

April 19th, 2016

TO: Donna Jones-Dulin, Vice President of College Services

FROM: Mallory Newell, De Anza College Institutional Research
Stefan Trandafirescu, Student Assistant

SUBJECT: College Services Survey – Employees 2016

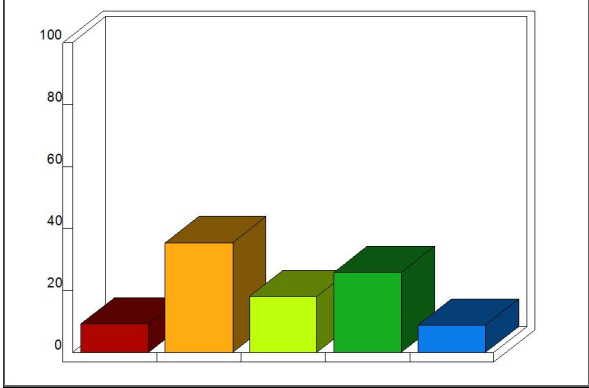
The CSS survey was sent to 5,762 of the De Anza College employees during Winter 2015. A total of 263 employees responded to the online survey. Important highlights include:

- 72% of respondents “agree” or “strongly agree” that the campus grounds create a welcoming environment with walkways safe for pedestrian travel. (Question 2)
- 71% of respondents consider that it is “very important” for the campus to continue using and enhancing the current computerized irrigation system which uses real-time micro-climate data from an on-site weather station to maximize water use efficiency. (Question 5)
- 73% of respondents stated that it is “very important” that the campus continues to landscape with native and drought tolerant plants. (Question 4)
- 72% of respondents think that it is “very important” for the campus to use and enhance a “single-stream waste management system. (Question 6)
- 32% of respondents stated that have no concerns about the current waste management system. (Question 7)
- 48% of respondents stated that it is “very important” for the bookstore to be an authorized Apple Store where employees receive an educational discount on all Apple products. (Question 12)
- 56% of respondents selected that it is “very important” to have a 20% discount in the bookstore every day on non-sale items by showing their employee ID at checkout. (Question 11)
- 77% of respondents consider that it is “very important” for the bookstore to offer course materials in different formats that can save students money. (Question 10)

Campus Services Survey - Employees

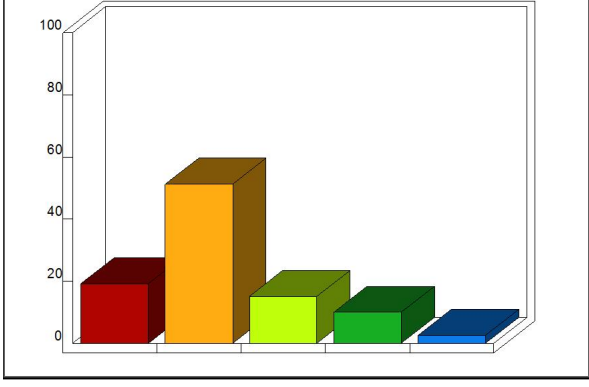
1. Due to budget constraints, De Anza has reduced its custodial staff, increasing the square footage that our custodial staff are responsible for by 20,000 additional square feet per person. Knowing these challenges, would you agree that campus classrooms, restrooms, common areas, and offices are clean?

Mean: 3.11

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	25	9.23	
Agree	4.00	96	35.42	
Neither Agree or Disagree	3.00	49	18.08	
Disagree	2.00	70	25.83	
Strongly Disagree	1.00	24	8.86	
Total Valid		264	97.42	
Missing		7	2.58	
Total		271	100.00	

2. Campus grounds create a welcoming environment with walkways safe for pedestrian travel.

Mean: 3.76

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	52	19.19	
Agree	4.00	139	51.29	
Neither Agree or Disagree	3.00	41	15.13	
Disagree	2.00	27	9.96	
Strongly Disagree	1.00	7	2.58	
Total Valid		266	98.15	
Missing		5	1.85	
Total		271	100.00	

3. The custodial staff continue to use environmentally friendly cleaning products which are “green” certified and the packaging is made from recycled products. Mean: 4.35

Response	Value	Frequency	Percent	Graph
Very Important	5.00	154	56.83	
Somewhat Important	4.00	68	25.09	
Neutral	3.00	33	12.18	
Somewhat Unimportant	2.00	6	2.21	
Not Important	1.00	5	1.85	
Total Valid		266	98.15	
Missing		5	1.85	
Total		271	100.00	

4. The campus continues to landscape with native and drought tolerant plants. Mean: 4.61

Response	Value	Frequency	Percent	Graph
Very Important	5.00	194	71.59	
Somewhat Important	4.00	48	17.71	
Neutral	3.00	18	6.64	
Somewhat Unimportant	2.00	0	0.00	
Not Important	1.00	5	1.85	
Total Valid		265	97.79	
Missing		6	2.21	
Total		271	100.00	

5. The campus continues to use and enhance our current computerized irrigation system which uses real-time micro-climate data from an on-site weather station to maximize water use efficiency.

