

**Executive Summary of the Staff Satisfaction Survey
Division of Student Affairs at the University of Florida
Spring 2012**

Description

A staff satisfaction survey has been given to the TEAMS employees in the Division of Student Affairs during the Fall semester of the odd years since 2005, providing longitudinal analysis of various areas. In Fall 2011, 225 (63.7%) TEAMS staff members completed the survey. The survey content has been very similar since 2007.

Areas of success

Satisfaction with their department directors and management/leadership in their department

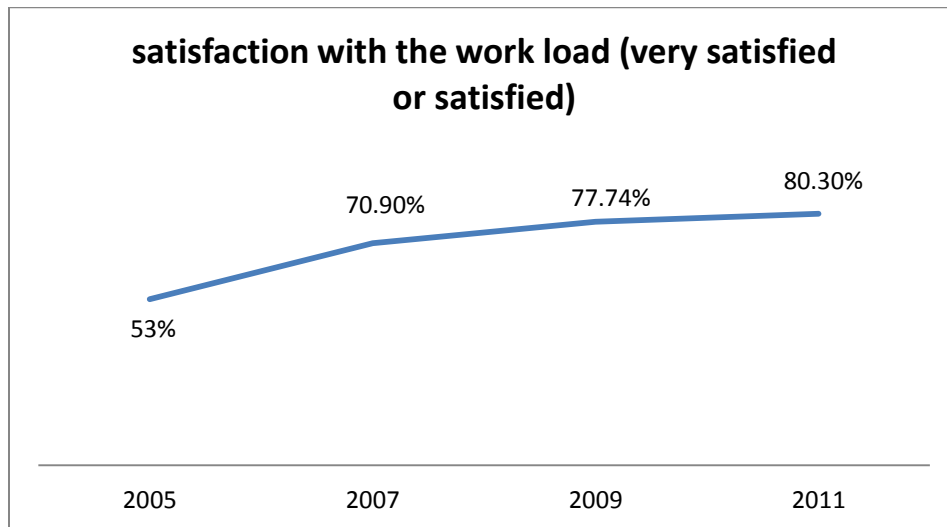
The Division of Student Affairs' staff has indicated their highest level of satisfaction with their directors in Fall 2011, with the vast majority of staff agreeing or strongly agreeing that their director displays the following practices that I would expect from someone in that position. Similarly, the results for satisfaction with management and leadership in the department also increased to the highest levels in 2011.

	2007	2009	2011
Ethical conduct/integrity	89.10%	94.22%	97.58%
Good communication skills	83.10%	80.87%	90.82%
The ability to inspire trust	75%	76.18%	85.51%
Mentoring and coaching	68.60%	71.12%	83.09%
Good decision-making skills	82.20%	71.12%	90.34%
Visionary thinking	82.70%	83.39%	87.92%
Good teamwork abilities	75.60%	79.06%	88.40%
Good interpersonal relations/skills	76.60%	77.25%	89.37%
Encourages professional growth/skill development	80.80%	84.11%	96.13%



