

# 2024 Employee Campus Climate Survey Summary Report

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NOVEMBER 2024

# Methodology

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## Purpose of Employee Campus Climate Survey

Assess **every three years** employees' **perceptions of the campus climate**, particularly in the areas of:

1. Work environment
2. Sense of belonging and college value
3. Professional development
4. Job satisfaction
5. Communication and vision / direction of the College
6. Service to students
7. Diversity, Equity, Inclusion and Accessibility

## Population Targeted

**All college employees:** faculty, staff, administrators. Part-time employees & TNCs also included.

## Survey Instrument

Questionnaire included **close-ended questions using a Likert scale** and **three open-ended** questions.

# Methodology (cont.)

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## Survey Administration

- **Survey link via email** (April 15th and June 7<sup>th</sup>, 2024).
- **Conducted anonymously** (respondents cannot be individually identified).
- **Optional demographic questions** (participants could choose to provide this information).
- **Weekly gentle reminders** via email.
- **QR code flyers** were distributed across campus facilities.

## Data Analysis

### *Quantitative Analysis*

Aggregation of responses to **quantify counts and proportion of respondents.**

### *Qualitative Analysis*

**Identification of patterns and assigning of codes** to comments. Codes were then **grouped into broader themes** (refined and defined to represent key concerns or satisfaction areas).

# Response Rate

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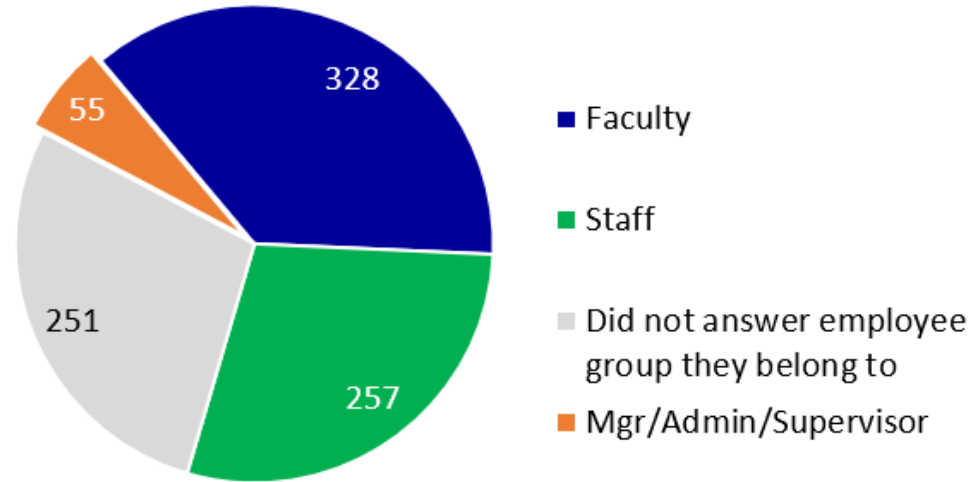
	# of Respondents	Response Rate
Spring 2024	891 employees	52%
Spring 2021	447 employees	35%

