



**R | S | G** INC.  
RESOURCE SYSTEMS GROUP, INC.

# 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

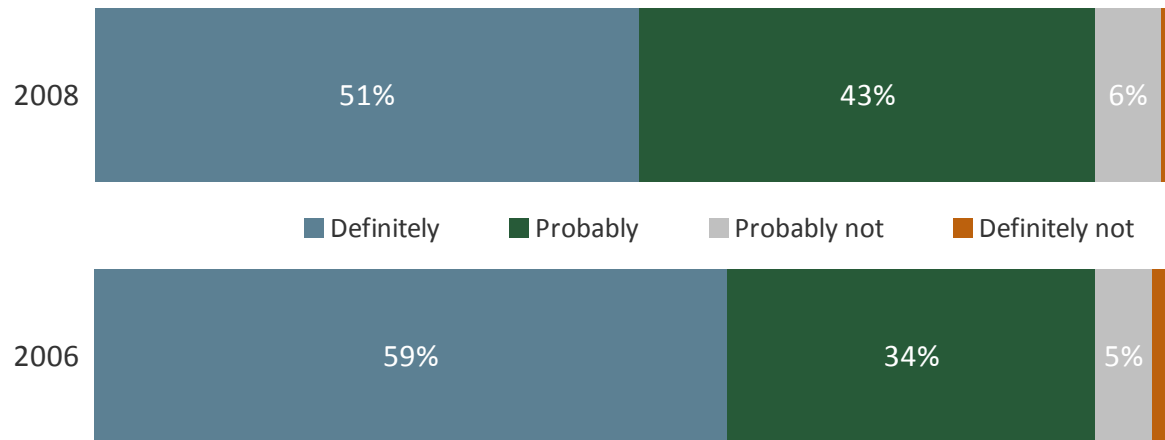
# Survey Results

# Recommendation of Employment & Overall Satisfaction

## Recommend Employment

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

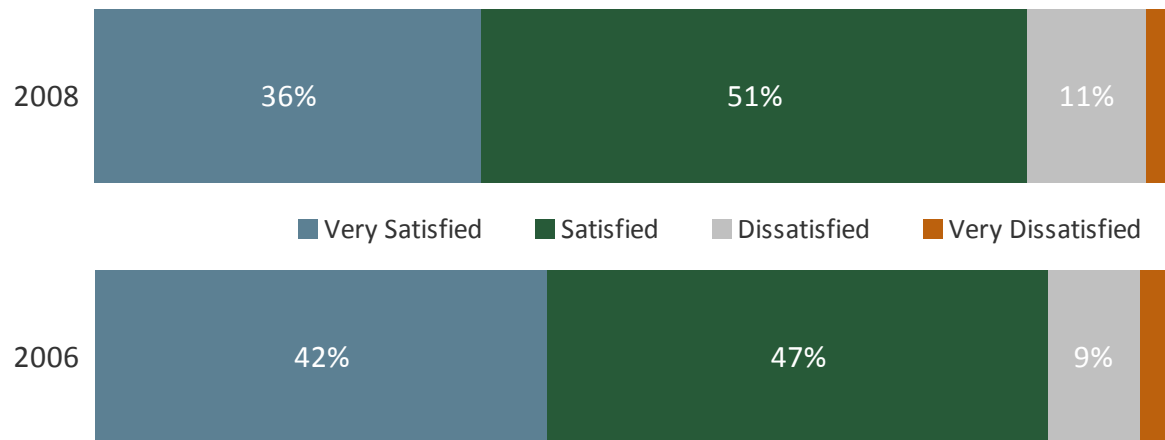
Would you recommend employment at Dartmouth to a friend?



## Overall Satisfaction

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

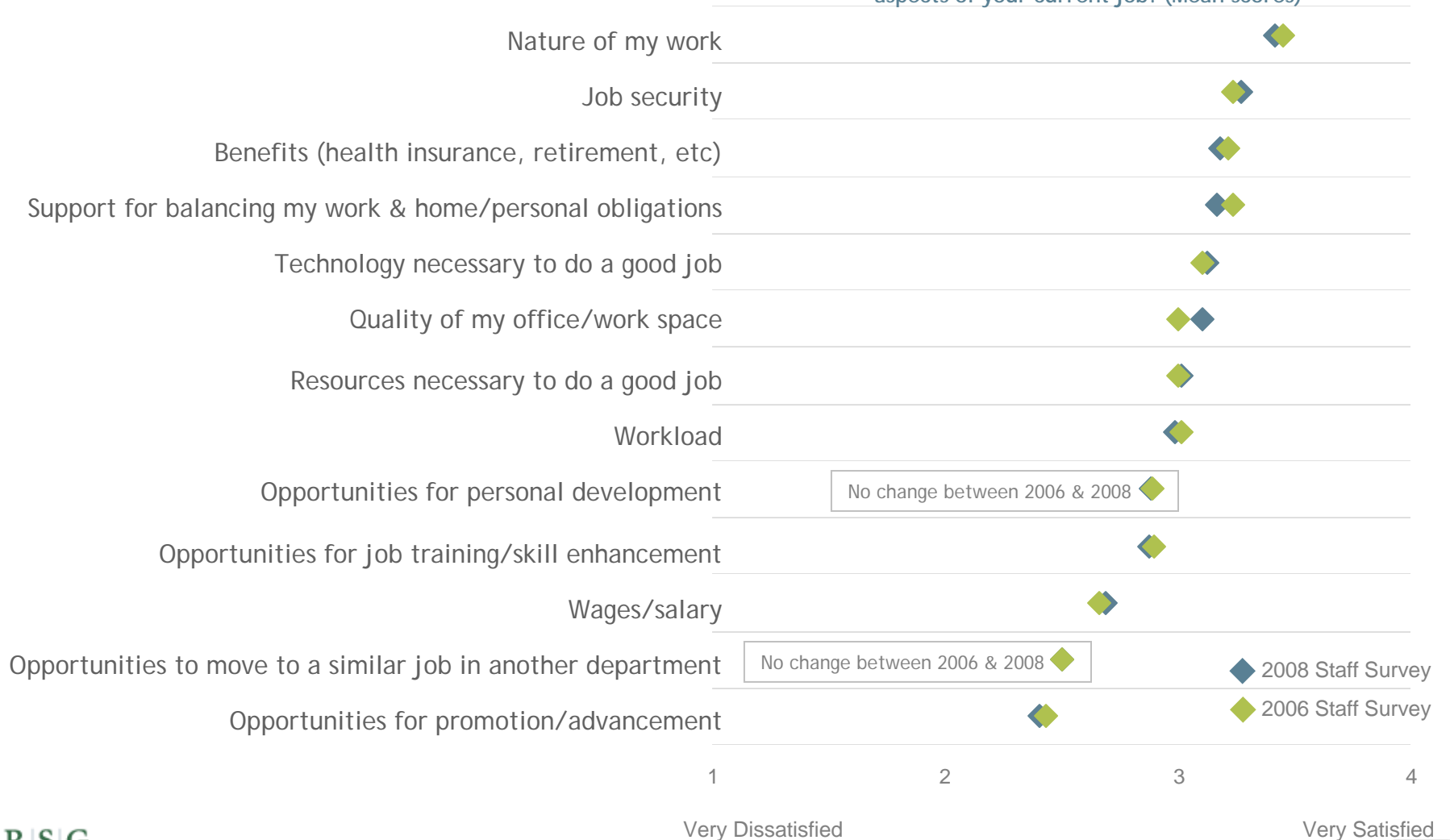
Overall, how satisfied are you with your current job?



