

BAKERSFIELD COLLEGE

HUMAN RESOURCES SURVEY

2013 Survey Results

Institutional Research & Reporting

5/1/2013

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2013 Survey Results

A survey was conducted in the Spring 2013 semester among the Bakersfield College (BC) community focusing on evaluating the local Human Resources (HR) office. The survey also included questions, specific to employees who served on a screening committee, regarding the effectiveness of the hiring process. The survey instrument is available in Appendix A. The survey was sent electronically to 893 BC employees with paper surveys being sent to those without email access. Over a period of nine days, 294 employees completed a survey, corresponding to a 33% response rate. The table below shows a breakdown of the respondents by employee type compared to the BC employee population at the time of the survey administration.

Table 1: Respondents by employee type compared to BC population.

	Total Respondents	% of Total Respondents		BC Population	% of BC Population
Managers	15	5%		31	3%
Full-Time Faculty	117	40%		247	26%
Adjunct Faculty	46	16%		192	21%
Classified Staff	95	32%		239	26%
Professional Experts	21	7%		226	24%
<i>Total</i>	<i>294</i>			<i>935</i>	

The survey results consisted of a greater percentage of full-time faculty and classified staff than the BC employee population and a smaller percentage of Adjunct Faculty and Professional Experts. The table below also shows that there were more female respondents than male (61% to 39%) compared to the 50/50 split of the total BC employees. The survey respondents were fairly representative in race and ethnicity, with the exception of the survey having a slightly higher percentage of White respondents and a slightly lower percentage of African American respondents. The average age of the survey respondents (49) is only a little higher than the average age of BC employees (47).

Table 2: Respondent demographics compared to BC population.

	Total Respondents	% of Total Respondents		BC Population	% of BC Population
Gender					
Female	180	61%		472	50%
Male	114	39%		463	50%
Race and Ethnicity					
American Indian/ Alaskan Native	3	1%		13	1%
Black/ African American	7	2%		33	4%
Asian/ Filipino/ Pacific Islander	11	4%		42	4%
Hispanic/ Latino	54	18%		181	19%
White	204	70%		622	67%
Other/ Unknown	15	5%		44	5%
Age					
Average age	49			47	

Executive Summary

Over one-third of respondents (35%) contact BC's HR office multiple times per semester. Managers and Classified Staff have had the most contact, with 93% and 70% contacting BC's HR office "Once a semester" or more, respectively.

About half of the respondents have had contact with BC's HR office for the "New hire process" (50%) and "Employee benefits" (46%). "New hire orientation", "Salary administration," and "Job classification" are the next three most selected reasons respondents contacted BC's HR office.

Survey respondents indicated a general satisfaction with BC's HR office (85%). A vast majority of the respondents agreed or strongly agreed that "BC's HR office is easily accessible" (92%) and that "BC's HR office treats questions and concerns with respect" (91%). The statements that received the least amount of agreement focused on providing sufficient and accurate information.

In general, screening committee participants indicated their committee work was a positive experience. In general, 70% or more of the respondents agreed or strongly agreed with all of the statements. The statement that received the highest agreement was "I felt comfortable voicing my opinion about the candidates" (92%). The statement that received the lowest agreement was "The current hiring process results in BC making the best possible hires" (70%).

A complete frequency of survey results is in Appendix B.

