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Dartmouth College 2008 Staff Survey

Data • Analysis • Solutions

Prepared for:

Dartmouth College

Survey Overview

Revised survey allowed for new questions and comparison to results from the 2006 Dartmouth College Staff Survey.

Questionnaire

- 119 rating questions
- 16 additional rating questions for those employed by the college in 2006
- 14 classification/demographic questions
- 1 open-end comment box

Respondents

- All regular administrative and staff employees based on the employment status were invited to participate (3,399)
- 1,742 respondents for a 51% response rate

Administration

- Survey available from April 30, 2008—May 26, 2008 as a web survey
- Employees without regular computer access could attend scheduled sessions on campus arranged by HR

Survey Respondents

Demographics for the 2006 & 2008 Staff Surveys

		2006	2008
Area of employment	Arts and Sciences	7%	9%
	Dean of College	11%	11%
	Development	8%	8%
	Finance and Administration	5%	7%
	FO&M, Hanover Inn	11%	10%
	Medical School	20%	21%
	President's Office, Public Affairs, Alumni Relations	4%	4%
	Provost	16%	16%
	Thayer & Tuck	8%	8%
	Other	10%	7%
Count		1766	1670

Primary Job Function	Administrative assistant/clerical/secretarial	20%	22%
	Computing	9%	8%
	Executive/administrative/managerial	31%	32%
	Other professional (e.g., librarian, counselor)	10%	14%
	Service/maintenance	10%	7%
	Skilled trades	5%	5%
	Other	16%	12%
Count		1737	1690

Supervise Others	Yes	39%	37%
	No	61%	63%
Count		1822	1703

		2006	2008
Years Employed at Dartmouth	Less than 1	9%	9%
	1–5 years	34%	29%
	6–10 years	23%	25%
	11–15 years	12%	13%
	16–20 years	11%	8%
	More than 20	12%	15%
Count		1809	1721

Gender	Female	63%	64%
	Male	37%	36%
Count		1781	1683

Ethnicity	Minority	6%	6%
	White/Caucasian	94%	94%
Count		1763	1665

Employment Location	Hanover	78%	72%
	Outside Hanover	22%	28%
Count		1825	1714

Type of Employment	Full-time	93%	94%
	Part-time	7%	6%
Count		1821	1710

Pay Frequency	Monthly	48%	52%
	Bi-weekly	52%	48%
Count		1796	1710

Survey Respondents (continued)

Demographics only asked in the 2008 Staff Survey

		2008
Age	24 or younger	3%
	25 - 29	7%
	30 - 39	20%
	40 - 49	31%
	50 - 59	31%
	60 - 65	7%
	66 or older	1%
		Count 1701

Marital Status	Married or living w/partner in long-term relationship	73%
	Divorced	10%
	Separated	1%
	Widowed	2%
	Single and none of the above	14%
		Count 1693

Dual Income Household	Yes	65%
	No	35%
		Count 1698

		2008
Household Size	1 person	16%
	2	39%
	3	19%
	4	19%
	5	5%
	6 or more people	2%
		Count 1691

Children Under Age 18 in Household	0 children	63%
	1	17%
	2	16%
	3	3%
	4	1%
	5 or more children	0%
		Count 1684

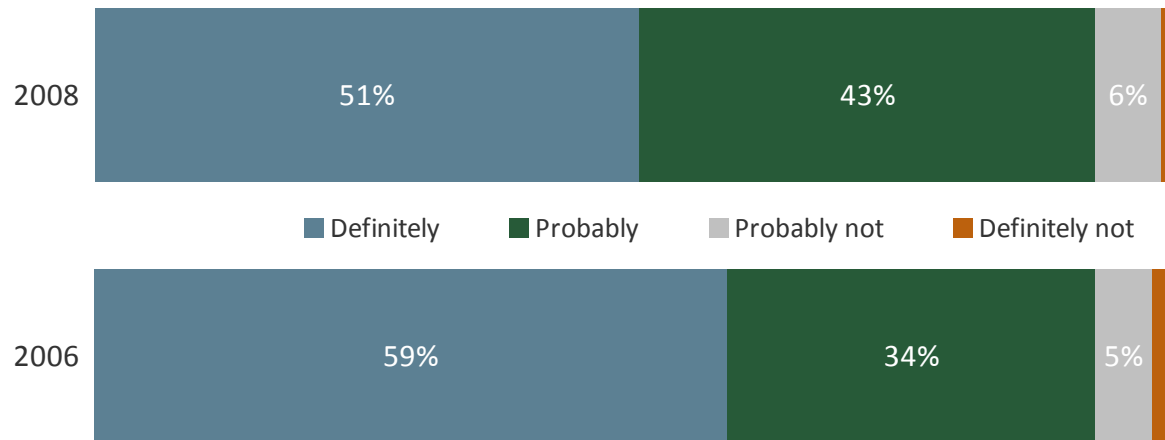
Survey Results

Recommendation of Employment & Overall Satisfaction

Recommend Employment

- The vast majority of our employees continue to endorse Dartmouth as a good place to work

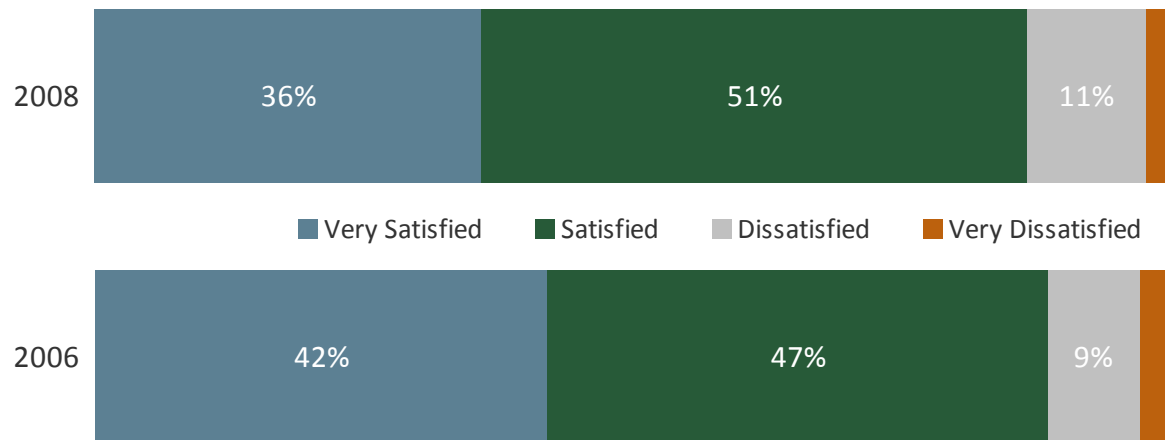
Would you recommend employment at Dartmouth to a friend?



