2013

Faculty/Staff Experiences Survey

Executive Summary

The Lake Tahoe Community College (LTCC) Faculty/Staff Experience Survey (FSES) is a biennial survey of the faculty, staff, management, and administration designed to assess the effectiveness of institutional services, governance, and decision-making processes. The baseline administration in 2010 provided the College a reference point from which several initiatives were launched in order to make measureable improvements specifically in the areas of: Technology, Governance, and Decision-Making processes. Though specific items provide information on other select topics, it is these three primary areas that are the focus of both the survey and this report. In addition, specific items that address these areas are included as metrics in the LTCC Scorecard that is used to assess the overall effectiveness of the implementation of the College's Strategic Plan.

Technology

An area in need of improvement identified in 2010 was that of technology services at LTCC. As shown in questions 10, 27, 28, and 29, there has been little improvement in reported experience with technology, despite the adoption and initial implementation of the Technology Master Plan completed in 2011. A persistent challenge for a small college such as LTCC, years of underfunding technology have led to situation that requires more resources than are available to address the multitude of demands. This fact has been coupled with an ERP implementation that has presented its own set of challenges, leaving experience with Technology services with room for improvement.

Governance

College governance has been an area given considerable focus following the 2010 survey administration. Several areas were identified in need of improvement, leading to the LTCC Governance Summit held in Spring 2012 that resulted in the formation of a new governance structure for the College. Implementation of that structure began in earnest in Fall 2012, and after almost a full academic year the results of the FSES demonstrate that experiences are improving. Questions 16, 17, 18, 20, 21 and 26 suggest that the design of the structure is facilitating this improvement by providing greater inclusiveness and effectiveness.

Decision-Making

Related to Governance at LTCC, processes for decision-making also received less-than-stellar reviews in the 2010 FSES. Opportunities for participation and contribution in planning processes were seen as needing improvement. With the relatively successful reconfiguration of governance at LTCC, it also seems that experiences with the decision-making process are improving, as shown in questions 2, 13, 14, 15 and 18.

Faculty/Staff Experience Survey (FSES) 2013 – Final Report

1. LTCC uses student learning outcomes assessment and other assessment results to communicate matters institutional effectiveness to the college.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		1	1.4%	6	5.5%
2	Disagree		11	15.3%	16	14.5%
3	Agree		30	41.7%	48	43.6%
4	Strongly Agree		12	16.7%	13	11.8%
5	No Basis for Opinion		18	25.0%	27	24.5%

2. The planning process at LTCC offers opportunities for input by appropriate constituencies.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		0	0.0%	13	11.8%
2	Disagree		11	15.3%	22	20.0%
3	Agree		34	47.2%	51	46.4%
4	Strongly Agree		17	23.6%	11	10.0%
5	No Basis for Opinion		10	13.9%	13	11.8%

3. Do you agree or disagree that the Library services are sufficient to support the instructional programs at LTCC.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		1	1.4%	2	1.8%
2	Disagree		6	8.2%	7	6.4%
3	Agree		27	37.0%	51	46.4%
4	Strongly Agree		25	34.2%	30	27.3%
5	No Basis for Opinion		14	19.2%	20	18.2%

4. LTCC upholds its written code of professional ethics for all faculty, staff, and administration.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		2	2.8%	14	12.7%
2	Disagree		14	19.7%	23	20.9%
3	Agree		33	46.5%	47	42.7%
4	Strongly Agree		17	23.9%	8	7.3%
5	No Basis for Opinion		5	7.0%	18	16.4%

5. LTCC adheres to its written policies ensuring fairness in all employment procedures.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		2	2.8%	16	14.5%
2	Disagree		13	18.3%	24	21.8%
3	Agree		36	50.7%	47	42.7%
4	Strongly Agree		12	16.9%	10	9.1%
5	No Basis for Opinion		8	11.3%	13	11.8%

6. LTCC demonstrates an appropriate understanding of and concern for equitable treatment for diverse populations.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		0	0.0%	3	2.7%
2	Disagree		9	12.7%	8	7.3%
3	Agree		37	52.1%	64	58.2%
4	Strongly Agree		17	23.9%	20	18.2%
5	No Basis for Opinion		8	11.3%	15	13.6%

