

## Santa Ana College Employee Engagement Survey 2020 Report

### Details:

**482 participants:** All employees were invited to participate in the survey: classified, faculty, administrator/manager, and full/part-time status

**Survey Launched:** March 4, 2020

**Survey Closed:** March 30, 2020

**Background:** The Santa Ana College (SAC) Employee Engagement Survey was created through a collaboration of the Santa Ana College Research Office and the Santa Ana College Cabinet during the 2018-2019 academic year. This report includes the results from both 2019 and 2020 survey collections for comparison and analysis of trends. This survey was created to collect employee data that would align with the Survey of Entering Student Engagement (SENSE). Every employee at Santa Ana College, Santa Ana College School of Continuing Education and the Academies (Criminal Justice/Fire) was encouraged to complete the survey.

### Summary:

- Participation increased from 351 in 2019 to 482 in 2020, an increase of 37%. The majority of the increase in responses originated from employees located at Santa Ana College.
- The distribution of survey respondent by primary role at SAC: classified (39%), faculty (54%), or administrator/manager (7%)
- The distribution of survey respondents by full-time/part-time status: full-time (51%) and part-time (49%).
- The survey responses distributed by primary work locations consisted of Santa Ana College (72%), SAC Continuing Education Center (13%), Orange County Sheriff's Regional Training Academy (6%), Orange County Sheriff's Department Tactical Training Center(6%), Joint Power Training Center (0%), and Other (please specify) (4%). Note: Only one employee from the Joint Power Training Center completed the survey.

The statements that generated the highest percentage of respondents selecting “Strongly Agree” and “Agree” were in the area of “Sense of Connection/Engagement”:

- I understand and support the mission of this college. (91%, 2020)
- I understand how my job contributes to this institution’s mission (89%, 2020)
- My efforts directly affect the success of this college (87%, 2020)
- I’m proud to be a part of this institution (84%, 2020)

These statements generated the lowest percentage of respondents selecting “Strongly Agree” and “Agree”:

- My department receives sufficient resources to do our best work (45%, 2020)
- The facilities (e.g., classrooms, offices, laboratories) adequately meeting my needs (51%, 2020)

These statements generated the most change, from 2019 to 2020, in the percentage of respondents who selected “Strongly agree” and “Agree”:

- My supervisor/department chair supports my efforts to balance my work and personal life (-5%)
- This institution's policies and practices give me the flexibility to manage my work and personal life (-5%)
- The role of classified employees in shared governance is clearly stated and publicized (+6%)

The following statements generated the most change from 2019 to 2020, in the percentage of respondents (disaggregated by location and staff type) who selected “Strongly agree” and “Agree”:

- The executive leadership at this college communicates effectively with faculty members and staff.
  - Orange County Sheriff’s Regional Training Academy (-33%)
  - Location: Other (please specify) (-26%)
  - Administrator/Manager (-20%)
  
- My department receives sufficient resources to do our best work.
  - Location: Other (please specify) (-37%)
  - Administrator/Managers (-29%)
  
- The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.
  - Location: Other (please specify) (-21%)
  
- I receive appropriate (adequate) training to do my work.
  - SAC Continuing Education Center (+22%)
  
- The role of classified employees in shared governance is clearly stated and publicized.
  - Orange County Sheriff’s Regional Training Academy (-26%)
  
- I can speak up or challenge a traditional way of doing something without fear of harming my career.
  - Location: Other (please specify) (-32%)
  
- The college encourages innovation and the exchange of ideas.
  - Orange County Sheriff’s Department Tactical Training Center (-26%)
  - Location: Other (please specify) (-21%)
  
- The administration encourages teamwork between departments.
  - Location: Other (please specify) (-21%)

In the following pages, additional feedback and similar increases and decreases by both overall and disaggregated views are provided in chart form followed by selected participant comments.

