GLENDALE COMMUNITY COLLEGE

COLLEGE VIEWS **2016**

RESULTS OF THE FALL 2016 FACULTY/STAFF SURVEY

Key Findings

The Fall 2016 faculty/staff survey was conducted between October 31 and November 18. The total number of respondents to the survey was 231. See the Appendix on page 37 for details about procedure and response rates. The 2016 survey had the following key findings.

Governance

- Most employees were positive about governance, with 84% saying that governance works effectively.
- The number of employees saying that faculty, staff, administrators, and the Board work together for the good of the college has been variable in recent years, moving from 79% in 2010 to 62% in 2012 to 86% in 2016.
- Most items about the Board of Trustees showed positive results. The most positive Board item (the Board understands and adheres to its role in policy development) had 79% agreement, and the most negative Board item (the Board treats all constituency and community groups equitably and fairly) had 68% agreement.

Educational Programs

- Employees were positive about instructional and student services programs.
- Awareness of student learning outcomes was high (96%), as was awareness of program review (96%).
- Respondents were not as positive about effective enrollment management as they were about other aspects of instruction and student services, but agreement that GCC effectively manages enrollment has increased since 2011.
- Respondents indicated that they have participated in discussions about student outcomes (93% agreement overall; 100% for full-time faculty members) and about student equity (84% agreement overall; 88% for full-time faculty members).
- While employees indicated they are aware of counseling and support services, their perception of student awareness of counseling and support services was considerably lower (96% for employee awareness and 81% for perceived student awareness).

Mission and Institutional Effectiveness

- Most employees said they were aware of the college mission and vision statements (93%), and most said they participated in discussions of the mission and vision (77%).

Resources

- While most human resources items had positive responses, employees were somewhat less positive than average about evaluation procedures for the Board and administrators.
- Employees were very positive about the safety and attractiveness of both the Verdugo Campus and the Garfield Campus (94% agreement for the Verdugo Campus and 91% for the Garfield Campus), while 67% agreed that food services are satisfactory.
- Respondents indicated that technology at GCC meets the college's needs for communication (90% agreement).
- Following a historical pattern, employees were less positive about fiscal resources than about other resources. While most respondents (67%) indicated they understand the budget process, 58% indicated that the budget process is effective (an increase from 37% in 2012).

Communication

- Respondents believed that GCC has a higher degree of satisfaction than other community colleges (80% agreement) and that the public understands the importance of GCC in the community (80% agreement).

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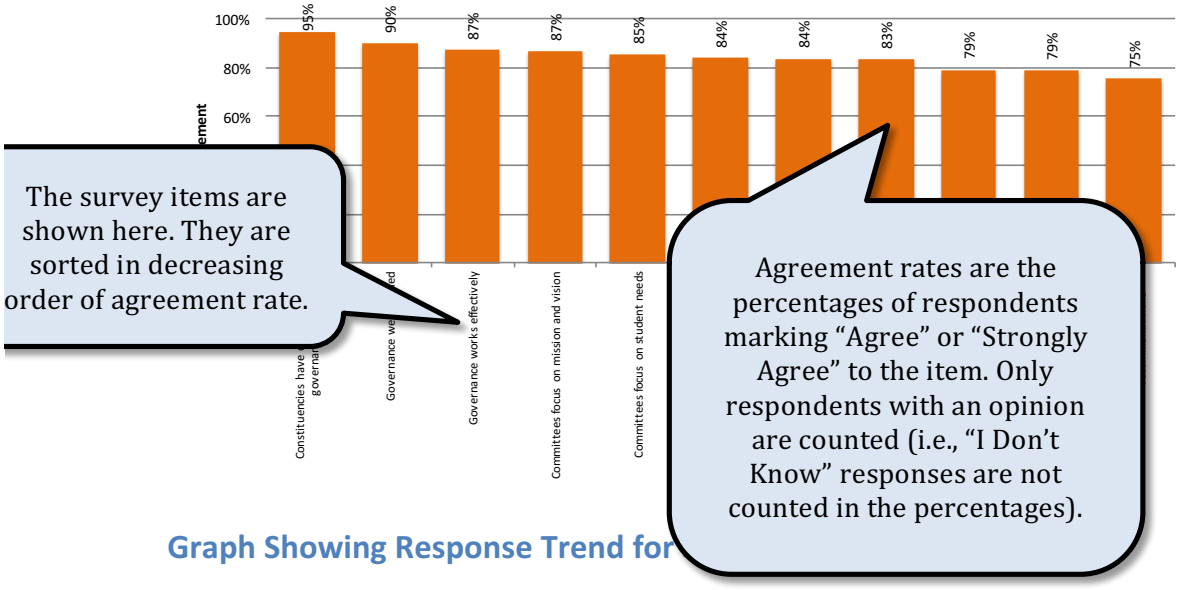
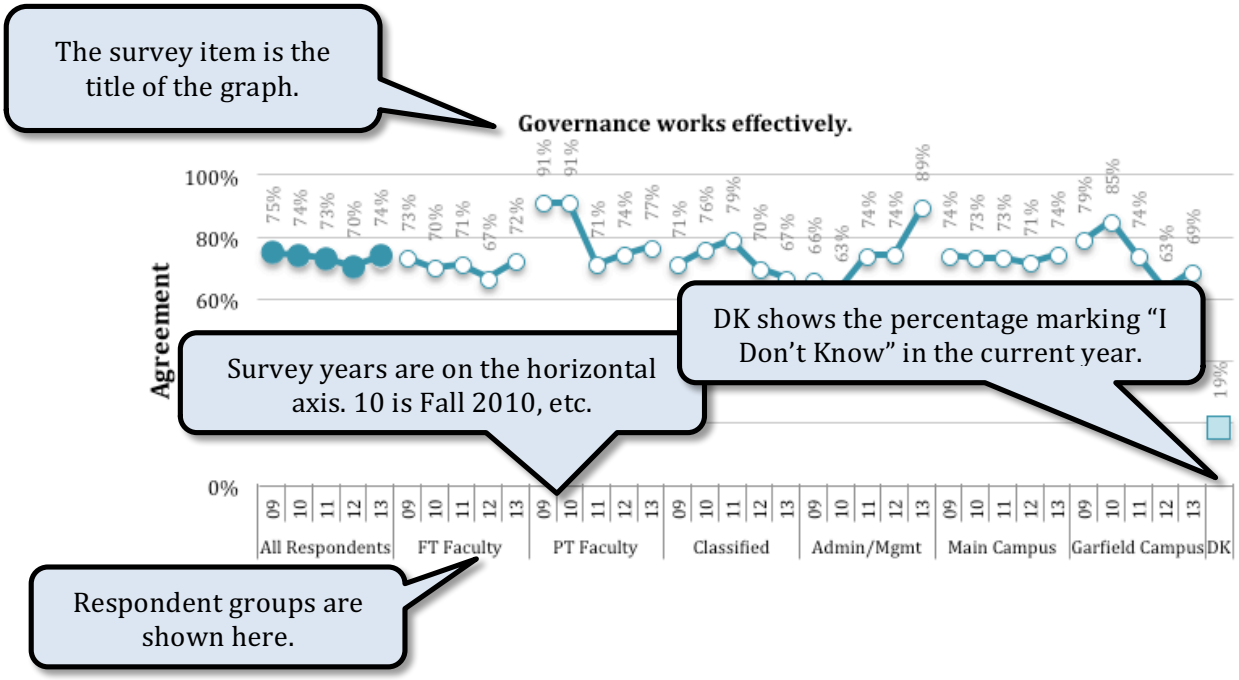
Reading the Graphs

Each section shows two kinds of graphs. One kind of graph is a summary of current responses to all items in the section, and the second kind of graph is a detailed trend graph for a specific item. The examples below include annotations about how to read the graphs.

Graph Showing Summary of All Items in a Category:

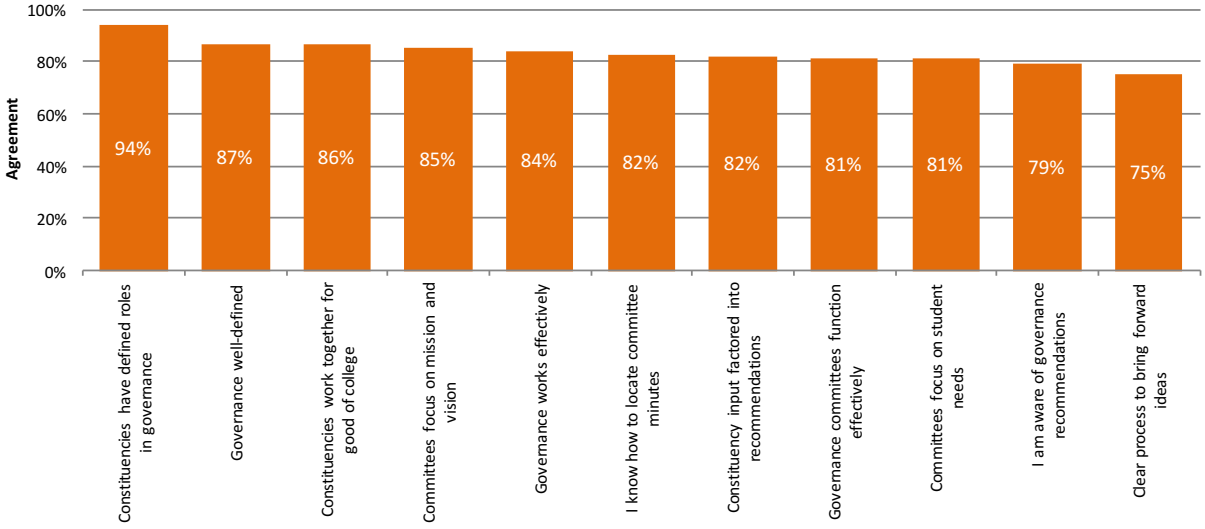


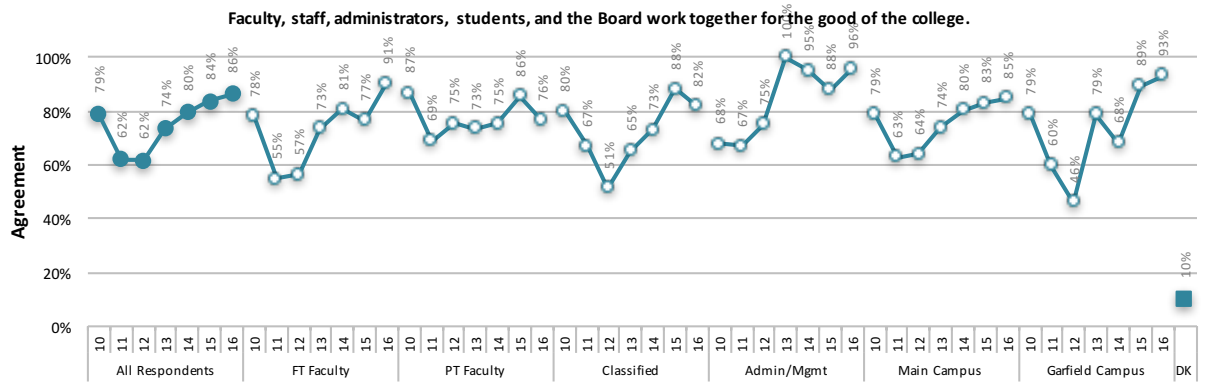
Graph Showing Response Trend for

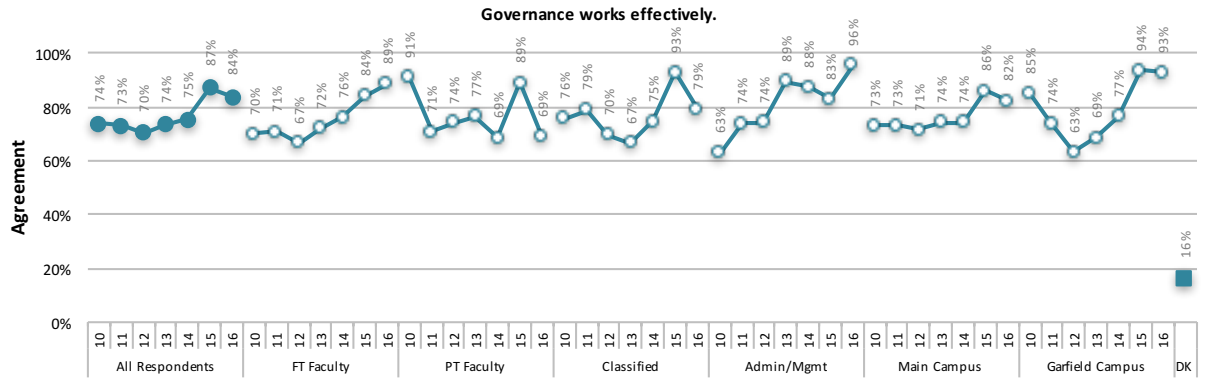


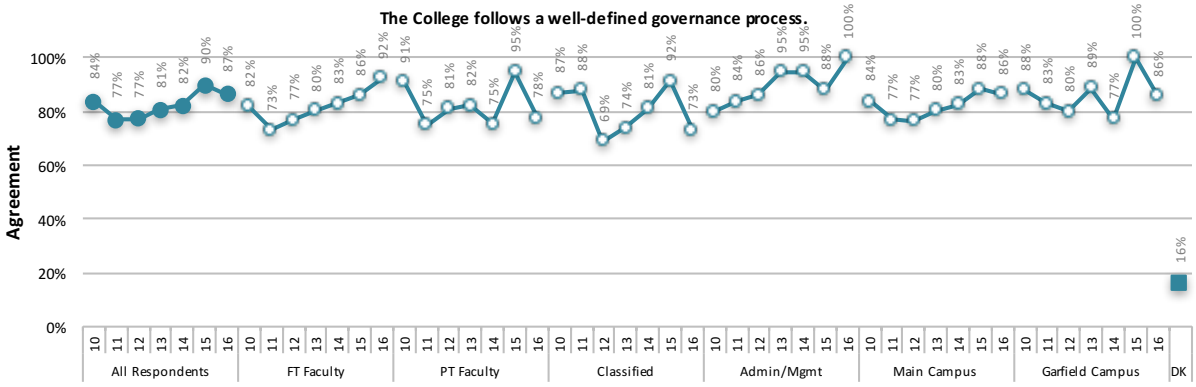
Part 1. Governance and Leadership Items

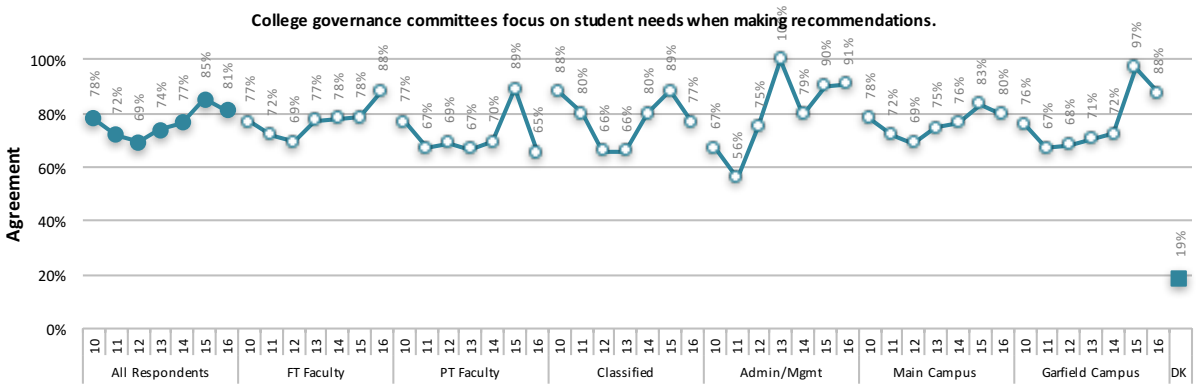
Governance Items

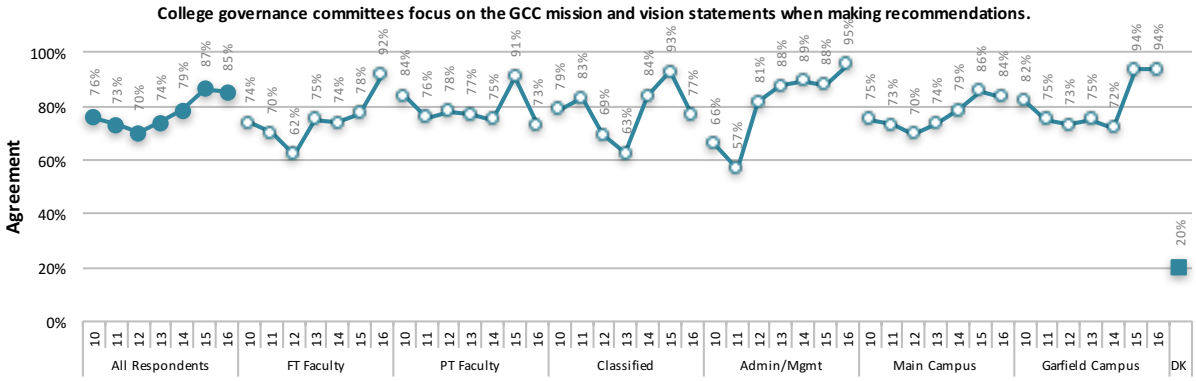


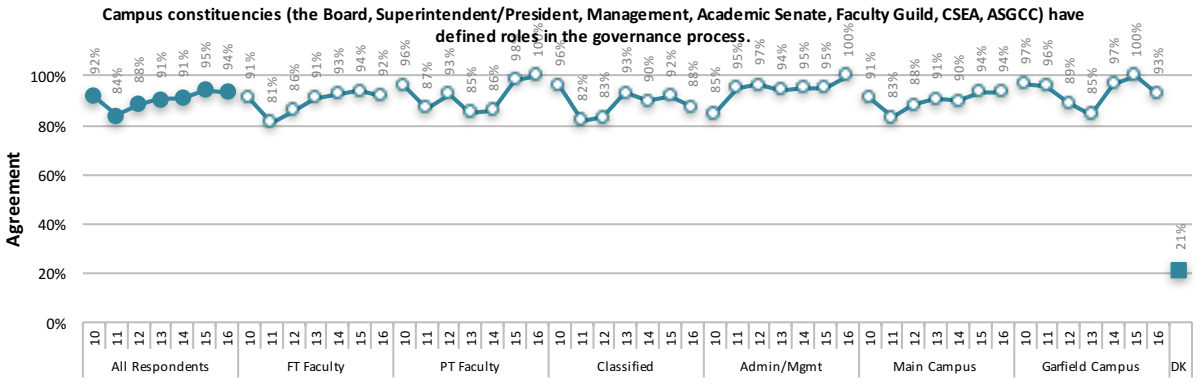


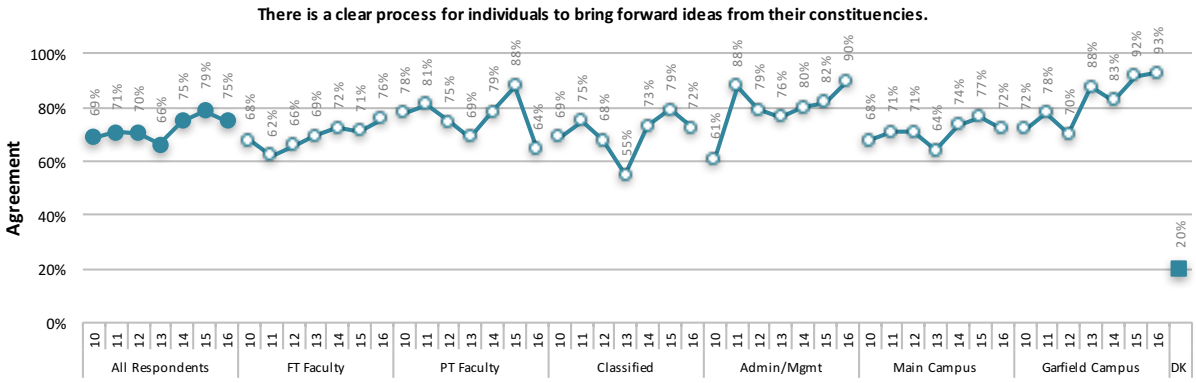


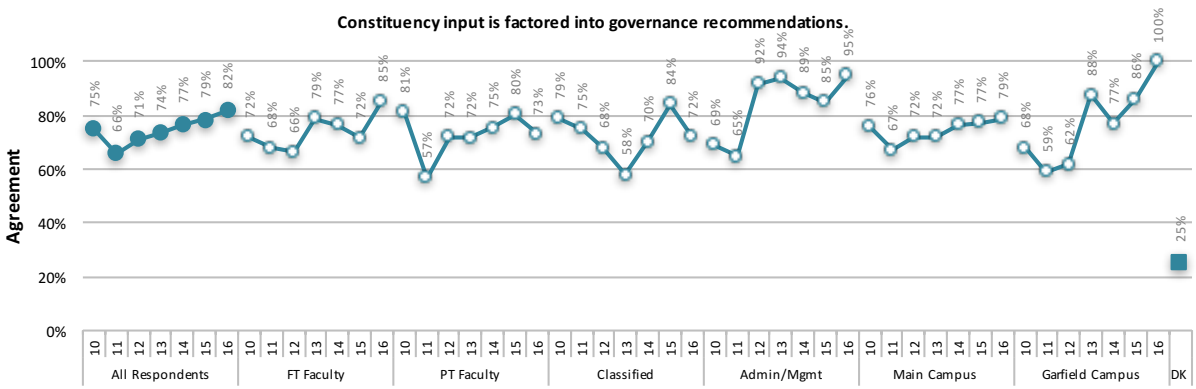

The College follows a well-defined governance process.
Agreement
100%
80%
60%
40%
20%
0%
16%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

