



College of Alameda

Employee Voice Survey Results

Spring 2018



Executive Summary

In the spring of 2018, College of Alameda President, Timothy Karas, sent out an “Employee Voice” survey to all CoA employees. This report contains the results of the 100 responses. Not every respondent answered every question. The number of respondents is provided in parenthesis next to the data summarizing the responses to each question.

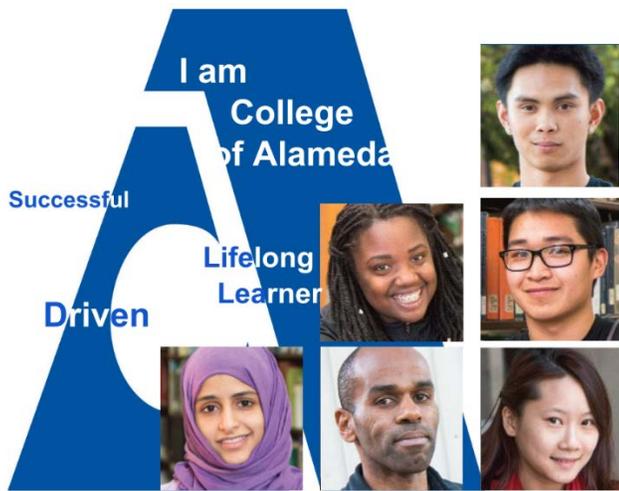
According to survey respondents, some of the things we at College of Alameda do best are:

- Valuing, accepting and respecting diversity
- Administrators, faculty and staff all take pride in their work

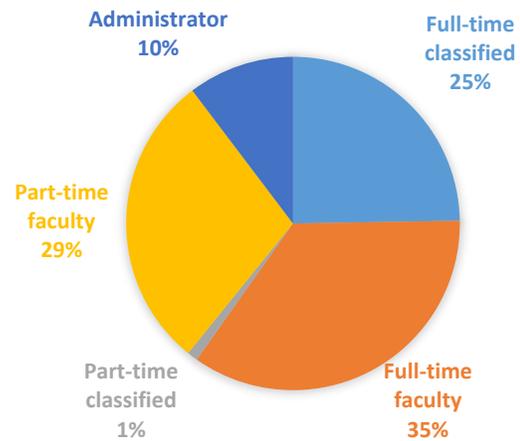
Some of the areas where the College needs most improvement are:

- Communication between faculty, staff and administrators
- Sufficient staff resources to achieve important objectives (are lacking)

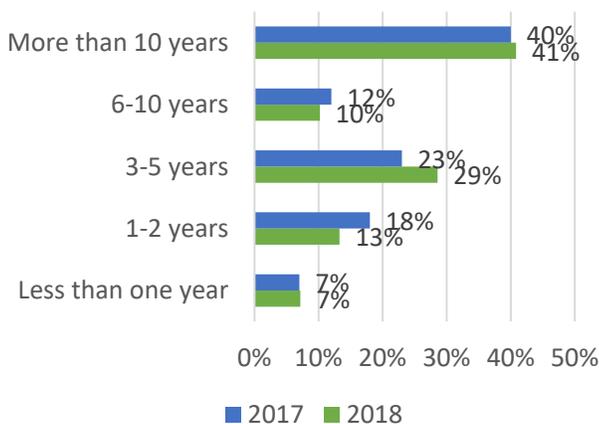
The perspectives and priorities identified by this survey will inform the College’s 2018-19 Strategic Plan. Thank you for taking time to complete it!



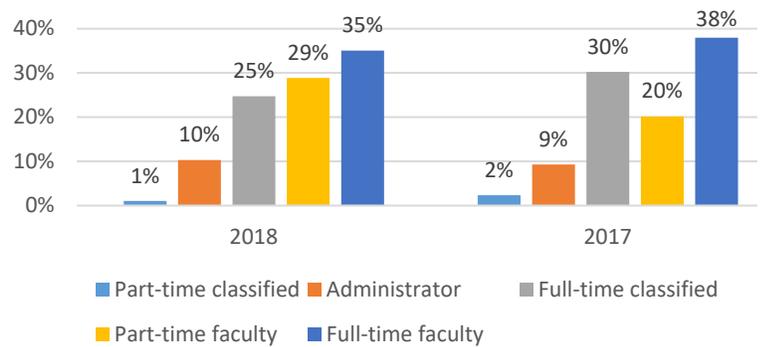
Question 1: Which best describes the area of College of Alameda (CoA) where you work? (95)



