

CSEA Survey

Welcome to the results of the classified survey. First off, thank you to all the members who took the time to fill out the survey. This document is an important first step to making our union a better organization for all the members. The survey was designed to find out how you feel about the union and explore ways to improve it.

All the results are presented here unbiased, and no comment, positive or negative, has been rejected or removed by the survey team.

Now it is up to all of us to utilize these results to improve our union and make sure all of our members are respected and included in our union activities.

Yours,

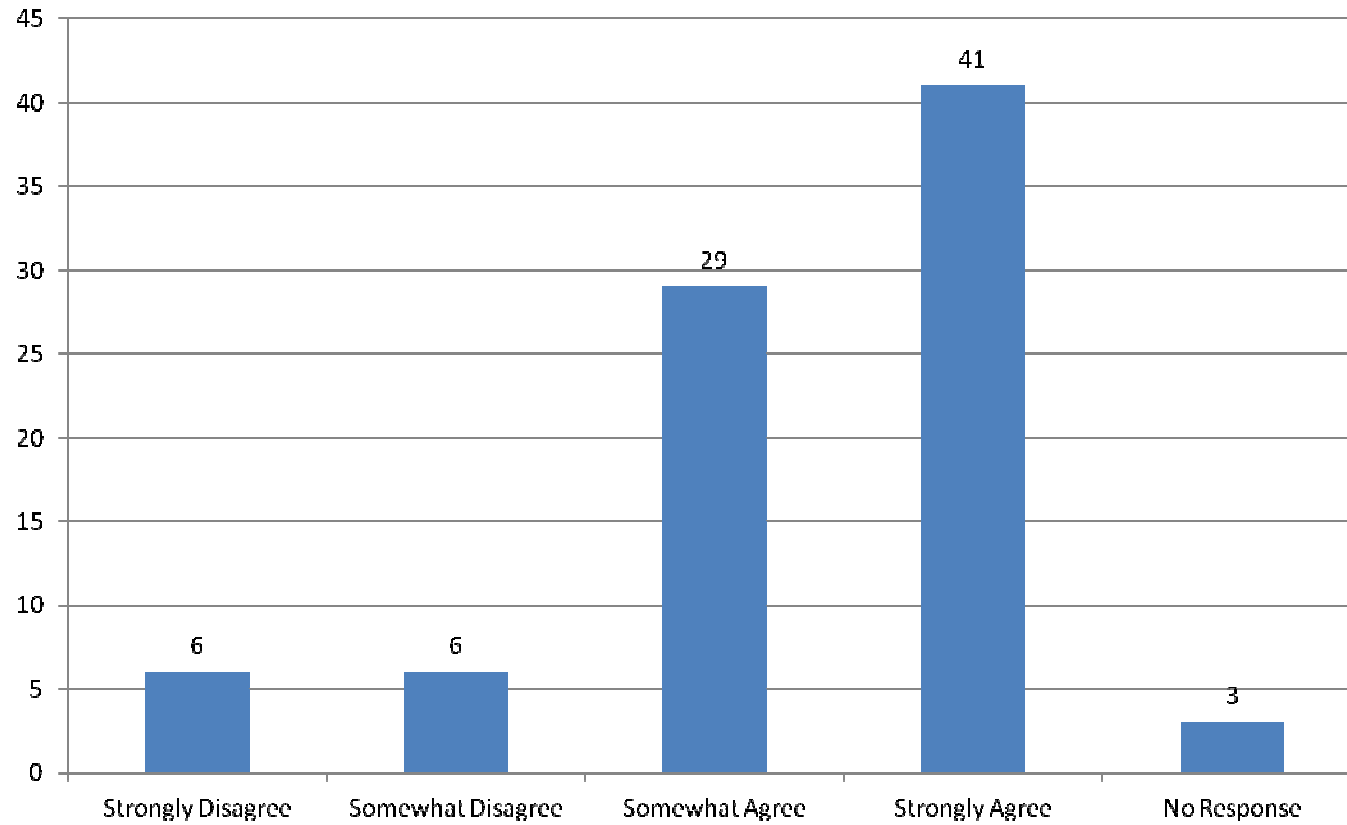
The survey team

Claire Christen, Rory Johnson, Jennifer Knight, Jeff Kelley, Mike Mendoza, Thomas Olivares & Cat Talbot

