



# Professional Development Needs Assessment

Spring 2022

## Classified Staff

*n=73 | Response rate=32.0%*

### What is your Guided Pathways Division?

Guided Pathway Division	
Business and Industrial ..	8%
Fine Arts, Communication..	11%
Health and Public Services	9%
Science, Technology, Engi..	11%
Social Sciences	7%
Not Applicable	44%
I don't know	9%

### What is your ethnicity?<sup>1</sup>

Race/ethnicity	
Black/African American	34%
Latinx	28%
White	7%
Asian	7%
Two or more ethnicities	3%
Native American/Alaska N..	1%
Other	9%
Do not wish to answer	9%

### What is your area?<sup>2</sup>

Area	
Academic Affairs	10%
Administrative Services	18%
President's Office	2%
Student Services	49%
Other	21%

### What is your gender?

Gender	
Female	59%
Male	38%
Other	3%

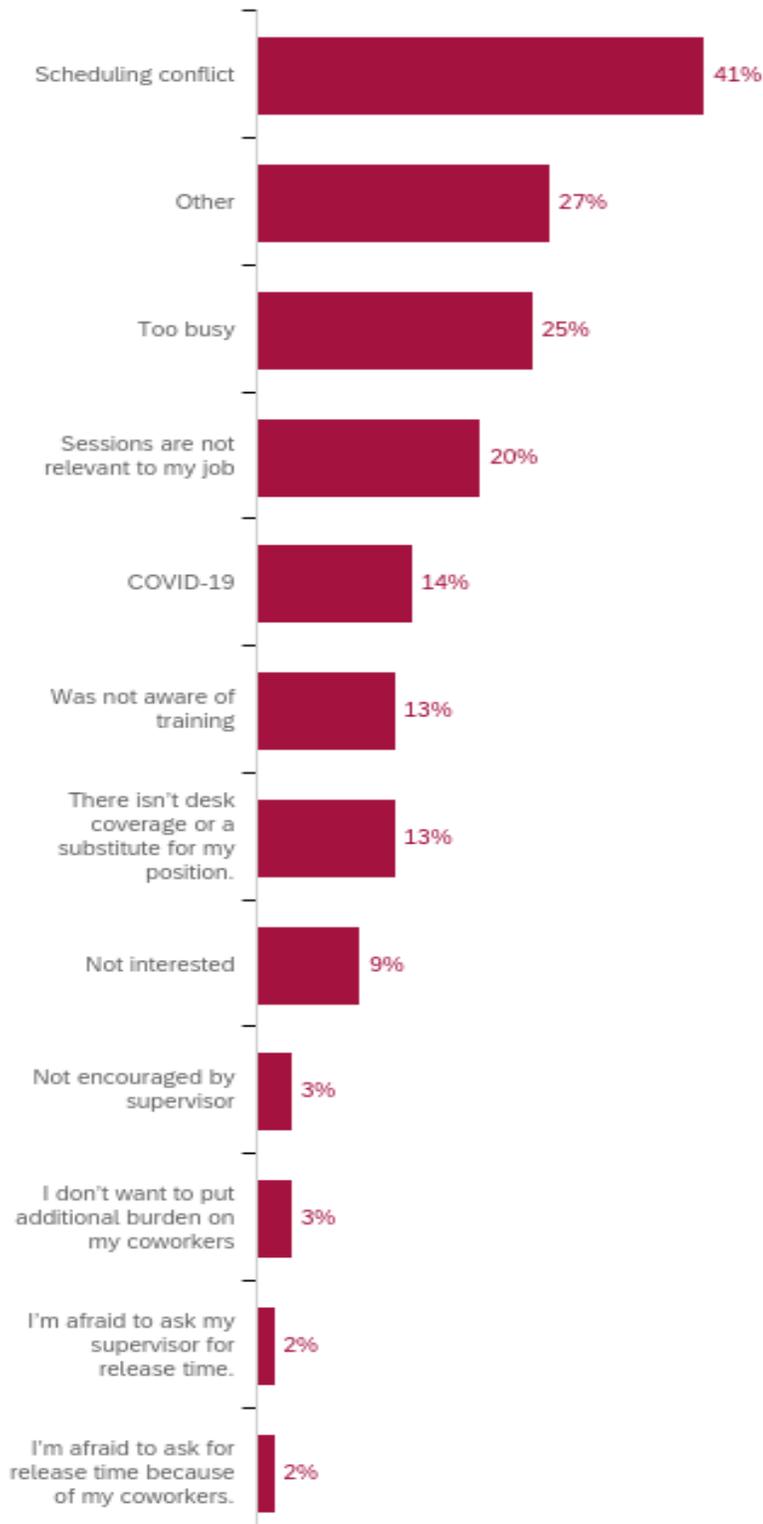
### How long have you worked at Compton College?

Years	
Less than 5 years	48%
5-10 years	15%
11-15 years	5%
16-20 years	13%
21-30 years	18%
More than 30 years	1%

<sup>1</sup> "Other" responses listed in Appendix A

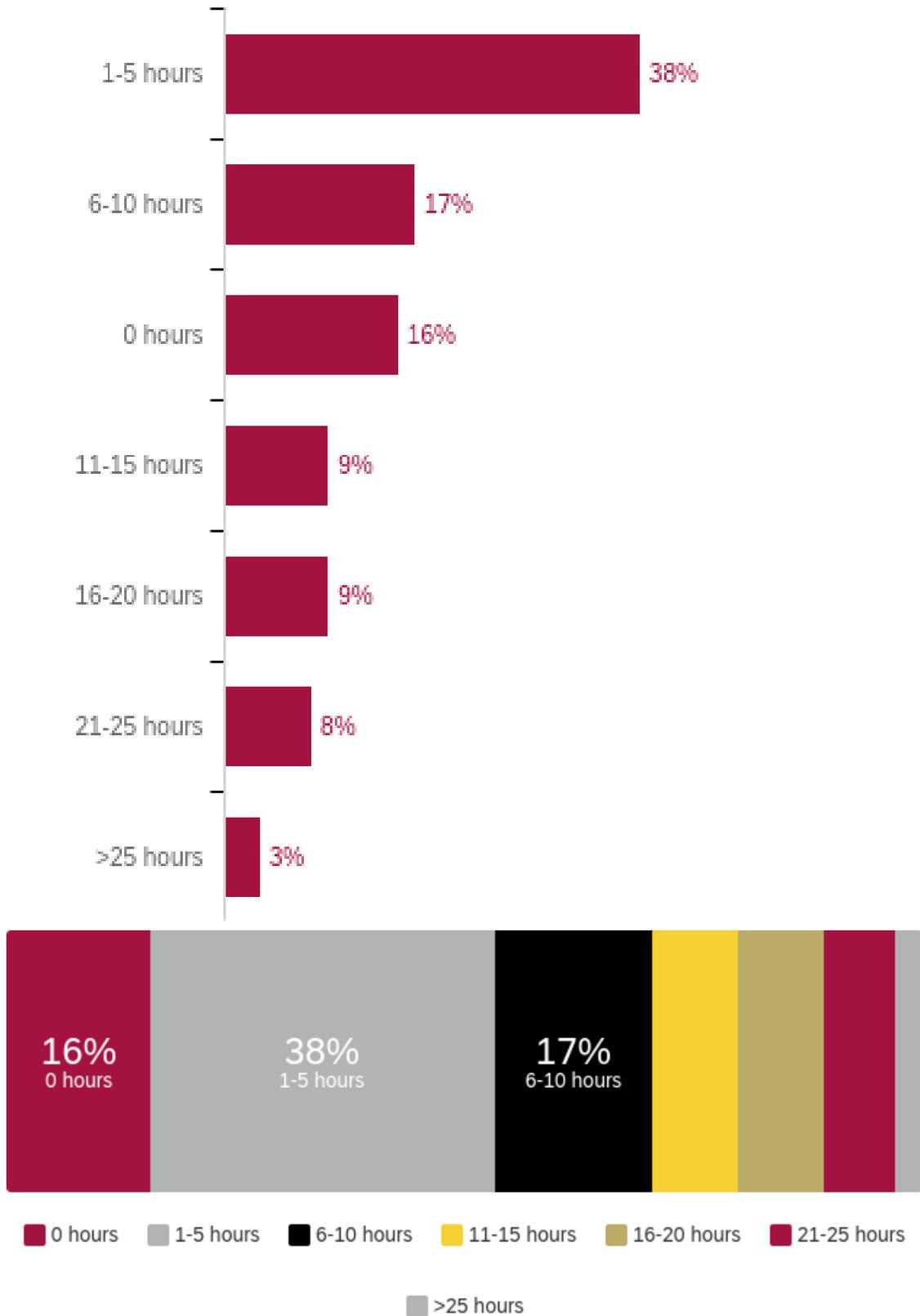
<sup>2</sup> "Other" responses listed in Appendix A