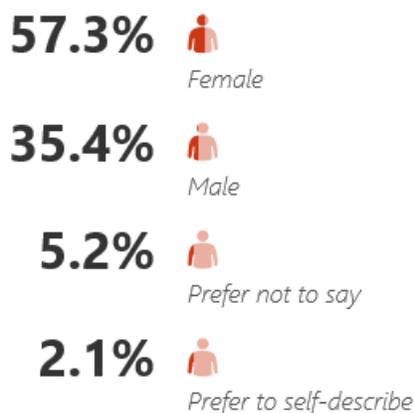
Question 2: How many years have you worked at College of Alameda? (98)



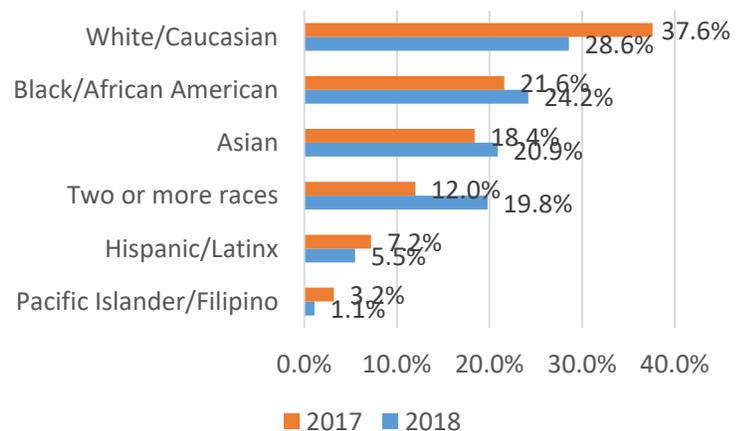
Question 3: What is your employment status? (97)



Question 4: What is your gender? (96)



Question 5: What ethnic group do you most identify yourself as? (91)



Questions 6 and 8: College Strengths and Challenges

(Question 6: How well CoA does on college planning & goal setting - 99 answered, 1 skipped; Question 8: Assessing College strengths and challenges – 92-96 answered; 4-8 skipped)
 Responses are ordered by weighted average ranking (# of score in that category/the total number of responses in that category of 1 to 5 where '1' was "extremely well" and '5' was "not well at all"). A higher weighted average corresponds to a worse ranking.

		2018 Weighted Average Rank	2017 Weighted Average Rank	Improve- ment?
Things we do well	The College values, accepts and respects diversity	2.1	1.8	No
	Administrators take pride in their work	2.2	1.9	No
	Faculty take pride in their work	2.2	2.0	No
	Staff take pride in their work	2.3	2.0	No
	The leadership of the College has a clear sense of purpose	2.3	2.0	No
Other strengths	There are adequate opportunities to get involved in campus planning and goal setting	2.4	2.4	No
	Most employees are supportive of the College mission and values	2.5	2.1	No
	The College fosters excellent employee-student relationships	2.6	2.3	No
	The College is well-respected in the community	2.6	2.3	No
	The campus and satellite facilities are safe and secure	2.7	2.2	No
	The College does a good job meeting the needs of students	2.7	2.5	No
	Results of college goals are regularly shared with all campus constituencies	2.7	2.5	No
	There are adequate facilities and compensations for persons with disabilities on campus	2.7	2.5	No
	There is a spirit of teamwork and cooperation	2.9	2.5	No
Challenges	The Program Review/APU process helps promote positive change on our campus	3	2.7	No
	Campus facilities are well maintained	3	2.8	No
Needs improve- ment	There is good communication between faculty, staff and administrators	3.3	2.9	No
	There are sufficient staff resources to achieve important objectives	3.3	3.0	No

Question 7: Peralta District Support Services

(Question 7: Please indicate how well the Peralta District Office does the following: necessary services: 95 answered, 5 skipped; consistent with Board policies: 92 answered, 8 skipped).
 Responses are ordered by weighted average ranking (# of score in that category/the total number of responses in that category of 1 to 5 where '1' was "extremely well" and '5' was "not well at all"). A higher weighted average corresponds to a worse ranking.