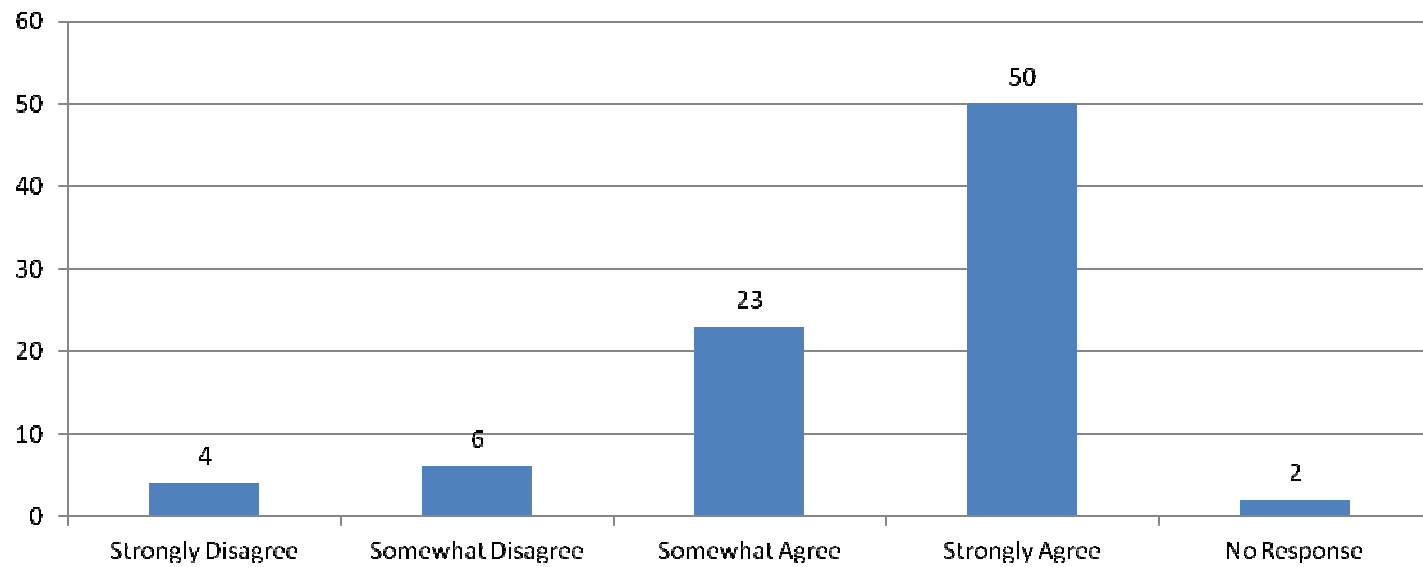
164 surveys were sent out

85 surveys were returned

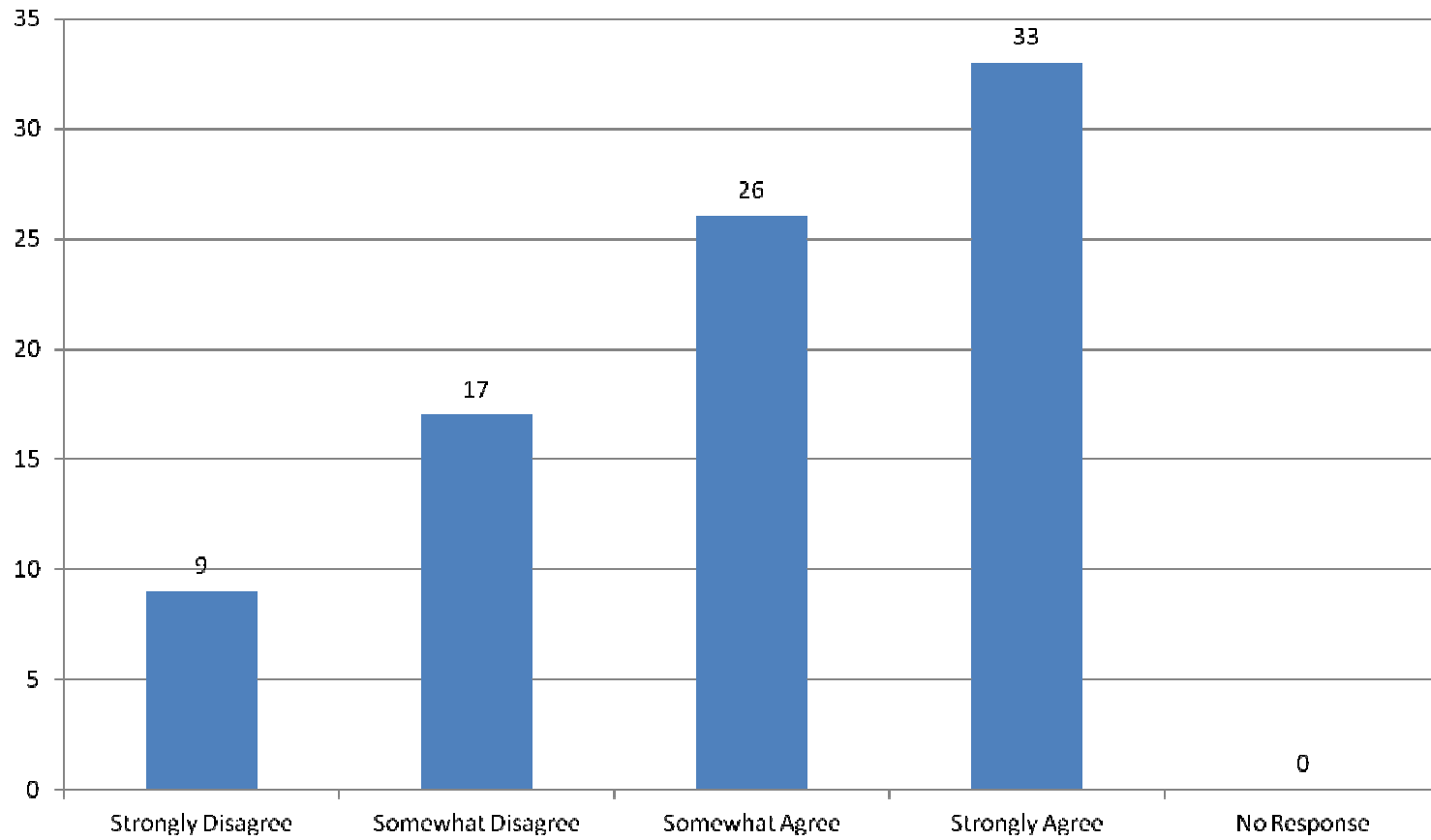
1. The Union has been effective in communicating to its chapter members



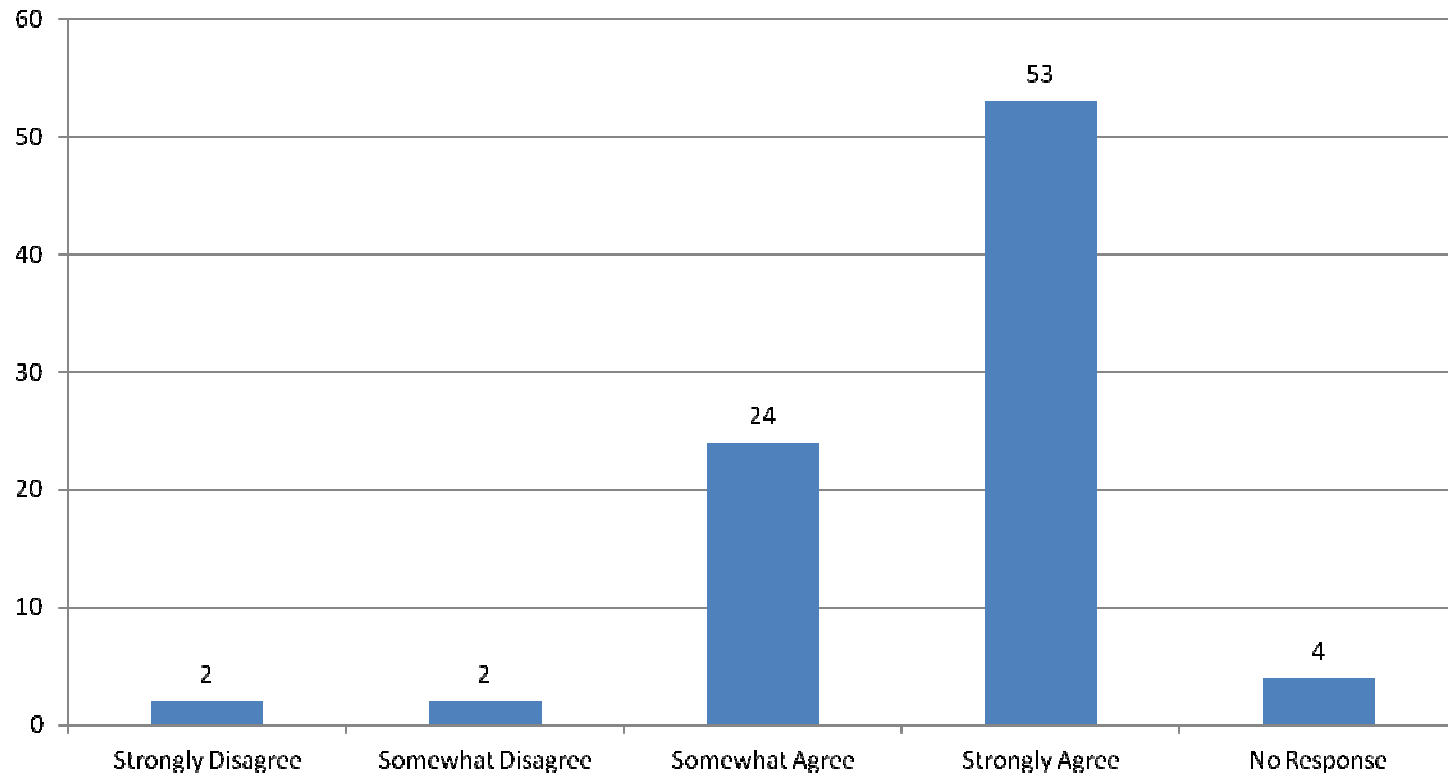
2. The union has been successful in negotiating for my health benefits



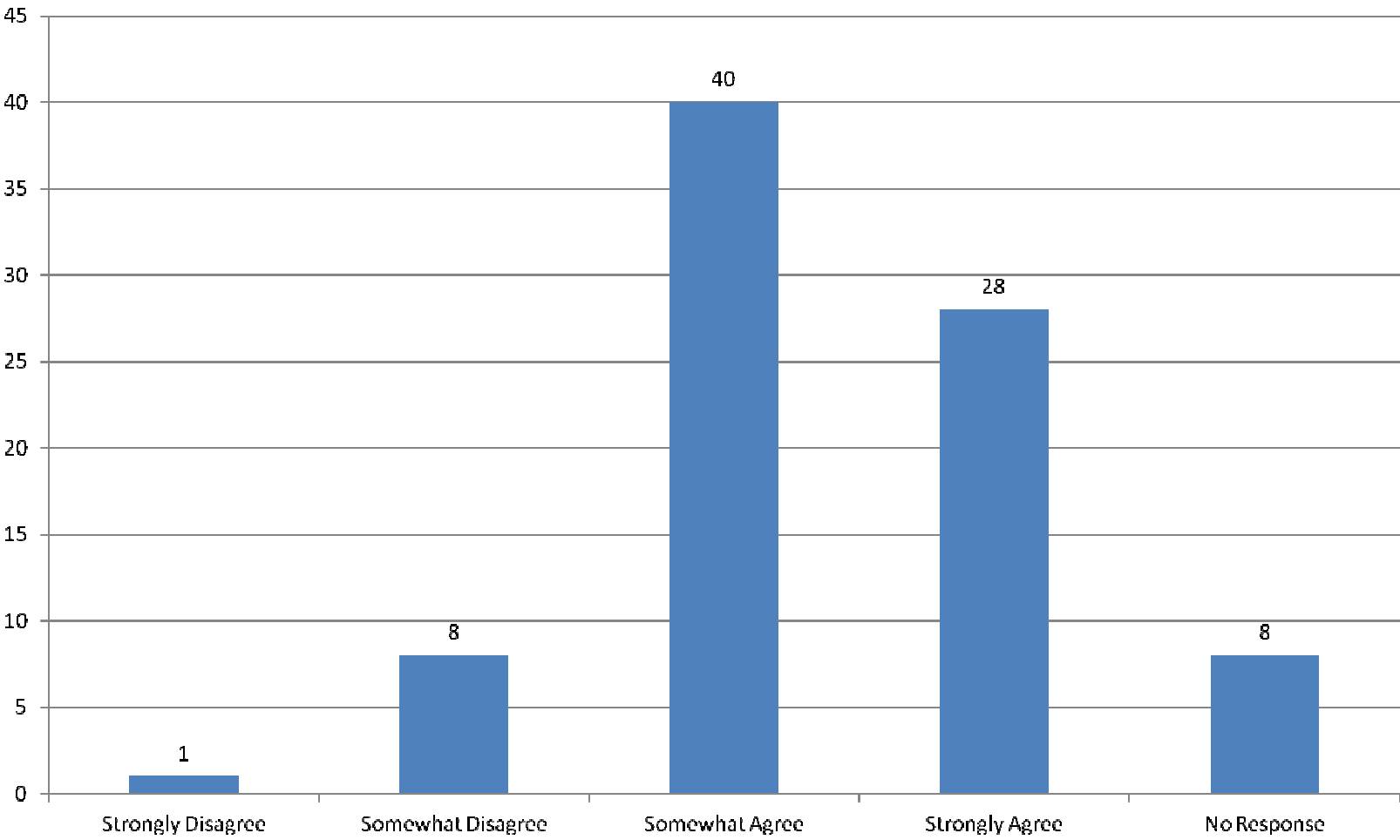
3. The union has been successful in negotiating my pay



