

Fall 2015 Snapshot Survey Report

Survey conducted by the WORK CLIMATE COMMITTEE

Report submitted 1/08/2016

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Fall 2015 Snapshot Survey Report

EXECUTIVE SUMMARY

OVERVIEW

The Work Climate committee (WCC) utilizes two complementary surveys to evaluate workplace climate. The WCC continues to utilize the comprehensive Personal Assessment of the College Environment (PACE) survey as administered by the **National Initiative for Leadership and Institutional Effectiveness** (NILIE) on a three-year cycle (2012, 2015, etc.) to measure workplace climate issues at CSN. However, the WCC saw opportunity and value in creating and administering a smaller and more frequent in-house survey (through CSN's Office of Institutional Research) to both follow up on topics addressed in the PACE survey and explore other emerging issues of climate at CSN. This smaller survey could be constructed and reported on in a timely fashion, would be customizable to address a variety of topics or issues and was free of the costs associated with the comprehensive PACE survey. This new survey was named "Snapshot" as it offered a glimpse into the climate status of CSN employees at the moment when it was completed. The Snapshot was NOT created to replace the PACE survey, but rather to be used in conjunction with it as another tool to assess, evaluate and report of matters of workplace climate at CSN. The pilot snapshot survey was conducted in the spring of 2014, and a report was submitted in early 2015 based on the findings of that report. The WCC adjusted the snapshot as needed and incorporated some new themes and sent out a new survey in the fall of 2015.

UPDATES

The Snapshot survey is designed to be flexible in its size and content. The WCC significantly expanded the number of questions for the 2015 survey and there were changes to some of the themes as well. Unlike the 2014 survey which didn't allow for respondent comments some question on the 2015 survey did allow for open comments on multiple question items. These comments were reviewed and considered when the WCC constructed recommendations. Regarding recommendations, the 2014 survey report did not include them, however, the 2015 snapshot survey report does include WCC committee generated recommendations and those will be discussed in greater detail in the report. Finally, the report on the 2014 survey was in excess of 50-pages, with the increase in questions for the fall 2015 survey if all the categories were documented again in the same structure the 2015 report would have totaled over 100 pages. This considerable length was determined to be excessive and ineffective, to that end this report is shorter-- but does contain the key areas of information. However, the full detailed survey results for any specific theme, question item or by demographic groupings is available from the Work Climate Committee. Visit the WCC Website (<http://www.csn.edu/pages/4635.asp>) for more information as well as previous reports. You may also contact WCC member Pamela Gallion (Pamela.Gllion@csn.edu) for any data requests.

SURVEY INSTRUMENT

The 2015 Snapshot survey instrument contained 53 question items grouped into four themes as well as demographic and classification information. The four themes (Campus Issues, Campus Safety, Diversity, and Internal Recognition) will be discussed in greater detail below. The online survey was deployed via email invitation on August 17-September 7, 2015. The final sample included all CSN employees including student workers. The sample size was 2,709 people. Of these, 953 submitted completed surveys, producing a 35.2% response rate with a 2.56% margin of error.

THEMES / DEMOGRAPHICS

The four themes that shaped the snapshot survey were developed by the WCC in order to examine several important climate issues at CSN and were derived through a variety of sources. Working within the CSN community, the WCC sought to use the Snapshot to examine issues and concerns brought to our attention by constituents including committees, individuals, offices and other sources. WCC members met and discussed the proposed topics and then formulated questions. (Sometimes the questions were also constructed in collaboration with the constituent whose idea it was to ensure our questions would address the correct issue.) All questions went through a reflection and review process by members of the WCC to ensure they were well-constructed and appropriate.

The “Campus Issues” theme included questions on *The Weekly Bulletin* from the President’s Office, and the *iServiceDesk* program/process. The “Campus Safety” theme emerged from the 2014 survey as one that merited deeper examination. New questions addressed the perception of employee safety on each campus, at different times of day and on different locations on each site. Other safety items examined the red “emergency” phones on campus, the likelihood of being a victim of crime and other questions. The “Diversity” theme covered questions on diversity-related goals for CSN, participation in diversity-related activities, and other items. The “Internal Recognition” theme focused on the recognition process, award preferences, and other related items.

Employees were asked to voluntarily provide their personnel classification, the division of CSN in which they work, their primary campus and the number of years employed at CSN. Employees were further asked for individual demographic characteristics of race/ethnicity and gender. Lastly, respondents could also choose to self-identify as part of other groups including military service members/veterans, older adults/seniors, people with disabilities, and/or lesbian/gay/bisexual/transgender/queer (LGBTQ).

RESULTS BY THEME

Campus Issues

- “The Week Ahead” document sent out each week from the Presidents’ Office continues to receive overwhelmingly favorable response (73% overall) from all demographics examined. This is a slight increase from the 2014 survey which produced a 71% from the same population.

- Facilities' *iServiceDesk* program was explored at the request of the Facilities' area. Results reflect which employee types use the program the most (Classified 77% and Administrative Faculty 73%) and evaluate several aspects of the program.

Campus Safety

- Questions sought to know what times of day and locations on each of the main campuses and other sites where employees felt most safe. All campuses were very similar on perceived safety ("feel very safe": Cheyenne 72%; West Charleston 76%; Henderson 75%, Other Sites 73%). Overall employees felt notably safer in daytime (74%) compared to nighttime (29%).
- Safety questions explored four locations (inside campus buildings, on campus walkways, in parking lots, moving around on campus) on each campus and examined results for daytime and nighttime.
- Perceived likelihood of being a victim on crime on campus was examined. 77% of respondents reported that it was "not at all likely" or "not very likely". Examining different campus locations showed no notable change in the results, but employee type revealed differences: Highest perceived likelihood was Classified (36%), lowest perceived likelihood was Administrative Faculty (16%).
- Familiarity with, and perceived effectiveness of, the "red emergency phones" on campus was also examined.
- The data for the self-identifying groups produced two statistically significant findings for safety for people with disabilities and women. These will be discussed in a specific topic focus at the end of the report: "SPOTLIGHT: Campus Safety and Unique Populations".

Diversity

- Questions in the Diversity section covered an array of topics. One item asked respondents about their perception that CSN is working in positive directions toward diversity to which 89% "Strongly Agree/Agree" with the statement. Another question asked about their participation in diversity-related activities at CSN, and followed up by examining the reasons why they may not have participated.
- One question asked employees what should be CSN's top priority related to diversity and responses ranked six detailed options. The highest scoring responses were "developing initiatives that promote persistence, retention and graduation of diverse students" (31%), followed by "recruiting and retaining faculty and staff who reflect the population we serve" (21%).

Internal Recognition

- Questions for this section were constructed in a joint effort of working with the Internal Recognition Committee (IRC) at CSN. The purpose was to better measure CSN employees on the key topic of recognition. Questions covered topics including awareness of the IRC and the

award process. Employees also ranked their preference for award type with roughly 50% preferring a monetary award to the other six options given. The other options received between 5-17% each.

- Respondents also noted their format preference for acknowledging employee recognition between a social event (55%) versus an annual publication (45%). The overall numbers were close, but when looking at the responses by employee type the number varied significantly with Classified preferring a social event at a 3:1 ration, whereas all the other employee types were near evenly split between the two options.
- Other questions sought further knowledge on employee preferences for acknowledgement and awards, and also how active they were in the award nomination process as well as other topics.

RECOMMENDATIONS

The WCC met in small teams and as a whole committee to generate data-driven recommendations. Respondents comments made on the survey were also considered in this process. The recommendations are stated at the end of each theme in the report and are presented in totality as an appendix at the end of this report.

CLOSING THOUGHTS

The survey results serve to generate longitudinal information on key issues including Communication and Diversity, explore new areas including Recognition and CSN tools like *iServiceDesk*, and delve further into important concerns on topics like Safety and Security. Results from this survey may lead to improved climate at CSN overall, but also within key areas including the Office of Community Relations, Diversity and Multicultural Affairs, the Office of Public Safety, the Internal Recognition Committee and more.

LOOKING FORWARD

The next snapshot survey will be deployed in the 2016-2017 academic year. The “snapshot team” (made of 5-7 WCC members) will continue to refine the topics for examination and explore how to best construct and deploy the next survey.

2015 SNAPSHOT SURVEY RESULTS

Survey Facts:

Field Dates – August 17 – Sept. 4, 2015

Sample Size – 2709

Surveys Completed – 953

Response Percentage – 35.2%

Margin of Error – 2.56%

Survey Categories

A majority of the survey question are presented first, showing the responses of all employees who responded to the survey. Then the responses are reported by three main categories, employee type, employment unit and Primary campus.

Table 1. Employee type

Classification	Number	Percent
Academic Faculty Full-time	303	35.8%
Academic Faculty Part-time	141	16.6%
TOTAL Faculty (FT & PT)	444	52.4%
Administrative Faculty (FT,PT)	156	18.4%
Classified Staff	164	19.4%
All other*	83	8.7%
Totals	847	100%

**In order to protect the anonymity of employees "All other" is a combination of respondents who are 160 or 1000 hour employees, lab assistants, special project or teaching assistants and student workers.*

Table 2. Employment area

Area	Number	Percent
Academic Affairs (includes Academic Faculty)	535	68%
Finance/Presidents Office	37	4.7%
Student Affairs	83	10.5%
Strategic Initiatives & Administrative Services	79	10%
Workforce & Economic Development (DWED)	53	6.7%
Totals	787	100%

Table 3. Length of employment at CSN

Length of time	Number	Percent
0 – 5 years	319	37.8%
6 – 10 years	183	21.7%
11 – 15 years	164	19.5%
16 – 20 years	120	14.2%
21 or more years	57	6.8%
Totals	843	100%

Table 4. Primary campus

Campus	Number	Percent
Cheyenne	280	33.2%
Henderson	94	11.2%
West Charleston	378	44.8%
Other/sites/online	91	10.8%
Totals	843	100%

**Please note: In order to protect the anonymity of employees Sahara West, Primarily Online, and other sites and centers were combined to form a category "Other sites/online" (n=91)*

Table 5. Demographic communities

Community	Number	Percent*
Male	330	40.74%
Female	452	55.8%
Asian/Asian American	59	7.28%
Black/African American	78	9.63%
Hawaiians/Pacific Islanders	22	2.72%
Hispanic/Latino(a)s	99	12.22%
Native Americans/Alaskan Natives	21	2.59%
Whites	519	64.07%
Lesbian/Gay/Transgender/Queer	52	6.42%
Military service members/veterans	98	12.10%
People with disabilities	66	8.15%

Respondents could select all that apply. Percentages presented are for the number of respondents who answered the question (n=810). These 810 individuals provided 1796 responses.

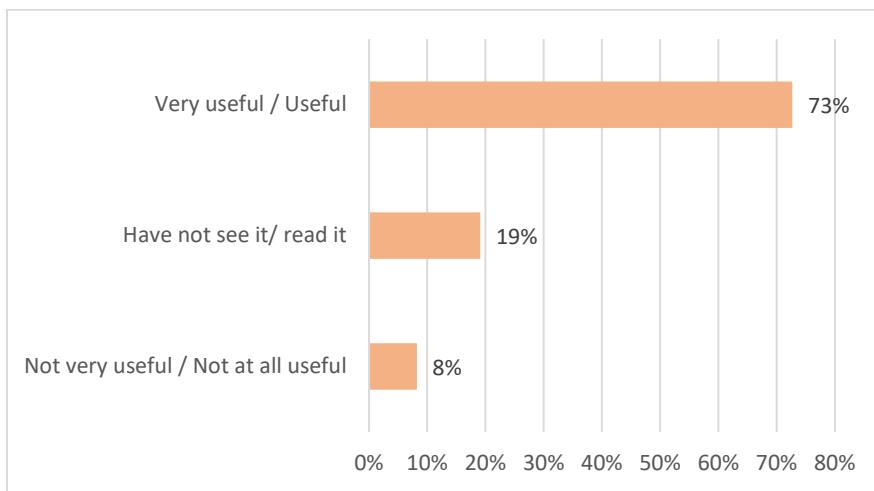
THEME 1 – CAMPUS ISSUES

Item 1: Communication

This is the second year that data was collected to assess “The Week Ahead”, a weekly information bulletin that is emailed to all CSN employees weekly from the President’s Office.

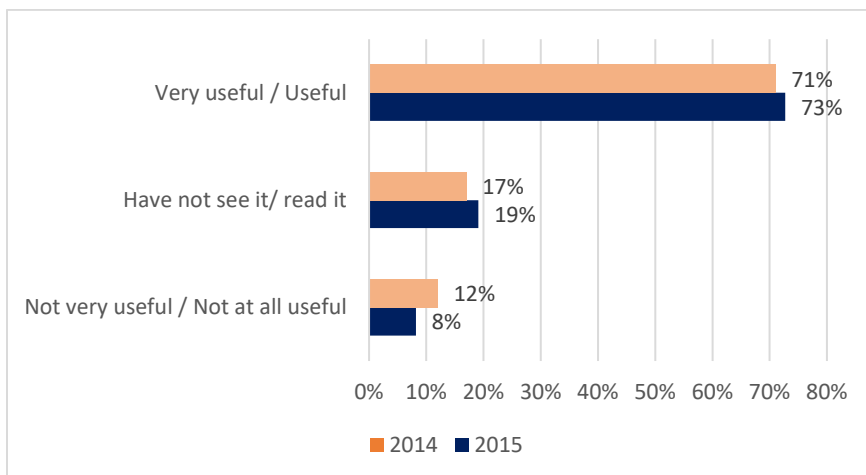
“Q1. The President's Office distributes 'The Week Ahead' bulletins via email to all employees. We would like some feedback about this communication tool. How useful do you think the information in 'the Week Ahead' bulletin is to you?”

Figure 1. Usefulness of “Week Ahead”



All employees (n = 942)

Figure 2. Usefulness of “Week Ahead” by length of employment

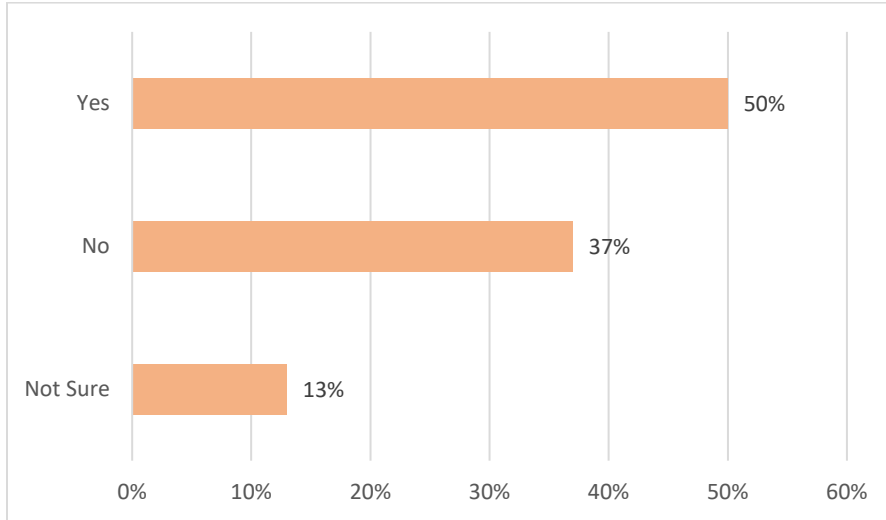


Group total (n = 838)

Item 2: IServiceDesk

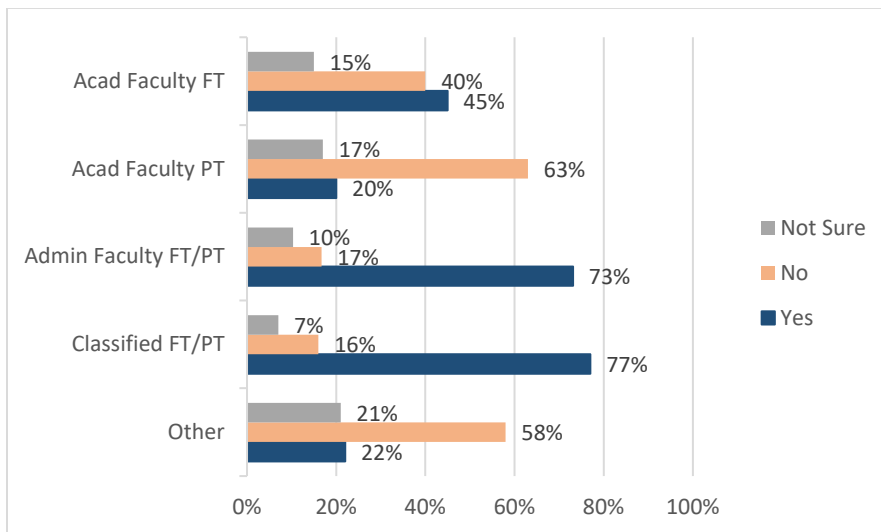
“Q2. The next questions are about Facilities iServiceDesk. Have you ever requested service using iServiceDesk?” (n = 949)

Figure 3. Use of Facilities iServiceDesk



All employees (n = 949)

Figure 4. Use of Facilities iServiceDesk by employee type



Group total (n= 473)

Respondents who indicated that they have ever used the Facilities iServiceDesk (n=473) were asked four follow-up questions about the service.

