

Agenda - Focus Group - Classified Professionals

Nov. 15, 2019

- 9:00 AM Introduction**
Welcome and Introduction
- 9:05 AM Ground Rules (Categorizer)**
- 9:10 AM Nomination of Issues or Initiatives (Categorizer)**
When effectively addressed or implemented, will result in the most meaningful improvements in productivity, satisfaction and responsiveness to the needs of our students and our community.
- 9:20 AM Prioritizing Issues/Initiatives (Vote)**
- 9:30 AM Re-Vote After Discussion (Vote)**
- 9:40 AM Brainstorming Causes and Solutions - Issues/Initiatives (Categorizer)**
- 10:50 AM Feedback Survey (Survey)**
- 11:00 AM Adjourn Meeting**

Ground Rules

- 1. Only what gets entered into the conversation will show up in final meeting report. Verbal comments are welcome, as they may stimulate ideas, however, if you want the verbal comments to get reflected in the report, please be sure to enter them into the online conversation.**
- 2. The comments will not be attributed to individuals in the focus group. The software is designed so that the entire conversation is anonymous. Please be candid about your ideas and opinions.**
- 3. At the same time, please be constructive and professional with your comments. Anything that comes across like an ad hominem attack or a cheap shot will be deleted. Remember that the entire conversation will be published.**
- 4. The only editing the facilitator will do this report is to run a spell check using Microsoft Word before submitting.**

Nomination of Issues or Initiatives

1. Empathy towards students and peers

2. A system that highly encourage students, classified and faculty to be included in decision making

3. Better communications both from the top down and bottom up.

Communication at all levels. Communicating new policies, procedures and changes and listening to stakeholders.

Better communication

I would like to see more communication with all departments VP, Deans, Classified staff.

Quarterly townhalls to share what's new

Establish clear and consistent methods of communication so that stakeholders are adequately informed about decisions that impact them.

Departmental meetings with the President or VP to provide updates and address any rumors

4. Administrative engagement with students and staff outside of structured or pre-determined committees and meetings.

5. Involvement and follow-through on entire shared governance process and being present and advocating for the changes after decisions are made.

6. One-stop place for new students to go to get face-to-face help

Improve information segway for students who have questions about enrollment, financial aid - ways to help students resolve problems/ issues across multiple departments.

7. Equity and inclusion for all.

8. Foster collaboration among various groups (students, staff, faculty, administrators) across campus both internal and external to departments/divisions/programs.

Create time for professionals to gather, create community, and organize

9. Training on technology & applications as well as collaboration styles, how to conduct meetings, how to manage others.

App-specific trainings. So much to learn few ways to find out

More technology training

10. Hire enough people to do the job instead of adding work onto one or a few people.

11. Improved respect for all staff.

12. Physical presence and attention - put away the laptops and phones at meetings and be engaged

13. Create a space/method for students to openly speak to the college community. Provide +/- feedback, request change...

14. Student-centered environment. All decisions should be made with the interest of students and not employees.

Creating new/non-traditional paths to meet student needs

15. Favoritism occurs from administrators to departments and individuals and is apparent

16. Accountability for all levels on performance bottom-to-top evaluations

No one in my department has had an evaluation in over 4 years. Just saying.

Improve guidelines and metric systems of success to an individual's role and responsibility.

17. Election process for administration rather than hiring process

18. Decrease bureaucratic systems that only create more challenges for new ideas

Helping to speed up the time it takes for things to happen, get fixed, be processed (reducing the amount of bureaucracy).

19. Improve how meetings are conducted. Optimize time spent when we do gather.

20. Training and mentoring for all levels. New administrators, supervisors, faculty, and staff.

21. Schedule classes based on student demand.

22. Limited number of times a person can be on a hiring committee

23. Decrease the use of technology. It slows us down, confuses us... if it is going to be implemented it should be simple to understand and streamlined.

24. Transparency

Transparency about money and exact details about what it is used for down to the penny

Better transparency for the authorization to allocate resources

Transparency in democracy...can you let me in?

25. Sharing best practices and being open to transform other departments throughout campus.

26. Create channels for staff to continue to improve their skills and graduate to new levels of responsibility. We're adults, we're people - give us the opportunity to grow, not just plateau.

27. Clear understanding of how we tap into our foundation funds that can help create richer experiences for our students

28. If you are going to ask for our opinion, please really utilize it. Respect our voice and the bravery it takes to respond. Focus groups should not just be a CYA exercise.

29. 100% top-down accountability for management to understand, respect and adhere to collective bargaining unit agreements.

30. Develop a means to hold decision-makers accountable for their decisions/actions (i.e. follow-up on consequences or demonstrate effectiveness of funded projects) and to work with stakeholders on solutions, when necessary).

31. Being willing and open to new ideas from different groups - new ideas outside of "what we have always done in the past"

Changes in processes. If you do what you have always done, you will get the same results.

Let go of "this is the way we've always done it". The old way may not seem relevant to this generation of students.

32. Individual time limits for full-time faculty release assignments. Prevent favoritism to selected faculty.

33. College reception area with phone number and real person assisting

34. Deans should follow up that faculty are actually doing in their office hours for students

35. De Anza college needs improved expectations for financial managers

36. Need to work to (re)establish mutual trust and respect among various constituent groups to help inform/guide decisions.

