

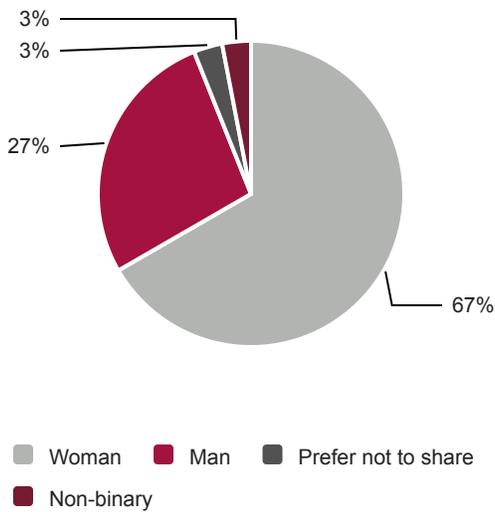


Classified Professionals and Managers Professional Development Needs Assessment - Spring 2025

Demographics

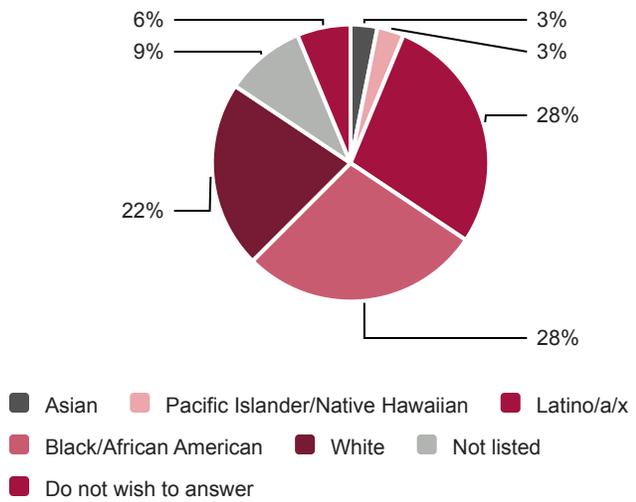
Gender

33 Responses



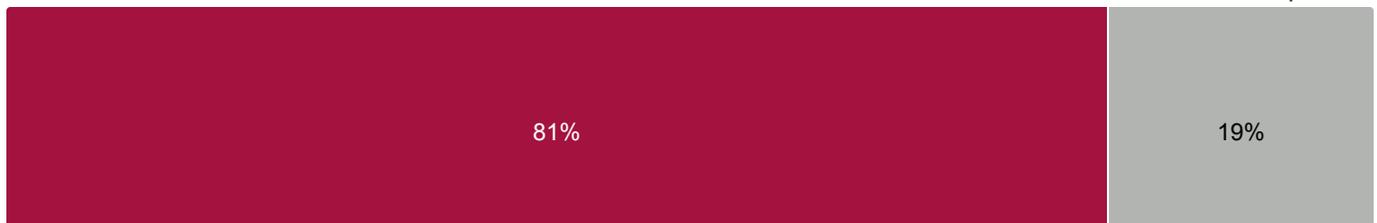
Race/Ethnicity

32 Responses



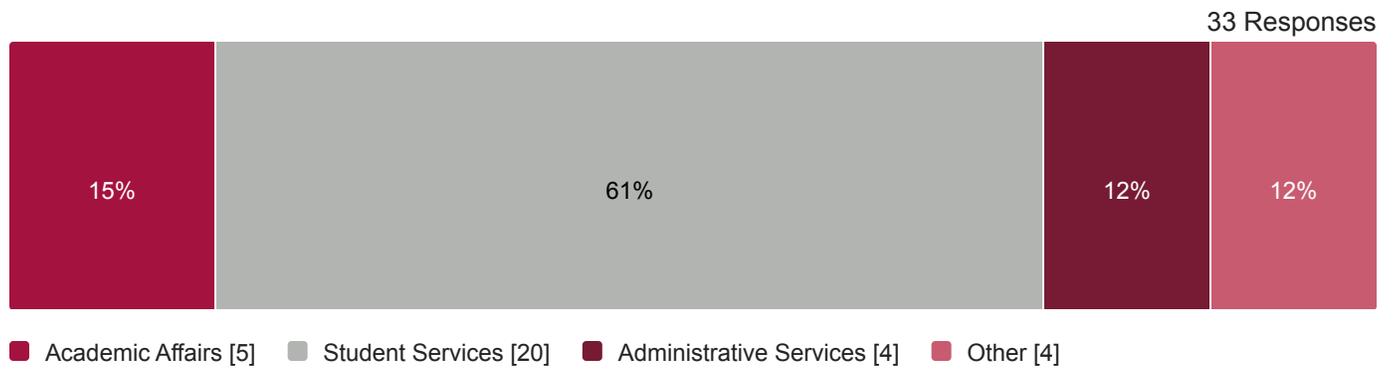
Employee Group

31 Responses

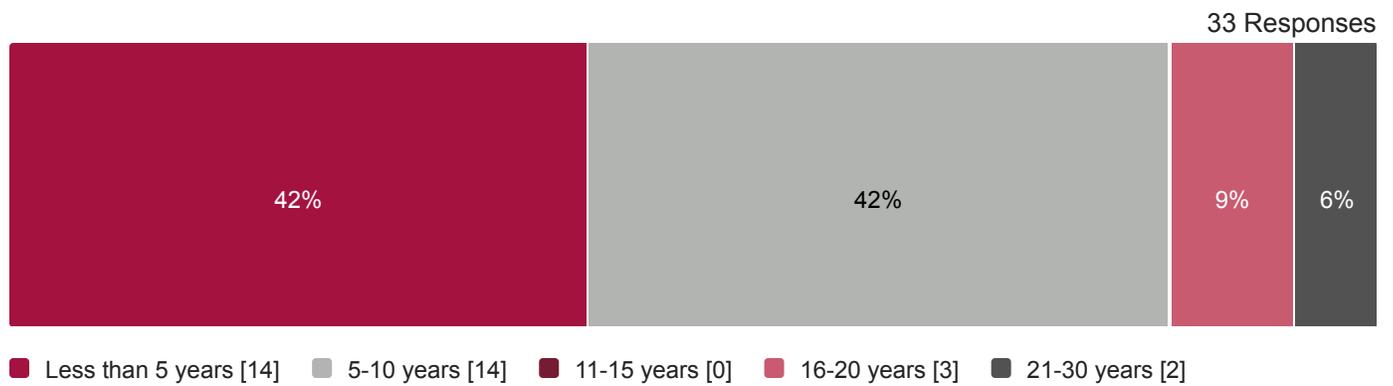


■ Classified Professional [25] ■ Manager/Supervisor [6]