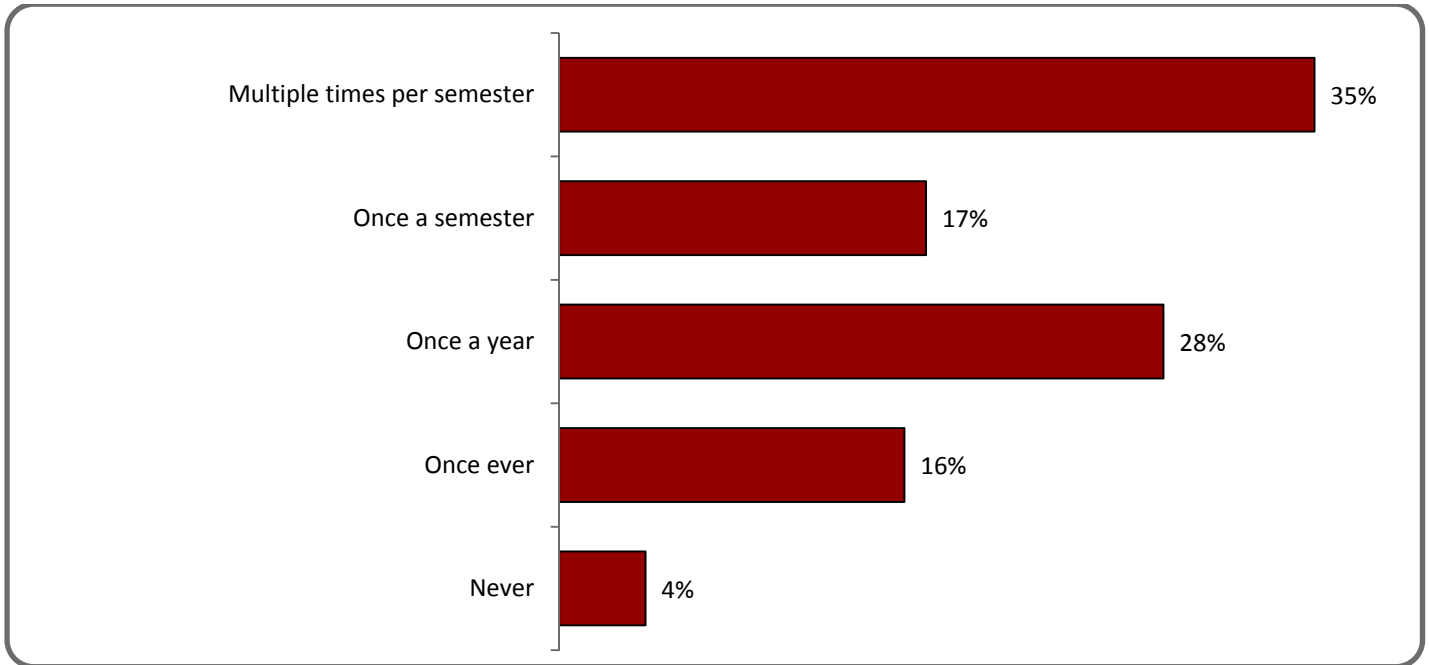
HUMAN RESOURCES EVALUATION

Contacts

Over one-third of respondents (35%) contact BC’s HR office multiple times per semester (N=294).

When “N” is referenced, it is referring to the number of respondents who answered that particular question, not including those who may have elected not to answer. This definition of “N” is used throughout the remainder of this report.

Figure 1: “How often have you used the BC HR office?”



Managers and Classified Staff reported the most contact, with 94% and 70% contacting BC’s HR office “Once a semester” or more, respectively.

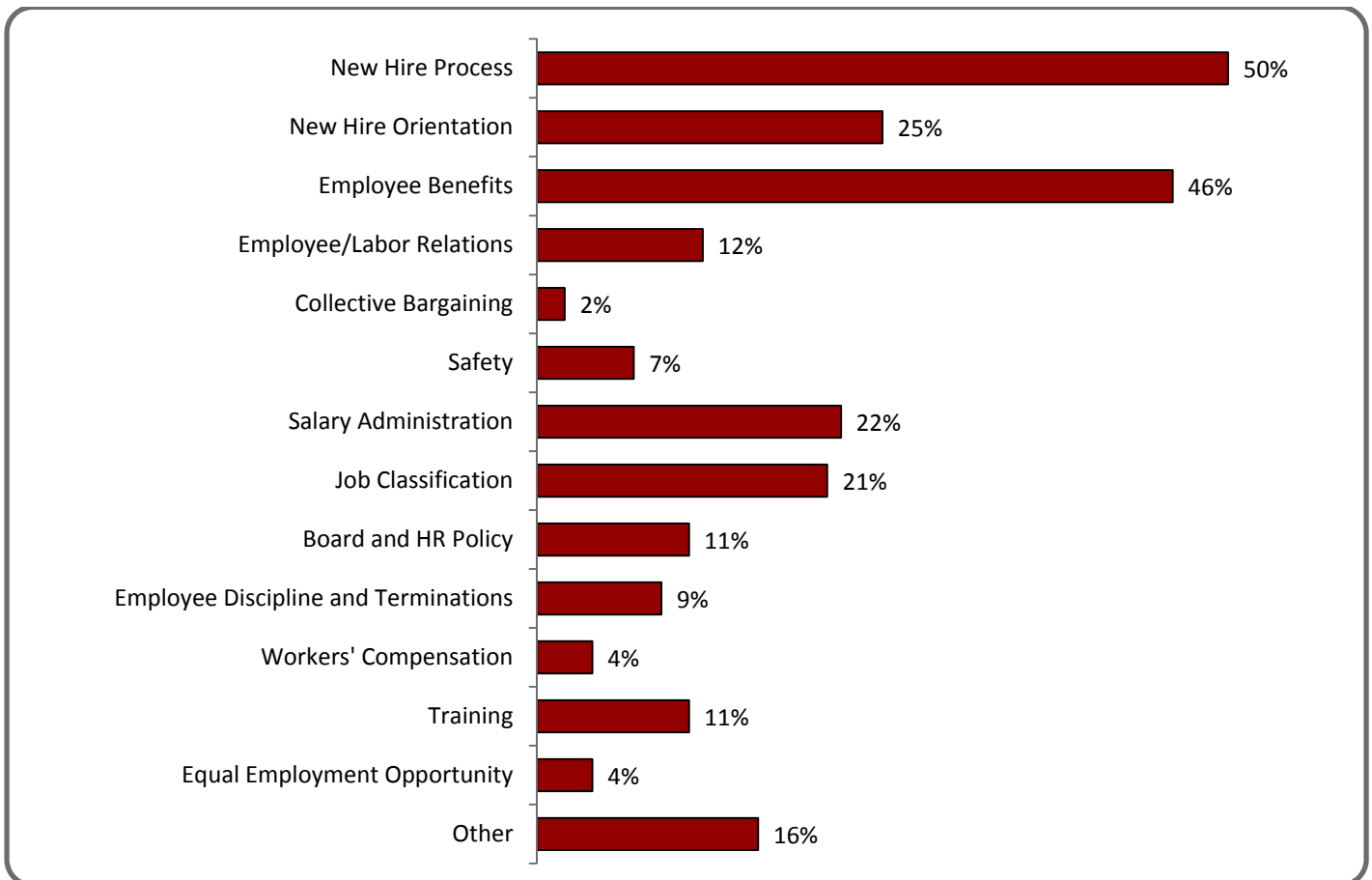
Table 3: “How often have you used the BC HR office?” by employee type