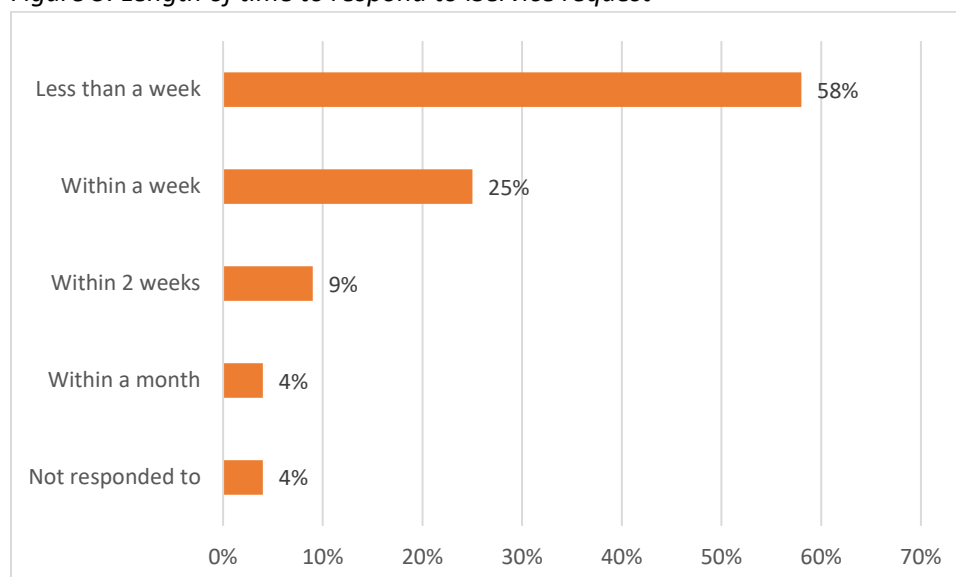
Table 6. Services evaluation

Service	% Agree	% Disagree
Interface to enter a service request is user-friendly and easy to follow	89%	11%
Easy to find the status of my request	85%	15%
Occasional messages keep me up to date	85%	15%

To obtain the results of Q3 – 5 (as shown in table 6) the “strongly agree” and “agree” percentages were combined, as were the “disagree” and “strongly disagree” responses”

Q6. The requests that I have entered on the Facilities iServiceDesk are responded to in”

Figure 5. Length of time to respond to iService request



Total (n = 462)

THEME 1 (CAMPUS ISSUES) DISCUSSION: Favorable reception of “The Week Ahead” received by all sectors of CSN continues to grow from the 2014 survey. iServiceDesk program appears to be used mostly by Classified and Administrative Faculty and the three questions asked about its feature received favorable marks with none scoring lower than 85% (see Table 6). Figure 5 suggests that the response time to requests made through iServiceDesk is mostly within a week (58%)

THEME 1 (CAMPUS ISSUES) RECOMMENDATIONS:

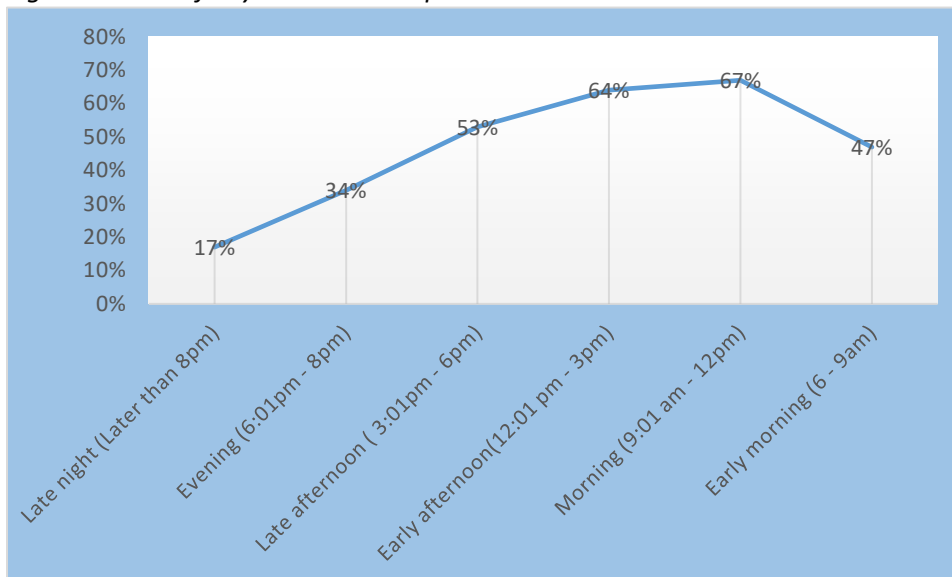
- Continue the format and frequency of “The Week Ahead.” (There were some comments about adding images to it, but the overwhelmingly positive feedback suggests that the document is well received as-is.)

- Facilities should review the results and determine if there needs to be greater awareness and use of *iServiceDesk*. If expanded use of the program is desired the WCC encourages making *iServiceDesk* visible on the CSN webpage and offer training sessions through the CAPE office.
- As a large number of CSN employees have not used *iServiceDesk* the Facilities office may want to solicit direct feedback from users through including a survey at the completion on the work order.

THEME 2 – CAMPUS SAFETY

Q8.” What time of day are you most likely to be on campus (select all that apply)”

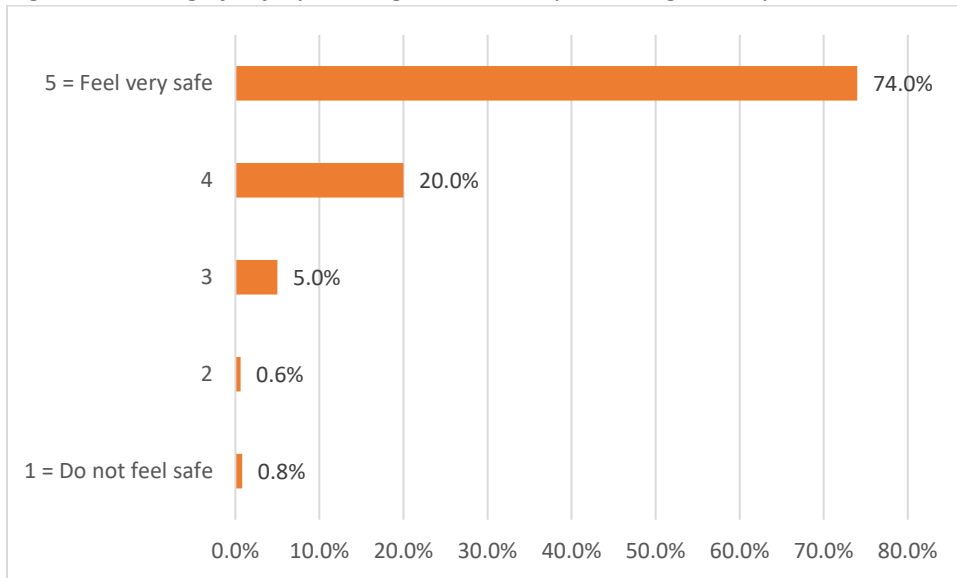
Figure 6. Time of day on a CSN campus



In the next series of questions, respondents were asked to respond to a series of statements regarding feeling safe at various locations on campus.

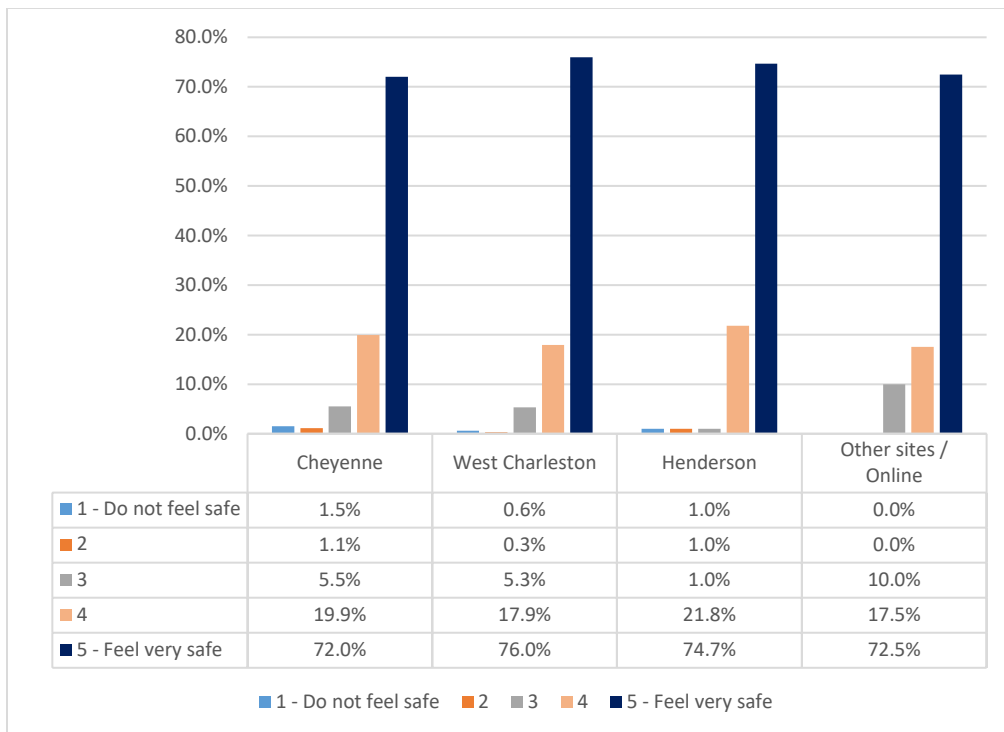
Q9. “- Moving around campus during the day” - 45 respondents indicated that this question did not apply to them

Figure 7. *Feeling of safety moving around campus during the day*



Total (n=874)

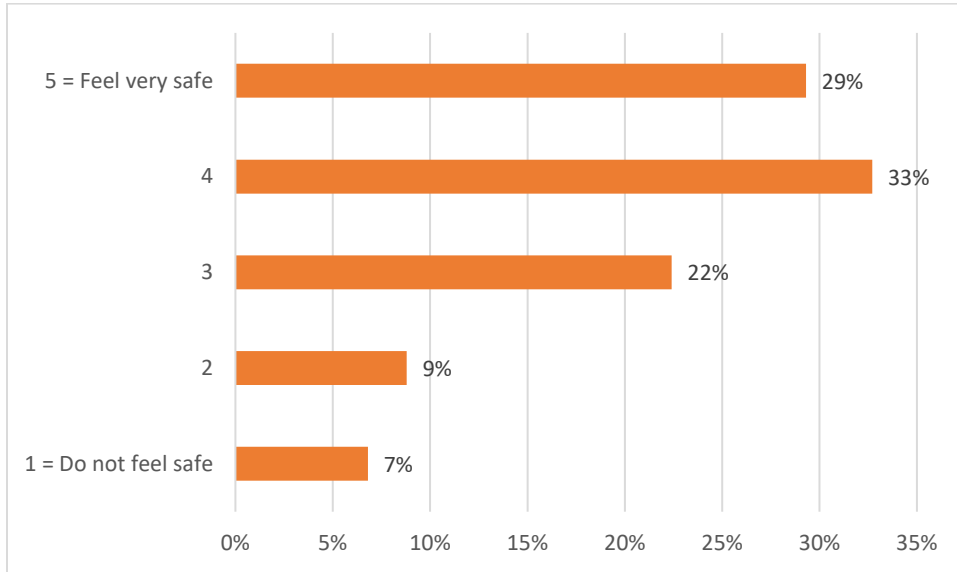
Figure 8. *Feel safe moving around campus by day by primary campus*



Group total (n = 843)

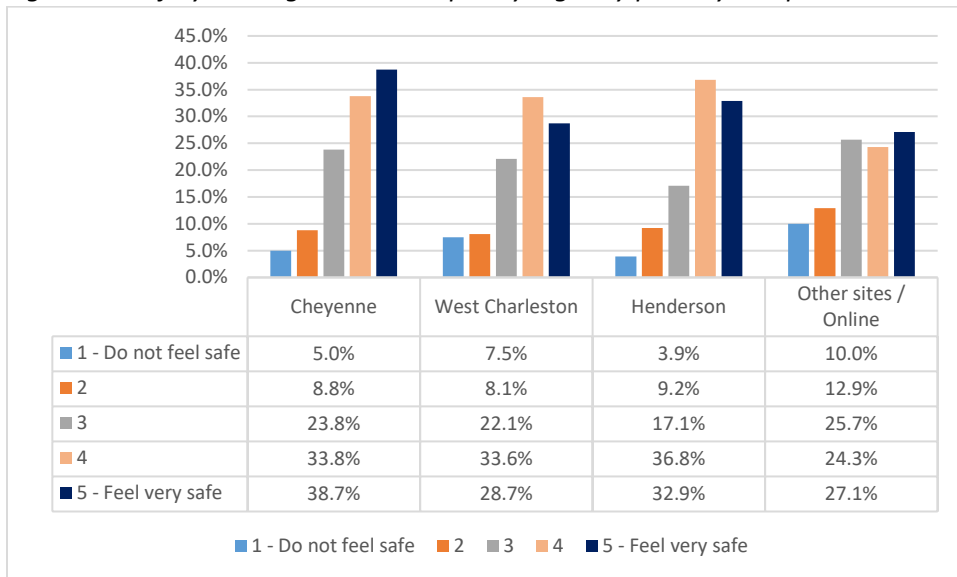
Q10. "Moving around campus at night" - 155 respondents indicated that this question did not apply to them

Figure 9. Feel safe moving around a CSN campus at night



Total (n=762)

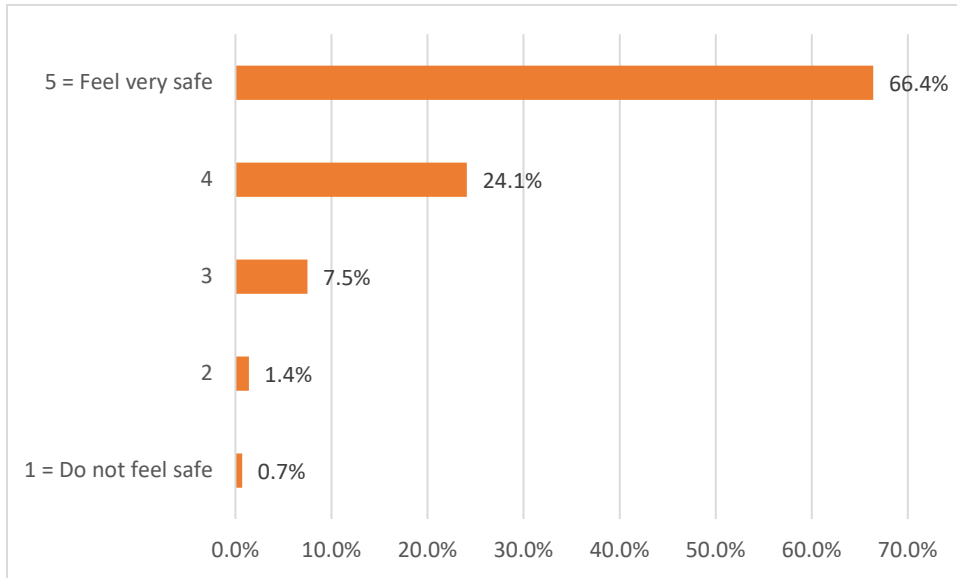
Figure 10. Safety moving around campus by night by primary campus



Group total (n = 843)

