

Research & Planning Briefs
 College Performance Indicators Report, Brief #10
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Core Performance Indicators Report, Academic Year 2003-2004

In Spring 2005, Research & Planning Briefs will feature findings from CCSF's *Core Performance Indicators Report, Academic Year 2003-2004* (CPI). The CPI is a comprehensive assessment of the College's progress and success based upon the goals and priorities of CCSF's Strategic Plan. The full CPI Report can be found at: www.ccsf.edu/Offices/Research_Planning/pdf/ccpi2005.pdf.

The Strategic Plan 2003-2008 outlines eight priorities for the College community:

- Priority 1: Basic Skills
- Priority 2: Academic Programs
- Priority 3: Workforce Development
- Priority 4: Outreach and Recruitment
- Priority 5: Student Development
- Priority 6: Resource Development
- Priority 7: Technology
- Priority 8: Organizational Effectiveness

The Strategic Plan can be found at: www.ccsf.edu/Offices/Research_Planning/pdf/strpln3.pdf.

Focus on Strategic Priority 8: This Research & Planning Brief examines the three key performance indicators under Strategic Priority 8 – the level of student satisfaction with the College climate, the progress toward diversification of CCSF employees, and the level of employee satisfaction with College services.

Levels of student satisfaction with College climate. In Fall 2004, 3,095 CCSF students responded via an online survey regarding their satisfaction with instruction and services. This table includes student groups which were not previously surveyed; thus, change information is not yet available. Previous data was for graduating students.

Student Satisfaction with College Climate

Online Survey of Fall 2004 Credit Students	Students with Career Goals	BA/BS Degree Holders	*New and Continuing, Ages 16-19	Continuing Students, Ages 20-24	Continuing Students, Ages 25+
I feel a sense of belonging at the campus I attend	63.7%	56.7%	60.3%	58.7%	67.9%
Students show respect for one another	91.1%	92.9%	84.2%	79.6%	85.7%
Faculty are supportive of me	94.0%	96.6%	85.4%	84.9%	90.9%
Staff are supportive of me	85.3%	87.7%	81.9%	76.3%	82.0%
Administrators are supportive of me	79.4%	82.5%	83.4%	71.7%	79.8%
Total Respondents	532	453	243	527	1,121

* New First Time in previous (2003-04) academic year or Continuing Students Ages 16-19

Source: CCSF Office of Research, Planning & Grants, 11/1/04 -- unweighted responses

http://www.ccsf.edu/Offices/Research_Planning/reports_satisfaction.htm

Progress toward diversification of College employees. This table compares the diversity of CCSF's employees to the diversity of the student population. From 2002 to 2004, the

percentage of Asian/Pacific Islander administrators has decreased from 26% to 20%, with a corresponding increase in White Non-Hispanic administrators from 42% to 47%. Full-time faculty have experienced an increase of 1% in Asian/Pacific Islander and Hispanic/Latino representation. There has also been an increase of 1% in Filipino part-time faculty.

Comparison of Ethnicities of Students, Faculty, Staff, and Administrators

ADMINISTRATORS	2000	2004	
Ethnicity	Administrators	Administrators	Students*
African American/Non Hispanic	19%	20%	7%
American Indian/Alaskan Native	2%	2%	0%
Asian/Pacific Islander	26%	20%	36%
Filipino	2%	0%	5%
Hispanic/Latino	9%	11%	20%
White Non Hispanic	42%	47%	21%
Unknown/No Response	0%	0%	10%

FULL-TIME FACULTY	2000	2004	
Ethnicity	Full-Time Faculty	Full-Time Faculty	Students*
African American/Non Hispanic	8%	8%	7%
American Indian/Alaskan Native	1%	1%	0%
Asian/Pacific Islander	17%	18%	36%
Filipino	3%	3%	5%
Hispanic/Latino	9%	10%	20%
White Non Hispanic	61%	59%	21%
Unknown/No Response	1%	1%	10%

PART-TIME FACULTY	2000	2004	
Ethnicity	Part-Time Faculty	Part-Time Faculty	Students*
African American/Non Hispanic	8%	8%	7%
American Indian/Alaskan Native	0%	0%	0%
Asian/Pacific Islander	17%	17%	36%
Filipino	2%	3%	5%
Hispanic/Latino	8%	8%	20%
White Non Hispanic	61%	61%	21%
Unknown/No Response	3%	4%	10%

