



**Summary of 2008 - 2011
Employee Campus Climate Surveys**

Background

Employee Campus Climate Surveys are conducted to foster communication within the college and to identify areas of potential inefficiency and employees' dissatisfaction. This report presents the results of the survey completed in spring 2011. The results are shown in comparison with the results of the two earlier surveys conducted in 2008 and 2009. It is currently planned to conduct Employee Campus Climate Surveys on biennial basis (every two years).

The same set of questions was presented to respondents in all three years. Comparison of results collected through the years allows identifying the trend in employees' assessment of the situation within the college and permits focusing administrative efforts on the weaker areas. 2011 survey was conducted online through SurveyMonkey web services and was open to all college employees. 112 people participated in the survey. The survey included four areas:

- Campus Climate Satisfaction and Campus Climate Importance

- Campus Support Services Satisfaction and Campus Support Services Importance

- Job satisfaction and Job importance

- Demographics

How to read the report

An excerpt from the report is presented below:

Importance	Campus Climate Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=112)	
3.85	Level of trust that exists within the campus community	2.29	2.30	↓ 2.29	1.56
3.75	Hiring procedures	2.17	2.25	↑ 2.25	1.50
3.91	Morale on campus	2.53	2.52	↓ 2.45	1.46

* Respondents were asked to rate importance and satisfaction of each item (question) in the survey. The following measures were used to quantify answers: very important or very satisfied = 4; somewhat important or somewhat satisfied = 3; somewhat unimportant or somewhat dissatisfied = 2 and not important or very dissatisfied = 1. N/A answers are not included into calculations.

1 Column shows **rate of importance** level of a specific item as seen by survey respondents in 2011. The level of importance is calculated as average of all responses

2 Individual questions (items) listed in the survey

3 Column presents average **rate of satisfaction** of a specific item in 2008, 2009 and 2011. Maximum satisfaction is represented by number 4. "Shading" of the cell represents the level of rating in comparison with other years. More of a fill represents higher value. The arrow () on the left side of cells for 2011 shows the direction of change in rating over 2009 (dynamics of change).

4 Column shows a difference between item's importance and satisfaction level in 2011. The bigger is the difference the "wider" is the gap. Wider gap is an indirect measure of magnitude of a potentially problematic area: items with high importance and low satisfaction will produce the widest gaps. Gap column is color coded: "hotter" items (with relatively large gaps) are represented by red color and "cooler" items are represented by blue.

Campus Climate Satisfaction and Importance

The survey included 15 questions (items) from this section. In the table below the items are arranged by the *size of the gap* between an item's average importance and its average satisfaction level in 2011: items with biggest gaps are listed first. The Gap measure is used to assess how "hot" the item is in minds of respondents.

2011 Item Importance	Campus Climate Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=112)	
3.85	Level of trust that exists within the campus community	2.29	2.30	↓ 2.29	1.56
3.75	Hiring procedures	2.17	2.25	↑ 2.25	1.50
3.91	Morale on campus	2.53	2.52	↓ 2.45	1.46
3.92	Sense of cooperation among members of the campus community	2.52	2.57	↓ 2.52	1.40
3.67	Communication among Divisions within the college	2.19	2.33	↑ 2.40	1.27
3.79	Extent to which resource allocation among programs/departments is equitable and fair	2.40	2.33	↑ 2.56	1.24
3.94	The success of LATTC in serving its students	2.77	2.85	↓ 2.82	1.12
3.70	LATTC shared governance process	2.36	2.41	↑ 2.69	1.01
3.54	Support from the District Office	2.48	2.48	↑ 2.60	0.94
3.80	Your involvement in decisions that relate to your job	2.70	2.78	↑ 2.94	0.85
3.73	Dissemination of information to the campus community	2.53	2.60	↑ 2.94	0.79
3.46	Your involvement in decisions that relate to the college	2.27	2.39	↑ 2.68	0.78
3.85	Security on campus	3.03	2.75	↑ 3.14	0.72
3.33	Communication with the District Office	2.43	2.54	↑ 2.73	0.60
3.53	The availability of parking	3.30	3.04	↑ 3.18	0.35
<i>Total overall satisfaction rating</i>		2.53	2.54	↑ 2.68	

Campus climate satisfaction highlights:

Overall level of campus climate satisfaction had increased since 2009. Eleven out of fifteen items demonstrated improved rating in comparison to the previous year. The biggest increase in satisfaction (not explicitly shown in the table above) is shown in campus security, information dissemination and employees' involvement to college life. Four out of 15 items show rating decline. Three items ("Level of Trust on Campus", "Morale" and "Sense of Cooperation") are also identified by respondents as the most critical aspects of the college life. A more detailed analysis of campus climate satisfaction is presented on the next page.

