Compton College Classified Professionals and Managers
Professional Development Needs Assessment- Spring 2024

Distribution: N = 170 | n = 75 | Response rate = 44%

Quantitative Summary

- This survey had an outstanding **response rate of 44%**, meaning that the responses are representative of and generalizable to the whole set of non-faculty campus employees.
- **Women** are overrepresented, making up **63% of respondents** although they are 54% of the classified employee pool.
- Most respondents are **Black (28%) or Latino/a/x (28%)**, however these groups are an **underrepresentation** of the general Black (38%) and Latino/a/x (46%) classified employee population.
- **Almost half (47%)** of respondents have worked at Compton College for **fewer than 5 years**, and **76% have fewer than 11 years** at this institution.
- The two most common reasons for not attending PD training were **"scheduling conflict" (58%)** and **"too busy" (44%)**.
- Over half of respondents **(56%) reported attending only 1-10 hours** of training last academic year with **12% reporting zero PD** training hours.
- Interest in topics surrounding **Guided Pathways implementation was lukewarm** at around 50%[1]. The most popular topic for classified professionals was **supporting career exploration in the classroom (56%)**.
- Classified professionals and managers have a **great interest in improving proficiency with technology**. This may be an area where employees who have proficiency can collaborate with the PD coordinator to host educational sessions.
    - Building **websites: 72%**
    - **Microsoft 365** including Outlook: **66%**
    - **Banner** and Argos: **65%**
    - **Excel and Adobe** were the top two write-in responses
    - Qualtrics, CRM Advise, Maxient, and TrackCloud were also mentioned
- Regarding Compton College policies and procedures, respondents showed the highest interest in the a few areas. This may be an opportunity for employee groups who have proficiency to collaborate with the PD coordinator to host educational sessions or conduct cross-training:
    - Understanding **retirement and benefits: 86%**
    - Understanding the **collective bargaining** process and agreement: **74%**
    - **Human resources: 70%**
    - Budgeting: 66%
    - Business services, including **BEST purchasing and PeopleSoft**: **66%**
    - Board Policies and Administrative Regulations: 64%
- Across the board, classified employees and managers have a **very high interest in supporting their health and wellness**, particularly in interpersonal relationships or setting boundaries:
    -

- Fostering **positive working relationships** and teamwork: **85%**
- **Leadership skills: 86%**
- Dealing with difficult people: 83%
- Preventing professional burnout: 79%
- **Work/life balance: 76%**
- Meditation and yoga were not listed as options and zero respondents wrote them in.
  - When asked what they want to **enhance their work**, respondents indicated a great interest in **helping distressed or angry students (88%),** improving **cultural competency** and awareness (87%) especially **students with disabilities** (85%).
  - Regarding leadership skills, classified professionals and managers responded with interest in building trust & respect (80%), motivation & morale (85%); improving communication (84%); and managing change (82%)

[1] Percentages reflect "Great interest" and "Moderately high interest" responses combined.

Gender

84 Responses

25

65

7%

2%
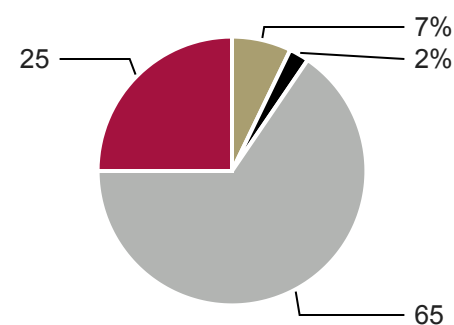
Prefer not to share   Non-binary

Woman   Man

Race/Ethnicity

78 Responses

14%

9%

12%

4%

29%

3%

30%
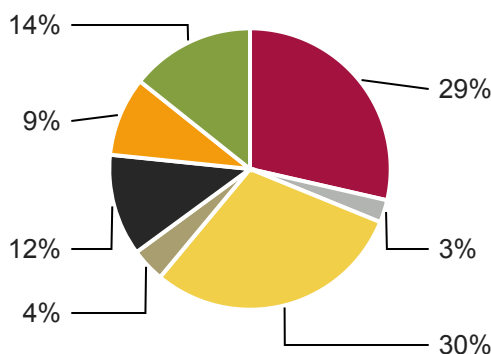
Black/African American   Asian   Latinx

Two or more ethnicities   White   Not listed

Do not wish to answer

Employee group:

84 Responses

79%

21%

Classified Professional [66]   Manager/Supervisor [18]

What is your area?

21%	46%	13%	19%

■ Academic Affairs ■ Student Services ■ Administrative Services ■ Other
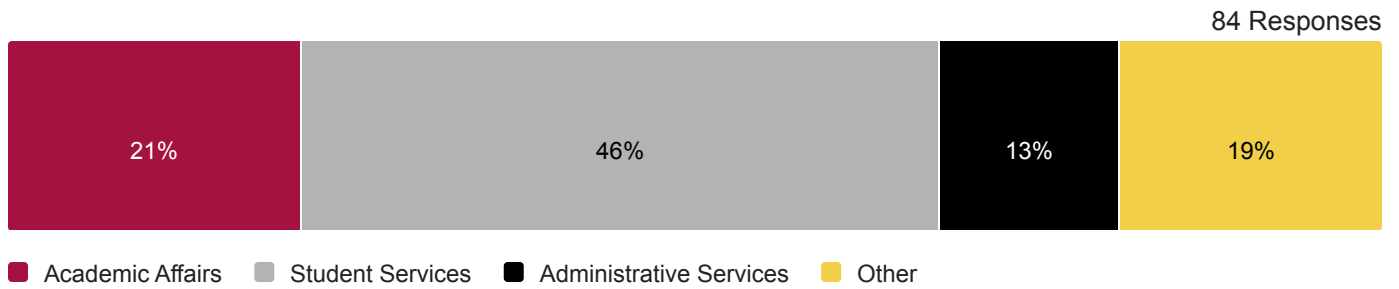
How long have you worked at Compton College?

49%	26%		6%	14%	

■ Less than 5 years ■ 5-10 years ■ 11-15 years ■ 16-20 years ■ 21-30 years ■ More than 30 years
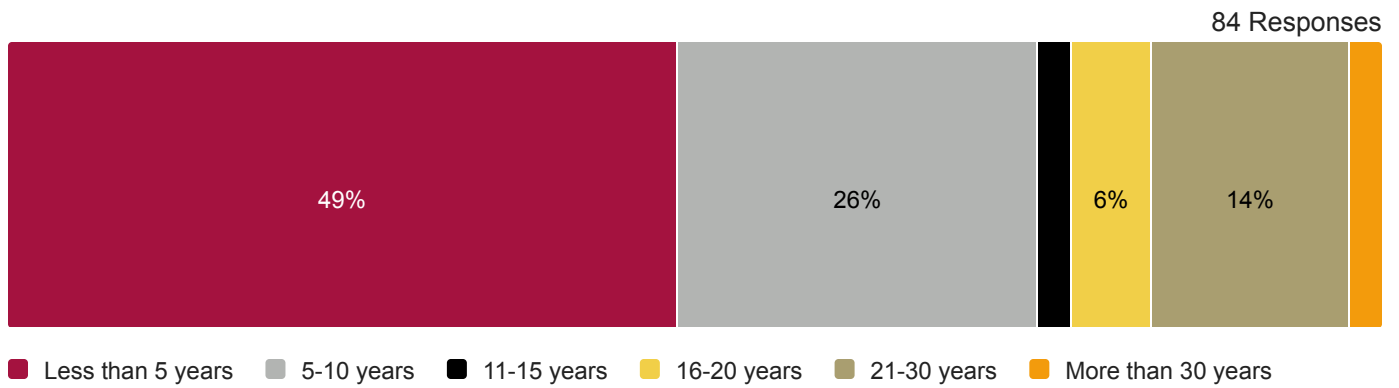
What is your Guided Pathway Division?

