

Student Affairs Staff Climate

Developing a Departmental Action Plan and the Use of Student Affairs Staff Climate Survey Results

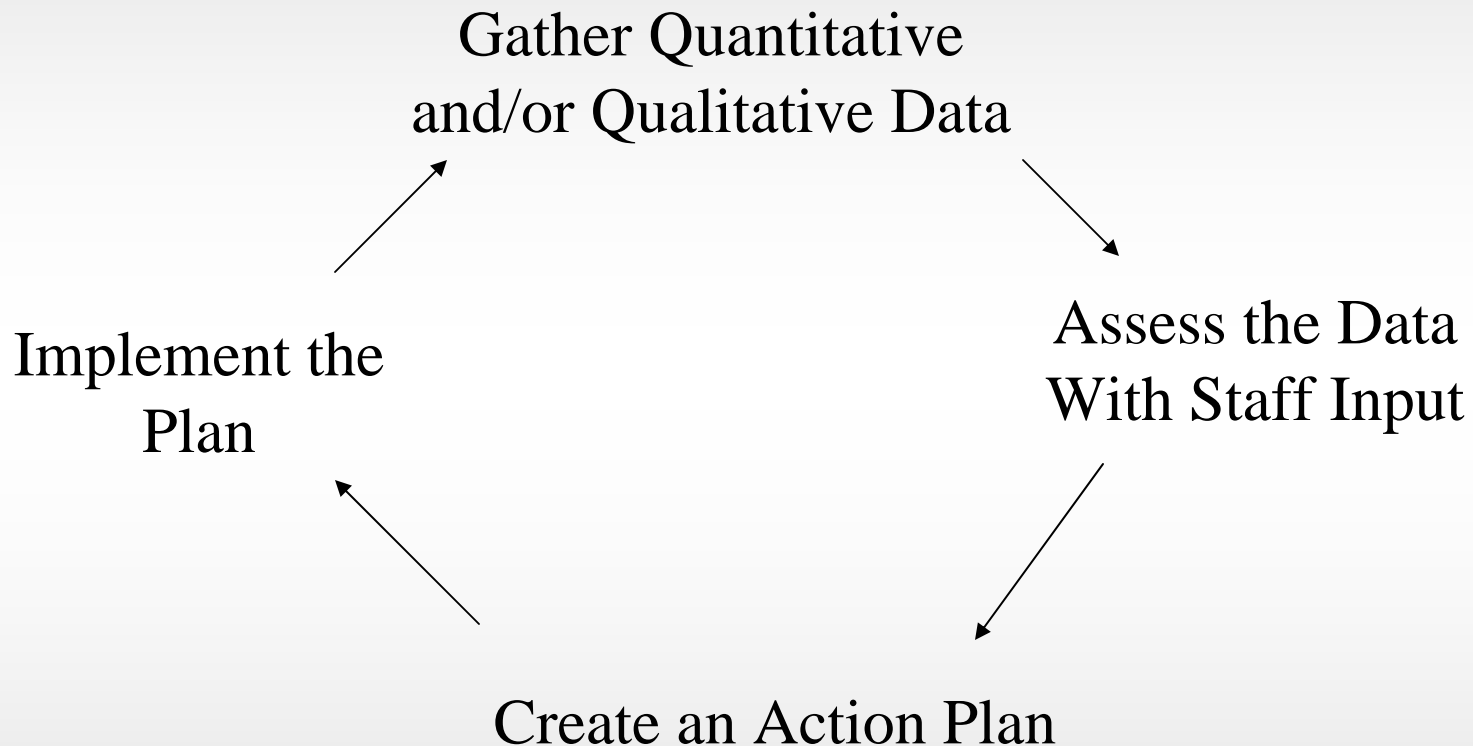
Student Affairs Planning Team 2/20/07



Office of
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Assessment Office

Action Plan Development: *Developing a Departmental Plan*



Action Plan Development:

Step 1: Gather Quantitative/Qualitative Data

- a. Observations from all staff of day-to-day working relationships
- b. Customer feedback (formal and informal)
- c. Benchmarking from other institutions or similar businesses
- d. Student affairs staff climate survey or other staff survey

Action Plan Development:

Step 2: Assess Data with Staff Input

- a. Determine and summarize trends in the data
 - Strengths?
 - Weaknesses?
- b. How does the work environment contribute to the identified trends?
- c. Do staff agree with the trends identified in the existing data?
- d. Prioritize areas for improvement.

Action Plan Development:

Step 3: Create an Action Plan

- a. Involve staff in creating the plan
- b. May wish to involve a Human Resources consultant in guiding staff work-teams in the creation of a plan
- c. Set goals that are:
 - Specific and measurable
 - Assign timeframes for completion
 - Assign responsibilities
- d. Ask staff for feedback regarding the action plan

Action Plan Development:

Step 4: Implement the Plan

- a. Periodically assess using formal or informal feedback.
 - How is the plan working?
 - What do staff think?
 - Is improvement discernable?

