

Chapter XV: STAFF SURVEY

Who takes it?

Staff.

When is it administered?

The end of the spring semester. The first administration of the Staff Survey was in Spring 2003.

How long does it take to complete?

25 minutes.

What office administers it?

Institutional Planning Office.

Who originates the survey?

The University Assessment Committee.

When are results typically available?

Summer.

What type of information is sought?

Satisfaction levels, participation in various campus events such as development workshops, committees, and courses, use level of campus facilities, and importance of the University mission and institutional goals.

From whom are the results available?

Institutional Planning Office.

To whom are the results regularly distributed?

The University community through the summer Master Plan and Assessment Workshop and this *Almanac*.

Are results available by division or discipline?

No.

Are results comparable to data of other universities?

No.

Truman State University Staff Survey First Administration – May 2003 Initial Findings

As part of Truman's implementation of its University Master Plan Update, the University's first ever survey of non-academic staff was conducted in May 2003 as an initial means to ensure more systematic participation of non-teaching staff in University matters that directly impact them. The data were analyzed by a representative, ad hoc committee of staff in consultation with the University Dean for Planning and Institutional Development and were presented to the Truman community at the 2003 Summer Planning workshop. A PowerPoint presentation summarizing these findings is attached, as is a copy of the original survey. The following are a few highlights.

The survey was constructed to determine how non-teaching staff perceive and experience their work environment. One of the survey's primary assumptions is that all University activities should be aligned to ensure that student learning is maximized. Truman believes that this can be accomplished in part by developing an inclusive, supportive environment that fosters the development of all of its members.

The survey was distributed in May 2003 to 367 staff – both contract and hourly, full-time and part-time. Employees with faculty status were excluded since they participate in Truman's triennial Faculty Survey. A total of 241 staff responded to the survey, a response rate of approximately 66 percent, and the respondents were representative of the total staff population in terms of gender, full-time/part-time status, and hourly versus contract status.

Broadly speaking, staff were positive about their work situation, but there were definitely conditions and nuances to this generalization. For example,

- ❖ 90% of respondents strongly agreed or agreed that Truman was a good place to work;
- ❖ Yet, only 31% agreed or strongly agreed that Truman shows a high level of concern for staff employees and only 41% felt like a valued member of the University community.

The staff as a group has a good understanding of the central purposes and priorities of Truman. For example,

- ❖ Nearly two-thirds (65%) of the staff believe they understand the mission of the University well enough to explain it to friends and neighbors; and
- ❖ About 90% believe that providing students a challenging curriculum and a learning-centered environment are important or very important University values.
- ❖ Furthermore, the staff are directly engaged in participating in the Truman community with 16% reporting that they currently or previously advised a student group while 45% reported having participated on a University committee.

The staff also exhibits a strong commitment to Truman and its students and believes that they have an important role to play. For example,

- ❖ 88% of the respondents agree or strongly agree that the work they do contributes to the welfare of the University, and 74% report that they interact with students at a personal level beyond their job requirements.
- ❖ 79% agree or strongly agree that they experience a sense of accomplishment in their work while 89% report that student satisfaction and quality service are important goals for them.

Yet, numerous staff believe that their contributions are not fully appreciated and valued by the Truman community. For example,

- ❖ Only 39% agree or strongly agree that Truman makes them feel like a valued member of the community; and
- ❖ Only 49% believe that the faculty respect them and appreciate the job they perform; the administration does only a little better with 58% of the staff stating that they feel respected and appreciated by the administration.
- ❖ Students and other staff are perceived to be much more supportive of the staff, with scores of 73% and 81%, respectively, on the same index.

Overall, staff satisfaction with their work environment is strong, although the staff would like to see improvements in salaries and to a lesser extent in benefits. That is,

- ❖ Only 21% of the staff are satisfied or very satisfied with their salary versus 47% who are comparably satisfied with their benefits.
- ❖ Nevertheless, 61% reported that they were satisfied or very satisfied in terms of overall satisfaction while only 8% said they were not satisfied overall.

Truman intends to make the staff survey an on-going part of its assessment program and to use these results to enhance the staff's sense of well-being and participation in our academic community. A major initiative under review during the coming year will be the possible establishment of a staff council of some type.

