

# Chapter 10: Higher Education Research Institute Staff Climate Survey

*Who takes it?*

All staff are invited to complete the instrument.

*When is it administered?*

Annually, typically in the first half of the spring semester.

*How long does it take to complete the instrument?*

Approximately 30 minutes.

*What office administers it?*

HERI personnel administer it online with campus coordination by the Provost's Office.

*Who originates the survey?*

Higher Education Research Institute  
UCLA Graduate School of Education and Information  
3005 Moore Hall, Box 951521  
Los Angeles, CA 90095-1521  
(310) 825-1925  
e-mail: heri@ucla.edu

Visit the website for more information on the HERI Staff Climate Survey or to view the instrument itself.

*When are results typically available?*

Late Summer

*What type of information is sought?*

The Staff Climate Survey (SCS) has questions that overlap with, and is designed to be administered alongside, the HERI Faculty Survey and the Diverse Learning Environments (DLE) survey. The SCS contains questions to help the institution gain an understanding of campus' cultures and practices. As well as, assess strengths, areas of improvement, and track progress related to diversity efforts.

*From whom are the results available?*

The Truman State University Office of Academic Affairs.

*To whom are the results regularly distributed?*

A summary of the results is provided to the Provost and Academic Deans. Full results are available to the University community through this almanac and by request from the Office of Academic Affairs.

*Are the results available by department or discipline?*

Results are aggregated only to the university-level and not available at the department or discipline-level.

*Are the results comparable to data of other universities?*

Yes.

The Higher Education Research Institute (HERI) at UCLA issues this nation--wide survey of staff members annually. Respondents answer several broad questions, each with many sub--indicators, concerning demographic information, staff satisfaction, campus climate, and the working environment.

The HERI Staff Climate Survey (SCS) was administered to 360 staff members across campus, there was 119 responses with a response rate of 33.05%. Truman's comparison group for this survey was Public Institutions (Comp 1) and All Institutions (Comp 2). **Full Staff Survey results are printed in appendix of this Almanac.**

### **Key Takeaways**

#### Satisfaction:

Overall, Truman State University staff respondents feel valued, compensated fairly (for the cost of living), and have a healthy work life balance.

Generally, staff at Truman State University feels appreciated and valued by their direct supervisors and their department more so than by senior administrators. This seems to be the trend across public universities and all universities.

Similarly, staff respondents tend to agree more than peers at other institutions that their salary is sufficient considering the cost of living in the area. Additionally, staff respondents seem to feel that they are achieving a healthy balance between their personal life and professional life.

*See Appendix Satisfaction*

#### Climate:

The campus climate according to the staff respondents is doing well, with communicating compensation packages clearly, and appreciating cultural differences. With that said, the staff noted that the University does not reward staff for participating in diversity efforts, both compared to peer institutions and generally.

*See Appendix Climate*

#### Working Environment:

The working climate is comprised with relationship with supervisor and professional development efforts. The staff respondents feel about on par with other institutions in regards to the relationship with supervisors. However, staff respondents feel that professional development programs are lacking.

Particularly for staff and their supervisors, Truman's supervisors seem to do well. Almost all (~ 90%) of staff agreeing that their supervisors care for them, support professional development, and make a commitment to diversity. Most (~ 80%) staff agrees that their supervisors set reasonable expectations, provide feedback that is helpful to performing their role, and advocate for them.

With that said, staff feels university promoted professional development is lacking. Half of staff respondents noted the university provided professional developments for diversity-related efforts and health and wellness programs. However, when prompted, staff shared optional technical skills development, leadership development, and mentorship provided by the university is lacking.

