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**EMPLOYEE SURVEY: COMMENTS**

**4/5/10**

**(Listed by categories: Positives/Concerns/Other)**

The employee survey (Organizational Excellence) was published and distributed via email by the University of Texas Organizational Excellence Division to all Board-Appointed Amarillo College employees on March 22, 2010 with a submission deadline of March 31, 2010. While UT policies did not allow open-ended comments, the survey publisher allowed AC to include a comment box through another server. The server where the comments was stored was not an Amarillo College server and thus potential concerns of confidentially were alleviated.

**Statement # Comment Date**

**POSITIVE COMMENTS:**

1.

   Date :3/22/2010 2:43:19 PM

This is the most caring place I have ever worked. Everyone who works here cares about their fellow workers and the students they are here to serve. It is an awesome place to work.

2.

   Date :3/24/2010 1:56:06 PM

I love my job, helping students. I wish the pay was comparable with other institutions. It seems we have more to do each year, more duties are added to all of us each year. Overall this is a great place to work. thank you

3.

   Date :3/24/2010 11:18:51 AM

Probably my biggest complaint at Amarillo College right now is that there are no painted crosswalks on the corner of 22nd and Jackson by Durrett Hall. If that is my largest complaint at Amarillo College, then Amarillo College obviously is an outstanding institution and an outstanding place to work. There are literally hundreds of people, if not thousands, that deserve credit for this, but in my estimation, Dr. Paul Matney and Jerry Moller are the two finest administrators I have ever met, as well as two of the finest people, and it is they that deserve credit perhaps above everyone else. Amarillo College may face many challenges ahead, but it simply could not be in better hands, and I believe it is a model institution that other colleges and universities should study and emulate.

4.

   Date :3/22/2010 10:49:23 AM

AC has returned to its collegial atmosphere with Dr. Matney as President. We are fortunate that he agreed to serve as President.

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 5.

Date :3/29/2010 12:33:20 PM

Good Luck, Dr. Matney!

6.

Date :3/31/2010 7:12:11 AM

Good things--Paul Matney, Community Opinions about AC, Student Success Conversations, Enrollment Growth, Faculty Performance, IT Changes, CTL Services and Programs--Thanks to all involved!

 7.

Date :3/30/2010 2:58:40 PM

I think the change in presidency has led to an increase in communication that has positively affected the College. The only real problem I see is the gap between faculty and staff. I wish we had more opportunities to collaborate together and realize the impacts of each employee group on the college.

8.

Date :3/30/2010 12:30:44 PM

 I am very pleased with the leadership of Dr. Paul Matney. We have a wonderful E-Learning Center with staff that try their best to support faculty and look for innovative approaches to E-Learning.

9.

Date :3/22/2010 11:00:59 AM

Good - Most employees care about their jobs, AC, and students.. Good - Friday afternoons off in summer. Better if all year. Good - Information Technology employees good and helpful for most part. Good - Really like new president. Good - Open parking. Good - Achy Breaky Heart dropped from clock tower chime tunes.

10.

Date :3/22/2010 12:58:12 PM

 Amarillo College is one of the best places in the state to work. We support the entire community, and the state. Let's hope the State and Governor do the same for us.

11.

   Date :3/22/2010 3:22:08 PM

Amarillo College is more like family than work. It is a joy to work here and with the people at Amarillo College. I would like to see more done to raise the educational and skill levels and promotions of AC's lowest level employees. i.e. custodians, grounds. The means are there (scholarships ect.) the encouragement and support, I think are lacking.

12.

Date :3/22/2010 3:40:29 PM

In all Amarillo College is a great place work with useful benefits for the employees and their families.

13.

Date :3/22/2010 4:50:48 PM

Amarillo College is a great place to work. Working here is like being part of a big family. All areas appear to have the same goals - to serve the students. We serve a diverse population so we are daily challenged. This lets us know if we are not clear in our services.

14.

   Date :3/23/2010 11:51:16 AM

Supervisory positions in other department / divisions listen but do not hear our needs. We know what we need to have the proper teaching environment, however, those that decided this do what they want (to get under budget)and do not take into consideration what we need or have requested to be able to do our job and serve our students. Disciplinary action is a joke. As a supervisor I have been instructed not to file formal complaints for fear of legal ramifications. However, rumor and innuendo results in no action. It seems that anyone can do what they want, when they want, and how they want without any repercussions. It would certainly be nice to receive support from both upper management and human resources.