8%	18%	5%	6%	58%

■ BIST ■ FACH ■ STEM ■ HEPS ■ SSCI ■ Not applicable
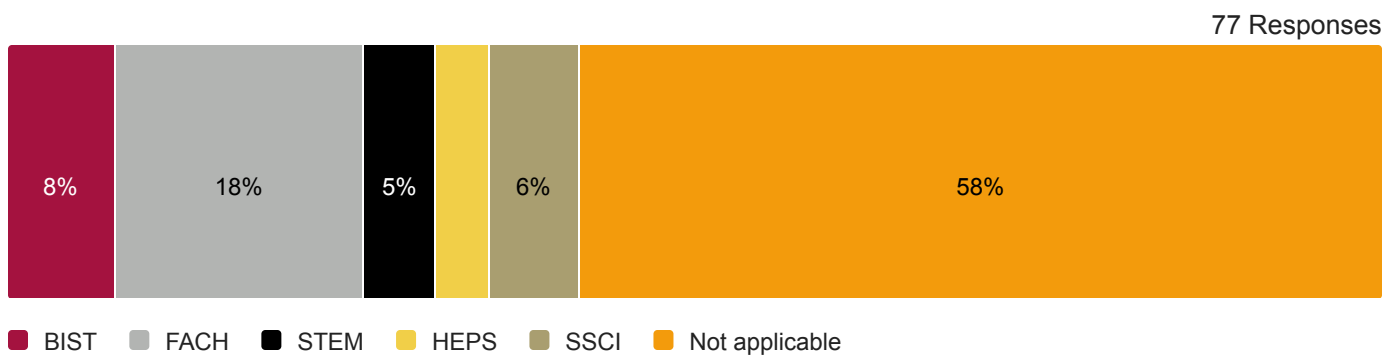
In 2023-2024, what kept you from participating in professional development activities?

70 Responses

Category	Percentage
Scheduling conflict	54%
Too busy	40%
There isn't desk coverage or a substitute for my position.	24%
Sessions are not relevant to my job	21%
Not encouraged by supervisor	14%
Not interested	11%
I don't want to put additional burden on my coworkers	11%
Was not aware of training	11%
I did not want to travel/be around other people because of COVID-19.	6%
I'm afraid to ask for release time because of my coworkers.	6%
COVID-19	4%
I'm afraid to ask my supervisor for release time.	4%

How many professional development hours did you attend in the last academic year?

76 Responses

Hours	Percentage
0 hours	14%
1-5 hours	30%
6-10 hours	25%
11-15 hours	8%
16-20 hours	14%
21-25 hours	3%
>25 hours	5%

76 Responses

0 hours	1-5 hours	6-10 hours	11-15 hours	16-20 hours	21-25 hours	>25 hours
14%	30%	25%	8%	14%		5%

■ 0 hours ■ 1-5 hours ■ 6-10 hours ■ 11-15 hours ■ 16-20 hours ■ 21-25 hours ■ >25 hours
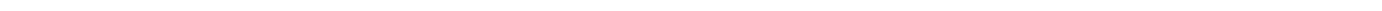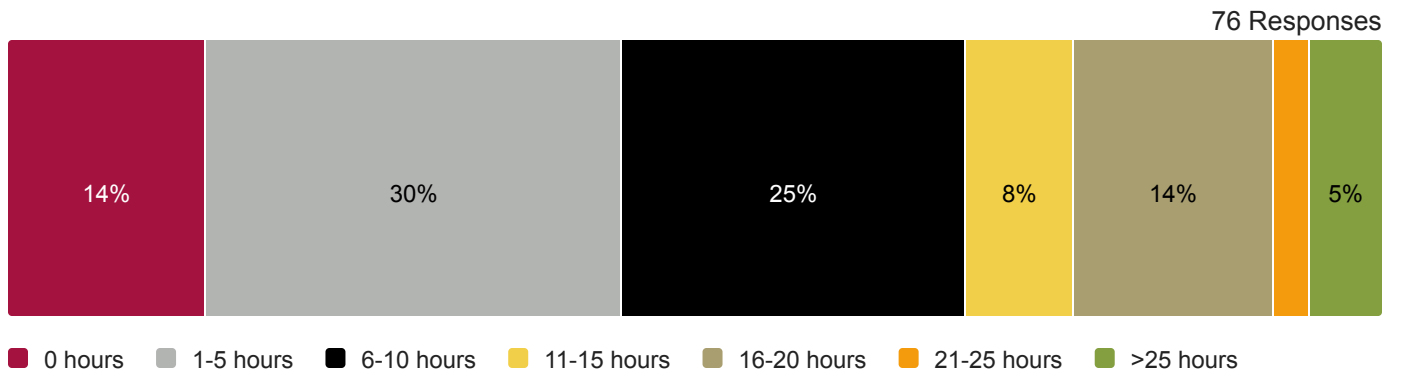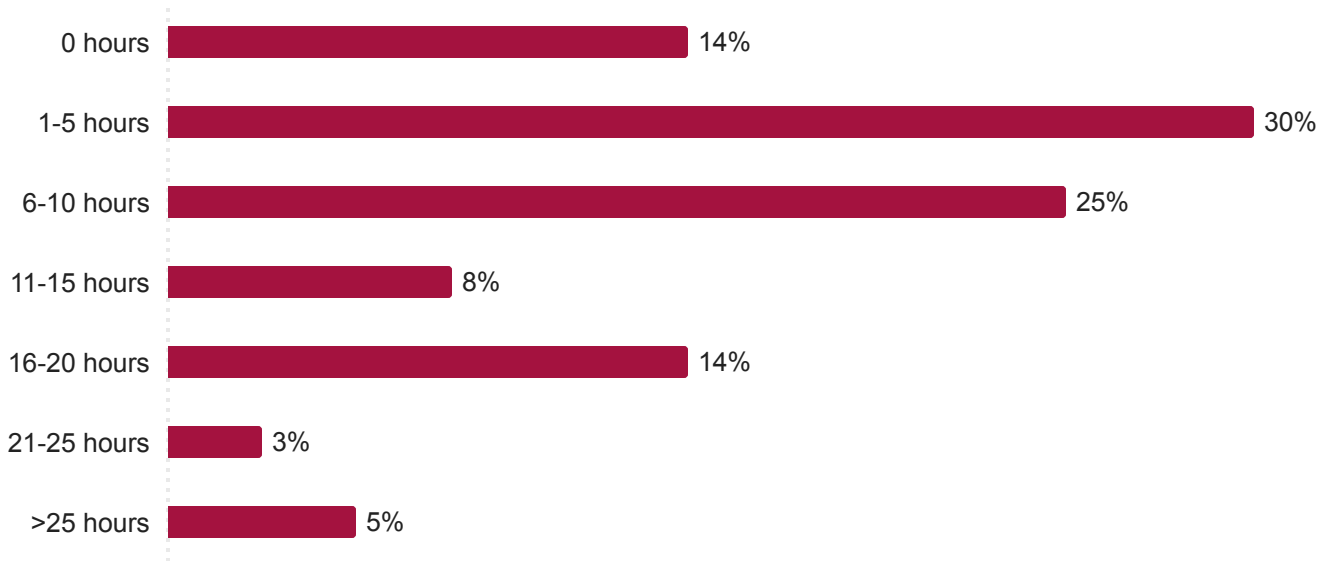
Please rate your level of interest in the professional development topics to **implement Guided Pathways:**

67 Responses

Guided Pathways basics: what it is and how it is implemented
23% | 24% | 35% | 5% | 14%

Understanding how students applyand register for classes
23% | 26% | 29% | 8% | 15%

Understanding how students enter a program of study
23% | 23% | 33% | 8% | 14%

Course maps: Understanding how students use program pathways
22% | 29% | 34% | 5% | 11%

