



*Engagement Session on
KU Staff Satisfaction
and the Path Forward*

Where have we been?

Spring 2022: Docking Institute of Public Affairs sent a survey focused on employee satisfaction to 9,190 UPS and USS employees at the six Regent Universities in Kansas;

At KU, 3,105 employees were surveyed, with 1,678 responses (364 USS; 1,314 UPS)

November 2022: Results shared with KU campus via email; Reports added to the Staff Senate website (now available at: <https://aire.ku.edu/docking-institute-employee-satisfaction-survey-2022>)

January 2023: Staff Senate President, Jessica Chilcoat, presented the results to University Senate and KBOR

Spring 2023: AIRE staff conducted further analysis on the results; KU Docking Survey Advisory Team was formed; website to host information about the survey and campus engagement was launched

May 9, 19, 31 and June 6, 2023: Four campus engagement sessions for staff



Why are we here today?

To reflect on the key findings from the Docking Staff Job Satisfaction Survey

We are invested in hearing your input/ideas and addressing solutions with you

Recommendations from these forums will be shared with KU's Docking Survey Advisory Committee to inform their work

What happens next?

Summer: The Advisory Committee will work with the recommendations from these forums and prepare a report to make short- and long-term recommendations to improve job satisfaction at KU, which they will share and finalize with the Provost

Beginning of Academic Year: The Provost and the Advisory Committee will host a public event open to all staff, sharing the recommendations and next steps for taking action

Summary of Results – Positives

Response: KU's response rate was 54%; the overall response rate was 44%

The work, working environment, and overall morale:

- 77% USS and 85% UPS employees enjoy the work they do
- 71% USS and 77% UPS employees experience a generally positive work environment
- 61.6% USS have extremely positive or somewhat positive morale (vs. 55.4% overall)
- 62.4% UPS have extremely positive or somewhat positive morale (vs. 63.3% overall)

Supervisors and co-workers:

- 63% USS and 73% UPS felt their immediate supervisor greatly appreciated their work
- 63% USS and 66% UPS felt their co-workers greatly appreciated their work

Summary of Results – Areas of Concern

Compensation: Overwhelmingly the number one concern for staff at KU and statewide

Nature of Work: Across a number of different questions, staff frequently indicated that they are being asked to do more with less and not being compensated for it

Leadership, Appreciation and Recognition: Large majority of staff feel under-appreciated by University Administration; only a minority of staff believe there are fair opportunities to advance

Healthy workplace culture, inclusion, sense of belonging: These were mentioned most frequently when employees were asked to list other issues (outside of compensation, recognition, professional development, and benefits)

Retention: Many KU staff are searching for a new job (at a higher rate than for KBOR institutions overall)

Compensation

Respondents were asked to rank the following:

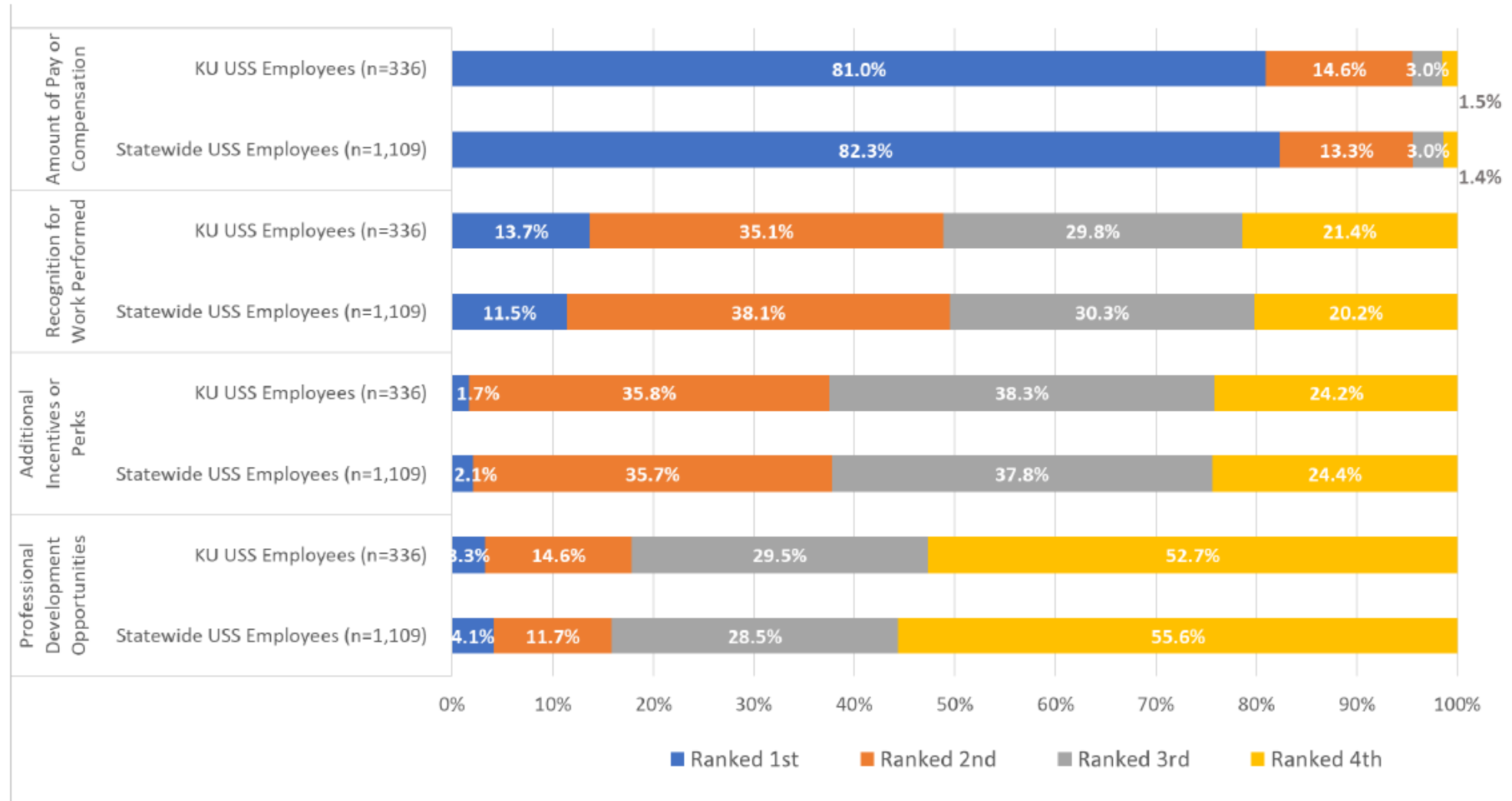
- Recognition for work you perform
- Amount of pay or compensation
- Additional incentives or perks
- Professional development opportunities

81% of USS and 78% of UPS employees at KU ranked pay or compensation as the most important

Most frequent topics in the “additional comments” section: wage increases, wage equity, cost of living adjustments, and merit pay

