

# Division of Finance and Administration Climate Survey



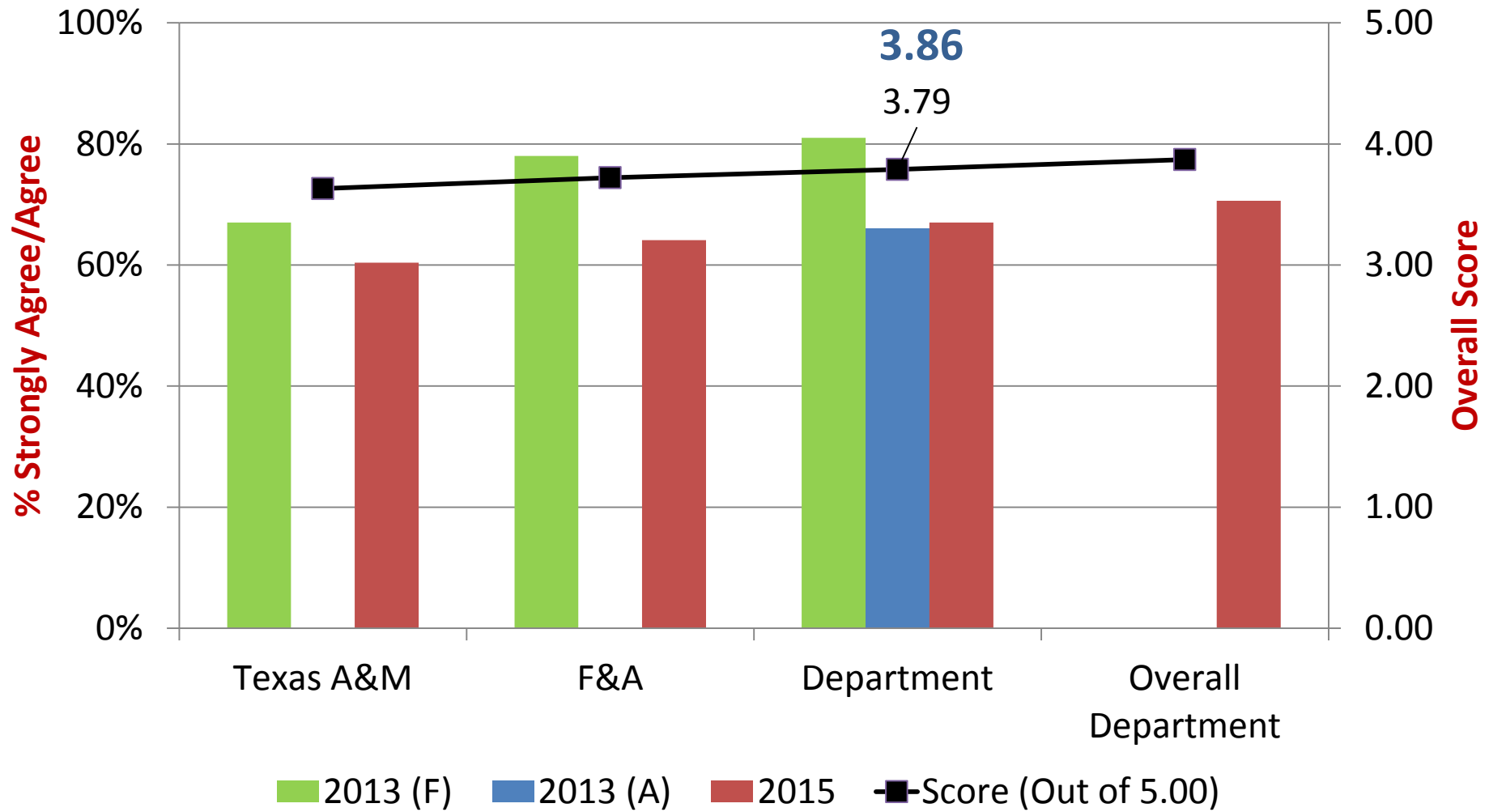
# Demographics

- Respondents = 604 (43.9%)
- Gender = 52% male / 48% female
- Age
  - Average = 44.74
  - Range = 16 - 81
- Underrepresented
  - 17% Yes
  - 25% Prefer not to respond
  - 58% No

