





















Service Professional Advisory Council (SPAC) Survey 2016

How many years have you been employed at NAU?

		Response percent	Response total
<1 to 1 year		12.5%	27
2		7.87%	17
3		9.26%	20
4		3.7%	8
5		9.26%	20
6		4.63%	10
7		3.24%	7
8		7.41%	16
9		2.78%	6
10		4.17%	9
11		1.85%	4
12		2.78%	6
13		1.85%	4
14		0.46%	1
15		5.09%	11
16		1.39%	3
17		2.32%	5
18		3.24%	7
19		2.32%	5
20+		13.89%	30

Statistics based on 216 respondents;

In which area/department do you work?

		Response percent	Response total
Athletics		1.38%	3
Finance & Administration		11.47%	25
Enrollment Management & Student Affairs		21.1%	46
Extended Campuses		5.05%	11
Marketing & Strategic Communications		1.84%	4
Planning, Budget, & Institutional Effectiveness		3.21%	7
Provost & Academic Affairs		9.63%	21
College of Arts & Letters		0.46%	1
College of Education		1.38%	3
College of Engineering, Forestry, and Natural Sciences		5.51%	12
College of Health & Human Services		2.75%	6
College of Social and Behavioral Sciences		4.13%	9
The W.A. Franke College of Business		2.29%	5
Graduate College		0.92%	2
University Honors Program		0%	0
Information Technology Services		11.01%	24
Research		2.29%	5
University Development & Alumni Engagement		1.84%	4
President's Office		1.38%	3
Other		12.39%	27

Statistics based on **218** respondents;





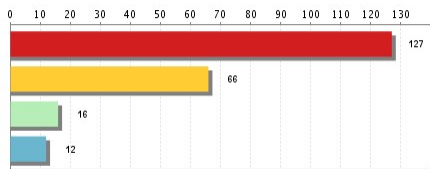
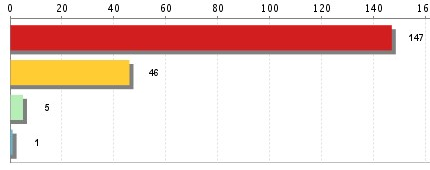
SPAC would like your input on professional development topics in order to provide opportunities of interest to Service Professionals.

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

		Response percent	Response total																																																				
Supervisory Skills		46.54%	101																																																				
Career Planning and Progression		47.93%	104																																																				
Retirement Financial Planning		32.26%	70																																																				
Project Management Skills		46.08%	100																																																				
Benefits Information		17.05%	37																																																				
Campus Resources for Staff Training		33.18%	72																																																				
Communication/Conflict Prevention		35.02%	76																																																				
Carbon Footprint/President's Climate Commitment		15.21%	33																																																				
None of these		5.53%	12																																																				
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Statistics based on 217 respondents;

How many times a year do you attend SPAC events?

	Never 	1-2 	3-4 	5+ 		Response total
SPAC Meeting	57.47% (127)	29.86% (66)	7.24% (16)	5.43% (12)		221
LunchBreak Mini Seminars	73.87% (147)	23.12% (46)	2.51% (5)	0.5% (1)		199

Statistics based on 223 respondents;

Have you ever attended an Annual SPAC Mixer?

		Response percent	Response total
Yes		35.59%	79
No		64.41%	143

Statistics based on 222 respondents;

SPAC Communication

Our usual SPAC communications include a monthly announcement of the meeting, a weekly email of upcoming events that pertain to Service Professionals (such as the SPAC LunchBreak mini seminar series, service projects, opportunities to attend athletic events, and the annual mixer), and two to three newsletters during the academic year.

How do you describe this level of communication?

		Response percent	Response total
Too often		2.29%	5
Just right		95.87%	209
Too little		1.84%	4

Statistics based on 218 respondents;

Website



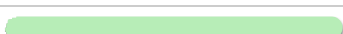

Did you know that the SPAC website lists information on Membership, the service projects, governing documents, meeting schedules and minutes and committee assignments, links to institutional documents and policies as well as the newsletters?

