

2017 Quality of University Life Survey Report

CLASSIFIED STAFF

Quality of University Life (QUL) is defined as the impact of the University's academic, administrative, cultural, physical and social environments upon faculty, staff, and students. In fall 2016, the QUL committee was charged with supporting Goal 3 of ODU's 2014-19 Strategic Plan: *Enrich the Quality of University Life* by promoting and assessing QUL. The committee is comprised of representatives from across the six Vice Presidential areas, Athletics, the Office Institutional Equity and Diversity, and various campus affinity groups.

Surveys administered in 2008-09 were reviewed and updated. The following topics were assessed in the QUL Survey:

Relationship with Co-Workers	Workload
Relationship with Supervisor	Recognition and Reward
Inclusiveness and Campus Environment	Work/Life Balance & Family Friendly Environment
Compensation	Environment
Professional Growth and Development	Overall Perceptions of QUL

The QUL Classified Staff Survey was a web-based survey administered to all Classified Staff employed at ODU during the three-week survey period from August 10 through September 1, 2017. Of the 1,061 classified staff invited to participate in the survey, 413 completed for a response rate of 39.2%. This report includes a summary of results by topic, and complete results for each item are presented in tables in the appendix.

RESULTS

Following are the results of the 2017 QUL Survey for Classified employees by topic. Please note that "Questions" are printed verbatim in quotation marks and *Responses* are presented in italics to inform readers about exactly what was asked along with the actual responses. Most of the items were multiple choice items with one of two primary response formats: (1) *A Great Deal / Somewhat / Not Much / Not at All*; or (2) *Very Satisfied / Satisfied / Somewhat Satisfied / Somewhat Dissatisfied / Dissatisfied / Very Dissatisfied*. Several open-ended questions were included as well.

BACKGROUND INFORMATION

Based on the September 2017 census report for the classified staff, total number employed was 1,061. The response rate was 39.2% (n= 413) and the respondents were mostly female, white, and over the age of 40 (table 1.)

Table 1.

Category	Demographic Status	Census Data n=1,061	QUL Respondents n=413
GENDER	Female	58.5%	67.9%
	Male	41.0%	29.7%
	Genderqueer/Gender*		0.2%
	Non-conforming*		2.2%
	Other Identify*		
RACE / ETHNICITY	White	42.4%	49.9%
	Black	45.8%	31.9%
	Asian and Pacific Islander	7.8%	7.0%
	Hispanic	3.2%	2.8%
	American Indian	0.1%	1.2%
	Other	0.1%	6.1%
AGE	Under 40	32.4%	32.6%
	Over 40	67.6%	67.4%

** institutional data only includes male and female designations*

Respondents were asked to select the area in which they worked. Most selected *Administration and Finance*, followed by *Other* and *Academic Affairs*. Additionally, the majority of respondents indicated they have been at the institution for more than 5 years (chart 2, chart 3).