Mean: 4.58

Response	Value	Frequency	Percent	Graph
Very Important	5.00	189	69.74	
Somewhat Important	4.00	46	16.97	
Neutral	3.00	26	9.59	
Somewhat Unimportant	2.00	0	0.00	
Not Important	1.00	3	1.11	
Total Valid		264	97.42	
Missing		7	2.58	
Total		271	100.00	

6. The campus continues to use and enhance a “single-stream” waste management system which allows for a high percentage of our waste to be sorted into recyclable, reusable, or compostable materials. Currently, up to 78% of our total solid waste is diverted quarterly.

Mean: 4.62

Response	Value	Frequency	Percent	Graph
Very Important	5.00	193	71.22	
Somewhat Important	4.00	48	17.71	
Neutral	3.00	22	8.12	
Somewhat Unimportant	2.00	2	0.74	
Not Important	1.00	1	0.37	
Total Valid		266	98.15	
Missing		5	1.85	
Total		271	100.00	

8. The printing center continues to offer the following services for your convenience: - Digital printing in color and black and white - Fax and scanning services - Desktop computer and printing services - Binding - Printing of banners, posters and flyers Mean: 4.10

Response	Value	Frequency	Percent	Graph
Very Important	5.00	125	46.13	
Somewhat Important	4.00	73	26.94	
Neutral	3.00	49	18.08	
Somewhat Unimportant	2.00	4	1.48	
Not Important	1.00	14	5.17	
Total Valid		265	97.79	
Missing		6	2.21	
Total		271	100.00	

9. Dining Services at the campus center continues to aspire to make the food services operation as sustainable as possible by having 100% biodegradable take-out materials, 15% organic produce (when available), food cooked or assembled to order, a garbage compactor, and all garbage sorted at the recycling plant. Mean: 4.39

Response	Value	Frequency	Percent	Graph
Very Important	5.00	164	60.52	
Somewhat Important	4.00	63	23.25	
Neutral	3.00	24	8.86	
Somewhat Unimportant	2.00	6	2.21	
Not Important	1.00	8	2.95	
Total Valid		265	97.79	
Missing		6	2.21	
Total		271	100.00	

10. The bookstore continues to offer course materials in different formats that can save students money, including: - Custom textbooks - Course packets - Digital textbooks - Streaming textbooks - Textbook rentals

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	206	76.01	
Somewhat Important	4.00	31	11.44	
Neutral	3.00	19	7.01	
Somewhat Unimportant	2.00	5	1.85	
Not Important	1.00	4	1.48	
Total Valid		264	97.42	
Missing		7	2.58	
Total		271	100.00	

11. Employees continue to receive a 20% discount in the bookstore everyday on non-sale items by showing their Employee Id at checkout.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	151	55.72	
Somewhat Important	4.00	57	21.03	
Neutral	3.00	42	15.50	
Somewhat Unimportant	2.00	9	3.32	
Not Important	1.00	5	1.85	
Total Valid		263	97.05	
Missing		8	2.95	
Total		271	100.00	

12. The bookstore continues to be an authorized Apple Store where employees receive an educational discount on all Apple products.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	130	47.97	
Somewhat Important	4.00	65	23.99	
Neutral	3.00	48	17.71	
Somewhat Unimportant	2.00	8	2.95	
Not Important	1.00	16	5.90	
Total Valid		266	98.15	
Missing		5	1.85	
Total		271	100.00	

13. The bookstore continues to offer an interest free computer loan to all employees.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	137	50.55	
Somewhat Important	4.00	65	23.99	
Neutral	3.00	47	17.34	
Somewhat Unimportant	2.00	7	2.58	
Not Important	1.00	9	3.32	
Total Valid		264	97.42	
Missing		7	2.58	
Total		271	100.00	

14. The bookstore continues to fill online and phone orders for office and classroom supplies, at a discount, and deliver them to employees on-campus.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	109	40.22	
Somewhat Important	4.00	62	22.88	
Neutral	3.00	70	25.83	
Somewhat Unimportant	2.00	11	4.06	
Not Important	1.00	14	5.17	
Total Valid		264	97.42	
Missing		7	2.58	
Total		271	100.00	

15. Are you aware that ordering your course materials by the 6th week in the quarter for the following quarter saves students money on their textbooks?