Overall Satisfaction

- The degree of overall job satisfaction of Dartmouth employees remains high

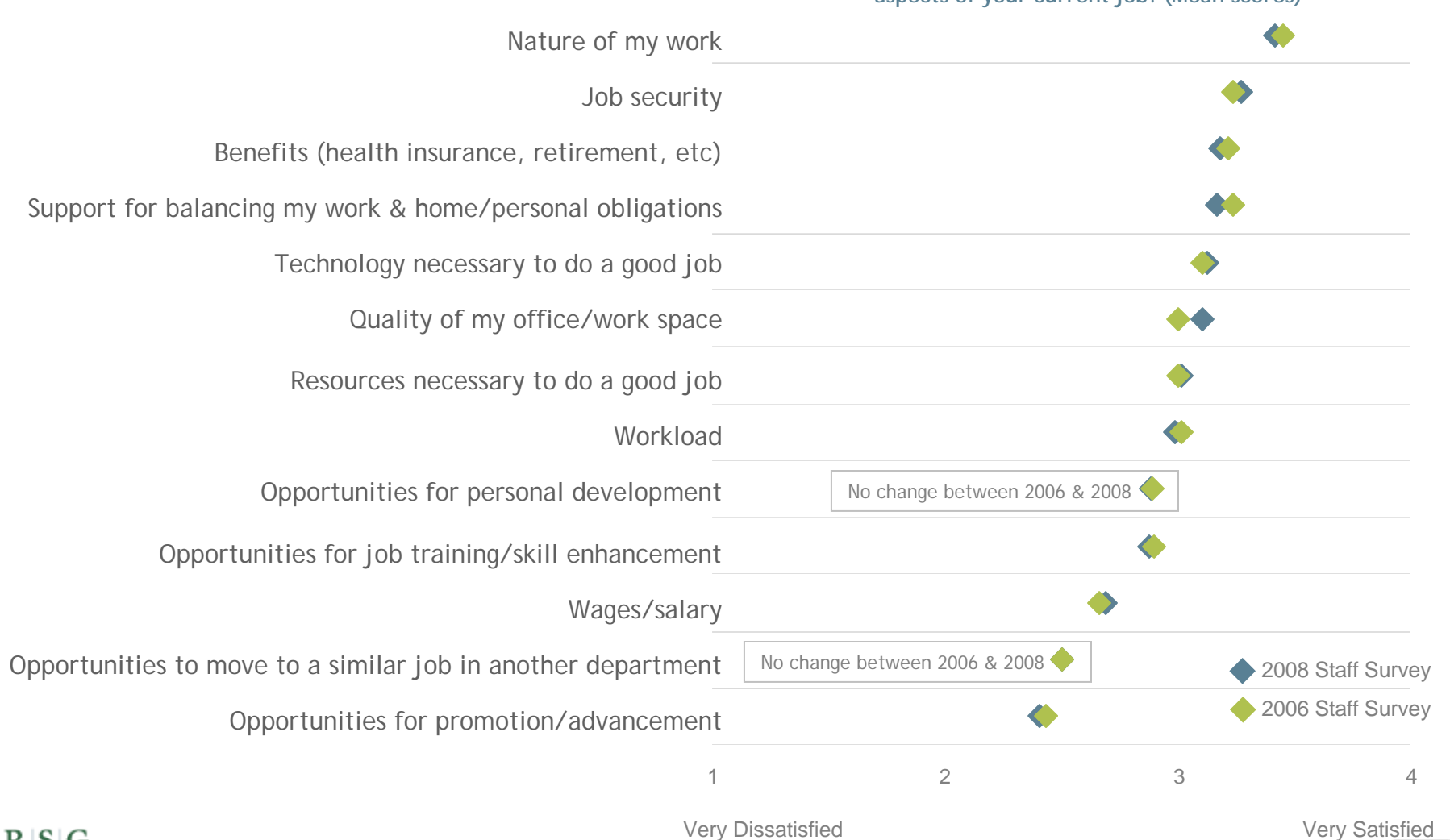
Overall, how satisfied are you with your current job?



Satisfaction with Specific Aspects of Job

2006 & 2008 mean scores are almost the same. Employees are least satisfied with salaries and opportunities for training & advancement.

How satisfied are you with the following aspects of your current job? (Mean scores)

