



Kapi'olani Community College

CONTINUOUS IMPROVEMENT REPORT

STAFF COUNCIL

AY 2020-2021

What successes does your data reflect?

- The results of the data and responses seem to reflect a general satisfaction with Staff Council. Communication and the need to network amongst staff seem to be the desired goal amongst the respondents. While there are some outliers who indicated dissatisfaction, the overall standing seems positive. COVID seemed top-of-mind for everyone, both in navigating how to work from home, and concerns about safety and a return to F2F.
- **Highlight achievements from the current academic year, citing specific data.** Despite having a year that was completely unique and extremely disruptive. We count these points as achievements:
 - We were successful in carrying out all our meetings by pivoting to online Zoom meetings made extra challenging as staff had mixed obligations to be both on-campus and via telework. All 12 of our monthly meetings were successfully carried out this year with good attendance and involvement by our Councilmembers.
 - Because of this abrupt transition and a very dramatic alterations of our work schedules, it placed an extra emphasis on our AGO to be clear with our goals and agenda, and stick to commitments in time as everyone had to shuffle from one zoom meeting to the next. We improved efficiency in our meetings, which likely attributed to more reliable attendance amongst members, and allowed for routine guests to attend.
 - The ELT supported our efforts to increase visibility and involvement in campus governance and budget matters. Representatives from our AGO attended any/all opportunities to engage in recommendations that impacted COVID responses and budgetary adjustments.
- **Utilize survey data to the best of your ability and include other data sets if relevant and available.**

- 93 messages and bulletins were delivered to all-staff this year; an average of almost 8 messages per month. We felt that there were still pockets amongst the staff that had a hard time staying engaged with campus details; some didn't even have computers and had to have communication printed out. This effort seems to have helped; the survey feedback suggests an increased satisfaction in the SC being able to keep them informed.
- 9 events were held this year; both a combination of virtual zoom events along with a couple of in-person events handing out food. It was a bigger challenge this year during the pandemic, but Councilmembers were able to pool together staff, faculty and students towards situations that fun, and delivered a little bit of well-being for each other. The most attended event was a Welcome Bento event that delivered a food package to staffers to worked hard throughout the pandemic (95 staff)

What goals emerge from the data?

- Goals for the coming year include but may not be limited to (1) Seek ideas outside of our campus by engaging Staff councils across other campuses; (2) Improve professional development opportunities in workplace safety, grant writing, and delivering effective policies that affect staff; and (3) Encouraging staff involvement by delivering more meet-&-greet, staff showcases, and food events once the pandemic is behind us.
- Survey responses indicate a continued anxiety over issues that reflect job security and safety brought upon by the pandemic. While the campus has been attempting to engage staff in these issues, there are definitely pockets of staff people who are likely still very concerned because news and direction may not be reaching them. This suggests continued effort to try different avenues in communication (e.g., print newsletters, office talk visits, meet & greets, etc)



