Staff Survey
Spring 2022 Results Summary

November 2022

Presented by
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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

Carleton provides a safe work environment.
I enjoy working with my colleagues.
I know where my work fits within the overall...
I am part of something important at Carleton.
I believe that my supervisor cares about my well-being.
I feel well-informed about changes in benefits and salary.
My position makes good use of my skills.
I am generally satisfied with my benefits package.
I have the opportunities to attend campus events.
I am generally satisfied with my current position.
I trust that Carleton will effectively address...
I feel like I belong at Carleton.
Carleton values and respects a diverse workforce.
Carleton leadership does a good job of keeping me informed...
I am involved with decisions that affect my work.
I am able to achieve an appropriate balance
Carleton provides opportunities... professional development
I receive appropriate recognition when I do good...
I have enough time to do my job well.
My salary is competitive with the market for...
Item Response Frequency - Categories

- Position Specific
- Workplace Community
- Balance at Work
- Communication
- Pay, Benefits, Recognition
Staff Survey: Item Response Frequency
Position specific questions

I know where my work fits within the overall...
88
5
7

I am part of something important at Carleton.
86
9
5

I believe that my supervisor cares about my well-being.
83
7
10

My position makes good use of my skills.
80
6
14

I am generally satisfied with my current position.
75
10
15

- Strongly agree/agree
- Neither agree or disagree
- Disagree/strongly disagree
Staff Survey: Item Response Frequency

Workplace Community

- Carleton provides a safe work environment.
- I enjoy working with my colleagues.
- I trust that Carleton will effectively address...
- I feel like I belong at Carleton.
- Carleton values and respects a diverse workforce.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree/agree</th>
<th>Neither agree or disagree</th>
<th>Disagree/strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carleton provides a safe work environment.</td>
<td>90</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I enjoy working with my colleagues.</td>
<td>89</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>I trust that Carleton will effectively address...</td>
<td>72</td>
<td>13</td>
<td>16</td>
</tr>
<tr>
<td>I feel like I belong at Carleton.</td>
<td>65</td>
<td>18</td>
<td>16</td>
</tr>
</tbody>
</table>

Key:
- Strongly agree/agree
- Neither agree or disagree
- Disagree/strongly disagree
Staff Survey: Item Response Frequency
Balance at Work

I have the opportunities to attend campus events.

I am able to achieve an appropriate balance

I have enough time to do my job well.
Staff Survey: Item Response Frequency
Communication

I feel well-informed about changes in benefits and salary.

I receive useful feedback about my job...

Carleton leadership does a good job of keeping me...

I am involved with decisions that affect my work.

- Strongly agree/agree
- Neither agree or disagree
- Disagree/strongly disagree

[Bar chart showing response frequencies]
Staff Survey: Item Response Frequency
Pay, Benefits, and Recognition

I am generally satisfied with my benefits package.
61
16
22

Carleton provides opportunities... professional...
61
14
25

I receive appropriate recognition when I do...
61
16
22

My salary is competitive with the market for...
52
12
36

- Strongly agree/agree
- Neither agree or disagree
- Disagree/strongly disagree
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
Survey Items

1. I am part of something important at Carleton.
2. I know where my work fits within the overall mission of the College.
3. I am generally satisfied with my current position.
4. I enjoy working with my colleagues.
5. I have enough time to do my job well.
7. I receive appropriate recognition when I do good work.
8. My position makes good use of my skills.
9. *Carleton provides opportunities for me to take advantage of professional development.
10. *I am involved with decisions that affect my work.
11. *College leadership does a good job of keeping me informed about matters impacting me.
12. Carleton values and respects a diverse workforce.
13. I trust that Carleton will effectively address harassment and discrimination issues should they occur.
14. *Carleton provides a physically safe work environment.
15. I have opportunities to attend campus events.
16. *I feel well-informed about changes in benefits and salary.
17. I am generally satisfied with my benefits package.
18. *I feel that my salary is competitive with the market for positions like mine.
19. I am able to achieve an appropriate balance between my work and personal life.
20. ^I feel like I belong at Carleton.
21. ^I believe that my supervisor cares about my well-being.
Survey Items with higher response ratings

- I am part of something important at Carleton.
- I know where my work fits within the overall mission of the College.
- I am generally satisfied with my current position.
- I enjoy working with my colleagues.
- I receive useful feedback about my job performance.
- My position makes good use of my skills.
- *Carleton provides opportunities for me to take advantage of professional development.
- *Carleton provides a physically safe work environment.
- I have opportunities to attend campus events.
- *I feel well-informed about changes in benefits and salary.
- I am generally satisfied with my benefits package.
Survey Items with similar ratings

• I have enough time to do my job well.
• I receive appropriate recognition when I do good work.
• I trust that Carleton will effectively address harassment and discrimination issues should they occur.
Survey items with lower ratings

• Carleton values and respects a diverse workforce.
• *I feel that my salary is competitive with the market for positions like mine.
• I am able to achieve an appropriate balance between my work and personal life.
Carleton’s results vs. CUPA-HR results - 2022

- Safe
- Work has purpose
- Supervisor
- Benefits
- Satisfied with job
- Sense of Belonging
- Recognized for contributions
- Professional Development
- Paid Fairly

2022 Carleton vs. 2022 CUPA
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
Overarching Theme:

- Communication
- FlexWork
- Mandates
- Campus Safety
- Employee Groups treated differently
TOP 5 LIKES

- Carleton Community
- Perks at Work
- Commitment to Excellence
- Impactful Work
- Workplace Treatment
Carleton Community

- Coworkers
- Students
- Supervisor
Perks at Work

- Benefits Package
- Flex Work
- Professional Development
- Campus Amenities
Impactful Work

- Sense of Purpose
- Satisfaction
- Generativity
Workplace Treatment

- Trusted
- Valued
- Supported
Human Resources & Institutional Research and Assessment

- Group Divides
- Barriers to Success
- Compensation Concerns
- Workload Concerns
- Lack of Professional Support

Top 5 Dislikes
Workload Concerns

- Unsustainable Workload
- Inequitable Workload
- Barriers to Self-Care
Barriers to Success

- Staffing Shortages
- Limited Professional Development Opportunities
- Lack of Advancement Opportunities
Compensation Concerns

- Inflation
- Comparison to Industry
- Performance Reviews & Increases
- Policies Unclear
Lack of Professional Support

- Orientation
- Learning Opportunities
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
Related Initiatives
Dependent Tuition Benefit
Change

• Effective for 2024 Academic year (fall 2023)
• Same benefit for all eligible employees
• Addition of ACM 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
ACM Schools
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
Onboarding, development, and engagement opportunities
Onboarding/Development Opportunities/Employee Engagement

• New Employee Orientation for Staff
• First-year Information Series reinstated
• Leadership Essentials at Carleton
• Increased on-campus offerings for staff
• Hired Employment Experience Manager- Kacey Geiger
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
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?