

2024 Employee Campus Climate Survey Full Report

NOVEMBER 2024

Methodology

Methodology

Purpose of Employee Campus Climate Survey

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

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- 5. Communication and vision / direction of the College
- 2. Sense of belonging and college value
- 6. Service to students

3. Professional development

7. Diversity, Equity, Inclusion and Accessibility

4. Job satisfaction

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.)

Survey Administration

- Survey link via email (April 15th and June 7th, 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

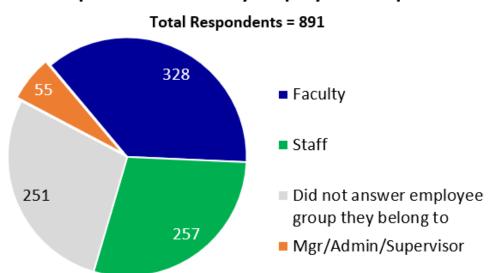
Response Rate

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

Demographics of Respondents

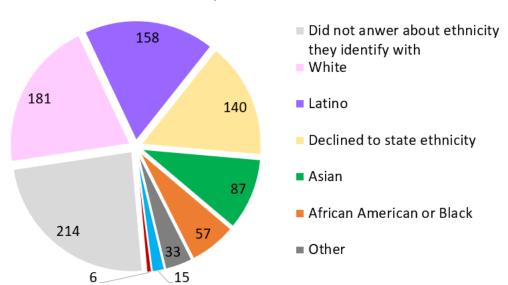
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Respondents Count by Employee Group



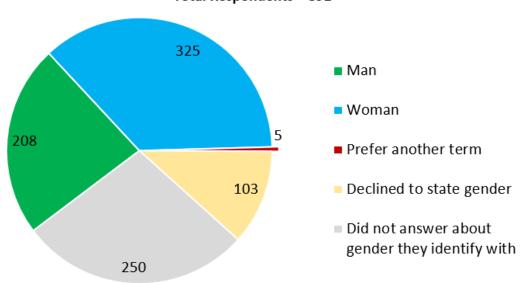
Respondents Count by Ethnicity

Total Respondents = 891



Respondents Count by Gender

Total Respondents = 891



Observations on Response Rate & Respondents Demographics

- 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

FULL REPORT

Distribution of Rates to Categorize Quantitative Findings

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 Findings Organized?

For each survey topic:

Overall Quantitative Results

Qualitative Results (top 5 most frequent topics)

Work Environment

2024 QUANTITATIVE & QUALITATIVE RESULTS

WORK ENVIRONMENT: SUMMARY QUANTITATIVE FINDINGS

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: SUMMARY QUALITATIVE FINDINGS

Workplace Relationships & Team Dynamics

Top #1 topic where respondents indicated College was doing well

Communication/
Collaboration

Top #1 topic where respondents indicated College needed to improve

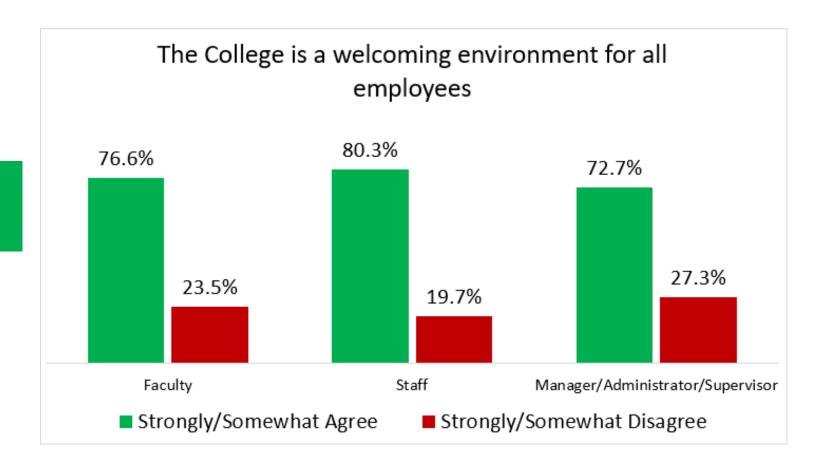
Work Environment

Top #3 topic where respondents indicated College needed to improve



WORK ENVIRONMENT Quantitative Findings

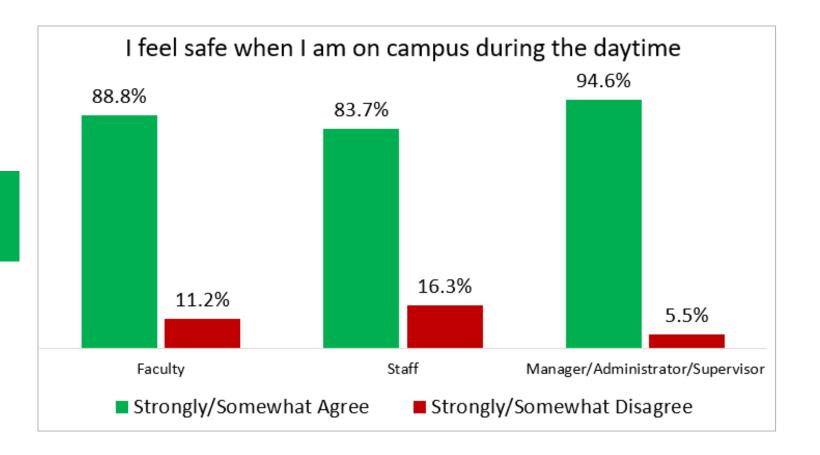
Welcoming Environment & Safety





WORK ENVIRONMENT Quantitative Findings

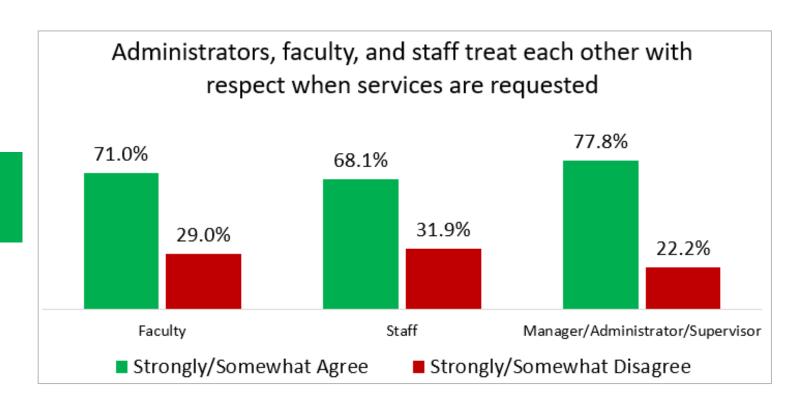
Welcoming Environment & Safety





WORK ENVIRONMENT Quantitative Findings

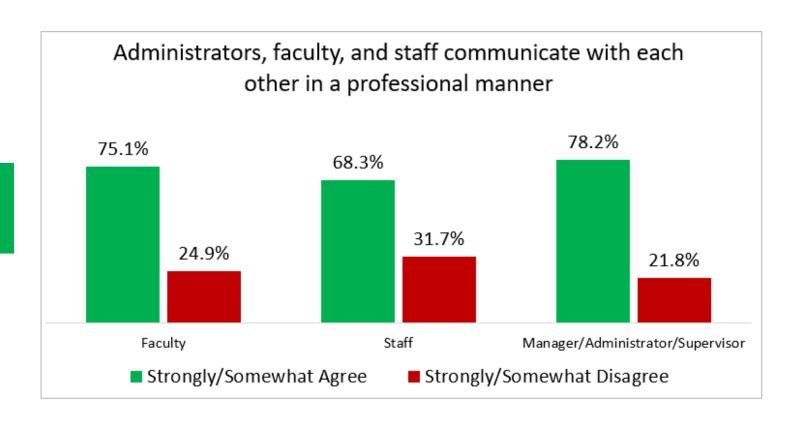
Workplace Relationships & Team Dynamics





WORK ENVIRONMENT Quantitative Findings

Workplace Relationships & Team Dynamics



WORK ENVIRONMENT

Qualitative Findings (Respondents Indicating College Was Doing Well)

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.

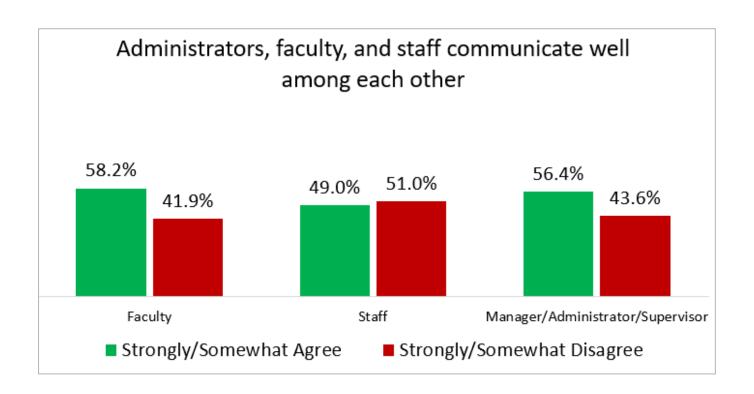
Many of **my colleagues** are dedicated to student success and I **feel honored to partner** with them.

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



WORK ENVIRONMENT Quantitative Findings

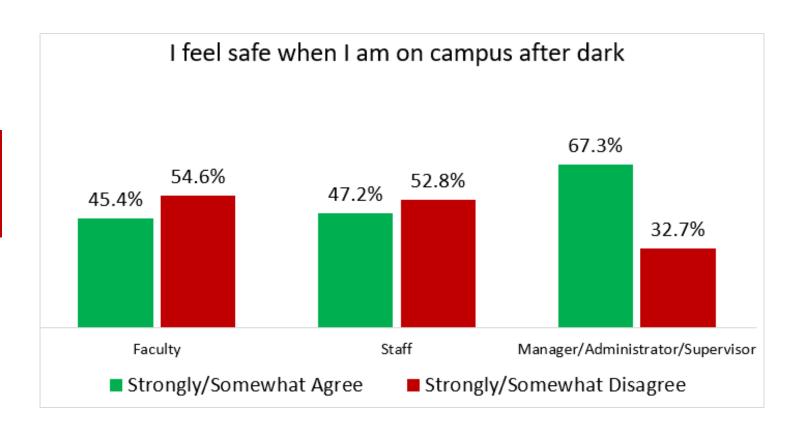
Communication & Respect among Employees





WORK ENVIRONMENT Quantitative Findings

Safety After Dark



WORK ENVIRONMENT

Qualitative Findings (Respondents Indicating College Needed to Improve)

Communication/Collaboration (Top #1 Topic)

146 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 Findings (Respondents Indicating College Needed to Improve)

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

2024 QUANTITATIVE & QUALITATIVE RESULTS

SENSE OF BELONGING & COLLEGE VALUE: SUMMARY QUANTITATIVE FINDINGS

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

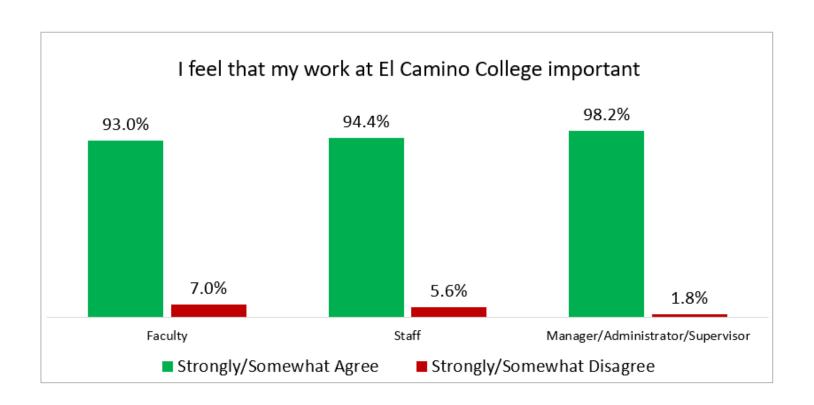
Satisfaction drops for faculty in this topic



When the satisfaction level of an employee group changes, it shifts by one level, either higher or lower.

