

2017 Quality of University Life Survey Report

ADMINISTRATIVE PROFESSIONAL FACULTY

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 2017 QUL Survey:

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

The QUL Administrative Professional Faculty Survey (AP faculty) was a web-based survey administered to all AP Faculty who were currently employed at ODU during the three-week survey period from August 10 through September 1, 2017. Of the 528 AP faculty invited to participate in the survey, 251 responded for a response rate of 47.5%. 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 AP faculty 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 AP faculty, total number employed was 528. The response rate was 47.5% (n=251) and the respondents were mostly female, white and over the age of 40 (table 1).

Table 1.

Category	Demographic Status	Census Data n=528	QUL Respondents n=251
GENDER	Female	60.2%	66.4%
	Male	41.9%	33.2%
	Other Identity*		0.4%
RACE / ETHNICITY	White	69.0%	65.9%
	Black	21.9%	19.5%
	Asian and Pacific Islander	5.5%	4.5%
	Hispanic	4.2%	3.4%
	American Indian	0.6%	1.9%
	Other	1.0%	2.6%
AGE	Under 40		42.5%
	Over 40		57.4%

* institutional data only includes male and female designations

Respondents were asked to select the area in which they worked. Most selected *Academic Affairs*, followed by *SEES*. Additionally, about half of respondents indicated they have been at the insituion for more than 5 years (chart 1, chart 2).

Chart 2. Participants by Division

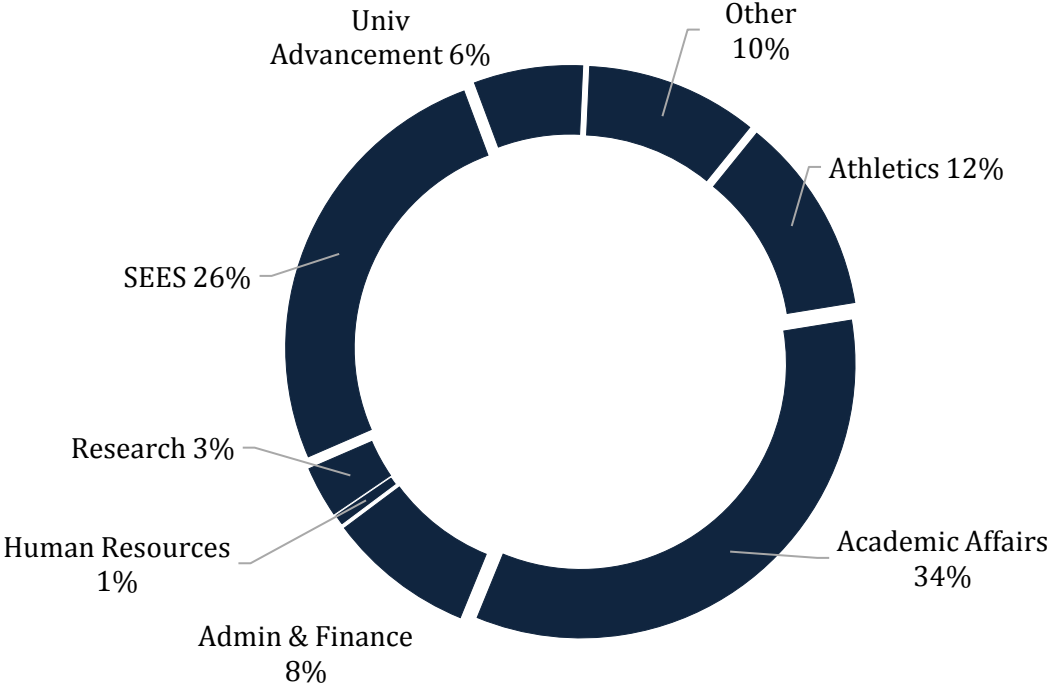
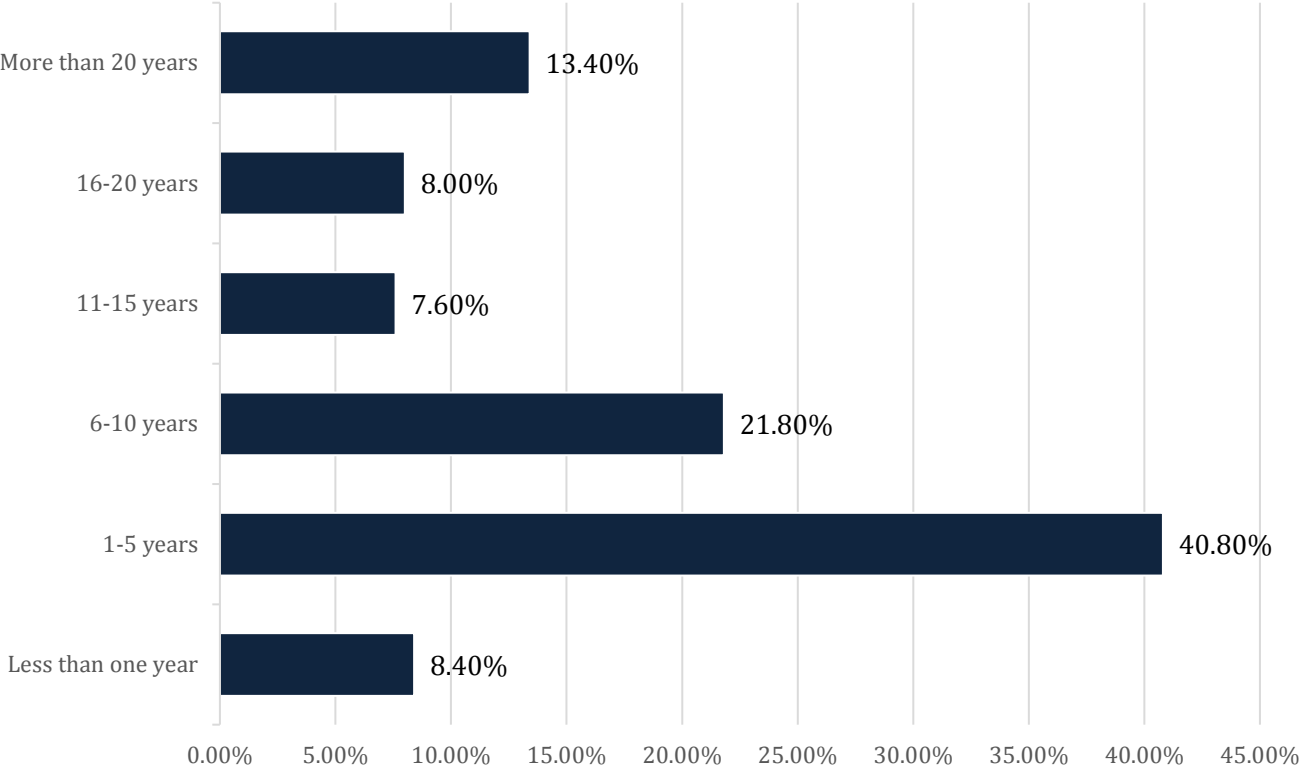


