



Staff Development Survey

Result Report

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09

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Acknowledgements

The Staff Training for Technical And Community Colleges (STTACC) Executive Board initiated this effort. Two members of the Board created a subcommittee to take the lead on this project and spent considerable time developing the survey and analyzing the results.

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Introduction

During July 2009, STTACC conducted a survey to assess employee development needs of all classified staff across the Washington State Technical & Community College system. This was the first time STTACC conducted this annual statewide survey.

Survey invitations were sent to 5,711 classified staff from 40 community and technical college institutions across the state of Washington to gather information about the opinions and needs of staffing several key areas, including:

- Types of training needed by individual staff
- Individual access to existing training
- Money spent for individual professional development
- Supervisory and institutional support for staff development
- STTACC activities

The web-based survey began on July 30, 2009 and ended on August 7, 2009. The overall response rate was 12%, with 708 surveys completed.

This first year's survey results will serve as a benchmark. The data gathered in this and future surveys will provide a means of identifying patterns and measuring progress in training and development among classified staff.

Demographics

Demographic information can reveal a number of things, including participation patterns from departments, colleges, and regions. To ensure individual confidentiality, demographic data collected from the survey are only available on the statewide report. “Decline to respond” was an option for each of the questions in this section. .

Who Responded?

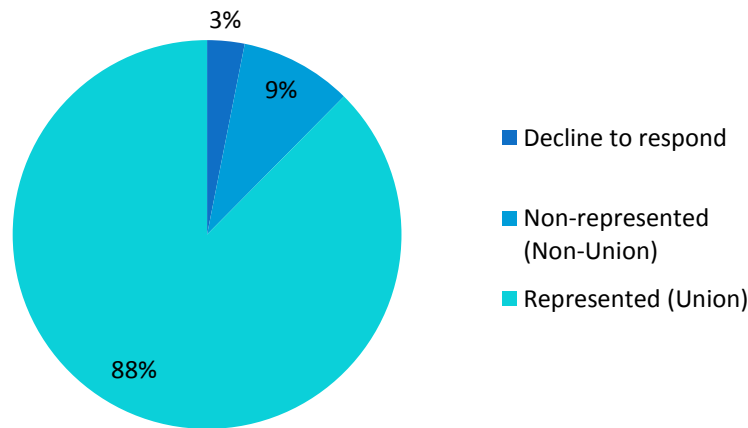
While the survey was sent to all college contacts, the response rate was different for each institution.

Institution	Responses
Bates Technical College	9
Bellevue College	34
Bellingham Technical College	13
Big Bend Community College	14
Cascadia Community College	9
Centralia College	13
Clark College	0
Clover Park Technical College	0
Columbia Basin College	20
Edmonds Community College	41
Everett Community College	35
Grays Harbor College	22
Green River Community College	60
Highline Community College	30
Lake Washington Technical College	23
Lower Columbia College	28
Olympic College	36
Peninsula College	1
Pierce College	39
Renton Technical College	0
Seattle Community College District - Seattle Central Community College	0
Seattle Community College District - District Office	0
Seattle Community College District - North Seattle Community College	7
Seattle Community College District - South Seattle Community College	13
Seattle Community College District - Seattle Vocational Institute	0
Shoreline Community College	29
Skagit Valley College	17
South Puget Sound Community College	8
Community Colleges of Spokane - Spokane Community College	56
Community Colleges of Spokane - District Office	19
Community Colleges of Spokane - Spokane Falls Community College	39
Community Colleges of Spokane - Institute for Extended Learning	27
State Board for Community & Technical Colleges	2
Tacoma Community College	47
Walla Walla Community College	0
Wenatchee Valley College	5
Whatcom Community College	10
Yakima Valley Community College	2

Represented and Non-represented

Classified Staff consists of both represented and non-represented employees. While many institutions have a clear line of separation between the two groups, others do not. Training opportunities may be promoted only through a particular union. This survey question served to distinguish non-represented employees from represented; providing insight on whether training opportunity information is distributed evenly.