- b. Adjust as necessary.

Step 5: Return to Step One

Student Affairs Staff Climate Survey 2006

**Presentation of Results Compiled for:
Student Affairs Planning Team 2/20/07**



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About the Staff Survey:

Purpose of the Study

1. Establish baseline data
2. Describe the overall work climate in student affairs
3. Provide departmental results and department comparative results to overall
4. Assess training needs
5. Identify any relationship between demographic characteristics and perception of climate

About the Staff Survey:

Written Report Contents

Available on Assessment Office Website http://studentaffairs.osu.edu/sa_assess_surveys.asp

- Section 1: Project overview

- Section 2: Overall results for student affairs

- Section 3: Results based on respondent demographics

- Section 4: Department Specific Report

About the Staff Survey:

The Survey Instrument

- Demographic Variables
- Training and Professional Development Interest Inventory
- Topical Scales: literature reviews done to design 13-14 individual scales to investigate specific topics. Scales had 4-12 items each.

About the Staff Survey:

Scales Included in the Instrument

- Overall Satisfaction and Commitment
- Communication
- Supervision
- Culture and Involvement
- Diversity
- Rewards and Recognition
- Work/Life Balance
- Cooperation and Teamwork
- General Functions
- Biased Remarks by SA Staff
- Biased Remarks by Non-SA Staff and Faculty
- Biased Remarks by Students
- Academic Support (Students Only)

About the Staff Survey:

Example of Scale - Supervision

- My supervisor has clear visions about the future of my department/office/division.
- I receive regular feedback about how I'm doing in my work.
- When my supervisor gives me feedback, it is done in a helpful way.
- My supervisor understands my abilities and skills.
- I have strong respect for my supervisor.
- I have trust in the leaders in my department.
- I am urged to think of new or better ways of doing our work.
- Supervisors in my department/office lead by example.

About the Staff Survey:

Demographic Characteristic Collected

- Demographic characteristics of survey respondents could be compared to known staff demographics based on gender, race/ethnicity, years of service in student affairs

- The survey also collected staff demographics based on sexual orientation, age, caregiver status, political affiliation, education level, OSU graduate.

Staff Survey Results - Overall SA *Response Rates*

- **The Non-Union Survey** had a relatively high overall response rate of 75%.
- **The Student Staff Survey** had a response rate of 26%.
- **The Union Staff Survey** response rates varied from 18% to 100% in participating units.

Staff Survey Results - Overall SA

Interpreting Survey Results

SATISFACTION:
Item satisfaction
based on how it
ranks with other
items on the survey.



IMPORTANCE – Item importance based on how closely it is correlated with overall job satisfaction.

Staff Survey Results - Overall SA

High Priority Items#1

LOW Satisfaction, HIGH Importance

Non-union Topics In This Category: Communication

- I am aware of the work going on in other departments in student affairs (Disagree or Strongly Disagree 66.7%)
- My department clearly shares information that I need to know (Disagree or Strongly Disagree 30.2%)

*Indicates the percent of staff in each group indicating answering positively, either 'strongly disagree' or 'disagree' for overall student affairs on a four point scale that includes strongly agree, agree, disagree, and strongly disagree.

Staff Survey Results - Overall SA

High Priority Items #2

LOW Satisfaction, MEDIUM Importance/Medium Satisfaction, HIGH Importance

Non-union Topics In This Category: Supervision, Culture, Rewards

- Supervision: In general, supervisors in my department lead by example. (Disagree or Strongly Disagree 29.9%)
- Culture: I have input when decisions that affect me are made. (Disagree or Strongly Disagree 38.8%)
- Rewards: The reward system in my department is clear and fair. (Disagree or Strongly Disagree 53.3%)

*Indicates the percent of staff in each group indicating answering positively, either 'strongly disagree' or 'disagree' for overall student affairs on a four point scale that includes strongly agree, agree, disagree, and strongly disagree.

