

Staff Advisory Council Survey Executive Summary

Last year, the Staff Advisory Council (SAC) formed new committees designed to help advocate for staff by presenting ideas, recommendations and suggested solutions to senior leadership. These committees are Professional Development, Work-Life Balance, Communications, and Fringe Benefits (a co-committee with the Faculty Senate).

To better understand the needs of the staff around issues related to these committees, we prepared and launched a survey of all staff in January 2013 and each committee carefully analyzed the results and presented recommendations for action to address in this coming year. This is a brief overview of the results and the recommendations.

Survey Participation

A total of 496 staff members (approximately 27% of total staff) from more than 50 departments participated in the survey. Since all questions were optional, not all questions were answered by participants. All percentages are calculated using the survey participants answering that specific question. We are choosing not to release specific demographic information, departmental information and years of service information publicly to protect the privacy of staff and to avoid incorrect conclusions. Overall, the median age range answering the survey was 45-54 years old, approximately 65% were female, and almost 60% identified themselves as exempt.

General Observations

As was the case in the 2009 Staff Climate Survey, the overall results are very positive. Staff expressed satisfaction with benefits and the PDC and overwhelmingly feel they are achieving a work-life balance. Over 80% of staff which attended the Winter Holiday Faculty-Staff Event or the Staff Appreciation Tailgate Event rated all aspects of the events as good or better. All observations, analysis, and recommendations are designed to improve and are not intended to imply any negative regarding the current state.

Work-Life Balance

- Almost 85% of survey participants indicated they feel they are able to balance their work life, with almost 80% normally working 5 days a week or less, and approximately 73% working 9 hours or less per day.
- Approximately 60% answered they rarely or never lose PTO hours. However, of those who do lose PTO hours, over 60% indicate their job is too demanding, they feel pressure from their supervisor, supervisor would not approve, or their department's poor planning was the reason for losing PTO hours.
- Almost 80% agree or strongly agree that flexible hours would help them balance their work life and 67% feel the same about working from home. Less than 45% think additional staff or technology/automation would help with their work life balance.

- Over 75% of participants did not attend either the Winter Holiday Faculty-Staff event or the SAC Staff Appreciation Tailgate event. Approximately 60% of those not attending were not interested in the event or the timing was not convenient. Less than 7% did not know about these events so communication seems to be far reaching. Approximately 95% indicated they would like to receive emails for future events.

SAC Recommendations for Work-Life Balance Committee focus for next year:

1. As part of the new well-being initiative, there have been some new committees formed to address different areas of well-being. The SAC would like to formally request representation on these committees.
2. The SAC would like to partner with leadership to help develop a communication strategy for well-being initiatives offered to staff on campus.

Professional Development

- Almost 95% of survey participants have visited the PDC website and approximately 85% have attended classes through the PDC. Over half found the classes provided valuable skills for their current job or assisted with career development.
- Work schedule conflicts, work schedule too demanding, and topics not pertaining to my job were the primary reasons listed for not attending PDC classes.
- Over 70% were aware of the CORE program offering. Slightly over 40% agreed or strongly agreed the CORE program is easy to understand and adds value as a competency-based campus-wide program. Approximately 47% have actually attended a CORE class.
- Work schedule conflicts and work schedule too demanding were the primary reasons for not attending CORE classes.
- Almost 40% of respondents indicated they have attended professional training outside of the PDC and CORE. Over 75% of those used University funds to pay for the training and 29% used personal funds.

SAC Recommendations for Professional Development Committee focus for next year:

1. That WFU establishes a University wide policy to support attendance of professional development training.
2. That the PDC ensures that supervisors are brought in for prior approval for attendance and notification of completion of Professional Development training.
3. That the PDC reviews supply and demand for CORE classes via establishing semester or yearly preregistration for CORE courses.
4. That the PDC enhances the website to provide scheduling/registration/completion tracking mechanism.
5. That the PDC establishes Basic/Intermediate/Advanced identifiers and prerequisites.

6. That the PDC explore more specific classes to meet various licensing requirements.
7. That the SAC representatives remain the liaison for the PDC Advisory Board.

Fringe Benefits

- Satisfaction for the medical plan, dental plan, vision plan, flex spending accounts, retirement plans, short-term and long-term disability, employee assistance program, tuition concession plan, and life insurance plans all rated almost 4 out of a possible 5. Paid Time Off rated 4.3 out of 5. All benefits rated well over 3 out of 5, indicating a high level of satisfaction with the benefits at WFU.
- Over 80% of participants understand most or all of the medical plan, dental plan, vision plan, flex spending accounts, and paid time off. 70% understand most or all of the tuition concession plan. Less than 65% understand most or all of the Employee Assistance Program, Life Insurance plans, Aflac plans, Legal plan, and Back-up Care Advantage Program for Children and Adult/Elder Care. 15% of participants were not even aware of the Back-up Care Advantage Program.

SAC Recommendations for Fringe Benefits Committee focus for next year:

1. Work with Human Resources to develop a communications strategy specifically to promote benefits not well understood or under-utilized.

Full Survey Results Report:

https://wakeforest.qualtrics.com/CP/Report.php?RP=RP_4IANGhNI1HzFHE1