Staff Attitudes Survey 2021
The online survey reached **191 staff** at UNA. The goal of this study was to gather staff feedback about the campus climate, on matters such as attitudes towards administrators, diversity/inclusivity, satisfaction with technology and working environment, attitudes around salary, insurance, and benefits, and an evaluation of the Staff Senate.

### Key Metrics Evaluated

- Administrator evaluation
- UNA addressing discriminatory issues
- Previous discrimination or harassment experience
- Evaluation of technological support
- Satisfaction with working environment
- Attitudes towards salary, support, and benefits
- Understanding of pay plan policies
- Satisfaction with insurance options
- Attitudes toward staff senate
- Additional comments or topics for next year’s survey
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• Respondents indicate the greatest satisfaction with the overall performance of Dr. Kenneth Kitts (4.2 / 5.0) and the lowest satisfaction with the overall performance of Mr. Ron K. Patterson (3.5 / 5.0)
  • Of the 22 comments about the administration, 6 mentioned the administration’s positive impact on campus, however 6 felt that the administration as a whole employed poor communication, and 4 mentioned specific administrators with poor communication policies

• Respondents feel that UNA addresses campus issues related to homophobia and ableism most effectively (3.8 / 5.0 and 3.7 / 5.0) while those related to religious beliefs/harassment are least effectively addressed (3.5 / 5.0)
  • 26 out of 188 respondents have felt discriminatory harassment on campus, primarily due to race/ethnicity (7 of 24) or age (5 of 24)

• Most respondents feel they have sufficient technology support (174 of 188), are satisfied with their physical work environment (149 of 189), and feel safe on campus (184 of 189)
  • Of the 18 who commented concerning technology, 7 feel that technology is in a good place while 3 indicate buildings need technology updates
  • Of the 23 who commented concerning work environment, 8 feel that their building is poorly maintained, often moldy
  • Of the 14 who commented concerning campus safety, 5 feel that the campus is safe and police are doing well while 2 would like more safety infrastructure added

• Respondents most strongly agree that the hiring process is clear (3.2 / 5.0) and disagree that they are compensated adequately compared to their peers (2.5 / 5.0)
  • Of the 30 who commented concerning salaries and benefits, 11 feel that the internal hiring processes need to be reworked to become more fair
• Respondents have some understanding of how the compensation plan works (3.4 / 5.0) and indicate high satisfaction with their insurance offerings (3.9+ / 5.0)
  • 89% are aware of the Healthy UNA worksite wellness program offered to employees

• 129 of 188 of respondents review the Staff Digest every time it is published
  • 41 review the digest weekly and 17 review it monthly
  • Only 1 is unaware of the Staff Digest

• Respondents feel that the Staff Senate somewhat represents their interests (3.6 / 5.0), but 12 of the 17 who supplied comments concerning the Staff Senate indicate that they are not updated enough or do not know enough about what the Staff Senate does

• Respondents are satisfied with CRTF’s communications (4.2 / 5.0) and decisions (4.0 / 5.0) this year

• Of the 24 respondents who commented concerning additional department/cost concerns, the most-discussed topics are the ineffectiveness and inconsistency of management/leadership (6) and the feeling that UNA is understaffed (6)

• Of the 22 respondents who commented concerning topics for next year’s survey, the top topic to address next year is the addition/expansion of mental and women’s health benefits (4)
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Staff Member Level N=99.0%

- Other Professionals (accountant, counselor, coordinator, specialist, coaches, etc...): 76 of 189
- Executive/Administrative and Managerial (associate/assistant director, director, cost center head, etc...): 49 of 189
- Clerical and Secretarial (administrative assistant, assistant to..., administrative specialist, clerk, etc...): 37 of 189
- Service/Maintenance/Skilled Crafts (environmental services, grounds, driver, carpenter, electrician, etc...): 14 of 189
- I prefer not to respond: 10 of 189
- I do not know my level: 3 of 189

Years Worked at UNA N=98.4%

- Less than a year: 19 of 189
- 1 - 4 years: 56 of 189
- 5 - 7 years: 35 of 189
- 8 - 11 years: 18 of 189
- 12 - 20 years: 41 of 189
- More than 20 years: 19 of 189

Average: 8.9 years
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Satisfaction with Administrators’ Job Performance

Concerning the members of the Executive Council, I am satisfied with the overall job performance of:

Mean Score: 5 = Strongly agree; 1 = Strongly disagree

- President - Dr. Kenneth D. Kitts: 4.2
- Provost and Executive Vice President for Academic Affairs - Dr. Ross C. Alexander: 4.0
- Vice President for Student Affairs - Dr. Kimberly Greenway: 4.0
- Vice President for Business and Financial Affairs - Mr. Evan Thornton: 3.9
- Vice President for University Advancement - Mr. Kevin Haslam: 3.8
- University Attorney - Ms. Amber Fite-Morgan: 3.8
- Director of Athletics - Mr. Mark D. Linder: 3.7
- Vice President for the Division of Diversity, Equity, and Inclusion - Mr. Ron K. Patterson: 3.5

