

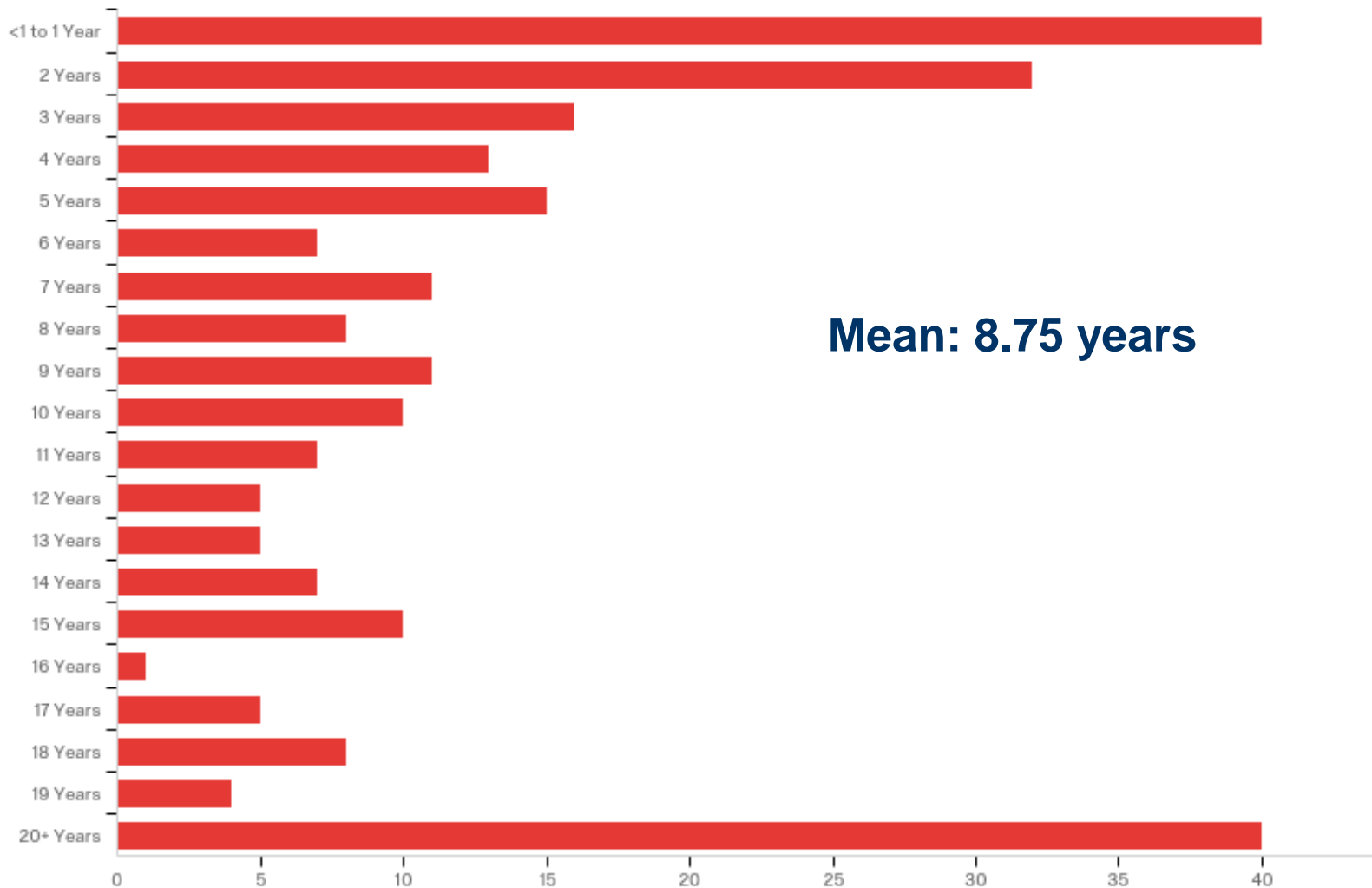


2019 SERVICE PROFESSIONAL SURVEY RESULTS

SERVICE PROFESSIONAL SURVEY RESULTS SUMMARY

- 255 respondents of approximately 800 SPs
- Conducted in the spring of 2019

RESPONDENTS' YEARS OF SERVICE



DEPARTMENT RESPONDENTS

Answer	%	Count
Other	19.84%	50
Enrollment Management & Student Affairs	19.05%	48
Information Technology Services	9.52%	24
Provost & Academic Affairs	7.54%	19
College of the Environment, Forestry, and Natural Sciences	5.95%	15
Human Resources	4.37%	11
Research	4.37%	11
Finance & Administration	3.97%	10
President's Office	3.57%	9
University Development & Alumni Engagement	3.17%	8
Planning, Budget, & Institutional Effectiveness	2.78%	7
College of Education	2.38%	6
College of Health & Human Services	2.38%	6
College of Social and Behavioral Sciences	2.38%	6
Marketing & Strategic Communications	2.38%	6
Athletics	1.59%	4
College of Arts & Letters	1.59%	4
NAU Online/Innovative Educational Initiatives	1.59%	4
W.A. Franke College of Business	1.59%	4
Graduate College	0.00%	0
University Honors College	0.00%	0
Total	100%	252

