

## CHAPTER FOUR

### WORKPLACE ENVIRONMENT

#### PROMOTE A SUPPORTIVE AND POSITIVE WORKPLACE

To better serve our students and communities, CCSF will promote a supportive work environment which fosters collaboration and communication, builds effective staff development programs, ensures healthy working conditions, and strives to be among the most productive and best compensated workforces in the California community college system.

The primary indication that the college is meeting its goal of developing a healthy workplace is the satisfaction of all of its employees. Indicators of employee satisfaction will rely upon surveys developed collaboratively with college organizations. A comprehensive employee survey is currently in draft form.

*The following items are currently in progress:*

*Percentage of CCSF employees indicating satisfaction with college working environments.*

*Satisfaction ratings of CCSF employees with career ladder opportunities by employee category.*

*CCSF employee satisfaction ratings with level of collaboration and civility within the college.*

*Number of workers compensation claims awarded annually.*

## **1. Employee Satisfaction with Working Environment**

**Percentage of CCSF employees indicating satisfaction with college working environments.**  
Currently, minimal information is available for this indicator.

### **Technology**

In 1997, CCSF employees (faculty, staff and administrators) identified a number of key difficulties and problems in using computers. The following were identified as “major problems”:

- lack of sufficient funding for purchase and upgrades of hardware (44%) & software (39%)
- network access/connection (26%)
- equipment set-up/connection (24%)
- lack of technical assistance and user support (21%)
- adequate training (19%)

Despite increased use of technology, only 22% of CCSF employees feel their computer expertise “completely” matches their job requirements. Two-thirds indicate their skills “generally” or “somewhat” match their job needs or requirements.

**Source:** Office of Research, Technology Survey report available online at <http://www.ccsf.cc.ca.us/Services/Planning/planning/techsurv.htm>

## **SECONDARY INDICATORS**

### **1. Employee Grievances**

**Numbers of formal grievances filed by CCSF employees and resolved by the college.**

	<b>1994/95</b>	<b>1995/96</b>	<b>1996/97</b>	<b>1997/98</b>	<b>1998/99</b>
Grievances Filed	11	11	24	15	28
Grievances Resolved Prior to Arbitration	11	11	24	13	28
Grievances Pursued to Arbitration	0	0	0	0	0
Grievances Still in Process	0	0	0	0	0

**Source:** Employee Relations Office, memo dated 11/16/99.

**Note:** For definitions of "formal grievance" refer to AFT and SEIU guidelines respectively.

### **2. Rank Among Bay 10**

**Rank of the college among Bay 10 community college districts in salary and fringe benefits.**

Median salaries for certificated employees are well above the median salaries for the combined Bay 10 college districts.\* SFCCD is also well about the Bay 10 median for all major classifications for classified salaries.

**Source:** Employee Relations Office, memos dated 8/6/99 and 8/26/98 respectively.

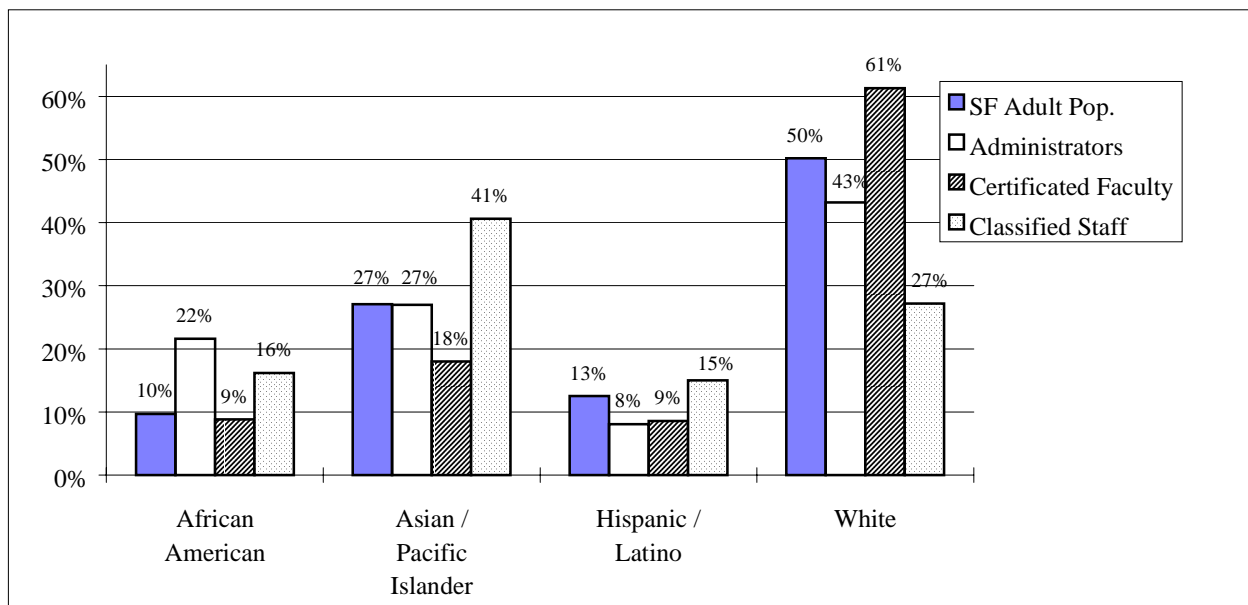
\*Bay 10 college districts include Chabot-Las Positas, Contra Costa, Foothill-DeAnza, Fremont, Marin, Peralta, San Jose-Evergreen, San Mateo County, West Valley-Mission, as well as San Francisco CCD.