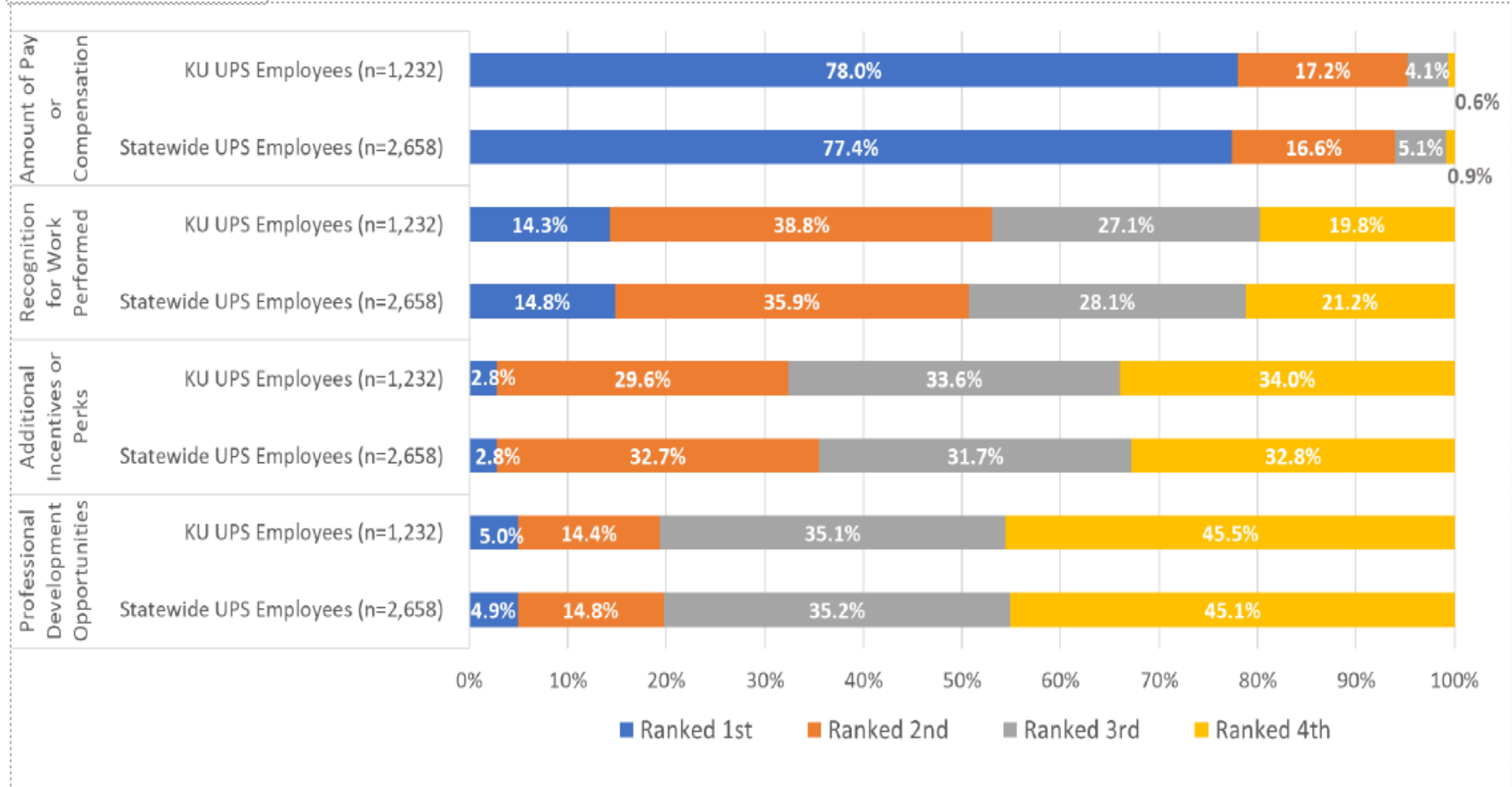
Compensation - USS

Figure 1: Item Ranking



