

Survey Series

CCSF Employees
Spring 2004 vs. Fall 2000



Office of Research, Planning and Grants

May 2004

Acknowledgements

Pamela Mery, researcher in the Office of Research, Planning and Grants, developed the original employee survey in 2000 and worked with members of the College community to identify additional questions for the 2004 survey. She also collected and analyzed the responses to the 2004 survey, and wrote this report.

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More Fall 2000 vs. Spring 2004 comparisons available online including service rating by:

- Classified Staff and Certificated Faculty
- Years of Employment
- Full Time and Part Time
- Credit and Noncredit
- Ocean Campus and Other Campuses
- Gender
- Ethnicity

INTRODUCTION AND OVERVIEW

In Spring 2004, all CCSF employees were asked to rate their satisfaction with 75 College services. Nearly all items were identical to a survey completed in Fall 2000. This update to the original report¹ provides a comparison of the Fall 2000 and Spring 2004 ratings.

WHO WAS SURVEYED AND WHO RESPONDED?

In March of 2004, the Office of Research, Planning and Grants requested that an email be distributed to all College employee email accounts. Follow-up emails were sent to encourage responses. In addition, a series of notices were placed in *City Currents*. A majority of respondents used the online format; a few chose to respond via the paper survey option. The previous Fall 2000 survey was distributed only in hard copy format. In Fall 2000, nearly 30% of employees responded. The Spring 2004 survey garnered a slightly lower percentage—25%. We hope to improve this figure in the future.

One additional method of solicitation may have proved effective and could suggest a direction for future College-wide surveys. Classified staff received flyers during lunch on Classified Flex Day. This may account for a higher representation of classified staff in the most recent survey results.

The increase in classified respondents is a substantial, significant change between the Fall 2000 and Spring 2004 respondents. The other significant demographic changes were an increase in female respondents and an increase in respondents who are people of color. No other demographic changes were significant. (See pages 4 to 7.)

HOW WE RATE / TOP TEN

Employees were encouraged to rate only those services with which they had direct contact in the last year. In general, survey responses were positive (see page 8). Only four services fell below the “2.500” mark, putting them close to a “Below Average / Fair” rating. As in Fall 2000, most employees responding in Spring 2004 find most College services to be “Good.” “Good” is represented by a rating of “3.000” whereas “4.000” is “Excellent.” Of the 75 services rated in Spring 2004, more than half rated between 3.000 and 3.376—with 3.376 being the highest rating garnered. Five of the top ten rated services in Fall 2000 are also among the Spring 2004 top ten rated services. The Spring 2004 top ten rated services were:

- Telephone Services / Switchboard (3.376)*
- Library – General Services (3.374)*
- Dean of Student Advocacy, Rights & Responsibilities (3.361)
- Library – Language Lab (3.331)*
- Student Health – General (Ocean) (3.331)*
- Disabled Students Programs & Services (3.324)
- Articulation Office Support & Service (3.320)
- Learning Assistance Center (3.305)*
- Extended Opportunity Programs & Services (3.295)
- Admin Services - Lab Aide Payroll (3.264)

* *Also in top 10 in Fall 2000*

¹ http://www.ccsf.edu/Offices/Research_Planning/pdf/ccsfemp.pdf

SERVICES SHOWING GREATEST CHANGES

Of the 75 services rated in Spring 2004, 68 could be compared to Fall 2000 data. Spring 2004 responses show generally positive increases over Fall 2000 results—sometimes incremental, sometimes large shifts toward “Excellent” for many College services (see page 10). Nearly half (33) of the 68 services showed some positive gain². A small handful—five services—showed declines in their ratings. The rest of the services (30) did not show any statistically significant change.

The 11 services which showed the greatest increases were as follows:

- Counseling - International Student (previously General Counseling.) (0.544)
- Counseling - Continuing Student (previously General Counseling) (0.524)
- ORPG - Research Services (0.343)
- ORPG - Planning Services (0.337)
- Dean of Student Advocacy, Rights, etc. (0.332)
- Counseling - New Student (previously General Counseling) (0.331)
- ITS - Office & Network Support (0.310)
- Matriculation Services Office (0.308)
- HR - Faculty Hiring Processes (0.257)
- Financial Aid Services (0.248)
- ORPG - Grants Services (0.248)

Services which showed declines in their ratings.

- Professional Development Support (Travel) (-0.482)
- Bldg & Grounds - Custodial (-0.136)
- Bookstore (-0.115)
- College Catalog (-0.113)
- Childcare (Campuses) (-0.035)

HOW WE RATE – BY DEMOGRAPHICS GROUPS

While overall changes are important, it is useful to know whether changes are significant within particular demographic groups. Sixteen demographic groups were evaluated, based on the following seven variables:

- employment assignment—classified / faculty
- years of employment—3 yrs or less / 4 to 8 yrs / 9 to 14 yrs / 15 or more
- hours of employment—full time / part time
- affiliation—credit / non-credit
- campus—Ocean / other
- gender—male / female
- ethnicity—white (caucasian) employees / employees of color

The group that showed the greatest number of increased service ratings was Full Time employees (see page 11). Women, Ocean campus employees, employees of color, and credit employees also showed many significant changes.