## SECONDARY INDICATORS

### 3. Employee Demographics

Numbers and characteristics of administrators, faculty and staff compared to the adult population in the 30 mile radius of the city and county of San Francisco.

	SF Adult Population	Administrators	Fall 1997 Certified Faculty	Classified Staff
Female	50.2%	48.6%	53.3%	57.5%
Male	49.8%	51.4%	46.7%	42.5%
African American	9.7%	21.6%	8.8%	16.2%
American Indian / Alaskan	0.5%	0.0%	0.7%	0.3%
Asian / Pacific Islander *	27.1%	21.6%	15.9%	29.2%
Filipino *	n/a	5.4%	2.1%	11.4%
Hispanic / Latino	12.5%	8.1%	8.6%	15.0%
Other Non-White / No Response	n/a	0.0%	2.6%	0.6%
White	50.2%	43.2%	61.3%	27.2%



**Source:** U.S. Census Data, 1990 Population (San Francisco, CA PMSA); MIS Full-term Reporting (FTR).

**Note:** Faculty includes Counselors, Librarians, Nurses and other Certificated.

\*Filipinos are included in the Asian/PI category in the Census data.

#### Administrator Demographics

## SECONDARY INDICATORS

	Fall Terms						% F97
	1992	1993	1994	1995	1996	1997	
<b>Administrators Total</b>	<b>48</b>	<b>39</b>	<b>38</b>	<b>42</b>	<b>37</b>	<b>37</b>	<b>100.0%</b>
African American	11	6	6	7	8	8	21.6%
Am. Indian/Alaskan	0	0	0	0	0	0	0.0%
Asian/Pacific Islander	11	9	9	10	8	8	21.6%
Filipino	2	2	2	2	2	2	5.4%
Hispanic/Latino	6	5	5	5	3	3	8.1%
Other/no response	0	0	0	0	0	0	0.0%
White	18	17	16	18	16	16	43.2%
Under 30	2	1	1	0	0	0	0.0%
30-34	1	1	0	0	0	0	0.0%
35-39	2	3	2	2	2	1	2.7%
40-44	10	4	5	5	3	2	5.4%
45-49	12	13	13	11	10	9	24.3%
50-54	9	4	6	10	10	11	29.7%
55-59	10	11	10	8	6	7	18.9%
Over 60	2	1	2	6	6	7	18.9%
Female	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	20	19	18	48.6%
Male	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	22	18	19	51.4%

Source: CCSF Human Resources Office.

