



Staff Survey

Spring 2022 Results Summary

***Faculty Meeting
November 7, 2022***

Presented by

Kerstin Cárdenas, Human Resources

Ian Turnage-Butterbaugh, Institutional Research and Assessment

Human Resources & Institutional Research and Assessment





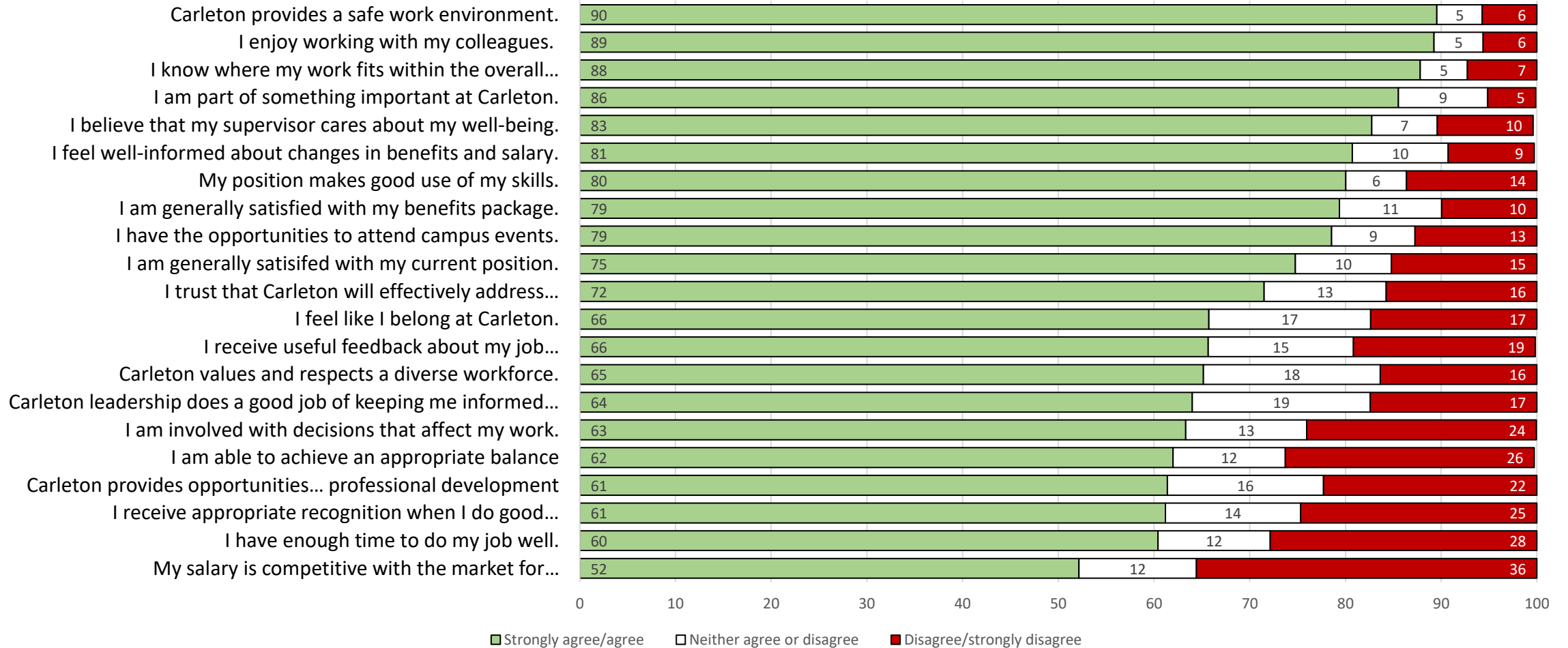
Logistics & Participant Characteristics

- Collaboration between HR and IRA
- Anonymous survey link sent to all 500 staff, Spring '22
- Participants asked their level of agreement on 21 items on a 5-point scale

434 surveys completed
(87%)

- 240 Exempt
- 112 Bi-weekly
- 45 Union
- 37 not disclosed

Staff survey: Item Response Frequency



Item Response Frequency - Categories

- Position Specific
- Workplace Community
- Balance at Work
- Communication
- Pay, Benefits, Recognition

2019 vs. 2022 Results

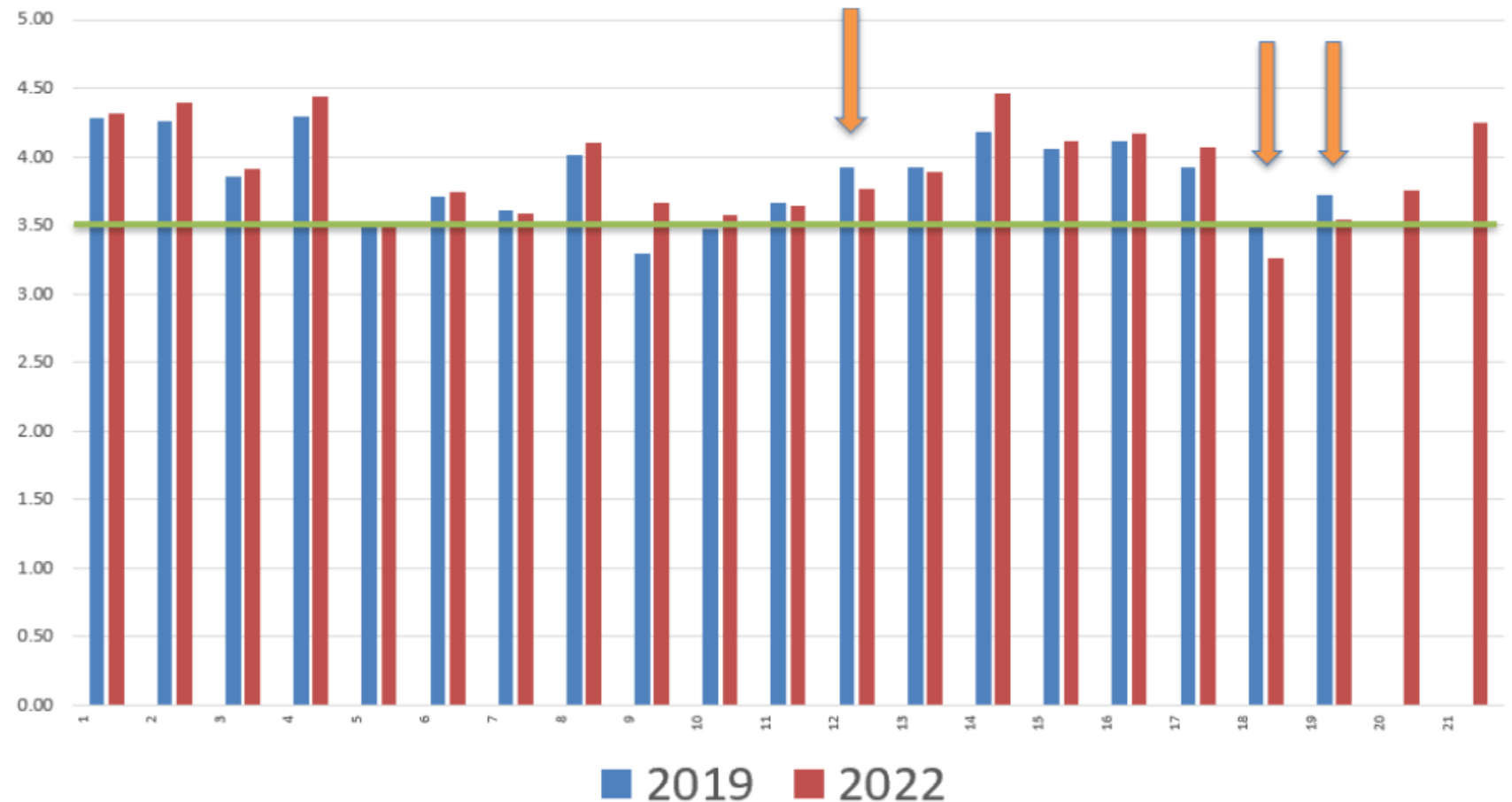
Eleven items had **higher** responses (top 3):