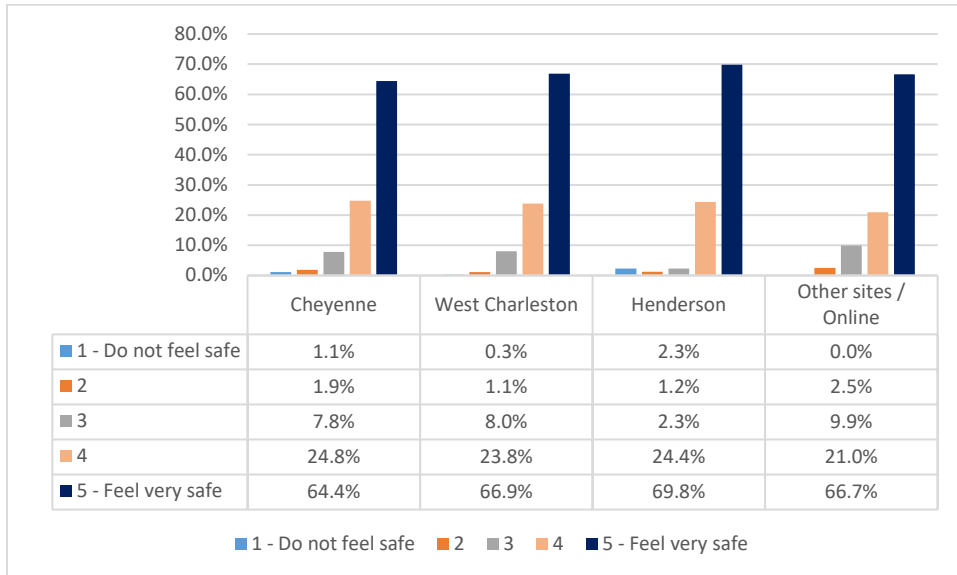
Q11. "In parking lots during the day" - 41 respondents indicated that this question did not apply to them

Figure 11. Feeling of safety in parking lots during the day



Total (n=881)

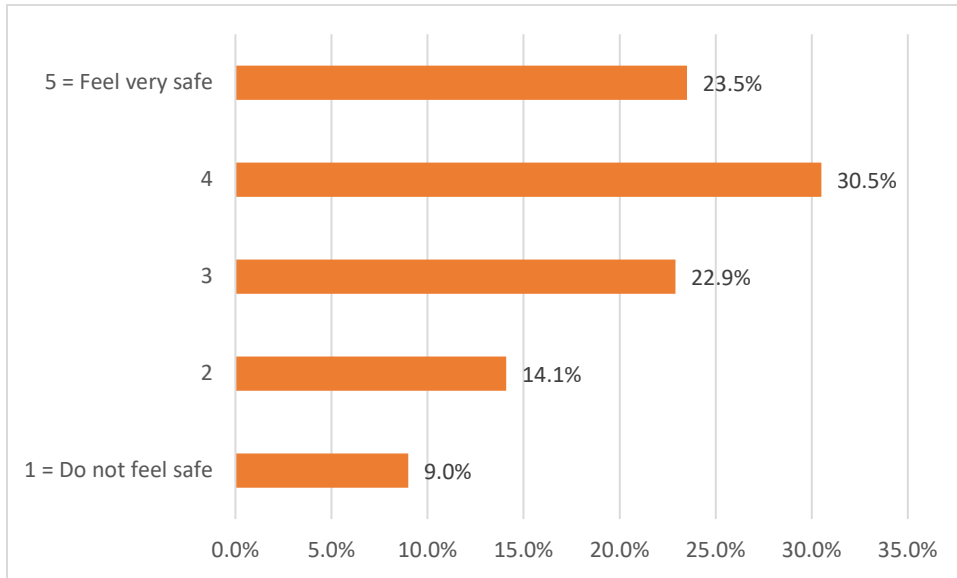
Figure 12. Safety in parking lots during the day by primary campus



Total (n = 881)

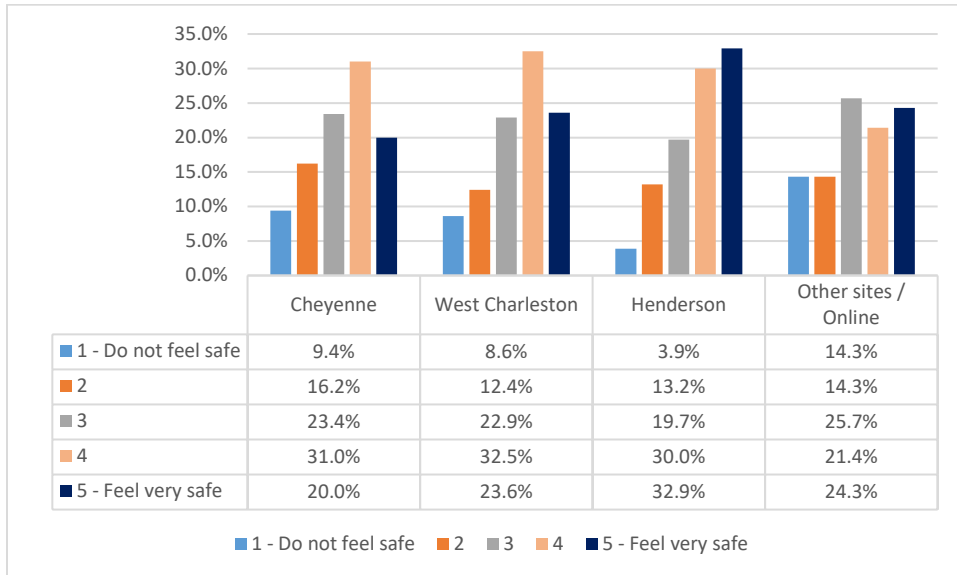
Q12. "In parking lots at night"- 152 respondents indicated that this question did not apply to them.

Figure 13. Feeling of safety in parking lots at night



Total (n=767)

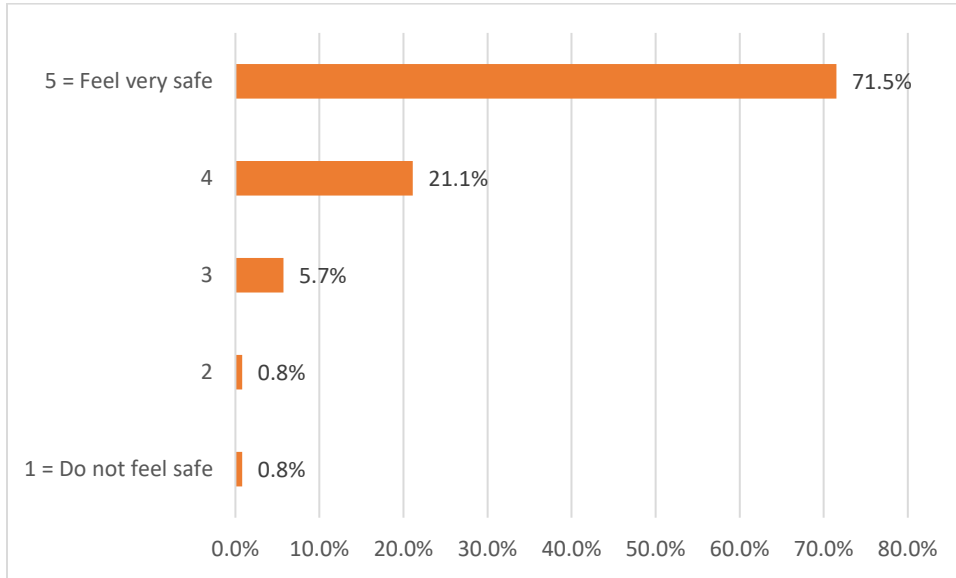
Figure 14. Feel safe in parking lots at night by primary campus



Total (n = 750)

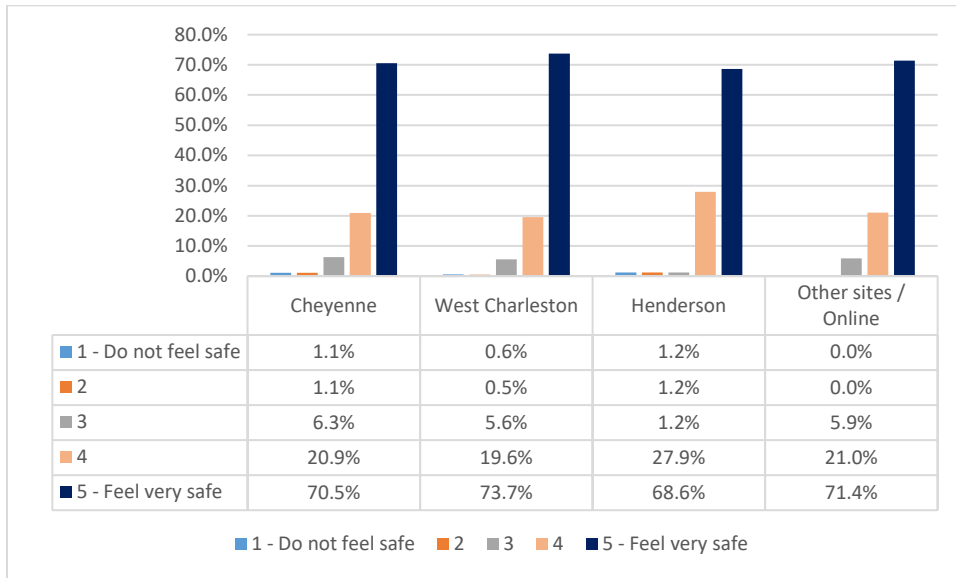
Q13. On campus walkways during the day - 47 respondent indicated that this question did not apply to them

Figure 14. Feeling of safety on campus walkways during the day



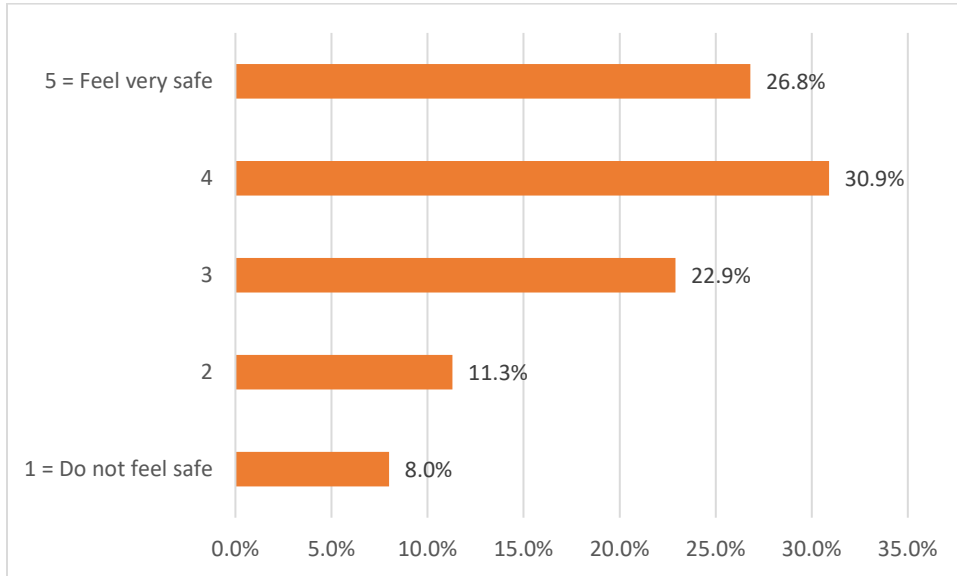
Total (n=870)

Figure 16. Feel safe on campus walkways during the day by primary campus



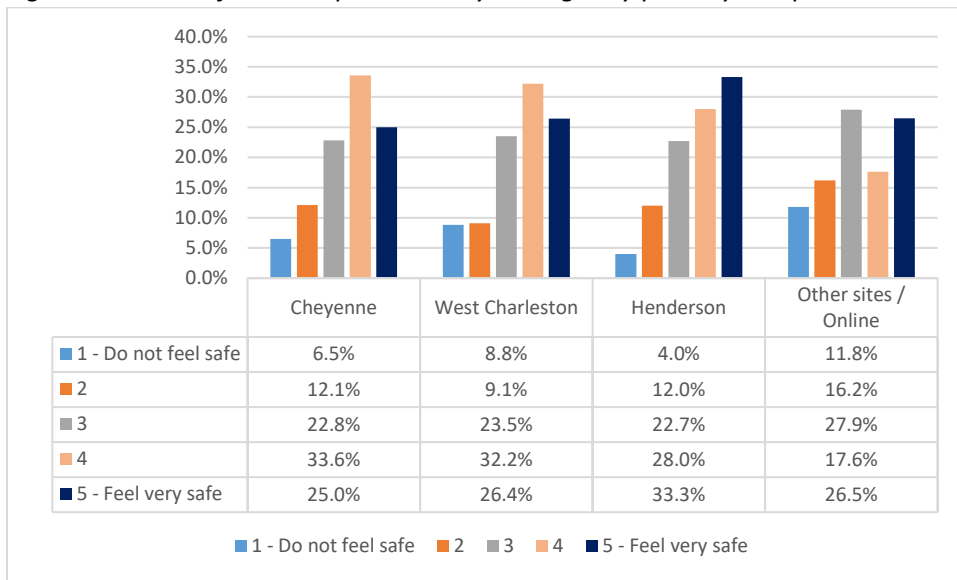
Q14. "On campus walkways at night" - 168 respondents indicated that this question was not applicable to them.

Figure 17. Feeling of safety on campus walkways at night



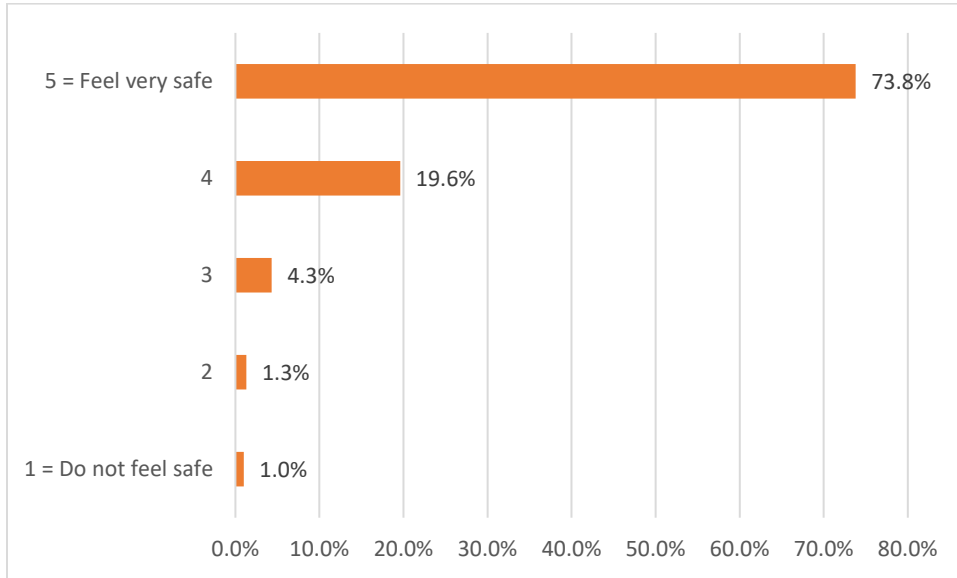
Total (n=750)

Figure 18. Feel safe on campus walkways at night by primary campus



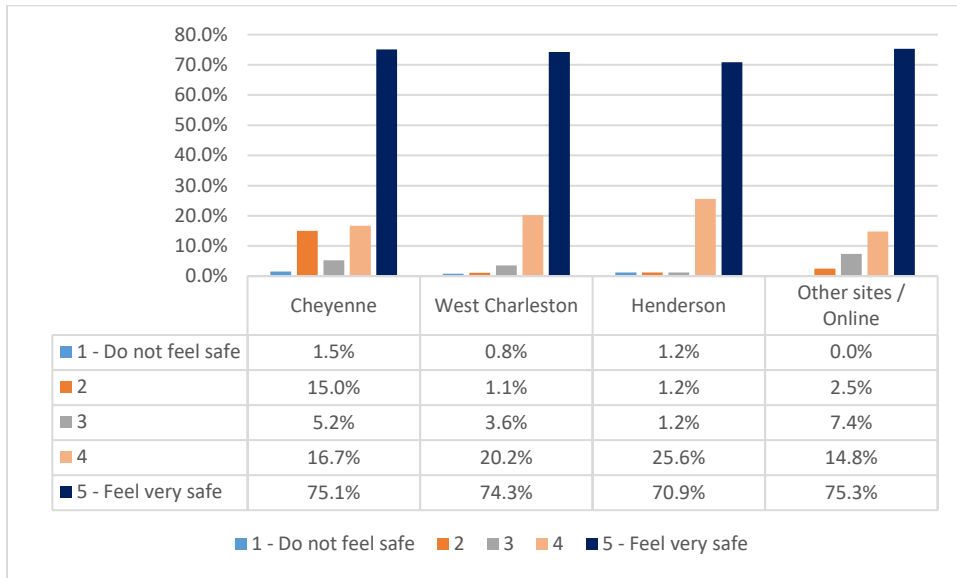
Q15. "Inside campus buildings during the day" - 37 respondents indicated that this question does not apply to them

