2009 Faculty & Staff Satisfaction Survey Results

15 Core Survey Dimensions

- ***Job Satisfaction/Support* –** provides insight into the satisfaction with job fit, autonomy and resources

- ***Teaching Environment* –** with a particular focus on faculty, this dimension consists of statements that address the balance between teaching, research and service; the support for advising/mentoring students; and recognition for outstanding teaching

- ***Career Development, Research & Scholarship*** – provides insight into the reported satisfaction with career/professional development opportunities; and for faculty, support for research and clarity of the tenure process

- ***Compensation & Benefits*** – captures information about the perceived fairness of compensation and the effectiveness of the benefits offered

- ***Facilities & Security*** – provides insight into the reported satisfaction with physical workspace, overall campus appearance and confidence in experiencing a safe and secure environment

15 Core Survey Dimensions

- ***Policies, Resources & Efficiency* –** assesses the perceived effectiveness of various systems, policies and infrastructure
- ***Participation in College Governance* –** captures information about the perception of inclusion and cooperation as related to shared governance
- ***Connection to Institution & Pride*** – evaluates the sense of pride and connection faculty/employees report regarding their affiliation with the institution
- ***Supervisor/Department Chair Relationship* –** provides insight into the relationship faculty/employees report with their department chair or supervisor and assesses critical managerial competencies
- ***Confidence in Senior Leadership* –** measures the confidence faculty and employees report in the capabilities and credibility of senior leadership; senior leadership was defined as the most senior members of the institution

15 Core Survey Dimensions

- ***Faculty, Administration & Staff Relations*** – provides insight into the quality of faculty, administration and staff relations with a focus on the perception of support, cooperation and
- ***Internal Communications*** – assesses the quality of internal communications specifically as related to transparency, clarity and interactivity
- ***Collaboration*** – measures the perceived cooperation and collegiality within workgroups and across the institution
- ***Fairness*** – measures confidence in fair and consistent treatment, especially regarding performance management and issues of accountability
- ***Respect & Appreciation*** – provides insight into the degree to which faculty/employees feel respected and valued

Survey Overview

Survey Instrument

- 60 core belief statements focusing on workplace quality and managerial/organizational competencies
- 15 additional statements
- Faculty/Staff rate each statement using a five-point agreement scale
- 34 Item Benefit Satisfaction component
- 19 demographic questions
- 3 open-ended questions

Methodology

- Online faculty/staff survey administered February 23 - March 9, 2009
- Audit of institution policies, benefits, practices and demographics

Benchmarks

- 2008 Great Colleges - Best in Category Benchmark
  - 1419 Faculty/Staff; Master's L Carnegie Class, Private, not-for-profit, Far Western States.
- Peer Benchmark
  - Compiled from list of peer institutions defined by Seattle University's Office of Institutional Research.

Survey Definitions

- **Institution** refers to the entire University.
- **Senior Leadership** refers to the President and other executive officers.
- **Department** refers to your most immediate workgroup or team.
- **Supervisor/Department Chair** refers to the individual to whom you directly report.

Response Rate

Job Category	Respondents	Total Number of Faculty/Staff	Response Rate
Overall	850	1422	60%
Administration	121	151	80%
Faculty	357	716	49%
Professional Staff	157	219	71%
Other Staff	215	336	68%