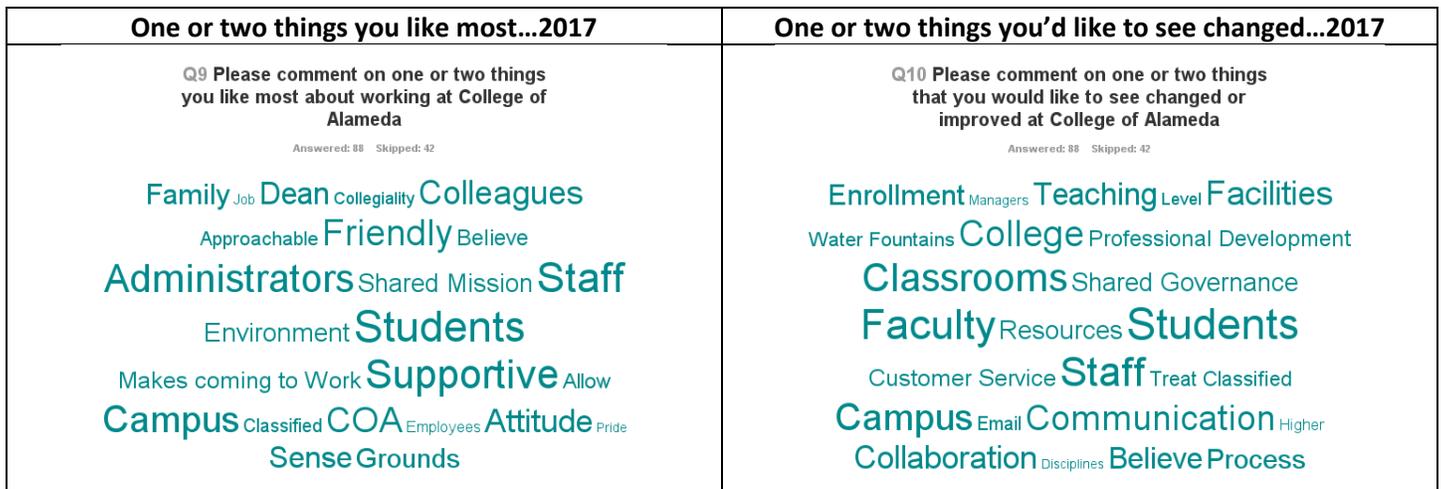
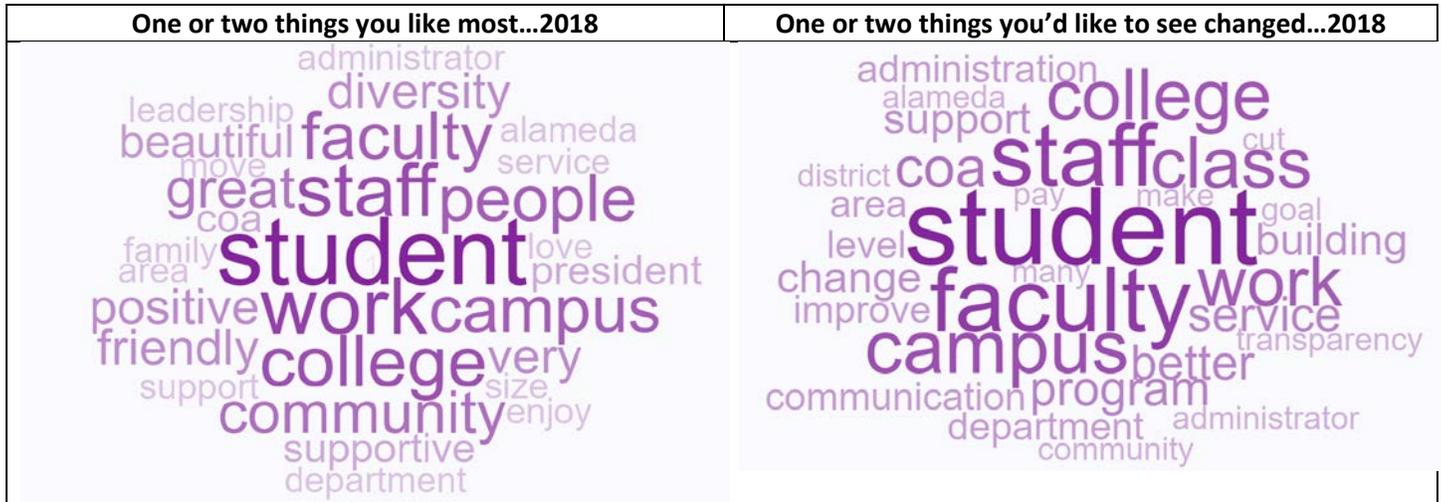
		2018 Weighted Average Rank	2017 Weighted Average Rank	Improvem- ent?
Needs improve- ment	District Office provides necessary services that support College of Alameda's mission	3.6	3.03	No
	District Office acts in a manner consistent with Board policies, statutes, and regulations	3.2	3.34	Yes