15.

  Date :3/23/2010 1:41:56 PM

It was difficult for me to answer the questions because I left a department with A LOT of communication, management, and student service issues to join a department that has a strong leader and sense of AC's mission. My situation is now very good, but I am aware of a situation that is not.

16.

 Date :3/23/2010 3:38:41 PM

Amarillo College is a positive place to work. I enjoy all my co-workers and have a great respect for our Division Chair.

 17

 Date :3/25/2010 5:53:31 PM

Great place to work.

 18.

Date :3/29/2010 8:42:29 PM

This college is a premiere on in our state. I encourage our state legislators to support community colleges since these institutions are growing with out-of-work and desperate-for-better-employment students. I also encourage the state of Texas, though, to keep as separate from from the federal government as possible, to stay as self-sufficient as possible for the stability and liberty of all Texas residents.

19.

Date :3/30/2010 11:46:01 AM

I appreciate the spirit of collaboration and teamwork which now exists at Amarillo College. Also, there is a commitment to improving communication throughout the campus. Our community appreciates, respects, and supports the College, and views it as an important resource in the community.

**CONCERNS:**

1.

   Date :3/22/2010 10:32:37 AM

I think our main downfall is communication between departments and between employee groups. Overall, I think AC is an excellent place to work and I am very satisfied.

2.

Date :3/25/2010 10:05:31 AM

For AC: One staff member stated a problem clearly, "The College wants our input but not our influence." SACS requires that we have input, but it is clear that the administration does not want staff to have influence over decisions.

3.

 Date :3/23/2010 5:36:57 PM

Yes, our ideas and proposals are fairly presented and evaluated, but only if you are faculty. If you are not a faculty member, your opinion is never asked for.

 4.

Date :3/22/2010 1:53:35 PM

I think college-wide communication has improved since Dr. Matney became President in July 2009. He has done a good job trying to open the lines of communication, but in my opinion, there is still room to grow in this area. I also wish to clarify that my division is one that has its internal struggles with employee personality conflicts. I'm sure there are other areas of the college that share similar issues. However, as a whole, I believe that our division's employees share the same goals and love for AC. Also, communication within our division is slowly improving.

5.

Date :3/22/2010 12:37:08 PM

I think we need to do a better job of communicating between departments/divisions (i.e. changes in policies in Registrar's Office, Financial Aid need to be shared with advisers) so that students receive correct information.

6.

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|   | Date :3/26/2010 2:38:13 PM  |
| We have a serious problem with employees not knowing what is being discussed in various committees before decisions are made that impact us, how we serve students, teach, etc. We need protocols set up for communicating committee topics of discussion, committee agendas, minutes, etc. Sexual harassment has not been dealt with but ignored--those affected have been pressured to settle privately or have been "reorganized" out of their positions. Guilty parties have been promoted or had their contracts extended. This has seriously affected morale.  |

7.

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| --- |
| Date :3/30/2010 5:53:18 PM  |
| Good work frequently goes unnoticed and unrecognized. The pay-off goes to others. There are no consequences for doing less than expected.  |

8.

Date :3/22/2010 10:49:23 AM

The "boys club" is alive and functioning well. Females are not rewarded or offered positions at the same rate and pay that males are. In fact, some males don't perform at all and don't have any ramifications for lack of performance. The females, who do perform well and pick up the slack for the males, aren't paid for their performance or extra efforts. It is widely agreed that it is no use telling HR about sexual harassment issues, confidential information, or discuss problems with paying people for equal work. HR staff are more concerned with what they are paid than following ethical principles for human resources.

9.

Date :3/23/2010 9:47:20 AM

The administration and supervisors in this institution do NOT treat employees equally. Too much favoritism is allowed and the director in my department is NEVER observed by upper administrators. Routine policies & procedures are NOT followed. The "good ole boy" system is alive and well at Amarillo College which makes it impossible for some employees to get resolution to problems.

10.

Date :3/23/2010 6:02:40 PM

We have to many Chiefs and they feel they are above all else...including our primary goal of the students. Dept. chairs are not needed and area vast waste or our limited resources. The higher ups need to stop creating empires and more justifications need to be made as to why they are so needed.

11.

Date :3/23/2010 11:54:02 PM

Is it normal at other colleges to have "director" positions where the budget for that department is under the total control of the dean? Seems unusual.

12.