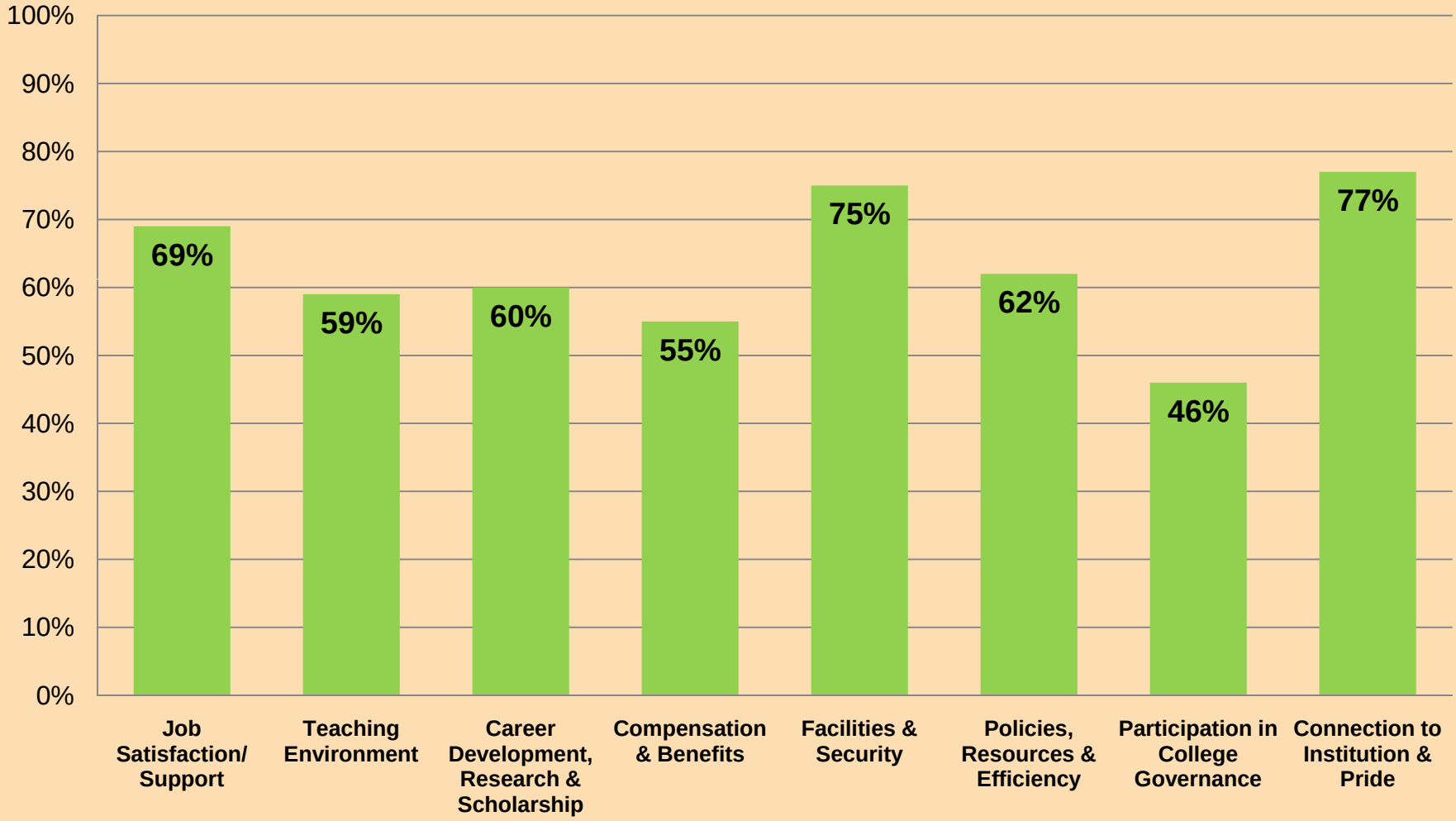
Guidelines for Positive Responses

Guideline Score	Description
75%+	Stellar, Exceptional
65% - 74%	Great
55% - 64%	Fair - Good
45% - 54%	Yellow Flag
< 45%	Red Flag

