

A photograph of a university campus. In the foreground, there is a green lawn with several people walking. A tall, dark, abstract sculpture stands on the left. In the background, a large, multi-story building with many windows is visible. The sky is bright and overcast. The text "Conversations with Staff Council" is written in a large, bold, red font, and "Continuing the Journey....." is written in a smaller, italicized, red font below it.

**Conversations with
Staff Council**
Continuing the Journey.....

Agenda

- **Welcome & Overview** – Elsie Myers, Staff Council (SC) President
- **Staff Council Accomplishments** – Ron Gonyea, SC President-elect
- **Staff Council Responds**– Pam Muscarello, SC, Chair-Staff Affairs
- **Human Resources Action Items** – Sandy Coltharp, Director, Human Resources
- **Budget Update: What to Expect** – Tom Ehardt, Associate VC/VP, Finance
- **Roundtables Brainstorming**
 - Introduction
 - First topic: Professional Development
- **Importance of Communication** – Dr. Carl Carlucci, Executive VC/VP, Administration & Finance
- **Roundtables Brainstorming**
 - Second Topic: Communication
- **Debrief and Closing** – Elsie Myers

Staff Council Accomplishments

- Planned and organized:
 - 14th Annual Cougar First Impressions (CFI)
 - Sock & Blanket Drive
 - Spring Welcome: pilot program; this event is now the annual Spring CFI
 - Spring Egg Hunt
- Created staff districts to allow SC to maintain closer touch with their own SC members
- Developed/implemented Cougar Cudos to award excellent customer service from staff

SC Accomplishments (con't)

- Awarded ten \$500 Staff Council Scholarships
- Distributed Welcome Cards to new staff members at Orientation
- Restructured website to provide timely updates
- Conducted first wide-scale survey of student response to CFI
- Provided feedback for MAPP & SAM Policy changes affecting staff
- Initiated campus-wide staff socials
- Worked with HR to assist RIF'd employees

Conversations 2011: Staff Input

- Culture of encouragement
- Infrastructure for staff recognition
- Sense of community through informal events
- Improve communication infrastructure
- Opportunities and support for professional development
- Flex time
- Campus culture change to promote mutual customer service, empowerment, and respect

Links to Staff Morale Survey Results

Executive Summary:

http://www.uh.edu/staff-council/_documents/survey-web-docs/Staff-Morale-Survey-Exec-Summary.pdf

Results Presentation:

http://www.uh.edu/staff-council/_documents/survey-web-docs/Staff-Morale-Survey-Final-Report.pdf

STAFF MORALE SURVEY 2011



Background and Methodology

- Resulted from Staff Council's desire to develop more targeted surveys that would provide **actionable** items
- 1,146 staff (**33%**) completed the survey in Nov-Dec 2011
 - Participants represent every division, college and job on the main campus

Staff Morale Survey

The UH Staff Council is conducting a staff satisfaction survey to understand the issues related to staff morale. In the following pages, you will be asked to provide your honest opinions about UH as a whole, as well as those about your own division or work unit, supervisor, and job.

This survey is COMPLETELY ANONYMOUS, so there will be no way for anyone to link your responses back to you. The results of this survey will be shared with the university community and used to make UH a better place to work.

Thank you for your participation.

Your UH Staff Council

***These statements are about how you feel at work. Read each statement and decide if you ever feel this way about your job. Then select the word that best describes how frequently you feel that way.**