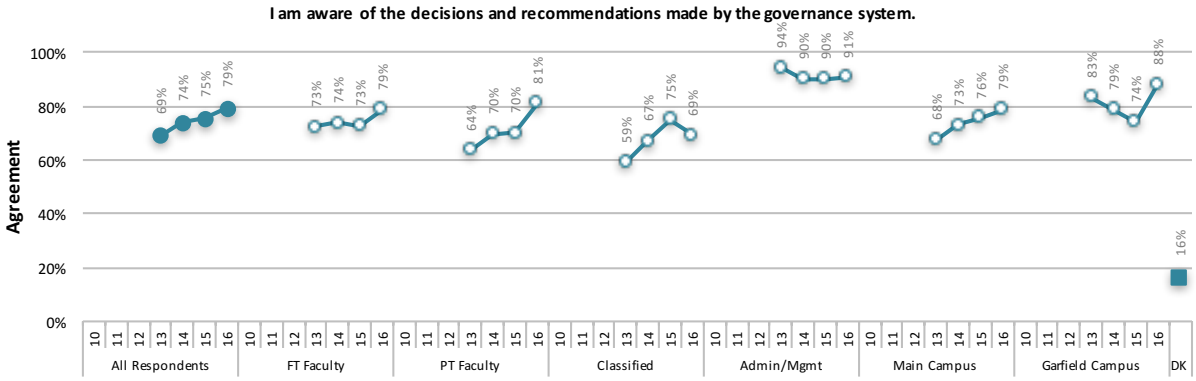

College governance committees focus on student needs when making recommendations.
Agreement
100%
80%
60%
40%
20%
0%
19%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

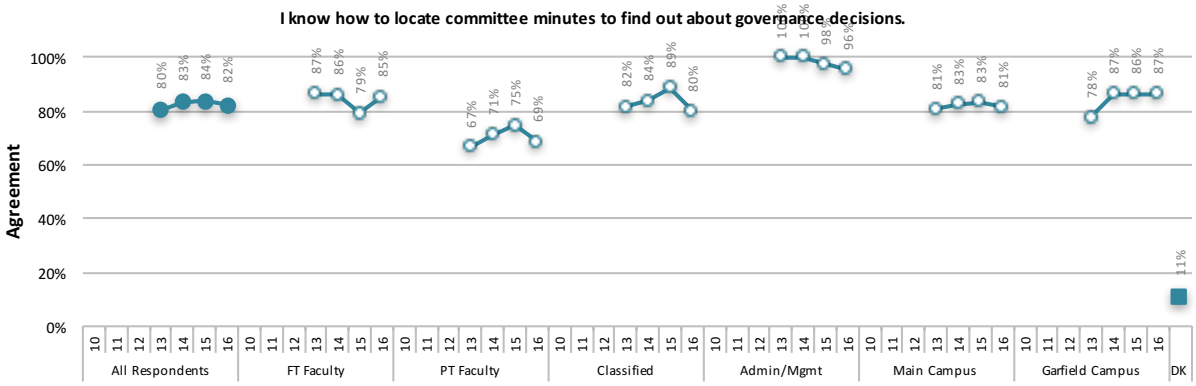

College governance committees focus on the GCC mission and vision statements when making recommendations.
Agreement
100%
80%
60%
40%
20%
0%
20%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

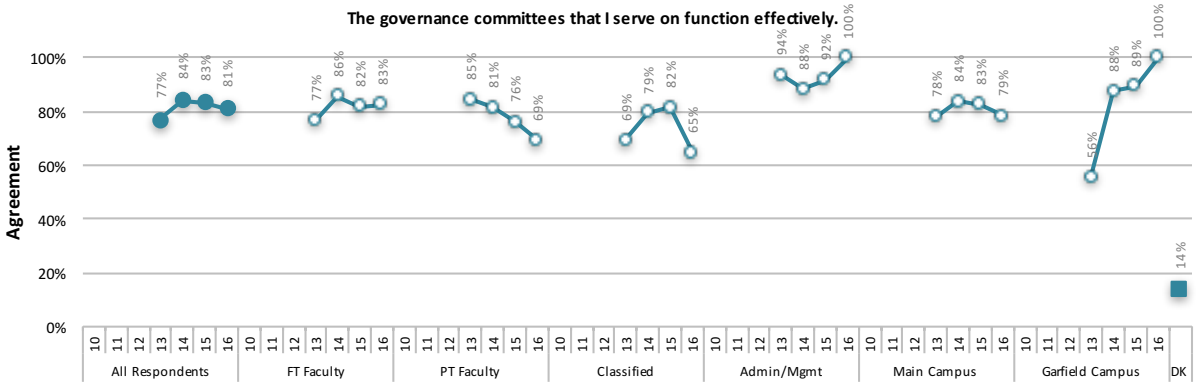

Campus constituencies (the Board, Superintendent/President, Management, Academic Senate, Faculty Guild, CSEA, ASGCC) have defined roles in the governance process.
Agreement
100%
80%
60%
40%
20%
0%
21%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


There is a clear process for individuals to bring forward ideas from their constituencies.
Agreement
100%
80%
60%
40%
20%
0%
69% 71% 70% 66% 75% 79% 75%
68% 62% 66% 69% 72% 71% 76%
78% 81% 75% 69% 79% 88% 64%
69% 75% 68% 55% 73% 79% 72%
61% 88% 79% 76% 80% 82% 90%
68% 71% 71% 64% 74% 77% 72%
72% 72% 78% 70% 88% 83% 92% 93%
20%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

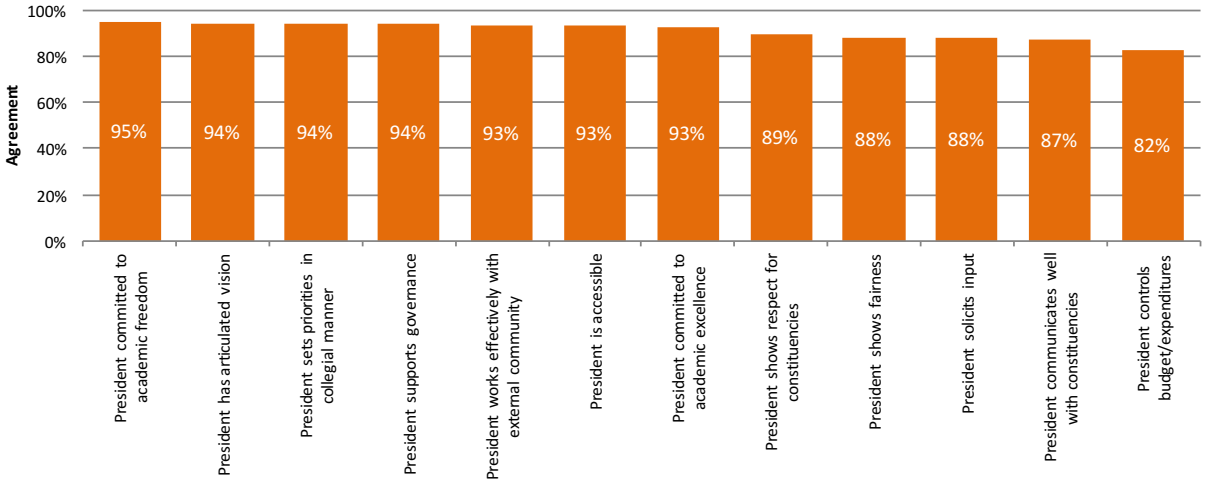

Constituency input is factored into governance recommendations.
Agreement
100%
80%
60%
40%
20%
0%
75% 66% 71% 74% 77% 79% 82%
72% 68% 66% 79% 77% 72% 85%
81% 57% 72% 72% 75% 80% 73%
79% 75% 68% 58% 70% 84% 72%
69% 65% 92% 94% 89% 85% 95%
76% 67% 72% 72% 77% 77% 79%
68% 59% 62% 88% 77% 86% 100%
25%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

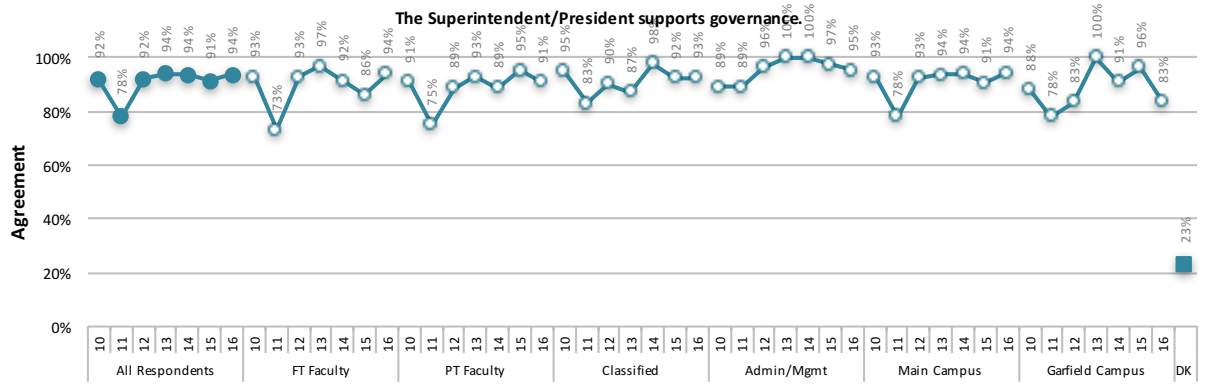

I am aware of the decisions and recommendations made by the governance system.
Agreement
100%
80%
60%
40%
20%
0%
69% 74% 75% 79%
73% 74% 73% 79%
64% 70% 70% 81%
59% 67% 75% 69%
94% 90% 90% 91%
68% 73% 76% 79%
83% 79% 74% 88%
16%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

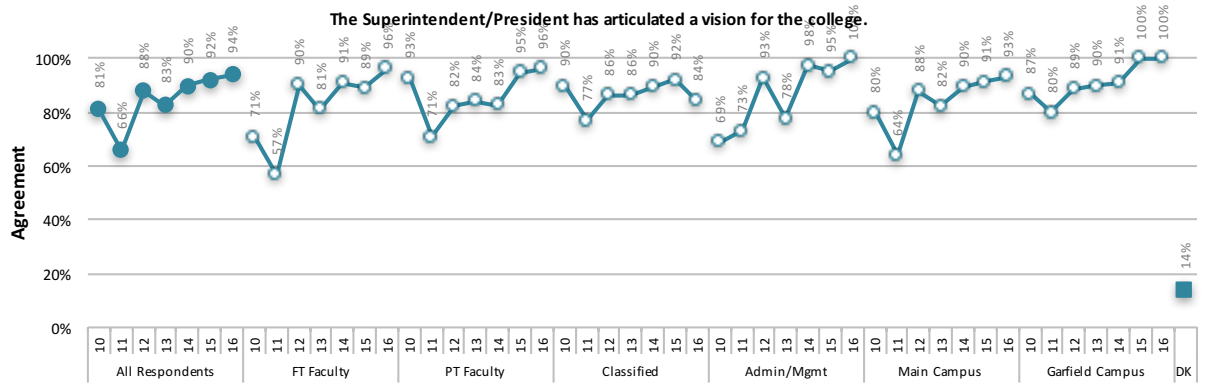

I know how to locate committee minutes to find out about governance decisions.
Agreement
100%
80%
60%
40%
20%
0%
80% 83% 84% 82%
87% 86% 79% 85%
67% 71% 75% 69%
82% 84% 89% 80%
96%
81% 83% 83% 81%
78% 87% 86% 87%
11%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

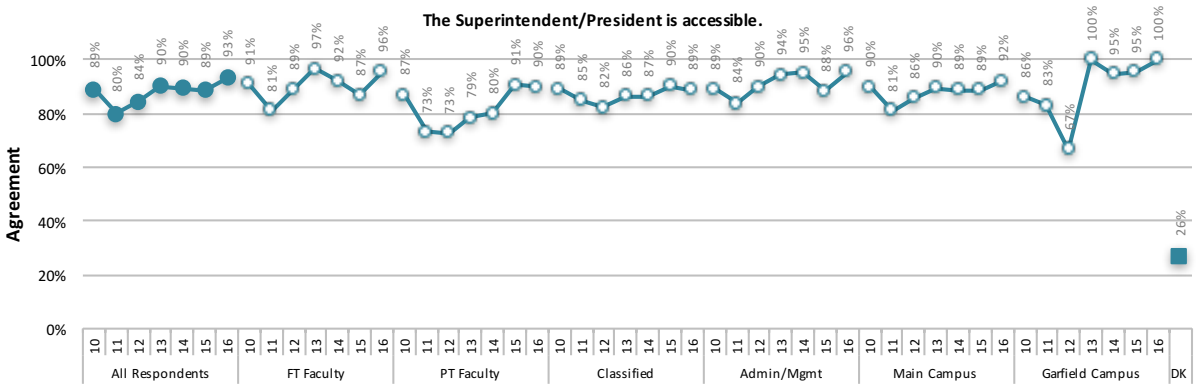

The governance committees that I serve on function effectively.
Agreement
100%
80%
60%
40%
20%
0%
77% 84% 83% 81%
77% 86% 82% 83%
85% 81% 76% 69%
69% 79% 82% 65%
94% 88% 92% 100%
78% 84% 83% 79%
56% 88% 89% 100%
14%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

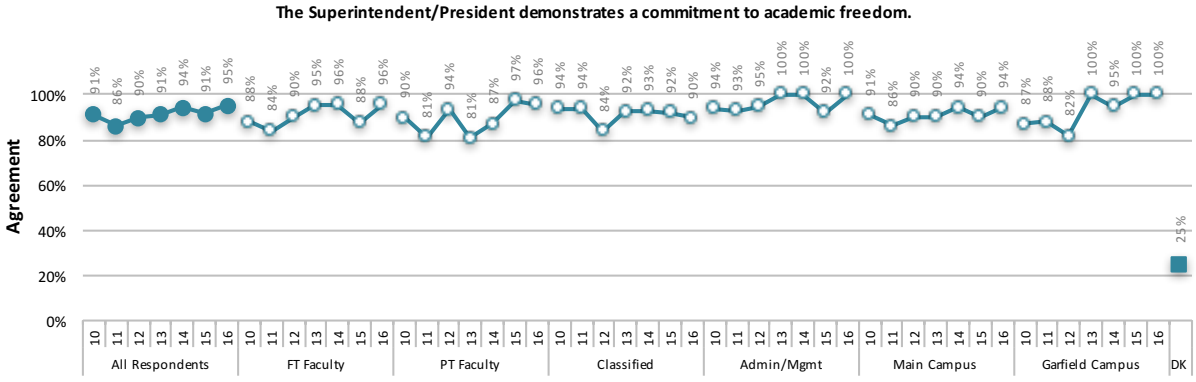
Superintendent/President Items

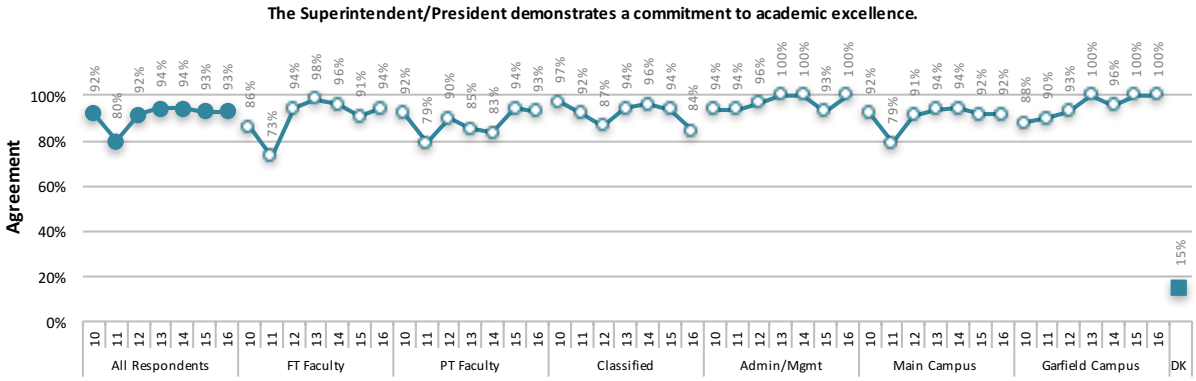


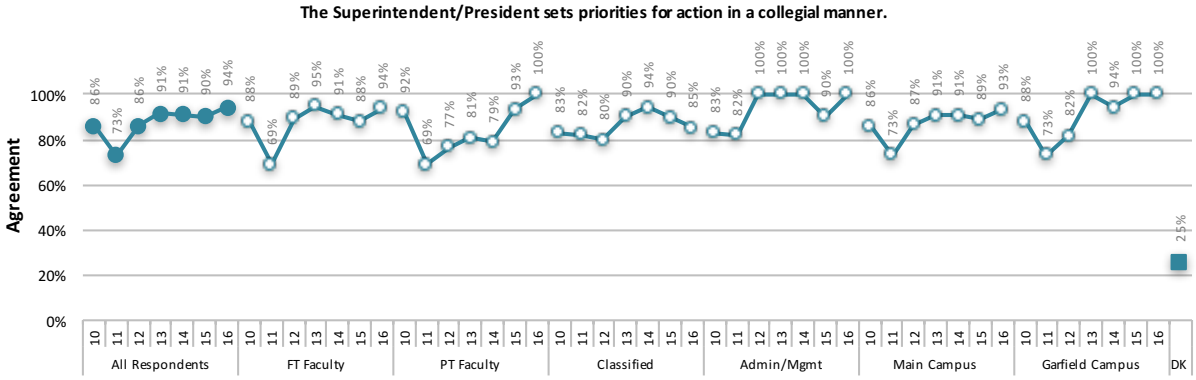




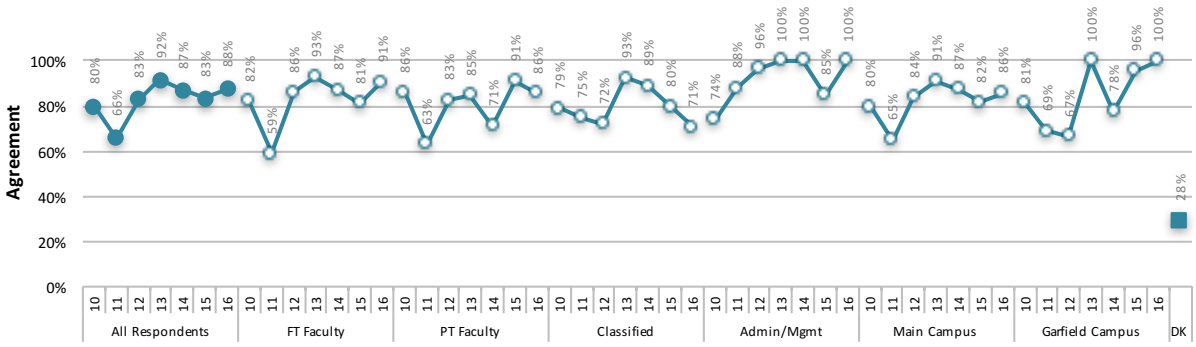

The Superintendent/President is accessible.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


The Superintendent/President demonstrates a commitment to academic freedom.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

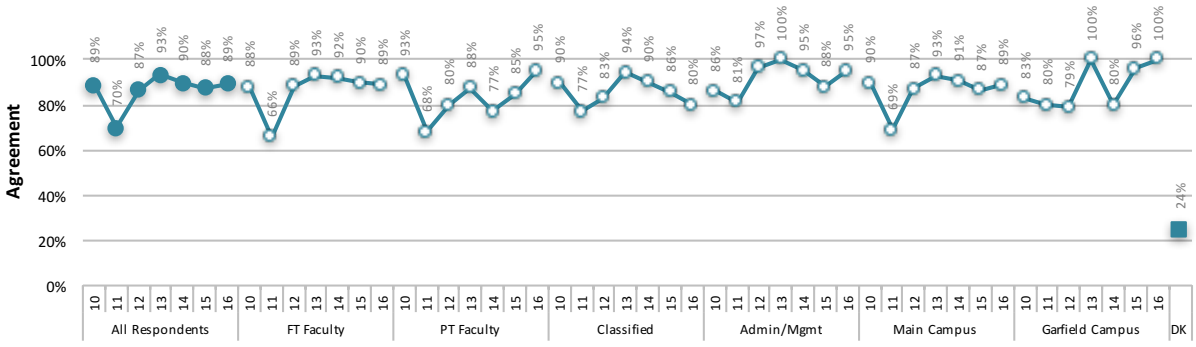

The Superintendent/President demonstrates a commitment to academic excellence.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


The Superintendent/President sets priorities for action in a collegial manner.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

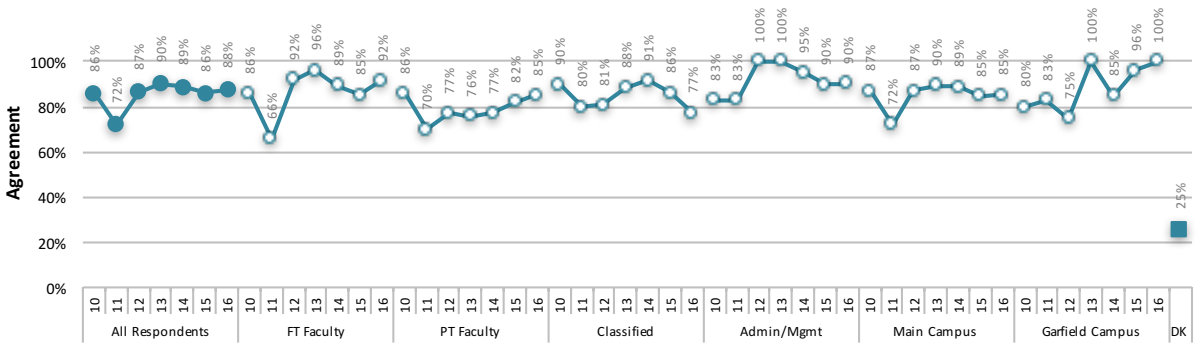
The Superintendent/President shows fairness in making decisions.