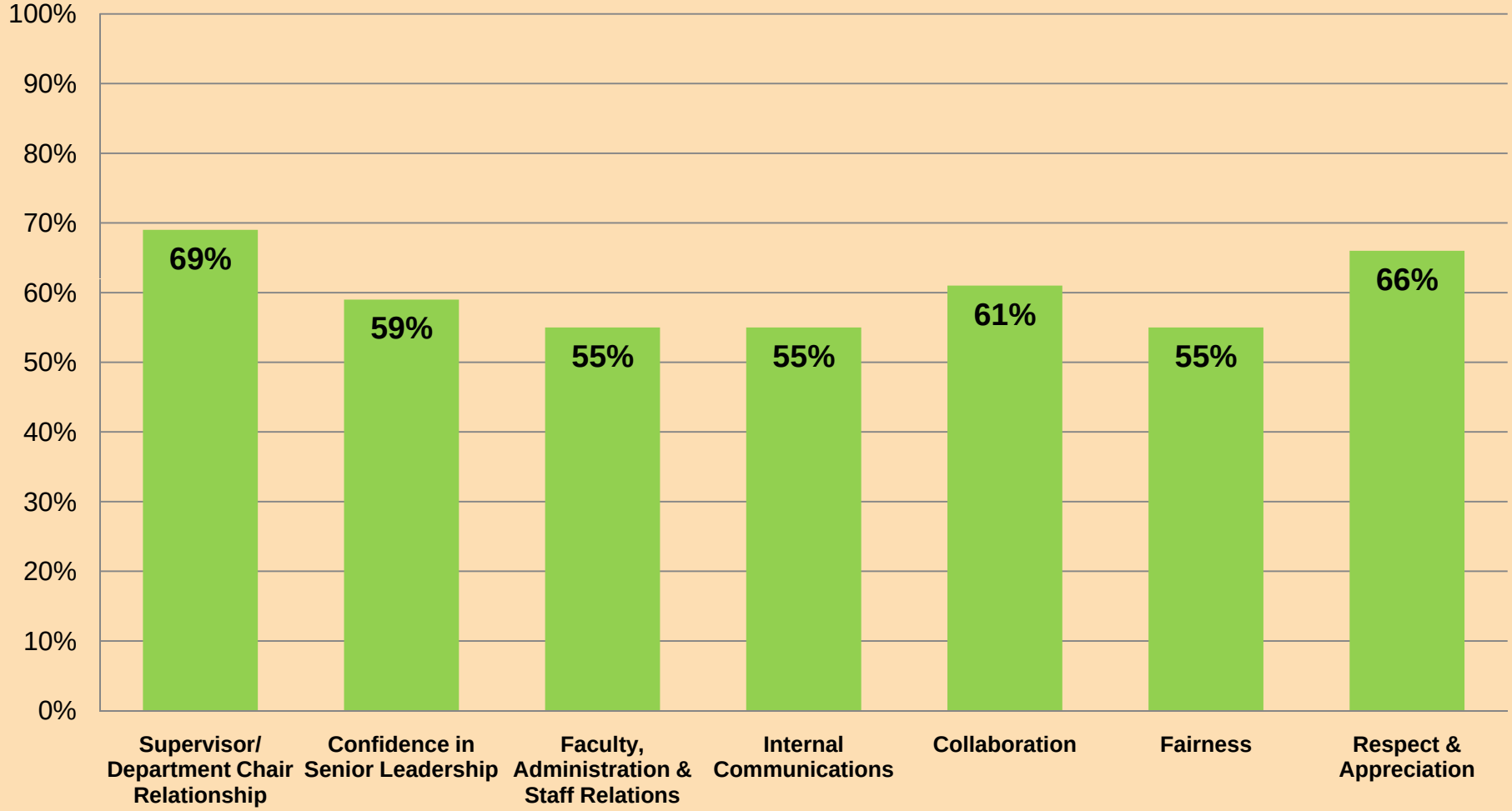
Guidelines for Negative Responses

Guideline Score	Description
< 10%	Good - Great
10% - 14%	Fair
15% - 19%	Yellow Flag
20% - 29%	Red Flag
30%+	Acute

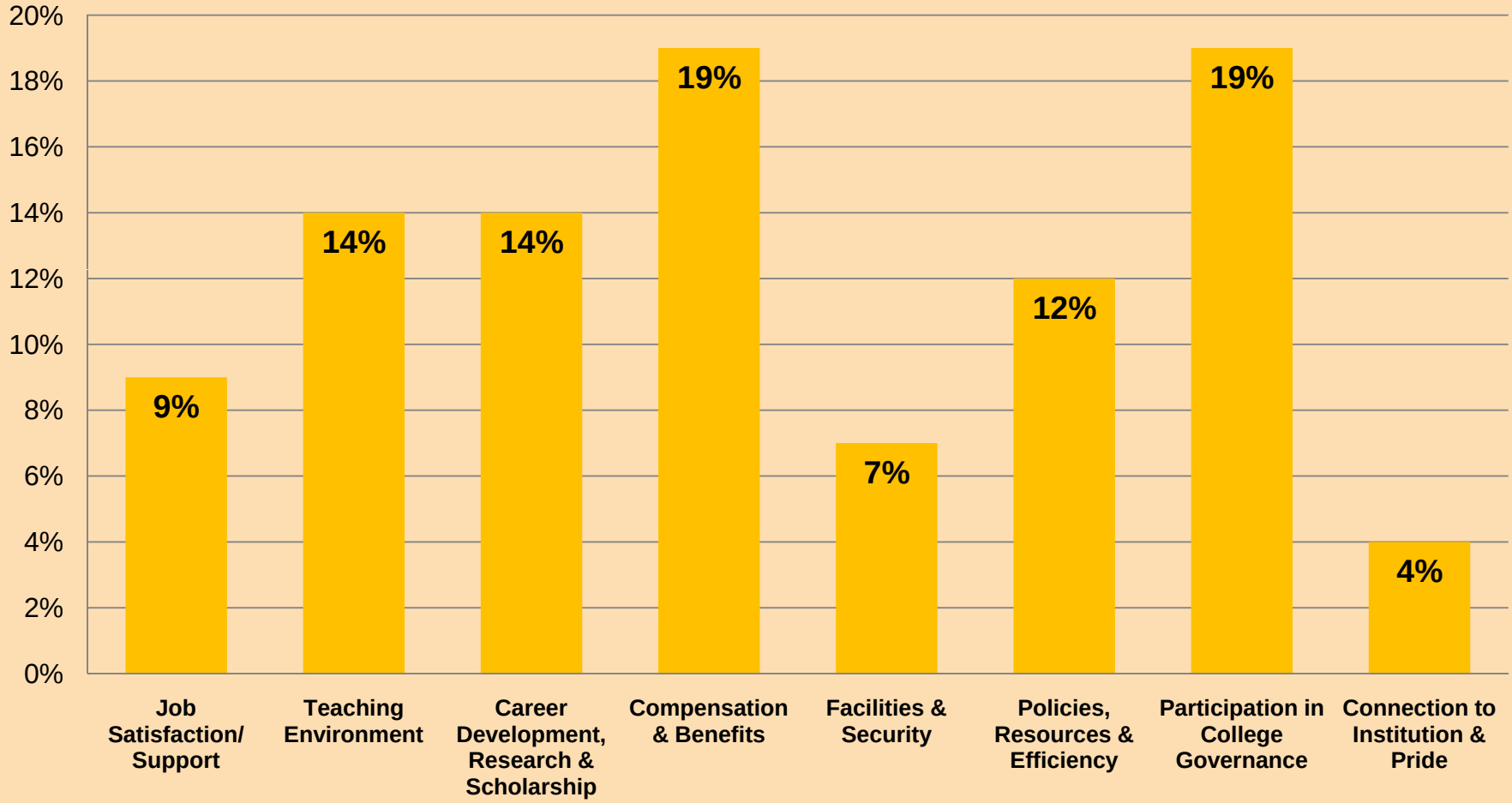
Dimensions (% Positive)



