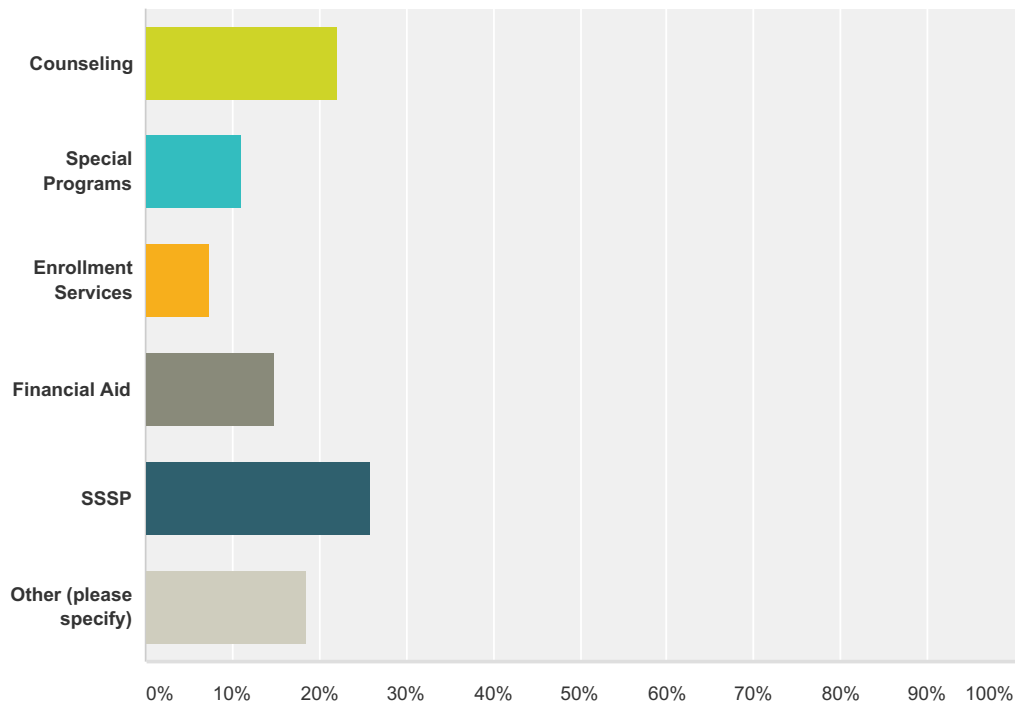


### Q1 In which Division or department at MJC are you located?

Answered: 27 Skipped: 0



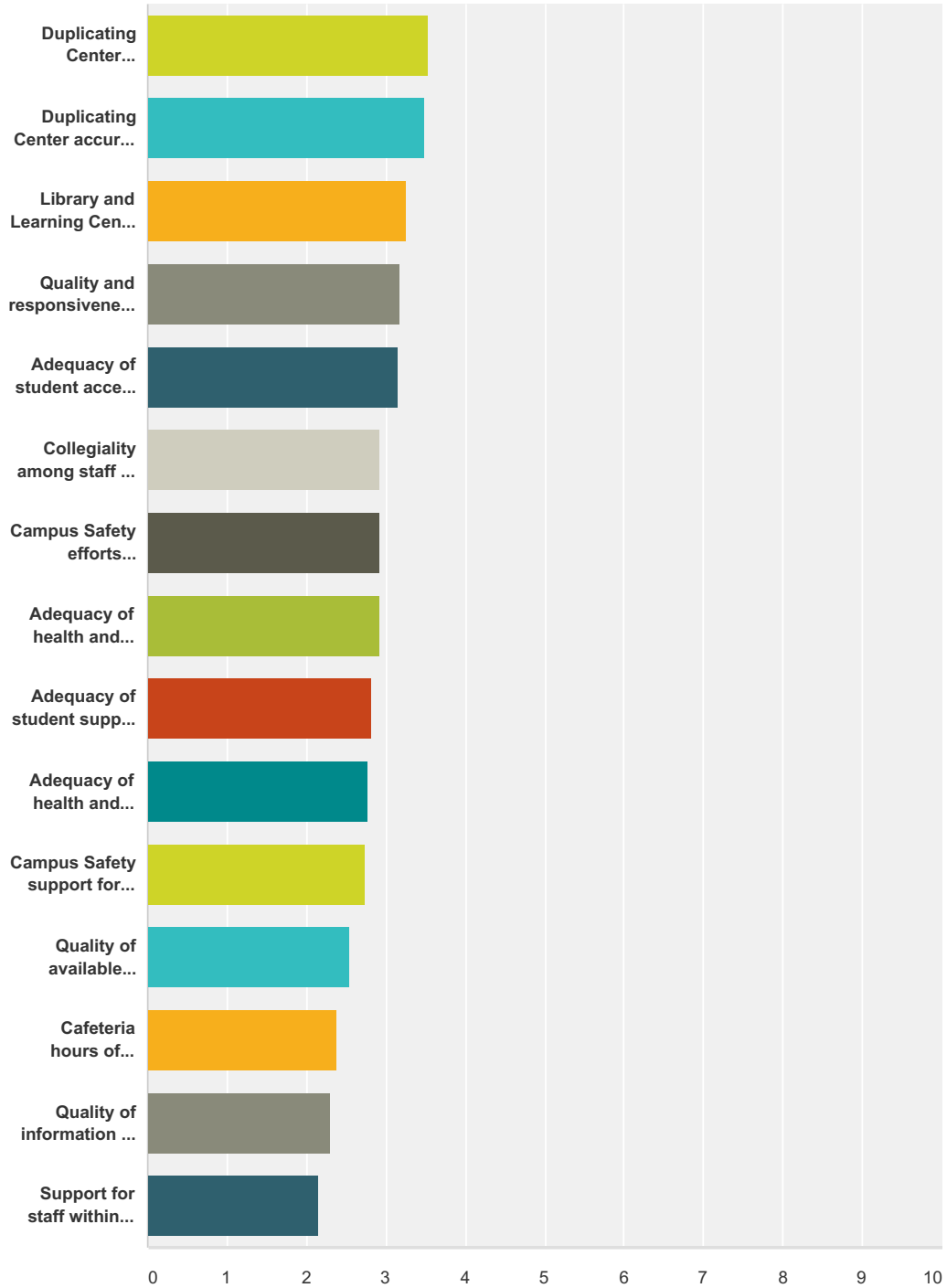
Answer Choices	Responses	
Counseling	22.22%	6
Special Programs	11.11%	3
Enrollment Services	7.41%	2
Financial Aid	14.81%	4
SSSP	25.93%	7
Other (please specify)	18.52%	5
<b>Total</b>		<b>27</b>

#	Other (please specify)	Date
1	Basic Skills; Student Success & Access	4/25/2017 2:40 PM
2	Health Services	4/24/2017 3:33 PM
3	Student Services	4/20/2017 4:18 PM
4	Campus Life	4/20/2017 11:40 AM
5	Student Services	4/20/2017 9:09 AM

### Q2 Please rate each of the following:

Answered: 27 Skipped: 0

## MJC Student Services Staff Survey 2017



	Excellent	Good	Fair	Poor	Total	Weighted Average
Duplicating Center promptness of turnaround time of requested printed materials	65.22% 15	26.09% 6	4.35% 1	4.35% 1	23	3.52
Duplicating Center accurate assembly of requested printed materials	56.52% 13	34.78% 8	8.70% 2	0.00% 0	23	3.48
Library and Learning Center resources	36.84% 7	52.63% 10	10.53% 2	0.00% 0	19	3.26
Quality and responsiveness of Foundation and Scholarship operations	29.41% 5	58.82% 10	11.76% 2	0.00% 0	17	3.18

