# Staff Survey 2001 Summary

Staff Senate's mission states that it will "promote and foster the welfare and growth of University staff through a fact-finding, deliberative and consultative body of representatives that makes studies, reports, and recommendations to the administration on behalf of its constituency." To fulfill this mission, Staff Senate must communicate with the University staff about their needs and desires.

## Background

To further these communications, Staff Senate conducted an anonymous survey to collect input on what issues staff members feel are most important. The survey was offered to the staff through paper copies and the University web site **September 28-October 20, 2001**. During that time, Staff Senate received **287 responses** from SMSU staff members, which translates to **24%** response from the Springfield and Mountain Grove full- and part-time staff members.

The survey listed six issues and asked staff to rate each item as *very important (3)*, *important (2)*, *less important (1)* or *no opinion (0)*. The survey also offered a comments area for staff to list other issues that Staff Senate should review.

## Top issues

After compiling the results from the survey, Staff Senate was able to better determine which issues staff members felt were most important. In the survey, the staff identified two key issues:

- Allow step nine staff to be eligible for salary raises from vice presidential discretionary funds
- Increase vacation accrual

Further, the staff offered several comments that identified other issues not listed on the survey. Common issues include parking, University health care, and compensation.

## Next steps

Staff Senate plans to use the results from this survey to focus its efforts during the next year and provide input to various University committees. Staff Senate will continue to gather more information, further focus the data, and determine underlying themes.

Staff Senate will also continue to work with the University administration to determine the best way to promote and foster the welfare and growth of University staff. Since some survey issues may include a cost that cannot be funded due to University budget constraints, cooperation is key.

Finally, Staff Senate plans to offer another survey next year. The University staff responded positively to the survey and requested Staff Senate conduct the survey and report the results on a yearly basis. Staff Senate also will work to get a higher response rate by distributing the survey in more formats, such as through standard University paper publications.
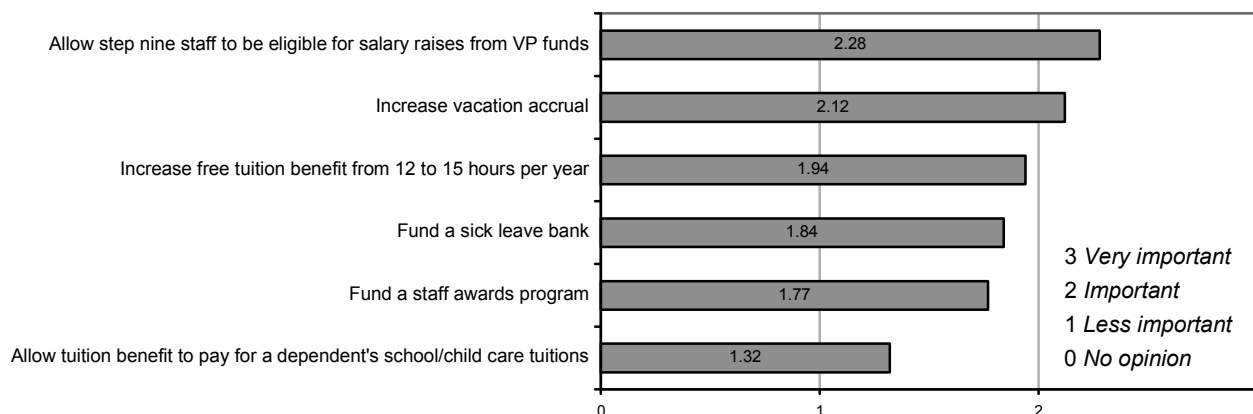
# Staff Survey 2001 Detailed Results

Staff Senate used four methods to analyze the survey data:

- Averaged the responses for each issue
- Totaled the number of responses marked as *very important* or *important* for each issue
- Charted the percentages of each response per question
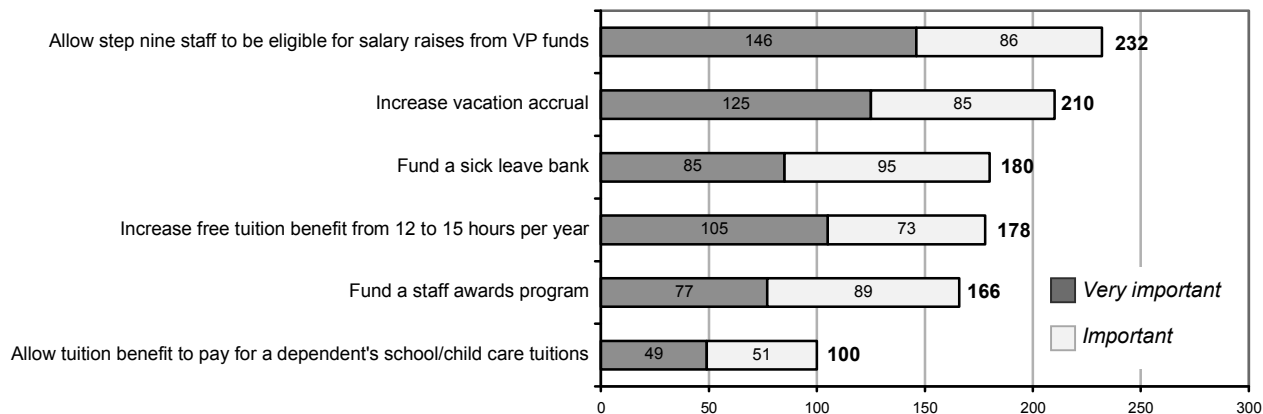- Reviewed the written comments from each survey