**A copy of the survey instrument is attached at the end of this report.**

**Responses to the open-ended question, “Q. 11. Is there anything more you want to tell us about your experience at this college?”, fell under these broad categories:**

- 1. Satisfaction with Employment at SAC**
- 2. Communication**
- 3. COVID-19 Pandemic Response**
- 4. Employee Voice and Engagement**
- 5. Facilities (the state of)**
- 6. Faculty Issues**
- 7. Professional Development**
- 8. Safety and Security**
- 9. Salary and Benefits**

**A representative sample of the comments begins on page 16 of this report**

## Survey Results:

Employee Characteristics	2019	2020	
<b>Q. 1. Please indicate your primary role and whether you are full-time/part-time:</b>	<b>Responses</b>	<b>Responses</b>	<b>Direction of Change</b>
Classified	126	190	↑
Faculty	195	260	↑
Administrator/Manager	30	32	↑
Total	351	482	↑

Employee Characteristics	2019	2020	
<b>Q. 1. Please indicate your primary role and whether you are full-time/part-time:</b>	<b>Responses</b>	<b>Responses</b>	<b>Direction of Change</b>
Full-time	207	244	↑
Part-time	144	238	↑
Total	351	482	↑

	2019	2020	Direction of Change
<b>Q. 2. Where is your primary work location?</b>			
Santa Ana College	225	346	↑
SAC Continuing Education Center	63	62	↓
Orange County Sheriff's Regional Training Academy	15	28	↑
Orange County Sheriff's Department Tactical Training Center	9	27	↑
Joint Power Training Center	22	1	↓
Other (please specify)	17	18	↑
Total	351	482	↑

**Weighted average is based on a 6-point Likert scale: 6 = strongly agree, 5 = agree, 4 = mildly agree, 3 = mildly disagree, 2= disagree, 1 = strongly disagree. % represents the total percent of “Strongly Agree” and “Agree” Responses.**

<b>Q. 3. Number of years at this location:</b>	<b>2019</b>	<b>2020</b>	<b>% Difference</b>	<b>Direction of Change</b>
Less than 1 year	7%	10%	2%	↑
1 to 5 years	38%	36%	-2%	↓
6-10 years	11%	16%	5%	↑
More than 10 years	44%	38%	-6%	↓

<b>Q. 4. Feeling Valued:</b>	<b>2019 Weighted Average</b>	<b>2019 Strongly Agree + Agree</b>	<b>2020 Weighted Average</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
I receive adequate recognition from my department for doing a good job	4.7	69%	4.7	65%	-4%	↓
I am satisfied with my job	5.1	82%	5.1	81%	-1%	↓
This college is a good place to work	5.2	81%	5.1	79%	-2%	↓
Diverse backgrounds and perspectives are valued at this college	5.1	79%	5.0	77%	-3%	↓
My direct supervisor recognizes and values the diversity that exists in our unit	5.1	80%	5.1	78%	-2%	↓
My direct supervisor values my input on projects	5.0	75%	5.0	75%	0%	↓
My coworkers value my input on projects	5.2	83%	5.1	80%	-3%	↓
This institution's culture is special-something you don't find just anywhere	4.6	61%	4.6	64%	3%	↑

**Weighted average is based on a 6-point Likert scale: 6 = strongly agree, 5 = agree, 4 = mildly agree, 3 = mildly disagree, 2= disagree, 1 = strongly disagree. % represents the total percent of “Strongly Agree” and “Agree” Responses.**

	2019 Weighted Average	2019 Strongly Agree + Agree	2020 Weighted Average	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 5. Sense of Connection/Engagement</b>						
I understand and support the mission of this college	5.4	91%	5.4	91%	1%	↑
I am well informed about changes at this college	4.6	61%	4.6	62%	1%	↑
The administration encourages teamwork between departments	4.4	55%	4.4	56%	1%	↑
The college offers campus wide activities that promote a sense of community	4.6	60%	4.6	60%	0%	
I have opportunities to participate in the programs sponsored by this college (professional development, guided pathways, etc.)	5.1	80%	5.1	80%	0%	
I feel comfortable and safe bringing forward a complaint (e.g., harassment, safety issues, policy violation)	4.4	60%	4.4	60%	0%	
There are processes in place for me to be involved in decision making and problem solving	4.5	57%	4.5	60%	3%	↑
I understand how my job contributes to this institution's mission	5.3	90%	5.3	89%	-1%	↓
I am proud to be part of this institution	5.4	87%	5.3	84%	-3%	↓
My efforts directly affect the success of this college	5.3	86%	5.3	87%	0%	
I often leave work with a feeling of satisfaction about my job	5.1	80%	5.1	82%	1%	↑
Faculty and staff have a mutual respect for one another and work well together	4.7	66%	4.8	70%	4%	↑
I have not seriously considered leaving this college for another job within the last 12 months.	4.7	67%	4.8	70%	3%	↑

