

**Employee Survey 2022**  
**Analysis of Open – Ended Items**  
**October 24, 2022**

The 2022 Employee Survey had two open – ended (comment) items:

- (a) Please use this space to provide any comment you have regarding campus safety in the Seattle College District.
- (b) Please provide any recommendations you may have to district and campus leadership on how the employee experience in the Seattle College District can be improved.

**Campus Safety**

Of the 496 respondents, over one – third (33.9 %) provided a response to the campus safety open - ended item.

The distribution of respondents who provided at least one campus safety comment by primary work location is shown in the following table.

<b>Primary Work Location</b>	<b>Percent of item respondents</b>	<b>n of item respondents</b>
<b>District Office</b>	3.6 %	6
<b>North Seattle College</b>	26.2 %	44
<b>Seattle Central College</b>	46.4 %	78
<b>South Seattle College</b>	21.4 %	36
<b>No Primary Work Location Indicated by Respondent</b>	2.4 %	4
<b>Total</b>	<b>100.0 %</b>	<b>168</b>

**Campus Safety Themes**

Across the 168 responses to the campus safety open – ended item, 252 themes were identified.

Themes with at least ten mentions are shown in the following table.

Campus Safety Theme	Percent of Total Themes (where N = 252)	n of mentions
Campus security is understaffed	11.5 %	29
Positive statement about campus security	7.1 %	18
Campus security is under – funded	7.1 %	18
Covid 19	6.0 %	15
Capitol Hill	4.8 %	12
Active Shooter Concerns	4.4 %	11
Lack of people on campus	4.4 %	11
Subtotal	<b>45.2 %</b>	<b>114</b>
<b>Interpretation: These seven themes account for 45.2 % of campus safety themes in responses to the campus safety open – ended item.</b>		

**Campus Safety Themes: Illustrative comments for top three themes**

Employee verbatim comments are shown below to illustrate the top three campus security themes.

Campus security is understaffed

Our safety and security officers need better protection, **more staffing**, and maintained equipment. They are doing their best with what they have and it's not enough. *Seattle Central College Employee*

**Our security department is understaffed.** Building monitors need additional equipment to be more effective. *South Seattle College Employee*

**Security is horribly understaffed.** Needs to be better trained. *North Seattle College Employee*

Positive comment about campus security

**I feel safe and secure with the service.** *North Seattle College Employee*

**Campus security is top notch,** best of the best people *South Seattle College Employee*

**Exceptional** *South Seattle College Employee*

Campus security is under – funded

**Provide funding** to Safety and Security to get more officers and expand their on-campus hours to include weekends. Do it now. *Seattle Central College Employee*

I feel unsafe because North's **Safety / Security is inadequately funded**, and therefore unable to provide sufficient staffing to keep us more safe. *North Seattle College Employee*

Campus Safety and Security are doing the best they can with what they have, but **they are SERIOUSLY understaffed and underfunded**. They need help. *Seattle Central College Employee* (Note: capitalization was provided by respondent)

**Recommendations on How to Improve the Employee Experience in the Seattle College District**

Of the 496 respondents, nearly four in ten (39.1 %) provided at least one recommendation.

The distribution of respondents who provided at least one recommendation by primary work location is shown in the following table.

Primary Work Location	Percent of item respondents	n of item respondents
District Office	4.1 %	8
North Seattle College	29.4 %	58
Seattle Central College	43.7 %	86
South Seattle College	22.3 %	44
No Primary Work Location Indicated by Respondent	0.5 %	1
<b>Total</b>	<b>100.0 %</b>	<b>197</b>

**Themes Identified in Recommendations Open – Ended Item**

Across the 197 responses to the recommendation open – ended item, 375 themes were identified.

Themes with at least ten mentions are shown in the following table.

Themes in Recommendation Open – Ended Item	Percent of Total Themes (where N = 375)	n of mentions
Pay Issues	10.7 %	40
EDI Comments – Positive & Negative	10.1 %	38
Understaffing	5.3 %	20
District Office Comments – Negative	3.7 %	14
Criticism of Leadership	3.2 %	12
Listen	2.9 %	11
Morale – Recommendations to Improve	2.7 %	10
Professional Development	2.7 %	10
<b>Subtotal</b>	<b>41.3 %</b>	<b>155</b>
<b>Interpretation: These eight themes account for 41.3 % of campus safety themes in responses to the recommendations open – ended item.</b>		

## **Recommendation Themes: Illustrative comments for top three themes**

Employee verbatim comments are shown below to illustrate the top three recommendation themes.

### Pay Issues

Re-open the childcare center AND **raise wages!** *Seattle Central College Employee* (Note: capitalization was provided by respondent)

My main recommendation is to take steps to help support employees **by providing a living wage** and alleviating the amount of work employees are being asked to do. *North Seattle College Employee*

Employee morale is at an all-time low--a 0% pay raise is what Admin is offering, meanwhile, **we can't live in Seattle on our current salaries.** *North Seattle College Employee*

### EDI Comments – Positive & Negative

Land acknowledgements as currently used are as racist as they are anti-racist. *North Seattle College Employee*

I would just add that religious, spirituality, economic/class diversity, and other factors-components of diversity be added to our focus on diversity. *South Seattle College Employee*

Not only is there a disproportionate focus on EDI issues, but the campus culture has become actively hostile to employees who do not fully embrace the current philosophy around EDI. *North Seattle College Employee*

### Understaffing

**Hire more support staff**—IT, Financial Aid, Advising, Counseling. *Seattle Central Employee*

We need to address retention, **understaffing**, and workload in a real and immediate way ... *North Seattle College Employee*

An example of a situation happening, just about few days ago, a staff member shared, “When casually chatting with the maintenance staff working on our wall in the center, he mentioned he tried fixing it but it "appears to be a mechanical issue. Maybe it'll get fixed in 1-2 months." He also shared that **they are severely understaffed.** Lost 9 staff, and only hired back 1.” *Seattle Central College Employee*