	Managers	Full-Time Faculty	Adjunct Faculty	Classified Staff	Professional Experts
N=	15	117	46	95	21
Multiple times per semester	87%	26%	11%	52%	24%
Once a semester	7%	21%	15%	18%	10%
Once a year	7%	40%	30%	18%	19%
Once ever	0%	12%	30%	11%	43%
Never	0%	2%	13%	2%	5%

Services

About half of the respondents have had contact with BC's HR office for the "New hire process" (50%) and "Employee benefits" (46%). The next three most selected responses were "New hire orientation", "Salary administration," and "Job classification" (N=294).

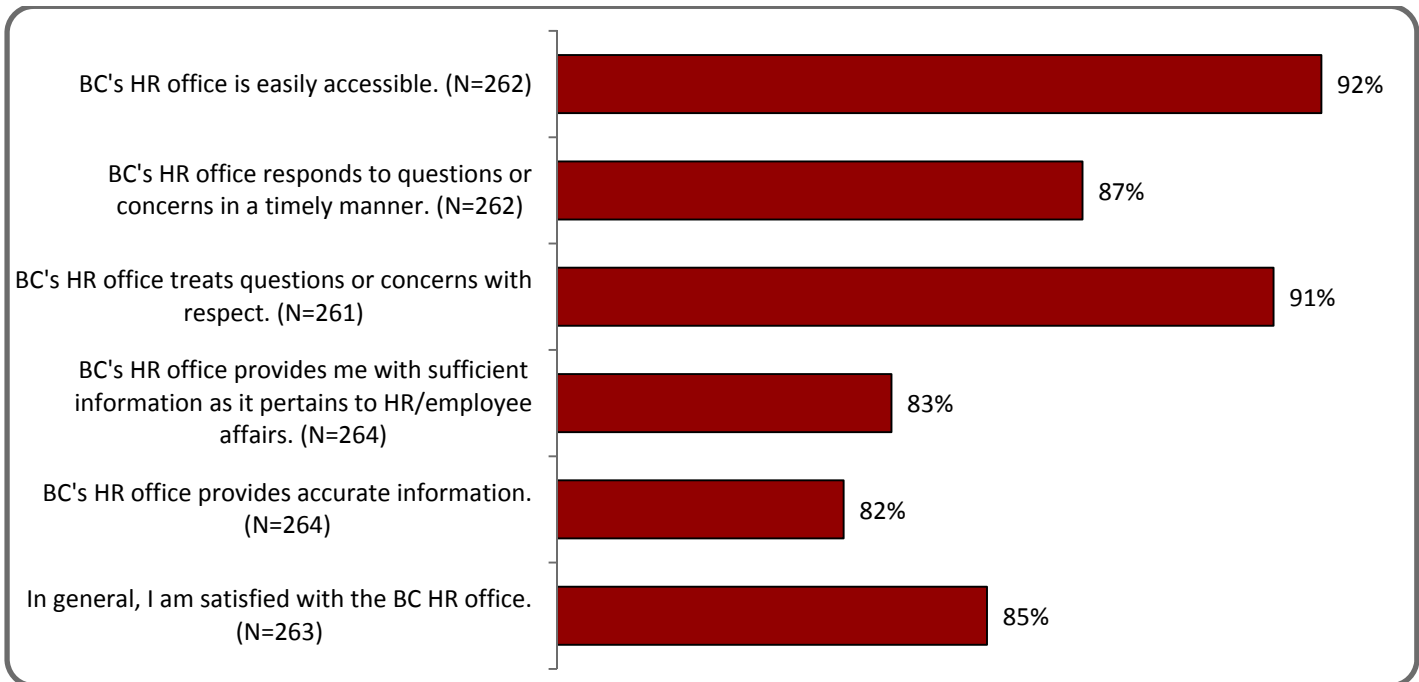
Figure 2: "For which services have you had contact with the BC HR office?"



Satisfaction

Survey respondents indicated a general satisfaction with BC's HR office (85%). A vast majority of the respondents agreed or strongly agreed that "BC's HR office is easily accessible" (92%) and that "BC's HR office treats questions and concerns with respect" (91%). The statements that received the least amount of agreement, while still over 80%, focused on providing sufficient and accurate information.