The Top Three Areas of Importance in Campus Climate

2011 Item Importance	Campus Climate Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=110)	
3.94	The success of LATTC in serving its students	2.77	2.85	2.82	1.12
3.92	Sense of cooperation among members of the campus community	2.52	2.57	2.52	1.40
3.91	Morale on campus	2.53	2.52	2.45	1.46

*Since last survey employees' satisfaction has declined in all three of the most important areas. "Morale" on campus and "Sense of Cooperation" also demonstrate ones of the biggest gaps between importance and satisfaction levels.

Top Three Areas of High Satisfaction in Campus Climate

3.53	The availability of parking	3.30	3.04	3.18	0.35
3.85	Security on campus	3.03	2.75	3.14	0.72
3.73	Dissemination of information to the campus community	2.53	2.60	2.94	0.79

*Availability of parking remains an item producing the highest level of satisfaction for all three years.

Three Areas of Most Dissatisfaction in Campus Climate

3.75	Hiring procedures	2.17	2.25	2.25	1.50
3.85	Level of trust that exists within the campus community	2.29	2.30	2.29	1.56
3.67	Communication among Divisions within the college	2.19	2.33	2.40	1.27

*Among three of the most dissatisfying items only "Communication Among Divisions within the College" has shown significant improvements over the last year survey. The other two items stayed nearly flat; both areas are identified by respondents as the most important areas in the campus life.

Top Three Areas of Improvements in Campus Climate Satisfaction

3.85	Security on campus	3.03	2.75	3.14	0.72
3.73	Dissemination of information to the campus community	2.53	2.60	2.94	0.79
3.46	Your involvement in decisions that relate to the college	2.27	2.39	2.68	0.78

*The items presented in the table above demonstrate the biggest advance over the previous survey satisfaction level (the difference is not explicitly shown here).

Three Areas of Most Decrease in Campus Climate Satisfaction

3.91	Morale on campus	2.53	2.52	2.45	1.46
3.92	Sense of cooperation among members of the campus community	2.52	2.57	2.52	1.40
3.94	The success of LATTC in serving its students	2.77	2.85	2.82	1.12

*The items presented in the table above demonstrate the biggest decline over the previous survey figures (the difference is not explicitly shown here).

Campus Support Services Satisfaction and Importance

The survey included 18 questions (items) from this section. In the table below the items are arranged by the size of the gap between an item's average importance and its average satisfaction level in 2011: items with biggest gaps are listed first. The Gap measure is used to assess how "hot" the item is in minds of respondents.

2011 Item Importance	Campus Support Services Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=112)	
3.59	Staff Development	2.91	2.82 ↓	2.43	1.15
3.76	Custodial Operations	2.68	2.78 ↓	2.73	1.03
3.81	Information Technology	3.16	3.21 ↓	2.90	0.90
3.81	Admissions and Records	3.16	3.17 ↓	2.98	0.84
3.78	Academic Affairs	2.68	3.07 ↓	3.04	0.74
3.51	Bookstore	3.04	2.98 ↓	2.79	0.72
3.74	Learning Skills Center	3.04	3.16 ↓	3.07	0.67
3.87	Sheriff's Office	3.26	3.23 ↑	3.27	0.60
3.56	Career Center	2.87	3.00 ↓	2.98	0.58
3.70	Business Office	3.20	3.10 ↑	3.14	0.56
3.72	Plant Facilities	3.06	3.06 ↑	3.19	0.53
3.65	Purchasing	3.16	3.15 ↓	3.14	0.51
3.71	Assessment Center	3.09	3.25 ↓	3.20	0.51
3.56	Library	2.96	3.04 ↑	3.09	0.48
3.58	Institutional Research	3.08	3.00 ↑	3.14	0.44
3.77	Payroll / Personnel	3.31	3.43 ↓	3.35	0.41
3.58	Copy Center	3.45	3.49 ↓	3.44	0.14
3.52	Media Services	3.29	3.26 ↑	3.38	0.14
<i>Total overall satisfaction rating</i>		3.08 ↑	3.12 ↓	3.07	

