Employee Satisfaction and Campus Climate Survey 2020

Summary of Results
The Latest from HR

- Benefits and Open Enrollment Extension
- Standing up the HR Advisory Committee
  - Upcoming projects and participation includes:
    - Compensation focus groups
    - Performance Management workshops
    - Learning and Development curriculum
    - Recognition programs
    - Diversity in recruitment and retention
- Commit to a follow-up meeting regarding reopening plan
- Reminder about the upcoming visits from Ajay, Joan and Jeff (and that people can jump into another unit’s session if their unit’s day/time doesn’t work for them)
2017 ModernThink
Taskforce Recommendations
Identify infrastructure that will tend to the responsibility of the campus climate and establish accountability for ongoing work possibly including:
- Annual report to community
- Keep track of initiatives, improvement, units that have been successful, focus groups
- Gather feedback from communities on campus - what’s working, what’s not working

TODAY
Two parts: Employee Satisfaction + Campus Climate
All Arcadia University employees were invited to participate in the web-based survey that was conducted March 30, 2020 through April 12, 2020.

The survey was anonymous and demographic questions were optional.

Survey Response rates are as follows:

- A total of 415 survey responses were received, an overall response rate of 46%.
- 83% of all respondents answered demographic questions (346/415).
- 116 survey respondents indicated they were members of the faculty, an overall faculty response rate of 24% (116/489).
  - The full-time faculty response rate was 49% (82/169).
  - The adjunct response rate was 11% (34/320).
- The overall response rate for staff was 56% (230/414).
Employee Satisfaction – Section I
High Rates of Agreement - Employee Satisfaction

% Strongly Agree or Agree

- Senior leadership regularly models this institution’s values. 80%
- I feel as though my opinion is valued by my supervisor or department chair. 79%
- People in my department work well together. 79%
- My supervisor/department chair supports my efforts to balance my work and personal life. 77%
- My supervisor/department chair regularly models this institution’s values. 76%
- I feel able to openly share my thoughts with my department chair or supervisor. 75%
Low Rates of Agreement - Employee Satisfaction

- Overall, I feel able to **openly share my thoughts** with Arcadia’s senior **leadership**. 51%
- There’s a sense that we’re **all on the same team** at this institution. 51%
- Overall, I am **satisfied with the diversity** of the Arcadia University community. 47%
- The role of faculty and staff in **shared governance** is clearly stated and publicized. 45%
- Issues of **low performance** are addressed in my department. 45%
Campus Climate – Section II
High Rates of Agreement – Campus Climate

I believe that Arcadia University is an inclusive environment for:

- people of all sexual orientations 89%
- people of all sexes and genders 86%
- people of all marital statuses 86%
- people of all gender identities 84%
High Rates of Agreement – Campus Climate

- I am confident in my ability to support colleagues and students from diverse cultures. 84%
- I believe that Arcadia University has a commitment to create a community where everyone has a sense of belonging. 84%
- I know to whom I should report a concern of discrimination. 80%
## Low Rates of Agreement – Campus Climate

<table>
<thead>
<tr>
<th>Statement</th>
<th>% Strongly Agree or Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe that Arcadia University is an inclusive environment for people of all political ideologies.</td>
<td>56%</td>
</tr>
<tr>
<td>I believe that Arcadia University makes diversity of staff a priority.</td>
<td>48%</td>
</tr>
<tr>
<td>I believe that Arcadia University makes diversity of faculty a priority.</td>
<td>45%</td>
</tr>
<tr>
<td>I believe that Arcadia University makes retention of all faculty a priority once they are hired.</td>
<td>45%</td>
</tr>
<tr>
<td>I believe that Arcadia University makes retention of staff a priority once are hired.</td>
<td>43%</td>
</tr>
</tbody>
</table>
The Composition of Arcadia University

- The **staff** represents who I am. 50%
- The **faculty and staff reflect the students we serve.** 44%
- The **faculty** represents who I am. 47%
I believe that all individuals have the **same opportunities** on campus regardless of their identities.

The **programming, events, and co-curricular activities** I have seen or experienced at Arcadia University have **represented the population of our students, faculty, and staff.**

% Strongly Agree or Agree

- 53%
- 51%
Potential Blindspots

% Strongly Agree or Agree

- I am confident in my ability to support colleagues and students from diverse cultures. 84%
- I am confident in discussing issues of diversity, inclusion and equity. 69%

% Extremely Comfortable or Comfortable

- How equipped do you feel to discuss diversity and inclusion topics in the classroom, in the workplace and/or with students? 77%
### Differences Between Faculty and Staff Experience