N = 95.8% 96.3% 91.1% 91.1% 80.6% 83.8% 84.8% 88.0%
Comments Concerning Administration

Administration Comments N=11.5%
Please share any additional comments concerning the administration.
Top 5 Coded Responses

- Positive Comments: 6 of 22
- Poor Communication or Organization: 6 of 22
- Ineffective / poor communication from specific administrators: 4 of 22
- Little Transparency/ Visibility: 4 of 22
- Lack of Recognition or Respect for Staff: 3 of 22
Diversity Issues Addressed
Concerning diversity: UNA thoroughly addresses campus issues related to:
Mean Score: 5 = Strongly agree; 1 = Strongly disagree

- Sexual orientation or homophobia: 3.8
- Disability or Able-ism: 3.7
- Race or racism: 3.7
- Sex/gender or sexism: 3.6
- Age or ageism: 3.5
- Religious beliefs or harassment: 3.5

Harassment Experienced N=98.4%
Have you ever felt discriminatory harassment (even subtly) on this campus?
Choice Count

- Yes: 26 of 188
- No: 162 of 188

Primary Reason - Discrimination N=12.6%
What do you believe was the primary reason that you were discriminated against or harassed?
Choice Count

- Because of my race or ethnicity: 7 of 24
- Because of my age: 5 of 24
- Because of my gender: 4 of 24
- Because of my religious beliefs: 2 of 24
- Because of my disability: 1 of 24
- Because of my economic status: 0 of 24
- Because of my sexual orientation: 0 of 24
- Other: please explain: 5 of 24
Comments on How UNA Addresses Diversity

How UNA Addresses Diversity N=9.4%

Please share any additional comments regarding how UNA addresses diversity:

Top 5 Coded Responses

- Diversity issues are simply not addressed strongly enough, or generally needs improvement (7 of 18)
- Handicapped Accessibility Could Be Improved (4 of 18)
- Need more effort put into helping mental issues/ handicaps (2 of 18)
- Overemphasis on diversity (2 of 18)
- Diversity issues have been addressed positively (1 of 18)
Discriminatory Harassment Comments N=7.5%

Please share any additional comments concerning discriminatory harassment on campus.

Top 5 Coded Responses

- Issues ignored/ Stronger and more comprehensive overall response needed by UNA: 6 of 15
- Employees not all treated equally/ Bad professional environment: 5 of 15
- UNA generally does a good job: 2 of 15
- Oversensitivity/ Overresponse to perceived discrimination: 2 of 15
- Racial Discrimination: 1 of 15
Technology Support & Technology on Campus Comments

**Sufficient Technology Support N=98.4%**
I have sufficient technology to support my needs.
Choice Count

- Yes: 174 of 188
- No: 14 of 188

**Technology On Campus Comments N=9.4%**
Please share any additional comments concerning technology on campus.
Top 5 Coded Responses

- Technology (usually IT) is in a good place: 7 of 18
- Buildings themselves need upgrades (classrooms and wifi): 3 of 18
- IT needs more money and support: 3 of 18
- Not enough technology or software is provided: 3 of 18
- Funding is too low: 1 of 18
Satisfaction With Physical Work Environment N=99.0%

I am satisfied with the conditions of my physical work environment.

Choice Count

Yes 149 of 189

No 40 of 189

Work Environment Comments N=12.0%

Please share any additional comments concerning your work environment.

Top 5 Coded Responses

1. Building is poorly maintained, often moldy - 8 of 23
2. AC/Heat issues (often want regulation in employee hands) - 6 of 23
3. More office space needed - 5 of 23
4. Management not sensitive to employee needs - 2 of 23
5. Want more work from home options - 1 of 23
Campus Areas to be Addressed

Please state the areas on campus that you see need to be addressed.

Top 5 Coded Responses

- Existing buildings need updating: 6 of 20
- General Cleanliness and safety: 5 of 20
- HVAC System needs updating: 5 of 20
- Academic Buildings: 3 of 20
- Office Spaces: 3 of 20
Campus Safety Agreement & Comments

Feel Safe on Campus N=99.0%
I feel safe on campus.
Choice Count

Yes 184 of 189
No 5 of 189

Campus Safety Comments N=7.3%
Please share any additional comments concerning safety of the campus.
Top 5 Coded Responses

- Safety is strong, police doing well: 5 of 189
- More safety infrastructure, cameras, lights, etc.: 2 of 189
- Campus police not present: 1 of 189
- Building health concerns (mold): 1 of 189
- Police harassment or profiling: 1 of 189
### Salary, Support, and Benefit Attitudes

Concerning salaries:
Mean Score: 5 = Strongly agree; 1 = Strongly disagree

<table>
<thead>
<tr>
<th>N</th>
<th>Statement</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.9%</td>
<td>I believe that the hiring process is clear.</td>
<td>3.2</td>
</tr>
<tr>
<td>97.4%</td>
<td>I believe that the hiring process is fair.</td>
<td>3.1</td>
</tr>
<tr>
<td>88.0%</td>
<td>I am satisfied with the internal promotion/transfer policies</td>
<td>2.9</td>
</tr>
<tr>
<td>92.1%</td>
<td>I receive adequate cost of living raises (COL).</td>
<td>2.7</td>
</tr>
<tr>
<td>85.9%</td>
<td>I’ve sought employment outside the University in the past year for reasons directly related to compensation.</td>
<td>2.7</td>
</tr>
<tr>
<td>91.1%</td>
<td>Compared to my peers at similarly sized institutions, I am adequately compensated.</td>
<td>2.5</td>
</tr>
</tbody>
</table>

### Salary and Benefits Comments N=15.7%

Please share any additional comments concerning technology on salaries and benefits.