Responses are ordered by weighted average ranking (# of score in that category/the total number of responses in that category of 1 to 5 where '1' was "extremely well" and '5' was "not well at all"). A higher weighted average corresponds to a worse ranking.

Questions 9 & 10: One or two things you like the most/would like to see changed

(Question 9: 88 answered, 42 skipped; Question 10: 88 answered, 42 skipped)

Responses to two open-ended questions regarding what College employees like the most and would most like to see changed can be seen in the Appendices at the end of this report. Word cloud summaries are included below revealing the most commonly used words in each category of responses.



Appendix A
Text responses to Question 9

Most of the key leaders are amazing. They are dedicated, proactive, etc...

I like our students. I enjoy watching them meet their goals and see them move on to jobs or four year schools.

Many students are hard working and motivated. Most faculty are also.

The calm general environment and the warm family-style relationship among staff, faculty, and administrators.

I enjoy providing services for students and the outside community

I like where College of Alameda is located in the Bay Area. We are serving the people who need what California community colleges offer the most.

1. Working with great group of people
 2. Opportunities to work with a committee
-

The current President and his executive team continue to work hard to move the college in a positive direction. I believe the President leadership fosters good working relationships and even though there may be disagreement from others (faculty), open dialogue is created and most times a consensus is reached that benefits the campus community (students).

The college is working hard to become a premier college in the area, with the new building scheduled to be built soon, I believe the college vision and mission can be achieved as shared governance committees, senate, department chairs, student services, classified/custodial staff all pull in the same direction, and keep the success of our students and the accreditation of our college at the forefront as we move forward in 2018-19 yr.

Nothing appears to be sustainable on this campus. We have mystery programs, mystery personnel and little transparency. We seem to talk a good game but that's as far as it goes. I think faculty and staff get blamed for administrative weakness. I also think there is a disconnect between student needs especially at risk students and College funding.

Some very nice people.

Some excellent faculty.

Some eager students.

The staff I work with are professional and work well as a team. The success of all students is very important to us.

We try to ensure that students receive the tools and resources needed for their success in classes.

Our small size allows you to get to know faculty and staff on a personal level.

The administration has been largely supportive of new classes and events I've created in our department.

I think it is a special environment for both students and teachers because of the design of the campus and the size of the community. It's easy to make connections with people and almost everyone is very friendly.

The students and some of my colleagues

Positive administrators willing to collaborate. Acceptance and encouragement of diversity.

Leadership

Parking

Some of the people I work with, are very dedicating to their work and caring about the students and the surroundings of the college community as a whole. The supports from my manager and the president provided for me that I felt proud of what I am doing and a sense of value in my contributions on the daily basis. I enjoy the work I do and I believe my job is a huge contribution to the entire college community.

Staff is patient with each other in trying new ideas. As long a staff have a good attitude toward one another, staff is always willing to help in the parameters of their job duties or beyond.

The students

The size can lead to a close community. The deans I've worked under put in above average effort in addressing problems that the faculty bring to their attention.

When students indicate that they enjoy the classes and indicate that their educational experiences have been life changing.

Spirit of teamwork that focuses on the students.