<table>
<thead>
<tr>
<th>% Strongly Agree or Agree</th>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>People in my department <em>work well together</em></td>
<td>71%</td>
<td>82%</td>
</tr>
<tr>
<td>I am given the <em>opportunity to develop my skills</em> at this institution</td>
<td>71%</td>
<td>64%</td>
</tr>
<tr>
<td>I feel as though <em>my opinion is valued by my supervisor or department chair</em></td>
<td>84%</td>
<td>75%</td>
</tr>
<tr>
<td>Overall, I feel as though <em>my opinion is valued by the Arcadia community</em></td>
<td>63%</td>
<td>55%</td>
</tr>
</tbody>
</table>
## Differences Between Faculty and Staff Experience

<table>
<thead>
<tr>
<th>% Strongly Agree or Agree</th>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arcadia makes <em>diversity of staff a priority</em>.</td>
<td>36%</td>
<td>53%</td>
</tr>
<tr>
<td>Arcadia makes <em>diversity of students a priority</em>.</td>
<td>48%</td>
<td>66%</td>
</tr>
<tr>
<td>I feel supported and mentored by my Unit Head in my professional development and career advancement.</td>
<td>68%</td>
<td>55%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>% Strongly Disagree or Disagree</th>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arcadia makes <em>retention of all staff a priority</em> once they are hired.</td>
<td>30%</td>
<td>50%</td>
</tr>
</tbody>
</table>
### Differences by Race/Ethnicity - Employee Satisfaction

<table>
<thead>
<tr>
<th>% Strongly Agree or Agree</th>
<th>Black/African American</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>I receive feedback from my Unit Head that helps me.</td>
<td>67%</td>
<td>73%</td>
</tr>
<tr>
<td>Issues of low performance are addressed in my dept.</td>
<td>37%</td>
<td>45%</td>
</tr>
<tr>
<td>We celebrate significant milestones and important accomplishments at Arcadia</td>
<td>48%</td>
<td>61%</td>
</tr>
<tr>
<td>Overall I am satisfied with the diversity of the Arcadia community.</td>
<td>37%</td>
<td>47%</td>
</tr>
<tr>
<td>Overall, I feel the level of attention paid to meaningful inclusion at Arcadia is appropriate.</td>
<td>48%</td>
<td>56%</td>
</tr>
</tbody>
</table>
## Differences by Race/Ethnicity - Campus Climate

<table>
<thead>
<tr>
<th>% Strongly Agree or Agree</th>
<th>Black/African American</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe that Arcadia makes <strong>diversity of staff a priority</strong>.</td>
<td>33%</td>
<td>48%</td>
</tr>
<tr>
<td>If I raised a concern about discrimination, <strong>I am confident my employer would do what is right</strong>.</td>
<td>41%</td>
<td>65%</td>
</tr>
<tr>
<td>I believe Arcadia University is an <strong>inclusive environment</strong> for people of all races and ethnicities.</td>
<td>56%</td>
<td>72%</td>
</tr>
<tr>
<td>Statement</td>
<td>% Strongly Agree or Agree</td>
<td>Hispanic/Latino(a)</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>I believe that Arcadia University is a diverse community.</td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>I feel the composition of the Arcadia University faculty represents who I am.</td>
<td></td>
<td>8%</td>
</tr>
<tr>
<td>I feel the composition of the Arcadia University staff represents who I am.</td>
<td></td>
<td>23%</td>
</tr>
</tbody>
</table>
## Differences by Gender - Campus Climate

<table>
<thead>
<tr>
<th></th>
<th>% Strongly Agree or Agree</th>
<th>Females</th>
<th>Males</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am confident in discussing issues of diversity, inclusion and equity.</td>
<td>75%</td>
<td>66%</td>
<td></td>
</tr>
<tr>
<td>I know to whom I should report a concern of discrimination.</td>
<td>76%</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>If I raised a concern about discrimination, I am confident my employer would do what is right.</td>
<td>62%</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>My supervisor or department chair creates an environment that is trusting and open.</td>
<td>70%</td>
<td>77%</td>
<td></td>
</tr>
</tbody>
</table>
Differences by Length of Service - Satisfaction

Issues of low performance are addressed in my department - % strongly agree or agree:

- 64% of those employed at Arcadia 1 year or less
- 41% of those employed at Arcadia 2-5 years
- 49% of those employed at Arcadia 6-10 years
- 39% of those employed at Arcadia 10 years or more

There’s a sense that we are all on the same team at this institution - % strongly agree or agree:

- 65% of those employed at Arcadia 1 year or less
- 48% of those employed at Arcadia 2-5 years
- 49% of those employed at Arcadia 6-10 years
- 47% of those employed at Arcadia 10 years or more
Differences by Length of Service - Climate

Arcadia University is a diverse community - % strongly agree or agree:

- 80% of those employed at Arcadia 1 year or less
- 55% of those employed at Arcadia 2-5 years
- 56% of those employed at Arcadia 6-10 years
- 48% of those employed at Arcadia 10 years or more

Arcadia University makes diversity of staff a priority - % strongly agree or agree:

- 72% of those employed at Arcadia 1 year or less
- 49% of those employed at Arcadia 2-5 years
- 44% of those employed at Arcadia 6-10 years
- 39% of those employed at Arcadia 10 years or more
Differences by Length of Service - Climate

Arcadia University makes retention of all staff a priority once they are hired - % strongly agree or agree:

38% of those employed at Arcadia 1 year or less
29% of those employed at Arcadia 2-5 years
18% of those employed at Arcadia 6-10 years
17% of those employed at Arcadia 10 years or more

Arcadia University makes retention of all faculty a priority once they are hired - % strongly agree or agree:

38% of those employed at Arcadia 1 year or less
40% of those employed at Arcadia 2-5 years
29% of those employed at Arcadia 6-10 years
29% of those employed at Arcadia 10 years or more
Demographics Compared - Campus Climate

I believe that Arcadia University makes diversity of students a priority.

- Black/African American had the lowest rate of agreement and Hispanic or Latino(a) had the highest rate of disagreement.

Black/African American had lowest rate of agreement and Hispanic or Latino(a) had highest rate of disagreement.
100% of four groups strongly agreed or agreed; White non-Hispanic had the lowest rate of agreement (60%)
Hispanic or Latino(a) had lowest rate of agreement and Black/African American had highest rate of disagreement.
Demographics Compared - Campus Climate

I feel supported and mentored by my Unit Head in my professional development and career advancement.

Black/African American had lowest rate of agreement and the highest rate of disagreement.
Demographics Compared - Campus Climate

I believe that Arcadia University is an inclusive* environment for people of all races and ethnicities.

- Not Listed
- Prefer not to say
- I do not identify myself by a certain racial or...
- Two or More Races
- White / Non-Hispanic
- Hispanic or Latino(a)
- Black or African American
- Asian American
- Alaskan Native or American Indian

Black/African American had lowest rate of agreement and the highest rate of disagreement.
I believe that Arcadia University has a commitment to create a community where everyone has a sense of belonging.

Demographics Compared - Campus Climate

<table>
<thead>
<tr>
<th>Category</th>
<th>Not Listed</th>
<th>Prefer not to say</th>
<th>I do not identity myself by a certain racial or...</th>
<th>Two or More Races</th>
<th>White / Non-Hispanic</th>
<th>Hispanic or Latino(a)</th>
<th>Black or African American</th>
<th>Asian American</th>
<th>Alaskan Native or American Indian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Demographics Compared - Campus Climate

I feel the need to de-emphasize (minimize) my identity(ies) in order to get along with others here at Arcadia University.

- Black/African American had the lowest rate of agreement and the highest rate of disagreement.

[Bar chart showing the percentage of agreement and disagreement across different racial categories.]
Demographics Compared - Campus Climate

How interested are you in learning to discuss diversity and inclusion topics in the classroom, in the workplace and/or with students?

- Not Listed
- Prefer not to say
- I do not identity myself by a certain racial or ethnic...
- Two or More Races
- White / Non-Hispanic
- Hispanic or Latino(a)
- Black or African American
- Asian American
- Alaskan Native or American Indian

White / Non-Hispanic had lowest rate of agreement.
“How interested in learning to discuss . . . “ Fewer males agreed (64% vs. 80%)
Demographics Compared - Employee Satisfaction

Overall, I am satisfied with my experience as a member of the Arcadia University community.

Black/African American had lowest rate of agreement and highest rate of disagreement.
What Are We Doing With What We Are Learning?
Recognition for High Performance
Ways Employees Want to be Recognized for Doing a Good Job

- Compensation
- Recognition
- Responsibilities
- Opportunities
- Professional Development
- Support
- Leave Time
- Feedback
- Fre多
Top 3 Priorities to Improve Quality of the Workplace & Strength of Culture
Underway or On the Horizon - Employee Satisfaction

- Compensation Study
- Performance Management Project
- Adaptive Strategy Priorities
- Expanded Stakeholder Engagement (Staff Council, Senate, Unit-Level Outreach)
- Enhanced Professional Development for Staff
Underway or On the Horizon - Campus Climate

- Initiatives for Combating Anti-Black Racism (Hiring/Retention, Programming, Curricular Infusion, Student Support)
- Community of Practice
- LOVE Pilot
- Center for Teaching, Learning and Mentoring
- Adaptive Strategy Priorities
- Increased use of/focus on Institutional Research
Assessment to Support Continuous Improvement

- Consistently assess Employee Satisfaction and Campus Climate
  - Distinct complementary instruments
  - Cyclical administration - alternating years
  - Communication of & collaboration in use of results
  - Best practices & benchmarks to support process improvement
- Measure and report on progress in other areas:
  - NSSE (National Survey on Student Engagement)
  - ABRI Initiatives
- The Full Employee Satisfaction and Climate Report will be available at the IR website at https://www.arcadia.edu/university/offices-facilities/institutional-research-and-effectiveness
Questions / Comments?