



EMPLOYMENT PRACTICES COMMISSION

City of New York
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October 6, 2011

Dr. Diane Bova Call, President
Queensborough Community College
222-05 56th Avenue
New York, New York 11364

Re: Resolution #11/18-042(QCC) Audit of Compliance by the Queensborough Community College with the City University of New York's Affirmative Action/Equal Employment Opportunity and Diversity Policy from July 1, 2007 to June 30, 2010

Dear President Call:

Pursuant to Chapter 36 of the New York City Charter, the Equal Employment Practices Commission (EEPC) is empowered to audit and evaluate the employment practices, programs, policies and procedures of city agencies and their efforts to ensure fair and effective equal employment opportunity for minority group members and women. (New York City Charter, Chapter 36, sections 831(d)(2) and (5).)

The Charter defines city agency as any "city, county, borough, or other office, administration, board, department, division, commission, bureau, corporation, authority, or other agency of government, where the majority of the board members of such agency are appointed by the mayor or serve by virtue of being city officers or the expenses of which are paid in whole or in part from the city treasury..." The Queensborough Community College of the City University of New York (CUNY) is funded by the City of New York and is therefore considered a city agency pursuant to Chapter 36, section 831(a) of the New York City Charter.

This Commission is empowered by Section 831 of the City Charter to recommend all necessary and appropriate actions to ensure fair and effective affirmative employment programs for minority group members, women and other protected classes. This audit measures the QCC's compliance with its Affirmative Action/Equal Employment Opportunity and Diversity Policy, as well as Commission policies and EEO standards expressed in the Federal, State and

City Human Rights Laws. All recommendations for corrective actions are consistent with both the audit's findings and the parameters set forth in the QCC's Affirmative Action/Equal Employment Opportunity and Diversity (AA/EEO) Policy and Discrimination Complaint Procedure.

The purpose of this audit is to evaluate the college's compliance with the standards cited above, not to issue findings of discrimination pursuant to the New York City Human Rights Law.

Scope and Methodology

Audit methodology included an analysis of the college's responses to an *EEPC Document and Information Request Form*. The EEPC sent interview questionnaires to the college's former and Acting Affirmative Action/Compliance and Diversity Officers (AA/CDO), Human Resources Director/Dean, and Legal Counsel/Director of Labor Relations. The EEPC Senior Auditor also had a follow-up discussion of audit findings with the current AA/CDO.

In addition, the EEPC's Executive Director provided links to the *EEPC's Employee Survey* and *EEPC's Supervisor/Manager Survey* for the President's distribution to employees. The *EEPC's Employee Survey* was distributed to 750 full-time employees; 237 (32%) responded. The *EEPC's Supervisor/Manager Survey* was distributed to 81 supervisors/managers; 51 (63%) responded. Survey findings are included as appendices 1 and 5.

Description of the Agency

Queensborough Community College is a comprehensive two-year public community college of the City of New York located in the northeast section of the Borough of Queens. Queensborough offers degree programs leading to the Associate in Arts, the Associate in Science, the Associate in Applied Science, the Bachelors in Arts, and the Bachelors in Science in six broad curricular areas: Business, Education, Health Related Sciences, Liberal Arts, Science, Technology, English, and Mathematics, and Visual and Performing Arts. Administratively, the College is divided into several key operations areas: Academic Affairs, Finance and Administration, Student Services, and Institutional Advancement. The Vice Presidents for Finance and Administration, Student Affairs, Institutional Advancement and the Affirmative Action, Pluralism and Diversity/Compliance Officer report directly to the President of the College.

Personnel Activity during the Audit Period

During the period in review, the total number of employees increased from 1,280 to 1,655. The number of African-American employees increased from 169 to 240, Asian/Pacific Islander employees increased from 132 to 227, Caucasian employees increased from 866 to 1,025, Hispanic employees increased from 110 to 162, and Native-American decreased from 3 to 1. Female employees increased from 640 to 864. (Appendices 2 and 3)

The colleges' applicant, hires, promotions, and separations data are included in Appendix 4.

Discrimination Complaint Activity during the Audit Period

During the period in review, 16 internal discrimination complaints were filed: 6 based on hostile work environment, 7 based on sexual harassment, 1 based on disability, and 2 based on multiple categories. The AA/CDO completed and issued reports for 6 of these complaints, which received probable cause determinations.

At the time of this audit, no internal discrimination complaints were pending. The college reports 3 external discrimination complaints. (Appendix 6)

Legal Issues

The college reported that there were no EEO judgments/settlements during the audit period and the two years prior. At the end of the audit period, there were two pending EEO lawsuits.

PRELIMINARY DETERMINATION

Following are our preliminary determinations with required corrective actions and recommendations pursuant to the audit.

AA/EEO Policy and Diversity Documents

The OCC is in compliance with the following requirements:

1. The President issued a general *Policy of Non-discrimination* via memorandum. It was distributed to all employees with the Affirmative Action Plan and during welcome conferences hosted by the President each September. In addition, 60% of respondents to the *EEPC's Supervisor/Manager Survey* indicated they had received a copy of the college's *Policy of Non-discrimination* memorandum.
2. The college's AA/EEO and Diversity Policies (which includes the *Policies and Procedures on Non-Discrimination and Sexual Harassment and Workplace Violence Policy and Procedures*) were distributed via email, web and on posters. In addition, 81% of respondents to the *EEPC's Supervisor/Manager Survey* indicated it could be found in the college's AA/EEO and Diversity Office and 79% indicated it could be found in the HR/Personnel Office. Seventy-six percent of respondents to the *EEPC's Employee Survey* indicated the college's AA/EEO and Diversity Policies was posted on the college's bulletin boards or kept in an area accessible to employees.