ALIGNMENT WITH NAU'S STRATEGIC GOALS

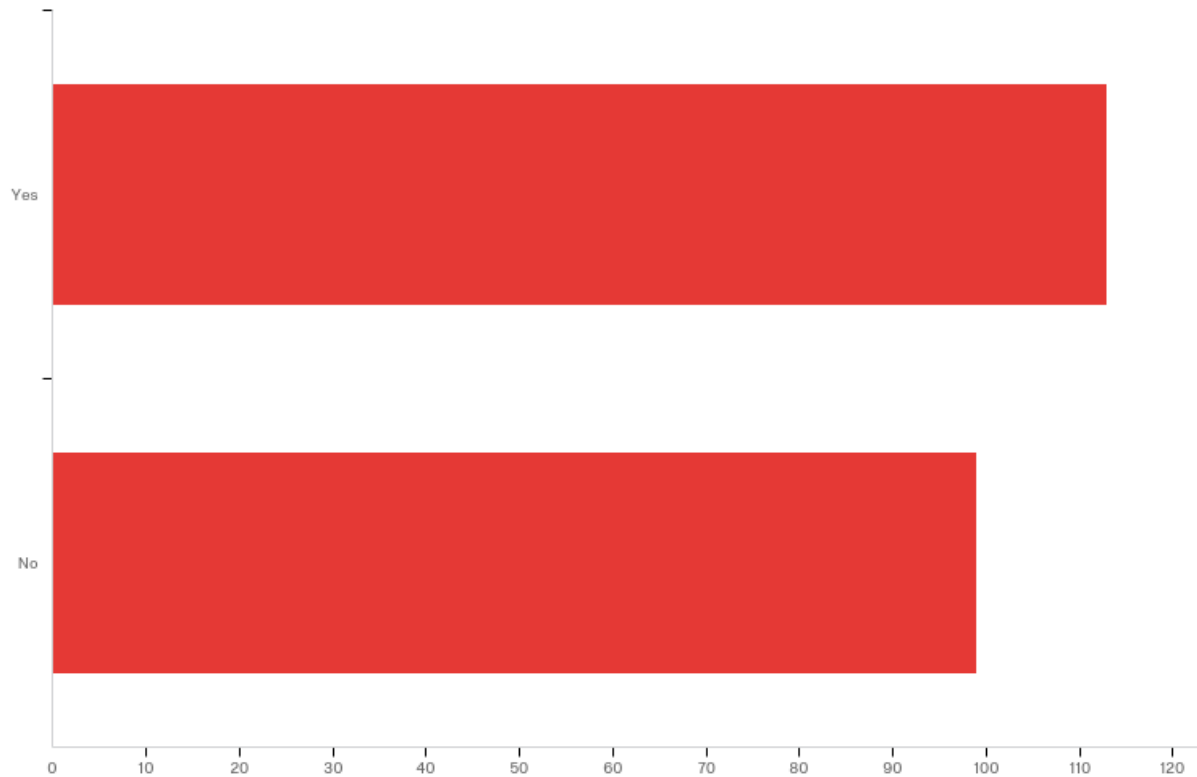
GOALS	%	#
Student success and access	30.11%	140
Engagement	27.10%	126
Stewardship	20.22%	94
Commitment to Native Americans	12.47%	58
Research and discovery	10.11%	47
Total	100%	465

EMPLOYEE SATISFACTION

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
The university demonstrates a commitment to improving staff salaries.	3.32%	17.06%	47.87%	31.75%	211
Overall, I am satisfied with the benefits offered by NAU.	35.21%	57.75%	6.10%	0.94%	213
I am paid fairly for the job duties I perform.	7.08%	41.51%	35.38%	16.04%	212
I receive recognition for the work I do.	11.37%	53.08%	26.07%	9.48%	211
I receive recognition for the contributions I make to improve the workplace.	11.59%	50.72%	29.95%	7.73%	207

TUITION REIMBURSEMENT

Have you or a spouse/dependent used the Employee Tuition Reduction Program?