Figure 19. Feeling of safety in campus buildings during the day



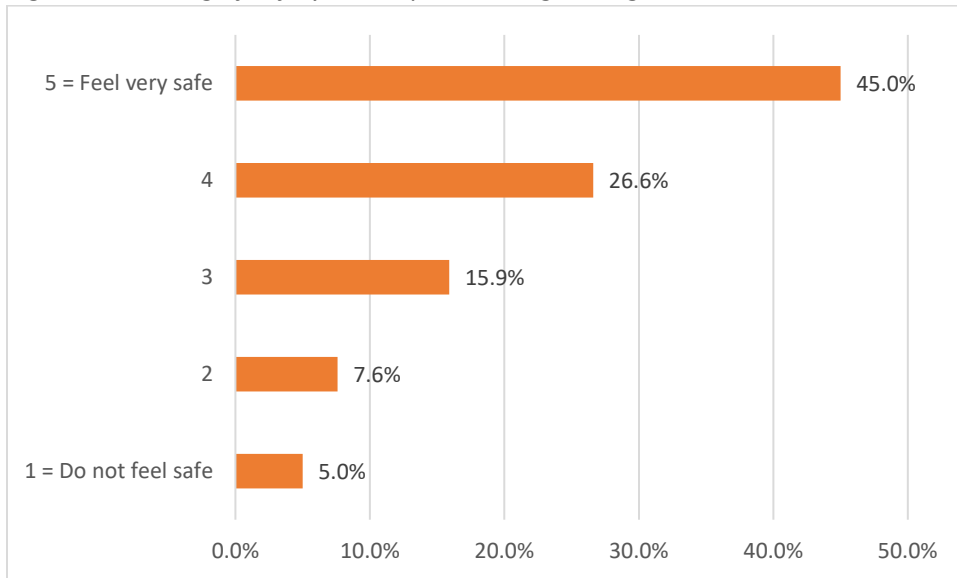
Total (n=878)

Figure 20. Feel safe in campus buildings during the day by primary campus



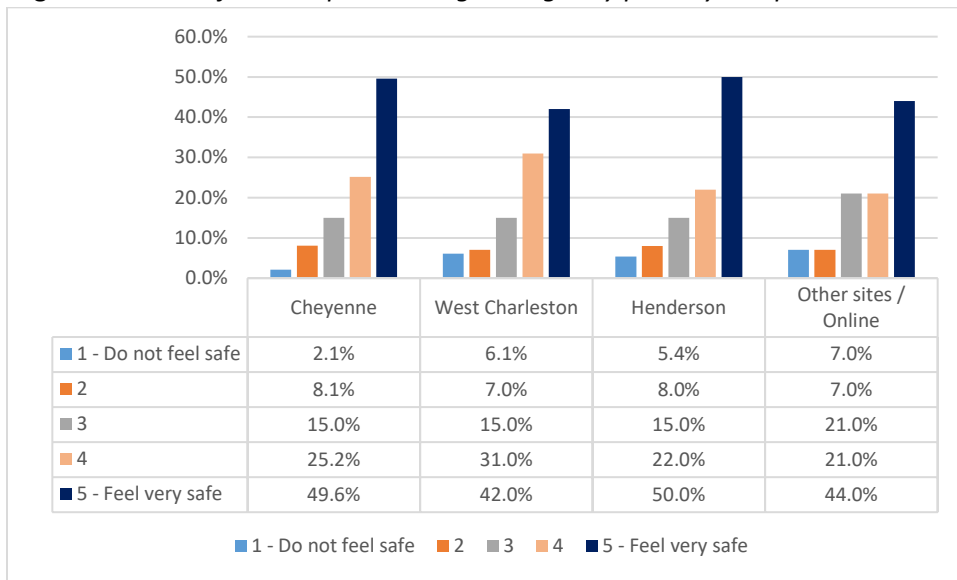
Q16. "Inside campus buildings at night" - 156 respondents indicated that this question did not apply to them

Figure 21. *Feeling of safety in campus buildings at night*



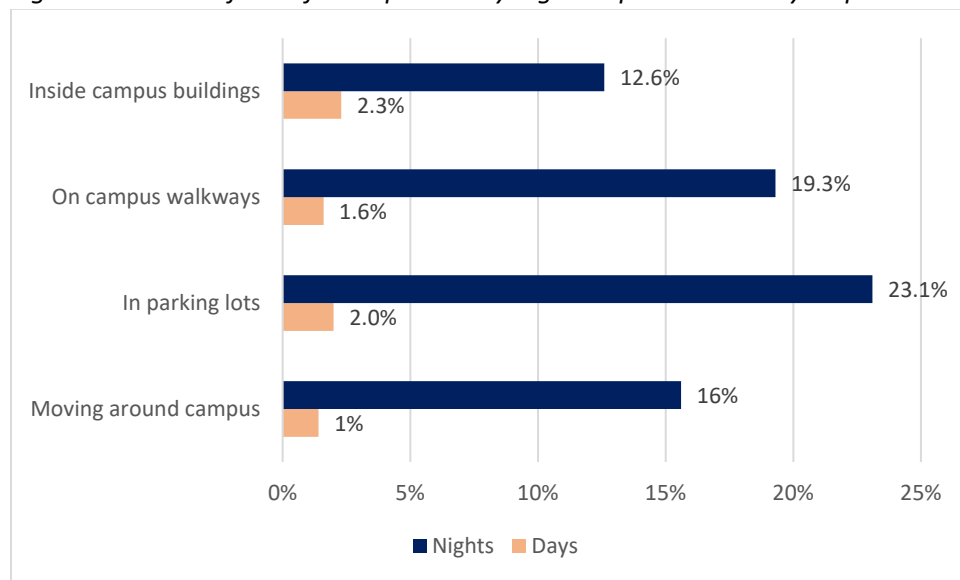
Total (n=763)

Figure 22. *Feel safe in campus buildings at night by primary campus*



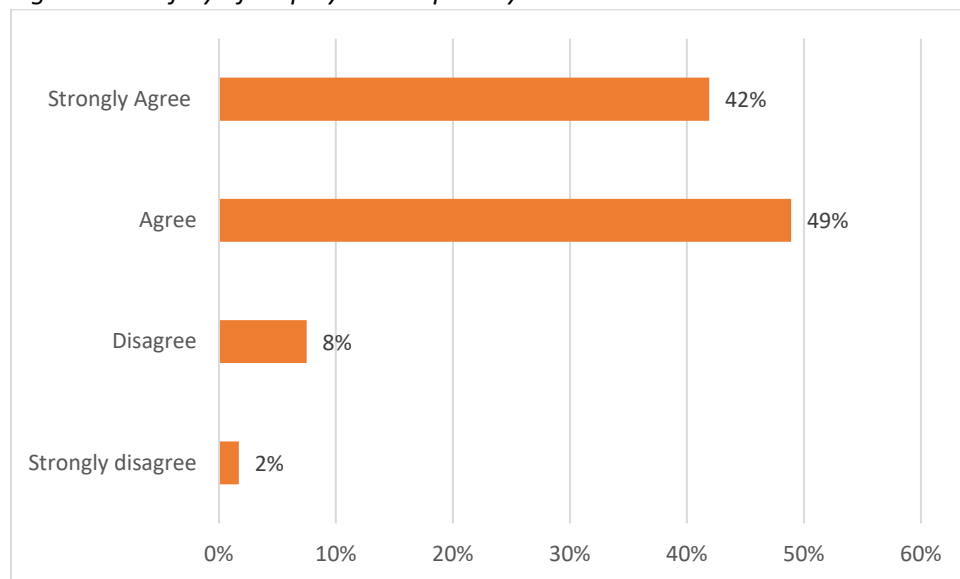
While a preponderance of employees indicated that they safe at CSN, moving around campus, in parking lots and walkways, and inside buildings. However, some employees did indicate that they do not feel safe. The following table shows the responses of those who selected either a “1” or “2” in the series of questions regarding where employees feel safe at CSN campuses.

Figure 23. Do not feel safe comparison by night responses and day responses



Q17. “ Do you agree or disagree that the safety of employees is a high priority at CSN”

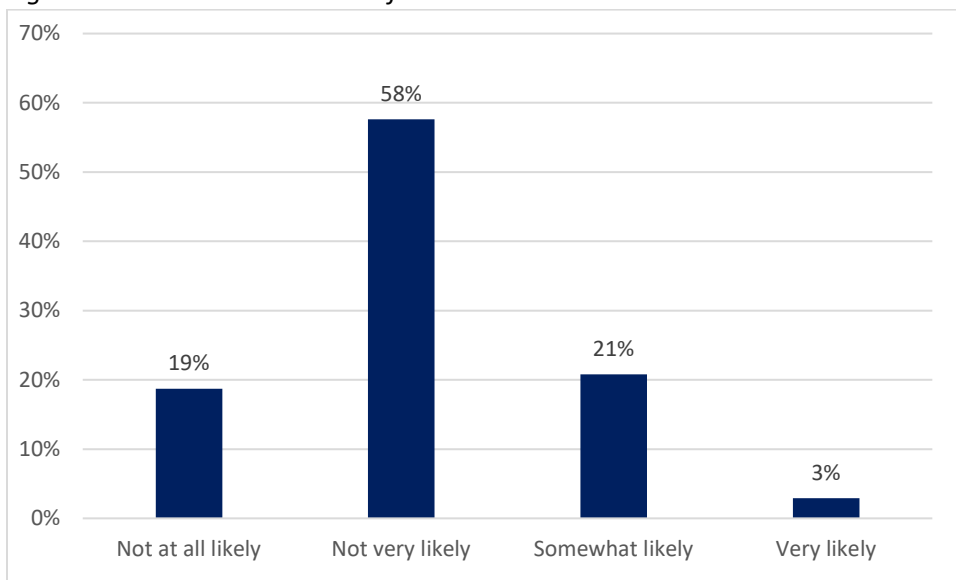
Figure 24. Safety of employees is a priority at CSN



Total (n=917)

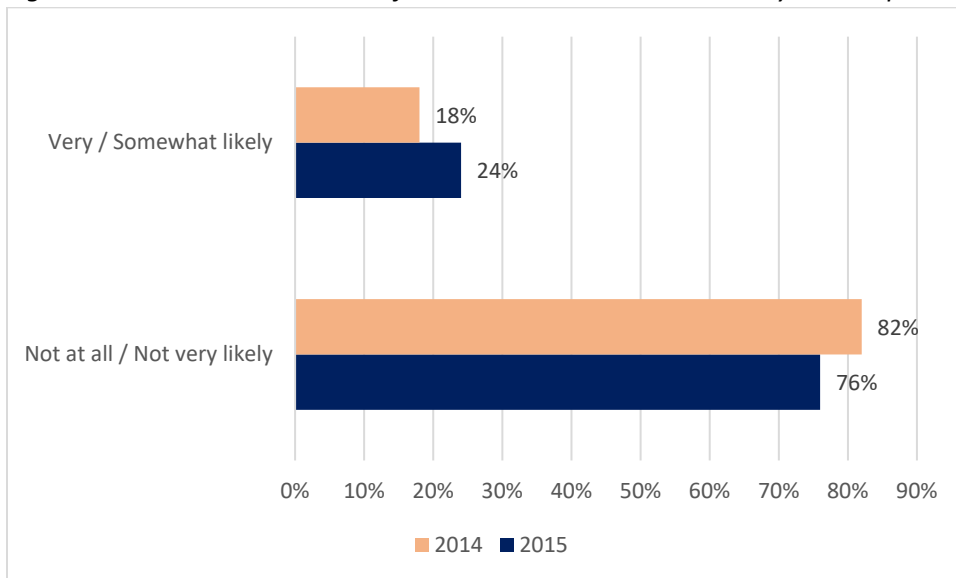
Q18. “How likely do you think it is that you will be a victim of crime (including property theft) on CSN property within the next 12 months?”

Figure 25. Perceived likelihood of crime in next 12 months



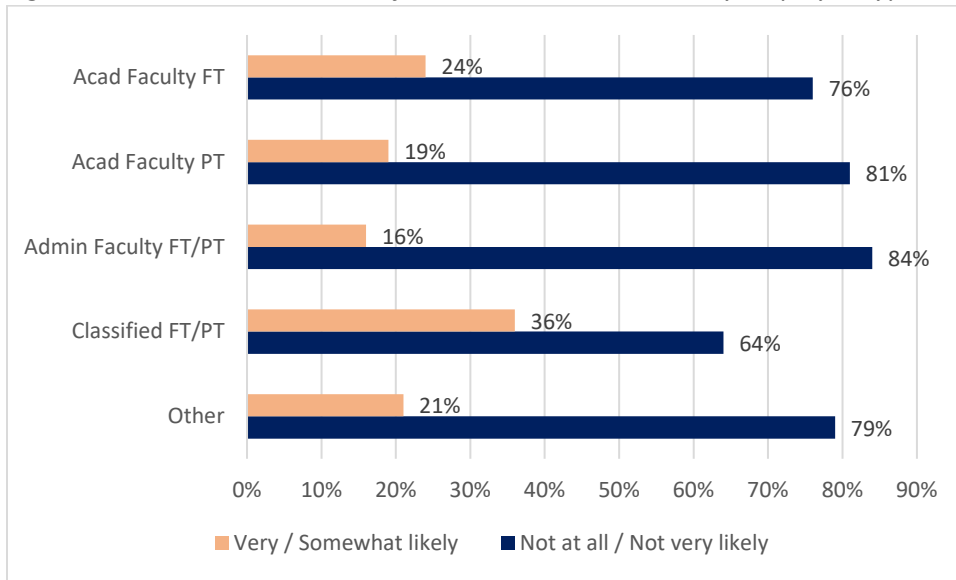
Total (n= 924)

Figure 26. Perceived likelihood of crime in next 12 months - two year comparison



The table above shows that there is an increase by 6 percentage points (18% v 24%) in the percentage of employees that indicated that they are very likely or somewhat likely to be a victim of crime (including property theft) on a CSN property within the next 12 months. It is important to note, however, that additional wording “including property theft” was added to the question for the 2015 administration of the Snapshot Survey.

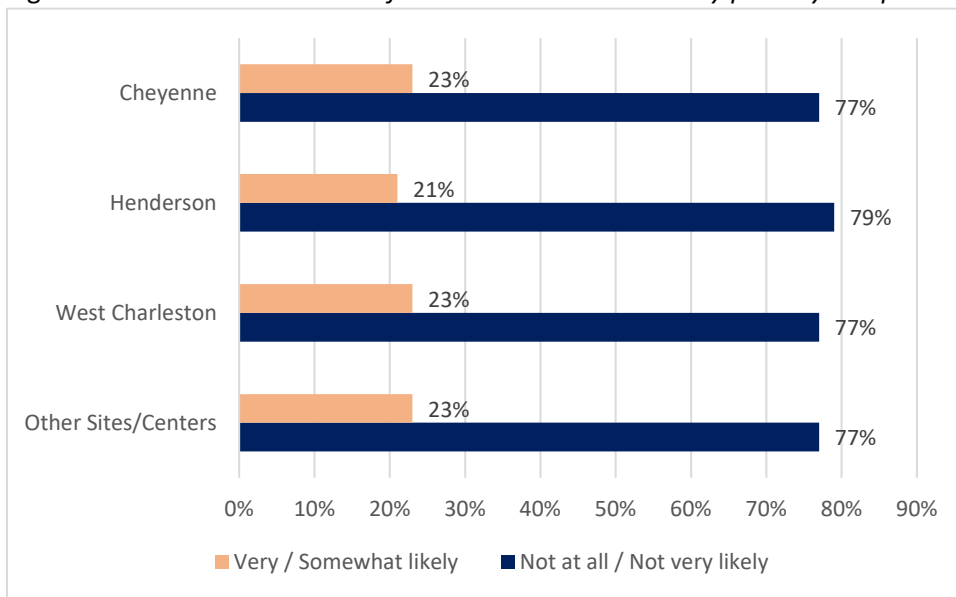
Figure 27. Perceived likelihood of crime in next 12 months by employee type



Total (n=844)

Pearson Chi-Square was run along with the crosstabulations in the Statistical Package for the Social Sciences (SPSS). Chi-square is a statistic that is used to determine whether the degree of association between two variables is statistically significant. It does not measure the strength of the relationship. There is a statistically significant relationship between which employee type and perceived likelihood to be a crime victim within the next 12 months at a CSN property. $P = .000$.