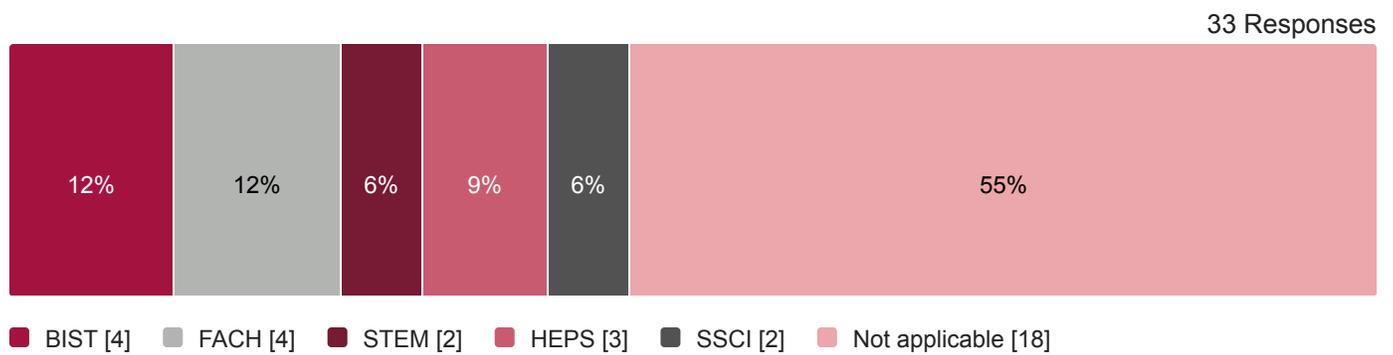
Area



Years at Compton College



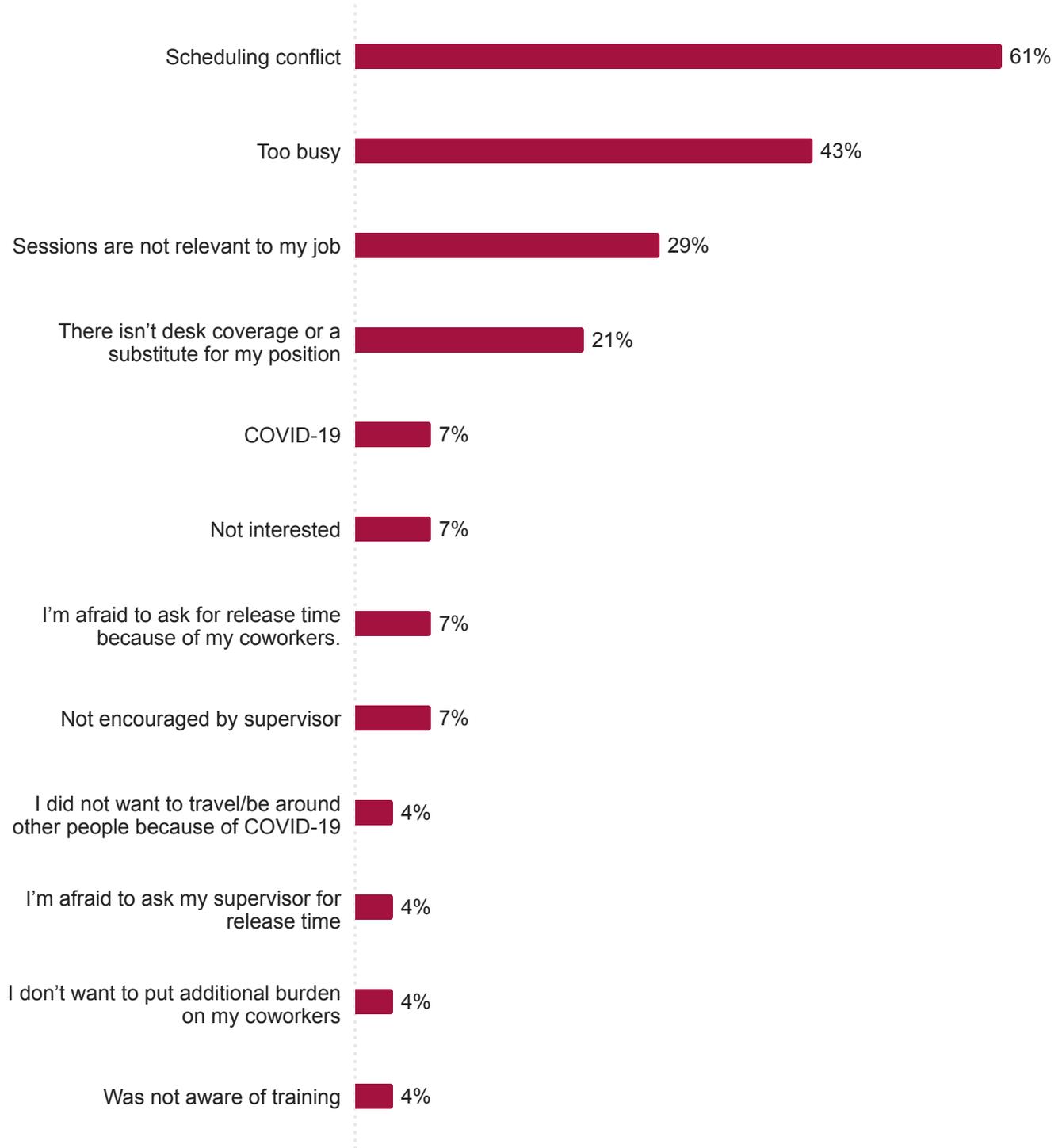
Guided Pathway Division



Professional Development Barriers

In 2024-2025, what kept you from participating in professional development activities?

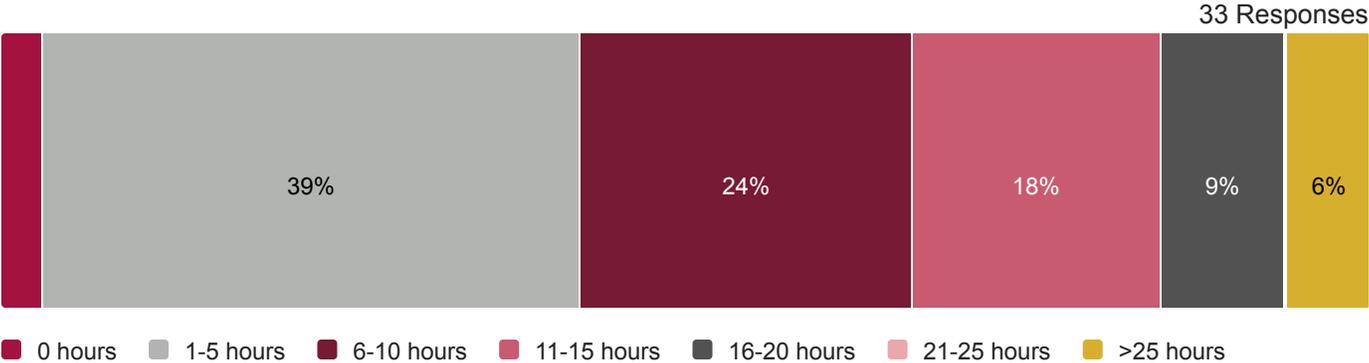
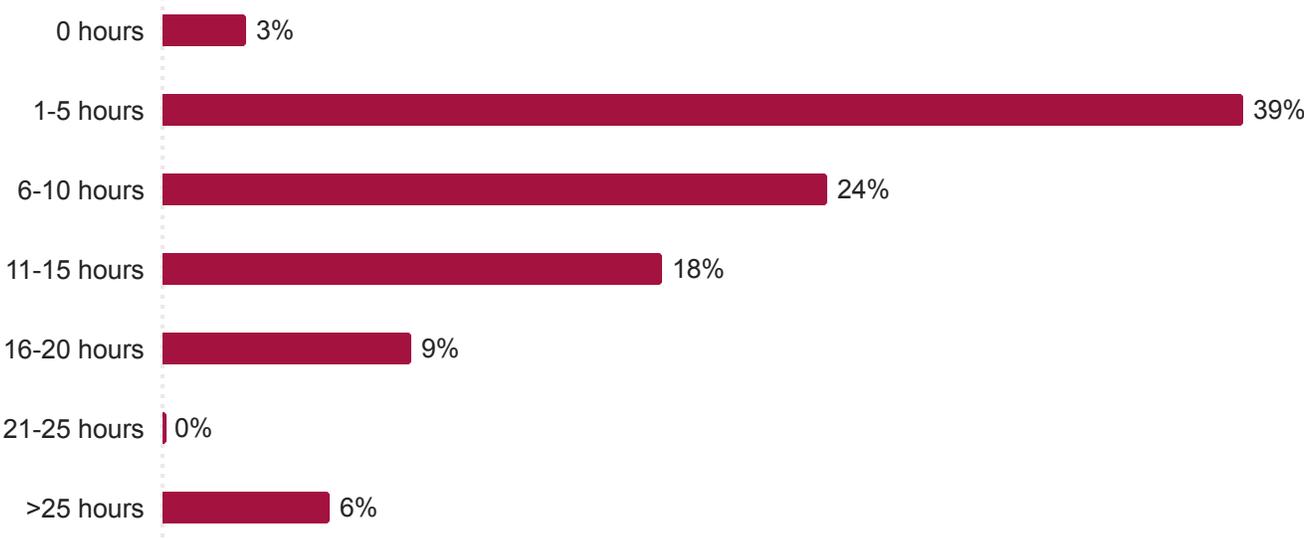
28 Responses