37. Easier and simple way for students to give feedback and raise issues

38. Safe campus vs. enforced campus

Prioritizing Issues/Initiatives

Voting Results

Multiple Selection (maximum choices = 12) (Allow bypass)

Number of ballot items: 39

Total number of voters (N): 16

Total

- 10 1. Better communications both from the top down and bottom up.
- 9 2. Foster collaboration among various groups (students, staff, faculty, administrators) across campus both internal and external to departments/divisions/programs.
- 8 3. One-stop place for new students to go to get face-to-face help
- 8 4. Being willing and open to new ideas from different groups - new ideas outside of "what we have always done in the past"
- 8 5. Accountability for all levels on performance bottom-to-top evaluations
- 7 6. Transparency
- 7 7. Physical presence and attention - put away the laptops and phones at meetings and be engaged
- 7 8. Decrease bureaucratic systems that only create more challenges for new ideas
- 7 9. Training and mentoring for all levels. New administrators, supervisors, faculty, and staff.
- 7 10. Improve how meetings are conducted. Optimize time spent when we do gather.
- 6 11. A system that highly encourages students, classified and faculty to be included in decision making
- 6 12. Training on technology & applications as well as collaboration styles, how to conduct meetings, how to manage others.
- 6 13. College reception area with phone number and real person assisting
- 6 14. Develop a means to hold decision-makers accountable for their decisions/actions (i.e. follow-up on consequences or demonstrate effectiveness of funded projects) and to work with stakeholders on solutions, when necessary).
- 6 15. 100% top-down accountability for management to understand, respect and adhere to collective bargaining unit agreements.
- 6 16. Schedule classes based on student demand.
- 5 17. Need to work to (re)establish mutual trust and respect among various constituent groups to help inform/guide decisions.
- 5 18. Equity and inclusion for all.
- 5 19. Create a space/method for students to openly speak to the college community. Provide +/- feedback, request change,
- 5 20. Student-centered environment. All decisions should be made with the interest of students and not employees.
- 4 21. De Anza college needs improved expectations for financial managers
- 4 22. Create channels for staff to continue to improve their skills and graduate to new levels of responsibility. We're adults, we're people - give us the opportunity to grow, not just plateau.

- 4 23. Sharing best practices and being open to transform other departments throughout campus.
- 4 24. Empathy towards students and peers
- 4 25. Hire enough people to do the job instead of adding work onto one or a few people.
- 3 26. Limited number of times a person can be on a hiring committee
- 3 27. Clear understanding of how we tap into our foundation funds that can help create richer experiences for our students
- 3 28. Easier and simple way for students to give feedback and raise issues
- 3 29. Election process for administration rather than hiring process
- 3 30. Favoritism occurs from administrators to departments and individuals and is apparent
- 3 31. Individual time limits for full-time faculty release assignments. Prevent favoritism to selected faculty.
- 2 32. Improved respect for all staff.
- 2 33. Involvement and follow through on entire shared governance process and being present and advocating for the changes after decisions are made.
- 2 34. Administrative engagement with students and staff outside of structured or pre-determined committees and meetings.
- 2 35. If you are going to ask for our opinion, please really utilize it. Respect our voice and the bravery it takes to respond. Focus groups should not just be a CYA exercise.
- 2 36. Safe campus vs. enforced campus
- 2 37. 100% top-down accountability for management to
- 1 38. Decrease the use of technology. It slows us down, confuses us... if it is going to be implemented it should be simple to understand and streamlined.
- 1 39. Deans should follow up that faculty are actually doing their office hours for students

Re-Vote After Discussion

Voting Results

Multiple Selection (maximum choices = 10) (Allow bypass)

Number of ballot items: 29

Total number of voters (N): 16

Total

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| 14 | 1. Better communications both from the top down and bottom up. |
| 11 | 2. Being willing and open to new ideas from different groups - new ideas outside of "what we have always done in the past" |
| 10 | 3. Foster collaboration among various groups (students, staff, faculty, administrators) across campus both internal and external to departments/divisions/programs. |
| 10 | 4. Accountability for all levels on performance bottom-to-top evaluations |
| 10 | 5. Transparency |
| 7 | 6. Sharing best practices and being open to transform other departments throughout campus. |
| 6 | 7. Need to work to (re)establish mutual trust and respect among various constituent groups to help inform/guide decisions. |
| 6 | 8. Student centered environment. All decisions should be made with the interest of students and not employees. |
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- 3 24. Clear understanding of how we tap into our foundation funds that can help create richer experiences for our students
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- 2 26. Individual time limits for full-time faculty release assignments. Prevent favoritism to selected faculty.
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- 0 29. Improved respect for all staff.

Brainstorming Issues/Initiatives

1. Better communications both from the top down and bottom up.

Communication at all levels. Communicating new policies, procedures and changes and listening to stakeholders. {#9}

Better communication {#7}

I would like to see more communication with all departments VP, Deans, Classified staff. {#11}

Quarterly townhalls to share what's new {#17}

Establish clear and consistent methods of communication so that stakeholders are adequately informed about decisions that impact them. {#27}

Departmental meetings with the President or VP to provide updates and address any rumors {#52}

If you are going to ask for our opinion, please really utilize it. Respect our voice and the bravery it takes to respond. Focus groups should not just be a CYA exercise. {#47}

Involvement and follow through on entire shared governance process and being present and advocating for the changes after decisions are made. {#13}

We now know what we want, but what is the how? How do we make sure that these practices are happening or how are we going to make sure that it is being communicated? {#64}

Streamline and highlight effective avenues for communication. Outlook? SharePoint? Yammer? Teams? Interoffice mail? In person? Phone? Text? Meetings? Representatives? {#65}

I would like to see more communication, follow up who is going to follow through? {#66}

Close loop on major decisions from major governance groups - impact, results, successes, improvements {#67}

When votes are required from shared governance groups, information and time should be given prior to the vote. {#68}

Effective communication is not enough when it is done without care and empathy. (Micro-aggressions and hostility) {#69}

When changes happen, do a blast so everyone knows. {#70}

Question your own meeting hygiene... am I running an effective meeting? {#71}

With better communication on all levels, De Anza college would be able to function better. {#72}