7. LTCC demonstrates fairness in the treatment of its administration, faculty, and staff.

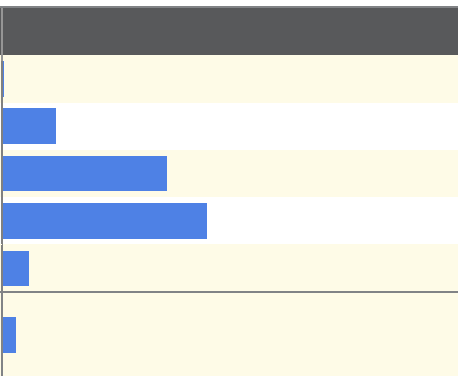| #	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		2	2.8%	21	19.1%
2	Disagree		20	28.2%	35	31.8%
3	Agree		36	50.7%	39	35.5%
4	Strongly Agree		9	12.7%	10	9.1%
5	No Basis for Opinion		4	5.6%	5	4.5%

8. LTCC provides all personnel with appropriate opportunities for continued professional development.

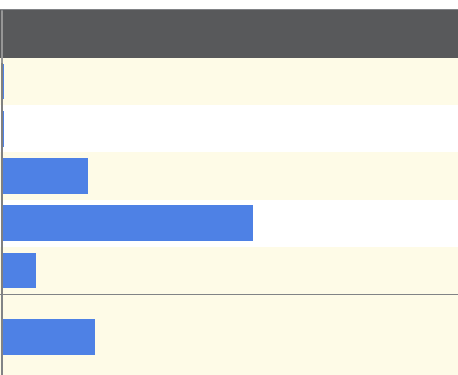| #	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		4	5.7%	31	28.2%
2	Disagree		12	17.1%	45	40.9%
3	Agree		35	50.0%	25	22.7%
4	Strongly Agree		15	21.4%	1	0.9%
5	No Basis for Opinion		4	5.7%	8	7.3%

9. LTCC provides sufficient physical resources to support the integrity and quality of its programs and services.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		2	2.9%	4	3.6%
2	Disagree		15	21.4%	21	19.1%
3	Agree		39	55.7%	66	60.0%
4	Strongly Agree		10	14.3%	11	10.0%
5	No Basis for Opinion		4	5.7%	8	7.3%
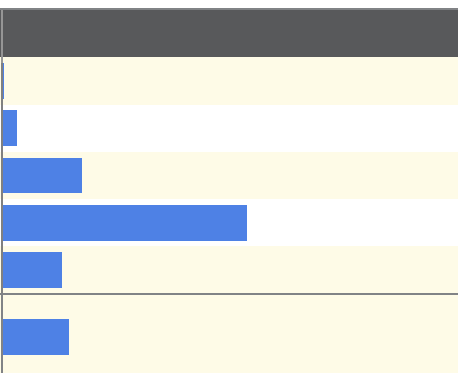
10. LTCC assures that technology support meets the needs of the College and its constituents.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		8	11.4%	16	14.5%
2	Disagree		25	35.7%	40	36.4%
3	Agree		31	44.3%	43	39.1%
4	Strongly Agree		4	5.7%	6	5.5%
5	No Basis for Opinion		2	2.9%	5	4.5%

11. LTCC relies upon its mission and goals as the foundation for financial planning.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		0	0.0%	5	4.9%
2	Disagree		13	18.6%	18	17.5%
3	Agree		38	54.3%	43	41.7%
4	Strongly Agree		5	7.1%	3	2.9%
5	No Basis for Opinion		14	20.0%	34	33.0%

12. LTCC provides you with the financial information you need to be effective in your position.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		2	2.9%	3	2.9%
2	Disagree		12	17.1%	22	21.4%
3	Agree		37	52.9%	58	56.3%
4	Strongly Agree		9	12.9%	5	4.9%
5	No Basis for Opinion		10	14.3%	15	14.6%

13. The leadership of LTCC creates an environment for empowerment, innovation, and institutional excellence.

#	Answer		2013		2010	
			Response	%	Response	%
1	Strongly Disagree		4	6.2%	22	21.4%
2	Disagree		10	15.4%	27	26.2%
3	Agree		32	49.2%	40	38.8%
4	Strongly Agree		13	20.0%	7	6.8%
5	No Basis for Opinion		6	9.2%	7	6.8%

14. The leadership of LTCC encourages all personnel to take initiative in improving the practices, programs, and services of the College.

