

CCSF Employee Survey Results

| Total Respondents | 789 | | 748 | 849 |
|---|----------------|------|----------------|--------------|
| Rate your satisfaction with the quality of service based on your personal experience during this academic year. (4=Excellent, 3=Good, 2=Below Average, 1=Poor) (When Applicable, Prior Wording Indicated via Footnote) | Spring 2011 | | Spring 2004 | Fall 2000 |
| | N | Mean | Mean | Mean |
| Administrative Support Services | | | | |
| Administrative Services - Departmental / Accommodation Accounts | 16 | 2.81 | 3.13 | 3.00 |
| Administrative Services - Lab Aide Payroll | 338 | 3.00 | 3.26 | 3.09 |
| Budget Development Services (for Dept Chairs, Administrators) ¹ | 194 | 2.70 | 2.87 | 2.72 |
| Buildings & Grounds - Building Repairs | 582 | 2.59 | 2.49 | 2.35 |
| Buildings & Grounds - Custodial | 649 | 2.63 | 2.56 | 2.70 |
| Buildings & Grounds - Gardening | 471 | 2.95 | 2.81 | 2.70 |
| Business Office - Financial Services | 313 | 2.73 | 2.90 | 2.85 |
| Business Office - Purchasing | 339 | 2.97 | 2.96 | 2.97 |
| Campus (Interoffice) Mail | 659 | 3.17 | 2.98 | 2.89 |
| Classified Payroll | 360 | 3.17 | 3.19 | 3.12 |
| Development Office | 191 | 2.94 | | |
| Facility Planning ² | 252 | 2.50 | 2.48 | 2.29 |
| Facility Construction ² | 281 | 2.55 | 2.17 | 2.29 |
| Faculty Payroll | 485 | 3.11 | 3.26 | 3.12 |
| Human Resources - Benefits Services | 558 | 2.97 | | |
| Human Resources - Classified Hiring Process | 246 | 2.66 | 2.68 | 2.46 |
| Human Resources - Faculty Hiring Process | 369 | 2.80 | 2.76 | 2.50 |
| Information Technology Services - Banner Support | 433 | 2.79 | 2.90 | 2.70 |
| Information Technology Services - Computer, Network Support ³ | 528 | 2.97 | 3.14 | 2.83 |
| Institutional Advancement - Grants Services | 190 | 2.95 | 3.08 | 2.84 |
| Institutional Advancement - Planning Services | 136 | 2.80 | 3.08 | 2.74 |
| Institutional Advancement - Research Services | 175 | 2.96 | 3.12 | 2.78 |
| Office of Continuing Education | 156 | 2.88 | 2.94 | 2.91 |
| Office of Contract Education | 134 | 2.85 | 2.79 | 2.67 |
| Office of Public Information - CCSF Publicity / Advertising | 278 | 2.60 | 2.90 | 2.76 |
| Office of Public Information - CCSF Website Homepage | 407 | 2.77 | 2.98 | 2.89 |
| Office of Public Information - City Currents | 452 | 3.11 | 3.15 | 3.05 |
| Professional Development - Flex | 522 | 2.89 | 2.89 | 2.83 |
| Professional Development - Travel, Conferences ⁴ | 305 | 1.98 | 2.31 | 2.79 |
| Public Safety | 473 | 2.88 | | |
| Technology Learning Center - Help Desk | 462 | 3.16 | 3.20 | 3.11 |
| Technology Learning Center - Training Programs | 361 | 3.12 | 3.22 | 3.14 |
| Technology Learning Center - Distance Learning Training and Support | 220 | 3.10 | | |
| Telephone Services / Switchboard | 567 | 3.45 | 3.38 | 3.26 |