Chart 3. Years of Services



RELATIONSHIP WITH CO-WORKERS

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

- 74.1% responded *a Great Deal* and 23.3% *Somewhat* when asked the extent to which coworkers treated them with respect.
- 45.1% were *Very Satisfied* and 40.6% were *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.

- 73.7% responded *a Great Deal* and 22.5% *Somewhat* that their supervisor is approachable and available to employees.
- 78.5% indicated *a Great Deal* and 18.1% *Somewhat* that their supervisor treats them with respect.
- 66.9% replied *a Great Deal* and 25.5% *Somewhat* that their supervisor treats all employees fairly.
- 50.6% responded *Very Satisfied*, 34.0% were *Satisfied*, and 7.5% reported *Somewhat Satisfied* regarding the 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 ODU, 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:

- Responses of *Very Inclusive* community ranged from 60%-80%.
 - Racial and ethnic minorities (79.2%), women (72.6%), LGBTQ+ community (68.7%), different generations (62.7%), religious groups (60.4%), individuals with disabilities (60.2%) and the veteran community (79.4%)

- Responses of *Somewhat Inclusive* community ranged from 17%-32%.
 - 18.5% Racial and ethnic minorities
 - 27.4% LGBTQ+ community
 - 32.7% Religious groups
 - 17.6% Veteran community
 - 25.5% Women
 - 30.4% Different generations
 - 30.5% Individuals w disabilities
- 43.8% responded a *Great Deal* and 44.2% *Somewhat* when asked the extent to which they felt part of the ODU campus community.
- 49.1% responded a *Great Deal* and 46.4% 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, 94 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.
- Wheelchair access for entrances into buildings and space within buildings.

COMMENTS: Campus Safety

Eighty-five 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 areas, such as garages, that needed more outdoor lighting or security cameras.
- 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.

- 22.1% responded *a Great Deal* and 49.4% *Somewhat* that they are paid fairly relative to their responsibilities.
- 25.7% responded *a Great Deal* and 45.7% *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.