## MJC Student Services Staff Survey 2017

Adequacy of student access to Library and Learning Center resources	30.00% 6	55.00% 11	15.00% 3	0.00% 0	20	3.15
Collegiality among staff and faculty in your division or department	25.93% 7	48.15% 13	18.52% 5	7.41% 2	27	2.93
Campus Safety efforts (through work with Stanislaus County) to protect against auto theft on campus	12.00% 3	72.00% 18	12.00% 3	4.00% 1	25	2.92
Adequacy of health and safety training opportunities on campus	15.38% 4	65.38% 17	15.38% 4	3.85% 1	26	2.92
Adequacy of student support services on campus	11.11% 3	66.67% 18	14.81% 4	7.41% 2	27	2.81
Adequacy of health and safety resources on campus	11.11% 3	59.26% 16	25.93% 7	3.70% 1	27	2.78
Campus Safety support for deterring theft of personal property on campus	7.69% 2	69.23% 18	11.54% 3	11.54% 3	26	2.73
Quality of available information about academic programs in your division or department	13.64% 3	36.36% 8	40.91% 9	9.09% 2	22	2.55
Cafeteria hours of operation	3.85% 1	46.15% 12	34.62% 9	15.38% 4	26	2.38
Quality of information on MJC website	3.70% 1	37.04% 10	44.44% 12	14.81% 4	27	2.30
Support for staff within your division or department	11.11% 3	25.93% 7	29.63% 8	33.33% 9	27	2.15

### Q3 What has been the most rewarding aspect of your experience working at MJC?

Answered: 24 Skipped: 3

#	Responses	Date
1	Working with staff, faculty, and administrators who strive to improve the quality of education for students is a pleasure.	4/25/2017 2:40 PM
2	Providing Dr Clinic services and mental health appointments on campus, knowing that many students have limited finances and resources to access these services off campus.	4/24/2017 3:33 PM
3	Successfully assisting students accomplish their goals.	4/20/2017 10:01 PM
4	Helping students thrive. And recently, department staff support and positive culture	4/20/2017 4:18 PM
5	Seeing the results of my and or staff's efforts in assisting a student achieve one or more of their goals.	4/20/2017 3:48 PM
6	Appreciation from students.	4/20/2017 1:25 PM
7	Working with students and helping them succeed. Students motive me to continue learning, growing and creating new ways to help and support them.	4/20/2017 12:06 PM
8	The most rewarding aspect of my experience is working with students and helping them succeed. They are what drives me everyday to do what I do.	4/20/2017 11:45 AM
9	Where to start... the "can do" culture which fosters growth and learning for EVERYONE, not just our students, is amazing. I feel incredibly fortunate to work not only with my team members, but with other MJC departments as well, collaborating to make great things happen on campus. In the end, it's the smiles on the faces of the students who attend our fun events, the growth and learning they garner from our informational events, and the personal motivation and desire that our inspirational events instill in their hearts. I am PROUD to be on Team Campus Life!	4/20/2017 11:40 AM
10	students	4/20/2017 11:16 AM
11	Finding ways to help students overcome institutional obstacles so that they can meet their educational goals.	4/20/2017 9:51 AM

## MJC Student Services Staff Survey 2017

12	All of the staff & faculty in special programs at MJC work as a team. Everyone is here to help our students succeed. More collaboration between the 4 or 5 programs could only make us a stronger division.	4/20/2017 9:16 AM
13	Continual movement of students in reaching their academic goals. Graduation is a great indicator for their manifestation of hard work.	4/20/2017 9:16 AM
14	When students succeed and can move on to the next step in their educational goals.	4/20/2017 8:59 AM
15	Helping students achieve their educational goals.	4/20/2017 8:53 AM
16	Being able to help students through the process to meet their educational goals.	4/20/2017 8:24 AM
17	Partnering with students to help them succeed. Seeing students succeed when they thought they could not.	4/20/2017 8:11 AM
18	Helping students succeed and meet their academic goals.	4/20/2017 7:51 AM
19	Helping student's in a positive way	4/20/2017 6:28 AM
20	Working with students is the most rewarding aspect of my experience working at MJC.	4/20/2017 12:11 AM
21	The impact I can have in my community	4/19/2017 11:46 PM
22	The gratitude of students success.	4/19/2017 7:12 PM
23	The many staff members that give extra effort to support the students.	4/19/2017 6:11 PM
24	Serving the Students	4/19/2017 5:27 PM