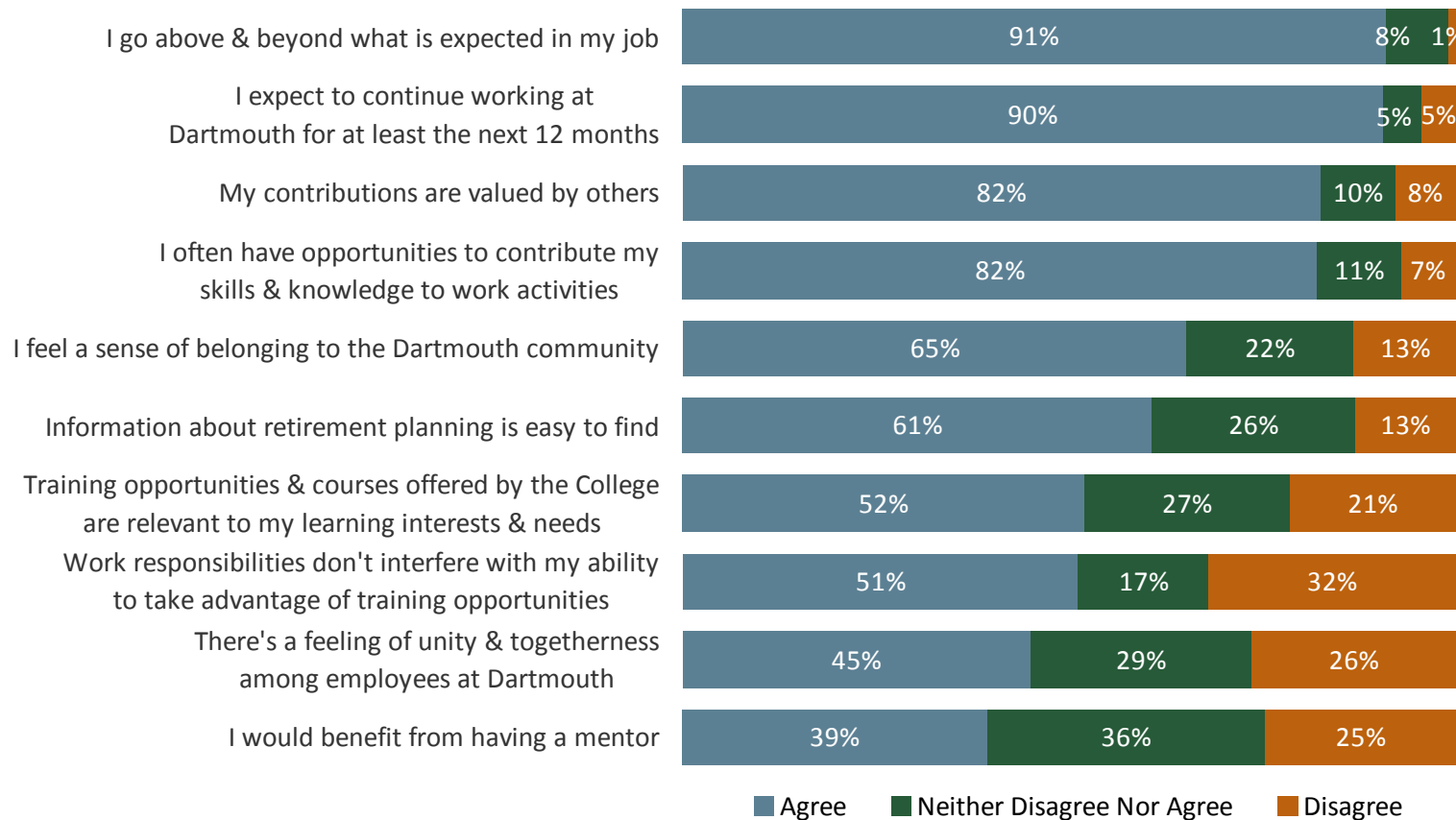


Professional Life and Development

9 out of 10 employees agree that their work exceeds job expectations & that they will continue to work at Dartmouth for at least the next year.

- Almost one-third of all employees, particularly men, service/maintenance, and skilled trades employees feel their work interferes with training opportunities

Work Life & Professional Development Opportunities

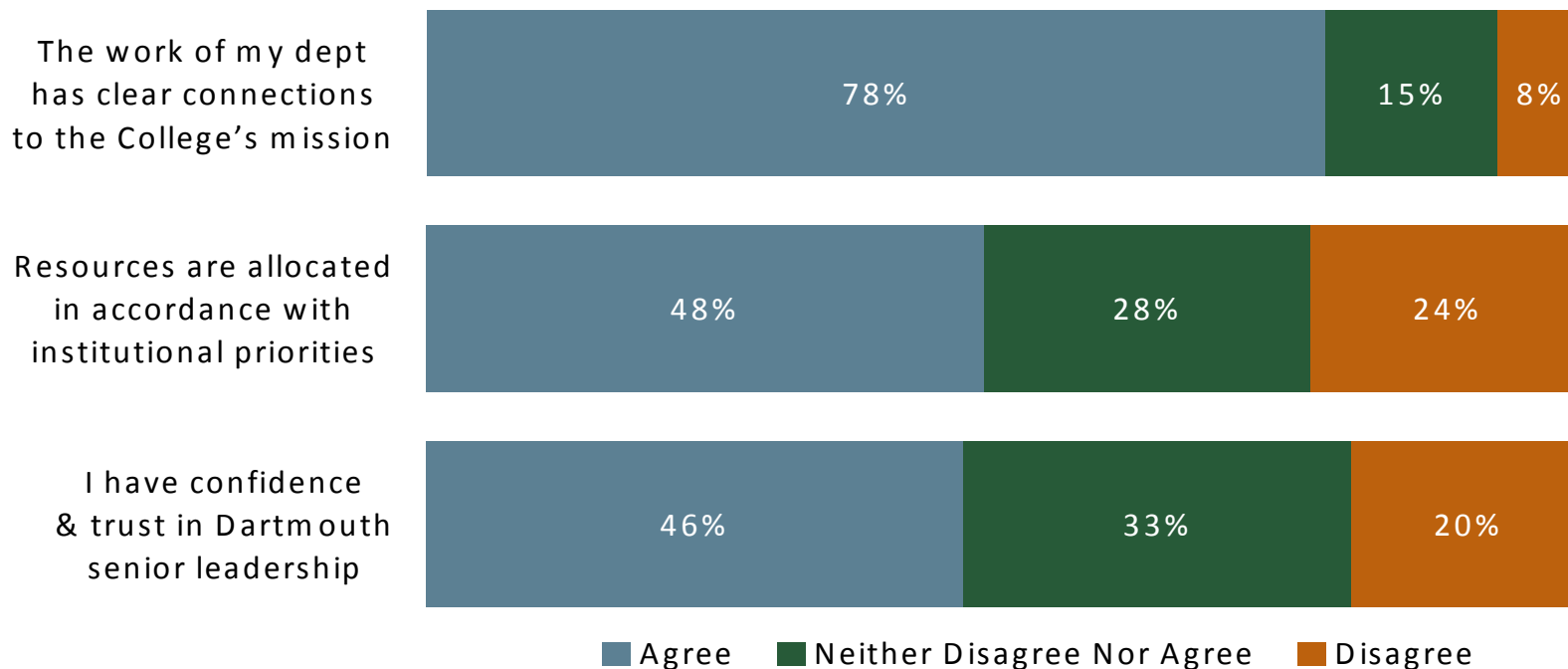


Leadership

Leadership

- More than 3 out of 4 employees believe their own department's work clearly ties to the College's mission
- Just under half of employees have confidence & trust in senior leadership, while one-third are unsure