# Areas Analyzed

- Environment for Inclusion
- Stress
- Treatment (Incivility, Ostracism, Co-Workers, Supervisors)
- Inappropriate Comments
- Job Outcomes (Job Satisfaction, Turnover)
- Open-Ended Responses
- Unit Items
  - UES, Transportation, UPD, EHS (Safety)
  - Human Resources

# Environment for Diversity/Inclusion



% Indicating Strongly Agree/Agree (Positive)



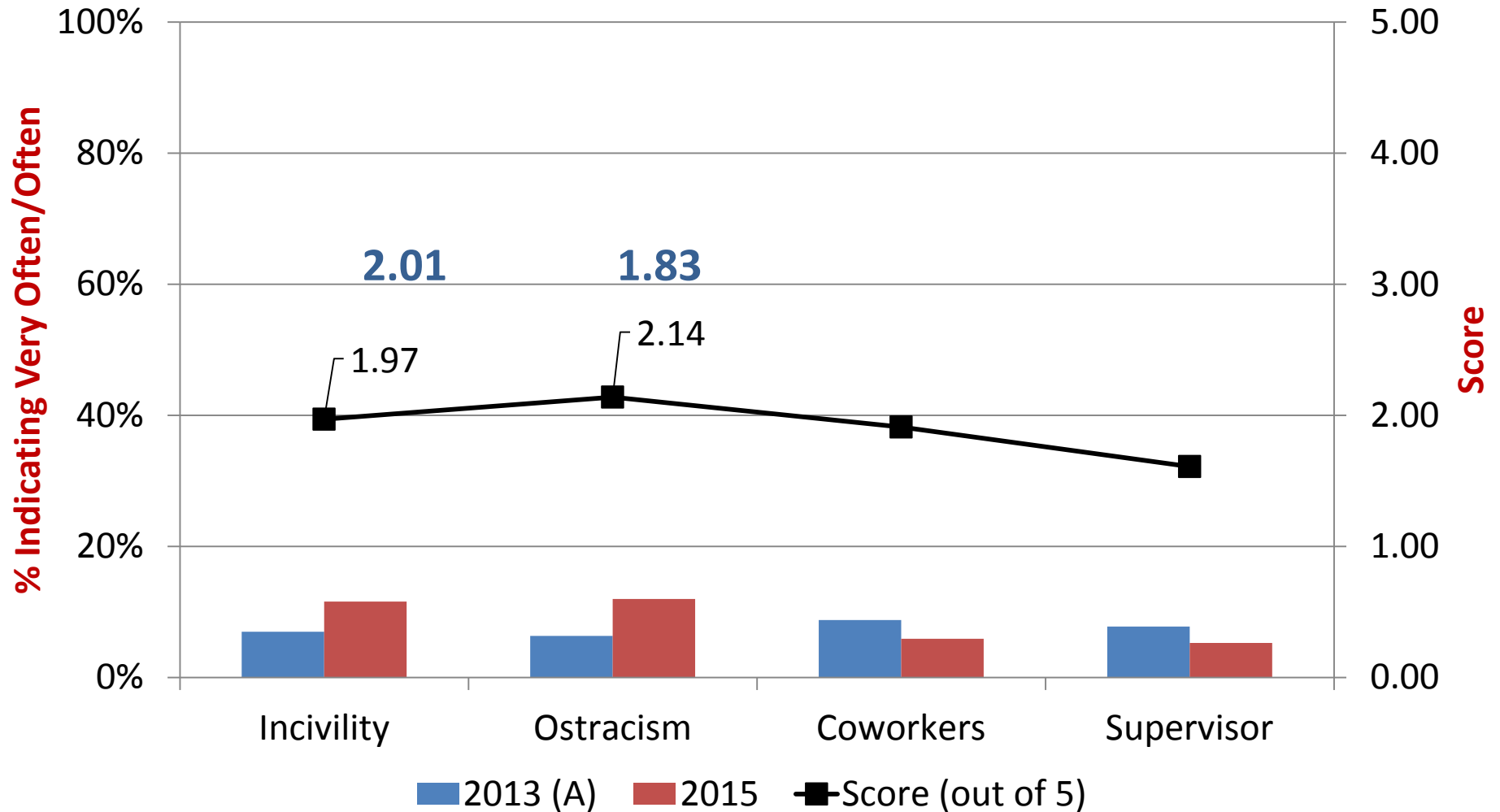
# Stress



# Stressors

- 152 responses, identifying 27 items
- Most common
  - Reduced/low staffing levels (23)
  - Heavy workload (16)
  - Peak time/loads (13)
  - Supervisors (11)
  - Colleagues (9)
  - Customer demands/expectations (6)
  - Nature of work (6)
  - Work environment (6)