EEO Training Standards

The OCC is in partial compliance with the following requirement:

The AA/EEO and Diversity Trainer administered Sexual Harassment Prevention Training in April 2010. The Director of the Center for Excellence in Teaching and Learning who is a professional trainer and two members of the Sexual Harassment Awareness Committee assisted with training. During new employee orientation, the college ensured that new

employees were advised of the AA/EEO and Diversity Policies and the employees' rights and responsibilities under such policies, and the discrimination complaint procedure. However, the college did not have a plan for AA/EEO and Diversity Training. In addition, 75% of respondents to the *EEPC's Employee Survey* indicated they did not receive AA/EEO and Diversity training during the past 3 years. Corrective action is required.

Recommendation: The College should develop a training plan to ensure that all individuals who work within the college, including managers and supervisors, are trained concerning AA/EEO and Diversity-related policies, rights, and responsibilities. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.2a, July 2008 and EEPC/Sect. 831, City Charter)

Discrimination Complaint and Investigation Procedures

The QCC is in compliance with the following requirements:

1. The college has established an internal complaint investigation procedure by which the Affirmative Action/Compliance and Diversity Officer investigates discrimination complaints.
2. The college maintained a monthly log of discrimination complaints.

EEO Internal Discrimination Complaint Files

The college submitted 10 internal files (which included a combination of Summary Complaint Reports, a Department of Public Safety Incident Report Statement Form, a Memorandum of Agreement, a Letter/Email, and a Complainant Statement/Letter) which it designated as "discrimination complaint files" for the EEPC's review. None of the files had complaint numbers. Two files (one dated 9/11/2009 and the other dated fall '06/spring '07) were employee complaint files and thus were reviewed by the EEPC.

The following findings and recommendations are based on these two complaints.

The QCC is not in compliance with the following requirements:

1. The two internal complaint files did not contain a Charge of Discrimination Form. Corrective action is required.

Recommendation: All discrimination complaint files should contain a Charge of Discrimination Form completed by the complainant or the AA/CDO. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.4, July 2008)

2. The two internal complaint files did not contain written notification informing the complainant and accused that an investigation had begun, which may include interviews with third parties, and that the President shall determine what action, if any, to take after the investigation is complete. Corrective action is required.

Recommendation: The complainant should be informed in writing that an investigation is being commenced, that interviews of the accused and possibly other people shall be conducted,

and that the President shall determine what action, if any, to take after the investigation is complete. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.7b2, July 2008)

Recommendation: The accused should be advised that a complaint of discrimination has been received, that an investigation has begun, which may include interviews with third parties, and that the President shall determine what action, if any, to take after the investigation is completed. The accused should be given a copy of the complaint and an opportunity to respond. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.7b3, July 2008)

3. The two internal complaint files did not contain an *Actions Taken in Response to Discrimination/Harassment Complaint Form* that the AA/CDO reported the investigation findings to the President for review and signature. Corrective action is required.

Recommendation: Promptly following the completion of the investigation, the AA/CDO should report his or her findings to the President. The President should sign the *Actions Taken in Response to Discrimination/Harassment Complaint Form* that will go into the investigation complaint file. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.8a,d, July 2008)

4. The two internal complaint files did not contain documentation that the complainant(s) and respondent(s) to the investigation were apprised in writing of the outcome and action taken as a result of the complaint. Corrective action is required.

Recommendation: The complainant(s) and respondent(s) to an investigation should be apprised in writing of the outcome and action taken as a result of the complaint. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.8c, July 2008)

Selection and Recruitment System

The OCC is in compliance with the following requirements:

1. When advertising, the college indicates it is an Equal Opportunity Employer. The last five internal job vacancy notices: (1) Full-time Lecturer/Physics Department; (2) Full-time Lecturer/Mathematics and Computer Science Department; (3) Full-time Lecturer/Basic Educational Skills Department; (4) Dean of Human Resources and Labor Relations; and (5) Full-time Lecturer/History Department included this indication.
2. The college conducts annual evaluations for its managerial and non-managerial employees. Eighty-three percent of respondents to the *EEPC's Employee Survey* indicated they received annual performance evaluations. In addition, 65% of respondents to the *EEPC's Supervisor/Manager Survey* indicated they also received annual performance evaluations.
3. The college assesses its methods of recruitment and the manner in which candidates were selected for employment to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group. As a result of the assessments changes were made (in the form of focused advertising dollars) in the recruitment and selection

process. The college submitted an extensive list of recruitment resources which included minority-oriented publications, professional organizations, and diversity websites. In addition, 89% of respondents to the *EEPC's Supervisor/Manager Survey* indicated they interviewed candidates for positions; 83% of these respondents also indicated they had received training and/or a guide that outlines illegal or discriminatory questions and includes instructions for conducting a structured interview.

The QCC is in partial compliance with the following requirement:

The college submitted various advertisements which were published in the *New York Times/Career in Education*, *nytimes.com & monster*, *The Chronicles of Higher Education*, and *Science, Technology and Mathematics* during the audit period. Three of the last five advertisements (1. Faculty, Executive and Administrative, Managerial and Professional, and Information Technology, 2. Vice-President of Finance and Administration, IT ACAD Tech Manager, IT Acad Applications Specialists, Legal Counsel and Labor Relations Director, 3. Emerging Technologies Librarian) included the Equal Opportunity Employer tagline. The remaining two advertisements (1. Instructor or Assistant Professor/Library 2. Instructor or Assistant Professor/Biology, Instructor or Assistant Professor/Mathematics, and Lecturer/Mathematics) during the period in review did not indicate that the college is an Equal Opportunity Employer. Corrective action is required.