# Demographics of Respondents

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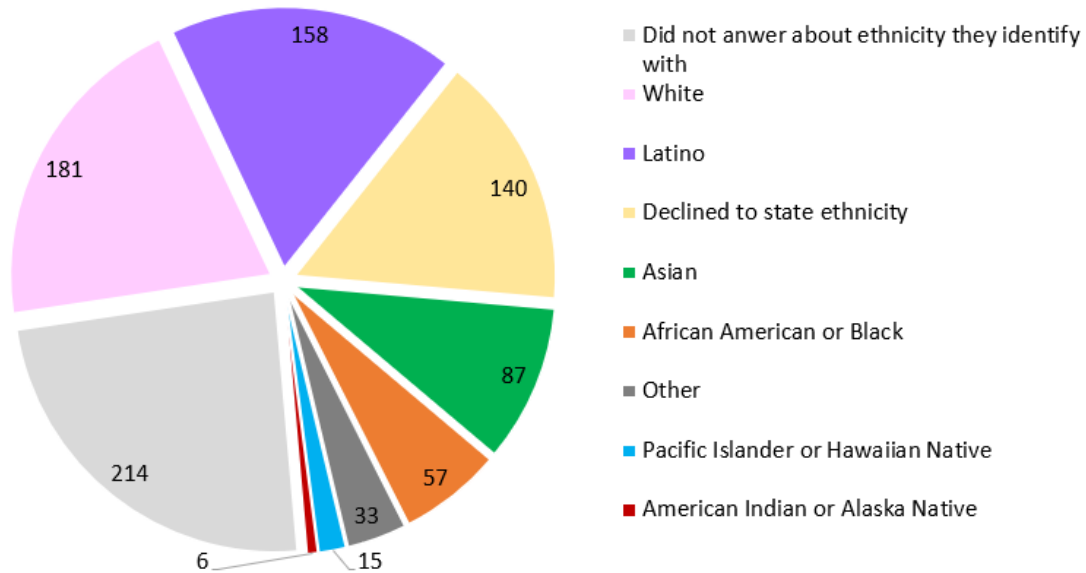
## Respondents Count by Employee Group

Total Respondents = 891



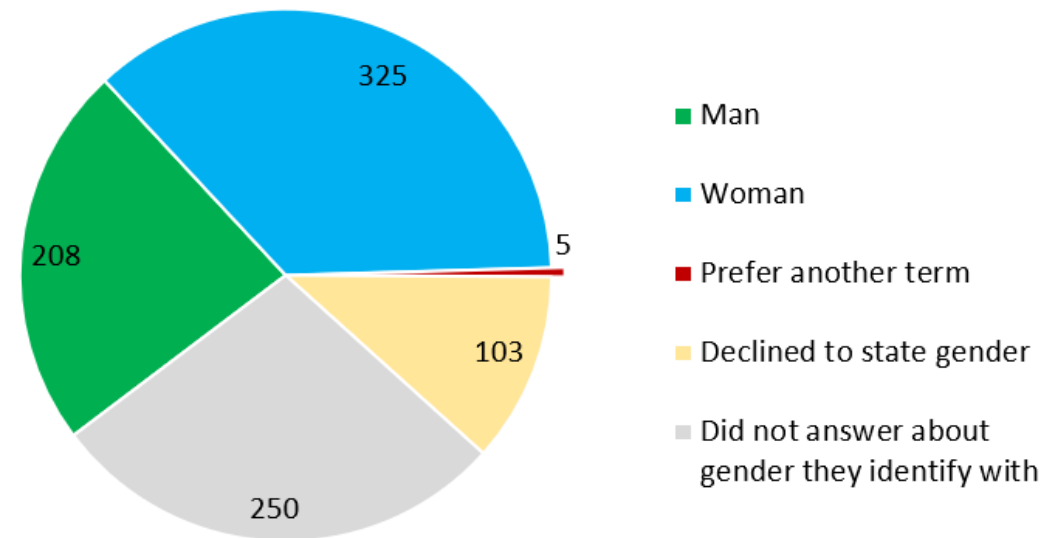
## Respondents Count by Ethnicity

Total Respondents = 891



## Respondents Count by Gender

Total Respondents = 891





# Observations on Response Rate & Respondents Demographics

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- Average online survey response rate is 44.1% (Meng-Jia et al. 2022\*).
- 2024 Employee Campus Climate Survey demonstrates significant improvements in overall response rate and total participation.
- Results related to overall campus climate and staff perspectives can be considered highly valid due to good representation and data triangulation between quantitative and qualitative data .
- Findings specific to faculty should be interpreted with caution due to their underrepresentation and may need targeted follow-up research.
- Managers' perspectives, while valuable, should be understood as potentially having a slightly outsized influence on overall results due to their overrepresentation.
- The 251 respondents (28.2%) who did not answer the employee group question impact the representativeness analysis.