- Professional Development
- Safe Work Environment
- Benefits Package

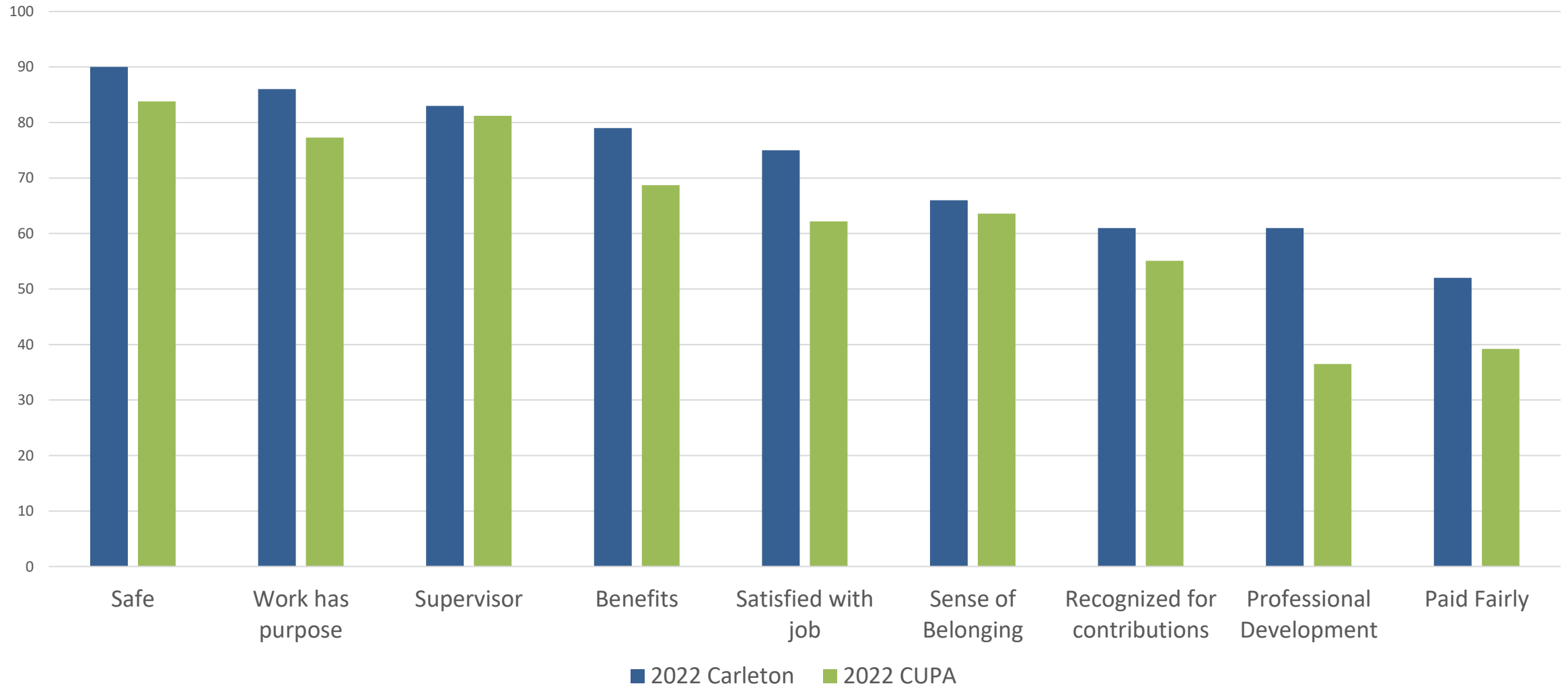
Four items had **similar** responses

Three items had **lower** responses:

- Respect Diverse Workforce
- Balance with work and personal life.
- Salary is competitive



