



Did You Know?

Topic: Implementing Feedback Received on the Results from the Campus Climate Survey

Background: In the fall of 2010, the Crafton Hills College (CHC) [Crafton Council](#) in collaboration with the Office of Research and Planning (ORP) developed and administered a campus climate survey. The [survey](#) assessed employee perceptions of the college’s work environment and progress toward meeting goals and objectives identified in the Educational Master Plan (EMP). The results of this survey were broadly shared with the campus community by the Vice President of Instruction and the Office of Research and Planning through the ORP website, written reports, [presentations](#) and facilitated discussions, dialogue at shared-governance committee meetings, and at individual meetings with employees when requested. Staff, faculty, and administrators were encouraged to offer feedback and strategies for improving the practices at CHC in an institution-wide systematic participative process of effective discussion, planning, and implementation for improvement.

Findings: The feedback received was compiled by the Office of Research and Planning and presented to the Crafton Council. Discussions with the council led to a [plan](#) for implementing the suggestions received by faculty, staff, and managers. The plan includes the strategies to be implemented and the responsible person for implementing the strategies. The Crafton Council will discuss the progress on implementing the strategies at future meetings. Some of the strategies to be implemented are listed below. For a complete list of the strategies to be implemented and the plan for implementing them please click [here](#).

Suggestion	Implementation Plan
Recognition	
Applause cards are not readily available or used. Employees appreciate receiving applause cards which tend to come from co-workers and students. Need to establish clear procedure for using applause cards.	President will talk with Director of Marketing about making applause cards available online.
Training for managers on recognition	Director of ORP and VIP will develop workshop and train managers.
Decision-Making / Shared Governance	
Committee chairs should be trained how to run a committee.	VPSS and VPI will explore training committee chairs.
We should create a committee list so that everyone can see who is on every District and Campus Committee, and when and where they meet.	VPSS will obtain committee lists of who is serving on each committee. A list of employees serving on each committee will be compiled annually and posted on the CHC Web Site.
Communication	
“Bring a friend” to committee meetings. Where the friend can sit in on committee as a guest. We should focus on people who don’t attend meetings.	VPI will explore setting a two week “Bring a Friend to a Committee” period.
There should be a “what’s going on” page on the website where <u>all</u> activities are posted. There should be a procedure communicated to the entire campus about how to include activities from all areas on the website to reduce the silo effect and keep the campus community informed.	This is the Current Events link on the CHC home page. VPI will work with Director of Marketing to explore how the process for getting items included on the Current Events Calendar is communicated to the campus.