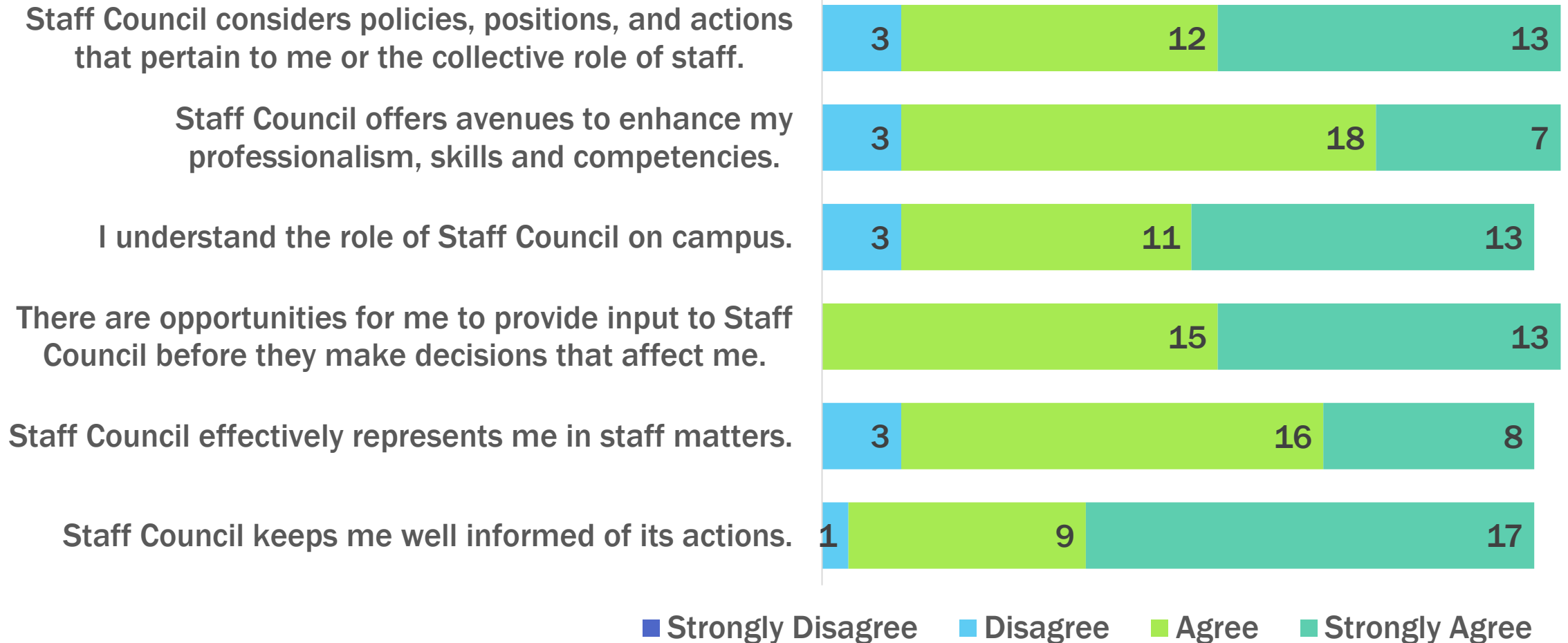
2021 External Survey Results

Staff Council
28 Responses



UNIVERSITY of HAWAII*
KAPĪ'OLANI
COMMUNITY COLLEGE

Q1. Please indicate how strongly you agree with each of the following items:



Q2. What campus concerns should Staff Council focus on addressing in the next year?

(open-ended with 13 responses)



- Improving the efficiency and effectiveness of our offices in response to the budgetary challenges the pandemic has brought due to reduced enrollment and less operating funds (because the temporary inflow of Federal aid will disappear after state economies rebound).
- Staff should have more say in campus policies. Workplace safety, especially if more of us transition back to F2F work. Thank you for the updates about legislation and BOR meetings.
- Offer more opportunities for professional development for staff (2)
- What is it going to look like when we return to face-to-face activities? If/when we return to face-to-face activities, how will guidelines be enforced for both staff and students?
- Professional development opportunities, staff opportunities and engagement as we continue through COVID, affects of working from home or COVID working (posture, blue light and being on zoom all the time - being zoomed out)
- Generate more participation from membership.
- No food and drink allowed in the library

*Q2.
Campus
Concerns
Continued...*

- These are just suggestions for consideration:
 - how does the campus move forward as we transition to having faculty, staff, and students on campus again.
 - can staff still work from home? or possibly have a hybrid of working from home and in person (I'm sure this will be addressed by President Lassner at some point)
 - when can the campus start filling vacancies (again, I'm sure this is UH System issue as well).
- These are very broad and multilayered concerns, but, it's something for consideration. Thank you!! Awesome work from the Staff Council!
- Please continue to work with admin and system for no wage cuts, furloughs and layoffs for staff members.
- This year 2021? Covid safety information - work environment.
- Professional Development related to Covid.
- Budget issues are not being handled by campus leadership. they are not being transparent.
- Workload issues due to the freeze on hiring and loss of staff to retiring or leaving job. How are we to continue the level of service with reduced staff?

Q3. How can Staff Council make it easier for you to participate in Staff Council activities?

(open-ended with 14 responses)

- Continue remote meetings but increase awareness. Consider hybrid gatherings when a move back to in-person is being discussed.
- No suggestions. I try to participate when work allows. Thank you for this opportunity to provide comments.
- All surveys to solicit opinions should be anonymous. I like the fun activities that Staff Council has done, but it would be nice to have different ways to participate or different kinds of activities. Maybe some meet and greets or group professional development?
- Please share more opportunities with staff. Is there a staff council email? That would help specify the events specific to staff members
- hard with the current work from home situation and covid to participate in events unless it's zoom or safe outside event
- Offer more food kind of events like the bentos or in-person in addition to virtual. Advertise more professional development opportunities or skills workshops pertaining to working with COVID like how to use zoom for specific things.
- I think staff council communicates upcoming activities pretty well. I know its difficult to get staff to participate but overall the council does well encouraging participating.
- I love the Zoom activities last year...most memorable was October with the Ghost stories. Great job and thank you to Romyn, Devon, Denise and others who coordinate events last year. Maybe having monthly events (maybe too much work to organize) such that if we can't make it to one, then we have the next to look forward to.
- Time and schedule conflicts with work schedule.
- Continue posting in Kapi'olani News Bulletin
- just continue to communicate via email. people will participate if they can.
- I don't know. I think it is fairly easy now.
- Have those in leadership roles reach out personally to individuals and encourage attendance/participation.
- Everybody needs to communicate with everyone





**Mahalo for
sharing your voice!**

**In the spirit of
Continuous Improvement,
this feedback will inform and
shape your group's goals for
the next academic year.**