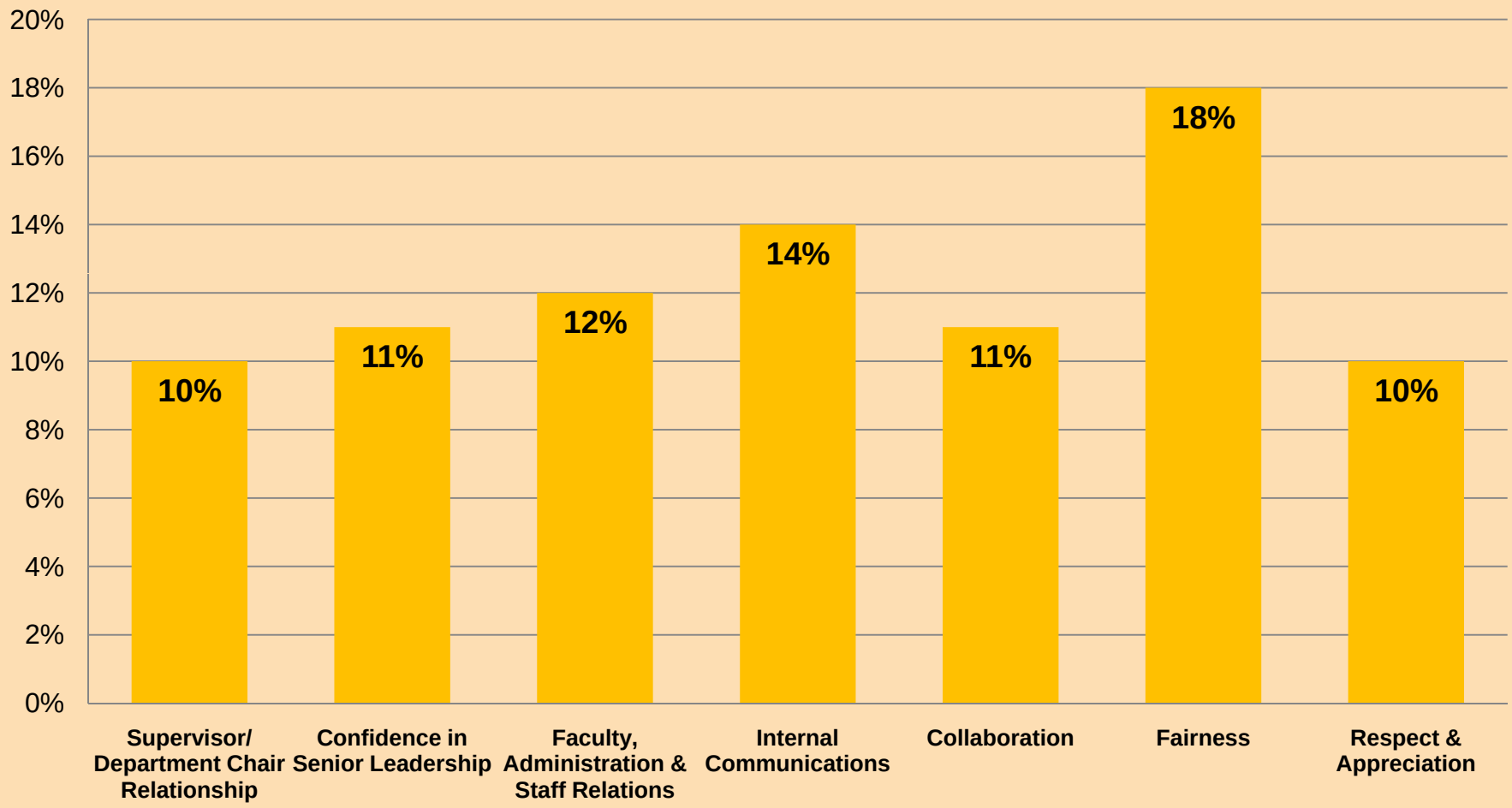
Dimensions (% Positive)



