Division of Finance and Operations
Climate Survey
## Demographics

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents / Rate</td>
<td>603</td>
<td>613</td>
</tr>
<tr>
<td>Response Rate</td>
<td>43.4%</td>
<td>46.1%</td>
</tr>
<tr>
<td>Male</td>
<td>52%</td>
<td>53%</td>
</tr>
<tr>
<td>Female</td>
<td>48%</td>
<td>36%</td>
</tr>
<tr>
<td>Age</td>
<td>44.7</td>
<td>33.2</td>
</tr>
<tr>
<td>Age Range</td>
<td>16 - 81</td>
<td>19 – 79</td>
</tr>
<tr>
<td>Underrepresented (Yes)</td>
<td>17%</td>
<td>18%</td>
</tr>
<tr>
<td>Underrepresented (No)</td>
<td>58%</td>
<td>64%</td>
</tr>
</tbody>
</table>

*% may not sum to 100% if chose not to respond*
Areas Analyzed

• Supervisor Support for Wellness and Professional Development (NEW)
• Environment for Inclusion
• Stress
• Treatment (Incivility, Ostracism/Exclusion, Co-Workers, Supervisors)
• Inappropriate Behaviors or Comments
• Job Outcomes (Job Satisfaction, Turnover)
• Open-Ended Responses
• Safety (UES, Transportation, UPD, EHS)
Supervisor Support

Percentage “Very” or “Extremely” Supportive

Wellness: 3.08
Professional Development: 3.21

Scale = 1.0 (unfavorable) to 4.0 (favorable)
Environment for Diversity/Inclusion

<table>
<thead>
<tr>
<th></th>
<th>2013 (F)</th>
<th>2013 (A)</th>
<th>2015</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas A&amp;M</td>
<td>60%</td>
<td>60%</td>
<td>70%</td>
<td>80%</td>
</tr>
<tr>
<td>F&amp;O</td>
<td>70%</td>
<td>70%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Department</td>
<td>80%</td>
<td>80%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Overall Department</td>
<td>80%</td>
<td>80%</td>
<td>90%</td>
<td>90%</td>
</tr>
</tbody>
</table>

Scale = 1.0 (unfavorable) to 5.0 (favorable)
Stress

Scale = 1.0 (favorable) to 5.0 (unfavorable)

Excess Work > week

2013 (A): 3.19 / 2.93
2015: 1.98 / 1.91

Very/Extreme Stress

2013 (A): 1.98 / 1.91
2015: 1.98 / 1.91
2018: 2.00 / 1.94

Legend:
- Blue: 2013 (A)
- Red: 2015
- Green: 2018
Treatment/Environment

% Indicating Very Often/Often

Scale = 1.0 (favorable) to 5.0 (unfavorable)
Incivility

• 87 open-ended responses
  – Generally positive comments (20)
  – Generally negative comments (18)
  – Gossip/Hearsay (20)
  – Supervisors (16)

• Concerns (responded “occasionally” or more frequently)
  – Talked about you behind back (27%)
  – Jokes at your expense (13%)
  – Demeaning/derogatory remarks (16%)
  – Put down/condescending (23%)
Inappropriate Behaviors and Comments

2013 (F) 2013 (A) 2015 2018

- Political
- Race/Ethnicity
- Sexual Orientation
- Age
- Religion
- Political
- Race/Ethnicity
- Sexual Orientation
- Social Class
- Gender Identity
- Political
- Gender
- Race/Ethnicity
- Sexual Orientation
- Age
- Political
- Race/Ethnicity
- Gender
- Weight
- Age

- Experienced
- Observed
Inappropriate Behaviors and Comments

- 28 open-ended responses
- 7 responses mentioned specifics
  - Religion (non-believer)
  - Age (young)
  - Race (majority)
  - Weight (overweight)
  - Politics
  - Sexual orientation
  - Facial hair
Job Outcomes

<table>
<thead>
<tr>
<th>Year</th>
<th>Job Satisfaction</th>
<th>Turnover Intention</th>
<th>If leave, remain at A&amp;M</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013 (A)</td>
<td>4.16 / 4.05 / 4.02</td>
<td>2.14 / 2.31 / 2.27</td>
<td>2018</td>
</tr>
</tbody>
</table>

Satisfaction Scale = 1.0 (unfavorable) to 5.0 (favorable)
Turnover Scale = 1.0 (favorable) to 5.0 (unfavorable)
Open-Ended Responses: Strengths

2018
(411 respondents/829 items/48 unique items)

