



San Bernardino  
**Valley College**

## **2013 Accreditation Self-Study Survey for Classified Staff**

We welcome your participation in the SBVC Accreditation Self-Study Survey for 2013. Your input will provide information for Accreditation, SBVC Strategic Plan, and for the SBVC Educational Master Plan. Your input is important to improve the campus! This survey is voluntary and your specific responses remain confidential. Please take five minutes to answer the questions.

You will have until 12:00 midnight on August 29, 2013 to complete the survey. Once you open the survey, you must complete it.

Thank you for your participation.

**Standard I -- Institutional Effectiveness**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
1. I am familiar with the SBVC mission.	18 (36%)	29 (58%)	1 (2%)	1 (2%)	1 (2%)
2. I am familiar with the SBVC vision.	15 (31%)	29 (60%)	2 (4%)	1 (2%)	1 (2%)
3. My job contributes to the SBVC mission and vision.	22 (44%)	20 (40%)	4 (8%)	3 (6%)	1 (2%)
4. SBVC sets goals to improve effectiveness.	8 (17%)	25 (52%)	6 (13%)	6 (13%)	3 (6%)
5. Institutional effectiveness is valued throughout SBVC.	6 (12%)	22 (45%)	10 (20%)	8 (16%)	3 (6%)
6. SBVC has an ongoing and systematic cycle of evaluation, and improvement.	6 (12%)	21 (43%)	13 (27%)	7 (14%)	2 (4%)
7. Representatives from all employee groups are involved in the planning process.	5 (10%)	22 (44%)	12 (24%)	9 (18%)	2 (4%)
8. I would recommend SBVC to my friends and colleagues as a good place to work.	7 (14%)	22 (44%)	9 (18%)	8 (16%)	4 (8%)
9. SBVC has a good reputation.	4 (8%)	16 (33%)	18 (38%)	3 (6%)	7 (15%)
10. Now that I know the nature of this job, I would apply for it again.	16 (32%)	17 (34%)	7 (14%)	6 (12%)	4 (8%)
11. Safety concerns are taken seriously by my supervisor.	14 (28%)	19 (38%)	7 (14%)	7 (14%)	3 (6%)
12. I am personally treated with respect at this college.	9 (18%)	22 (44%)	9 (18%)	8 (16%)	2 (4%)
13. My supervisor seeks and values my opinion.	11 (22%)	14 (28%)	13 (26%)	7 (14%)	5 (10%)
14. Employee morale is high at SBVC.	1 (2%)	9 (18%)	18 (36%)	19 (38%)	3 (6%)
15. I feel appreciated at SBVC.	3 (6%)	19 (38%)	12 (24%)	11 (22%)	5 (10%)

## Standard II Learning Programs and Services

16. Student learning needs are central to the planning and design of new buildings.	3 (7%)	22 (51%)	7 (16%)	4 (9%)	7 (16%)
17. Student learning needs are central to the planning and design of new landscaping.	3 (7%)	9 (21%)	15 (35%)	4 (9%)	12 (28%)
18. My job is important to the process of teaching and learning.	13 (30%)	19 (44%)	7 (16%)	4 (9%)	0 (0%)

## Standard III Resources

### Human Resources

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
19. The procedures for hiring employees are clearly stated.	5 (10%)	23 (46%)	13 (26%)	6 (12%)	3 (6%)
20. Hiring procedures are carefully followed.	3 (6%)	21 (42%)	9 (18%)	10 (20%)	7 (14%)
21. Hiring practices are fair to all applicants.	2 (4%)	16 (32%)	14 (28%)	11 (22%)	7 (14%)
22. My work area is free of racial bias..	7 (14%)	19 (38%)	12 (24%)	3 (6%)	9 (18%)
23. My work area is free of gender bias.	8 (16%)	22 (44%)	6 (12%)	4 (8%)	10 (20%)
24. Have your performance evaluations been conducted according to your contract/handbook guidelines?	<b>Yes</b> 33 (69%)		<b>No</b> 9 (19%)		<b>Don't Know</b> 6 (13%)
25. Have you received a formal performance evaluation in the past three years?	46 (92%)		4 (8%)		0 (0%)
26. Have you had the opportunity to evaluate managers and supervisors in your work area?	33 (66%)		16 (32%)		1 (2%)
27. Do new staff members receive orientation to their job duties?	13 (27%)		22 (45%)		14 (29%)
28. Have you ever been able to access your employee file in Human Resources?	<b>Yes</b> 13 (26%)		<b>No</b> 5 (10%)		<b>Have not attempted</b> 32 (64%)