Decline to respond	22
Non-represented (Non-Union)	66
Represented (Union)	620



Job Classification

The survey brought back a wide variety of responses to the question, “What is your job classification?” This shows that the Washington State College system uses numerous names for similar duties. Many responses did not match the Washington State Job Classification guide, so we grouped these answers the best that we could and labeled all others (those with 2 or fewer response) in an ‘Other’ category.¹

Classification	Responses	Percentage
Program Coordinator	110	15.5%
Office Assistant (I, II, III and IV)	69	9.7%
Program Assistant	61	8.6%
Administrative Assistant	44	6.2%
Information Technology Specialist	39	5.5%
Library & Archives Paraprofessional	26	3.7%
Secretary Senior	21	3.0%
Fiscal Technician	18	2.5%
Instruction & Classroom Support Technician	18	2.5%
Fiscal Analyst	16	2.3%
Custodian	13	1.8%

¹ You may contact STTACC for a full listing of answers given.

Program Specialist	23	3.2%
Program Support Supervisor	16	2.3%
Fiscal Specialist	12	1.7%
Maintenance Mechanic	9	1.3%
Retail Clerk	9	1.3%
Human Resources Consultant	8	1.1%
Campus Security	7	1.0%
Cashier	7	1.0%
Credentials Evaluator	7	1.0%
Secretary Lead	7	1.0%
Communications	6	0.8%
Program Manager	6	0.8%
Secretary	6	0.8%
Customer Service Specialist	5	0.7%
Media Technician	5	0.7%
Secretary Supervisor	5	0.7%
Supervisor	5	0.7%
Clerical Assistant	4	0.6%
Curriculum Advisor	4	0.6%
Office Support Supervisor	4	0.6%
Procurement & Supply Specialist	4	0.6%
Science Instructional & Support Technician	4	0.6%
Administrative Services Manager	3	0.4%
Early Childhood Program Specialist	3	0.4%
Graphic Designer	3	0.4%
Grounds and Nursery Services Specialist	3	0.4%
Technical Aide	3	0.4%
Warehouse Operator	3	0.4%
Other	61	8.6%
Decline to Respond	32	4.5%

Department

Responses to job location questions were also varied. We grouped these answers the best that we could and labeled all others (those with 2 or fewer responses) in an 'Other' category. ²

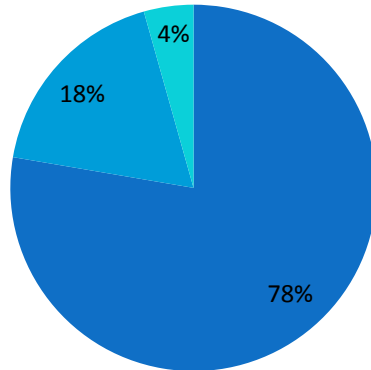
Department	Responses	Percentage
Division/Faculty Support	54	7.6%
Business Office	53	7.5%
Enrollment Services	52	7.3%
Facilities	46	6.5%
Library	32	4.5%
Student Services	31	4.4%
Information Services	25	3.5%
Financial Aid	24	3.4%
Workforce Education	24	3.4%
Human Resources	19	2.7%
Bookstore	18	2.5%
Continuing Education	14	2.0%
Children's Center	12	1.7%
International Programs	11	1.6%
Student Life	11	1.6%
Safety & Security	10	1.4%
eLearning	10	1.4%
Marketing & Communications	8	1.1%
Adult Basic Education	7	1.0%
Purchasing	7	1.0%
Administration	6	0.8%
Student Development	6	0.8%
Disability Support Services	6	0.8%
Advising	4	0.6%
Diversity Services	4	0.6%
Cashiers	3	0.4%
Other	183	25.8%
Decline to Respond	29	4.1%

² You may contact STTACC for a full listing of answers given.

Gender

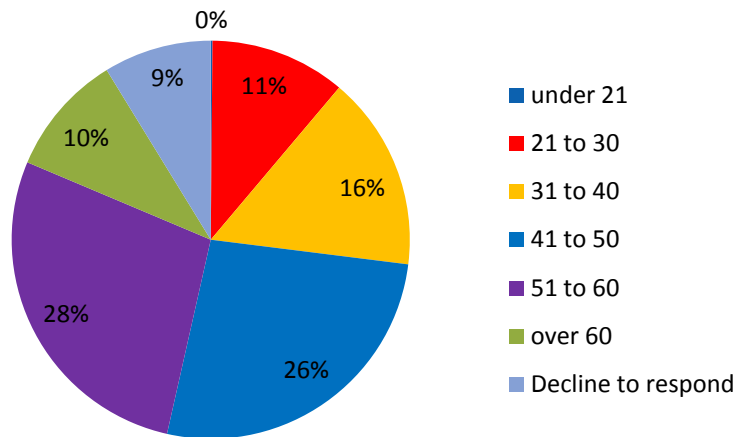
Female	550
Male	127
Decline to Respond	31