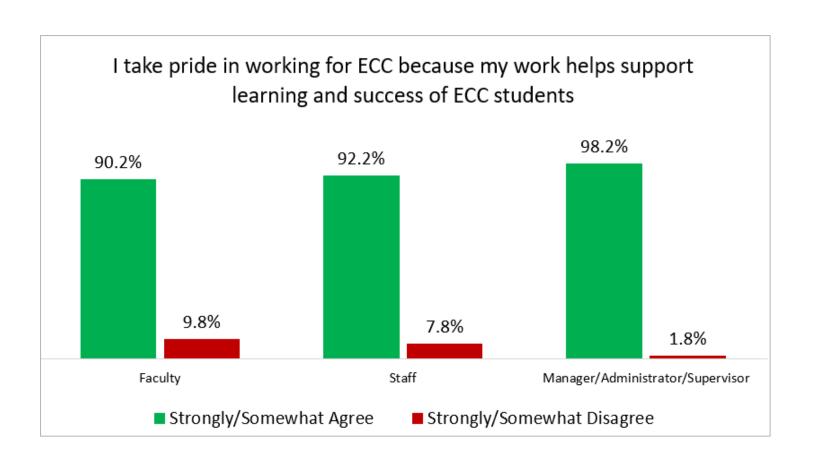


Work Importance & Pride



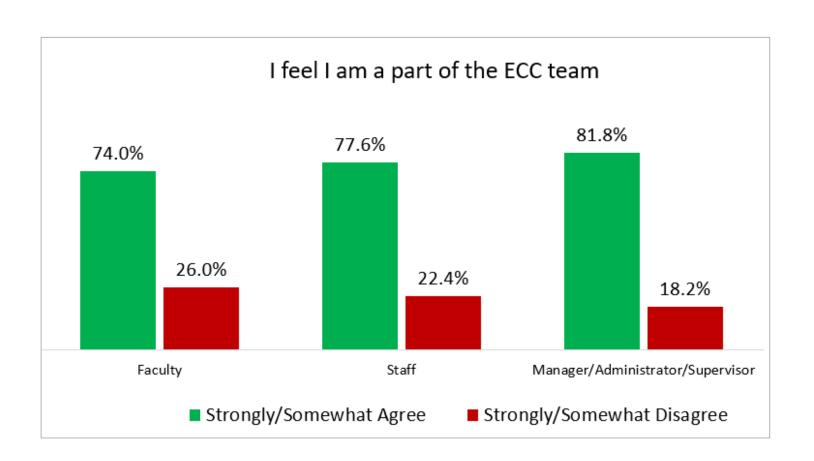


Work Importance & Pride



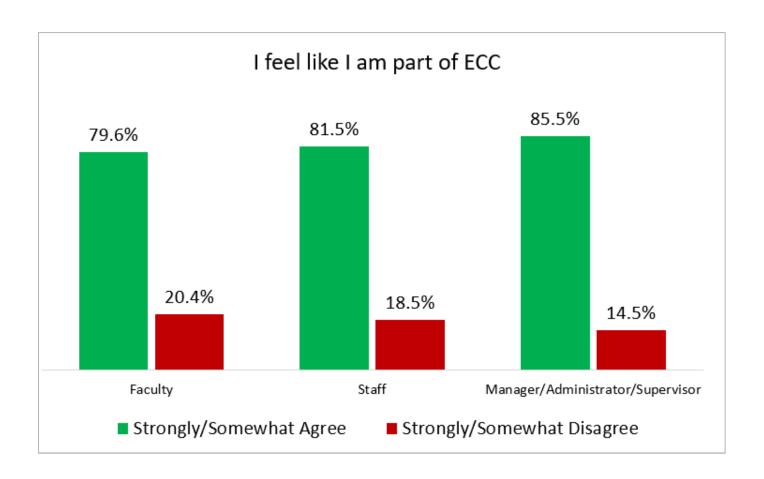


Team Inclusion



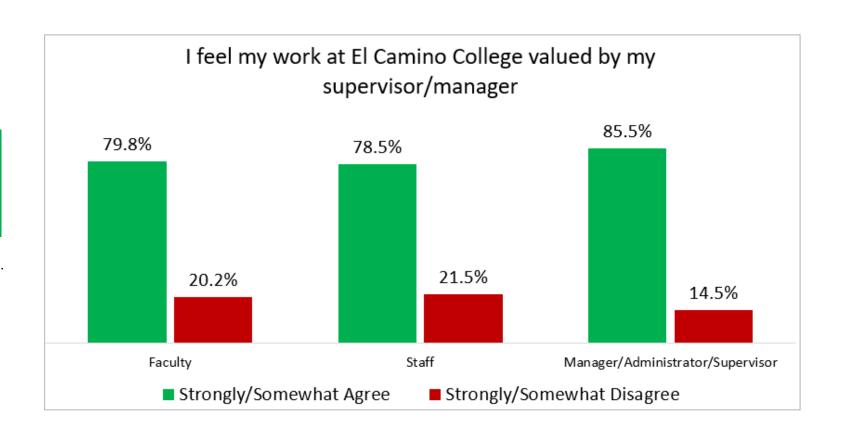


Team Inclusion



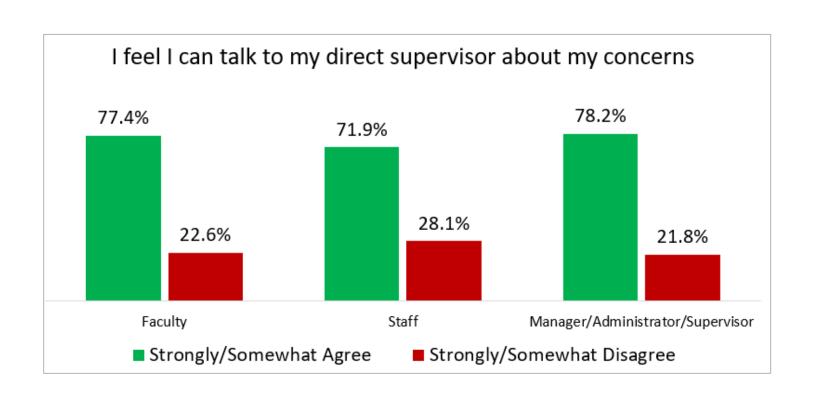


Supervisor Support



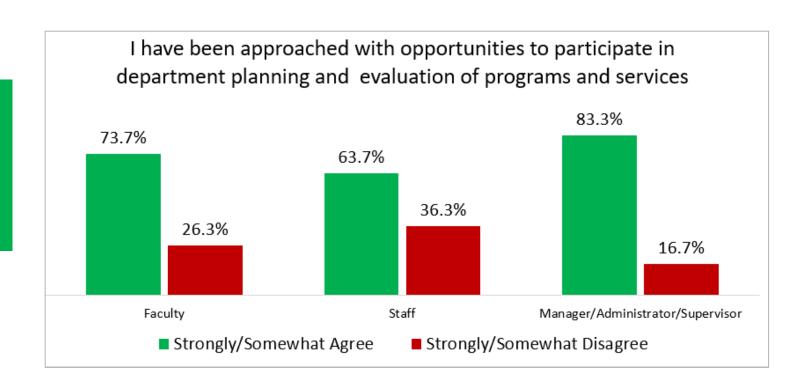


Supervisor Support



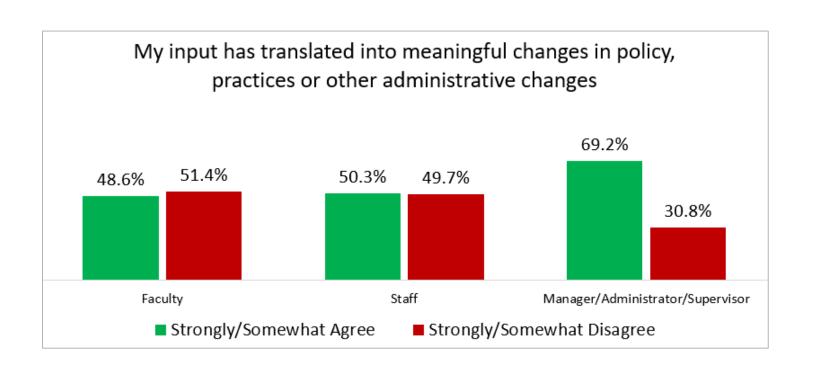


Opportunities for Employee Participation in Department Planning & Evaluation





Impact of Employee Input



Professional Development

2024 QUANTITATIVE & QUALITATIVE RESULTS

PROFESSIONAL DEVELOPMENT: SUMMARY QUANTITATIVE FINDINGS

Faculty, staff & managers expressed HIGH SATISFACTION with the GREEN

• 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

topics

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



When the satisfaction level of an employee group changes, it shifts by one level, either higher or lower.