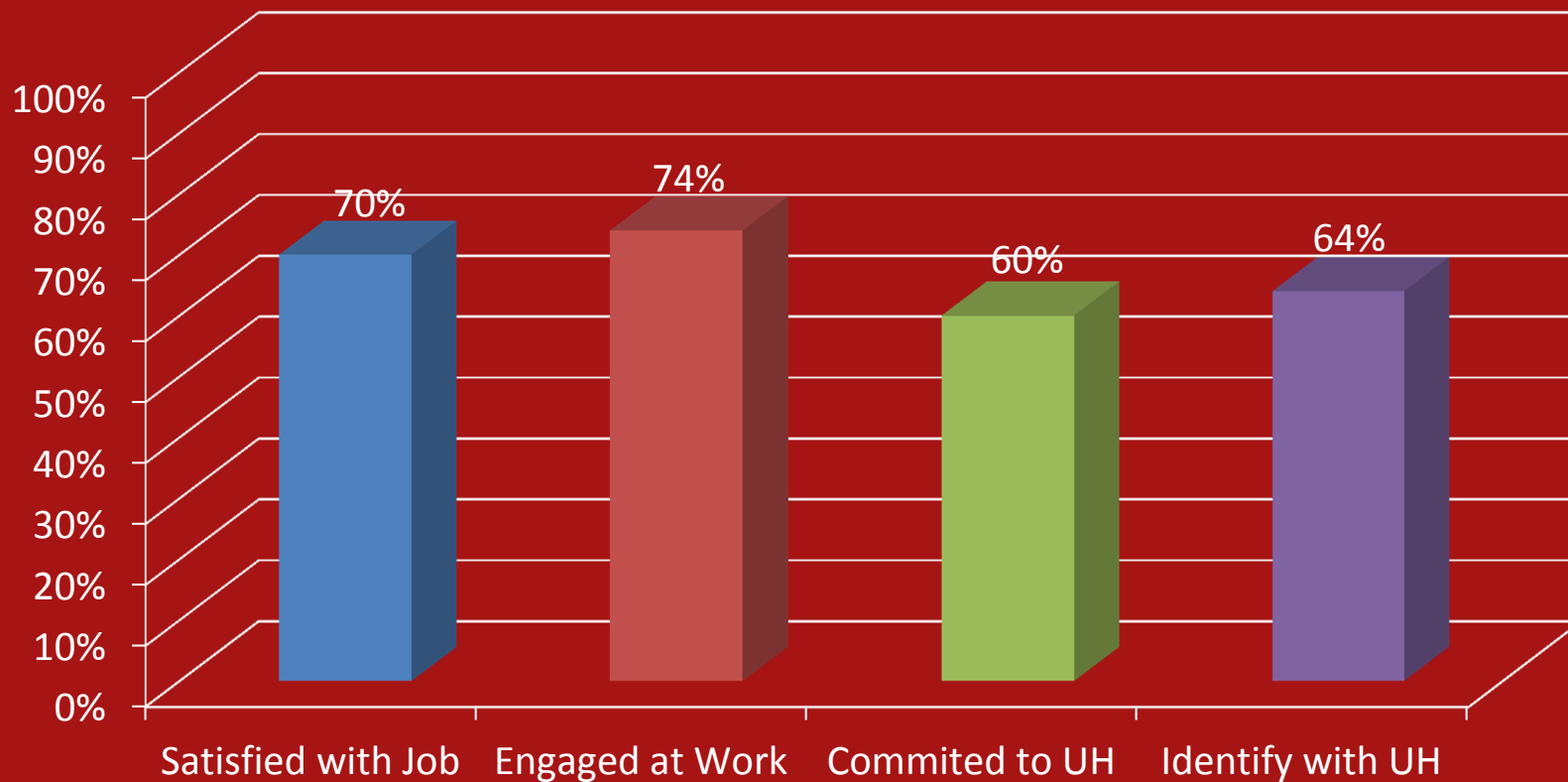
	Never	Rarely	Sometimes	Often	Always
At my work, I feel bursting with energy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my job, I feel strong and vigorous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am enthusiastic about my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job inspires me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I get up in the morning, I feel like going to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel happy when I am working intensely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud of the work that I do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am immersed in my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get carried away when I am working.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments



Results: Staff Attitudes

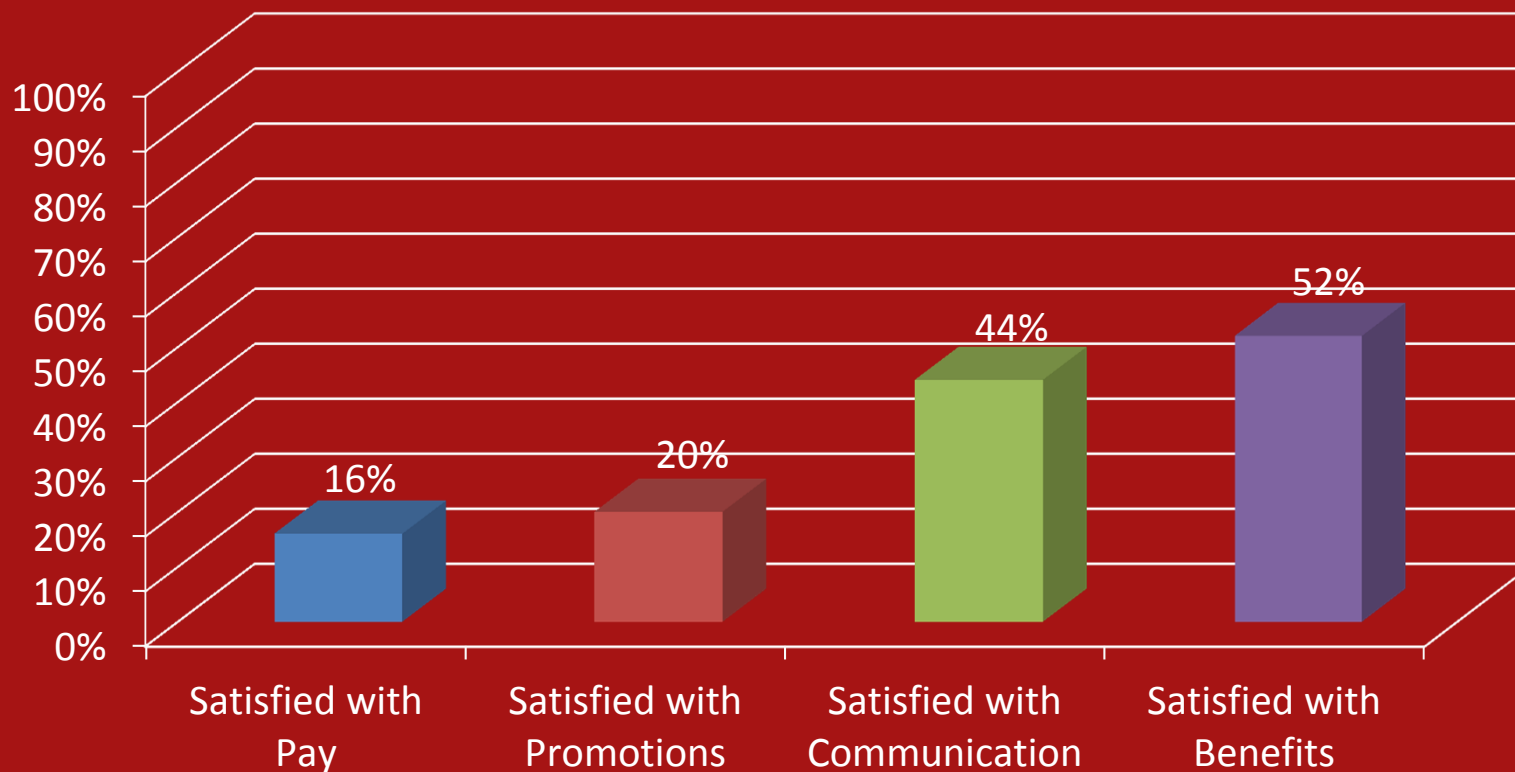
- On the whole, staff attitudes **about their jobs and UH in general** are very positive