CCSF Employee Survey Results

| Rate your satisfaction with the quality of service based on your personal experience during this academic year. (4=Excellent, 3=Good, 2=Below Average, 1=Poor) (When Applicable, Prior Wording Indicated via Footnote) | Spring 2011 | | Spring 2004 | Fall 2000 |
|---|----------------|------|----------------|--------------|
| | N | Mean | Mean | Mean |
| Student Development Services | | | | |
| Admissions & Enrollment - Noncredit Enrollment ⁵ | 307 | 2.88 | 3.06 | 2.85 |
| Admissions & Records - Cashier's Office | 219 | 3.03 | 3.07 | 2.98 |
| Admissions & Records - Credit Enrollment, Registration, Add/Drop | 391 | 2.97 | 2.95 | 2.82 |
| Admissions & Records - Noncredit PARS, Attendance, Add/Drop | 237 | 2.88 | 2.86 | 2.72 |
| Admissions & Records - Other Credit Services | 225 | 2.94 | 2.86 | 2.86 |
| Matriculation Office - Waivers, exemptions, and prerequisite enforcement ⁶ | 210 | 3.09 | 3.11 | 2.80 |
| CalWorks Welfare to Work Program | 119 | 3.21 | 2.96 | 2.72 |
| Childcare Services (Ocean Campus) | 81 | 3.11 | 3.06 | 2.97 |
| Childcare Services (Other Campuses) | 68 | 3.16 | 2.84 | 2.87 |
| Disabled Students Programs & Services | 316 | 3.26 | 3.32 | 3.11 |
| Financial Aid Services | 229 | 2.92 | 2.99 | 2.74 |
| GED Testing Office - John Adams ⁷ | 90 | 3.14 | 3.26 | 3.03 |
| Career Development & Placement Center Services (CDPC) | 162 | 2.80 | 3.08 | 2.92 |
| Counseling Services - New Student (Conlan Hall) ⁸ | 228 | 2.56 | 2.58 | 2.25 |
| Counseling Services - Continuing Student (MUB, B606, SH106, C207, A201) ⁸ | 226 | 2.88 | 2.77 | 2.25 |
| Counseling Services - International Student (MUB, C212) ⁸ | 167 | 2.93 | 2.79 | 2.25 |
| Counseling Services - Transfer Student (S132) ⁸ | 162 | 2.99 | 3.03 | 2.98 |
| Extended Opportunity Programs & Services (EOPS) | 163 | 3.08 | 3.30 | 3.09 |
| Multicultural Retention Services (AASP, APASS, LSN, TULAY) | 186 | 3.11 | | |
| Learning Assistance Center | 277 | 3.30 | 3.31 | 3.21 |
| Open-access Computer Labs | 230 | 2.99 | 3.08 | 3.01 |
| Outreach, Recruitment and Student Ambassadors | 164 | 3.07 | | |
| Scholarship Office | 193 | 2.58 | | |
| Student Activities Office e.g. AS, Student Clubs ⁹ | 178 | 2.93 | 2.96 | 2.80 |
| Student Advocacy Office ¹⁰ | 161 | 2.83 | 3.36 | 3.03 |
| Student Affairs Office | 121 | 2.83 | | |
| Student Health - General Services (Ocean Campus) | 278 | 3.32 | 3.33 | 3.21 |
| Student Health - Mental Health | 174 | 3.09 | 3.21 | 3.21 |
| Testing Office (Ocean Campus) | 178 | 3.13 | 3.04 | 2.92 |

CCSF Employee Survey Results

| Rate your satisfaction with the quality of service based on your personal experience during this academic year. (4=Excellent, 3=Good, 2=Below Average, 1=Poor) (When Applicable, Prior Wording Indicated via Footnote) | Spring 2011 | | Spring 2004 | Fall 2000 |
|---|----------------|------|----------------|--------------|
| | N | Mean | Mean | Mean |
| Instructional Support Services | | | | |
| Articulation Office Support & Service | 176 | 3.32 | | |
| Bookstore Services | 466 | 3.06 | 2.84 | 2.96 |
| Broadcast Media Services (Ocean Campus) ¹¹ | 198 | 3.21 | 3.03 | 2.96 |
| Channel 27 Programming | 77 | 3.10 | 2.81 | 2.65 |
| College Catalog Office | 208 | 3.19 | 3.04 | 3.15 |
| Curriculum Development | 221 | 3.15 | | |
| Duplicating Services (Ocean Campus) | 421 | 3.26 | 3.18 | 3.12 |
| Duplicating Services (Other Campuses) | 122 | 3.40 | 2.93 | 3.04 |
| Faculty Evaluation & Tenure Review | 378 | 3.02 | | |
| Information Technology Services - Instructional Computing Lab Support ¹³ | 234 | 3.04 | 3.11 | 3.00 |
| Information Technology Services - Education Technology Office (ETO) | 171 | 3.16 | | |
| Library & Learning Resources (LLR) - general in person and online services and collections ¹⁴ | 281 | 3.34 | 3.37 | 3.29 |
| LLR - Audio-Visual | 179 | 3.30 | 3.23 | 3.20 |
| LLR - Language Lab (Ocean Campus) | 108 | 3.25 | 3.33 | 3.20 |
| LLR - Media Center (Ocean Campus) | 136 | 3.13 | 3.26 | 3.19 |
| Office of Instruction - Evening & Weekend Services | 156 | 2.85 | | |
| Office of Instruction - Online Class Schedule ¹⁵ | 299 | 3.26 | 3.21 | 3.03 |
| Office of Instruction - Printed Class Schedule ¹⁵ | 320 | 3.18 | 3.21 | 3.03 |
| Office of Instruction - Scheduling & Faculty Assignment ¹⁶ | 285 | 3.14 | 3.06 | 2.90 |

