

STAFF AND MANAGEMENT SURVEYS PRESENTATION

**Presented By
Janelle R. Ramirez
Executive Director
Human Resources Operations**

November 29, 2011

PRESENTATION OBJECTIVES

- Survey Objectives
- Survey Approach and Response
- Survey Demographics
- Survey Results
- Actions Taken
- Next Steps



SURVEY OBJECTIVES

- Increase understanding of employee work **attitudes and perceptions**
- Identify ways the university might improve **quality of life** for staff
- Support university's efforts to be the **employer of choice**
- Collect longitudinal data to track turnover and evaluate factors that **affect retention**



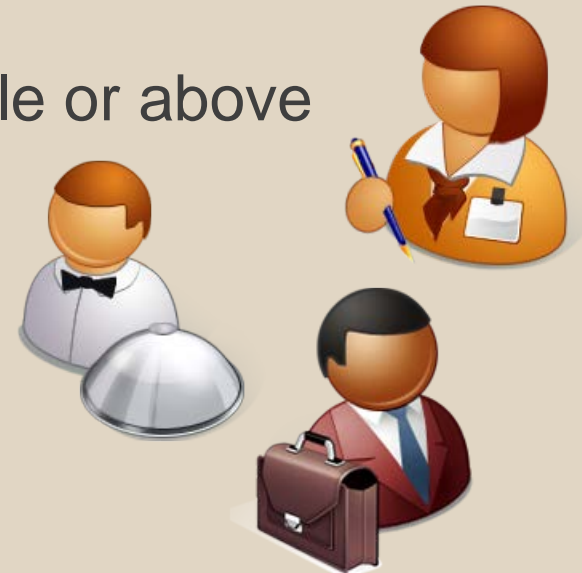
SURVEY APPROACH AND RESPONSE

- Collaborated with Mays Business School
- Conducted in 2007 & 2009
- Conducted electronically with some paper surveys to Dining Services, Residence Life and Facilities
- Included input from Vice President for Diversity Office and University Staff Council

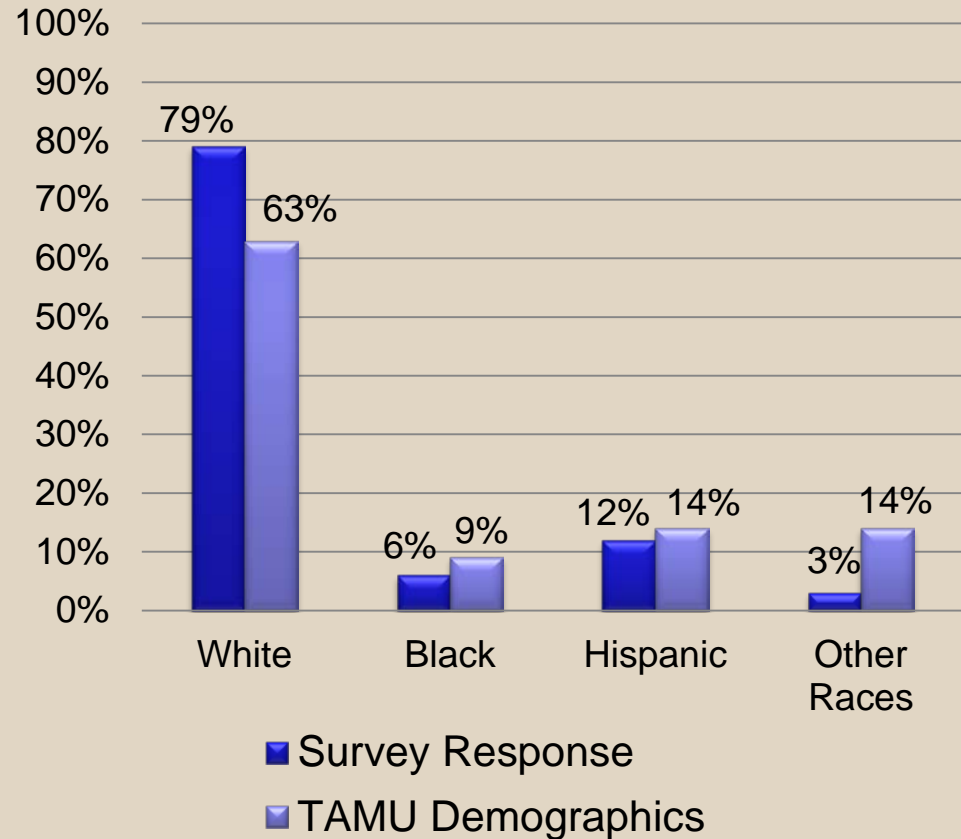
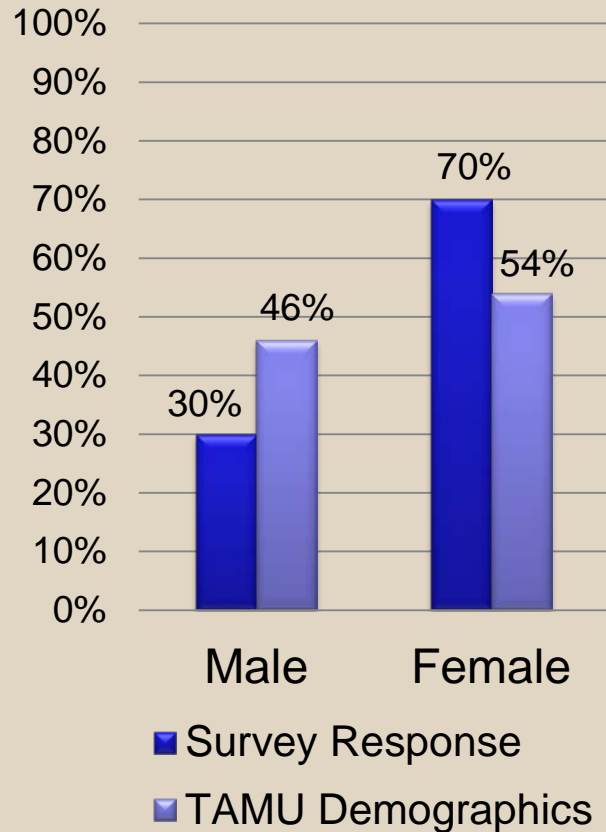