# 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)

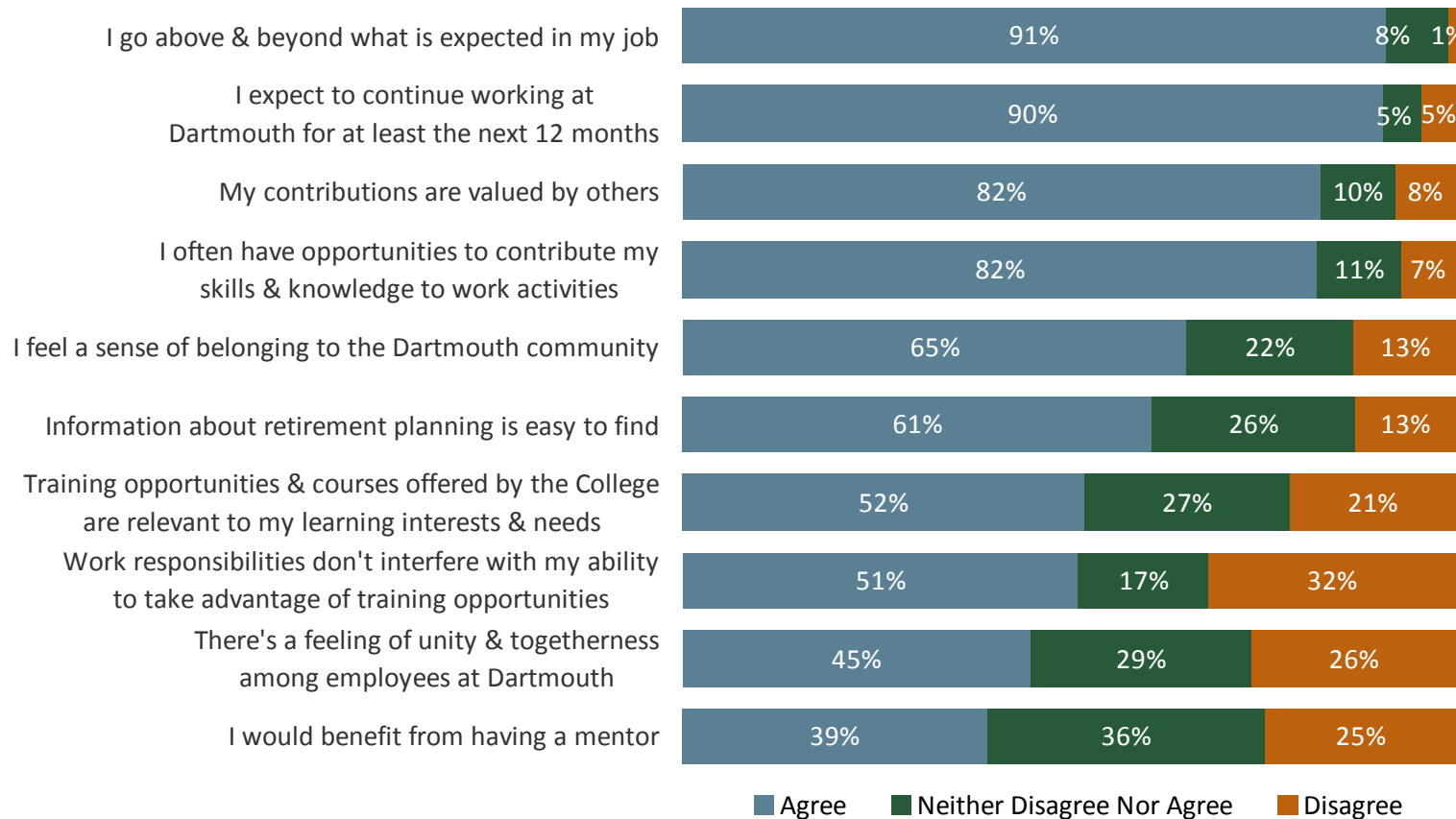


# Professional Life and Development

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



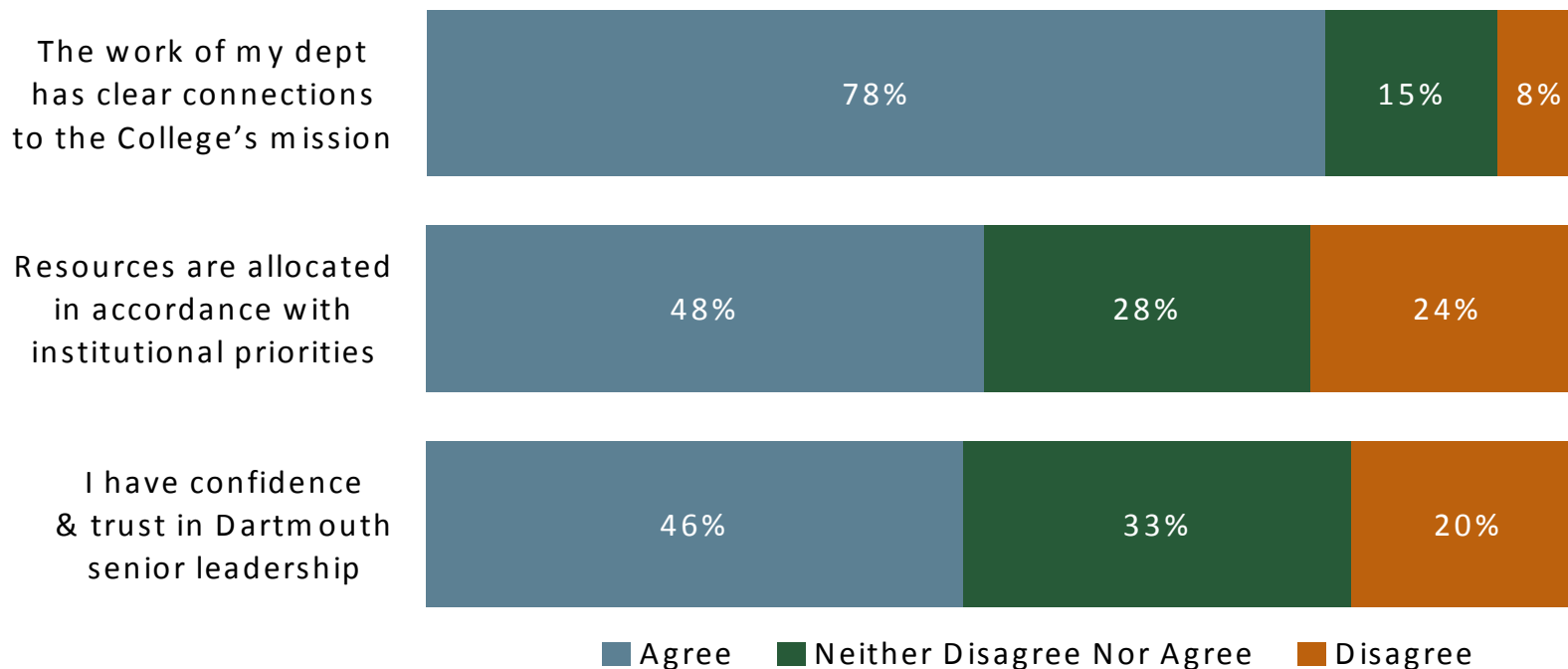


# Leadership

## 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

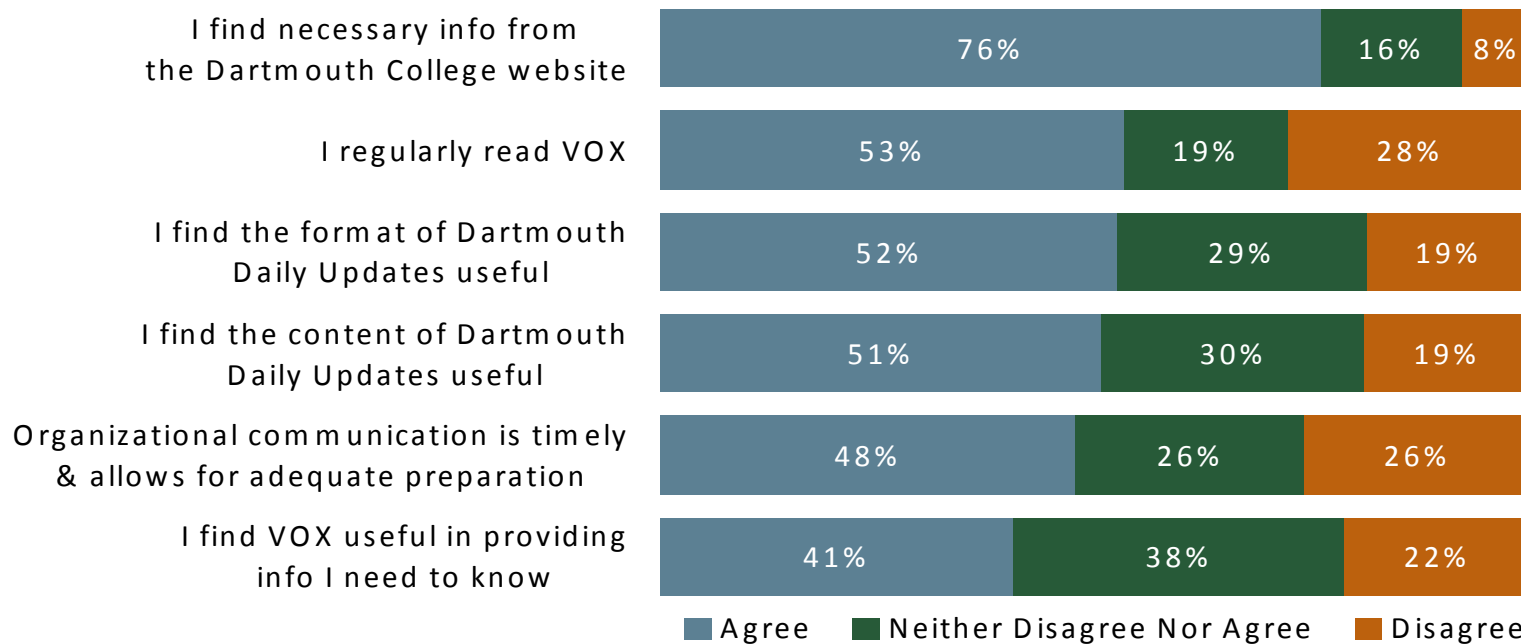