## SECONDARY INDICATORS

### Faculty Demographics

	Fall Terms						% F97
	1992	1993	1994	1995	1996	1997	
<b>Certificated Faculty Total</b>	<b>1,791</b>	<b>1,637</b>	<b>1,667</b>	<b>1,690</b>	<b>1,690</b>	<b>1,593</b>	<b>100.0%</b>
Full Time	787	736	736	720	725	721	45.3%
Part Time	1,004	901	931	970	965	872	54.7%
African American	154	142	145	156	152	140	8.8%
Am. Indian/Alaskan	21	23	23	17	15	11	0.7%
Asian/Pacific Islander	256	254	257	261	268	254	15.9%
Filipino	30	32	33	34	35	33	2.1%
Hispanic/Latino	146	131	134	129	139	137	8.6%
Other/no response	0	0	0	54	46	41	2.6%
White	1,184	1,055	1,075	1,039	1,035	977	61.3%
Under 30	29	24	20	21	18	8	0.5%
30-34	95	77	66	70	62	49	3.1%
35-39	194	143	140	146	141	116	7.3%
40-44	320	270	257	238	214	184	11.6%
45-49	366	340	336	348	343	308	19.3%
50-54	330	343	353	366	375	358	22.5%
55-59	220	231	250	246	272	295	18.5%
Over 60	239	212	231	257	265	275	17.3%
Female	903	827	840	869	884	849	53.3%
Male	888	805	794	821	806	744	46.7%
Unknown		5	33				
<b>Full Time Faculty</b>							
African American	69	70	70	68	68	66	9.2%
Am. Indian/Alaskan	15	14	14	11	10	8	1.1%
Asian/Pacific Islander	113	113	113	116	119	116	16.1%
Filipino	12	15	16	16	17	17	2.4%
Hispanic/Latino	69	62	62	64	63	67	9.3%
Other/no response	0	0	0	7	7	8	1.1%
White	509	462	461	438	441	439	60.9%
Under 30	5	5	3	3	2	3	0.4%
30-34	29	15	11	13	15	12	1.7%
35-39	54	48	46	45	39	36	5.0%
40-44	126	110	103	90	82	76	10.5%
45-49	172	166	157	140	144	140	19.4%
50-54	163	182	191	186	194	189	26.2%
55-59	118	128	139	138	148	159	22.1%
Over 60	98	78	93	105	101	106	14.7%

Source: CCSF Human Resources Office.

Note: Figures in italics for gender have a report date prior to that for the other demographics and total.

## SECONDARY INDICATORS

### Staff Demographics

	Fall Terms						% F97
	1992	1993	1994	1995	1996	1997	
<b>Classified Staff Total</b>	<b>790</b>	<b>779</b>	<b>738</b>	<b>838</b>	<b>835</b>	<b>771</b>	<b>100.0%</b>
Full time*	509	479	469	489	510	503	65.2%
Part time*	287	275	286	349	325	266	34.5%
African American	133	124	118	141	135	125	16.2%
Am. Indian/Alaskan	1	2	2	3	2	2	0.3%
Asian/Pacific Islander	238	238	233	253	244	225	29.2%
Filipino	85	90	90	95	95	88	11.4%
Hispanic/Latino	114	109	106	128	126	116	15.0%
Other/no response	0	0	1	4	5	5	0.6%
White	219	216	188	214	228	210	27.2%
Under 30	137	117	102	118	121	90	11.7%
30-34	100	91	100	108	94	79	10.2%
35-39	125	107	98	111	103	101	13.1%
40-44	118	119	123	141	134	118	15.3%
45-49	103	102	114	130	130	123	16.0%
50-54	83	84	80	79	90	93	12.1%
55-59	56	59	67	67	80	81	10.5%
Over 60	74	75	71	84	83	84	10.9%
Female	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	470	479	443	57.5%
Male	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	368	356	328	42.5%
<b>Full-time classified</b>							
Under 30	40	32	21	22	34	29	5.8%
30-34	55	42	51	48	48	41	8.2%
35-39	77	75	64	71	66	66	13.1%
40-44	91	79	79	86	86	88	17.5%
45-49	80	81	86	89	92	86	17.1%
50-54	67	65	62	62	69	75	14.9%
55-59	46	49	54	55	59	60	11.9%
Over 60	53	56	52	56	56	58	11.5%

Source: CCSF Human Resources Office.

\*Figures for full time and part time have a report date prior to that for the other demographics and total.

## SECONDARY INDICATORS

### 4. FTE Ratios

**Ratios of full-time to part-time faculty and classified FTE staff compared by college, school and department.** The concept of the Full-time / Part-time ratio was initiated in law through AB1725 in 1988 and appears in Education Code section 87482.6 and in Title 5 section 51025. An *ideal* ratio of 75/25 (75% full-time) was stated as a goal, but the requirement that districts must meet is stated in terms of a specific number of full-time faculty and **not** in terms of a ratio. These regulations only speak to full-time faculty teaching Credit classes. There is no regulation pertaining to the number of full-time faculty teaching Noncredit classes.

#### Full-time Faculty Credit FTE

	1994	1995	1996	1997	1998	1999
Obligation	396.6	386.4	370.0	363.0	477.8	502.8
Actual	436.6	444.5	406.4	407.9	520.4	535.8
<b>% of Credit FTE taught by Full-time Faculty</b>	*	*	<b>69.5%</b>	<b>73.6%</b>	<b>70.3%</b>	<b>71.7%</b>

Source: CCSF Human Resources Office

\*Ratios for Full-time to Part-time credit faculty were not published during these years.