## Physical Resources

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
29. The district's resource allocation process effectively supports college programs and services.	3 (6%)	22 (45%)	9 (18%)	5 (10%)	10 (20%)
30. The exterior lighting of the college is adequate and kept in working order.	4 (8%)	29 (58%)	7 (14%)	4 (8%)	6 (12%)
31. The college systematically reviews the conditions of its physical resources to assure access, safety, security, and a healthful learning and working environment.	2 (4%)	24 (48%)	10 (20%)	4 (8%)	10 (20%)
32. The grounds are pleasing and adequately maintained despite the impact of construction.	5 (10%)	29 (59%)	10 (20%)	3 (6%)	2 (4%)
33. I am satisfied with the availability of parking on campus despite the impact of construction.	2 (4%)	27 (54%)	12 (24%)	8 (16%)	1 (2%)
34. Budget information is accessible to all SBVC staff.	1 (2%)	24 (49%)	8 (16%)	4 (8%)	12 (24%)
35. The SBVC budget reflects college priorities and planning goals.	2 (4%)	17 (35%)	9 (19%)	7 (15%)	13 (27%)
36. The budget process is a direct result of program review and/or planning activities.	1 (2%)	21 (43%)	5 (10%)	5 (10%)	17 (35%)
37. I feel safe on campus.	3 (6%)	25 (50%)	12 (24%)	6 (12%)	4 (8%)
38. The restrooms in my building are well maintained.	4 (8%)	24 (48%)	9 (18%)	10 (20%)	3 (6%)
39. The exterior features of the campus buildings are well maintained.	4 (8%)	30 (61%)	6 (12%)	5 (10%)	4 (8%)
40. The interior of the classrooms and offices are well maintained.	1 (2%)	27 (55%)	7 (14%)	7 (14%)	7 (14%)

## Technology

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>41.</b> Technology development is included into campus planning.	7 (14%)	23 (47%)	4 (8%)	3 (6%)	12 (24%)
<b>42.</b> I am satisfied with the email system.	12 (25%)	28 (58%)	2 (4%)	4 (8%)	2 (4%)
<b>43.</b> I am satisfied with the help desk services.	6 (12%)	25 (51%)	6 (12%)	6 (12%)	6 (12%)
<b>44.</b> The college systematically reviews and updates its technological infrastructure and equipment to meet the needs of campus programs.	6 (12%)	23 (47%)	4 (8%)	4 (8%)	12 (24%)
<b>45.</b> Computers and software are sufficiently available for me to do my job.	13 (27%)	25 (51%)	4 (8%)	2 (4%)	5 (10%)
<b>46.</b> I am satisfied with the technical support I receive from on-campus staff.	15 (31%)	26 (53%)	0 (0%)	4 (8%)	4 (8%)

## Standard IV Leadership and Governance

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>47.</b> College leaders encourage all members of the college community to improve institutional effectiveness.	2 (4%)	18 (36%)	9 (18%)	10 (20%)	11 (22%)
<b>48.</b> Staff involvement on committees assures that they have a voice in college policy making.	7 (14%)	20 (40%)	6 (12%)	9 (18%)	8 (16%)
<b>49.</b> The Board of Trustees establishes policies to assure the financial stability of the institution.	3 (6%)	19 (38%)	6 (12%)	3 (6%)	19 (38%)