Professional Development Attendance

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

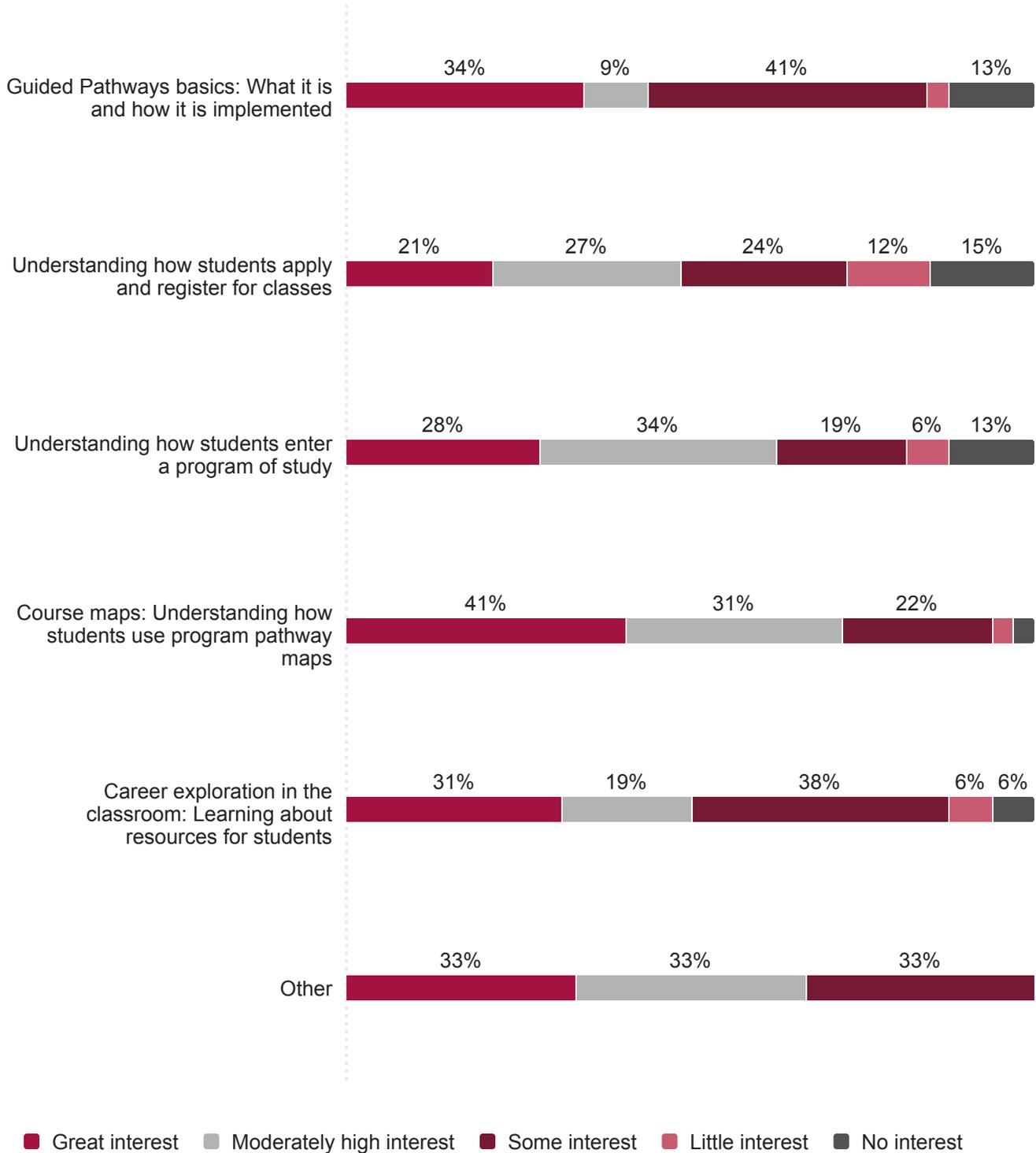
33 Responses



Professional Development Interest Ratings

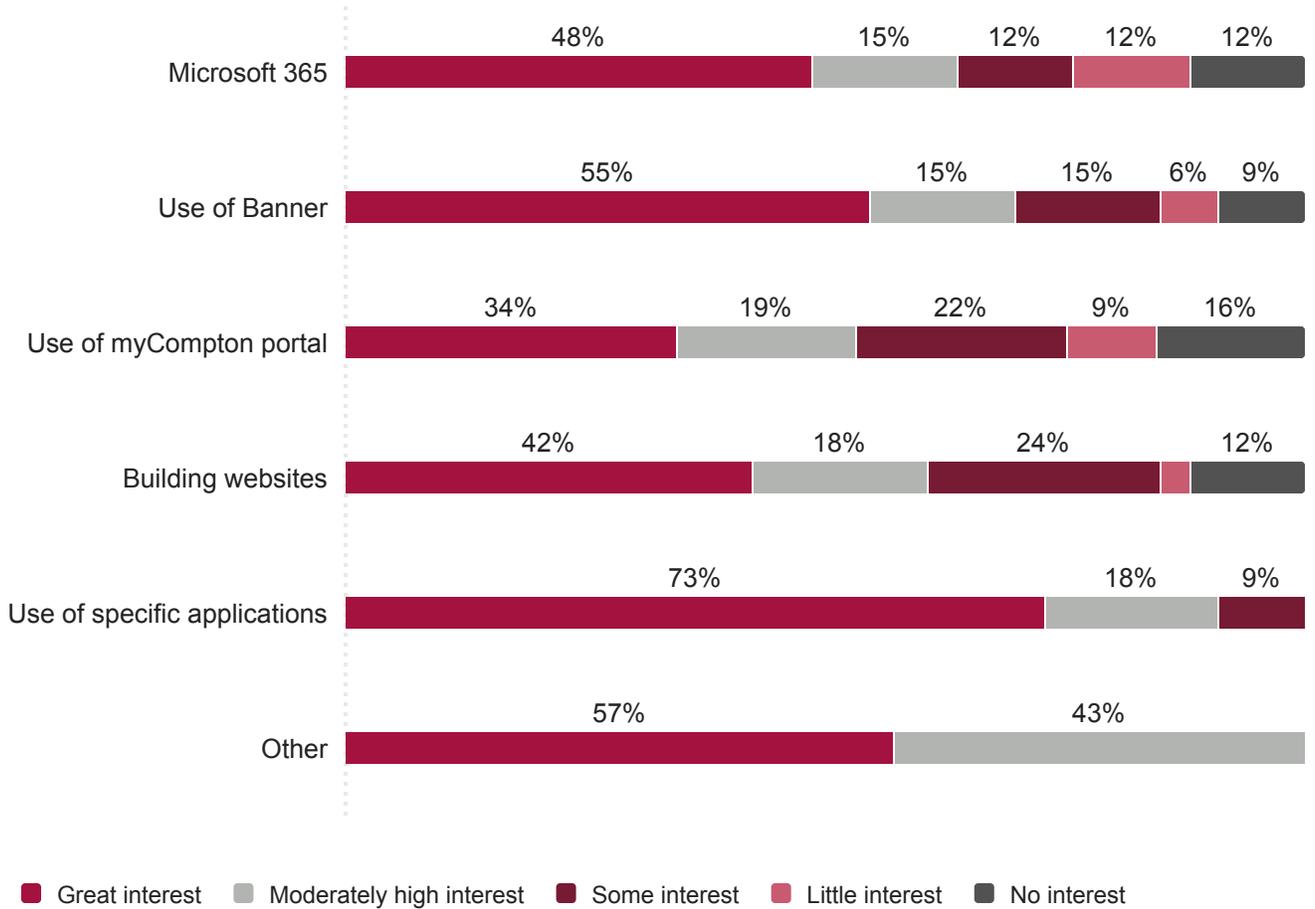
Level of interest in the professional development topics to **implement Guided Pathways**:

33 Responses



Level of interest in the professional development topics to improve your **general use of technology**:

33 Responses



11 Responses

Specific Applications:

- Excel
- Argos Report Building
- AI
- Artificial Intelligence
- AI
- SharePoint
- Visio
- CRM Advise
- Argos
- Excel
- Adobe

Other Areas of Interest:

PowerPoint
CRM Advise
Acrobat and Canva
ChatGPT
AI
Email Management, AI
Artificial Intelligence
Adobe