Ad Hoc Staff Survey Analysis Committee

Overview of Committee and
Highlights of Initial Findings
July 15, 2003

Ad Hoc Committee Charge

- ❖ Appointed by President Magruder
- ❖ Shall Report to President Dixon by August 29
- ❖ Shall Review and Summarize Results of Recently Completed Staff Survey
- ❖ Shall Report Major Findings to the President
- ❖ Shall Provide President Dixon with Recommendations for Follow-up Activities
- ❖ Shall Identify Options for Increasing Staff Participation in the Life of the University

Ad Hoc Committee Membership

- ❖ Kay Anderson, Registrar
- ❖ Steve Baldwin, Physical Plant
- ❖ David Kincaid, Head Academic Advisor, RCP
- ❖ Diane Moore, Fine Arts Division Secretary
- ❖ Maureen Slaughter, Director of Human Resources
- ❖ Bertha Thomas, Assistant Dean, Multicultural Affairs
- ❖ Howard Worcester, Physical Plant
- ❖ Michael McManis, President's Office, *Convener*

Survey Background

- ❖ Distributed in May 2003
- ❖ Sent to 367 Staff – Contract and Hourly; Full- and Part-time
- ❖ No Employees with Faculty Status Were Included (Thus, no faculty, coaches, division heads, or library staff with faculty status received a survey.)
- ❖ 241 Staff Responded for a Response Rate of 66%
- ❖ Respondents Were Representative of Total Staff Population – Gender, Hourly vs. Contract, and Full-time/Part-time Status

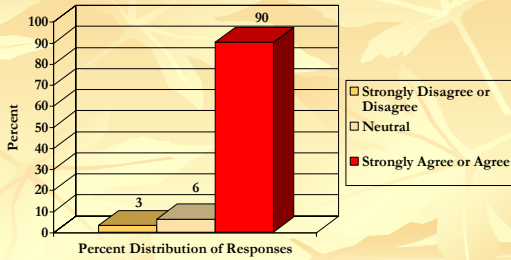
Possible Discussion Questions

- ❖ What staff responses seemed to be the most significant from your point of view?
- ❖ Why do you think there is a large difference between staff responses to overall satisfaction levels and to staff satisfaction with specific job-related issues?
- ❖ How can we get staff more involved in the life of the University?

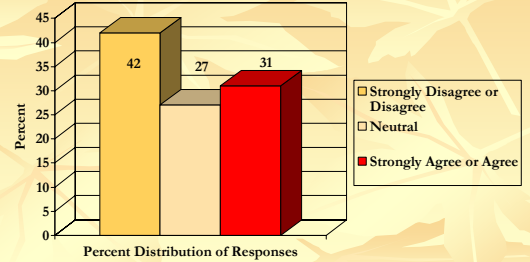
General Overview Questions

Survey Results

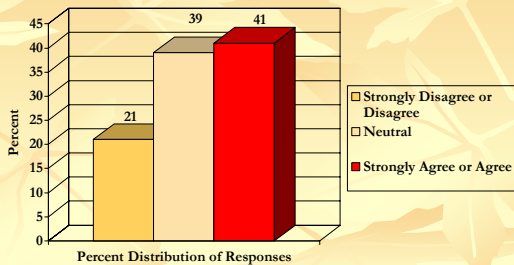
“Overall, the University is a good place to work.”



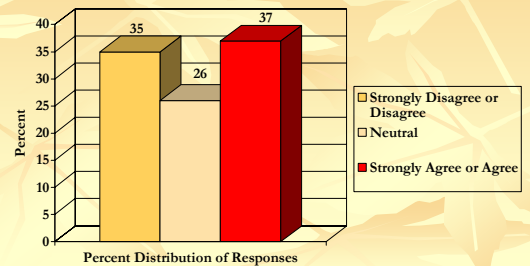
“The University shows a high level of concern for staff employees.”



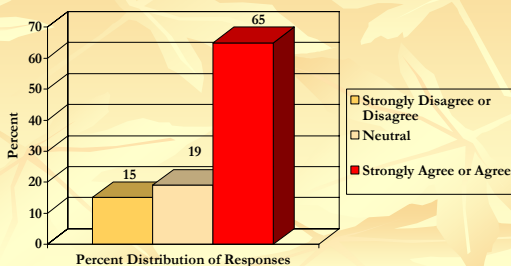
“I feel like a valued member of the University community.”



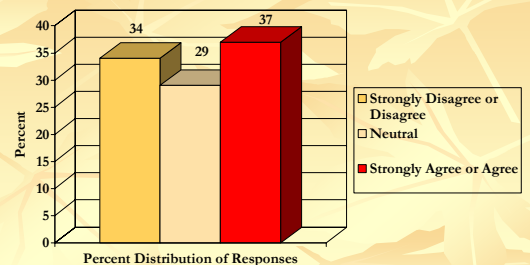
“Overall, there is good communication among people who need to work together at the University.”