Career exploration in the classroom: resources for students
28% | 27% | 33% | 6% | 6%
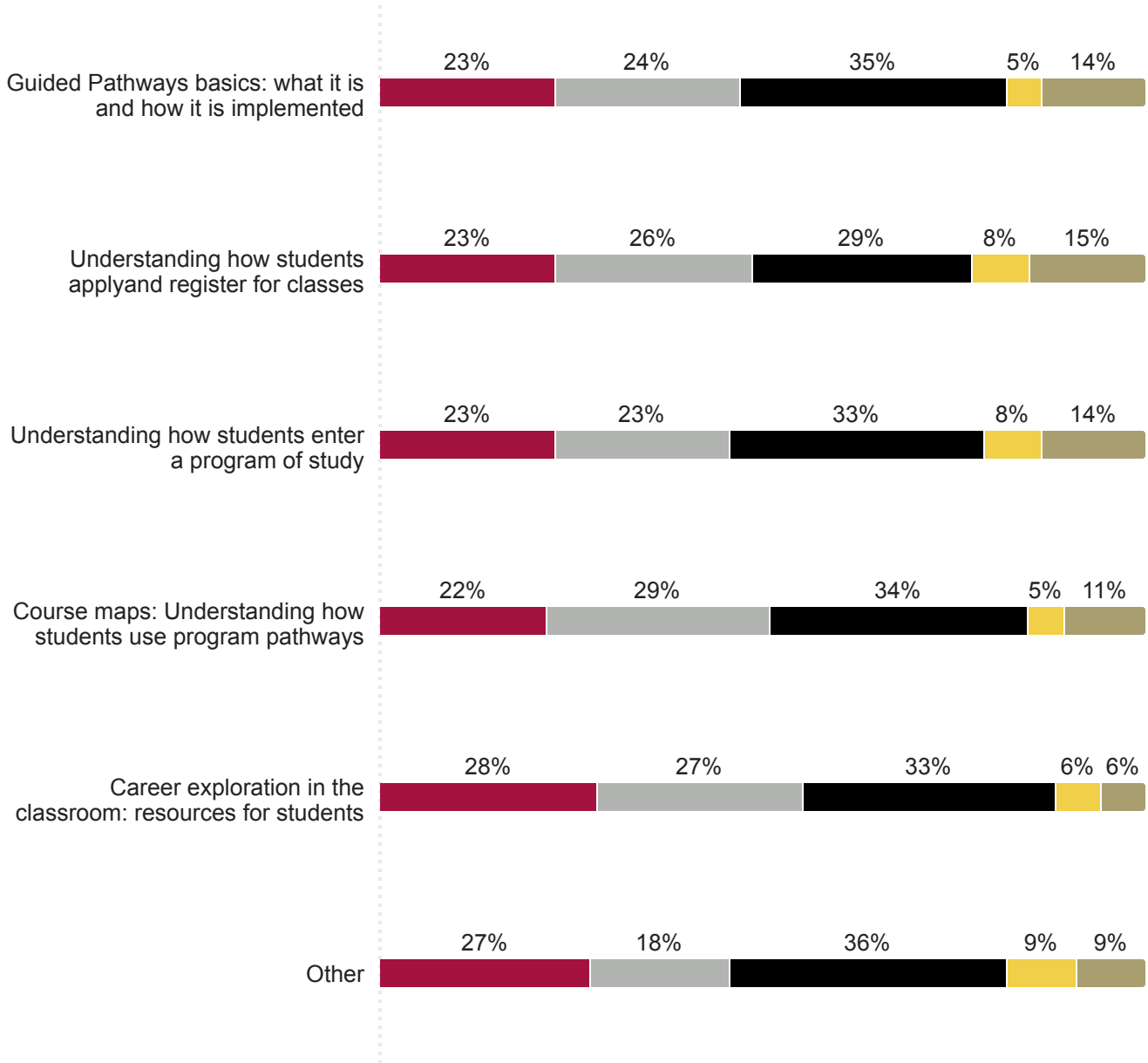
Other
27% | 18% | 36% | 9% | 9%

■ Great Interest ■ Moderately high interest ■ Some interest ■ Little interest ■ No interest
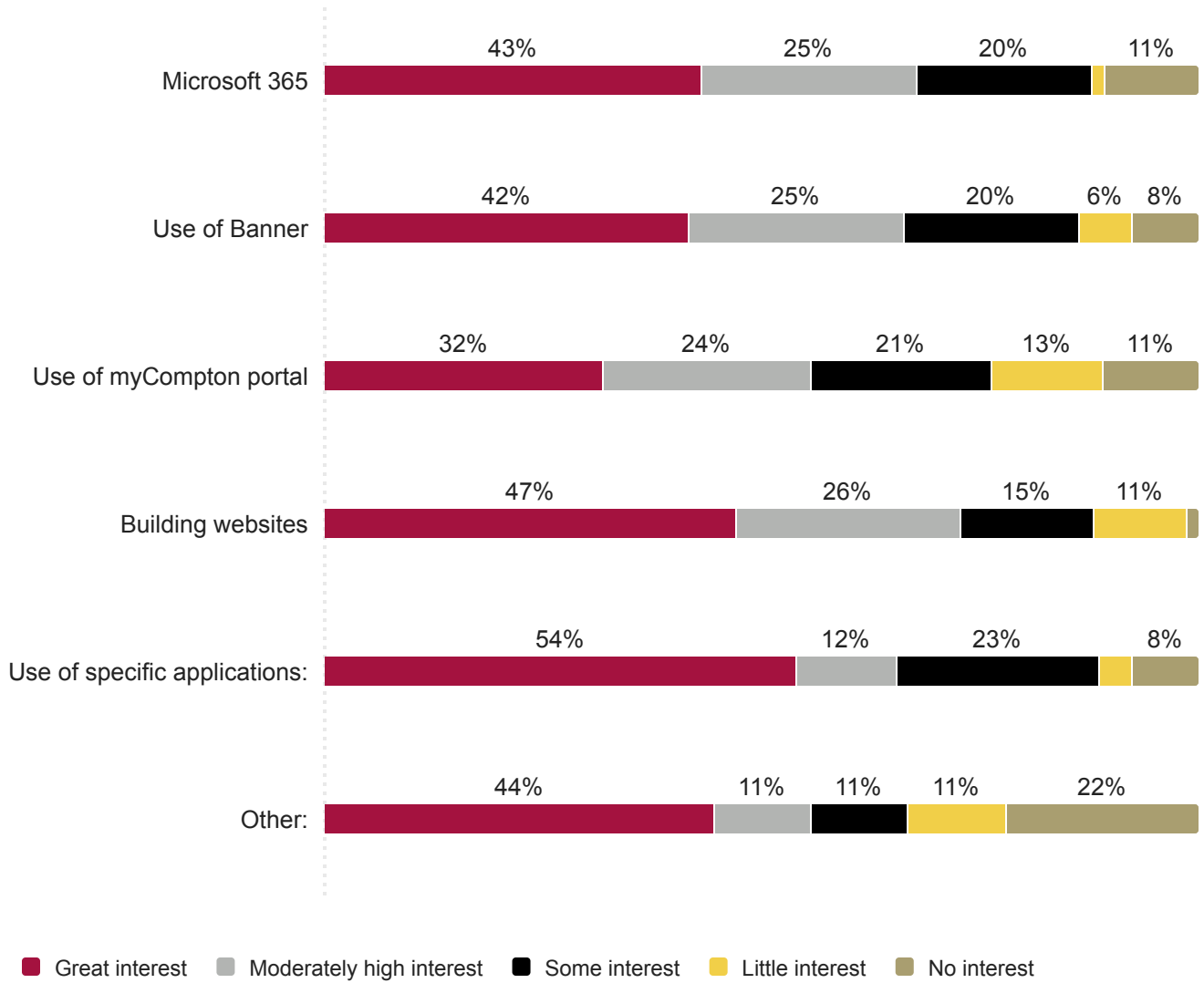
Rate your level of interest in the professional development topics to improve your **general use of technology**:

67 Responses

Topic	Great interest	Moderately high interest	Some interest	Little interest	No interest
Microsoft 365	43%	25%	20%		11%
Use of Banner	42%	25%	20%	6%	8%
Use of myCompton portal	32%	24%	21%	13%	11%
Building websites	47%	26%	15%	11%	
Use of specific applications:	54%	12%	23%		8%
Other:	44%	11%	11%	11%	22%

- Great interest
- Moderately high interest
- Some interest
- Little interest
- No interest

5 Responses

Other: - Text

Accessibility

Qualtrics

Different platforms/apps to make tasks easier/faster/improved

Excel but beyond the basics

Outlook

General use of technology "Specific Applications" word cloud:

Rate your level of interest in the PD topics to increase your understanding of **Compton College policies or procedures**:

65 Responses

Topic	Great interest	Moderately high interest	Some interest	Little interest	No interest
Accreditation: Understanding requirements and processes	22%	25%	33%	14%	6%
Board Policies & Administrative Regulations	30%	34%	25%	8%	
Business Services (Purchasing, PeopleSoft)	42%	25%	23%	5%	6%
Budgeting	34%	33%	22%	8%	
Admissions and Records	19%	36%	28%	11%	6%
Human Resources	23%	48%	23%	5%	
Retirement/Benefits	58%	28%	11%		
Collective Bargaining Agreements	51%	24%	19%	5%	
Other:	80%	20%			

■ Great interest ■ Moderately high interest ■ Some interest ■ Little interest ■ No interest
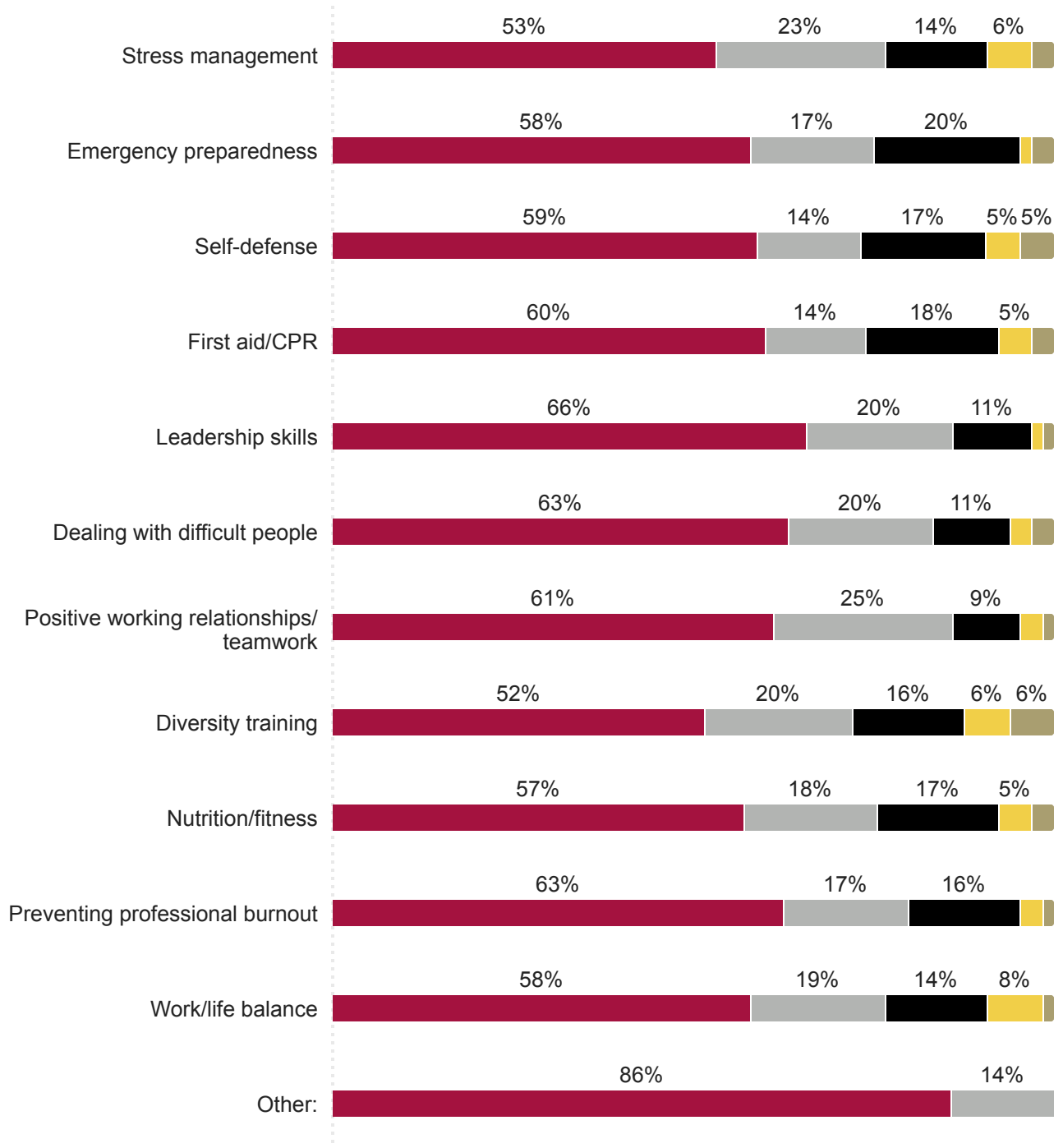
3 Responses

Other: - Text

Various Departments Business Procedures

RETIREMENT

BEST System Training

Rate your level of interest in the professional development topics related to **improving your health and wellness**:

65 Responses

Topic	Great interest	Moderately high interest	Some interest	Little interest	No interest
Stress management	53%	23%	14%	6%	
Emergency preparedness	58%	17%	20%		
Self-defense	59%	14%	17%	5%	5%
First aid/CPR	60%	14%	18%	5%	
Leadership skills	66%	20%	11%		
Dealing with difficult people	63%	20%	11%		
Positive working relationships/teamwork	61%	25%	9%		
Diversity training	52%	20%	16%	6%	6%
Nutrition/fitness	57%	18%	17%	5%	
Preventing professional burnout	63%	17%	16%		
Work/life balance	58%	19%	14%	8%	
Other:	86%	14%			

Legend: Great interest | Moderately high interest | Some interest | Little interest | No interest

