2009 Staff Survey
-Overview-

Staff Council Quality of Life Committee:
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Distribution and Participation

• October 2009
• Online only (budget issues)
• Permanent SPA and EPA-Administrative
• 698 of 1,743 Responded (40%)
• 3-4% drop in response rate for Institutional Services and Skilled Trades (paper v. online?)
2009 Staff Survey
Responses by Position Category

- 1,045 did not take the survey (60.0%)
- 479 SPA employees took the survey (27.5%)
- 44 took the survey, but did not respond to position category (2.5%)
- 175 EPA-Administrative employees took the survey (10.0%)
Organization and Questions

• To “respond” to HR’s document: “RESEARCH PROPOSAL FOR STAFF COUNCIL”
  – This document basically says that the 2007 survey did not ask the right questions for management to formulate proper conclusions of how to help employees

• Gauge changes from prior survey

• Provide top administration with suggested improvement paths
Primary Concerns

• Many feel that open communication isn’t as present as it should be
• Poor performers are not held accountable and that contributes to the work burden being unevenly spread
• Additional advancement training opportunities need to be accessible for a greater population
Results, Negative

• (89% agree) I am interested in attending training sessions that allow me opportunities for advancement
• (33.5% agree) Poor performers are held accountable
• (48% Agree) My pay is fair for the work I do
• (58.6% agree) I feel open communication exists at Appalachian
• (65.5% agree) The work load is balanced in my department/area
• (75.1% agree) My supervisor does not show favoritism
Results, Positive

- (85% agree) My co-workers are committed to doing quality work
- (89% agree) I enjoy my job
- (87% agree) I have the materials to do my job
- (81% agree) Top Appalachian administrators treat me with respect
- 10% Increase in positive attitude toward top administration compared to 2007 survey results
- (89% agree) My department/area supervisor treats me with respect
Suggested Solutions

– Create a top-down environment that encourages necessary training, as opposed to referring to it as a benefit
  • Perhaps the reason poor performers are not held accountable is because supervisors do not know to handle the situation
– Upper administration should be regularly holding middle administration accountable for employee feedback
– For those that feel open communication is lacking encourage more communication via e-mail to validate dedicated computer time. Create facilities in individual departments or areas to allow for this
– Some suggest that these poor performers, without the training they need, are not being challenged at their jobs
We are doing well

- We have the resources needed to perform our job
- We generally have a good relationship with our coworkers
- We enjoy our jobs
Access Results

- [http://staffcouncil.appstate.edu/pagesmith/23](http://staffcouncil.appstate.edu/pagesmith/23)