Figure 3: Percent of respondents who agreed or strongly agreed with the following statements.



Respondents were given an open-ended area to explain any responses regarding the question above. Below are some examples of the explanations.

Voice of BC – “Explanation of answers”

Direct quotes from survey respondents

“A few times I had to make multiple requests before I received the information I wanted.”

“Accessibility and treating concerns with respect varies from one extreme to another (positive and negative). Some individuals can be dismissive and rude. Process mixups. No sense of advocacy for employees.”

“Be nice to have easy access into the office, instead of having to knock on the door and then wait for someone to unlock it for you.”

“Handling of an employee grievance by [Name] very unprofessional and in violation of ed code.”

“HR has lost two documents that I sent to them in the last year--one of which was hand-delivered!!!!”

“I am grateful for the timely and accurate information I receive from H.R. “

“I have grave concerns with our HR office relative to confidentiality, accurate information, and pay forms distributed in a timely fashion (even after asking for them several times).”

“I have always been able to get all my questions and situations resolved within a few minutes at the campus office.”

"I was trying to do salary advancement and did not receive a response to my application. I contacted them later and was told I had to come in to complete it. It was difficult to set a time to meet and complete the packet. When I did, the HR representative was very nice and helpful and helped me resolve any issues."

"Information regarding FT and Adjunct evaluation cycles are inaccurate and never sent in a timely fashion."

"Lost paperwork Constant change in forms without notifying anyone Depend on HR for correct list of faculty evaluations - list usually not correct HR seems to have no oversight - appear to do as they please"

"I'm really satisfied with my BC HR office. They are always there to answer and question I have and help me to solve them. Thank to my BC HR Ladies. "

"Many times when asking various questions on vacation time, insurance, etc. I am referred to the District HR office. We used to be able to ask our BC HR these questions - no more."

"My inquiry was addressed a month later. It was a pass off of one person forwarding to another and to another and no one ever addressing the issue."

"Often times answers that should be provided by BC HR are often diverted to the DO HR. It can be very frustrating."

"Our BC personnel are wonderful. They are accessible, accurate, and energetic..."

"There has been some confusion about who to contact for what, and whether to contact personnel at BC or the District office..."

"They need to respect the confidentiality of employee information and not share it with [...] other campus staff."

"Staff have always been friendly, but tend to read to me the contract blurb that I have called to ask a question about."

"When you would like to know about vacation, sick, or comp. time you are referred to the district office. A waste of time for the BC HR people and mine and any employee asking questions like these."

"When I do visit BC/HR office I don't receive the answer to my questions in a timely manner. I have to make a follow-up call."

Faculty members (Full-time and Adjunct) and Professional Experts indicated a higher general satisfaction with BC’s HR office than Managers and Classified Staff. However, Managers and Classified Staff are the employee groups who also indicated they have the most contact with HR.

The five employee groups agreed that “BC’s HR office is easily accessible.” Slightly smaller percentages agreed that “BC’s HR office responds to questions and concerns in a timely manner.” Fewer Managers (67%) agreed that “BC’s HR office treats questions or concerns with respect,” “BC’s HR office provides sufficient information,” and “BC’s HR office provides accurate information” compared to the other employee groups. A smaller percentage of Classified Staff also feel that “BC’s HR office provides accurate information.”

Table 4: Percent of respondents who agreed or strongly agreed with the following statements by employee type.

	Managers	Full-Time Faculty	Adjunct Faculty	Classified Staff	Professional Experts
N=	a,b,c,d,e,f=15	a,f=102 b,c=101 d=103 e=104	a,b,c,d,e,f=39	a,c,e,f=87 b,d=88	a,b,c,d,e=19 f=20
a. BC's HR office is easily accessible.	100%	88%	97%	91%	95%
b. BC's HR office responds to questions or concerns in a timely manner.	80%	87%	95%	84%	95%
c. BC's HR office treats questions or concerns with respect.	73%	92%	100%	86%	100%
d. BC's HR office provides me with sufficient information as it pertains to HR/employee affairs.	67%	84%	95%	80%	90%
e. BC's HR office provides accurate information.	67%	82%	97%	76%	95%
f. In general, I am satisfied with the BC HR office.	67%	85%	100%	78%	95%

When analyzing the statements “BC’s HR office treats questions or concerns with respect,” “BC’s HR office provides sufficient information,” and “BC’s HR office provides accurate information” by gender, more males agreed or strongly agreed with those statements than females. A higher percentage of males also indicated a general satisfaction with BC’s HR office.

Table 5: Percent of respondents who agreed or strongly agreed with the following statements by gender.