Most staff members have been supportive as I learn how to navigate systems, and I don't feel people on the campus judge sexual orientation and expression of it.

The students.

My colleagues.

The people

The students

At College of Alameda, we are a small community. It's relatively easy to get in touch with other departments/divisions. We have a lot of new, eager faculty, staff and administration, which is doing positive things for morale and our long-term goals.

I love the fact that those who are genuinely invested in education and have students' best interest at heart are willing to cooperate with others. There is a true sense of community and comradery, unfortunately, this sense does not extend across campus or departments.

The people and students I work with on a daily basis.

Most Members are friendly.

Staff and faculty are friendly.

College of Alameda feels like family

College of Alameda are dedicated to serving students

It is a great place to work. People are mostly friendly and work hard.

Tim is great. The students are generally great. I love working with students from Oakland.

As far of this questionnaire: some of the above results may end up being misleading, as there is no version of "I do not know about this topic" and respondents are forced to evaluate

I like the diversity of the students and the college atmosphere. BCC and Laney seem almost too industrial and urban while Merritt is too far removed from everything. COA is right in the middle.

I like working with my diverse students, and they are very appreciative of the extra things I do for them. The classroom tech when I have it is such a great enhancement to classroom learning.

The new leadership of the college is taking input from all the staff as it moves forward with new regulations and guidelines being proposed.

Current area management team taking time to address call out culture with more inclusive language and understanding of different perspectives.

First, the faculty diversity on our campus and second, the opportunity to teach and mentor students.

Location and diversity

Beautiful campus and great student population.

The people, it is as working with family. All are always willing to help.

Friendly staff and open feeling of campus specially the garden will all the beautiful flowers make a huge difference. I love walking by and admiring the roses.

Very nice people and it is easy to work with majority of them

The students and the grounds.

Location and size.

Positive response from administrators to scheduling requests.

diversity of students

I like the president's open door policy and his taking the time to listen.

Teaching, mentoring and supporting students

Beautiful campus

Other faculty. The students! The work.

better district and IT support

Campus services throughout are very supportive and dedicated to making COA a wanted destination for students and future employees.

It does maintain a fairly positive environment. The landscaping is lovely and provides a great atmosphere for the school -- reflecting a positive image for students and the community.

The gardens to our campus are a beautiful prideful point of interest and give me joy to see them.

The gardener is FANTASTIC and should be teaching the subject on campus. Perfect example of excellence!

The students and diversity

Teamwork of classified staff and management.

It has been a real blessing to be a part of the Student Services "family." The dedication of the administrators, faculty and classified professionals in each of the service areas is great.

Most Staff are supportive and want to help new employees understand their responsibilities.

The college presidents mission is clear, and will be effective as the department leadership supports the staff.

It's a beautiful campus and many friendly faces.

Working with fellow employees

1. Majority of the people who work at COA are happier which creates a happier atmosphere.
 2. COA has a beautiful ambiance
-

lots positive activities around school

We are all one big family.

The classified staff is super. The faculty is great too. I love the people at COA.

1. Welcome new changes
 2. Educating my students
-

Friendly staff

supportive staff/faculty and diversity

Appendix B
Text responses to Question 10

Q10. Please comment on one or two things that you would like to see changed or improved at College of Alameda

part-time faculty pay should increase more staff/faculty events and training

More evening opportunities of taking Introduction to Canvas.

1. Modernizing and upkeep of the gymnasium 2. Painting the outside of the gym and the G building 3. Improve landscape around the G building

Better security. Cameras on campus showing entrance and exit from buildings/classrooms

repaint campus buildings?

More collaboration between faculty members, especially with part-time faculty.

transparency in finance and maintenance department

1. Facilities need to be improved and modernized. I believe modernizing the campus will attract more students to enroll at COA. 2. We need to offer better vocational programs that will lead to good paying jobs after certification or degree.

Have some off campus team building events, more TV advertising for college.

Building positive relationships among admin, faculty, and staff can help improve the dynamic of COA.

Supervisor/Staff relations Training for new employees before action

I believe that the sports team program needs to be restructured so that it is far more appealing to our student population. As such, I would like to see the elimination of basketball, and soccer (for men and women), tennis and softball. I would like to see more Saturday classes; and the addition of an on-line degree program.