- 31.% responded *a Great Deal* and 45.2% *Somewhat* that the workload in their department is fairly distributed among the staff.
- 17.5% responded *a Great Deal* and 37.8% *Somewhat* that their work load negatively impacts their quality of University work life.
- Respondents were asked to rate their level of agreement related to managing and balancing workload and other obligations:
 - 58.1% responded *Strongly Agree* OR *Agree*, and 19.1% responded *Somewhat Agree* that their workload was appropriate to their role.
 - 58.3% responded *Strongly Agree* OR *Agree*, and 22.6% responded with *Somewhat Agree* that they are able to balance their daily work with special or emergency requests.
 - 76.6% responded *Strongly Agree* OR *Agree*, and 8.4% responded with *Somewhat Agree* that their supervisor sets reasonable deadlines.

PROFESSIONAL DEVELOPMENT AND GROWTH

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

- 72.2% responded *a Great Deal* and 20.3% responded *Somewhat* that their supervisor provides support for professional growth and development.
- 41.4% responded *a Great Deal* and 43.6% responded *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.

- 55.4% responded they were *Very Satisfied* or *Satisfied*, and 19.9% responded they were *Somewhat Satisfied* with the recognition they receive for their work at ODU.
- 35.6% replied *A Great Deal* and 42.7% *Somewhat* when asked about the extent to which their supervisor recognize and reward good performance.

COMMENTS: Recognition and Reward

There were 135 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," bonus or merit-based pay raises, 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.

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.

- 79.2% reported their divisional culture promotes balance between work and personal/family life *A Great Deal* (37.7%) or *Somewhat* (41.5%)

- 68.2% responded *A Great Deal* and 26.8% *Somewhat* that their supervisor supports balancing obligations and personal/family responsibilities
- 47.6% responded *A Great Deal* and 42.3% responded with *Somewhat* that ODU is a family friendly employer
- 34.0% reported *A Great Deal* and 44.4% reported *Somewhat* that they are satisfied with how well our division addresses the concerns of employees

COMMENTS: Family Friendly

When asked about what can be done to make ODU more family friendly, 65 provided a response.

- Most respondents indicated that their area needed “adequate staffing” to balance workloads.
- Some respondents noted that taking leave or not working on weekends was hard because of the workload and expectations.
- Some stated that supervisors may not understand employees’ home responsibilities or family plans when outlining duties.
- Some stated allowing employees to telecommute or have flexible schedules.

OFF-CAMPUS SITES

- 93.6% of the respondents work primarily on the Norfolk campus.
- Of the 6.4% who do not work on the Norfolk campus, all (100%) were at least *Somewhat Dissatisfied* with interactions with colleagues on the main campus and 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 few responded that retirement seminars and meetings with benefits representatives were not offered at other locations.

OVERALL PERCEPTIONS OF QUL

- Most respondents (81.9%) rated their overall quality of work life *Excellent* or *Good*.
- When asked to compare their quality of university life to 5 years ago, the majority of respondents indicated their QUL *Improved* (26.3%) or *Remained the Same* (29.3%). Some reported their QUL *Decreased* (16.2%)
- Most respondents (86.5%) would *Very Likely* or *Likely* recommend working at ODU to others.

COMMENTS: Overall Quality of University Life

There were 170 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 in the responses were:

- Increase salaries
- Increase staffing levels to keep up with workload demands
- Promote equal treatment and recognition across all departments
- Allow flexible work schedules and telecommuting
- Embrace 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 156 responses:

- Supervisor already does “a great job”
- Equal treatment and recognition across all departments
- Increase pay, resources, and support
- 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 155 responses:

- Be proactive in personal care, such as exercise, meditating, and taking time off, setting boundaries and communicating needs
- Support of their own team and colleagues
- Help others, have a positive attitude, and get involved with campus-initiatives/events

APPENDIX A: QUL AP FACULTY SURVEY RESULTS

Background

How do you describe yourself?	%
Male	33.2%
Female	66.4%
Trans Male	0.0%
Trans Female	0.0%
Genderqueer/ Gender Non-Conforming	0.0%
Other Identity	0.4%

What is your race/ethnicity?	%
African American	19.5%
White	65.9%
Asian	4.1%
Hispanic	3.4%
Native American	1.9%
Native Hawaiian/Pacific Islander	0.4%
Other	2.6%

What is your age?	%
30 and under	15.6%
31-40	23.0%
41-50	23.0%
51-60	26.5%
61-70	10.9%
71+	1.2%

How long have you worked at ODU?	%
Less than one year	8.4%
1-5 years	40.8%
6-10 years	21.8%
11-15 years	7.6%
16-20 years	8.0%
More than 20 years	13.4%

Vice Presidential Area:	%
Athletics	11.6%

Provost and Vice President for Academic Affairs	33.7%
Administration and Finance	8.6%
University Advancement	6.4%
Student Engagement and Enrollment Services	25.8%
Human Resources	0.7%
Research	3.0%
Other	10.1%