■ Female ■ Male ■ Declined to Respond



Age

Under 21	1
21 to 30	78
31 to 40	112
41 to 50	188
51 to 60	197
Over 60	70
Decline to respond	62

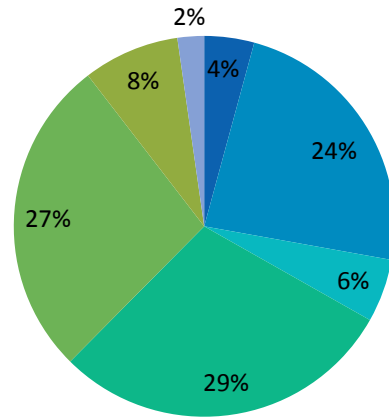


Education

High School Diploma or GED	
Some College (no degree or certificate)	
Certificate or Certification	
Associate Degree	
Bachelor Degree	
Advanced Degree	
Decline to respond	

Responses

30
167
38
207
192
58
16



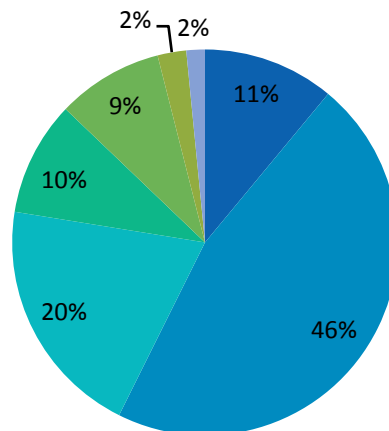
- High School Diploma or GED
- Some College (no degree or certificate)
- Certificate or Certification
- Associate Degree
- Bachelor Degree
- Advanced Degree

Years in Current Position

0 to 1 year	
1 to 5 years	
5 to 10 years	
10 to 15 years	
15 to 25 years	
Over 25 years	
Decline to respond	

Responses

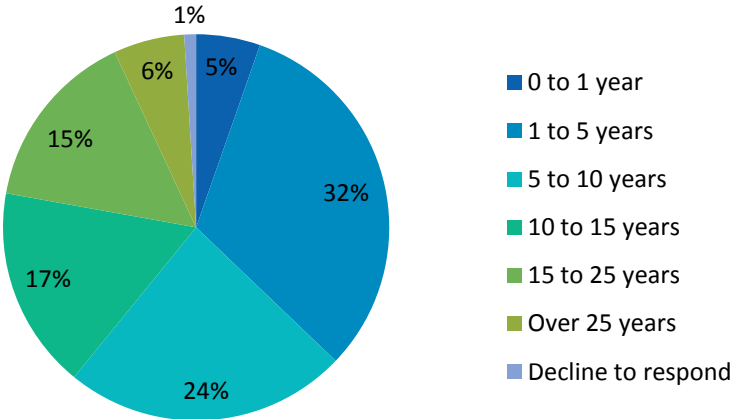
78
328
143
68
63
17
11



- 0 to 1 year
- 1 to 5 years
- 5 to 10 years
- 10 to 15 years
- 15 to 25 years
- Over 25 years
- Decline to respond

Years with Washington State Higher Education System

	Responses
0 to 1 year	38
1 to 5 years	225
5 to 10 years	168
10 to 15 years	120
15 to 25 years	108
Over 25 years	42
Decline to respond	7



Satisfaction of Classified Staff

In this section, staff were asked to rate their levels of satisfaction in response to a series of questions regarding the workplace and training. The majority of respondents were satisfied or neutral regarding training as represented in the survey questions.

How satisfied are you with the way your individual training needs are met in your workplace?

	Responses	Percentage
Very Dissatisfied	29	4%
Dissatisfied	134	19%
Neutral	198	28%
Satisfied	265	37%
Very Satisfied	74	10%
Decline to respond	8	1%

How satisfied are you with the quality of orientation and training received for your current position in the college?