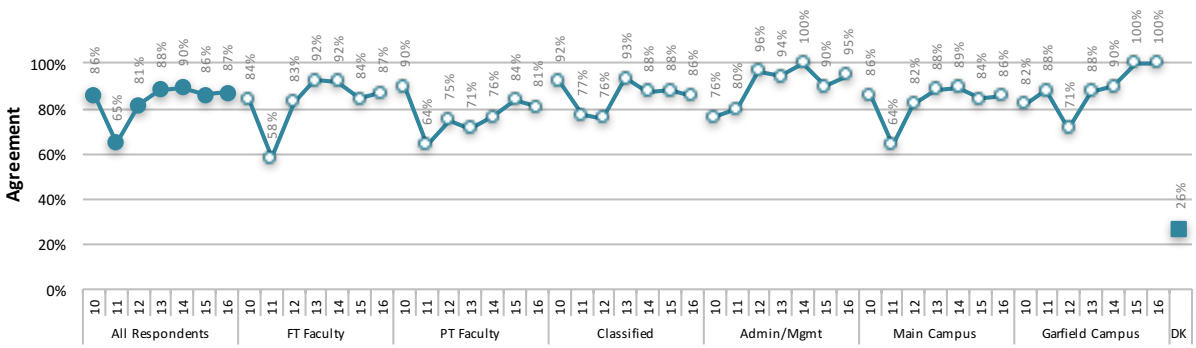
The Superintendent/President shows respect for all constituent groups.

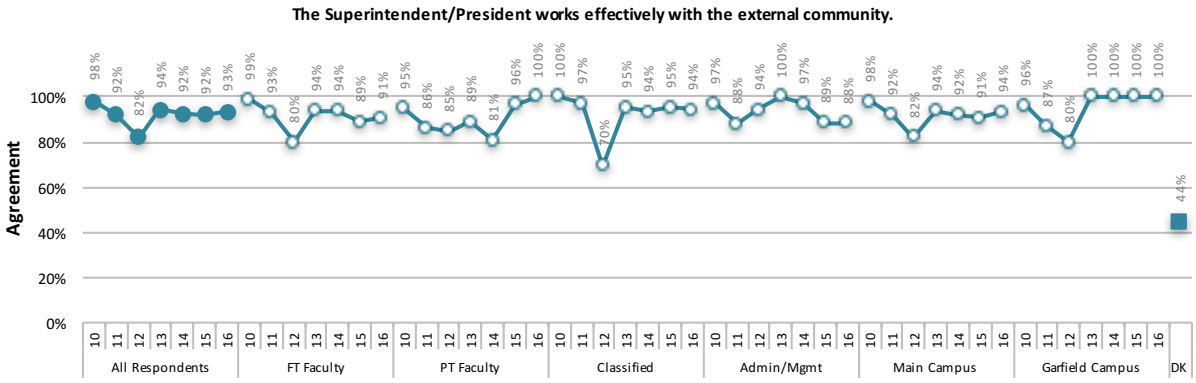


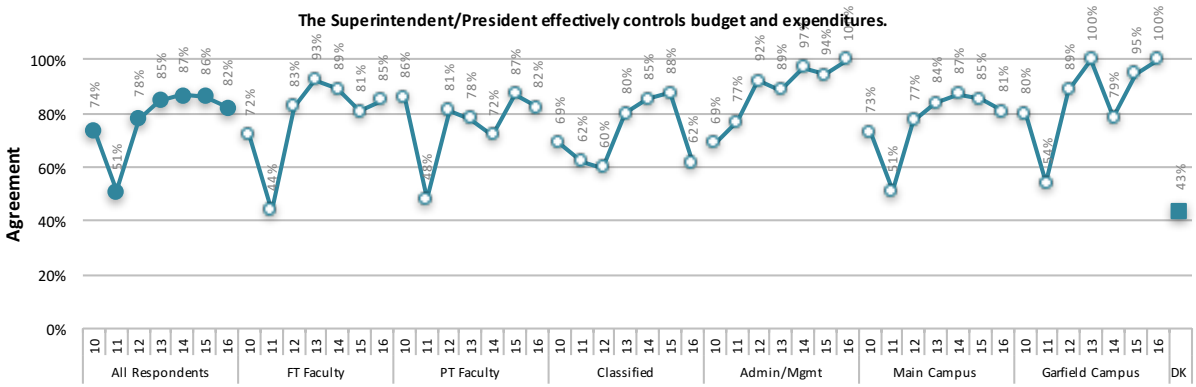
The Superintendent/President encourages and solicits input from all constituencies.



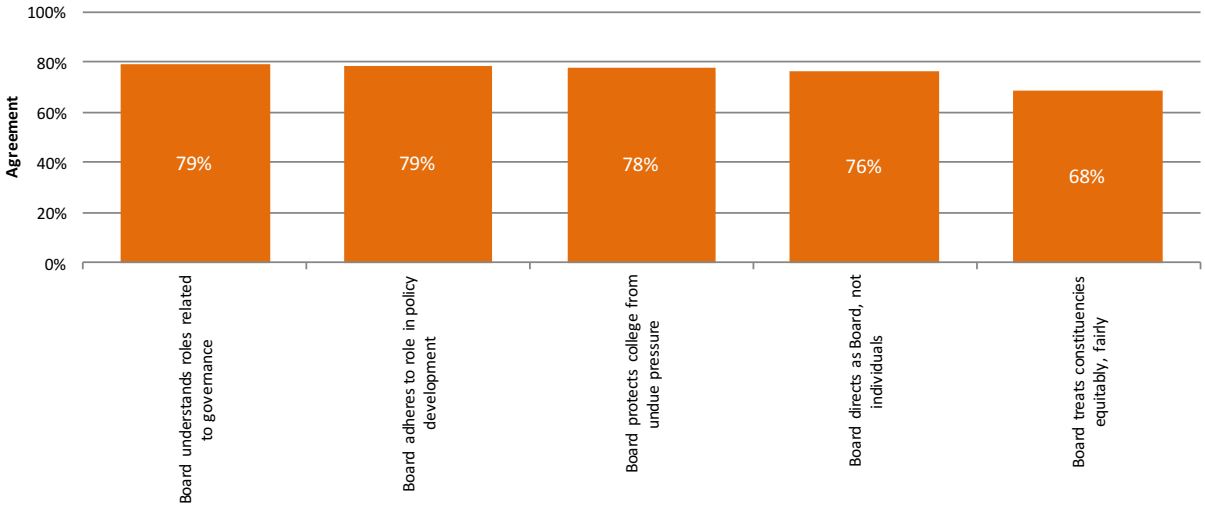
The Superintendent/President communicates well with constituent groups.

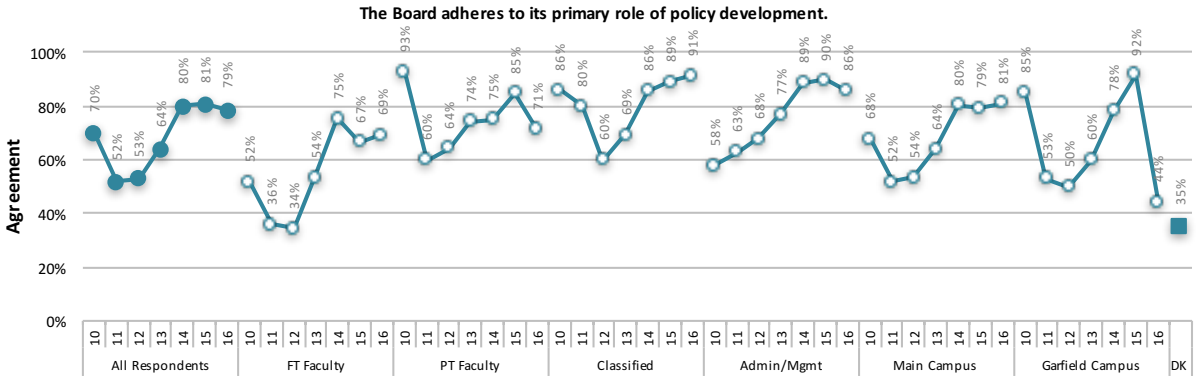


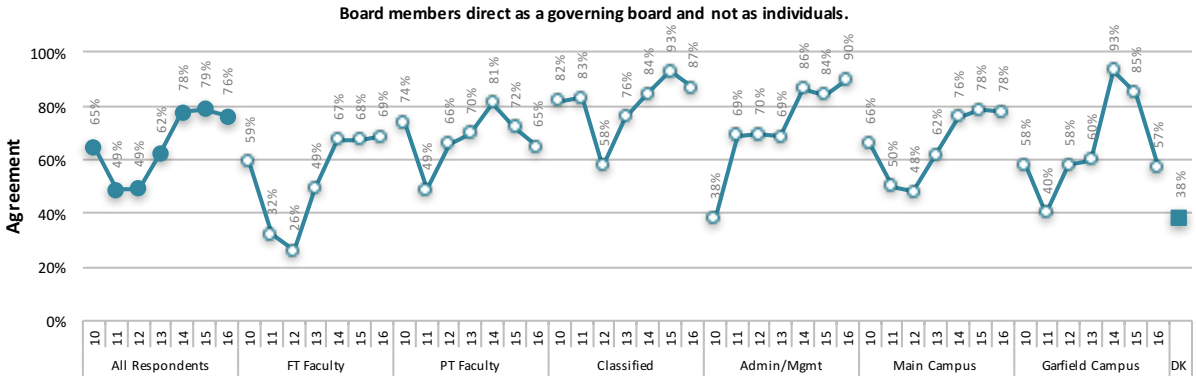

The Superintendent/President works effectively with the external community.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

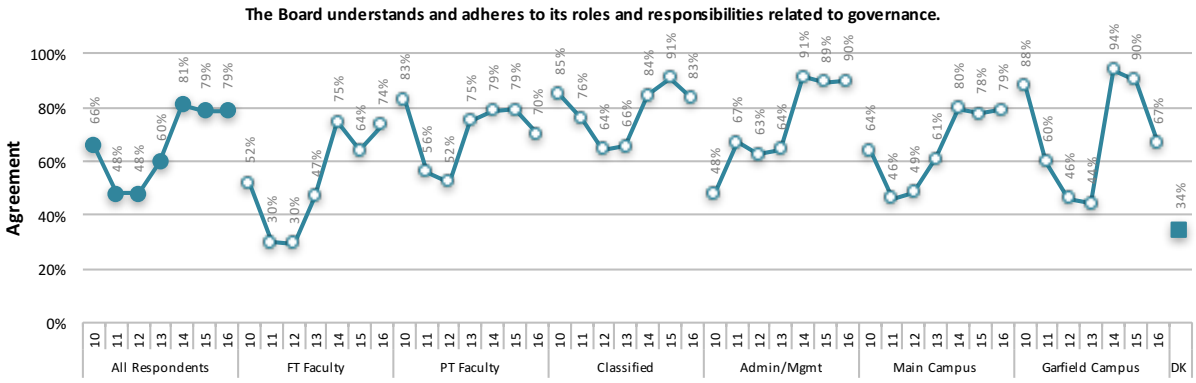

The Superintendent/President effectively controls budget and expenditures.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

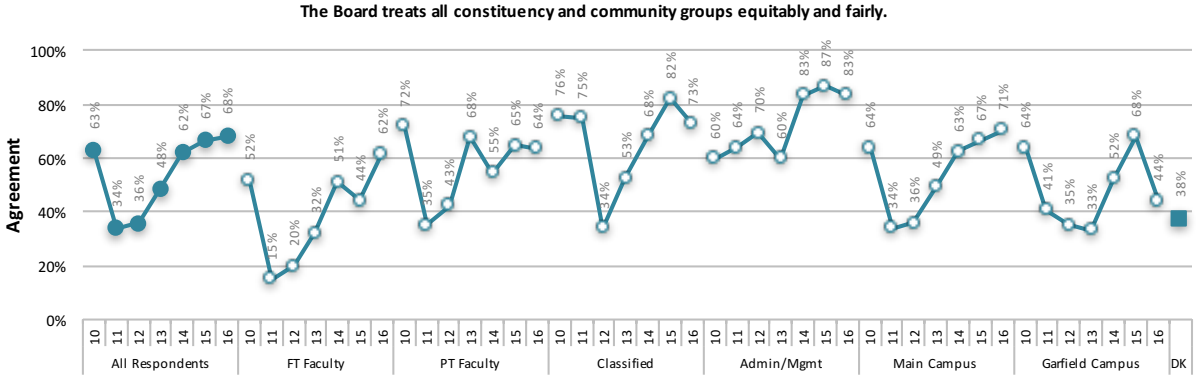
Board of Trustees Items

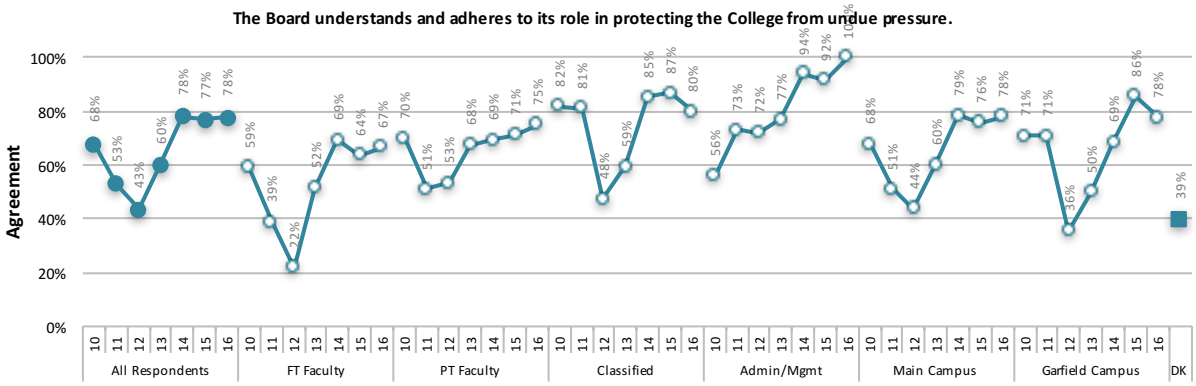






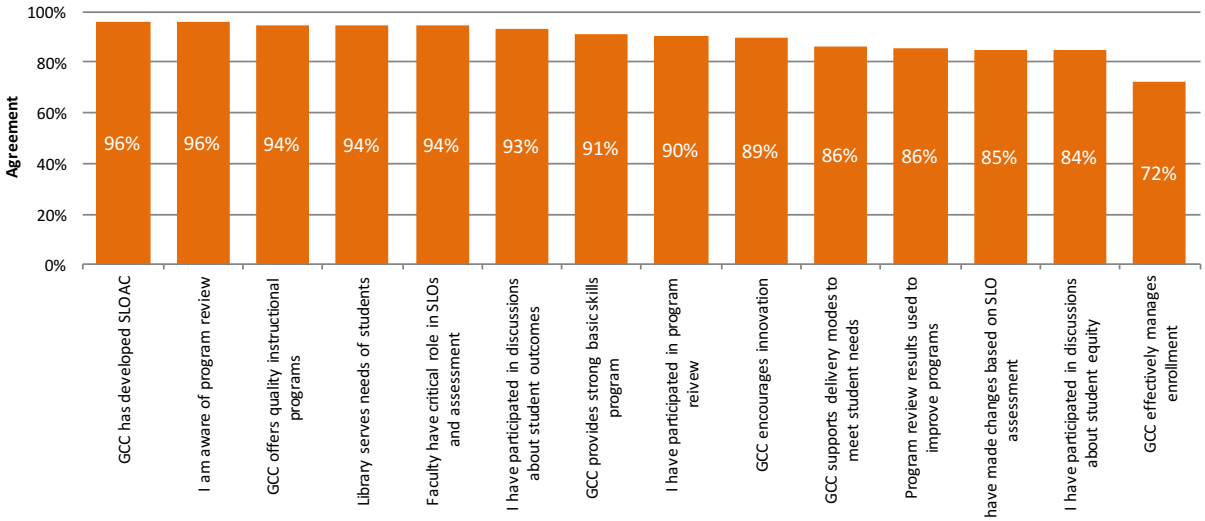

The Board understands and adheres to its roles and responsibilities related to governance.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

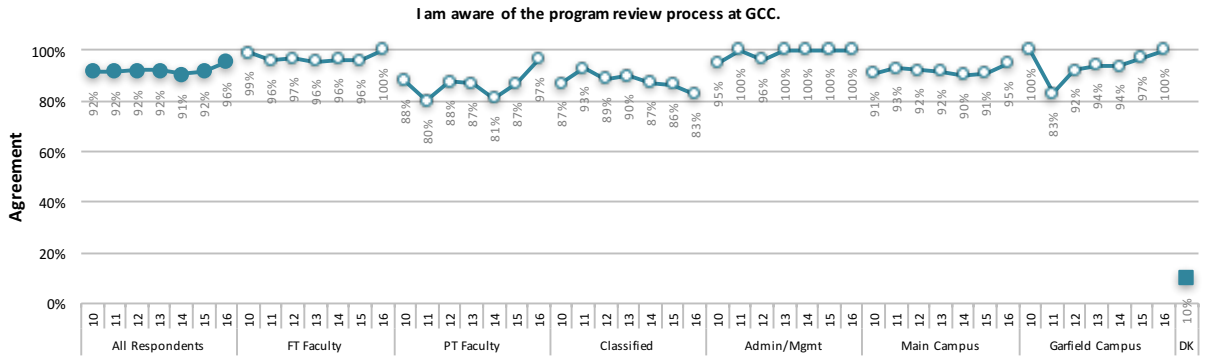

The Board treats all constituency and community groups equitably and fairly.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

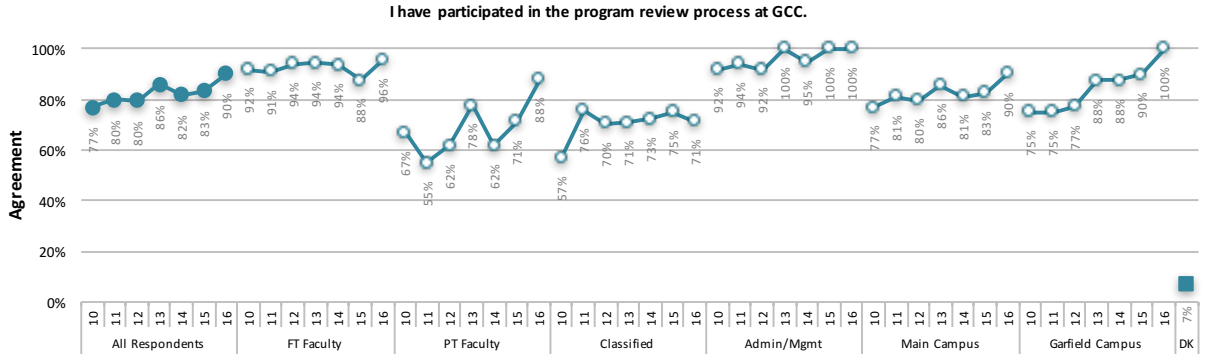

The Board understands and adheres to its role in protecting the College from undue pressure.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