Top 5 Coded Responses

<table>
<thead>
<tr>
<th>Comment</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal hiring process and advancement needs to be reworked to be more fair</td>
<td>11 of 30</td>
</tr>
<tr>
<td>Certain whole groups underpaid</td>
<td>7 of 30</td>
</tr>
<tr>
<td>Jobs and duties are poorly defined and appropriately compensated</td>
<td>6 of 30</td>
</tr>
<tr>
<td>Better insurance or similar benefits</td>
<td>6 of 30</td>
</tr>
<tr>
<td>Understaffed</td>
<td>2 of 30</td>
</tr>
</tbody>
</table>
Pay Plan Understanding
The purpose of this section is to determine if the policies are clear to most employees.
Mean Score: 5 = Strongly agree; 1 = Strongly disagree

- I have a basic understanding of how the compensation plan works
  - N = 99.0%
  - Mean Score: 3.4

- I understand the process by which employees are moved toward market
  - N = 99.0%
  - Mean Score: 3.2

Insurance Satisfaction
Concerning the University’s current insurance providers I am satisfied with my:
Mean Score: 5 = Strongly agree; 1 = Strongly disagree

- Dental insurance
  - N = 97.4%
  - Mean Score: 4.0

- Health insurance
  - N = 97.9%
  - Mean Score: 4.0

- Vision insurance
  - N = 97.4%
  - Mean Score: 3.9

Healthy UNA Awareness N=99.0%
I am aware of the Healthy UNA worksite wellness program offered to UNA employees.
Percent Selected

- Yes
  - 89%

- No
  - 11%
Staff Digest Engagement N=98.4%

Please list how frequently you read the Staff Digest.
Choice Count

- I review the digest each time it is published (twice a week) - 129 of 188
- I review the digest weekly - 41 of 188
- I review the digest monthly - 17 of 188
- I am unaware of the Staff Digest - 1 of 188
Attitudes Towards Staff Senate & Shared Governance N=99.0%

Effectively represents Staff interests.
Choice Count

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>81</td>
<td>68</td>
<td>10</td>
<td>6</td>
</tr>
</tbody>
</table>

of 189

Mean Score: 3.6 / 5.0

Staff Senate Comments N=8.9%

Please share any additional comments concerning the Staff Senate.
Top 5 Coded Responses

| Lack of updates / knowledge about Staff Senate | 12 | of 17 |
| Does not benefit staff                       | 3  | of 17 |
| Confrontational personalities / same people in charge | 2  | of 17 |
| Updates have fallen off the year             | 2  | of 17 |
| Administration has too much power           | 2  | of 17 |
Communication & Decision Satisfaction - CRTF

Satisfaction with CRTF Communications N=99.0%
I was satisfied with the communications from the CRTF regarding campus operations for the 20-21 academic year.
Choice Count

- Strongly agree: 93 of 189
- Somewhat agree: 58 of 189
- Neither agree nor disagree: 25 of 189
- Somewhat disagree: 11 of 189
- Strongly disagree: 2 of 189

Mean Score: 4.2 / 5.0

Satisfaction with CRTF Decisions N=99.0%
I was satisfied with the decisions made by the CRTF regarding campus operations for the 20-21 academic year.
Choice Count

- Strongly agree: 80 of 189
- Somewhat agree: 60 of 189
- Neither agree nor disagree: 23 of 189
- Somewhat disagree: 21 of 189
- Strongly disagree: 5 of 189

Mean Score: 4.0 / 5.0
### Additional Department/Cost Center Concerns N=12.6%
Please inform us of additional concerns pertaining to your department or cost center that have an immediate impact on you and your ability to perform your job.
Top 5 Coded responses

- Ineffective or inconsistent management/leadership (need for feedback process): 6 of 24
- Understaffed: 6 of 24
- Low Morale: 4 of 24
- Poor maintenance: 3 of 24
- Need for better training and communication: 2 of 24

### Additional Topics for Staff Senate to Address N=11.5%
Please list additional topics that should be addressed by the Staff Senate and, perhaps, included in the next Staff Attitudes survey.
Top 5 Coded Responses

- Mental and women’s health benefits: 4 of 22
- Increased pay for duties performed: 3 of 22
- Better metrics for merit, education, and seniority: 3 of 22
- Communication in general as well as on duties and training: 3 of 22
- Diversity and Representation: 2 of 22