

## Staff Senate Staff Opinion Survey – Summer 2013

### Overview

Interested in learning more about how WCU staff felt about various aspects of the staff experience, the Staff Senate administered a survey May 28 – June 11, 2013. The survey asked staff to rate their overall satisfaction and engagement on campus, their work environment and relationship with their supervisor. The survey also asked respondents about work – life balance and their feelings about diversity. In addition to the likert scale questions, respondents were able to add comments after each section of the survey. The response rate for the survey was a respectable 38%.

### Executive Summary

- Salary and training were the two most repeated themes throughout the survey.
  - Salary is indicated as the most important issue on campus
  - Salary is referenced as the primary reason individuals don't feel valued on campus (52% of respondents feel valued as employees)
  - Better salary/compensation package elsewhere is indicated as the primary motivation for those looking for jobs elsewhere
  - Training shows up as a need throughout the open ended comments – training for supervisors as well as diversity and practical skills (Banner, business process, etc.) are noted repeatedly
- Overall job satisfaction and engagement with the university rates fairly highly with 76% of respondents stating that their work is personally satisfying and 77% of people stating they feel WCU is a good place to work. These numbers are mainly consistent across years of service but vary when looking at gender and under-represented status
- Qualitative data indicates a significant, almost class, divide between staff and administration
- 80% of respondents stated they can openly communicate with their supervisors about work-related issues and 78% stated they have an effective working relationship with their supervisor
  - There is a significant difference in the responses of under-represented minorities and non-minorities when asked if their supervisor values their input, is qualified to supervise them, gives regular feedback and respects them as an individual with minority responses being 10 or more percentage points lower than that of non-minority respondents
  - In these same questions, the average percentage of positive responses drops as the time of service increases especially for those with 6-20 years of service.
  - 47% of respondents feel that their annual performance evaluation is helpful – this drops by 20 points for those with 11-20 years of service
- 78% of respondents feel it is important that WCU is committed to diversity (88% of under-represented minorities and 83% of women); 60% of respondents feel that WCU is committed to diversity (42% under-represented minorities and 63% of women)
- 48% of respondents feel that WCU offers a variety of diversity related programs for staff

- 27% of individuals stated they had experienced insensitivity to diversity issues while on the job (38% of under-represented minorities, 27% of women)
- 71% of staff state that their supervisor would support them with release time to serve on the Staff Senate
- When asked about dispute resolution, 58% of staff stated they would be likely to meet with a staff member assigned to mediate staff conflicts
- When asked about the likelihood of bringing an issue to the Chancellor's Ombudsperson Pilot Project, 33% stated they would be likely to do so and another 35% responded ambivalently which may indicate staff would be willing to participate with the right amount of outreach and education
- Open responses indicate a problematic relationship between staff expectations and Human Resource policies and processes
- Supervisor co-worker responsibility and accountability are of concern