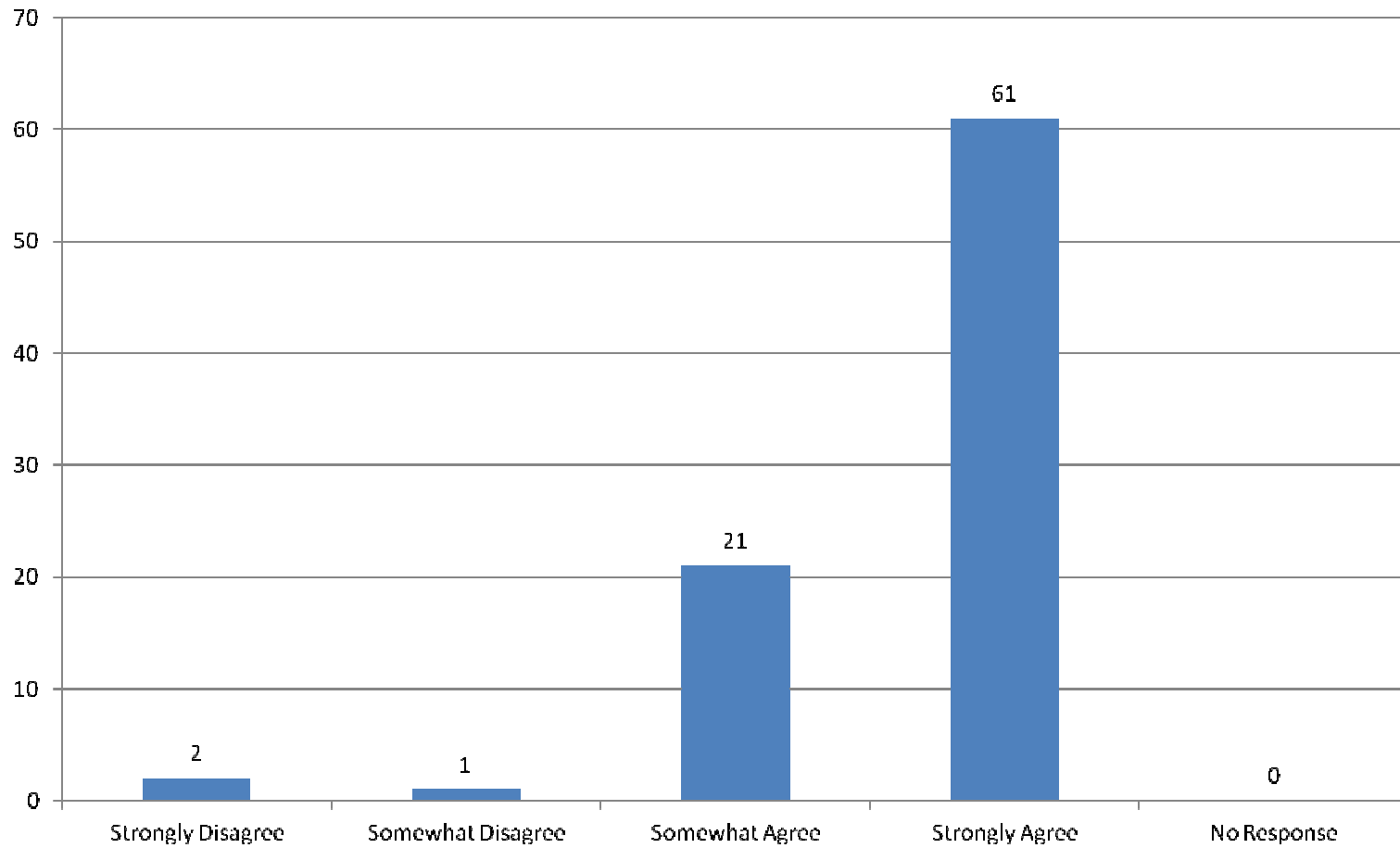
4. The union has been successful in preventing layoffs or furloughs



5. The union should work more closely with CRFO (Faculty Union)



6. Having Union Representation is important to me



7. In what areas do you feel the union has helped the most?

- Seeking out agreements that benefit the most senior members on the backs of those who have the least seniority
- Contracts, job steward help with personnel issues, helping to unite classified
- Preventing layoffs, addressing our concerns to the Board of Trustees
- Negotiations
- Preserving employee rights, pay, benefits
- Pay, Benefits, Employment
- Maintaining our medical
- No Layoffs
- Health Benefits
- Job Security
- I just started my full-time position and need more time to be involved to decide
- Retaining Job's

7. In what areas do you feel the union has helped the most? (Continued)

- Making our presence know to admin and board
- Don't Know
- Maintaining benefits
- Watching for contract violations
- Defend my jobs and positions and putting up a good fight when we lose them
- Helping to keep Board of Trustees informed and advocating for classified staff
- Protecting our benefits, job security
- Negotiations for benefits
- Our chapter has negotiated in good faith and has pursued grievances in righteous circumstances
- Keeping our benefits
- Collective Bargaining
- Local Issues
- Negotiating contract; striving to keep jobs in these tough times; compensation study questions.

7. In what areas do you feel the union has helped the most? (Continued)

- Awareness of and interpretation of "what's going on."
- I feel the union's hands are tied a lot , but when individual representation is needed there are able to help
- Maintaining health insurance
- Just having the union to protect us
- Health Care
- Salary and benefits negotiations!
- Everywhere
- Health care; benefits
- Keeping layoffs at bay and keeping health benefits
- Job Security

7. In what areas do you feel the union has helped the most? (continued)

- Standing up for what is best for all of us
- Salaries, health
- Grievance process, job steward help with recent evaluations dispute very helpful
- Contract negotiations
- Negotiating health and welfare benefits, preventing layoffs/furloughs, advocating for its members (by filing grievances etc.)
- I am part time and yet I feel I have as many rights as full time employee
- Maintaining competitive wages
- Representation at Board of Trustees. Informing members of rights.
- The job stewards have been great
- Negotiations
- Health Benefits
- Keeping informed on actions by the Board of Trustees
- Negotiating benefits
- In protecting our benefits

7. In what areas do you feel the union has helped the most? (continued)

- Don't know
- Health benefits work environment
- Being involved
- Pay and health benefits
- Getting rid of Marsee
- Health insurance
- All
- Health, political information given well, camaraderie, friendly
- I have faith in the state organization. Chapter 509 needs improvement. State level protection of PERS.