Almost no service rating changes were indicated for Non-credit employees.

² Statistically significance was determined using a standard Chi-Square

Pages 12-13 show rating changes for each service and whether those changes were indicated within a particular demographic group. Most services can be loosely grouped into one of three categories—(1) consistent change—25%, (2) consistent lack of change—45%, (3) overall change indicated but inconsistent across groups—27%.³

In category one, findings were the same (all positive or all negative) “across the board.” In other words, trends were the same College-wide and across the specific demographic groups. Given uniform ratings across at least half (eight or more) of the demographic groups, roughly 17 services fall into this category—13 for increases, four for decreases. For example 15 of the 16 demographic groups (all except Non-credit) evidenced significant changes in their rating of International Student Counseling—the service which increased the most College-wide between Fall 2000 and Spring 2004. Similarly the service which decreased the most—Professional Development (Travel)—showed decreases across nearly all demographic groups.

The 30 services which did not show overall gains (or losses) also did not show significant changes in any (or very few) of the 16 demographic groups. These services comprise category two. Of the 30 services, most (25) showed increases (or decreases) in zero, one or two demographic groups only. Duplication Services (Campuses) is worthy of note here—it showed declines in ratings across five demographic groups despite no overall significant change.

In total 47 services—70% of services compared—fall into the above two categories which show a general, consistent, “across the board” change or lack of change.

Of the remaining 30%, 18 services (all but two—3%⁴) fall into category three. These 18 services showed College-wide increases but these increases were inconsistently evidenced across demographic groups. Five services showed a variety of increases and decreases for particular groups. ITS – Banner Support, which increased overall (0.203), showed increases across seven demographic groups but decreased for one group (Part Time employees). The remaining thirteen services simply showed increases for fewer than half of the demographic groups. Public Information, for example, showed an overall, College-wide increase (0.138) but the only individual group for which it increased was Female employees.

More data for demographic groups is available online. Please see this report's Table of Contents for listing and location.

IN SUMMARY

The Spring 2004 Employee Survey responses provide overall cause for optimism that College services are improving—or at least user satisfaction with College services is increasing. This is noted because some changes may be the result of revised expectations, although presumably most changes result from improvements to the services themselves. In addition to all the quantitative data provided in this report, written comments were provided with the surveys. These comments are being provided to the appropriate program directors and department chairs, as well as their supervisors. We hope that the next Employee Survey will continue to show the College moving ever closer to its goal of excellence.

³ Mental Health services were not evaluated at this level of detail since its Fall 2000 comparative—Student Health (Phelan)—is a weak relative.

⁴ Two services—Counseling—Transfer Student, Childcare (Campuses)—could not be easily categorized except to say that their College-wide mean changes were small and do not appear to hold consistently across demographic groups.

**Spring 2004 and Fall 2000 Respondents
Compared to the Actual Fall 2003 Total Population**

RESPONDENT DEMOGRAPHICS	Spring 2004 - Respondents		Fall 2000 - Respondents		Fall 2003 - CCSF Actual	
	Number	Percent	Number	Percent	Number	Percent
Total Respondents	748	100.0%	849	100.0%	2,950	100.0%
Administration	33	4.5%	30	3.6%	40	1.4%
Classified Staff	273	37.2%	247	30.0%	907	30.7%
Department Chair	26	3.5%	23	2.8%	n/a	n/a
Faculty	402	54.8%	524	63.6%	2,003	67.9%
<i>No Assignment Indicated</i>	14	-	25	-	n/a	-
Full Time	306	69.1%	534	64.9%	1,440	48.8%
Part Time	137	30.9%	289	35.1%	1,510	51.2%
STO	13	-	30	-	n/a	-
Female	459	65.1%	465	58.4%	1,634	55.4%
Male	246	34.9%	331	41.6%	1,316	44.6%
<i>Transgender</i>	4	-	n/a	-	n/a	-
African American	48	7.5%	70	9.6%	283	9.6%
Asian / Pacific Islander	144	22.4%	157	21.6%	656	22.2%
Filipino	42	6.5%	32	4.4%	168	5.7%
Hispanic / Latino	58	9.0%	56	7.7%	307	10.4%
Native American	4	0.6%	3	0.4%	14	0.5%
Other / Multiple	64	9.9%	54	7.4%	71	2.4%
White	284	44.1%	356	48.9%	1,451	49.2%
<i>Decline To State</i>	75	-	92	-	n/a	-
Heterosexual Straight	550	82.8%	-	-	2,827	95.8%
Lesbian / Gay / Bisexual	82	12.4%	-	-	123	4.2%
<i>Other</i>	32	4.8%	-	-	n/a	-