Chart 2. Participants by Division

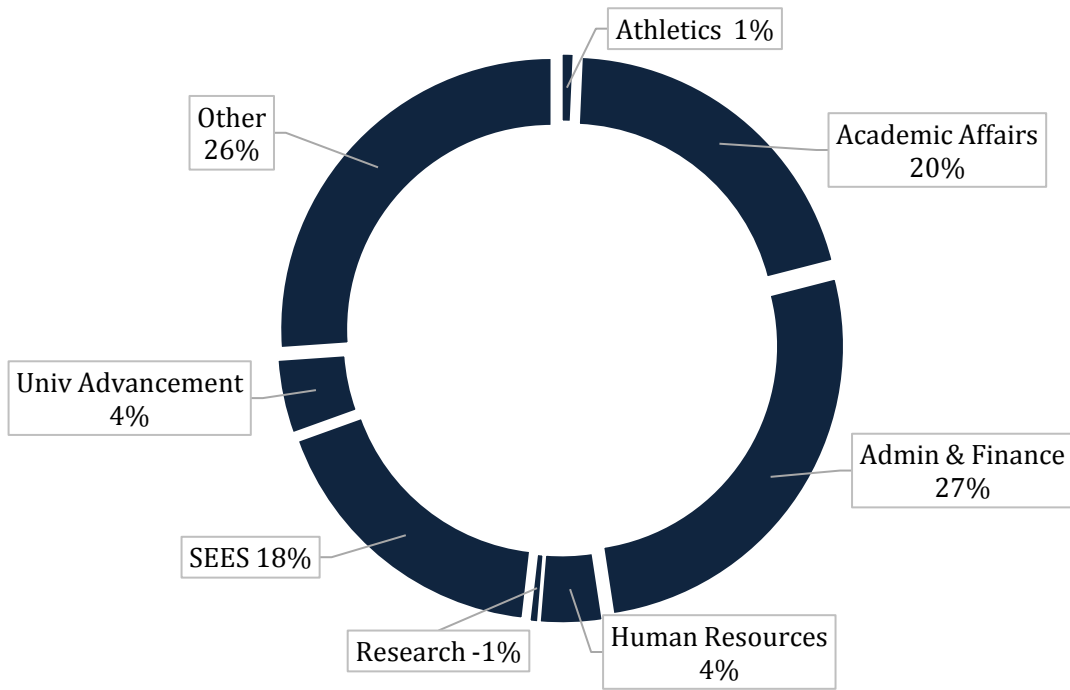
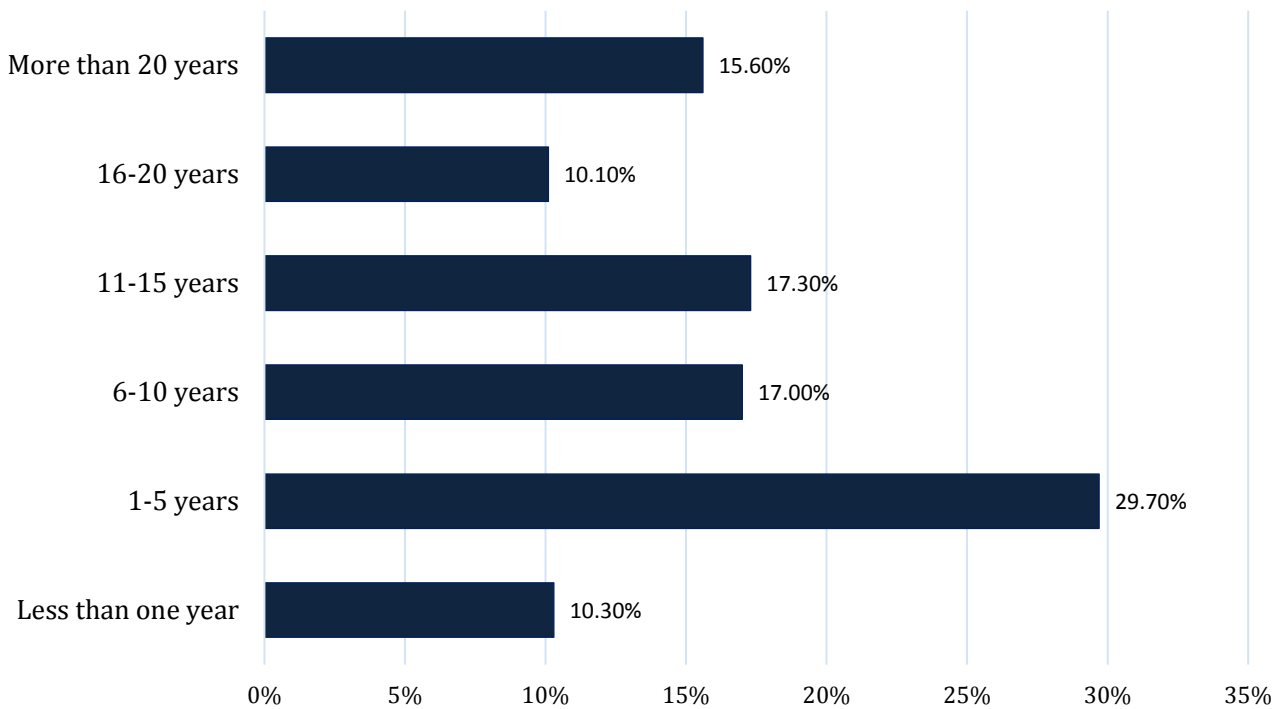


Chart 3. Participant Age



RELATIONSHIP WITH CO-WORKERS

Respondents were asked to what extent they were treated respectfully, and how satisfied they were with relationships with co-workers.