# Treatment/Environment



% Indicating Very Often/Often (Negative)

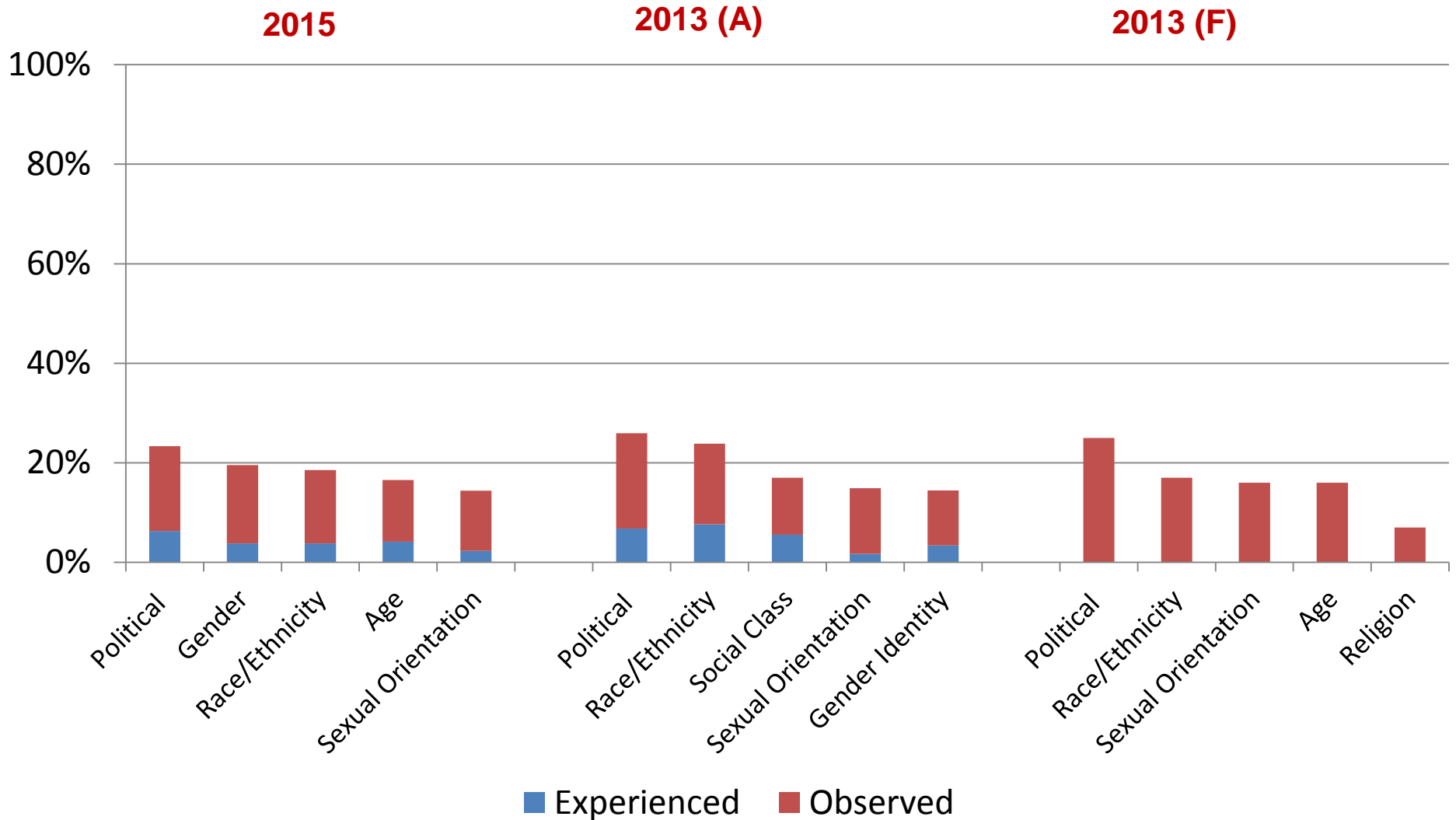


# Incivility

- 67 open-ended responses
- 26 responses indicated issues, mostly general “gossip”
  - Supervisors (12)
  - Co-workers (6)
- Most responses were “none”, “N/A”, or “was not aware”