### Q4 What has been the most challenging aspect of your experience working at MJC?

Answered: 24 Skipped: 3

#	Responses	Date
1	The implementation process	4/25/2017 2:40 PM
2	Lack of professional development overall; Cohesion and collaboration among departments. Difficulty in meeting the various and complicated needs of students, especially for students in crisis and LGBTQ students.	4/24/2017 3:33 PM
3	Limited support staff to thoroughly assist the students.	4/20/2017 10:01 PM
4	Closed minded thinking. Lack of good communication, and faculty, staff, and administrative infighting.	4/20/2017 4:18 PM
5	When I have wanted or needed assistance from another department but can't seem to connect with someone who would share their knowledge and give me the time needed to education me further in their area.	4/20/2017 3:48 PM
6	I love my job!	4/20/2017 1:25 PM
7	Lack of communication across the campus.....everything from where people and programs are located, new staff announcements - not(pictures, locations and job title), changes including explanations for things like math and English and ESL sequence and name changes. No explanation of programs and services, not sure where to send or take students. Example, SSSP...who and how are students referred? What happens when students are referred? Hours? Decisions are made in administrative meetings without even talking to the people doing the actual work to see what is working and what is not working. We know what is beneficial and what would be helpful for the students we serve.	4/20/2017 12:06 PM
8	There is a lot of lack of communication from the administration team and we often feel in the dark about important changes across the campus. It is also very hard when administration and higher ups make big changes and do not ask the perspective of the people who actually do the work, meet with students on a daily basis and know what is in the best interest of the student not just the administration.	4/20/2017 11:45 AM
9	Learning how to become a leader. My role has expanded from behind the scenes to the front line, and working directly with students has given me opportunities to learn and grow.	4/20/2017 11:40 AM
10	politics	4/20/2017 11:16 AM
11	Working in an understaffed department without support from administration while still trying to meet the needs of each student. And, seeing the frustration in students who are unable to meet their goals at MJC due to various roadblocks and barriers, so they choose to attend other community colleges.	4/20/2017 9:51 AM

## MJC Student Services Staff Survey 2017

12	There isn't enough training for staff to know the "standard" processes and procedures. Not every department has a typewriter - having TR's, Faculty Contracts and Invoice documents electronic and submitted electronically would save a lot of time and money.	4/20/2017 9:16 AM
13	Lack of definitive leadership. Surprised by the resistance to change even though there is a plethora of data showing the benefits in new procedures.	4/20/2017 9:16 AM
14	Lack of technological advances and lack of increased personnel to match the demands of increased college wide student success goals.	4/20/2017 8:59 AM
15	Working in a department that is significantly low staff.	4/20/2017 8:53 AM
16	Sometimes feeling like faculty are considered more important to the college than classified staff among the leadership of the college.	4/20/2017 8:24 AM
17	The growing pains of developing a new program. Setting clear goals and outcomes.	4/20/2017 8:11 AM
18	The rapid spiral of the decline of morale campus wide which is most likely due to the lack of consistent communication about VITAL information needed to share with students on a daily basis - yet it isn't provided; and the lack of transparency regarding what is going on between BOTH campuses. Transparency and "shared governess" are often MENTIONED, and "claimed" as being practiced but that's basically just lip service and not reality - at least, not among the rank and file.	4/20/2017 7:51 AM
19	No communication in my department	4/20/2017 6:28 AM
20	Our department split into two campus's for financial aid. We have an entire financial team and 6 technicians on West Campus but only 2 technicians on East. With being the higher trafficked campus this has presented challenges as we are almost used in a SSSP role due to wanting to meet all the needs of our students but the financial aid staffing is limited.	4/20/2017 12:11 AM
21	Resources available and the overall collaboration at our institution.	4/19/2017 11:46 PM
22	When a student can't maintain college life due to personal issues.	4/19/2017 7:12 PM
23	The lack of to individual responsibility and blame game.	4/19/2017 6:11 PM
24	Departmental Training materials	4/19/2017 5:27 PM