The shared governance process should be revised to be both more communicative and more efficient. Utilize our website to share the items up for consideration and/or vote by shared governance groups, where each item/issue is in the process, what meetings people can attend to learn more, results of the vote, and follow through/what's next (close the loop). Shared governance, when working, should mean that each meeting gets to be meaningful with less duplication of effort, and more focus on ideas and action. {#73}

Ditto #70 {#74}

Websites are powerful tools to disseminate info. Need to keep updated and employees need to check them {#75}

Communication is a tool that should be used to get ideas across and a way to express. {#76}

Quarterly townhalls are good, with someone taking notes on what's presented. Then making sure our ideas and suggestions are taken to heart. {#77}

Better communication with students as well. Why don't we send out e-mail to all students about financial aid or resources? {#78}

With regards to communication regarding updates, a good way to improve the internal communication can be by a monthly and or quarterly updates through videos and or articles from the office of communications department. {#79}

Department meetings might be a good way to communicate new information and changes {#80}

Students and staff (all constituents) need to know as many facts in as timely a manner as possible to make decisions. {#81}

N/A {#82}

I agree with #11. I just want to know what is going on. I understand that I may not be able to have the full details but at least I want to know what is coming my way. I want to trust the Administration, but I can't fully trust until I feel there is consistency and they are willing to trust me too. Do they trust me to communicate with me???? {#83}

Create understanding. Communicate intent. {#84}

If there is a change, this needs to come from the source not on behalf of a person {#85}

We should not discount accreditation requirements related to shared governance once the accreditation team leaves the campus. {#86}

The utilization of Yammer can a standard for best practices and or for our communications team to be more in tune and focused on their content for social media platforms and or internal communication systems. {#87}

Great idea to have the topics of town halls online so we can vote for them. How about a way to submit possible ones for consideration online as well? {#88}

Better communication when crisis occur. It is better for our students to be involved then worry about the image of the school. This is about safety. {#89}

Ditto #67 {#92}

How do we encourage students/employees to read the info that is sent to them? So many emails so little time so much spam {#105}

How about a website for Classified staff to submit ideas, comments, concerns, suggestions that will be looked at by management and our union stewards/president? One where such input is anonymous? Then these ideas can be presented at townhalls? {#138}

2. Being willing and open to new ideas from different groups - new ideas outside of "what we have always done in the past"

Changes in processes. If you do what you have always done, you will get the same results. {#53}

Let go of "this is the way we've always done it". The old way may not seem relevant to this generation of students. {#36}

Innovation is key for improving our campus for students, faculty, and classified professionals' experience. {#90}

We should establish a format where we do an audit of our systems and if it is improving with regards to operations and performance. {#94}

For De Anza to improve and move forward, we need fresh ideas to meet the current times and what today's students need, faculty and staff need. {#95}

We can't operate like it's the early 2000's forever. We need to evolve. {#96}

Don't be afraid of change. {#97}

Students will go somewhere else if they don't think that De Anza can prepare them for the future. {#98}

There should be an ability for our leadership to understand and to learn how to adapt with the demanding needs. In private institutions, this would be the purpose for a CTO. {#99}

When does a new idea become old? {#107}

It's good to reflect on the past but as circumstances and the campus climate changes, it will be critical to take more innovative approaches to leading the campus community and finding solutions to issues that are identified by staff and students. {#110}

We need to all be well versed in technology, our own systems across all the departments/divisions. Knowledge is power and we should have the power to help each other and students as we move forward into the 21st century. {#111}

It is important to continue to take the pulse of the campus as major decisions are being made - stay current with what is happening with students and staff {#112}

I have experience and knowledge that you can benefit from, that is why I was hired but when my opinions are not being heard or validated, I feel like I am just a person filling a space. I don't want to feel that way. I value De Anza and the population it serves including staff, faculty, supervisors, administrators and community partners. I want to be here, but I also want to be heard and supported. {#118}

3. Foster collaboration among various groups (students, staff, faculty, administrators) across campus both internal and external to departments/divisions/programs.

Create time for professionals to gather, create community, and organize {#2}

A system that highly encourage students, classified and faculty to be included in decision making {#8}

Echoing "creating time for professionals to gather", create community and share ideas. {#91}

Too often changes happen that effect the stakeholders i.e. staff and students in a negative way. This could have been prevented if the stakeholders had been involved with the decision making. {#100}

Creating space and having something like a "college hour" each day with free time would be a great way to establish community and help us to see each other as a collective. {#109}

We have done better at inviting students into the conversation, but while faculty and staff have attended many workshops that deal with equity and respect and how to be student-centered, I don't feel like management has. What we end up with is students at the table

and their voices not being heard. This is not about advocacy, but about the skills to step into the student's perspective and communicate in a way where they feel heard. {#121}

I agree with #109 but would change it to a weekly or bi-weekly event. {#124}

Provide an impact report with major changes to programs or departments, then follow-up to see if those changes really made an improvement or needs to be revisited/revise {#136}

The institution would benefit from visionary leadership that could help constituent groups work together for a common goal of serving students. Administrators need to help break down (rather than reinforce) the silo mentality among divisions and departments and to build bridges and opportunities for stakeholders to collaborate together. {#162}

I would love to see this campus build on the strengths of individuals...there is so much richness...we can do this together. Let's just try it. Do you want to try or do you culturally place yourself at the untouchable level? because outside these perimeters...we are all the same {#191}

4. Accountability for all levels on performance bottom-to-top evaluations

No one in my department has had an evaluation in over 4 years. Just saying. {#57}

Improve guidelines and metric systems of success to an individual's role and responsibility. {#55}