	2019 Weighted Average	2019 Strongly Agree + Agree	2020 Weighted Average	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 6. Vibrant Innovative Climate</b>						
The college encourages innovation and the exchange of ideas	4.5	60%	4.6	62%	2%	↑
I am comfortable communicating within my department in an open and honest manner	4.8	74%	4.8	71%	-3%	↓
My department receives sufficient resources to do our best work	4.1	49%	4.1	45%	-4%	↓
I feel that I am allowed to be innovative	4.6	66%	4.7	65%	-1%	↓
I am given enough flexibility to be innovative within my job description	4.8	72%	4.7	68%	-4%	↓

**Weighted average is based on a 6-point Likert scale: 6 = strongly agree, 5 = agree, 4 = mildly agree, 3 = mildly disagree, 2= disagree, 1 = strongly disagree. % represents the total percent of “Strongly Agree” and “Agree” Responses.**

	2019 Weighted Average	2019 Strongly Agree + Agree	2020 Weighted Average	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 7. Opportunities for Growth</b>						
I feel encouraged to learn and grow at this college	4.8	67%	4.7	70%	3%	↑
I receive appropriate (adequate) training to do my work	4.6	63%	4.6	66%	2%	↑
I access available opportunities for training and growth	4.8	70%	4.9	74%	4%	↑
My last evaluation provided information that helped me improve (my work) and grow	4.6	65%	4.8	68%	2%	↑
I understand the necessary requirements to advance my career	4.7	70%	4.8	72%	2%	↑
I can speak up or challenge a traditional way of doing something without fear of harming my career	4.3	57%	4.2	54%	-3%	↓

	2019 Weighted Average	2019 Strongly Agree + Agree	2020 Weighted Average	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 8. Compensation, Benefits &amp; Work/Life Balance</b>						
Considering higher education settings, I feel my pay is competitive compared to other institutions in our region.	4.6	65%	4.5	64%	-2%	↓
This institution's benefits meet my needs.	4.8	69%	4.7	69%	-1%	↓
My supervisor/department chair supports my efforts to balance my work and personal life.	5.1	79%	4.9	74%	-5%	↓
This institution's policies and practices give me the flexibility to manage my work and personal life	5.0	77%	4.9	72%	-5%	↓
All things considered, this is a great place to work	5.2	81%	5.0	79%	-2%	↓

	2019 Weighted Average	2019 Strongly Agree + Agree	2020 Weighted Average	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 9. Facilities</b>						
The institution takes reasonable steps to provide a safe and secure environment for the campus.	4.7	68%	4.6	67%	-1%	↓
The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.	4.2	52%	4.1	51%	-1%	↓

**Weighted average is based on a 6-point Likert scale: 6 = strongly agree, 5 = agree, 4 = mildly agree, 3 = mildly disagree, 2= disagree, 1 = strongly disagree. % represents the total percent of “Strongly Agree” and “Agree” Responses.**

	2019 Weighted Average	2019 Strongly Agree + Agree	2020 Weighted Average	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 10. Shared Governance</b>						
The role of faculty in shared governance is clearly stated and publicized.	4.7	64%	4.6	66%	2%	↑
The role of classified employees in shared governance is clearly stated and publicized.	4.4	53%	4.5	58%	6%	↑
Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation).	4.8	73%	4.8	69%	-3%	↓
Faculty, administration and staff are meaningfully involved in institutional planning.	4.5	63%	4.5	59%	-4%	↓
The executive leadership at this college communicates effectively with faculty members and staff.	4.3	58%	4.2	55%	-3%	↓



**Disaggregated View for Selected Questions:**

	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
<b>Q. 4. Feeling Valued: I am satisfied with my job</b>				
Orange County Sheriff's Department Tactical Training Center	100%	93%	-7%	↓
Orange County Sheriff's Regional Training Academy	93%	96%	3%	↑
Other (please specify)	76%	61%	-15%	↓
SAC Continuing Education Center	79%	82%	3%	↑
Santa Ana College	80%	78%	-1%	↓