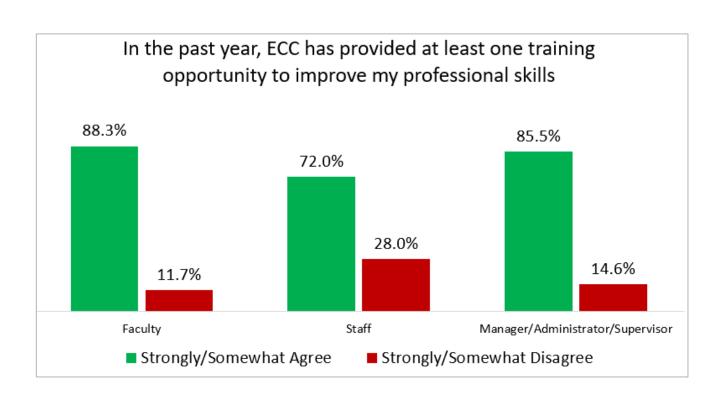
PROFESSIONAL DEVELOPMENT: SUMMARY QUALITATIVE FINDINGS

Professional Development

Top #4 topic where respondents indicated College needed to improve



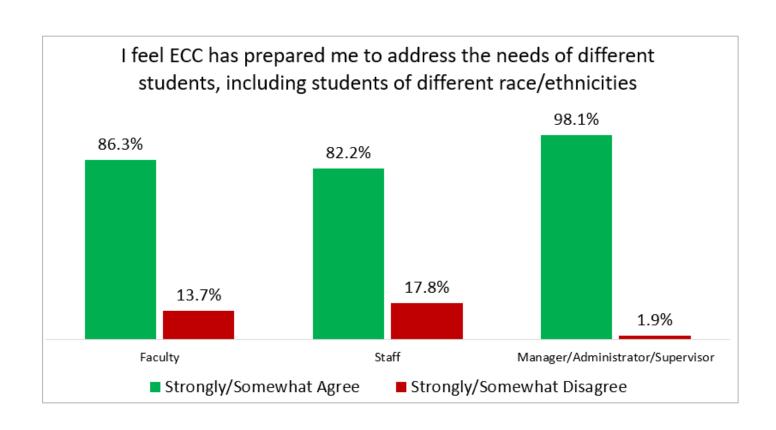
Overall Training Opportunities





Employee Preparation to Address Diverse Student Needs

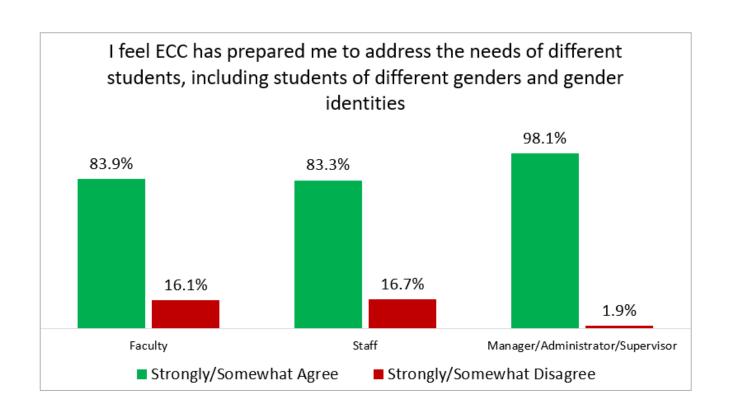
Race/ethnicities





Employee Preparation to Address Diverse Student Needs

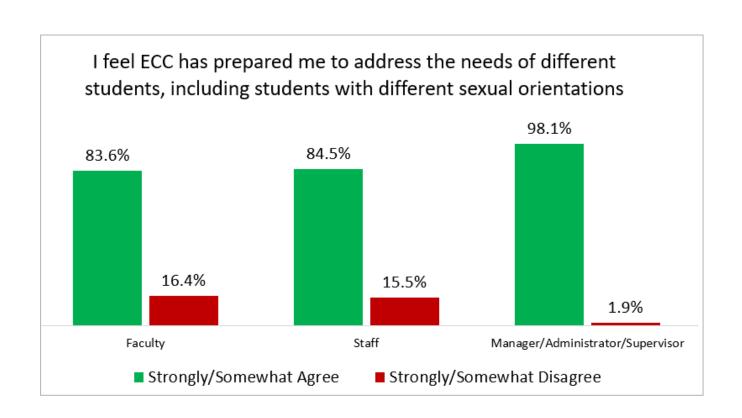
Genders/gender identities





Employee Preparation to Address Diverse Student Needs

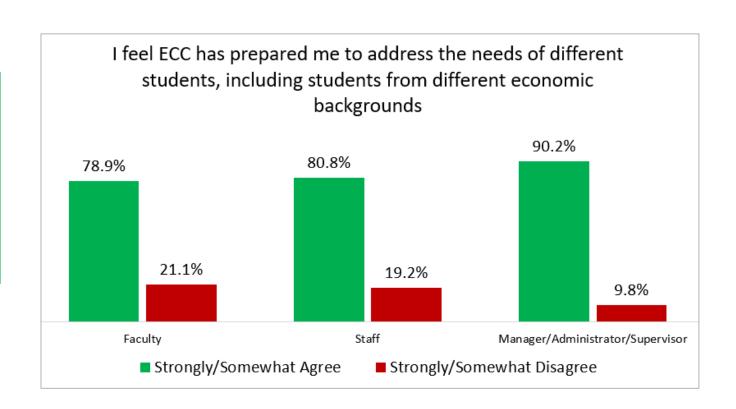
Sexual orientations





Employee Preparation to Address Diverse Student Needs

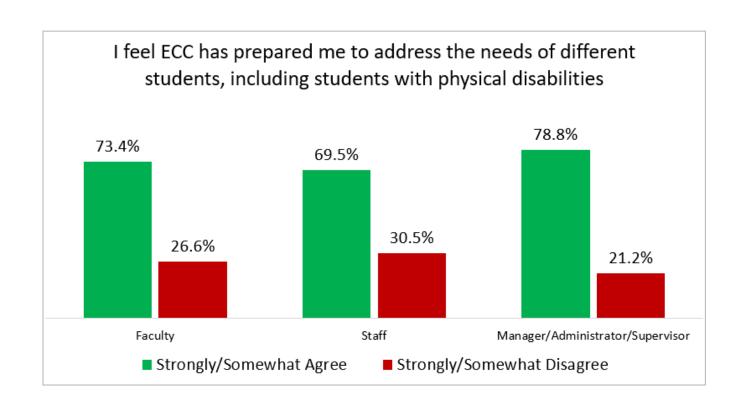
Economic backgrounds





Employee Preparation to Address Diverse Student Needs

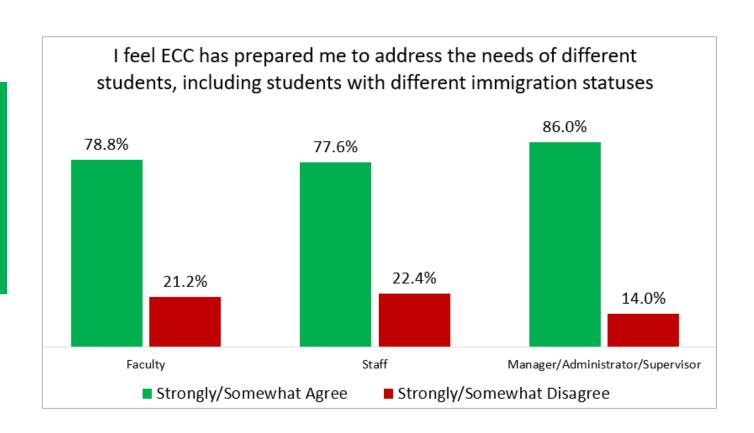
Physical disabilities





Employee Preparation to Address Diverse Student Needs

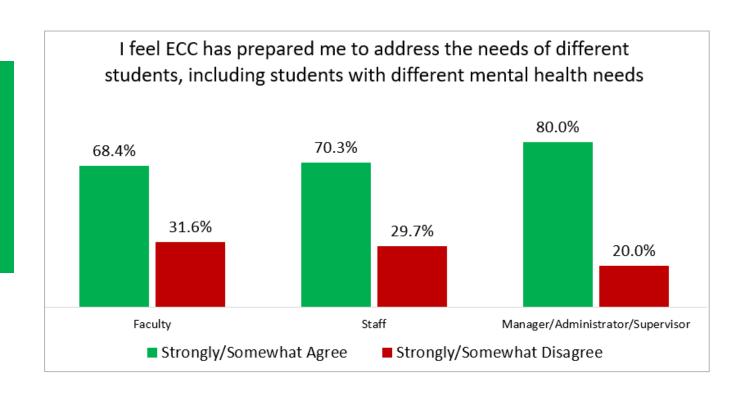
Immigration statuses





Employee Preparation to Address Diverse Student Needs

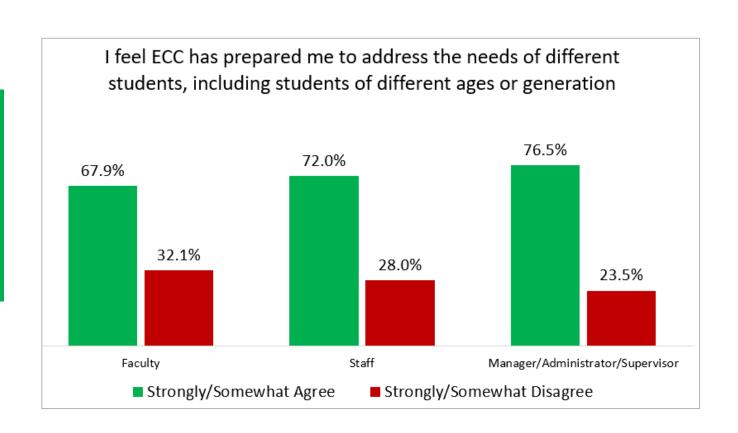
Mental health





Employee Preparation to Address Diverse Student Needs

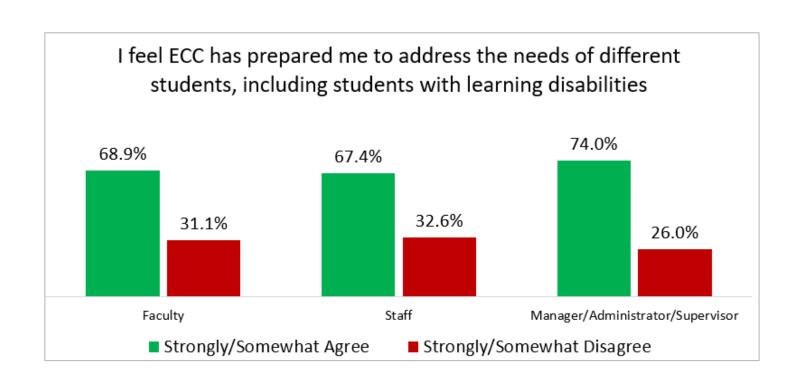
Ages/Generation





Employee Preparation to Address Diverse Student Needs

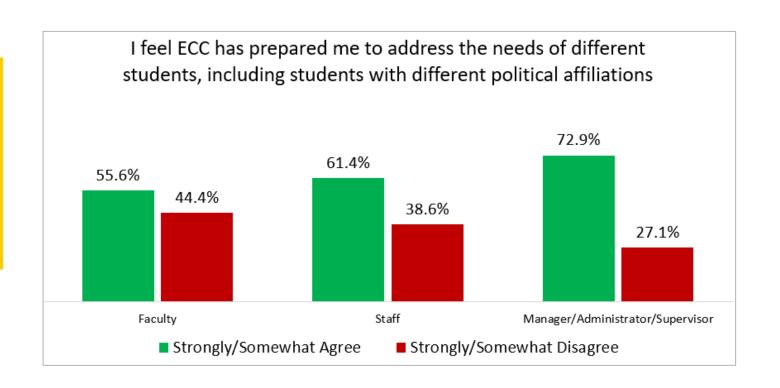
Learning disabilities





Employee Preparation to Address Diverse Student Needs

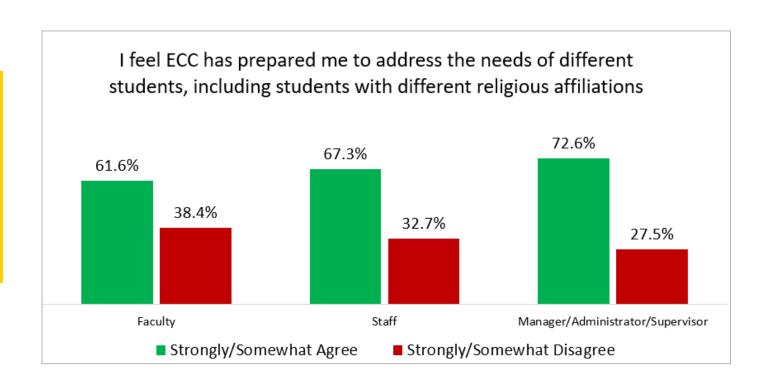
Political Affiliations





Employee Preparation to Address Diverse Student Needs

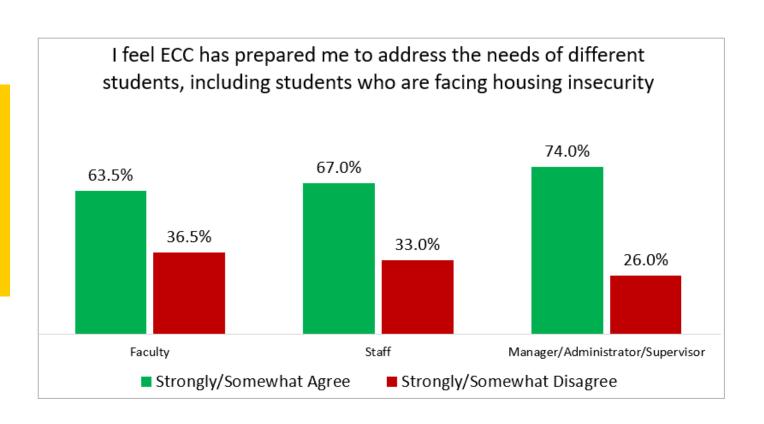
Religious Affiliations





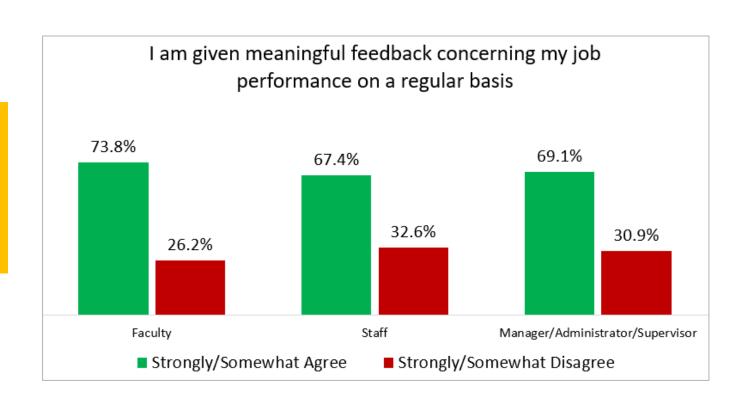
Employee Preparation to Address Diverse Student Needs