CLASSIFIED STAFF	2000	2004	
Ethnicity	Classified Staff	Classified Staff	Students*
African American/Non Hispanic	14%	13%	7%
American Indian/Alaskan Native	1%	0%	0%
Asian/Pacific Islander	32%	34%	36%
Filipino	15%	15%	5%
Hispanic/Latino	14%	13%	20%
White Non Hispanic	24%	24%	21%
Unknown/No Response	1%	1%	10%

Source: CCSF Staffing Report, June 2002; CCSF Employee and Hiring Data Report, September 2004

*Student data taken from DSS in September 2004

Level of employee satisfaction with College services. In Spring 2004, CCSF employees were surveyed regarding their ratings of 75 different college services. Ratings were on a 4-point scale, with 4.00 as excellent, 1.00 as poor. From Fall 2000 to Spring 2004, ratings for almost all services either improved or remained constant. Only five services declined in their ratings. Services without a *statistically significant* change in their rating are *not* listed.

Employee Satisfaction Rates

SERVICE / UNITS WITH SIGNIFICANT CHANGES	Spring 2004		Fall 2000	'04-'00
	# Respondents	Mean	Mean	Change
Counseling - International Student (previously Gen. Couns.)	160	2.794	2.250	0.544
Counseling - Continuing Student (previously Gen. Couns.)	261	2.774	2.250	0.524
ORPG - Research Services	193	3.124	2.781	0.343
ORPG - Planning Services	162	3.080	2.743	0.337
Dean of Student Advocacy, Rights, etc.	233	3.361	3.029	0.332
Counseling - New Student (previously General Counseling)	236	2.581	2.250	0.331
ITS - Office & Network Support	559	3.143	2.833	0.310
Matriculation Services Office	234	3.111	2.803	0.308
HR - Faculty Hiring Processes	336	2.759	2.502	0.257
Financial Aid Services	231	2.987	2.739	0.248
ORPG - Grants Services	190	3.084	2.837	0.248
HR - Classified Hiring Processes	266	2.680	2.460	0.220
Noncredit Enrollment - A & E	160	3.063	2.846	0.217
Disabled Students Programs & Services	315	3.324	3.113	0.211
Extended Opportunity Programs & Services	200	3.295	3.085	0.210
ITS - Banner Support	406	2.904	2.701	0.203
Instr. Support - College Class Schedule / Website	317	3.208	3.029	0.179
Admin Services - Lab Aide Payroll	292	3.264	3.093	0.170
Instr. Support - Room Assignments, Scheduling	319	3.056	2.901	0.155
Bldg & Grounds - Building Repairs	545	2.494	2.353	0.140
Public Information - CCSF Publicity / Advertising	299	2.896	2.759	0.138
Faculty Payroll	438	3.256	3.120	0.136
A & R - Credit enrollment, registration, add/drop	370	2.951	2.821	0.130
Admin Services - Dept/Accommodation Accounts	347	3.127	2.998	0.129
Library - Language Lab	181	3.331	3.203	0.129
Student Health - General (Ocean)	302	3.331	3.209	0.122
Telephone Services / Switchboard	561	3.376	3.262	0.114
Public Information - City Currents	485	3.151	3.052	0.098
Childcare (Ocean)	82	3.061	2.968	0.093
Library - General Services	345	3.374	3.294	0.080
Broadcast Media Services	213	3.033	2.964	0.069
Counseling - Transfer Student (previously Transfer Center)	195	3.026	2.978	0.047
Student Health - Mental Health	177	3.215	3.209	0.005
Childcare (Campuses)	74	2.838	2.873	-0.035
College Catalog	441	3.041	3.154	-0.113
Bookstore	482	2.842	2.957	-0.115
Bldg & Grounds - Custodial	605	2.562	2.698	-0.136
Professional Development Support (Travel)	293	2.307	2.789	-0.482

Source: CCSF Office of Research, Planning & Grants, May 2004, pg. 9

The full report can be found at http://www.ccsf.edu/Offices/Research_Planning/reports_faculty.htm