Other: - Text

How to handle difficult managers

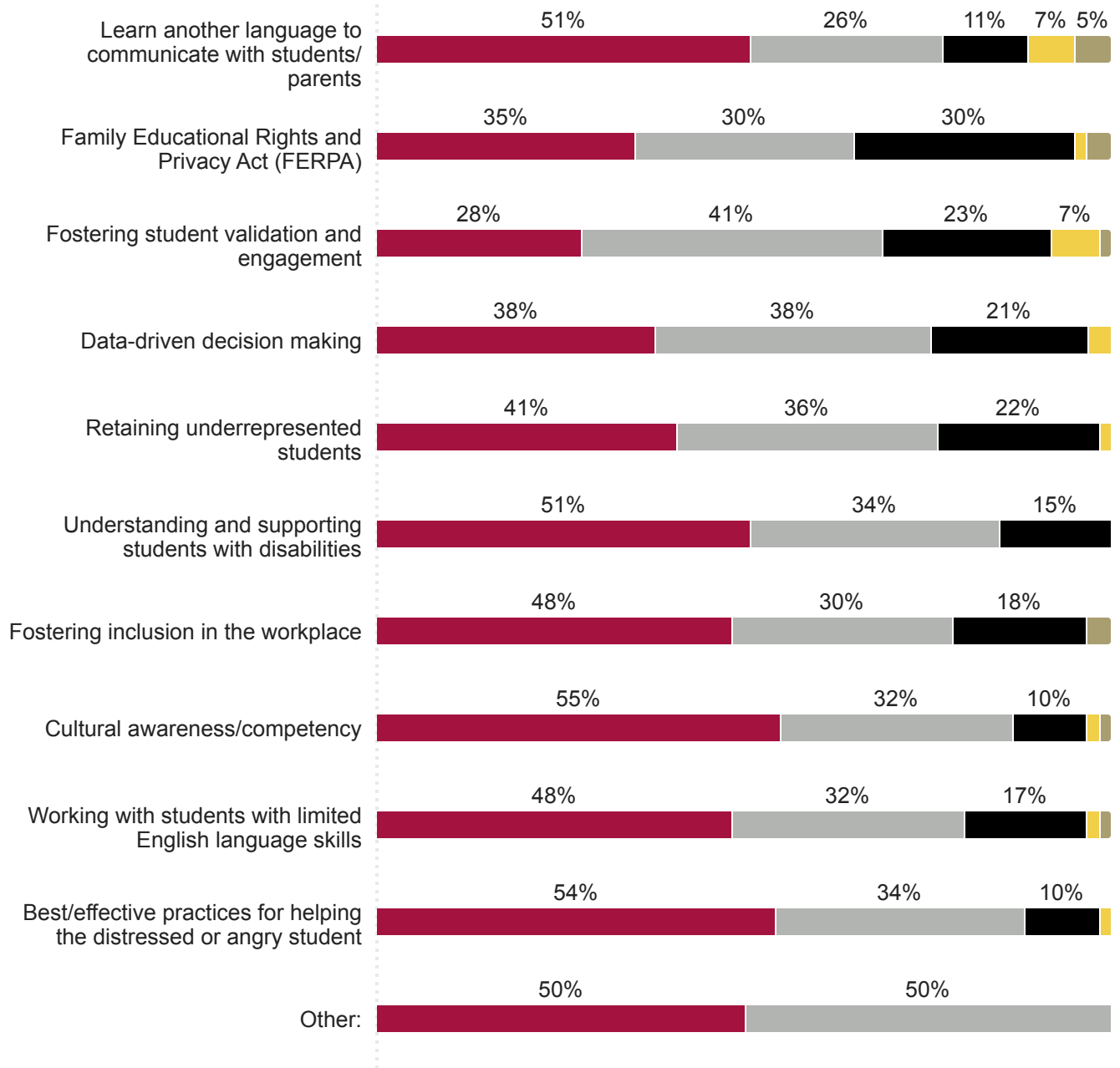INstitutional socioeconimic improvement, quality of life

Maxient Reports

ROTATION OF OTHER DEPARTMENTS TO LEARN THEIR DEPARTMENT

Setting boundaries

Rate your level of interest in the PD topics to **enhance your work**?

61 Responses

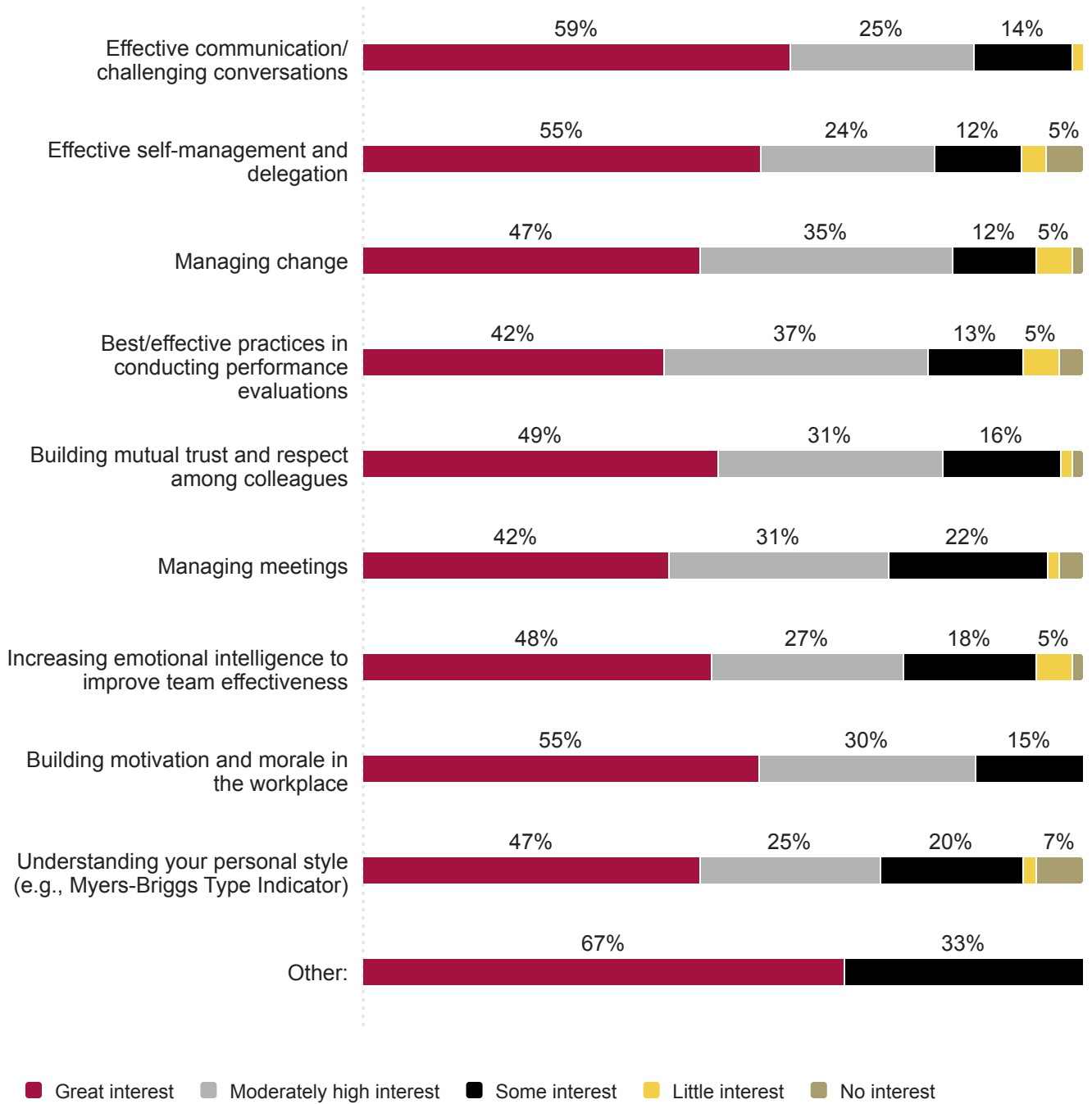| Topic	Great interest	Moderately high interest	Some interest	Little interest	No interest
Learn another language to communicate with students/parents	51%	26%	11%	7%	5%
Family Educational Rights and Privacy Act (FERPA)	35%	30%	30%		
Fostering student validation and engagement	28%	41%	23%	7%	
Data-driven decision making	38%	38%	21%		
Retaining underrepresented students	41%	36%	22%		
Understanding and supporting students with disabilities	51%	34%	15%		
Fostering inclusion in the workplace	48%	30%	18%		
Cultural awareness/competency	55%	32%	10%		
Working with students with limited English language skills	48%	32%	17%		
Best/effective practices for helping the distressed or angry student	54%	34%	10%		
Other:	50%	50%			

■ Great interest ■ Moderately high interest ■ Some interest ■ Little interest ■ No interest

Other: - Text

cultural sensitivity

CUSTOMER SERVICE ON HOW TO ASSIST AN ANGRY STUDENT

Rate your level of interest in topics to **enhance your leadership skills**:

61 Responses

Topic	Great interest	Moderately high interest	Some interest	Little interest	No interest
Effective communication/ challenging conversations	59%	25%	14%		
Effective self-management and delegation	55%	24%	12%	5%	
Managing change	47%	35%	12%	5%	
Best/effective practices in conducting performance evaluations	42%	37%	13%	5%	
Building mutual trust and respect among colleagues	49%	31%	16%		
Managing meetings	42%	31%	22%		
Increasing emotional intelligence to improve team effectiveness	48%	27%	18%	5%	
Building motivation and morale in the workplace	55%	30%	15%		
Understanding your personal style (e.g., Myers-Briggs Type Indicator)	47%	25%	20%	7%	
Other:	67%		33%		

■ Great interest   ■ Moderately high interest   ■ Some interest   ■ Little interest   ■ No interest

Other: - Text

breaking silos

WHAT MANAGEMENT STYLE WORKS BEST FOR ME AND TO BE ABLE TO GET THE WORK PERFORMANCE OUT OF ME.