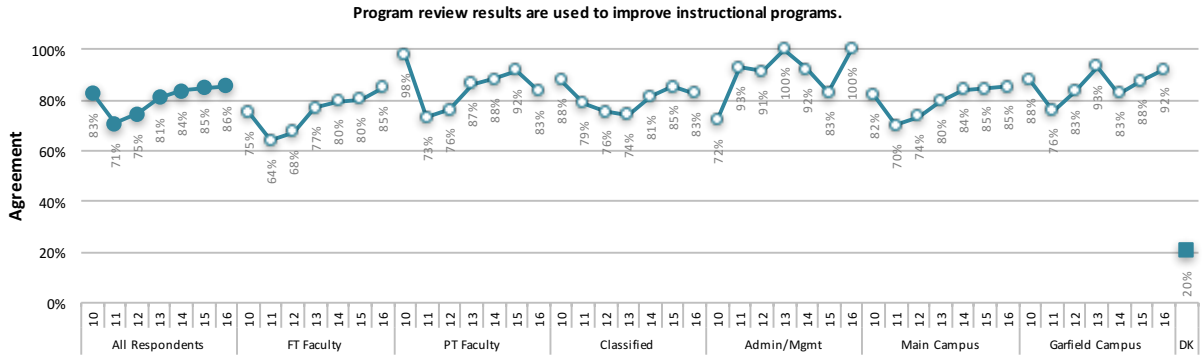
Part 2. Educational Programs and Services Items

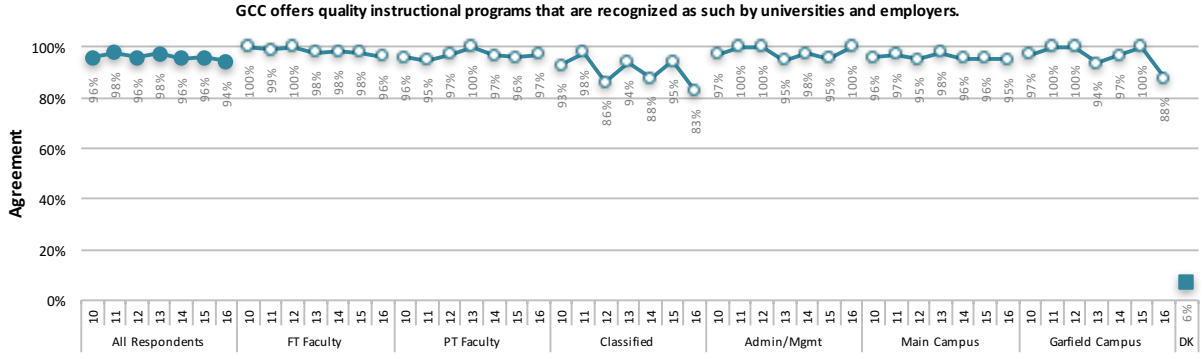
Instruction Items

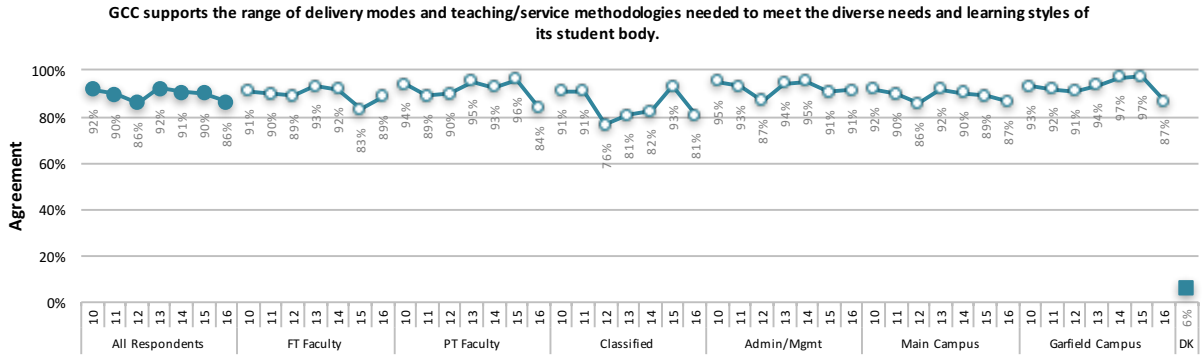


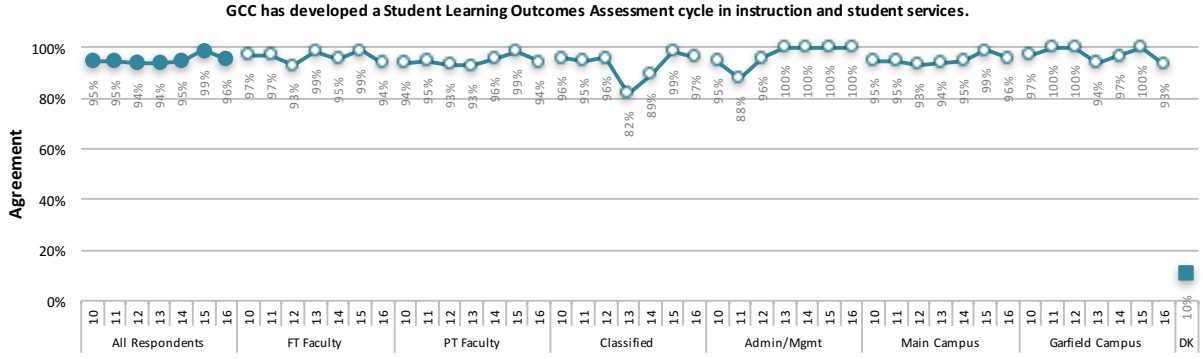


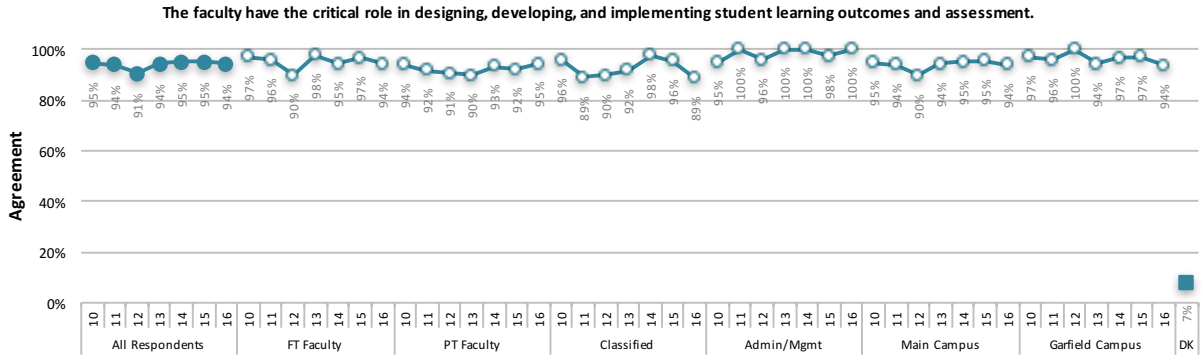


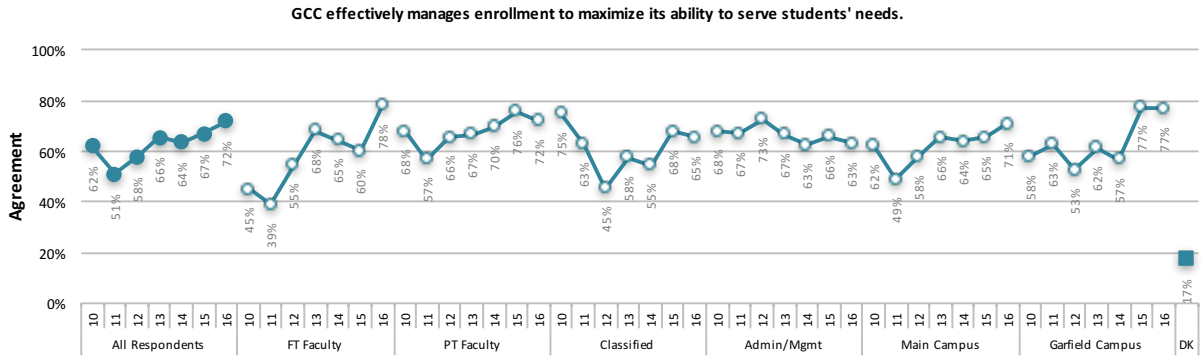

Program review results are used to improve instructional programs.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

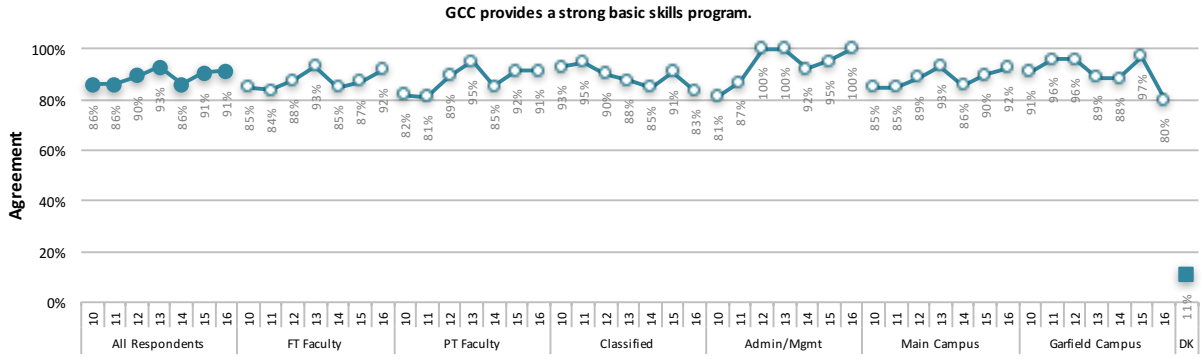

GCC offers quality instructional programs that are recognized as such by universities and employers.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

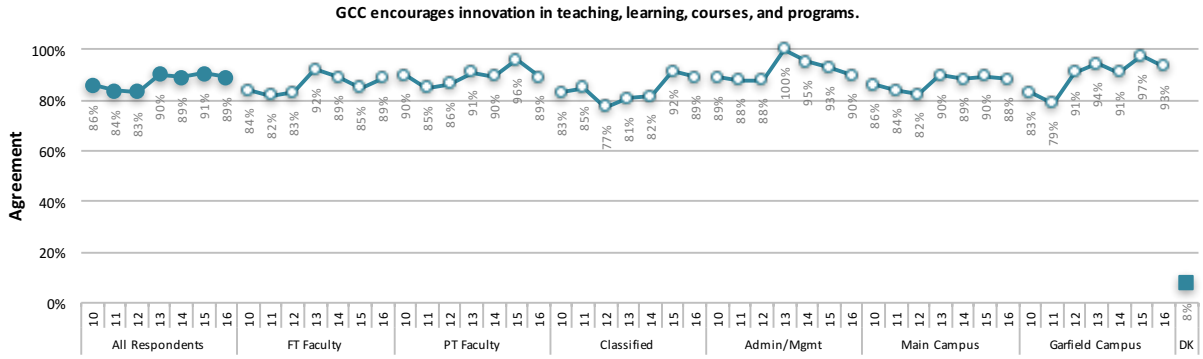

GCC supports the range of delivery modes and teaching/service methodologies needed to meet the diverse needs and learning styles of its student body.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

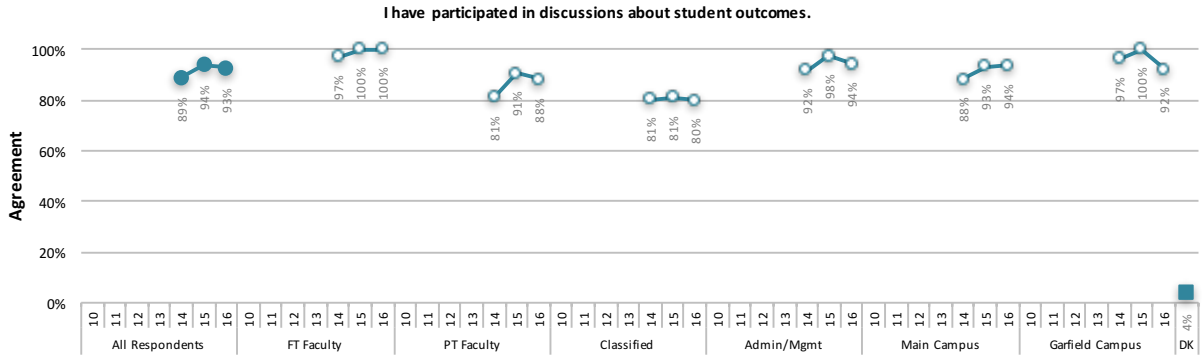

GCC has developed a Student Learning Outcomes Assessment cycle in instruction and student services.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

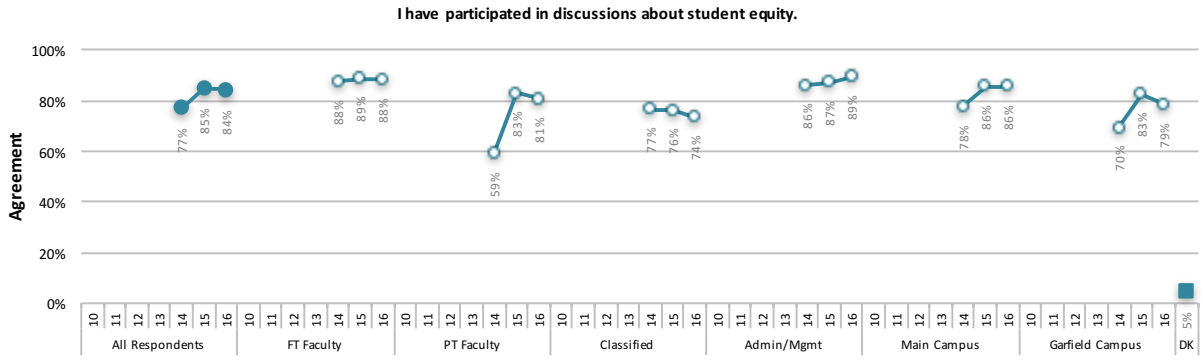

The faculty have the critical role in designing, developing, and implementing student learning outcomes and assessment.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

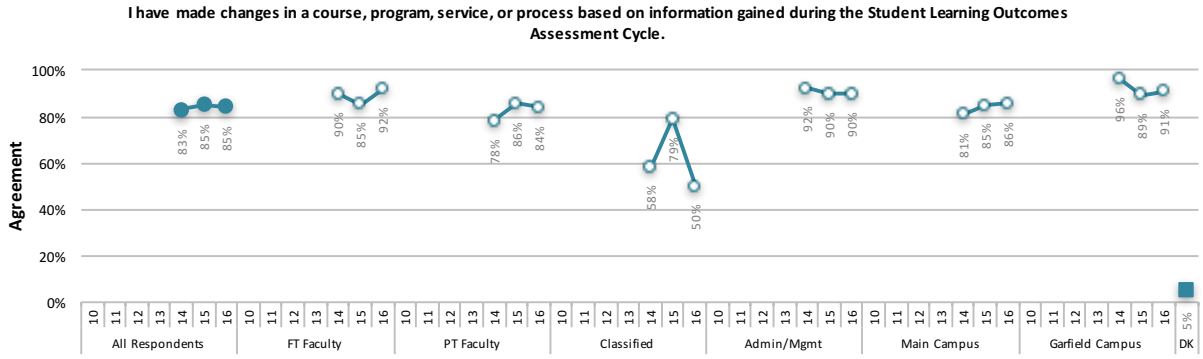

GCC effectively manages enrollment to maximize its ability to serve students' needs.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

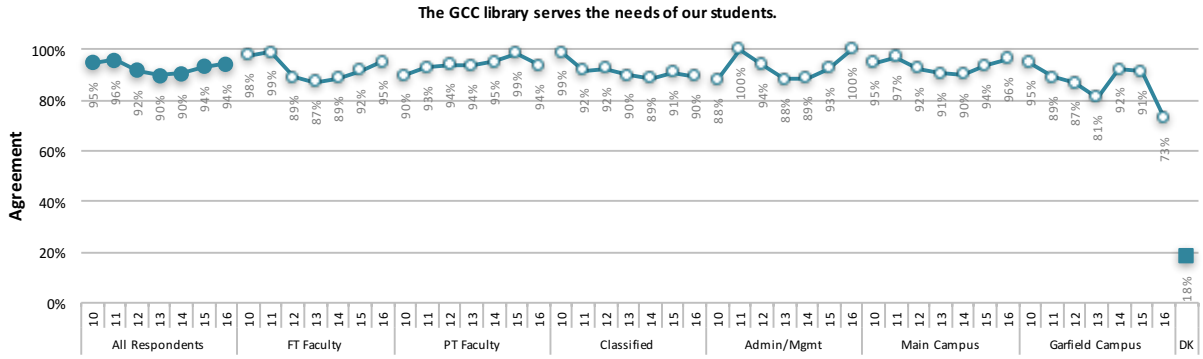

GCC provides a strong basic skills program.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


GCC encourages innovation in teaching, learning, courses, and programs.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

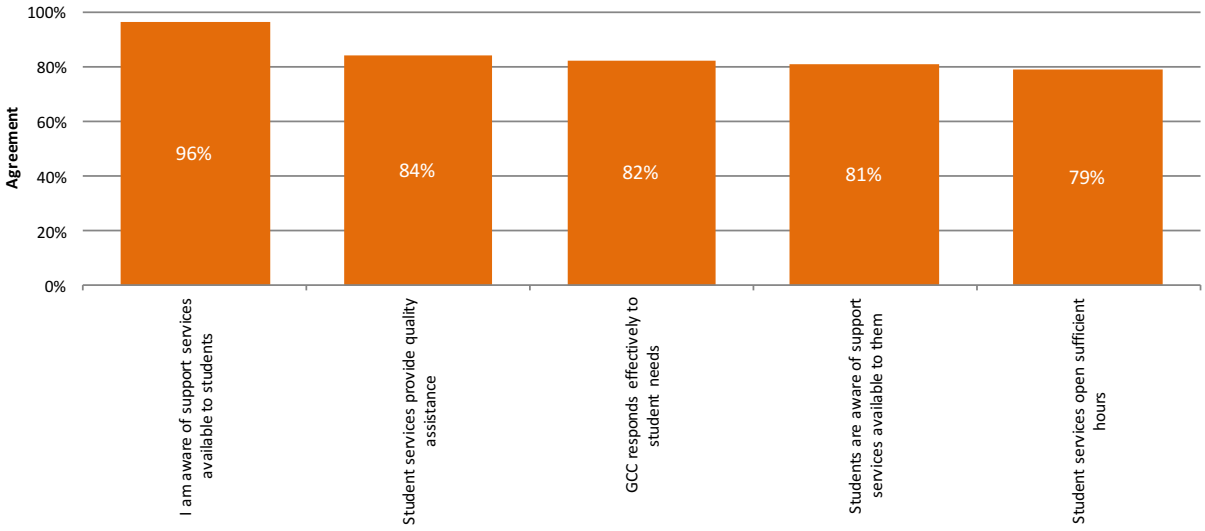

I have participated in discussions about student outcomes.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

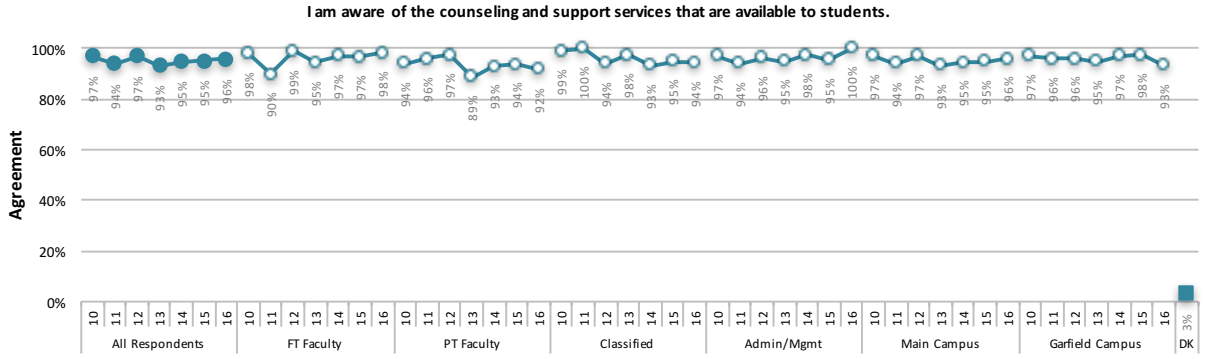

I have participated in discussions about student equity.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