EMPLOYEE SATISFACTION

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total	
Workload	13.55%	42.52%	16.36%	20.56%	7.01%	214	
Work space	31.16%	36.74%	20.00%	8.84%	3.26%	215	67%
Supervisor	53.27%	27.10%	15.42%	2.80%	1.40%	214	80%
Team members	50.70%	43.72%	3.72%	1.40%	0.47%	215	94%
Career development opportunities	11.63%	38.60%	30.23%	15.81%	3.72%	215	
On-the-job training	14.42%	35.81%	33.49%	12.09%	4.19%	215	
Resources to perform job (equipment, software, technical support, etc.)	19.63%	42.99%	21.96%	12.62%	2.80%	214	

SERVICE PROFESSIONAL SATISFACTION

- Conclusions/Observations
 - **Very high satisfaction with benefits, team members, and supervisors**
 - **Very low belief in NAU's commitment to improving salaries and less than 50% of employees feel they are paid fairly**
 - Survey was conducted prior to OGEI so there may be some movement on the commitment question

SUSTAINABILITY AND DIVERSITY

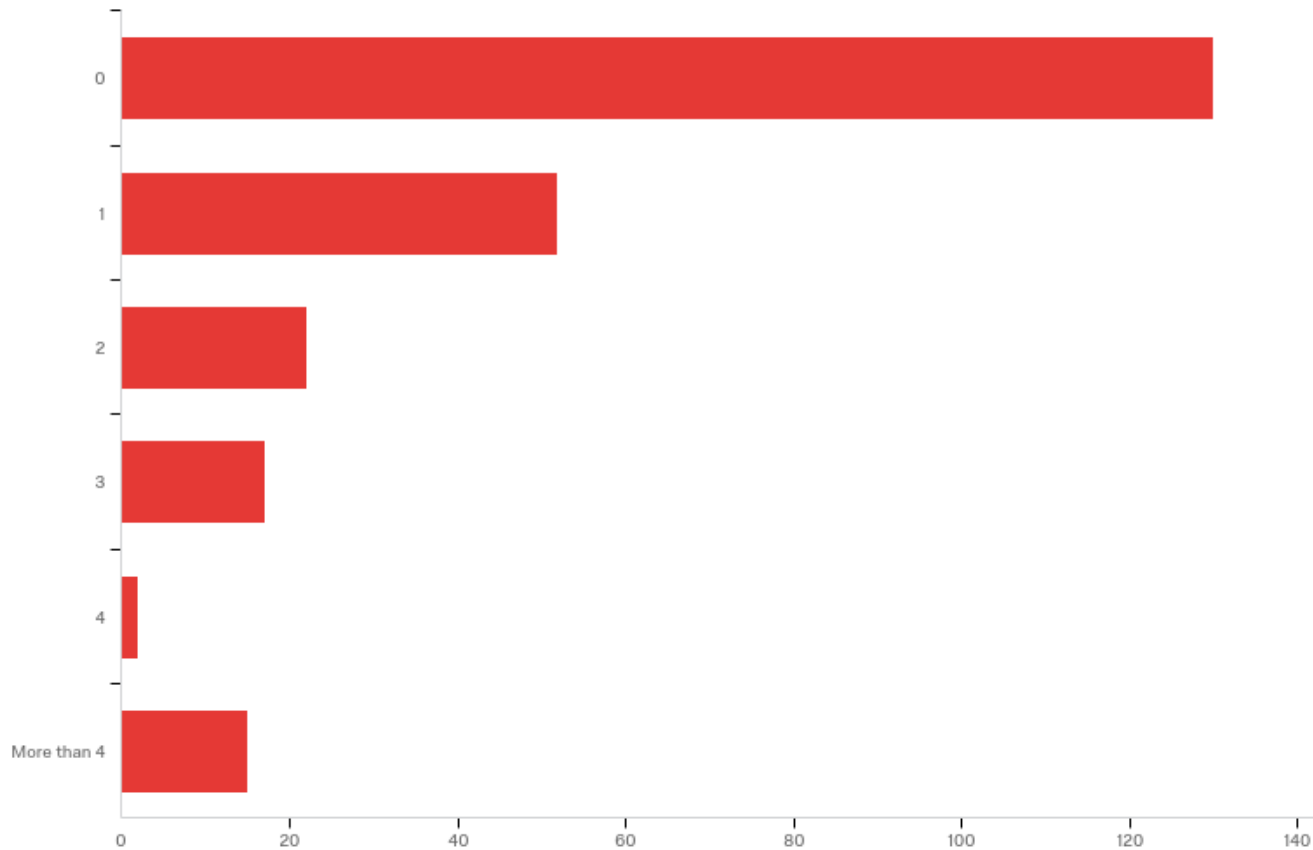
Overall, what is your general satisfaction with the following aspects of University policies?

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Diversity and inclusion	13.88%	49.28%	24.88%	11.00%	0.96%	209
Sustainability practices	11.48%	40.67%	30.14%	15.79%	1.91%	209

- General satisfaction but comments suggest a desire to know more
- How can SPAC play a role in educating staff (and students) about current initiatives and activities?

SPAC PARTICIPATION

How many times a year do you attend SPAC meetings?