<http://nau.edu/SPAC/>

		Response percent	Response total
Yes		43.3%	97
No		56.7%	127




Statistics based on 224 respondents;

**Please indicate your level of agreement with the following statement:
I feel secure in my job having a six month renewable contract.**

		Response percent	Response total
Strongly Agree		6.67%	15
Agree		38.67%	87
Disagree		39.11%	88
Strongly Disagree		15.56%	35

Statistics based on 225 respondents;


How does having six month renewable contracts impact the recruitment of new employees?

		Response percent	Response total
Negatively		59.54%	128
No impact		38.61%	83
Positively		1.86%	4

Statistics based on 215 respondents;

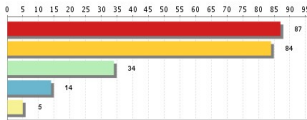
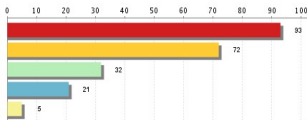
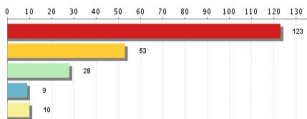
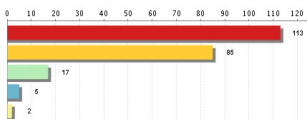
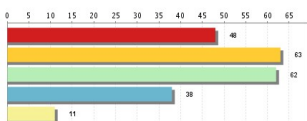
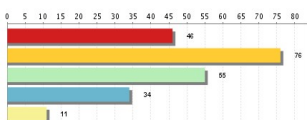
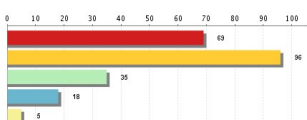
Service Professional Job Posting

Recently the decision was made to list service professional salary as "commensurate with experience" rather than as a dollar amount. Are you supportive of the change?

		Response percent	Response total
Yes		14.73%	33
No		57.14%	128
Not sure		28.13%	63

Statistics based on 224 respondents;





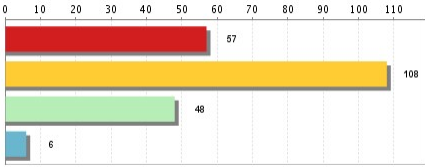
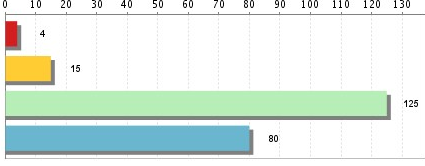
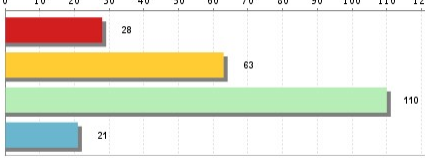
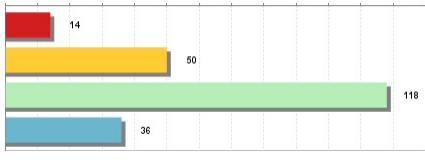
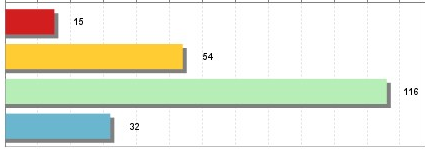
Overall, what is your general level of satisfaction with the following aspects of your employment?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied		Response total
Workload	18.83% (42)	43.95% (98)	14.8% (33)	15.7% (35)	6.73% (15)		223
Workplace	38.84% (87)	37.5% (84)	15.18% (34)	6.25% (14)	2.23% (5)		224
Work space	41.7% (93)	32.29% (72)	14.35% (32)	9.42% (21)	2.24% (5)		223
Supervisor	55.16% (123)	23.77% (53)	12.56% (28)	4.04% (9)	4.48% (10)		223
Team members	50.9% (113)	38.29% (85)	7.66% (17)	2.25% (5)	0.9% (2)		222
Career development opportunities	21.62% (48)	28.38% (63)	27.93% (62)	17.12% (38)	4.96% (11)		222
On the job training	20.72% (46)	34.23% (76)	24.78% (55)	15.32% (34)	4.96% (11)		222
Resources provided to perform job (equipment, software, technical support, etc.)	30.94% (69)	43.05% (96)	15.7% (35)	8.07% (18)	2.24% (5)		223

Statistics based on 224 respondents;





Salary and Benefits

Please indicate your level of agreement with the following statements.