Note: CCSF Actual Figures provided by CCSF Human Resources Department

Additional Respondent Demographics

RESPONDENT DEMOGRAPHICS	Spring 2004 - Respondents		Fall 2000 - Respondents	
	Number	Percent	Number	Percent
Total Respondents	748	100.0%	849	100.0%
Primary Campus Affiliation				
Phelan	469	64.6%	531	64.4%
John Adams	54	7.4%	75	9.1%
Gough	53	7.3%	29	3.5%
Downtown	32	4.4%	31	3.8%
Mission	27	3.7%	42	5.1%
Chinatown / North Beach	25	3.4%	32	3.9%
Alemany / Fort Mason	20	2.8%	15	1.8%
Other	18	2.5%	26	3.2%
Evans	16	2.2%	31	3.8%
Southeast	11	1.5%	8	1.0%
Airport	1	0.1%	4	0.5%
Years of CCSF Employment				
3 Years or Less	120	16.8%	147	18.2%
4 to 8 Years	180	25.2%	165	20.5%
9 to 14 Years	151	21.1%	159	19.7%
15 or More Years	264	36.9%	335	41.6%
Division				
Credit	334	47.7%	394	50.0%
NonCredit	111	15.8%	147	18.7%
Both	119	17.0%	119	15.1%
Not Applicable	137	19.5%	128	16.2%
How Get to Work				
Drive Alone	427	60.8%	-	-
Public Transit	165	23.5%	-	-
Other	60	8.6%	-	-
Carpool	50	7.1%	-	-

RESPONDENT DEPARTMENT AFFILIATIONS
Academic Affairs

	Number	Percent
Academic Affairs		
Administration of Justice	8	2.2%
African-American Studies	1	0.3%
Architecture	2	0.5%
Art	4	1.1%
Asian Studies	2	0.5%
Asian-American Studies	1	0.3%
Astronomy	3	0.8%
Automotive/Trade Skills	3	0.8%
Behavioral Sciences	5	1.4%
Biological Sciences	6	1.6%
Broadcast Electronic Media Art	5	1.4%
Broadcast Media Services	2	0.5%
Bus/Office Tech/Small Bus	24	6.6%
Chemistry	4	1.1%
Child Dev. & Family Studies	17	4.6%
Child Development Centers	1	0.3%
Community Services	1	0.3%
Computer Networking & InfoTech	10	2.7%
Computer Science	9	2.5%
Consumer Education	1	0.3%
Cul Arts & Hospitality Studies	4	1.1%
Diagnostic Medical Imaging	1	0.3%
Disabled Stud Prog & Services	21	5.7%
Earth Sciences	1	0.3%
Engineering & Technology(Weld)	6	1.6%
English	24	6.6%
English As a Second Language	55	15.0%
Environmental Hort & Floristry	5	1.4%
Fashion	4	1.1%
Film Production	5	1.4%
Fire Science	1	0.3%
Foreign Languages	14	3.8%
Graphic Communication	6	1.6%
Health Care Technology	3	0.8%
Health Science	5	1.4%
Institute for Internat'l Students	1	0.3%
Instructional Support Services	4	1.1%
Interdisciplinary Studies	3	0.8%
Journalism	1	0.3%

	Number	Percent
Academic Affairs <i>continued</i>		
Library Information Technology	2	0.5%
Library Services	23	6.3%
Licensed Vocational Nursing	1	0.3%
Mathematics	13	3.6%
Music	1	0.3%
Nursing	4	1.1%
Older Adults	1	0.3%
Other	17	4.6%
Phillipine Studies	2	0.5%
Photography	1	0.3%
Phys Education & Dance	4	1.1%
Social Science	8	2.2%
Student Leadership	1	0.3%
Study Abroad	1	0.3%
Telecourses	1	0.3%
Theater Arts	5	1.4%
Trade Skills	2	0.5%
Transitional Studies	6	1.6%
TOTAL	366	100.0%

RESPONDENT DEPARTMENT AFFILIATIONS *continued*
Finance & Administration, Student Development, Other

	Number	Percent
Finance & Administration		
Administrative Services	10	12.4%
Bookstore Services	5	6.2%
Business Services	6	7.4%
Campus Administration Services	1	1.2%
Educational Technology	3	3.7%
Employee Relations	1	1.2%
Facilities Planning & Construction	3	3.7%
Human Resources	12	14.8%
Information Technology Services	16	19.8%
Maintenance, Bldgs & Grounds	2	2.5%
Network Administration	1	1.2%
Other	9	11.1%
Payroll Services	5	6.2%
Public Safety	7	8.6%
TOTAL	81	100.0%

	Number	Percent
Other		
Chancellor's Office	3	6.7%
College Development	3	6.7%
Other	28	62.2%
Public Information	3	6.7%
Research, Planning & Grants	8	17.8%
TOTAL	45	100.0%