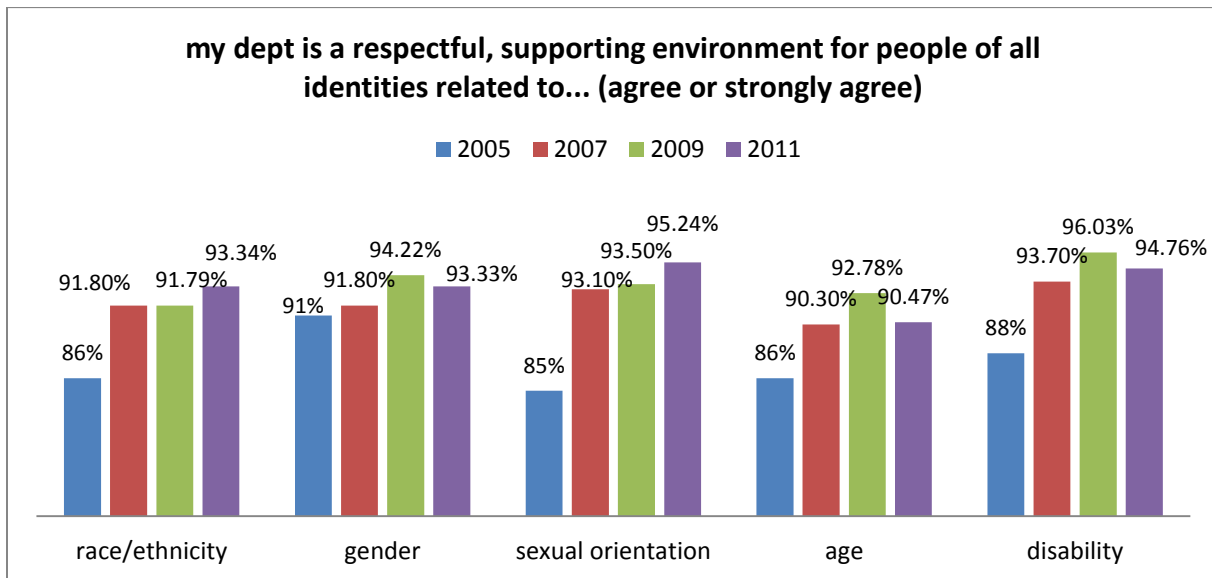
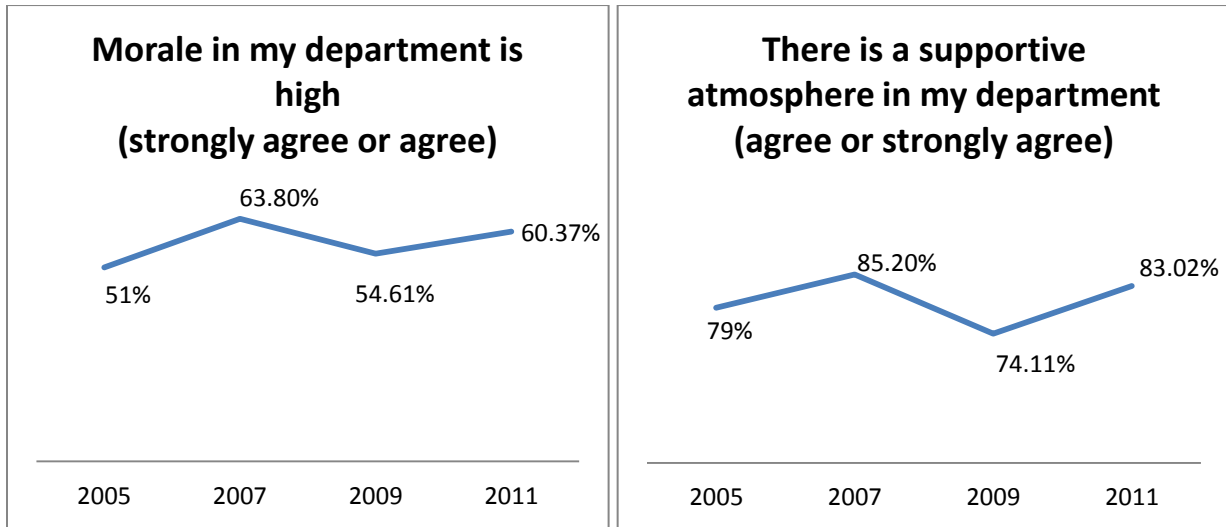
Satisfaction with their work environment and other related aspects of the job

Other areas of the work environment were also examined and reflected either an improvement or a steady level of satisfaction with job functions, work environment, number of hours at work, supervisor, and work load. Overall more than 80% agree or strongly agree that they are satisfied with each of those crucial aspects of the job.