- 63.6% responded *a Great Deal* and 30.8% responded *Somewhat* when asked the extent to which coworkers treated them with respect.
- 32.8% were *Very Satisfied*, 43.3% were *Satisfied*, and 15.9% reported *Somewhat Satisfied* with their relationships with coworkers.

RELATIONSHIP WITH SUPERVISOR

Respondents were asked to what extent they were treated fairly, respectfully, and how satisfied they were with the relationship with their supervisor.

- 68.4% responded *a Great Deal* and 24.5% responded *Somewhat* that their supervisor is approachable and available to employees.
- 68.7% responded *a Great Deal* and 22.2% responded *Somewhat* that their supervisor treats them with respect.
- 60.8% replied *a Great Deal* and 24.9% responded *Somewhat* that their supervisor treats all employees fairly.
- 46.7% were *Very Satisfied*, 27.1% were *Satisfied*, and 13.3% were *Somewhat Satisfied* about their relationship with their supervisor.

INCLUSIVENESS AND CAMPUS ENVIRONMENT

Diversity was defined as variety in group presence and interactions. It involves relating to those qualities and conditions that are different from our own. At Old Dominion, these include, but are not limited to, age, ethnicity, gender, abilities, race, sexual orientation, and veteran status. Inclusion was defined as the active, intentional, and ongoing engagement with diversity and the qualities listed above.

Respondents were asked to rate how inclusive the ODU community is to the following groups.

- The response rate for ODU as a *Very Inclusive* community ranged from 57%-71%.
 - 57% Different generations
 - 59% Religious groups
 - 65% Individuals w disabilities
 - 69% Women
 - 70% Racial and ethnic minorities
 - 71% LGBTQ+ community
 - 71% Veteran community
- The response rate for ODU as a *Somewhat Inclusive* community ranged from 25%-36%.
 - 25% Veteran community
 - 26% Racial and ethnic minorities
 - 27% LGBTQ+ community
 - 27% Women
 - 28% Individuals w disabilities
 - 34% Different generations
 - 36% Religious groups
- 36.8% responded *a Great Deal* and 45.9% responded *Somewhat* when asked the extent to which they felt part of the ODU campus community.
- 40.6% responded *a Great Deal* and 52% responded *Somewhat* when asked the extent to which they felt that the campus is safe.

COMMENTS: Climate of Inclusiveness

When asked about ways ODU could improve the climate of inclusiveness, 171 people provided a response. Most indicated ODU was “doing a good job.” A few themes emerged from some of the responses, such as:

- Giving people an equal voice and treating people equal regardless of gender, race, or generation
- Events to celebrate inclusiveness
- Diversity training for all employees
- Increased recruitment and promotion of minority employees

COMMENTS: Campus Safety

One hundred and seventy-eight people responded to the question, “What can the University do to make you feel safer on campus?”

- The most common theme in responses indicated that the campus needed more “visible” police during weekends, nighttime, and within buildings.
- Some respondents noted a need for more outdoor lighting
- A few respondents commented on the surrounding neighborhood and the need for more police or lighting in those areas

COMPENSATION

Respondents were asked the extent to which they were paid fairly relative to their responsibilities and to coworkers with similar responsibilities and experiences.

- 11.9% responded *a Great Deal* and 44.3% responded *Somewhat* that they are paid fairly relative to their responsibilities.
- 14.6% responded *a Great Deal* and 45.3% responded *Somewhat* that they are paid fairly relative to their coworkers who have the same level of responsibilities and experience.