	Females	Males
N=	a,b,e,f=165 c=164 d=166	a,b,c=97 d,f=98 e=99
a. BC's HR office is easily accessible.	91%	93%
b. BC's HR office responds to questions or concerns in a timely manner.	85%	92%
c. BC's HR office treats questions or concerns with respect.	88%	96%
d. BC's HR office provides me with sufficient information as it pertains to HR/employee affairs.	80%	89%
e. BC's HR office provides accurate information.	79%	88%
f. In general, I am satisfied with the BC HR office.	82%	90%

Looking at race and ethnicity, all three groups agreed or strongly agreed that “BC’s HR office is easily accessible.” The majority of all three groups (80% or more) agreed or strongly agreed “In general, I am satisfied with the BC HR office,” with White respondents indicating the highest satisfaction (86%). However, fewer Hispanic/Latino respondents agreed with the statements “BC’s HR office responds to questions or concerns in a timely manner,” (78%) “BC’s HR office provides sufficient information” (76%) and “BC’s HR office provides accurate information” (68%) than other respondents.

Table 6: Percent of respondents who agreed or strongly agreed with the following statements by race and ethnicity.

	Hispanic/Latino	White	Other/Unknown ¹
N=	a,b,c,d,e,f=50	a,b,e=180 c=179 d,f=181	a,b,c,f=32 d=33 e=34
a. BC's HR office is easily accessible.	92%	91%	97%
b. BC's HR office responds to questions or concerns in a timely manner.	78%	89%	91%
c. BC's HR office treats questions or concerns with respect.	86%	93%	84%
d. BC's HR office provides me with sufficient information as it pertains to HR/employee affairs.	76%	85%	85%
e. BC's HR office provides accurate information.	68%	86%	85%
f. In general, I am satisfied with the BC HR office.	80%	86%	84%

¹ Due to small numbers, the “Other/Unknown” category includes the following groups: American Indian/ Alaskan Native, Black/ African American, Asian/ Filipino/ Pacific Islander, and Other/ Unknown.

Voice of BC – “Additional Comments”

Direct quotes from survey respondents

“BC HR personnel have always responded quickly, efficiently and respectfully to me. I appreciate the hard work these ladies do for BC.”

“Continually educating themselves, whether it be through a formal training or just reading board policy or HR laws. This should be the one stop shop for the college.”

“Do not feel sense of trust to bring concerns to HR office. Gossiping occurs. Lacks confidentiality. Not sure if this office is to help employees, BC, or is somewhere in the middle.”

“I always feel like I can ask any question and be sure of getting an answer.”

“I find that the staff are always personable and willing to help which is a big plus.”

“I have been most impressed with the professionalism, assistance, and compassion of the entire staff. They are a pleasure to work with.”

“I have found that those in [...] HR are inaccessible, distant, and generally unpleasant to deal with.”

“I have not seen this office coordinate any training.”

“I think the three ladies working at the BC main campus are great; however, the HR employees at the District office are not as helpful or effective with getting staff the appropriate information within an effective time period.”

“I would like to see more consistency with campus HR and district office HR. Many times it appears that the two entities act as two entities rather than being joined at the hip and working as a team.”

"It could use a few more employees since the office has a heavy workload."

"It is confusing about when we should speak to BC HR and to KCCD HR. There are some very responsive people in both offices; but there are some recurrent errors that are made by a few who make HR look less professional and competent than they really are."

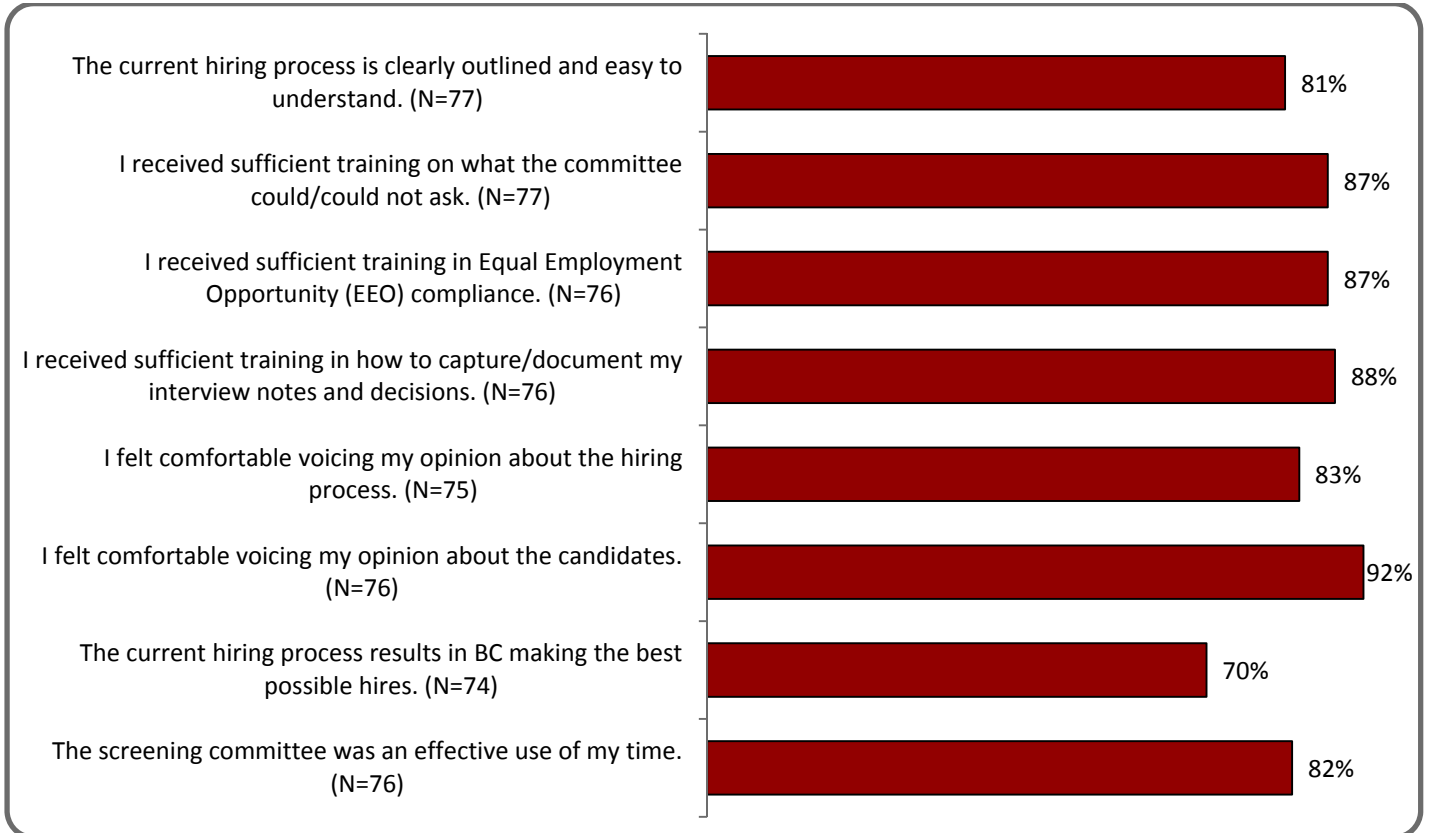
"Sometimes there are issues that should not be discussed that seem to leak out. Careful."