	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
<b>Q. 4. Feeling Valued: I am satisfied with my job</b>				
Administrator/Manager	90%	75%	-15%	↓
Classified	71%	74%	3%	↑
Faculty	88%	85%	-2%	↓

	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
<b>Q. 4. Feeling Valued: I am satisfied with my job</b>				
Full-Time	77%	73%	-4%	↓
Part-Time	88%	87%	-1%	↓

	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
<b>Q. 5. Sense of Connection/Engagement: The administration encourages teamwork between departments</b>				
Orange County Sheriff's Department Tactical Training Center	78%	67%	-11%	↓
Orange County Sheriff's Regional Training Academy	87%	71%	-15%	↓
Other (please specify)	82%	61%	-21%	↓
SAC Continuing Education Center	54%	61%	7%	↑
Santa Ana College	48%	51%	3%	↑

	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
<b>Q. 5. Sense of Connection/Engagement: The administration encourages teamwork between departments</b>				
Administrator/Manager	80%	63%	-18%	↓
Classified	50%	52%	2%	↑
Faculty	53%	56%	2%	↑

	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
<b>Q. 5. Sense of Connection/Engagement: The administration encourages teamwork between departments</b>				
Full-Time	50%	49%	-1%	↓
Part-Time	60%	61%	0%	

<b>Q. 5. Sense of Connection/Engagement: I feel comfortable and safe bringing forward a complaint (e.g., harassment, safety issues, policy violation)</b>	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
Orange County Sheriff's Department Tactical Training Center	89%	70%	-19%	↓
Orange County Sheriff's Regional Training Academy	87%	79%	-8%	↓
Other (please specify)	71%	56%	-15%	↓
SAC Continuing Education Center	59%	68%	9%	↑
Santa Ana College	53%	56%	3%	↑

<b>Q. 5. Sense of Connection/Engagement: I feel comfortable and safe bringing forward a complaint (e.g., harassment, safety issues, policy violation)</b>	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
Administrator/Manager	80%	66%	-14%	↓
Classified	52%	53%	0%	
Faculty	61%	63%	3%	↑

<b>Q. 5. Sense of Connection/Engagement: I feel comfortable and safe bringing forward a complaint (e.g., harassment, safety issues, policy violation)</b>	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
Full-Time	49%	51%	2%	↑
Part-Time	74%	68%	-6%	↓

<b>Q. 6. Vibrant Innovative Climate: My department receives sufficient resources to do our best work</b>	<b>2019 Strongly Agree + Agree</b>	<b>2020 Strongly Agree + Agree</b>	<b>% Difference Strongly Agree and Agree</b>	<b>Direction of Change</b>
Orange County Sheriff's Department Tactical Training Center	78%	70%	-7%	↓
Orange County Sheriff's Regional Training Academy	73%	68%	-5%	↓
Other (please specify)	71%	33%	-37%	↓
SAC Continuing Education Center	44%	60%	15%	↑
Santa Ana College	42%	37%	-5%	↓

	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 6. Vibrant Innovative Climate: My department receives sufficient resources to do our best work</b>				
Administrator/Manager	70%	41%	-29%	↓
Classified	40%	41%	1%	↑
Faculty	50%	46%	-4%	↓

	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 6. Vibrant Innovative Climate: My department receives sufficient resources to do our best work</b>				
Full-Time	37%	35%	-2%	↓
Part-Time	65%	53%	-12%	↓

	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 6. Vibrant Innovative Climate: The college encourages innovation and the exchange of ideas</b>				
Orange County Sheriff's Department Tactical Training Center		89%	63%	-26% ↓
Orange County Sheriff's Regional Training Academy		87%	68%	-19% ↓
Other (please specify)		76%	56%	-21% ↓
SAC Continuing Education Center		71%	82%	11% ↑
Santa Ana College		51%	56%	5% ↑

	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 6. Vibrant Innovative Climate: The college encourages innovation and the exchange of ideas</b>				
Administrator/Manager		70%	69%	-1% ↓
Classified		54%	54%	0%
Faculty		62%	65%	3% ↑

