

## Synopsis of Summary Report on Employee Culture Audit & Student Diversity Survey

In 1999 the College President hired a consulting firm (Rosario and Associates and ESB Consulting) to help the college address diversity issues. The cost was approximately \$40,000.00 and the report entitled, "Capital Community Technical College, Employee Culture Audit & Student Diversity Survey Summary Report" was completed around the turn of the century. This firm worked closely with a leadership team, consisting of thirty-eight administrative, faculty and staff members chosen by the president to address diversity issues. Their concluding work involved the dissemination of a culture audit based upon a survey distributed to 166 employees, of which 113 responded (return rate 68%). There was debate about the reporting structure of the Diversity Committee and it was finally decided that the committee should report to the College Senate. The consultants and the committee formulated the following recommendations:

### Improve Communications:

- Develop Internal Communication systems.
- Review and recommend changes to streamline and improve efficiency of current procedures.
- Consciously infuse all communication vehicles with mission of Diversity Committee in order to reflect this message in all college communications.

### Improve Training/Education and Mentoring Systems:

- Create an improved system of assessing personal and professional developmental needs for all faculty and staff.
- Provide training for supervisors and mentors including effective listening/communication, coaching and managing diverse people and conflict resolutions skills.
- Self-Awareness and Awareness of Others
- Valuing Diversity (General diversity and specific knowledge about diverse groups).
- Skills building such as: Communicating across cultural differences and conflict resolution skills.

### Improve outreach/recruitment and hiring systems:

- Give exit interviews to better understand the concerns of diverse staff that leave CCC.
- Have focus groups with current diverse staff to identify positive attributes of CCC to market and to identify potential new networks to recruit through.
- Increase Minority Fellows Program

### Improve systems of evaluation, promotion, and recognition:

- Assess and address policies regarding dysfunctional units, managers, supervisors, etc.
- Review and recommend changes to current evaluation system
- Create ongoing staff/faculty recognition program

### Celebrating Diversity/Marketing Initiative:

- Cross-cultural/racial committee charged with creating celebratory activities about diversity.

It appears that the study was misplaced and the recommendations were not followed up on. Concurrently with the audit and soon thereafter, the College undertook two major initiatives: (1) a five-year Title III Federal Grant and (2) relocation to a new downtown location. These factors may explain the failure to follow through on the audit's recommendations.