



SUSC Staff Voices Survey Executive Summary

The Staff Voices Survey was divided into the four major areas of priority that the Seattle University Staff Council (SUSC) previously identified: Inclusion & Community, Professional Development, Recognition & Appreciation; and Review, Compensation & Benefits. Very early on, the SUSC created committees that oversee and serve as working groups in each of these areas and those committees analyzed and summarized the corresponding survey results.

The Staff Council received 378 total responses, which is a 48% response rate from staff. Overall, the survey results indicate that respondents agree that the SUSC priorities align with staff community priorities. This is especially apparent in the areas of inclusion and community, professional development and review, compensation and benefits.

Overall themes that emerged across the whole survey include:

1. Desire for career ladder/professional advancement opportunities for staff
2. Emphasis on compensation
3. Need to include staff voices in decision making

Communications

In addition to the four priority areas, the Staff Voices Survey allowed staff an opportunity to weigh in on preferred communication methods and frequency. Responses indicate that utilizing electronic communication (particularly email) is ideal. Given that, email, campus announcements and website updates will continue as the primary communication methods. The SUSC will continue to post meeting summaries online, as well as sharing information as necessary through campus announcements in order to maintain open and transparent processes and communication.

In-person events are valued and will be offered periodically depending on the topic and urgency. Specific information was collected regarding preferred days of the week and times of day for in-person meetings, community fora, etc. The Staff Council will offer options in order to accommodate as many staff schedules as possible.

Inclusion & Community

Many issues identified involving inclusion and community in the survey are immediately actionable, while some involve culture shift and will require more time and more complex responses in order to effect positive change. Overall, staff members at Seattle University long to be a part of a community and want to experience their work as part of something bigger.

Top concerns/recurring themes in this area include:

1. Treatment of Staff
2. Diversity, Equity and Inclusion
3. Community Building
4. Flexible Work Schedules
5. Lactation Space Availability
6. Staff Voice in Decision Making



The survey results suggest that Seattle University should create a position for a Staff Ombudsperson to serve as a resource and advocate for staff. Additionally, through the work of the SUSC, connections should either continue or form with campus partners. These can include but are not limited to: Center for Jesuit Education; Academic Assembly; Human Resources; Faculty Ombudsperson; Diversity, Equity and Inclusion Office; Office of Institutional Equity; President's Office and the University Cabinet.

Professional Development

Themes that emerged from the survey in the area of professional development include:

1. Desire for manager/supervisor leadership training
2. Funding availability for professional development
3. Release time for professional development opportunities
4. Desire for more career advancement opportunities at Seattle University

The SUSC Professional Development Committee will focus on these areas for the duration of the year in close partnership with Human Resource staff and highlight LinkedIn Learning, where it can be useful.

Recognition & Appreciation

Overall, the survey responses indicate that staff want more opportunities and methods to receive recognition. These opportunities should exist at various levels within the institution and include a broader range of recipients. The current annual appreciation event is valued and could be one avenue for increased recognition. There was specific mention that staff at all levels should be recognized, not just senior staff. Forms of recognition should ideally include compensation and promotion.

The SUSC Recognition and Appreciation Committee would like to work in partnership with the President's Office and Human Resources on the annual appreciation event, as well as other possible events and opportunities. The Staff Council would also like to develop proposals for other events or awards at varying times of the year that focus on different levels of staff and various types of service. This could include creating a portal on the SUSC website for staff to recognize one another across campus.

Review, Compensation & Benefits

The Staff Voices Survey data in this area shows high overall satisfaction (75%) with Seattle University benefits with the exception being that there is some dissatisfaction with the move from Premera to Aetna for the PPO insurance provider. In general, staff expressed lower satisfaction with the review process, merit-based pay increases and overall compensation. There is general concern that annual pay increases do not keep up with cost of living increases in the Seattle area. While a majority of staff reported that they have discussed their pay with their supervisor, 55% named that they do not have a clear understanding of Seattle University's pay philosophy. The majority of respondents place high priority in the following areas: Compensation, benefits, flexible work schedules, and merit-based pay increases.

The data suggests that staff would benefit by having greater access to Human Resources and more information, clarity, and/or reform in the following areas: MMR structure, benefits offered, review timing/process, and annual pay increases. The SUSC Compensation, Benefits and Review Committee is looking forward to working closely with Human Resources in these areas.



Conclusion

The responses to the Staff Voices Survey closely align with the work and priorities that the Staff Council has set out during our first year as a staff council. In terms of aligning the priorities, most concerns can be included within the existing committee structure within the Seattle University Staff Council: Communication; Inclusion & Community, Professional Development, Recognition & Appreciation and Review, Compensation & Benefits. The Staff Council looks forward to partnering with university leadership and other thought partners to determine the next steps as we move forward on these issues and priorities.