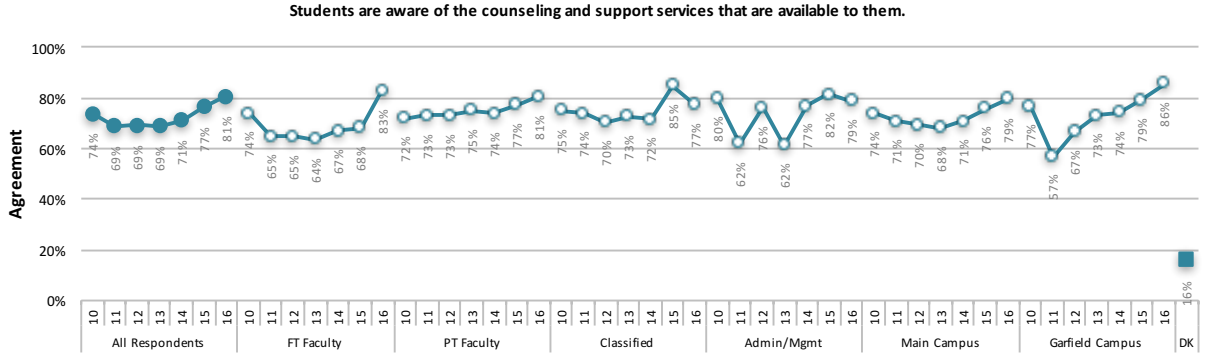

I have made changes in a course, program, service, or process based on information gained during the Student Learning Outcomes Assessment Cycle.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

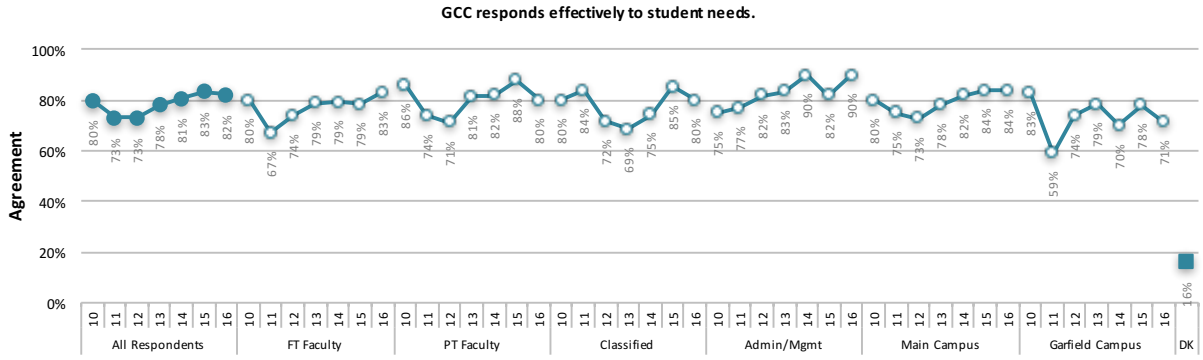

The GCC library serves the needs of our students.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

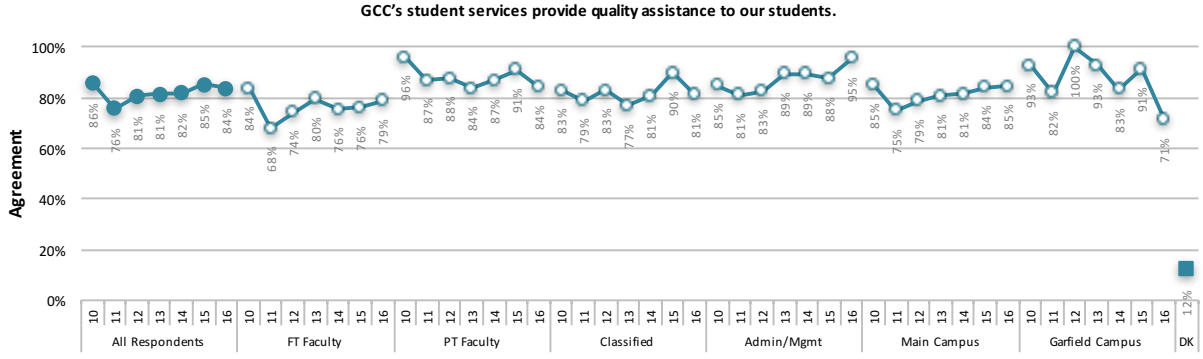
Student Services Items

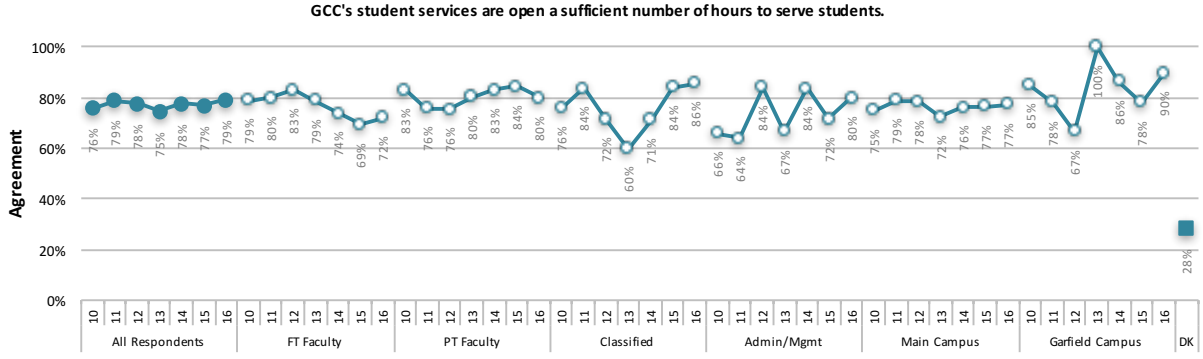




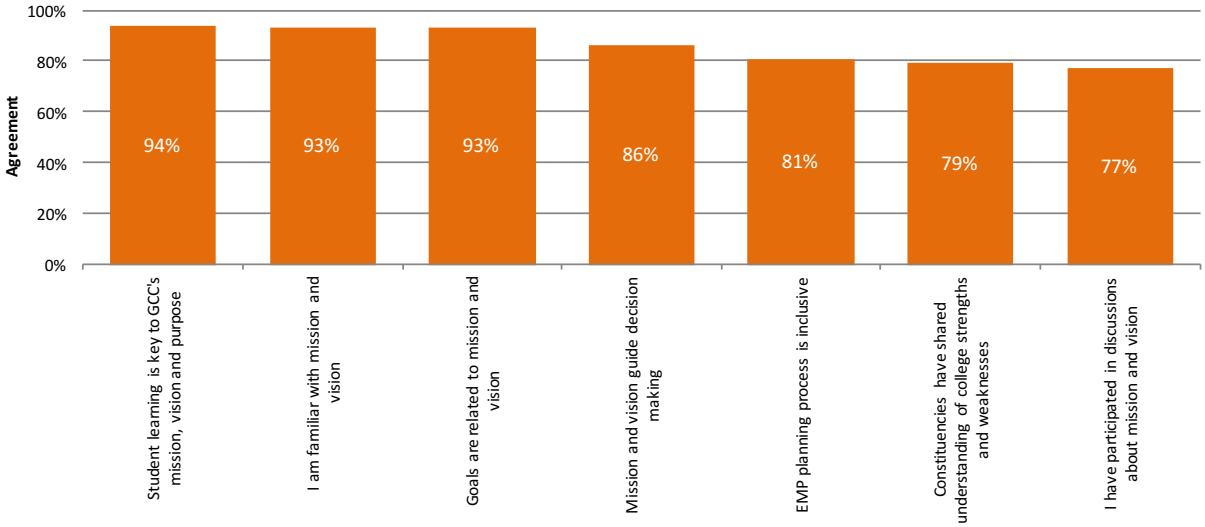



GCC responds effectively to student needs.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

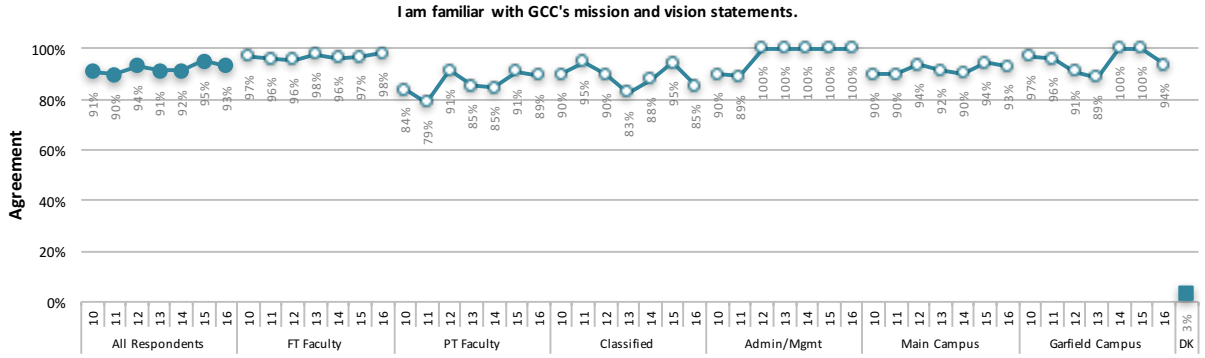

GCC's student services provide quality assistance to our students.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

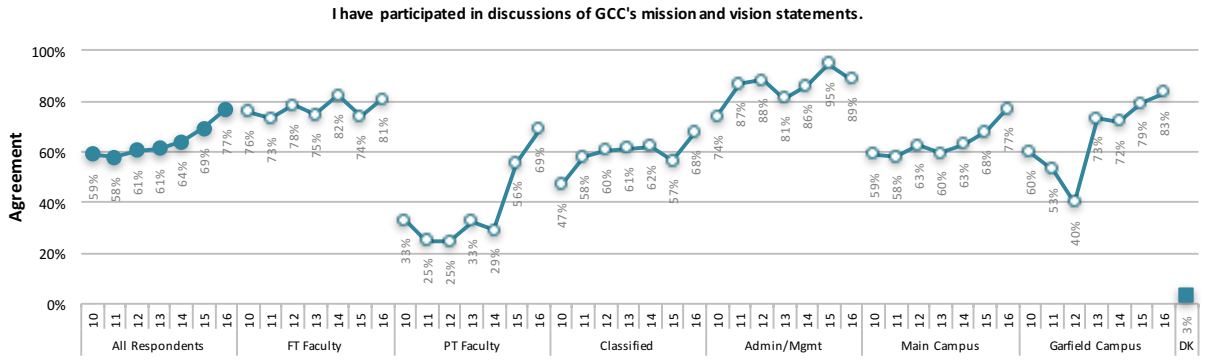

GCC's student services are open a sufficient number of hours to serve students.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

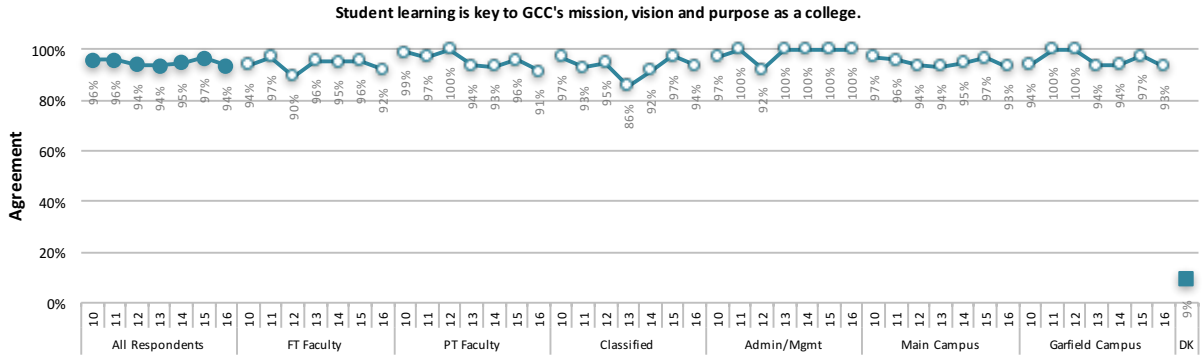
Part 3. Mission and Institutional Effectiveness Items

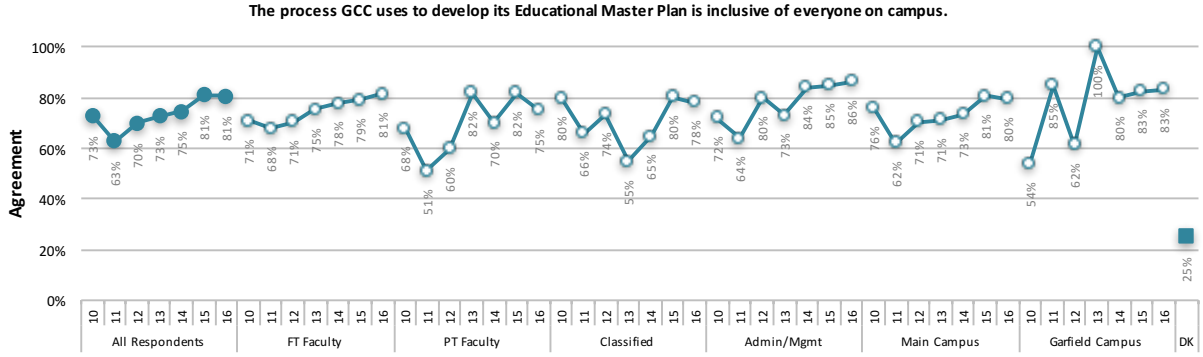


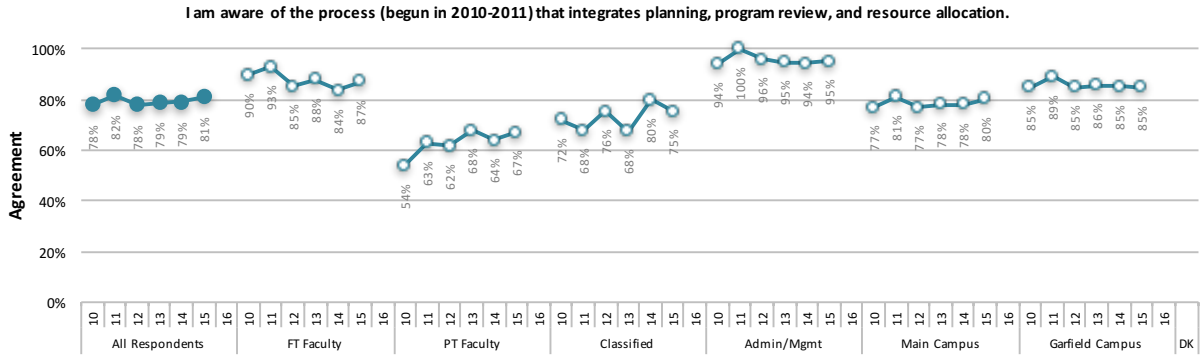
Note: Before 2015, items referred to GCC's mission statement, not its mission and vision statements.

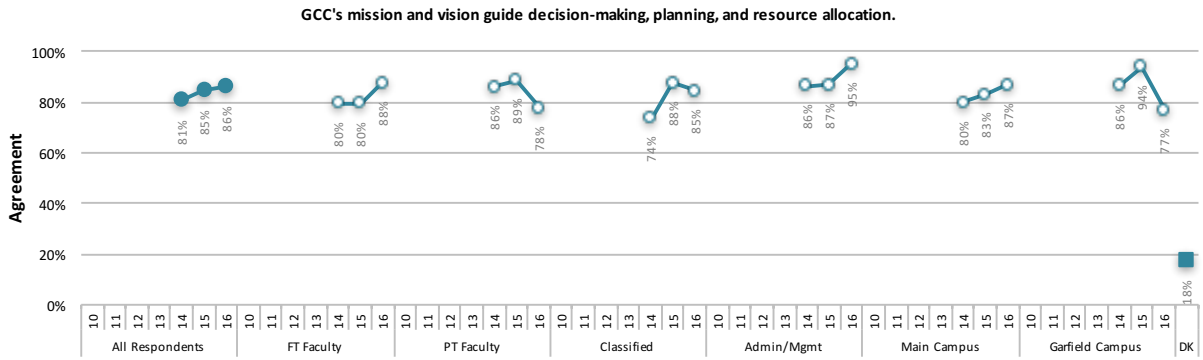


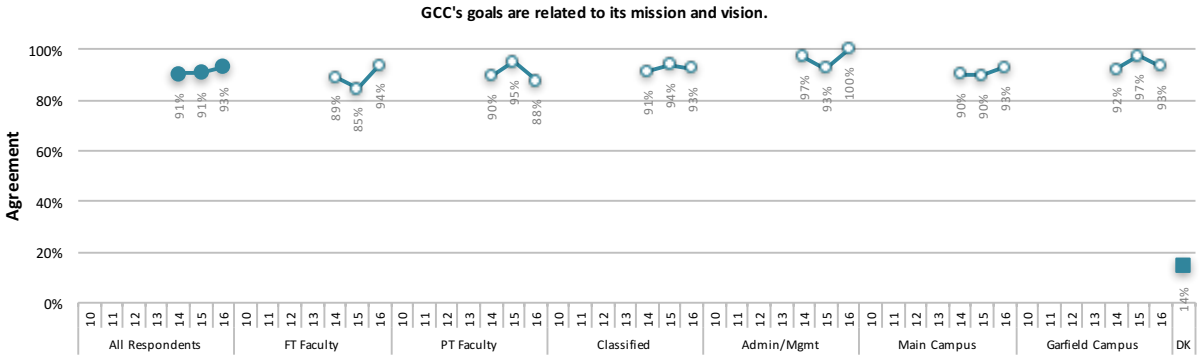


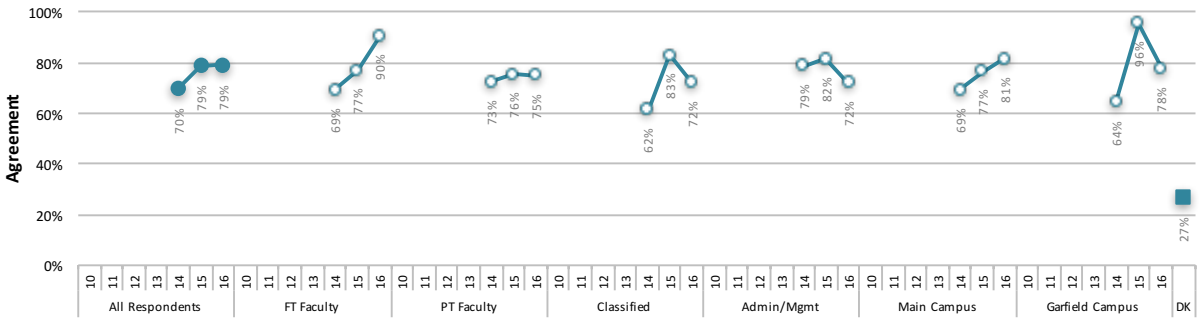

Student learning is key to GCC's mission, vision and purpose as a college.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


The process GCC uses to develop its Educational Master Plan is inclusive of everyone on campus.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


I am aware of the process (begun in 2010-2011) that integrates planning, program review, and resource allocation.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

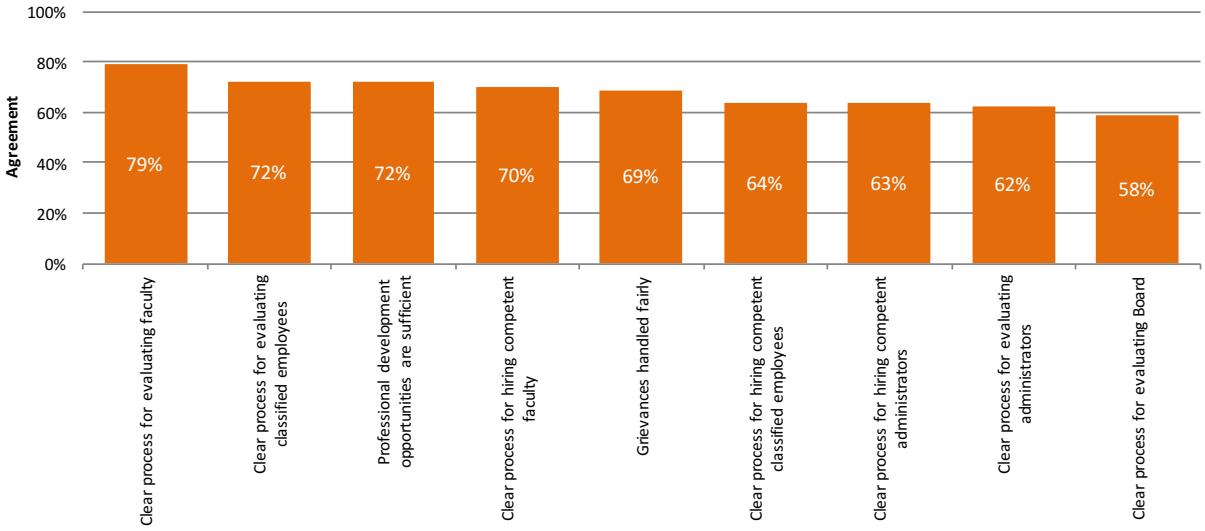

GCC's mission and vision guide decision-making, planning, and resource allocation.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