	Strongly Disagree 	Disagree 	Agree 	Strongly Agree 		Response total
The university demonstrates a commitment to improving staff salaries.	26.03% (57)	49.32% (108)	21.92% (48)	2.74% (6)		219
Overall, I am satisfied with the benefits offered by NAU.	1.79% (4)	6.7% (15)	55.8% (125)	35.71% (80)		224
I am paid fairly for the job duties I perform.	12.61% (28)	28.38% (63)	49.55% (110)	9.46% (21)		222
I receive recognition for the work I do.	6.42% (14)	22.94% (50)	54.13% (118)	16.51% (36)		218
I receive recognition for the contributions I make to improve the workplace.	6.91% (15)	24.89% (54)	53.46% (116)	14.75% (32)		217

Statistics based on 224 respondents;

The performance appraisal scale for rating your job performance changed recently from four points to five points. How effective is this new five-point scale in allowing you to accurately rate your job performance?

		Response percent	Response total
More effective than the previous four-point scale		33.18%	74
No different than the previous four-point scale		31.84%	71
Less effective than the previous four-point scale		1.79%	4
Unsure		33.18%	74

Statistics based on 223 respondents;

What keeps you engaged at NAU?

		Response total
#	Responses	
4	Salary and benefits	
8	Making a difference for all the students I meet and having the latitude to manage my program. I am a mid level manager who also sees 4 to 5 students per day in advising appointments. It's the perfect fit for me. I also get to work at two campuses (CCC and NAU) which always makes things interesting!	
10	My students, the team I work with and location.	
13	A career with good benefits and a good retirement program; a great work space; a sense of being needed for what I'm doing...	
15	the people I work with and living in Northern Arizona	
17	NAU is a great professional employer. The opportunity to grow professionally and personally.	

#	Responses		Response total
19	Benefits, opportunities for professional growth, the community I work with		
20	I haven't found another job yet that fits the needs of me and my family. Salary inequities between ITS staff members following the centralization project have caused huge discrepancies. I brought this up with HR in the transition one-on-one, and was told that it would be addressed in the near future - that was 6 months ago.		
22	Great colleagues		
23	Right now, nothing. It's a shame. I have been with the University for 20+ years and I have never been more disappointed with the state of affairs and events since President Cheng has been hired. Once a strong NAU supporter, regardless of my work, I can no longer recommend it as a good place to work. President continues to 'appoint' people that she can control. She is a micro-manager. Tired of her same old speech.		
24	Collaborating with talented, optimistic colleagues who share a vision of improving education. But optimism is increasingly hard to come by, and vision is very scarce.		
25	The work I do, feel like I make a difference. The people that work here too, really great team!		
27	I love my job and my colleagues. I love working with students and making a difference.		
28	The thought that I will never stop learning - this campus is huge with many departments, etc. I love that!		
32	Knowing that I can retire any time now....		
33	Location.		
34	Leadership that is transparent so that I know what the expected outcome is and leadership that is supportive of me professionally, even if it means taking some risks for them.		
35	customers		
37	Doing work that I know is important and that will contribute to a better educational experience for students.		
39	My good working relationships with my colleagues inspire me and help with my engagement. Their continued pride and genuine caring for NAU amid all of the uncertainty is encouraging, but their ability to laugh in spite of it is truly the best medicine.		
40	I love where I work, and what I do. I would point out that I think that the university has not demonstrated a strong commitment to improving staff salaries in the last two years. It feels as though units are prohibited from rewarding their staff, and it is difficult to find a mechanism to move someone up.		
41	Knowing what I do helps other staff members do their job.		
43	the students		
46	Opportunities to serve		
47	Having well trained and happy co-workers, and feeling appreciated for what contribute.		
49	Personal enjoyment of job and people.		
50	I'm NOT! I just retired, thank goodness.		
51	I'm looking for another job.		
52	Opportunities for personal and professional growth. In my role I also have the opportunity to interact with quite a large variety of professionals across campus which is exciting and offers great perspective.		
53	I enjoy the variety of challenges in my work, although the amount of work is too much.		
54	I have so much work to do that if I don't stay engaged (bailing water in my little lifeboat), it will fill and sink. Comment about "I feel secure in my job having a 6 month contract". I feel secure in God that he'll take care of me regardless of whether I have a contract or not.		
57	I am paid to be here.		
58	My department's mission, fellow staff members with whom I can speak honestly.		
59	Knowing that I work to help young people have a great opportunity in life to succeed in their chosen paths.		
60	Interesting projects People		
61	Working with the students and the staff.		
62	Working with others who collaborate towards a shared goal.		
63	The students and coworkers i work with.		
65	The work, the colleagues and the benefit package.		
67	I largely have to seek my own engagement outside of my department, as we are fairly isolated. SPAC does help with this though.		
69	The students with whom I work, the vision of my new boss and my co-workers		
70	Paychecks		
72	I graduated from NAU		
73	My staff; the overall goal of my job		
74	The overall friendly environment for working and living and beautiful surroundings in big Flagstaff area		
75	I think creating a sense of community and responsibility creates the engagement. When I feel like I have a vested interest, I am more engaged.		

