Staff Climate Survey

Report to Lawrence Staff

May 12, 2015
Overview

• Survey taken in spring 2014
  – 244 staff surveys completed (68%)
  – 58 closed-ended questions in 5 categories
    • Communication and Morale
    • Job Satisfaction
    • Sources of Stress
    • Diversity
    • University Community
Communication and Morale

Senior Administration communicates openly about important matters

- Agree: 76%
- Neutral: 19%
- Disagree: 5%
Communication and Morale

Staff are invited to offer input on decisions that directly affect them

- Agree: 65%
- Neutral: 20%
- Disagree: 15%
Communication and Morale

Procedures for raising concerns are clearly communicated to staff

- Agree: 53%
- Neutral: 24%
- Disagree: 23%
Communication and Morale

In the last two years, I have seriously considered looking elsewhere for a job due to my dissatisfaction with working at Lawrence.
Job Satisfaction

Feelings of personal accomplishment in my work

- 87% Satisfied
- 9% Neutral
- 4% Dissatisfied
Job Satisfaction

Opportunities for development and training

- Satisfied: 57%
- Neutral: 24%
- Dissatisfied: 20%

Satisfied  Neutral  Dissatisfied

Lawrence University
Appleton, Wisconsin
Job Satisfaction & Sources of Stress

Performance Review/Evaluation Process

Satisfied  Neutral  Dissatisified
49%        32%        19%

Not at all/Slight  Moderate  Considerable/Extreme
81%        12%        7%
The University community is accepting of staff…
Grade for Lawrence

<table>
<thead>
<tr>
<th>Year</th>
<th>Average</th>
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<tbody>
<tr>
<td>2008</td>
<td>2.77=B-</td>
</tr>
<tr>
<td>2010</td>
<td>2.95=B</td>
</tr>
<tr>
<td>2012</td>
<td>3.10=B</td>
</tr>
<tr>
<td>2014</td>
<td>3.24=B</td>
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Where do we go from here?
Five Action Areas

1. Focus efforts on work that provides high value and minimize or eliminate work that provides low value to Lawrence while concentrating on developing efficiencies in our processes and procedure.
   - Reporting software change during FY 15-16
   - What role do you play?
Five Action Areas

2. Establish a clear process and provide a supportive environment for employees to share ideas and feedback.
   - Communication standards and frequency
   - Interdepartmental communication
   - Cross-departmental communication
Five Action Areas

3. Provide more training and development opportunities.
   – Conferences
   – Learning new skills
   – Onboarding process
   – Technology
Five Action Areas

4. Create an environment that embraces diversity and inclusion.
   - Awareness
   - Recruitment
   - Enhance onboarding process
Five Action Areas

5. Enhance the performance improvement process to ensure on-going, constructive feedback to align employee performance goals with University priorities.
   – Performance reviews
   – Job descriptions
Next Steps

• Senior staff will meet with their respective areas to discuss the results further
• Prioritize and develop plans to support improvement in the five action areas
• Continue to actively invite and listen to feedback
• Conduct future surveys to track progress
Questions