SPAC PARTICIPATION

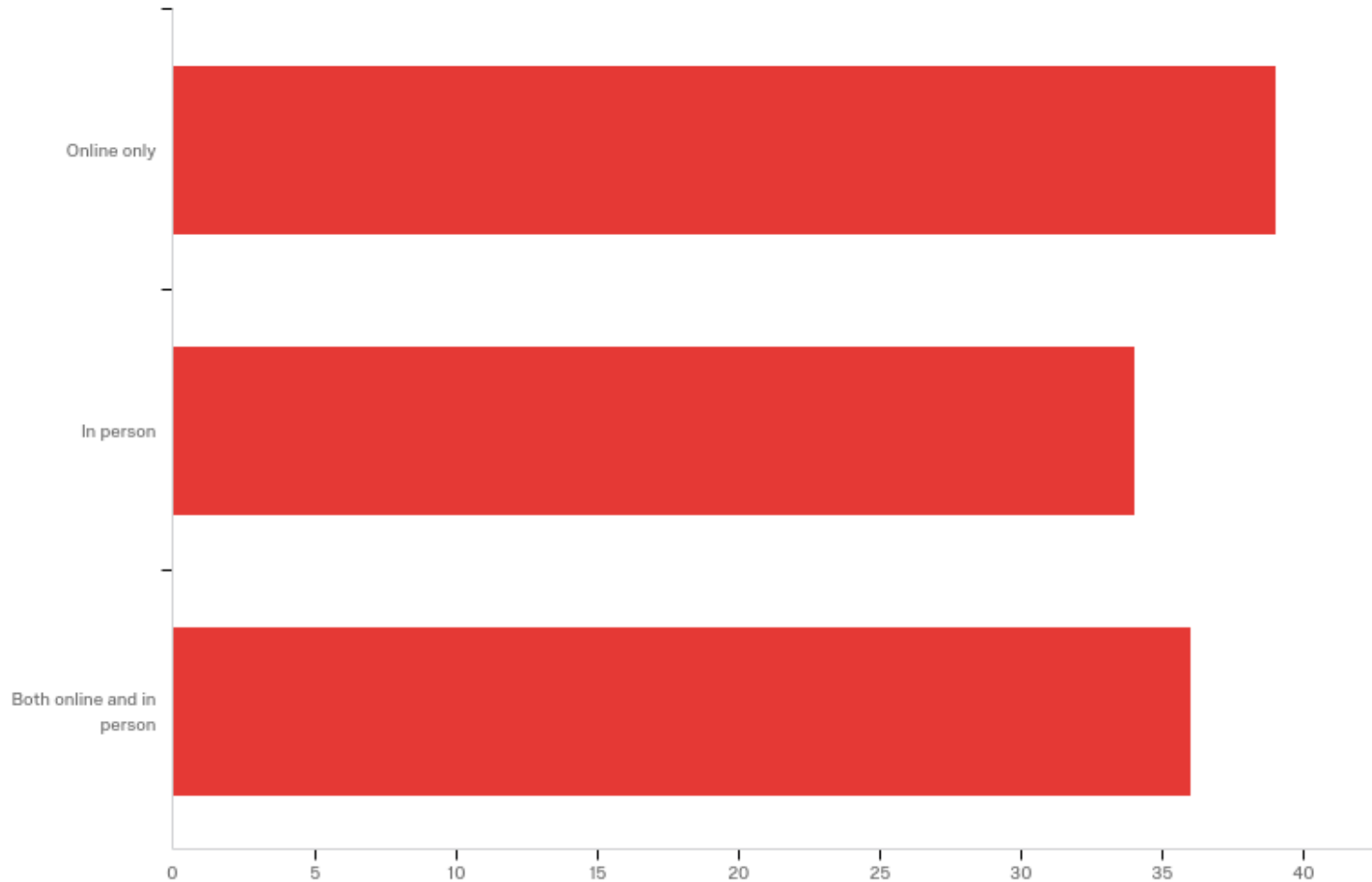
What keeps you from participating in SPAC meetings?

#	Answer	%	Count
9	Too busy with assigned duties	52.58%	51
6	Other (please describe)	14.43%	14
5	Time is inconvenient	12.37%	12
8	I didn't know about them	12.37%	12
4	Topic is not of interest to me	8.25%	8
	Total	100%	97

* For “Other”, several people responded that they are not located in Flagstaff

SPAC PARTICIPATION

How do you attend SPAC meetings?