Leadership

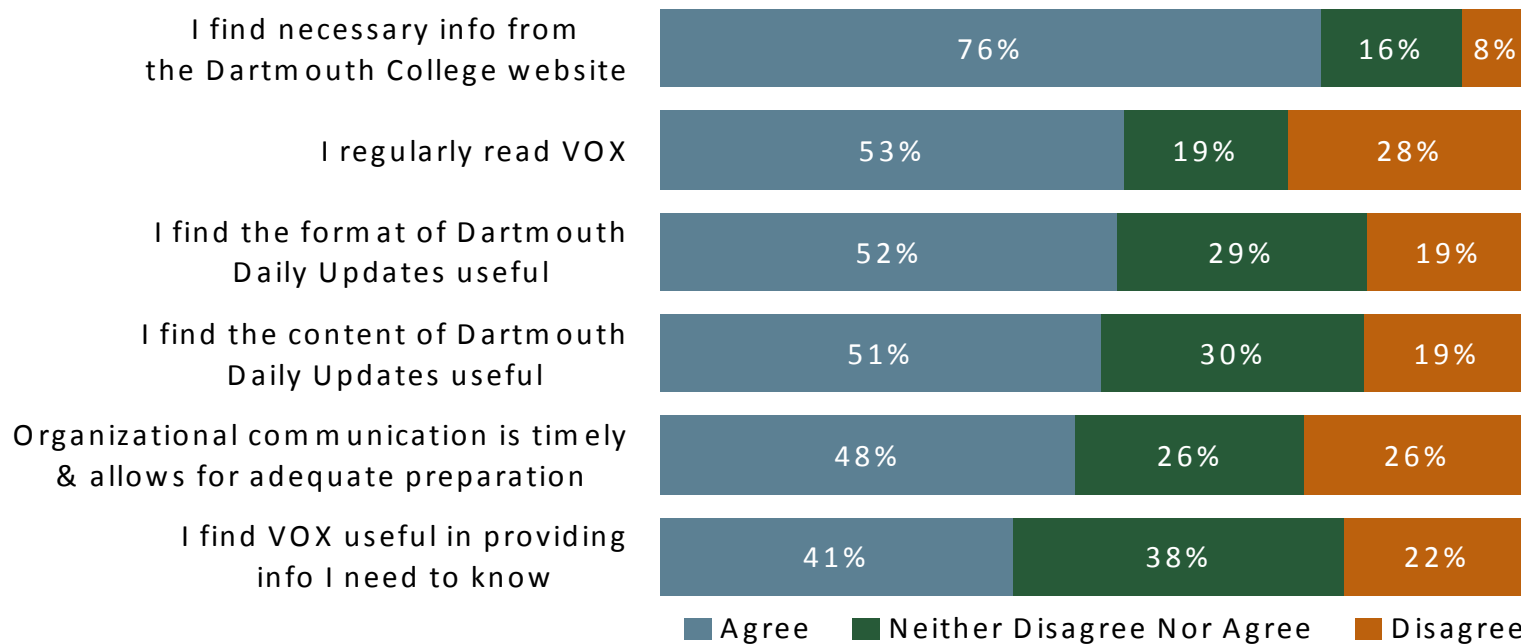


College Publications

Communication

- Employees are split over how to receive VOX: 36% prefer in print & 41% prefer by email
- Employees age 50+ are significantly more likely to prefer VOX in print
- Computing, Finance & Administration, and Tuck & Thayer employees are significantly more likely to prefer VOX by email with link to online version

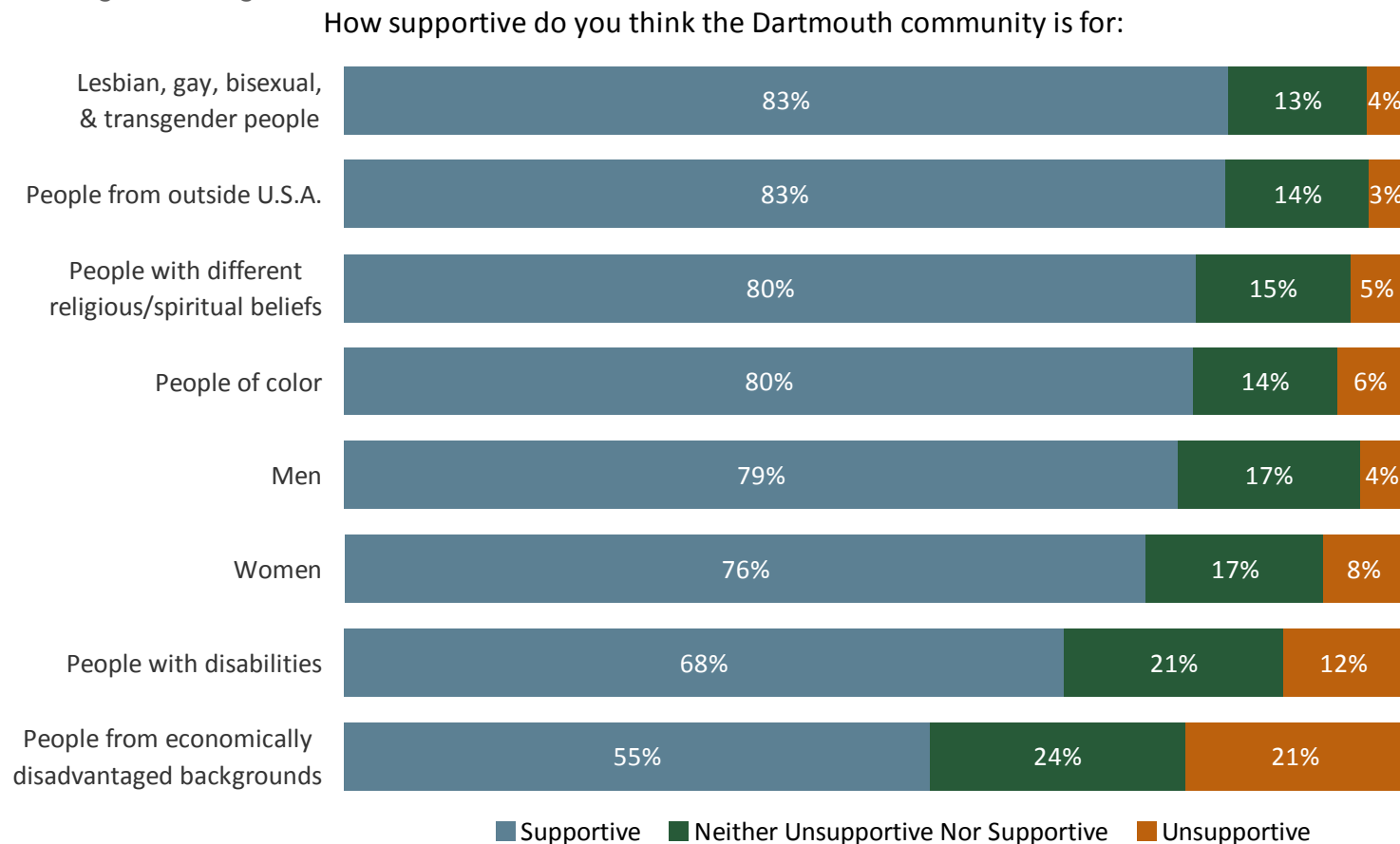
Communication



Dartmouth Community Support

More than 75% of employees feel the Dartmouth community is supportive toward most groups of people.