	Responses	Percentage
Very Dissatisfied	33	5%
Dissatisfied	117	17%
Neutral	233	33%
Satisfied	253	36%
Very Satisfied	60	8%
Decline to respond	12	2%

How satisfied are you with management's support for your efforts to pursue professional development?

	Responses	Percentage
Very Dissatisfied	32	5%
Dissatisfied	92	13%
Neutral	143	20%
Satisfied	241	34%
Very Satisfied	180	25%
Decline to respond	20	3%

How satisfied are you with how your current employee performance review process identifies areas for professional development/training?

	Responses	Percentage
Very Dissatisfied	41	6%
Dissatisfied	129	18%
Neutral	211	30%
Satisfied	234	33%
Very Satisfied	76	11%

Decline to respond	17	2%
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How satisfied are you with the recognition you receive from your immediate supervisor for professional development and training?

	Responses	Percentage
Very Dissatisfied	37	5%
Dissatisfied	87	12%
Neutral	207	29%
Satisfied	216	31%
Very Satisfied	152	21%
Decline to respond	9	1%

How satisfied are you with professional learning and growth opportunities at your institution?

	Responses	Percentage
Very Dissatisfied	46	6%
Dissatisfied	149	21%
Neutral	209	30%
Satisfied	231	33%
Very Satisfied	62	9%
Decline to respond	11	2%

How satisfied are you with career advancement opportunities within your organization?

	Responses	Percentage
Very Dissatisfied	99	14%
Dissatisfied	158	22%
Neutral	263	37%
Satisfied	149	21%
Very Satisfied	29	4%
Decline to respond	10	1%

Agreement

In this section, staff were asked to rate their levels of agreement in response to a series of statements regarding the workplace and training. . A majority of respondents agreed that their supervisors encourage staff development opportunities. A majority of respondents disagreed that there is adequate attention given to staff development at their institutions.

My supervisor encourages staff development opportunities.

	Responses	Percentage
Strongly Disagree	19	3%
Disagree	59	8%
Neutral	144	20%
Agree	271	38%
Strongly Agree	205	29%
Decline to respond	10	1%

My institution has a clear policy on use of professional development funds.

	Responses	Percentage
Strongly Disagree	25	4%
Disagree	79	11%
Neutral	232	33%
Agree	273	39%
Strongly Agree	82	12%
Decline to respond	14	2%

When I communicate a need for new skill training or knowledge, my supervisor helps me to find appropriate training.

	Responses	Percentage
Strongly Disagree	24	3%
Disagree	99	14%
Neutral	205	29%
Agree	248	35%
Strongly Agree	114	16%
Decline to respond	11	2%

My institution has a clear process for sponsoring individuals for professional development opportunities.

	Responses	Percentage
Strongly Disagree	34	5%
Disagree	118	17%
Neutral	231	33%
Agree	250	35%
Strongly Agree	61	9%
Decline to respond	10	1%

My institution encourages staff development opportunities.

	Responses	Percentage
Strongly Disagree	25	4%
Disagree	81	11%
Neutral	182	26%
Agree	329	46%
Strongly Agree	78	11%
Decline to respond	9	1%

My campus hosts staff development or professional development days (in-service days) for Classified Staff.

	Responses	Percentage
Strongly Disagree	30	4%
Disagree	70	10%
Neutral	137	19%
Agree	345	49%
Strongly Agree	112	16%
Decline to respond	12	2%

There is adequate attention given to staff development planning at my institution.

	Responses	Percentage
Strongly Disagree	40	6%
Disagree	153	22%
Neutral	234	33%
Agree	206	29%
Strongly Agree	45	6%
Decline to respond	25	4%

Questions

In this section, staff were asked to respond to a variety of Yes/No questions regarding the workplace and training. A majority of respondents indicated that they had attended some type of professional/staff development or training activity on campus within the past year.

Have you attended any professional/staff development or training activities on your campus in the past year?

	Responses	Percentage
Yes	483	68%
No	195	28%
Decline to respond	30	4%

During the past year, did you use any Classified Staff training funds?