**Q5 Thank you for completing this survey!  
Please feel free if you have any additional  
feedback to provide.**

Answered: 12 Skipped: 15

#	Responses	Date
1	The goal of strategically developing and valuing a meaningful structure and education is an investment, and the outcomes and benefits are well worth it. -This is part of a holistic approach to improve student success.	4/25/2017 2:40 PM
2	I love and support MJC!!	4/20/2017 10:01 PM
3	It would be nice to feel valued and appreciated - employees want to feel like their opinion matters, even if the outcome is different at least the employee(s) got to express opinions and ask questions. It's always good to have employees "buy in" to changes. Most of us are very flexible and just want what is best for our students.	4/20/2017 12:06 PM
4	It is really hard on staff/faculty morale when you hear "rumors" that the MJC president said she does not care if we are happy or not because it is not in our contracts to be happy. Very sad statement to hear when others seem to be trying to improve morale across campus with events such as Disney.	4/20/2017 11:45 AM
5	Bryan J. Marks is an amazing leader. I was ecstatic when I first learned he would be taking over Campus Life, and I'm still excited to be a part of his vision and his team today. His passion for serving students and community is overwhelmingly evident to anyone who works with him. The impact he's had on this department is absolutely night and day and I'm incredibly thankful for his service. I also want to give thanks to the Media Services and College Facilities departments. I work closely with both and I must say that the cooperation, collaboration, and respect for each other's work has been truly wonderful. I could not effectively do what I do here at MJC without their help. For me, their support has been integral to Campus Life's success.	4/20/2017 11:40 AM

## MJC Student Services Staff Survey 2017

6	There needs to be improved counselor and SSSP specialist training in order to facilitate more efficient student completion. Providing adequate support from knowledgeable staff for existing students to improve student success will naturally grow the college, instead of focusing on bringing in more students who will not receive adequate support.	4/20/2017 9:51 AM
7	I believe that if there was two weeks worth of in-depth training for all classified staff that teaches everyone that when a program has an idea of any sort, everyone should know the steps to try and turn that idea into reality. I've seen programs dwindle simply because staff don't know what they don't know. Program Assistants, Technicians, and Specialists should all know what the Administrative Assistant, Technicians, Specialists and Secretaries are not only in charge of, but capable of doing so that all of the pieces can fit together. This goes the other way as well. Admin's should be able to know what the programs require so that they can help with the logistics and we all reach our goals. Doing this can only benefit not only the departments as a whole team, but it truly benefits the students. So much time is wasted simply because staff aren't trained properly and time wasted is money wasted.	4/20/2017 9:16 AM
8	Decisions about major departmental changes need to include everyone. Sometimes the people actually doing the work can think of ways changes may negatively impact students, staff, faculty or the college as a whole.	4/20/2017 8:59 AM
9	I would like to see regular funding provided to the Classified Staff Advisory Council for staff development activities.	4/20/2017 8:24 AM
10	Thank you for asking but are you REALLY going to value, and act upon the results of this survey? Again, current morale dictates that most likely this is just a "formality" and nothing will actually be done that leads toward any improvements. Sadly the impact of that will affect students more than anyone else. We are supposed to be here FOR students, but if we don't have the information and/or resources available, in a timely and accurate manner to fully serve them, frankly, what's the point?	4/20/2017 7:51 AM
11	I think there is a great need on East campus for SSSP in financial aid.	4/20/2017 12:11 AM
12	Promote more communication among all Departments. Not just with Management but with staff who see students issues on a daily bases.	4/19/2017 5:27 PM