Date :3/22/2010 11:21:01 AM

The college seems to promote a corporate culture of separate and divisive entities. I believe it is a shame for a college community to be so divided by departmental wars. Have witnessed extremely rude behavior across the board. The best behavior seems to come from the lowest in status, to their credit.

13.

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|   | Date :3/30/2010 9:07:26 AM  |
| I love my job at Amarillo College. I just wish there was a better sense of unity between campuses. Those of us at the East Campus often feel as if we are over-looked and under-appreciated. When the funds are disproportionately spent at the other campuses, it is a good sign that our campus is not as important to the administration. Words alone will not change that.  |

14.

Date :3/22/2010 12:11:45 PM

AC is a great place to work; however, nobody likes to work together here. Departments (and sometimes individuals within a department) are very territorial and do not share information. Work is hidden from others so well, it is misplaced and never found. Thus a blame game ensues. Productivity and efficiency are thrown out the window. An attitude of "everyone is inferior to me" is also rampant in this institution. This attitude starts at lower-level positions and continues through to director/dean positions. This is not a complete generalization there are just so many instances where the negative attitude comes in to play that a complete culture change is required. Within our work group, 2 people who are unable or unwilling to get along have infected the entire department. Why is this allowed? When a department (or specifically a certain supervisor) has constant turnover of employees for the same position, why isn't someone above that supervisor or HR investigating the issue? Why should good employees be subjected to the chaos that a couple of individuals are allowed to create? A good review of all departments would be a great service to all employees. The new online payroll advice situation was handled deplorably. An email was sent on 1/27/10, informing everyone that pay stubs would no longer be provided to employees effective 2/1/10. Department heads were instructed to notify all of their employees without access to email. Why didn't HR do a mail out so that the individuals without email access could be informed? Most of the employees in the custodial and grounds positions have minimal schooling, are not computer-literate, and some also have English language barriers. Classes were not even scheduled or held until AFTER the new online payroll advice policy was in effect due to all the complaints.

15.

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|   | Date :3/29/2010 3:53:15 PM  |
| Biggest problem is the "AC Family" notion because, just like in a dysfunctional family, if attention is called to an area of concern, the normal reaction is to for the heads of the family--administrators to become defensive rather than react to such as possibly valid and constructive thought from someone who really wants whatever the topic might be to become better for the college, its employees, and most of all, for its students. Those who get ahead are generally "yes men." "It's not what you know, but who you chum up to" that counts. A college is not supposed to be a family--it is supposed to be a professional organization. But, being professional doesn't work. Being a good, blind to all problems family member, is what counts. This is sad.  |

16.

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|   | Date :3/29/2010 1:20:30 PM  |
| Many of the selections made were directed to the Division Chair of the division for which I belong. The favoritism that occurs in our division is very discouraging. If you are the division chair's friend, you are promoted and many things are overlooked for which are others are criticized. Fair and open communication does not exist at Amarillo College; administration is blind to information because they are not willing to listen to legitimate concerns. Employees have fear of consequence if they say what is occurring. Communication was an area stressed to improve from the last survey conducted, yet to many it has not improved in the manner that it should. It is appreciated by everyone the efforts being made with the campus forums, etc. yet, administration needs to be open to other types of communication for fairness to ALL employees. The "Nice Big Picture" that is being portrayed by some is really a dysfunctional group which is covered up by deception. We do a very good job serving students, and this is what we are here to do. I am proud to be a part of the AC family; however, the "family" is somewhat dysfunctional and administration needs to be willing to open their eyes and become proactive in making changes where they are needed. After all, who has the most direct contact with the students? It is not the division chairs. It is important for the administration to listen to the faculty and their concerns. Often those not "on top" have very good things to share, yet their thoughts are never heard because the individuals in "the middle" will not allow it. Is this fair? Why can't there be a way for faculty to communicate without any fear of consequences? This is not the appropriate place for specific concerns to be aired, yet maybe from this survey a solution can occur where everyone can be heard. Finally, if we are heard is anyone really going to listen? There is a difference! 17.

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|   | Date :3/30/2010 5:49:09 PM  |
| Individuals who have been assigned leadership responsibilities in areas are not always invited to the table for discussions related. Others representatives from distantly related areas are allowed to summarize and speak and direct decisions. This practice is inconsistent since such discussion is needed for growth and understanding among those actually assigned to lead in these areas. Top leaders need to be more sensitive and aware of those they have asked to manage and lead. It is disrespectful to us.  |

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18.