"The H.R. staff are helpful and accurate. I believe that greater attention should be given to the need for increased confidentiality."

SCREENING COMMITTEE EVALUATION

In general, screening committee participants indicated their committee work was a positive experience. Over 80% of the respondents agreed or strongly agreed with all but one of the statements. The one area that received a lower percentage of respondents in agreement, compared to other areas, was “The current hiring process results in BC making the best possible hires” (70%).

Figure 4: Percent of respondents who agreed or strongly agreed with the following statements.



Respondents were given three open-ended questions. Due to a low number of respondents answering the questions, responses could not be grouped into common categories. However, the following pages include some of the responses to those questions.

Voice of BC – “Explanation of screening committee answers”

Direct quotes from survey respondents

“Although I think the process is a pretty good process, I have found candidates are not honest about their qualifications and experience during the interview and therefore, they are hired and then we find out they're not really qualified for what the position needs. I'm not really sure how you could improve on that problem - but it needs improvement.”

“I felt persuaded by HR when making decisions during interview process and confidentiality was a concern.”

“I don't think you're starting early enough in the process. We constantly experience barriers in the process prior to even the job being posted.”

“I felt comfortable, but I have been on [multiple] committees. The chair of the last committee I was on had no idea what was going on, and was unclear of the process, that the questions needed to be solidified before choosing candidates, etc. The process was unclear to him, which resulted in some snafus. The rule of not asking more follow-up questions of the candidate is silly.”

“I find the hiring process to be too far skewed toward not wanting to be sued (end up in court) rather than an emphasis on finding the best candidate.”

“I think the college (and HR) needs to be more effective in discussing diversity before the screening process begins.”

“It seems that BC could do a better job with recruitment. We also need more training if EEO compliance is an issue.”

“There was great confusion on several about which applicants were eligible. Several applicant's seemed to disappear and there was no reason that could be found. It is a system/software issue, not an HR personnel issue.”

Voice of BC – “What aspect of the screening committee has been the most effective or productive?”

Direct quotes from survey respondents

“Application review, 1:1 interviews.”

“Being able to review applications on line has been more effective and made better use of my time.”

“Bringing together staff from different departments to have a broader view of the candidates.”

“Diversity of the committee itself.”

“Excellent planning by HR staff, easy access for questions, great people.”

“Having all applicant materials online.”

“Organized notebooks from HR & online viewing of applicants.”

“The rating system of applicants and viewing the applications online.”

Voice of BC – “What are your recommendations for improving the current hiring process?”

Direct quotes from survey respondents

“A more focused approach to EEO information. What are our stats? Do our hires reflect our students and communities? What are some of the unintentional obstacles to assessing applications and applicants?”

“Allow departments to have a say in “closing dates” for initial application reviews.”

“Assure that committee composition guidelines are followed.”

“Changing the strict regulation that no follow-up questions can be asked. It's very unnatural and does not lead to getting the best answers. Being so rigid in the process in the name of equality is not productive. We miss out on good candidates who might have misheard or misunderstood a question and thus answered in the wrong way.”

“To post job positions immediately.”

“Each candidate gets asked the same questions, but it would be nice if each committee member could ask follow-up questions if they felt it was needed for more clarification regarding qualifications and experience. Some answers just demand more questions.”