Results: Staff Attitudes

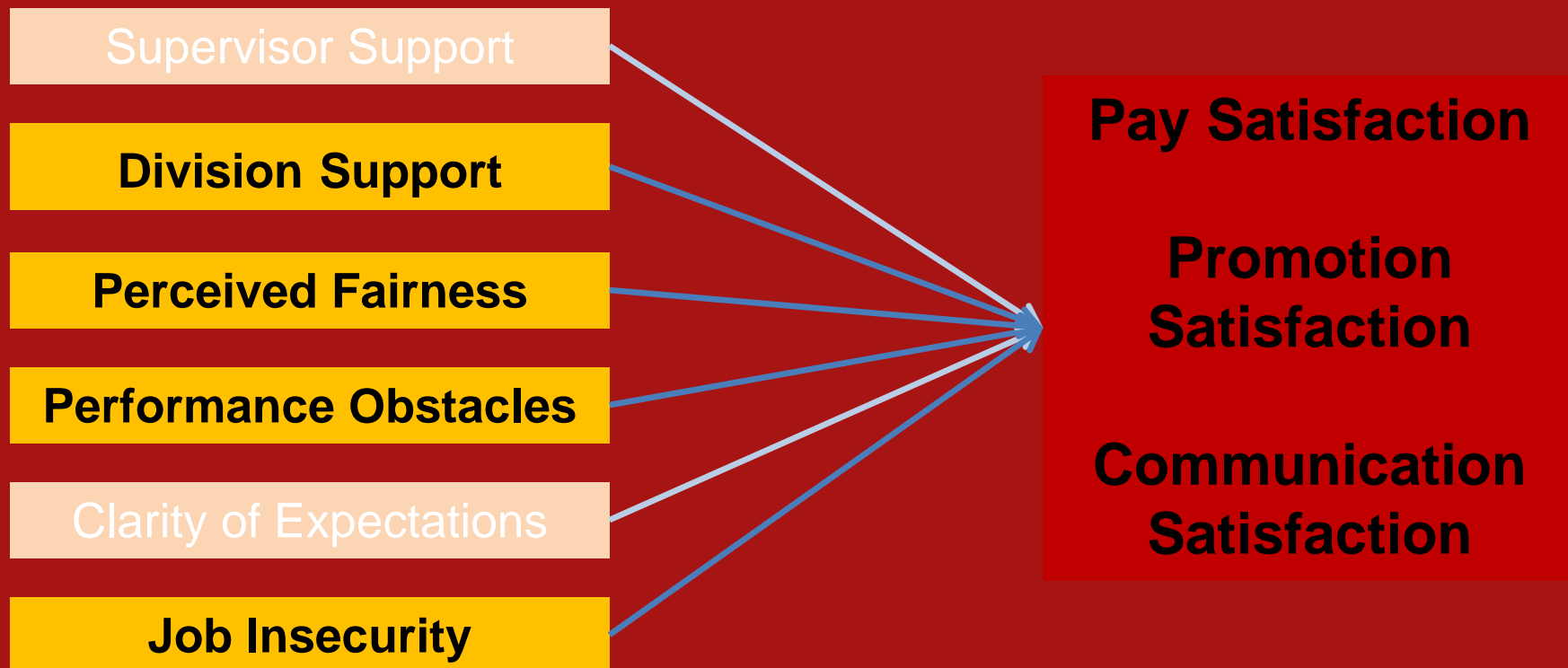
- However, staff attitudes toward **specific aspects of their jobs** were less positive





Results: Drivers of Staff Attitudes

- Four aspects of the work context emerged as primary drivers of staff attitudes.



Survey Recommendations

Improve communication within and across all Divisions, Colleges, Departments, Supervisors:

- Demonstrate concern for staff well-being and appreciation for their contributions
- Reduce perceptions of unfairness due to inadequate or inaccurate information
- Reduce uncertainty about potential changes to jobs or other employment practices
- Inform staff of the resources available to them to resolve conflict and other complaints through Staff Council, HR, and Office of Ombuds Services

Survey Recommendations (con't)

Examine training needs for supervisors:

- Staff and faculty promoted to supervisory positions may benefit from opportunities to develop the competencies necessary to be effective managers
- Content of training may include:
 - Importance of frequent clear, open, and honest communication
 - Effective strategies for performance management and feedback, particularly clarifying performance expectations
 - Identifying informal opportunities to recognize and reward staff performance

Survey Recommendations (con't)

- Examine administrative rules and procedures for clarity and consistency of application across campus
- Monitor organizational climate for employees in Technical and Service Craft positions
- Examine policies used to determine pay and promotions
 - Ensure consistent communication and application of policies across campus
 - Merit-based pay based on transparent appraisal

Human Resources

Survey Concerns

HR Action Items

Improve communication

Minimize unfair treatment

Reduce job insecurity

Staff appreciation

Evaluation of Technical and Service Craft positions

Consistency of pay and promotions

Implement mandatory supervisor training

Opportunities, Recognition & Celebrations

Technical & Service Craft salary review

On-going review in this area:

- Mandatory training
- Provide information (salary and promotions) on website
- Review and analyze

What Happens to Your Suggestions and Ideas?



1. A summary will be posted on the Staff Council website and distributed via e-mail
2. Staff Affairs Committee will review and evaluate the suggestions and use them to determine recommendations and goals for the coming year
3. Staff Council will collaborate on solutions, which will be communicated periodically over the year
4. A review of the suggestions and outcomes will be discussed at the next *Conversations with Staff Council*

Brainstorming Basics



1. The number/quantity of suggestions is more important than the quality of ideas.
2. Be creative! Think outside the box.
3. Accept and record all ideas regardless of practicality or cost.
4. Do not criticize, judge, evaluate or triage suggestions.
5. Encourage participation by all group members.
6. Allow suggestions to generate other ideas.

Discussion Topic #1

How can we develop staff professionally without impacting the budget?



Discussion Topic #2

Where are the communication breakdowns happening?

How can we alleviate them?



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