	Number	Percent
Student Development		
Admissions & Records (Credit)	7	5.8%
Admissions & Records (Noncr)	8	6.6%
African American Scholastic Prog	3	2.5%
CalWorks	3	2.5%
CDPC	4	3.3%
Continuing Student	15	12.4%
EOPS	8	6.6%
Financial Aid	8	6.6%
HARTS	1	0.8%
Latino Services Network	3	2.5%
Learning Assistance Center	12	9.9%
Matriculation, Assessment	8	6.6%
New Student CD	11	9.1%
Other	11	9.1%
Outreach & Recruitment Services	4	3.3%
Scholarship	1	0.8%
Student Activities	5	4.1%
Student Affairs	2	1.7%
Student Health	2	1.7%
Transfer CD	4	3.3%
Veteran's Affairs	1	0.8%
TOTAL	121	100.0%

Service Ratings in Mean Order from High to Low

SERVICE / UNIT		Spring 2004			Fall 2000	'04-'00
		N	Mean	Std Dev	Mean	Change
Q44	Telephone Services / Switchboard	561	3.376	0.670	3.262	0.114
Q81	Library - General Services	345	3.374	0.760	3.294	0.080
Q54	Dean of Student Advocacy, Rights, etc.	233	3.361	0.681	3.029	0.332
Q82	Library - Language Lab	181	3.331	0.684	3.203	0.129
Q69	Student Health - General (Ocean)	302	3.331	0.699	3.209	0.122
Q55	Disabled Students Programs & Services	315	3.324	0.693	3.113	0.211
Q72	Articulation Office Support & Service	172	3.320	0.707	n/a	n/a
Q63	Learning Assistance Center	272	3.305	0.692	3.214	not signif
Q56	Extended Opportunity Programs & Services	200	3.295	0.693	3.085	0.210
Q12	Admin Services - Lab Aide Payroll	292	3.264	0.665	3.093	0.170
Q58	GED - John Adams	88	3.261	0.577	3.034	not signif
Q24	Faculty Payroll	438	3.256	0.651	3.120	0.136
Q83	Library - Media Center	227	3.256	0.726	3.192	not signif
Q80	Library - Audio-Visual	305	3.230	0.748	3.204	not signif
Q43	TLC - Training Programs	434	3.221	0.684	3.139	not signif
Q70	Student Health - Mental Health	177	3.215	0.730	3.209	0.005
Q84	Instr. Support - College Class Schedule / Website	317	3.208	0.703	3.029	0.179
Q42	TLC - Help Desk	487	3.197	0.693	3.114	not signif
Q20	Classified Payroll	361	3.188	0.686	3.116	not signif
Q78	Duplication Services (Ocean)	459	3.176	0.824	3.121	not signif
Q35	Public Information - City Currents	485	3.151	0.640	3.052	0.098
Q29	ITS - Office & Network Support	559	3.143	0.701	2.833	0.310
Q11	Admin Services - Dept/Accommodation Accounts	347	3.127	0.689	2.998	0.129
Q38	ORPG - Research Services	193	3.124	0.732	2.781	0.343
Q79	ITS - Instructional Lab Support	314	3.115	0.787	3.003	not signif
Q30	Matriculation Services Office	234	3.111	0.721	2.803	0.308
Q36	ORPG - Grants Services	190	3.084	0.737	2.837	0.248
Q65	Open-access Computer Labs	215	3.084	0.763	3.014	not signif
Q37	ORPG - Planning Services	162	3.080	0.731	2.743	0.337
Q51	Career Development & Placement	179	3.078	0.738	2.923	not signif
Q45	A & R - Cashier's Office	229	3.066	0.642	2.980	not signif
Q64	Noncredit Enrollment - A & E	160	3.063	0.798	2.846	0.217
Q53	Childcare (Ocean)	82	3.061	0.934	2.968	0.093
Q85	Instr. Support - Room Assignments, Scheduling	319	3.056	0.818	2.901	0.155
Q71	Testing Office (Ocean)	171	3.041	0.714	2.916	not signif
Q76	College Catalog	441	3.041	0.663	3.154	(0.113)
Q67	Scholarship Office	178	3.034	0.696	n/a	n/a
Q74	Broadcast Media Services	213	3.033	0.809	2.964	0.069
Continued on Next Page						

Std Dev (Standard Deviation) measures "dispersion." Higher figures indicate greater individual score variations.