WORKLOAD

Respondents were asked to indicate the extent to which workload was distributed fairly and how much it impacts quality of work life. Questions in this section also asked about the level to which respondents agreed with statements about workload.

- 28.1% responded *a Great Deal* and 47.8% responded with *Somewhat* that the workload in their department is fairly distributed among the staff.
- 11.9% responded *a Great Deal* and 29.9% responded with *Somewhat* that their work load negatively impacts their quality of University work life.
- Respondents were asked to rate their level of agreement with the following statements:
 - 51.6% responded *Strongly Agree* OR *Agree*, and 23.5% responded *Somewhat Agree* that their workload was appropriate to their role.
 - 60.9% responded *Strongly Agree* OR *Agree*, and 23.2% responded with *Somewhat Agree* that they are able to balance their daily work with special or emergency requests.
 - 72.8% responded *Strongly Agree* OR *Agree*, and 13.1% responded with *Somewhat Agree* that their supervisor sets reasonable deadlines.

PROFESSIONAL GROWTH AND DEVELOPMENT

Respondents were asked to what extent they felt support for professional growth and development and if there were adequate resources.

- 57.8% responded a *Great Deal* and 29.1% responded with *Somewhat* that their supervisor provides support for professional growth and development.
- 37.5% responded a *Great Deal* and 39.9% responded with *Somewhat* that there are adequate resources available to support their professional growth and development.

RECOGNITION AND REWARD

This section focused on respondents' satisfaction for recognition received from ODU and from their supervisor.

- 42.1% responded they were *Very Satisfied* OR *Satisfied*, and 28.5% responded *Somewhat Satisfied* with the recognition they receive for their work at ODU.
- 35% replied *A Great Deal* and 36.1% replied *Somewhat* when asked to what extent does the supervisor recognize and reward good performance.

COMMENTS: *Employee Recognition*

There were 233 respondents who answered the question, "What else could your supervisor do to recognize and/or reward you for your work?"

- The most common theme addressed salary issues, such as "better pay," bonuses, and pay commensurate with duties.
- Another notable theme focused on receiving personal recognition or positive feedback from supervisor outside of the formal review process.
- Some respondents stated that their supervisor could nominate them for a University award or develop a departmental award, provide time off, or professional development.

WORK / LIFE BALANCE AND FAMILY FRIENDLY

Respondents were asked to what extent their division culture promotes balance, supervisor supports balance, ODU is family friendly and how well their division addresses concerns.

- 47.5% responded a *Great Deal* and 35.5% responded *Somewhat* that their divisional culture promotes balance between work and personal/family life.
- 63.8% reported a *Great Deal* and 29.3% reported *Somewhat* that their supervisor supports balancing obligations and personal/family responsibilities.

- 51.5% responded *a Great Deal* and 39.6% responded with *Somewhat* that ODU is a family friendly employer.
- 29.5% reported *a Great Deal* and 43.2% reported *Somewhat* that they are satisfied with how well their division addresses the concerns of employees.

COMMENTS: Family Friendly

When asked about what can be done to make ODU more family friendly, 124 provided a response.

- Most respondents indicated that flex time, telecommuting, and leave, would help promote a family friendly environment in their area
- Relatedly, an acknowledgement of “care giver duties” by their supervisor was noted by respondents
- Other themes included access to family events and discounted tickets

OFF-CAMPUS SITES

- 95.6% of the respondents work primarily on the Norfolk campus.
- Of the 4.4% who do not work on the Norfolk campus, 79% were *Very Satisfied* or *Satisfied* with interactions with colleagues on the main campus.
- 47.4% responded *Very Satisfied* or *Satisfied* with the University’s ability to meet the needs of its off-campus employees.

COMMENTS: Off-Campus Sites

Respondents who indicated they did not primarily work on the Norfolk campus were asked, “What needs are not met?”