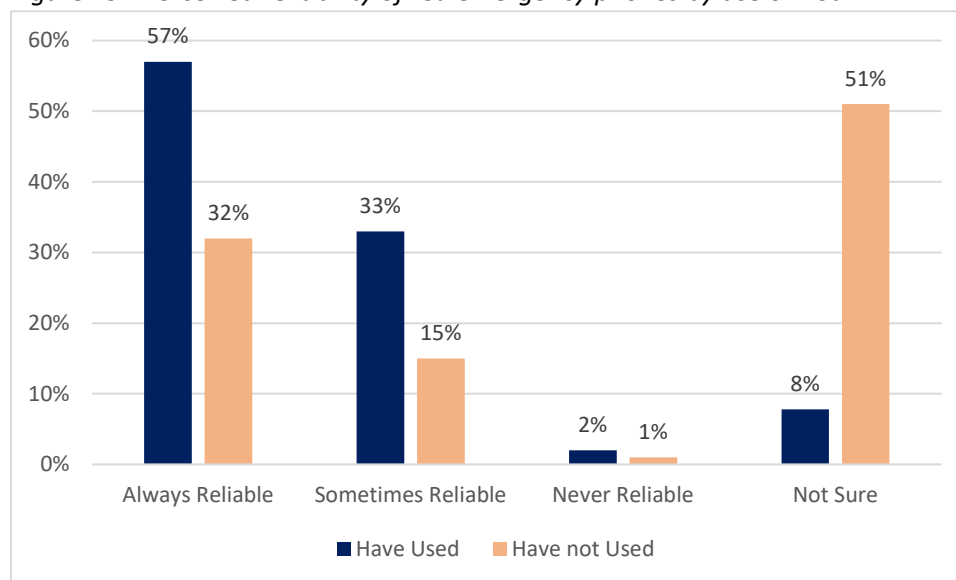
Figure 28. Perceived likelihood of crime in next 12 months by primary campus



Total (n=839)

Q21. “Regardless of whether or not you have ever used a red emergency phone, do you think that the response to the emergency phones is...”

Figure 29. Perceived reliability of red emergency phones by use or not



Total (n = 919)

There is a statistically significant relationship between whether or not one has ever used a red emergency phone and perceived reliability of CSN emergency phones. $P = .000$.

THEME 2 (CAMPUS SAFETY) DISCUSSION: Results (figure 6) indicated the varied times that CSN employees are present on campus. Its encouraging that overall 94% of respondents indicated they felt “very safe” or “safe” (74% and 20%, respectively) on campus during the day. This is contrasted with results for being on campus at night in which the number decreased to 62% of respondents indicating they felt “very safe” or “safe” (29% and 33%, respectively). While the results of the different main campuses were largely similar there was a difference when the three main campuses were compared to the other sites/ online locations (figure 9). Also notable were differences in the perception of safety depending on the location on the various sites (inside campus buildings, on campus walkways, in parking lots, moving around on campus. 91% of CSN employees believe that safety of employees is a priority at CSN (figure 24), but the perception that one might be a victim of a crime in the next 12 months suggests there is room for us to improve (figures 25-28). A question explored the perception of the viability of the red emergency phones at CSN and prompted some interesting results (figure 29). Results for the self-identifying groups produced two statistically significant findings for safety for people with disabilities and women. These are discussed in a specific topic focus at the end of the report titled “Spotlight: Campus safety and unique populations.”

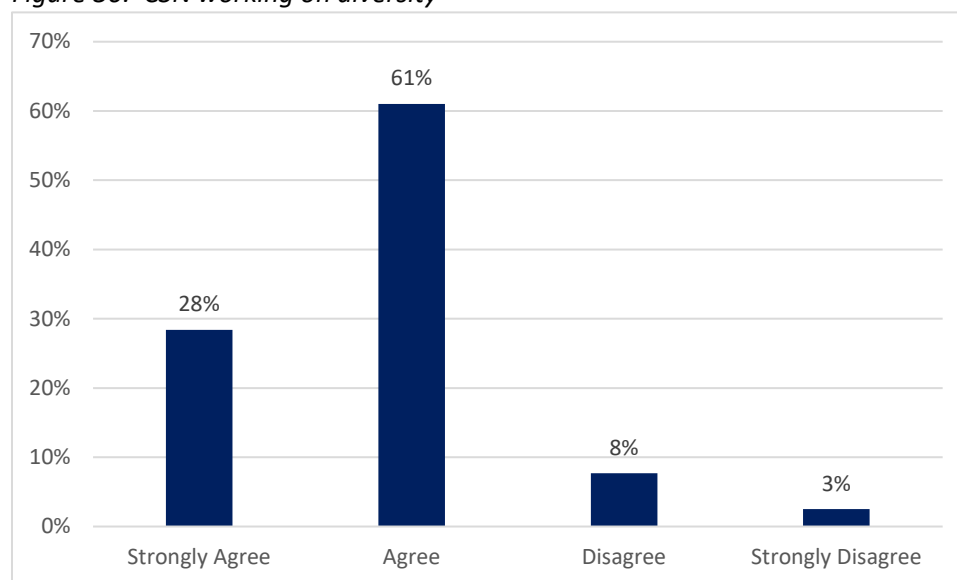
THEME 2 (CAMPUS SAFETY) RECOMMENDATIONS:

- The WCC encourages the Office of Public Safety and the CSN administration to review the findings of the Snapshot report they continue to improve conditions related to employee safety and security at CSN.
- Increase the visibility of police and security especially at night
- Increase lighting especially in parking lots and on the walkways
- Ensure viable plans for various emergency situations and address the unique working locations of all CSN employees.
- Continue to work to inform and train CSN employee on emergency plans and safety procedures.
- Offer presentations by CSN Police and security on drills, emergency plans
- Increase communication from CSN to build awareness, trust and community between CSN Police Department and CSN employees.
- Review the findings and recommendations in the SPOTLIGHT section at the end of the report for important results on two unique populations

THEME 3 – DIVERSITY

Q21. “Do you agree or disagree with the following statement ‘CSN is working to enhance understanding and open channels of communication between individuals from different backgrounds, identities and cultures at the institution’.

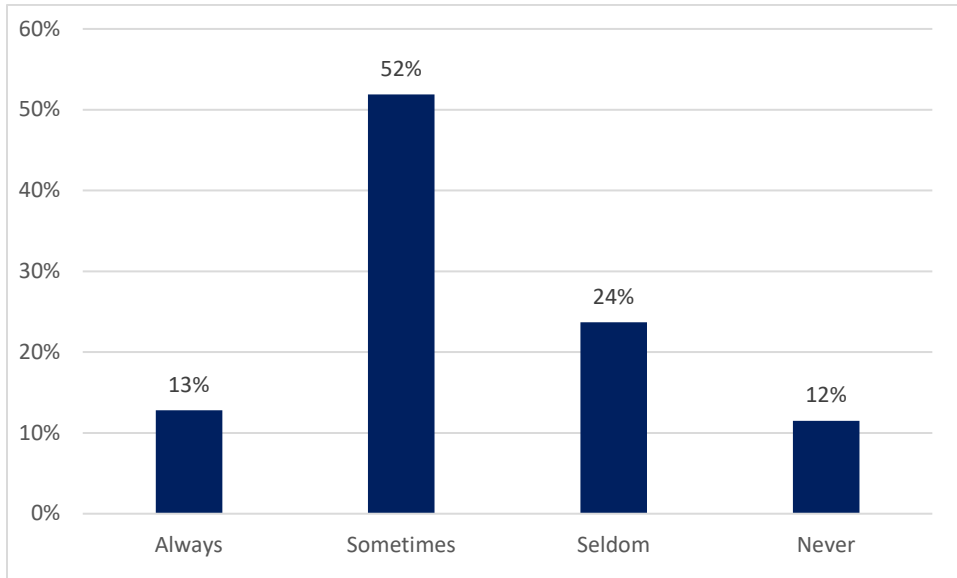
Figure 30. CSN working on diversity



All employees (n=908)

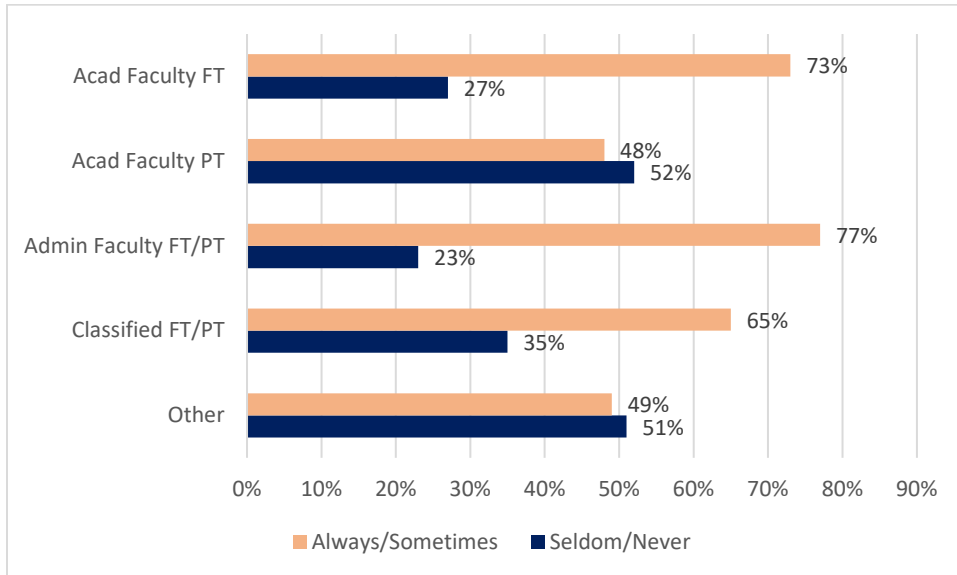
Q22. "I participate in opportunities provided by CSN to learn about diversity-related issues and topics

Figure 31. Participation in diversity-related opportunities



All employees (n= 919)

Figure 32. Participation in diversity-related opportunities by employee type



Total (n = 841)

Q23. Respondents (n = 324) who answered that they “seldom” or “never” attend diversity related opportunities were asked to select all that apply from a list of options.

Table 7. Why not attending diversity related events

Rank	Reason	Percent
1	Scheduled at inconvenient times	42.2%
2	Not interested in the available topics	41.9%
3	Scheduled at inconvenient locations	26.5%
4	Have not heard about any opportunities	11.4%
5	Difficult to get approval to attend	6.7%
6	Found out too late to register	4.9%
7	Other	19.4%

Under “Other” the most frequent reasons given for not attending diversity events centered on limited time and ability to attend. In addition 7 individuals indicated that they are part time employees, one indicating that he/she was not sure whether or not part-time employees were included in these invites. Still others indicated that they are already familiar with diversity or participate in diversity activities outside of work.

Q24. “Please Use a scale of one (highest priority) to six (lowest priority) to rank the following 6 diversity related items in the order of priority that CSN should place on each.

Table 8. Rank order diversity items

Rank	Diversity Initiative	Number	Percent
1	Developing initiatives that promote persistence, retention and graduation of diverse students (Student Training)	245	30.6%
2	Recruiting and retaining faculty and staff who reflect the population we serve (Recruit diverse F/S)	173	21.4%
3	Recruiting students from diverse populations (Diversify student body)	145	18.2%
4	Offering programs and events that celebrate culture and diversity (F/S programming)	95	11.8%
5	Hiring and retaining faculty and staff who reflect the population we serve (Hire diverse F/S)	85	10.6%
6	Offering cultural sensitivity training that encourages better interaction with people from diverse backgrounds (F/S training)	66	8.3%
Totals		809	100%

Q 30. The following definitions of diversity were provided and respondents were asked to select the one definition that best matches their own personal definition of diversity. They were also asked to focus on their concept of diversity in the CSN Workplace.

- **Accommodation** – “Diversity is a trend that has developed to allow groups that have traditionally felt underrepresented access to opportunities in employment, education, housing, etc.”
- **Compliance** – “Concept established to comply with federal & state laws against discrimination of employment, education, housing or credit rights due to race, color, sex religion, national origin, age or handicap”
- **Promotion** – “Promoting understanding & unique contributions of individuals in the dimensions of race, ethnicity, gender sexual orientation, socio-economic status, age ability, physical benefits & other ideologies”
- **Contribution**– “Diversity Enhances experiences & lives by promoting understanding, appreciation, and respect for individual & group social, historical, cultural capability, identity, linguistic and intellectual differences & similarities”

Figure 33. Stages of diversity

Stages of Diversity

Contributed by Maria Marinch, Executive Director of Community Relations, Diversity and Multicultural Affairs, College of Southern Nevada.

The four definitions of diversity presented in the 2015 Snapshot survey (labeled in this report as *Contribution, Promotion, Compliance* and *Accommodation*) represent four stages of diversity.

Accommodation and *Compliance* acknowledge the concept of diversity as a temporary response to underrepresentation and a forceful imposition based on the current legal framework. *Promotion* represents a more inclusive view of diversity and focuses on the educational aspect where understanding is the ultimate goal. *Contribution* is the most inclusive, including a broader understanding as it relates to identities, experiences, backgrounds, and human capital. It is the only definition in which an active contribution by diverse communities for the benefit of all is expressed.

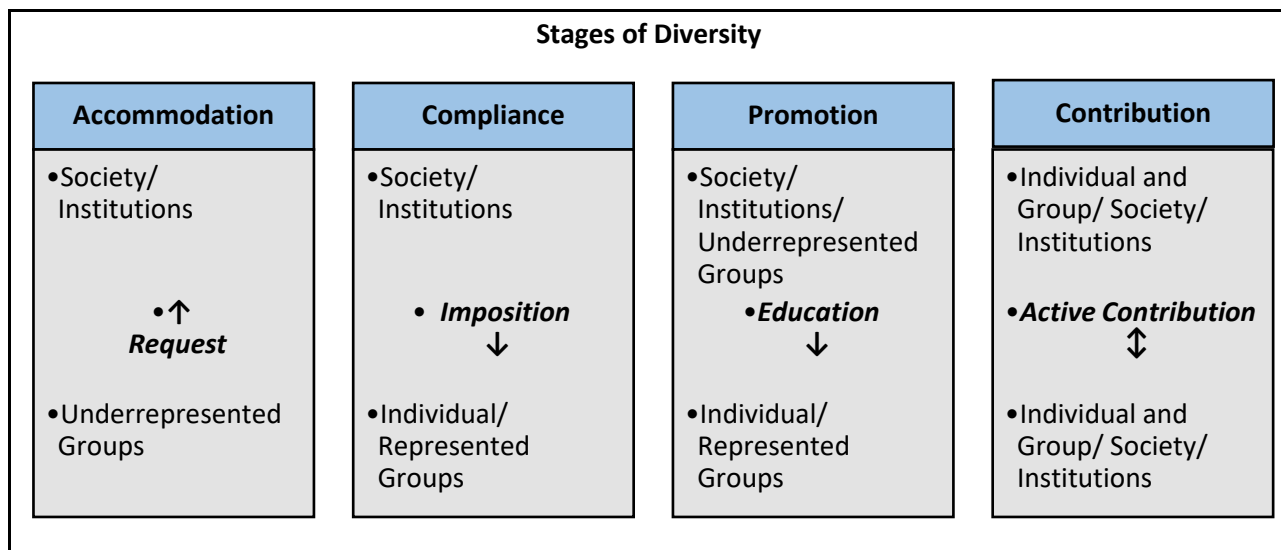
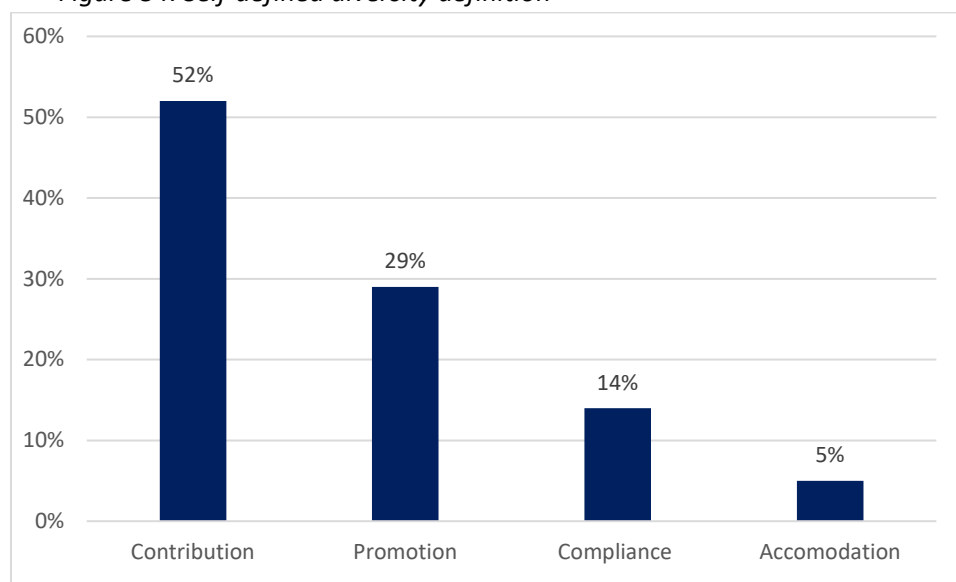


Figure 34. Self-defined diversity definition



Total (n= 834)

THEME 3 (DIVERSITY) DISCUSSION: The results show that CSN employees overwhelmingly (89% strongly agree/agree) note that CSN is making strides on issues of open channels and building understanding on the diversity at CSN (figure 30). However, there is room for us to increase involvement at CSN employee in diversity related activities, training and opportunities (figures 31 and 32 along with Table 7). A ranking of preferences for diversity-related initiatives (table 8) gives insight into direction to consider and pursue.