“I have enough information to explain Truman’s mission to friends and neighbors.”



“The positive conditions at Truman keep me from seriously considering other job offers.”



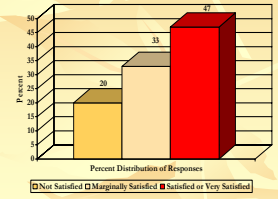
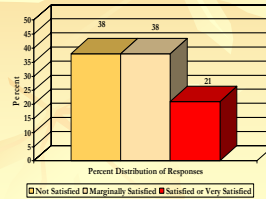
Satisfaction with Specific Aspects of Employment

Survey Results

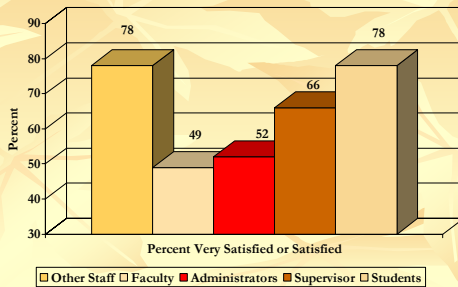
“How satisfied are you with ... Salary and Benefits?”

Salary

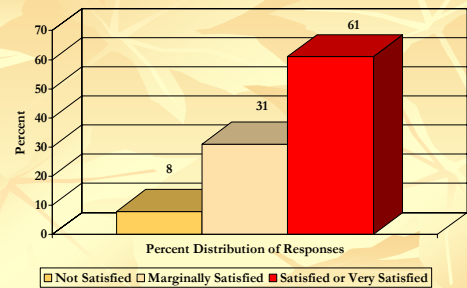
Benefits



“How satisfied are you with ... Professional Relationships with – ?”



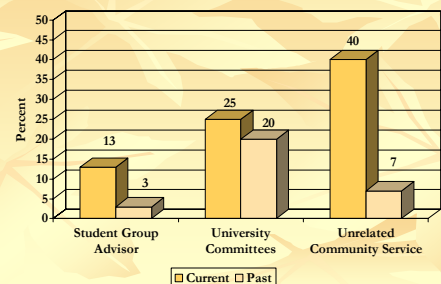
“How satisfied are you ... Overall Satisfaction?”



Staff Participation

Survey Results

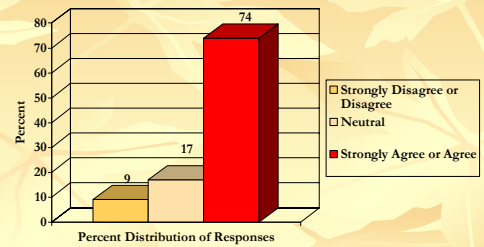
Past and Current Staff Participation in Selected Activities



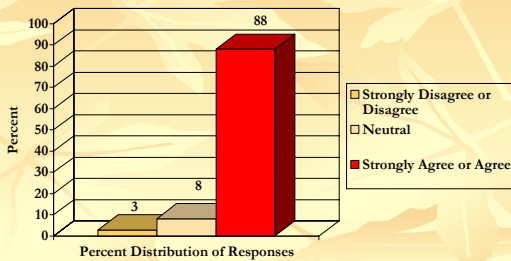
Staff Perceptions of Various Aspects of Their Employment

Survey Results

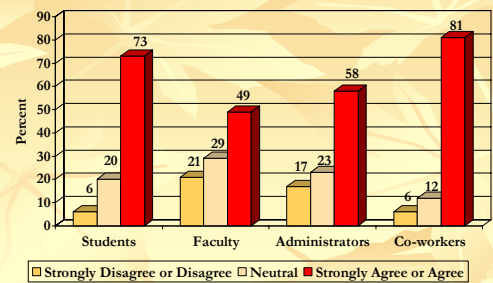
“I interact with students at a personal level beyond my job requirements.”



“I feel that the work I do contributes to the welfare of the University.”



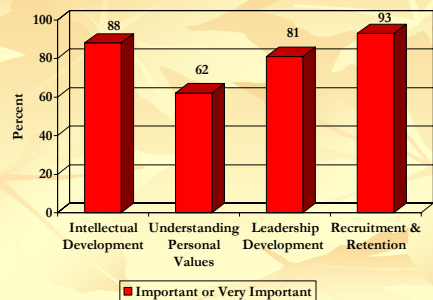
“Overall, I have found that _____ show respect to me and seem to appreciate the job I perform.”