Recommendation: All college recruitment literature should indicate that the college is an equal opportunity employer. (EEPC/Sect. 831, City Charter)

EEO Professionals' Responsibilities/Reporting Arrangement

The QCC is in compliance with the following requirements:

1. The college has appointed an AA/CDO to develop, implement, and monitor the College's affirmative action program. The AA/CDO had 12 years of experience serving in EEO type positions. He also received CUNY sponsored training which included complaint investigations and sexual harassment prevention awareness. He also serves as a Board Member on the American Association for Affirmative Action and attends their annual conferences.

The college identified its AA/CDO in its annual notification of *Policy of Non-discrimination*. Employees are also notified during EEO training. In addition, 82% of respondents to the *EEPC's Employee Survey* indicated they know who the AA/CDO is.

2. During the audit period the college's organization chart established that the AA/CDO reported to the President. The AA/CDO met with the President on a bi-weekly basis to discuss AA/EEO issues; an agenda and minutes were kept.
3. During the audit period the college's AA/CDO oversaw activities that impacted EEO within the college such as selection, recruitment, and reasonable accommodations. There were at least one male and one female professional available and authorize to investigate discrimination complaints. The AA/CDO also met with the Affirmative Action Committee on a monthly basis.

EEO and Reasonable Accommodation for Persons with Disabilities

The QCC is in compliance with the following requirements:

1. The college's Reasonable Accommodation Procedure is posted on the CUNY portal. During the audit period, the college provided 1 reasonable accommodation request for an aerodynamic chair.
2. The college appointed its AA/CDO as ADA/504 Coordinator responsible for handling reasonable accommodation requests and ensuring compliance with all federal, state, and local laws, as well as City and agency policies, pertaining to persons with disabilities.
3. The college reports that there were no requests for EEO Policies in alternative formats. The college is committed to having alternative formats (such as large print, audio tape, and/or Braille) available upon request for use by persons with disabilities.
4. In response to this audit, the QCC completed the EEPC's checklists for determining accessibility. The location (220-05 56th Avenue, Bayside, NY/17 Buildings) were accessible to and usable by persons with disabilities (e.g. facilities contain street accessible entrances, ramp access, wheelchair accessible elevators, bell and Braille in elevators, wide restroom stalls, grab bars in restroom, and low sink or bathroom fixtures).

The college is working with an external agency to improve building egress all across the campus. In the meantime, the college has improved ramp access and repaired bumps and cracks that could impact the mobility of the disabled.

SUMMARY OF RECOMMENDED CORRECTIVE ACTIONS

1. The College should develop a training plan to ensure that all individuals who work within the college, including managers and supervisors, are trained concerning AA/EEO and Diversity-related policies, rights, and responsibilities. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.2a, July 2008 and EEPC/Sect. 831 City Charter)
2. All discrimination complaint files should contain a Charge of Discrimination Form completed by the complainant or the AA/CDO. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.4, July 2008)
3. The complainant should be informed in writing that an investigation is being commenced, that interviews of the accused and possibly other people shall be conducted, and that the President shall determine what action, if any, to take after the investigation is complete. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.7b2, July 2008)

4. The accused should be advised that a complaint of discrimination has been received, that an investigation has begun, which may include interviews with third parties, and that the President shall determine what action, if any, to take after the investigation is completed. The accused should be given a copy of the complaint and an opportunity to respond. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.7b3, July 2008)
5. Promptly following the completion of the investigation, the AA/CDO should report his or her findings to the President. The President should sign the *Actions Taken in Response to Discrimination/Harassment Complaint Form* that will go into the investigation complaint file. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.8a,d, July 2008)
6. The complainant(s) and respondent(s) to an investigation should be apprised in writing of the outcome and action taken as a result of the complaint. (CUNY, *Policies and Procedures on Non-Discrimination and Sexual Harassment*, Section II.8c, July 2008)
7. All college recruitment literature should indicate that the college is an equal opportunity employer. (EEPC/Sect. 831, City Charter)

In addition to the above recommendations, during the compliance process, the Commission requires that the college distribute a memorandum to all staff informing them of the changes that are being implemented in the college's Affirmative Action/Equal Employment Opportunity and Diversity Program pursuant to the audit. This memorandum should re-emphasize the college head's commitment to the college's EEO Program.

Conclusion

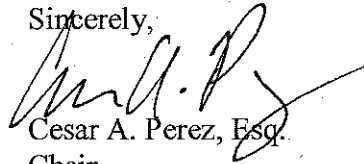
Pursuant to Chapter 36 of the New York City Charter and the previously cited preliminary determinations relating to EEPC's audit of the QCC's compliance with its Affirmative Action/Equal Employment Opportunity and Diversity Policy, as well as Commission policies and EEO standards expressed in the Citywide EEO Policy, we respectfully request your response to the aforementioned preliminary determinations.

Your response should indicate what corrective actions your office will take to bring the college in compliance with the aforementioned policies and which recommendations it intends to follow. As your staff informed us during the exit meeting, you have already implemented some of our recommended corrective actions. Please specify these corrective actions in your response, and include any documentation as addenda to your formal response to the Preliminary Determination.

Pursuant to Section 832 of the New York City Charter, if you do not implement all of these recommendations for corrective actions during a compliance period not to exceed six months, this Commission may publish a report and recommend the appropriate corrective actions that you should implement in your college's EEO/Affirmative Action Plan.

In closing, we want to thank you and your staff for the cooperation extended to the Equal Employment Practices Commission auditors during the course of this audit. If you have any questions regarding these preliminary determinations, please let us know.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cesar A. Perez', written in a cursive style.

