

Chapter 10: Higher Education Research Institute Staff Survey

Who takes it?

All Staff are invited to complete the instrument.

When is it administered?

Typically, every 3 years 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 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 level.

Are the results comparable to data of other universities?

Yes.

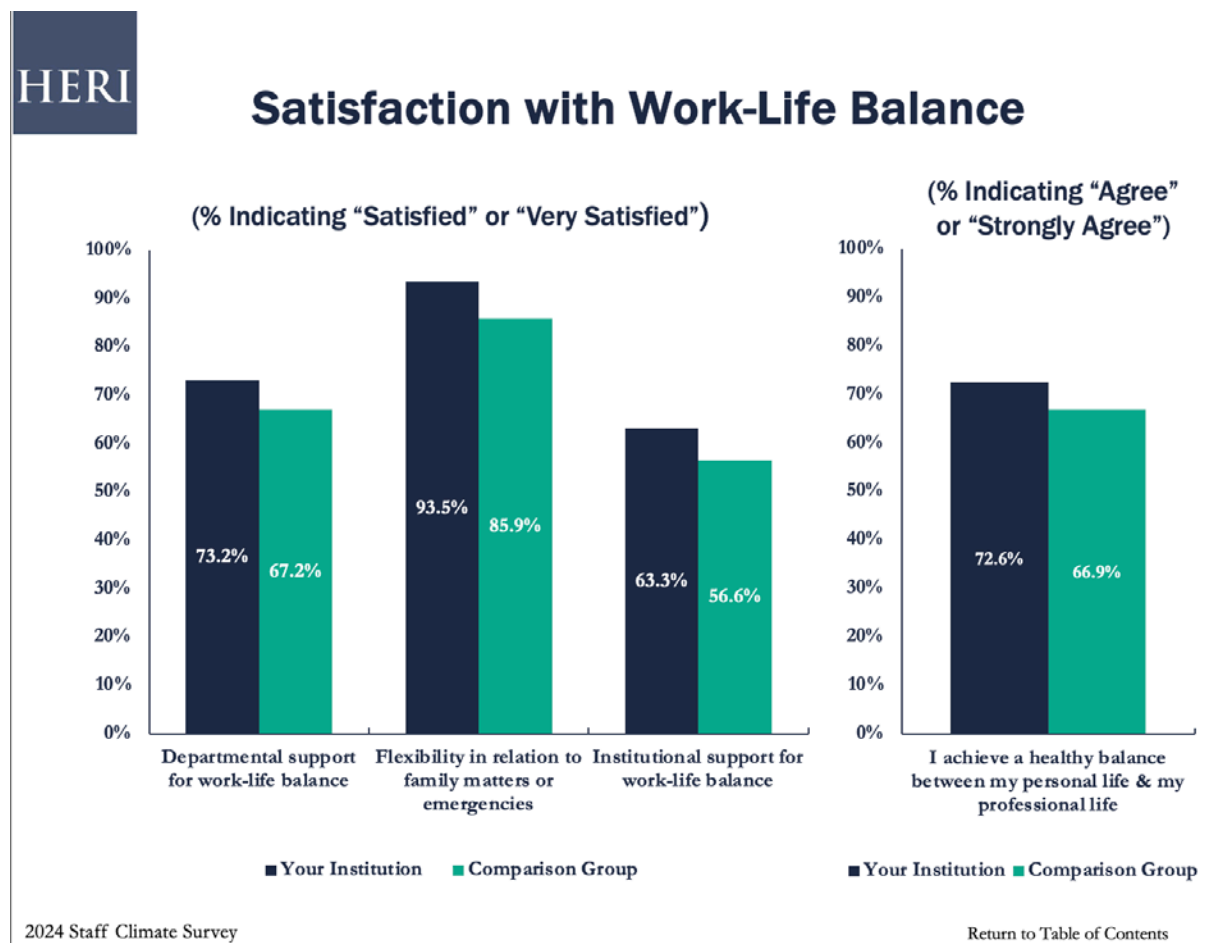
The Higher Education Research Institute (HERI) at UCLA issues this nation--wide survey of staff members annually. Respondents answer several broad questions, each with many sub-indicators, concerning demographic information, staff satisfaction, campus climate, and the working environment.

The HERI Staff Climate Survey (SCS) was administered to 371 staff members across campus, there was 118 responses with a response rate of 31.81%. 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 as though the working conditions are good. There is room for improvement, but the staff feels as though they have flexibility and are compensated.