More teamwork across the programs and collaboration with all staff and faculty to obtain goals and objectives. Secure more funding resources to maintain existing programs

1. ESL needs to promote higher English level of learning. I understand that they are completed at 8th grade level of readability which is not adequate for health care career goals. My dental x-ray textbook is at 11.2 readability grade level. The ESL students need to spend many hours to study the subject due to the language barrier. I have asked for help to guide prospective students to a higher level of ESL readability but I am not getting feedback from Dr. Popal in my quest to help students reach this goal. 2. This questionnaire needs a response box for "no knowledge of a given choice". It forces me to make a choice based on no knowledge of the area.

More outreach to the community to encourage community participation in classes and use of our facilities. Need to provide more services for students, realizing that they are our number one priority. Particularly online professors who do not keep current with student requests need more attention . . and not allowing faculty to be spread too thin so they cannot do their primary job which is to teach and support students.

The attitude and saying "The Peralta Way". Used as a built-in excuse to not do or get things accomplished.

Stability of adjunct jobs. Students need a lot more support than they are getting. The counselors don't know anything about how any of the classes work and constantly mis-assign students to levels. THEN the short change period leaves students in trouble. Need longer change period, ability for students to go to a lower class later in the semester, and receive credit when they have been mis-assigned. Students have NO IDEA what the college can offer. We need a handbook for students! Faculty doesn't know either, so we all need a handbook. Thank you for listening.

Communication among instructional and counseling faculty Communication among administrators and faculty
Transparency in funding sources and allocations Development of more student focus groups

More money for staff development. COA seems stuck in a time-warp regarding keeping up with the latest trends in education and education leadership. Where that is innovation, the same faculty seem to get to attend all the trainings and control what staff gets to participate in innovative work with students. Better shared governance and transparency. All the money seems to be controlled by the same departments.

more dissemination of change

Availability of classes for students

I think that COA's mission statement should also emphasize the importance of responsibility in our students. Perhaps the phrase "and to be responsible for their actions" can be appended to COA's current mission statement as follows: "The mission of College of Alameda is to serve the educational needs of its diverse community by providing comprehensive and flexible programs and resources that empower students to achieve their goals and to be responsible for their actions."

There are too many people on this campus who hate co-workers and faculty, for no good reason. These people need to learn how to work together for a better college environment and a place where the students truly love coming and learning.

We need smart classrooms and drinking fountains please. The pay is terrible compared to faculty pay at other bay area colleges. Stop cutting classes.

Many high schools are in better shape than our college.. There is a need to build new buildings. Our technology is so behind.

Facilities. (e.g., bathrooms need renovating)

Staff and management understanding and support is missing.

Maintenance, the elevators always are breaking down. The bathrooms are always liking and the equipment is half outdate.

There is a lot of resistance to change, particularly radical change. Improving CoA's customer service practices is big key to success. Address unprofessional behavior. We work in a educational institution; therefore, we need to set an example for our students. I believe that there are qualities associated with professionalism and that are not being displayed all the time by staff members. These include: Interpersonal skills Appearance Communication skills Having a work ethic Being knowledgeable

Facilities upgrade

I would like to see COA students the opportunity to utilize all campus outdoor facilities Also, I would like for the campus hour to be free of scheduled meetings and classes so faculty and students can experience activities together.

The favoritism that is exhibited in certain areas. If you are not part of the selected group it is hard to get the benefit of the doubt or to be "judged" based on the nature of your character rather than on the instance that may or may not have taken place with you. The continued approval of individuals and departments working in silos when the outward appearance is always of collaboration

The classroom is clean only if I clean it before class. The student desks are often dirty and even sticky, so it seems disrespectful to not clean them before they arrive. It is my classroom.

I would like to see better coordination (or any coordination at all) with outreach to get our enrollment up. I would like to see our VPI give the classes a chance to fill up before cancelling them.

More participation from faculty.

The services from the District are horrible. They have no sense of what we do at the campuses.

Facility (classrooms, bathrooms) need to be upgraded.