100% top-down accountability for management to {#41}

Develop a means to hold decision-makers accountable for their decisions/actions (i.e. follow-up on consequences or demonstrate effectiveness of funded projects) and to work with stakeholders on solutions, when necessary). {#49}

100% top-down accountability for management to understand, respect and adhere to collective bargaining unit agreements. {#48}

Deans should follow up that faculty are actually doing in their office hours for students {#58}

Contract violations happen frequently but there seems to be no consequence for management. The same people commit the same violations over and over. Perhaps there are things being done on the back end, but there is complete lack of transparency in the process. Administration wants us to trust them enough to go to them with issues, but doesn't communicate results/changes, they don't offer mediated meetings to deal with issues, etc. This really impacts the trust employees feel towards management. {#103}

Get rid of tenure {#141}

There should be a separate committee and/or a group that addresses and mediates any challenges or issues between departments and their managers. One that isn't biased and can be utilized as a first phase of improving relations. {#142}

We have a lot of great staff, faculty and supervisors, but there are those that constantly break rules, are disrespectful to students, and bossy to staff and nothing is ever done to correct the situation. How long do students, staff and faculty need to suffer before something is done to get rid of bad apples in our organization? Students should not have to pay for classes that are being taught by teachers that are no longer competent and employees should not have to tolerate harassment and discrimination from their boss. If the administration is aware of issues, they should be taking care to correct the situation to make this a positive place to go to school and work. {#144}

Everyone needs to learn to be accountable and this includes staff, faculty, supervisors, and administrators. Some deans may feel they are not heard, but are they hearing and supporting classified professionals in their leadership roles? {#147}

It is currently impossible to know if a full-time faculty member is fulfilling a release time assignment. In some cases, the same faculty member is given the same assignment year after year. Why are they still considered full-time faculty when they are not teaching full-time each year? {#153}

Deans should be held accountable for providing additional pay to faculty beyond division budget allocations. {#167}

There are a number of people who don't do their jobs, and managers pretend not to notice. The work gets passed to someone else. {#173}

Accountability and follow-through on decisions that are made as part of, as well as those that appear to be made independent of the shared governance processes. People need to be able to trust decision-makers to base their actions on feedback from stakeholders rather than personal or political reasons. {#190}

I should be able to evaluate my supervisor and you should respond to my concerns. There should be some expectation that they should continue to learn, like staff do, to improve their methods. {#201}

5. Transparency

Transparency about money and exact details about what it is used for down to the penny {#34}

Better transparency for the authorization to allocate resources {#5}

Transparency in democracy...can you let me in? {#4}

What are we spending money on? Who gets to decide on this? Can Classified staff submit their opinions about it? {#102}

What happens to the results of shared governance voting once the vote happens. Do senior administrators make changes related to a vote once it already occurs? {#104}

If information goes on the website, we should not have to dig to find it {#125}

When a 'planning & budget team' takes the time and effort to prioritize position reductions, do senior administrators respect the results... or change the results to suit personal opinion? {#127}

Understanding to how the foundation's funds are utilized and prioritized. {#146}

Transparency on all levels! {#154}

I'm sure the information is out there somewhere, but it's not transparency if we can't find it easily. {#193}

Transparency goes a long way toward establishing and maintaining trust. {#200}

6. Sharing best practices and being open to transform other departments throughout campus.

Let us stop reinventing the wheel and figure out a way to share best practices and be a team. {#158}

There are plenty of staff who have great ideas and can make suggestions for others. No need to reinvent the wheel. Share what you know to help your coworkers. Maybe a website where staff can share their knowledge? {#171}

Sharing is caring. Each department shouldn't be afraid to copy what's been successful elsewhere. {#186}

We should all be striving for an inclusive and equitable campus/space. We shouldn't leave the work to a few peers. Let's learn from each other {#196}

7. Need to work to (re)establish mutual trust and respect among various constituent groups to help inform/guide decisions.

There should be more retreats and more ways for bonding and building relationships. It should be easy to organize, shouldn't be stressful and should be engaging. {#163}

Trust comes as a result of active listening, understanding, accountability, collaboration... we spend too much time apart and the time we spend together isn't quality time. {#180}

8. Student-centered environment. All decisions should be made with the interest of students and not employees.

Creating new/non-traditional paths to meet student needs {#31}

Schedule classes based on student demand. {#39}

Easy to forget that we are all here for the students not to build empires for ourselves or to press our own ideas on everyone else. {#116}

Employee interests often outweigh the interest of the college. How to have employees feel empowered if their ideas are not in the best interests of students? {#130}

Students are here to learn. Faculty should be all about that and not all about putting themselves first {#140}

Instructional faculty must be good teachers, or we are doing a huge disservice to our students and wasting tax-payers money. {#151}

Unions are running the show. Faculty and counselors write their own rules {#157}

Ditto on #150: "Students are our bosses not supervisors/managers. If there are no students, there is no college" {#159}

Ditto #157 {#160}

Making sure that students are heard. Not being able to register for classes if they do not give their opinion or making sure that faculty provide surveys {#170}

We should all know a little but about all programs. Employees sometimes bounce students around because "it's not their job or department" {#182}

Students are important and it would be nice to see administrators interact more with the students. {#195}

9. Create a space/method for students to openly speak to the college community. Provide +/- feedback, request change,

Easier and simple way for students to give feedback and raise issues {#61}

Students should be encouraged to raise issues about faculty, staff and administrators. Currently they feel intimidated or helpless because no actions are taken. {#143}

Students are our bosses, not supervisors/managers. If there are no students, there is no college {#150}

Highlight how this can be done. I'm sure the pathways already exist, but they are not well lit. {#161}

