Report of Results to Staff Development Needs Survey

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Special Thanks to:
Annel D. Medina
For Data Collection and Analysis

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According to Human Resources we have approximately 225 Classified Employees, 190 full time Faculty, 319 part time Faculty, 60 hourly Certificated, 179 Public Safety Faculty, and 31 Managers.

During March and April 2011, Katie O’Brien, FLEX/Title V Coordinator and CSEA President Sandra Rivera, in collaboration with the members of the FLEX/Staff Development Committee prepared and conducted both a Faculty Development Needs Survey and a Staff Development Needs Survey, respectively. This report will present the findings of the Staff Development Needs Survey and the answers show some correlation with the findings of the Faculty Development Needs Survey, especially in regards to technical training.

Every effort was made to reach all 225 Classified Employees to have them respond to the survey. The survey was provided via an e-mail sent to All Staff with a link to a secure GoogleDocs Survey. In addition, printed copies of the actual survey were sent to the Facilities, Maintenance, and Child Development Center to ensure those who do not have internet access could still choose to provide their input, anonymously.

There were eighty one (81) responses to the Staff Development Needs Survey equal to 36% of staff responding, and out of those, 77 staff members (95%) want to be trained.

According to Sandra Rivera, CSEA President, this is one of the best responses CSEA has had to any survey in the last few years. Overall, the clear and resounding response to this survey was that Classified Staff want and are eager to be trained on a variety of subjects such as 21st Century skills including Workplace Technology, software and hardware. They want to improve their professional skills with training in Customer Service, Planning and Organizing Skills. They want to gain better communication skills with Presentations and Public Speaking, Understanding Diversity, Conflict Resolution, and to improve written communication skills. They also seek to learn more about safety and well-being with OSHA and Ergonomic training, Health, Nutrition and Physical Education and training.

The results speak for themselves. CSEA Staff wants to be trained, they want to improve both professionally and personally and the purpose of this survey was to show management and the Board of Trustees that providing and fulfilling training Staff Training Needs will be beneficial to staff, the college, and our students.

We respectfully request that Flex/SD committee considers that future training provided to Faculty with Title V money, which is not filled to capacity, may be offered to classified employees. The benefits to the college are not just a positive effect on faculty and staff, it will also be an efficient use of the resources and definitely cost-effective.
Question 1
Have you ever attended any Staff Development Training offered by the college?
Responses: YES = 41 and NO = 40

Question 2
If you answered NO to #1 above, what obstacles prevent you from attending Staff Development Training?
Lack of time and need for relevant training were highlighted.
Question 3
If training were made available to you, are you interested in getting trained?

There was a clearly positive response asking for relevant training.

![Training Interest Chart]

Question 4
Are there areas that you would like to grow in where Staff Development Training can help you save time, get organized, become more knowledgeable and confident in your position?

44 YES responses with MAYBE as a second, a clear indication that training is wanted.

![Areas of Staff Development Interest Chart]
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Question 5
Have you ever taken a structured, long-term course online using WebCT, Blackboard, Moodle, Elluminate, or CCConfer?

The negative response shows a need for technical and computer training.
This response is in line with Faculty’s response to Q10 showing lack in web-based tools.

![Past Long-Term Online Course](chart1.png)

Question 6
If NO to #5 above, would you like to learn how to use your computer to access online Staff Development Training offered by the college or another entity?

The overwhelming response shows that staff is willing to receive computer training.
This response is in line with Faculty’s response to Q12 showing interest in technology training.

![Interest in online Staff Development Training](chart2.png)
To identify other training needs, choices for other relevant training were given after question six. The response was astounding.

Assuming all constraints are removed, I would like to learn the following:

**Question 6a – VERBAL COMMUNICATION SKILLS – YES**

“(Broad Need) Verbal Communication Skills- (Specific Need) Skills communicating with people with disabilities OR (Specific Need) Public Speaking: presenting information to an audience”

![Bar chart for Verbal Communication Skills](chart.png)

**Question 6b – WRITTEN COMMUNICATION SKILLS – YES**

“(Broad Need) Written Communication Skills (Specific Need) Write proper letters, emails and or documents that convey a message clearly, using proper English grammar and sentence structure”

![Bar chart for Written Communication Skills](chart.png)
Q6c – PROBLEM SOLVING/ANALYTICAL SKILLS – YES