Service Ratings in Mean Order from High to Low

SERVICE / UNIT		Spring 2004			Fall 2000	'04-'00
		N	Mean	Std Dev	Mean	Change
Q62	Counseling - Transfer Student (previously Transfer Center)	195	3.026	0.882	2.978	0.047
Q57	Financial Aid Services	231	2.987	0.760	2.739	0.248
Q34	Public Information - CCSF Website Homepage	417	2.976	0.737	2.886	not signif
Q19	Campus (Interoffice) Mail	625	2.976	0.719	2.891	not signif
Q18	Business Office - Purchasing	338	2.964	0.742	2.966	not signif
Q50	CalWorks Welfare to Work	114	2.956	0.745	2.718	not signif
Q68	Student Activity Programs (Student Clubs)	156	2.955	0.712	2.800	not signif
Q46	A & R - Credit enrollment, registration, add/drop	370	2.951	0.742	2.821	0.130
Q31	Continuing Education	141	2.943	0.809	2.910	not signif
Q25	HR - Benefits Services	518	2.931	0.798	n/a	n/a
Q77	Duplication Services (Campuses)	182	2.929	0.975	3.041	not signif
Q21	Development Office	182	2.923	0.669	n/a	n/a
Q66	Outreach & Recruitment Services	155	2.916	0.845	n/a	n/a
Q28	ITS - Banner Support	406	2.904	0.759	2.701	0.203
Q49	AS Council	171	2.901	0.838	n/a	n/a
Q17	Business Office - Financial Services	285	2.898	0.751	2.850	not signif
Q33	Public Information - CCSF Publicity / Advertising	299	2.896	0.768	2.759	0.138
Q39	Professional Development Days - Flex	531	2.887	0.776	2.825	not signif
Q13	Budget Development Services	160	2.869	0.778	2.718	not signif
Q47	A & R - Noncredit PARS, attendance, add/drop	214	2.860	0.822	2.716	not signif
Q48	A & R - Other Credit services	209	2.856	0.808	2.855	not signif
Q73	Bookstore	482	2.842	0.808	2.957	(0.115)
Q52	Childcare (Campuses)	74	2.838	1.073	2.873	(0.035)
Q75	Channel 27 Programming	94	2.809	0.820	2.649	not signif
Q16	Bldg & Grounds - Gardening	431	2.807	0.782	2.703	not signif
Q61	Counseling - International Student (previously Gen. Couns.)	160	2.794	0.939	2.250	0.544
Q32	Contract Education	130	2.792	0.869	2.670	not signif
Q60	Counseling - Continuing Student (previously Gen. Couns.)	261	2.774	0.940	2.250	0.524
Q27	HR - Faculty Hiring Processes	336	2.759	0.897	2.502	0.257
Q41	Public Safety	475	2.756	0.779	n/a	n/a
Q26	HR - Classified Hiring Processes	266	2.680	0.907	2.460	0.220
Q59	Counseling - New Student (previously General Counseling)	236	2.581	0.921	2.250	0.331
Q15	Bldg & Grounds - Custodial	605	2.562	0.881	2.698	(0.136)
Q14	Bldg & Grounds - Building Repairs	545	2.494	0.912	2.353	0.140
Q22	Facilities Planning (previously ...Planning & Construction)	250	2.484	0.884	2.286	not signif
Q40	Professional Development Support (Travel)	293	2.307	0.955	2.789	(0.482)
Q23	Facilities Construction (previously ...Planning & Construction)	260	2.165	0.909	2.286	not signif
OVERALL AVERAGE		288	2.999	0.773	2.877	0.155

Std Dev (Standard Deviation) measures "dispersion." Higher figures indicate greater individual score variations.