8. In what areas do you feel the union could improve?

- New employee recruitment. Considering ALL members in negotiations not just those who have been working for the district the longest
- Let's continue to be a strong, unified professional body, dedicated to student success and serving CR to make it all it can be
- Better Communication with the chapter. more outreach to the community
- With 1/3 of members having been employed for more than 15 years and hearing more than a few of them complain that there have been few COLA's offered during this time it's easy to see why it feels like many have apathy with regard to the union. There are issues with my work environment that I believe were brought to the union's attention but to date I have heard nothing back regarding them.
- Less emphasis on politics (at the state assoc. level)

8. In what areas do you feel the union could improve? (continued)

- It has protected the jobs of people who should have been reprimanded and terminated for dereliction of duties
- Communication. More newsletters would do the trick
- Not sure
- Getting people involved.
- Communication with members on what's going on. Although the union is better than Administration on that issue.
- We need to assure that members will have medical insurance after they retire
- Standing firm to not lose all we have gained over the years
- Make people do their work
- Just need to maintain representation of classified on committees and stay involved and visible
- A) Stop backing down to district financial demands. B) conflict resolution amongst members: do not rely on H.R. to resolve problems

8. In what areas do you feel the union could improve? (continued)

- It could be better represented in some committees
- Class Staff wages and outrageous workloads that are only getting bigger
- The vote of no confidence was ill considered, even if it was justified...the problem was the Board's CEO and the vote should have been directed at him
- It would be nice if more people were involved
- Community service
- I don't think the corporate part of the union should be using our funds for endorsing only one political party. The money we send to them should be spent on the union members, not lining their own pockets and political ambitions.
- More flexible in compromises
- Not spending so much to send reps to conferences
- Communicating/cooperating with other unions/constituents on campus for college cohesion

8. In what areas do you feel the union could improve? (continued)

- Stop making the members feel like they are less than. Listen to everyone with a open mind, some of the best ideas come from the strangest conversations/people. We are all "one" brothers and sisters that have to stick together to beat the district
- Pay-Ratio of managers to staff needs to change
- Communications could be better
- Not enough info for very important matters (currently-summer furlough-I expected more info at Feb meeting but was exected to vote without answers
- I think they are doing the best they can with the difficult times we are in
- Continue to keep meetings moving at a good pace. Too often we get caught up in personal feelings/attacks & misinformation
- Check periodically to see if equality is there and if something seems questionable, suggest ways to change to benefit an employee

8. In what areas do you feel the union could improve? (continued)

- Every one needs improvement but I haven't noticed where the union needs to at the moment.
- We need a stronger classified voice especially to the BOT continue to cement relations to CRFO
- Negotiate more release time for officers or others participating in union activities/trainings :)
- Health insurance for parttime is very pricey. It would be nice if half of my paycheck each month wasn't gone to medical cost. It's free for full time, why not part time?
- 1) Make information regarding contract, bylaws, etc. readily available. 2) Follow guidelines in bylaws. 3) Provide members onsite training on rights and negotiations, etc.
- The union is doing a wonderful job. I for one appreciate all that you do for us.
- Strength

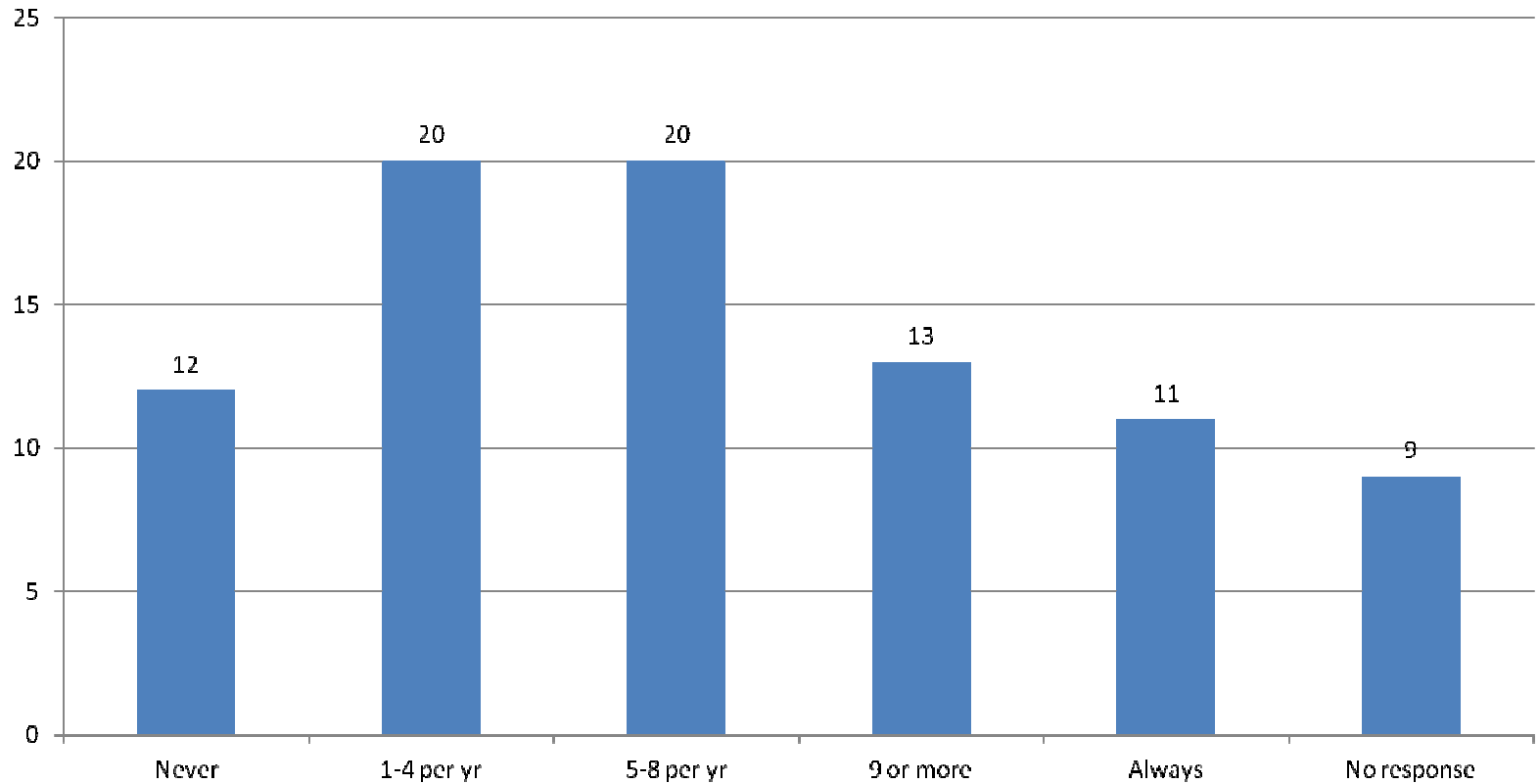
8. In what areas do you feel the union could improve? (continued)

- Pay attention to reorganization processes, especially management changes
- If the CRFO and CSEA have other social gatherings (i.e. picnics) they should probably make it an all college event instead of omitting some groups (i.e. classified managers) who have no representation and are not administration
- General communication-staff development-fostering morale and better attitudes
- Keeping step raises, helping us get paid more
- in keeping us more informed of what is happening
- Don't Know
- Stop the 19hr/wk with no benefits
- Salary negotiations
- More email contact w/others who are not able to make meetings
- Bringing up the lowest paid salaries making sure the bottom people aren't getting trickled down on

8. In what areas do you feel the union could improve? (continued)

- I think you do a great job
- doing a great job
- Chapter 509 needs to be more transparent in function. Nothing needs to be secret from membership. The members may have good ideas too. Timely presentation of negotiations so appropriate dialogue can take place. Ratification meeting followed next day by vote does not allow membership time to confer. The executive board withholding information from membership does not inspire trust and confidence.

9. Please rate your attendance at monthly chapter meetings.



Response = Never

Please rate your attendance at monthly chapter meetings.

- My dept. is presently understaffed by 50% and there are days if I'm lucky to get lunch so to attend a meeting at noon is very difficult. Bottom line do I feed myself going to a meeting
- I just started full time job
- Live too far away
- I've never heard of chapter meetings
- I work with young children where teacher:child ratios rarely allow for my absence
- I've just never had the inclination to. There is also a lot of "us versus them" between classified union, faculty union, and admin that is a huge turnoff
- Don't have the time to spare
- ratio/class issues
- Never during times that I can go, I'm always working
- I am the receptionist for the counseling/advising/career/transfer area and don't have work studies to cover office

10. Please indicate why your attendance is the above.

Question 10 refers to question 9, *Please rate your attendance at monthly chapter meetings.*

The next four slides are the responses received grouped by the choice made to question 9.

Response = 1-4/Yr

Please rate your attendance at monthly chapter meetings.

- I'm too busy most of the time to attend.
- Distance.
- Hired in November.
- Have attended all but 1 meeting so far.
- Workload can't get away for meetings.
- Part time, Not actively involved.
- I work until 12 pm.
- Can't take any extra time away from work day.
- don't want to leave my work post unattended, as it affects students when I'm not present.
- Too busy at my job.
- Short staffed, feel bad to leave the office. Supervisor encourages us to go though.
- I'm not a member so I can't vote.
- It's a long story.
- Many times too busy.
- Not aware of meeting schedule.
- Because of busy schedule or I forget to attend.
- work away from location/only one in my office.
- I attend when there is an important issue or vote.

Response = 5-8/Yr

Please rate your attendance at monthly chapter meetings.