- Supervisor/Leadership (98)
- Colleagues (97)
- Teamwork (93)
- Work environment (72)
- Supportive (46)
- Respect (46)
- Training/Professional Development (40)
- Communication (34)
- Flexible schedule (30)
- Discretion/freedom to do work (24)
- Resources (23)
- Diversity (21)
- Trust (20)

2015
(438 respondents/630 items/29 unique items)

- Teamwork (137)
- Supervisor/Leadership (73)
- Colleagues (60)
- Work 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)
- Resources (23)
- Diversity (21)
- Trust (20)

“I love my job so much, I’d work for free!”
Open-Ended Responses: Opportunities

2015
(419 respondents/610 items/41 unique items)
• Communication (76)
• Compensation (56)
• Staffing (55)
• Equity/treatment (41)
• Facilities/equipment (37)
• Training/Professional development (30)
• Supervisor (29)
• Appreciation/respect (28)
• Nothing/none (28)
• Environment (27)
• Employee input/engagement (26)
• Micromanagement (22)
• Promotion/opportunities (21)

2018
(404 respondents/658 items/ 55 unique items)
• Compensation (70)
• Staffing (58)
• Communication (56)
• Facilities/equipment (41)
• Equity/treatment (39)
• Supervisor (36)
• Resources (34)
• Environment (28)
• Nothing/none (25)
• Appreciation/respect (25)
• Employee input/engagement (24)
• Training/Professional development (22)
• Collaboration (20)
Next Steps?

According to the employee survey, 98% of you have no confidence in management.

Rest assured, management will make sure we never again get such a low score.

Cancel all future employee surveys.
Next Steps

• Distribute/analyze results by area within Division

• Brainstorm ideas with groups and develop plans to address
  – Employee Advisory Committee
  – CIT on Climate and Respect
  – Bi-monthly breakfast meetings
  – Individual colleagues
Division/University Updates

• Bush Ceremony
• Human Resources and Organizational Effectiveness
• Transportation Services Grant (20 buses)
• Division Dashboard (vpfo.tamu.edu)
Budget Allocations/Requests

• Central Budget requests/allocations

<table>
<thead>
<tr>
<th></th>
<th>Base</th>
<th>One-Time</th>
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</thead>
<tbody>
<tr>
<td>FY 17</td>
<td>UPD: $105 (4 FTE, support)</td>
<td>UPD/EHS: $300 (equipment)</td>
</tr>
<tr>
<td></td>
<td>EHS: $193 (4.5 FTE)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TS: $300 (additional service)</td>
<td></td>
</tr>
<tr>
<td>FY 18</td>
<td>UPD: $450 (7 FTE, officers)</td>
<td>UPD: $450 (equipment)</td>
</tr>
<tr>
<td>FY 19</td>
<td>UPD/EM: $225 (2 FTE &amp; other)</td>
<td>TS: $1,000 ($500 x 2 years)</td>
</tr>
<tr>
<td></td>
<td>SBS: $175 (5 FTE)</td>
<td></td>
</tr>
<tr>
<td>FY 20</td>
<td>TS: $1,200</td>
<td>TS: $1,000</td>
</tr>
</tbody>
</table>

• VPFO
  – $242 (base 1% merit to units, FY 2017)
  – $590 for one-time merit (FY 2018)
  – $275 for Personal/Professional Development (annual)
Questions

• HROE
  – With HROE under our division, can we give them some much deserved help in hiring more employees to help with transition to Workday?
  – Reporting structure of HROE

• Growing problem of vaping and e-cigs on campus?

• Status of climate survey and action?

• 15/Five (Controller’s unit program)

• Agenda 21/Agenda 2030 (Sustainability)
CIT: Onboarding

• Current Accomplishments
  – New employee survey (35% response rate): Overall positive results
  – New employee checklist send to all HR liaisons for use

• Upcoming Initiatives
  – New employee onboarding courses in TrainTraq to contain division-specific information
  – Continued department tours (UPD, Transportation, Emergency Management Operations)
  – Alternating new employee breakfast to reception to accommodate shift workers
CIT: Professional Development

• Current Accomplishments
  – Launched Emerging Leaders Academy
  – Launched Book Club with *Power of Habit* (complete on December 11)
  – Initiated community service project (Food Drive) to be completed December 11

• Upcoming Initiatives
  – Second Book Club group to begin in January 2019
  – Shadowing and mentoring programs
  – Customer service affinity group
CIT: Climate and Respect

• Current Accomplishments
  – Continue hosting bi-monthly breakfasts

• Upcoming Initiatives
  – Develop recommendations based on Climate Survey
  – Informal “meet and greets” throughout Division to assess morale and issues
  – Develop programs for recognizing individuals for contributions to department efficiency or morale