- Men & women have different perceptions with men reporting higher levels of support for all groups
- Employees perceive the least support for those with disabilities and those from economically disadvantaged backgrounds



Department/Workgroup

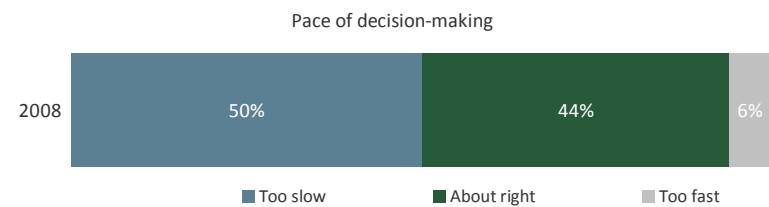
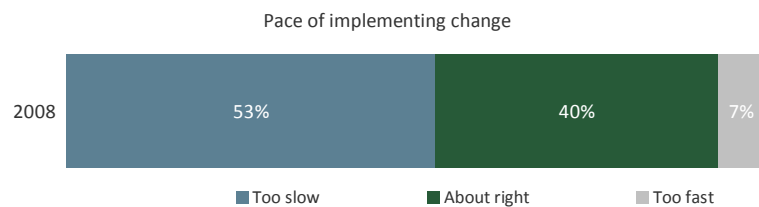
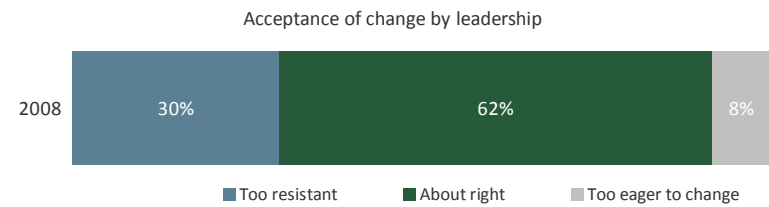
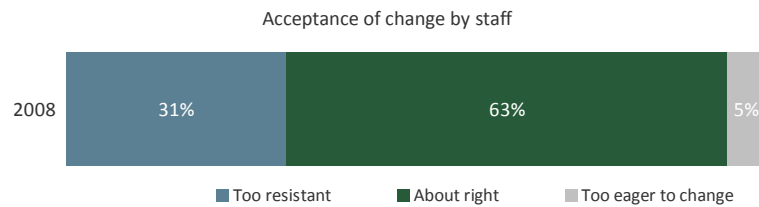
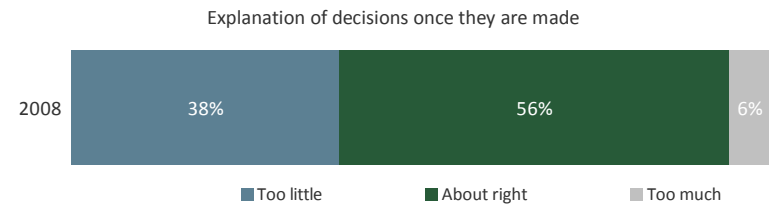
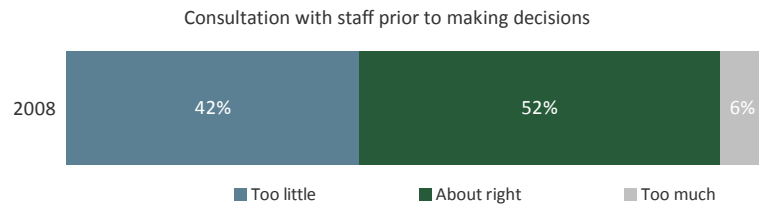
Overall, the Dartmouth work environment is considered welcoming to all & encourages improvements.

How often are the following true in your department? (Mean scores)



Department Decision-Making & Change

Half of employees think the pace of change & decision-making is too slow.