## Average response for each issue

The survey asked staff to rate each issue as *very important (3)*, *important (2)*, *less important (1)*, or *no opinion (0)*. If someone didn't rate an issue, the item was automatically rated as *no opinion (0)*. Using these value assignments, Staff Senate added each issue's ratings and determined the total response value for each issue. Then Staff Senate divided the total response value by the number of responses, which yielded the average response shown below.

| Issue | Average |
|---|---|
| Allow step nine staff to be eligible for salary raises from VP funds | 2.28 |
| Increase vacation accrual | 2.12 |
| Increase free tuition benefit from 12 to 15 hours per year | 1.94 |
| Fund a sick leave bank | 1.84 |
| Fund a staff awards program | 1.77 |
| Allow tuition benefit to pay for a dependent's school/child care tuitions | 1.32 |

3 *Very important*
2 *Important*
1 *Less important*
0 *No opinion*

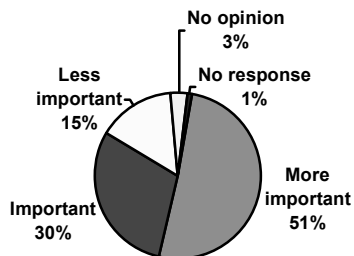## Responses marked as "very important" or "important" for each issue

Staff Senate added the number of responses rated as "very important" or "more important" for each issue, displayed in the chart below. The number to right of each bar is the total number of responses marked "very important" or "more important" for each issue. The survey had a total of 287 responses.

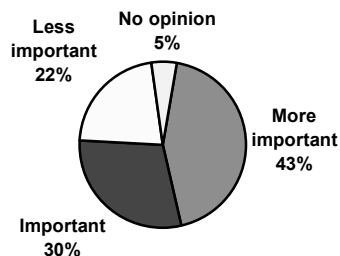| Issue | Very important | Important | Total |
|---|---|---|---|
| Allow step nine staff to be eligible for salary raises from VP funds | 146 | 86 | **232** |
| Increase vacation accrual | 125 | 85 | **210** |
| Fund a sick leave bank | 85 | 95 | **180** |
| Increase free tuition benefit from 12 to 15 hours per year | 105 | 73 | **178** |
| Fund a staff awards program | 77 | 89 | **166** |
| Allow tuition benefit to pay for a dependent's school/child care tuitions | 49 | 51 | **100** |

# Responses per question

For each question, the frequency of each response was tallied. These tallies are shown in the following pie charts. Please note the the pie charts also show the number of times someone didn't respond to an issue.
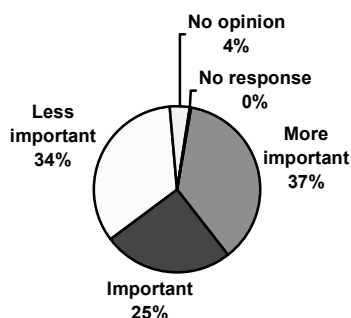
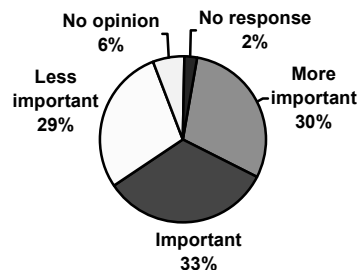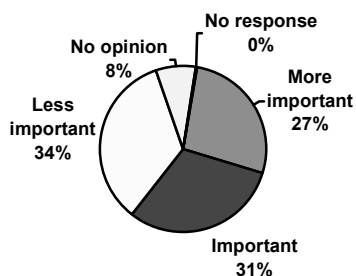### Allow step nine staff to be eligible for salary raises from VP funds

No opinion 3%
No response 1%
Less important 15%
Important 30%
More important 51%

### Increase vacation accrual

Less important 22%
No opinion 5%
More important 43%
Important 30%

### Increase free tuition benefit from 12 to 15 hours per year

No opinion 4%
No response 0%
Less important 34%
More important 37%
Important 25%

### Fund a sick leave bank

No opinion 6%
No response 2%
Less important 29%
More important 30%
Important 33%

### Fund a staff awards program

No response 0%
No opinion 8%
Less important 34%
More important 27%
Important 31%

### Allow tuition benefit to pay for a dependent's school/child care tuition

No response 0%
No opinion 20%
More important 17%
Important 18%
Less important 45%

# Abbreviated written comments from surveys

The survey comments below were abbreviated and categorized into groups. The number in parenthesis after some items indicates the number of people who expressed that comment.