- busy-we could alter meeting times.
- My job inhibits my attendance at times.
- There have been times when there was not enough office coverage.
- sometimes I have a student with me and rescheduling isn't practical.
- Availability during 12-1 meetings.
- Work sometimes pulls me away from attending.
- meeting times off my shift.
- sometimes lunch time needed for personal time/issues.
- Not always able to leave my work area due to shortage of staff.
- Workload.
- I have a high level of interest in chapter business (thus why I attend so much) as a custodian, I am called on special work during meeting times (thus my low attendance).
- depends on what else is going on that day.
- sometimes hard to leave at the appropriate time.
- My job takes me off campus regularly so I am sometimes not here.
- Until recently I did think the union was addressing issues relevant to most members.
- Been to each one since I was hired.

Response = 9 or more

Please rate your attendance at monthly chapter meetings.

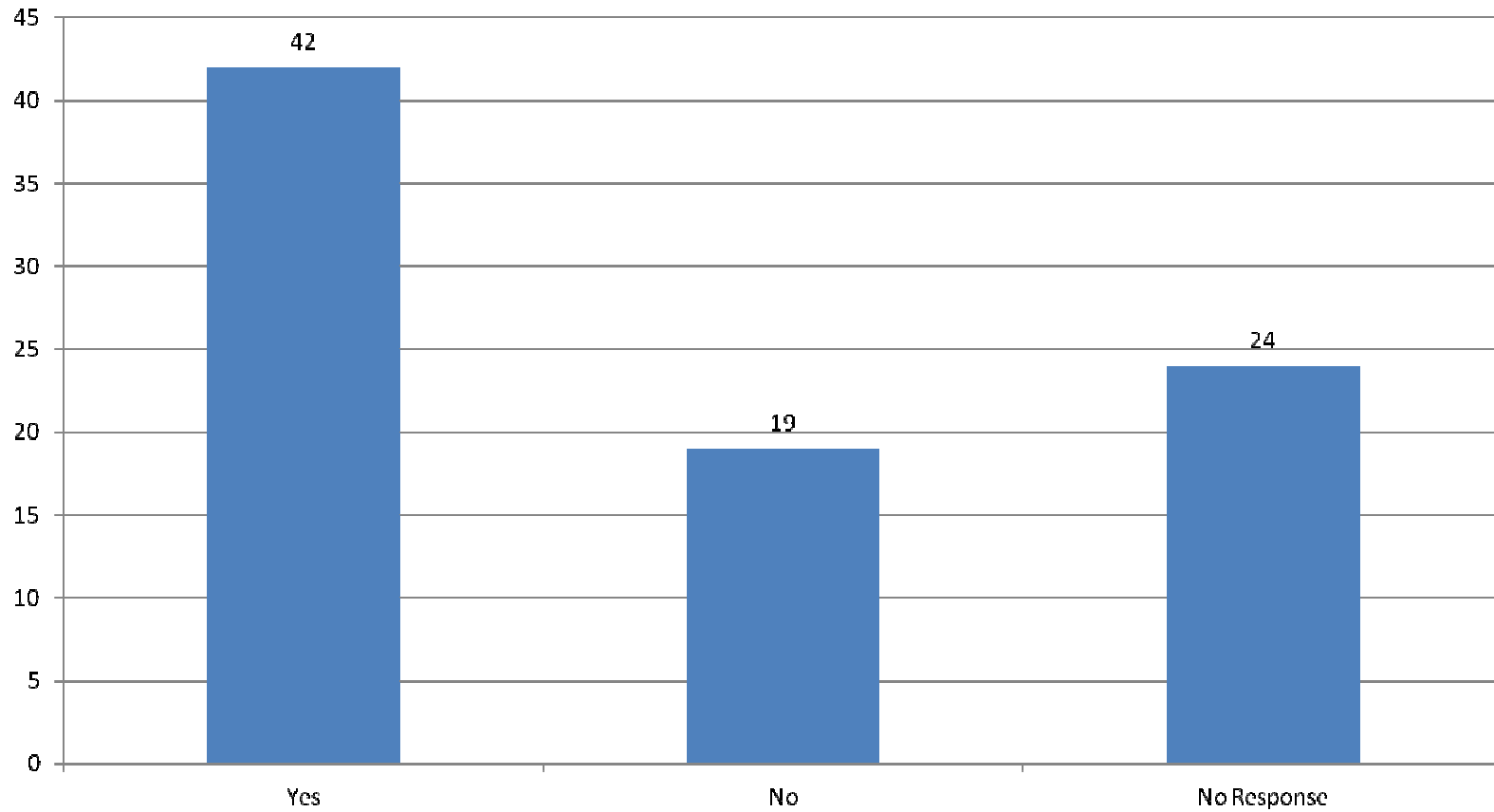
- Cannot always get away.
- Because this is how many times I have gone to meetings!
- Interest.
- Sometimes I have to work.
- Depends on workload at any given time of year.
- Have occasionally had conflicts.
- Conflicting meetings, job priorities.
- Would be 100% but sometimes out of town.
- 10 month employee off in summer.
- I go as often as I can get away, I don't always work on meeting days as I am part time.
- I go more often now, when my workload allows.
- I want to help.

Response = Always

Please rate your attendance at monthly chapter meetings.

- I feel it is very important to participate in the decisions made about my wages and health benefits.
- Unless ill or on vacation. A strong union needs strong, involved, committed members.
- I want to know what is going on-like to be informed.
- Because it is the right thing to do.
- Wish to stay aware/apprised of things occurring in the district in general and things involving staff; like to get union perspective on California elections.
- I am interested in what occurs at the meetings.
- I believe that it is the best way to stay informed and also to participate and vote on the issues.
- To stay informed.
- I enjoy the meetings and feel that it is important.
- The one hour format needs to be managed carefully to allow membership participation in area vital to chapter 509.

11. Would you attend chapter meetings if they were at a different time?

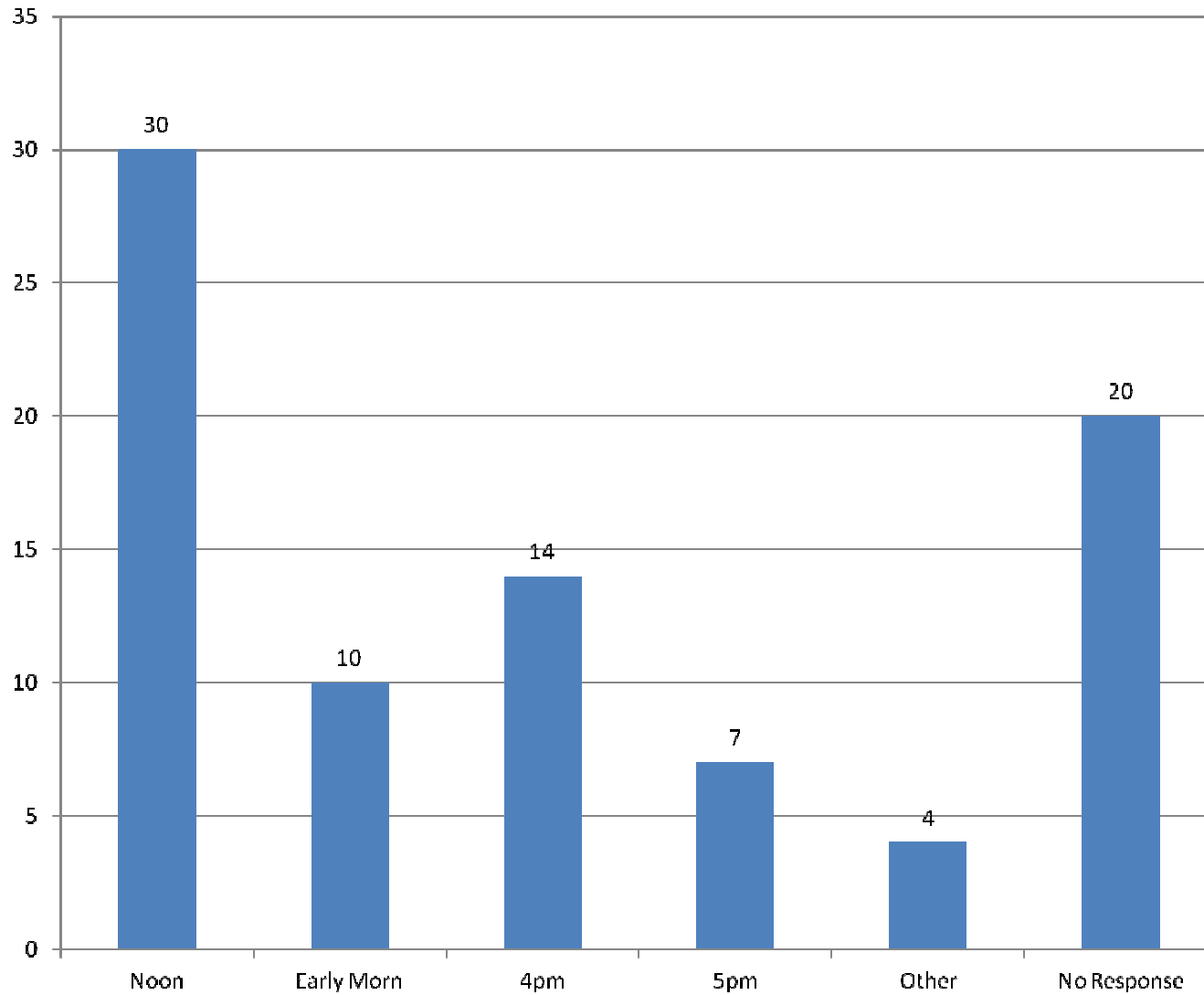


These are responses written below question 11. (Would you attend meetings if they were at a different time.)