\*Metanalysis examining 1071 online survey response rates reported in education-related research)

# Survey Findings

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# Distribution of Rates to Categorize Quantitative Findings

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## **HIGH SATISFACTION**

70% to 100% of respondents strongly agree or somewhat agree with a survey statement

## **AVERAGE SATISFACTION**

50% to 69% of respondents strongly agree or somewhat agree with a survey statement

## **LOW SATISFACTION**

0% to 49% of respondents strongly agree or somewhat agree with a survey statement

# How Were The Findings Organized?

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For each survey topic:

Overall Quantitative  
Results  
+  
Qualitative Results  
(top 5 most  
frequent topics)

# Work Environment

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# WORK ENVIRONMENT (Quantitative)

Faculty, staff & managers expressed **HIGH SATISFACTION** with the **GREEN** topics

Welcoming environment

Daytime safety

Workplace relationships & team dynamics

**Satisfaction drops for staff** in this topic



Faculty & managers expressed **AVERAGE SATISFACTION** with the **YELLOW** topics

Communication & respect among employees

**Satisfaction drops for staff** in this topic



Faculty & staff expressed **LOW SATISFACTION** with the **RED** topics

Safety After Dark

**Satisfaction increases for managers** in this topic



## WORK ENVIRONMENT (Qualitative)

### Workplace Relationships & Team Dynamics (Top #1 Topic)

(318 out of 1568 positive comments)

*I really like my department and colleagues.*

*My immediate team works very well together.*

*Many of my colleagues are dedicated to student success and I feel honored to partner with them.*

**Workplace Relationships & Team Dynamics was the #1 topic where respondents indicated College was doing well**

## WORK ENVIRONMENT (Qualitative)

### Communication/Collaboration (Top #1 Topic)

225 out of 1391 needs improvement comments

*Improve the lines of communication between management and employees.*

*Need to be informed of changes that would affect my area before the changes are implemented.*

*A communication process that actually brings about needed changes. Not just committee meeting that are not just boxes checked that that they were held, but we're instead held to promote change for the better, students and staff.*

**Communication/Collaboration was the #1 topic where respondents indicated College needed to improve**



## WORK ENVIRONMENT (Qualitative)

### Work Environment (Top #3 Topic)

124 out of 1684 needs improvement comments

*We all understand we are in a budget crises, but **morale amongst everyone is severely down** and only makes everything worse.*

*El Camino College needs to **do better in terms of** fostering opportunity for **connection, healing, understanding mental health** and other needs their employees might need **so we can be happier in our jobs** and not feel like a number. I often hear the phrase “students first” but without us this college can’t stand alone. It’s time we **show this level of care** not by just saying it but **in actions** we can all see. Otherwise, it’s all talk and leave us **feeling unheard, unseen and like we don’t matter.***

***Improved ways of dealing with conflict between employees on all levels.***

**Work Environment was the #3 topic where respondents indicated **College needed to improve****

# Sense of Belonging & College Value

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# SENSE OF BELONGING & COLLEGE VALUE (Quantitative)

Faculty, staff & managers expressed **HIGH SATISFACTION** with the **GREEN** topics

Work Importance & Pride

Team inclusion

Supervisor Support

Opportunities for Employee Participation in Department Planning & Evaluation

**Satisfaction drops for staff** in this topic



Staff & managers expressed **AVERAGE SATISFACTION** with the **YELLOW** topic

Impact of Employee Input

**Satisfaction drops for faculty** in this topic



# Professional Development

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# PROFESSIONAL DEVELOPMENT (Quantitative)

Faculty, staff & managers expressed **HIGH SATISFACTION** with the **GREEN** topics

- Race/ethnicities
- Gender identities
- Sexual orientations
- Economic backgrounds
- Physical disabilities
- Immigration statuses

Overall Training Opportunities

Employee Preparation to Address Diverse Student Needs

**Satisfaction drops for faculty** in regards mental health & age/generation needs



Staff expressed **AVERAGE SATISFACTION** with the **YELLOW** topics

- Learning disabilities
- Different political affiliations
- Different religious affiliations
- Housing insecurity