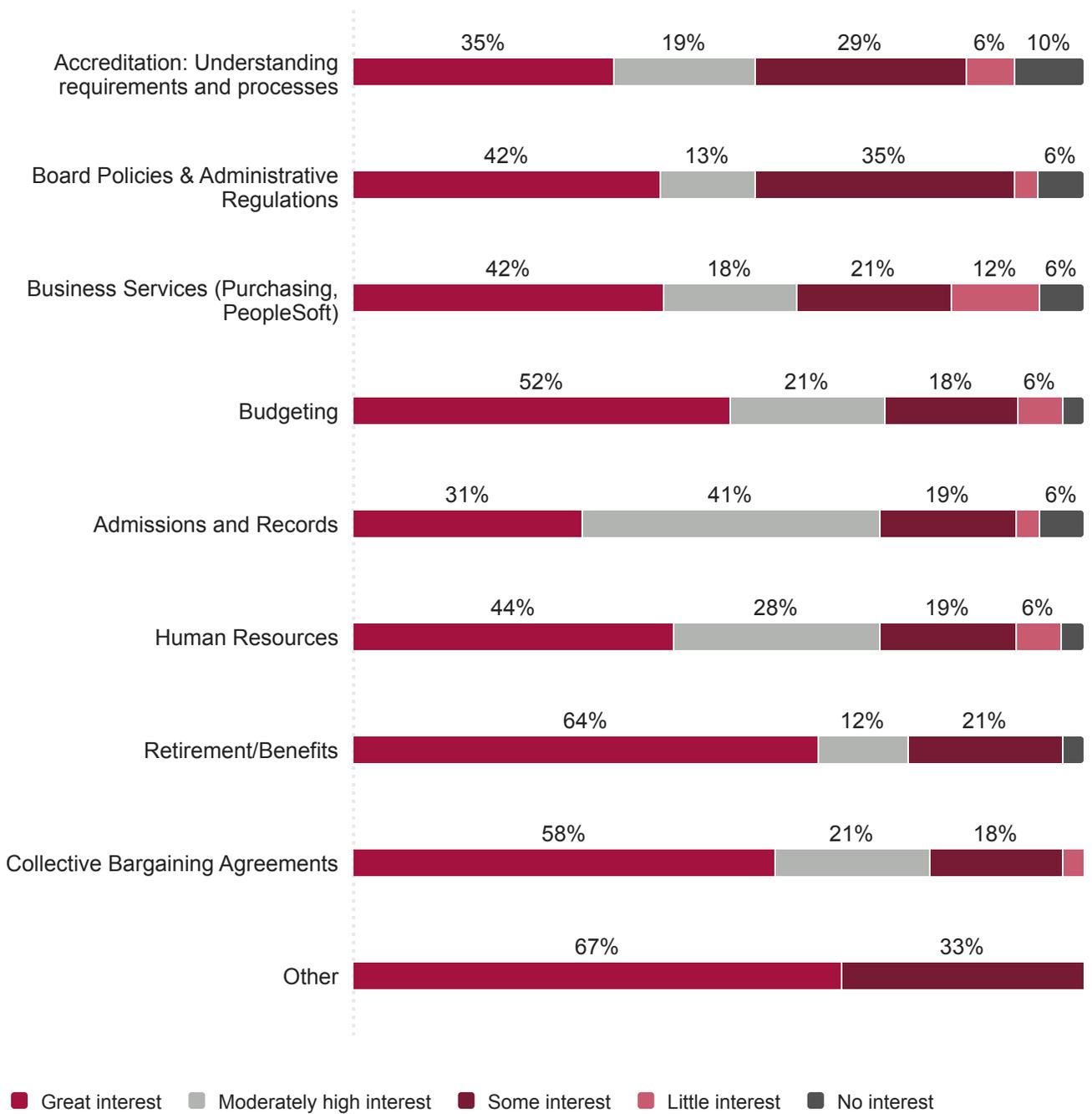
What Artificial Intelligence (AI) tools, if any, are you currently using in your work at Compton College?

17 Responses

ChatGPT
Claude
CoPilot and ChatGPT
CoPilot, AI Companion
Gemini
Microsoft 365 Copilot
Microsoft, and Notebook Im, etc.
None that aren't built into programs in Microsoft Suite or Adobe.

Level of interest in the Professional Development topics to increase understanding of **Compton College policies or procedures:**

33 Responses



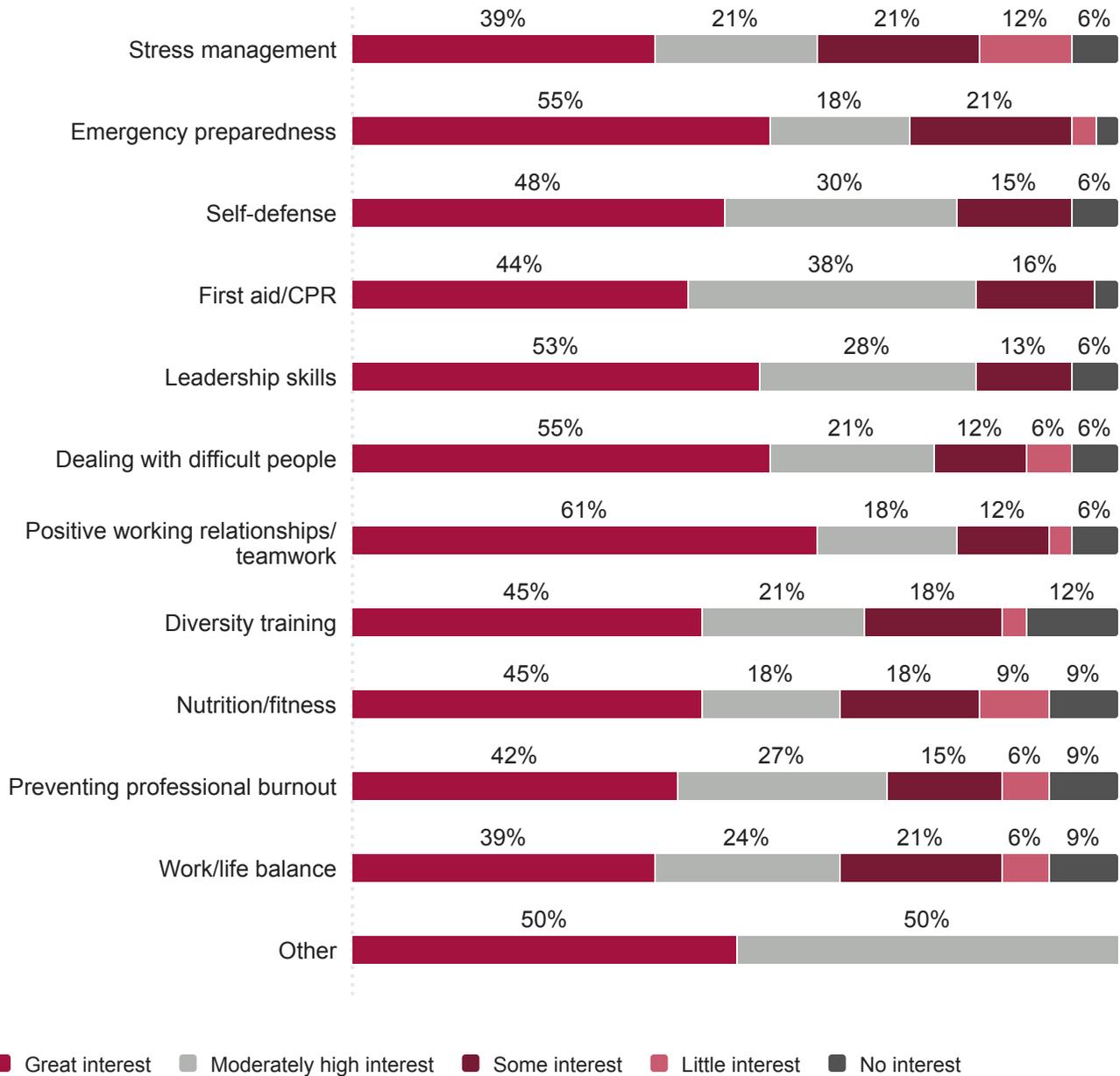
2 Responses

Other Areas of Interest:

- Emergency/Disaster Response
- How to make money with AI immediately.