Relationship to Co-Workers

To what extent do your coworkers treat you with respect?	%
Great deal	74.1%
Somewhat	23.3%
Not much	2.6%
Not at all	0.0%

Overall, how satisfied are you with your relationships with your coworkers?	%
Very satisfied	45.1%
Satisfied	40.6%
Somewhat satisfied	10.2%
Somewhat dissatisfied	2.3%
Dissatisfied	1.5%
Very dissatisfied	0.4%

Relationship with Supervisor

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Does your supervisor treat with you respect?	78.5%	18.1%	2.6%	0.8%
Does your supervisor treat all employees fairly?	66.9%	25.5%	4.9%	2.7%
Is your supervisor approachable and available?	73.7%	22.5%	3.8%	0.0%

Overall, how satisfied are you with your relationship with your supervisor?	%
Very satisfied	50.6%
Satisfied	34.0%

Somewhat satisfied	7.5%
Somewhat dissatisfied	5.7%
Dissatisfied	1.1%
Very dissatisfied	1.1%

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	79.2%	18.5%	2.3%	0.0%
Women	72.6%	25.5%	1.5%	0.4%
The LGBTQ+ community	68.7%	27.4%	3.9%	0.0%
Different generations	62.7%	30.4%	6.1%	0.8%
Religious groups	60.4%	32.7%	6.9%	0.0%
Individuals with disabilities	60.2%	30.5%	8.5%	0.8%
Veteran community	79.4%	17.6%	2.7%	0.4%

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Do you feel part of the ODU campus community?	43.8%	44.2%	10.9%	1.1%
Do you feel that the campus environment is safe?	49.1%	46.4%	3.7%	0.7%

Compensation

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Are you paid fairly relative to your responsibilities?	22.1%	49.4%	18.4%	10.1%
Are you paid fairly relative to your coworkers who have the same level of responsibilities and experience?	25.7%	45.7%	17.7%	10.9%

Workload

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Is the workload in your department fairly distributed among the staff?	31.0%	45.2%	15.9%	7.9%
Does your workload negatively impact your quality of University work life?	17.5%	37.8%	31.1%	13.5%

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.	19.1%	39.0%	19.1%	4.1%	9.0%	4.9%	4.9%
I am able to balance my own daily work with special or emergency requests.	20.3%	38.0%	22.6%	4.9%	6.4%	4.9%	3.0%
My supervisor sets reasonable deadlines for my work.	34.5%	42.1%	8.4%	5.7%	3.8%	3.1%	2.3%

Professional Growth and Development

To what extent...	Great Deal %	Somewhat %	Not much %	Not at all %
Does your supervisor support your professional growth and development?	72.2%	20.3%	7.1%	0.4%
Are adequate resources available to support your professional growth and development?	41.4%	43.6%	11.3%	3.8%

Recognition

How satisfied are you with the recognition you receive for your work at ODU?	%
Very satisfied	15.7%
Satisfied	39.7%
Somewhat satisfied	19.9%
Somewhat dissatisfied	12.0%
Dissatisfied	6.4%
Very dissatisfied	6.4%
To what extent does your supervisor recognize and reward good performance?	%
Great deal	35.6%
Somewhat	42.4%
Not much	16.3%
Not at all	5.7%

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?	34.0%	44.4%	14.7%	6.9%
Does the culture in your division promote balance between your work and personal/family life?	37.7%	41.5%	14.7%	6.0%

Does your supervisor support you with balancing your work obligations and personal/family responsibilities?	68.2%	26.8%	3.4%	1.5%
Do you believe that ODU is a family friendly employer?	47.6%	42.3%	8.2%	1.9%

Off-Campus Sites

Do you primarily work on the Norfolk campus?	%
Yes	93.6%
No	6.4%

(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?	35.3%	52.9%	11.8%	0.0%	0.0%	0.0%
The University's ability to meet the needs of its off-site employees?	23.5%	41.2%	35.3%	0.0%	0.0%	0.0%

Overall Perceptions of QUL

How would you rate the overall quality of your University work life?	%
Excellent	32.7%
Good	49.2%
Fair	13.2%
Poor	4.9%

Compared to 5 years ago, has your quality of university life...?	%
Improved	26.3%

Remained the same	29.3%
Decreased	16.2%
I was not here 5 years ago	28.2%

How likely are you to recommend working at ODU to others?	%
Very likely	52.4%
Somewhat likely	34.1%
Neither Likely nor Unlikely	5.6%
Somewhat Unlikely	5.6%
Very Unlikely	2.2%