This should definitely be a way for it to be shown through public discourse. The DASB is not enough for a speaking constituency for students. {#172}

10. Improve how meetings are conducted. Optimize time spent when we do gather.

Physical presence and attention - put away the laptops and phones at meetings and be engaged {#22}

There are books and studies that have been done on meetings. Organizers should be trained on how not to waste our time and maximize its use. {#155}

Agree !00% with #22 - all members need to be mentally present and engaged {#192}

11. Training and mentoring for all levels. New administrators, supervisors, faculty, and staff.

It seems like managers/deans know about their areas, but don't know how to manage people. {#108}

When new programs are launched, everyone should be given a training. Don't throw it at us and assume we'll figure it out. {#119}

There is no mandatory management training or re-training, which is pretty appalling and creates many of our issues with regards to collaboration, trust, and how to conduct meetings. {#128}

Training should never be an afterthought when things fall apart. We shouldn't have to get to crisis for someone to provide a solution. {#129}

Training for new staff, regardless their position, should happen BEFORE their first day. Maybe like a week-long training on important things such as how to be professional, departments on campus, procedures and so on {#134}

Everyone should be trained and well-versed in technology and our internal systems. Knowledge is the key to being able to help each other and help our students. We should all have training and access to be able to be the best we can and to move ourselves and our students through the 21st century {#152}

We need to prepare our classified staff for future job opportunities in management by offering training and real time opportunities to practice those skills. {#156}

We need all staff to be able to utilize the technology provided and not enable those who are only comfortable with pen to paperwork methods. {#166}

As opposed to being a retributive force upon those who aren't performing, the training and mentoring can be a restorative way and or an open practice for improvement. {#177}

This would be great!!! I really support this I feel that we all need this. {#179}

12. Decrease bureaucratic systems that only create more challenges for new ideas

Helping to speed up the time it takes for things to happen, get fixed, be processed (reducing the amount of bureaucracy). {#19}

Supervisors sometimes delay processes or hold new ideas staled {#126}

Figure out ways to remove barriers so we can have less bureaucratic red tape and more progress. {#164}

Utilize the technology we have, and the time mechanisms associated for approvals and requests {#176}

13. Training on technology & applications as well as collaboration styles, how to conduct meetings, how to manage others.

App-specific trainings. So much to learn few ways to find out {#29}

More technology training {#30}

Yes to more training and access!!! {#169}

14. Create channels for staff to continue to improve their skills and graduate to new levels of responsibility. We're adults, we're people - give us the opportunity to grow, not just plateau.

It would be great if we could shadow colleagues to prepare us to future job openings. Employees should move up and there should be a clear ladder for growth. {#149}

Love the shadowing idea - {#175}

Allow collaboration among people who have similar jobs in different departments/divisions. {#194}

15. One-stop place for new students to go to get face to face help

Improve information segway for students who have questions about enrollment, financial aid - way to help students resolve problems/ issues across multiple departments. {#50}

Is this not Outreach? {#145}

Must have place to send students who have general questions instead of shuffling them from place to place {#168}

Customer service need staff to provide this {#174}

More general assistance face to face rather than self-help online {#178}

A digital version of this would be excellent. The private sector utilizes artificial intelligence for bots to address consumer needs and or questions. This can easily be replicated in De Anza's institution of services. {#184}

We need a one-stop student services building where there is a flow students can follow without having to run all over the campus to find services. {#203}

16. Hire enough people to do the job instead of adding work onto one or a few people.

1 person should not carry the work for the entire campus. We should all be working to make this campus as inclusive and as equitable as possible. It is in our mission statement. {#131}

New staff hired are only in specific areas and only serve specific students e.g. equity. A lot of resources going to small departments {#187}

General departments do not have enough staff. Some small departments have lots {#199}

There should be a number set that the department cannot go below when making decisions to lay off or freeze {#208}

17. Favoritism occurs from administrators to departments and individuals and is apparent

I do not agree with this. I feel that we all get treated the same. I think that some people are just more active in a lot of things in the college. I feel that we all get treated the same. {#137}

It is pretty clear who the interim president of De Anza supports because you see the same departments getting all of the "goodies" while others are struggling. The same people are always given what they request while others have to justify all f their requests and still do not get what they need. {#139}

When a department does not follow a hiring process there needs to be consequences. Departments have changed job descriptions to adhere to a particular individual or they have not followed procedures to announce the job {#181}

There is a lot "do not ask for permission ask for forgiveness" behavior {#185}

It is also clear that the current interim president will often go around policies to promote her own chosen few. When this happens, serious feelings are developed {#207}

18. College reception area with phone number and real person assisting

This would be really nice to have. I get a lot of traffic and I feel bad for students or the community in general. Sometimes they are lost for several minutes and do not know where to go for help. I walk them personally to their destination. We need to have staff better customer service in all divisions, Sometimes I go to other offices and the classified personnel are so rude even to me! I often think OMG I wonder how they treat the students!!!!!! {#165}

This has more impact and importance than can be measured. Everyone loves to be able to see or at least speak to a real person. Maybe even figure out a way to have a communications center/via texting for questions and people to contact to add value {#189}

19. Election process for administration rather than hiring process

Staff should be able to select or elect who is applying. This helps eliminate a person being "put into" the position even though they have gone through the hiring process {#93}

Don't agree. This is not a popularity contest. {#206}

20. Equity and inclusion for all.

New processes established for inclusion and equity for students and staff alike. Should not be based on popularity. {#117}

Equity shouldn't be a buzz word but should be a well understood practice. It's tossed around a lot. We think we have it covered, but our understanding, empathy and learning capacity in this area could really use work as a District. {#133}

Equity for all!!! PLEASE. {#188}

This effort needs to be a responsibility of everyone. Not just the office of equity {#204}