Campus support services satisfaction highlights:

Overall the level of campus support services satisfaction had decreased since 2009. Two thirds of supporting areas demonstrated a lower rating in comparison to the previous year. The biggest drop in satisfaction (not explicitly shown in the table above) occurred in Staff Development and Information Technology, followed by services provided by Admissions and Records office and college Bookstore. Information Technology and Admissions & Records were also identified among three the most important areas of support services.

Six out of eighteen items showed satisfaction rating increase.

A more detailed analysis of campus support services satisfaction is presented on the next page.

The Top Three Areas of Importance in Campus Support Services

2011 Item Importance	Campus Support Services Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=112)	
3.87	Sheriff's Office	3.26	3.23	↑ 3.27	0.60
3.81	Admissions and Records	3.16	3.17	↓ 2.98	0.84
3.81	Information Technology	3.16	3.21	↓ 2.90	0.90

*Since last survey employees' satisfaction has declined in two out of three of the most important areas. Sheriff's Office showed increased in satisfaction. Information Technology and Admissions & Records (which are among the most important areas of support services) showed a drop in satisfaction to the lowest level in three years and produced ones of the deepest gaps between importance and satisfaction levels.

Top Three Areas of High Satisfaction in Campus Support Services

3.58	Copy Center	3.45	3.49	↓ 3.44	0.14
3.52	Media Services	3.29	3.26	↑ 3.38	0.14
3.77	Payroll / Personnel	3.31	3.43	↓ 3.35	0.41

*Despite some changes in satisfaction all three highest ranked areas are the same as in 2009 survey.

Three Areas of Most Dissatisfaction in Campus Support Services

3.59	Staff Development	2.91	2.82	↓ 2.43	1.15
3.76	Custodial Operations	2.68	2.78	↓ 2.73	1.03
3.51	Bookstore	3.04	2.98	↓ 2.79	0.72

*All three areas of the most dissatisfaction were also identified as such in the 2009 survey. The satisfaction level had declined even more since then. In addition, Staff Development and Custodial Operations are producers of the largest gaps between importance and satisfaction level.

Top Three Areas of Improvements in Campus Support Services

3.58	Institutional Research	3.08	3.00	↑ 3.14	0.44
3.72	Plant Facilities	3.06	3.06	↑ 3.19	0.53
3.52	Media Services	3.29	3.26	↑ 3.38	0.14

*The items presented in the table above demonstrate the biggest advance over the previous survey satisfaction level (the difference is not explicitly shown here). The rest of the support services showed either a minimal or negative improvements.

Four Areas of Most Decrease in Campus Support Services Satisfaction

3.59	Staff Development	2.91	2.82	↓ 2.43	1.15
3.81	Information Technology	3.16	3.21	↓ 2.90	0.90
3.81	Admissions and Records	3.16	3.17	↓ 2.98	0.84
3.51	Bookstore	3.04	2.98	↓ 2.79	0.72

*The items presented in the table above demonstrate the biggest decline over the previous survey figures (the difference is not explicitly shown here).

Campus Job Satisfaction and Importance

The survey included 16 questions (items) from this section. In the table below the items are arranged by the size of the gap between an item's average importance and its average satisfaction level in 2011: items with biggest gaps are listed first. The Gap measure is used to assess how "hot" the item is in minds of respondents.