Cesar A. Perez, Esq.
Chair

Appendix 1

AA/EEO & Diversity Program: Queensborough Community College Edit

- View Summary
- Browse Responses
- Filter Responses
- Crosstab Responses
- Download Responses
- Share Responses

Default Report  **+ Add Report**

Response Summary

Total Started Survey: 244
Total Completed Survey: 237 (97.1%)

Select a page to view below or view all pages:

#1. EMPLOYEE SURVEY

PAGE: EMPLOYEE SURVEY

1. City University of New York

Download

	Response Percent	Response Count
College Name: Show Responses	100.0%	244

answered question 244

skipped question 0

Select a page to view below or view all pages:

#1. EMPLOYEE SURVEY

1. City University of New York

	Response Percent	Response Count
College Name: <input type="text"/>	100.0%	244
answered question		244
skipped question		0

2. Equal Employment Opportunity (EEO) guarantees the right of all persons to be accorded full and equal consideration on the basis of merit, regardless of protected group status. Do you agree with this principle?

	Response Percent	Response Count
Yes <input type="checkbox"/>	98.8%	237
No <input type="checkbox"/>	1.3%	3
answered question		240
skipped question		4

3. Do you know who your college's Affirmative Action/Compliance and Diversity Officer (AA/CDO) is?

	Response Percent	Response Count
Yes <input type="checkbox"/>	82.3%	200
No <input type="checkbox"/>	17.7%	43
answered question		243
skipped question		1

4. Are the AA/EEO and Diversity Policies posted on your college's bulletin boards or kept in an area otherwise accessible to employees?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	75.7%	184
No	<input type="checkbox"/>	24.3%	59
answered question			243
skipped question			1




5. Do you believe your college practices EEO (i.e. ensures fairness in all aspects of employment including hiring, selection, promotions, etc.)?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	67.8%	160
No	<input type="checkbox"/>	32.2%	76
answered question			236
skipped question			8




6. How often has your manager or supervisor reaffirmed the college's commitment to the principle of EEO during staff meetings within the past year?

		Response Percent	Response Count
Two or more times	<input type="checkbox"/>	32.4%	78
One time	<input type="checkbox"/>	19.1%	46
At no time	<input type="checkbox"/>	48.5%	117
answered question			241
skipped question			3



7. How often has your manager or supervisor discussed employees' right to file a discrimination complaint with the college's AA/CDO during staff meetings within the past year?

	Response Percent	Response Count
Two or more times 	11.3%	27
One time 	16.8%	40
At no time 	71.8%	171
answered question		238
skipped question		6

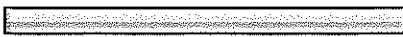


8. When hired, were you advised of the college's AA/EEO and Diversity Policies and of your rights and responsibilities under such policies?

	Response Percent	Response Count
Yes 	41.6%	99
No 	14.3%	34
Do Not Remember 	44.1%	105
answered question		238
skipped question		6




9. Do you know how to file an EEO complaint?

	Response Percent	Response Count
Yes 	36.1%	86
No 	63.9%	152
answered question		238
skipped question		6



10. If you had an EEO complaint, would you bring it to your college's AA/EEO and Diversity Office?

		Response Percent	Response Count
Yes		62.6%	149
No		8.0%	19
Undecided		29.4%	70
answered question			238
skipped question			6




11. Would you prefer to file an EEO complaint with an office outside your college?

		Response Percent	Response Count
Yes		29.8%	71
No		34.5%	82
Undecided		35.7%	85
answered question			238
skipped question			6




12. During the past 3 years, did you file a complaint with your college's AA/EEO and Diversity Office?

		Response Percent	Response Count
Yes		2.1%	5
No		97.9%	233
answered question			238
skipped question			6





13. Was your manager or supervisor supportive of your right to file a complaint?

		Response Percent	Response Count
Yes		40.0%	2
No		40.0%	2
Not Applicable		20.0%	1
answered question			5
skipped question			239

14. During the past 3 years, did you receive AA/EEO and Diversity training?

		Response Percent	Response Count
Yes		23.9%	57
No		74.4%	177
Employed for less than 12 months		1.7%	4
answered question			238
skipped question			6

15. How informative was this training?

		Response Percent	Response Count
Very informative		47.4%	27
Somewhat informative		47.4%	27
Not really informative		3.5%	2
Not Applicable		1.8%	1
answered question			57
skipped question			187




16. Does your college use training and development programs in order to improve job performance and/or career opportunities?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	54.2%	129
No	<input type="checkbox"/>	18.5%	44
I do not know	<input type="checkbox"/>	27.3%	65
answered question			238
skipped question			6



17. Are vacant positions advertised on bulletin boards or other areas accessible to employees in a timely manner?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	55.0%	131
No	<input type="checkbox"/>	23.9%	57
Do not remember	<input type="checkbox"/>	21.0%	50
answered question			238
skipped question			6



18. Have you received annual performance evaluations within the past 3 years?

		Response Percent	Response Count
Yes		82.8%	197
No		15.5%	37
Employed for less than 12 months		1.7%	4
answered question			238
skipped question			6

19. Did your evaluation contain recommendations for improving your job performance?

		Response Percent	Response Count
Yes		60.4%	119
No		39.6%	78
answered question			197
skipped question			47

20. Did your evaluation contain recommendations for career advancement within the college?

		Response Percent	Response Count
Yes		44.2%	87
No		55.8%	110
answered question			197
skipped question			47



21. The Career Counselor is a trained professional (often the Human Resources Director) familiar with civil service and provisional jobs who provides career counseling to employees who request such guidance. Do you know who your college's Career Counselor is?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	31.5%	75
No	<input type="checkbox"/>	56.3%	134
Not Applicable	<input type="checkbox"/>	12.2%	29
answered question			238
skipped question			6



22. The Disability Rights Coordinator is responsible for handling reasonable accommodation requests and ensuring compliance with all federal, state, and local laws pertaining to persons with disabilities. Do you know who your college's Disability Rights Coordinator is?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	42.4%	101
No	<input type="checkbox"/>	57.6%	137
answered question			238
skipped question			6

23. Employers are required to take appropriate action to reasonably accommodate qualified employees and applicants with disabilities, and those who are victims of domestic violence, sex offenses, or stalking, to enable to them to perform their jobs or enjoy equal benefits and privileges of employment. Employers are also required to provide reasonable accommodations for the religious observances, beliefs and practices of an employee or applicant. During the past 3 years, did you ask for a reasonable accommodation due to any of the above?