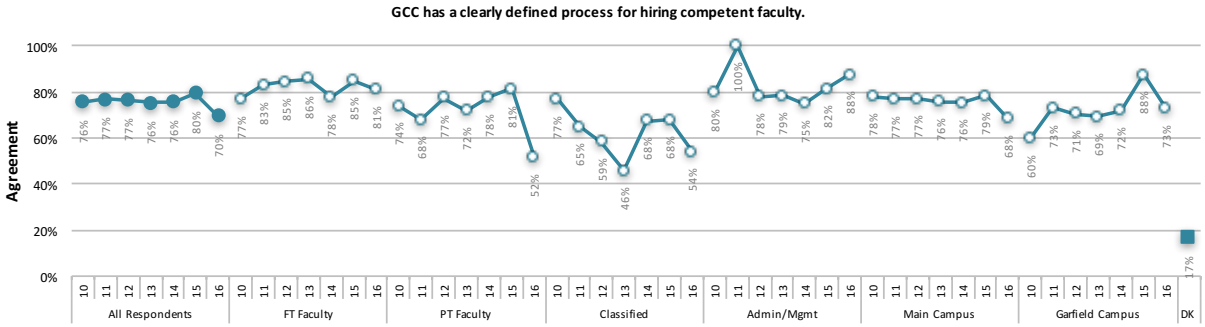

GCC's goals are related to its mission and vision.
Agreement
100%
80%
60%
40%
20%
0%
91% 91% 93%
89% 85% 94%
90% 95% 88%
91% 94% 93%
97% 93% 100%
90% 90% 93%
93% 97% 93%
14%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

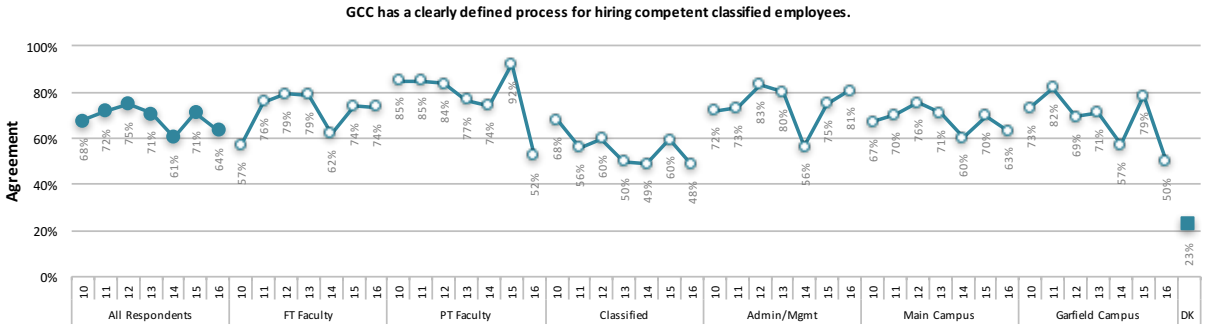

The constituency groups have a shared understanding of the college's strengths and weaknesses.
Agreement
100%
80%
60%
40%
20%
0%
70% 79% 79%
69% 77% 90%
73% 76% 75%
62% 83% 72%
79% 82% 72%
69% 77% 81%
64% 96% 78%
27%
10 11 12 13 14 15 16
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

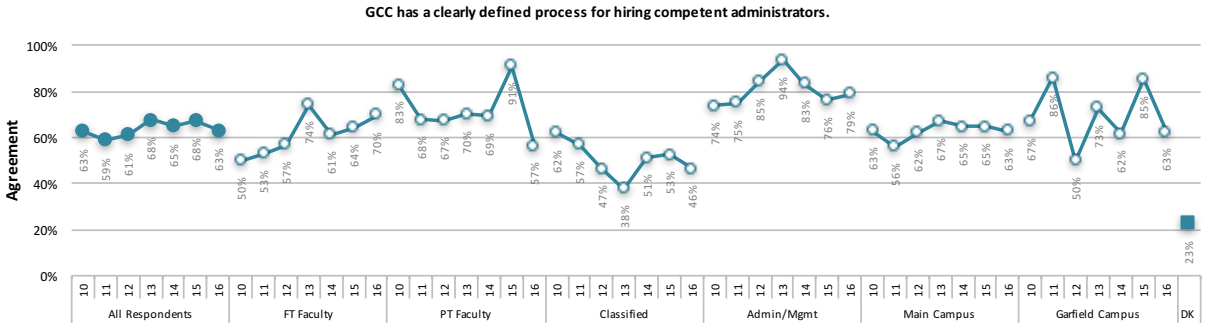
Part 4. Resources Items

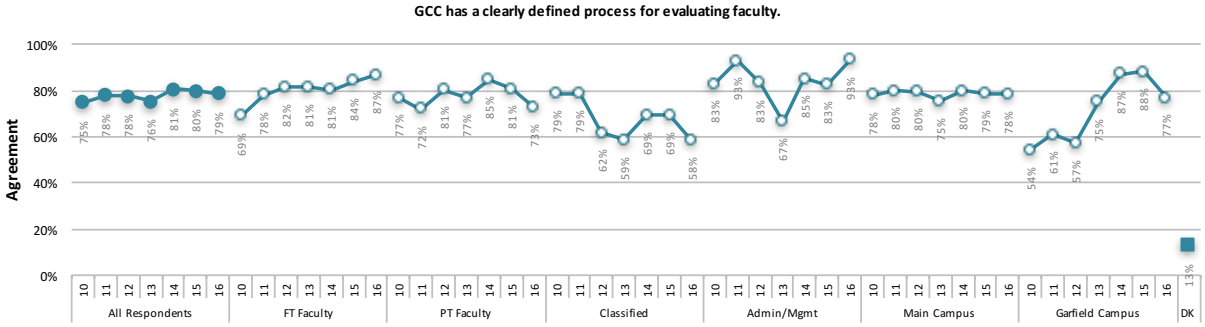
Human Resources Items

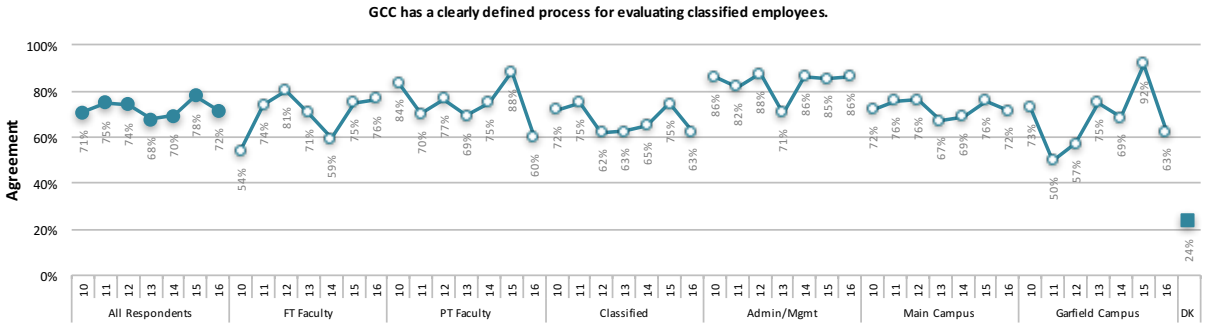


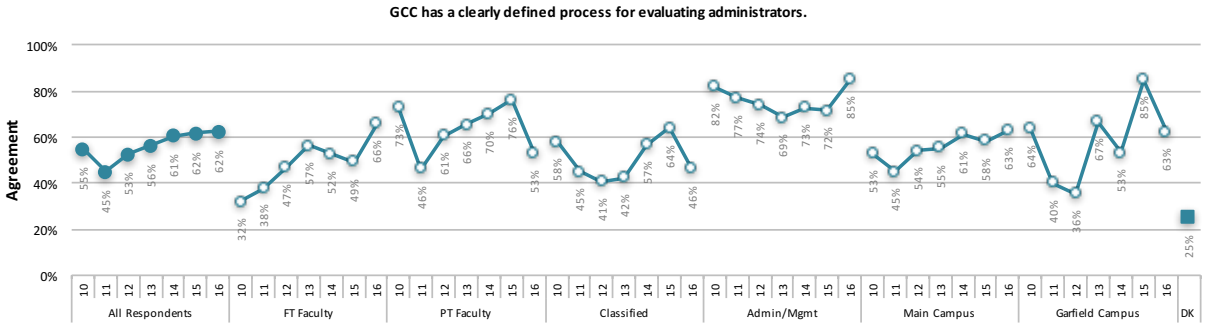


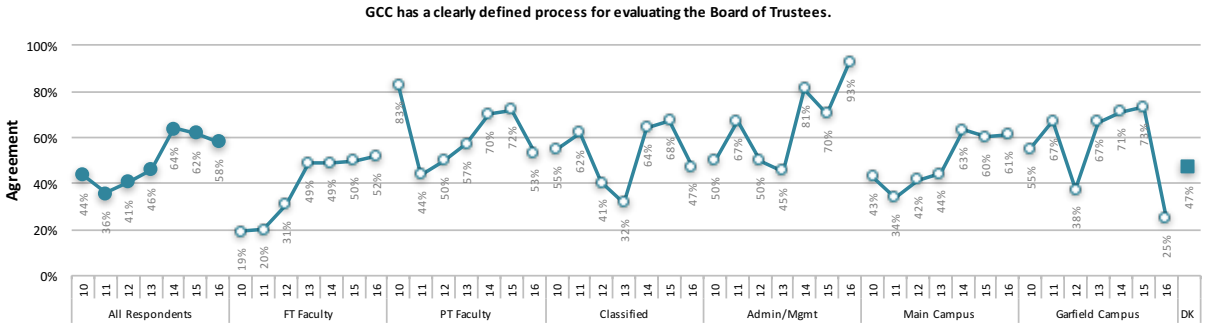


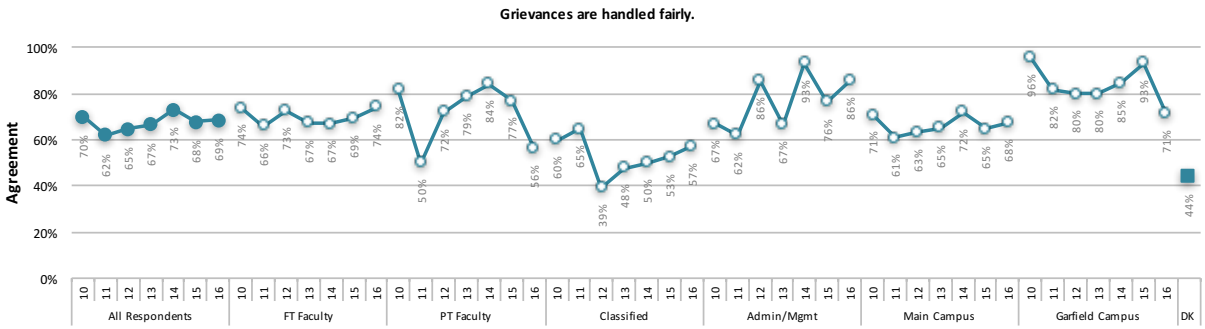

GCC has a clearly defined process for hiring competent administrators.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


GCC has a clearly defined process for evaluating faculty.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


GCC has a clearly defined process for evaluating classified employees.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

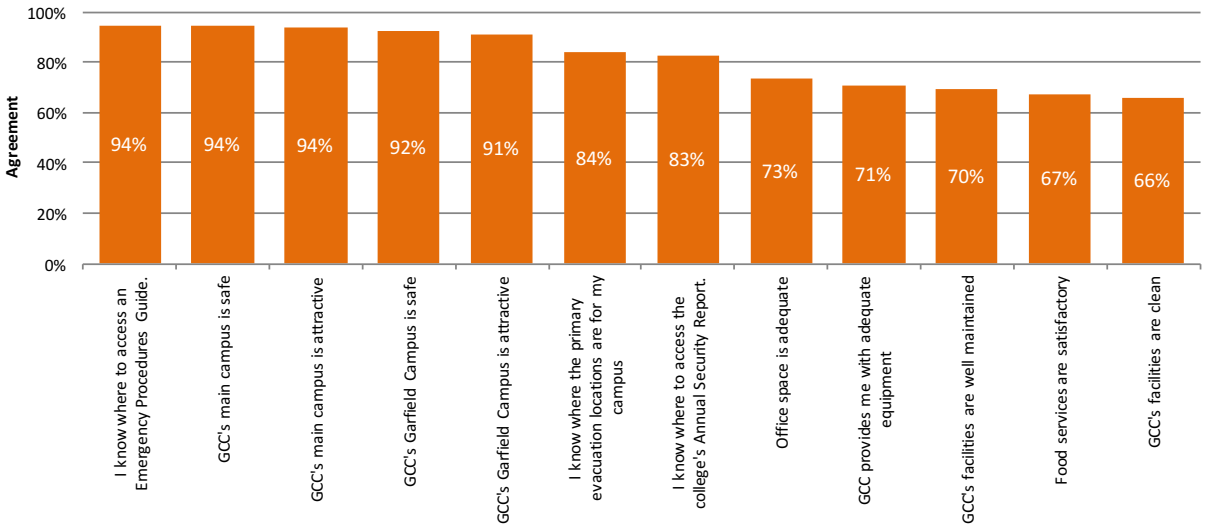

GCC has a clearly defined process for evaluating administrators.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

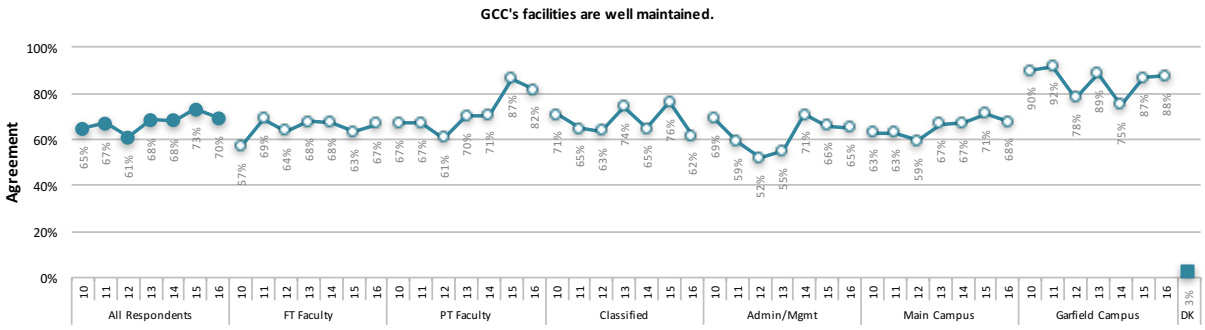

GCC has a clearly defined process for evaluating the Board of Trustees.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

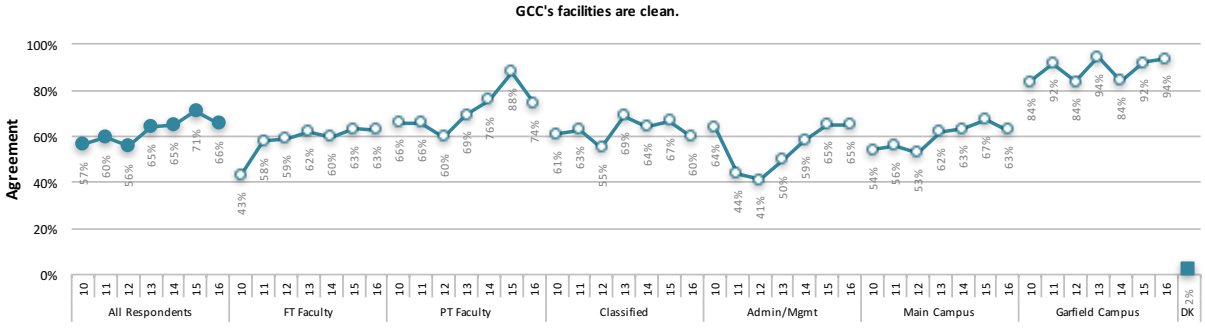

Grievances are handled fairly.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

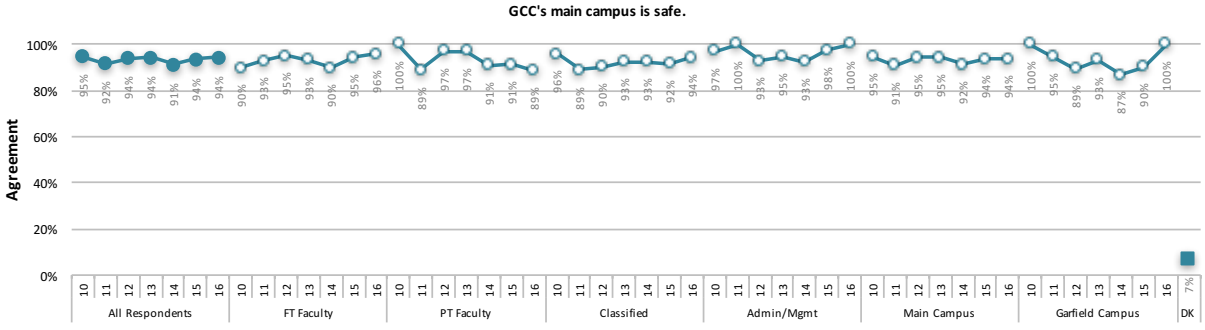
Sufficient personal and professional development opportunities are available to me.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