Level of interest in the professional development topics related to **improving health and wellness:**

33 Responses



4 Responses

Other Areas of Interest:

financial wellness

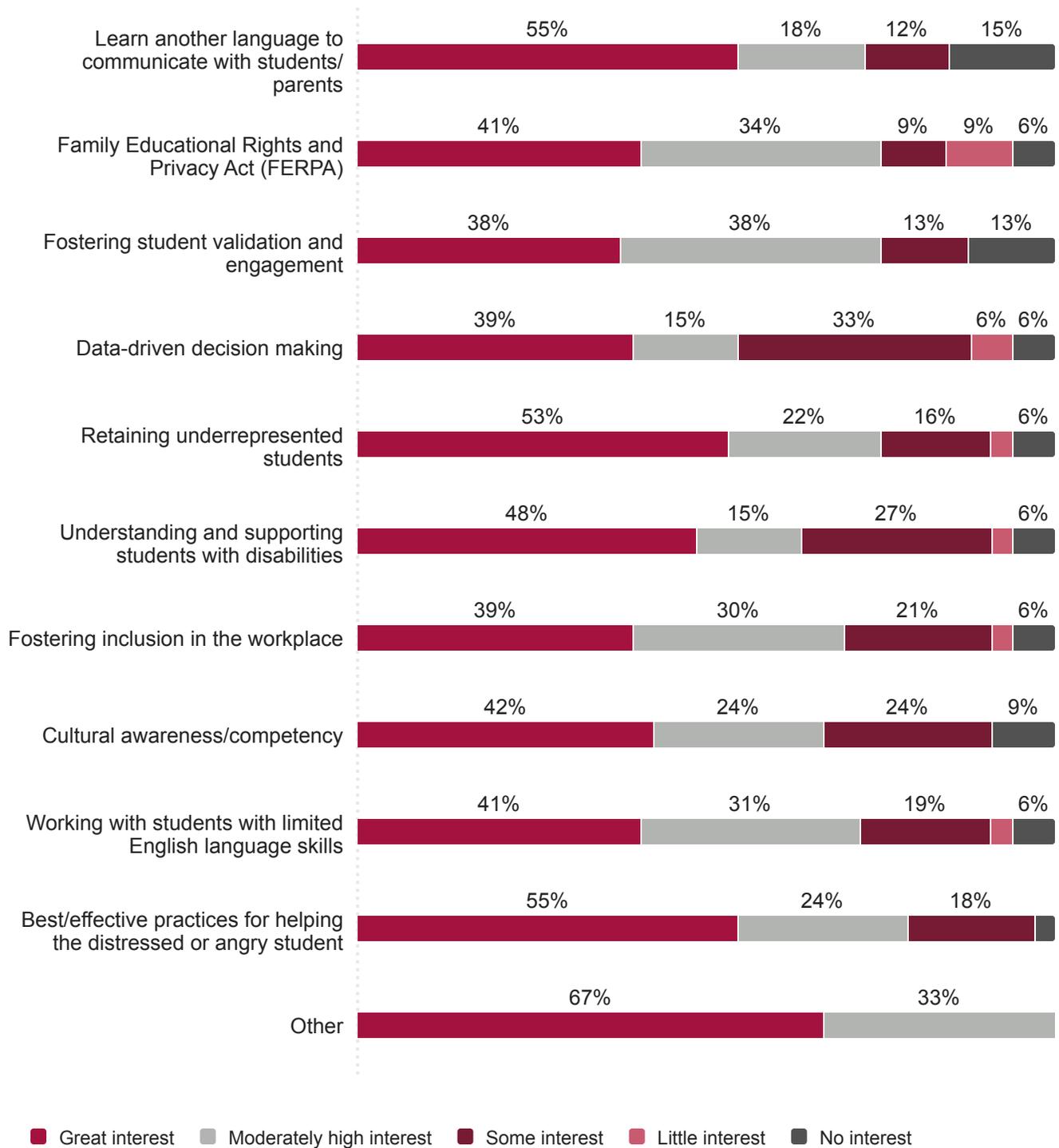
Optimizing your work environment for long term use (e.g., avoiding repetitive stress injuries, etc.)

Physical Team building exercise

How to use AI to make money from the stock market

Level of interest in the professional development topics to **enhance work**:

33 Responses



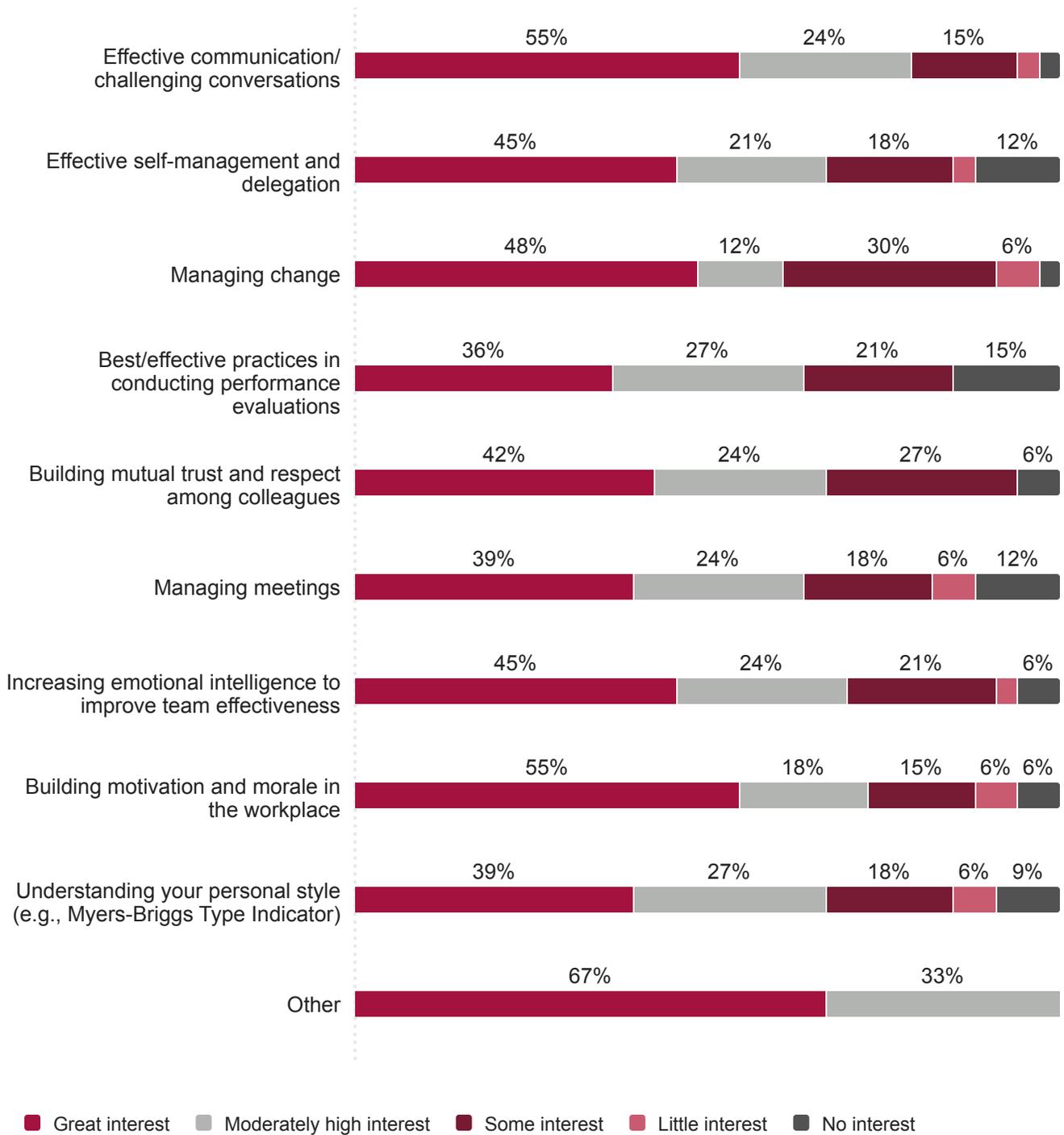
1 Responses

Other Areas of Interest:

ASL for Frontline Workers

Level of interest in topics to enhance leadership skills:

33 Responses



1 Responses

Other Areas of Interest:

Maxient Report training

Professional Development Support and Training

What professional development support would help you strengthen customer service and de-escalation skills in your role?