### What kept you from participating in professional development activities?<sup>3</sup>

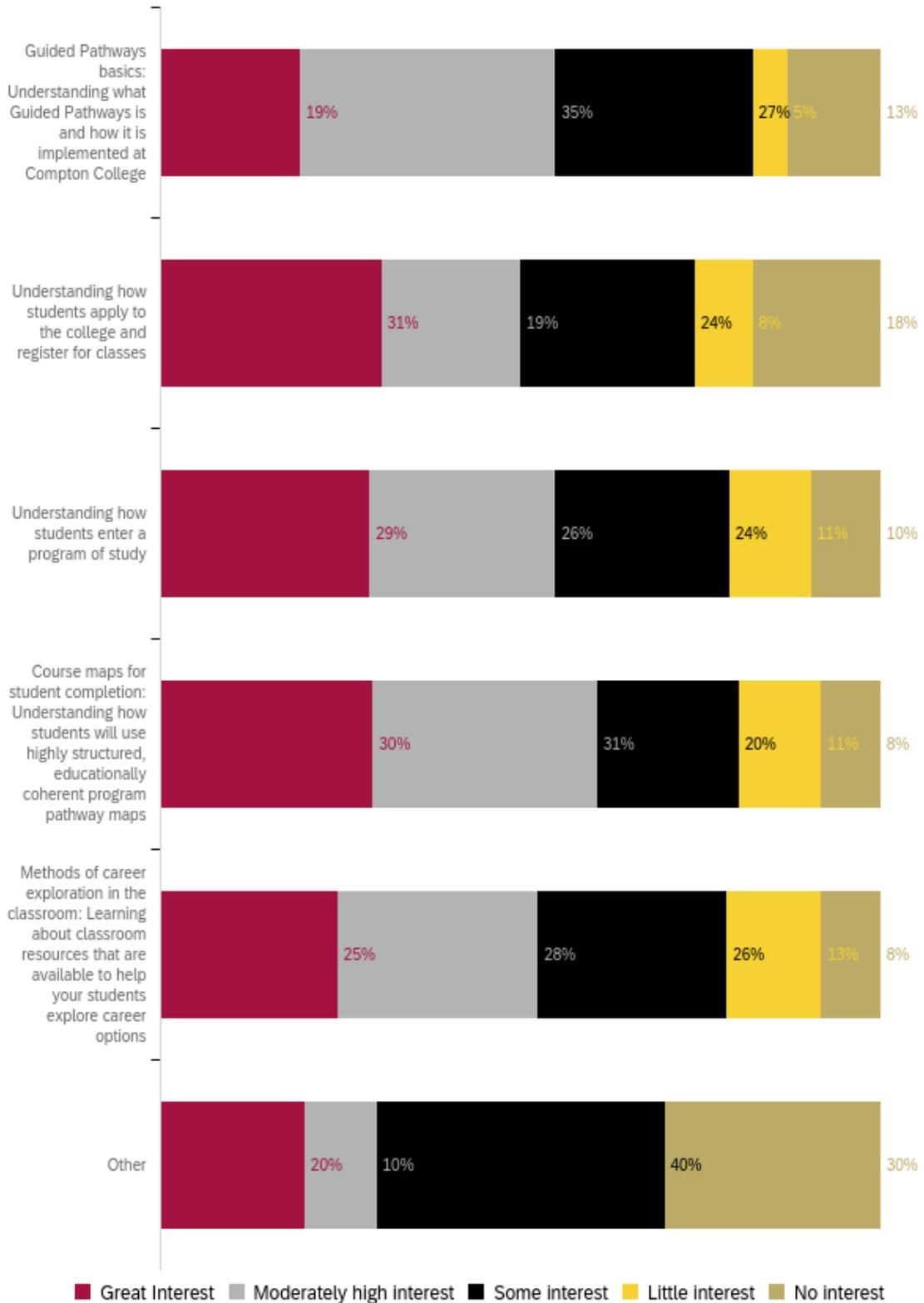


<sup>3</sup> "Other" responses listed in Appendix A

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