In which of the following would you be most likely to participate?

61 Responses

Formal presentation followed by discussion	47%	46%	7%
Classroom observations with feedback/individual consultation	25%	49%	25%
Hands-on workshops (one meeting focused on a technique or strategy)	74%	21%	5%
Discipline-specific workshops	54%	41%	5%
Institutes/Retreats (2-3 days)	53%	29%	19%
Web-based classes	47%	42%	10%
Peer-to-peer informal discussion with colleagues about teaching problems, tips	54%	29%	17%
Town hall presentations (Tartar Talks)	42%	48%	10%
Student panels	39%	51%	10%
Guest presenters	53%	38%	9%
Other:	80%	20%	

Other: - Text

Improved collaboration among committees

REVERSAL OF ROLES WITH MANAGEMENT TO SEE WHAT WORKS AND WHAT DOESN'T IN THE WORKPLACE.

Rank the types of trainings you prefer:

Legend: ■ 1   ■ 2   ■ 3   ■ 4   ■ 5
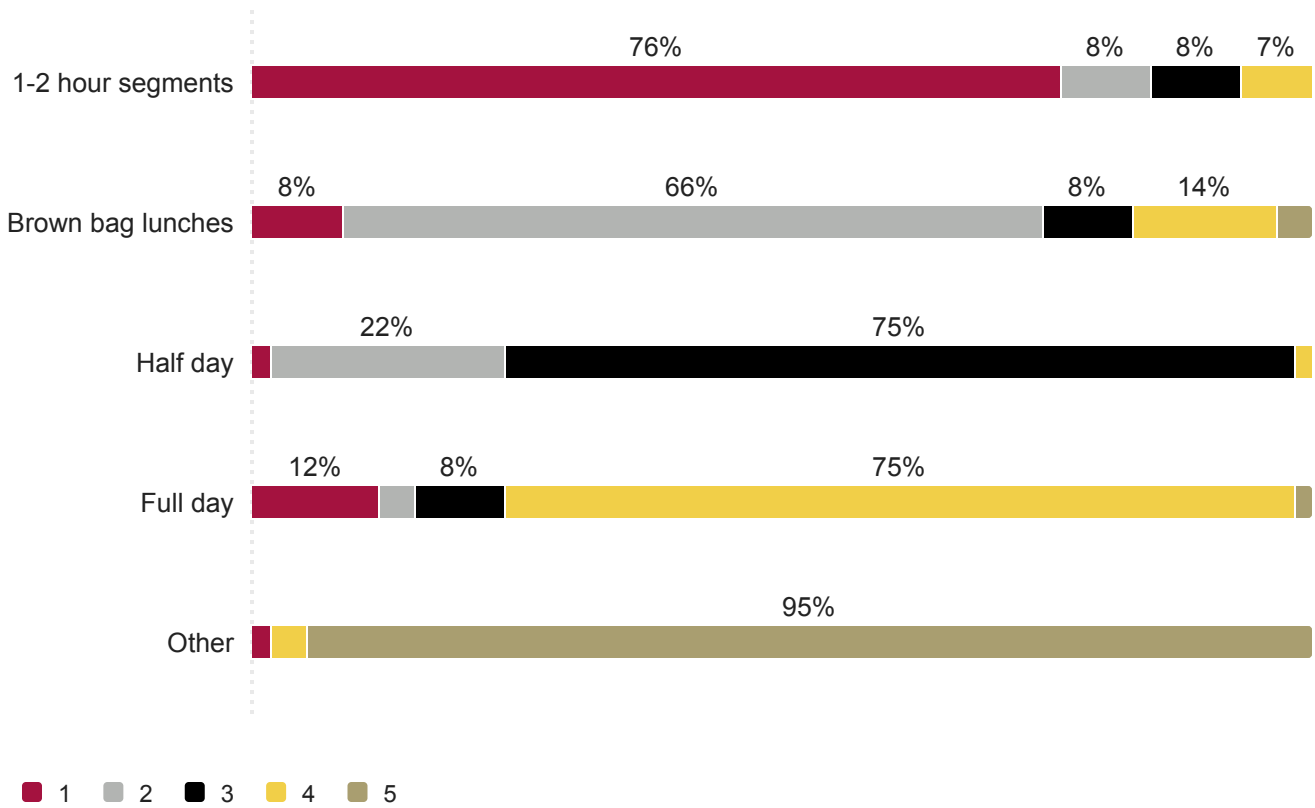
Other - Text
Offsite Location
PD Director Lead (not outsourced)
All emplyees being allowed telecommuting (home) for virtual training to complete mandated trainings fromKeenan,etc
ONCE A MONTH TRAINING OF AREA
Depends on the type of training. Sometimes only a brown bag lunch is all is needed, other times, a full day.

What days do you prefer for trainings:

Day	Percentage
Friday	37%
Thursday	21%
Wednesday	20%
Tuesday	14%
Monday	8%
Saturday	1%
Sunday	0%