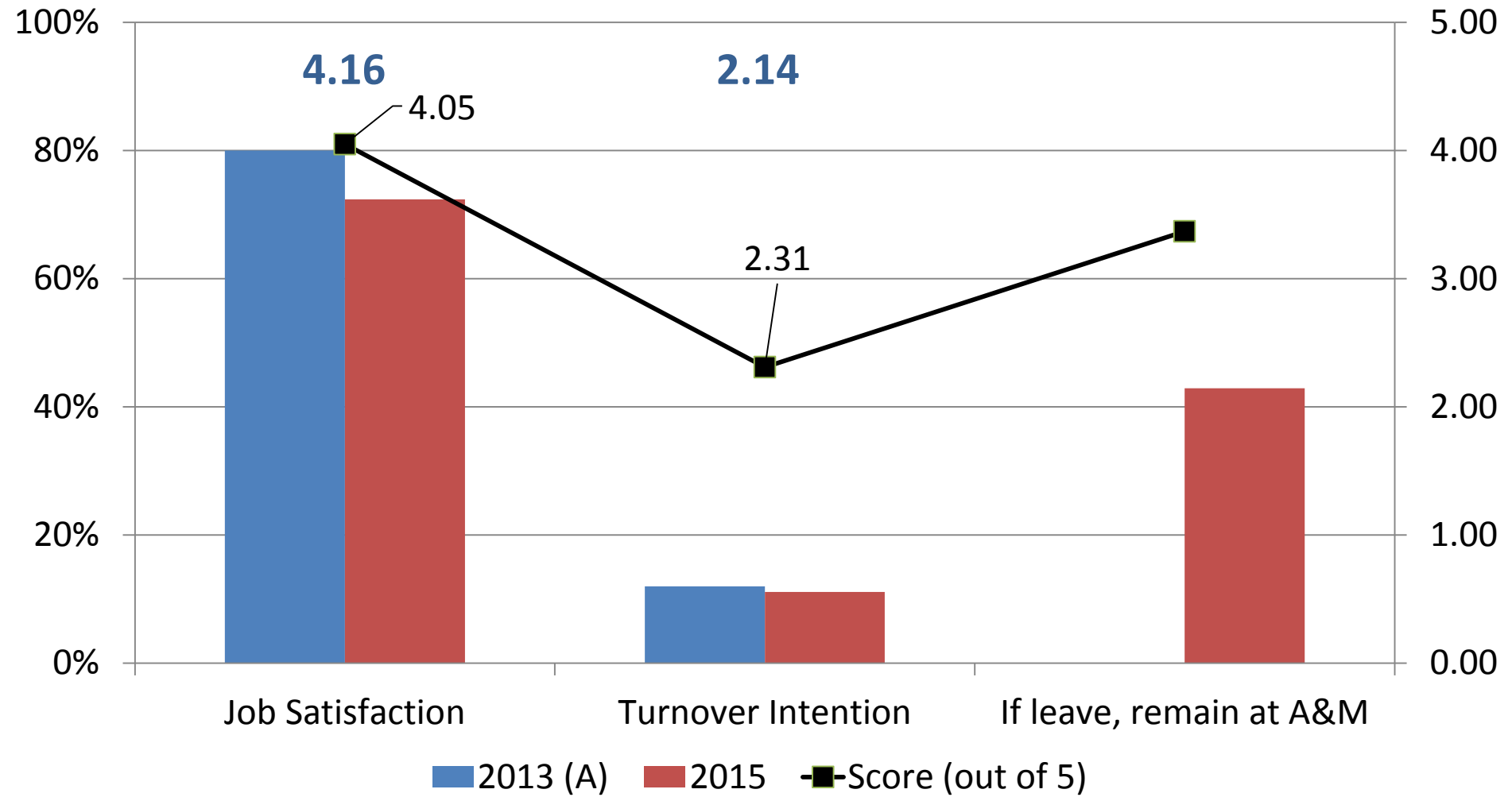
# Behaviors and Comments



# Behaviors and Comments

- 95 open-ended responses
- 21 responses indicated issues
- 9 responses mentioned specifics
  - 4 gender (3 male, 1 female)
  - 2 age (1 young, 1 old)
  - 2 race (1 majority, 1 underrepresented)
  - 2 politics
  - 2 size/weight
  - 1 sexual orientation