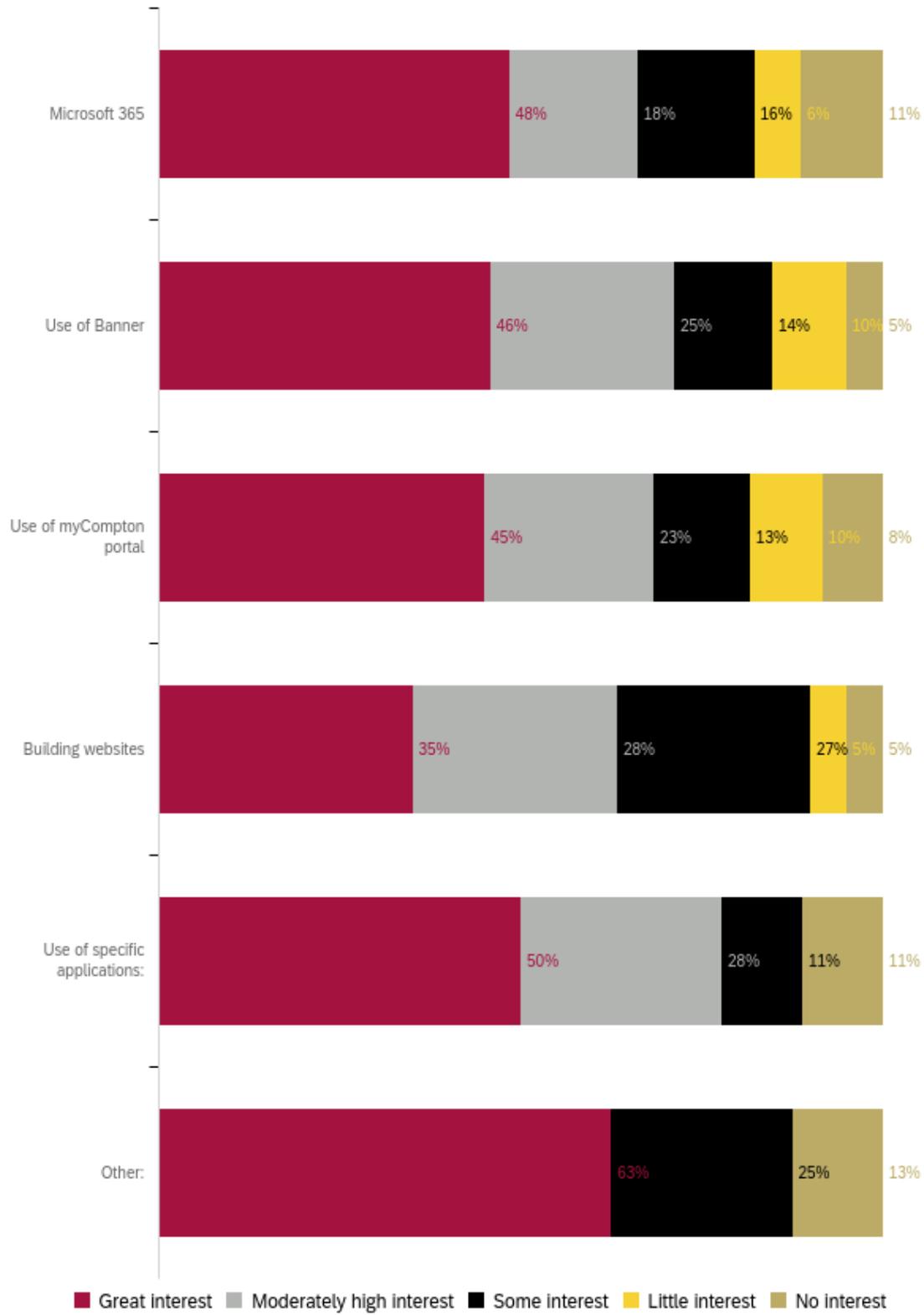


## Professional Development for Guided Pathways<sup>4</sup>



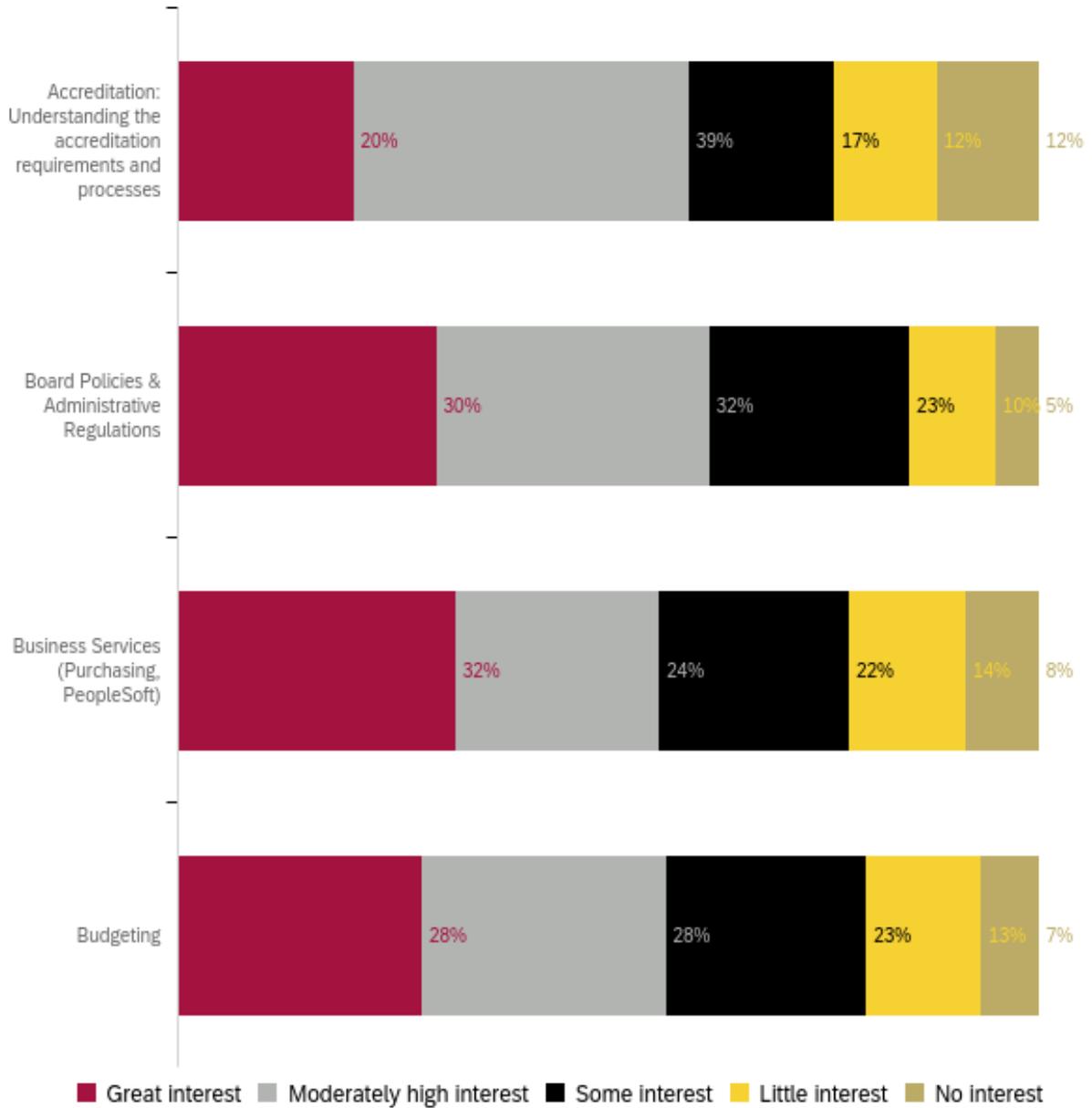
<sup>4</sup> "Other" responses listed in Appendix A