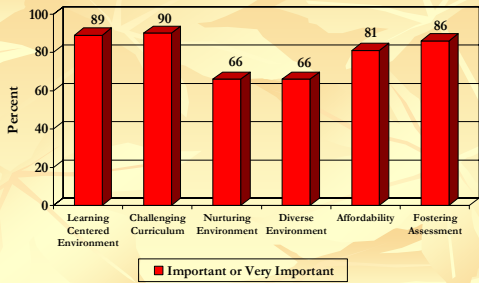
Staff Perceptions of Importance Placed on Selected University Priorities

Survey Results

Importance of Selected University Purposes for Students



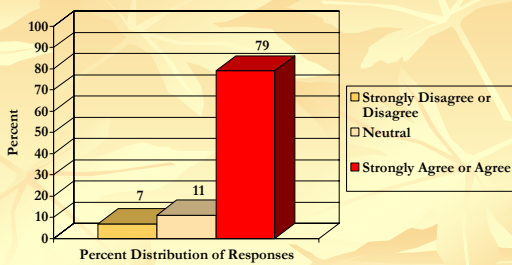
Importance of Selected University Core Values



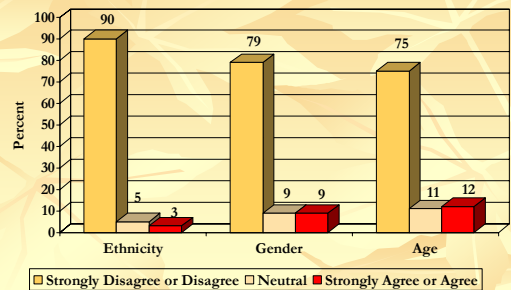
Staff Perceptions of the Work Environment

Survey Results

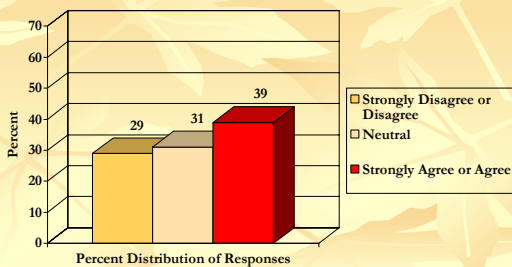
“I feel a sense of accomplishment in my work.”



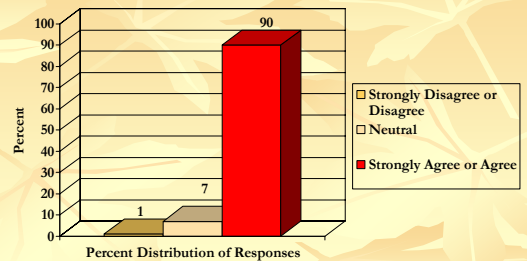
Staff Perceptions of Discrimination at Work



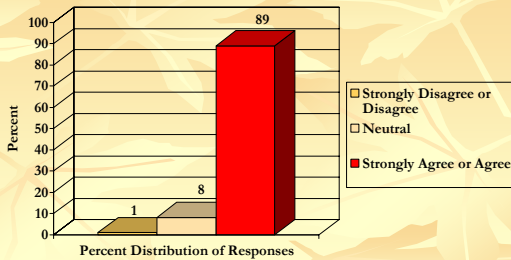
“The University makes me feel like a valued member of this community.”



“I feel a high degree of personal responsibility for the work I do.”



“Student satisfaction and quality service are important goals for me.”



Possible Discussion Questions

- ❖ What staff responses seemed to be the most significant from your point of view?
- ❖ Why do you think there is a large difference in staff responses to overall satisfaction levels and satisfaction with specific job-related issues?
- ❖ How can we get staff more involved in the life of the University?

Truman State University
Staff Survey
May 2003

**PLEASE PLACE YOUR COMPLETED SURVEY (SCAN SHEET AND FREE RESPONSE SHEET)
IN THE ENCLOSED, SELF-ADDRESSED ENVELOPE AND RETURN BY MAY 30 TO:
PRESIDENT'S OFFICE, MCCLAIN 200.**

This survey has been developed as part of Truman's implementation of its University Master Plan Update. One of the targeted initiatives of the plan is to develop mechanisms to ensure more systematic participation of non-teaching staff in University matters that directly impact them. This survey is an initial step in realizing this goal. The data will be analyzed by a representative committee of staff in consultation with the University Dean for Planning and Institutional Development and will be shared with all staff in an appropriate format. This initiative is intended to reflect Truman's broad institutional commitment to continuous improvement. Your responses will be anonymous, and confidentiality will be maintained.