CCSF Employee Survey Results

| Leadership and Governance. Please indicate whether you agree or disagree with the following based on your perceptions and observations during this academic year. (4=Strongly Agree, 3=Agree, 2=Disagree, 1=Strongly Disagree) (Note, this section was added in 2011 so no prior comparisons are available.) | Spring 2011 | |
|--|-------------|------|
| | N | Mean |
| College communications are clear, current, and widely available | 654 | 2.84 |
| Employees are encouraged to take initiative in improving the services in which they are involved | 612 | 2.79 |
| The College's Administrative and Management team (including Administrators, Classified Managers, and Department Chairs) promotes cooperation and collaboration | 607 | 2.73 |
| The College's Administrative and Management team (including Administrators, Classified Managers, and Department Chairs) articulates a consistent and coherent vision | 572 | 2.58 |
| Please rate the effectiveness of the following based on your perceptions and observations during this academic year. (4=Excellent, 3=Good, 2=Below Average, 1=Poor) | | |
| College dialog regarding data and research about student learning | 415 | 2.68 |
| College Advisory Council (CAC) as a channel for employee and student ideas regarding institutional decision-making, especially District policies | 242 | 2.51 |
| College Planning and Budgeting Council (CPBC) as a channel for employee and student ideas regarding institutional decision-making, especially planning and budgeting | 260 | 2.46 |
| Your representatives serving on CPBC and CAC (i.e. representatives from Academic Senate, AFT, Associated Students, Classified Senate, DCC, SEIU, Administrators) | 352 | 2.82 |
| Academic Senate recommendations to the Board of Trustees regarding academic and professional matters | 338 | 2.86 |
| Chancellor's leadership for the College | 569 | 3.14 |
| Board's leadership for the College | 491 | 2.26 |

CCSF Employee Survey Results

Prior Wording from 2004 and 2000

- ¹ Budget Development Services
- ² Planning & Construction (*wording used only in 2000*)
- ³ ITS - Office & Network Support
- ⁴ Professional Development Support (Travel)
- ⁵ Noncredit Enrollment - A & E
- ⁶ Matriculation Services Office
- ⁷ GED - John Adams
- ⁸ General Counseling (*wording used only in 2000*)
- ⁹ Transfer Center
- ¹⁰ Student Activity Programs (Student Clubs)
- ¹¹ Dean of Student Advocacy, Rights, etc.
- ¹² Broadcast Media Services
- ¹³ ITS - Instructional Lab Support
- ¹⁴ Library - General Services
- ¹⁵ Instr. Support - College Class Schedule
- ¹⁶ Instr. Support - Room Assignments, Scheduling

CCSF Employee Survey Demographics

| Q1_Principal Assignment | Frequency | Percent |
|--------------------------------|------------------|----------------|
| Administration | 36 | 4.6% |
| Classified | 237 | 30.0% |
| DeptChair | 37 | 4.7% |
| Faculty | 473 | 59.9% |
| No Response | 6 | 0.8% |
| Total | 789 | 100.0% |

| Q2_Primary Location (check all that apply) | Frequency | Percent |
|---|------------------|----------------|
| Airport | 14 | 1.8% |
| CastroEverett | 11 | 1.4% |
| ChinatownNB | 38 | 4.8% |
| CivicCenter | 22 | 2.8% |
| Downtown | 45 | 5.7% |
| Evans | 17 | 2.2% |
| FortMason | 16 | 2.0% |
| Gough | 51 | 6.5% |
| JohnAdams | 57 | 7.2% |
| Mission | 75 | 9.5% |
| Ocean | 549 | 69.6% |
| Southeast | 12 | 1.5% |
| Other | 11 | 1.4% |
| Total (multiple selections allowed) | 918 | 116.3% |

| Q3_Hours / Status (check all that apply) | Frequency | Percent |
|---|------------------|----------------|
| FT | 548 | 69.5% |
| PT | 219 | 27.8% |
| STO | 26 | 3.3% |
| AS NEEDED | 3 | 0.4% |
| TEMP | 10 | 1.3% |
| No Response | 9 | 1.1% |
| Total (multiple selections allowed) | 815 | 103.3% |

| Q4_Years of CCSF Employment | Frequency | Percent |
|------------------------------------|------------------|----------------|
| 3 Years or Less | 87 | 11.0% |
| 4 to 8 Years | 140 | 17.7% |
| 9 to14 Years | 200 | 25.3% |
| 15 or More Years | 352 | 44.6% |
| No Response | 10 | 1.3% |
| Total | 789 | 100.0% |

| Q5_Time Spent on Shared Governance Activities | Frequency | Percent |
|--|------------------|----------------|
| 0 hours | 224 | 28.4% |
| 1 hour | 286 | 36.2% |
| 2 hours | 150 | 19.0% |
| 4 hours | 48 | 6.1% |
| More than 4 hours | 58 | 7.4% |
| No Response | 23 | 2.9% |
| Total | 789 | 100.0% |