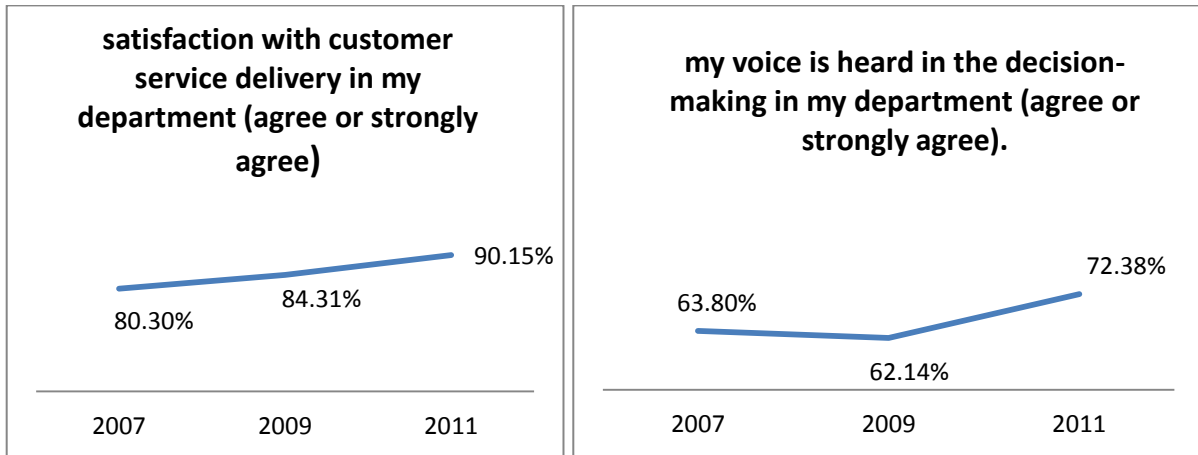
Satisfaction with the department morale, atmosphere, and respect for differences

2011 reflected an improvement over 2009, where results showed a decline in morale and a sense of a supportive atmosphere in the departments. Changes in leadership in departments and the division took place since 2009. Additionally, respect for differences based on various identities remained quite high (more than 90% agree or strongly agree).



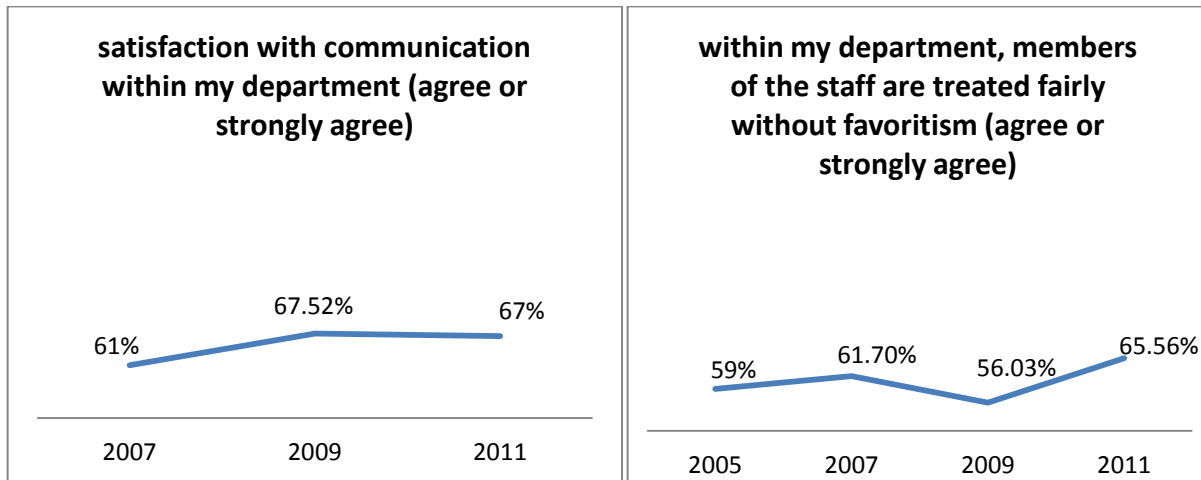
Area of improvement

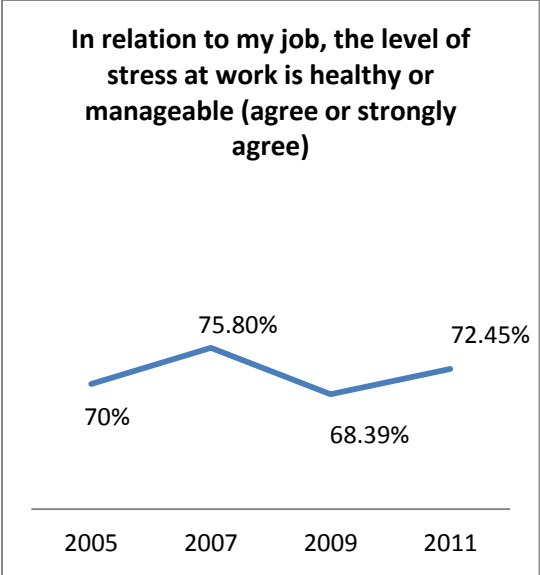
Customer service delivery was indicated as an area of concern in previous surveys, and was deemed important enough to be added into the Division of Student Affairs' Strategic Plan in 2010 as a stand alone Key Strategic Area. An emphasis on customer service delivery has resulted in a steady increase over time to more than 90% agreeing or strongly agreeing that they are satisfied. Additionally, staff reported a 10% increase in their voice being heard in the decision-making in their department.