## Professional Development for General Use of Technology<sup>5</sup>

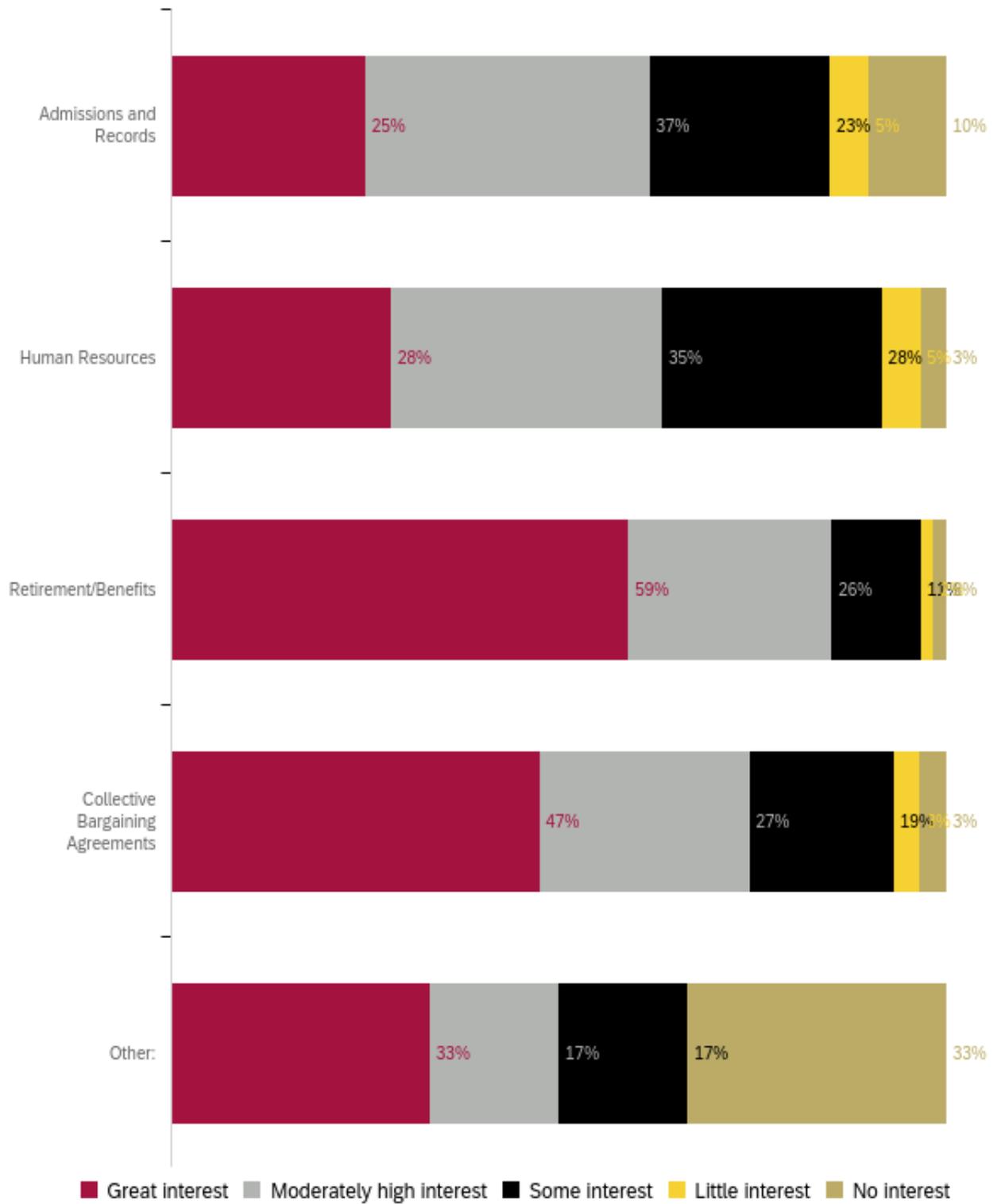


<sup>5</sup> "Other" responses listed in Appendix A

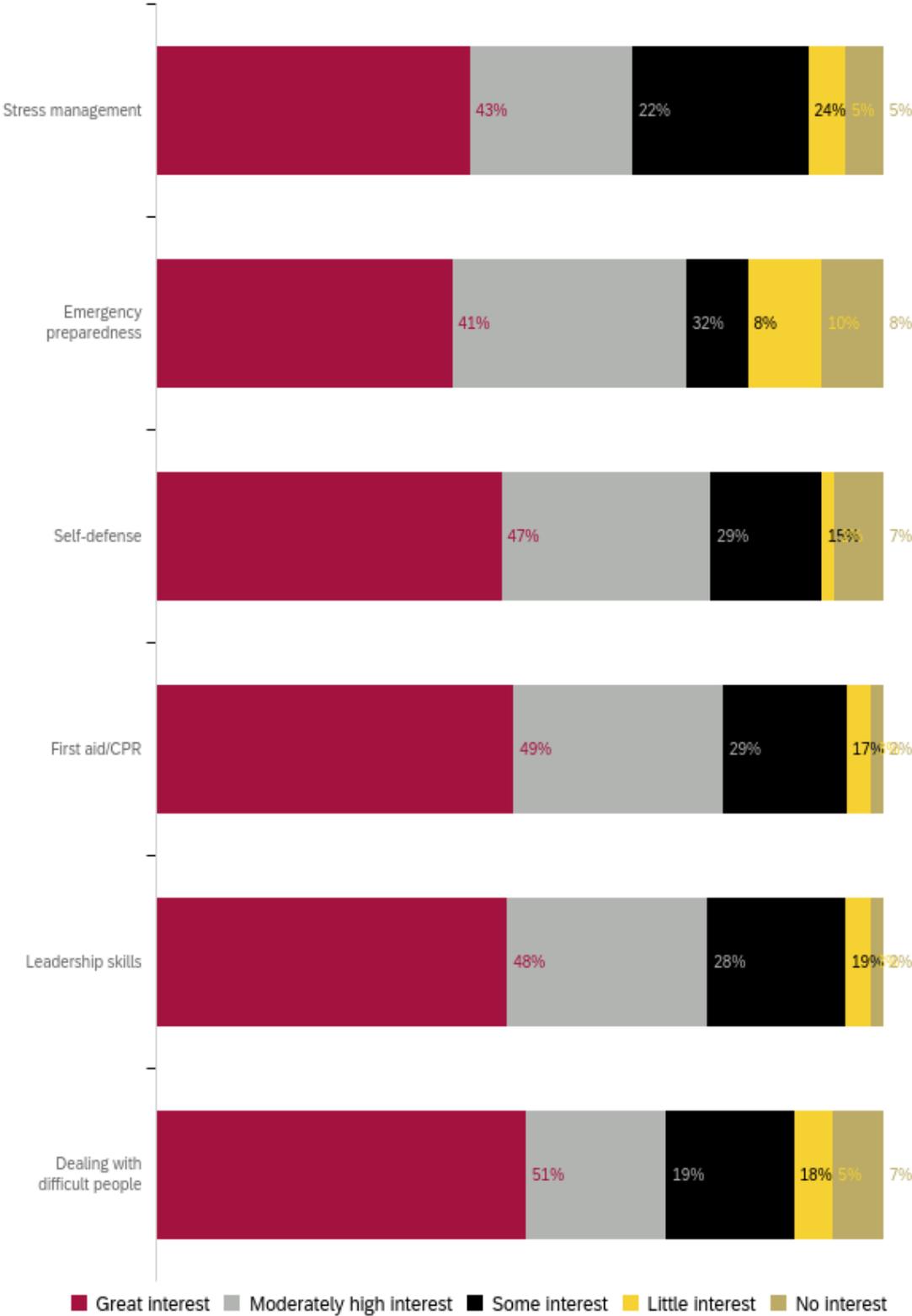
## Professional Development for Compton College Policies and Procedures<sup>6</sup>