“(Broad Need) Conflict Resolution/Problem Solving-Specific Need Dealing with belligerent students, faculty, or staff (Specific Need) Understanding how my work affects other departmental processes”

**Question 6d – TECHNOLOGY TRAINING – YES**

**(In line with Faculty needs Q12)**

“Broad Need) Technology Training – (Specific Need) Word – Merging Excel List to create mass letters, labels or e-mails – (Specific Need) Excel – Enter a formula to add a column of figures – (Specific Need) Presentations – Presentation with Excel chart -- Outlook – Meeting and invitations – Adobe PDF – Converting any file to PDF -- Internet – I can unzip programs that I download”
Question 6e – EQUIPMENT MANAGEMENT – YES
“(Broad Need) Equipment Management – (Specific Need) Printer and peripherals – Deal with a print jam, connect a printer, scanner, or headset to a computer – (Specific Need) Scan, “burn” files to a CDR, use and transfer pictures from camera to a computer, e-mail a picture, OR set-up and use a web cam, headset or projector”

Question 6f – DIVERSITY TRAINING – YES
“(Broad Need) Diversity Training – (Specific Need) – Understanding Disabled students and their needs – (Specific Need) – Understanding Multi-generational differences and attitudes – (Specific Need) – Understanding cross-cultural communication and attitudes”
Question 6g – TIME MANAGEMENT – YES
“(Broad Need) Time Management – (Specific Need) – Schedule separate business and personal appointments, create a list of tasks all with active pop-up and e-mailed reminders – (Specific Need) – Plan, organize, and prioritize daily tasks and events”

Question 6h – STRESS MANAGEMENT – YES
“(Broad Need) Stress Management – (Specific need) – De-stressing exercises at my desk or on the go – (Specific need) – Finding balance between family, work, school and leisure”
After reading the examples above, name or add specific training, suggestions or ideas we did not mention. Tell us about any training you would like to receive to grow both professionally and/or personally.

The following are the exact comments and suggestions as submitted online, (combined to save space), and they are as varied and diverse as the Staff at Rio Hondo College.

All classes welcome. How to plan meetings, take notes, prepare minutes. Learning Microsoft Publisher. Any type of training that would be aimed at strengthening, broadening or updating ones knowledge base. Banner training, Photoshop, adobe acrobat to create and edit PDF files, public speaking, Advanced Excel and/or Access. Banner training may not be needed at this time but maybe in the future. Any type of computer software training should be required whether it's relevant or not because it may be utilized in the future. Communication skills, written skills, verbal skills, stress management skills. Computer technology updates. Stress Management to avoid burn-out. First Aid and CPR training. Workshops specific to early childhood education curriculum (not from present faculty). Team work strategies

Fostering collaboration. Strength Finders. We have so many talented people here, yet we seem too busy to work together. Franklin Time Management Course. I had this many years ago, found it to be very helpful. How to assist students to use/access the AccessRio Portal. How do prior students obtain their student ID number with SSN? How to handle students who are difficult and are in problems.

I think there is a lack of knowledge in all departments as to what each department does and how each department on campus affects all the others. An example would be someone from one department giving incorrect information about another department policies, this would not only include staff, but specifically counselors who continually give incorrect information to students instead of referring students to the department with their questions. It would be a good idea if when a student comes to your department with a question, you would be able to refer them to the correct department on campus to get their answer so they are not going on a "wild goose chase".

I think you covered everything I am interested in learning or improving. I would like additional training in using computer programs like word & excel. Learning how to clip documents to e-mails, transfer information between files and do file backups would also be very helpful. Microsoft Access, Web Design, anything web related (not talking about how to use the internet -- something more technical). Microsoft emailing tips and copying of files and organizing within this software. Microsoft office overview for organization and communication. Weekly or bi weekly opportunity for R&R such as chair massages, or a yoga session, basketball game between staff and students. More Banner Training in relevant skills requirements.


Understanding how my work affects other departments would make a great workshop, but I believe it would be more effective if we worked on understanding how my attitude affects other departments. Working in Student Services requires understanding and patience, and when staff members treat a student or "customer" poorly it reflects poorly on all of us. We should have workshops on dealing with different things in our lives to help us cope with them and learn more so we can be more affective at work. Learning more ways to deal with mental issues, bipolar ADD/ADHD, autism, cancer, aids, alcohol abuse, drug abuse, elderly parents, diabetes, diet, dress etc. Workshops for computer-based presentation software like Excel and PowerPoint would be fun and help us be capable if we ever need to use them to make a presentation either in our positions or as representatives of Rio Hondo. You have covered what could help me.
Question 8

What days and times would be best for you to attend training?

The response shows that Staff prefers to receive training on Fridays.

The results are in line with Faculty’s response to Q14 showing they prefer Fridays, too.

![Training Preference Days](chart)

Question 9

Select the most convenient time for you to attend training?

The best hours for Staff were early morning and after 1:00PM on Fridays

Faculty’s response to hours in Q14 shows their preference is after 1:00PM on Fridays.

![Times of Preference](chart)
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Question 10

Which method of training do you find most effective?

There were a range of responses to methodology. However, most would like small group - 10 or less classroom training, followed by 20 or more classroom, with One-on-one - Mentorship, Video - Self-Instructed, and Internet – Online training.

These responses correlate to the Faculty’s response to Q13 showing their preference for short 1 or 2 hour training sessions and asynchronous 24-7 Online and/or Webinar training.

% of Respondents that selected each option

<table>
<thead>
<tr>
<th>Method of Training</th>
<th>% of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>all are fine</td>
<td>1%</td>
</tr>
<tr>
<td>Classroom - 20 or more</td>
<td>17%</td>
</tr>
<tr>
<td>Classroom - 20 or more, Internet - Online</td>
<td>4%</td>
</tr>
<tr>
<td>Classroom - 20 or more, Internet - Online, Small group - 10 or less</td>
<td>3%</td>
</tr>
<tr>
<td>Classroom - 20 or more, not too big of a class</td>
<td>1%</td>
</tr>
<tr>
<td>Classroom - 20 or more, One-on-one - Mentorship, Small group - 10 or less</td>
<td>1%</td>
</tr>
<tr>
<td>Classroom - 20 or more, Small group - 10 or less</td>
<td>6%</td>
</tr>
<tr>
<td>Classroom - 20 or more, Video - Self-Instructed</td>
<td>1%</td>
</tr>
<tr>
<td>Classroom - 25 or more, One-on-one - Mentorship, Internet - Online, Video - Self-Instructed , Small group - 10 or less</td>
<td>1%</td>
</tr>
<tr>
<td>Classroom - 25 or more, One-on-one - Mentorship, Small group - 10 or less</td>
<td>2%</td>
</tr>
<tr>
<td>Classroom - 25 or more, One-on-one - Mentorship, Small group - 10 or less</td>
<td>2%</td>
</tr>
<tr>
<td>I'm not sure</td>
<td>1%</td>
</tr>
<tr>
<td>Internet - Online</td>
<td>4%</td>
</tr>
<tr>
<td>Internet - Online, Small group - 10 or less</td>
<td>2%</td>
</tr>
<tr>
<td>Internet - Online, Video - Self-Instructed</td>
<td>2%</td>
</tr>
<tr>
<td>Internet - Online, Video - Self-Instructed , Small group - 10 or less</td>
<td>1%</td>
</tr>
<tr>
<td>One-on-one - Mentorship</td>
<td>4%</td>
</tr>
<tr>
<td>One-on-one - Mentorship, Internet - Online</td>
<td>1%</td>
</tr>
<tr>
<td>One-on-one - Mentorship, Internet - Online, Video - Self-Instructed , Small group - 10 or less</td>
<td>1%</td>
</tr>
<tr>
<td>One-on-one - Mentorship, Small group - 10 or less</td>
<td>6%</td>
</tr>
<tr>
<td>Small group - 10 or less</td>
<td>31%</td>
</tr>
<tr>
<td>Video - Self-Instructed</td>
<td>5%</td>
</tr>
<tr>
<td>Video - Self-Instructed , Small group - 10 or less</td>
<td>1%</td>
</tr>
</tbody>
</table>
Many of us are in the path to Life-Long Learning. Please share information on any conferences, workshops, or training you believe co-workers would find beneficial? Please give us as much information as possible to see if we can bring the training on-campus.

**Question 12**

Do you need to update current skills or to get advanced training in the following areas?