Date :3/22/2010 3:36:27 PM

I would like to see departments work more as a team instead of working against each other, including the supervisors.

19.

Date :3/22/2010 5:30:23 PM

In response to the questions about professional development opportunities, yes, opportunities and activities are made available to employees. However, in my department there is NO encouragement for classified employees to attend and NO provision is made for classified employees to attend and under current supervisors, I would hesitate to request to attend anything at all during working hours. We have a wonderful new monthly informational seminar provided by our college president, but classified employees in my department have never been encouraged to attend and no provision whatsoever is made for classified employees to attend these forums. In addition, current supervisors are making decisions to make changes in response to budget cut needs. However, these changes will be damaging to our students and will greatly affect employees in the department, but these employees have not been consulted in any way on the upcoming changes.

20.

Date :3/22/2010 11:01:41 AM

There are too many committees, both standing and ad hoc, at Amarillo College. This has been complained about many times, yet there has been no remedy. Attending numerous meetings in one day takes away from precious office/student advising time. The college (some administrative title holders) is inconsistent with employment policies that concern classified employees. For example, some classified employees are allowed to accumulate vacation time throughout the year and also take the entire Christmas (Holiday) break off between fall and spring semesters. They do not have to use their vacation time during this time but are able to take vacation time as needed throughout the year. This is unfair to those classified employees who must be on campus during the prescribed times and take vacation time appropriately. If the college doesn't address this, there will eventually be equal opportunity employment policies questioned by state officials, and Lynn Thornton will need to answer the question, "Why do some of your classified employees get special advantages by accumulating vacation time and then taking off 4-5 weeks at Christmas without using vacation time." Mr. Thornton may need to educate the division heads and deans about this unfair practice.

21.

Date :3/22/2010 12:54:01 PM

I am glad to see Dr. Matney as the President of AC. These give me some hope that treatment of employees will improve. I do not trust the HR department at AC to insure that employees are compensated at the appropriate rate. In my area alone I can think of about three instances where the rate of pay is unethical if not illegal.

22.

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|   | Date :3/29/2010 5:04:32 PM  |
| The job grade levels seem outdated and subjective. I feel that they need to be standardized better and the levels defined in a way that a person knows if they are graded correctly. This is especially true of those who have been here for sometime in the same job, but the duties have grown and changed with time.  |

23.

Date :3/22/2010 1:09:07 PM

I do NOT believe that AC follows the policies set in place for promotions in the work place (4.3 THREE WAYS A DEPARTMENT MAY FILL A POSITION VACANCY). In the time that I have been at AC I have NEVER seen the Departmental Promotional Opportunity Procedure or the College-Wide Promotional Opportunity Procedure used. I have personally applied for 6 higher paid positions. I "qualified" for the positions and was interviewed 3 times. Each time AC hired from outside of the college (Note: I have a reputation for being very dependable and working hard). I have also known other employees that have faced this same discrimination. The only time I have seen these policies followed was when Dr. Matney was hired.

24.

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|  | Date :3/26/2010 12:18:19 PM  |
|  |  |
| It is a policy to have a hiring committee hire management positions for the college. I feel this committee should be forced to give special consideration to those already employed by the college, however more often than not they seek people from outside of the college to fill these positions. It absolutely makes no sense to bring someone in that the staff has to train, it is not cost effective. If we do not get offended by this comment and think about it clearly, you might just realize how long it is taking a trained staff to bring and untrained supervisor up to speed. Hire people who already know most all procedures and can be ready to work on day one. Also for those of us who might want to move up, who have the degrees and the years of service, we are always blocked by the requirement of needing supervisory experience. The only way for us to get that is to get a job somewhere else. I am not sure what the answer is to that, but please consider preference to the work staff that has been loyal to the college and remaining hard working and dedicated through many years of expansion.  |

25.

Date :3/22/2010 3:37:04 PM

I believe that AC believes we are an open and understanding institution. We are not. Human Resources runs the show. They are very rude and they behave inappropriately. Individuals are not a consideration at AC. It sometimes seems we should simply do what we are told and not care about the whys or the outcome. I have been told that the motto is: Don't worry, don't care, do what you are told, and keep your mouth shut.

26.

Date :3/23/2010 3:40:30 PM

We currently have some employees who would have retired had the economy not taken a down turn. AC should find ways to help these individuals step on into the realm of retirement rather than ineffectively hold positions and prevent AC from moving forward.