Areas of concern

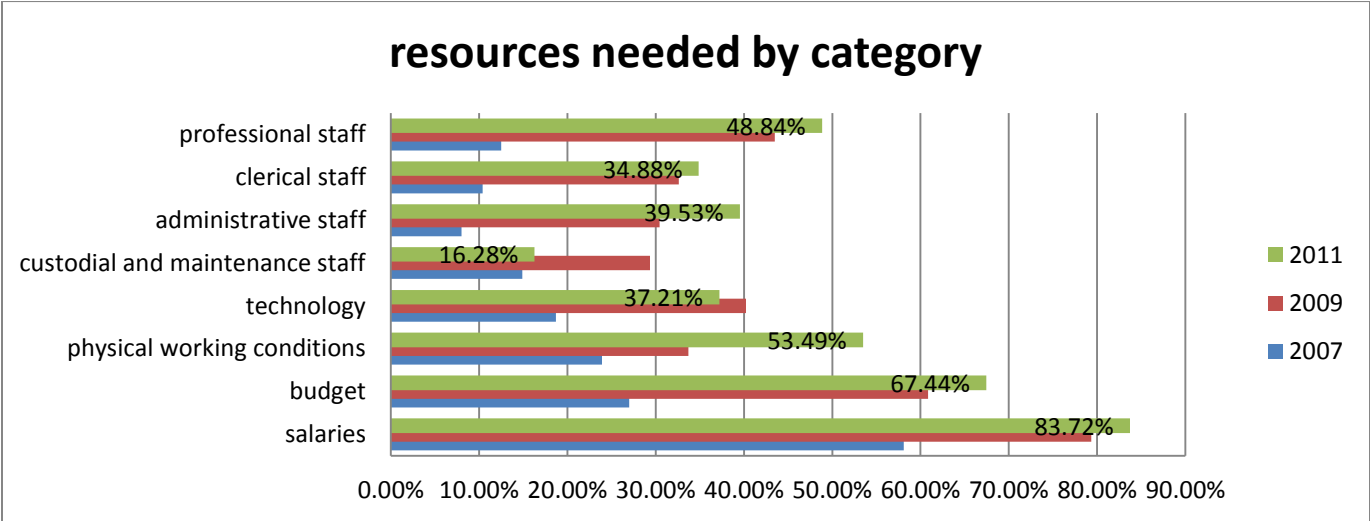
Despite steady results or improvement over the years, there are significant numbers of student affairs staff who report that they are dissatisfied or strongly dissatisfied with aspects of their jobs. Nearly 1/3 of our staff say that they are dissatisfied with communication, and that they perceive others in the staff to be treated with favoritism; nearly ¼ say that they have unhealthy or unmanageable levels of stress.





Resource Issues

20.28% of the respondents indicated that their department does not have sufficient resources and 23.58% said that department does not have an adequate budget to accomplish its goals. When asked to expand on what areas are lacking in resources, staff indicated:



Methodology

At the request of the Vice President for Student Affairs, a staff satisfaction survey was distributed to TEAMS employees within the Division during Fall 2011. This instrument was originally developed through the Student Affairs Employment Enrichment and Development Committee (SEED) and was administered in Fall 2005, 2007, and 2009. The interest areas of the survey included satisfaction, learning and development, community, recognition, scholarship, and resources. Some revisions were

made to the instrument for the Fall 2007 survey and were retained for Fall 2009 and 2011, but the vast majority of questions and topics remained the same to allow for longitudinal analysis between the years.

The instrument was administered during the fall semester 2011, using an on-line web based tool. Paper copies of the survey were also administered through Housing and Residence Education and the J. Wayne Reitz Union for employees who do not have computer access, and those responses were submitted into the online web based tool. Of the 353 names provided by Human Resources plus additional staff identified by departments, of TEAMS employees in the Division of Student Affairs, 225 submitted usable data which resulted in a total response rate of the survey of 63.7%.