Housing insecurity





Feedback on Employees' Job Performance



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

2024 QUANTITATIVE & QUALITATIVE RESULTS



JOB SATISFACTION: SUMMARY QUANTITATIVE FINDINGS

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	1
	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: SUMMARY QUALITATIVE FINDINGS

Flexible Work Schedules & Work-Life Balance

Top #3 topic where respondents indicated College was doing well

Compensation, Benefits, and Financial Security

Top #4 topic where respondents indicated College was doing well

ECC Convenience of Location & Proximity

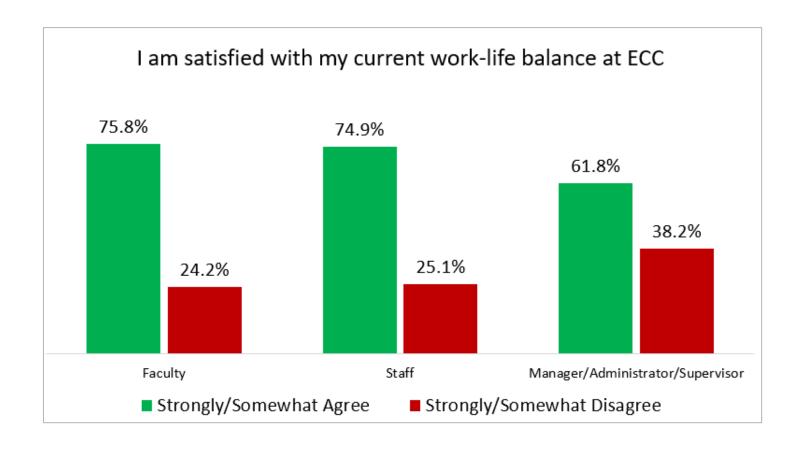
Top #5 topic where respondents indicated College was doing well

Remote Work & Schedule

Top #5 topic where respondents indicated College needed to improve



Work-Life Balance



Qualitative Findings (Respondents Indicating College Was Doing Well)

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

Qualitative Findings (Respondents Indicating College Was Doing Well)

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

Qualitative Findings (Respondents Indicating College Was Doing Well)

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

76 out of 1556 doing well comments

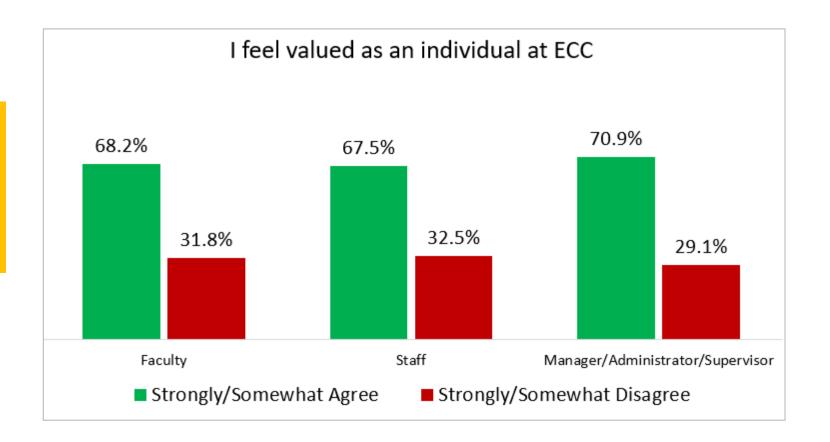
Proximity of work to home

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

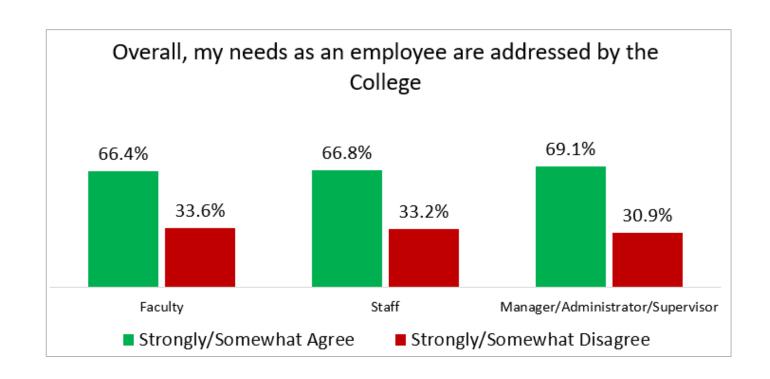


Feeling Valued as an Individual at ECC



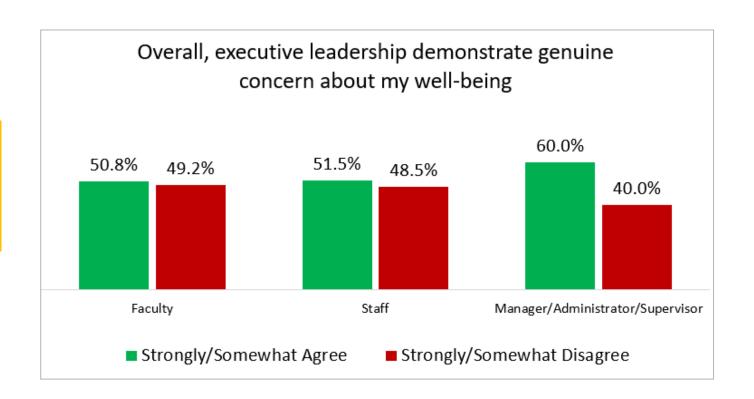


College Addressing Employee Needs



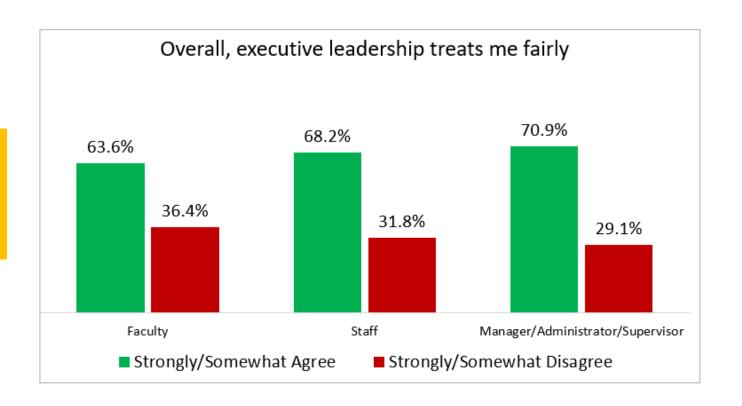


Executive Leadership's Concern about Employee Well-Being



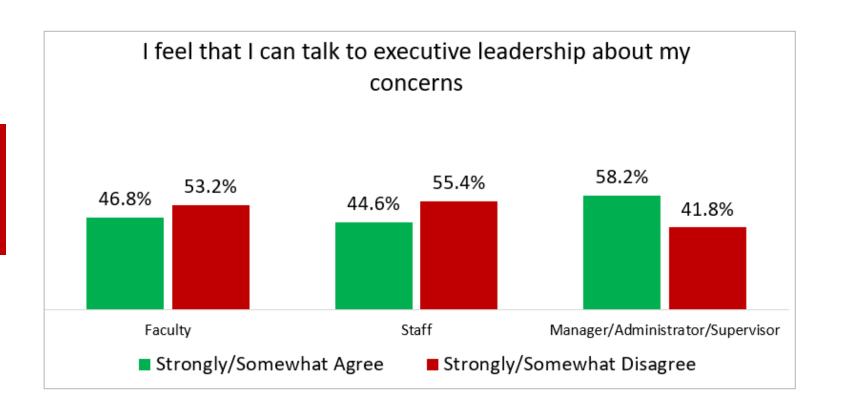


Executive Leadership's Fair Treatment towards Employees





Talk to Executive Leadership about Concerns



Qualitative Findings (Respondents Indicating College Needed to Improve)