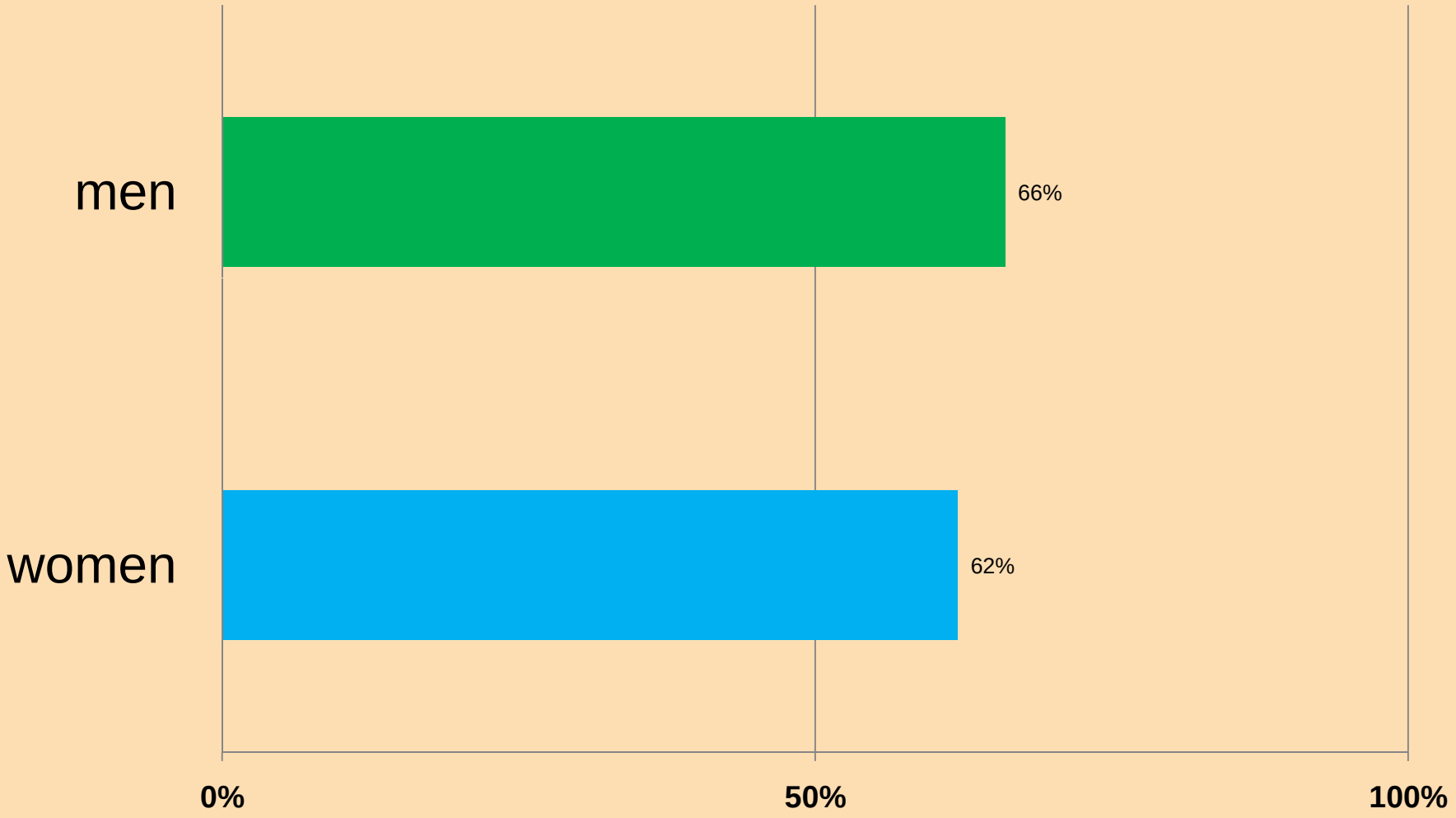
Dimensions (% Negative)



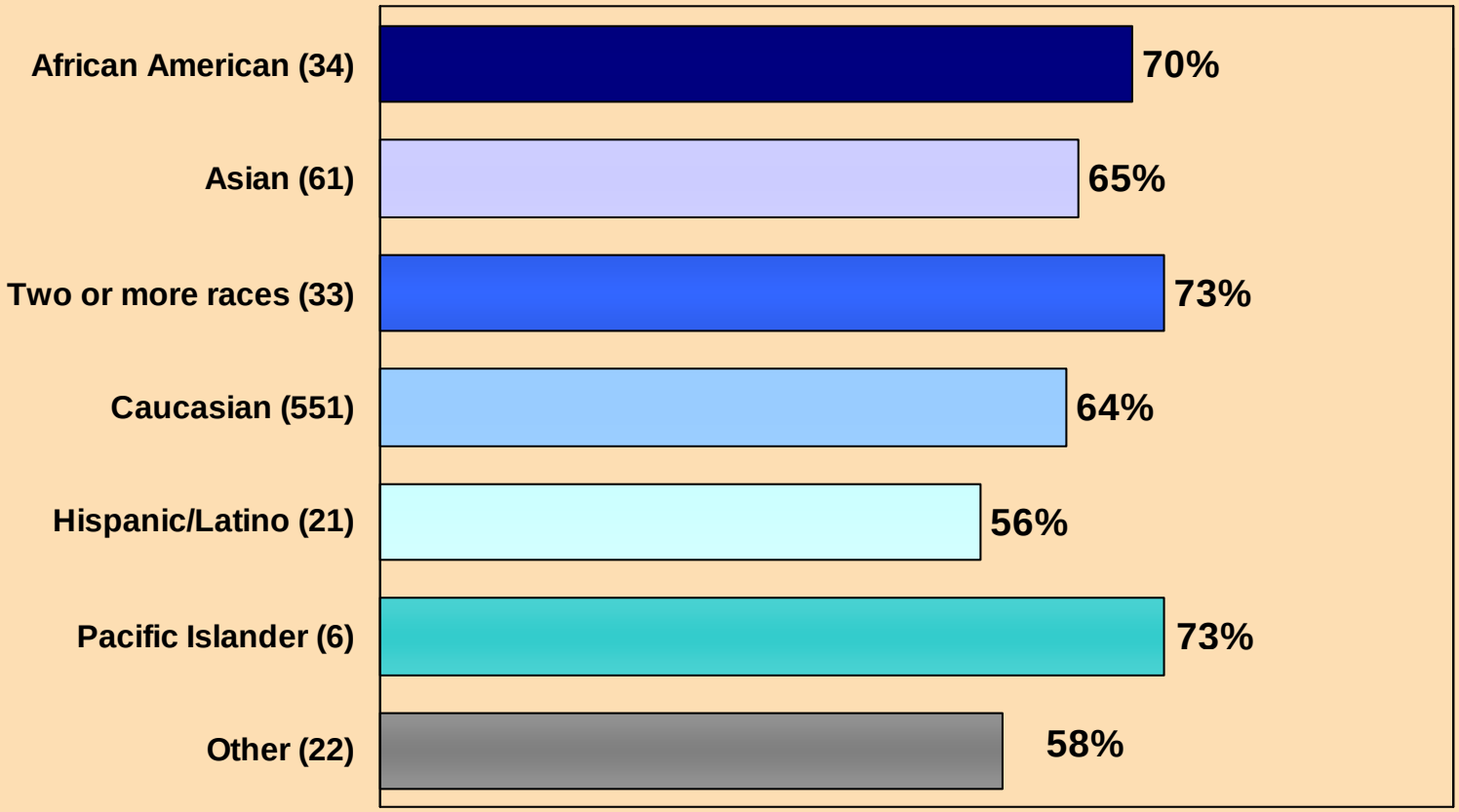
Dimensions (% Negative)