- A common theme was the “need to go to Norfolk for anything of importance”, like workshops and training.
- A few noted that commuting times and parking fees for main campus events were problematic

Overall Perceptions of QUL

- Most respondents indicated their QUL was either *Excellent* 25.7% or *Good* 47.4%. About a quarter of respondents rated their QUL either *Fair* (22.9%) or *Poor* (4.0%)
- When asked to compare their quality of university life to 5 years ago, the majority of respondents indicated their QUL *Improved* (24.0%) or *Remained the Same* (30.8%). Some reported their QUL *Decreased* (21.2%)
- Most respondents reported *Very Likely* (50.0%) or *Somewhat Likely* (27.8%) that they would recommend working at ODU to others.

OVERALL COMMENTS FOR QUALITY OF UNIVERSITY LIFE

There were 279 responses to the question, “What is the most important thing that the University could do to improve the quality of University work life”. The primary themes that emerged were:

- Increase salaries
- Increase staffing levels to keep up with workload demands
- More professional development opportunities for employees and supervisors
- Equal treatment and recognition across all departments
- Flexible work schedules and telecommuting
- More communication, input and inclusion on decisions that affect work

When asked, “what is the most important thing that your supervisor could do to improve the quality of University work life”, the following themes emerged from 257 responses:

- Equal treatment and recognition across all departments.
- Increased pay, resources, and support.
- Open communication.

When asked, “what is the most important thing that you could do to improve the quality of University work life”, the following themes emerged from 246 responses:

- Be proactive and participate in skill development or volunteer opportunities.
- Focus on taking care of self-needs, such as sleep, exercise and time off or saying “no.”
- Communicate needs to supervisor.
- Help others, have a positive attitude.
- Change areas or leave ODU.

APPENDIX A: QUL Classified Survey Results

Background

How do you describe yourself?	%
Male	29.7%
Female	67.9%
Trans Male	0.0%
Trans Female	0.0%
Genderqueer/ Gender Non-Conforming	0.2%
Other Identity	2.2%

What is your race/ethnicity?	%
African American	31.9%
White	49.9%
Asian	5.6%
Hispanic	2.8%
Native American	1.2%
Native Hawaiian/Pacific Islander	1.4%
Other	6.1%

What is your age?	%
30 and under	10.8%
31-40	21.8%
41-50	26.0%
51-60	27.5%
61-70	13.7%
71+	0.2%

How long have you worked at ODU?	%
Less than one year	10.3%
1-5 years	29.7%
6-10 years	17.0%
11-15 years	17.3%
16-20 years	10.1%
More than 20 years	15.6%

Vice Presidential Area:	%
Athletics	0.7%
Provost and Vice President for Academic Affairs	20.3%
Administration and Finance	26.6%
University Advancement	4.4%
Student Engagement and Enrollment Services	17.7%
Human Resources	3.7%
Research	0.5%
Other	26.1

Relationship with Co-Workers

To what extent do your coworkers treat you with respect?	%
Great deal	63.6%
Somewhat	30.8%
Not much	4.7%
Not at all	0.9%

Overall, how satisfied are you with your relationships with your coworkers?	%
Very satisfied	32.8%
Satisfied	43.3%
Somewhat satisfied	15.9%
Somewhat dissatisfied	4.0%
Dissatisfied	2.3%
Very dissatisfied	1.6%

Relationship with Supervisor

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Does your supervisor treat with you respect?	68.7%	22.2%	6.3%	2.8%
Does your supervisor treat all employees fairly?	60.8%	24.9%	7.8%	6.4%
Is your supervisor approachable and available?	68.4%	24.5%	4.5%	2.6%

Overall, how satisfied are you with your relationship with your supervisor?	%
Very satisfied	46.7%
Satisfied	27.1%
Somewhat satisfied	13.3%
Somewhat dissatisfied	6.5%
Dissatisfied	2.3%
Very dissatisfied	4.0%