	Responses	Percentage
Yes	190	27%
No	506	71%
Decline to respond	12	2%

If yes, for what did you use these funds? (Check all that apply)

	Responses	Percentage
Pursuing a degree	38	13%
Conference or Seminar	111	39%
Job required training	31	11%
A credit class to improve job skills	32	11%
Personal development	27	10%
Other	43	15%

How many campus-wide activities have you attended in the past year?

	Responses	Percentage
None	96	14%
One	118	17%
Two	156	22%
Three	137	19%
Four or more	180	25%
Decline to respond	21	3%

What type(s) of training or professional development activities have you attended in the past year through your institution? (Check all that apply)

	Responses	Percentage
In-service Day	361	30%
Computer Skills Training	193	16%
Customer Service Training	101	8%
Diversity training	177	14%
Supervisory training	48	4%
Job-specific Training	167	14%
Ethics training	149	12%

Other	25	2%
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If you did attend any training or professional development activities on your campus in the past year, was it required by your department or institution?

	Responses	Percentage
No	249	42%
Yes (All)	110	18%
Yes (Some)	241	40%

If you did not attend training offered on your institution, what were the reasons? (Check all that apply)

	Responses	Percentage
Topic not applicable to my work	179	29%
Timing conflicted with work commitments	259	42%
Timing conflicted with personal commitments	71	11%
Supervisor did not grant release time	34	5%
Funds unavailable	59	9%
Other	20	3%

What type of training or professional development activities have you attended in the past year outside of your institution? (Check all that apply)

	Responses	Percentage
State-wide STTACC conference	50	6%
Regional STTACC Conference	51	7%
Other professional organization state/regional conference or seminar	106	14%
Professional organization national conference or seminar	68	9%
Training event through an outside vendor	81	10%
None	360	46%
Other	68	9%

In your estimation, how much money has your institution invested in your professional/career development in the past year?

	Responses	Percentage
\$0	195	28%
\$1 to \$100	184	26%
\$101 to \$250	115	16%
\$251 to \$500	69	10%
\$501 to \$750	31	4%
\$751 to \$1,000	12	2%
\$1,001 to \$1,500	10	1%
\$1,501 to \$2,000	5	1%

over \$2,001	13	2%
Decline to Respond	74	10%

In your estimation, how much money have you personally invested in your professional/career development in the past year?

	Responses	Percentage
\$0	258	36%
\$1 to \$100	193	27%
\$101 to \$250	86	12%
\$251 to \$500	48	7%
\$501 to \$750	14	2%
\$751 to \$1,000	20	3%
\$1,001 to \$1,500	3	0%
\$1,501 to \$2,000	4	1%
over \$2,001	24	3%
Decline to Respond	68	10%

If you were to register for a training program tomorrow to fill your professional/career development needs, which of the following would you choose? (Check all that apply)

	Responses	Percentage
Budgeting/financial systems	177	6%
Building effective work teams	183	6%
Communication/interpersonal Skills	237	8%
Computer skills	353	13%
FERPA	75	3%
Decision-making	134	5%
HR systems training	78	3%
Job-specific knowledge or skill training	418	15%
Leadership development	249	9%
Managing conflict	220	8%
Training	96	3%
Strategic planning	83	3%
Supervisory training	184	7%
Technical training (Angel, SMS, DataX)	268	9%
Other	53	2%
None	14	0%

How do you prefer to receive training? (Check all that apply)

	Responses	Percentage
In-person group workshops	623	38%
Online tutorials	296	18%
Pre-taped video programs	124	8%
Live computer/web conferencing	199	12%
ITV	127	8%
One-on-one	277	17%

Importance

In this section, staff were asked to rate the level of importance of the following statements in regards to the workplace and training. A significant majority of respondents indicated that individual coaching/feedback and mentoring as well as job-specific skills/knowledge training are very important to them.

Individual coaching/feedback and mentoring

	Responses	Percentage
Not Important	42	6%
Somewhat Important	260	37%
Very Important	391	55%
Decline to Respond	15	2%

Job-specific skills/knowledge training

	Responses	Percentage
Not Important	5	1%
Somewhat Important	74	10%
Very Important	614	87%
Decline to Respond	15	2%

Leadership opportunities, challenging assignments, institution-wide or system-wide committee service, mobility assignments, etc.