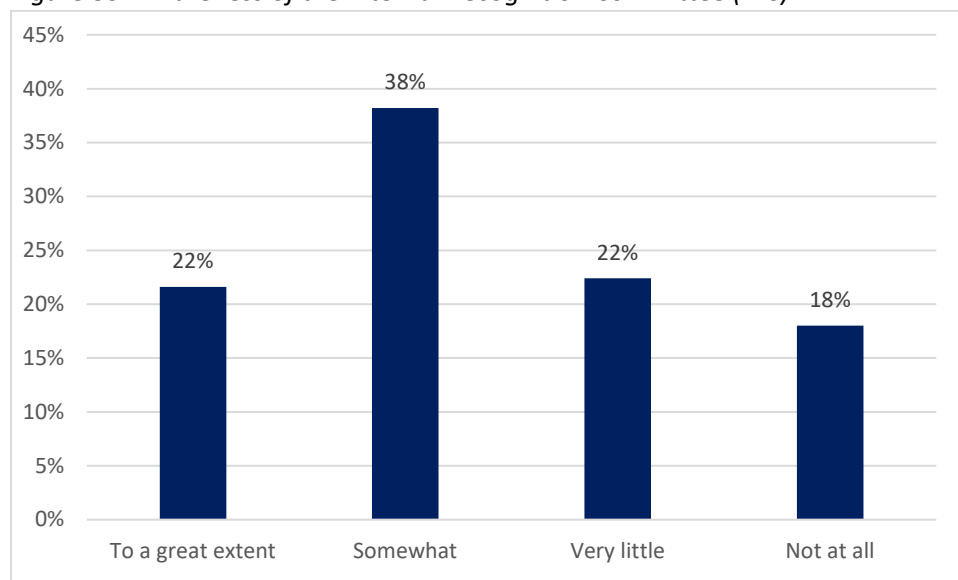
THEME 3 (DIVERSITY) RECOMMENDATIONS:

- The WCC encourages the Office of Community Relations, Diversity and Multicultural Affairs and the CSN administration to review the findings of the Snapshot report as they continue their work on the various mission related to diversity initiatives at CSN.
- Develop diversity campaigns for each CSN campus which focus on reaching and engaging stakeholders at those individual campuses.
- Open lines of communication with faculty and staff at our various satellite sites/centers to ensure their needs are being addressed.
- Work with College leadership to ensure we have a top down approach to diversity initiatives.
- Encourage college administration for active and visible participation in diversity events.
- Educate Faculty to ensure they understand the connection between diversity trainings and student success.
- Emphasize the importance of attending training.
- Explore ways to engage part-time faculty.
- Explore ways to better communicate diversity initiatives with disenfranchised groups at CSN.

THEME 4 – INTERNAL RECOGNITION

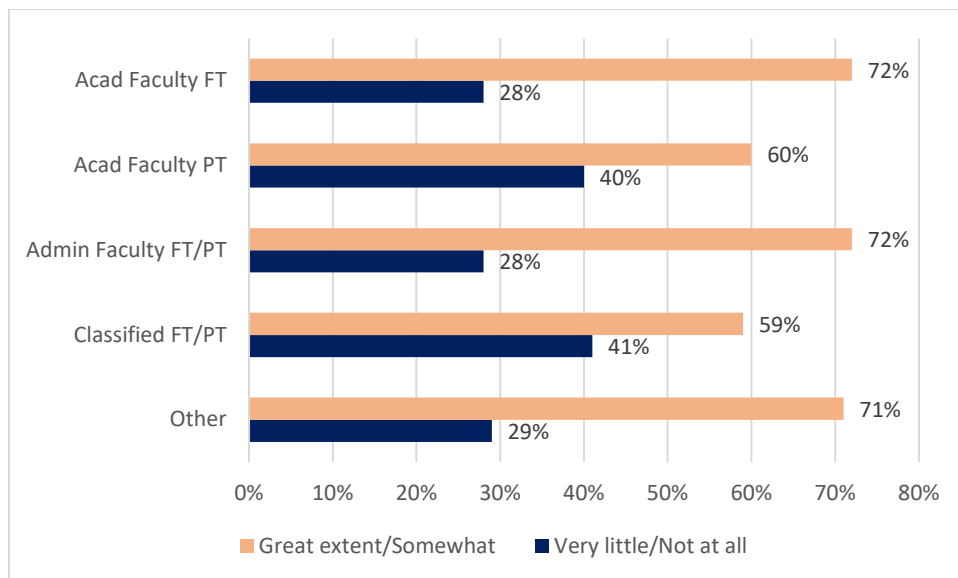
Q31. To what extent are you aware of CSN's Internal Recognition Committee (IRC), an all-college committee that works to help CSN honor outstanding faculty staff and students?

Figure 35. Awareness of the Internal Recognition Committee (IRC)



All employees (n= 856)

Figure 36. Awareness of IRC by employee type

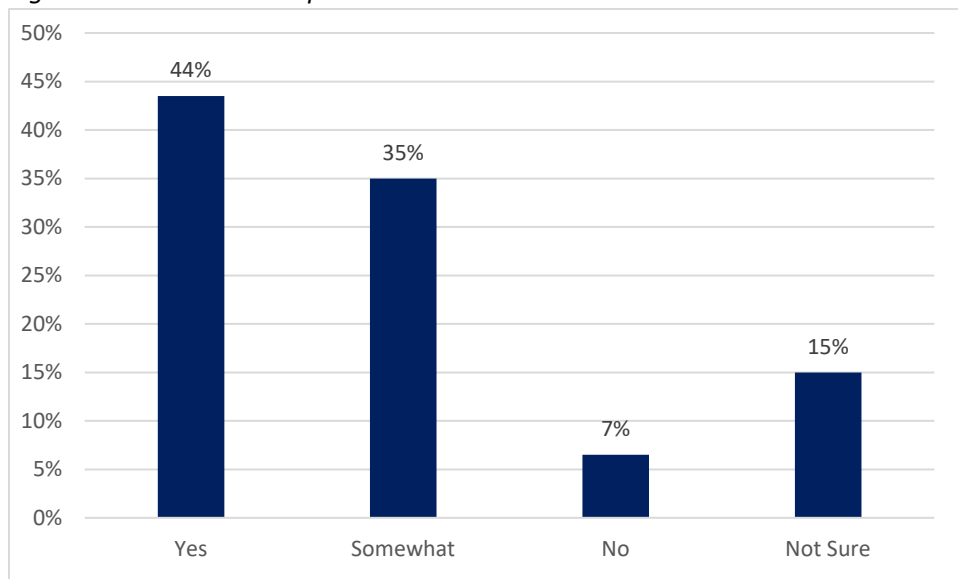


Total (n=842)

There is a statistically significant relationship between employee classification and awareness of the IRC. $P = .000$.

Q32. Has the IRC made positive strides in acknowledging the contributions of CSN employees?

Figure 37. IRC has made positive strides



Subset of those aware of IRC (n=508)

Table 9. Recognition preferences

Rank	Recognition Preference	Number	Percent
------	------------------------	--------	---------

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1	Monetary award	400	49.6%
2	Department level recognition	133	16.7%
3	Awards luncheon	69	8.8%
4	Physical awards (trophies, plaques, certificates)	68	8.6%
5	Staff appreciation events	57	7.1%
6	Publication in CSN newsletters etc.	49	6.2%
7	Reserved parking space	41	5.2%
	Totals	817	

Table 10, below, shows the recognition preferences and the employee group that was most likely to select that item as the highest priority.

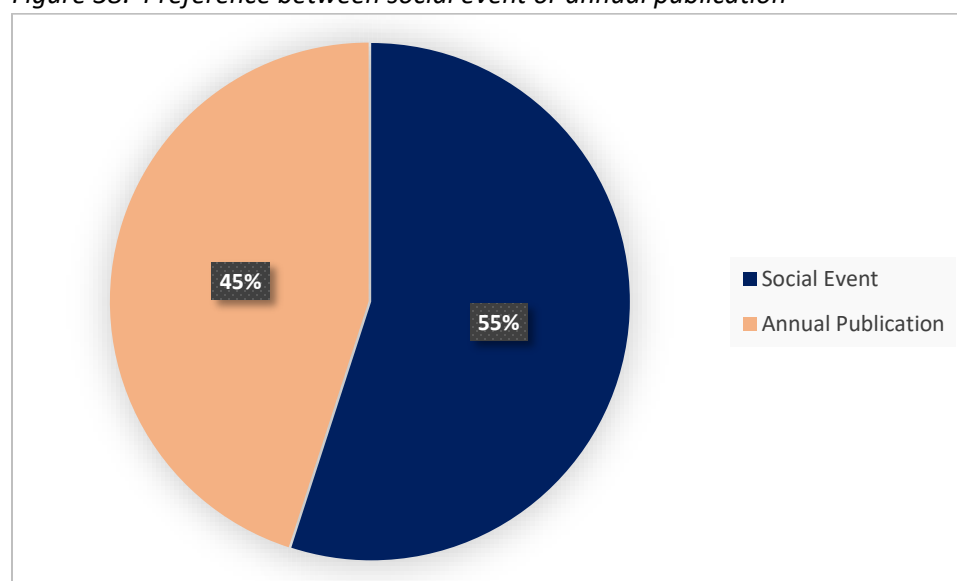
Table 10. Employee group most likely to select recognition item

Recognition Preference	Group	Percent
Awards Luncheon	Classified Staff	13%
Monetary award	FT Academic Faculty	55.2%
Physical awards (trophies, plaques, certificates)	FT Academic Faculty	9.9%
Publication in CSN newsletters etc.	Administrative Faculty	8.6%
Reserved parking space	FT Academic Faculty	7.4%
Staff appreciation events	Administrative Faculty	13.2%
Department level recognition	All other / PT Academic Faculty	22%

In the next two questions respondents were provided two employee recognition strategies and asked to select which strategy they preferred.

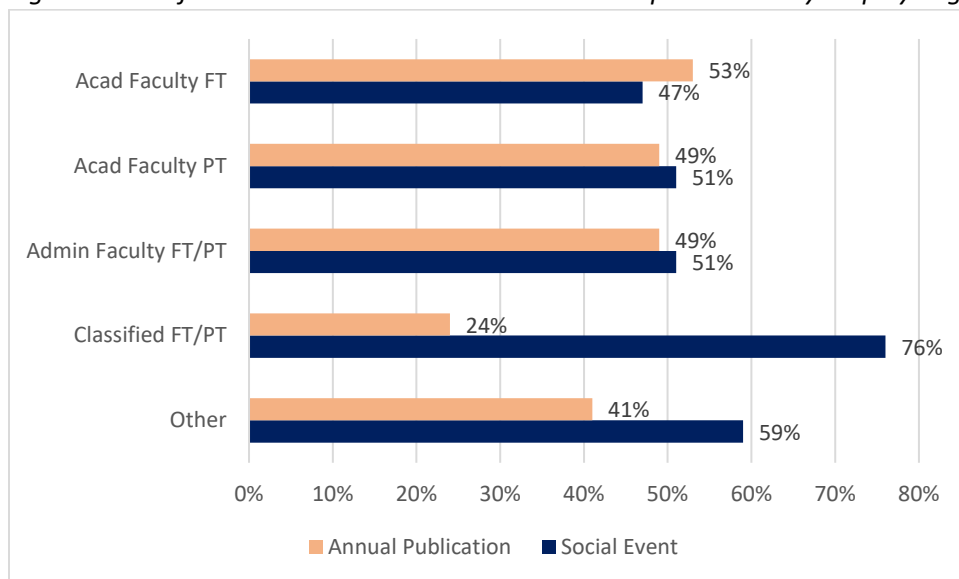
Q41. Which do you prefer? Social event (i.e. award luncheon or dinner or annual publication of achievements).

Figure 38. Preference between social event or annual publication



All employees (n=834)

Figure 39. Preference between social event or annual publication by employee group

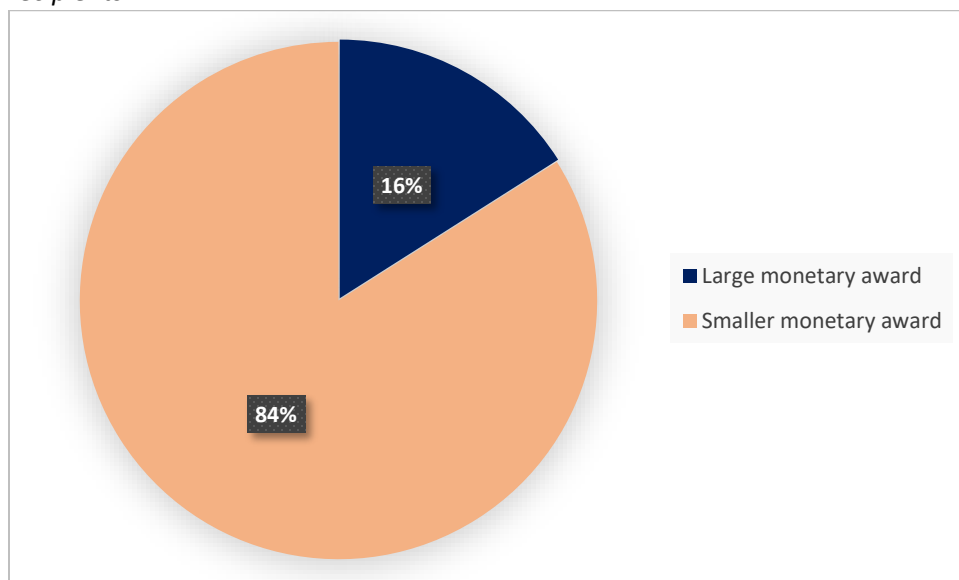


Total (n= 831)

There is a statistically significant relationship between employee group and employee recognition strategy preference. $P = .000$.

Q41. Which do you prefer? Large monetary award for one recipient (i.e. \$1000 for one recipient) or smaller monetary award for multiple recipients (i.e. \$500 for two recipients).