61 Responses

8%	14%	20%	21%	37%	

■ Monday   ■ Tuesday   ■ Wednesday   ■ Thursday   ■ Friday   ■ Saturday   ■ Sunday
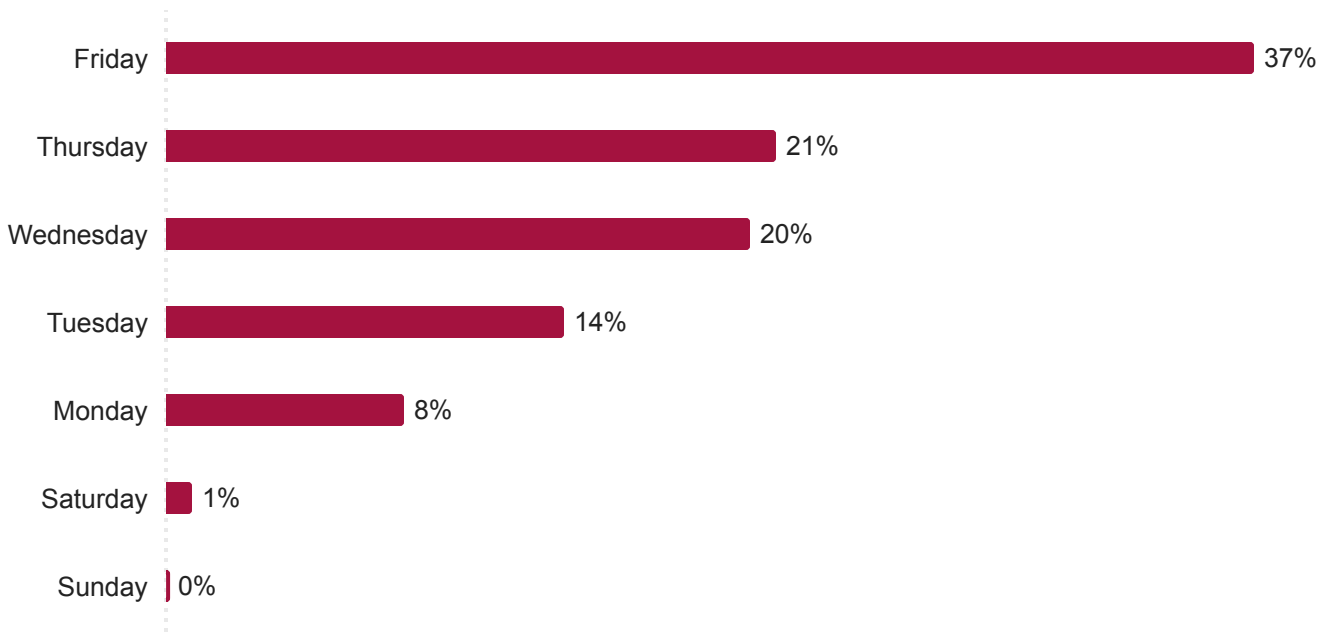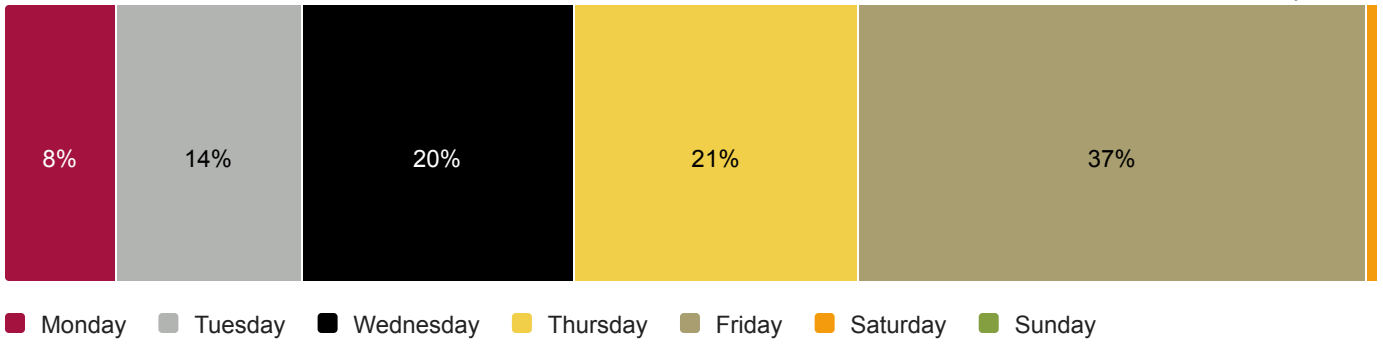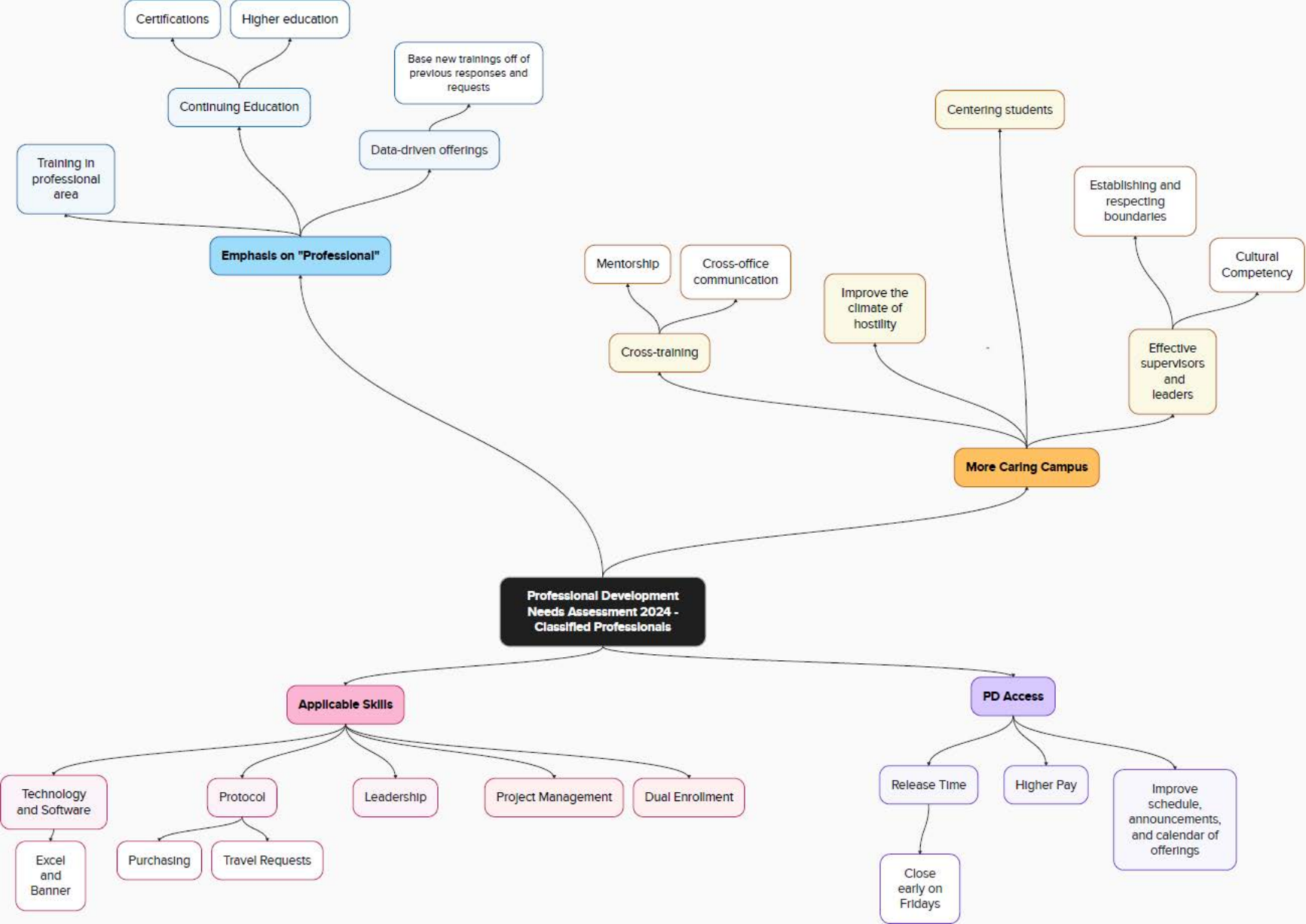
Professional Development Needs Assessment 2024 - Classified Professionals

Emphasis on "Professional"
- Training in professional area
- Continuing Education
  - Certifications
  - Higher education
- Data-driven offerings
  - Base new trainings off of previous responses and requests

More Caring Campus
- Cross-training
  - Mentorship
  - Cross-office communication
- Improve the climate of hostility
- Centering students
- Effective supervisors and leaders
  - Establishing and respecting boundaries
  - Cultural Competency

Applicable Skills
- Technology and Software
  - Excel and Banner
- Protocol
  - Purchasing
  - Travel Requests
- Leadership
- Project Management
- Dual Enrollment

PD Access
- Release Time
  - Close early on Fridays
- Higher Pay
- Improve schedule, announcements, and calendar of offerings

Classified Professionals Qualitative Analysis

The survey posed three open-ended questions to respondents:

- What do you need to enhance your career?
- What support or learning opportunity would help you do your job better?
- Is there anything else we should know to help build a robust, useful professional development offering?