CCSF Employee Survey Demographics

| Q6_ Your Gender (check all that apply) | Frequency | Percent |
|---|------------------|----------------|
| Male | 293 | 37.1% |
| Female | 491 | 62.2% |
| Transgender | 4 | 0.5% |
| Option Not Listed | 4 | 0.5% |
| Total (multiple selections allowed) | 792 | 100.4% |

| Q7_ Ethnic Origin / Race (check all that apply) | Frequency | Percent |
|--|------------------|----------------|
| AfricanAmerican | 45 | 5.7% |
| NativeAmerican | 12 | 1.5% |
| HispanicLatino | 82 | 10.4% |
| AsianPacificIslander | 165 | 20.9% |
| Filipino | 28 | 3.5% |
| White | 354 | 44.9% |
| DeclineToState | 106 | 13.4% |
| Other | 38 | 4.8% |
| Total (multiple selections allowed) | 830 | 105.2% |

| Q8_ Sexual Orientation | Frequency | Percent |
|-------------------------------|------------------|----------------|
| LesbianGayBisexual | 100 | 12.7% |
| HeterosexualStraight | 533 | 67.6% |
| DeclineToState | 141 | 17.9% |
| No Response | 15 | 1.9% |
| Total | 789 | 100.0% |

| Q9_ Department / Office Affiliation | Frequency | Percent |
|--|------------------|----------------|
| Academic Affairs - Instruction | 320 | 40.6% |
| Finance & Administration | 59 | 7.5% |
| Student Development | 107 | 13.6% |
| Other | 202 | 25.6% |
| No Response | 101 | 12.8% |
| Total | 789 | 100.0% |

| Q10_ Credit / NonCredit Affiliation | Frequency | Percent |
|--|------------------|----------------|
| Credit | 411 | 52.1% |
| NonCredit | 108 | 13.7% |
| Both | 119 | 15.1% |
| NotApplicable | 130 | 16.5% |
| No Response | 21 | 2.7% |
| Total | 789 | 100.0% |

| Q11_ How do you get to work? | Frequency | Percent |
|-------------------------------------|------------------|----------------|
| DriveAlone | 481 | 61.0% |
| Carpool | 56 | 7.1% |
| PublicTransit | 167 | 21.2% |
| Other | 65 | 8.2% |
| No Response | 20 | 2.5% |
| Total | 789 | 100.0% |

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.

*** All responses are anonymous. ***

The survey takes approximately 15 minutes to complete.

I. Demographic Information

1. Principal Assignment:

- Administration
 Classified Staff
 Department Chair
 Faculty
 Student Worker

2. Primary Campus / Area:

(check all that apply)

- Airport
 Castro-Everett
 Chinatown/North Beach
 Civic Center
 Downtown
 Evans
 Fort Mason
 Gough
 John Adams
 Mission
 Ocean
 Southeast
 Other: _____

3. Hours / Status:

(check all that apply)

- Full time
 Part time
 STO
 Temporary
 As needed

4. Years of CCSF Employment:

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

5. On Average I spend _ hour(s) per week on shared governance activities (e.g., reading minutes, memos, newsletters, attending meetings).

- 0 hours
 1 hour
 2 hours
 4 hours
 > 4 hours

6. Your Gender:

(check all that apply)

- Male
 Female
 Transgender
 Option not listed

7. Ethnic Origin/Race:

(check all that apply)

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

8. Sexual Orientation:

- Lesbian/Gay/Bisexual
 Heterosexual/Straight
 Decline to State

9. Department / Office Affiliation:

- Academic Affairs - Instruction
 Finance & Administration
 Student Development
 Other: _____

10. Credit / Non-Credit Affiliation:

- Credit
 Noncredit
 Both
 Not Applicable

11. How do you get to work?

- Drive alone
 Carpool
 Public Transit
 Other: _____

City College of San Francisco

Employee Survey

This survey lists many of the College's 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.