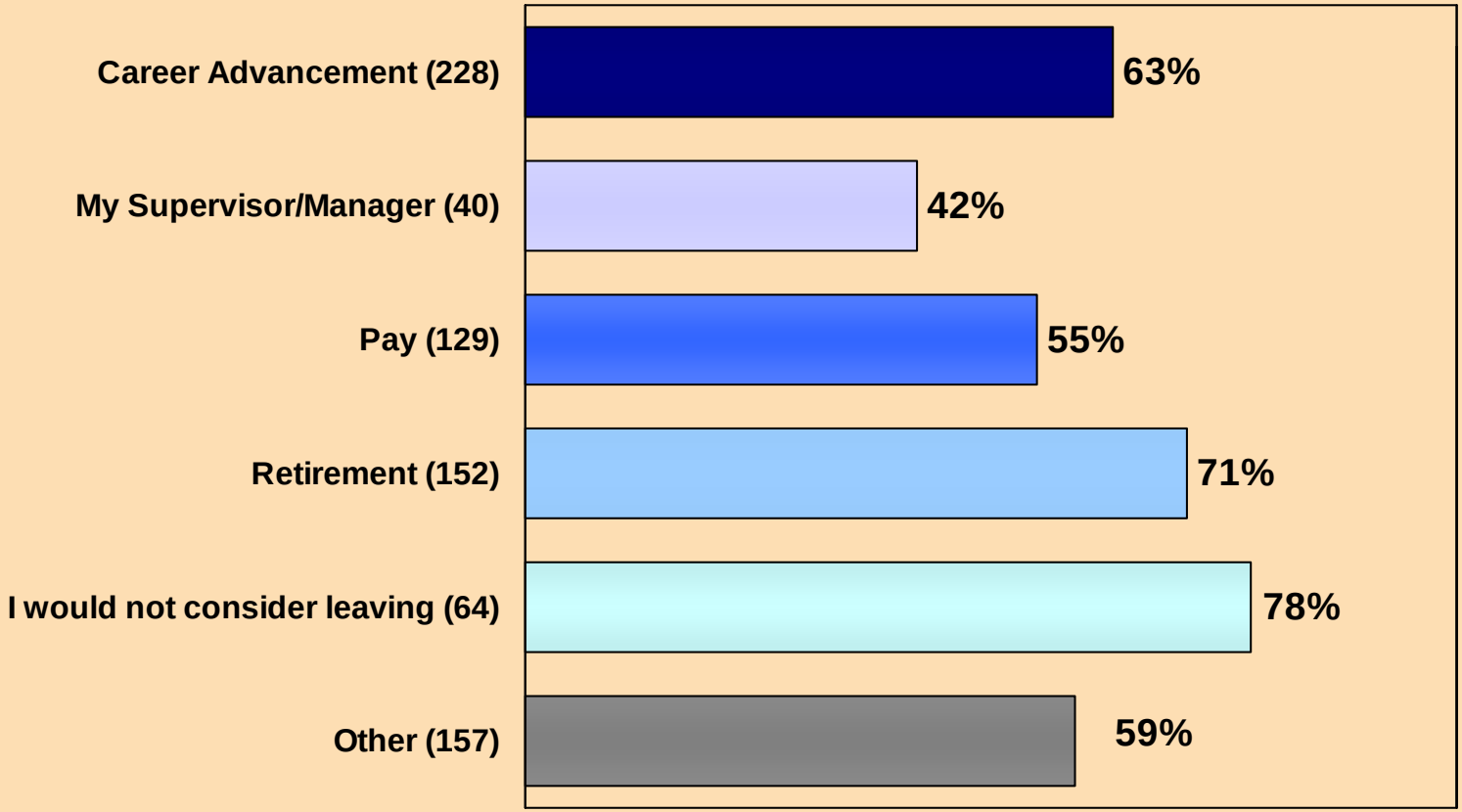
Gender (Overall % Positive)