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

2024 QUANTITATIVE & QUALITATIVE RESULTS



COMMUNICATION & VISION/DIRECTION OF ECC: SUMMARY QUANTITATIVE FINDINGS

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



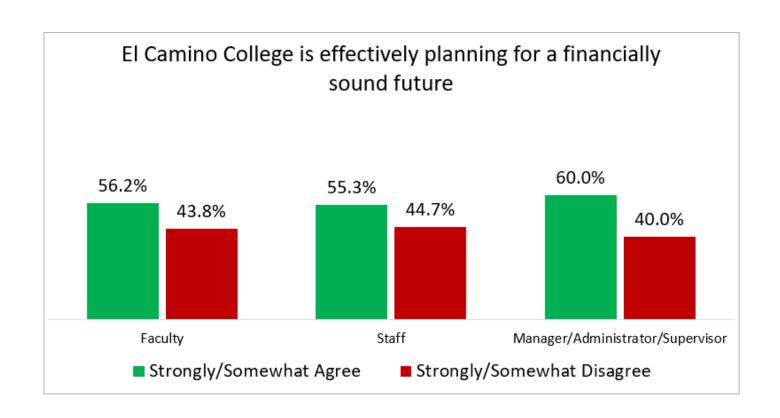
COMMUNICATION & VISION/DIRECTION OF ECC: SUMMARY QUALITATIVE FINDINGS

Executive leadership

Top #2 topic where respondents indicated College needed to improve

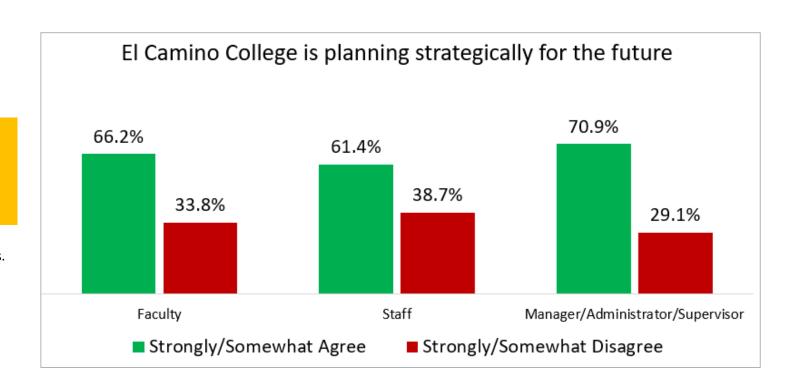


Financial Planning



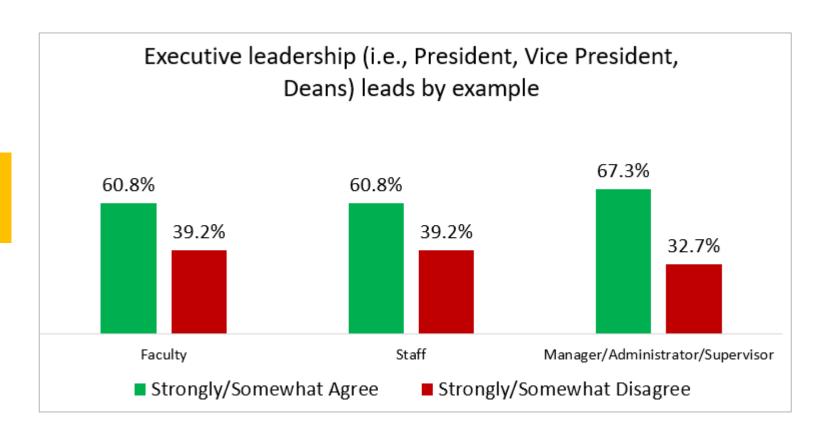


Strategic Planning



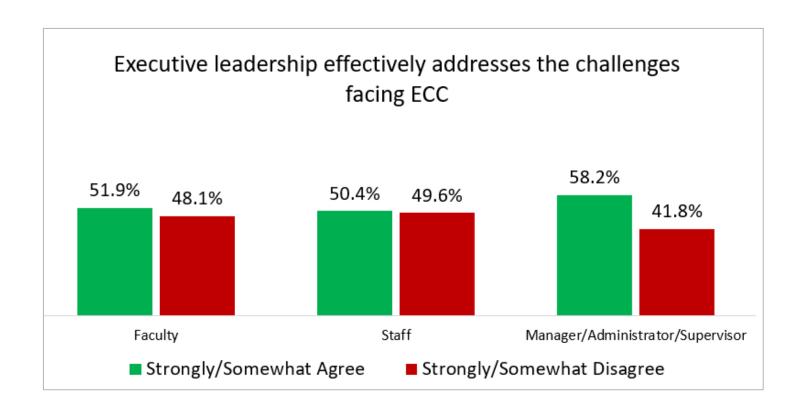


Executive Leadership's Example



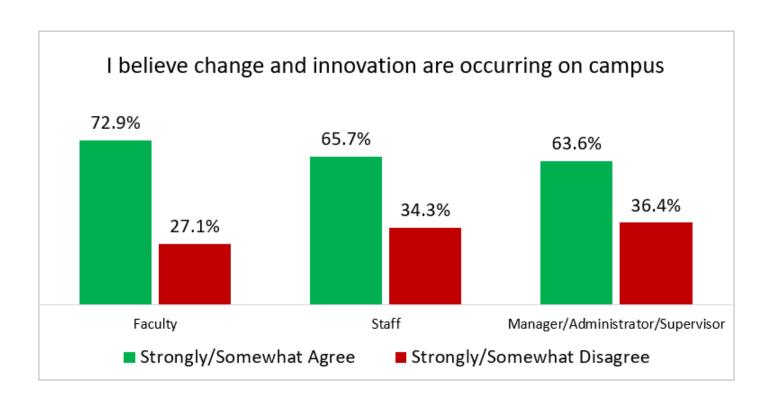


Executive Leadership's Response to Challenges



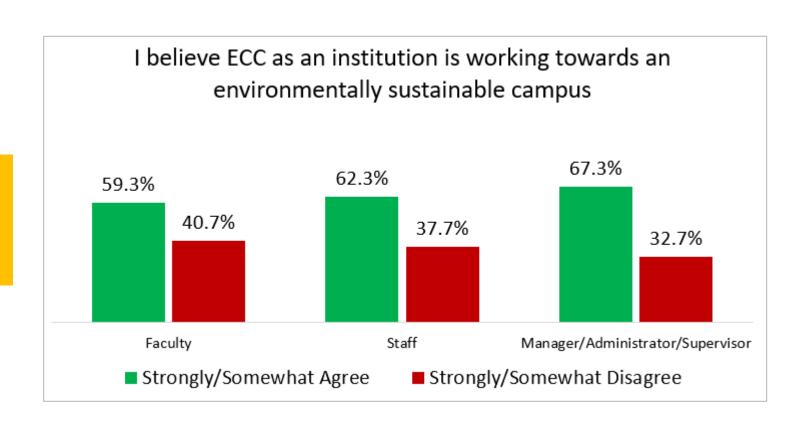


Employees' Perception of Change & Innovation



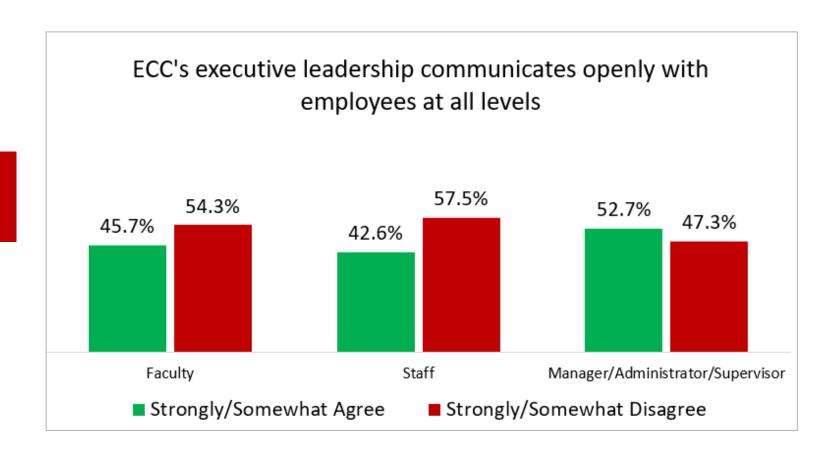


Employees' Perception of Environmental Sustainability



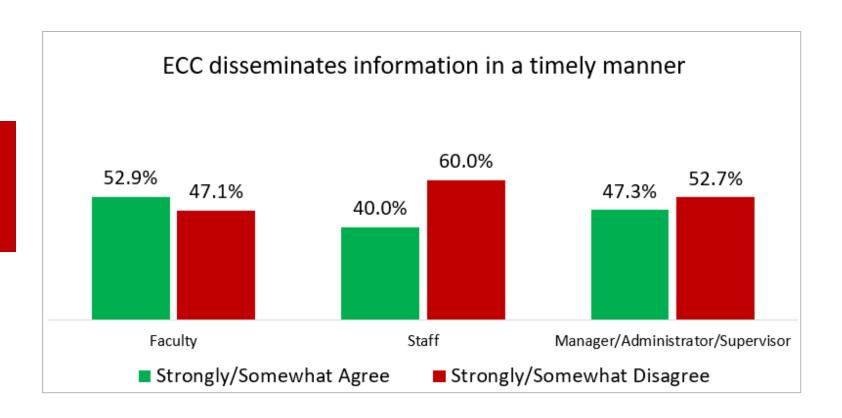


Executive Leadership's Open Communication





ECC's Timeliness of Information Dissemination



COMMUNICATION & VISION/DIRECTION OF ECC Qualitative Findings (Respondents Indicating College Needed to Improve)

Executive Leadership (Top #2 topic)

98 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

2024 QUANTITATIVE & QUALITATIVE RESULTS

SERVICE TO STUDENTS: SUMMARY QUANTITATIVE FINDINGS

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

ECC as welcoming environment for students

ECC as improving processes for students

- Race/ethnicities
- Gender identities
- Sexual orientations
- Physical disabilities
- Learning disabilities
- Mental health

- Economic backgrounds
- · Religious affiliations
- Immigration statuses
- Age
- · Housing insecurity

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



When the satisfaction level of an employee group changes, it shifts by one level, either higher or lower.

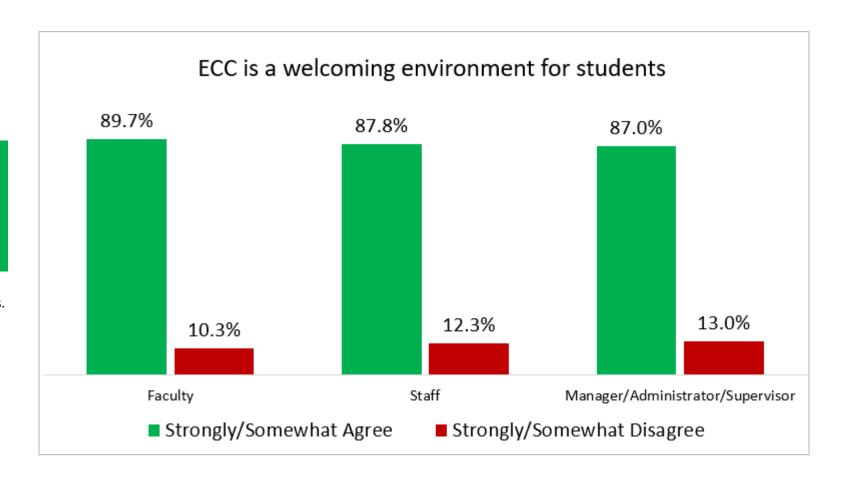
SERVICE TO STUDENTS: SUMMARY QUALITATIVE FINDINGS