#	Responses	Response total
76	The students that I work with.	
77	supportive supervisor and team mates, being valued, having a great deal of autonomy in my work	
78	Still very new...not sure yet.	
79	Belief in the value of higher education.	
84	I like working with the students and my co-workers.	
85	The people I worked with and the variety of tasks for my job.	
86	helping people and making connections.	
87	meaningful work impacting the success of students	
88	I enjoy working for an educational institution with access to learning and enrichment opportunities through art, music, and lectures. The benefit package is also important to me.	
91	Challenging projects and positive relationships with colleagues.	
92	the students	
93	Current initiatives for change in efficiency, customer service, research/academics, and One NAU concepts that meet the needs of demanding and competitive higher ed market.	
94	My paycheck.	
95	I love what I do and how it supports the mission to the community and the students. I see my job as my career, one that I give 110% to. I'm frustrated at times when folks are just here for a paycheck.	
96	The people and the positive impact they have on our community, each other, and society. The people here are what make us exceptional.	
97	The big picture- of supporting students	
99	I like what I do.	
100	I love working to increase educational opportunities for students - education is one of the greatest gifts available to us.	
108	Positive interactions with colleagues, a sense of team spirit, opportunity to make a difference, recognition for contributions.	
109	In the past 10-12 years I felt engaged because of a sense of agency in my jobs and working with students. During the past 12 months or so, that has change and it is becoming more challenging to maintain the high degree of engagement.	
110	Location, colleagues, and rate of change.	
111	Serving students.	
114	I appreciate the community and the social offerings that are here. I would like to be more aware of them, but most of that is on me. In general the staff I've met have been really great and wonderful to work with.	
115	The people	
116	my salary	
117	Exciting new research, feeling on the front edge of new knowledge expansion, great community of colleagues, love working in the academic environment. I also love living in Flagstaff.	
118	Different professional development opportunities.	
119	Work ethic	
120	My co-workers and supervisor are supportive and engaging. I have also enjoyed working with and for the students.	
124	The variety of projects, the passion of employees, and the casual, yet professional environment in which I get to work every day.	
125	Inter action with students	
126	My own work ethic.	
128	the prospect of making a difference	
129	dedication to the mission of the university	
131	Making a difference for our students every day. Campus pride!	
132	The student employees, my staff ,my work group. I have worked here for 31 years 4 as a student employee. I love the atmosphere of NAU, I love the sense of belonging and being a part of the community spirit.	
133	Knowing we provide a wonderful opportunity to students.	
135	I believe educating the next generation is a high calling.	
136	Serving students, faculty and staff.	
137	The work.	
139	Workspace, coworkers, benefits, most of the job responsibilities	
140	not much anymore with upper management receiving large increases and the rest of us working for years without an increase	
142	A clear mission and direction along with a committed team.	
143	Our students.	
146	I am not as engaged as I would like to be since I have only recently began my position here. Over the course of the next year though I hope to be more involved with SPAC and other activities across the campus and community.	
147	Great co-workers and colleagues	
148	The people I work with and the youth on campus.	