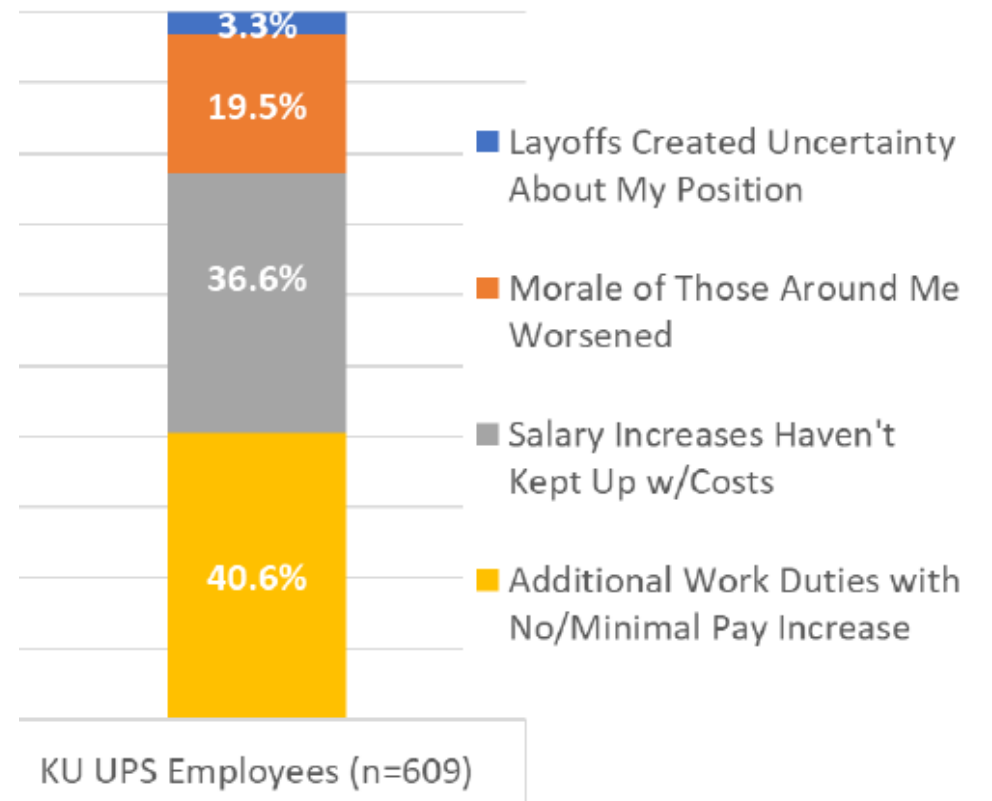
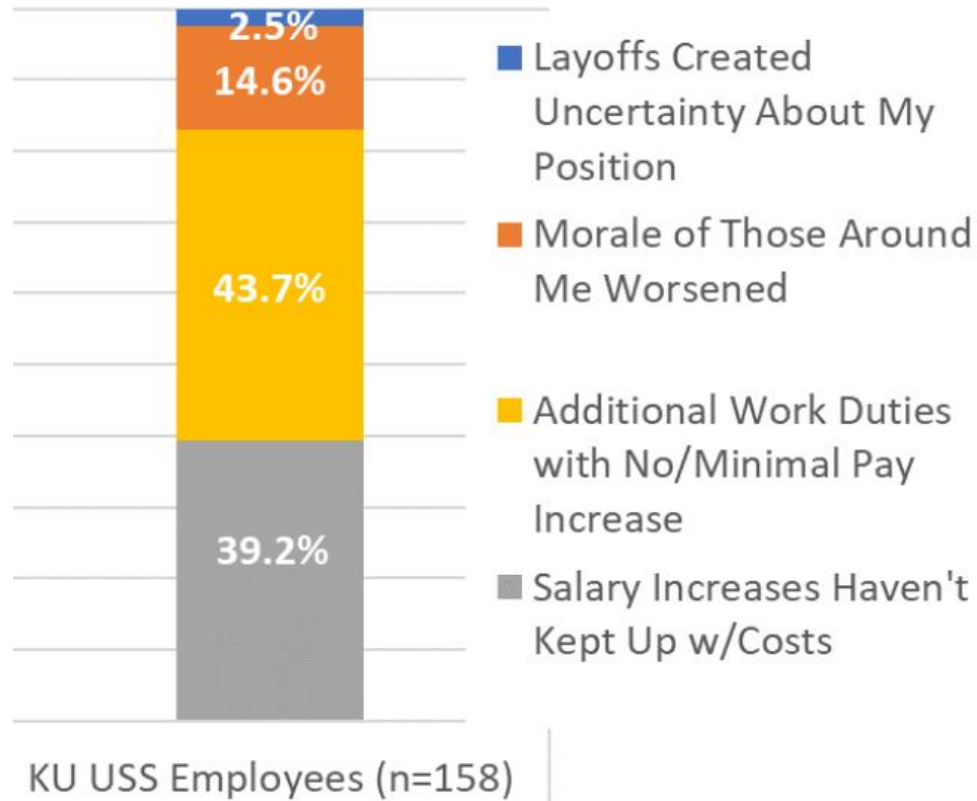
Compensation - UPS