Updates or replacement of old and outdated equipment. Cleaner campus. Friendlier Admin, staff, faculty towards students

I would like to see faculty, staff, and administrators being truly invested in the work of cultural humility. It is very difficult to have buy in from an entire campus, when key stake holders from student services are not invested in the work.

I would like to see the college supported more by the district and have more CoA voices present in district-wide discussions.

Academic senate

Less cuts to classes and more full-time faculty hires. Regular clean-up of the goose poop.

The mismatch of power structures. I would like to see supervisors actively seeking to engage with subordinates instead of directing and expecting.

More service to and interaction with the community.

Facilities upgrade, in particular some of the student bathrooms need renovations.

Communication between faculty and administration.

Improved record keeping. Flex days that don't leave me feeling like we're all spinning our wheels.

Not afraid to take a stand against Chancellor/District if it would help COA student success

Working better with other campuses to serve students.

I would like to see trainings relate to customer services with the emphasis on the important roles each of us play in helping the students, ourselves and the college community.

More full-time positions

Continued efforts in addressing resistance to change. Continued improvement integrating with the district and sister colleges.

Communication between administration and faculty and staff. Response time for returning emails or phone calls. Respectful communication among administrators and staff. A positive customer service approach toward helping students.

I would like to see more transparency between admin and faculty about decisions made for our campus. I would like to see more funding be appropriated to serve students' needs rather than the administration of the institution. Without students, what will administrators be administering? Thanks for allowing us to voice our opinions.

More efficiency in the division office (i.e. more staff, streamlined processes, training opportunities for employees, etc). Updated library. Our library is extremely dated and should be remodeled to support the new ways libraries are used in the 21st century. For example-- more computers, communal studying and reading spaces, etc.

I would like to see more interaction and cooperation between departments. Sharing of information between departments would be helpful to staff in order to ensure s information. More college activities promoting cultural and diversity for student body. I think it is important for the leadership on campus to interact with different departments and staff. To show support and respect to staff. The leadership should encourage staff working together. I would like to see less favoritism and more equality with treatment of staff. I would like to see leadership, managers and administrators acknowledge there is a class problem on campus.

The physical condition of the campus buildings is unacceptable. It hurts morale of faculty and students.

I would like to see choices made based on student needs and not on administrative needs. I would like Administration to take responsibility for their choices first lady faculty and staff. For example if there's a problem addressed the problem directly versus a punitive and indirect approach. I would like to see programs made more sustainable IE the Alameda promise where students have to take 12 units at Alameda however classes are canceled last minute they're unable to get their 12 units and then become disqualified. If their major is not at Alameda, and class offerings are limited they wind up to taking unnecessary classes just to take advantage of the Alameda promise.

There is a major problem that must be addressed in one of the areas at the college, there is low morale, backbiting, mistrust and as one person who works in the area described the working atmosphere as (toxic). I am not describing the battles that take place between administration and faculty, (those happen all the time), but I am speaking to something much deeper, that seems to affect the entire college. We need to stop having these feel good workshops and have frank small groups meeting where we listen to people without fear of retribution, and then we correct the issues, mistrust can easily turn to trust and low morale can be changed to positive moral through this process. Secondly, more opportunities for classified staff need to be woven into the fabric of all areas at the college including instruction. The college needs to value classified staff and be willing to hold important meetings in the evenings, pay classified staff to work on programs and projects. The entire Peralta District does a poor job valuing the work of their classified staff, we must be honest, if classified staff walked out, how many of our four colleges could survive.

Improve in not cutting classes so quickly.

I dislike the lack of transparency in decision-making processes that led to severe cuts in instruction. I would like to see what cuts are being made at the administration level so that we can see the shared sacrifice.

I would like to see the District provide COA with safety/security re: blue phones, panic buttons, control of homelessness etc. I would like to see some of the staff be more friendlier, respectful and nice to the students and colleagues.

Basic maintenance of existing facilities (e.g., fixing broken windows, putting in operational window treatments, etc.); better food options on campus; shuttle service between BART and campus.

Lab support can be improved especially listening to faculty needs and goals. Too many admin and classified hires relative to faculty.

I think we need to remember we are here to serve the students. Sometimes it feels like certain faculty and staff see the needs of the students as a burden or interruption. I think our students deserve the best we can give. I am afraid this is not always the case.