Carleton's results vs. CUPA-HR results- 2022



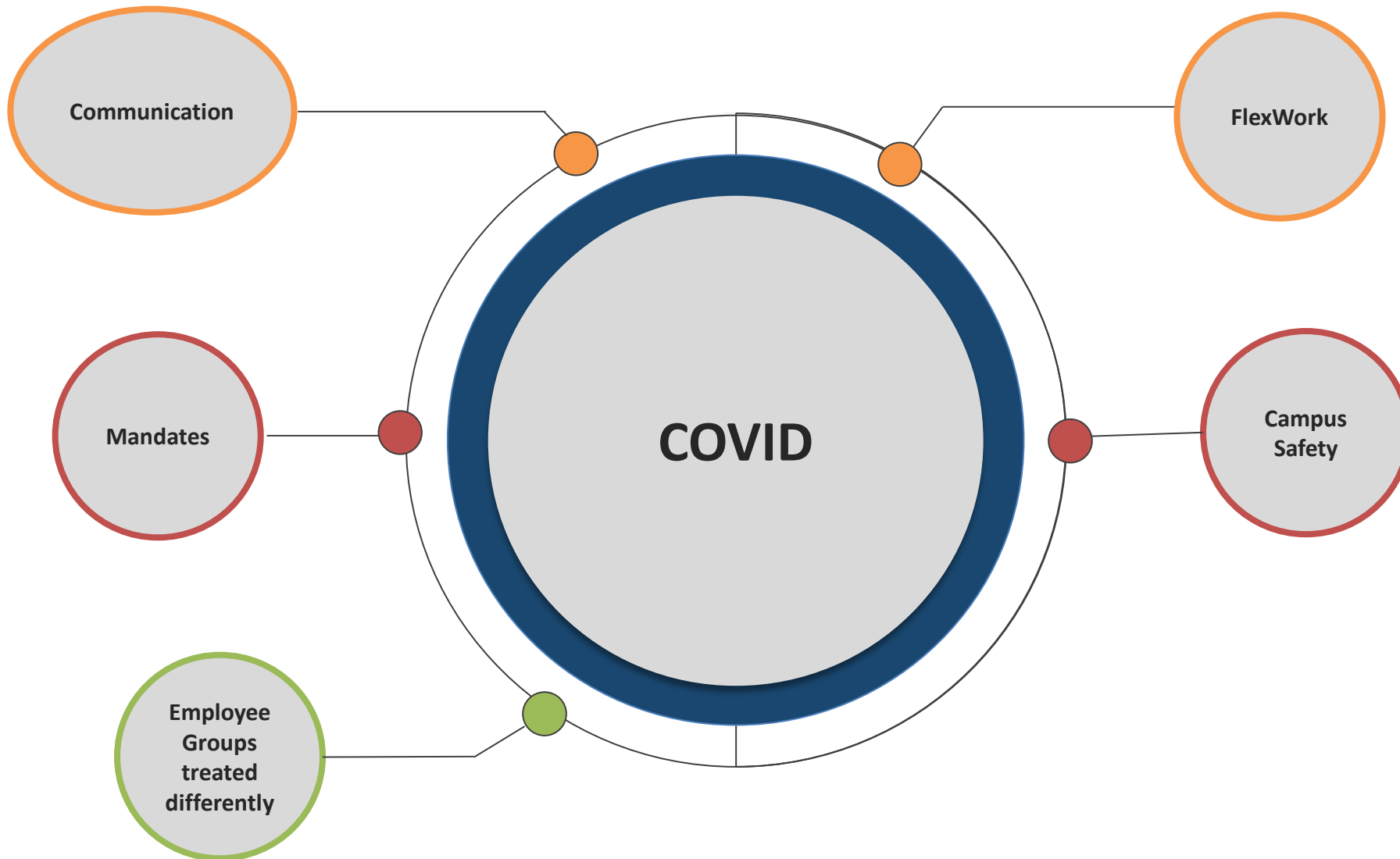
2022 Staff Experience Survey

Open-Ended Responses

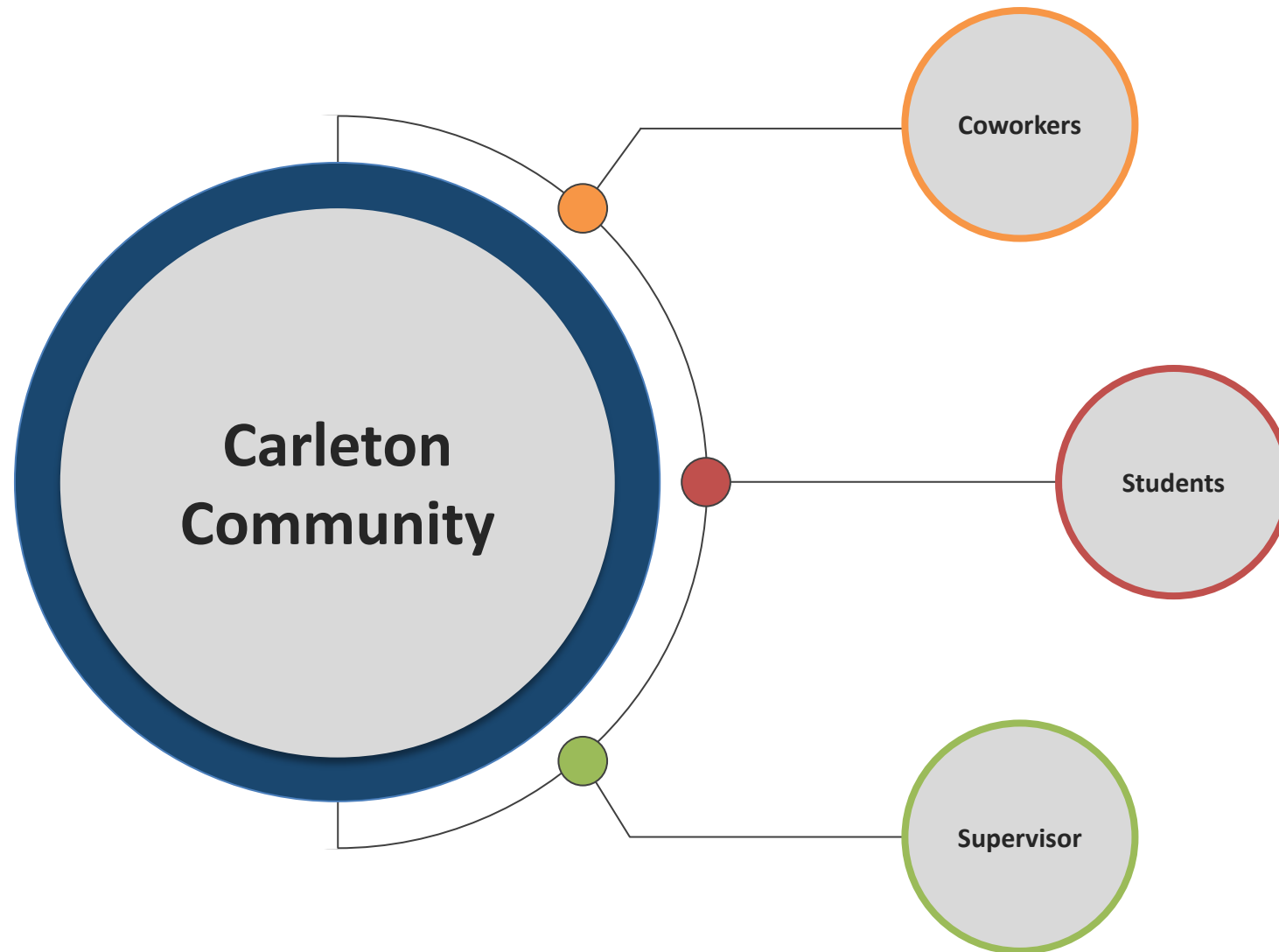