Staff Survey Results - Overall SA

*High Performing Areas**

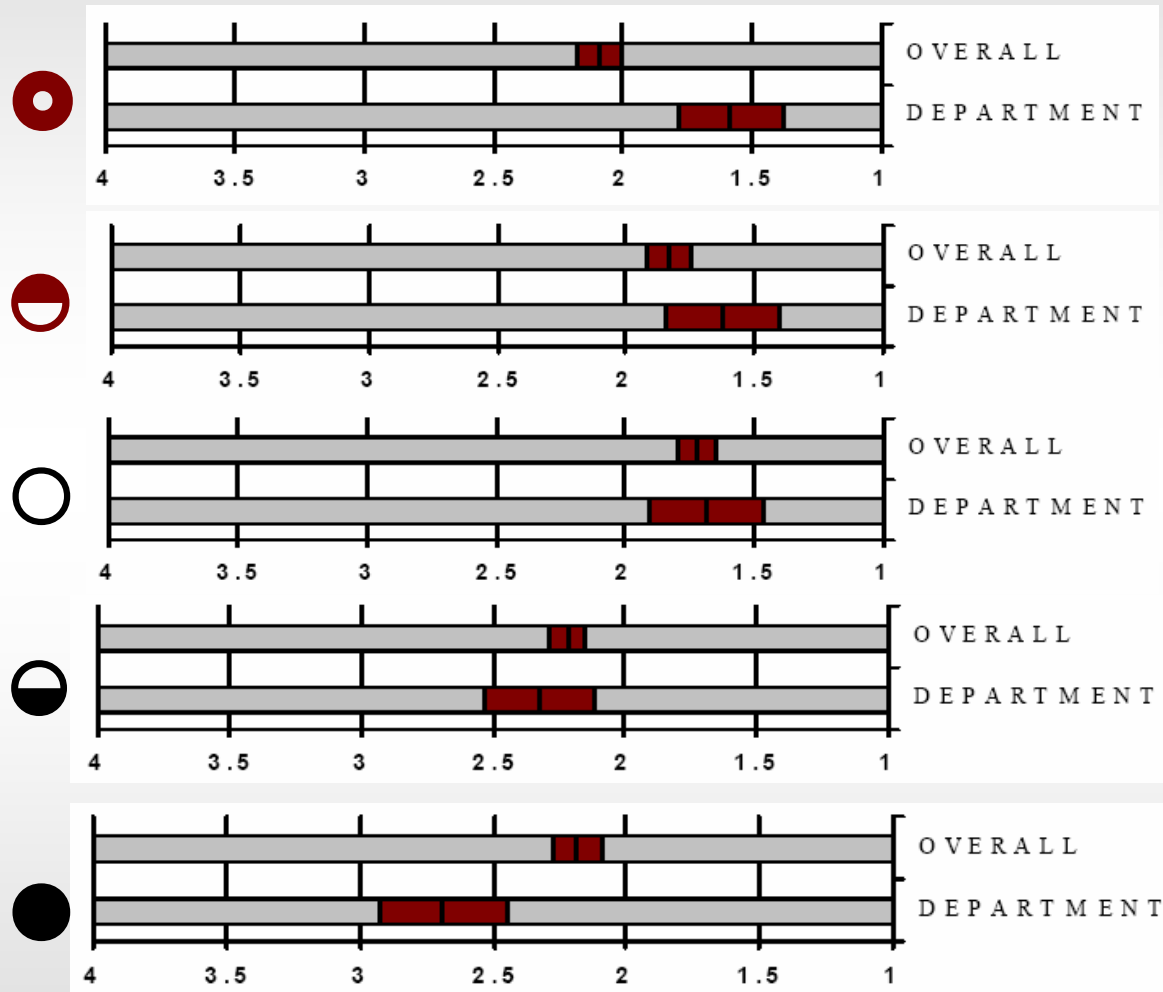
High Importance, High Satisfaction

Non-union Topics In This Category: positive work-life aspects, diversity

- Positive work-life: My supervisor helps me to balance personal needs with needs of my job.
(Strongly Agree or Agree 79.3%)
- Diversity: Student Affairs supports diversity in our policies and practices.
(Strongly Agree or Agree 95.1%)

*Indicates the percent of staff in each group indicating answering positively, either 'strongly agree' or 'agree' for overall student affairs on a four point scale that includes strongly agree, agree, disagree, and strongly disagree.









Interpreting Survey Results for Individual Departments



Confidence intervals were computed at $p < .05$, non-overlapping confidence intervals indicate a statistically significant difference.


Interpreting Survey Results for Individual Departments

Example: Supervision

		Dept X	Overall SA
SUPERVISION			
My supervisor has clear visions about the future of my department/office/division.		63%	77%
I receive regular feedback about how I'm doing in my work.		68%	62%
When my supervisor gives me feedback, it is done in a helpful way.		84%	82%
My supervisor understands my abilities and skills.		76%	82%
I have strong respect for my supervisor.		69%	82%
I have trust in the leaders in my department.		57%	74%
I am urged to think of new or better ways of doing our work.		80%	77%
Supervisors in my department/office lead by example.		55%	69%

*Indicates the percent of staff in each group indicating answering positively, either 'strongly agree' or 'agree' (opposite on reversed items)

 Significantly Better

 Better but not significant

 Equal

 Worse but not significant

 Significantly worse

Assessment Instrument and Analysis

Discussion

- Is this information useful?
 - Suggestions for survey instrument
 - Suggestions for analysis and reporting
 - Suggestions for Spring '07 survey administration

- Do the findings accurately describe the climate?
 - *Do additional topics need to be added to the survey?*
 - *Should some topics be removed?*



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