Students

- Eight categories with 90%+ positive rating
  - Courses prepare me for career, educational goal
  - Instructors are highly skilled
  - Instructors are available outside of class
  - College personnel treat students with respect
  - Faculty and staff are sufficiently diverse
  - Made to feel comfortable by students and staff
  - Feel safe on campus
  - Recommend taking classes at Ohlone
Students

- One area saw a gain of 5%+
  - Made to feel comfortable by students and staff (to 92%)

- Two areas saw a decline of 5%+
  - Student government effectively represents students (to 68%)
  - If I had to do it all over again, I would attend Ohlone (to 78%)
Students

- Satisfaction with services

  Students are queried in the survey about their satisfaction levels with eleven different services—Admissions and Records, Bookstore, Campus Police, Cashier, Counseling, Financial Aid, Food Service, Health Center, Learning Resource Center, Orientation, and Transfer Center.

  In every instance, student satisfaction increased over the 2013 student survey.
Thirteen categories with 90%+ positive rating, including:
- College having a good academic reputation
- Library’s responsiveness to faculty needs
- Improvement shown by students accessing tutoring
- Experience good relationships with administration, staff, and other faculty
- Student services contribute to student success
- The college upholds academic freedom
- Responsiveness of Campus Police
- Recommend taking classes at Ohlone
Faculty

- Six areas saw a gain of 5%+
  - Planning is based on research
  - The college offers an adequate number of courses
  - Library breadth is sufficient to support courses
  - Satisfaction with service from the bookstore
  - Sufficient staff to support the work of the faculty
  - Evaluation process improves job performance
Faculty

- Nine areas saw a decline of 5%+
  - Administrative structure effectively supports programs
  - College Council has broad participation in decision-making
  - Faculty Senate effectively represents views of faculty
  - Opportunity to be involved in dialogue/decision-making
  - Budget priorities are determined by planning
  - Search processes result in hiring good personnel
  - Sufficient opportunity for professional advancement
  - Ohlone is a positive and supportive environment
  - College demonstrates concern for equity and diversity
Fourteen categories with 90%+ positive rating, including:

- Programs reflect the mission (91.1% but down from 98.2%)
- Ohlone has a reputation for quality education (94.3% but down from 99.1%)
- Understanding of how staff role supports student success (90.3% but down from 96.6%)
- Good relationships with faculty and other staff
- College upholds academic freedom (92.9% but down from 99.0%)
- Satisfaction level with services of Bookstore, Business Services, Campus Police, HR, Mailroom, and Payroll
- Recommend taking classes at Ohlone
Staff

- Two areas saw a gain of 5%+
  - Staff involvement in professional development
  - Sufficient staff to support college programs (but still only 38.7%)
Sixteen areas saw a decline of 5%+, including:

- Programs reflect the mission
- Program review is effective
- College Council has broad participation in decision-making
- Administrative structure effectively supports programs
- Opportunity to be involved in dialogue/decision-making
- Budget priorities are determined by planning
- Planning is based on research
- The college offers an adequate number of courses
- Understanding of how staff role supports student success
- Technology hardware and software sufficient
- Search processes result in hiring good personnel
- Experienced good relationships with administration
- College demonstrates concern for equity and diversity
- College upholds academic freedom
- College makes adequate accommodations for disabled
Worth Noting from Faculty Survey

- Only 30.1% of faculty (14.5% of full time faculty) feel there are adequate numbers of faculty.
- One-third of faculty think program review is not an effective evaluation of programs, including 38.6% of full time faculty.
- Declines in confidence for both College Council and Faculty Senate as representative bodies.
- Perceived lack of opportunity to be involved in dialogue and decision-making (69.7% from 83.6%).
- Doubt that budget priorities are based on planning (57.5% from 74.7%).
- Ohlone is a positive environment (85.3% from 92.2%).
- Ohlone’s concern for equity and diversity (79.5% from 85.6%).
- 90%+ of staff and adjuncts feel the college programs reflect the mission; only 79.5% of full time faculty.
- Less than half (48.6%) of full time faculty think the administrative structure of the college effectively supports college programs.
- Barely half of full time faculty are satisfied with custodial (53.2%) and food (50.7%) services.
- Over 15% of full time faculty do not feel safe on campus.
- 20% of full time faculty do not consider Ohlone to be a positive and supportive environment.
Also Worth Noting...

- 100% of full time faculty are involved in professional development
- Satisfaction with the positive effects of tutoring on student success is up to 96.1%
- Greater satisfaction with levels of staff support (up to 60.1% from 49.5%)
- Increased satisfaction with IT, Campus Police, Bookstore, and Counseling
Worth Noting from Staff Survey

- Decline in number of staff (from 87.9% to 68.2%) that think the administrative structure of the college effectively supports college programs
- Perceived lack of opportunity to be involved in dialogue and decision-making (61.4% from 72.8%)
- Doubt that budget priorities are based on planning (68.6% from 89.0%)
- Perception that planning is based on research (77.3% down from 85.4%)
- Belief there are sufficient staff only 38.7%
- Declines in satisfaction with eight of nine services; only satisfaction with Bookstore increased
- Experience of good relationships with administration down to 86.6% from 96.5%
- Overall, declines in 34 of 39 measures of satisfaction
What might this mean?

- Adapting to change is not easy
  - Effects of construction and swing space moves, turnover of personnel

- Loss of halo effect when crises have passed
  - Tended to rate satisfaction higher in hard times than in times when fewer crises. For instance, current 61.4% opportunity to be involved in dialogue and decision-making is down from 2013’s 72.8%, but up considerably from 2009’s 39.6%

- Communication can be improved

- Fostering a supportive environment can also be improved