

Staff Senate Survey Outcomes Report

Fall 2021

Staff Senate Policy and Welfare Committee

Purpose of the Survey

“A staff survey to be conducted to hear and **gather the feedback of staff in their experience of the past several months.** ...there had been feedback sought from faculty and ...a similar gathering of information from staff may yield valuable feedback for decision making in support of the **engagement of all CCU employees.**”

Timeline

December 2020: Receive suggestion from constituent.

December 2020 - January 2021: Executive Initiatives and Academic Affairs send COVID-19 Wellness Survey, designed as one-time survey.
Focus group and results forthcoming.

December 2020 - March 2021: Staff Senate Policy and Welfare draft longitudinal survey.

April 2021: Staff Senate Survey Sent

May 2021: Staff Senate Policy and Welfare share Quantitative Results

July 2021: Staff Senate Policy and Welfare share full Survey Report

November 2021: Staff Senate Policy and Welfare Committee Began Redrafting Survey for Spring

December 2021: Staff Senate Policy and Welfare share 6-month Survey Outcomes Report

Goals of Original Survey

1. Produce regular, measurable data on staff morale, engagement, and satisfaction.
2. Set and promote the agenda of Staff Senate to better address issues of CCU staff.

Goals of Outcomes Report

1. Update staff on what changes have occurred since the Survey Report addressing the issues identified through the survey.
2. Build confidence with staff that taking the survey in the future has a beneficial impact.*

*The Policy and Welfare Committee (nor Staff Senate) are not necessarily responsible for any/all progress on identified issues. The goal is to show progress on issues recognized by the University.

Survey Feedback since the Report & Planned Changes

1. Staff are concerned about the frequency of the survey (originally intended to be semi-annual), and/or that the survey hasn't "changed anything" before the next survey.
 2. Staff wanted to better understand who was issuing/driving the survey, and wanted names/contact information.
 3. Staff without regular access to computers liked the option to utilize paper surveys, and wanted that option to be even easier.
1. Survey will next be released a year after the first. After adjustments, it may be more feasible to issue every 6 months. The broader goal is longitudinal data.
 2. Committee member names & e-mails will be included as contacts/resources for individuals wanting to follow up with a Staff Senator (they also have the ability to go to their Senator).
 3. We will continue to offer a paper option and will make improvements to the process by which they are offered and collected.

Internal Survey Feedback & Planned Changes

1. Policy & Welfare Committee, as stewards of the survey, found the volume of data too unbounded.
 2. Original Likert questions fell into Alignment, Retention, Satisfaction categories; open-ended questions were uncategorized.
 3. Committee found results typically fit within a finite number of themes.
1. Survey will be more multiple-choice, less open-ended. Open-ended responses will have character/word count caps.
 - a. More multiple choice should also improve time commitment to take survey.
 2. Questions, now mostly Likert/multiple choice, will be grouped more thematically.
 3. Focus multiple choice answers on likely themes; provide "other" option as able.

Quantitative Results

Places of Strength:

- Enjoy working with their team (89.1%; 51.6% strongly agree)
- Feel their work is meaningful (84.9%)
- Supervisor is invested in their success (71.6%)
- Feel proud to work at CCU (71.6%)

Place to Improve:

1. Not satisfied with compensation (54.4% unsatisfied)
2. No clear paths to career advancement (45.9% report not clear)

Qualitative Results

- **Compensation**

“annual raises based on performance and monetary awards based on merit”

“It is frustrating that faculty members receive compensation for each additional duty they take on, but staff see no additional compensation...”

- **Advancement**

“few if any meaningful professional development opportunities”

“real training seminars for managers and directors”

- **Community**

“More events to meet and mingle with faculty/staff”

“More opportunities... to interact together outside of the department”

- **Recognition**

“Reward staff for what they do”

“..members of the campus community just do not understand what I do on a daily basis”

- **Leadership/Administration**

“Administration not supporting staff, only tenured professors”

Top 5 Issues

- **Compensation**
- **Advancement**
- **Community**
- **Recognition**
- **Leadership/Administration**
 - **A lot to do with pandemic operations/COVID-19**

Compensation Updates

- Salary Compression Study conducted and completed June 1
- 2.5% State General Increase effective June 16
- \$300 Tax-exempt Financial Hardship Bonus

Advancement Updates

- Professional Development Working Group proposal—highlighting the need for professional development's role to assist with advancing careers
- Policy & Welfare Committee meeting with New VP for Human Resources and Equal Opportunity to help identify issues around promotion/advancement and suggest solutions
- Internal Jobs Board – open only to CCU employees and utilized when "the position is a promotional opportunity requiring CCU work experience" (not new, but more widely advertised since)

Community Updates

- President sponsored numerous events on campus
 - Pickup Picnic (June)
 - Presidential Signature Series (inaugural event in October)
 - Feast of Gratitude Thanksgiving Lunch (November)
 - Tree Lighting (December)
 - Holiday Party (December)
- ODI Welcome Reception for Faculty & Staff of Color
- Division of Auxiliary Enterprises Staff Senators held open dialogue sessions for AUXE staff

Recognition Updates

- Employee Appreciation Carryout Cookout in May
- Professional Development Working Group proposal—highlighting the need for recognition
- Policy & Welfare Committee meeting with new VP for Human Resources and Equal Opportunity to help identify evaluation, bonus, and compensation issues and suggest solutions

Leadership/Administration Progress

- New President started
- New Vice President for Human Resources and Equal Opportunity hired
- Staff Ombuds position posted
- COVID-19 changes/alterations to pandemic operations for Fall 2021 and Spring 2022

Honorable Mentions & Updates

- Workload
 - Policy & Welfare Committee meeting with New VP for Human Resources and Equal Opportunity to help identify staffing issues and barriers to hiring and suggest solutions
- Equitable treatment of Faculty vs. Staff
 - Dress Code Policy update—now universal across Faculty/Staff
 - Professional Development Working Group proposal, focusing on equity of opportunity and structure regarding Faculty and Staff
 - Policy & Welfare Committee meeting with New Vice President for Human Resources and Equal Opportunity to help identify equity issues and suggest solutions
- Professional Development
 - Professional Development Working Group proposal for new structure of professional development on campus

Selections of Recommendations

1. Staff Senate to lead development in staff recognition program that is university wide that is inclusive of diversity of staff roles and functions.
2. Staff Senate as a conduit for timely feedback on university policy and procedure changes, identifying stakeholders, and communicating decision rationale.
3. Continue refinement of a compensation review plan, and revisit efforts on effectiveness of the evaluation systems and its ties to compensation review.
4. Develop new professional development initiatives, with special consideration to management training and career advancement.
5. Assess levels of staffing across the university after COVID-related staffing adjustments.

Future Directions

1. Reconduct the Survey in the Spring.
2. Continue to gather feedback and ideas about how Staff Senate can assist with addressing identified issues.
3. Push forward selected recommendations for logistical implementation.
4. Publish Outcomes Report on website.
5. Continue to refine survey tool.