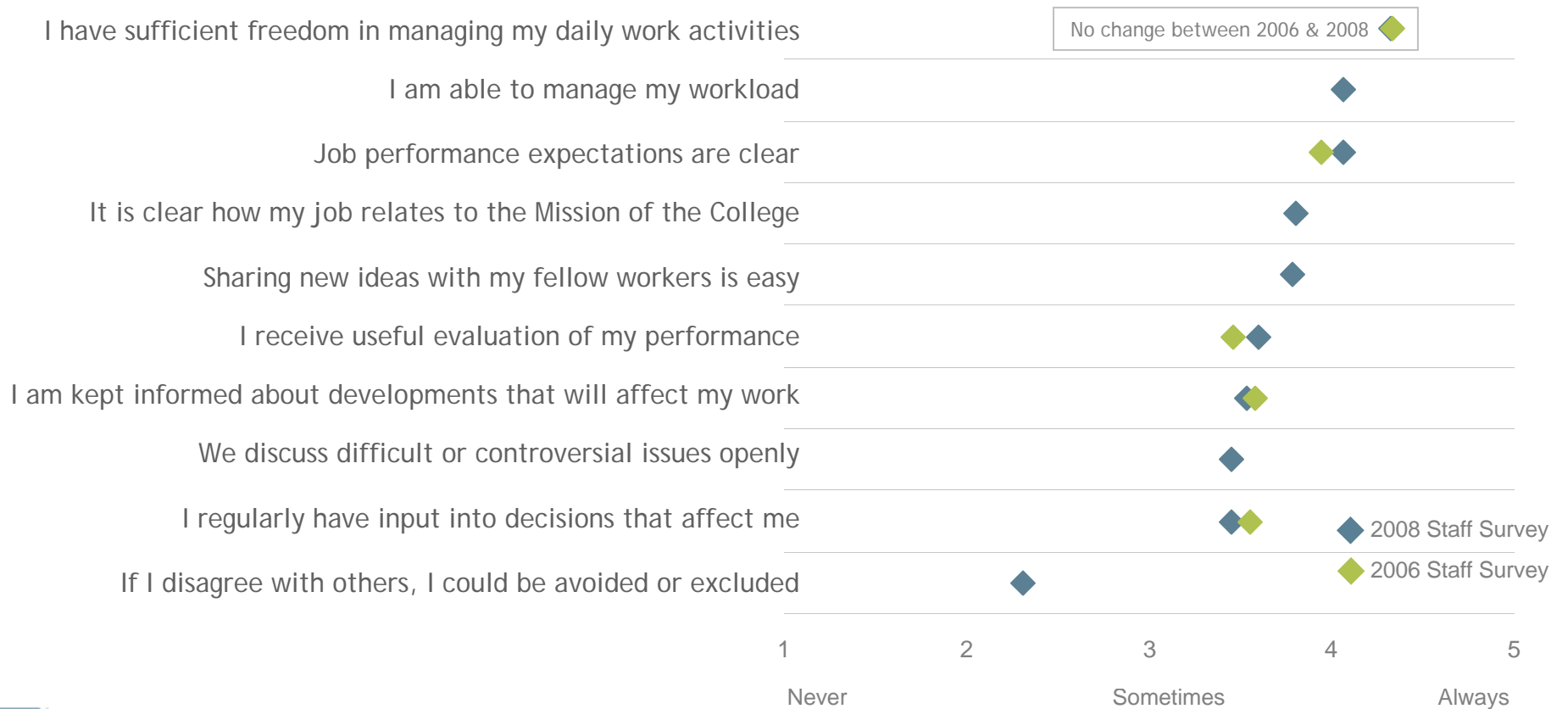


Current Job

Overall, employees feel they regularly have the freedom to manage work.

- Employees at sites outside of Hanover have significantly higher mean scores for ability to manage workload & freedom to manage daily work than employees in Hanover
- Employees supervising others have significantly higher mean scores for freedom to manage daily work, input into decisions, & being kept informed about work developments

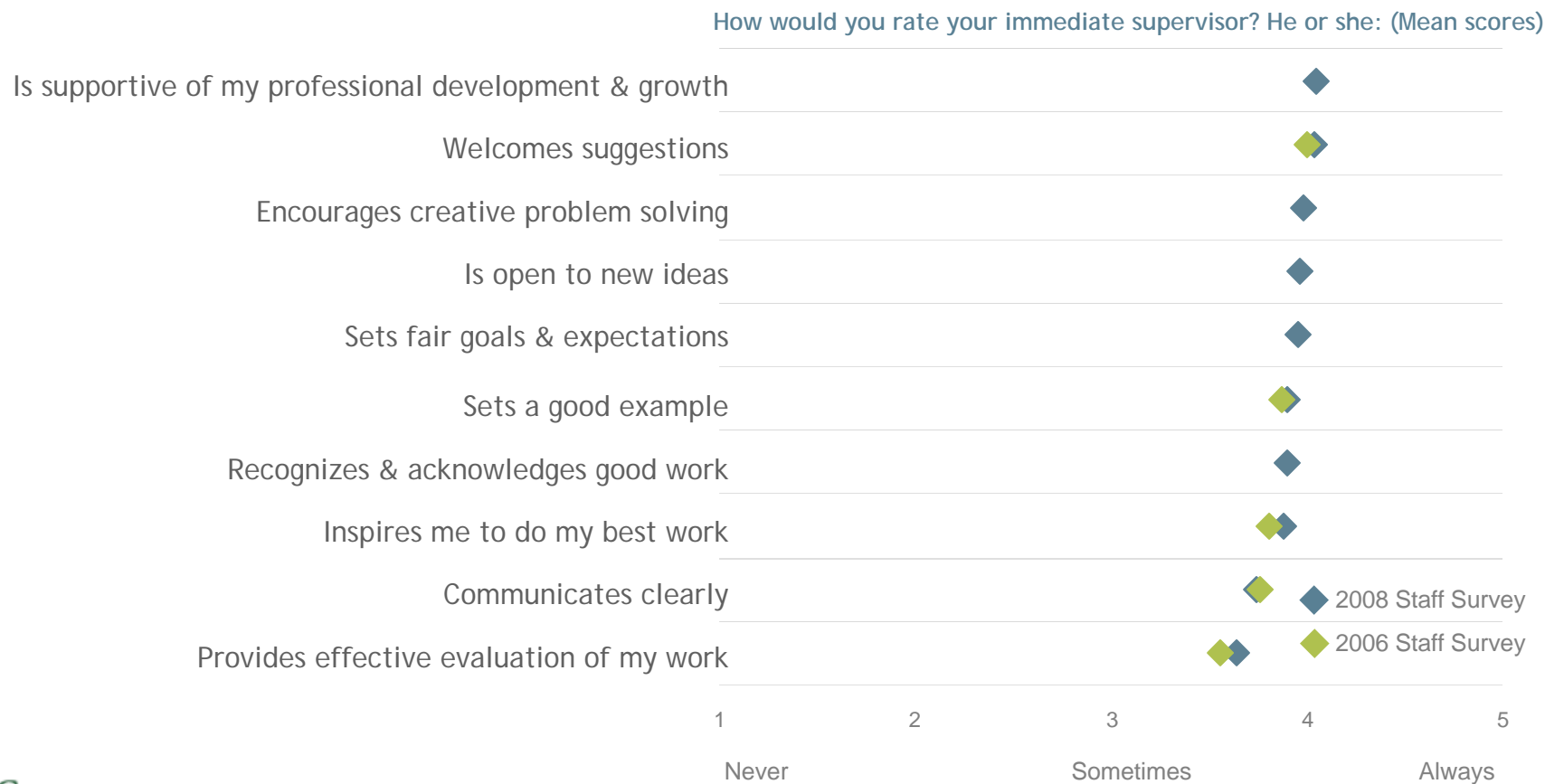
How often are the following true of your current job? (Mean scores)