| Issue | Comments |
|---|---|
| **Parking** | <ul><li>Don't increase parking fees without increasing pay (5)</li><li>Reduce cost (8)</li><li>Extend second-shift parking to include employees who begin work at 3:00 PM</li><li>Parking cost based on salary (2)</li><li>Provide free for staff (4)</li><li>Waive fee for classified employees at top salary step who do not receive annual increases</li></ul> |
| **Tuition waivers** | <ul><li>Allow use of the noncredit course fee to pay for membership fees for professional organizations (2)</li><li>Let the tuition benefit pay for non-credit classes, like computer classes, for the employee</li><li>Allow employees to give tuition benefit to anyone</li></ul> |
| **Compensation** | <ul><li>Raise pay for those who have completed a degree/specialization in their area (as done with CPS certificates)</li><li>Give cost-of-living raise (6)</li><li>Increase staff salaries (6)</li><li>Increase hiring salaries (1)</li><li>Raise secretaries salaries (5)</li><li>Create a "permanent" part-time job classification so can be awarded with a raise if performing well</li></ul> |
| **Childcare** | <ul><li>Provide affordable on-campus childcare (2)</li></ul> |
| **Healthcare** | <ul><li>Offer better health insurance (3)</li><li>Offer retirement incentive to pay for health insurance until 62</li><li>Raise the annual cap on dental procedures (3)</li><li>Provide 80% dental care coverage for caps</li><li>Include eye care in the insurance packages (4)</li><li>Reevaluate medical coverage because we have now become aged and seen higher costs</li><li>Provide a wellness program that pays 100% for preventative screening procedures</li><li>Assign someone to address ergonomics issues for staff members with repetitive health concerns (2)</li><li>Offer more options/choices with medical and dental coverage</li><li>Offer an option to not have insurance if covered by another family members' coverage, and let the employee receive a portion of the money that would pay their premium (2)</li><li>Investigate family insurance—offer cost differential depending on the number of family members (4)</li><li>Reduce the medical insurance deductible</li><li>Include insurance coverage for hearing aids</li></ul> |
| **Work environment** | <ul><li>Clean up air and environment in campus buildings</li><li>Provide alternative office space when repairs involving fumes or hazardous chemicals are being performed</li><li>Enforce a designated smoking area for University buildings</li><li>Review the policy regarding space heaters (4)</li></ul> |
| **Time off** | <ul><li>To assist with budget cuts, have four-day work weeks with four-days pay</li><li>Allow additional vacation increment for over 14 years (2)</li><li>Institute an option for a four ten-hour day work week—either in summer or year-round (2)</li><li>Consider more holidays (i.e., Veterans Day, week of spring break off)</li></ul> |
| **Saving money** | <ul><li>Create a discussion forum/web site for secretaries & clerical staff called "suggestions for saving money"</li><li>Apply frequent flyer miles for University tickets into a central pool</li><li>Urge the University to stop wasting money on mailings</li></ul> |
| **Work time, location, and quality** | <ul><li>Allow work from home (2)</li><li>Institute progressive job-share programs</li><li>Conduct a staff morale survey</li><li>Form a union</li></ul> |
| **Miscellaneous** | <ul><li>Staff discounts to Juanita K Hall and other campus events</li><li>Extend early retirement option that ends in 2002</li></ul> |

# Staff Survey 2001 Sample

Below is a sample of the survey as it was presented online:

Staff Senate has worked hard over the past year to represent the staff--see a list of accomplishments and activities. Now, Staff Senate is seeking input on what issues staff members feel are most important so we can continue in our efforts.

Please review and rate the items below, then click the *Submit Form* button. Staff Senate will collect your feedback and use it to guide our future actions, discussions and recommendations. In particular, Staff Senate uses this information when preparing recommendations for the University Budget and Priorities Committee.

| Issue | Very important | Important | Less important | No opinion |
|---|---|---|---|---|
| Change vacation accrual so classified staff receive extra vacation days after completing five/ten years rather than after completing seven/fourteen years<br>*Estimated cost: $38,000* | 3 | 2 | 1 | 0 |
| Increase free tuition benefit from 12 to 15 hours per year<br>*Estimated cost: $72,000* | 3 | 2 | 1 | 0 |
| Allow tuition benefit to pay for a dependent's Greenwood, Infant/Toddler Lab, Child Development Lab or University Child Care Center tuitions<br>*Estimated cost: No funding projection available* | 3 | 2 | 1 | 0 |
| Allow classified staff that are at the top of their steps to be eligible for salary raises from their vice president's salary discretionary funds<br>*Estimated cost: No funding projection available* | 3 | 2 | 1 | 0 |
| Fund a sick leave bank<br>*Estimated cost: $38,000* | 3 | 2 | 1 | 0 |
| Fund a staff awards program where staff providing superior customer service would receive a monetary reward<br>*Estimated cost: $9,000* | 3 | 2 | 1 | 0 |

Are there any other issues that you would like Staff Senate to review?

What type of staff position do you hold?

○ Classified    ○ Unclassified    ○ Not a staff member