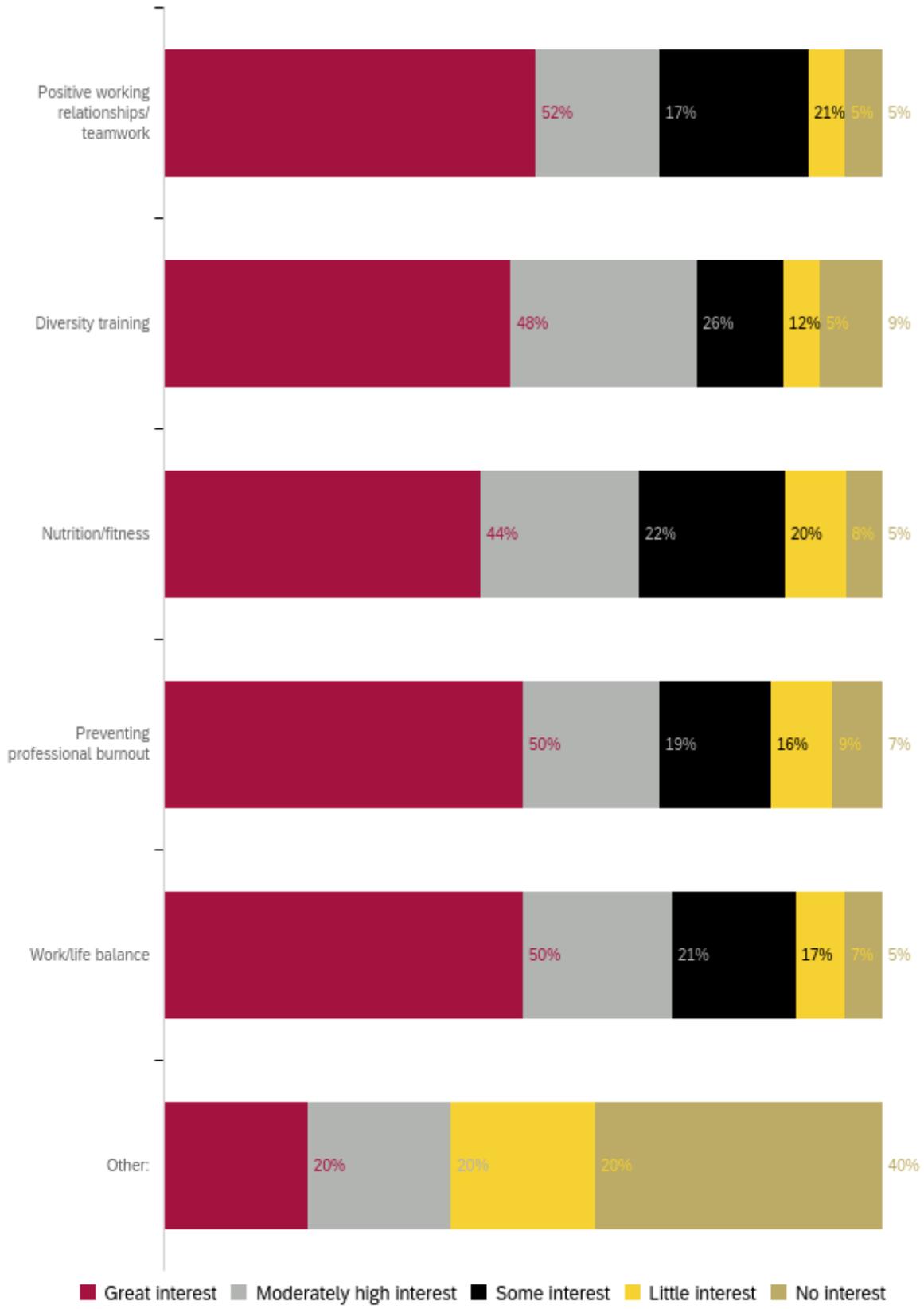


<sup>6</sup> "Other" responses listed in Appendix A

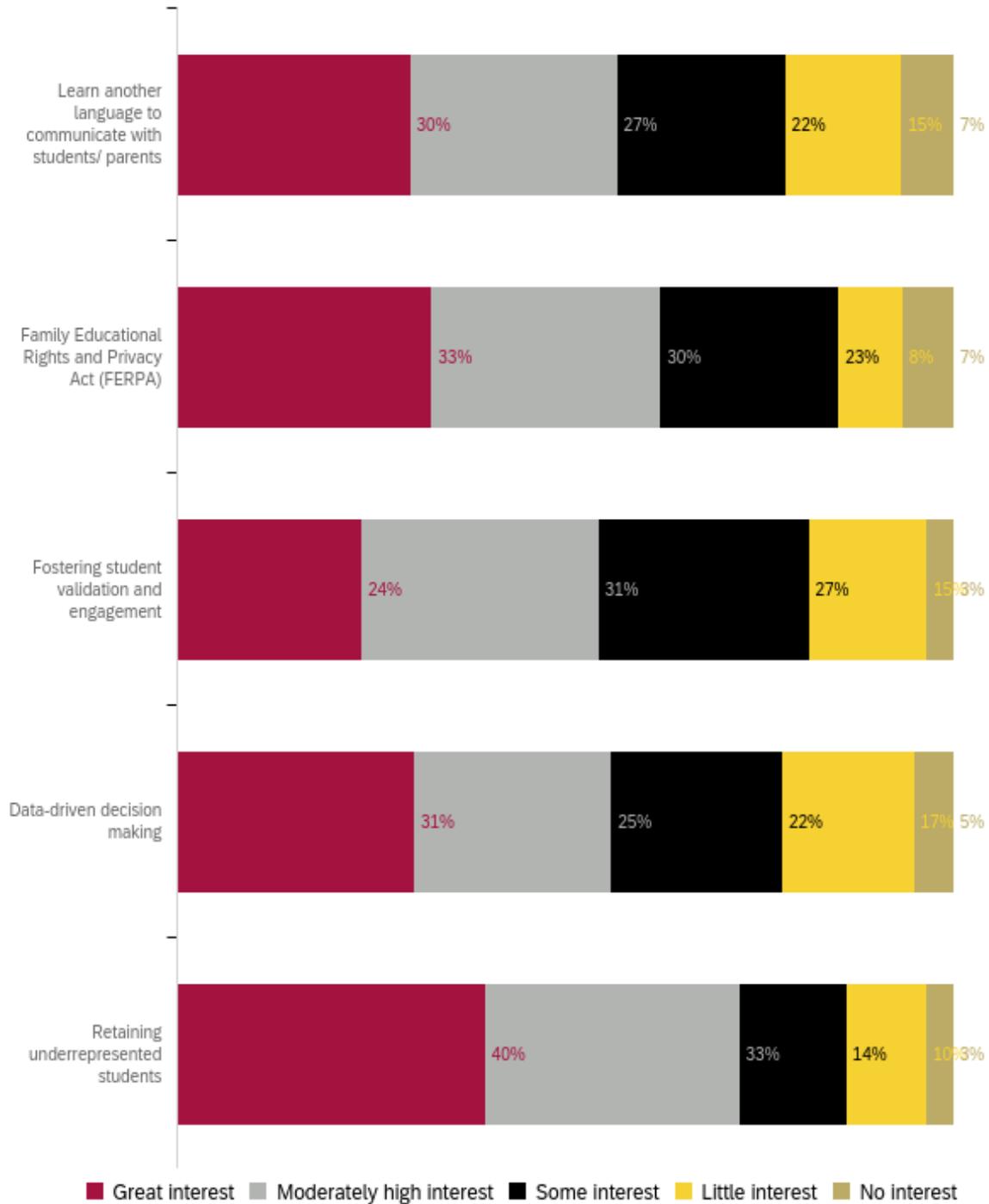


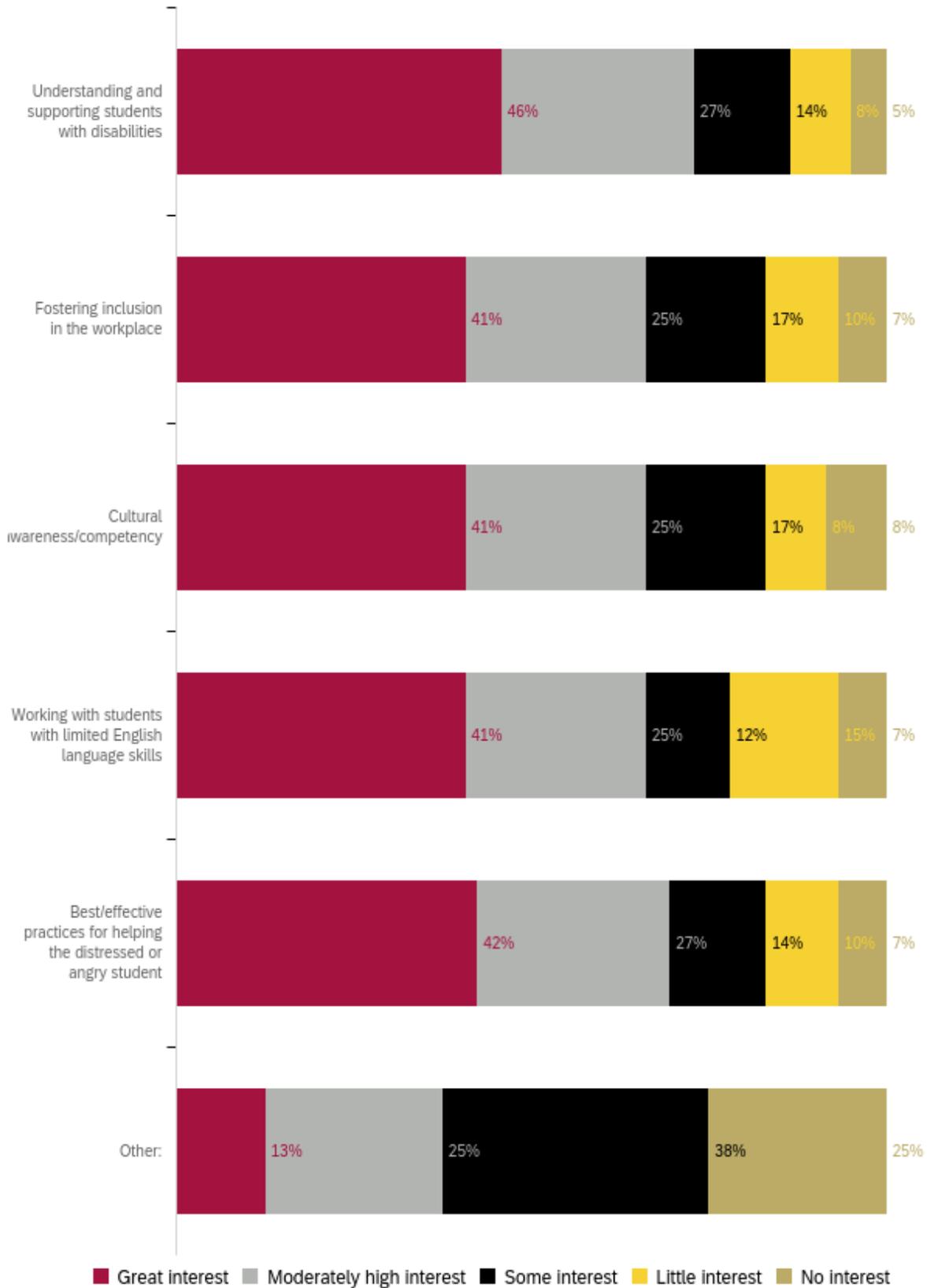
# Professional Development for Health and Wellness<sup>7</sup>