Classified professionals' qualitative responses were analyzed in QDA Miner Lite software and then visualized in Mural. The analysis reveals four major themes:

- Emphasis on "professional"
- Develop a more caring campus
- Applicable skills
- Improve access to professional development offerings

Emphasis on "professional"

The number one response from classified professionals was a desire for training specific to their field, area, or office. Many mentioned feeling stuck with no possibility for advancement and mentioned a couple of different solutions: 1) wanting opportunities to earn certificates or credentials in relevant topics, and 2) tuition assistance with continuing formal education. Some respondents expressed frustration that PD offerings do not seem to be data-driven based on employee feedback from previous years' survey results.

Develop a more caring campus

The second most frequent qualitative response was a desire for cross-training in other areas on campus, with supporting comments that touched on wanting better inter-office communication and transparency and a mentorship program. Classified professionals expressed great interest in improving the campus climate, with some describing their environments as toxic and viewing more effective supervisors and leaders as a potential solution. They also generally want more support staff and higher pay specifically to help do their jobs better.

Applicable Skills

Classified professionals would like PD offerings that they can directly apply to their daily tasks and to meet their professional goals. The demand for increased technology and software training was the third-highest response, especially Excel, Adobe, and Banner. There is great interest in understanding campus protocol, policies, and procedures, especially procurement and travel requests. Respondents want leadership training and an equal number want guidance on centering students in their work, especially de-escalating angry students. Classified professionals see cultural competency as important, as well as project management and trainings specific to dual Enrollment.

Improve Access to PD Offerings

Survey respondents want to be able to attend more PD offerings, but struggle with availability and see release time as a possible solution. One respondent suggested that offices close early on some Fridays to accommodate. Some classified professionals expressed frustration with the lack of clarity and timeliness of PD announcements and wanted a calendar of events similar to the campus calendar.

What do you need to enhance your career?

What do you need to enhance your career?

Knowledge of opportunities when available and mentors willing to guide and share.

I am relatively new to this position so maybe I am getting ahead of myself and I just need more time but I don't feel like I am gaining any new skills as time passes. It's also possible that I am not looking thoroughly into the professional development opportunities that have been offered.

Handling difficult managers

associations

Additional training on platforms (Canvas, etc)

More time learning computer skills.

A supportive environment, proactive mindset, and experienced leadership.

N/A

Release time built in to attend, PD Director Lead instead of constant outsourcing, related to campus culture and current events

Understand technical skills better, learning how to improve my response to students.

Learn from people with experience. Experience is the best teacher.

I continuously use resources that I feel enhance my knowledge and so that also enhances my career. I would like more BANNER training as it relates to scheduling an contracts.

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I feel that I need resources, support, and having the space to explore various areas to ask professionals within the field proper questions.

A lot. Hands on learning style to achieve many degrees is not well implemented here naturally or supported well in some categories of classifications.

Project Management, how to shuffle priorities

As a classified professional interested in going into management, I am very interested in learning about conflict management, handling difficult conversations, the importance of effective communication, and other topics related to management.

Access to resources to learn a new language, or pathways for Classified employees (access to career certifications and ways to use enhanced skills on campus)

being heard not dismissed

Freedom and flexibility

What support or learning opportunity would help you do your job better?
33 Responses

What support or learning opportunity would help you do your job better?

Transparency, communication team building opportunities.

I want to be able to take on a better opportunity down the road within the college or externally because I was able to gain the skills through professional development that I can directly apply to my work. I understand that professional development isn't school or training and just because I do professional development a job is guaranteed, however, the overall consensus I seem to understand during our classified professional development days is that some people feel stuck. I like to think of myself as a life time learner and I do not want to feel stuck. I am eager to learn and gain as many skills as I possibly can.

Building boundaries and knowing how to say no without fear of retaliation from my boss

certified professional development

More technology tools and resources to stay organized

More computer skills.

Small group meetings for same level employees.

N/A

Less focus on discouraging constructive discourse, sad that all cameras are black, comments are discouraged. Data is hard to get even when properly requested it's unorganized in its format and too much lead time needed.

Improving my use of excel, understanding rules and regulations for spending money and making purchases at Compton College.

Cross training. Learn what other offices are working on to help our overall goal, which I believe is help students succeed.

I have the support needed.

chemical cleaning education ...what solution works the best for stain removals and such

Proper training, systems and screens that actually work effectively to keep up with the demand in the office.

Higher learining of course

Better understanding of Business Office processes

Being able to learn more about the ins and outs of the student process at Compton College, as well as the opportunity to develop more relationships across campus.

Training for Adobe sign, PeopleSoft, leadership trainings for career enhancement.

continuing education in my field

As I'm new to my position, my primary focus is on familiarizing myself with campus processes, forms, and databases.

Is there anything else we should know to help build a robust, useful professional development offering?

31 Responses

Is there anything else we should know to help build a robust, useful professional development offering?

I think we need more interactive in-person PDs between faculty, staff and admin if we are ever going to move forward in a positive direction. Team building activities or something to get us knowing each other as people/human beings first and not just our roles.

I work with high school students as opposed to the adult population that Compton College serves so professional development opportunities don't always apply to me. I try to take all the information I can from the opportunities given regardless and I try to see how I am able to apply what I learn to my students. On another note, it feels like we're always learning about self-care and mental health which is very important but I'd like to have opportunities for growth in other areas, like leadership, administration and management among other subjects. My main example is FLEX day, I really connected with Timothy Klein's presentation and I wish I could have been there for the whole thing instead of half of it. It was incredibly insightful as to how I can use my story to help me connect with my students especially when they may feel that they cannot relate or solely consider me an authority figure they can't come to for help. We have more in common than we think and I was grateful for the reminder that our individual stories can be powerful.

Please offer required training to managers, there is too much retaliation going on. They think they can do as they please with our job duties and responsibilities and they have no boundaries. They expect too much from us and don't appreciate our hard work. They impose to much on us and it is very stressful.

Please utilize things we can put on our resume

Continue the professional development trainings, they are valuable.

Keeping having class like you're doing.

Review years prior and see how ideas implemented before made things better, need revision, or created new paths.

N/A

No data driven approach to offerings, advertising of offerings are disjointed and confusing. Those that require pay and approval are not described as such so it seems to be endorsed by the college/covered when they are distributed indiscriminately campus wide creating more questions than benefit.. Reimbursement process is scattered and inconsistent. PD lead is disingenuous and condescending, have not heard good things, heard to steer clear of her and VPHR. Why not use a centralized location to advertise the different offering and to register such as PD website. Automated online trainings are disorganized and seem to be an afterthought and not well managed. Seems that even when improvements are requested nothing is done but position is promoted?

I think it helps to offer PDs through the year, that are short term ones, but also having full or half day PDs should be offered when students aren't on campus such as Spring Break or between semesters.

Every department matters and recognizing other departments besides are own department will make our employees feel self worth. It takes a village to help our students.

No additional comments.

none yet

Making more professional developments mandatory.

Change it up sometimes. Support classified beyond talk to obtain a new trade, degree, certificate. Somehow be innovative. Be different like some inisttutions already do ahead of us. Go beyond the curve. Make it the most highly skilled campus ever in a community college system. Many employees have experience that can go beyond an expensive and time consuming degree and not all qualify for financial aid unless its a lengthy loan, an additional bill.

It is extremely helpful for student services to close at noon on Fridays, as there needs to be someone in the office during operating hours. Therefore, Friday offerings would be great!

The activities currently scheduled seem great, however, many newly hired employees are placed on provisional status, so the hours on campus are limited. PD opportunities and activities should be offered before 2pm...many of us leave by 1pm.
Or, offerings are two hours long and I cannot get coverage for the full duration.
Lunch & Learns would be nice...30-45 minutes long.

allow employees to select professional development activities that align with their goals

I often can't make it to Friday trainings that I would normally go to if it was on a different day of the week.

Yes, Time and money.