Directions: The following questions address a series of issues regarding how non-teaching staff perceive and experience their work environment. One of the primary assumptions of this survey is that all University activities should be aligned to ensure that student learning is maximized. Truman believes that this can be accomplished in part by developing an inclusive, supportive environment that fosters the development of all of its members. **Please indicate the extent of your agreement with each statement by using a Number 2 pencil to fill in the enclosed optical scan sheet – using the scale indicated for each question – for all questions except #105-107 which are free response items. Please use the enclosed answer sheet for these three items and return both the scan sheet and this additional sheet in the return envelope.**

* * * * *

I. Demographics

The questions in *Section I. Demographics* are **optional**; however, please be assured that your individual information will be treated confidentially.

1. Which of the following **best** describes the position you currently hold at Truman
 - a. Hourly Staff
 - b. Contract

2. Which category includes your age?
 - a. Less than 20
 - b. 20-29
 - c. 30-39
 - d. 40-49
 - e. 50 or 50+

3. How long have you been employed at the university (in any capacity)?

- a. 1-2 years
- b. 3-5 years
- c. 6-10 years
- d. 11-15 years
- e. 16 or more years

4. Your gender is . . .

- a. Male
- b. Female

5. Your racial/ethnic identity is

- a. African American
- b. Native American
- c. Caucasian/White
- d. Asian American/Pacific Islander
- e. Hispanic/Latino

Other: Leave Blank

6. Your employment status is ...

- a. Full-time
- b. Part-time

* * * * *

Please use this scale to answer the questions under Section II.

a. b. c. d. e.
Strongly Disagree Disagree Neutral Agree Strongly Agree

II. Indicate your level of agreement with the following statements.

- 7. Overall the university is a good place to work.
- 8. University personnel policies and procedures were explained as part of my training.
- 9. The university shows a high level of concern for staff employees.
- 10. The university provides adequate opportunities for staff development.
- 11. I feel like a valued member of the university community.
- 12. The university campus is a safe place to work.
- 13. Overall, there is good communication among people who need to work together at the university.
- 14. If I have a good idea about how to improve the services I provide, there are established procedures for me to communicate that idea.
- 15. If I have a problem with my work, I know whom to contact.
- 16. If I feel I have been treated unfairly by a supervisor, I know whom to contact.
- 17. I have enough information to explain Truman's mission to friends and neighbors.
- 18. The positive conditions at Truman keep me from seriously considering other job offers.
- 19. Students make me feel valued.

Please use this scale to answer the questions under Section III.

a.	b.	c.	d.	e.
Does Not Apply	Not Satisfied	Marginally Satisfied	Satisfied	Very Satisfied

III. How satisfied are you with the following aspects of your job?

20. Salary
21. Benefits
22. Working conditions
23. Effectiveness of institutional support getting answers to personal issues and questions
24. Autonomy and independence
25. Professional relationships with other staff
26. Professional relationships with faculty
27. Professional relationships with administrators
28. Professional relationship with supervisor
29. Relationships with students
30. Competency of co-workers
31. Job security
32. Overall satisfaction

Please use the following responses for the questions under Section IV.

- a. I don't have enough information on this to know if I'm interested.
- b. I am not interested.
- c. I am considering participation.
- d. I have participated in the past, but I am no longer participating.
- e. I am currently participating

IV. Which of the above best describes your past or future participation in . . .

33. Opportunities to attend information sessions on benefits, *e.g.*, health insurance, retirement, etc.
34. Opportunities for professional development provided by human resources
35. Opportunities for professional development provided outside the university
36. Opportunities for lateral movement within the university
37. Opportunities for promotion or increased responsibility
38. Enrolling in courses at the university
39. Serving as an advisor for a student group
40. Serving on university committees
41. University Wellness services (*e.g.*, flu shots)
42. University Wellness health information programs
43. Community service unrelated to my position at Truman
44. Use of Student Recreation Center
45. Use of library

If you answered “D” or “E” for any part of Section IV, please use the following scale to answer the next series of questions for those items.

a.	b.	c.	d.	e.
Not Satisfied	Marginally Satisfied	Satisfied	Very Satisfied	No Opinion