Employee Preparation to Address Specific Student Needs

**Satisfaction increases for managers** in regards these student needs



Feedback on Employees' Job Performance

**Satisfaction increases for faculty** in this topic



# PROFESSIONAL DEVELOPMENT (Qualitative)

## Professional Development (Top #4 Topic)

**123 out of 1684** needs improvement comments

*More professional development for managers, directors, and executive staff*

*Training opportunities for all the different software that employees use*

*More opportunities like PRIDE - ECC Professional Growth Certification.*

*I would like more professional development **opportunities geared towards staff/administrative personnel** specifically. Right now, most of them are tailored for faculty or student-facing staff. While these are extremely important, it excludes those who work in administrative support. I would also like **departments to take the lead on training other areas about processes within their areas**. For example, Procurement Services/Accounts Payable - how to complete a requisition and submit invoices for payment; Fiscal Services - Budget Tracking/Transfers;*

*Discipline/Difficult Conversations training, particularly for Deans and Managers for their faculty and employees for situations that require consequences but don't fall under HR/Title IX.*

**Professional Development was the #4 topic where respondents indicated College needed to improve**

# Job Satisfaction

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# JOB SATISFACTION (Quantitative)

Faculty & staff expressed **HIGH SATISFACTION** with the **GREEN** topics

Work-Life Balance

Satisfaction drops for managers in this topic



Faculty, staff & managers expressed **AVERAGE SATISFACTION** with the **YELLOW** topics

Feeling Valued as an Individual at ECC

Satisfaction increases for managers in this topic



College addressing employee needs

Executive leadership's concern about employee wellbeing

Executive leadership's fair treatment towards employees

Satisfaction increases for managers in this topic



Faculty & staff expressed **LOW SATISFACTION** with the **RED** topics

Talk to executive leadership about concerns

Satisfaction increases for managers in this topic





## JOB SATISFACTION (Qualitative)

### Flexible Work Schedules & Work-Life Balance (Top #3 Topic)

103 out of 1556 doing well comments

*Flexibility of adjusting my schedule to help out with events that are after hours*

*Work/life balance- being able to work remote and work at the office is super helpful. At home I can concentrate without distractions or being pulled away. I get a lot of the technical data/form processing done and at work deal with the students face to face, its a good balance, keeps me fresh and sane.*

**Flexible Work Schedules and Work-Life Balance was the #3 topic where respondents indicated College was doing well**

## JOB SATISFACTION (Qualitative)

### Compensation, Benefits, and Financial Security (Top #4 Topic)

90 out of 1556 doing well comments

*The pay is better than most any other community college in Los Angeles metro.*

*The medical/dental/vision coverage I get from employment here has helped me care for my family immensely.*

Compensation, Benefits, and Financial Security was the #4 topic where respondents indicated **College was doing well**

## JOB SATISFACTION (Qualitative)

### ECC Convenience of Location & Proximity (Top #5 Topic)

76 out of 1556 doing well comments

*Proximity of work to home*

*Great location where we can have a positive impact on the community*

ECC Convenience of Location & Proximity was the #5 topic where respondents indicated **College was doing well**

# JOB SATISFACTION (Qualitative)

## Remote Work & Schedule (Top #5 Topic)

108 out of 1684 needs improvement comments

*No obligation to come to campus 3 days a week when there's no reason to in my schedule, as long as all of my work and office hours are completed*

*better/fair/equitable remote work policy in Student Services and Administrative Services areas*

*We proved during COVID that my position could be performed 100% remote. I want that for all employees capable of doing so. **My job is completely computer based, and I don't meet/work with anyone directly on campus.** Keeping as many people off the roads in Los Angeles as possible should be a priority; it **helps protect our environment, cuts down on traffic, and creates less wasted time** for those of us being forced to commute just to sit alone in a cubicle on-campus.*