# College Publications

## 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

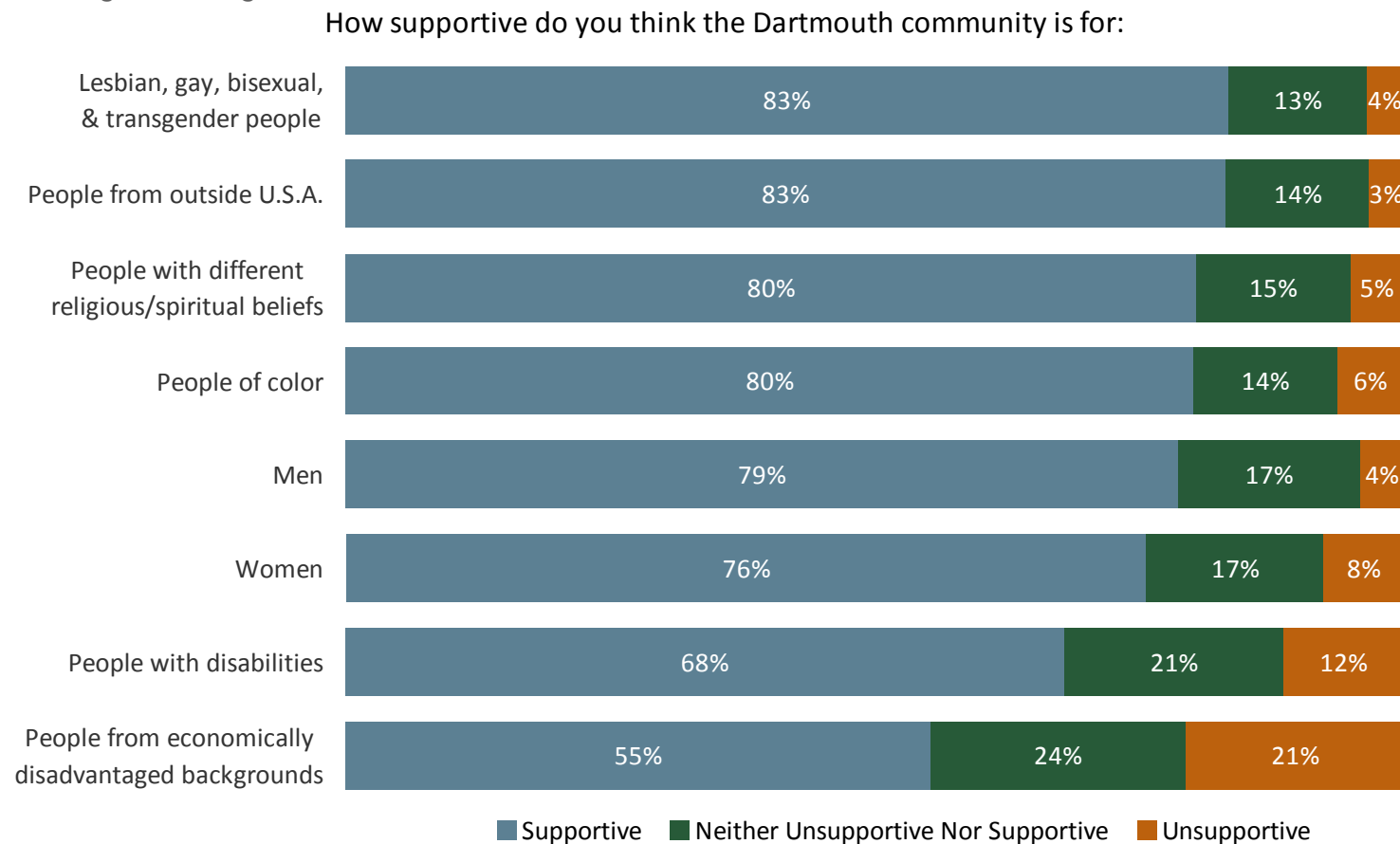
### Communication



# 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

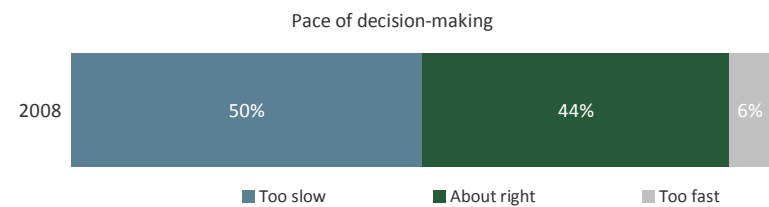
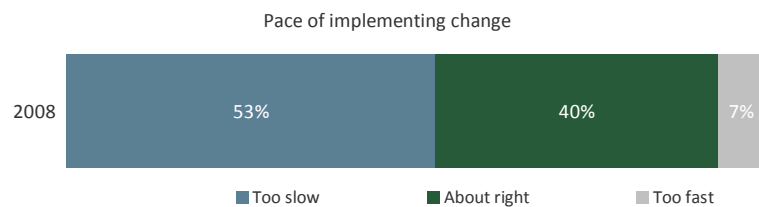