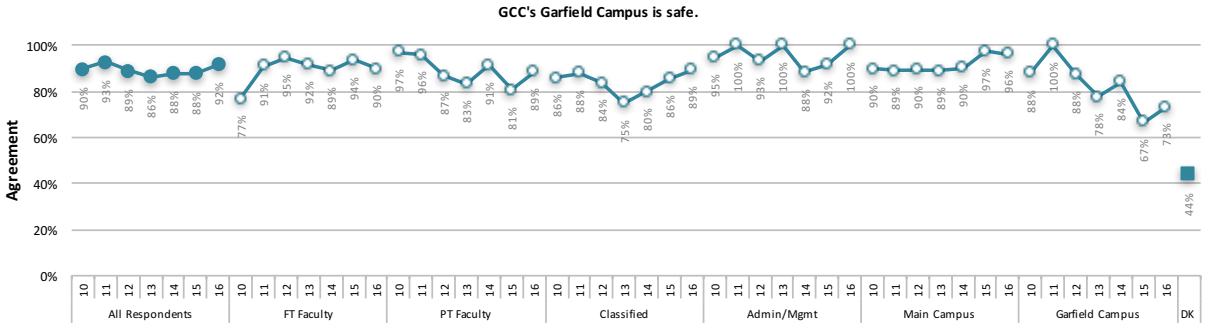
Facilities Items

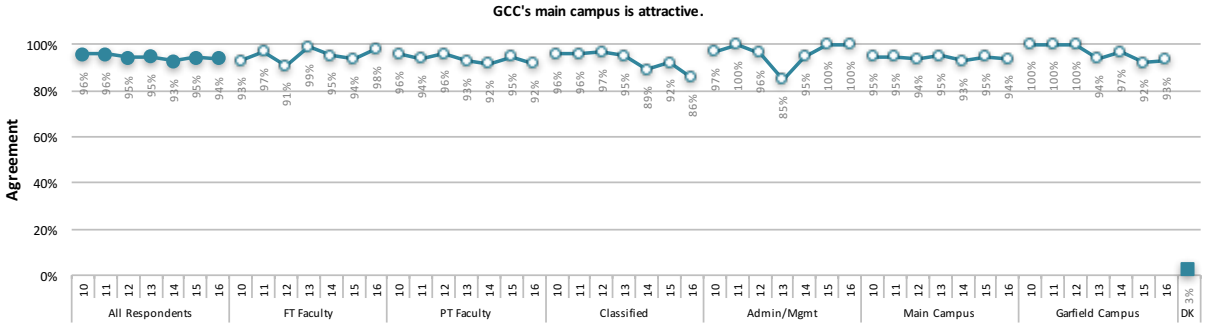


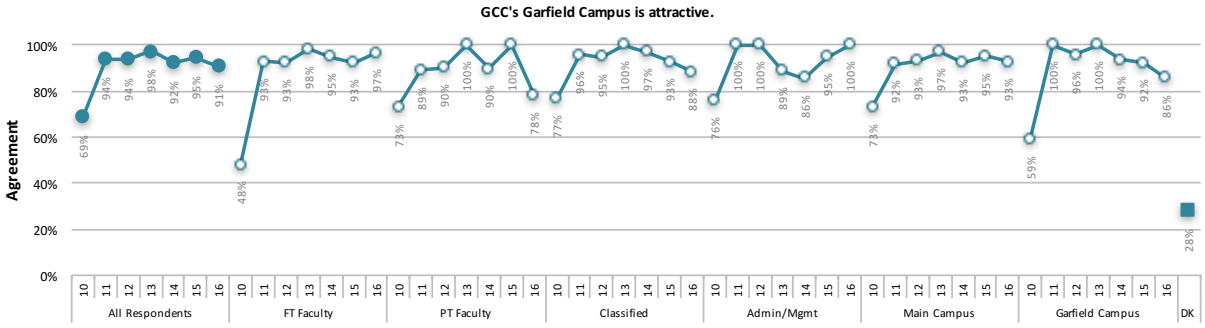


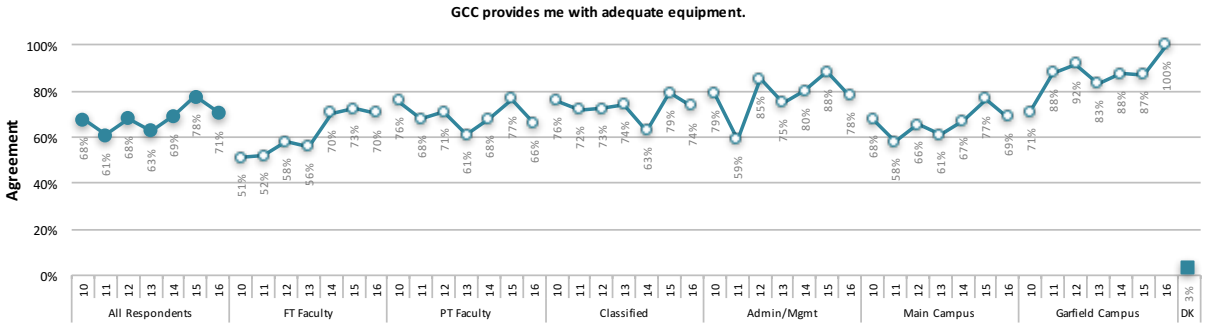


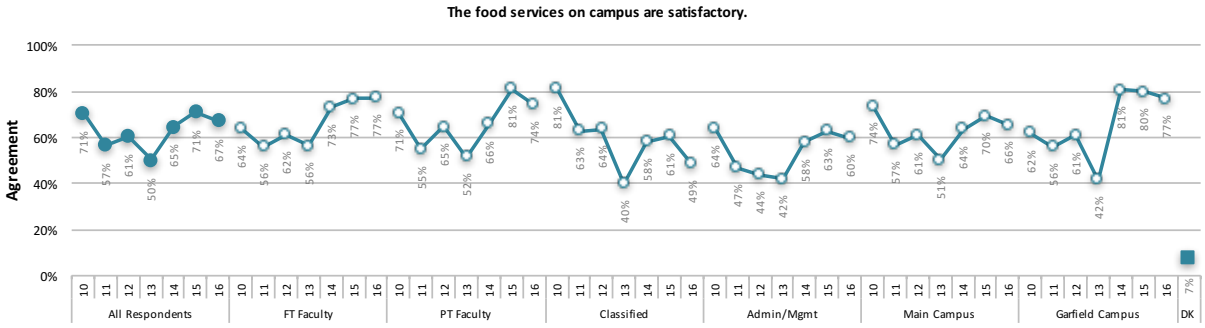


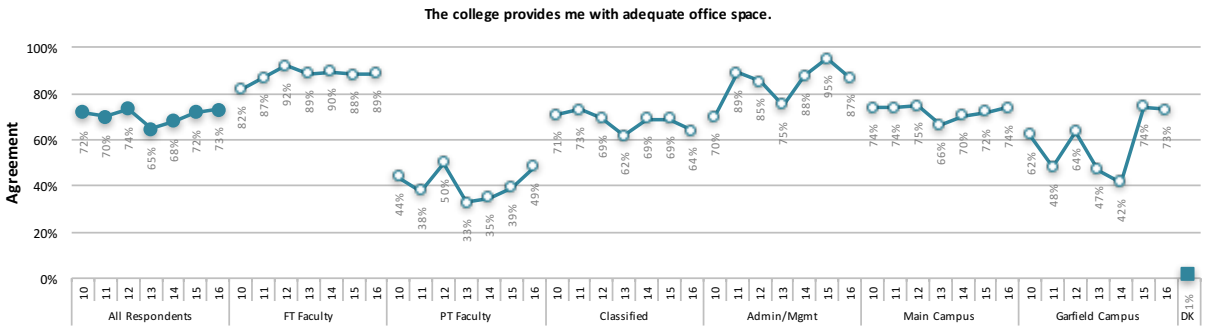

GCC's Garfield Campus is safe.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


GCC's main campus is attractive.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

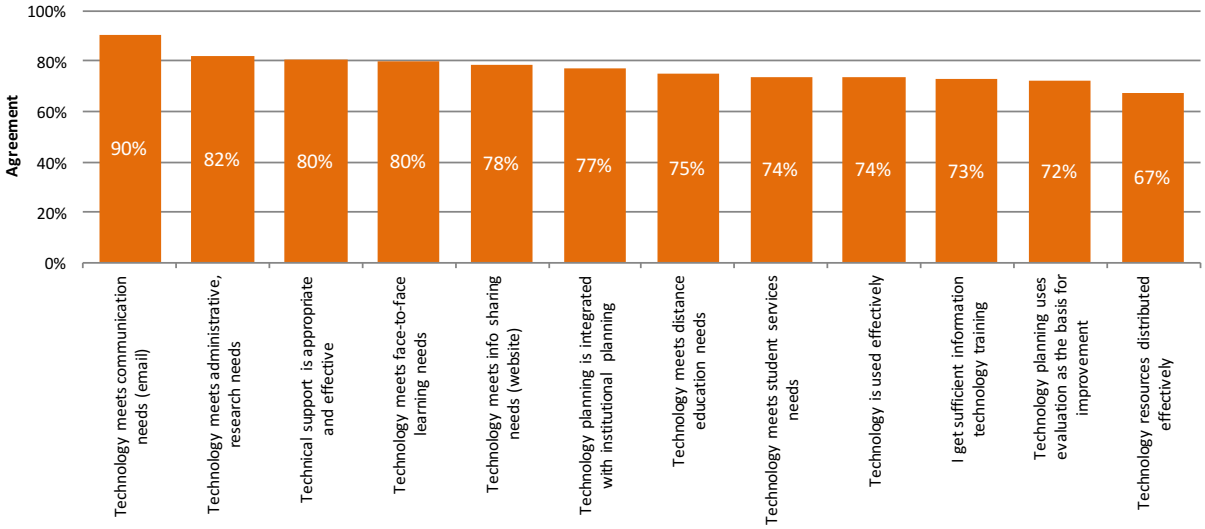

GCC's Garfield Campus is attractive.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

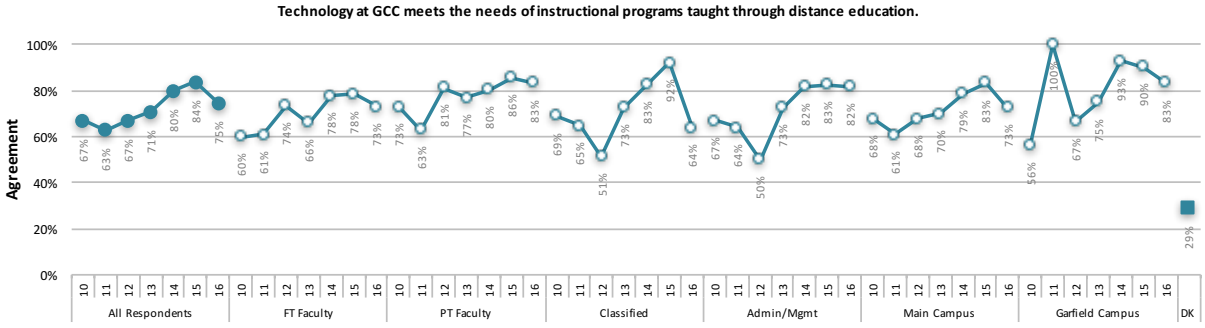

GCC provides me with adequate equipment.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

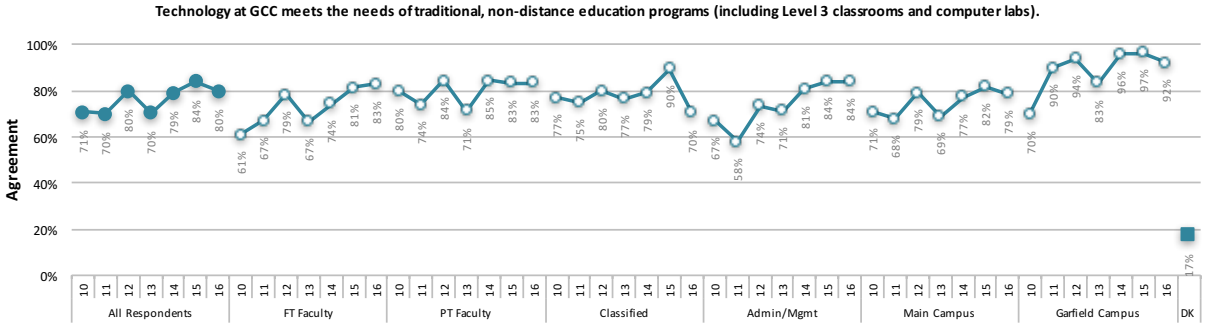


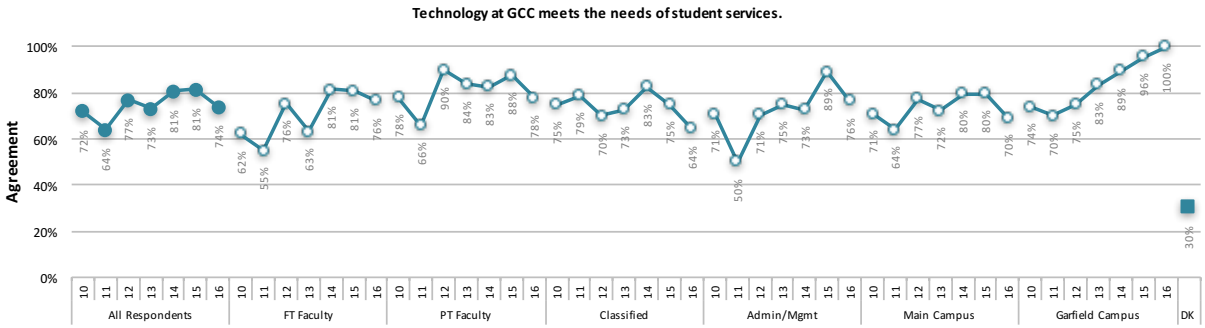


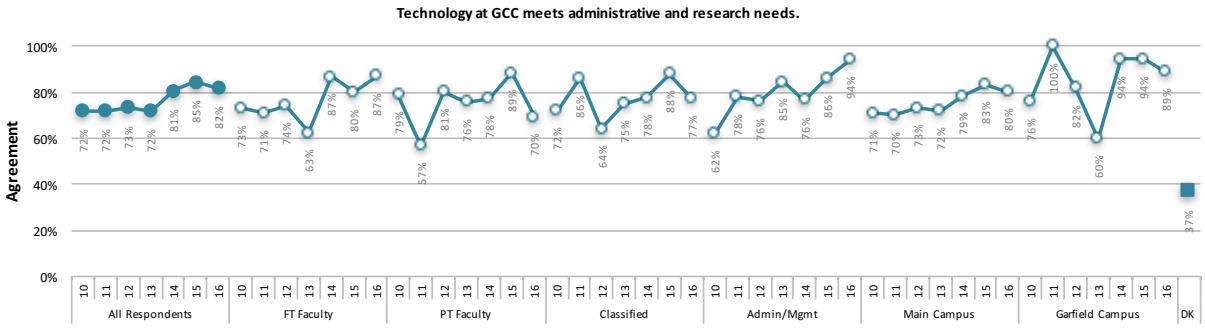
Technology Items

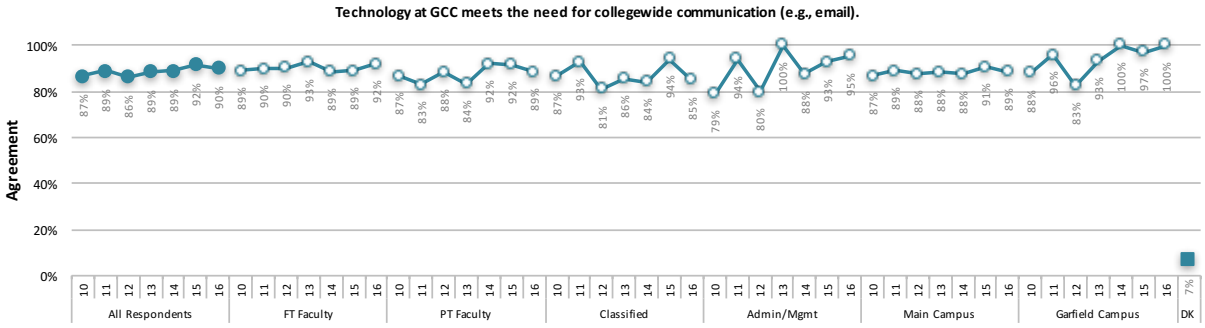


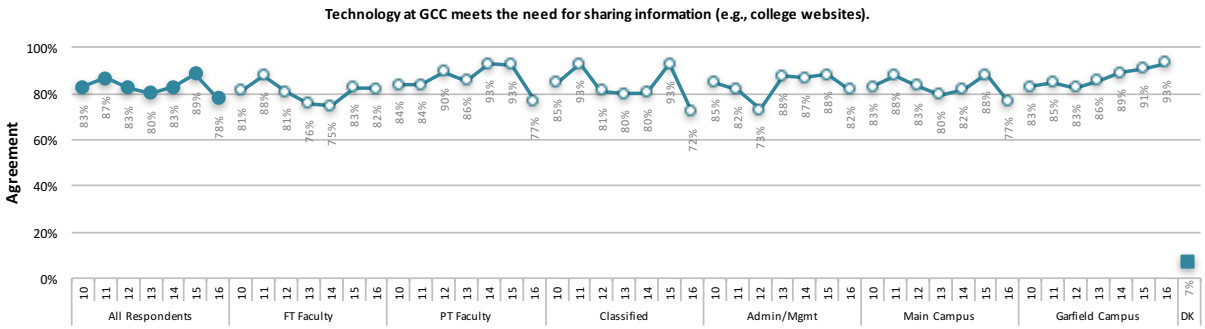

Technology at GCC meets the needs of instructional programs taught through distance education.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

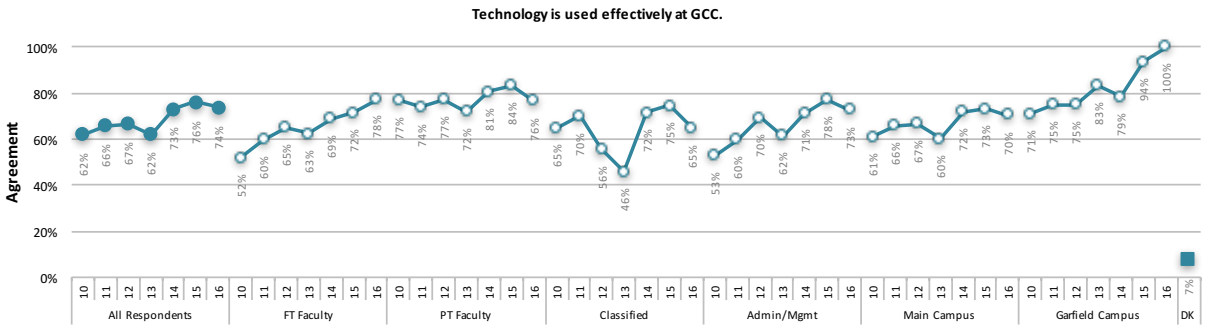

Technology at GCC meets the needs of traditional, non-distance education programs (including Level 3 classrooms and computer labs).
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

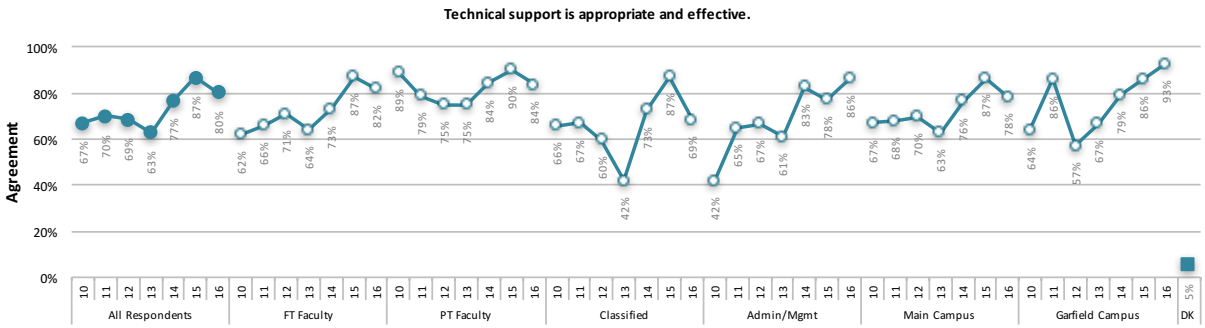

Technology at GCC meets the needs of student services.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


Technology at GCC meets administrative and research needs.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

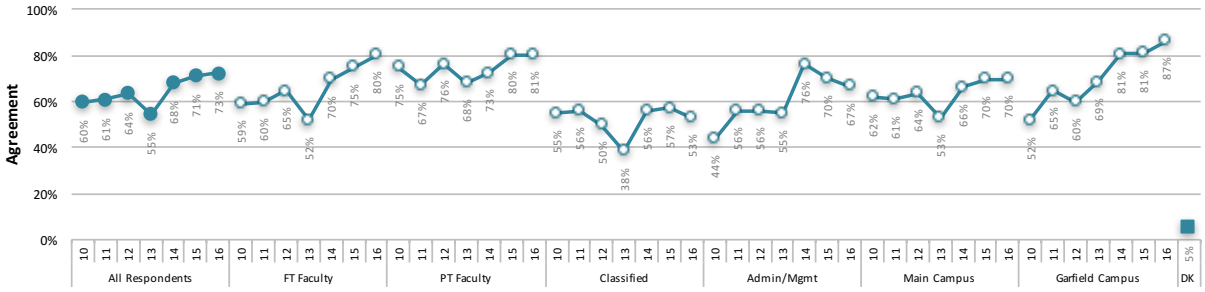

Technology at GCC meets the need for collegewide communication (e.g., email).
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


Technology at GCC meets the need for sharing information (e.g., college websites).
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

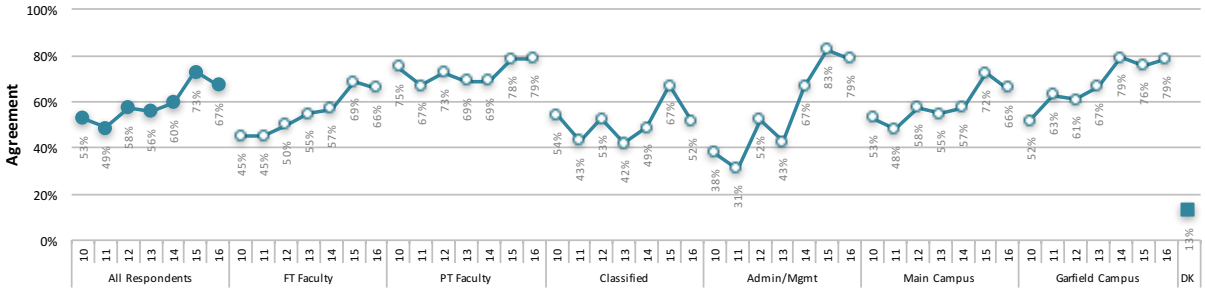

Technology is used effectively at GCC.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


Technical support is appropriate and effective.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

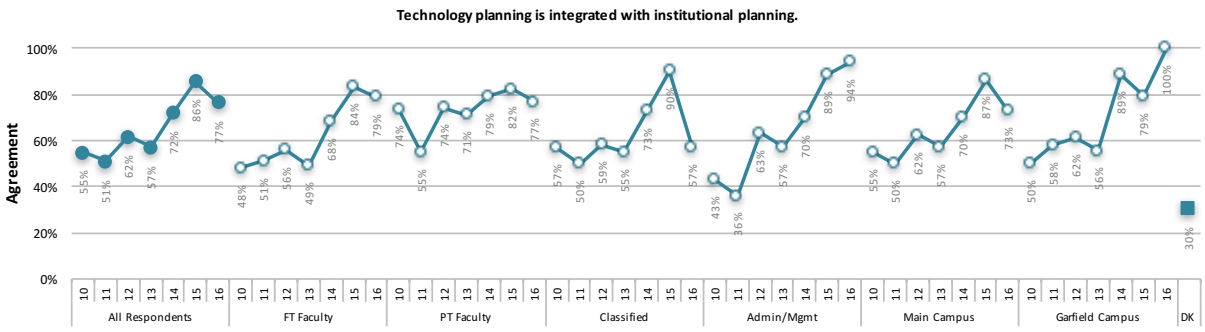
I get sufficient information technology training for my work.



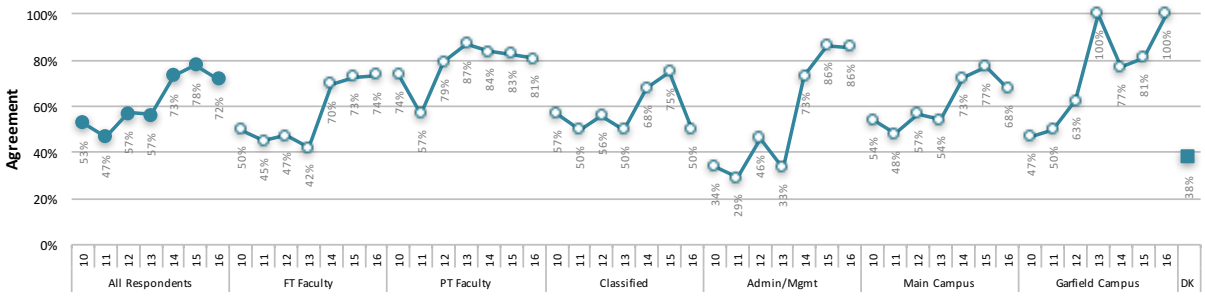
The college distributes technology resources effectively to develop, maintain, and enhance programs and services.