# Job Outcomes



% Indicating Strongly Agree/Agree

# Open-Ended Responses: Opportunities and Strengths

## Opportunities for Improvement

(419 respondents/610 items/41 unique items)

- Communication (76)
- Compensation (56)
- Staffing (55)
- Equity/treatment (41)
- Facilities/equipment (37)
- Training (30)
- Supervisor (29)
- Appreciation/respect (28)
- **Nothing/none (28)**
- Environment (27)
- Employee input/engagement (26)
- Micromanagement (22)
- Promotion/opportunities (21)

## Strengths

(438 respondents/630 items/29 unique items)

- Teamwork (137)
- Supervisor (73)
- Colleagues (60)
- Collegial environment (53)
- Respect (49)
- Nature of work (35)
- Quality of unit's work (34)
- Flexible schedule (29)
- Communication (29)
- Discretion/freedom to do work (25)
- Training (16)
- Opinion/input valued (14)
- Diversity (10)
- **Nothing/none (8)**



# Compensation/Staffing/Facilities

- Important for our Division to consider
- Unit-specific
  - PwC Market Study results
  - Future budget allocation and processes
  - Other

# Communication

- Who? What? Where? How?
- Examples
  - “Better communication”
  - “More communication about new programs”
  - “Upper level management needs to work on communication with staff and clients”
  - “The other improvement would be to increase communication between leadership and employees. There are too many supervisors between leadership and employees who have feelings hurt if they are bypassed, therefore communication is distorted, and poor decisions are made.”

# Equity/Treatment

- Who? What? Where? How?
- Examples
  - “Consistency and fairness”
  - “Fairness with raises and promotions”
  - “...fair way to rotate persons on the yearly schedule”
  - “All XXX should receive the same training”
  - “Disciplinary policies are not being distributed evenly/fairly to all employees”
  - “Unfair workloads are assigned”

# Training

- Who? What? Where? How?
- Examples
  - “We need more computers and more training”
  - “Initiate better training programs/make the training worth something (automatic raises for completing...)”
  - “Have more communications training and customer service training”
  - “More training about change and why we need to continue to change”



# How to Respond?

- Response Sheets
- Electronic survey
- Email to [jstrawser@tamu.edu](mailto:jstrawser@tamu.edu)



# Other Items/Updates

- Health Science Center Integration
- Continuous Improvement Teams
  - Onboarding
  - Personal and Professional Development
- Council on Climate, Culture, and Respect
- Employee Breakfast Meetings
- President's Meritorious Service Awards
  - Lindsey Garza (EIS)
  - Monica Hartman (EHS)
  - Jatan Vyas (EIS)



# Council on Climate, Culture, and Respect

- Permanent Members
  - Gib Sawtelle, Chair, Information Technology
  - Debbie Mahle, Administrative Coordinator, Information Technology
- Term Expires May 2016:
  - Joyce Allen, Information Technology
- Term Expires June 2017:
  - David Breeding, Environmental Health and Safety
  - Jamie Burns, Presidential Conference Center
  - David Morrison, Facilities Coordination
- Term Expires January 2018:
  - Tamara Carpenter, Transportation Services
  - Colleen Locke, Business Services
  - Rosemary Shaunfield, Utilities and Energy Services
  - Todd Van Dresar, University Police
  - Martha Weeks, Accounting and Financial Services



# Continuous Improvement Team: Onboarding

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- Sarah Henrichs, Co-Leader, Presidential Conference Center
- Sarah Tobola, Co-Leader, Human Resources
- Troy Adams, Utilities and Energy Services
- Christina Asim, Business Services
- Kevin Bell, IT Services
- Susan Karli, Environmental Health and Safety
- Rachelle Lopez, Accounting and Financial Services
- Pedro Serralles, Transportation Services
- Peggy Zapalac, Executive Sponsor, University Risk and Compliance



# Continuous Improvement Team: 21

## Personal and Professional Development

- David Breeding, Co-Leader, Environmental Health and Safety
- Kelly Wellman, Co-Leader, Facilities and Operations
- Nancy DeLeon, Employee & Organizational Development
- Todd Gregory, Accounting and Financial Services
- Shelly Janac, Budget and Planning
- Joe Mancha, University Risk and Compliance
- Tammy Prater, Business Services
- Cynthia Reyes-Ballew, Transportation Services
- Gary Barnes, Executive Sponsor, Controller