- Attendance depends on time
- Attendance depends on time
- Perhaps
- If meetings are Mon/Wed I wouldn't be able to attend
- Noon works great, if changed, prefer mid to late afternoon
- 12 to one works
- My schedule is always affected by student need
- I attend when I can
- Depends on time
- I would go no matter what
- Noon was better when college hour at noon.
- Academic schedule can interfere with noon meeting. The year the meetings alternated between noon and 4:30pm was non-productive-never the same members present. Poll members for best time each semester or at least each year

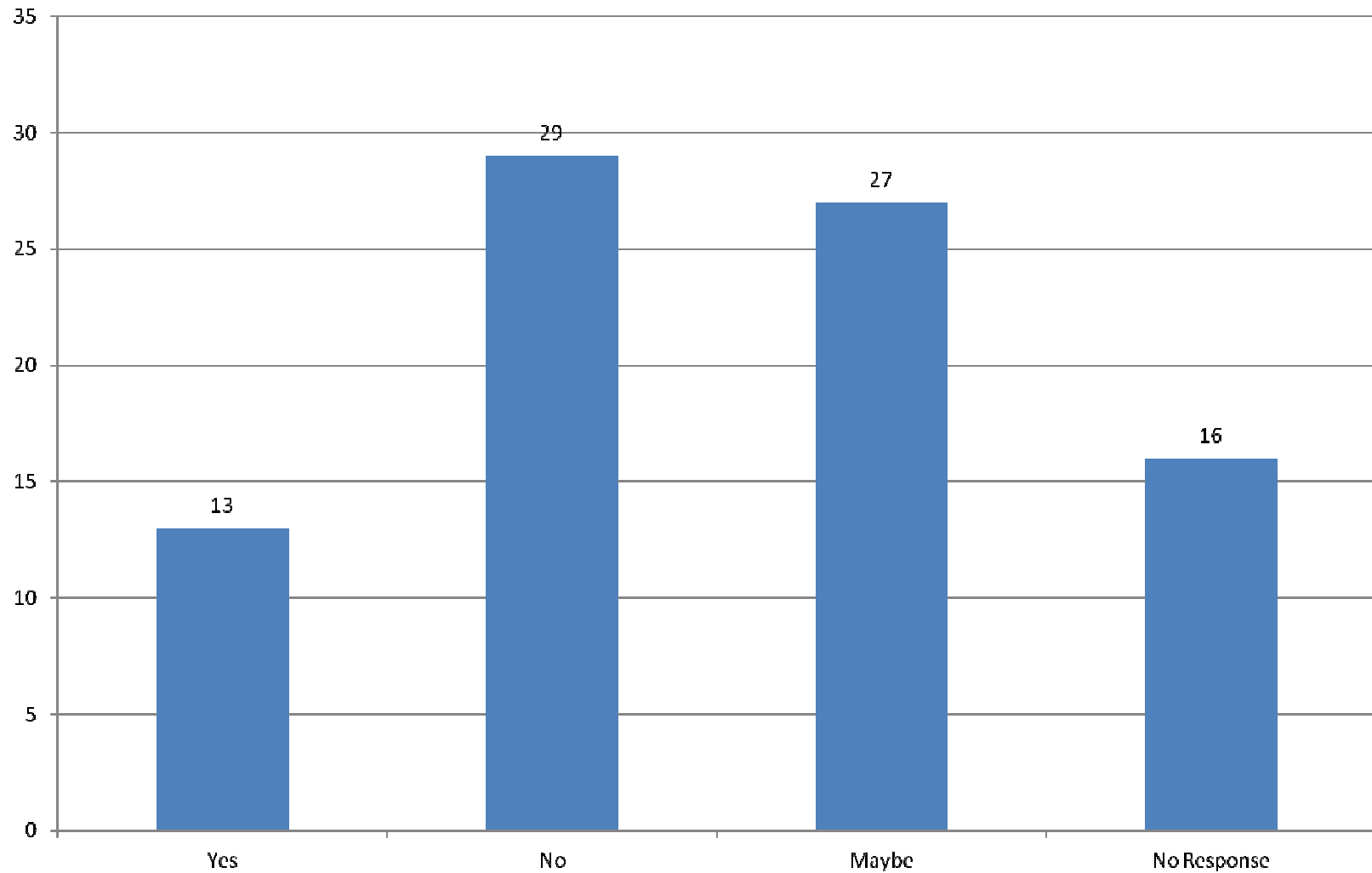
12. What time would work best for chapter meetings

“Other” responses



- Anytime but 5pm
- 3pm
- 3pm
- 3pm

13. I am interested in becoming more involved with my union.



Response = Yes

I am interested in becoming more involved with my union.

- I feel the union leadership has been concentrating on members who have more seniority rather than all the members.
- We conducted a compensation study last year, because we do not make as much as other schools and nothing has been done.
- It's important.
- My goal is to make it to as many meetings as possible and to become knowledgeable as to the issues.
- It is important to stand together.
- Build unity.
- The more members involved, the better our bargaining unit will function.
- Better credibility from within and from BOT, Admin, Faculty, Staff and public (taxpayers).

Response = No

I am interested in becoming more involved with my union.

- As involved as I can be.
- Doing the best I can now.
- Been there, done that.
- Same reason I can't get to meetings (too busy).
- I lack the attention span.
- I am much more involved in the last few years and would like to maintain the involvement I have now.
- Busy.
- I am involved enough already.
- Retiring, but in previous years I simply haven't been interested.

Response = No

I am interested in becoming more involved with my union.

- Already involved as I can be.
- I have limited hours here and I live far from C.R.
- No extra time.
- Forced to pay dues, so that's enough.
- Involved enough, workload doesn't leave space.
- I'm not a member.
- I want to be informed more than involved. My memory is terrible. Someone with a better memory than me should be involved
- Article 14 in contract-"Management Rights".
- I don't want to be part of the "us vs. them" culture.
- Don't have the time.

Response = Maybe

I am interested in becoming more involved with my union.