V. Which of the above best describes your satisfaction with your participation in . . .

- 46. Opportunities to attend information sessions on benefits, *e.g.*, health insurance, retirement, etc.
- 47. Opportunities for professional development provided by human resources
- 48. Opportunities for professional development provided outside the university
- 49. Opportunities for lateral movement within the university
- 50. Opportunities for promotion or increased responsibility
- 51. Enrolling in courses at the university
- 52. Serving as an advisor for a student group
- 53. Serving on university committees
- 54. University Wellness services (*e.g.* flu shots)
- 55. University Wellness health information programs
- 56. Community service unrelated to my position at Truman
- 57. Use of Student Recreation Center
- 58. Use of Library

Please use this scale to answer the questions under Section VI.

a.	b.	c.	d.	e.
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

VI. Which of the above best describes your agreement with the following statements?

- 59. I interact with students at a personal level beyond my job requirements.
- 60. I feel that the work I do contributes to the welfare of the university.
- 61. Overall, I have found that students show respect to me and seem to appreciate the job I perform.
- 62. Overall, I have found that faculty show respect to me and seem to appreciate the job I perform.
- 63. Overall, I have found that administrators show respect to me and seem to appreciate the job I perform.
- 64. Overall, I have found that co-workers show respect to me and seem to appreciate the job I perform.
- 65. I have found opportunities to help students gain knowledge and develop attitudes that may help them in the real world.

Please use this scale to answer the questions under Section VII.

a. b. c. d. e.
Not Important Somewhat Unimportant Important Very Important No Opinion

VII. Please indicate the importance you believe the University places on each of the following.

66. Recruiting and retaining outstanding students.
67. Promoting the intellectual development of our students.
68. Helping students to determine and understand their personal values.
69. Working toward a spirit of community that includes students, staff, faculty, and administrative personnel.
70. Helping students develop strong leadership abilities.
71. Providing opportunities for students to participate in community service activities.
72. Creating leadership opportunities for students to learn how to implement changes that help improve the world around them.
73. Creating a diverse, multi-cultural campus environment.
74. Maintaining quality physical facilities to foster a learning-centered environment for our students.

Please use this scale to answer the questions under Sections VIII and IX.

a. b. c. d. e.
Not Important Somewhat Unimportant Important Very Important No Opinion

VIII. The following items have been identified as core institutional values. Use the above scale to indicate the importance you believe the university places on each item.

75. Creating a student- and learning-centered environment.
76. Providing a challenging curriculum.
77. Providing a nurturing environment for students.
78. Providing a diverse environment for students.
79. Maintaining affordability.
80. Fostering assessment and continuous improvement.

IX. The following items have been identified as core institutional values. Use the above scale to indicate the importance each item has in your daily activities at the university.

81. Creating a student- and learning-centered environment
82. Providing a challenging curriculum
83. Providing a nurturing environment for students
84. Providing a diverse environment for students
85. Maintaining affordability
86. Fostering assessment and continuous improvement

Please use this scale to answer the questions under Sections X and XI.

a. Strongly Disagree b. Disagree c. Neutral d. Agree e. Strongly Agree

X. Which of the above best describes your agreement with the following statements?

- 87. I feel a sense of accomplishment in my work.
- 88. My job makes good use of my skills and abilities.
- 89. My colleagues and I work together to get the job done.
- 90. My work environment encourages respect for equality and dignity of all employees.
- 91. I have been discriminated against at work because of my ethnic status.
- 92. I have been discriminated against at work because of my gender.
- 93. I have been discriminated against at work because of my age.
- 94. I feel a high degree of personal responsibility for the work I do.
- 95. My responsibilities contribute to Truman's ability to provide a high-quality educational experience for its students.
- 96. My job enables me to contribute to student success and retention.
- 97. The University makes me feel like a valued member of this community.
- 98. Student satisfaction and quality service are important goals for me.

XI. Which of the above best describes your agreement with the following statements?

- 99. Overall, Truman students get a high-quality education.
- 100. Student satisfaction and quality service to students are important goals in my work area.
- 101. Staff and administrators are committed to helping students.
- 102. There is trust between staff and senior administrators.
- 103. The organizational climate at Truman is supportive.
- 104. Staff and administrators are committed to the welfare of Truman.

XII. Please use the enclosed free response sheet to answer the following questions in your own words.

- 105. What is the one thing you like best about working at Truman?
- 106. What one thing would you most like to change at Truman?
- 107. What changes could you, your office, or the people you work with make to improve the services we provide to our students?

**Truman State University
Staff Survey
May 2003**

Free Response Questions

105. What is the one thing you like best about working at Truman?

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