		Response Percent	Response Count
Yes		9.3%	22
No		90.7%	215
answered question			237
skipped question			7

24. Was your accommodation granted?

		Response Percent	Response Count
Yes		81.8%	18
No		18.2%	4
answered question			22
skipped question			222

25. Race/Ethnicity

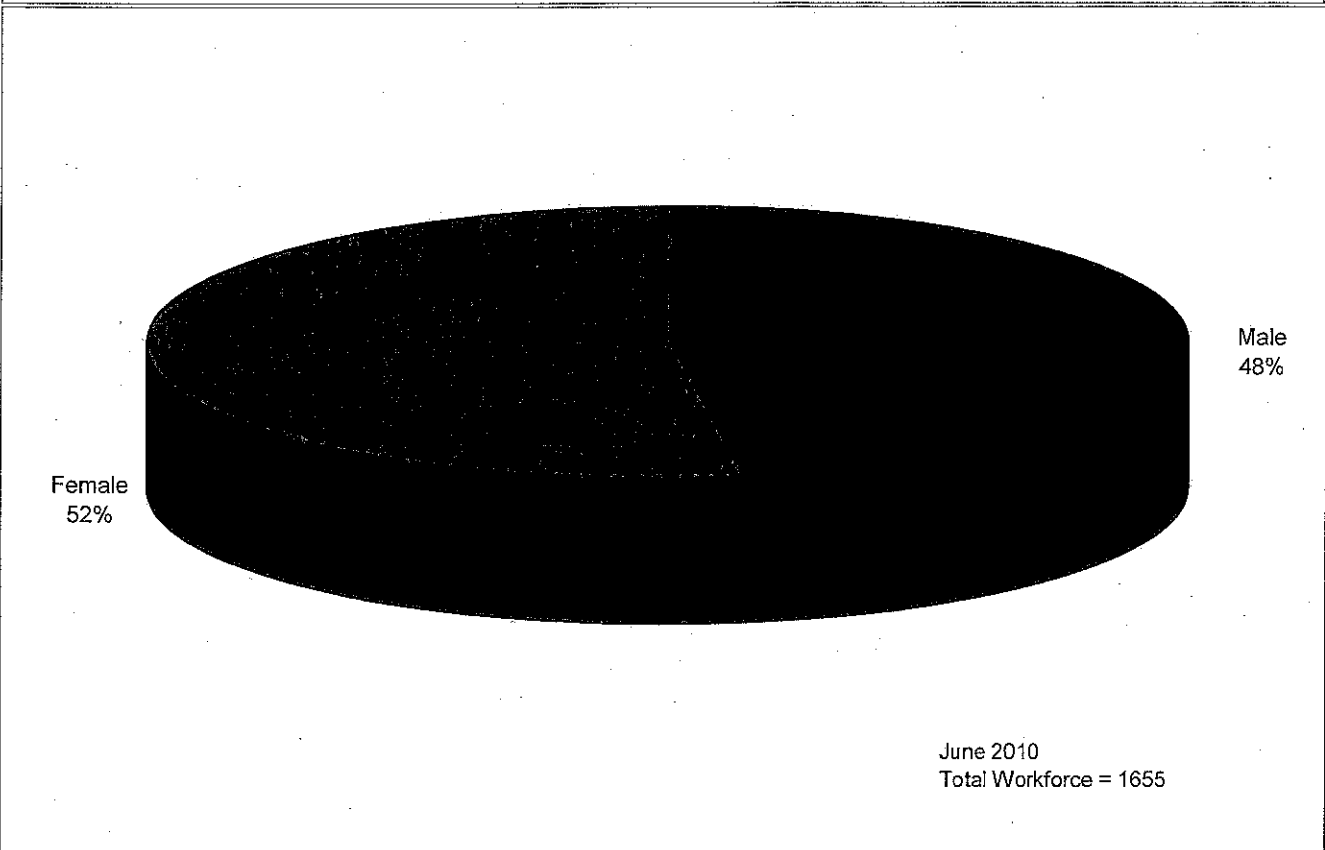
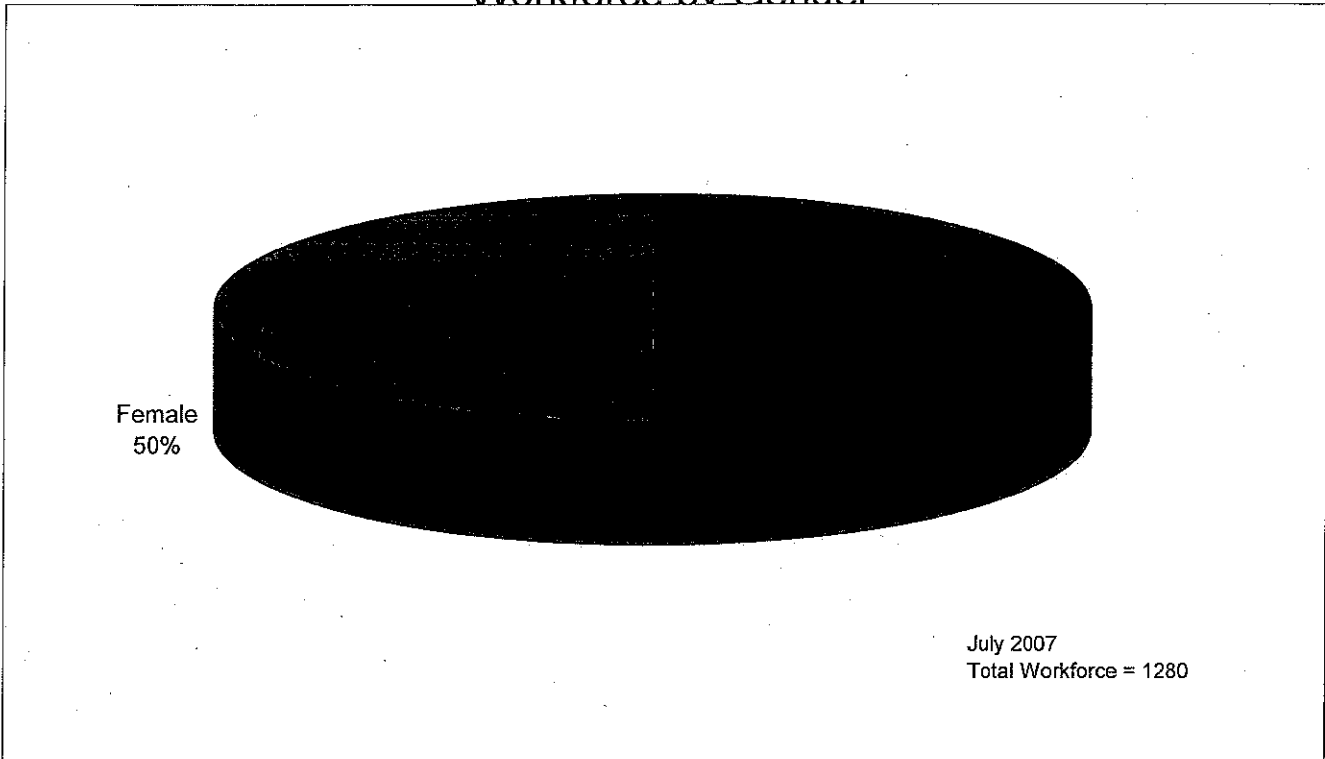
		Response Percent	Response Count
Asian or Pacific Islander		11.5%	25
American Indian or Alaska Native		0.0%	0
Black (not of Hispanic origin)		11.9%	26
Hispanic		7.8%	17
White (not of Hispanic origin)		60.1%	131
Other		8.7%	19
		answered question	218
		skipped question	26