“Shortening the process!!!!”

“It would be ideal if the person chairing an interview committee went through some training on how to run an effective interview committee. Maybe a 2 hour session that hits the highlights.”

“Would suggest a flowchart of events within the hiring process along with responsibilities outlined.”

“It would be nice to have a consistent process from one hiring process to the next - especially when it comes to transfer candidates. Also it's really very silly to have recently retired full time faculty have to go through a process to become adjunct.”

“Make sure that the people in HR know to use outlook when scheduling meetings, not double book their calendar.”

“To make sure all hiring committees are consistent and that the procedures written out and followed. If they are changed they need to be noted.”

APPENDIX A –SURVEY

Bakersfield College 2013 Human Resources Survey

Human Resources (HR) is dedicated to providing professional, confidential and cost-effective assistance to all employees and other customers in the areas of recruitment and retention of academic, classified and administrative employees. HR's responsibilities include the new hire process, new hire orientation, employee benefits, employee/labor relations, collective bargaining, safety, salary administration, job classification, Board and HR policy, employee discipline and terminations, workers' compensation, training and equal employment opportunity.

Bakersfield College (BC) has an HR office on campus run by Mary Jo Pasek, Lori Carlson, and Kathy Howarth to provide these services to faculty and staff. Please answer a few short questions to help BC's HR office better serve you.

1. How often have you used the BC HR office?

- Multiple times per semester
- Once a semester
- Once a year
- Once ever
- Never – Go to End

2. For which services have you had contact with the BC HR office? (Select all that apply)

- New hire process
- New hire orientation
- Employee benefits
- Employee/labor relations
- Collective bargaining
- Safety
- Salary administration
- Job classification
- Board and HR policy
- Employee discipline and terminations
- Workers' compensation
- Training
- Equal employment opportunity

3. Thinking about your contacts with the BC HR office, how much do you agree with the following statements?
(Strongly agree, Agree, Disagree, Strongly disagree)

BC's HR office...

- Is easily accessible.
- Responds to questions or concerns in a timely manner.
- Treats questions or concerns with respect.
- Provides me with sufficient information as it pertains to HR/employee affairs.
- Provides accurate information.
- In general, I am satisfied with my BC HR office.

4. If you would like to explain any of your responses from above, please do so here.

Open

5. Are there any other comments or feedback that you'd like to share about BC's HR office?

Open

The Human Resources department is also interested in evaluating its hiring process. You have been identified as someone who may have served on a screening committee for BC and we are interested in your feedback on the hiring process.

Please answer a few short questions to help us ensure our process leads to the best possible hiring practices.

6. Have you served on a screening committee in the past two years?

Yes

No

7. Thinking about your contacts with the BC HR office, how much do you agree with the following statements?
(Strongly agree, Agree, Disagree, Strongly disagree)

BC's HR office...

The current hiring process is clearly outlined and easy to understand.

I received sufficient training in what the committee could/could not ask.

I received sufficient training in Equal Employment Opportunity (EEO) compliance.

I received sufficient training in how to capture/document my interview notes and decisions.

I felt comfortable voicing my opinion about the hiring process.

I felt comfortable voicing my opinion about the candidates.

The current hiring process results in BC making the best possible hires.

The screening committee was an effective use of my time.

8. If you would like to explain any of your responses from above, please do so here.

Open

9. What aspect of the screening committee has been the most effective or productive?

Open

10. What are your recommendations for improving the current hiring process?

Open

Thank you for your input!

APPENDIX B –SURVEY FREQUENCY

Employee Class

	Frequency	Percent
Adjunct Faculty	46	15.6
Classified	95	32.3
Full-Time Faculty	117	39.8
Managers	15	5.1
Professional Experts	21	7.1
Total	294	100.0

Gender

	Frequency	Percent
Female	180	61.2
Male	114	38.8
Total	294	100.0

Ethnicity

	Frequency	Percent
American Indian/ Alaskan Native	3	1.0
Black/ African American	7	2.0
Asian/ Filipino/ Pacific Islander	11	4.0
Hispanic/ Latino	54	18.0
White	204	70.0
Other/ Unknown	15	5.0
Total	294	100.0

How often have you used the BC HR office?

	Frequency	Percent
Never	11	3.7
Once ever	47	16.0
Once a year	83	28.2
Once a semester	51	17.3
Multiple times per semester	102	34.7
Total	294	100.0

For which services have you had contact with the BC HR office? New Hire Process

	Frequency	Percent
No	148	50.3
Yes	146	49.7
Total	294	100.0

For which services have you had contact with the BC HR office? New Hire Orientation

	Frequency	Percent
No	222	75.5
Yes	72	24.5
Total	294	100.0

For which services have you had contact with the BC HR office? Employee benefits

	Frequency	Percent
No	159	54.1
Yes	135	45.9
Total	294	100.0

For which services have you had contact with the BC HR office? Employee/labor relations

	Frequency	Percent
No	258	87.8
Yes	36	12.2
Total	294	100.0

For which services have you had contact with the BC HR office? Collective bargaining

	Frequency	Percent
No	287	97.6
Yes	7	2.4
Total	294	100.0

For which services have you had contact with the BC HR office? Safety

	Frequency	Percent
No	275	93.5
Yes	19	6.5
Total	294	100.0

For which services have you had contact with the BC HR office?