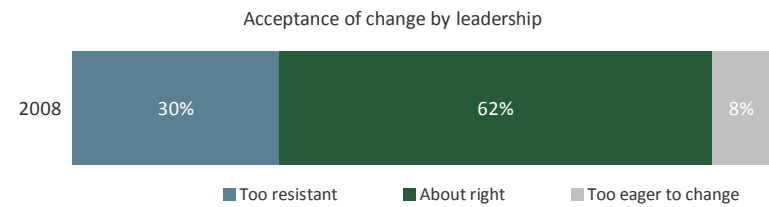
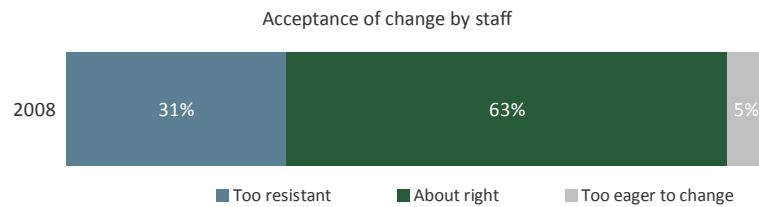
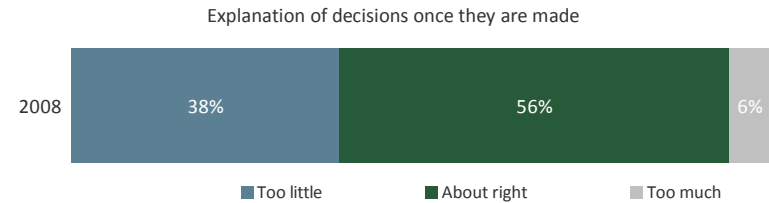
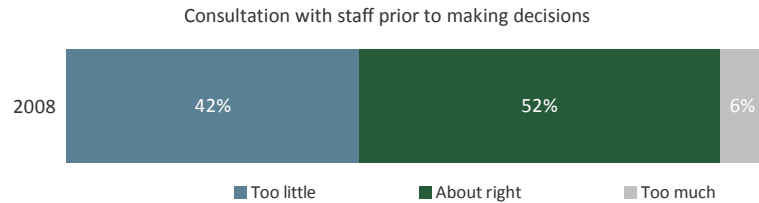
Overall, the Dartmouth work environment is considered welcoming to all & encourages improvements.

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.