2011 Item Importance	Campus Job Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=112)	
3.68	Level of college support for professional growth	2.52	2.81	2.63	1.05
3.72	Workload distribution	2.80	2.81	2.78	0.94
3.85	Competency level of colleagues / co-workers	2.93	3.01	2.99	0.86
3.81	Quality of your work environment	2.59	2.65	2.96	0.85
3.75	Opportunities to pursue innovation on the job	3.05	3.01	2.96	0.79
3.74	Opportunities for creativity in professional responsibilities	3.10	3.08	3.02	0.72
3.63	Flow of information between campus activities and campus community	2.67	2.64	2.95	0.68
3.73	Amount of space you have to do your job	2.82	2.87	3.05	0.68
3.40	Recognition received for a job well done	2.33	2.44	2.73	0.67
3.71	Overall, how would you rate your satisfaction with LATTC at the present time?	2.94	3.00	3.08	0.63
3.53	The extent to which job openings are advertised	2.75	2.73	2.92	0.62
3.80	Degree to which you can receive help from your supervisor	3.05	3.11	3.24	0.56
3.81	Relationship with your supervisor	3.21	3.25	3.35	0.47
3.64	Relationship with peers in your department or program	3.08	3.20	3.23	0.41
3.88	Duties and responsibilities of your job	3.35	3.37	3.47	0.41
3.17	Recognition from peers	2.73	2.87	3.15	0.03
<i>Total overall satisfaction rating</i>		2.87	2.93	3.03	

Campus job satisfaction highlights:

Overall the level of campus job satisfaction had improved since 2009. More than two thirds of job satisfaction areas demonstrated a higher rating in comparison to the previous year. Five out of eighteen items showed satisfaction rating decrease somewhat; all five areas are among six producing largest gaps in the survey.

A more detailed analysis of campus support services satisfaction is presented on the next page.

The Top Four Areas of Job Importance

2011 Item Importance	Campus Job Satisfaction Questions	Satisfaction Rating (Number of responses)			Gap
		2008 (n=183)	2009 (n=121)	2011 (n=112)	
3.88	Duties and responsibilities of your job	3.35	3.37	↑ 3.47	0.41
3.85	Competency level of colleagues / co-workers	2.93	3.01	↓ 2.99	0.86
3.81	Quality of your work environment	2.59	2.65	↑ 2.96	0.85
3.81	Relationship with your supervisor	3.21	3.25	↑ 3.35	0.47

*Since last survey employees' satisfaction has increased in three out of four of the most important areas. Only one item ("Competency of Co-workers") showed some small drop in reading.

Top Three Areas of Most Job Satisfaction on Campus

3.88	Duties and responsibilities of your job	3.35	3.37	↑ 3.47	0.41
3.81	Relationship with your supervisor	3.21	3.25	↑ 3.35	0.47
3.80	Degree to which you can receive help from your supervisor	3.05	3.11	↑ 3.24	0.56

*Even though satisfaction in listed above areas was relatively high in 2009 it increased in 2011 even more.

Three Areas of Most Job Dissatisfaction on Campus

3.68	Level of college support for professional growth	2.52	2.81	↓ 2.63	1.05
3.40	Recognition received for a job well done	2.33	2.44	↑ 2.73	0.67
3.72	Workload distribution	2.80	2.81	↓ 2.78	0.94

*Despite a substantial improvement in "Recognition for Well Done Job" over last three years the area remains on the top list of most dissatisfying items on campus. In addition "Level of Support for Professional Growth" and "Workload Distribution" produce the highest gaps between importance and level of satisfaction.

Top Four Areas of Improvements in Job Satisfaction

3.81	Quality of your work environment	2.59	2.65	↑ 2.96	0.85
3.63	Flow of information between campus activities and campus community	2.67	2.64	↑ 2.95	0.68
3.40	Recognition received for a job well done	2.33	2.44	↑ 2.73	0.67
3.17	Recognition from peers	2.73	2.87	↑ 3.15	0.03

*Even though "Quality of Work Environment" showed the highest improvement in Job satisfaction since 2009 it remains a fairly large concern due to its relatively big gap measure. Year-over-year improvements in satisfaction are not explicitly shown.