Salary administration

	Frequency	Percent
No	230	78.2
Yes	64	21.8
Total	294	100.0

For which services have you had contact with the BC HR office? Job classification

	Frequency	Percent
No	231	78.6
Yes	63	21.4
Total	294	100.0

For which services have you had contact with the BC HR office?

Board and HR policy

	Frequency	Percent
No	261	88.8
Yes	33	11.2
Total	294	100.0

For which services have you had contact with the BC HR office?

Employee discipline and terminations

	Frequency	Percent
No	269	91.5
Yes	25	8.5
Total	294	100.0

For which services have you had contact with the BC HR office?

Workers' compensation

	Frequency	Percent
No	281	95.6
Yes	13	4.4
Total	294	100.0

For which services have you had contact with the BC HR office?

Training

	Frequency	Percent
No	263	89.5
Yes	31	10.5
Total	294	100.0

For which services have you had contact with the BC HR office?

Equal employment opportunity

	Frequency	Percent
No	282	95.9
Yes	12	4.1
Total	294	100.0

For which services have you had contact with the BC HR office? Other

	Frequency	Percent
No	247	84.0
Yes	47	16.0
Total	294	100.0

How much do you agree... BC's HR office is easily accessible.

	Frequency	Percent
Strongly disagree	2	.8
Disagree	20	7.6
Agree	152	58.0
Strongly agree	88	33.6
Total	262	100.0

How much do you agree... BC's HR office Responds to questions or concerns in a timely manner.

	Frequency	Percent
Strongly disagree	5	1.9
Disagree	28	10.7
Agree	129	49.2
Strongly agree	100	38.2
Total	262	100.0

How much do you agree... BC's HR office Treats questions or concerns with respect.

	Frequency	Percent
Strongly disagree	4	1.5
Disagree	20	7.7
Agree	131	50.2
Strongly agree	106	40.6
Total	261	100.0

How much do you agree... BC's HR office Provides me with sufficient information as it pertains to HR/employee affairs.

	Frequency	Percent
Strongly disagree	6	2.3
Disagree	38	14.4
Agree	137	51.9
Strongly agree	83	31.4
Total	264	100.0

How much do you agree... BC's HR office Provides accurate information.

	Frequency	Percent
Strongly disagree	4	1.5
Disagree	43	16.3
Agree	132	50.0
Strongly agree	85	32.2
Total	264	100.0

How much do you agree... In general, I am satisfied with my BC HR office.

	Frequency	Percent
Strongly disagree	11	4.2
Disagree	29	11.0
Agree	135	51.3
Strongly agree	88	33.5
Total	263	100.0

Have you served on a screening committee in the past two years?

	Frequency	Percent
No	5	6.0
Yes	79	94.0
Total	84	100.0

How much do you agree with the following statement? The current hiring process is clearly outlined and easy to understand.

	Frequency	Percent
Strongly disagree	2	2.6
Disagree	13	16.9
Agree	39	50.6
Strongly agree	23	29.9
Total	77	100.0

How much do you agree with the following statement? I received sufficient training in what the committee could/could not ask.

	Frequency	Percent
Strongly disagree	3	3.9
Disagree	7	9.1
Agree	44	57.1
Strongly agree	23	29.9
Total	77	100.0

How much do you agree with the following statement? I received sufficient training in Equal Employment Opportunity (EEO) compliance.

	Frequency	Percent
Strongly disagree	1	1.3
Disagree	9	11.8
Agree	45	59.2
Strongly agree	21	27.6
Total	76	100.0

How much do you agree with the following statement? I received sufficient training in how to capture/document my interview notes and decisions.

	Frequency	Percent
Strongly disagree	3	3.9
Disagree	6	7.9
Agree	46	60.5
Strongly agree	21	27.6
Total	76	100.0

How much do you agree with the following statement? I felt comfortable voicing my opinion about the hiring process.

	Frequency	Percent
Strongly disagree	2	2.7
Disagree	11	14.7
Agree	39	52.0
Strongly agree	23	30.7
Total	75	100.0

How much do you agree with the following statement? I felt comfortable voicing my opinion about the candidates.

	Frequency	Percent
Strongly disagree	1	1.3
Disagree	5	6.6
Agree	39	51.3
Strongly agree	31	40.8
Total	76	100.0

How much do you agree with the following statement? The current hiring process results in BC making the best possible hires.

	Frequency	Percent
Strongly disagree	9	12.2
Disagree	13	17.6
Agree	35	47.3
Strongly agree	17	23.0
Total	74	100.0

How much do you agree with the following statement? The screening committee was an effective use of my time.

	Frequency	Percent
Strongly disagree	2	2.6
Disagree	12	15.8
Agree	40	52.6
Strongly agree	22	28.9
Total	76	100.0