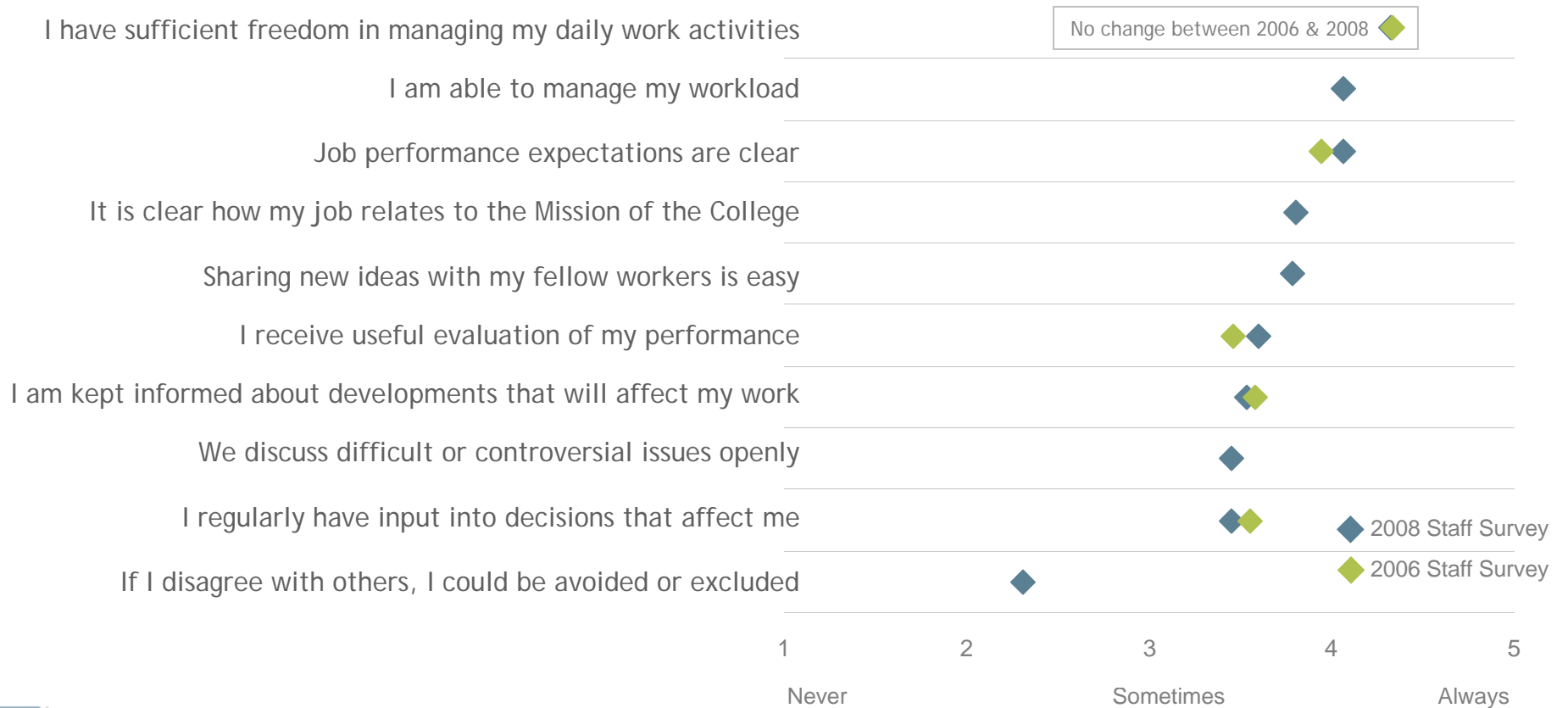


# Current Job

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

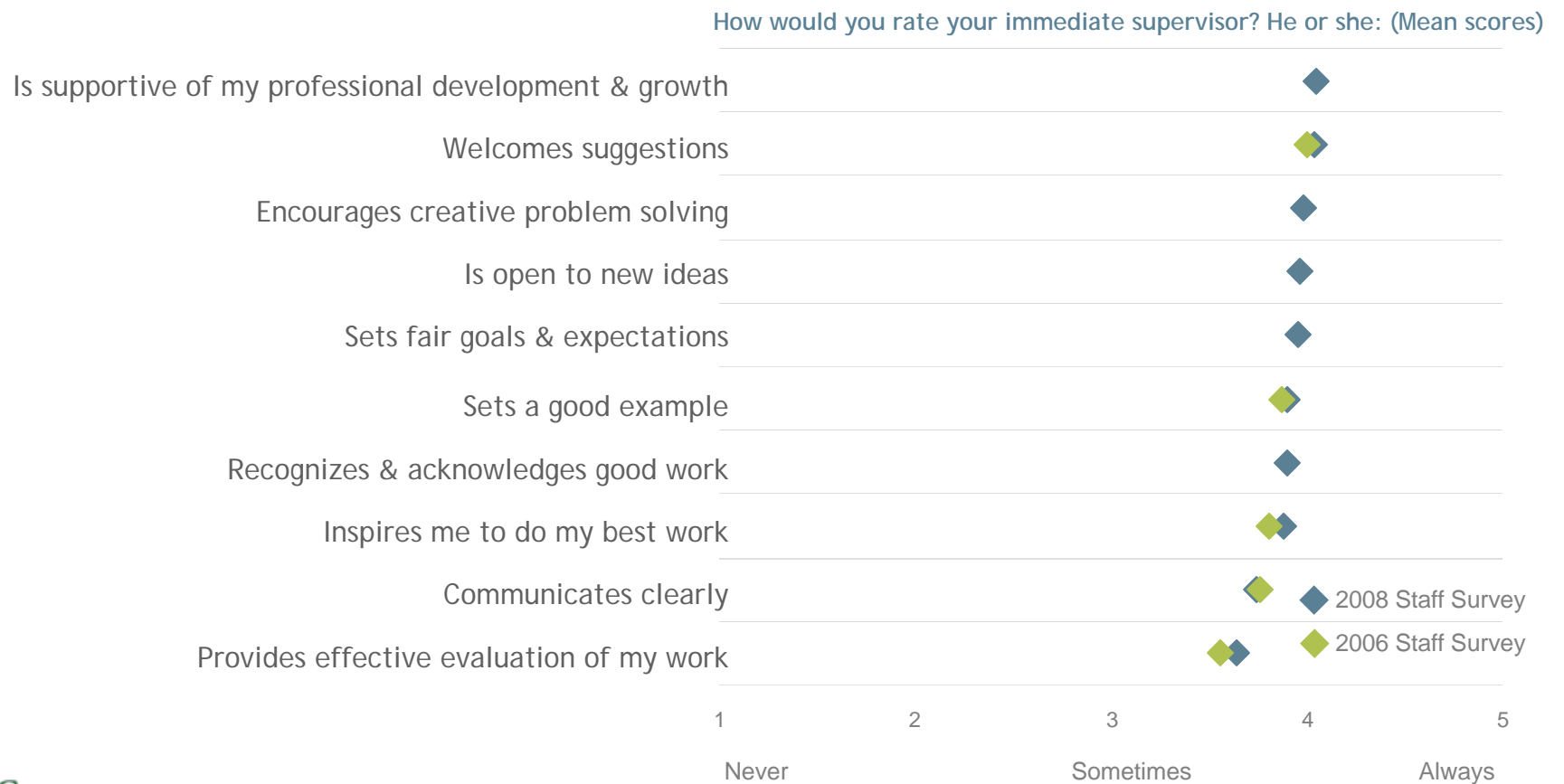
How often are the following true of your current job? (Mean scores)