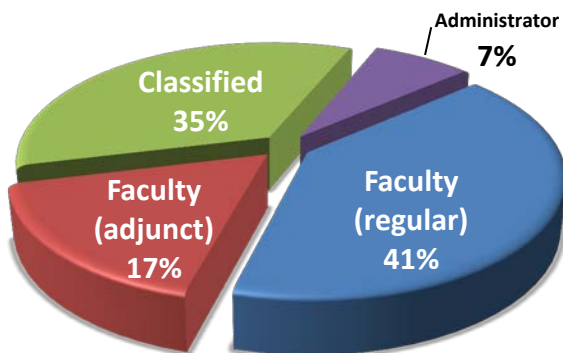
Three Areas of Most Decrease in Job Satisfaction

3.68	Level of college support for professional growth	2.52	2.81	↓ 2.63	1.05
3.74	Opportunities for creativity in professional responsibilities	3.10	3.08	↓ 3.02	0.72
3.75	Opportunities to pursue innovation on the job	3.05	3.01	↓ 2.96	0.79

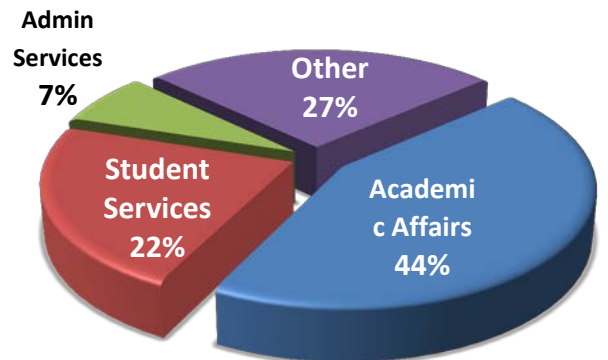
*The items presented in the table above demonstrate the biggest decline over the previous survey figures (the difference is not explicitly shown here). "Level of College Support for Professional Growth" is also an item with the largest gap between job importance and job satisfaction level.

Demographics of Respondents (as percentage of all counted responses)

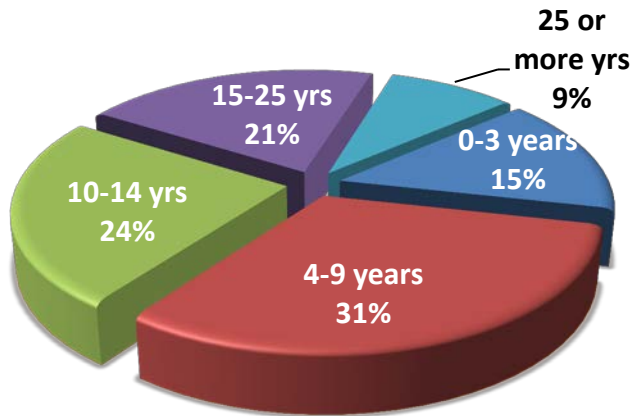
By Job Type



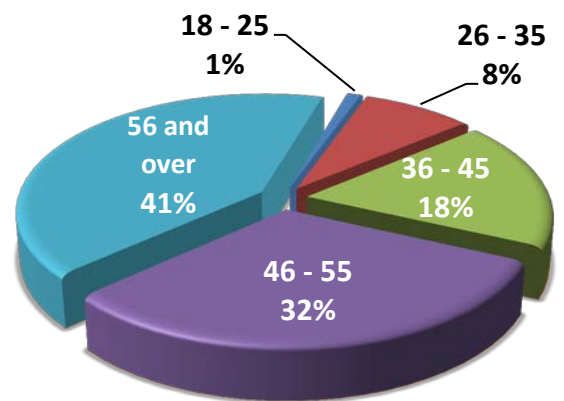
By Division



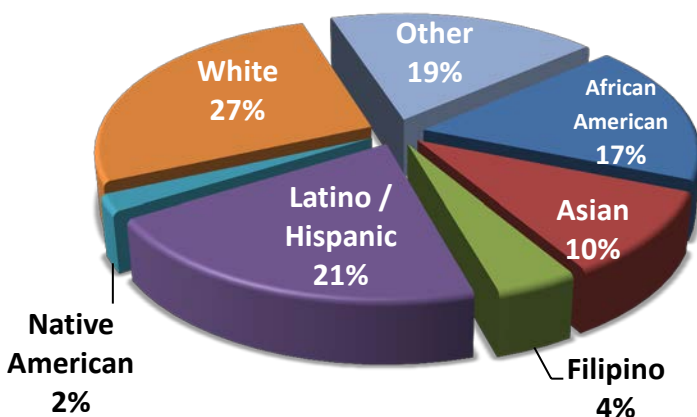
By Years at LATTC



By Age



By Ethnicity



By Gender