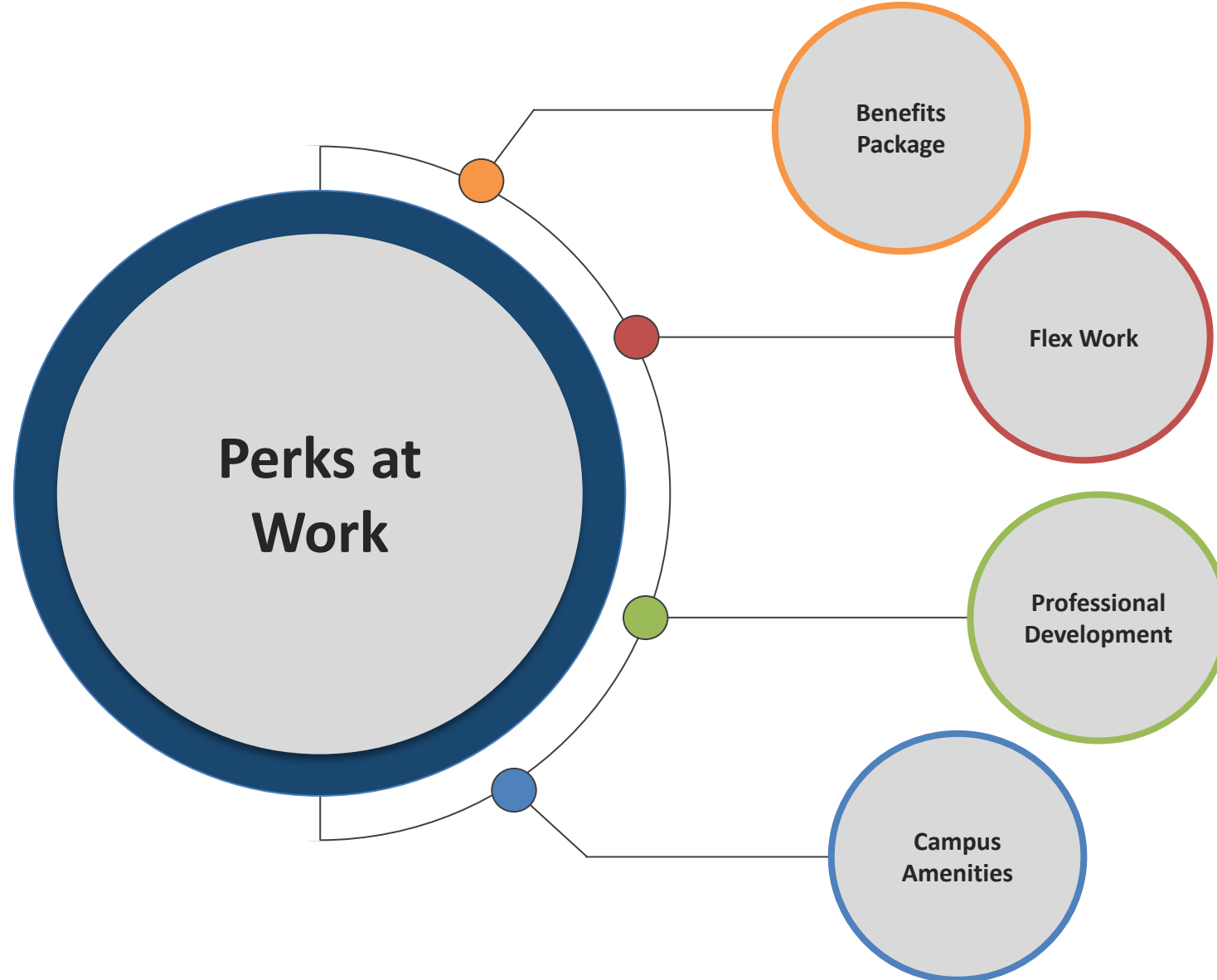
What do you like or dislike about working at Carleton?

- 195 responses
- Thematic analyses conducted
- Top five overarching themes
 - Sub-themes