## Campus Services and Communication

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
50. My suggestions to improve institutional effectiveness are valued.	1 (2%)	12 (24%)	13 (27%)	10 (20%)	13 (27%)
51. Employees communicate respectfully and openly with one another.	1 (2%)	17 (35%)	13 (27%)	14 (29%)	4 (8%)
52. I am satisfied with the staff development opportunities and training offered at SBVC.	2 (4%)	20 (41%)	14 (29%)	11 (22%)	2 (4%)
53. I am satisfied with the level of customer service at SBVC.	1 (2%)	13 (28%)	20 (43%)	9 (19%)	4 (9%)
54. The district and the college have established and utilized effective methods of communication with classified staff.	1 (2%)	23 (47%)	12 (24%)	9 (18%)	4 (8%)
55. I receive regular information about major campus issues, or events.	2 (4%)	37 (76%)	5 (10%)	3 (6%)	2 (4%)
56. The District office clearly communicates what its responsibilities are to the college.	0 (0%)	22 (46%)	15 (31%)	7 (15%)	4 (8%)
57. I am satisfied with the helpfulness of campus police at SBVC.	9 (19%)	29 (62%)	5 (11%)	2 (4%)	2 (4%)
58. In general, I am aware of the staff's role in planning at the college.	4 (8%)	22 (45%)	14 (29%)	4 (8%)	5 (10%)
59. In general, I am aware of the staff's role in budgeting at the college.	3 (6%)	14 (29%)	15 (31%)	6 (12%)	11 (22%)
60. I make a contribution to college policy making.	1 (2%)	16 (33%)	9 (18%)	11 (22%)	12 (24%)
61. The college establishes governance structures, processes, and practices to facilitate effective communication among the institution's constituencies.	2 (4%)	17 (35%)	5 (10%)	7 (14%)	18 (37%)
62. The college's administrative structure is organized and staffed to reflect the institution's purpose, size and complexity.	1 (2%)	9 (18%)	11 (22%)	14 (29%)	14 (29%)

**63. To what extent are you satisfied with the following district and campus services?**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	
A. Payroll	20 (40%)	25 (50%)	2 (4%)	2 (4%)	1 (2%)	
B. Purchasing	9 (18%)	23 (46%)	0 (0%)	1 (2%)	17 (34%)	
C. Contracts	8 (16%)	13 (27%)	7 (14%)	2 (4%)	19 (39%)	
D. District Computing Services	17 (34%)	22 (44%)	2 (4%)	4 (8%)	5 (10%)	
E. Help Desk	9 (18%)	25 (50%)	6 (12%)	6 (12%)	4 (8%)	
F. Web Design	9 (18%)	19 (39%)	3 (6%)	5 (10%)	13 (27%)	
G. Print Shop	13 (26%)	20 (40%)	0 (0%)	0 (0%)	17 (34%)	
H. Graphic Design	8 (16%)	15 (30%)	0 (0%)	1 (2%)	26 (52%)	
I. Distributed Education	5 (10%)	15 (31%)	1 (2%)	1 (2%)	27 (55%)	
J. Human Resources	5 (10%)	22 (44%)	11 (22%)	8 (16%)	4 (8%)	
K. Cafeteria (SBVC Campus)	8 (16%)	28 (56%)	4 (8%)	2 (4%)	8 (16%)	
L. Bookstore (SBVC Campus)	14 (28%)	24 (48%)	4 (8%)	0 (0%)	8 (16%)	
M. Mailroom (SBVC Campus)	17 (35%)	22 (45%)	0 (0%)	0 (0%)	10 (20%)	
N. Cashier Services (SBVC Campus)	15 (30%)	20 (40%)	0 (0%)	0 (0%)	15 (30%)	
O. Campus Police	18 (37%)	23 (47%)	3 (6%)	2 (4%)	3 (6%)	
	<b>Less than 2 years</b>	<b>Between 2 and 5 years</b>	<b>Between 5 and 10 years</b>	<b>Between 10 and 20 years</b>	<b>Between 20 and 30 years</b>	<b>More than 30 years</b>

**64. How long have you worked for San Bernardino Valley College?**

0 (0%)	10 (20%)	13 (26%)	21 (42%)	4 (8%)	2 (4%)
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**Please add additional comments here:**

Comments are limited to 1200 characters

11 (100%)

**Thank you for your participation. We value your opinions.  
Please click on [Submit] at the lower left corner of your screen  
to send your survey.**

**Do not click the [Reset] button!! This function will erase all your responses.**