Student Engagement and Impact

Top #2 topic where respondents indicated College was doing well

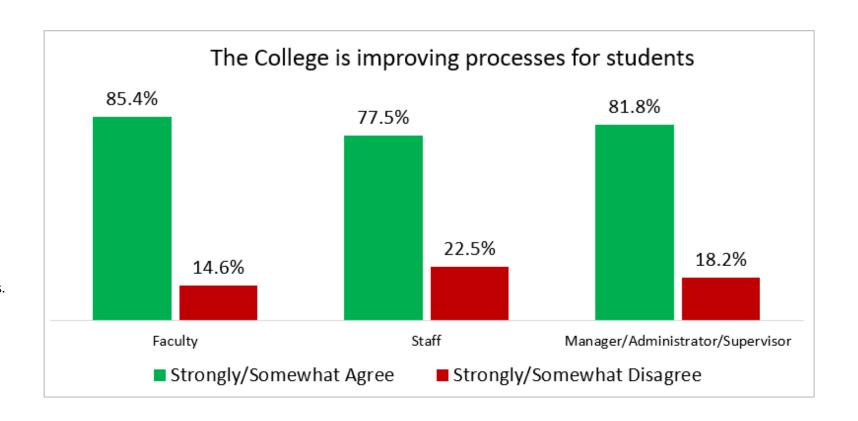


ECC as welcoming environment for students





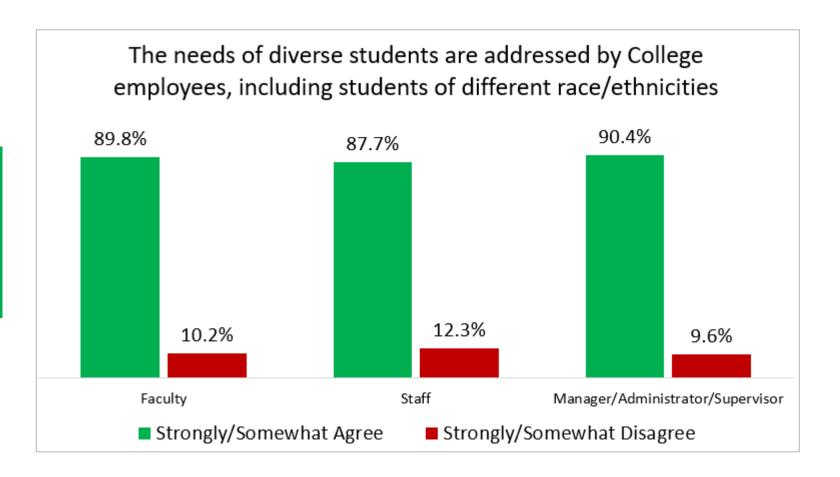
ECC as improving processes for students





Employees addressing needs of diverse students

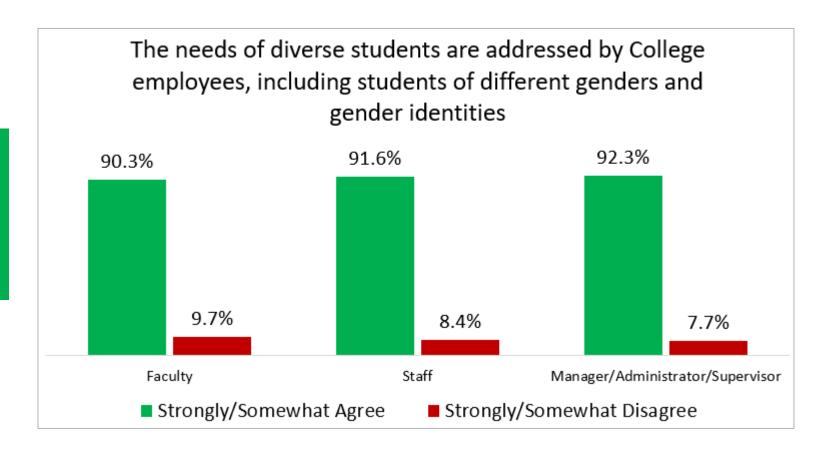
Race/ethnicities





Employees addressing needs of diverse students

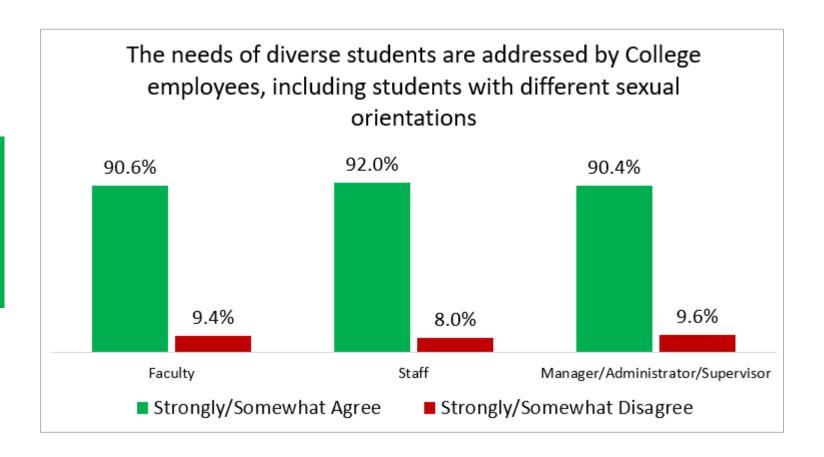
Genders/gender identities





Employees addressing needs of diverse students

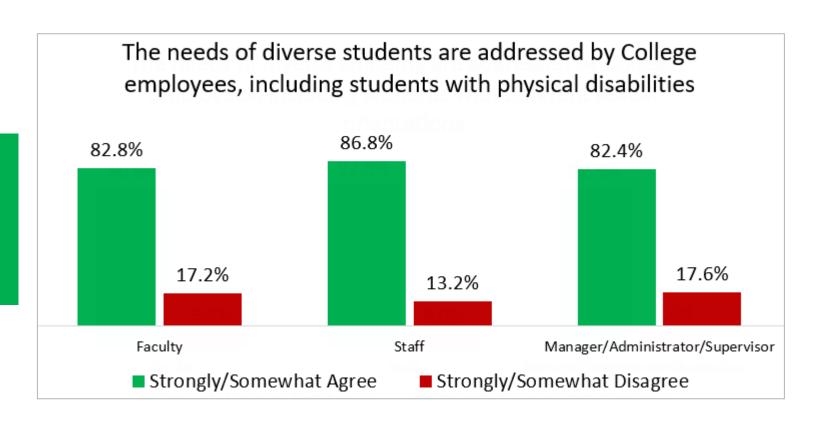
Sexual orientations





Employees addressing needs of diverse students

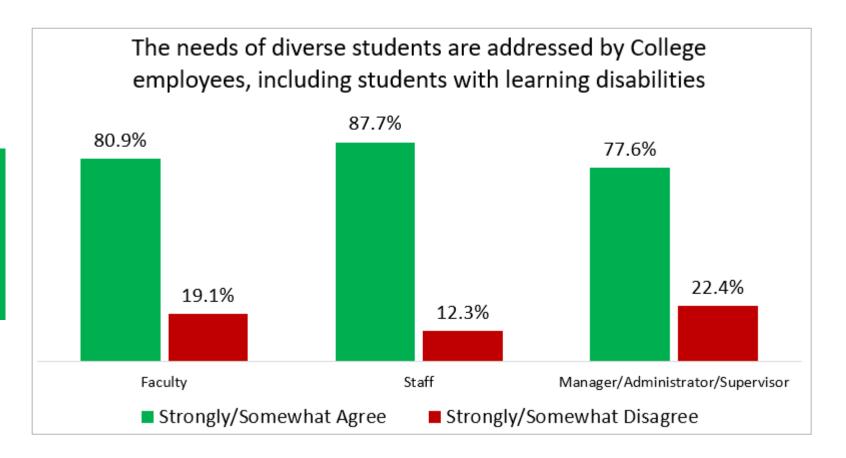
Physical disabilities





Employees addressing needs of diverse students

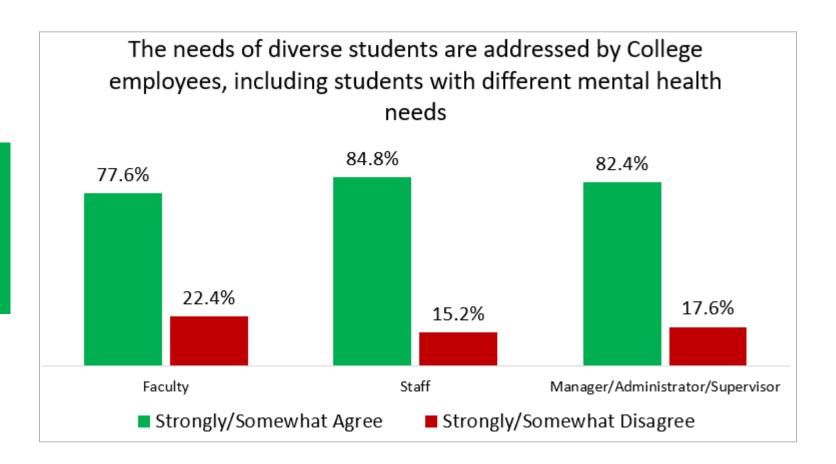
Learning disabilities





Employees addressing needs of diverse students

Mental health





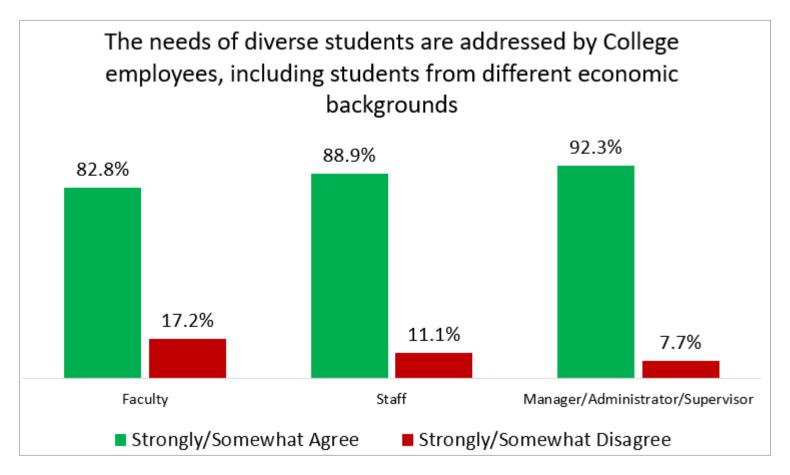
Employees addressing

needs of diverse students

Economic backgrounds

The color of this theme reflects the satisfaction level presented in the summary slide of the quantitative findings.

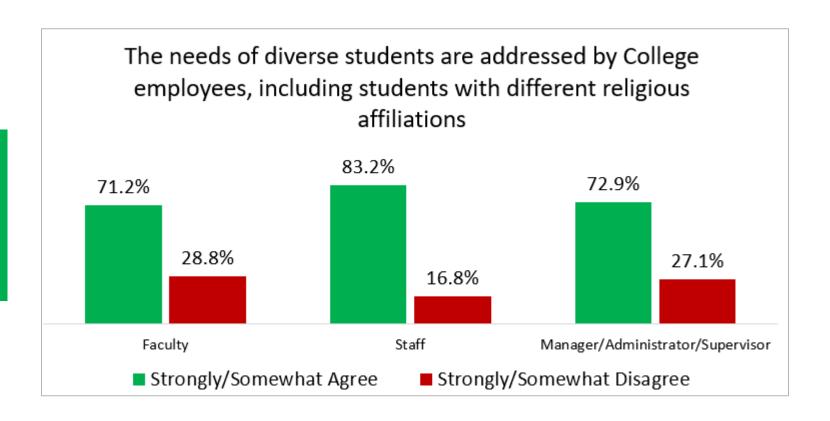
SERVICE TO STUDENTS Quantitative Findings





Employees addressing needs of diverse students

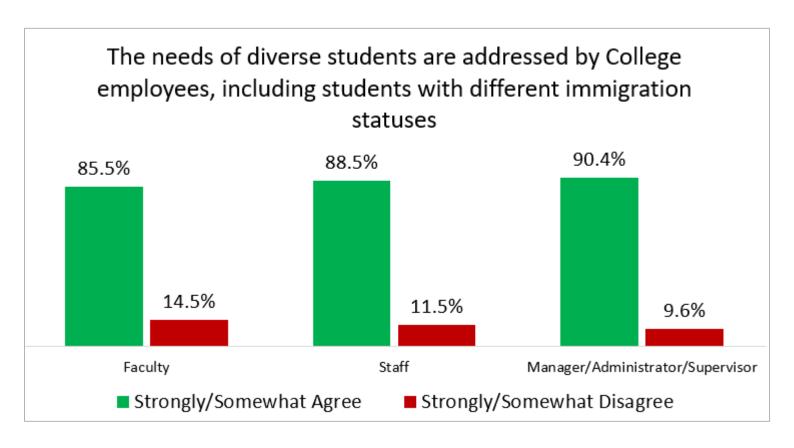
Religious affiliations





Employees addressing needs of diverse students

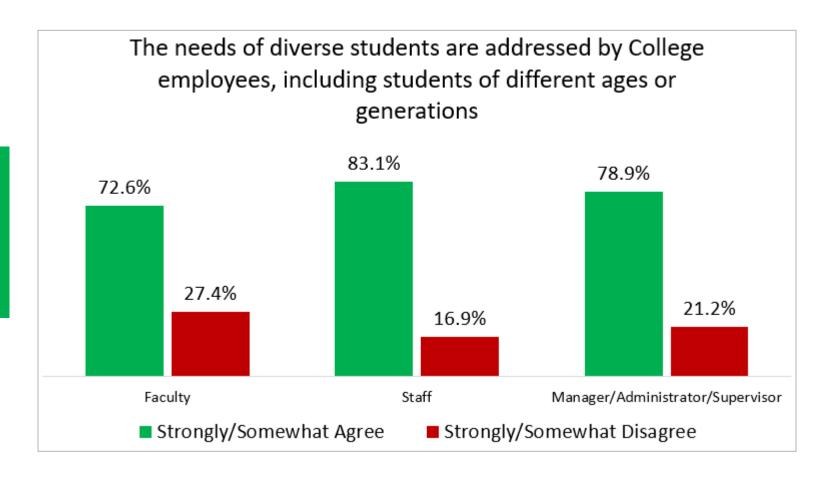
Immigration statuses





Employees addressing needs of diverse students

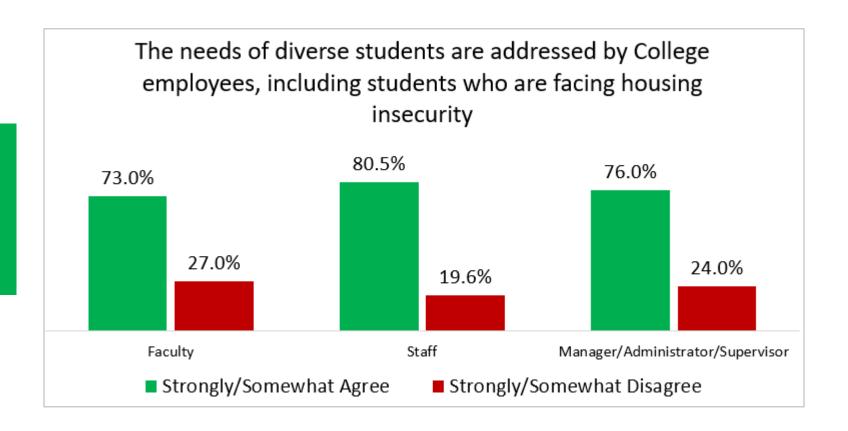
Ages/Generations





Employees addressing needs of diverse students

Housing insecurity



SERVICE TO STUDENTS

Qualitative Findings (Respondents Indicating College Was Doing Well)

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.