#	Answer		2013		2010	
			Response	%	Response	%
1	Strongly Disagree		4	6.1%	15	14.6%
2	Disagree		11	16.7%	29	28.2%
3	Agree		30	45.5%	43	14.7%
4	Strongly Agree		17	25.8%	10	9.7%
5	No Basis for Opinion		4	6.1%	6	5.8%

15. LTCC policies for participation in the decision-making process are effective.

#	Answer		2013		2010	
			Response	%	Response	%
1	Strongly Disagree		6	9.1%	15	14.6%
2	Disagree		14	21.2%	30	29.1%
3	Agree		26	39.4%	38	36.9%
4	Strongly Agree		12	18.2%	3	2.9%
5	No Basis for Opinion		8	12.1%	17	16.5%

16. Faculty and administrators have a sufficient role in College governance.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		2	3.0%	12	11.7%
2	Disagree		7	10.6%	25	24.3%
3	Agree		29	43.9%	43	41.7%
4	Strongly Agree		18	27.3%	9	8.7%
5	No Basis for Opinion		10	15.2%	14	13.6%

17. Faculty and administrators exercise a sufficient voice in College policies, planning, and budget.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		2	3.1%	15	14.6%
2	Disagree		9	14.1%	24	23.3%
3	Agree		28	43.8%	45	43.7%
4	Strongly Agree		16	25.0%	7	6.8%
5	No Basis for Opinion		9	14.1%	12	11.7%

18. Faculty and staff have effective mechanisms for providing input into College decisions.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		3	4.6%	16	15.5%
2	Disagree		11	16.9%	31	30.1%
3	Agree		34	52.3%	37	35.9%
4	Strongly Agree		13	20.0%	9	8.7%
5	No Basis for Opinion		4	6.2%	10	9.7%

19. LTCC relies on faculty, including academic senate and curriculum committee, for recommendations about student learning programs and services.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		2	3.1%	7	6.8%
2	Disagree		3	4.6%	8	7.8%
3	Agree		32	49.2%	48	46.6%
4	Strongly Agree		16	24.6%	13	12.6%
5	No Basis for Opinion		12	18.5%	27	26.2%

20. The Board of Trustees, administrators, faculty, and staff work together for the good of the College.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		2	3.2%	15	14.6%
2	Disagree		11	17.7%	26	25.2%
3	Agree		33	53.2%	46	44.7%
4	Strongly Agree		12	19.4%	6	5.8%
5	No Basis for Opinion		4	6.5%	10	9.7%

21. The Board of Trustees of LTCC is effective in assuring the quality, fairness, and effectiveness of student learning programs and services.

#	Answer		2013 Response	%	2010 Response	%
1	Strongly Disagree		4	6.6%	12	12.0%
2	Disagree		10	16.4%	20	20.0%
3	Agree		29	47.5%	34	34.0%
4	Strongly Agree		7	11.5%	7	7.0%
5	No Basis for Opinion		11	18.0%	27	27.0%

22. The Board of Trustees of LTCC is effective in assuring financial stability of the College.

#	Answer		2013		2010	
			Response	%	Response	%
1	Strongly Disagree		3	5.0%	8	8.0%
2	Disagree		10	16.0%	17	17.0%
3	Agree		28	45.0%	44	44.0%
4	Strongly Agree		11	18.0%	12	12.0%
5	No Basis for Opinion		10	16.0%	19	19.0%

23. The Board of Trustees establishes policies consistent with the mission of LTCC.

#	Answer		2013		2010	
			Response	%	Response	%
1	Strongly Disagree		2	3.2%	7	7.0%
2	Disagree		9	14.3%	8	8.0%
3	Agree		30	47.6%	52	52.0%
4	Strongly Agree		12	19.0%	5	5.0%
5	No Basis for Opinion		10	15.9%	28	28.0%

24. The Board of Trustees is effective in ensuring the resources necessary to support the quality of student learning programs and services.