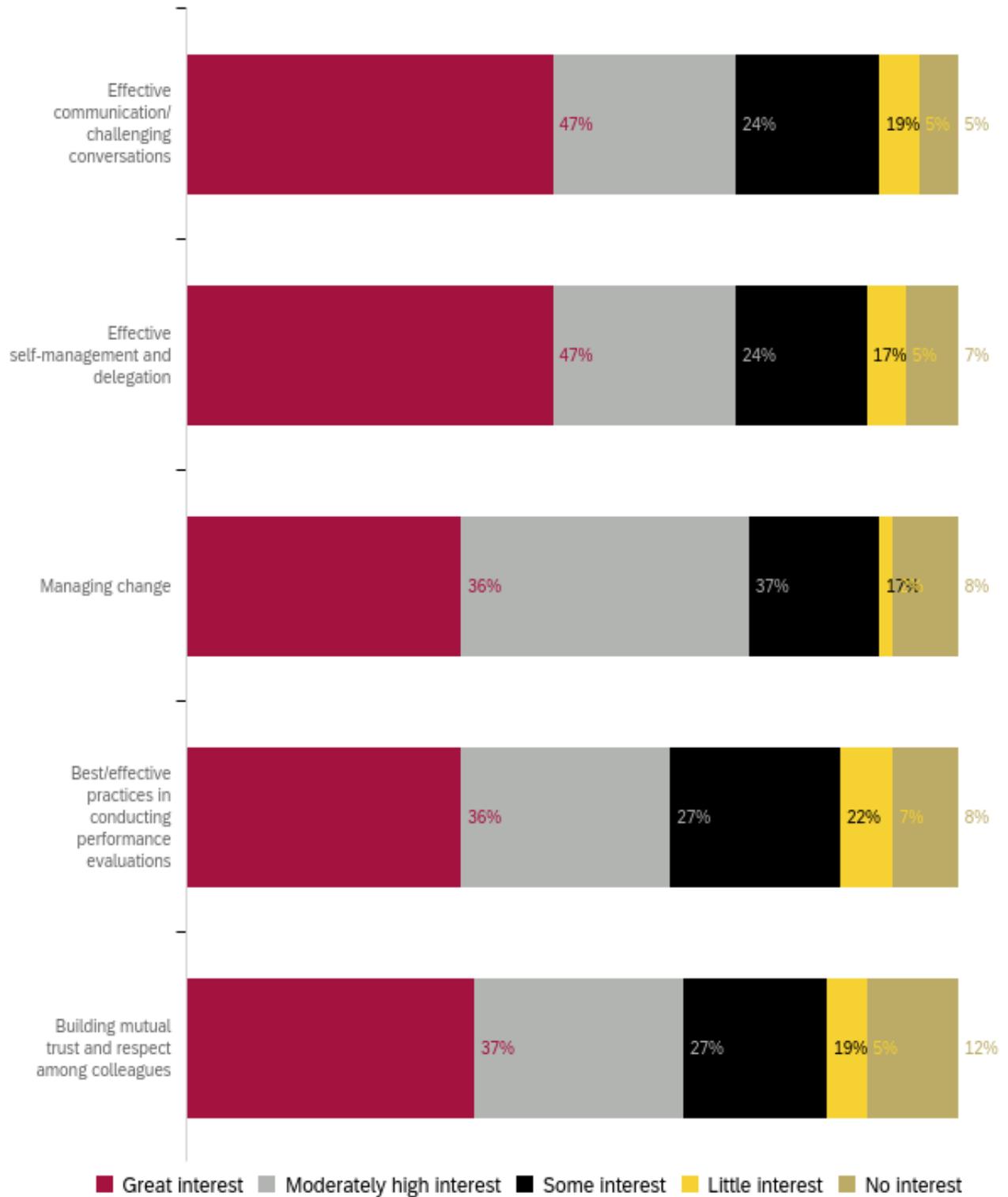


## Professional Development to Enhance your Work

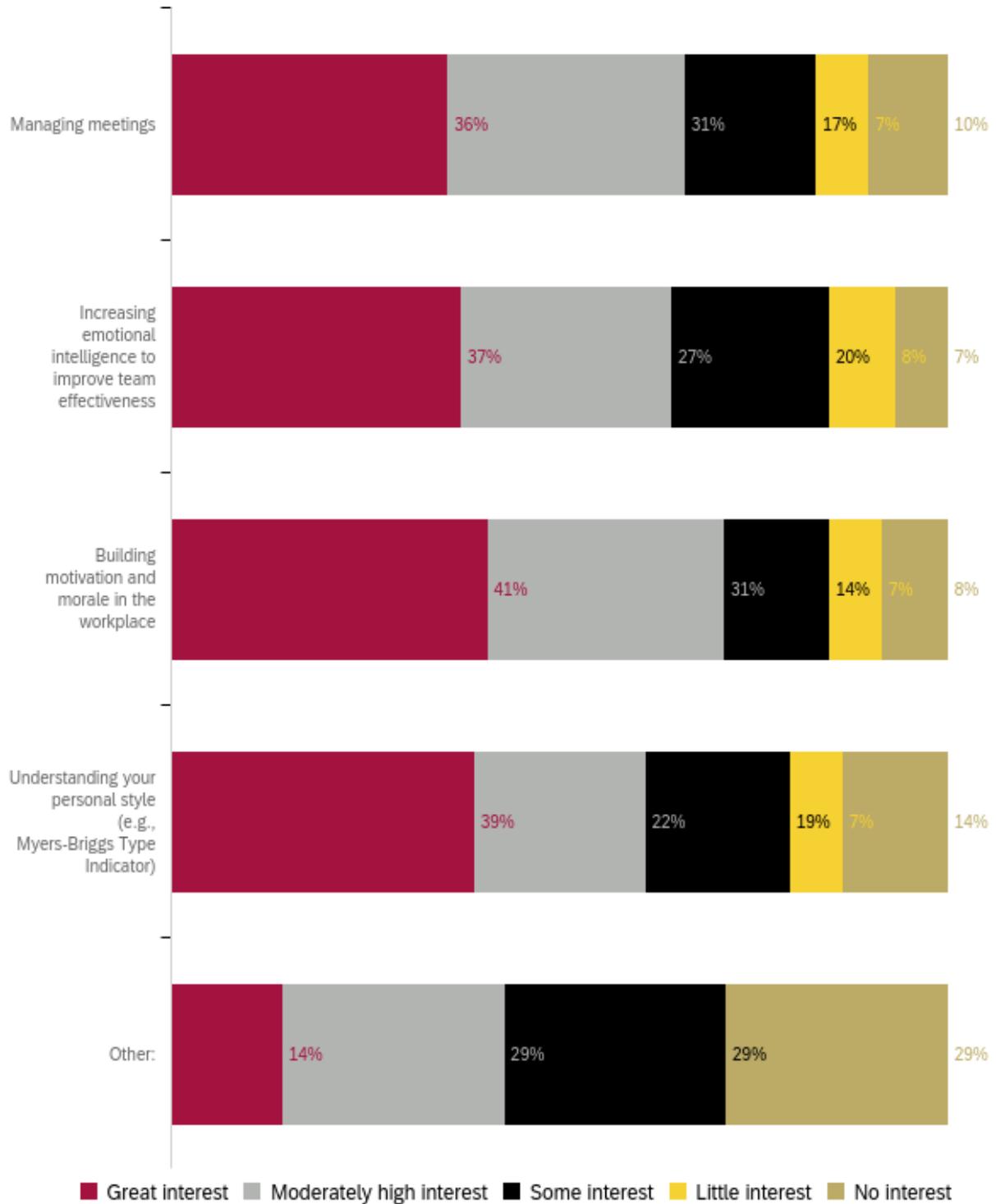




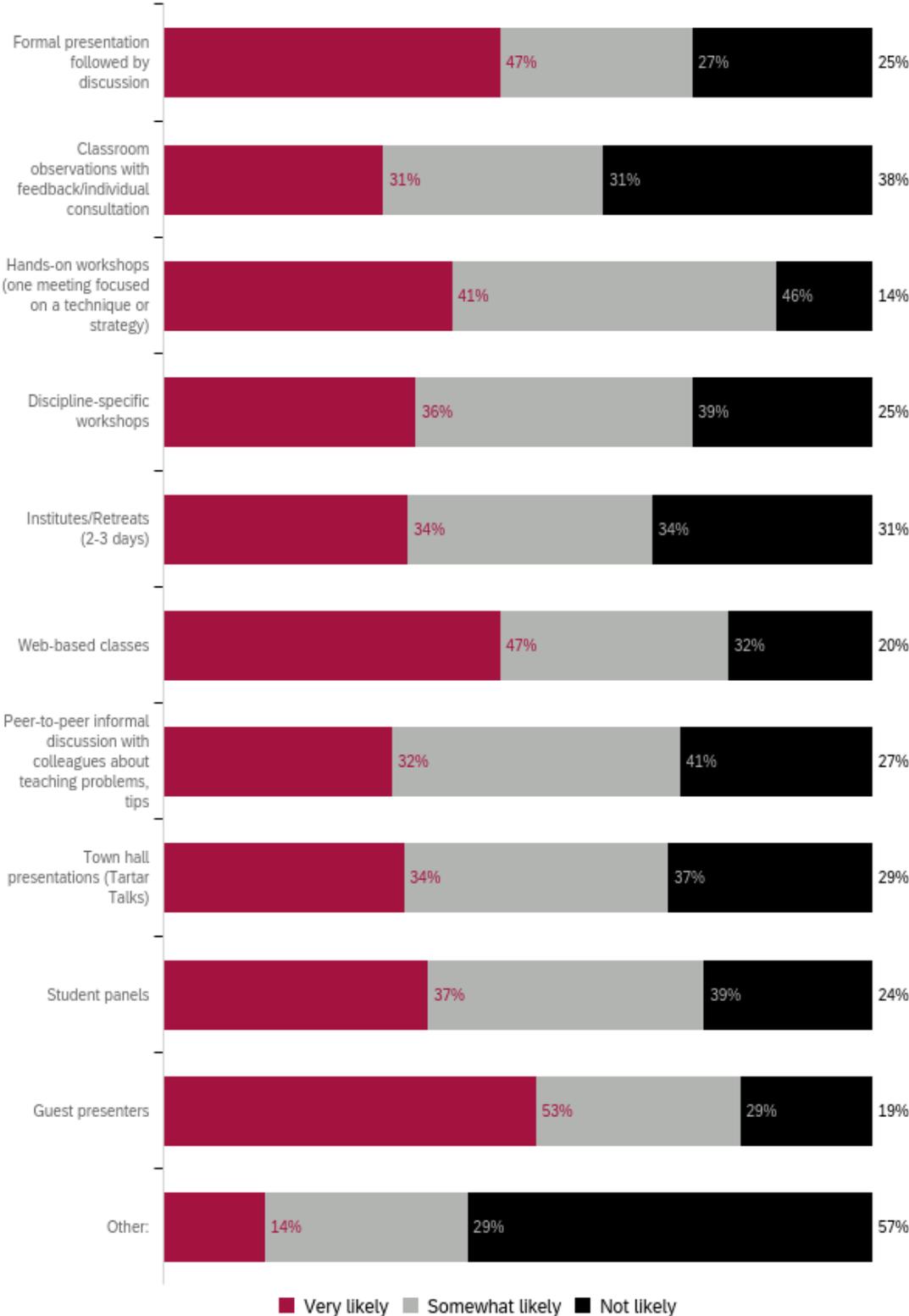
## Professional Development for Leadership Skills<sup>8</sup>