26. Gender

		Response Percent	Response Count
Male		33.8%	74
Female		66.2%	145
		answered question	219
		skipped question	25

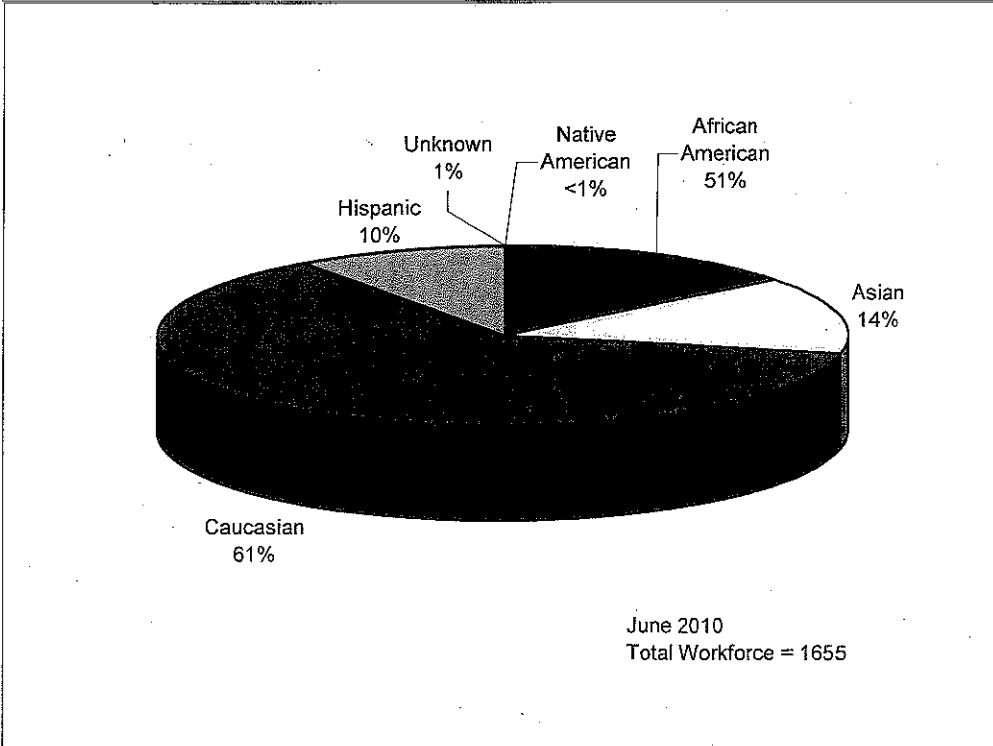
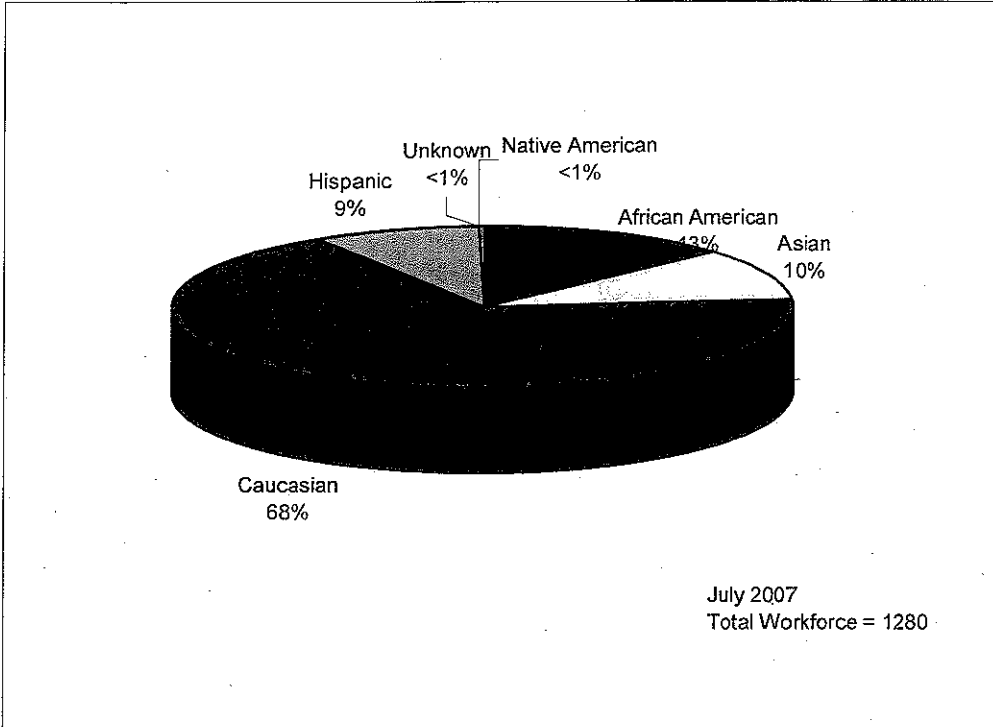
Appendix - 2