#	Responses	Response total
150	Not sure; define "engaged"	
151	Positive outlook toward the future as well as continuous change and improvement. I think the current President has made positive changes to advance the University and improve growth.	
152	co-workers' excitement over new projects	
156	Being part of a team to improve student retention, especially with underrepresented students. Seeing the changes to the campus for the past 20 years has been amazing, still love working for the university.	
158	Its the only game in town	
161	Love my job, my team, and NAU mission and commitment to student success.	
162	I am not engaged in much in terms of campus overall. I stay engaged with those in my office, but look forward to learning more over time.	
163	Co workers and students.	
164	I work with a great team! We're very efficient and stay on task full-time.	
165	It is the premiere place to work in Flagstaff with an amazing community.	
168	The spirit of the students and the role we play in making a difference in the world.	
169	The people	
170	I enjoy my job.	
173	Not much.	
176	My professionalism and commitment to help improve functions and services offered by the business unit I report to. Also, my supervisor's commitment to her job fuels my engagement as well.	
177	I love the NAU and Flagstaff community! In addition, my job is very engaging and satisfying.	
178	This is a very challenging job.	
179	Feeling that I am making a contribution that matters and is recognized. It is also helpful to see a logical line of progression for my career.	
182	The campus	
183	My co-workers and providing the best service for the students.	
185	The work I do is meaningful and I believe in it. Also, there are limited opportunities for better employment in my field in Flagstaff and I choose to stay here.	
186	I need the job and benefits.	
188	The work and the peers. My complaint about the commitment to improving staff salaries: I was told that I would receive a small salary increase when I received my doctorate by my former director. Now after spending considerable time and personal expense to complete the doctorate the University will not acknowledge the salary increase.	
190	Strong personal work ethic. I am afraid to answer most of the questions on this survey.	
192	My work environment and supervisor.	
195	Challenging work, mental stimulation, positive reinforcement from leadership (a little goes a long way!), care for my employees and coworkers, autonomy, love of Flagstaff.	
196	Outside my office, I have great colleagues. My office just needs a revamp of the leadership team. I cannot be an effective leader when my "peers" are constantly underhanded in our interactions.	
198	Working with the students we serve.	
199	I need the paycheck and benefits to support my family.	
200	I am not sure what area of engagement this refers to. But in general I stay engaged because I want to see the University succeed and also because I want to stay employed. Unfortunately, it is leaning more and more towards the later.	
202	The opportunity to make a difference in our community, state and beyond; the NAU community of students, faculty and staff is full of individuals committed to learning and teaching (for the sake of each of those endeavors) and to improve the lives of others, locally and globally.	
203	I haven't attended any SPAC events as I am a new service professional. My engagement is related to personal development, assistance in developing others and having some fun.	
205	I enjoy my work. I feel I'm paid fairly & think my contributions are in line with the university mission statement, which helps the community & State.	
206	Active media on line. Job which requires interaction with various departments. Meeting people from other department via organizations like SPAC.	
208	helping students reach their academic goals and collaborating with colleagues across campus	
209	I believe in the mission of higher education and feel loyalty toward my alma mater.	
210	I like the different challenges that my job presents on a daily occurrence.	
211	The actual job	
212	The BBQs and mixers.	
214	Being trusted to good work and being given the resources I need to do it.	
215	New and innovative projects.	
216	I love my job, this institution and the people I work with. Being able to make an impact on students on a daily basis is an honor.	

#	Responses		Response total
217	In the past, it has been clear communication from the President and cabinet about the direction of the university and how that direction will play out in "the ranks". I have seen less of that in the last couple of years.		
218	Learning new things; Having my voice and professional opinion heard during times of change; Able to work on meaningful tasks and projects related to the educational process of students.		
219	My work is the best part of my job.		
220	Our extremely Supportive Supervisor and knowing that the work I am doing is ultimately making a difference regardless of the lack of recognition the Planning Design & Construction group in Facility Services receives.		
221	The people I work with.		
222	my colleagues and working with students		
223	The variety of work tasks and the stimulating environment.		
224	Students journey and navigation until graduation.		
225	Commitment to program mission and positive effect on the field.		

Statistics based on **144** respondents;