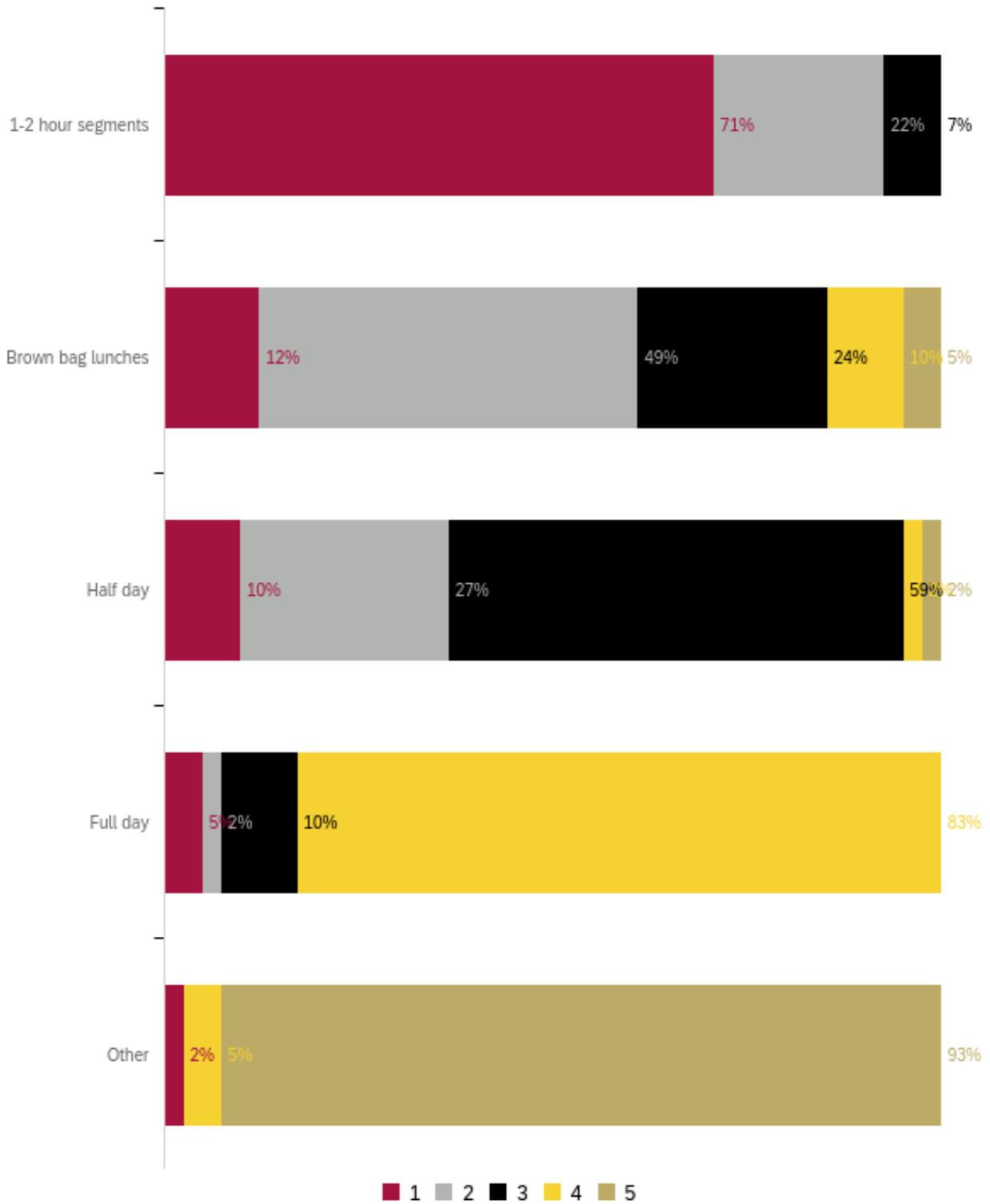
<sup>8</sup> "Other" responses listed in Appendix A



### Preferred Professional Development Format<sup>9</sup>

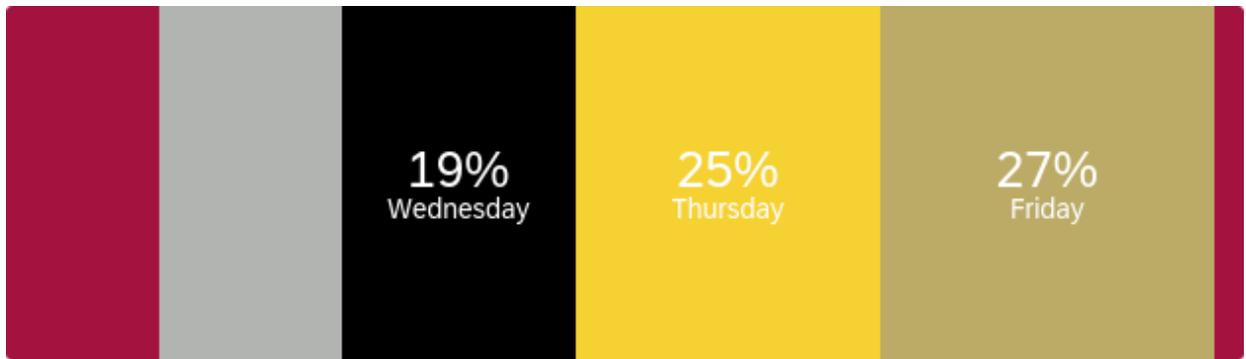
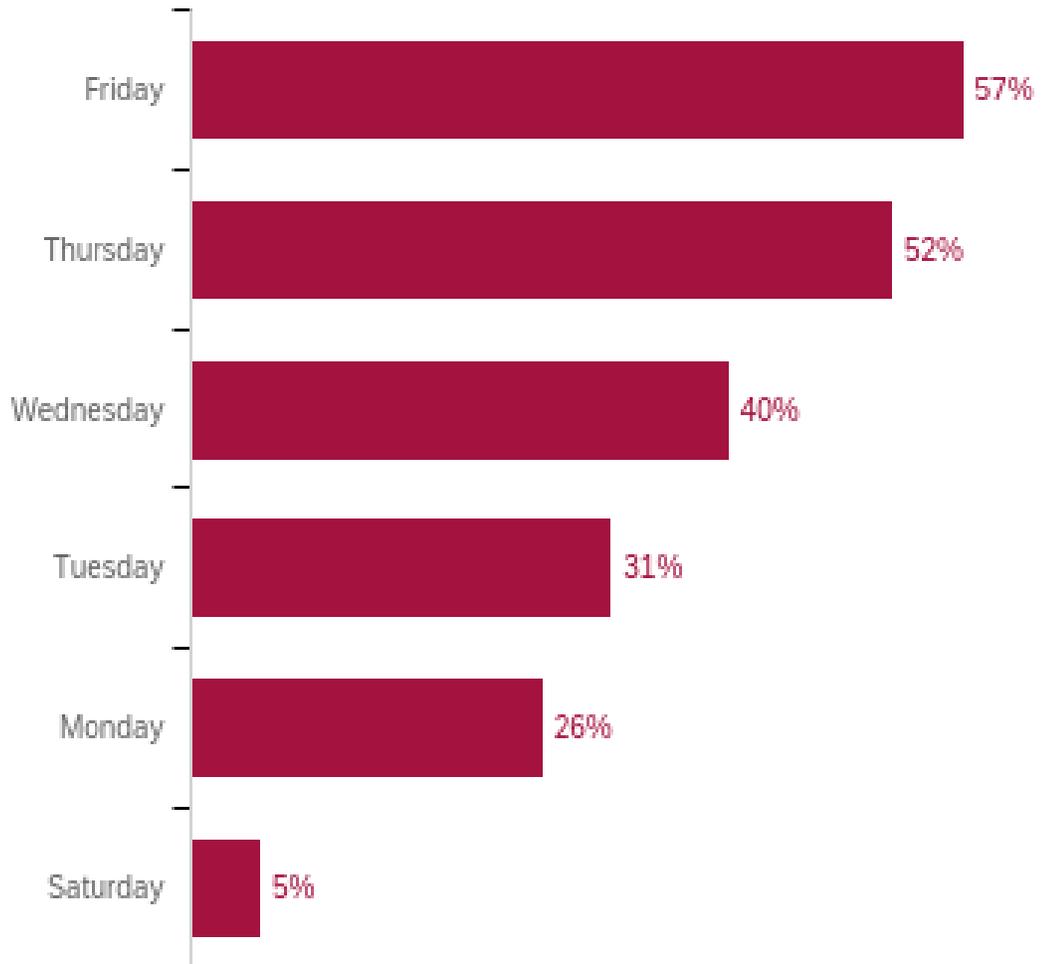


Preferred Format: Ranked 1 (first) to 5 (last)<sup>10</sup>



<sup>10</sup> "Other" responses listed in Appendix A

### Preferred Day for Training



Monday Tuesday Wednesday Thursday Friday Saturday

## What do you need to enhance your career?



### Summary:

The overwhelming majority of the comments (46) were regarding

- Mentorship and opportunities for growth and advancement within the College
- Foundational knowledge and new-hire orientation for policies, procedures, and the organizational chart
- Education for advancement: leadership skills, management skills, communication skills, organizational skills, and budgeting
- Software training: SQL, Banner, eLumen, Excel, and Microsoft Teams
- Information and support for pursuing an advanced degree or certificate
- Communication and respect from supervisors and administrators

Other concerns included wanting a salary increase, work-life balance, attending conferences, and a more flexible work schedule/telecommuting.