Ethnicity (Overall % Positive)



Reason for Leaving (Overall % Positive)



Health & Welfare Benefits

Benefit	Seattle University (Positive %)	Benefit	Seattle University (Positive %)
Medical Insurance	82	Life Insurance	62
Dental Insurance	75	Voluntary Accidental Death & Dismemberment Insurance	63
Vision Insurance	73	Short-Term Disability Benefits	62
Alternative Treatment Options	53	Long-Term Disability Benefits	61
Long-term Care	50	Employee assistance Programs (EAP)	52
Prescription Drug Plan	70	Post-retirement Medical Benefits	37

Job Satisfaction/ Support

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
My job makes good use of my skills and abilities.	**75**	**5**	**80**	**82**
I am given the responsibility and freedom to do my job.	**81**	**5**	**85**	**87**
I am provided the resources I need to be effective in my job.	**52**	**17**	**58**	**66**
Job Satisfaction/ Support: Overall Average	**69**	**9**	**74**	**78**

Teaching Environment

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
There is a good balance of teaching, service, and research at this institution.	**59**	**16**	**67**	**69**
There is appropriate recognition of innovative and high quality teaching.	**59**	**12**	**66**	**75**
Teaching Environment: Overall Average	**59**	**14**	**66**	**72**

Career Development, Research & Scholarship

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
I am given the opportunity to develop my skills at this institution.	**62**	**11**	**75**	**78**
I understand the necessary requirements to advance my career.	**58**	**17**	**73**	**75**
Career Development, Research & Scholarship: Overall Average	**60**	**14**	**74**	**76**

Compensation & Benefits

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
I am paid fairly for my work.	**40**	**30**	**51**	**57**
This institution's benefits meet my needs.	**71**	**9**	**68**	**78**
Compensation & Benefits: Overall Average	**55**	**19**	**59**	**67**

Facilities & Security

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
The overall appearance of the campus is pleasing.	**91**	**1**	**62**	**93**
The institution takes reasonable steps to provide a safe and secure environment for the campus.	**88**	**2**	**90**	**92**
The facilities (e.g. classrooms, offices, laboratories) adequately meet my needs.	**48**	**20**	**88**	**77**
Facilities & Security: Overall Average	**75**	**7**	**80**	**87**

Policies, Resources & Efficiency

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
Our review process accurately measures my job performance.	**53**	**21**	**57**	**60**
Our orientation program prepares new faculty, administration and staff to be effective.	**55**	**15**	**43**	**64**
Our recognition and awards programs are meaningful to me.	**40**	**26**	**57**	**50**
Teaching is appropriately recognized in the evaluation and promotion process.	**66**	**12**	**73**	**75**
This institution actively contributes to the community	**86**	**2**	**86**	**90**

Policies, Resources & Efficiency

(page 2)

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
This institution places sufficient emphasis on having diverse faculty, administration and staff.	**80**	**4**	**65**	**76**
This institution is well run.	**58**	**10**	**61**	**69**
Policies, Resources & Efficiency: Overall Average	**62**	**12**	**63**	**69**

Participation in College Governance

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
The role of faculty in shared governance is clearly stated and publicized.	**39**	**26**	**61**	**70**
Faculty are appropriately involved in decisions related tot eh education program (e.g. curriculum development, evaluation).	**58**	**12**	**72**	**77**
Faculty, administration and staff are meaningfully involved in institutional planning.	**43**	**19**	**54**	**67**
Participation in College Governance: Overall Average	**46**	**19**	**62**	**71**

Connection to Institution & Pride

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
I understand how my job contributes to this institution's mission.	**88**	**2**	**89**	**92**
I am proud to be part of this institution.	**82**	**2**	**80**	**88**
I feel a strong sense of loyalty to this institution.	**73**	**7**	**74**	**79**
This institution's culture is special– something you don't find just anywhere.	**71**	**8**	**65**	**74**
All things considered, this is a great place to work.	**73**	**5**	**75**	**82**
Connection to Institution & Pride: Overall Average	**77**	**4**	**76**	**83**

Supervisor/ Department Chair Relationship

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
My supervisor/ department chair makes his/her expectations clear.	**67**	**10**	**70**	**76**
I receive feedback from my supervisor/ department chair that helps me.	**60**	**14**	**64**	**70**
I believe what I am told by my supervisor/ department chair.	**72**	**7**	**77**	**79**
My supervisor/ department chair regularly models this institution's values.	**69**	**10**	**73**	**77**
My supervisor/ department chair is consistent and fair.	**70**	**12**	**73**	**77**

Supervisor/ Department Chair Relationship (page 2)

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
My supervisor/ department chair actively solicits my suggestions and ideas.	**67**	**14**	**72**	**76**
I have a good relationship with my supervisor/ department chair.	**81**	**6**	**83**	**85**
Supervisor/ Department Chair Relationship: Overall Average	**69**	**10**	**73**	**77**