# Immediate Supervisor

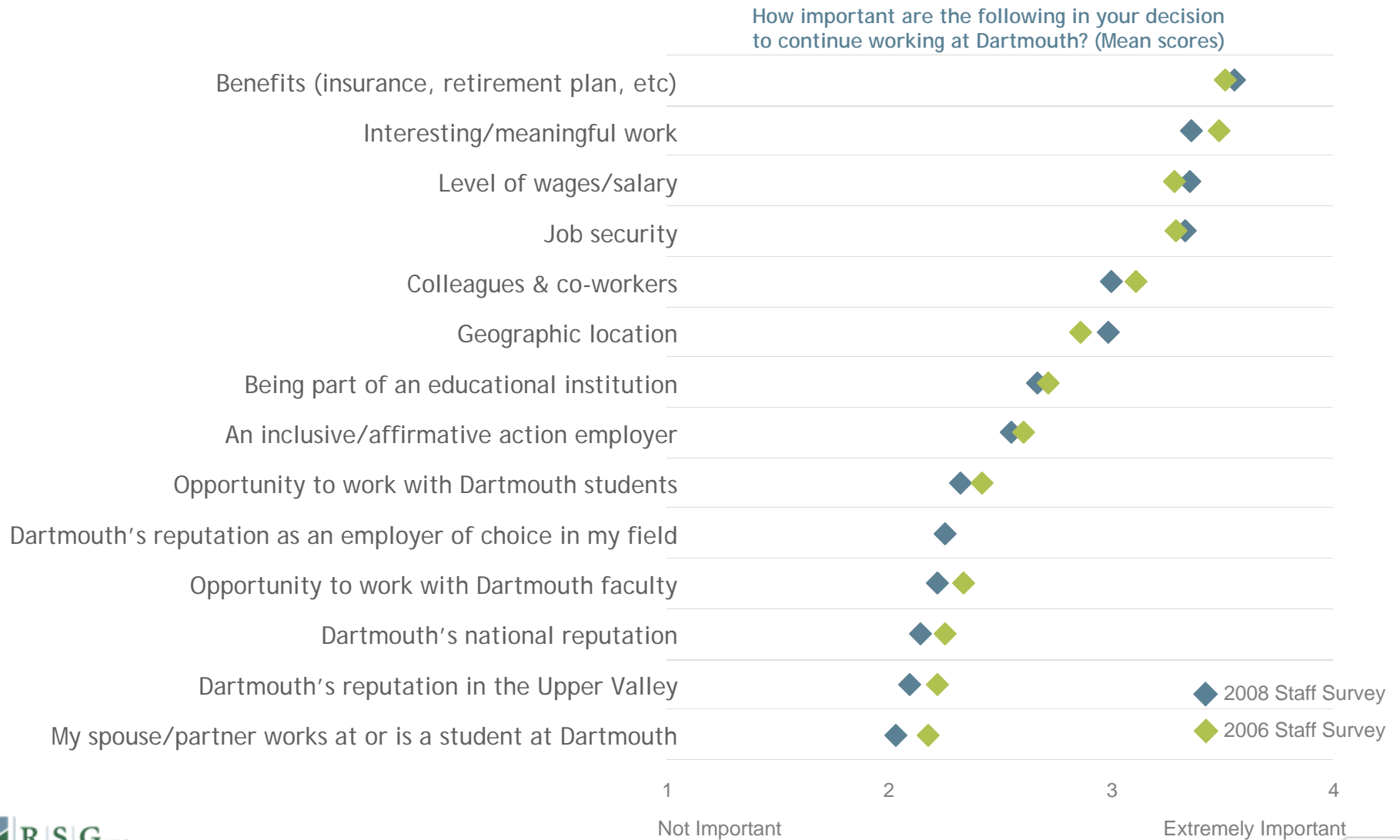
2008 & 2006 mean scores of supervisors are almost the same. Supervisors received positive scores for regularly being open to suggestions & ideas.