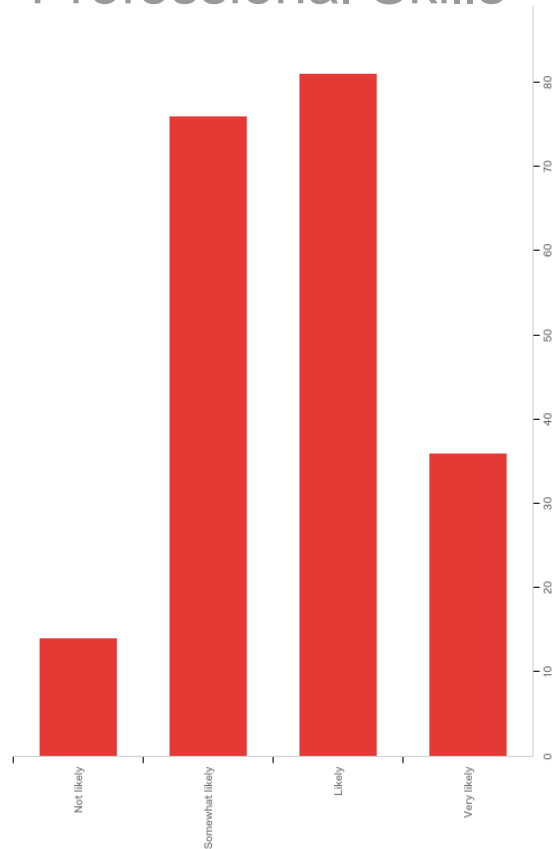
SPAC PARTICIPATION

- Conclusions/Observations
 - More than half of respondents have never attended a SPAC meeting
 - Annual mixer and Adopt-a-Family have highest event participation
 - Only 35 respondents had attended Lunch Break sessions
 - Equal mix of respondents who attend in person, online, or both
 - 91% of respondents feel SPAC communication level is just right
 - People want to participate but don't feel they have the time

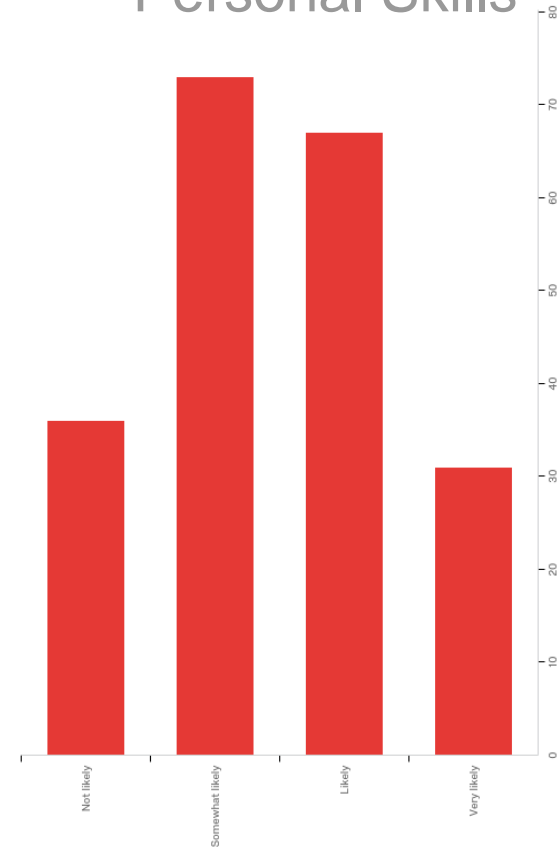
TRAININGS / LUNCH BREAK

How likely are you to participate in trainings to build your skills?