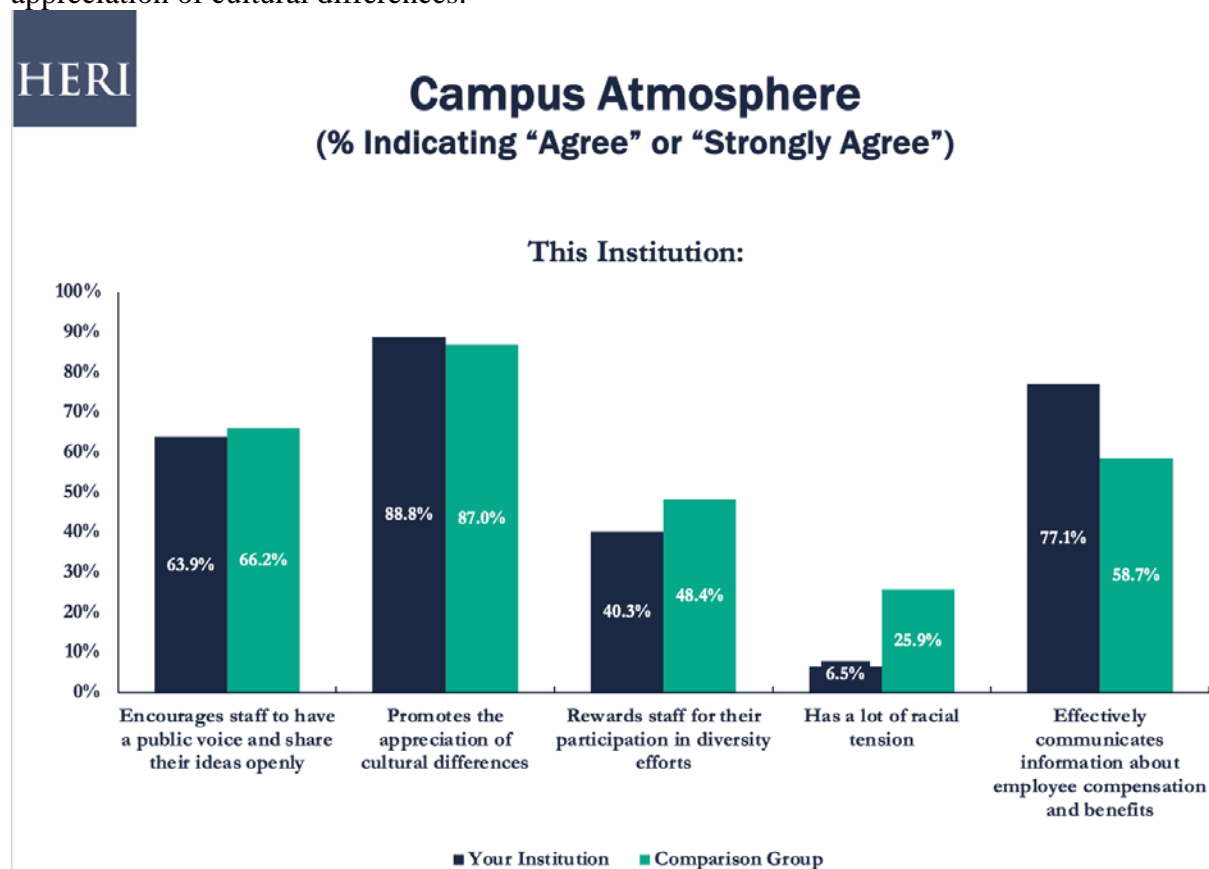


Generally, staff at Truman State University feels appreciated and valued by their direct supervisors and their department more so than by senior administrators. This seems to be the trend across public universities and all universities.

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.

Staff Climate:

The staff respondents in the HERI voiced an approval that as a campus, we promote the appreciation of cultural differences.



However, a place for improvement is in the Staff Discrimination or Exclusion section, where staff members respond if they feel they have ever been excluded for a particular reason. The three most common responses in order are: Job Classification/Title (40.7%), Level of Education (27.4%), and Age (23.9%).

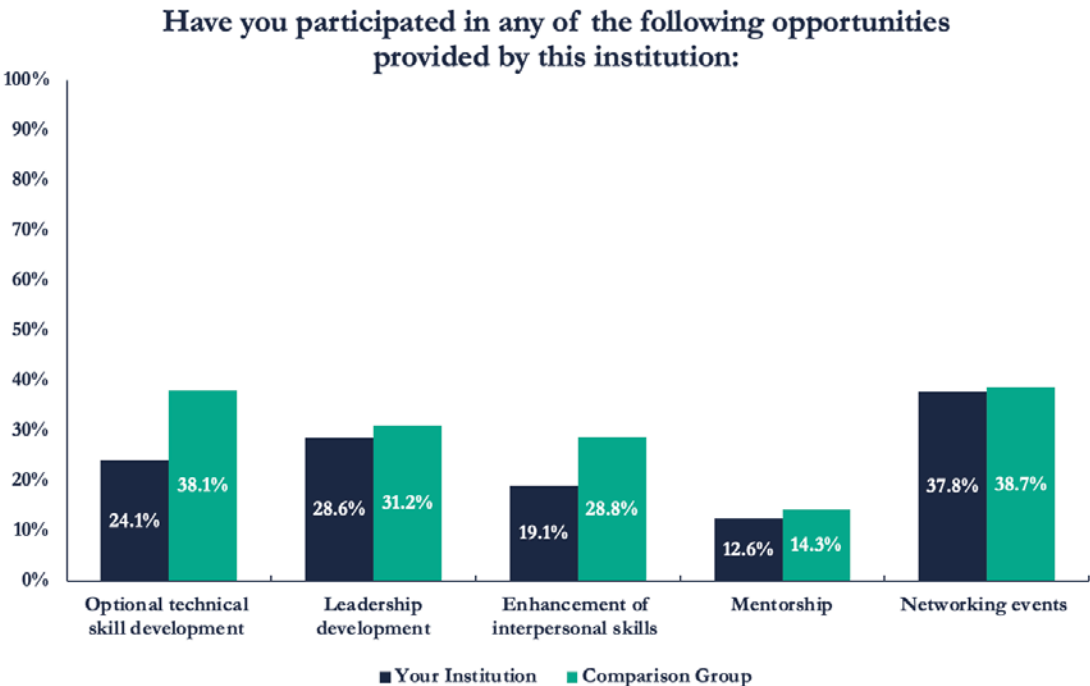
Working Environment:

The staff responses for working environment are strong, overall, the staff feels very positively towards their supervisors. Reflected in more than 90% of staff responding they agree or strongly

agree to their supervisor: Caring about their wellbeing, Support Professional Development, and Demonstrate a commitment to diversity and inclusion. While this is true, when asked about professional development opportunities provided by Truman, the responses were significantly less than at peer institutions.



Professional Development: Skills (% Indicating “Yes”)



The originator of the survey is:

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Find more information about Truman State Universities results in the Assessment Almanac 2024's Appendix.