	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
<b>Q. 6. Vibrant Innovative Climate: The college encourages innovation and the exchange of ideas</b>				
Full-Time		51%	57%	6% ↑
Part-Time		72%	64%	-8% ↓

Q. 7. Opportunities for Growth: I receive appropriate (adequate) training to do my work	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Orange County Sheriff's Department Tactical Training Center	89%	74%	-15%	↓
Orange County Sheriff's Regional Training Academy	87%	68%	-19%	↓
Other (please specify)	65%	67%	2%	↑
SAC Continuing Education Center	60%	82%	22%	↑
Santa Ana College	59%	60%	2%	↑

Q. 7. Opportunities for Growth: I receive appropriate (adequate) training to do my work	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Administrator/Manager	63%	66%	2%	↑
Classified	50%	58%	8%	↑
Faculty	71%	69%	-2%	↓

Q. 7. Opportunities for Growth: I receive appropriate (adequate) training to do my work	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Full-Time	55%	59%	4%	↑
Part-Time	74%	71%	-3%	↓

Q. 7. Opportunities for Growth: I can speak up or challenge a traditional way of doing something without fear of harming my career	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Orange County Sheriff's Department Tactical Training Center	89%	70%	-19%	↓
Orange County Sheriff's Regional Training Academy	73%	68%	-5%	↓
Other (please specify)	71%	39%	-32%	↓
SAC Continuing Education Center	59%	56%	-2%	↓
Santa Ana College	50%	50%	0%	

Q. 7. Opportunities for Growth: I can speak up or challenge a traditional way of doing something without fear of harming my career	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Administrator/Manager	67%	50%	-17%	↓
Classified	55%	47%	-7%	↓
Faculty	56%	57%	1%	↑

Q. 7. Opportunities for Growth: I can speak up or challenge a traditional way of doing something without fear of harming my career	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Full-Time	46%	48%	1%	↑
Part-Time	72%	58%	-13%	↓

Q. 8. Compensation, Benefits & Work/Life Balance: Considering higher education settings, I feel my pay is competitive compared to other institutions in our region.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Orange County Sheriff's Department Tactical Training Center	89%	85%	-4%	↓
Orange County Sheriff's Regional Training Academy	93%	79%	-15%	↓
Other (please specify)	59%	56%	-3%	↓
SAC Continuing Education Center	68%	58%	-10%	↓
Santa Ana College	61%	61%	0%	

Q. 8. Compensation, Benefits & Work/Life Balance: Considering higher education settings, I feel my pay is competitive compared to other institutions in our region.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Administrator/Manager	57%	56%	0%	
Classified	61%	57%	-4%	↓
Faculty	69%	68%	-1%	↓

Q. 8. Compensation, Benefits & Work/Life Balance: Considering higher education settings, I feel my pay is competitive compared to other institutions in our region.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Full-Time	64%	66%	2%	↑
Part-Time	67%	60%	-7%	↓

Q. 9. Facilities: The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Orange County Sheriff's Department Tactical Training Center	78%	89%	11%	↑
Orange County Sheriff's Regional Training Academy	93%	96%	3%	↑
Other (please specify)	71%	50%	-21%	↓
SAC Continuing Education Center	52%	55%	2%	↑
Santa Ana College	43%	42%	0%	

Q. 9. Facilities: The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Administrator/Manager	40%	44%	4%	↑
Classified	56%	56%	0%	
Faculty	51%	47%	-4%	↓

Q. 9. Facilities: The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Full-Time	38%	39%	1%	↑
Part-Time	72%	62%	-10%	↓

Q. 10. Shared Governance: The role of classified employees in shared governance is clearly stated and publicized.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Orange County Sheriff's Department Tactical Training Center	67%	63%	-4%	↓
Orange County Sheriff's Regional Training Academy	80%	54%	-26%	↓
Other (please specify)	65%	56%	-9%	↓
SAC Continuing Education Center	57%	71%	14%	↑
Santa Ana College	44%	51%	7%	↑

Q. 10. Shared Governance: The role of classified employees in shared governance is clearly stated and publicized.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Administrator/Manager	57%	66%	9%	↑
Classified	45%	55%	9%	↑
Faculty	53%	54%	1%	↑

Q. 10. Shared Governance: The role of classified employees in shared governance is clearly stated and publicized.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Full-Time	46%	55%	9%	↑
Part-Time	57%	55%	-1%	↓

Q. 10. Shared Governance: The executive leadership at this college communicates effectively with faculty members and staff.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Orange County Sheriff's Department Tactical Training Center	78%	63%	-15%	↓
Orange County Sheriff's Regional Training Academy	93%	61%	-33%	↓
Other (please specify)	76%	50%	-26%	↓
SAC Continuing Education Center	60%	69%	9%	↑
Santa Ana College	51%	49%	-2%	↓

Q. 10. Shared Governance: The executive leadership at this college communicates effectively with faculty members and staff.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Administrator/Manager	77%	56%	-20%	↓
Classified	55%	53%	-2%	↓
Faculty	55%	53%	-3%	↓

Q. 10. Shared Governance: The executive leadership at this college communicates effectively with faculty members and staff.	2019 Strongly Agree + Agree	2020 Strongly Agree + Agree	% Difference Strongly Agree and Agree	Direction of Change
Full-Time	49%	46%	-2%	↓
Part-Time	69%	60%	-9%	↓

**Q. 11. Is there anything more you want to tell us about your experience at this college?**

**Satisfaction with employment at SAC:**

“I am thankful to have a job in this district! Thank you for providing such a great environment for myself and all of my colleagues.”

“I love Santa Ana College and our mission to serve our diverse community of learners.”

“I have been with this college for 30 years plus. The highlight of my job is to serve and interact with students directly every day. This college is indeed a great place to work, and I love my job here.”

“I have had nothing but great experiences here at the Academy. Everyone has one mind in focus. ‘The Students.’”

“I like that this college values all ethnicities and beliefs, and provides assistance to those who need it!”

“Dr. Linda Rose has been an awesome leader and visionary for SAC. Her passion for student learning is unprecedente! Precedente”

**Communication:**

“Need one person for short, clear answers for problems & questions.”

“I would like to see quarterly meetings with part-time faculty or emails about information discussed in the full time faculty meetings.”

“As an adjunct that works in the evenings, I rarely see or communicate with staff or administration. I like the students, I like teaching, and I like the autonomy I have in my classroom. As far as feeling connected to the college as a whole, though, that is just not present. But it's also not the reason I teach here.”

“Communication needs to improve from the top down.”

“Currently there have been many changes in my department and there has been a great lack of communication in sharing the changes and the purpose behind the changes.”

“I wish our department could have department's meetings. The last one we had with the \*\*\*\*\* was in May 2016.”

**COVID-19 Pandemic Response:**

“So far, so good! Really appreciated the help from the Distance Education department and having Confer Zoom. Love the students and appreciate how we are all pulling together during this difficult time. Thank you.”

“I feel that as a classified staff our voice does not count and we are dispensable. Decisions that are taken by higher authorities in this institute don't care for our health and safety to us and our families. We should all be treated equally.”



“It’s sad to see the inequality towards classified. We feel unimportant in comparison to the faculty. Classified staff safety was not regarded during these difficult times. We felt we could be spared in his eyes and the administrators. Also, why is our response to crisis so slow in comparison to other districts? It was all handled wrong.”

“The sudden transition from in person classes to Long Distance Teaching was done quickly and is the result of incredible leadership and wisdom.”

“The administrative response to the Coronavirus pandemic has created a negative experience as a classified staff. Students’ first, faculty second and classified last. It confirms my beliefs on the deep roots of Santa Ana College’s institutional culture.”

“The COVID19 situation I feel has been handled very poorly. There has been various contradictory information coming from various places. The emails are very confusing and it adds more stress to an already very stressful situation”

**Employee Voice and Engagement:**

“Yes, I believe the SAC graveyard crew should have a voice and be heard. We feel like we are a totally different entity when it comes to the M&O personal. Also we need more help we are short employees and have big assigned areas.”

“I think talent is not recognized by the administration, in the sense that there are so many part-time faculty that can contribute with their area of specialty, however there is no process to engage part-time faculty and I think that is a shame.”

“Scary and retaliatory place to work. No acknowledgement of the effort individuals put into improving this college, challenging ideas are often ignored and processes for change ill-defined.”