SURVEY APPROACH AND RESPONSE

- Staff Survey
 - Employees below the title of Assistant Director
 - 34% response rate
- Management Survey
 - Employees at Assistant Director title or above
 - 50% response rate

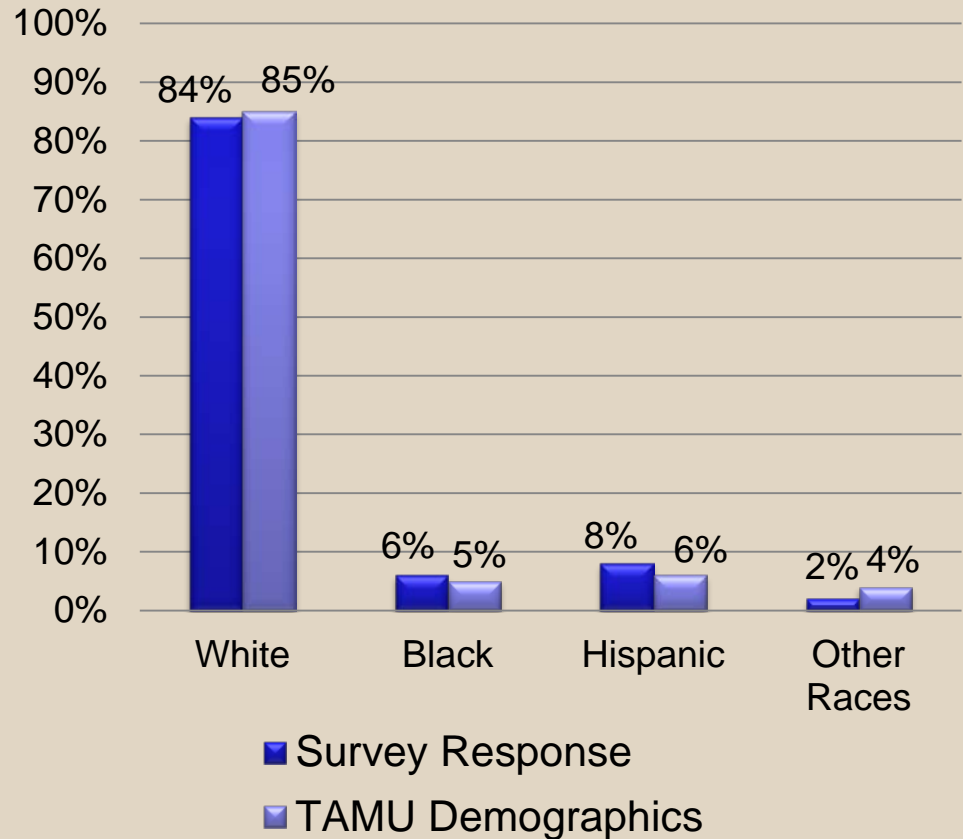
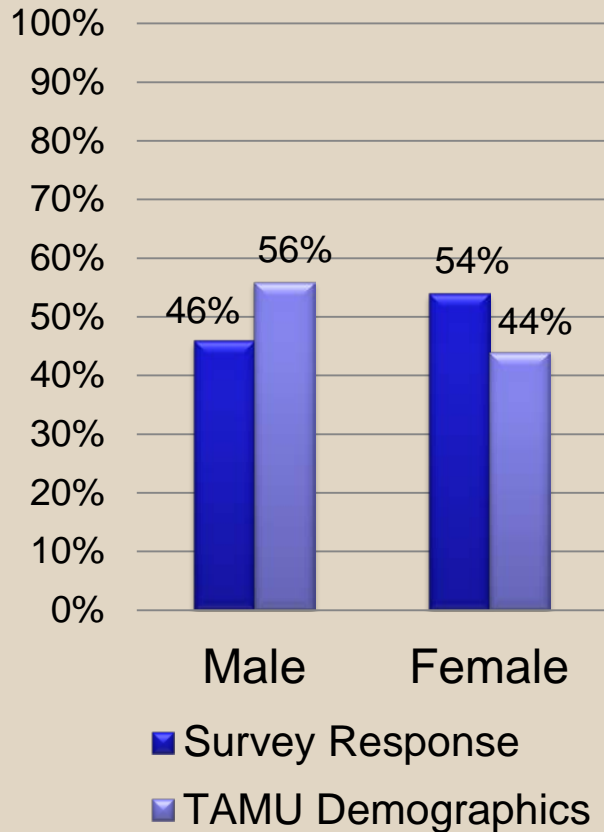