#	Answer		2013		2010	
			Response	%	Response	%
1	Strongly Disagree		3	5.0%	7	7.0%
2	Disagree		14	22.0%	16	16.0%
3	Agree		30	48.0%	42	42.0%
4	Strongly Agree		7	11.0%	3	3.0%
5	No Basis for Opinion		9	14.0%	32	32.0%

25. The Board of Trustees acts in a manner consistent with its policies and bylaws.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		1	2.0%	8	8.0%
2	Disagree		9	15.0%	9	9.0%
3	Agree		30	48.0%	50	50.0%
4	Strongly Agree		9	15.0%	5	5.0%
5	No Basis for Opinion		13	21.0%	28	28.0%
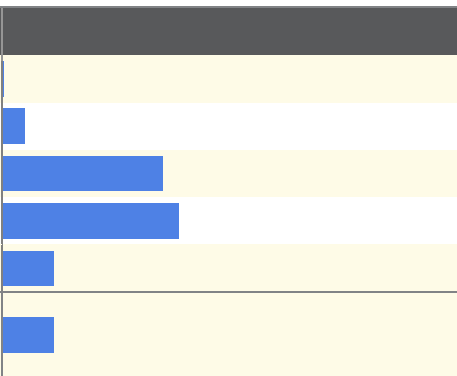
26. LTCC offers sufficient venues for college-wide communications for faculty and staff.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		4	6.3%	14	14.0%
2	Disagree		11	17.5%	28	28.0%
3	Agree		32	50.8%	46	46.0%
4	Strongly Agree		14	22.2%	10	10.0%
5	No Basis for Opinion		2	3.2%	2	2.0%
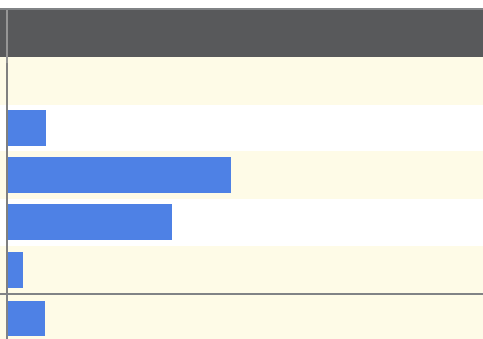
27. Technology resources at LTCC meet instructional needs.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		6	9.5%	13	13.0%
2	Disagree		28	44.4%	32	32.0%
3	Agree		23	36.5%	39	39.0%
4	Strongly Agree		1	1.6%	3	3.0%
5	No Basis for Opinion		5	7.9%	13	13.0%

28. There are sufficient opportunities to contribute to planning for technology needs at LTCC.

#	Answer		2013		2010	
			Response	**%**	**Response**	**%**
1	Strongly Disagree		3	4.8%	16	16.0%
2	Disagree		22	34.9%	30	30.0%
3	Agree		24	38.1%	35	35.0%
4	Strongly Agree		7	11.1%	1	1.0%
5	No Basis for Opinion		7	11.1%	18	18.0%

29. LTCC provides sufficient Technology resources to support the integrity and quality of its programs and services.

#	Answer		2013	
			Response	**%**
1	Strongly Disagree		5	7.8%
2	Disagree		30	46.9%
3	Agree		22	34.4%
4	Strongly Agree		2	3.1%
5	No Basis for Opinion		5	7.8%

Survey Respondents

31. What is your primary position at LTCC?

#	Answer		Response	%
1	Full-time Faculty		20	37%
2	Adjunct Faculty		8	15%
3	Classified Staff		20	37%
4	Confidential Staff		2	4%
5	Classified Manager/Director		2	4%
6	Administrator		2	4%
	Total		54	100%

32. How long have you been an employed in your current position at LTCC?

#	Answer		Response	%
1	Less than 1 year		4	7%
2	1-5 years		13	24%
3	6-10 years		16	29%
4	11-15 years		14	25%
5	More than 15 years		8	15%
	Total		55	100%

33.   Have you served in an official capacity on any of the following? Please mark all that apply.

#	Answer		Response	%
1	Institutional Effectiveness Council (IEC)/College Council		13	48%
2	Budget Council		4	15%
3	Facilities Council		4	15%
4	Technology Council		7	26%
5	College Learning Council		7	26%
6	Faculty Association		10	37%
7	Academic Senate		10	37%
8	Classified Employees Union (CEU)		3	11%