Professional Skills

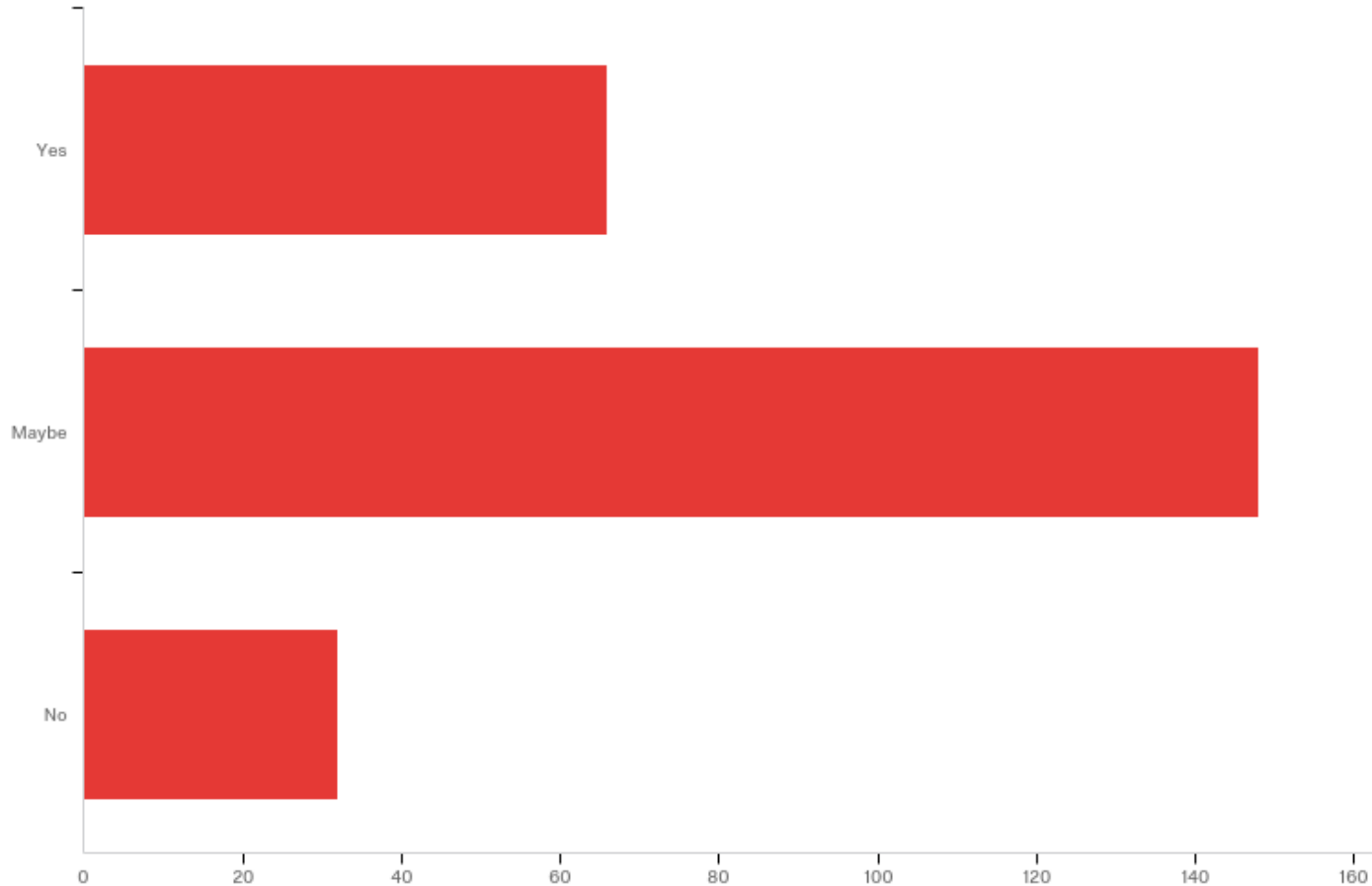


Personal Skills



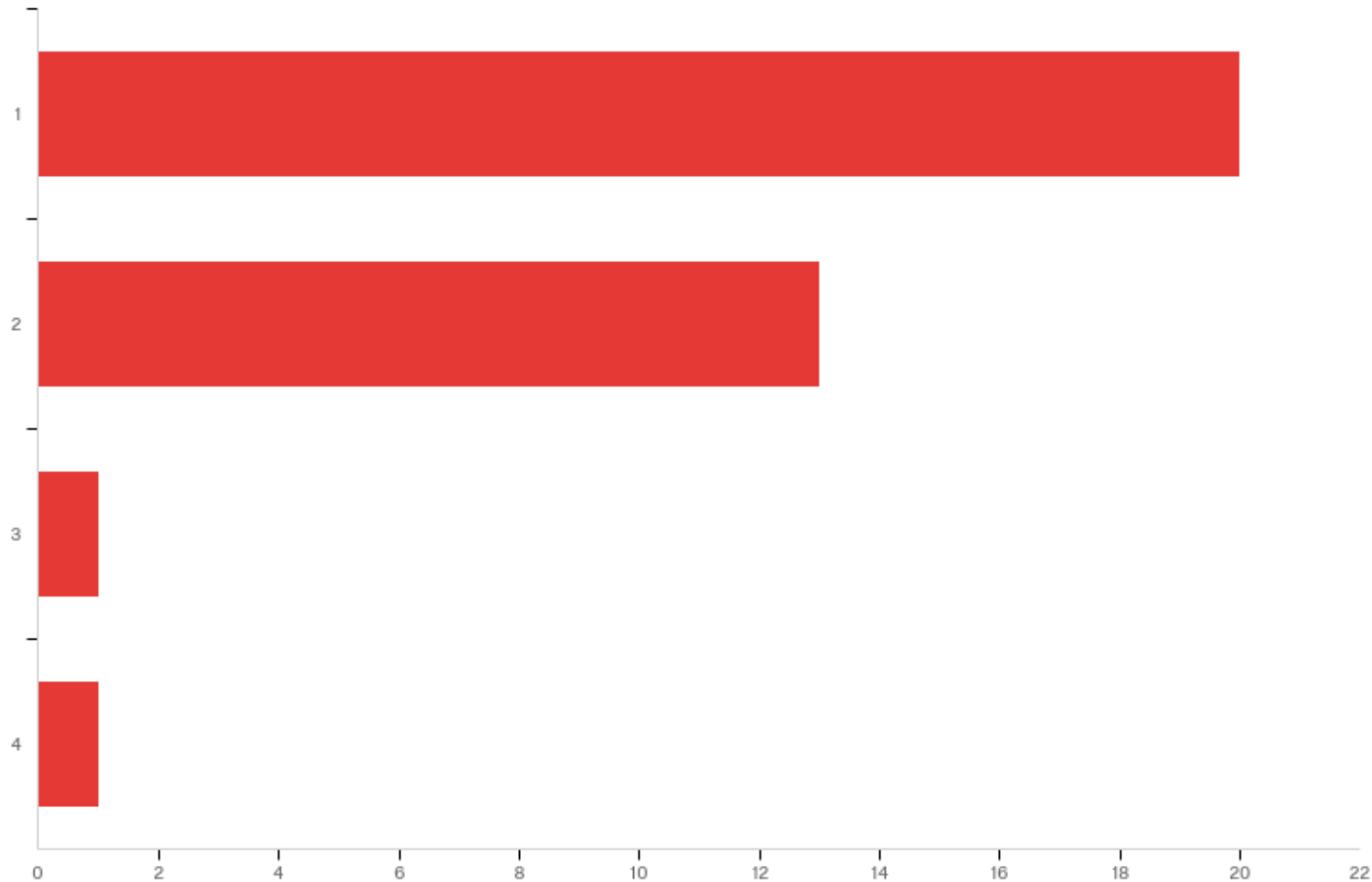
TRAININGS / LUNCH BREAK

Are trainings for Service Professionals (e.g. Lunch Breaks) still needed?