Service Rating Changes from High to Low

SERVICE / UNITS WITH SIGNIFICANT CHANGES		Spring 2004			Fall 2000	'04-'00
		N	Mean	Std Dev	Mean	Change
Q61	Counseling - International Student (previously Gen. Couns.)	160	2.794	0.939	2.250	0.544
Q60	Counseling - Continuing Student (previously Gen. Couns.)	261	2.774	0.940	2.250	0.524
Q38	ORPG - Research Services	193	3.124	0.732	2.781	0.343
Q37	ORPG - Planning Services	162	3.080	0.731	2.743	0.337
Q54	Dean of Student Advocacy, Rights, etc.	233	3.361	0.681	3.029	0.332
Q59	Counseling - New Student (previously General Counseling)	236	2.581	0.921	2.250	0.331
Q29	ITS - Office & Network Support	559	3.143	0.701	2.833	0.310
Q30	Matriculation Services Office	234	3.111	0.721	2.803	0.308
Q27	HR - Faculty Hiring Processes	336	2.759	0.897	2.502	0.257
Q57	Financial Aid Services	231	2.987	0.760	2.739	0.248
Q36	ORPG - Grants Services	190	3.084	0.737	2.837	0.248
Q26	HR - Classified Hiring Processes	266	2.680	0.907	2.460	0.220
Q64	Noncredit Enrollment - A & E	160	3.063	0.798	2.846	0.217
Q55	Disabled Students Programs & Services	315	3.324	0.693	3.113	0.211
Q56	Extended Opportunity Programs & Services	200	3.295	0.693	3.085	0.210
Q28	ITS - Banner Support	406	2.904	0.759	2.701	0.203
Q84	Instr. Support - College Class Schedule / Website	317	3.208	0.703	3.029	0.179
Q12	Admin Services - Lab Aide Payroll	292	3.264	0.665	3.093	0.170
Q85	Instr. Support - Room Assignments, Scheduling	319	3.056	0.818	2.901	0.155
Q14	Bldg & Grounds - Building Repairs	545	2.494	0.912	2.353	0.140
Q33	Public Information - CCSF Publicity / Advertising	299	2.896	0.768	2.759	0.138
Q24	Faculty Payroll	438	3.256	0.651	3.120	0.136
Q46	A & R - Credit enrollment, registration, add/drop	370	2.951	0.742	2.821	0.130
Q11	Admin Services - Dept/Accommodation Accounts	347	3.127	0.689	2.998	0.129
Q82	Library - Language Lab	181	3.331	0.684	3.203	0.129
Q69	Student Health - General (Ocean)	302	3.331	0.699	3.209	0.122
Q44	Telephone Services / Switchboard	561	3.376	0.670	3.262	0.114
Q35	Public Information - City Currents	485	3.151	0.640	3.052	0.098
Q53	Childcare (Ocean)	82	3.061	0.934	2.968	0.093
Q81	Library - General Services	345	3.374	0.760	3.294	0.080
Q74	Broadcast Media Services	213	3.033	0.809	2.964	0.069
Q62	Counseling - Transfer Student (previously Transfer Center)	195	3.026	0.882	2.978	0.047
Q70	Student Health - Mental Health	177	3.215	0.730	3.209	0.005
Q52	Childcare (Campuses)	74	2.838	1.073	2.873	(0.035)
Q76	College Catalog	441	3.041	0.663	3.154	(0.113)
Q73	Bookstore	482	2.842	0.808	2.957	(0.115)
Q15	Bldg & Grounds - Custodial	605	2.562	0.881	2.698	(0.136)
Q40	Professional Development Support (Travel)	293	2.307	0.955	2.789	(0.482)

**Number of Significant Rating Changes by Demographic Categories
Spring 2004 vs. Fall 2000**

Demographic Categories*	Total Significant Changes	Ratings Increases	Ratings Decreases	Percent of Rating Decreases
Full Time Employees	37	35	2	5%
Female	31	26	5	16%
Ocean Campus	30	24	6	20%
Employees of Color	28	27	1	4%
Credit	25	23	2	8%
Faculty	21	16	5	24%
Classified Staff	19	12	7	37%
15 or More Yrs of Employment	19	14	5	26%
Other Campuses	19	16	3	16%
White (Caucasian) Employees	19	16	3	16%
3 Yrs or Less	15	10	5	33%
4 to 8 Yrs of Employment	14	9	5	36%
9 to 14 Yrs of Employment	12	8	4	33%
Part Time Employees	12	9	3	25%
Male	12	10	2	17%
NonCredit	4	0	4	100%
TOTAL POSSIBLE**	67	-	-	100%

* Seven variables (e.g., gender) broken out by sixteen categorical values (e.g., Male, Female).

** Mental Health was not evaluated at this level, reducing the 68 compared services to 67.

Example: Full time employees showed significant increases for 35 of the 67 services, and decreases for 2.