21. De Anza college needs improved expectations for financial managers

22. Empathy towards students and peers

We should all be helping one another {#202}

There needs to be more team building, more retreats, more bonding, and third party / unbiased connections. {#205}

23. Limited number of times a person can be on a hiring committee

I think that the reason why people continue to be in these committees is because they usually ask to. Me personally will be asked from H.R. when they need a EOP rep. I think more people should volunteer. {#120}

Evident that "stacking" still exists. (#23) {#132}

I think the people they ask should change and some things should be mandatory {#198}

24. Clear understanding of how we tap into our foundation funds that can help create richer experiences for our students

We have a pot of money that allows us to spend the interest each academic year from this foundation account and yet anytime we go to our department Dean they don't allow us to utilize the funds. Due to mistrust of administration it makes me feel as though

administration is waiting for the right moment to "capture our funds" because we're not using them. {#115}

Deans need to get some "balls" about approving things that they are afraid to take up to the interim President of De Anza. {#123}

25. Safe campus vs. enforced campus

Transparency of how campus police is enforcing the laws. Especially when there is a issue raised about them. It should not be an internal review process that then disappears. I have helped student submit racial profiling complaint about the cops and they have never been followed up with. {#106}

Do guns make our campus safe or give cops power over students? Students don't feel safe on campus with the cops. That is the opposite of their purpose. {#114}

Re-examine the history of policing at De Anza and question if it is necessary. {#122}

We need more officers of color & female officers. Students respond to people who look like them. {#135}

26. Individual time limits for full-time faculty release assignments. Prevent favoritism to selected faculty.

Faculty who spend time on committees for release time means less time they have to spend on campus helping students. {#101}

27. Administrative engagement with students and staff outside of structured or pre-determined committees and meetings.

If administrators simply walked the campus, they would have a better idea of who is out there & what is needed. {#148}

28. Decrease the use of technology. It slows us down, confuses us... if it is going to be implemented it should be simple to understand and streamlined.

Technology is not the solution to all of our issues. It creates layers of complexity and failure. Our focus should be on increasing the quality of our conversations forward more tangible goals and an improved environment. {#113}

Technology should be utilized as a way to improve systems. If it is counterproductive than the use of it should be re-evaluated. {#197}

29. Improved respect for all staff.

It should not be okay for senior administrators to discuss private medical circumstances behind closed doors where re-organization discussions also occur. {#183}

Feedback Survey (Survey)

Survey Results

1. This session was a good use of my time

A) Ballot

Method: Agree/Disagree (4-point)

Options: Allow Bypass

Descriptions:

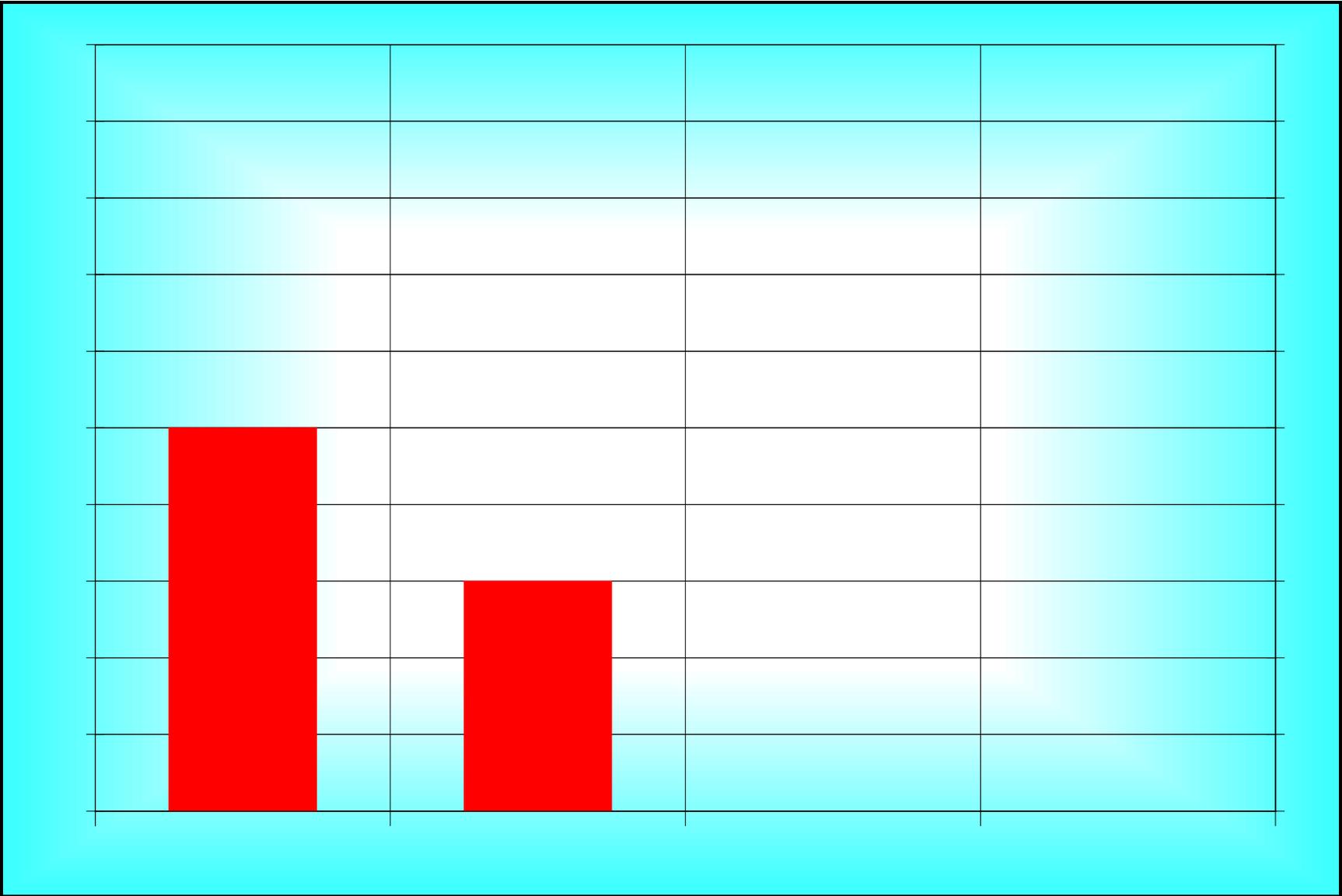
SA-Strongly Agree A-Agree D-Disagree SD-Strongly Disagree