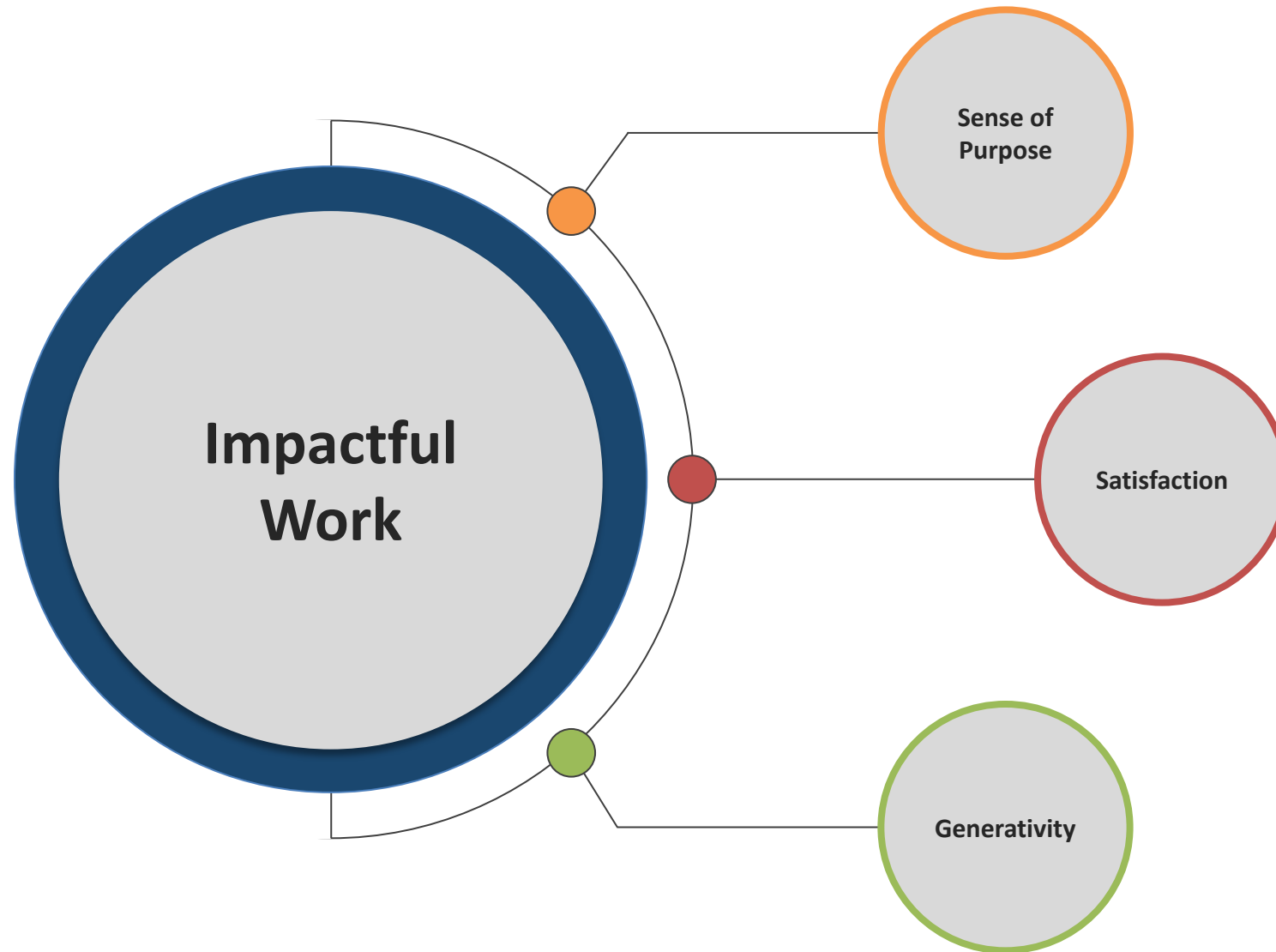


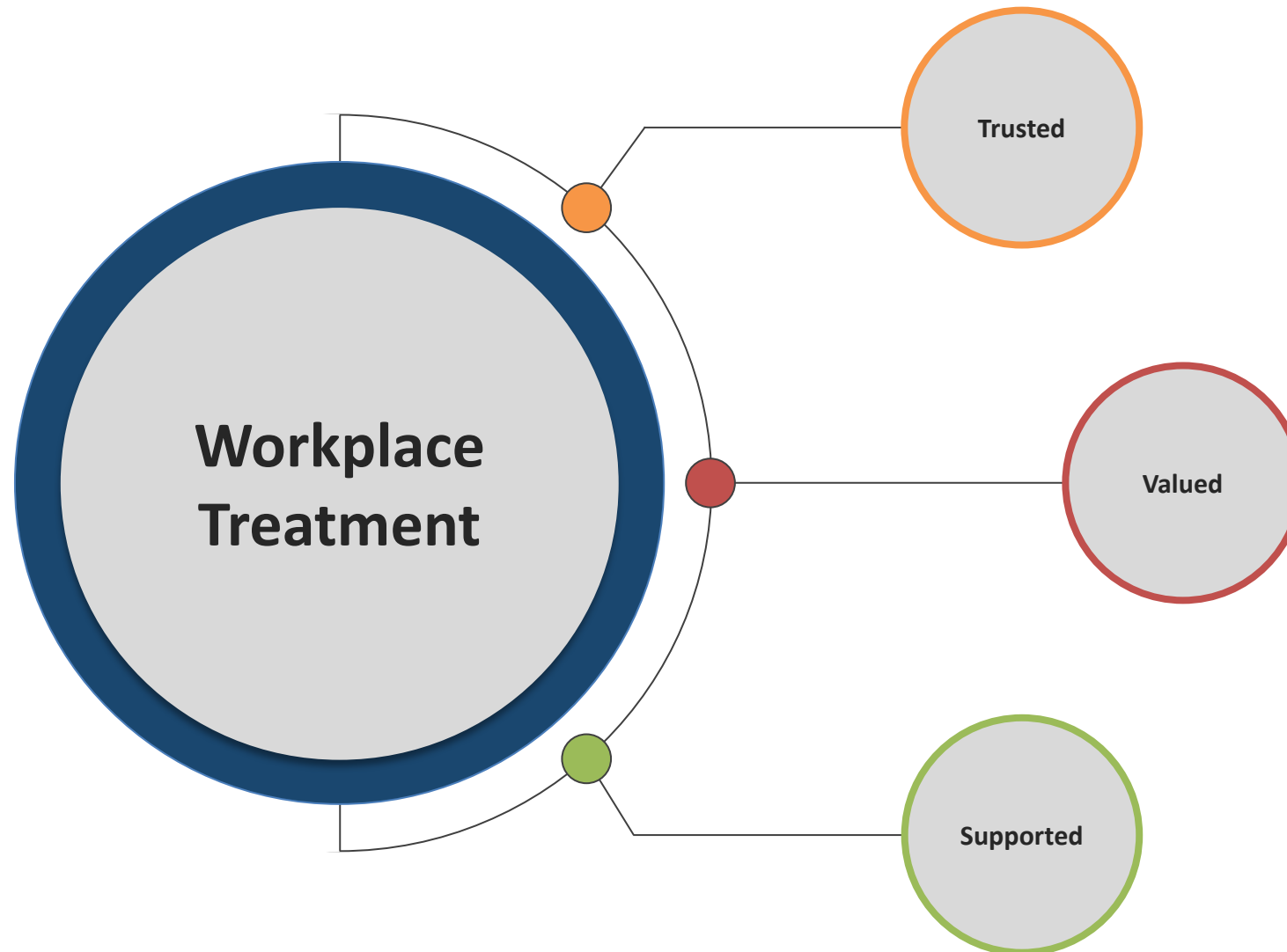




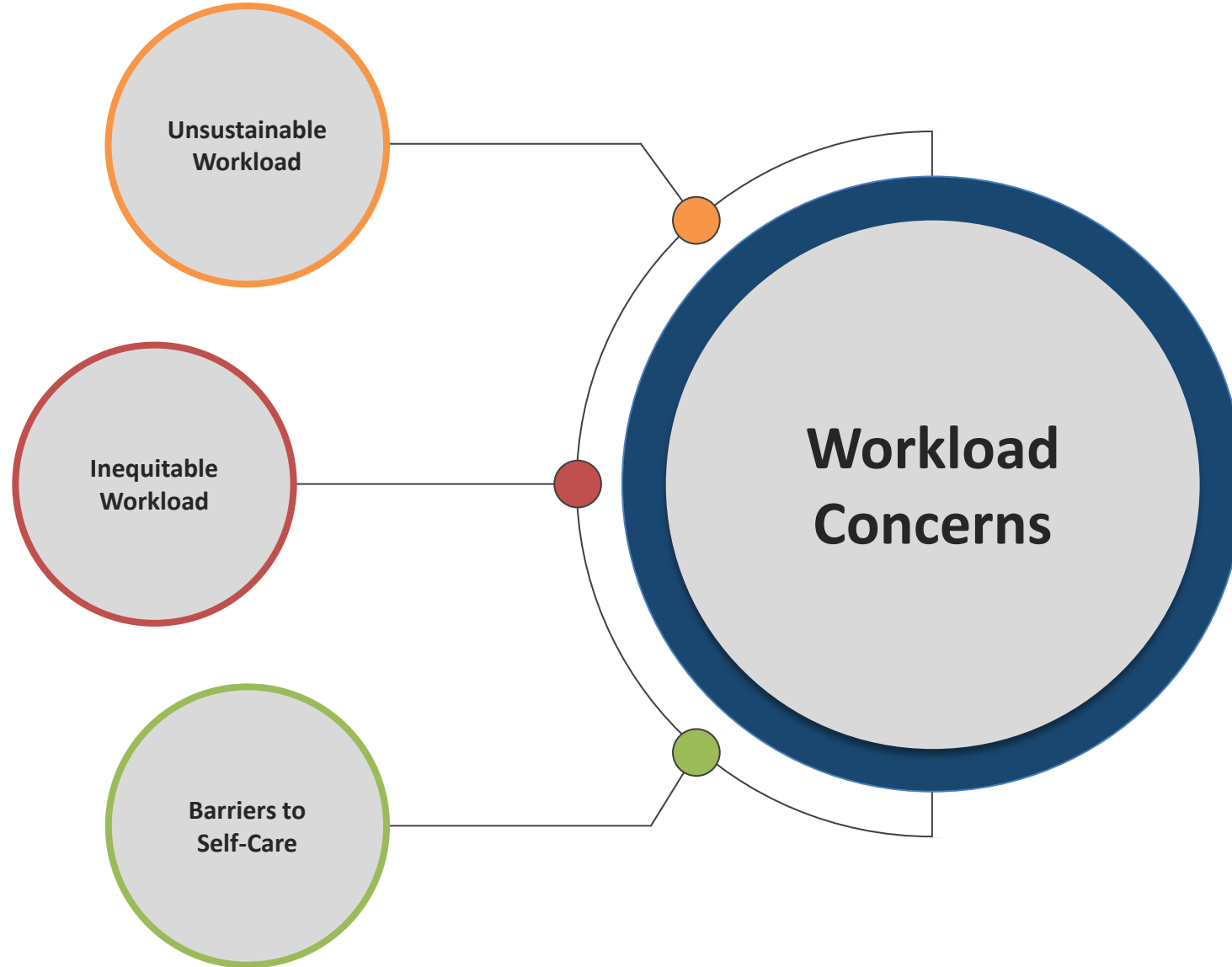


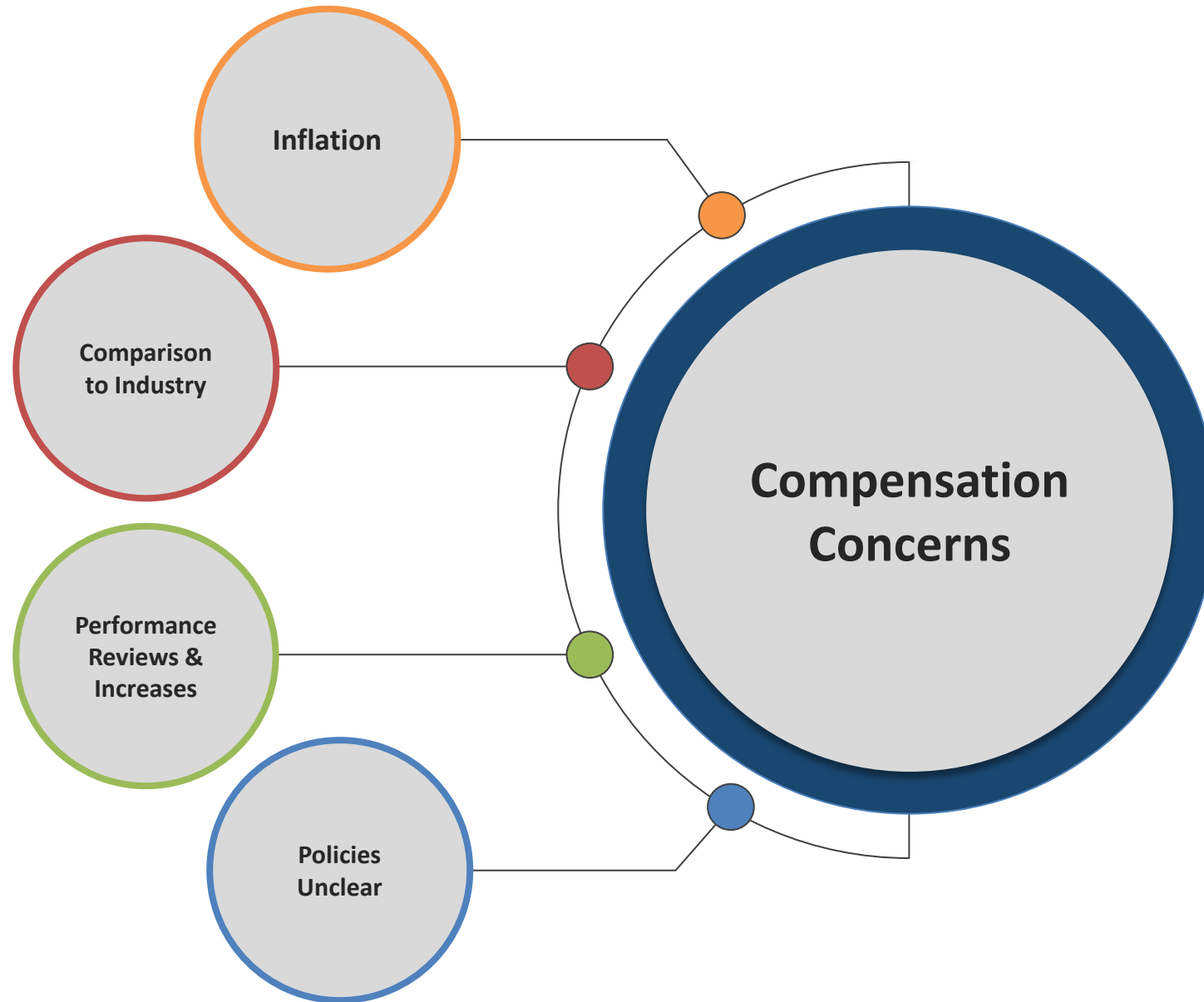




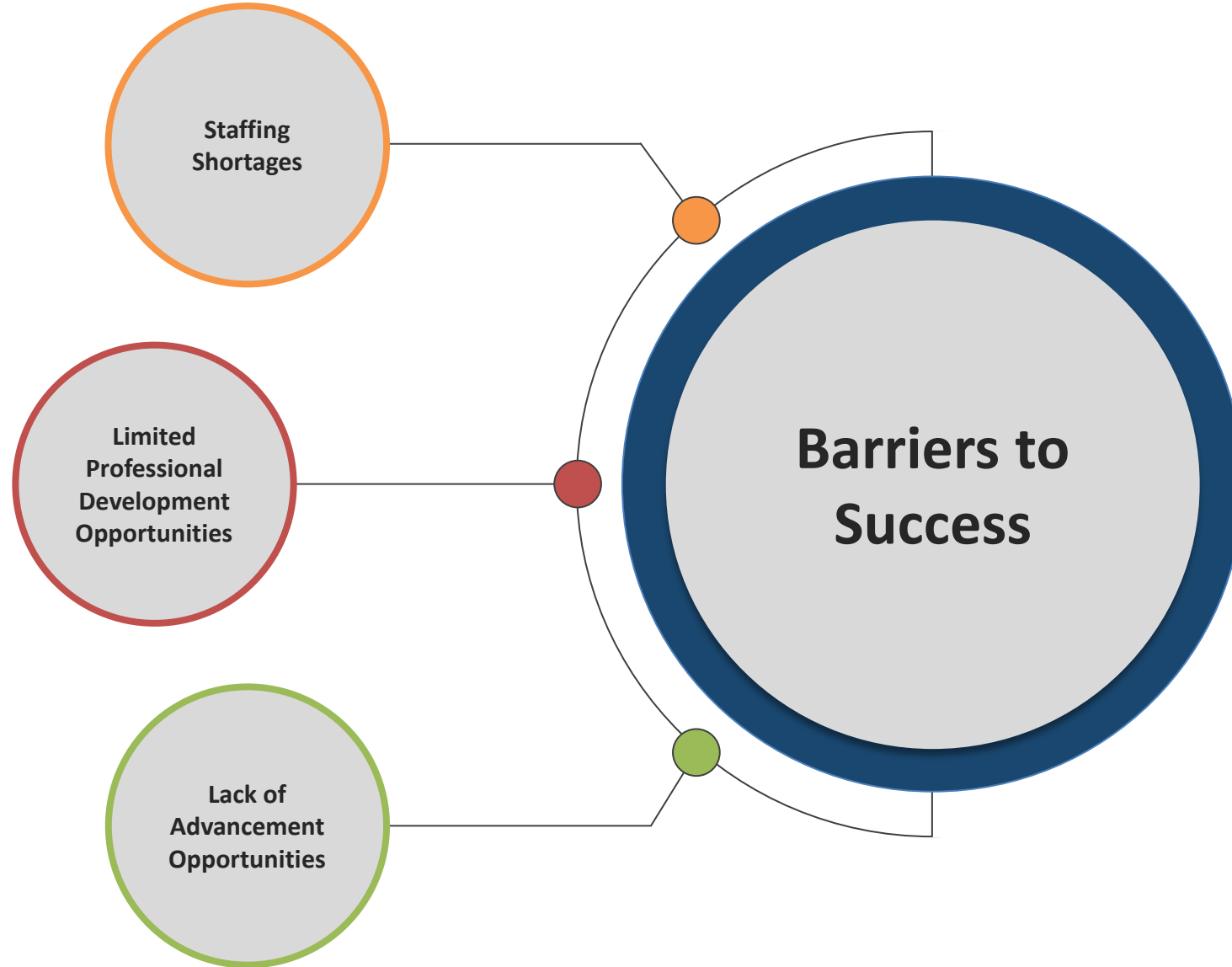


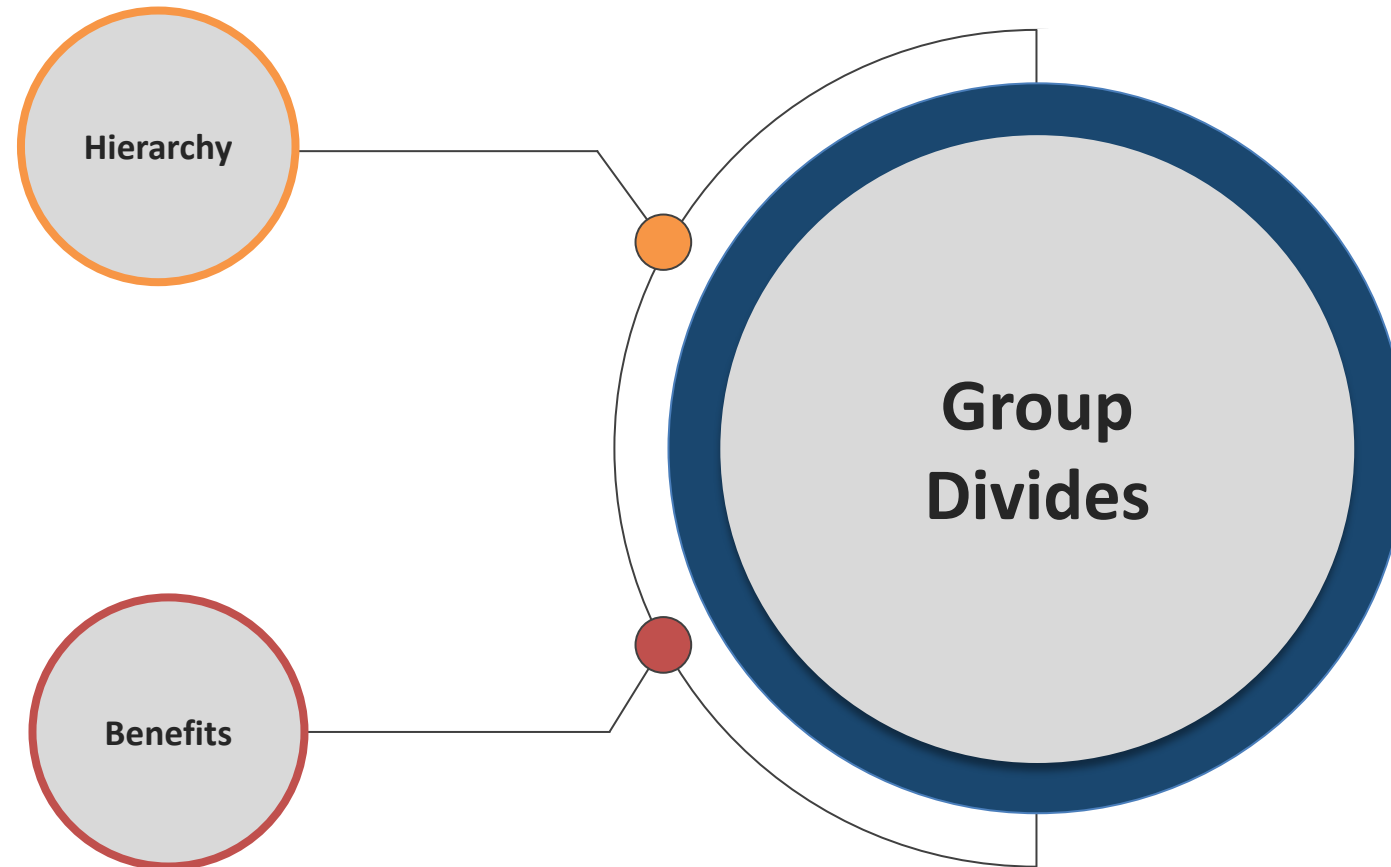






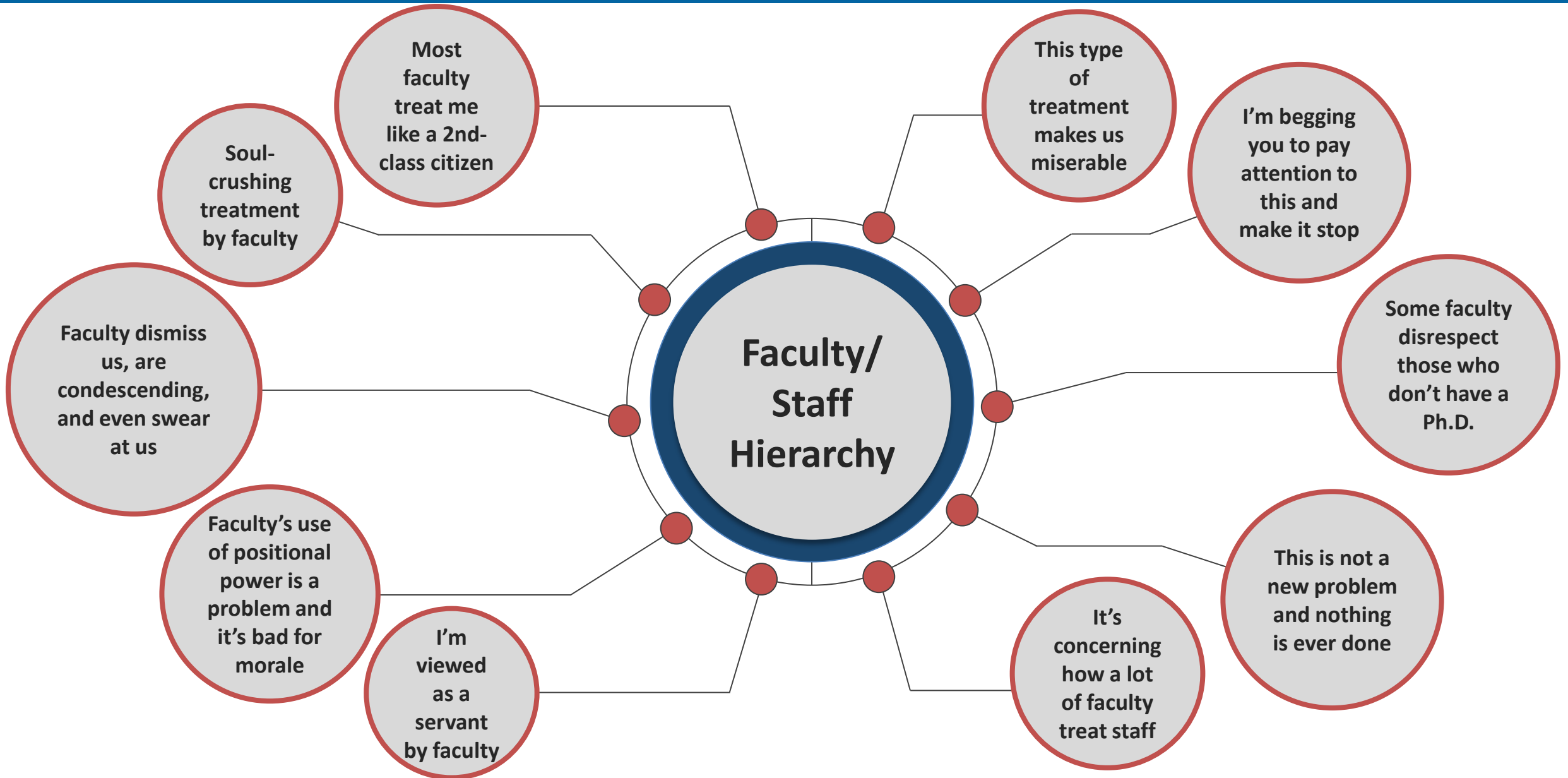






Faculty/Staff Hierarchy

Example Comments



Takeaways...

- Great people
- Connected to the mission
- We are doing important, meaningful work
- Generally positive work environment

- Time often feels crunched
