Staff Quality of Life Survey Report

Presented by the Staff Senate Quality of Life Committee
April 2017
Presentation Outline

- Survey Responses
- Topic Area Data
  - Levels of agreement
  - Comment trends and recommendations
- Overall Comments
  - Overall agreement compared to previous survey
- Special Thanks
Survey Responses

- Survey sent via email to 1,688 EHRA and SHRA staff members (list current for all staff as of Feb. 28, 2017)
- Survey Dates: March 1-24
- 681 Total Respondents
- Decrease in response rate from 2015
  - Response rate = 40%
- Supervisor response = 31%
- Non-supervisor response = 69%
Work Environment, Supervisor, and Co-Workers

- My supervisor promotes work/life balance
- My supervisor does not show favoritism
- I am satisfied with the leadership in my department
- My department/area supervisor acts with integrity
- My supervisor encourages teamwork and collaboration
- My department/area supervisor treats me with respect

- **Strongly Agree**
- **Somewhat Agree**
- **Neither agree nor disagree**
- **Somewhat Disagree**
- **Strongly Disagree**
Work Environment, Supervisor, and Co-Workers

- My co-workers are committed to doing quality work
- I am valued by my co-workers
- Poor performers are held accountable
- The workload is balanced in my department/area

Legend:
- **Strongly Agree**
- **Somewhat Agree**
- **Neither agree nor disagree**
- **Somewhat Disagree**
- **Strongly Disagree**
Work Environment, Supervisor, and Co-Workers

Comment Trends:

- Staff mostly agree that supervisors promote work/life balance
  - Specific areas seem to have demanding workload
  - Supervisor constantly working and expects staff to do the same
- Most staff feel that co-workers do quality work, however some staff indicated they feel isolated and subject to scrutiny due to salary differences.
- Comments fairly negative and many staff feel strongly that favoritism is a problem.

Recommendations:

- Continue Supervisor training series
  - Address specific strategies to reduce perception of favoritism and to increase recognition of staff
- Continue campus communication of Office of the Ombuds
  - Encourage Staff Senators to share information with their areas
- Restructure Staff Senator representation and equip senators with information for handling common office concerns
The Administration and Campus Communication

- Satisfied with top admin leadership at AppState
- Top Administrators act with integrity
- Respect from Top Administrators
- I feel open communication exists at Appalachian
- Kept informed of job related events and issues

Legend:
- **Strongly Agree**
- **Somewhat Agree**
- **Neither agree nor disagree**
- **Somewhat Disagree**
- **Strongly Disagree**
The Administration and Campus Communication

Comment Trends:

- Certain areas feel kept out of the loop with communications
  - Decisions made at the top without consulting those it affects
- Open communication has varied comments, with 50% of staff agreeing that it exists at Appalachian
- Many staff mentioned no interaction with the administration or disassociation from the “rest of us”
- Favoritism in hiring and promotions was again mentioned here
- Handling of recent personnel changes
  - Unhappy with amount of turnover in upper administration

Recommendations:

- Continue to encourage staff to utilize the Google Group announcements
  - Learn how to change settings to avoid excessive emails
- Staff Senator training in the fall to emphasize Senator responsibility in communicating important information back to their respective departments
- Continue Staff Connect events where staff can mingle with the Administration in a less formal setting
- Chancellor as the guest speaker for Staff Senate (scheduled for this year already)
Personal Satisfaction and Quality of Life

- I am motivated to do my best at Appalachian: [Bar Chart]
- I feel supported in my job: [Bar Chart]
- I am appreciated by my supervisor: [Bar Chart]
- I am trusted to do my job without interference: [Bar Chart]
- My pay is fair for the work that I do: [Bar Chart]

Legend:
- Strongly Agree
- Somewhat Agree
- Neither agree nor disagree
- Somewhat Disagree
- Strongly Disagree
Personal Satisfaction and Quality of Life

Comment Trends:
- Jobs on campus are not banded correctly.
- Seniority and time at App not considered.
  - Favoritism mentioned
- Pay across campus for the same job is not fairly distributed.
- The new performance plan has helped outline expectations.
- Thankful for the efforts of the Chancellor to make everyone 85% of market range.
- Staff enjoy the campus environment
- Multiple comments surrounding supervisor performance
  - Lack of supervisor evaluations
  - Supervisor not supportive

Recommendations:
- Continue supervisor training series
- Explore possibility of supervisor evaluations (360 or evaluations from supervisor and area employees) in departments where those are not occurring
- Continue to encourage supervisors to support and staff to attend campus activities such as Staff Appreciation events
Training and Professional Development

- Interested in training for advancement
- Received sufficient job training
- Job challenges support professional development

Responses:
- Strongly Agree
- Somewhat Agree
- Neither agree nor disagree
- Somewhat Disagree
- Strongly Disagree
Training and Professional Development

Comment Trends:

- While people feel appropriately challenged and they feel they have the right training for current position, they would still like to keep moving up the ladder.
- A large percentage agree that their job provides them with challenges that support professional development.
- Few staff still have trouble getting away from their desk/work station to get more training.
- Several staff mentioned constantly changing policies as a challenge to be sufficiently trained for their job.

Recommendations:

- Provide training over summer for units that have less summer duties
- Explore ways to support staff in areas where leaving work stations is difficult (i.e. Food Services, Physical Plant)
- Continue to push out University-wide communication regarding policy changes
  - Offer training for significant work flow changes (DRA is excellent example of on-going training with policies and procedures.)
Overall Comments

- Supervisor issues including training, fairness, favoritism, evaluations, and accountability
  - Recognition of difficulty of being a supervisor
  - Several comments praising their supervisor
  - Supervisor support for professional development varies depending on work area
- Staff prefer more flexibility, especially with a proven record of high performance
- Feeling on campus is uncertain, many changes, curious about direction of the University
- Continue to see poor performers not held accountable
  - Similarly, would like more staff recognition for quality work
- Salary and financial concerns
  - Have to change jobs to get an increase in salary
  - Housing affordability and accessibility
  - Concerns about spouse/family health care costs
- Policy changes and implementation concerns
  - Difficulty keeping up with new policies
- Positive affirmations about working here
  - HR doing a wonderful job advocating for Professional Development and committed to staff growth
  - Grateful for all the extras that Appalachian provides
Overall Level of Agreement

Comparison of Historical Data

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<th>Year</th>
<th>Agree: Overall Average</th>
<th>Disagree: Overall Average</th>
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<tbody>
<tr>
<td>2009</td>
<td>79%</td>
<td>18%</td>
</tr>
<tr>
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<td>79%</td>
<td>19%</td>
</tr>
<tr>
<td>2015</td>
<td>79%</td>
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</tr>
<tr>
<td>2017</td>
<td>78%</td>
<td>22%</td>
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Special Thanks

The Staff Senate Quality of Life Committee would like to thank the following departments and organizations for their donations and support:

- Office of Human Resources
- Health Promotions
- QEP
- University Housing
- Office of Sustainability
- Women in Educational Leadership Symposium
- Stick Boy Bread Company
- Staff Senate

Members of the Quality of Life Committee:
Jeremy Booker, Jim Dees, Tony Grant, Carole Greene (Chair), Amanda Harvey, Kathy Ray, patrick richardson, and Mallory Sadler.