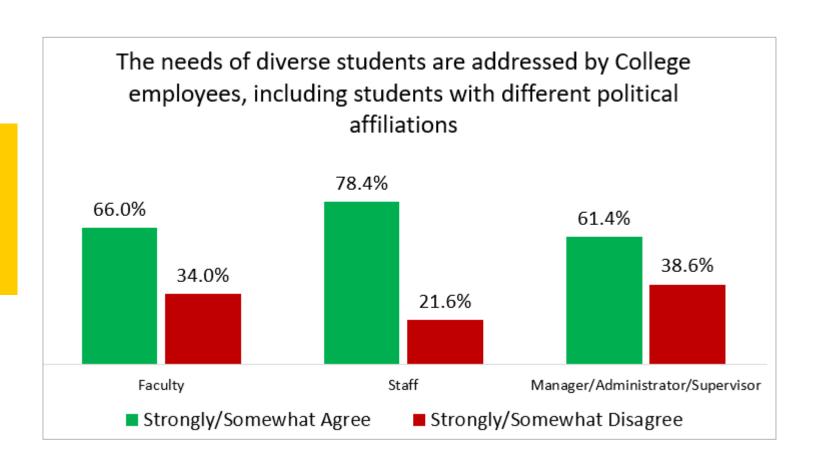
Being part of the solution, **making change so our communities can be more just and fair**. The opportunity to support students and their goals.

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



Employees addressing needs of diverse students

Political affiliations



Diversity, Equity, Inclusion & Accessibility (DEIA)

2024 QUANTITATIVE & QUALITATIVE RESULTS



DIVERSITY, EQUITY, INCLUSION & ACCESIBILITY: SUMMARY QUANTITATIVE FINDINGS

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

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

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

Diversity Experience Satisfaction

Campus DEIA Efforts

Opportunities for Diversity Training

Executive Leadership Addressing Needs of Diverse Employees

ECC Providing Safe Spaces to Discuss about Racism

Personal Negative
Experiences with ECC
Employees Based on
Protected Characteristics

Satisfaction drops for managers in this topic



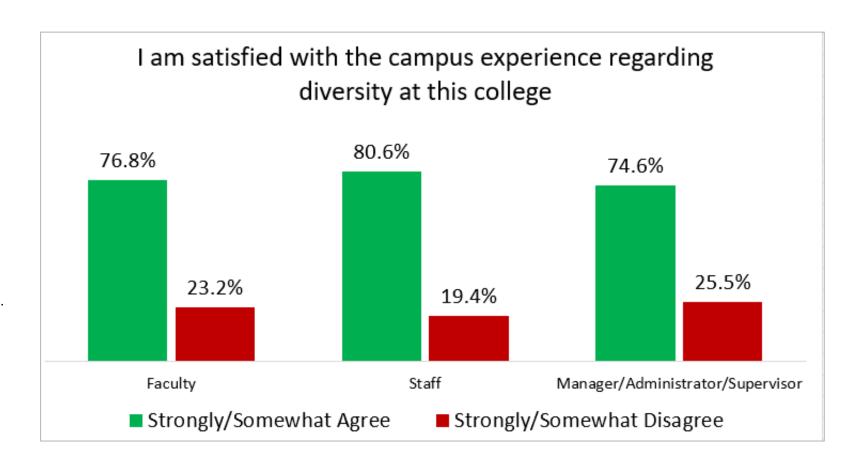
Satisfaction drops for faculty in regards mental health, economic backgrounds, religious & political affiliations



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

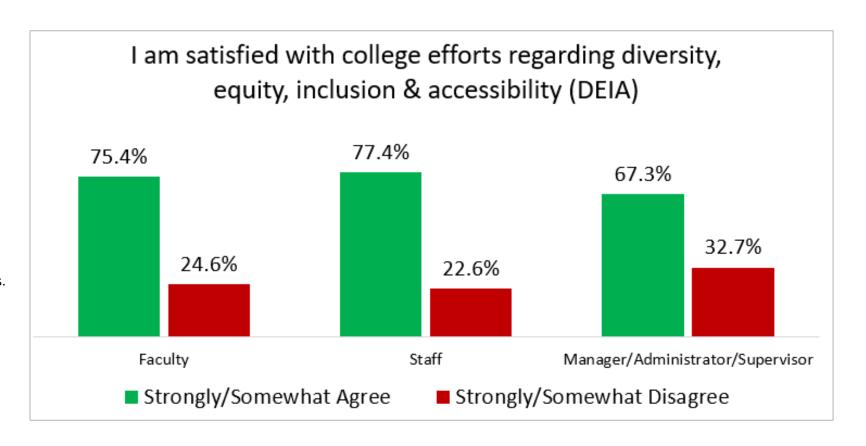


Diversity ExperienceSatisfaction



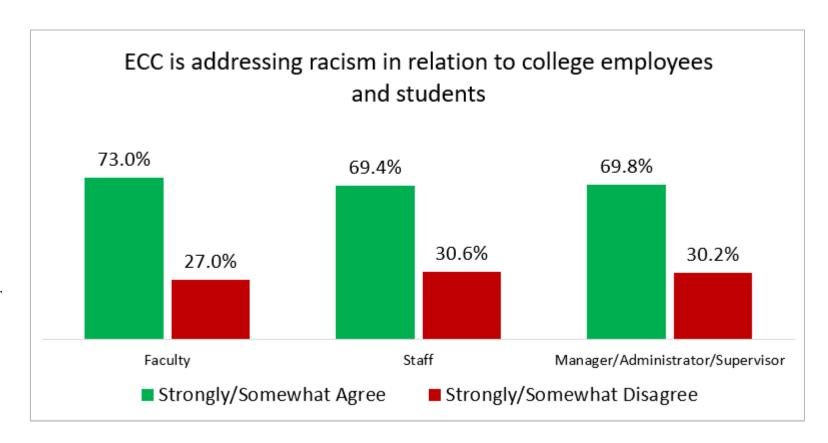


Campus DEIA Efforts



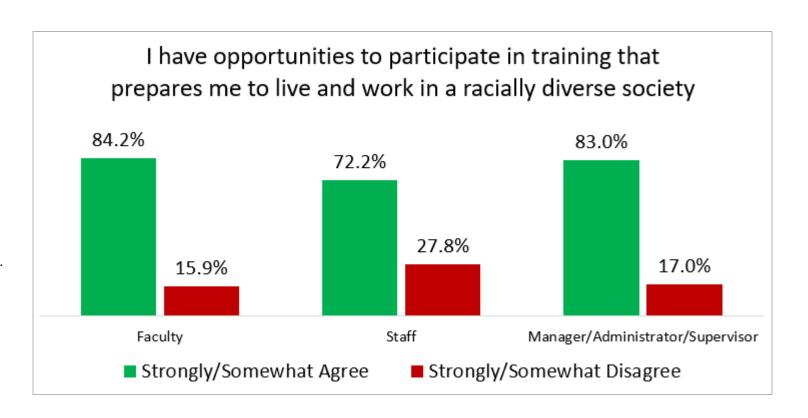


Campus DEIA Efforts





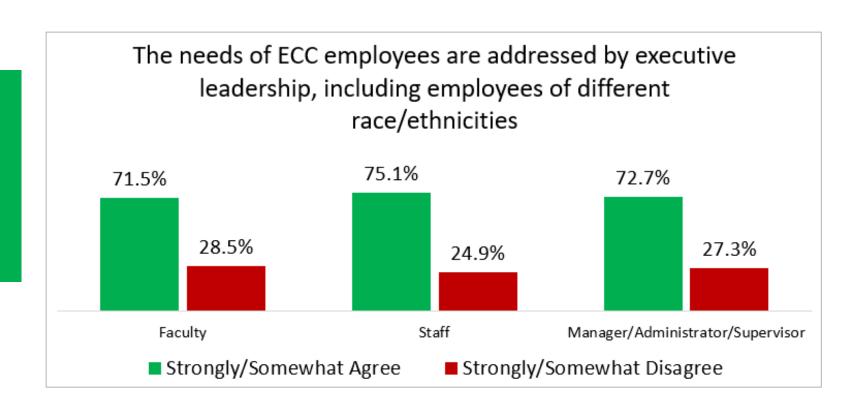
Opportunities for Diversity Training





Executive Leadership Addressing Needs of Diverse Employees

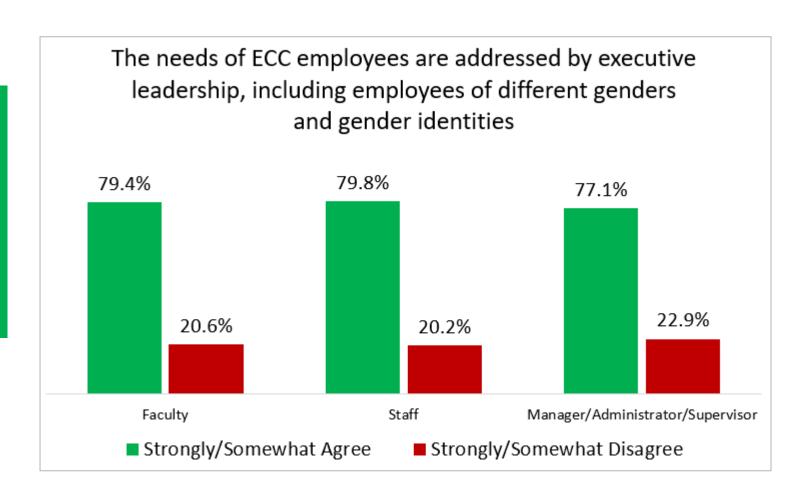
Race/ethnicities





Executive Leadership Addressing Needs of Diverse Employees

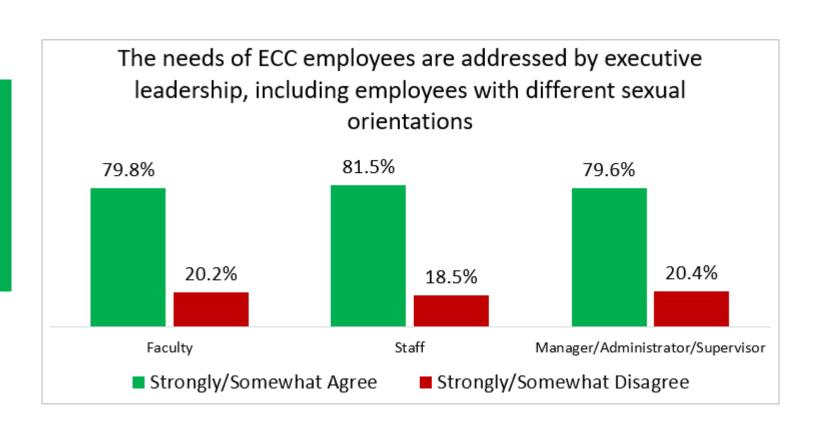
Genders/gender identities





Executive Leadership Addressing Needs of Diverse Employees

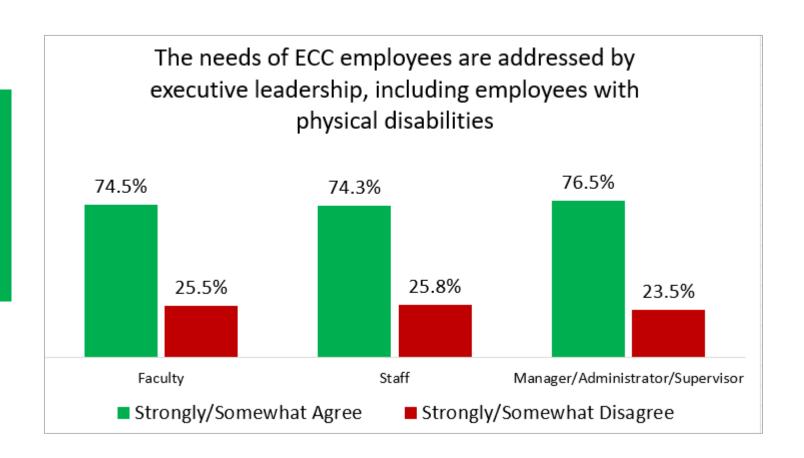
Sexual orientations





Executive Leadership Addressing Needs of Diverse Employees

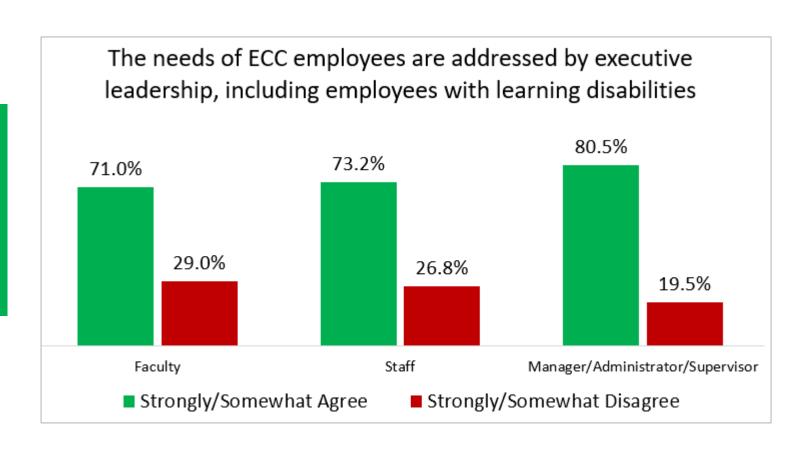
Physical disabilities





Executive Leadership Addressing Needs of Diverse Employees

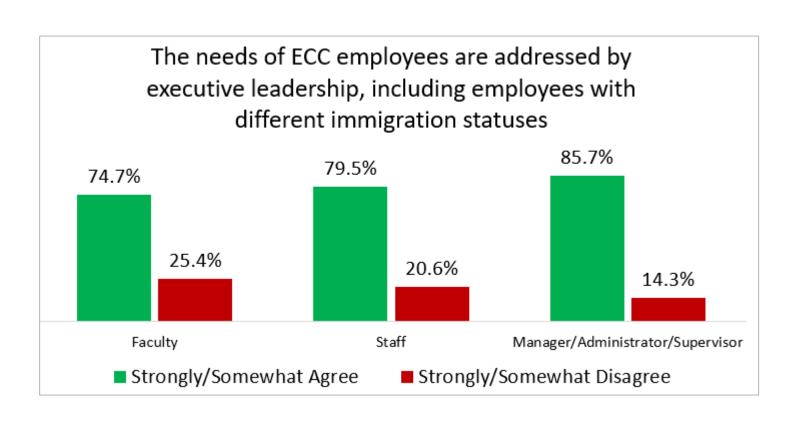
Learning disabilities





Executive Leadership Addressing Needs of Diverse Employees

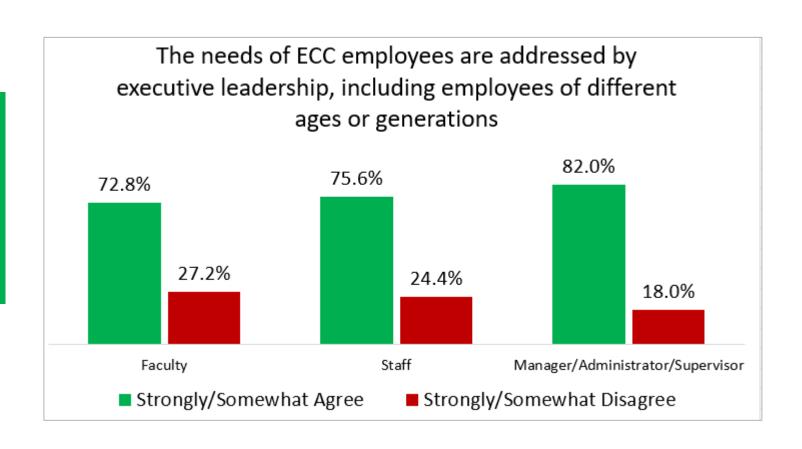
Immigration statuses





Executive Leadership Addressing Needs of Diverse Employees

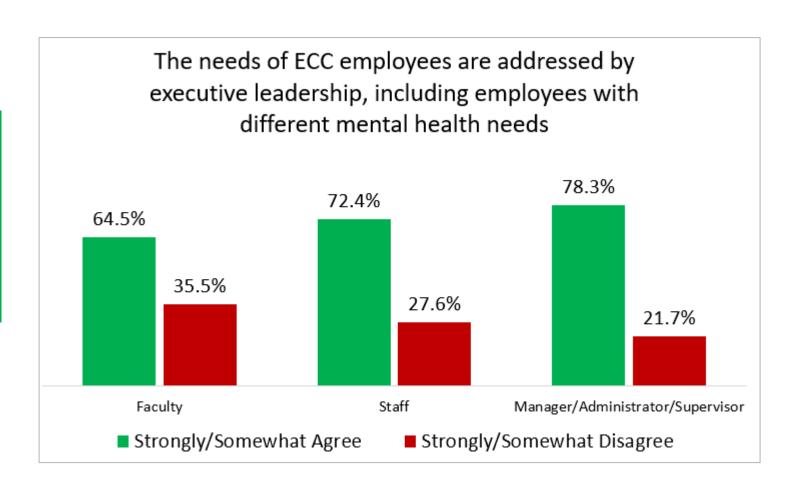
Ages/Generations





Executive Leadership Addressing Needs of Diverse Employees

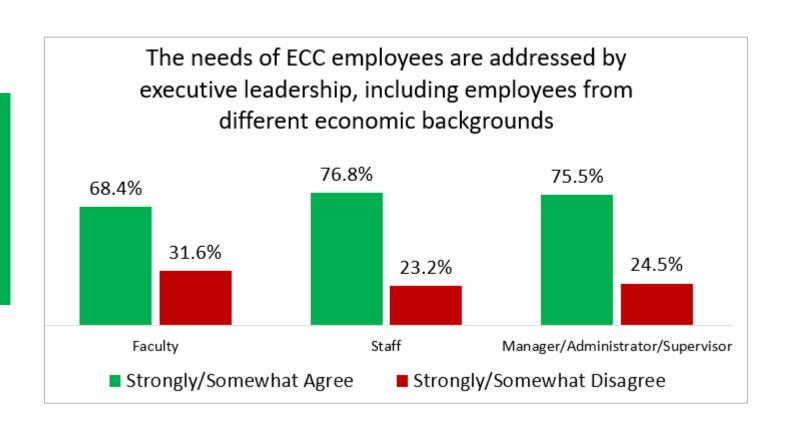
Mental health





Executive Leadership Addressing Needs of Diverse Employees

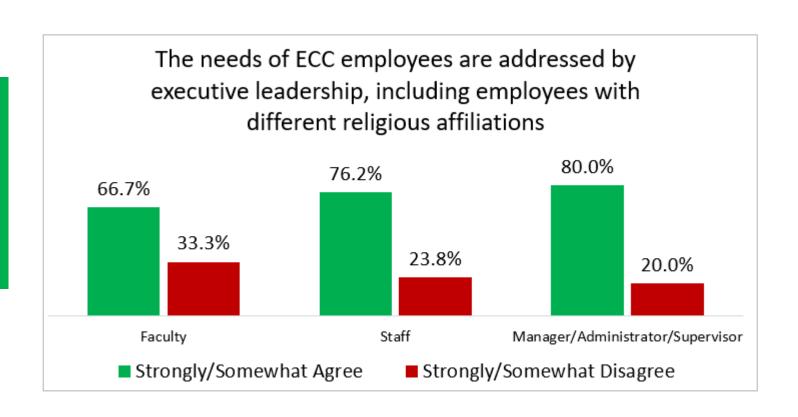
Economic backgrounds





Executive Leadership Addressing Needs of Diverse Employees

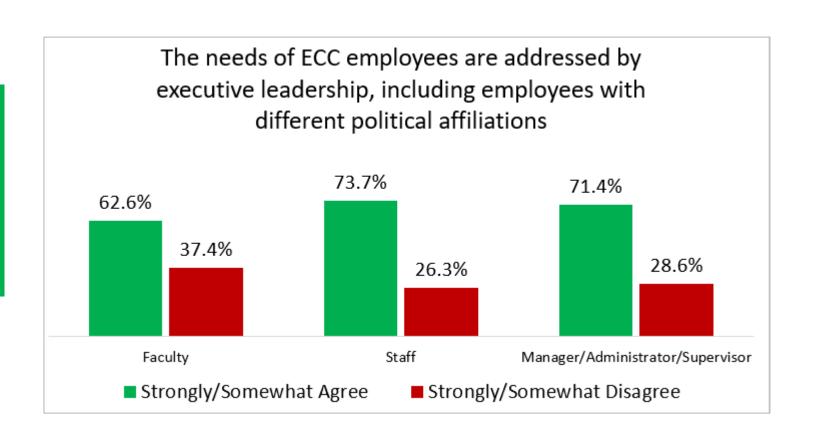
Religious affiliations





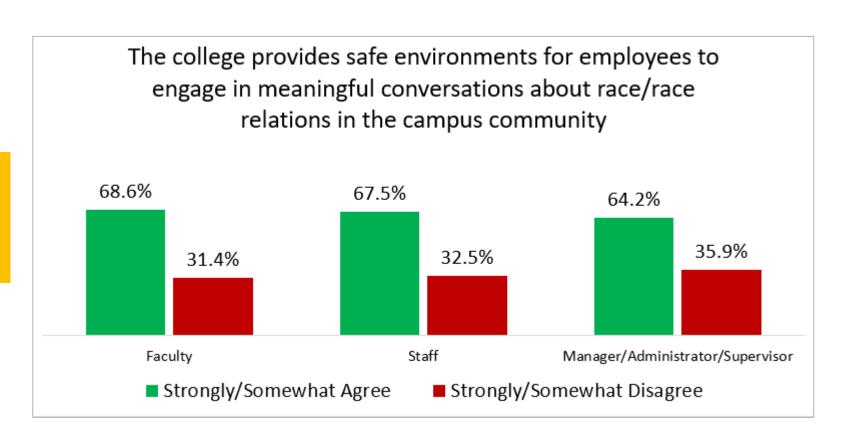
Executive Leadership Addressing Needs of Diverse Employees

Political affiliations





to Discuss about Racism





Personal Negative
Experiences with ECC
Employees Based on
Protected Characteristics