TRAININGS / LUNCH BREAK

How many times a year to you attend Lunch Break mini seminars?



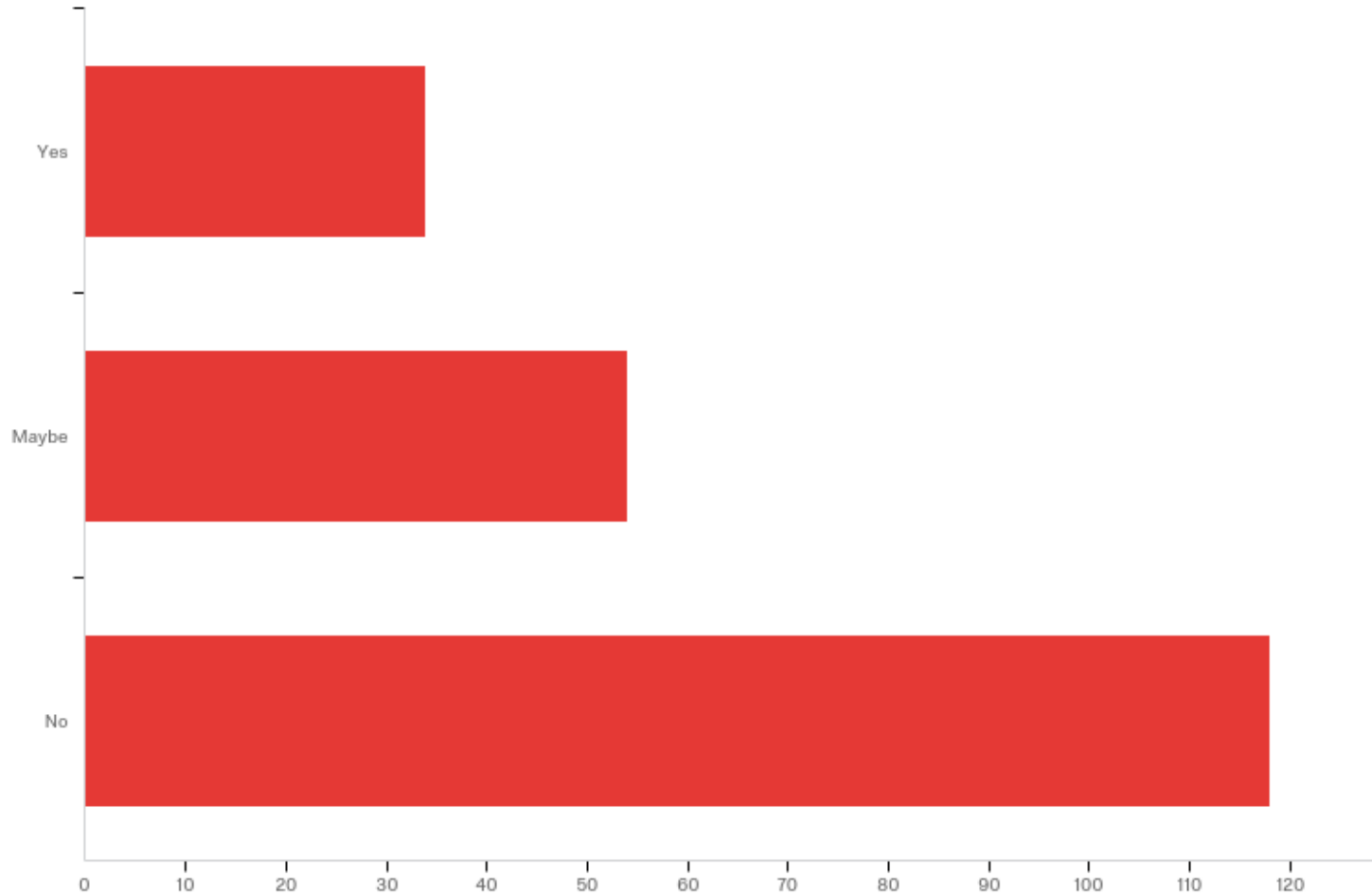
TRAININGS / LUNCH BREAK

On which of the following topics would you like to see SPAC provide trainings?