Inclusiveness and Campus Environment

Please rate how inclusive the ODU community is to the following groups:				
	Very inclusive	Somewhat inclusive	Not very inclusive	Not at all inclusive
Racial and ethnic minorities	70.0%	25.5%	3.1%	1.4%
Women	68.8%	27.1%	3.3%	0.7%
The LGBTQ+ community	70.5%	26.5%	2.5%	0.5%
Different generations	56.6%	33.7%	7.9%	1.9%
Religious groups	58.6%	35.3%	4.4%	1.7%
Individuals with disabilities	64.5%	28.0%	6.0%	1.4%
Veteran community	70.8%	25.1%	3.4%	0.7%

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Do you feel part of the ODU campus community?	36.8%	45.9%	14.5%	2.8%
Do you feel that the campus environment is safe?	40.6%	52.0%	5.4%	2.1%

Compensation

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Are you paid fairly relative to your responsibilities?	11.9%	44.3%	24.0%	19.8%
Are you paid fairly relative to your coworkers who have the same level of responsibilities and experience?	14.6%	45.3%	22.4%	17.7%

Workload

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Is the workload in your department fairly distributed among the staff?	28.1%	47.8%	15.9%	8.2%
Does your workload negatively impact your quality of University work life?	11.9%	29.9%	33.9%	24.3%

Please rate your level of agreement with the following statements:	Strongly Agree %	Agree %	Somewhat Agree %	Neither Agree or Disagree %	Somewhat Disagree %	Disagree %	Strongly Disagree %
I feel my workload at ODU is appropriate to my role.	11.7%	39.9%	23.5%	4.0%	8.9%	6.5%	5.6%
I am able to balance my own daily work with special or emergency requests.	22.7%	38.2%	23.2%	4.2%	4.4%	5.4%	1.9%
My supervisor sets reasonable deadlines for my work.	31.5%	41.3%	13.1%	6.5%	3.7%	2.1%	1.9%

Professional Growth and Development

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Does your supervisor support your professional growth and development?	57.8%	29.1%	7.5%	5.6%
Are adequate resources available to support your professional growth and development?	37.5%	39.9%	13.8%	8.9%

Recognition

How satisfied are you with the recognition you receive for your work at ODU?	%
Very satisfied	16.4%
Satisfied	25.7%
Somewhat satisfied	28.5%
Somewhat dissatisfied	10.0%
Dissatisfied	9.1%
Very dissatisfied	10.3%
To what extent does your supervisor recognize and reward good performance?	%
Great deal	35.0%
Somewhat	36.1%
Not much	18.4%
Not at all	10.5%

Work / Life Balance and Family Friendly

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Are you satisfied with how well our division addresses the concerns of employees?	29.5%	43.2%	16.1%	11.3%
Does the culture in your division promote balance between your work and personal/family life?	47.5%	35.6%	11.9%	4.9%
Does your supervisor support you with balancing your work obligations and personal/family responsibilities?	63.8%	29.3%	4.3%	2.6%
Do you believe that ODU is a family friendly employer?	51.5%	39.6%	6.1%	2.8%

Off-Campus Sites

Do you primarily work on the Norfolk campus?	%
Yes	95.6%
No	4.4%

(If no) How satisfied are you with	Very Satisfied %	Satisfied %	Somewhat Satisfied %	Somewhat Dissatisfied %	Dissatisfied %	Very Dissatisfied %
Your interactions with colleagues on the Norfolk campus?	15.8%	63.2%	21.1%	0.0%	0.0%	0.0%
The University's ability to meet the needs of its off-site employees?	5.3%	42.1%	26.3%	10.5%	0.0%	15.8%

Overall Perceptions of QUL

How would you rate the overall quality of your University work life?	%
Excellent	25.7%
Good	47.4%
Fair	22.9%
Poor	4.0%

Compared to 5 years ago, has your quality of university life...?	%
Improved	24.0%
Remained the same	30.8%
Decreased	21.2%
I was not here 5 years ago	24.0%

How likely are you to recommend working at ODU to others?	%
Very likely	50.9%
Somewhat likely	27.8%
Neither Likely nor Unlikely	11.7%
Somewhat Unlikely	5.1%
Very Unlikely	4.4%