- 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

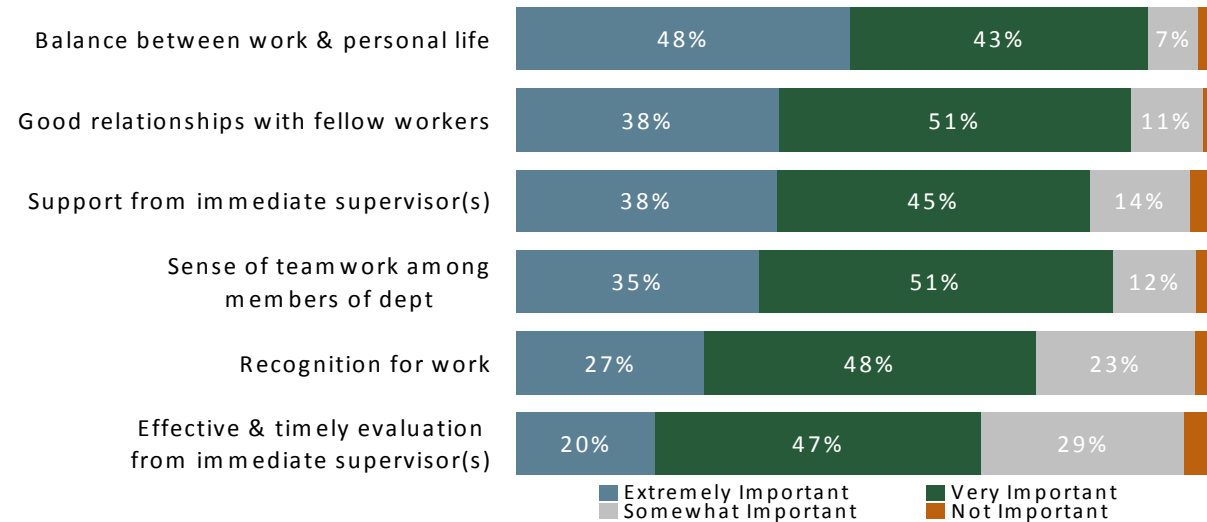
## Factors for Motivation

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

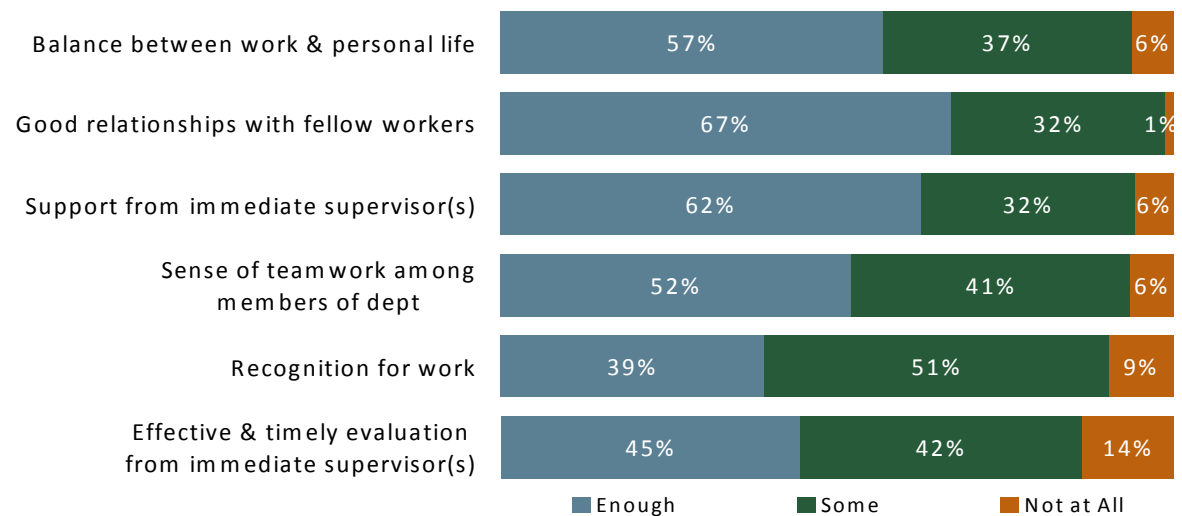
