

Survey Summary for Human Resources, Fall 2013

Background

In the spring of 2013, Shasta College hired many faculty and staff which required a lot of support and participation from our campus constituents to work on selection committees, review applications, conduct interviews, and hire new employees to fulfill the college mission. In an effort to solicit feedback for improvement, the Human Resources office collaborated with the office of Research and Planning to (1) conduct focus groups of selection committee participants, and (2) develop a survey based on the focus group results.

The focus groups were held in August and September 2013 and the summary findings were shared with the Associate VP of Human Resources. These results were used to develop a short survey given to all faculty and staff that participated in at least one hiring/selection committee during spring 2013. The survey instrument was approved in November 2013, and given by email to 137 employees, starting on November 18th, with email reminders to non-responders sent one week later. The survey closed on December 9th, with 111 valid responses (81%). Of those, 29 responses are from Equal Employment Opportunity (EEO) representatives. A separate summary is provided for EEO reps.

Summary

Overall, there is a high response rate from a representative group of faculty and staff. Likert scale ratings go from 0 to 3 in this survey, with 3.0 being the highest rating possible if everyone Strongly Agrees.

Question four shows high ratings for understanding how to pre-screen applications (2.78), how to develop interview questions (2.63), and how to keep questions confidential (2.92).

Question five shows moderately high ratings for satisfaction with HR staff from 2.30 (staff are well organized) to 2.44 (staff are professional when representing the college to applicants).

Question six shows some items rated lower than others. For example, we see moderately high rankings for understanding the role of EEO Reps (2.56), training was adequate (2.45), and who makes the final offer (2.42). There are lower ratings for understanding of how to conduct background checks (1.98), understanding how committee members are chosen (1.97), understanding how to communicate with internal candidates (1.86), and understanding board policies for hiring different positions (1.83). These last four findings suggest room for improvement with training or professional development.

The last question shows moderately high ratings for each item with 84% of respondents that agree or strongly agree the hiring process is fair and equitable, and 87% agree or strongly agree that the hiring process is appropriately confidential. This could serve as a benchmark for improvement in the future.

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Results

Question one identified constituent groups.

What is your primary role at Shasta College?		
Answer Options	Response Percent	Response Count
Full Time Faculty	36.0%	40
Adjunct Faculty	3.6%	4
Classified and Confidential Staff	39.6%	44
Administrator (Dean, Directors, Executives)	20.7%	23
answered question		111
skipped question		0

Question two asked how many committees each respondent participated on.

How many selection committees have you served on in the last 12 months?		
Answer Options	Response Percent	Response Count
One	39.6%	44
Two	33.3%	37
Three or more	27.0%	30
answered question		111
skipped question		0

Question three identified EEO Representatives.

Have you served as an Equal Employment Opportunity (EEO) representative at Shasta College?		
Answer Options	Response Percent	Response Count
Yes	26.1%	29
No	73.9%	82
answered question		111
skipped question		0

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- The next set of questions use a Likert scale of 0 (Strongly Disagree) to 3 (Strongly Agree). Respondents that select Don't Know or No Opinion are excluded from the rating average.

Question 4:

Please rate your level of agreement with each statement below.							
Answer Options	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know or No Opinion	Rating Average	Response Count
I understand how to pre-screen applications for	0	1	22	85	1	2.78	109
I understand how to develop good interview	0	3	34	70	1	2.63	108
I understand how to keep interview questions	0	0	8	98	2	2.92	108
<i>answered question</i>							109
<i>skipped question</i>							2

Question 5:

Please rate your level of agreement with each statement below.							
Answer Options	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know or No Opinion	Rating Average	Response Count
HR staff are well organized with our documents for	2	7	55	43	2	2.30	109
HR staff provide excellent support before the	1	9	49	47	2	2.34	108
HR staff provide excellent support during the	0	10	42	51	5	2.40	108
HR staff are professional when representing the	0	7	33	44	24	2.44	108
<i>answered question</i>							109
<i>skipped question</i>							2

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Question 6:

Please rate your level of agreement with each statement below.							
Answer Options	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know or No Opinion	Rating Average	Response Count
I understand how selection committee members are chosen.	4	22	52	27	4	1.97	109
I understand board policies for hiring different positions (Admin, Faculty, & Classified).	5	30	42	23	9	1.83	109
The training I received for the selection committee was adequate.	1	2	53	53	0	2.45	109
I understand how to conduct background and reference checks.	6	23	22	33	25	1.98	109
I understand who makes the final offer for a selected position.	1	7	45	53	3	2.42	109
I understand how committee members communicate with internal candidates that did not get offered the new position.	3	31	33	24	18	1.86	109
I understand the role and responsibilities of the EEO representative on selection committees.	0	6	35	67	0	2.56	108
answered question							109
skipped question							2

Question 7:

Please rate your level of agreement with each statement below.							
Answer Options	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know or No Opinion	Rating Average	Response Count
I believe the hiring process is fair and	2	14	52	39	1	2.20	108
I believe the hiring process is appropriately	1	9	61	33	4	2.21	108
answered question							109
skipped question							2

This survey was developed and summarized by Marc Beam, Director Research and Planning, Shasta College on December 9, 2013. For further information contact the office of Research and Planning, at (530) 242-7670.

Prepared by Marc Beam
Shasta College office of Research and Planning
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