“I think more effort should be put toward improving the relationship between faculty and staff. Additionally, managers need better guidance support from HR in their work to hold employees (faculty and staff) accountable.”

“I feel empowered by my manager to participate outside of our department and make a difference around campus.”

“As an institution, Santa Ana College does not welcome conservative ideas. The college’s liberal bias is evident.”

“SAC is very inclusive and well-rounded. Everyone participates and does their job. No one plays absent minded like they do not know anything, THEY DO THEIR JOB!”

**Facilities (the state of):**

“The school should take care of its facilities better. When the rooms are feel old, not cleaned (CEC), and falling apart, we can't expect students to feel inspired. It takes that much more effort for an instructor to inspire, motivate, and encourage students in spite of the location. I have seen unclean conditions at CEC for which I have requested custodial work and it's unclear if it was cleaned or not.”

“Update our technology and buildings.”

“This campus is dirty especially the bathrooms. There is no reason for this. Homeless are allowed to hang out, which in turn could make it unsafe at times.”

“Restrooms need to be serviced throughout the day. More often than not, restrooms on campus run out of soap and supplies.”

“The college campus is very neglected. While some of the areas are being "beautified," other areas receive limited attention. The elevators are always breaking down, there are often weeds growing all over the place, the inside of elevators are dirty, classroom items like old maps are left there for decades, some faculty do not clean after themselves, some faculty have room parties and leave a mess, the roads on campus need to be improved--our campus needs to look as beautiful land healthy as SCC. We want our students to feel welcome and arrive at a beautiful, engaging, CLEAN environment.”

“The CEC facilities are very poorly maintained. In particular, the restrooms should be cleaned and checked for paper towels, soap, and toilet paper on a regular basis. When the custodial staff is absent, the restroom are disgusting! It would benefit us all if Maintenance and Operations would hire additional staff.”

### **Faculty Issues:**

“CEC Full-time faculty members are amazing at helping part-time faculty.”

“I appreciate the office of SAC academic counselors in helping promote my classes to students... I enjoy teaching the scholars at this institution very much : -)”

“I think we take parking too seriously and should Comp. the \$2 for guest speakers who go out of their way to donate time from their busy schedules to drive to campus to speak to students for free. It's pretty embarrassing to make them pay the \$2- its silly. The current 2 week, 3 office paper trail approval process does not work. We should go back to how we use to do it- when faculty could call campus security the morning of and the speaker could pick it up themselves from campus safety before finding a parking spot.”

“As my department goes, I do not have any complaints. However, I feel that part-time faculty is not valued when it comes to participating in committees. I volunteered to participate in a committee and was never contacted by the person who was supposed to.....I also feel there's a disconnect between full-time faculty and adjuncts; I feel like full-time feels threatened by part-time faculty and are not open to engaging with part-time; I do not feel welcome at SAC by full-time faculty”

“I do love working at SAC but it is clear there are huge organizational issues. After being hired, it took 8 weeks into the semester for me to get my email, parking pass, and access to my Canvas page. I didn't even have access to my roster, so there was no way for me to know who was officially enrolled and who wasn't. I went to my division coordinator everyday trying to get access to these faculty resources but nobody could ever give me a straight answer. I have spoken with many other faculty members who have dealt with the same thing.”

“There are times when I feel that we are doing things because it is the way things have always been done. Faculty can be very closed minded about change and develop teams when considering issues. One is expected to be on the team of their division instead of considering an issue in light of the benefits to the institution and to students.”

“I believe however that it is a little too hierarchal and part time employees should have the chance to play a larger role in changes and initiatives happening. They make up the majority of our teaching staff. Without their support, it is hard to make real institutional change.”

**Professional Development:**

“Overall, this college has helped me grow as a professional.”

“Provide more pathways for employees to move up and/or encourage cross training so as to understand the student's experience better”

“While I love my job as a part time classified employee. I am very overqualified for it as I possess years of experience as a teacher and administrator domestically and internationally. I also possess an advance degree. I have applied for a number of positions at SAC, numerous times and have yet to even get an interview. I feel that, for some reason, opportunities to advance and maintain employment at the college is limited to me due to the fact that I keep getting overlooked.”