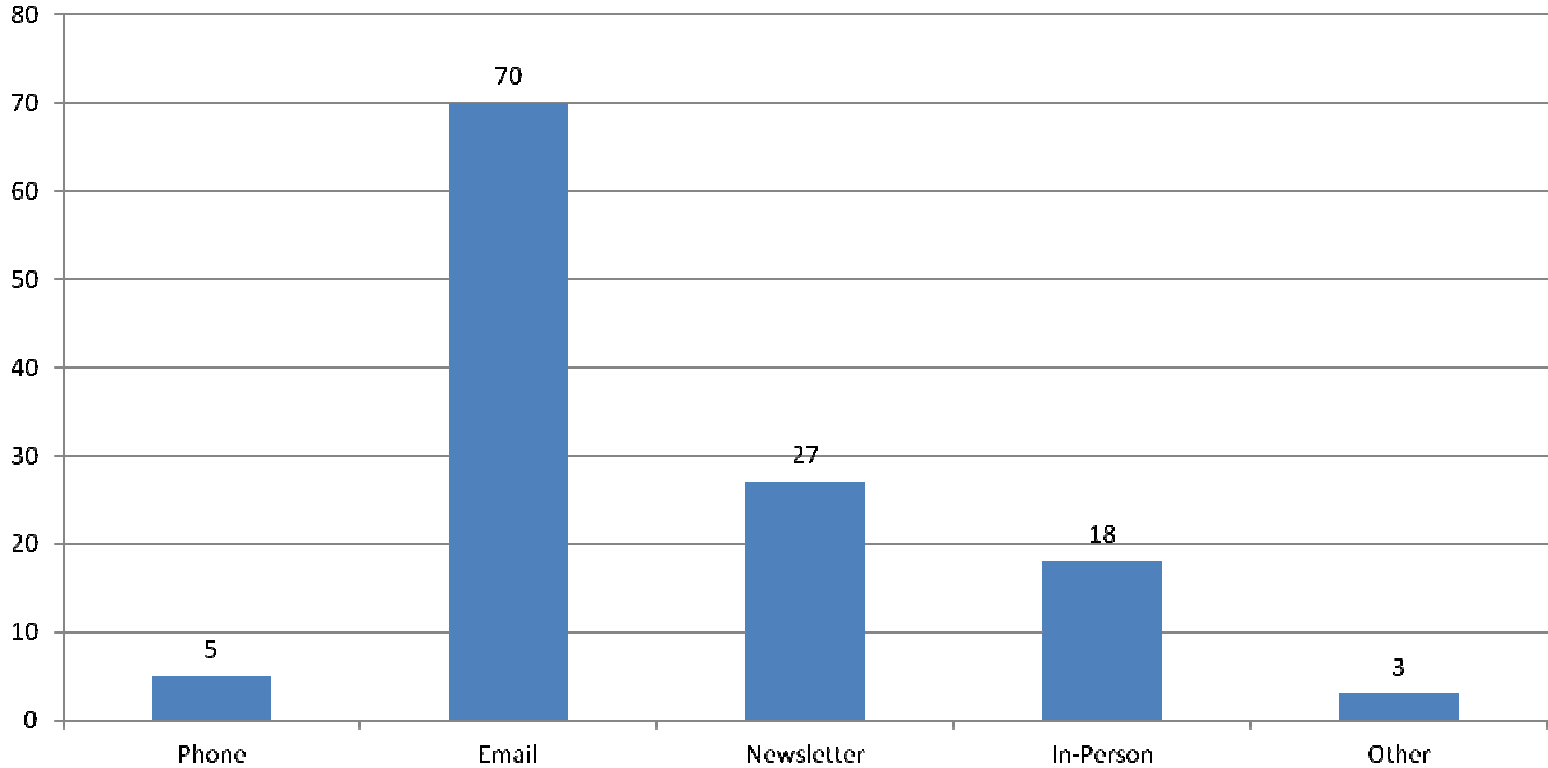
- My father just had a massive stroke on 3-2-11 and between work, mom and hospital visits, I am at my max.
- Time and what's involved.
- Already involved.
- My workload and frequent need to deal w/student issues makes it hard to commit.
- Embarrassed by juvenile antics in Madison and PEU indifference to national plight. PEU role in Calif. Having one of the few highest per capita public debt, 4th worst credit rating of 50 states
- Depends on time commitment.
- I live so far away but will be supportive when I can.
- I'm pretty involved as it is.
- Already have.

No Response

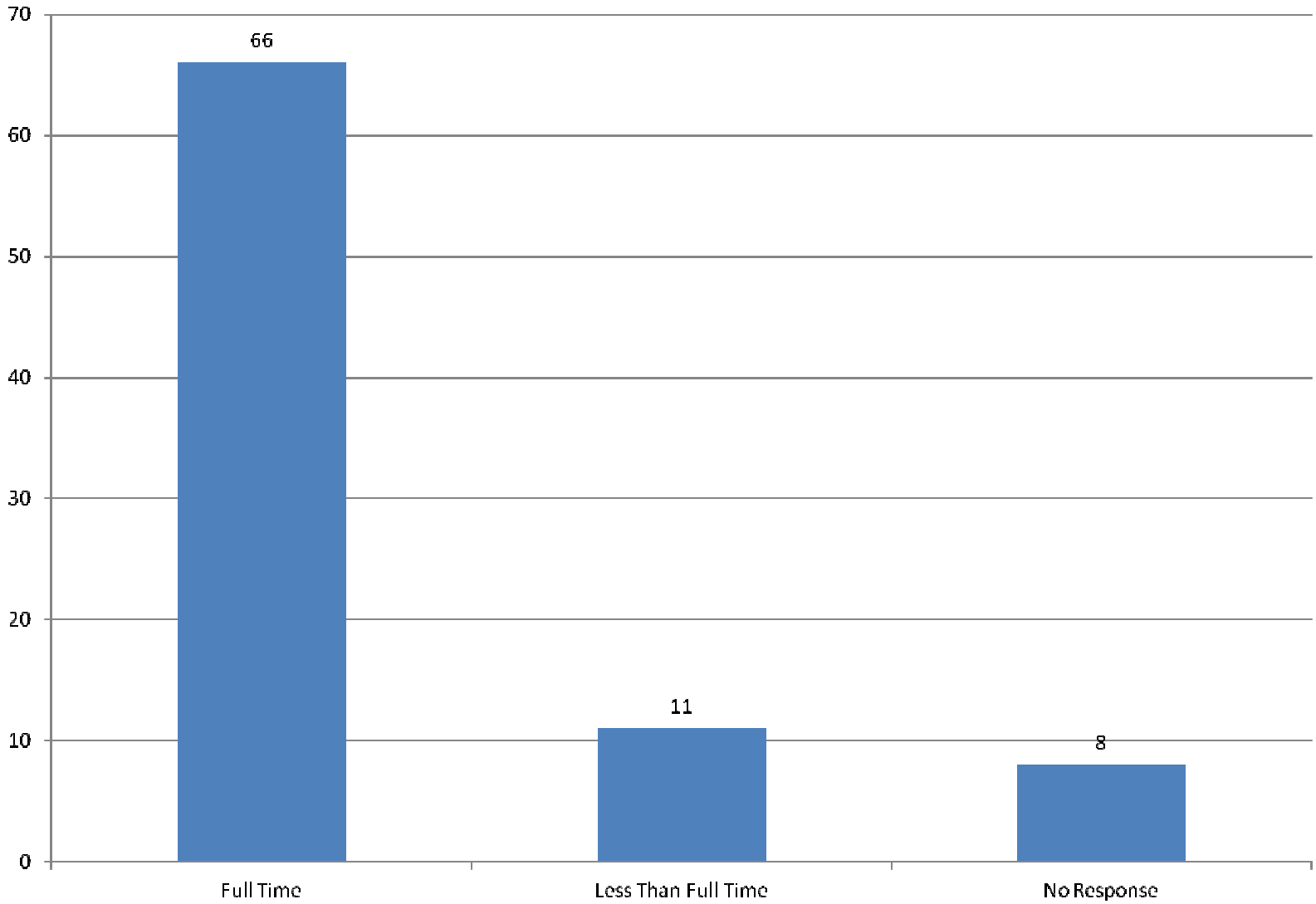
I am interested in becoming more involved with my union.

- Decreasing staff and increasing volume of work
- I am retiring end of June
- Not at this time, commitments outside employment here require most of my time
- I recently increased my participation