Figure 1: Item Ranking

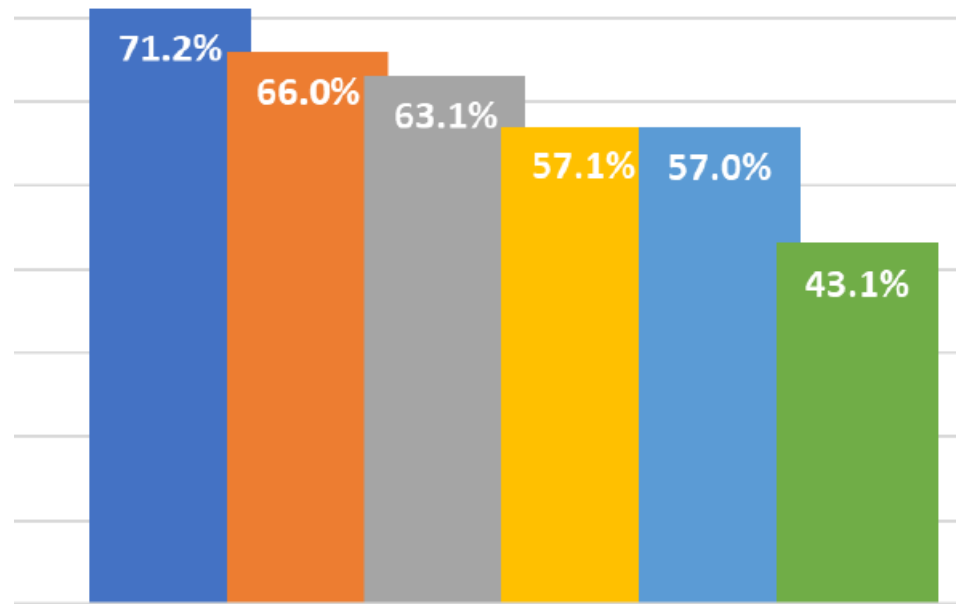


Compensation and doing more with less

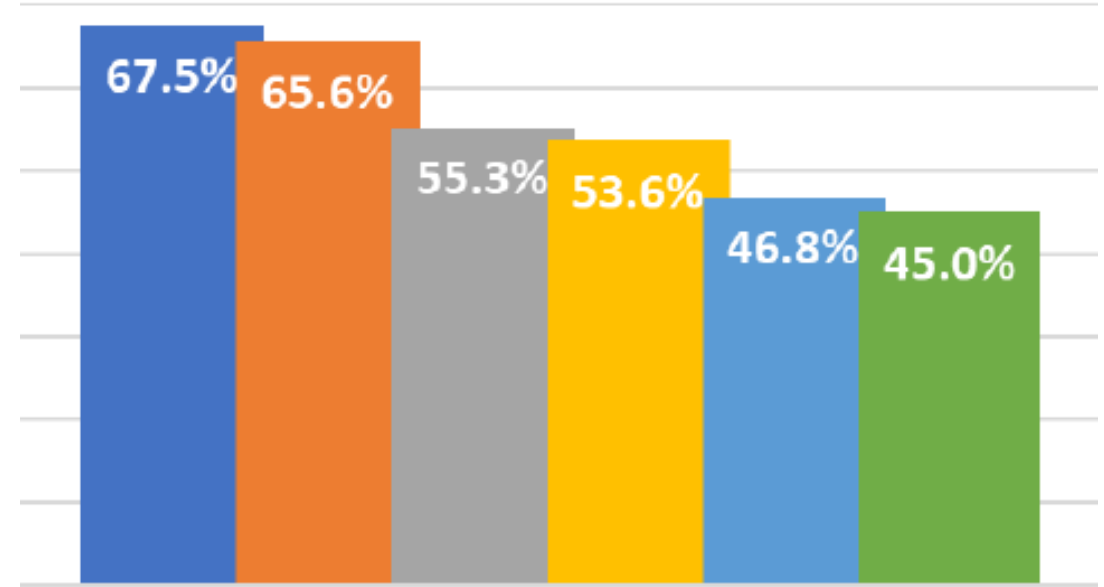
Why morale has worsened over past 2 years:



Doing more with less: budgetary impacts



KU USS Employees (n=364)



KU UPS Employees (n=1,314)