## Responses:

- One on one training with higher management teams. Learning the management positions
- Support throughout the college and professional development related to my line of work.
- Hands on Workshops
- Telecommuting option.
- Up to date and thorough organization chart for the whole college.
- I am currently utilizing outside resource to assist with enhancing my career. Online trainings, videos, and articles related to my field of work are tools that I use.
- More money.
- To learn how to support students in my area, I like to learn from other campuses and their practices
- Opportunities for growth that transition into pathways to promotion. Flexible work schedule and environment to increase morale and decrease burnout.
- More experience presenting to a wide range of groups.
- An opportunity
- the forces in helping students in the use of computer used.
- opportunities to interact informally with peers
- Advancement opportunities
- growth opportunities
- How to manage a budget (for a department or program). How to compose meeting agendas and hold effective meetings. How to submit a proposal (and to who) and what to expect from the College in response to support/deny proposals.
- Learn more about educational planning.
- Respect, motivation and good communication
- developmental plan
- Excel training
- continuous professional development on leadership skills, management skills, communication skills, and organizational skills.

- Support, mentorship, and professional development
- Retiring soon!
- Professional development opportunities, motivation and encouragement.
- I need a pay raise.
- better equipment
- More training and professional development
- Management building & sign up for engineering school.
- budget experience
- grant writing
- project management
- Advanced Degree
- I could benefit from leadership training.
- Updated best practices.
- Feedback, support, effective communication
- 1) More professional development related to new programs, applications the district is using/will use.
- 2) Professional development in new methods of doing business at the college (i.e. if there's a new way to process a budget transfer, etc.), including how to complete/fill out new forms (when applicable).
- training Microsoft Teams
- More customer service training/tactics
- More certificates and skills in regards to higher education
- Education/lecture workshops, courses, trainings, and presentations
- Technology workshops and certifications
- Curriculum building/enhancement training
- Outreach trainings and strategy building
- Taking classes.
- Transparency from supervisor and from administration. Support from my supervisor, administration, and campus police when students acts out of line. Respect from junior colleagues or new employees; there should be a training on respecting who and what has been at the institution and the amount of work we have put in.

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



**Summary:**

An analysis of the 30 responses reveals that most respondents want:

- Training from the Business Office, IT, and Human Resources to better understand their processes and timelines
- Sessions, including recorded sessions, regarding commonly used software: Banner, Microsoft 365, Argos, and the transition to BEST
- More staff and assistants
- Hands-on workshops
- Peer interaction—during and outside of trainings

Several respondents also mentioned:

- Learning about budgeting for an office
- Effective communication
- Conferences
- Collaborating across the campus and with other colleges in the region

## Responses:

- More professional development days that pertain to athletics
- Connecting/collaborating with various departments
- Hands on Workshops
- Learning about procedures and policy across campus. I often am not sure why something takes a certain amount of time or who to contact for something. If I knew more about how other departments functioned, I'd be more confident with how to tackle many issues.
- Learning more about other aspects that surround my job can help. I try to initiate that learning on my own.
- Supervisor, Hav we more understand of a co worker.
- Sometimes it is very overwhelming everything that is going on campus and staying informed. What will help me do my job better is not necessary a 2-3 hour training for every single resource on campus but websites or a data bank with all our resources that are constantly updated where I can find information quickly for a student. An accurate directory that helps me do referrals to other programs.
- Hands on learning opportunities presented in the way I learn best and directly related to my role.
- Including Queer and Transgender students, faculty, and staff in DEI discussions
- Conferences and Seminars at other campuses
- always incorporate fun and a hands on activity
- Support from colleagues.
- I have a good support system now
- Mentors
- More staff members (program manager and another program specialist)
- Grow opportunities at Compton College. Time management and organizational skills would help me do my job better.
- Admin Assistant
- Better communication
- More training on Microsoft Office 365. Not beginner level.

- Video On-Demand type lessons regarding the technical use of various applications (Banner Student, Argos, etc.). On call troubleshooter helpline for the same.
- Professional CPE's.
- Attending more transfer conferences.
- Effective communication
- Nothing comes to mind at the moment, except a courtesy meeting to learn if there are new processes to handle day-to-day business with the Business Office. For example, if there are new ways to process a Travel Request, what are the steps from beginning to end.
- Courses pertaining to student outreach and retention
- Understanding community (local) needs and interests in higher education
- Collaboration with various community colleges and other education institutes to strategize enrollment increases, student success and assess lacking resources
- Writing courses and exercises to enhance communication
- An opportunity for advancement and better pay.
- Training on when programs get updated. Also, there should be training for new employees or employees in new roles. It is unfair that the staff is held responsible for training these new employees or employees in new roles. Whoever hired him/her should be responsible to train him/her.

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



**Summary:**

The responses to this question varied widely. One theme that emerged was that of increased opportunities for leadership and advancement on campus. A particularly interesting suggestion is grouping trainings into a “course of study” track.

**Responses:**

- I prefer professional development that includes structured time to interact with colleagues.
- I believe that our campus is definitely offering robust PD activities, I just think some are too long and often stretch out with filler activities.
- Regularly include land acknowledgements in presentations, de-gender language (ie. saying "guys" to refer to a large group).
- Maybe more opportunities to advance in my career inhouse. Being able to see more in-house positions will be great.
- clubs or social events (ie: hiking groups or paint night)

- Providing an incentive for completing a "course of study" would encourage active participation.
- I am a temporary worker, I am trying to land a full time job at Compton College... I would like to have some assistance with job interview, or test taking to have a better chance to be a full time employee. I would love to assist student on their journey.
- To elaborate on what I stated in the previous question, a day to learn what are the ideal steps to conduct business with the Business Office. What's expected from us, and what we should expect from them (those in the Business Office). Also, it would be nice to know about the timelines from when we submit any work to the Business Office and to inform us when it's been completed.
- Quick videos that explain the professional development being offered by our own human resource representatives, those offering the service, and those who have taken advantage of them prior.
- Encouraging employees to bring about other beneficial professional development opportunities they have come across and/or been a part of.
- Creating our own trainings by our employees aside from the outsourced services.
- Make the topics interesting by offering different breakout sessions. Offer team building exercises.
- No games like scavenger hunts, etc. They are a waste of time, and we are adults at work, not children at play. Also, if there are giveaways, they should be conducted fairly.

## **Appendix A: “Other” Responses**

### **What is your ethnicity “Other” responses:**

- MEXICAN/AMERICAN
- Hispanic
- Mexican
- Latin
- Latin(a)/Hispanic, NOT Latinx
- Mexican-American/Latino/Hispanic

### **What is your area “Other” responses:**

- Athletics
- IE
- Instructional
- IT
- Financial aid
- BIS/ Career Education
- Vocational Technology
- Police Department
- instruction support
- Maintenance
- Maintenance & Operations

### **Non-participation “Other” responses:**

- N/A or “I did participate” (6)
- Just recently been added to receive emails.
- was not an employee at the time.
- I am a new employee
- I only work a few hours on campus, and I have a different full time job so I don't have the time to participate on your trainings, but I would love to participate

### **PD for GPD “Other” Responses**

- Some students are having problem with canvas. some students that don't check there campus email to check the email. Some students come to my work area there lost looking for there classes. I have help lost student to check there email and show them create account with zoom. Some of the students don't have computers or hotspot.
- Transfer

### **PD for Technology “Specific Applications” responses:**

- Excel (3)
- have a class or training session in how to use canvas.
- Qualtrics
- Updating/Maintaining Compton.edu webpages
- business office software
- Building Argos Reports
- have a class or training session in how to use canvas.
- CRM Advise
- entire processes of submitting proposals for our TST
- zoom, microsoft teams,etc.
- One Note and other obscure software in Office
- Adobe cloud

### **PD for Technology “Other” responses:**

- Zoom
- I have found out by students that they call a department and no one answers a phone call or reply to a email.
- EAB
- Argos Report Building
- BEST (replacement of PeopleSoft)

### **PD for Policies and Procedures “Other” responses:**

- 401k/403b PERS/STRS

**PD for Work “Other” Responses**

- American Sign Language

**PD for Leadership Skills “Other” responses:**

- Collective Bargaining Agreement Implementation

**PD Format (types of trainings) “Other” responses:**

- 1 hour
- Open
- Pre-Recorded Video Online
- All