27.

Date :3/22/2010 11:00:59 AM

Bad - Lost vacation accrual rate from state college to AC! Bad - Don't get some employees who are promoted and some who are well qualified but not even given opportunity Bad - Information Technology often too autocratic and control freaks at the top. Bad - Campuses needs to be smoke free.

28.

Date :3/22/2010 10:32:36 AM

Amarillo College does a great job of recruiting students. However, AC needs to do a better job of retaining the students (both attending classes and graduating from programs). It is sad the amount of drop outs and F's that occur every semester.

29.

Date :3/23/2010 11:18:36 AM

It concerns me that so many of our students do not have computer access at home and often a lack of transportation to a computer. We need more classes opened to meet the schedule and requirements of our students.

30.

Date :3/22/2010 3:01:50 PM

Remember me, I am the student? I am not an outcome assessment, a survey, a personal agenda or a new piece of software. I am someone that needs your full attention because my goals and dreams depend on you. I do not understand technology as well as you think I do and I need your help. Please do everything you can to provide me with the assistance I need to make a better life for myself and my family.

31.

Date :3/22/2010 11:04:43 AM

 I currently work in a brand new building. Many things that were suppose to be ordered were not. When my supervisor requests these items he is ignored. Many of these things strongly impact my ability to do my job and the atmosphere for the students. We have student spaces that are suppose to have chairs and tables but don't. What a waste of space and I hear the students complaining constantly. Students currently have to sit on the floor in the spaces that should have student seating available. We desperately need blinds, furniture, corrections made to lab tables and none of it is done. We hear over and over how great it is that Bruce came in under budget but upper management does not seem aware that the reason it is under budget is because of failure to order very necessary items that were supposed to be in our building. The building is beautiful but in many ways is not only not practical but a waste of learning capacity. If the tax payers saw the inadequacies of the building I believe they would be very upset at how their tax dollars were spent. What a shame.

32.

|  |  |
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|   | Date :3/29/2010 12:32:46 PM  |
|  |  |
| This school has changed so much and some of the changes make me extremely sad.  |

33.

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|   | Date :3/29/2010 1:38:24 PM  |
|  |  |
| We need a complete revamp of our P.R. department. The do not do a good job at all. The head of that needs to be let go. 34.

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| Date :3/30/2010 11:53:49 AM  |
|  |
| I don't like the fact that we don't get yearly raises. 35. |
| Date :3/31/2010 7:04:03 AM  |
| As faculty, I have been ashamed of the leadership of the Faculty Senate this past year. Meetings have been poorly led and have not allowed faculty voice or opinion. The Senate President has only been interested in her own personal agendas. She has been rude, has not followed proper procedures, and has created conflict in multiple areas without a valid cause. My peers and I are eager to see this year end so the Senate can resume normal procedures.  |

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36.

Date :3/22/2010 11:36:56 AM

In a time of budget crisis, how much did this cost the college?

37.

Date :3/22/2010 12:22:35 PM

Could we investigate the following idea: For faculty, once twenty days of sick leave are accumulated, allowing faculty members to use one sick leave day per semester (or per year at least) for a "personal business" day. It could even be based on the approval of their supervisor if Human Resources insists. This would show faculty that their teaching without being absent from class is valued and that they will be able to attend their children's weddings, etc. without being docked any pay if this event happens to be out of town.

38.

Date :3/25/2010 10:05:31 AM

For the surveyor: The statement, "Our web site is easy to use and contains helpful information." is a poor one. It has two clauses. In our case, the web site is not easy to use, but it does contain useful info. How am I supposed to give a rating when there are two rates to apply?

**OTHER COMMENTS:**

1.

Date :3/23/2010 5:46:16 PM

AC should charge for parking permits to generate income.

2.

Date :3/22/2010 4:54:25 PM

What is EAP that the survey asked about?

3.

Date :3/22/2010 10:42:01 AM

The questions regarding insurance packages are not an AC issue. AC is governed by the State of Texas (ERS) insurances and administers the insurance package according to ERS rules. By law, AC cannot change anything in the insurance packages nor can we make recommendations to ERS. Individual employees can make recommendations, but not institutions.

4.

Date :3/22/2010 11:36:19 AM

no comments

5.

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| --- |
| Date :3/29/2010 3:05:49 PM  |
|  |
| Don't care for surveys  |
|  |