9 Responses

Communication Workshops

Effective self-management and delegation

Higher ed related videos...

Overview of available support resources for students. Summary of key contacts that can be distributed to students. Create a mechanism where complaints involving campus service providers can actually be tracked, addressed and corrected.

Teaching students with how to be patient and learn how to read their information in the portal. Teach them how to navigate the portal.

Time management and organization skill can indirectly help customer service skills. Cross department awareness is also helpful. Fortunately, I have participated in professional development related to time management and organization,

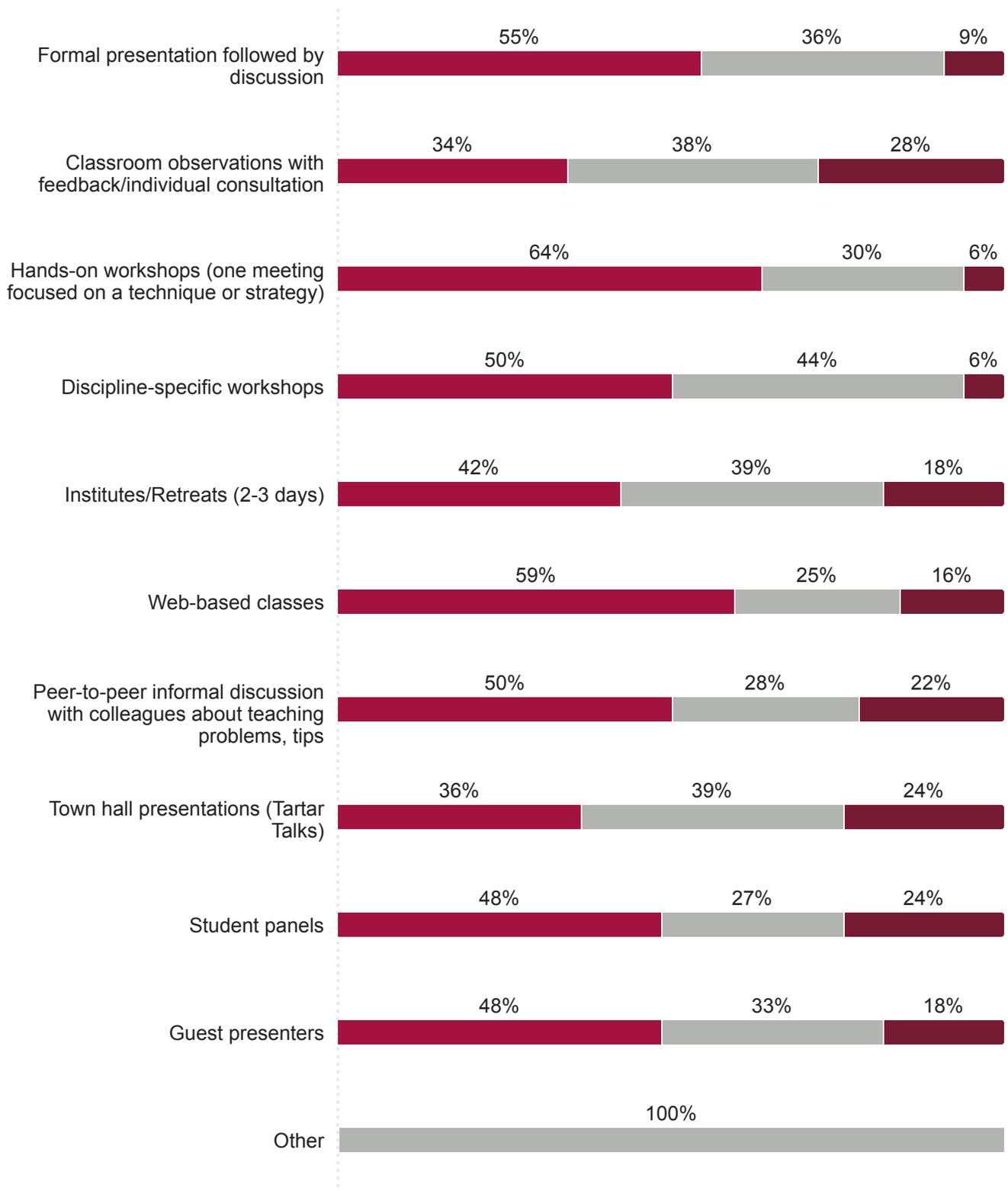
Training to provide SAFE best practices on handling challenging situations.

culturally responsive practices through a pedagogical lens

zing signs of distress

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

33 Responses



■ Very likely
 ■ Somewhat likely
 ■ Not likely

What do you need to enhance your career?

20 Responses

Stronger technical skills that align with the future of Artificial Intelligence and other similar technologies.

More time, a part-time assistant, and an effective budget monitoring system

More leadership growth opportunities and skill refining

I am currently enhancing my accounting skills and beginning to utilize AI more to streamline some processes.

Clear information on qualifications for all "next level up", non-entry level positions so that I can collect and prepare for a "next" position, even if it isn't in my current field.

Professional Development

Equity and inclusion focused development outreach and retention training

A supportive Environment

Clear Processes and Standards

Access to Tools and Resources

Opportunities for Growth and Development

Autonomy with Accountability

Work-Life Balance and Flexibility

Alignment with Purpose and Values

More titles to promote to. More training in other areas.

Additional professional development opportunities that offer certifications of completion.

additional staff and appropriate compensation

It would help if the college and administration used multiple sources of data to inform policies and practices within student services. Currently, if data is being used it is often statistically insignificant or only using surface level analysis.

To break the paper ceiling. Several degrees that cost too much.

Holding administrators/directors accountable for slack employees. Holding student's accountable for their negative actions/abuse of staff.

Continue professional development, upgrading my skills on technology, and etc.

I would like to learn more about the Annual Plan process so that I can assist my team in this area.

I would like to learn more about processes in other departments - for example the purchasing process. The way it operates now is a mess but maybe if I better understood it I wouldn't get so frustrated and feel as if my requests get ignored.

I would like to learn more about payroll and understanding my pay stub and why I pay so much in certain areas that seem excessive.

I would like to learn more about the PD process so that I can assist my team in putting their PD paperwork through correctly and efficiently.

Many of us, while working in a pathway, don't necessarily have student facing tasks - we are more behind the scenes and interested in making the red tape easier to understand and get through.

Can each department work on their interoffice customer service skills, because if I feel as though I am being treated poorly from another area, how is that area treating students, then (if they deal with students)?

I get that we serve students first and foremost but there seems to be more PD geared toward faculty and administrators than some of us just trying to get our daily tasks done behind the scene.

more training on canvas, cranium cafe, etc

Mentorship, Sponsorship, increased pay and benefits

More money and time

Mentors in roles we want... i.e. Dean to VP jump.

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

20 Responses

Advanced technical skills training (AI) and additional software to track student data, etc.

Best practices for monitoring budgets

Leadership & financial (budgeting) trainings

I feel I currently have the support I need and hope that continues moving forward.

After work hours class/training offerings that lead to certificates

Administrative learning opportunity

building authentic and genuine community with campus partners

Targeted skills development

Clear communication

Feedback and Coaching

Up-to-Date Tools and Efficient Processes

Opportunities to Collaborate and learn more from other departments to broaden understanding of college processes and supports.

Training to learn more about other parts of the department.

Additional technology resources

better and clearly written procedures for the business office

Support and understanding of college practices and how administration implements practices.

Some degrees

Training of several programs we use on campus and informing all staff if and when updates are done to all our systems we use with pointing out the changes made instead of having surprises.

Staff development classes, workshops, technology training

See answer to last question.

more training

Structure in college/department policies and procedures

Transparency and clarity in college/department policies and procedures

Clarity in job descriptions which are vague

Accessibility to crucial information to perform job duties

Not piling on additional job duties

Training job specific for my role

Mentor program

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

13 Responses

Having an internal professional mentorship program or support group would be great. Staff, faculty, and management would be able to collaborate and share resources to help one another succeed in a specific area. This will help to build community within the college.

Work-related training. Budget, forms, notetaking... things that apply to our day-to-day roles; training or conversations that encourage staff to upskill and/or apply for other positions on campus

The speakers need to be more specific with the theme of the professional development. It felt like the classified staff needed career advancement support and some of the speakers were just motivational.

