

April 30, 2020

MEMORANDUM

TO: Carlos Peñaloza, Chancellor
Mark Lane, Vice-Chancellor Administrative Services
Kay Ono, Interim Vice-Chancellor of Academic Affairs

FROM: Michael Cawdery, Faculty Senate Chair

VIA: Faculty Senate Executive Committee
Faculty Senate, Institutional and Academic Support Committee
Pūko‘a no Nā ‘Ewa Council
Campus Council

SUBJECT: Results of faculty survey regarding facilities use

The *Faculty Senate [Resolution 19.1: Resolution in Support of Amending the Leeward Community College Facilities Use Procedures and Processes](#)* was adopted in December 2019. This resolution was in response to concerns expressed by several faculty regarding facilities use procedures and processes. This resolution was communicated to the Administration in January of 2020. At that time, and in response to a request from the Administration to be clear about the reporting of concerns, the Faculty Senate Executive Committee conducted a survey of the faculty. The survey asked the faculty to share in detail the experiences they have had with requesting facilities, accessing facilities, or using facilities. The Faculty Senate Executive Committee hopes the survey results can inform improvements to the facilities use procedures and processes.

The survey produced 83 responses from various faculty groups. 59 responses were from full-time instructional faculty, 15 responses from full-time non-instructional faculty, and 9 responses from lecturers or part-time faculty. The survey responses were reviewed and any personally identifiable information was redacted. The review used widely accepted qualitative methods for analysis, relying primarily on inductive logic, to determine what faculty experiences were. The analysis included various stages of coding, thematic organizing, and frequency modeling to make sense of the over 300 meaningful data points that faculty shared about their experiences. These data points are the foundation of the report: "Faculty Experiences with Facilities Use".

Report - "Faculty Experiences with Facilities Use"

The central message of the report is reflective of the experiences that faculty shared in the survey responses. The survey responses revealed both positive and negative experiences with the current policies and processes for facilities use. We would be happy to share the redacted raw data or any of the analytical processes.

Professional Question - Are faculty experiencing any issues with requesting, accessing, and using Leeward CC facilities?

Survey Question - In as CLEAR and CONCISE detail as is possible (including dates and locations), please share with us any sentiments you may have had with regards to requesting facilities, accessing facilities, or using facilities.

The Results - Faculty have had a mix of experience when it comes to facilities requests, access, and use. Some of the faculty have had generally positive experiences with requesting, accessing, and/or using the Leeward CC Pearl City facilities. They have communicated that they are appreciative of a clear and timely process to use and request facilities. Some have communicated their appreciation for the aid and support from their campus colleagues, notably secretaries and division chairs.

With that said, the majority of faculty who participated in the survey have expressed negative experiences with Leeward CC facilities requests, access, and use. Faculty have clearly stated their issues and frustrations with the requesting, accessing, and/or using of Leeward CC facilities. These issues generally fall in the following categories:

1. Facilities Use & Requests
2. Personnel Issues

The chief faculty concern with Leeward CC facilities is the **Facilities Use Request process**. Many faculty are having difficulties with the process and are very unclear as to how the process operates. Many faculty would like to have access to the reservation calendar and institutional space information from the beginning, prior to making requests. Having access to this information on the front end would allow them to see dates, times, and location availability. This would also save a step in the process, and allow faculty to find an appropriate date from the start. At that time, the faculty could initiate the paperwork. When faculty do make requests, many are experiencing slow responses, and many have communicated that they have had to follow up several times. There have been multiple occasions where responses are past the date of request, and in some cases, there are no responses at all. Some faculty are concerned for their community partnerships and are communicating that this is an opportunity for improvement in policy and procedure.

Some faculty have expressed negative experiences with their general **facilities use**. Some have had trouble accessing locked doors, obtaining appropriate keys, and accessing facilities in the early hours, at night, and on the weekends. Faculty have expressed challenges in securing appropriate classroom space to accommodate enrollment growth, student achievement and learning, student projects, and student

enrichment. In some special cases, programming requires special accommodations to current policy, procedure, or practice.

In addition to changes to the facility requests and use, some faculty have **personnel concerns**. Some faculty have expressed frustration because they feel afraid, tense, tentative, and/or resigned when it comes to asking for opportunities to access and use facilities. Some of the faculty have encountered rude and unprofessional staff. Of particular concern are the security personnel and their general attitude toward faculty. Even when a room or area is scheduled to be opened, security personnel will sometimes refuse to open or find reasons not to open rooms. In some cases, faculty feel as if they have been personally singled out by members of the college staff and are concerned about how this might impact their job security. Others have been expressly told that bringing these issues up may impact their job security. Furthermore, when these issues have been raised with administration, some faculty report that they have not heard anything in response, nor have they experienced any changes to working conditions. Some faculty shared their challenges with campus administration regarding requests for clarification of policies, processes, and issues with security, noting that their requests have not been answered. Finally, some faculty have been asked to complete work orders and, at times, that these work orders have gone unfilled.

Overall, **the Faculty Senate recognizes that there are issues of concern regarding the facilities use processes and procedures**. We feel that this is an opportunity for faculty and administration to work together to review, modify, and implement improved facilities use policies and procedures that serve the needs of the faculty and do not create an undue burden on administration or security personnel. Integral to the process will be communicating the changes to everyone involved. The Faculty Senate is committed to working with the administration to make these improvements for the benefit of all. Thank you for your attention and commitment to working with the faculty in support of the College's mission where **"we work together to nurture and inspire all students."**

We will look forward to receiving a response to this report that includes actions and timelines that will be utilized to make improvements to the situation.