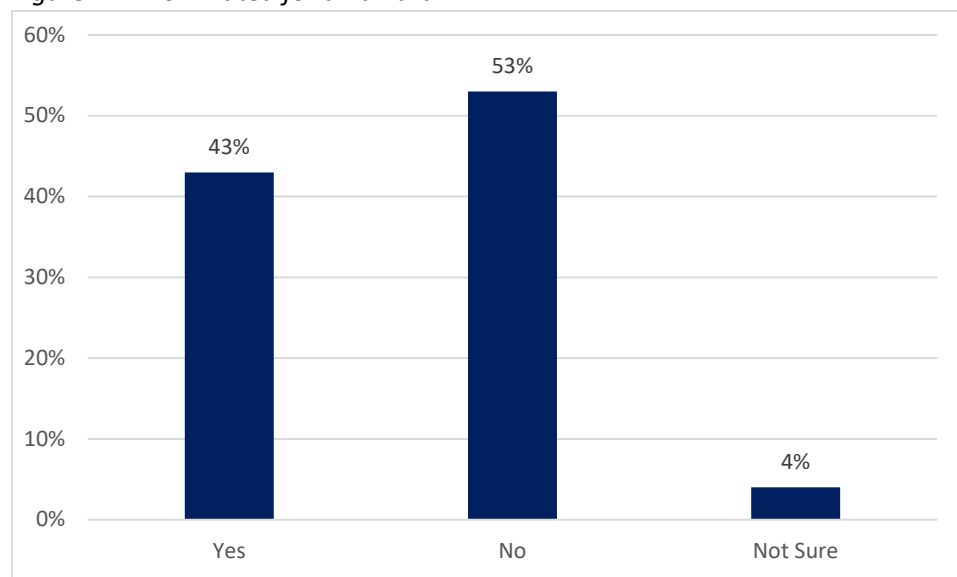
Figure 40. Preference between large monetary award for one or smaller monetary award for multiple recipients



All employees (n=836)

Q43 have you ever nominate someone for an award?

Figure 41. Nominated for an award



All employees (n=850)

Respondents who reported that they had nominated someone for an award (n=365) were asked which awards.

Q44. What awards have you ever nominated someone for?

Table 11. Rank order awards

Rank	Award	Number	Percent
1	Classified Employee of the Month	195	54%
2	Excellence awards	138	38%
3	Distinguished awards	88	34%
4	Administrative Faculty of the Month	81	22%
5	Regents Award	67	18%
6	NISOD Award	40	11%
7	Other*	30	9%
Totals		639	

Total (n=364)

* "Other" responses include: librarian of the year, OTS Recognition awards (n=2), student award (n = 3, and department award (n = 2)

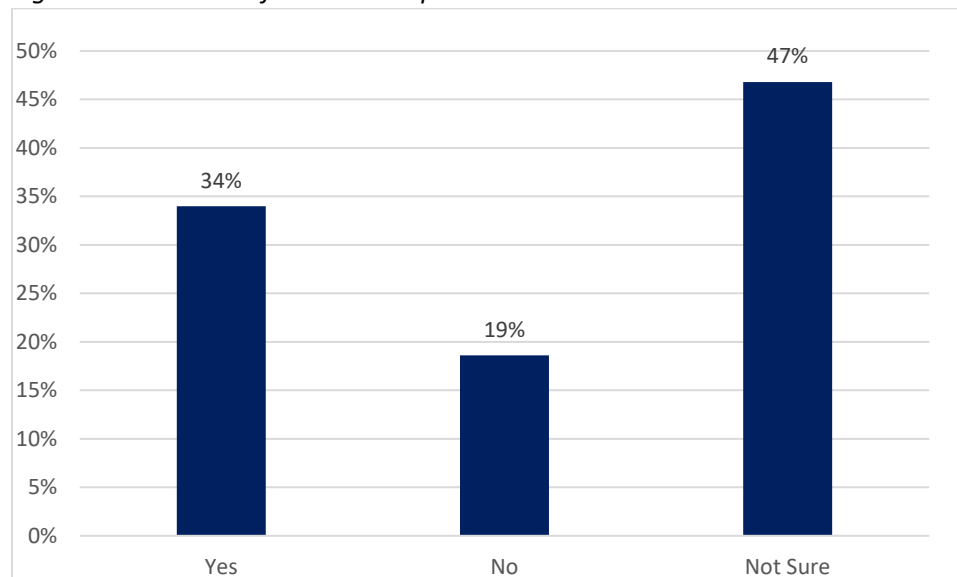
Table 12, below, shows by employee classification the kinds of awards individuals have ever nominated someone for. The data is presented is the frequency of nominations by each group of employee.

Table 12. Award totals by employment type

Classification	Admin. Fac. Mos.	Class. Emp. Mos.	Distinguished	NISOD	Excellence	Regents	Award Totals
Acad. Faculty FT	24	72	56	25	91	43	311
Acad. Faculty PT	5	6	4	1	3	2	21
Admin Faculty FT/PT	36	55	18	11	26	15	161
Classified FT/PT	11	55	8	3	14	7	98
Other	4	7	2	0	3	0	16

Q45. Do you think that the process for selecting award recipients is fair?

Figure 42. Fairness of nomination process



Total (n=365)

Respondents who answered that the selection process is unfair were asked to provide reasons why they thought so. (n=68)

Q46. Why do you believe that the process for selecting award recipients is not fair? (Select all that apply)

Table 13. Unfairness of nomination process defined

Rank	Reason	Number	Percent*
1	Nomination submitted is not always a fair representation of the nominee	38	13.87%
2	The process is not transparent – too secretive	33	12.04%
3	It's more how well the nomination is written than the qualifications of the nominee	32	11.68%
3	It's just a popularity contest	32	11.68%
5	Equating the value of a contribution in different disciplines or jobs is not possible	31	11.31%
6	The selection committee is biased	30	10.95%
7	The same people always win	22	8.03%
8	I do not know how the recipients are selected	19	6.93%
9	The selection committee is not qualified	15	5.47%
10	I do not know who is eligible to be selected	6	2.19%
	Other	16	5.84%

*Percentages shown are from the subset (n=68) who think the process is unfair

Respondents who, in question 43 indicated that they have not ever nominated someone for an award (n = 450) were asked why they have never done so.

Q47 Why haven't you ever nominated someone for an award? (Select all that apply)

Table 14. Reasons for not ever nominating someone for an award.

Rank	Reason	Number	Percent*
1	Don't know about the specifics of each award	134	28.21%
2	Too busy	120	25.26%
3	Didn't know that I could	113	23.79%
4	Didn't know about the awards available	109	13.02%
5	Don't know how to	94	19.79%
6	Didn't know about the deadlines for nominating	63	13.26%
7	Too much work	60	12.63%
8	I don't trust the process or selection committee	46	9.68%
9	I don't want someone to lose because my nomination is not perfect	36	7.58%
10	I don't get anything out of it, not worth my effort	2.74%	

*Percentages shown are from the subset (n= 450) who have not ever nominated someone

THEME 4 (INTERNAL RECOGNITION) DISCUSSION: The results given the Internal Recognitions Committee much to consider as they continue to work improve the recognition process at CSN. Figures 33 and 34 suggest that the Internal Recognition Committee (IRC) could be more visible to CSN employees. Tables 9 notes the overall preference for monetary awards (50% of respondents) over the other six types of awards listed. Figure 38 further notes that employees would prefer an award with multiple winners sharing smaller monetary awards rather than a singular award with a higher monetary value. Table 10 indicates which groups prefer each of the seven reward options. Figures 36 and 37 explore the publication versus social event debate and offer a keen insight into which of the employee types has a clear preference (Classified). The remaining tables and figures explore the award process helping create a more accurate picture of who nominates and for what awards as well as the important reasons behind questions of fairness and exploring why more employees are not active in nominating others.

THEME 4 (INTERNAL RECOGNITION) RECOMMENDATIONS:

- The WCC encourages the Internal Recognition Committee (IRC) and the CSN Administration to examine the data findings of this report as they work to improve the process for award nomination, the awards given and the how the awards are presented.
- Strong consideration should be given to the award preference of CSN employees (See tables 9 and 10, and Figure 38).
- Encourage Department leaders to share with their employees/teams information about the IRC, recognition opportunities at CSN, and increase the expectation that employees should look for and nominate excellence.
- More training and learning opportunities need to be present to increase the likelihood for more CSN employees to be involved in the nomination process. To that end, the WCC offers four specific training recommendations
 - Offer workshops through CAPE on what awards there are and how to nominate fellow employees.
 - Offer CAPE workshops on best writing and nominating practices.
 - Offer training session for those in leadership roles (department chair and above) on the importance of recognition of one's staff and subordinates and offer clear paths to best recognize your employees.
 - IRC should consider hosting on-line or campus-based workshops for nominations as the award nomination deadline approaches.
- Consider new Recognition opportunities at the Department level
- The IRC should examine the current rubrics and nominating process.
- Overwhelmingly the Classified Staff stated they prefer social events, continue with the current Classified Luncheon and consider other social functions as a feature of recognition.
- Add "Recognizing Staff to the Management Performance Review" as a new category, so that CSN leadership from the President down to the Department level has the opportunity and the responsibility to recognize employees.
- Create Management Training to encourage and hold accountable management for recognizing staff.

SPOTLIGHT: Campus Safety and Unique Populations

A. Campus Safety and Employees with Disabilities

Times of the day people with disabilities reported they are most likely to be on campus as compared to all-employees.

Figure 43. Safety moving around campus during the day

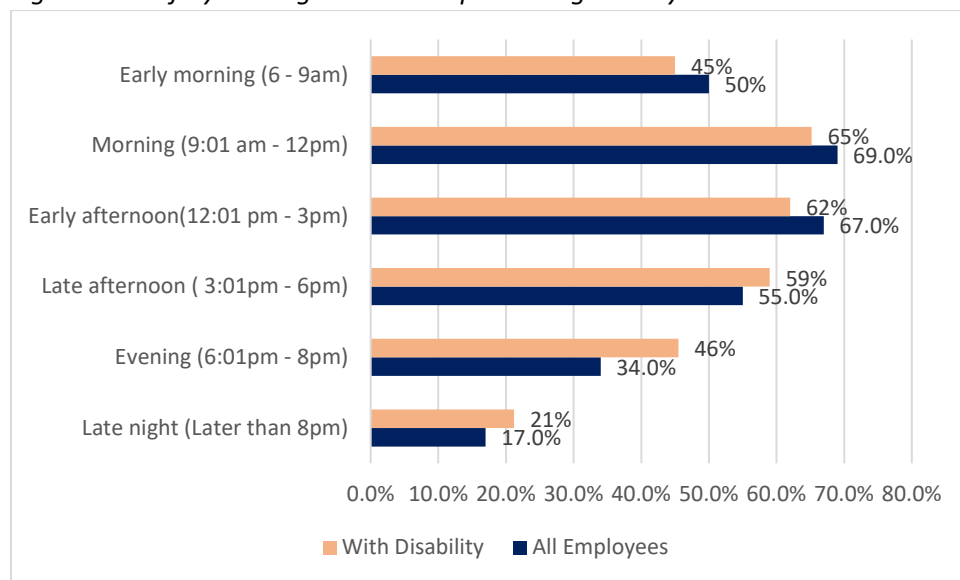
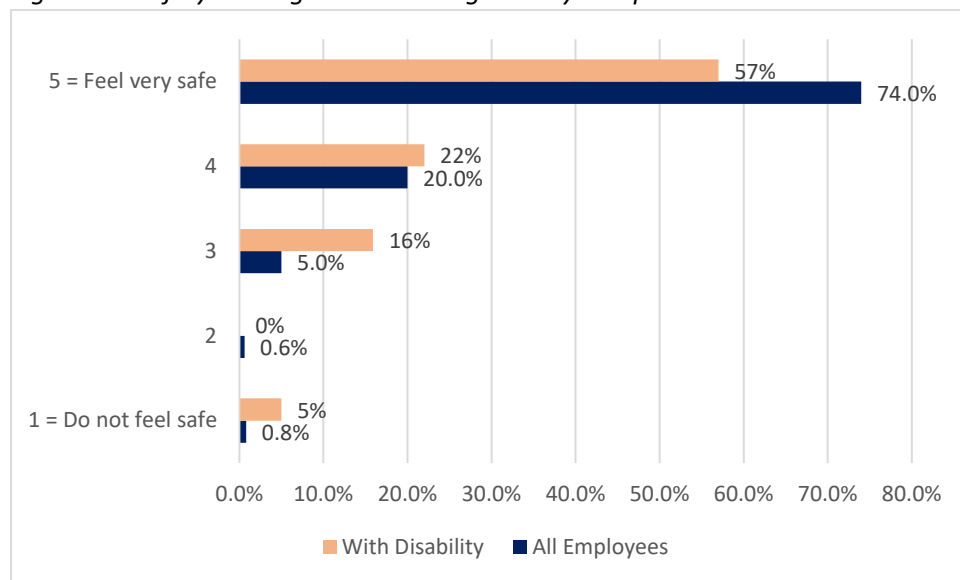


Figure 44. Safety moving around during the day comparison

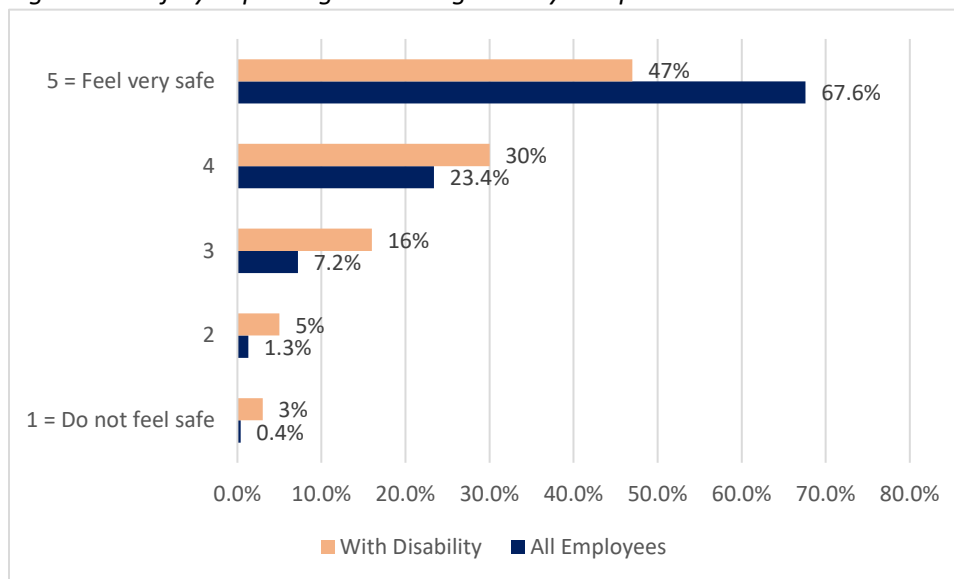


All employees and employee with disability (n= 63, n= 701)

There is a statistically significant relationship between feeling safe moving around campus during the day employees who reported that they have a disability compared to all employees. $P = .000$.

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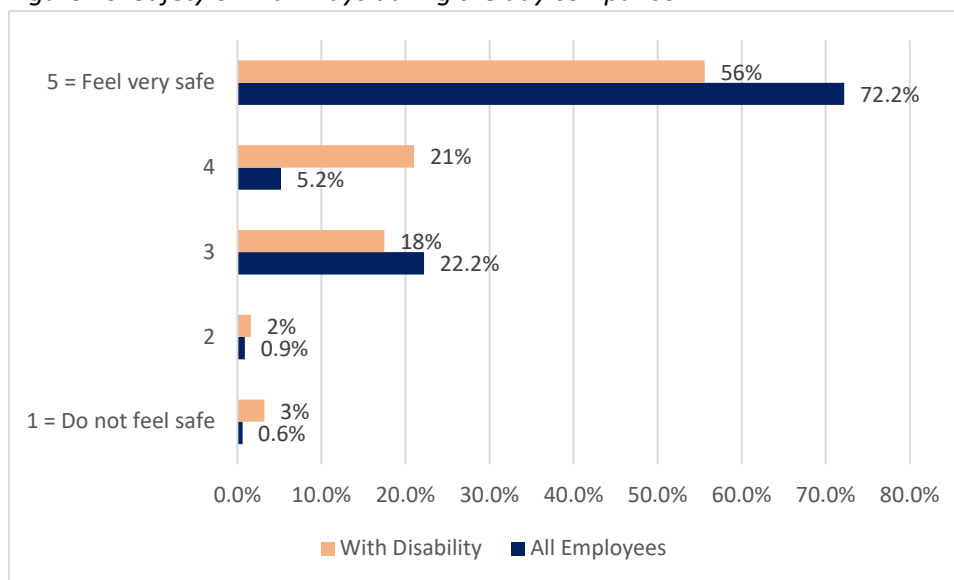
Figure 45. Safety in parking lots during the day comparison



All employees and employee with disability (n= 64, n= 704)

There is a statistically significant relationship between feeling safe in parking lots during the day employees who reported that they have a disability compared to all employees. $P = .000$.