Queensborough Community College Workforce by Gender



Appendix - 3

Queensborough Community College
Workforce by Ethnicity



Appendix 4

Attachment 6: Summary of Promotions

Indicate the number of PROMOTIONS in each EEO Job Group by ethnicity and gender.

EEO Job Group #	Total Promotions within Job Group	Race/Ethnicity :							Gender	
		Asian	Black	Hispanic	Native American	White	Unknown	Male	Female	
001	0									
030	57	12	3	2	0	34	0	28	29	
002	7	1	5	0	0	1	0	6	1	
031/013	24	3	3	4	0	10	0	0	24	
010	10	1	1	4	0	4	0	8	2	
028	1	0	0	0	0	0	0	1	0	
029	0									

Attachment 7: Summary of Applicants

Indicate the number of APPLICANTS in each EEO Job Group by ethnicity and gender.

EEO Job Group #	Total Applicants within Job Group	Race/Ethnicity						Gender	
		Asian	Black	Hispanic	Native American	White	Unknown	Male	Female
001	356	22	56	28	3	82	295	148	208
030	3302	263	139	68	2	564	3121	1865	1437
002	2176	89	173	133	4	301	1488	766	1336
031/013	107	22	18	22	0	34	0	16	91
010	541	96	108	60	1	106	296	315	226
028	55	3	7	7	0	32	0	53	2
029	260	5	125	97	0	14	87	223	37

Attachment 7A: Summary of Hires

Indicate the number of HIRES in each EEO Job Group by ethnicity and gender.

EEO Job Group #	Hires within Job Group	Race/Ethnicity						Gender	
		Asian	Black	Hispanic	Native American	White	Unknown	Male	Female
001	15	0	2	2	0	10	0	7	9
030	70	14	8	1	0	43	2	26	44
002	23	5	4	3	0	11	0	10	13
013/031	46	4	10	12	4	9	0	4	42
010	11	3	1	2	0	5	0	8	3
028	7	0	0	0	0	5	0	7	0
029	17	2	6	6	0	2	1	13	4

Attachment 8: Summary of Separations

Indicate the number of SEPARATIONS due to layoffs or firings:

(a)	(b)	(c)	(d)
Employee's name	Ethnicity/Gender	Civil service/Office title and EEO Job category	Reason for separation
Larry Cowan	White/Male	002	Non-reappointment
Susan Stuart	Black/Female	002	Non-reappointment
Marie Thacker	White/Female	001	Non-reappointment
Maryam Vullis	White/Female	001	Non-reappointment
Bernice Moll	White/Female	002	Non-reappointment
Maria Fernandes	White/Female	001	Non-reappointment
Amaria Reichtman	White/Female	001	Non-reappointment
Mayrse Phillippe	Black/Female	013	Non-reappointment

Appendix 5

Supervisor/Manager Survey: Queensborough Community College



1. City University of New York

		Response Percent	Response Count
College:		100.0%	52
		answered question	52
		skipped question	0




2. How many employees are under your supervision?

		Response Percent	Response Count
5 or less		25.0%	13
6-10		11.5%	6
11-20		15.4%	8
21 or more		48.1%	25
		answered question	52
		skipped question	0

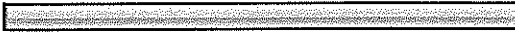




3. How long have you worked for this college?

		Response Percent	Response Count
Over 3 years		92.3%	48
3 years or less		7.7%	4
		answered question	52
		skipped question	0





4. Each CUNY college president should issue annually a written statement that reaffirms support for AA/EEO and Diversity. Have you received a copy of the president's statement?

		Response Percent	Response Count
Yes		59.6%	31
No		11.5%	6
Do not remember		28.8%	15
answered question			52
skipped question			0



5. In your college, where can the policies and procedures on Affirmative Action, Disability Accommodations, and Non-Discrimination/Sexual Harrassment Prevention be found? (Check all that apply.)