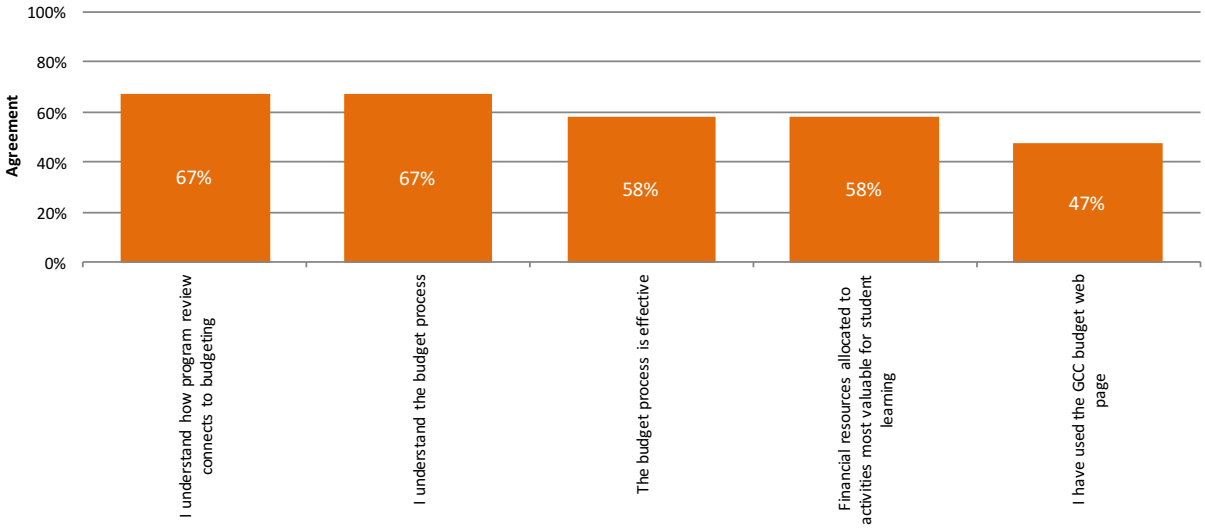
Technology planning is integrated with institutional planning.

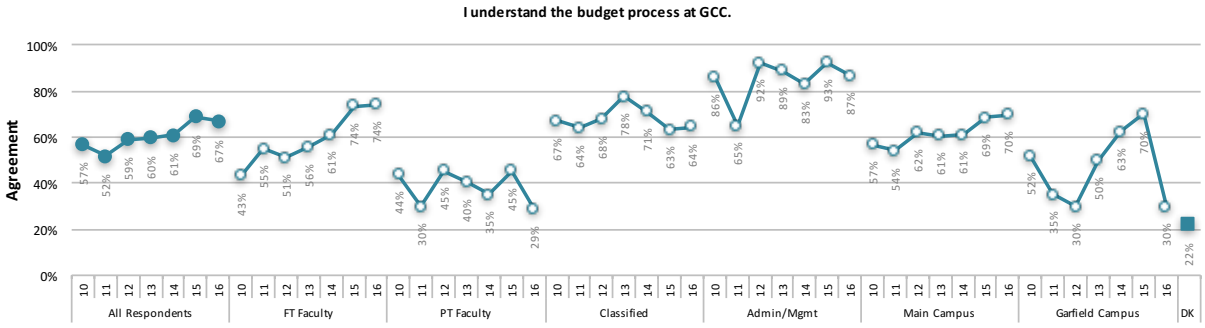


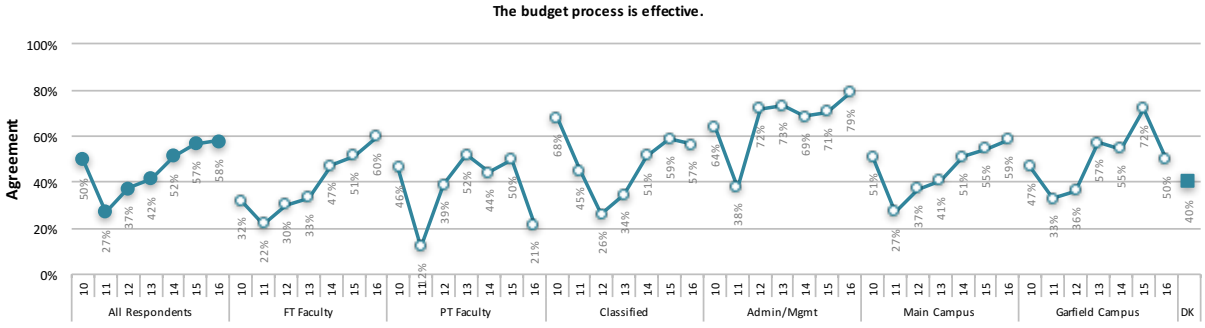
Technology planning uses evaluation as the basis for improvement.

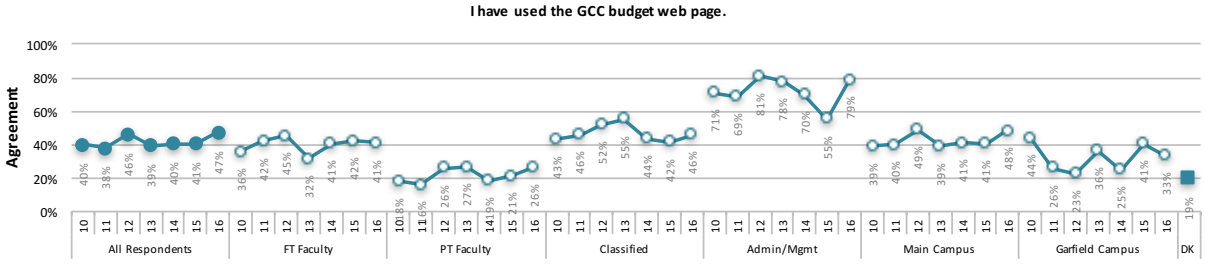


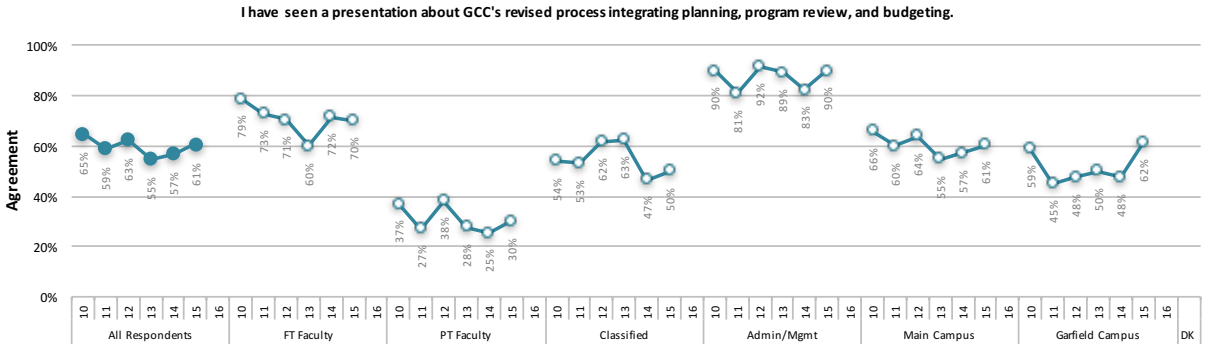
Fiscal Items

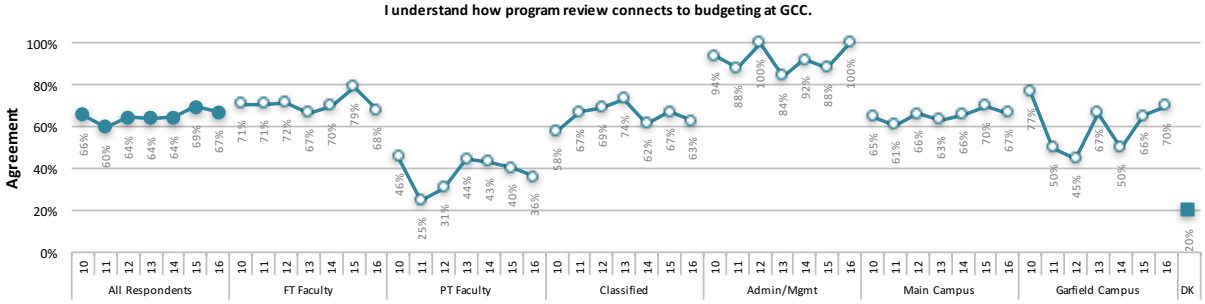


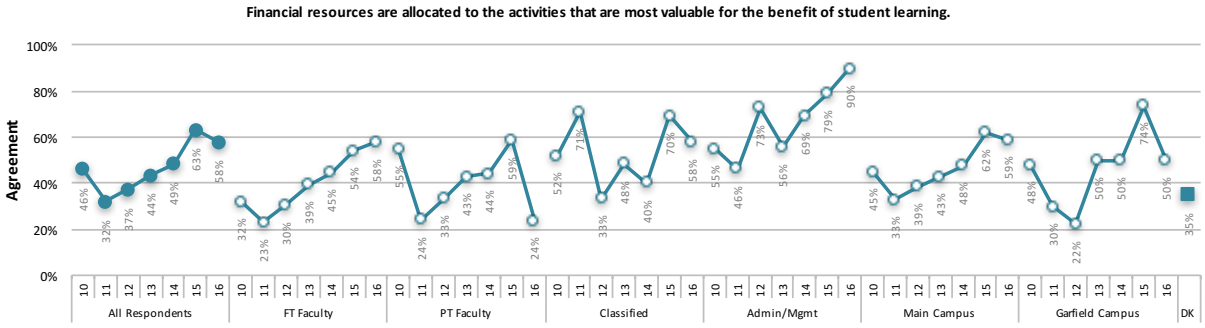




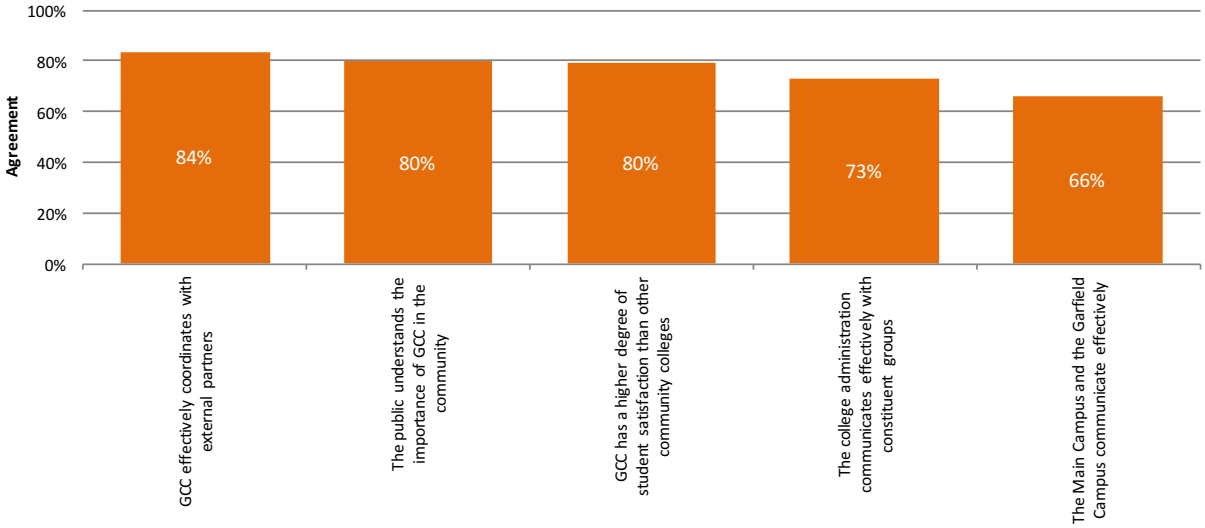



I have seen a presentation about GCC's revised process integrating planning, program review, and budgeting.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

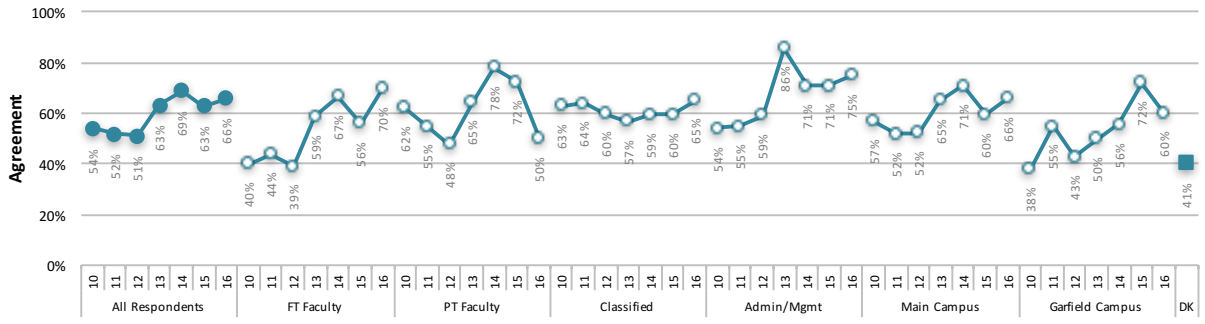

I understand how program review connects to budgeting at GCC.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


Financial resources are allocated to the activities that are most valuable for the benefit of student learning.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

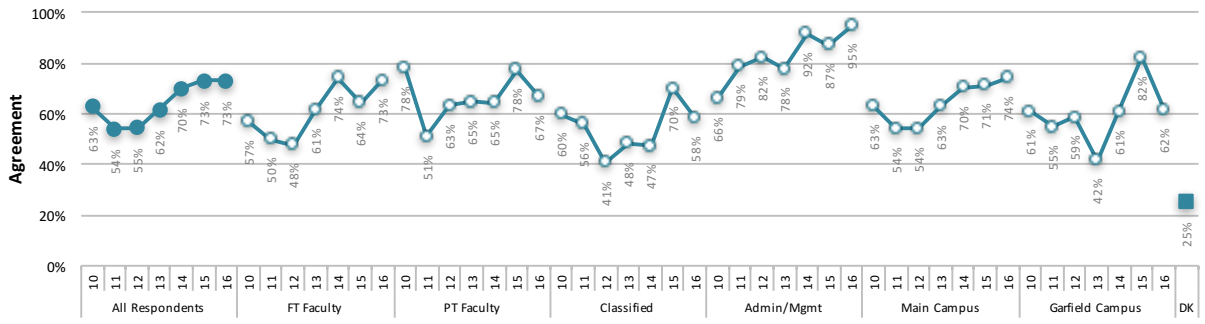
Part 5. Communication Items

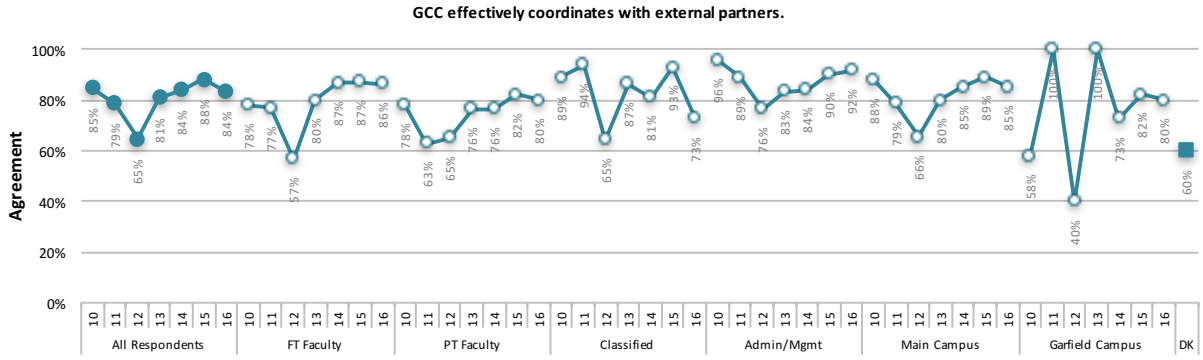


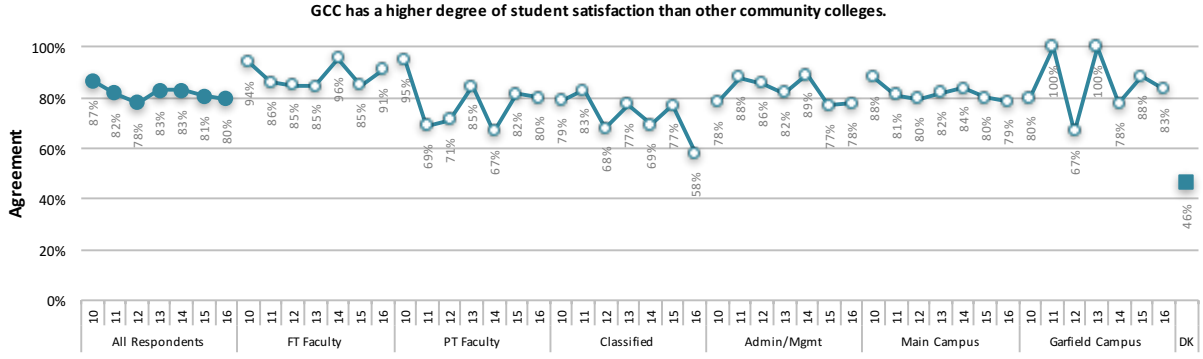
The Main Campus and the Garfield Campus communicate effectively and exchange information in a timely and efficient manner.

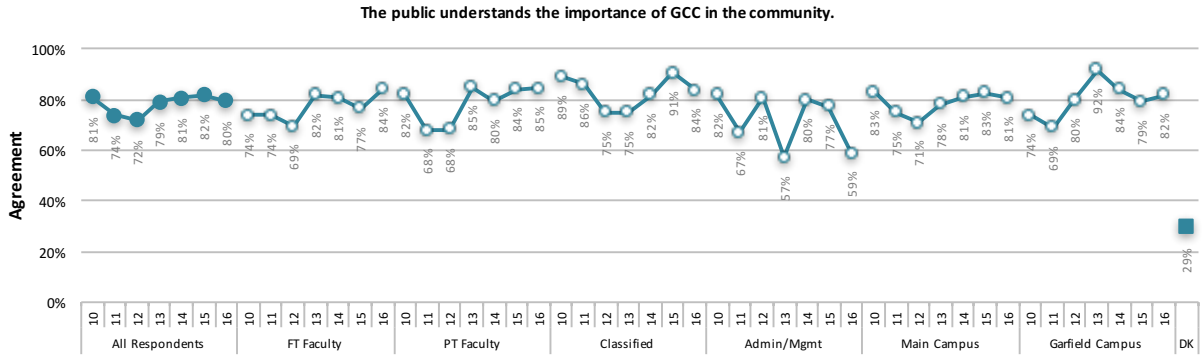


The college administration communicates effectively with constituent groups.




GCC effectively coordinates with external partners.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


GCC has a higher degree of student satisfaction than other community colleges.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK


The public understands the importance of GCC in the community.
Agreement
100%
80%
60%
40%
20%
0%
All Respondents
FT Faculty
PT Faculty
Classified
Admin/Mgmt
Main Campus
Garfield Campus
DK

Appendix. Survey Method and Response Rates

In 2015, the faculty/staff survey was conducted between Monday, October 31 and Friday, November 18. The survey was an online survey using the SurveyMonkey service.

Responses were received from 231 respondents: 65 full-time faculty members, 66 part-time faculty members, 67 classified staff members, 29 administrators/managers/ confidential employees, and 4 others. Response rates were approximately 33% for full-time faculty members, 11% for part-time faculty members, 22% for classified staff members, and 51% for administrators/managers/confidential employees. The overall response rate was about 20%. The table below shows historical response counts by employee group.

Group	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
Full-Time Faculty	104	125	114	103	117	122	65
Part-Time Faculty	96	123	116	109	111	114	66
Classified Staff	123	75	119	83	73	113	67
Administrators/Managers	44	25	34	28	44	53	29
Other	3	3	4	3	5	5	4
Verdugo Campus	321	302	338	292	305	350	195
Garfield Campus	45	39	44	30	40	52	30
No Response	5	10	6	4	7	5	6
Total	370	351	388	326	352	407	231

Historically, faculty/staff surveys were conducted in advance of accreditation self studies. These surveys were conducted in 1986, 1990, 1997, and 2002. The survey questions were originally developed in 1986 by nine committees working on the accreditation self study. The 2007 faculty/staff survey represented a different approach, with mostly new items. Since 2007, faculty/staff surveys have been conducted annually in the Fall semester.