

University Staff Senate Minutes

November 17, 2022, 11:00-12:00 p.m.

Raynor Memorial Library, Beaumier Suite B

Present:

Elected representatives:

Jack Bartelt, Kirsten Boeh, Sarah Kazlauskas, Robin Cork, Carol Trecek, Nicolle Skoien, Maria Cooper, Amber Jensen, Melissa Econom, Calley Hostad, Chris Barlowe, Printz
Christine Fleming

Other attendees:

Tina Aiello, Ritu Sachdev, Maggie Klatul Dion, Lori Montezon, Patty Przybylka, Tammy Meyers, Cliona Draper, Coreen Bukowski, Rae Vanek, Kim Poehlman, Sherri Lex, Amy Kaboskey, Karen Nest, Susan Longhenry, Karlie Webster, Tia Langnes, Kathy Coffey, Elizabeth Voltner,

Chair Carol Trecek began the meeting at 11:00.

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Question from Wendy: How many of you have had a conversation in your department about your specific department results from the engagement survey?

HR has asked each department head and chair to share their department results and action planning resources with their unit to determine priorities and goals to help continue what's going well and correct/discontinue what isn't going well.

Returning these action plans to HR will help them identify patterns and themes across campus.

In the summer of 2022 HR released the engagement survey results to campus leaders, including their individual department/area's results.

History and future of employee engagement survey

2017 survey was used as a baseline.

Survey from 2019 had 60 questions and received a 45% response rate.

- o More questions than in 2017 due to special requests from leadership to gather information.
- o Three demographics: faculty/staff, full time/part time, years of service.

- o 2019 results can't be transferred to Tableau.
- 2020 survey was reduced to 20 questions and received a 44% response rate.
- o Most university employee surveys average ~30%.

2022 survey

- o Changed the demographic information to match the climate study. Faculty/staff, full time/part time, years of service, as well as faculty by tenure.
- o Survey results are in Tableau, and can be found here: <https://www.marquette.edu/human-resources/restricted/documents/2022employeeengagementreport.pdf> (VPN required)

2025

- o Survey results will be in Tableau so more comparisons will be available from 2022 and 2025.

How is the University measuring the results?

Measurement philosophy is similar to [Gallup's 12 elements of employees engagement](https://www.gallup.com/employee-engagement)

(https://advise.gallup.com/employee-engagement?utm_source=Report&utm_medium=landing_page&utm_campaign=EE_Meta_Analysis_Mini_Report&utm_content=action_planning_text_link_1&elqTrackId=ffded1081dc643318b21f27e20ef5c27&elq=00000000000000000000000000000000&elqaid=457&elqat=2&elqCampaignId=#Q12)

- o Basineeds
 - Examples: do I know what is expected of me, do I have the materials equipment and technology to do my job successfully?
- o Individualneeds
 - Examples: do I understand how my work relates to the strategic plan and MU's guiding values, am I held accountable for my work, am I getting feedback on my work (both positive and corrective), am I asked for ideas, am I asked for suggestions or to stop things that aren't related to my unit's priorities, am I valued by my supervisors (including getting recognition)?
- o Teamworkneeds
 - Examples: am I respected in my team, do I feel valued by my co workers, do I have work life balance?
- o Growthopportunity needs
 - Examples: do I have opportunities to learn and grow and are they supported by my leader?
 - HR is working on this aspect, however, HR doesn't know your opportunities for growth are being suppressed, please let them know.

Level of faculty and staff engagement is directly linked to student success

SurveyResults

Dashboards will be available to breakdown the results.

2019 results could not be transferred to Tableau, so HR worked with the Office of Institutional Research and Analysis (OIRA) to compare 2022 and 2019 results only for the University as a whole.

Key findings:

- Overall satisfaction with MU has gone down (81% in 2017, 72% in 2019,

Question: Is the survey missing out on areas of misconception/negative perceptions for example "If I feel like no one else in my department is being held accountable, and I am" is connected to engagement?

- o This is an area to address within your area with conversations around performance management. Goals and deadlines may change throughout the year and those conversations should happen as a group. Perception isn't always reality.

Question: If the point of the survey is to identify where those conversations should take place to make improvements, are we missing an opportunity to identify areas of perception/misconceptions and how negative perceptions influence the engagement of an employee?

- o Climate vs engagement. Engagement is defined to the extent in which an employee feels passionate about their jobs, are committed to the organization, and put discretionary effort into their work. Climate is defined as a measure of inclusiveness & feelings of belonging across

- o New question: "My supervisor/chair provides praise and recognition for doing good work."

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- o This information, and the self-study are likely to be pulled into things like strategic planning [Strategic Planning 2030](#)

Receiving ongoing accreditation positions MU as a leader for decades to come.
Five main criteria areas: Mission, Integrity, Teaching and Learning Quality, Resources and Support, Teaching and Learning: Evaluation and Improvement, Institutional Effectiveness

Each of the five criteria has 35 components included, and each component has 11 – 18 subcomponents, 69 in total subcomponents that we must write to.

We expect that the mark of “met” for all subcomponents though it is possible that one or more is “met with concern”.

HLC Leadership Team represents folks from across campus have been working on this already for a year and a half.

There are 5 to 7 subcomponents where most universities find trouble. We pay specific attention to other institution's published self-studies some of which are available at HLC conferences

Selfstudy used to be treated as a marketing tool. Very highly designed rather than the content. Now the process looks at the words, not the neat marketing package

Question: Surprises that come out of this process. Are there no surprises now?

Surprises are a good thing; the outcomes are usually very positive

Of course we still have surprises HLC Leadership Team work to catch any of these in the selfstudy before that is why they start 2.5 years ahead of this process. Gaps identified in the selfstudy have time to be addressed.

Question: Of things that drive university policies and priorities how does this process rank? How does this work get repurposed on campus?

Market continually changing. Looking for lower cost options. Maybe tiered by family but HR expects a push back.

Great idea. Really positive.

Agreed USS should start with 10 coolers/fridges to gauge interest

Number of MU moms/yr who registered for a maternity leave: ~33 in 2022,
40 in 2021, 35 in 2020

Question 8: What happened to the workout videos that were offered in the Coughlin Wellness Center?

We are hoping to get the center back or some version of it. Videos are in embedded systems and screens. They may be moving the system to a place in the Rec Center...to a room you can reserve. However, space will be shrunk during the construction period.

Discussion ensued about thoughts on Melissa's recap of conversation with Lynn.

Follow up question to be asked at next Vice Chair/HR meeting: *In order to increase raises, can the upper earners be awarded with a less percentage of*

merit increase so the lower waged earners can make

The meeting adjourned at 2:56 pm.