*See Appendix Working Environment*

## Satisfaction

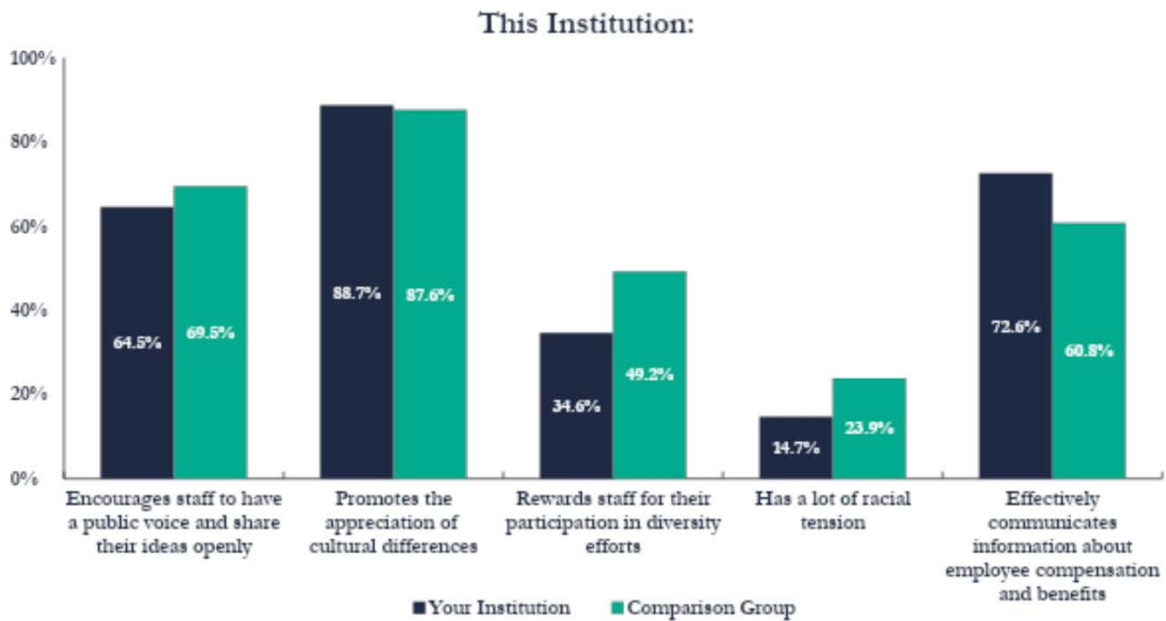
Truman State University	Your Inst	Comp 1	Comp 2
<b>I feel my contributions are valued by my department</b>			
Strongly Agree	31.40%	27.90%	27.70%
Agree	48.30%	53.50%	53.60%
Disagree	11.00%	12.40%	12.90%
Strongly Disagree	9.30%	6.20%	5.80%
Total (n)	118	2,501	4,132
Mean	3.02	3.03	3.03
Standard deviation	0.9	0.81	0.8
<b>I feel my contributions are valued by my direct supervisor</b>			
Strongly Agree	36.40%	38.80%	40.70%
Agree	44.90%	46.70%	45.30%
Disagree	11.90%	9.10%	8.80%
Strongly Disagree	6.80%	5.40%	5.20%
Total (n)	118	2,498	4,124
Mean	3.11	3.19	3.21
Standard deviation	0.87	0.81	0.81
<b>I feel my contributions are valued by senior administrators</b>			
Strongly Agree	15.30%	18.60%	18.00%
Agree	52.50%	50.60%	48.80%
Disagree	17.80%	22.30%	23.80%
Strongly Disagree	14.40%	8.50%	9.40%
Total (n)	118	2,475	4,090
Mean	2.69	2.79	2.75
Standard deviation	0.9	0.84	0.86
<b>My salary is sufficient considering the cost of living in this area</b>			
Strongly Agree	8.60%	4.20%	4.10%
Agree	37.10%	20.30%	22.40%
Disagree	31.90%	35.20%	35.70%
Strongly Disagree	22.40%	40.40%	37.80%
Total (n)	116	2,495	4,123
Mean	2.32	1.88	1.93
Standard deviation	0.92	0.87	0.87
Significance	-	***	***
Effect size	-	0.51	0.45

<b>I achieve a healthy balance between my personal life and my professional life</b>			
Strongly Agree	14.50%	12.90%	13.20%
Agree	64.10%	55.30%	55.10%
Disagree	13.70%	23.70%	23.70%
Strongly Disagree	7.70%	8.00%	8.00%
Total (n)	117	2,486	4,109
Mean	2.85	2.73	2.73
Standard deviation	0.76	0.78	0.79
Significance	-		
Effect size	-	0.15	0.15

Climate:



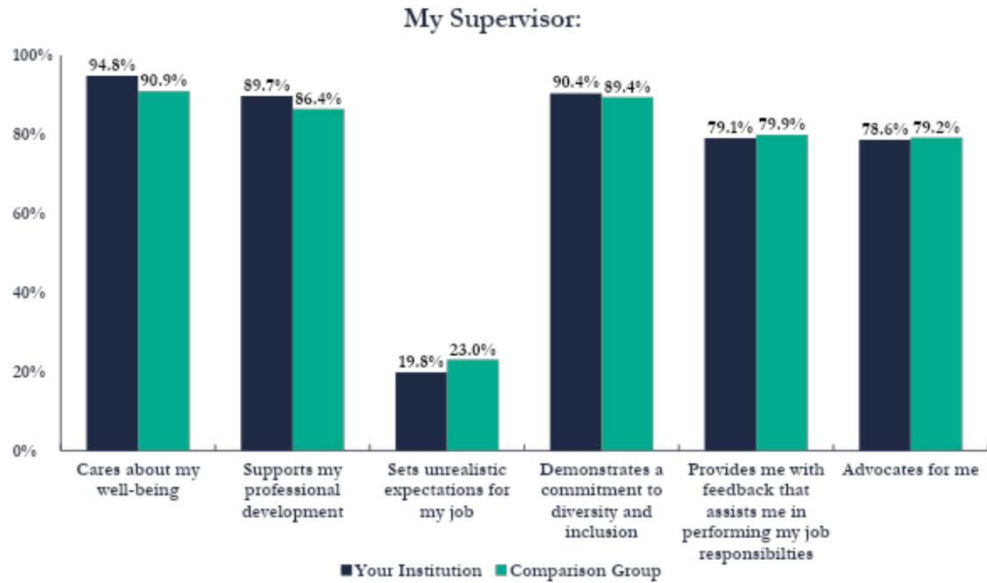
## Campus Atmosphere (% Indicating “Agree” or “Strongly Agree”)



Working Environment:



## Supervisors (% Indicating “Agree” or “Strongly Agree”)



## Professional Development (% Indicating “Yes”)

Have you participated in any of the following opportunities provided by this institution:

