

Focus Group - Supervisors

November 18, 2014

The Arroyo Room - 21:00 p.m. – 1:30 p.m.

Recommendation 14

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Participants: Larry Resendez, Rosalie Torres, Julius Walker, Jerry Huang

1. From the fall 2013 faculty and staff survey one third of the respondents stated that they had no knowledge about planning, decision making, governance, administrative structure, senate's role, and resource allocation. Why aren't you getting this information? Do you get the information from your supervisors, unions, college website or administration? Please tell us why you aren't getting this information and how the college can insure you do get this information? Do you have a preferred method to learn about the college?

- They know there are committees, but information is not always disseminated.
- The Weekly Bulletin could be a vehicle for disseminating information.
- Selective of what minutes they look at and which ones they don't look at.
- Some committees are better than others about posting their minutes.
- There was a question raised on whether there is policy for posting minutes.
- Some employees don't have access to a computer so they don't receive the information.
- A problem for supervisors has been that Unit 1 sends out an e-mail to events, but the supervisors are not sent the e-mail on a timely fashion to make arrangements for office coverage.
- People will say they didn't get the information, but they do. Verify employees are getting the information (i.e. automatic receipt).
- The Shared Governance Committee should ensure the information is being provided.

2. How effective is the administrative structure in making sure you know the needs of the college such as: 1) Student needs, 2) employee needs, 3) resource needs, 4) community needs or 5) other needs? Do you have suggestions for improvement? (*Organization Chart*)

- Flex Day, CTE, and Town Hall meetings do a good job of identifying the needs of the college, staff, employees, students, and community.
- Have a Town Hall to discuss student needs and retention.
- Send survey to students asking them why they're leaving the college.
- Respective departments should meet with their staff to discuss and hear what staff needs are and move that information in the hierarchy.
- Make sure everyone understands how to complete comprehensive program reviews for resource requests and prioritization.
- The college should have a discretionary fund set aside in the event that certain resources come up, so they don't go through prioritize, just give it to the department that needs the money it (i.e. broken air conditioner/heater).
- Distribute extra funds (Block Grants) divide them in four each year among the 3 divisions and 1 part for emergencies. There is also money (mystery money, i.e. citation money) that comes to the college (this isn't transparent to the college community).

- The Dean of Institutional Effectiveness needs to ensure we're obtaining data from students and employee needs. Not only disseminate the information, but get feedback from the college on what things are possible to address the needs.
- The Budget & Planning Committee should also reveal any additional money the college is receiving.
- Committees take away employees from doing their job and office is understaffed when employees go away to committees. Meeting deadlines and providing service to students become a problem.

3. How effective is the administrative structure in making sure you know about the decision making on campus? How decisions are made and who makes these decisions and whether the decisions, in your opinion, are effective or not effective? (Shared Governance Chart). Do you have suggestions for improvement?

- It would be good to know how the committees interact. The Shared Governance Committee Structure shows there is a communication link, but an explanation would be beneficial.
- Some supervisors did not know who is in each committee.
- There should be a Classified Senate meeting every month like the Academic Senate meetings to bring information to the classified employees.
- Make the Shared Governance Committee more visible so employees can go to them if some committees aren't doing what they're supposed to.
- Don't burn the employees with every committee's minutes. Have the Shared Governance Committee provide a condensed/summary of what all committees are doing.
- Shared Governance Committee is critical in streamlining this process.
- College Council should advertise when they're meeting. Do they have a webpage?
- Provide training on how to navigate on the webpage to look up these committees.
- Place College Council minutes where job announcements are posted.
- Provide the link to Shared Governance Committees on the weekly bulletin.
- Liked what the President shared on his visit to Harvard. Need some more of this from Administrators. Like Monte's Minute, Five minutes with the President, this week Admissions...More Town Hall meetings.

4. The Fall 2013 faculty and staff survey found that the collegial climate on campus has improved. Does the improved collegial campus make more of you interested in getting involved in governance and decision making on campus? If so, in what ways does the climate encourage you to get involved?

- College climate is somewhat better. Atmosphere needs to improve more.
- Want to get involved to offer feedback, but work needs to get done too, both are important.
- Improved collegially has improved in some areas, but it isn't across the campus.
- Compelled to get involved when there is collegiality.
- There is a feeling of no interest in willingness to collaborate. Lack of interest in what some of us have to say. There is a feeling of risk when asking for collaboration.
- Administration (VPs) needs to build cohesiveness.
- Lack of coordination. Every department operates independently.

- Need team building retreat to create synergy among the 3 divisions.
- It doesn't feel adversarial but it doesn't feel like we're on the same team.
- It feels like 3 teams at Mission. All areas are not equal.
- Need someone to bring together all three divisions. We all depend on each other and should not work against each other. It seems like the college infrastructure is set-up where each divisions competes. There is competition for limited funds and resources; it may be an unconscious process. There is a feel that this is also happening at other colleges.
- Need transparency on how decisions are carried out so everyone has visibility.
- Need cultural shift from competing to collaborating in working together. (i.e. football – you need your coach/president, offense and defense are all important)
- President to work with a consultant to bring them in to do this.
- Build on collegiality to make sure the college is striving in student and employee needs; that these needs are being looked at.
- More staff in Admissions. Staff is pulled away to SIS training and committees.

5. The College has hired more staff in Academic Affairs, Student Services, Student Services, and Administrative Services. Do you believe the hiring has now put the college in a position to adequately serve the purpose and mission of the college? If not, why not? (Organization Chart)

- Likelihood to improve, but it remains to be seen.
- Administration needs to help new hires/staff understand their role.
- Need more staff in Admissions and Facilities.
- In staffing we have a long way to go. We are out of alignment.
- There are high expectations and low funding. i.e. Expectations of a pristine clean house but hire staff for tidy house.

Final Thoughts:

- Enjoyed today's structure and feels closer to staff.
- This exercise has built cohesiveness.
- Would like to see some feedback on this exercise.
- Organization charts should be on the website (not just Accreditation site).