B) Results Spread

<i>Choices</i>	<i>Count</i>
SA(4)	10
A(3)	6
D(2)	0
SD(1)	0

Statistics

<i>Total</i>	58
<i>Mean</i>	SA(3.63)
<i>Mode</i>	SA
<i>High</i>	SA
<i>Low</i>	A
<i>STD</i>	0.50
<i>N</i>	16
<i>n</i>	16



Results Chart (1. This session was a good use of my time)

2. I have confidence that this information will be used constructively to benefit the organization

A) Ballot

Method: Agree/Disagree (4-point)

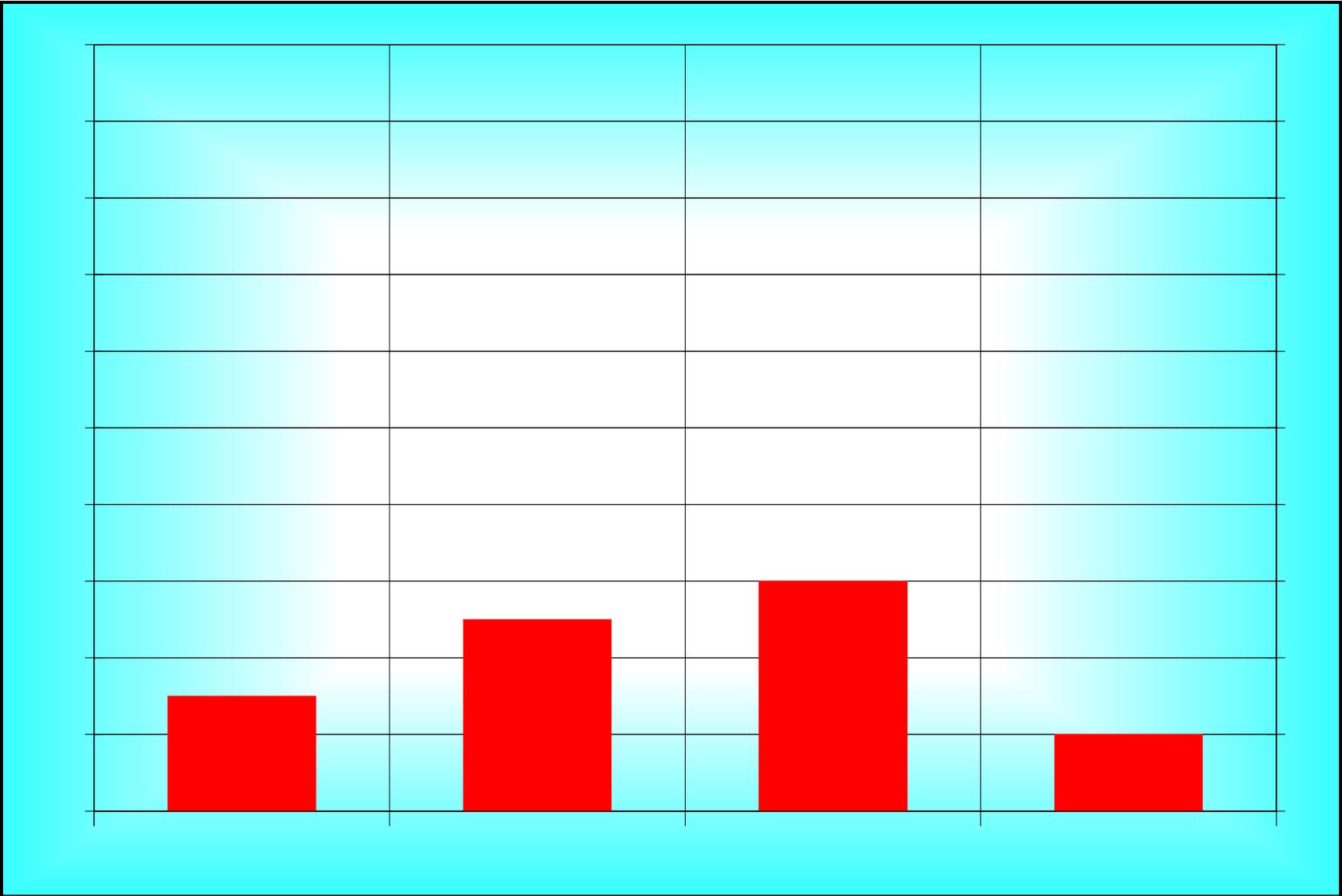
Options: Allow Bypass

Descriptions:

SA-Strongly Agree A-Agree D-Disagree SD-Strongly Disagree

B) Results Spread

<i>Choices</i>	<i>Count</i>
<i>SA(4)</i>	<i>3</i>
<i>A(3)</i>	<i>5</i>
<i>D(2)</i>	<i>6</i>
<i>SD(1)</i>	<i>2</i>
 <i>Statistics</i>	
<i>Total</i>	<i>41</i>
<i>Mean</i>	<i>A(2.56)</i>
<i>Mode</i>	<i>D</i>
<i>High</i>	<i>SA</i>
<i>Low</i>	<i>SD</i>
<i>STD</i>	<i>0.96</i>
<i>N</i>	<i>16</i>
<i>n</i>	<i>16</i>



Results Chart (2. I have confidence that this information will be...)

