicates effectively with the communities served by the college.
- 80. The District Office uses effective methods of communicating with college staff and faculty.
- 81. The college administrators and managers consistently execute the college policies.
- 82. The college administrators and managers demonstrate commitment to shared governance.
- 83. The District resource allocation model equitably supports the sister colleges.



Comments:

Please record your comments on the right side of the response form.

1. What do you like most about working at this college?

2. What do you think needs to be improved most at this college?

Thank you for taking the survey!

Please return the completed response form and survey instrument to the mailbox of the Campus-Based Researcher Daniel Miramontez.