Figure 46. Safety on walkways during the day comparison

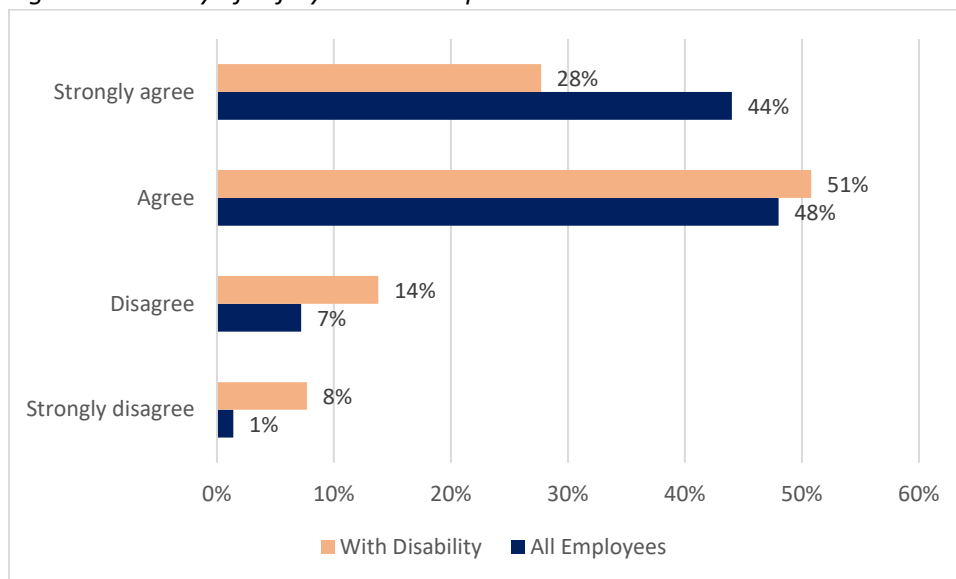


All employees and employee with disability (n= 63, n= 695)

There is a statistically significant relationship between feeling safe on campus walkways during the day employees who reported that they have a disability compared to all employees. $P = .000$.

There was no significant difference between employees reporting a disability and all employees and moving around campus at any location at night or inside campus building during the day.

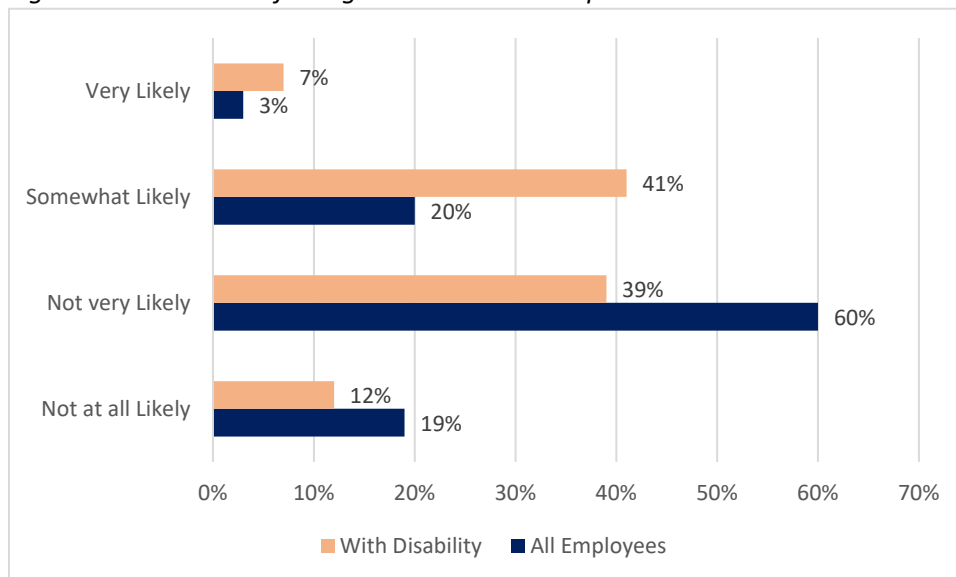
Figure 47. Priority of safety at CSN comparison



All employees (n =65,n=738)

There is a statistically significant relationship between thinking that employee safety is a priority at CSN between employees who reported that they have a disability compared to all employees. $P = .000$.

Figure 48. Likelihood of being a crime victim comparison



All employees (n =66,n=741)

There is a statistically significant relationship between believing in the likelihood of being a crime victim on CSN property in the next 12 months between employees who reported that they have a disability compared to all employees. $P = .000$. The data also shows that nearly half (48.5%) of those with a disability think they are “very likely” or “somewhat likely” to be a victim of crime compared to 21.5% of all employees who feel the same.

B. Campus Safety and Gender

Three of the questions showed significant results regarding Campus Safety and gender. Females are much more likely to report not feeling safe moving around campus at night, in parking lots at night, on campus walkways at night and inside campus buildings at night. All were significant using Pearson’s Chi Square at $P = .000$.

Figure 49. Safety moving around campus at night by gender

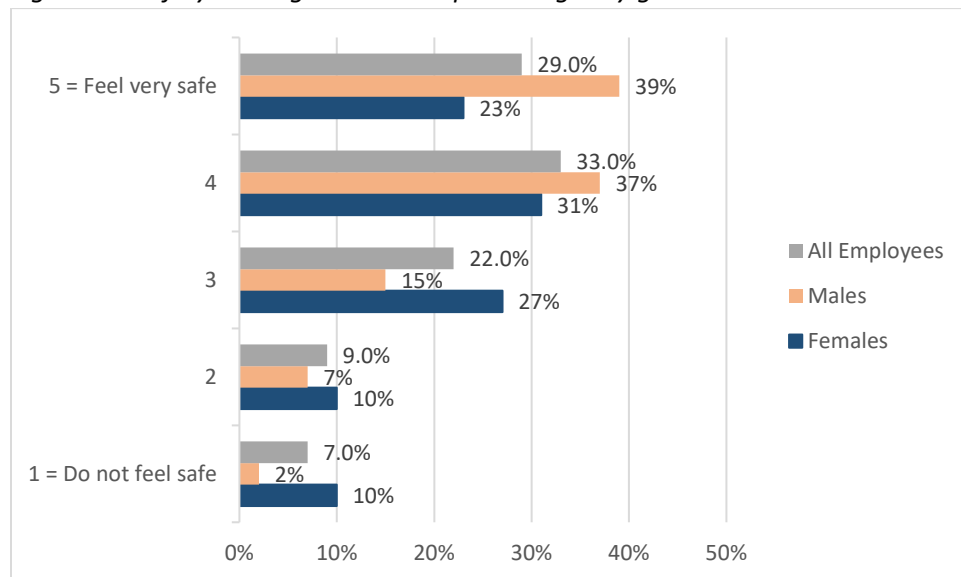
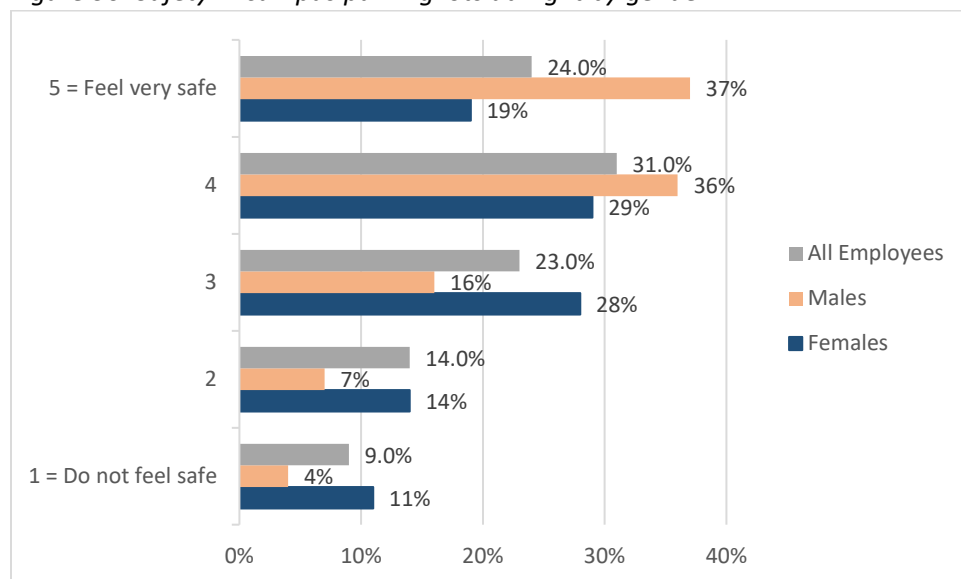


Figure 50. Safety in campus parking lots at night by gender



Feel safe in campus parking lots at night by gender

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Figure 51. Safety on campus walkways at night by gender

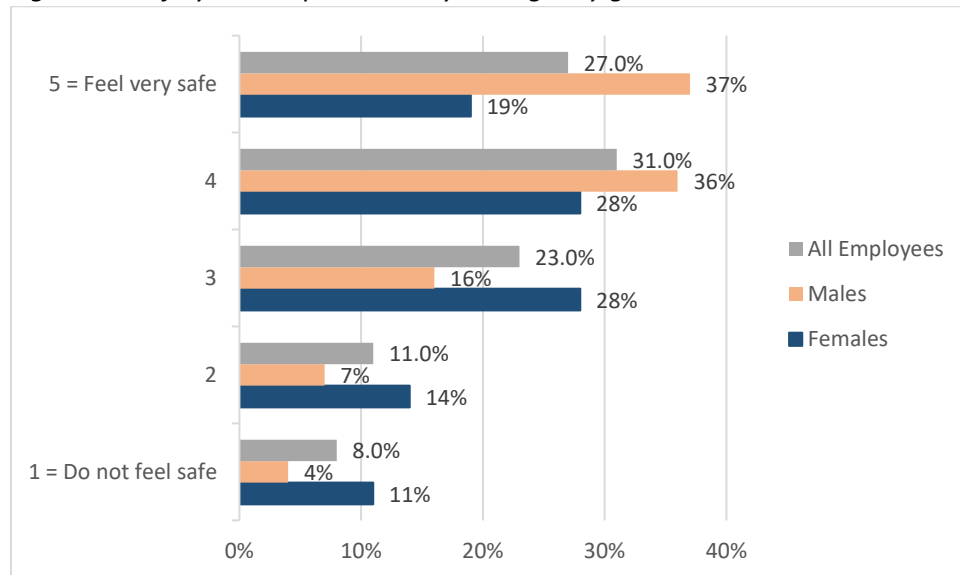
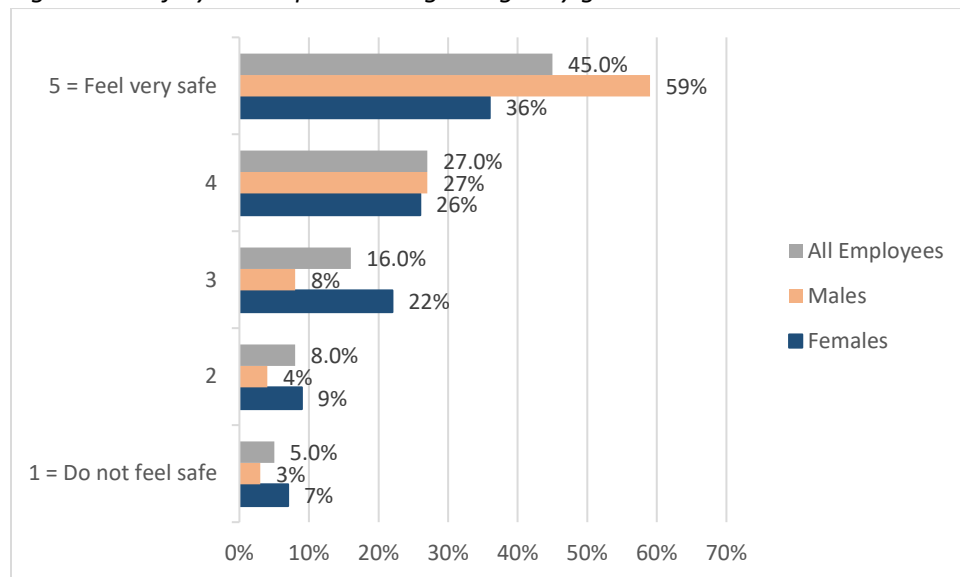


Figure 52. Safety in campus building at night by gender



gender

None of the other safety questions produced any statistically significant differences by gender.

SPOTLIGHT DISCUSSION: The results of these two self-identifying populations, people with disabilities and women, unique in that they were the sole ones that were statistically significant on the theme of Campus Safety merited special attention. The results indicate a heightened concern of perceived safety as well as the likelihood of being a victim. Though not depicted, people with a disability are not more likely than those without a disability to ever have used one of the red emergency phones; in each group only about 5% have ever reported using one of the red phones. Likewise, regardless of whether there is a

Prepared by Pamela Gallion, M.Ed, MBA
CSN Institutional Research

reported disability or not, most employees (about 50%) are not sure whether or not the emergency phones are reliable or not.

SPOTLIGHT RECOMMENDATIONS:

- The WCC encourages the Office of Public Safety and the CSN administration to review the findings of this spotlight section and consider ways to address the concerns of these two unique CSN employee populations.
- Encourage a meeting between CSN Police, Security and the leaders of the Disability Resource center to discuss disabled populations concerns about safety and security.
- Increase handicapped parking and accessibility to pathways on campuses.
- Encourage a meeting between CSN Police, Security and the CSN TITLE IX officer to ensure CSN is in compliance with TITLE IX parameters as they may or may not impact safety.
- Encourage further exploration of the statistics of these two unique populations and compare CSN findings to national ones for similarities and differences.

APPENDIX : RECOMMENDATIONS

THEME: CAMPUS ISSUES
<ul style="list-style-type: none"> • Continue the format and frequency of “The Week Ahead.” (There were some comments about adding images to it, but the overwhelmingly positive feedback suggests that the document is well received as-is.) • Facilities should review the results and determine if there needs to be greater awareness and use of <i>iServiceDesk</i>. If expanded use of the program is desired the WCC encourages making <i>iServiceDesk</i> visible on the CSN webpage and offer training sessions through the CAPE office. • As a large number of CSN employees have not used <i>iServiceDesk</i> the Facilities office may want to solicit direct feedback from users through including a survey at the completion on the work order.
THEME: CAMPUS SAFETY
<ul style="list-style-type: none"> • The WCC encourages the Office of Public Safety and the CSN administration to review the findings of the Snapshot report they continue to improve conditions related to employee safety and security at CSN. • Increase the visibility of police and security especially at night • Increase lighting especially in parking lots and on the walkways • Ensure viable plans for various emergency situations and address the unique working locations of all CSN employees. • Continue to work to inform and train CSN employee on emergency plans and safety procedures. • Offer presentations by CSN Police and security on drills, emergency plans • Increase communication from CSN to build awareness, trust and community between CSN Police Department and CSN employees.

THEME: DIVERSITY

- The WCC encourages the Office of Community Relations, Diversity and Multicultural Affairs and the CSN administration to review the findings of the Snapshot report as they continue their work on the various mission related to diversity initiatives at CSN.
- Develop diversity campaigns for each CSN campus which focus on reaching and engaging stakeholders at those individual campuses.
- Open lines of communication with faculty and staff at our various satellite sites/centers to ensure their needs are being addressed.
- Work with College leadership to ensure we have a top down approach to diversity initiatives.
- Encourage college administration for active and visible participation in diversity events.
- Educate Faculty to ensure they understand the connection between diversity trainings and student success.
- Emphasize the importance of attending training.
- Explore ways to engage part-time faculty.
- Explore ways to better communicate diversity initiatives with disenfranchised groups at CSN.

THEME: INTERNAL RECOGNITION

- The WCC encourages the Internal Recognition Committee (IRC) and the CSN Administration to examine the data findings of this report as they work to improve the process for award nomination, the awards given and the how the awards are presented.
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- Add "Recognizing Staff to the Management Performance Review" as a new category, so that CSN leadership from the President down to the Department level has the opportunity and the responsibility to recognize employees.
- Create Management Training to encourage and hold accountable management for recognizing staff.

SPOTLIGHT: CAMPUS SAFETY AND UNIQUE POPULATIONS

- The WCC encourages the Office of Public Safety and the CSN administration to review the findings of this spotlight section and consider ways to address the concerns of these two unique CSN employee populations.
- Encourage a meeting between CSN Police, Security and the leaders of the Disability Resource center to discuss disabled populations concerns about safety and security.
- Increase handicapped parking and accessibility to pathways on campuses.
- Encourage a meeting between CSN Police, Security and the CSN TITLE IX officer to ensure CSN is in compliance with TITLE IX parameters as they may or may not impact safety.
- Encourage further exploration of the statistics of these two unique populations and compare CSN findings to national ones for similarities and differences.