	Responses	Percentage
Not Important	59	8%
Somewhat Important	315	44%
Very Important	319	45%
Decline to Respond	15	2%

Supervisory/Management training

	Responses	Percentage
Not Important	96	14%
Somewhat Important	305	43%
Very Important	287	41%
Decline to Respond	20	3%

STTACC

In this section, staff were asked to respond to a series of questions about the Staff Training for Technical And Community College (STTACC) organization. A significant majority of respondents had heard of STTACC, but did not know the names of their regional coordinators. A majority of respondents had heard of the Plain Brown Rapper and were in favor of moving it to an online format. A majority of respondents indicated that it was important for their institutions to be members of STTACC.

Before this survey, had you heard of STTACC?

	Responses	Percentage
Yes	520	73%
No	174	25%
Decline to Respond	14	2%

If you answered yes, how did you first hear about us?

	Responses	Percentage
Campus Newsletter	34	5%
Classified Staff	192	28%
My HR office	45	6%
My peers	95	14%
My president	3	0%
My supervisor	33	5%
Other, please specify	45	6%
The Plain Brown Rapper	79	11%
Decline to Respond	168	24%

Do you know who your STTACC contact is at your college?

	Responses	Percentage
Yes	341	48%
No	348	49%
Decline to Respond	19	3%

Do you know who your Regional STTACC Coordinator is?

	Responses	Percentage
Yes	102	14%
No	584	82%
Decline to Respond	22	3%

Have you heard of The Plain Brown Rapper? This is STTACC's statewide newsletter.

	Responses	Percentage
Yes, I've heard of and read it	317	45%
Yes, but I have not read it	145	20%
No	228	32%
Decline to Respond	18	3%

Would you like The Plain Brown Rapper to move to an online format?

	Responses	Percentage
Yes, but would prefer a more interactive format, not the current .pdf format	38	5%
Yes, but only if a print version is still available	86	12%
Yes	362	51%
No, I would still read it, but would prefer the printed format	22	3%
No, I would only read it if it was printed	15	2%
No opinion	149	21%
Decline to Respond	36	5%

In the past 3 years, have you attended a STTACC conference?

	Responses	Percentage
Yes, but only the statewide conference	49	7%
Yes, but only our regional conference	59	8%
Yes, but do not plan to attend again	3	0%
Yes, both regional and statewide conferences	29	4%
No, but I would like attend	313	44%
No, and I have no interest in attending	209	30%
Decline to Respond	46	6%

In your opinion, rate how important it is for your college to be a member of STTACC.

	Responses	Percentage
Not Important	37	5%
Somewhat Important	301	43%
Very important	335	47%
Decline to Respond	35	5%

Overall Findings

The results of this first annual survey serve as a point of reference by which Washington State community and technical college staff development trends and needs can be measured over time. This information will be useful in planning efficient and effective training events in the future that are valuable to staff members and their institutions.

Areas of note to track in future surveys include the following:

- **Types of training attended by individual staff** - *The majority of respondents who participated in a training event last year (30%) attended an in-service day event. The majority of those who participated in a training event attended voluntarily (42%). The majority of those who did not attend a training event (42%) chose Timing conflicted with work commitments as the reason for non-attendance. A significant majority of respondents (46%) did not participate in any training events off-campus.*
- **Types of training preferred by individual staff** - *A majority of respondents selected Job-specific knowledge or skill training as their first choice for type of professional development (15%), followed by those whose first choice for type of training was Computer skills (13%). A significant majority of respondents prefer in-person group workshops and training (38%).*
- **Money spent for individual professional development** - *A very significant majority of respondents did not use classified staff training funds for professional development last year (71%). A majority of respondents estimated that their institution invested \$0 in their professional development last year (28%). A significant majority of respondents estimated that they invested \$0 personal funds in their professional development last year (36%)*
- **Supervisory and institutional support for staff development** - *A majority of respondents indicated that they felt they had supervisory and institutional support for professional development.*
- **STTACC Activities** - *A very significant majority of respondents had heard of STTACC (73%). But a majority did not know the names of their institutional or regional contact people. A significant majority would like to see the STTACC newsletter move to an online format(51%). A majority of respondents had not attended a STTACC conference, but would like to (44%).A significant majority of respondents felt it was important for their institution to be a member of STTACC (47%).*