		Response Percent	Response Count
The AA/EEO and Diversity Office		80.8%	42
The HR/Personnel Office		78.8%	41
The Intranet		46.2%	24
Your Office		30.8%	16
Do not know		5.8%	3
answered question			52
skipped question			0



6. Of the choices above, which is most easily accessible to you?

		Response Percent	Response Count
The AA/EEO and Diversity Office		25.0%	13
The HR/Personnel Office		25.0%	13
The Intranet		28.8%	15
Your Office		21.2%	11
answered question			52
skipped question			0



7. Do you know the name of your college's Affirmative Action/Compliance and Diversity Officer (AA/CDO)?

		Response Percent	Response Count
Yes		96.2%	50
No		3.8%	2
answered question			52
skipped question			0



8. Have you been informed of your protections against illegal employment discrimination and sexual harassment in accordance with the college's AA/EEO and Diversity Policies by your college's AA/CDO?

		Response Percent	Response Count
Yes		92.3%	48
No		7.7%	4
answered question			52
skipped question			0




9. Have you been informed of your responsibilities as a supervisor in accordance with your college's AA/EEO and Diversity Policies by your college's AA/CDO?

		Response Percent	Response Count
Yes		86.5%	45
No		13.5%	7
answered question			52
skipped question			0



10. CUNY's Policies and Procedures on Non-Discrimination and Sexual Harassment require persons with supervisory responsibility to take steps to create a workplace free of discrimination and harassment such as arranging for posting of the policies in their work areas. Have you done this?

		Response Percent	Response Count
Yes		65.4%	34
No		34.6%	18
answered question			52
skipped question			0

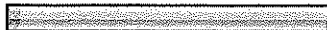

11. These policies also require supervisory personnel to encourage aggrieved persons to contact the AA/CDO. Have you done this?

	Response Percent	Response Count
Yes 	50.0%	26
No 	5.8%	3
Not Applicable 	44.2%	23
	answered question	52
	skipped question	0




12. Did you receive sexual harassment prevention training from this college during the past 3 years ?

	Response Percent	Response Count
Yes 	53.8%	28
No 	46.2%	24
	answered question	52
	skipped question	0



13. Did you receive training on AA/EEO and Diversity?

	Response Percent	Response Count
Yes 	50.0%	26
No 	50.0%	26
	answered question	52
	skipped question	0

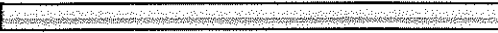


14. When you were hired, did you receive an orientation session that included a review of the college's AA/EEO and Diversity Policies?

	Response Percent	Response Count
Yes 	25.0%	13
No 	34.6%	18
Do not remember 	40.4%	21
	answered question	52
	skipped question	0



15. Do you participate in orientation sessions for new employees?

	Response Percent	Response Count
Yes 	36.5%	19
No 	63.5%	33
	answered question	52
	skipped question	0





16. Do new employee orientation sessions include information on the AA/EEO and Diversity Policies?

	Response Percent	Response Count
Yes 	78.9%	15
No 	5.3%	1
Do not know 	15.8%	3
	answered question	19
	skipped question	33

17. Do you interview candidates for positions in your agency?

	Response Percent	Response Count
Yes 	88.5%	46
No 	11.5%	6
answered question		52
skipped question		0

18. A structured interview is a method that standardizes the type and order of interview questions asked to ensure that a fair comparison can be made between interviewees. Did your college provide you with training and/or a guide that outlines illegal or discriminatory questions and includes instructions for conducting a structured interview?

	Response Percent	Response Count
Training 	21.7%	10
Guide 	21.7%	10
Both training and guide 	39.1%	18
Neither 	17.4%	8
answered question		46
skipped question		6

19. When was your last performance evaluation?

		Response Percent	Response Count
Within the past year		65.4%	34
Over a year ago		30.8%	16
I have not received a performance evaluation	<input type="checkbox"/>	3.8%	2
answered question			52
skipped question			0



20. Does your performance evaluation include an EEO component? (A section that rates your ability to make employment decisions based on merit and equal consideration, or treat others in an equitable and impartial manner.)

		Response Percent	Response Count
Yes		52.0%	26
No		48.0%	24
answered question			50
skipped question			2





21. Do you conduct formal performance evaluations of the employees under your supervision annually?

		Response Percent	Response Count
Yes		94.2%	49
No	<input type="checkbox"/>	5.8%	3
answered question			52
skipped question			0

22. Do you believe the college has provided sufficient training to supervisors/managers on their responsibilities in assisting employees who may complain about discrimination or harassment?

		Response Percent	Response Count
Yes		72.5%	37
No		27.5%	14
answered question			51
skipped question			1

23. Race/Ethnicity

		Response Percent	Response Count
Asian or Pacific Islander		4.9%	2
American Indian or Alaska Native		0.0%	0
Black (not of Hispanic origin)		7.3%	3
Hispanic		4.9%	2
White (not of Hispanic origin)		82.9%	34
Other		0.0%	0
answered question			41
skipped question			11

24. Gender

		Response Percent	Response Count
Male	<input type="checkbox"/>	41.5%	17
Female	<input type="checkbox"/>	58.5%	24
answered question			41
skipped question			11

Appendix - 6

Queensborough Community College

External Complaints*

Total number of external complaints filed: 3

Name of Outside Agency	Year	Nature of complaint	Status of complaint (incl. finding by outside agency)
NYC Division of Human Rights	2007	Creed, National Origin, Sex, Familial Status	Determination Untimely
Department of Labor	2008	Violation of FMLA	Verbal Dismissal
EEOC	2009, amended 2010	Age, Amended to Include Disability	Pending

*Filed During the Audit Period