Number of Significant Rating Changes by Service & Demographic Categories Spring 2004 vs. Fall 2000		Overall '04-'00 Change	Ratings Increases	Ratings Decreases	Classified Staff	Certificated	3 Yrs or Less	4 to 8 Yrs	9 to 14 Yrs	15 or More Yrs	Full Time	Part Time	Credit	NonCredit	Ocean Campus	Other Campuses	Female	Male	White (Caucasian) Employees	Employees of Color
Q61	Counseling - International Student*	0.544	15	0	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X
Q60	Counseling - Continuing Student*	0.524	15	0	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X
Q38	ORPG - Research Services	0.343	9	0	X	X	X				X		X		X		X		X	X
Q37	ORPG - Planning Services	0.337	9	0	X	X	X			X	X		X		X		X			X
Q54	Dean of Student Advocacy, Rights, etc.	0.332	12	0	X	X		X		X	X		X		X	X	X	X	X	X
Q59	Counseling - New Student*	0.331	10	0	X					X	X		X		X	X	X	X	X	X
Q29	ITS - Office & Network Support	0.310	13	0	X	X		X	X	X	X		X		X	X	X	X	X	X
Q30	Matriculation Services Office	0.308	10	0		X			X	X	X		X		X	X	X		X	X
Q27	HR - Faculty Hiring Processes	0.257	9	0		X		X			X	X	X		X	X	X		X	
Q57	Financial Aid Services	0.248	10	0		X	X	X			X		X		X		X	X	X	X
Q36	ORPG - Grants Services	0.248	5	0			X			X	X						X			X
Q26	HR - Classified Hiring Processes	0.220	7	1	X	X		X			X					X	X		X	X
Q64	Noncredit Enrollment - A & E	0.217	5	0			X				X				X		X			X
Q55	Disabled Students Programs & Services	0.211	8	0		X			X		X		X		X		X		X	X
Q56	Extended Opportunity Programs & Services	0.210	6	0	X						X		X		X		X			X
Q28	ITS - Banner Support	0.203	7	1		X		X	X		X	X				X	X			X
Q84	Instr. Support - College Class Schedule / Website	0.179	10	0		X	X	X			X		X		X	X		X	X	X
Q12	Admin Services - Lab Aide Payroll	0.170	8	0	X	X				X	X				X	X	X			X
Q85	Instr. Support - Room Assignments, Scheduling	0.155	3	0							X		X		X					
Q14	Bldg & Grounds - Building Repairs	0.140	6	0				X		X	X		X		X		X			
Q33	Public Information - CCSF Publicity / Advertising	0.138	1	0													X			
Q24	Faculty Payroll	0.136	4	0					X		X		X		X					
Q46	A & R - Credit enrollment, registration, add/drop	0.130	4	0		X				X			X		X					
Q11	Admin Services - Dept/Accommodation Accounts	0.129	3	0							X				X				X	
Q82	Library - Language Lab	0.129	6	1	X		X	X			X	X					X			X
Q69	Student Health - General (Ocean)	0.122	3	0				X							X		X			
Q44	Telephone Services / Switchboard	0.114	5	0		X					X					X	X			X
Q35	Public Information - City Currents	0.098	4	0					X		X		X				X			
Q53	Childcare (Ocean)	0.093	6	1	X		X			X	X		X		X					X
Q81	Library - General Services	0.080	11	3	X	X		X	X	X	X	X	X		X	X	X	X	X	X
Q74	Broadcast Media Services	0.069	2	0	X														X	
Q62	Counseling - Transfer Student*	0.047	1	3					X		X				X		X			

* For previous Fall 2000 designation see earlier table

X = Significant change-- either increase or decrease-- within demographic category

Shaded cells indicate categories for which the mean declined between Fall 2000 and Spring 2004

Number of Significant Rating Changes by Service & Demographic Categories Spring 2004 vs. Fall 2000		Overall '04-'00 Change	Ratings Increases	Ratings Decreases	Classified Staff	Certificated	3 Yrs or Less	4 to 8 Yrs	9 to 14 Yrs	15 or More Yrs	Full Time	Part Time	Credit	NonCredit	Ocean Campus	Other Campuses	Female	Male	White (Caucasian) Employees	Employees of Color
Q52	Childcare (Campuses)	(0.035)	0	5	X		X				X				X					X
Q76	College Catalog	(0.113)	0	8		X	X			X		X	X		X		X			X
Q73	Bookstore	(0.115)	0	9		X				X	X		X	X	X	X	X			X
Q15	Bldg & Grounds - Custodial	(0.136)	0	8	X			X			X		X		X	X	X	X	X	
Q40	Professional Development Support (Travel)	(0.482)	0	13		X	X	X		X	X	X	X		X	X	X	X	X	X
Q77	Duplication Services (Campuses)	not signif	0	5		X				X	X					X		X		
Q19	Campus (Interoffice) Mail	not signif	4	1							X		X	X	X		X			
Q31	Continuing Education	not signif	2	1			X		X		X									
Q32	Contract Education	not signif	2	1			X				X									X
Q83	Library - Media Center	not signif	1	1	X						X									
Q16	Bldg & Grounds - Gardening	not signif	3	0								X	X		X					
Q13	Budget Development Services	not signif	2	0	X															X
Q42	TLC - Help Desk	not signif	2	0	X															X
Q47	A & R - Noncredit PARS, attendance, add/drop	not signif	2	0						X				X						
Q17	Business Office - Financial Services	not signif	1	0																X
Q22	Facilities Planning*	not signif	1	0								X								
Q43	TLC - Training Programs	not signif	1	0						X										
Q45	A & R - Cashier's Office	not signif	1	0													X			
Q51	Career Development & Placement	not signif	1	0								X								
Q63	Learning Assistance Center	not signif	1	0												X				
Q65	Open-access Computer Labs	not signif	1	0																X
Q68	Student Activity Programs (Student Clubs)	not signif	1	0														X		
Q75	Channel 27 Programming	not signif	1	0												X				
Q79	ITS - Instructional Lab Support	not signif	1	0							X									
Q18	Business Office - Purchasing	not signif	0	0																
Q20	Classified Payroll	not signif	0	0																
Q23	Facilities Construction*	not signif	0	0																
Q34	Public Information - CCSF Website Homepage	not signif	0	0																
Q39	Professional Development Days - Flex	not signif	0	0																
Q48	A & R - Other Credit services	not signif	0	0																
Q50	CalWorks Welfare to Work	not signif	0	0																
Q58	GED - John Adams	not signif	0	0																
Q71	Testing Office (Ocean)	not signif	0	0																
Q78	Duplication Services (Ocean)	not signif	0	0																
Q80	Library - Audio-Visual	not signif	0	0																