Answer	%	Count
Project Management Skills	14%	117
Supervisory Skills	14%	114
Career Planning and Progression	12%	99
Communication/Conflict Prevention	12%	97
Change Management	11%	92
Retirement Financial Planning	9%	75
Campus Resources for Staff Training	9%	74
Benefits Information	8%	62
Environmental Impact/Sustainability	8%	62
Other:	2%	18

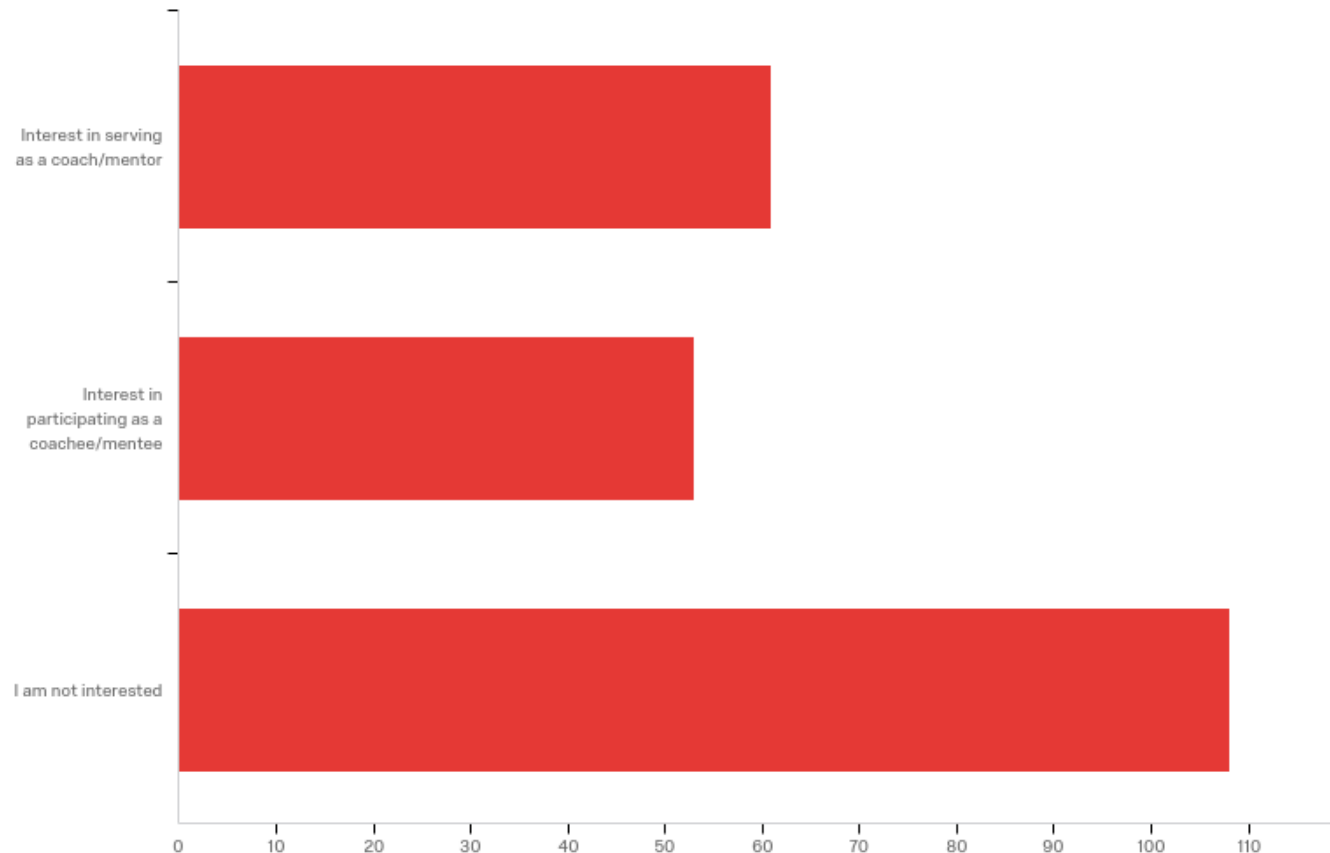
TRAININGS / LUNCH BREAK

Are you interested in offering a one hour training topic to SPs?



MENTORING PROGRAM

To help NAU employees feel more connected on campus, would you be interested in a voluntary coach/mentor program among our staff?



TAKEAWAYS

- Service Professionals are...
 - **Generally very satisfied with their supervisors and coworkers**
 - **Satisfied with NAU benefits but not salary**
 - **Interested in enhanced training opportunities, particularly with regard to project management, supervisory skills, change management, and conflict/communication**
 - **Interested in working with OR being a mentor**
- What can SPAC influence?
 - **Enhance communication of current training that is happening throughout NAU**
 - Encourage more distance-learning opportunities
 - Assist with career development opportunities and OTJ
 - **Opportunity to engage with recognition efforts in some way**
 - **Create opportunities for informal mentorship or networking**
 - **Suggest a formal mentoring program be established at the University level**