Immediate Supervisor

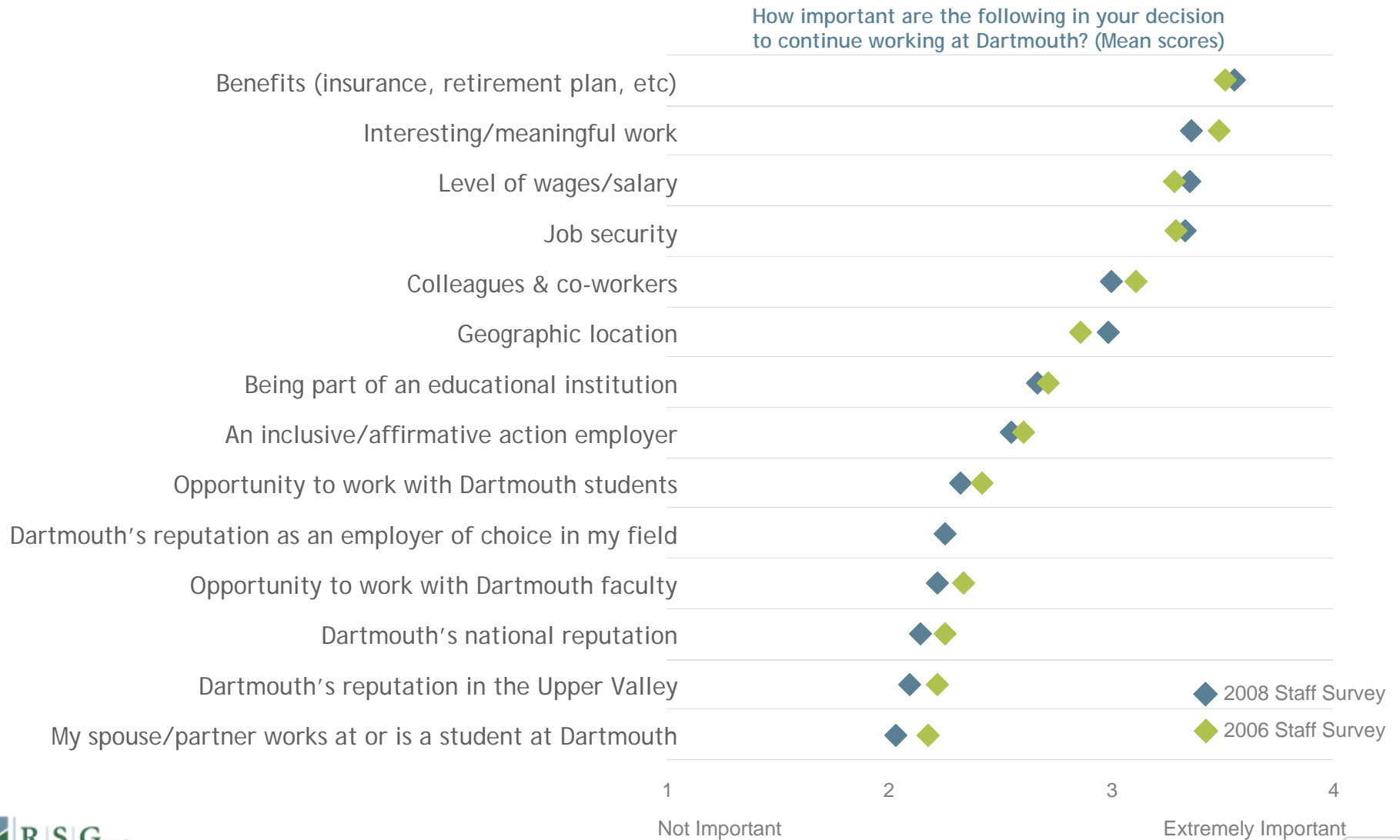
2008 & 2006 mean scores of supervisors are almost the same. Supervisors received positive scores for regularly being open to suggestions & ideas.

- Women, those employed at Dartmouth for less than one year, and those who supervise other employees reported higher mean scores for their supervisor across all statements.



Continue Working at Dartmouth

Employees rate interesting work & benefits/salary as more important than Dartmouth's reputation or chances to work with faculty/students.



Motivation & Commitment to Job

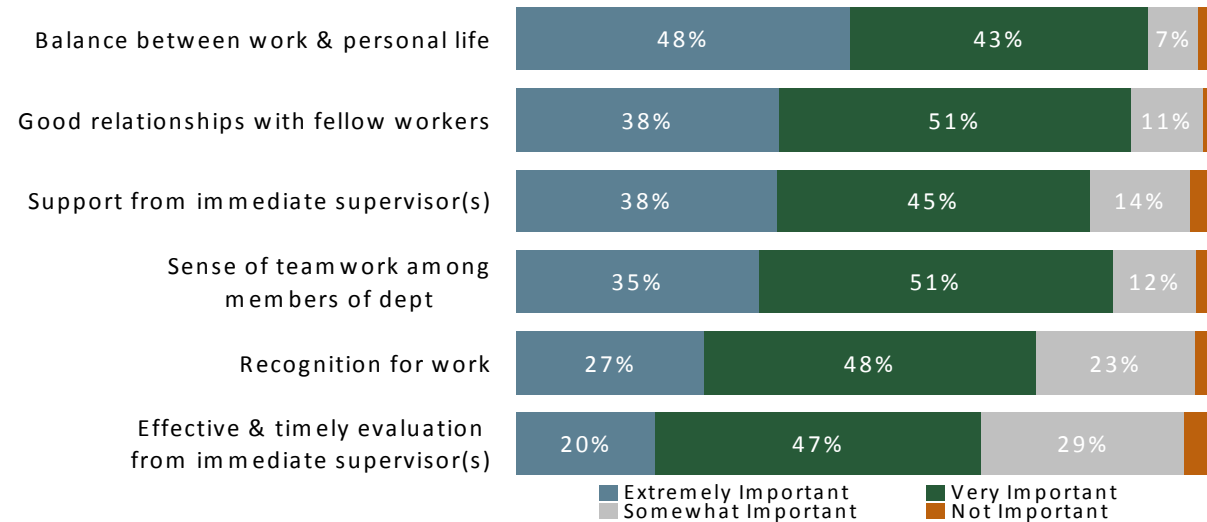
Factors for Motivation

- At least 97% of employees feel relationships with coworkers & supervisors, timely evaluation & recognition, and work-life balance are important