City College of San Francisco

Employee Survey

This survey is part of City College's efforts to continuously improve its services for all employees throughout the College. We have listed many services. **You do not need to rate every service!** Evaluate only those services you used during the last academic year. In addition to providing ratings, you can respond via comment boxes if you so choose. When you have completed the survey, please **mail it to Research, C306.**

I. Demographic Information

1. Principal Assignment:

- Administration
- Classified Staff
- Department Chair
- Faculty
- Lab Aide/
Student Worker

2. Primary Campus / Area:

- Airport
- Alemany /Fort Mason
- Chinatown / North

Beach

- Downtown
- Evans
- Gough
- John Adams
- Mission
- Ocean
- Southeast
- Other:

3. Hours: (check all that apply)

- Full time
- Part time
- STO

4. Years of CCSF Employment:

- 3 years or less
- 4 to 8 years
- 9 to 14 years
- 15 or more years

5. Credit / Non-Credit Affiliation:

- Credit
- Noncredit
- Both
- Not Applicable

6. Your Gender: (check all that apply)

- Male
- Female
- Transgender

7. Ethnic Origin/Race: (check all that apply)

- African-American
- Native American
- Hispanic/Latino
- Asian/Pacific Islander
- Filipino
- White
- Other
- Decline to State

8. Sexual Orientation:

- Lesbian / Gay /
Bisexual /
Questioning
- Heterosexual /
Straight
- Other

9. Department / Office affiliation:

10. How do you get to work?

- Drive alone
- Carpool
- Public Transit
- Other:

II. Administrative Support Services

Rate your satisfaction with the quality of service based on your personal experience during this academic year.

	Excellent	Good	Below Average	Poor	No Opinion	Comment
Administrative Services - Departmental/Accommodation Accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Administrative Services - Lab Aide Payroll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Budget Development Services (for Dept Chairs, Administrators)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Buildings & Grounds - Building Repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Buildings & Grounds - Custodial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Buildings & Grounds - Gardening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Business Office - Financial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Business Office - Purchasing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Campus (Interoffice) Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Classified Payroll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Development Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Facility Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Facility Construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Faculty Payroll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Human Resources - Benefits Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Human Resources - Classified Hiring Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Human Resources - Faculty Hiring Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information Technology Services - Banner Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information Technology Services - Computer, Network Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Matriculation Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Continuing Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Contract Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Public Information - CCSF Publicity / Advertising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Public Information - CCSF Website Homepage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Public Information - City Currents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Research, Planning & Grants - Grants Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Research, Planning & Grants - Planning Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Research, Planning & Grants - Research Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Professional Development - Flex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Professional Development - Travel, Conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Public Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Technology Learning Center - Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Technology Learning Center - Training Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Telephone Services / Switchboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

III. Student Development

Rate your satisfaction with the quality of service based on your personal experience during this academic year.

	Excellent	Good	Below Average	Poor	No Opinion	Comment
Admissions & Records - Cashier's Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Admissions & Records - Credit Enrollment, Registration, Add/Drop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Admissions & Records - Noncredit PARS, Attendance, Add/Drop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Admissions & Records - Other Credit Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Associated Students Council (Student Government)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
CalWorks Welfare to Work Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Career Development & Placement Center Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Childcare Services (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Childcare Services (Other Campuses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Dean of Student Advocacy, Rights & Responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Disabled Students Programs & Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Extended Opportunity Programs & Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Financial Aid Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
GED - John Adams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Counseling Services - New Student	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Counseling Services - Continuing Student	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Counseling Services - International Student	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Counseling Services - Transfer Student (Transfer Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Learning Assistance Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Noncredit Enrollment - Admissions & Enrollment Offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Open-access Computer Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Outreach & Recruitment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Scholarship Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Student Activity Programs (Student Clubs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Student Health - General Services (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Student Health - Mental Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Testing Office (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

IV. Instructional Support Services

Rate your satisfaction with the quality of service based on your personal experience during this academic year.

	Excellent	Good	Fair	Poor	No Opinion	Comment
Articulation Office Support & Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Bookstore Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Broadcast Media Services (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Channel 27 Programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
College Catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Duplicating Services (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Duplicating Services (Other Campuses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information Technology Services - Instructional Computing Lab Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Library Services - Audio-Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Library Services - General Services at your campus (Collections, Reference Desk)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Library Services - Language Lab (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Library Services - Media Center (Ocean Campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Instructional Support - College Class Schedule/Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Office of Instructional Support - Room Assignment, Scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

V. Are there any additional Services you would like to comment on? If so, please write below or attach on additional sheet.

RETURN COMPLETED SURVEY TO RESEARCH - C306

THANK YOU VERY MUCH FOR YOUR TIME.

If you had any problems with the survey, please contact pmery@ccsf.edu