“It is difficult to be promoted unless you have an "in" with the hiring committee”

“Yes, I believe the SAC graveyard crew should have a voice and be heard. We feel like we are a totally different entity when it comes to the M&O personal. Also we need more help we are short employees and have big assigned areas.”

**Safety and Security:**

“We need more safety officers”

“In the past, there has been little to no communication regarding incidents of violence or crime. Campus safety seems to have been a very low priority. It is improving slowly but still seriously lacking.”

“Lighting needs to be implemented in the parking lot for safety.”

“I think the college needs to promote self-care when situations happen on campus that affect faculty/staff and students. Students often get support but what about the rest of us? More sensitivity needs to be provided to those who work here.”

**Salary and Benefits:**

“The employee pay and benefits are excellent. The job I perform is interesting”

“Expanded hours for district employees to participate in fitness centers and exercise classes would be helpful for work life balance.”

“In the past couple of years, there seems to be a lot of nepotism at the academy and cutting back the hours people like myself. Thank you.”

“PT/ Adjunct faculty NEED healthcare: this MUST be a basic, non-negotiable human right. It is a societal as well as district opportunity and responsibility.”

“The payroll system for part-time instructors is designed for full-time instructors whose instructional schedule does not change. It is a nightmare for part-time instructors, whose assignments change, unfortunately, all the time and we never know how much, etc. we will be paid. Also, the constant re-assignment/cancellations mid-semester of part-time instructors with no consideration of seniority is very disheartening and undermines the core educational goals of the

institution!! Something needs to be done to lower the number of classes that are being cancelled mid-semester. It is very unprofessional and unfair to both the students and the instructors. There needs to be more commitment to both students and instructors!!”

\* 1. Please indicate your primary role and whether you are full-time/part-time:

	Classified, Faculty, or Administrator/Manager	Full/Part-Time
Staff Type:	<input type="text"/>	<input type="text"/>

\* 2. Where is your primary work location?

\* 3. Number of years at this location:

4. Feeling Valued

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
I receive adequate recognition from my department for doing a good job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This college is a good place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diverse backgrounds and perspectives are valued at this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor recognizes and values the diversity that exists in our unit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My direct supervisor values my input on projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My coworkers value my input on projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This institution's culture is special - something you don't find just anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 5. Sense of Connection/Engagement

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
I understand and support the mission of this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am well informed about changes at this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration encourages teamwork between departments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The college offers campus wide activities that promote a sense of community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have opportunities to participate in the programs sponsored by this college (professional development, guided pathways, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable and safe bringing forward a complaint (e.g., harassment, safety issues, policy violation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are processes in place for me to be involved in decision making and problem solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how my job contributes to this <input type="radio"/> institution's mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud to be part of this institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My efforts directly affect the success of this <input type="radio"/> college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I often leave work with a feeling of satisfaction about my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff have a mutual respect for one another and work well together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
I have <i>not</i> seriously considered leaving this college for another job within the last 12 months.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Vibrant Innovative Climate

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
The college encourages innovation and the exchange of ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable communicating within my department in an open and honest manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department receives sufficient resources to do our best work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that I am allowed to be innovative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am given enough flexibility to be innovative within my job description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 7. Opportunities for Growth

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
I feel encouraged to learn and grow at this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive appropriate (adequate) training to do my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I access available opportunities for training and growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My last evaluation provided information that helped me improve (my work) and grow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the necessary requirements to advance my career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can speak up or challenge a traditional way of doing something without fear of harming my career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## 8. Compensation, Benefits & Work/Life Balance

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
Considering higher education settings, I feel my pay is competitive compared to other institutions in our region.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This institution's benefits meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor/department chair supports my efforts to balance my work and personal life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This institution's policies and practices give me the flexibility to manage my work and personal life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All things considered, this is a great place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 9. Facilities

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
The institution takes reasonable steps to provide a safe and secure environment for the campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 10. Shared Governance

	Strongly Agree	Agree	Mildly Agree	Mildly Disagree	Disagree	Strongly Disagree
The role of faculty in shared governance is clearly stated and publicized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The role of classified employees in shared governance is clearly stated and publicized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty, administration and staff are meaningfully involved in institutional planning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The executive leadership at this college communicates effectively with faculty members and staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Is there anything more you want to tell us about your experience at this college?