Confidence in Senior Leadership

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
Senior leadership provides a clear direction for this institution's future.	**53**	**15**	**57**	**69**
Our senior leadership has the knowledge , skills and experience necessary for institutional success.	**66**	**8**	**67**	**77**
Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	**60**	**15**	**61**	**69**
Senior leadership communicates openly about important matters.	**54**	**14**	**51**	**64**
I trust senior leadership enough to follow them, even when I disagree with their decisions.	**61**	**12**	**68**	**71**

Confidence in Senior Leadership
(page 2)

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
Senior leadership regularly models this institution's values.	**66**	**9**	**64**	**77**
I believe what I am told by senior leadership.	**56**	**10**	**60**	**70**
Confidence in Senior Leadership: Overall Average	**59**	**11**	**61**	**71**

Faculty, Administration & Staff Relations

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	**60**	**15**	**61**	**69**
Faculty, administration and staff work together to ensure the success of institution programs and initiatives.	**63**	**6**	**67**	**75**
There is regular and open communication among faculty, administration and staff.	**42**	**17**	**53**	**62**
Faculty, Administration & Staff Relations: Overall average	**55**	**12**	**60**	**68**

Internal Communications

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
My supervisor. Department chair makes his/ her expectations clear.	67	10	70	75
I receive feedback from my supervisor/ department chair that helps me.	60	14	64	68
When I offer a new idea, I believe it will be fully considered.	57	14	66	67
I can speak up or challenge a traditional way of doing something without fear of harming my career.	61	17	66	68
In my department, we communicate openly about issues that impact each other's work.	57	15	65	71

Internal Communications (page 2)

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
Changes that affect me are discussed prior to being implemented.	**43**	**21**	**53**	**57**
Senior leadership provides a clear direction for this institution's future.	**53**	**15**	**57**	**67**
Senior leadership communicates openly about important matters.	**54**	**14**	**54**	**60**
At this institution, we discuss and debate issues respectfully to get better results.	**51**	**11**	**51**	**61**
Internal Communications: Overall Average	**55**	**14**	**60**	**66**

Collaboration

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
We have opportunities to contribute to important decisions in my department.	**64**	**14**	**71**	**75**
People in my department work well together.	**65**	**9**	**72**	**74**
Overall, my department is a good place to work.	**77**	**6**	**81**	**84**
I can count on people to cooperate across departments.	**48**	**12**	**58**	**61**
There's a sense that we're all on the same team at this institution.	**50**	**17**	**53**	**61**
Collaboration: Overall Average	**61**	**11**	**67**	**71**

Fairness

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
I can speak up or challenge a traditional way of doing something without fear of harming my career.	61	17	66	67
Promotions in my department are based on a person's ability.	49	24	47	66
Issues of low performance are addressed in my department.	45	25	73	54
My supervisor/ department chair is consistent and fair.	70	12	64	77
This institution's policies and practices ensure fair treatment for faculty, administration and staff.	54	13	64	66
Fairness: Overall Average	55	18	62	66

Respect & Appreciation

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
I am regularly recognized for my contributions.	54	19	57	60
Senior Leadership shows a genuine interest in the well-being of faculty, administration and staff.	60	15	61	66
At this institution, people are supportive of their colleagues regardless of their heritage or background.	83	3	84	87
We celebrate significant milestones and important accomplishments at this institution.	69	5	78	84
This institution's policies and practices five me the flexibility to manage my personal and family life.	68	11	77	82
Respect & Appreciation: Overall Average	66	10	71	75

Additional Statements

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
This institution's mission, vision and values guide decision-making in the university.	**70**	**5**	*	*
This institution supports the spiritual development of its faculty & staff.	**79**	**3**	*	*
I am encouraged to maintain a healthy balance between my personal life and professional life.	**51**	**18**	*	*
I have adequate time for scholarly pursuits.	**35**	**37**	*	*
The requirements for faculty tenure are clear to me.	**55**	**23**	*	*
I am encouraged to participate in community service activities.	**71**	**9**	*	*

Additional Statements (page 2)

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark ((Positive %)	Best in Category (Medium) (Positive %)
This institution fully supports faculty efforts devoted to advising/ mentoring students.	**62**	**11**	*	*
There is a feeling of collegiality in my department.	**66**	**12**	*	*
My supervisor/ department chair supports my efforts to balance my work and personal life.	**70**	**10**	*	*
My work environment is fair for everyone.	**57**	**17**	*	*
My department receives good support from this institution's senior leadership.	**51**	**16**	*	*
This institution's senior leadership respects the faculty.	**72**	**9**	*	*

Additional Statements (page 3)

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
Senior leadership keeps their promises.	**57**	**10**	*	*
I value the Jesuit Catholic dimension of Seattle University's mission, vision and values.	**86**	**2**	*	*
I would recommend working here to my family and friends.	**77**	**4**	*	*
Additional Statements: Overall Average	**63**	**12**	*	*

Overall Average

Survey Statement	Seattle University (Positive %)	Seattle University (Negative %)	Peer Benchmark (Positive %)	Best in Category (Medium) (Positive %)
All Core Statements Average:	**62**	**12**	**66**	**72**