Please change the format of the Classified Professional Development Days. It is difficult to sit in a room from 8:30am-3:30pm and listen to guest speakers. If the format must remain, then reduce the day to a half day.

Professional Development should include more engaging activities like, VISION BOARDS, cross departmental information, hands on computer training, financial literacy workshops, phone etiquette, customer service basics.

In person meetings are better for engagement than Zoom.

really ideal to bring in organizations like COLEGAS, A2MEND, APAHE

Personalized and Role-relevant opportunities

Opportunities for cross-departmental projects

Access to Learning Tools and Resources

More conference.

collegiality

In my short time here my colleagues have shown little to no interest in wanting to develop new professional skills. It would help if professional development in the future was focused on having staff unlearn their bad habits.

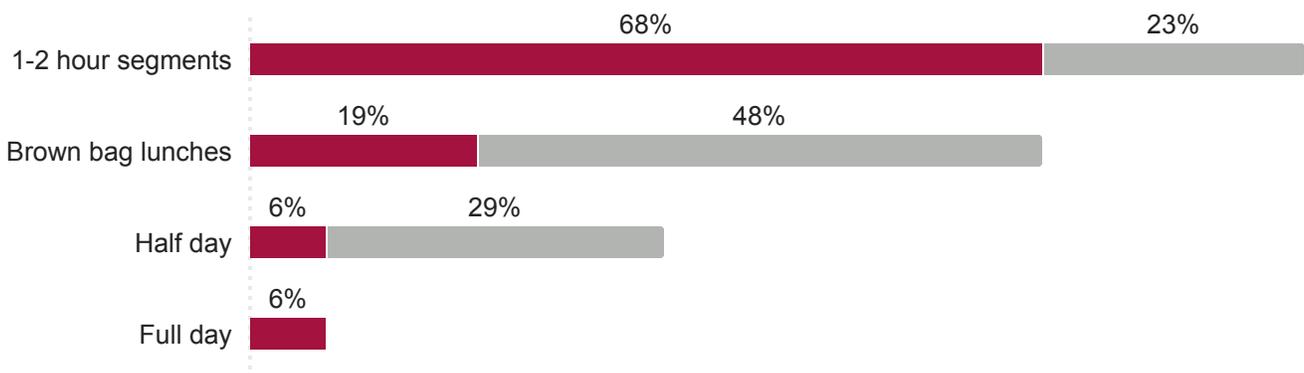
Give classified staff a raise.

Mentor program

Preferred Types of Training

The red bars indicate the percent of staff who ranked that training type as first (most important), while the gray bars show the percent who rank it as second.

31 Responses



Other Preferred Types of Training:

Online library of trainings

Online Trainings

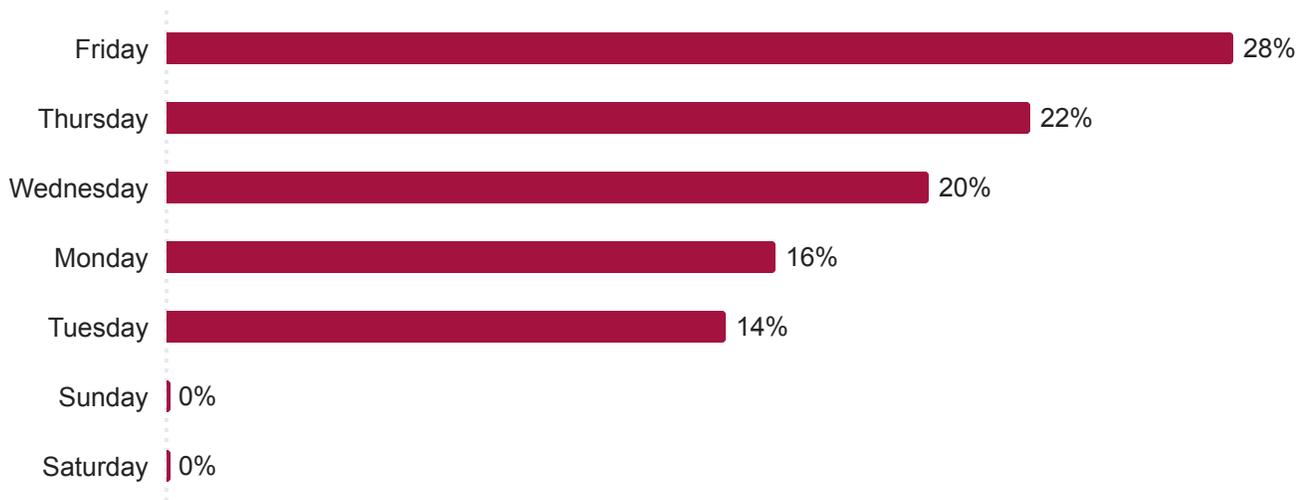
3 hours

Work From Home Sessions

2.5 hour session

Preferred Training Days

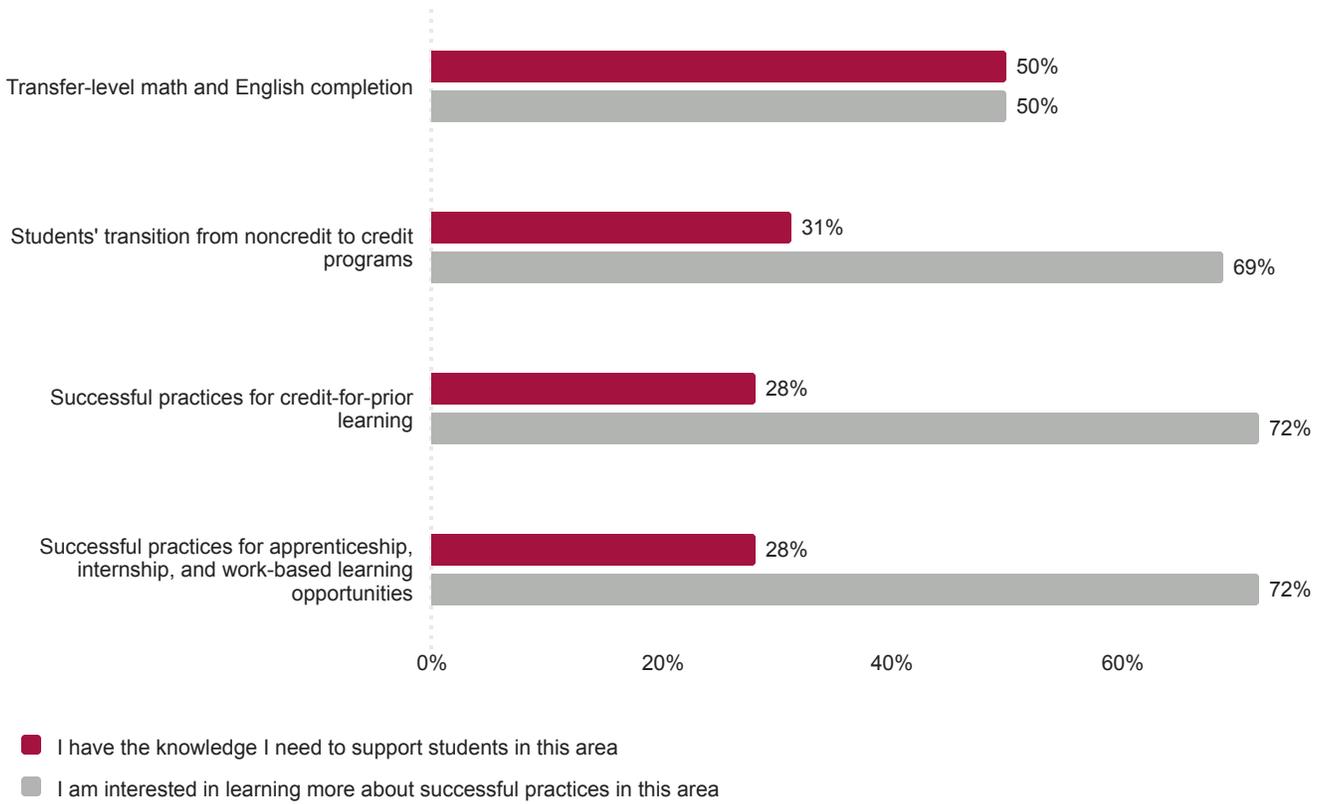
33 Responses



Interest/Knowledge in Compton 2035 Strategies and Objectives

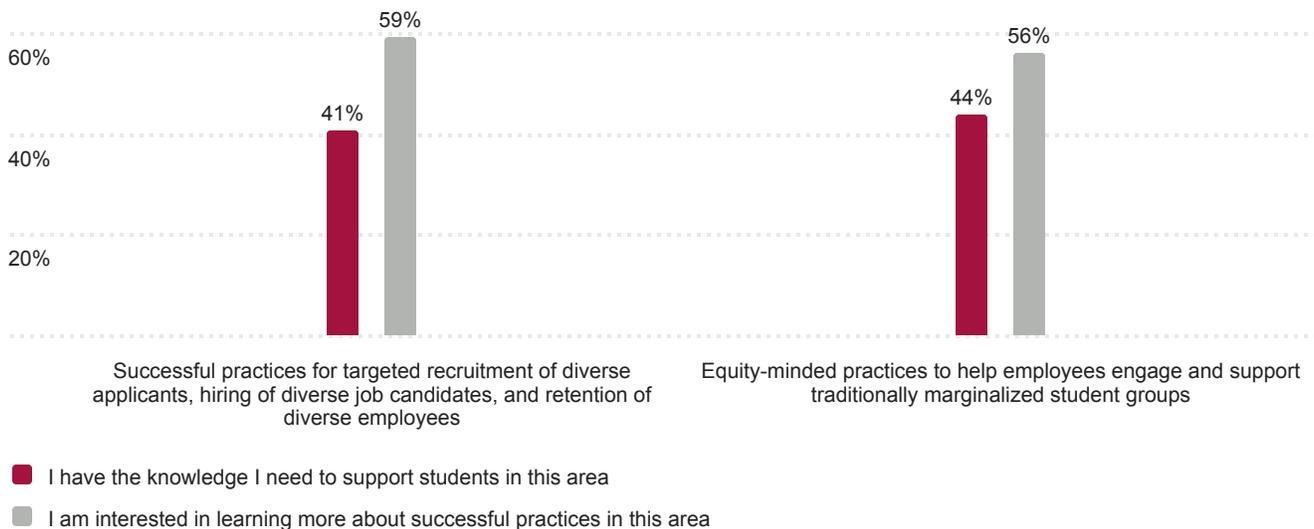
Education

32 Responses



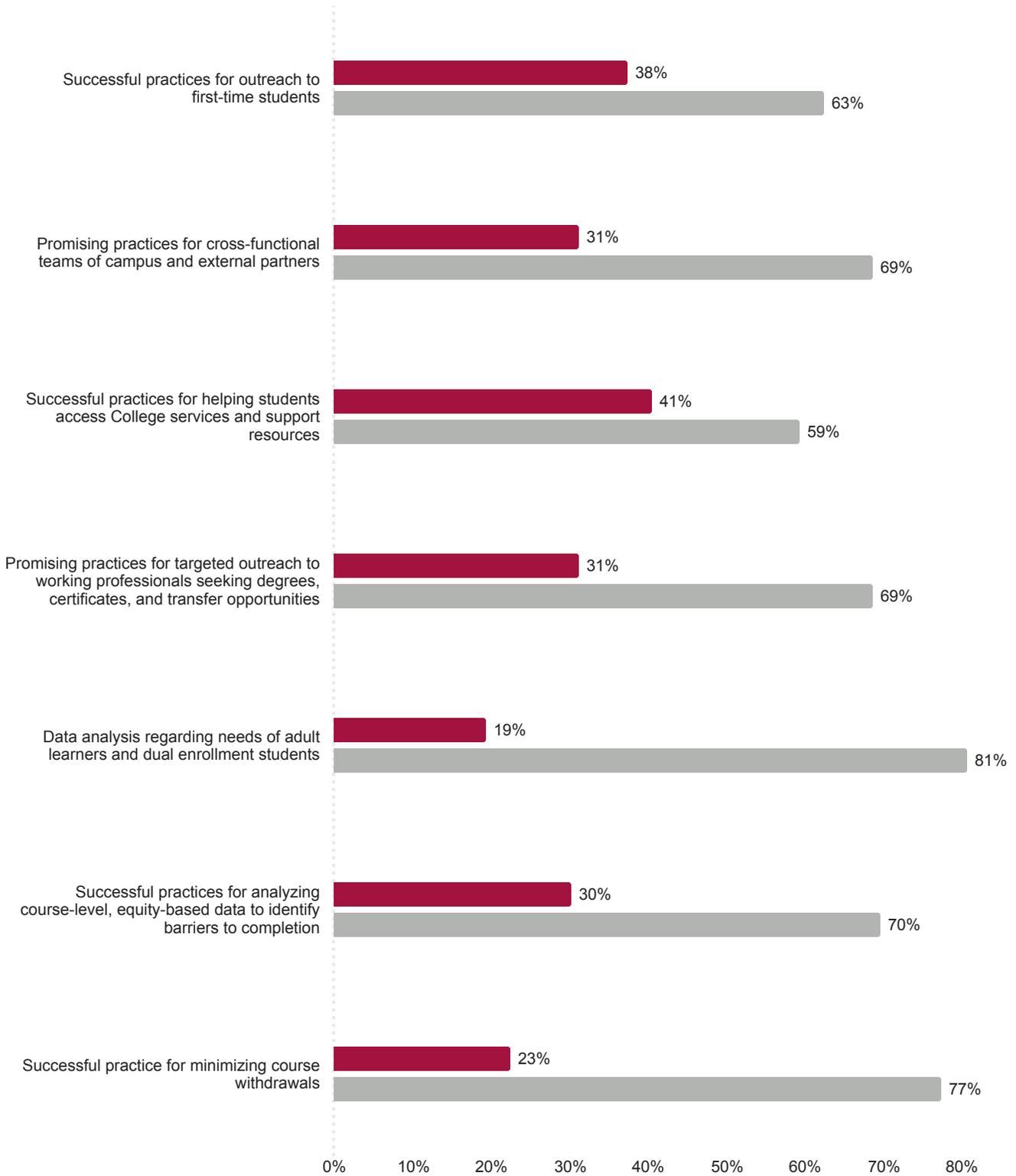
Human Resources

32 Responses



Strategic Enrollment Management

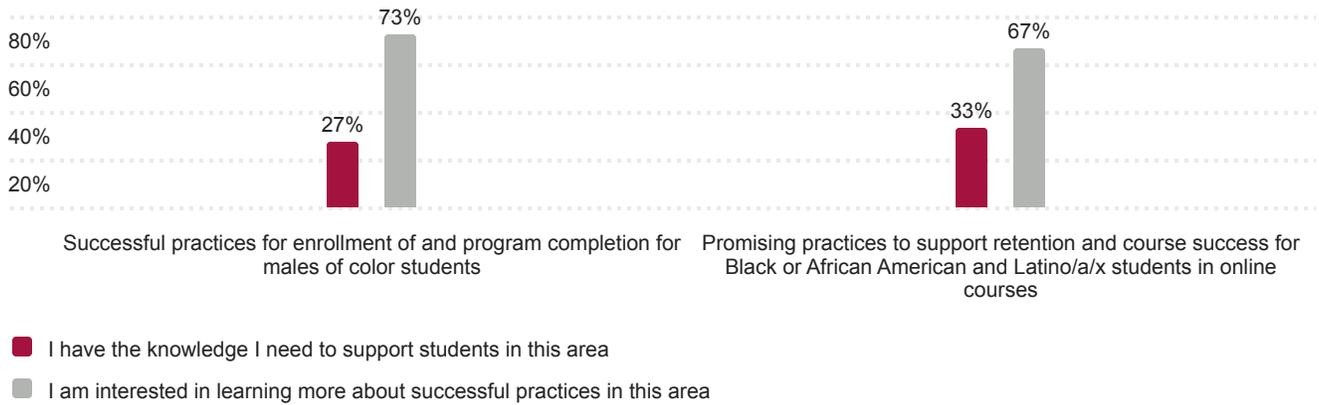
33 Responses



- I have the knowledge I need to support students in this area
- I am interested in learning more about successful practices in this area

Student Equity and Achievement

33 Responses



Technology

33 Responses