SURVEY DEMOGRAPHICS- STAFF



Data Source for TAMU Demographics: Texas A&M University System B/P/P and Data Warehouse, September 2009.

SURVEY DEMOGRAPHICS - MANAGEMENT



Data Source for TAMU Demographics: Texas A&M University System
B/P/P and Data Warehouse, September 2009.

SURVEY RESULTS

- Respondents are generally satisfied with their organization and working at Texas A&M
- 2007 & 2009 results are fairly consistent



SURVEY RESULTS: COMPARISON OF 2009 STAFF AND MANAGEMENT KEY ATTRIBUTES



Attribute	Staff Mean Score (1-6)	Mgmt Mean Score (1-6)
Satisfied with Pay	3.2	3.8
Satisfied with Supervisor	4.7	5.0
Work Itself	4.8	5.0
Voice Opportunity	3.9	4.3
Promotion	3.1	3.5
Development	4.2	4.4
Organizational Commitment	4.1	4.3
Job Search*	2.1	1.7
Perceived Employment Alternatives	3.5	3.4
Organization Respects Diversity	4.0	4.3
Work Life Conflict	2.9	3.8

1-Strongly Disagree 2-Disagree 3-Slightly Disagree 4-Slightly Agree 5-Agree 6-Strongly Agree

SURVEY RESULTS

- Interested in
 - job flexibility, parking, tuition assistance, career ladders, training, and work-family balance policies

- Preferred learning methods
 - Conferences, on-line courses and articles



SURVEY RESULTS

- Employees have the knowledge, skills and abilities to do their jobs and supervisors support their training offered by the university
- Adoption support and infant care received least amount of support, but probably because programs would be valuable to smaller proportion of employees



SURVEY RESULTS

Staff

- University climate is fairly accepting
- Department climate is neutral or friendly

Managers

- University climate fairly positive, more concerns than the staff
- Department climate is friendly



SURVEY RESULTS

Staff

- Satisfied with racial/ethnic diversity on campus
- Less satisfied with political and religious acceptance

Managers

- Concerned about racial/ethnic diversity, political and religious acceptance



SURVEY RESULTS

Staff and Managers

- Satisfied with overall sense of community
- Felt most discriminated upon race and gender
- Females were most likely to feel gender discrimination



SURVEY RESULTS

Staff and Managers

- The frequency of potential sexual harassment is consistent with the prior surveys
- Women are more likely than men to perceive unwanted sexual attention
- Vast majority that perceived it, did not report it
- Most respondents know of someone experiencing these potential situations, rather than experiencing it personally.



ACTIONS TAKEN

Implemented the following:

- Mentoring Resources web page
- New Employee Welcome (NEW) orientation
- Coffee Conversations: Hot Topics in Higher Education
- Inaugural Staff Conference



ACTIONS TAKEN

- Enhanced or implemented Certificate Programs
 - Leadership Institute
 - Group Leadership Forum
 - Principles of Supervision and Management
 - Personal Development Program
 - Four technology programs



ACTIONS TAKEN

- Collaborated with the Office of Vice President and Associate Provost for Diversity
 - Quarterly Meetings
 - Enhanced diversity factor on performance evaluation
 - Diversity Training
 - Provided demographic data for Annual Assessment Report



ACTIONS TAKEN

Office of Vice President and Associate Provost for Diversity implemented the following:

- University Diversity Plan
<http://diversity.tamu.edu/Documents/DiversityPlan.pdf>
- Council on Climate and Diversity and Diversity Operations Committee



NEXT STEPS

- Staff and Management Survey—2012
 - Work with Mays Business College to update and distribute
- Continue to collaborate with the Office of Vice President and Associate Provost for Diversity
- Continue to implement programs and policies to support a positive work environment



SUMMARY

- Survey results were shared with the President, Office of the Vice President and Associate Provost for Diversity, University Staff Council, University Work Life Committee
- Communicated to campus community through Aggie Hotline; posted to HR website
- Objectives of the surveys were met
- Results were used to enhance or develop programs to support a positive work environment



SUMMARY

- Staff and management are generally satisfied
- The approach was effective but will explore gaining greater response from classified (hourly) staff; provide in Spanish



QUESTIONS?

If you have questions, contact

Janelle R. Ramirez

janelle@tamu.edu

979.862.1723