## Executive/Managerial Employees

- 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?



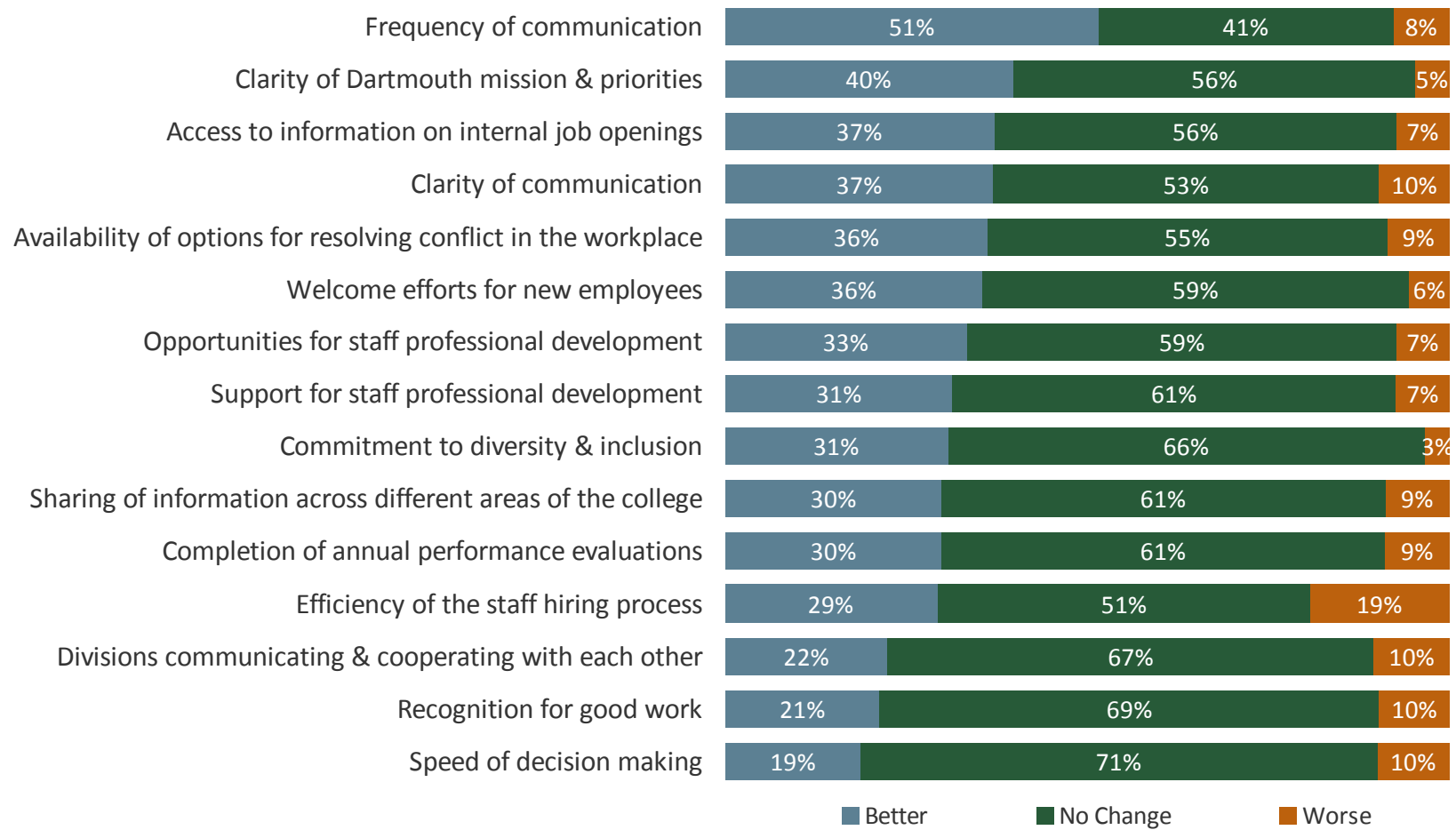
Do you have the following in your job?



# 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