"Yes" Responses

■ Duties Increased

■ Staff Reduced Unfilled Positions

■ Complete More Advanced Duties or Tasks

■ Amount or Quantity Work Increased

■ Staff Reduced Unable to Fill at Current Wages

■ Resources and Supplies Reduced

Leadership, Appreciation and Recognition

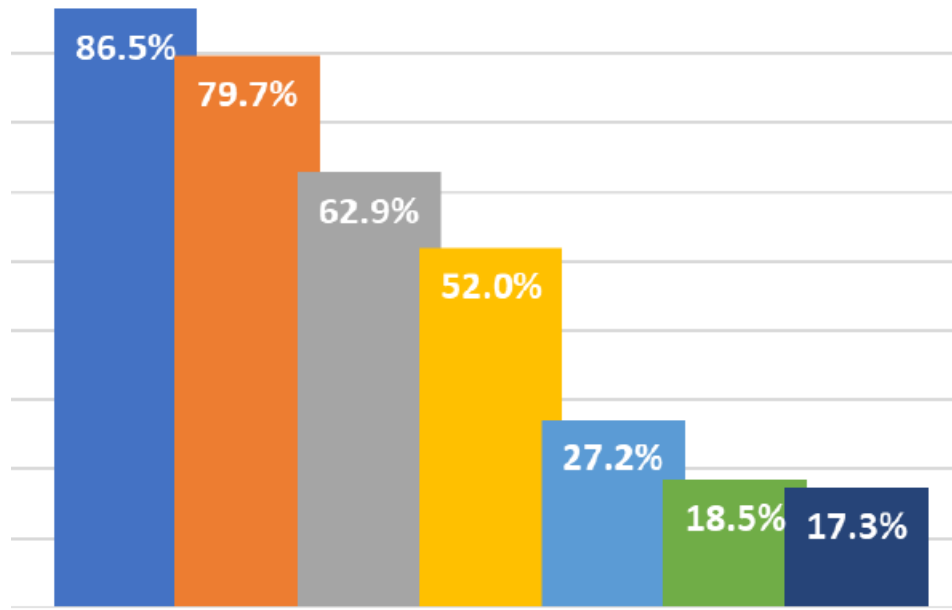
11% USS (13% statewide) and 11% UPS (14% statewide) feel that University Administration greatly appreciated their work

40.4% USS (43.5% statewide) and 47.7% UPS Employees (48.2% statewide) report that their work is greatly appreciated at the unit level

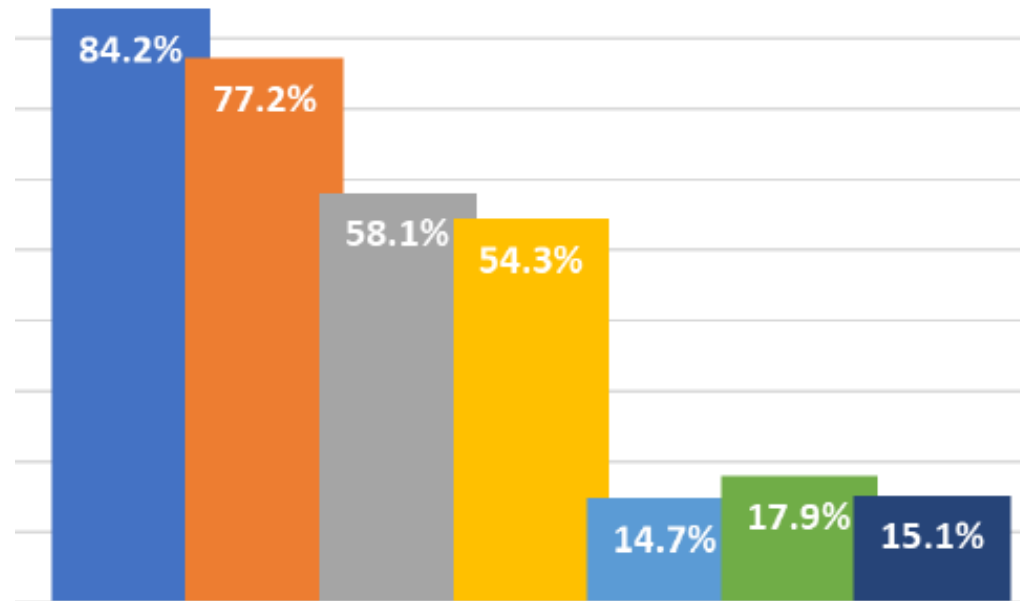
20% USS and 24% UPS employees believe they have a fair chance of advancement

Staff listed other issues: especially respect; additionally, to be included in decision-making, autonomy, leadership and/or supervisors are unsupportive and hinder problem-solving

Reasons for Continued Employment



KU USS Employees (n=255)



KU UPS Employees (n=733)

"Yes" Responses

■ Health Insurance

■ Working to Max Retirement

■ Better Salary than Private Sector

■ Stability in Employment

■ Education Discounts

■ Enjoy the Work

■ Close to Retirement

Benefits

When asked to rank the most importance incentives and opportunities, the top three were:

1. Healthcare
2. Flexibility – time, remote/hybrid
3. Professional Development (including expansion of tuition assistance)

Areas of Focus

- **Compensation and Benefits**
- **Nature of Work**
- **Leadership, Appreciation and Recognition**
- **Culture/Inclusion/Retention**

<https://aire.ku.edu/docking-institute-employee-satisfaction-survey-2022>