

LATTC 2015 CAMPUS CLIMATE SATISFACTION SURVEY SUMMARY

Employee Campus Climate surveys are conducted on a biennial basis. This report presents a brief summary of the Fall 2015 survey in comparison to the survey conducted in 2009. A total of 197 individuals participated in the 2015 survey, of which 38.1% were faculty, 22.8% staff, and 39.1% did not state their job type.

Participants were asked to assess different areas of campus life by their satisfaction and importance levels. The areas covered in this survey are: Campus Climate Satisfaction, Campus Support Services Satisfaction, and Job Satisfaction.

This report includes the "gap" between the satisfaction and the importance results. The "gap" is an indirect measure of magnitude of a potentially problematic area; the bigger the difference between importance and satisfaction, the "wider" is the "gap."

1. Campus Climate Satisfaction

- It is important to mention that survey participation in 2015 almost doubled compare to 2009.
- Overall, Campus Climate levels of satisfaction have improved significantly in comparison to 2009.
- In 12 out of 15 questions the 6-year improvements were 9 or more percent.
- The biggest positive change was in question "Your involvement in decisions that relate to the college", with 22% points improvement.
- For the Campus Climate Satisfaction area, the only decrease in satisfaction was in question "The availability of parking", with a decrease of 19% points compared to 2009.
- In contrast, gaps between satisfaction and importance remains high, from 20% to 44% points.
- The largest gap, 44% points, is in question "Communication among Divisions within the college."

Campus Climate Questions	Satisfaction (S)			Importance (I)	Gap (I-S)
	2009 n = 108	2015 n = 197	6Y Change		
Morale on campus	54%	63%	9%	99%	36%
Sense of cooperation among members of the campus community	58%	62%	4%	99%	38%
Level of trust that exists within the campus community	44%	56%	12%	99%	43%
Extent to which resource allocation among programs/departments is equitable and fair	44%	60%	16%	99%	38%
Your involvement in decisions that relate to your job	66%	72%	6%	99%	27%
Your involvement in decisions that relate to the college	49%	71%	22%	95%	24%
Communication among Divisions within the college	46%	55%	9%	98%	44%
Communication with the District Office	61%	72%	11%	92%	20%
Dissemination of information to the campus community	60%	73%	13%	95%	22%
Support from the District Office	56%	68%	12%	95%	27%
Hiring procedures	42%	52%	10%	95%	43%
LATTC shared governance process	53%	66%	13%	97%	31%
The success of LATTC in serving its students	67%	78%	11%	100%	22%
The availability of parking	73%	54%	-19%	95%	41%
Security on campus	64%	73%	9%	99%	26%

2. Campus Support Services Satisfaction

- Overall, in contrast to Campus Climate questions, the Campus Support Services levels of satisfaction declined in comparison to 2009.
- At the same time, it is important to mention that the gap between importance and satisfaction for this section is lower than for the Campus Climate section.
- The biggest positive change was for the Business office, with 18% points improvement during the 6-year period. This improvement reduced the gap between importance and satisfaction to 4% points.
- The other areas with positive changes were in the questions for the Academic Technology and Institutional Effectiveness offices, with 5% points improvement in both.
- For the Campus Support Services area, significant decreases in satisfaction, compared to 2009, were found in the IT, Operations, Admission & Records, and Assessment offices, with decreases between 17% and 24% points.

- In the 2015 survey, the Copy Center is the service with the smallest gap, with 1% point; followed by the Business office (4% points), Library (6% points), and Career Center (9% points).
- The Professional Development service has the highest gap (34% points) in this area of the 2015 survey.

Campus Support Services Questions	Satisfaction (S)			Importance (I)	Gap (I-S)
	2009 n = 97	2015 n = 132	6Y Change	2015 n = 132	2015
Bookstore	73%	74%	0%	97%	23%
Budget and Purchasing	82%	74%	-8%	99%	24%
Business Office	77%	95%	18%	99%	4%
College Sheriff	81%	83%	1%	99%	17%
Copy Center	98%	97%	-0%	98%	1%
Payroll Personnel	87%	84%	-3%	99%	15%
IT	99%	75%	-24%	100%	25%
Maintenance	78%	71%	-8%	98%	28%
Operations	100%	78%	-22%	99%	21%
Academic Connections	93%	85%	-8%	99%	14%
Academic Technology	82%	87%	5%	98%	11%
Library	94%	91%	-4%	96%	6%
Professional Development	69%	63%	-7%	96%	34%
Institutional Effectiveness	78%	82%	5%	99%	17%
Admissions & Records	100%	83%	-17%	99%	16%
Assessment	95%	78%	-17%	100%	22%
Career Center	96%	86%	-10%	95%	9%

3. Campus Job Satisfaction

- Overall, Campus Job levels of satisfaction have improved in comparison to 2009.
- The biggest positive changes were in questions "Quality of your work environment" and "Recognition received for a job well done", with 19% and 18% points improvement respectively during the 6-year period.
- For the Campus Job Satisfaction area, the only decrease in satisfaction was in the "Degree to which you can receive help from your supervisor" question, with a small decrease of 1% compared to 2009.
- The "Recognition from peers" survey question has the smallest gap (2% points), however, the rest of the questions in this area of the 2015 survey have double-digit gaps between 12% and 26% points.

Campus Job Satisfaction Questions	Satisfaction (S)			Importance (I)	Gap (I-S)
	2009 n = 91	2015 n = 163	6Y Change	2015 n = 163	2015
Duties and responsibilities of your job	86%	88%	3%	100%	12%
Opportunities for creativity in professional responsibilities	76%	81%	5%	100%	19%
Opportunities to pursue innovation on the job	72%	79%	7%	99%	20%
Workload distribution	66%	72%	6%	98%	26%
The extent to which job openings are advertised	64%	75%	11%	91%	16%
Amount of space you have to do your job	67%	76%	9%	97%	21%
Quality of your work environment	55%	73%	19%	99%	25%
Degree to which you can receive help from your supervisor	82%	81%	-1%	98%	17%
Level of college support for professional growth	66%	74%	7%	96%	22%
Recognition received for a job well done	52%	70%	18%	88%	18%
Recognition from peers	68%	83%	15%	84%	2%
Relationship with peers in your department or program	81%	82%	1%	96%	13%
Relationship with your supervisor	82%	83%	0%	99%	16%
Competency level of colleagues / co-workers	75%	81%	6%	99%	18%
Flow of information between campus activities and campus community	64%	73%	9%	95%	23%
Overall, how would you rate your satisfaction with LATTC as an employee at the present time?	75%	80%	6%	100%	20%