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 checked="" type="radio"/> | |
| Administrative Services - Lab Aide Payroll | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Budget Development Services (for Dept Chairs, Administrators) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Buildings & Grounds - Building Repairs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Buildings & Grounds - Custodial | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Buildings & Grounds - Gardening | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Business Office - Financial Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Business Office - Purchasing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Campus (Interoffice) Mail | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Classified Payroll | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Development Office | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Facility Planning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Facility Construction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Faculty Payroll | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Human Resources - Benefits Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Human Resources - Classified Hiring Process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Human Resources - Faculty Hiring Process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Information Technology Services - Banner Support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Information Technology Services - Computer, Network Support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Institutional Advancement - Grants Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Institutional Advancement - Planning Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Institutional Advancement - Research Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Continuing Education | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

| | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|--|
| Office of Contract Education | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Public Information - CCSF Publicity / Advertising | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Public Information - CCSF Website Homepage | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Public Information - City Currents | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Professional Development - Flex | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Professional Development - Travel, Conferences | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Public Safety | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Technology Learning Center - Help Desk | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Technology Learning Center - Training Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Technology Learning Center - Distance Learning Training and Support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Telephone Services / Switchboard | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

III. Student Development 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 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|---------|
| Admissions & Enrollment - Noncredit Enrollment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Admissions & Records - Cashier's Office | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Admissions & Records - Credit Enrollment, Registration, Add/Drop | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Admissions & Records - Noncredit PARS, Attendance, Add/Drop | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Admissions & Records - Other Credit Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Matriculation Office - Waivers, exemptions, and prerequisite enforcement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| CalWorks Welfare to Work Program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Childcare Services (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Childcare Services (Other Campuses) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Disabled Students Programs & Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Financial Aid Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| GED Testing Office - John Adams | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Career Development & Placement Center Services (CDPC) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Counseling Services - New Student (Conlan Hall) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Counseling Services - Continuing Student (MUB, B606, SH106, C207, A201) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Counseling Services - International Student (MUB, C212) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

| | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|--|
| Counseling Services - Transfer Student (S132) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Extended Opportunity Programs & Services (EOPS) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Multicultural Retention Services (AASP, APASS, LSN, TULAY) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Learning Assistance Center | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Open-access Computer Labs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Outreach, Recruitment and Student Ambassadors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Scholarship Office | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Student Activities Office e.g. AS, Student Clubs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Student Advocacy Office | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Student Affairs Office | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Student Health - General Services (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Student Health - Mental Health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Testing Office (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" 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 | Below Average | Poor | No Opinion | Comment |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|---------|
| Articulation Office Support & Service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Bookstore Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Broadcast Media Services (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Channel 27 Programming | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| College Catalog Office | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Curriculum Development | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Duplicating Services (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Duplicating Services (Other Campuses) Please specify | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Faculty Evaluation & Tenure Review | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Information Technology Services - Instructional Computing Lab Support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Information Technology Services - Education Technology Office (ETO) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Library & Learning Resources (LLR) - general in person and online services and collections | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| LLR - Audio-Visual | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| LLR - Language Lab (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| LLR - Media Center (Ocean Campus) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Instruction - Evening & Weekend Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

| | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|--|
| Office of Instruction - Online Class Schedule | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Instruction - Printed Class Schedule | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Office of Instruction - Scheduling & Faculty Assignment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

V. Leadership and Governance

Please indicate whether you agree or disagree with the following based on your perceptions and observations during this academic year:

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No Opinion | Comment |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|---------|
| College communications are clear, current, and widely available | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Employees are encouraged to take initiative in improving the services in which they are involved | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| The College's Administrative and Management team (including Administrators, Classified Managers, and Department Chairs) promotes cooperation and collaboration | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| The College's Administrative and Management team (including Administrators, Classified Managers, and Department Chairs) articulates a consistent and coherent vision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

Please rate the effectiveness of following based on your perceptions and observations during this academic year:

| | Excellent | Good | Below Average | Poor | No Opinion | Comment |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|---------|
| College dialog regarding data and research about student learning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| College Advisory Council (CAC) as a channel for employee and student ideas regarding institutional decision-making, especially District policies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| College Planning and Budgeting Council (CPBC) as a channel for employee and student ideas regarding institutional decision-making, especially planning and budgeting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Your representatives serving on CPBC and CAC (i.e. representatives from Academic Senate, AFT, Associated Students, Classified Senate, DCC, SEIU, Administrators) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |
| Academic Senate recommendations to the Board | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | |

of Trustees regarding academic
and professional matters

Chancellor's leadership for the
College

Board's leadership for the
College

| | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Next >>

Please email research@ccsf.edu if you have any technical problems with this survey.