

# ETSU Employee Climate 2014 - 2015

Chronicle's Great Colleges to  
Work For  
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EAST TENNESSEE STATE  
UNIVERSITY

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# Overview

- All employee categories surveyed
- Overall improvement from 2014 to 2015
- Low response rate, must be improved to ensure validity of response and drive improvement



# Survey Background

- Online survey conducted annually by Chronicle of Higher Education and ModernThink
- Responses collected from March 16<sup>th</sup>, 2015 to April 17<sup>th</sup>, 2015
- 600 randomly selected employees
  - Administration
  - Faculty
  - Exempt Professional Staff
  - Non-exempt Staff



# Survey Instrument

- 60 questions, rated on a five point scale, are used to develop 15 composite categories



# Rating Scale

<b>75% - 100%</b>	<b>Very Good to Excellent</b>
<b>65% - 74%</b>	<b>Good</b>
<b>55% - 64%</b>	<b>Fair to Mediocre</b>
<b>45% - 54%</b>	<b>Warrants Attention</b>
<b>0% - 44%</b>	<b>Poor</b>



# Job Satisfaction & Support

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
<b>68%</b>	<b>62%</b>	<b>82%</b>	<b>77%</b>
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
<b>71%</b>	<b>67%</b>	<b>76%</b>	<b>58%</b>

My job makes good use of my skills and abilities.

I am given the responsibility and freedom to do my job.

I am provided the resources I need to be effective in my job.



# Teaching Environment

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
62%	59%	83%	71%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
70%	60%	63%	70%

There is a good balance of teaching, service and research at this institution.

Teaching is appropriately recognized in the evaluation and promotion process.

There is appropriate recognition of innovative and high quality teaching.



# Professional Development

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
<b>67%</b>	<b>64%</b>	<b>81%</b>	<b>73%</b>
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
<b>63%</b>	<b>67%</b>	<b>73%</b>	<b>71%</b>
I am given the opportunity to develop my skills at this institution.			
I understand the necessary requirements to advance my career.			





# Compensation, Work/Life Balance

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
65%	59%	79%	74%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
76%	64%	70%	52%

I am paid fairly for my work.

This institution's benefits meet my needs.

My supervisor/department chair supports my efforts to balance my work and personal life.

This institution's policies and practices give me the flexibility to manage my work and personal life.





# Facilities

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
<b>65%</b>	<b>74%</b>	<b>83%</b>	<b>77%</b>
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
<b>79%</b>	<b>60%</b>	<b>80%</b>	<b>66%</b>

The institution takes reasonable steps to provide a safe and secure environment for the campus.

The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.





# Policies, Resources & Efficiency

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
57%	51%	75%	65%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
74%	52%	68%	57%

Our review process accurately measures my job performance.

My department has adequate faculty/staff to achieve our goals.

Our orientation program prepares new faculty, administration and staff to be effective.

This institution actively contributes to the community.

This institution places sufficient emphasis on having diverse faculty, administration and staff.

This institution is well run.



# Shared Governance

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
<b>56%</b>	<b>47%</b>	<b>77%</b>	<b>64%</b>
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
<b>70%</b>	<b>55%</b>	<b>58%</b>	<b>61%</b>

The role of faculty in shared governance is clearly stated and publicized.

Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation).

Faculty, administration and staff are meaningfully involved in institutional planning.





# Pride

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
<b>68%</b>	<b>63%</b>	<b>87%</b>	<b>78%</b>
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
<b>77%</b>	<b>65%</b>	<b>74%</b>	<b>77%</b>

I understand how my job contributes to this institution's mission.

Overall, my department is a good place to work.

I am proud to be part of this institution.

This institution's culture is special - something you don't find just anywhere.

All things considered, this is a great place to work.



# Supervisors/Department Chairs

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
<b>73%</b>	<b>64%</b>	<b>81%</b>	<b>75%</b>
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
<b>66%</b>	<b>48%</b>	<b>61%</b>	<b>55%</b>

My supervisor/department chair makes his/her expectations clear.

I receive feedback from my supervisor/department chair that helps me.

I believe what I am told by my supervisor/department chair.

My supervisor/department chair regularly models this institution's values.

My supervisor/department chair is consistent and fair.

My supervisor/department chair actively solicits my suggestions and ideas.

I have a good relationship with my supervisor/department chair.



# Senior Leadership

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
52%	48%	77%	65%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
66%	48%	61%	55%

Senior leadership provides a clear direction for this institution's future.

Our senior leadership has the knowledge, skills and experience necessary for institutional success.

Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.

Senior leadership communicates openly about important matters.

Senior leadership regularly models this institution's values.

I believe what I am told by senior leadership.



# Faculty, Administration & Staff Relations

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
54%	50%	77%	65%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
54%	65%	51%	69%

Faculty, administration and staff work together to ensure the success of institution programs and initiatives.

There is regular and open communication among faculty, administration and staff.







# Communication

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
58%	47%	71%	62%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
68%	55%	68%	49%

When I offer a new idea, I believe it will be fully considered.

In my department, we communicate openly about issues that impact each other's work.

Changes that affect me are discussed prior to being implemented.

At this institution, we discuss and debate issues respectfully to get better results.





# Collaboration

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
57%	49%	74%	65%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
78%	54%	62%	49%

We have opportunities to contribute to important decisions in my department.

People in my department work well together.

I can count on people to cooperate across departments.

There's a sense that we're all on the same team at this institution.





# Fairness

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
57%	51%	74%	65%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
65%	54%	66%	50%

I can speak up or challenge a traditional way of doing something without fear of harming my career.

Promotions in my department are based on a person's ability.

Issues of low performance are addressed in my department.

This institution's policies and practices ensure fair treatment for faculty, administration and staff.

This institution has clear and effective procedures for dealing with discrimination.



# Respect & Appreciation

Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
57%	58%	77%	68%
Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
57%	57%	65%	61%

I am regularly recognized for my contributions.

Our recognition and awards programs are meaningful to me.

At this institution, people are supportive of their colleagues regardless of their heritage or background.

We celebrate significant milestones and important accomplishments at this institution.



# Survey Average

Change	Fall 2015	Fall 2014	2015 Honor Roll	2015 Carnegie Research
5%	61%	56%	78%	69%
Year	Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff
2015	70%	59%	68%	58%
2014	71%	52%	51%	*
Change	-1%	7%	16%	*



# Response Rate

- 2014 14.5%
- 2015 17%
- National Average 37%





# Summary

- We have improved from 2014 to 2015 but still have work to do
- We need to generate a higher response rate to ensure valid results and drive appropriate action