The largest percentage shows a need for advanced training in Workplace Technology, Customer Service, Presentation, Planning/Organizing, Desktop Publishing, and Web Documents training. (Condensed to show largest percentages and save space)

<table>
<thead>
<tr>
<th>Training Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplace Technology</td>
<td>13%</td>
</tr>
<tr>
<td>Customer Service, LEED Landscape / Grounds Maintenance, HVAC Maintenance, OSHA Chemical Handling / Disposal, Plumbing Update / Upgrade, Electrical Update / Upgrade, Locksmith Update / Upgrade</td>
<td>8%</td>
</tr>
<tr>
<td>Workplace Technology, Creating and Publishing Web Documents</td>
<td>5%</td>
</tr>
<tr>
<td>Workplace Technology, OSHA Chemical Handling / Disposal</td>
<td>4%</td>
</tr>
<tr>
<td>Workplace Technology, Planning/Organizing Skills</td>
<td>4%</td>
</tr>
<tr>
<td>Workplace Technology, Planning/Organizing Skills, Creating and Publishing Web Documents</td>
<td>4%</td>
</tr>
<tr>
<td>Workplace Technology, Presentation Skills, Desktop Publishing, Creating and Publishing Web Documents</td>
<td>3%</td>
</tr>
<tr>
<td>Workplace Technology, Presentation Skills, Planning/Organizing Skills, Desktop Publishing, Creating and Publishing Web Documents</td>
<td>5%</td>
</tr>
<tr>
<td>Workplace Technology, Presentation Skills, Planning/Organizing Skills</td>
<td>5%</td>
</tr>
</tbody>
</table>
Please provide any suggestions, information, concerns, and ideas on how Staff Development Training can support your individual and/or organizational success.

As stated above, the more we know how our college interacts with all departments, the better we can serve our students. Also, we need to know when to defer students to departments for specific answers. Our students are frustrated and angry because they keep getting conflicting or incorrect answers from people who do not know the policies of each department. If our students are happy, it translates to a happier staff and less stress for us. Also, I think students need to be reminded that there is a student conduct and maybe the administration etc. Deans, managers etc. Courses which address internal office tension and conflict among coworkers. Have meetings with the co-worker that help with the relationships. Have more disaster training), organizing, meetings with co-workers a little more supportive of their staff when a student is belligerent and rude.

I believe a series of workshops for administrative professionals would be helpful to many of our staff. Topics could include information and training on Microsoft programs, planning meetings & events, communication skills, etc. Basically all of the training options in this survey, but for them to be offered continuously throughout a series of weeks or months. I feel staff would benefit with a BANNER Training program for individuals.

Need specific training for their job duties. Some staff was given a crash course to do their jobs with the minimal or basic of training guidance. Some employees would benefit by knowing what they are doing and why, by an explanation of what each form is for and how it impacts their job. Hopefully with the new building we will get different food services with good and healthy food choices. I would like to suggest that all classified staff be cross trained to work within other departments to be able to help as needed when certain departments need an extra hand.

It can give us tools to make us more competent and also increase solidarity among co-workers because we have other situations in which we can see each other and get to know each other.

It is very important to the college as a whole because it provides us with the knowledge and know-how to better serve our students. We also become more aware of co-workers needs and their role in the college which helps us understand and have empathy for each other.

Management needs to be more supportive in the training and flexible. That alone seems to be the drawback. Office technology would be good for me. Another good topic would be coordinating across different departments/offices. Please don't schedule any training during the 1st 8 weeks of the semester. There is too much going on and I wouldn't be able to attend. Thanks! Possibly training during work hours.

The staff here likes to work together as a team to plan and develop our program. But lately we don't have any time to even meet. Everyone feels like they are on their own. There is one staff meeting a month which is now more like a class rather than a meeting of minds. Teachers used to meet for an hour every other Friday morning 7 -8am) but since July 2101 we have only had 1 teacher meeting. So we can't even meet amongst ourselves, much less given time for staff development trainings.

We may be offered training or class through flex office, but I have never been informed if this training is specifically for our job functions. I think these classes should be geared for classified.

When classified are invited to something they really aren't because then it says with supervisors approval, so in reality you should get supervisors approval before inviting us as a lot of supervisors do not let their staff go for various reasons so why even bother with the invitation. While I appreciate the opportunity to convey my desire for additional training, given the current problems with our state budget (I'm not sure how the college or individual departments will be able to afford the classes and pay us for the release time to attend them if necessary). I would not attend and would be against these classes if money that is allocated for essential items such as engine oil and gasoline, mechanical or electrical parts and office supplies were diverted to pay for them. Baring any of the above issues, I think it would be great if we were offered a menu of the classes in an online format. It could include a detailed description of the courses and the dates and times they are offered.

Providing opportunities to support our jobs.