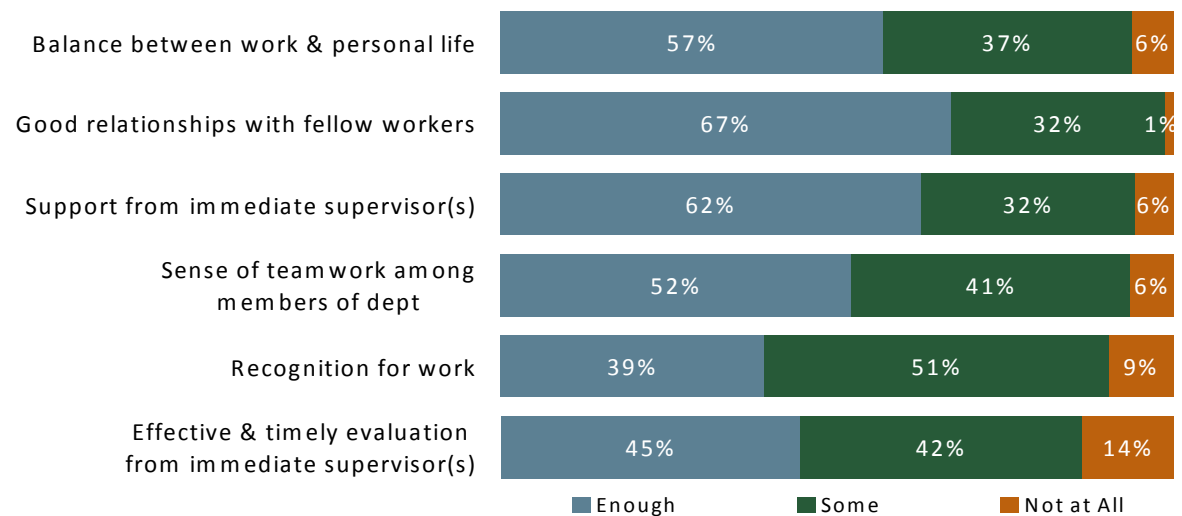
Executive/Managerial Employees

- Significantly more likely to have enough recognition for their work & feel a sense of teamwork
- Significantly less likely to have work-life balance

How important are the following in making you motivated & committed to do your best work?



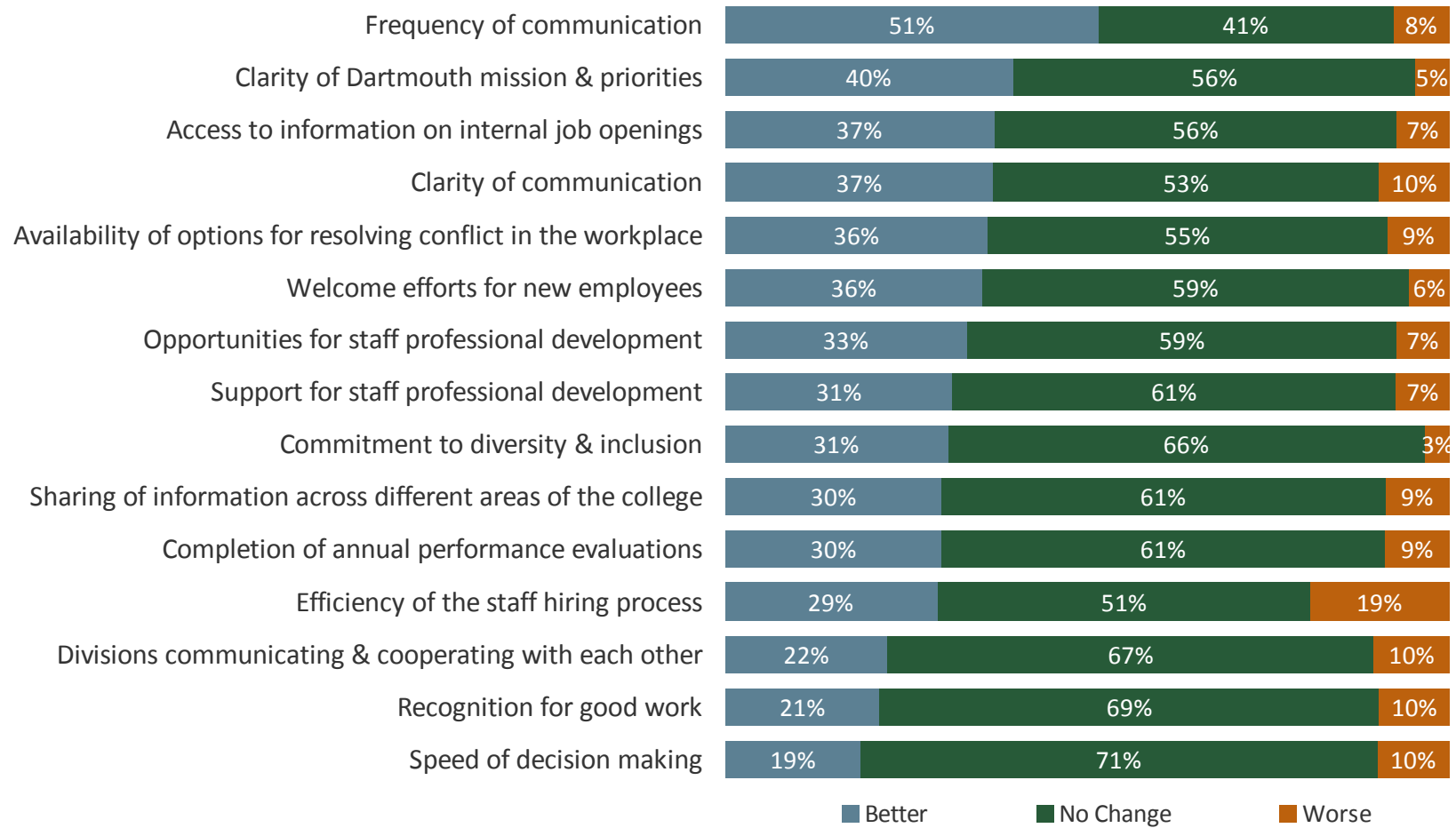
Do you have the following in your job?



Changes since the 2006 Staff Survey

4 out of 5 respondents were employed by Dartmouth in the Spring of 2006. Of those 2008 respondents employed in 2006, 76% participated in the 2006 Staff Survey.

Compared to Spring 2006, how would you describe the changes in the following?



Open-Ended Comments

To conclude the survey, employees were asked to add any suggestions they had for making Dartmouth the best possible place to work.

- 587 employees (34%) provided open-ended comments, which were coded into major themes

- ❖ Compensation/Benefits
- ❖ Human Resources Issues
- ❖ Community
- ❖ Leadership
- ❖ Parking/Commuting
- ❖ Communication
- ❖ Survey Appreciation
- ❖ Oasis Financial Management System
- ❖ Employee Recognition