Mean: -

Response	Value	Frequency	Percent	Graph
Yes	0.00	97	35.79	
No	1.00	96	35.42	
Not Applicable	2.00	76	28.04	
Total Valid		265	97.79	
Missing		6	2.21	
Total		271	100.00	

16. The mailroom continues to provide to every part-time and full-time faculty member, a mailbox in the mailroom, which is located in the administration building.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	176	64.94	
Somewhat Important	4.00	39	14.39	
Neutral	3.00	37	13.65	
Somewhat Unimportant	2.00	9	3.32	
Not Important	1.00	6	2.21	
Total Valid		265	97.79	
Missing		6	2.21	
Total		271	100.00	

17. The Office of College Operations continues to support a campus-wide effort of environmentally friendly and sustainable building management and renovations.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	153	56.46	
Somewhat Important	4.00	75	27.68	
Neutral	3.00	25	9.23	
Somewhat Unimportant	2.00	5	1.85	
Not Important	1.00	6	2.21	
Total Valid		262	96.68	
Missing		9	3.32	
Total		271	100.00	

18. The Office of College Operations continues to support enhanced learning environments through planned space allocations (i.e. communal study areas, technology enhanced study areas, smart classrooms, office space, furniture selection).

Mean: 4.50

Response	Value	Frequency	Percent	Graph
Very Important	5.00	167	61.62	
Somewhat Important	4.00	58	21.40	
Neutral	3.00	25	9.23	
Somewhat Unimportant	2.00	4	1.48	
Not Important	1.00	2	0.74	
Total Valid		256	94.46	
Missing		15	5.54	
Total		271	100.00	



College Services Feedback Survey

We would like to gather your feedback on particular college services provided in the areas of Food Services, Print Services, Custodians, Grounds, the Bookstore, and the Mailroom.

The following questions have been developed by the members of the College Operations division who are requesting that De Anza employees take the time to complete the survey accurately. The division assures that the survey will be used for improvements and to justify additional resources and it will NOT be used to evaluate employees.

Your participation in the survey is voluntary and the results will be used for improvement purposes.

Thank you for your time and feedback.

For questions 1-2, please provide your level of agreement with each statement.

1. Due to budget constraints, De Anza has reduced its custodial staff, increasing the square footage that our custodial staff are responsible for by 20,000 additional square feet per person. Knowing these challenges, would you agree that campus classrooms, restrooms, common areas, and offices are clean?

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

2. Campus grounds create a welcoming environment with walkways safe for pedestrian travel.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

For questions 3-6, please rate your level of importance with each statement.

3. The custodial staff continue to use environmentally friendly cleaning products which are “green” certified and the packaging is made from recycled products.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

4. The campus continues to landscape with native and drought tolerant plants.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

5. The campus continues to use and enhance our current computerized irrigation system which uses real-time micro-climate data from an on-site weather station to maximize water use efficiency.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

6. The campus continues to use and enhance a “single-stream” waste

management system which allows for a high percentage of our waste to be sorted into recyclable, reusable, or compostable materials. Currently, up to 78% of our total solid waste is diverted quarterly.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

7. Do you have any concerns about our current waste management system?

For question 8, please rate your level of importance with the statement.

8. The printing center continues to offer the following services for your convenience:

- **Digital printing in color and black and white**
- **Fax and scanning services**
- **Desktop computer and printing services**
- **Binding**
- **Printing of banners, posters and flyers**

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

For question 9, please provide your level of importance with the statement.

9. Dining Services at the campus center continues to aspire to make the food services operation as sustainable as possible by having 100% biodegradable take-out materials, 15% organic produce (when available), food cooked or assembled to order, a garbage compactor, and all garbage sorted at the recycling plant.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

For questions 10-14, please provide your level of importance with each statement.

10. The bookstore continues to offer course materials in different formats that can save students money, including:

- **Custom textbooks**
- **Course packets**
- **Digital textbooks**
- **Streaming textbooks**
- **Textbook rentals**

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

11. Employees continue to receive a 20% discount in the bookstore everyday on non-sale items by showing their Employee Id at checkout.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

12. The bookstore continues to be an authorized Apple Store where employees

receive an educational discount on all Apple products.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

13. The bookstore continues to offer an interest free computer loan to all employees.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

14. The bookstore continues to fill online and phone orders for office and classroom supplies, at a discount, and deliver them to employees on-campus.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

15. Are you aware that ordering your course materials by the 6th week in the quarter for the following quarter saves students money on their textbooks?

- Yes
- No
- Not Applicable

For question 16, please provide your level of importance with the statement.

16. The mailroom continues to provide to every part-time and full-time faculty member, a mailbox in the mailroom, which is located in the administration building.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

For questions 17-18, please provide your level of importance with each statement.

17. The Office of College Operations continues to support a campus-wide effort of environmentally friendly and sustainable building management and renovations.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

18. The Office of College Operations continues to support enhanced learning environments through planned space allocations (i.e. communal study areas, technology enhanced study areas, smart classrooms, office space, furniture selection).

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

19. Do you have any concerns or feedback that you would like to share with us pertaining to any of the areas included in this survey?



Thank you for participating. You have completed the survey.