3. I enjoyed using the group interactive software

A) Ballot

Method: Agree/Disagree (4-point)

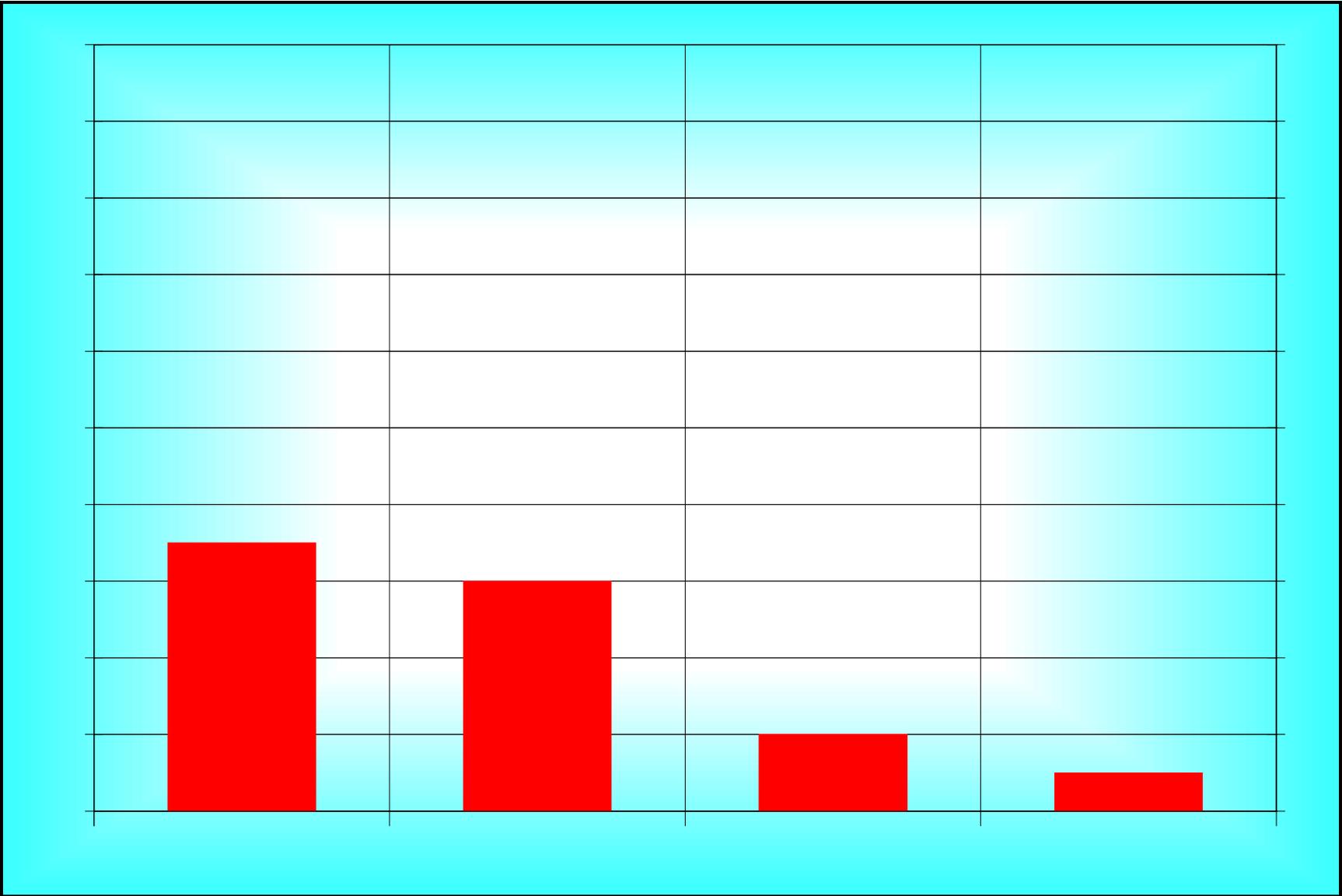
Options: Allow Bypass

Descriptions:

SA-Strongly Agree A-Agree D-Disagree SD-Strongly Disagree

B) Results Spread

<i>Choices</i>	<i>Count</i>
<i>SA(4)</i>	<i>7</i>
<i>A(3)</i>	<i>6</i>
<i>D(2)</i>	<i>2</i>
<i>SD(1)</i>	<i>1</i>
 <i>Statistics</i>	
<i>Total</i>	<i>51</i>
<i>Mean</i>	<i>A(3.19)</i>
<i>Mode</i>	<i>SA</i>
<i>High</i>	<i>SA</i>
<i>Low</i>	<i>SD</i>
<i>STD</i>	<i>0.91</i>
<i>N</i>	<i>16</i>
<i>n</i>	<i>16</i>



Results Chart (3. I enjoyed using the group interactive software)

4. I have the following suggestions for future improvements

A) Ballot

Method: Open-Ended
Options: Allow Bypass
Maximum Number of Characters: [12288]
Descriptions:
Click in the box to enter text.

B) Text Responses

Total Number of Respondents (N): 16
Number of responses to this question (n): 3

1. Please help us and fix De Anza College!
2. I'm just not a fan of using a PC, so using this has been a bit clunky.
3. Hiring of the next President for De Anza campus is highly recommended to hire an "outside" candidate who will have a fresh perspective to all of these issues.