- Concerns about differences between employee groups
- Need for better orientation and development
- Suggestions regarding compensation/benefits

Moving forward...

Communicate Survey Results

Action Items and Policy Changes

- Dependent tuition benefit change
- Increased onboarding/development
- Improved onboarding/orientation
- Review divides between employee groups
- Additional Compensation Policy
- Manage workloads

Repeat Survey in 2025



Dependent Tuition Benefit

Existing Dependent Tuition

50% discount on tuition at Carleton

50% discount on tuition at other accredited institution up to 33% of Carleton's tuition.

Prorated based on FTE

6 year eligibility period

(loan feature will be discontinued)

ACM Benefit

Tuition discount equals 80%

-50% discount provided by school attended

-30% paid directly from Carleton to institution attended

Scaled benefit for part-time employees

6 year eligibility period

Reporting Tools

- Confidential Reporting Tool – HR Webpage
- Community Concern Form
- Human Resources
- Supervisor

Reporting Workplace Concerns

Carleton employees can submit concerns via an independent, third party [anonymous hotline service](#). (Username: *Carleton*, Password: *Reports*) or by calling (877) 778-5463.

bottom left of Human Resource's home page

Summary

Carleton is full of talented, dedicated employees who took the time to provide valuable feedback.

Although we have a strong foundation, there are still opportunities for growth.

We are and will continue to make meaningful improvements to provide a positive employment experience.

Questions?