*Improved scheduling to enhance the work life balance*

*4-day work week*

**Remote Work & Schedule was the #5 topic where respondents indicated **College needs to improve****

# Communication & Vision/Direction of ECC

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# COMMUNICATION & VISION/DIRECTION OF ECC (Quantitative)

Faculty, staff & managers expressed **AVERAGE SATISFACTION** with the **YELLOW** topics

Financial Planning

Strategic Planning

Executive Leadership's Example

Executive Leadership's Response to Challenges

Employees' Perception of Change & Innovation

Employees' Perception of Environmental Sustainability

Satisfaction increases for managers in this topic



Satisfaction increases for faculty in this topic



Respondents expressed **LOW SATISFACTION** with the **RED** topics

Executive Leadership's Open Communication

ECC's Timeliness of Information Dissemination

Satisfaction increases for managers in this topic



Satisfaction increases for faculty in this topic



# COMMUNICATION & VISION/DIRECTION OF ECC (Qualitative)

## Executive Leadership (Top #2 topic)

### 133 out of 1391 needs improvement comments

*I believe there is room for improvement in the leadership style exhibited by my executive leaders in team meetings. A more respectful and trusting approach towards direct reports would enhance team morale and foster a more unified, transparent work environment that aligns with the positive image presented to the broader community.*

*The top level of leadership could be more transparent and work on trusting & appreciating its employees better.*

*Resources and opportunities are distributed on our campus in a very uneven fashion. Some areas are treated favorably, others are not. Executive leadership is perceived to have "favorites," and those favorites are in the inner circle for decision-making and for resources. Rather than resources - positions, growth opportunities, etc. - being distributed based on our institutional goals or on merit, the insiders keep getting opportunities and other areas are neglected.*

**Executive leadership was the #2 topic where respondents indicated College needs to improve**

# Service to Students

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# SERVICE TO STUDENTS (Quantitative)

Faculty, staff & managers expressed **HIGH SATISFACTION** with the **GREEN** topics

- Race/ethnicities
- Gender identities
- Sexual orientations
- Physical disabilities
- Learning disabilities
- Mental health
- Economic backgrounds
- Religious affiliations
- Immigration statuses
- Age
- Housing insecurity

ECC as welcoming environment for students

ECC as improving processes for students

Employees addressing needs of diverse students

Faculty & managers expressed **AVERAGE SATISFACTION** with the **YELLOW** topic

Employees addressing needs of diverse students (political affiliations)

**Satisfaction increases for staff** in this topic



## SERVICE TO STUDENTS (Qualitative)

### Student Engagement and Impact (Top #2 Topic)

289 out of 1568 doing well comments

*Gratification from serving and helping students*

*Our students always inspire me with their aspirations to change their lives, the lives of their families and their communities with education.*

*Being part of the solution, making change so our communities can be more just and fair. The opportunity to support students and their goals.*

**ECC Convenience of Student Engagement and Impact was the #2 topic where respondents indicated College was doing well**

# Diversity, Equity, Inclusion & Accessibility (DEIA)

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# DEIA (Quantitative)

Faculty, staff & managers expressed **HIGH SATISFACTION** with the **GREEN** topics

- Race/ethnicities
- Gender identities
- Sexual orientations
- Physical disabilities
- Learning disabilities
- Immigration statuses
- Age

Diversity Experience Satisfaction

Campus DEIA Efforts

Opportunities for Diversity Training

Executive Leadership Addressing Needs of Diverse Employees

**Satisfaction drops for managers** in this topic



**Satisfaction drops for faculty** in regards mental health, economic backgrounds, religious & political affiliations



Faculty, staff & managers expressed **AVERAGE SATISFACTION** with the **YELLOW** topic

ECC Providing Safe Spaces to Discuss about Racism

Personal Negative Experiences with ECC Employees Based on Protected Characteristics

40% faculty, 34% staff, and 46% managers reported having negative experiences with other employees based on protected characteristics.