14. What would be your preferred mode of communication from the union? (circle all that apply)



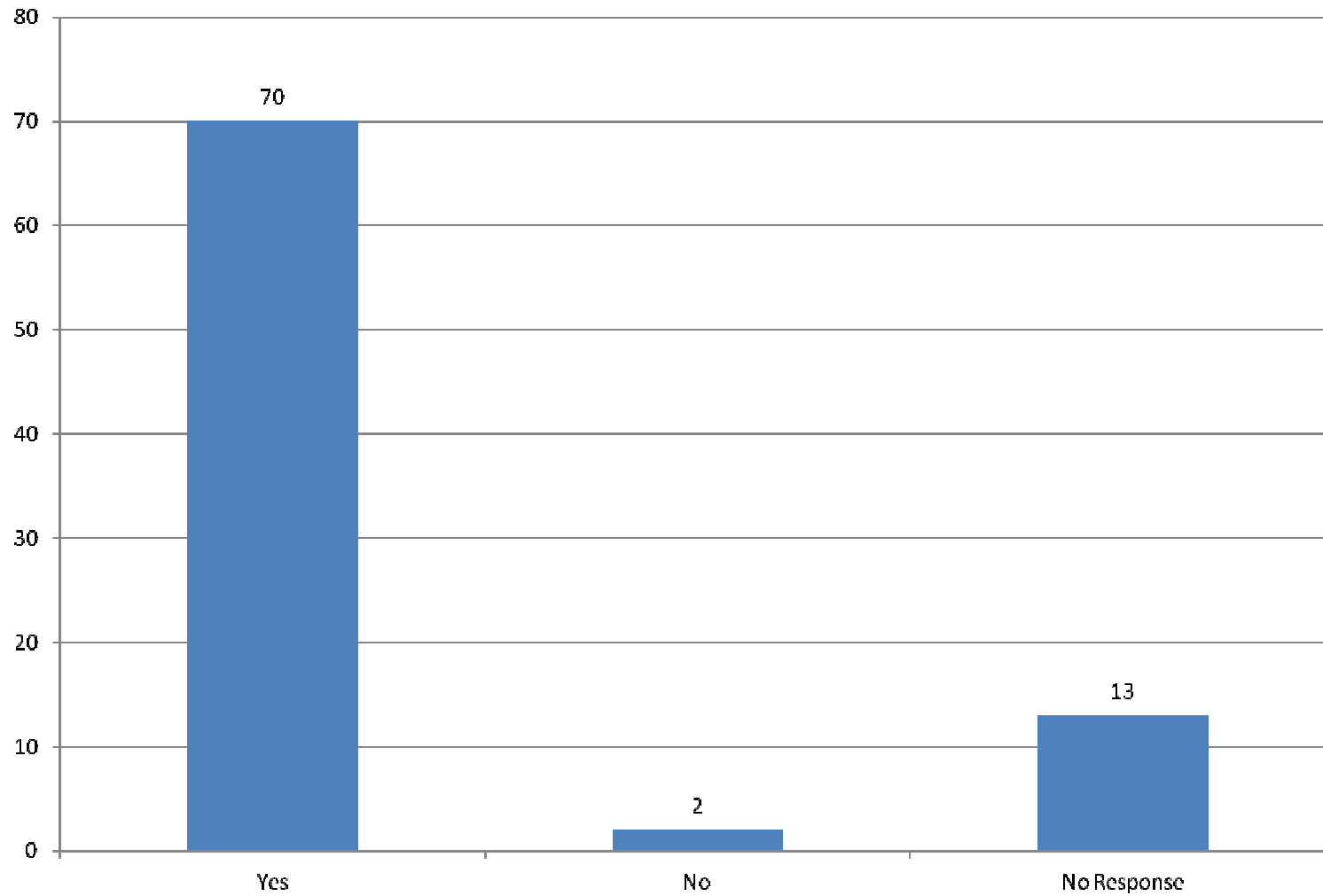
15. What is your employment status?



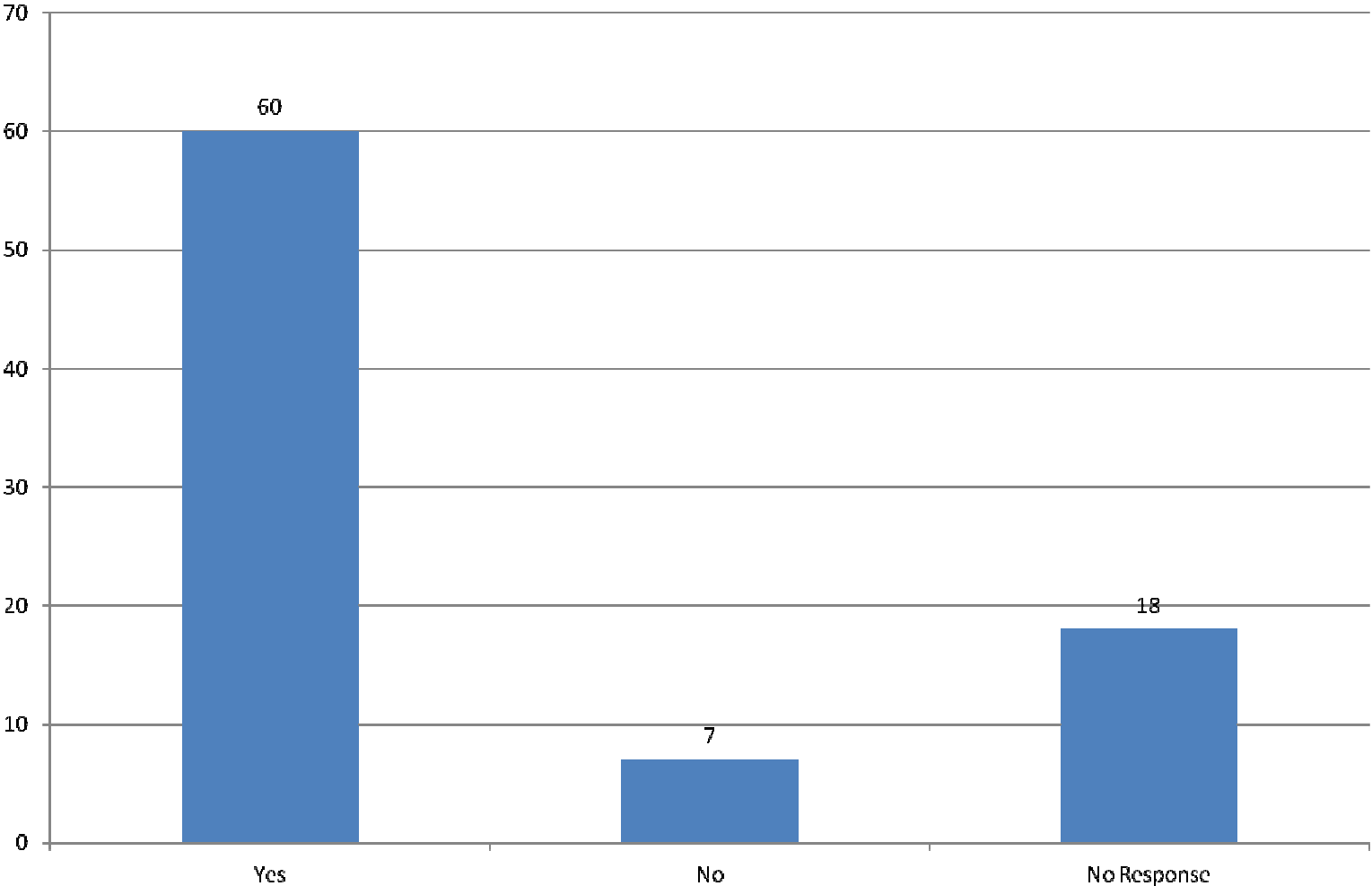
Not full time

- 45 wks/yr
- 38 wks/yr 35 hrs/wk
- 19 hrs/wk
- 10 mos? 20hrs/wk
- 52 wks/yr 20 hrs/wk
- 50 wks/yr 19 hrs/wk
- 35 hrs/wk
- 26 hrs/wk
- 20 hrs/wk
- 12mos? 30 hrs/wk
- 36wks/yr 19 hrs/wk
- 10 mos 40 hrs/wk

16. Are you a chapter member?



17. Have you read your collective bargaining agreement?



Additional Comments and or questions

- The representative did not attend my orientation w/HR. IT took 2 months for me to receive the forms to become a member and another 2 months to be added to the mailing list. If I were not so adamant about joining and being involved with my union I doubt anyone would have sought out my membership. If this chapter wants to increase membership they certainly have an odd way of going about it.
- Thank you to each officer and leader. I know it takes a great effort and a huge time commitment and it is greatly appreciated.
- Don't force participation. It will turn people away. Lead by example and show why it's important to be involved.
- Better pay. More incentive.

Additional Comments and or questions (continued)

- I don't believe administration realizes the sheer volume of work being accomplished by an ongoing decreasing number of classified due to jobs not being filled and with increased enrollment and no raises!
- Everyone should give 100%
- need to change voting methods so ALL members can vote on issue, not just members at meetings. We all pay for this right
- keep up the good work
- I think the union is doing a good job for its members. It is performing the union functions well
- I have huge respect for the officers in our unit and I appreciate their commitment
- I have appreciated the meetings, the support. Our job steward has attended an evaluation with me which was helpful

Additional Comments and or questions (continued)

- Adding up dues paid by all members at CR should be quite the sum ending where in CSEA?
- Thank you for always fighting for us!
- I read all the minutes and if I feel compelled to respond to something, I will. I'm satisfied with the representation. I would be more involved if I lived closer
- When I first started here I heard a speech all about the union and how awesome it was going to be. Well that's all I've heard and have seen nothing else concerning it. Except I know I have the same rights as full time employee, but not real sure what those rights are

Additional Comments and or questions (continued)

- It's important that we remember how fortunate we are to make the \$ and benefits we receive compared to many of the taxpayers who pay our wages. I think this is why much of the public looks down on unions in general
- Thank you for serving. Let's try to build our membership involvement.
- Keep up the good work! Everyone is doing their best.
- I appreciate all of your hard work. The negotiation team and officers are doing a great job.
- I did not receive a copy of the bargaining agreement
- My salary increases at regular steps regardless of performance, so my motivation do well beyond my own personal drive is non-existent. And decreasing since there is no benefit being gained. Which in time will only reinforce the "seniority only" system
- CSEA is a member run organization.