

WORKING AT IOWA – SURVEY 2016

University Report - November 2016

Executive Summary

The 2016 Working at Iowa survey results show that University of Iowa faculty and staff have high levels of agreement with survey items that indicate an engaged, and therefore productive and effective, workforce. The strengths that continue to drive engagement at the university include that faculty and staff:

- Understand their role and contribution toward the mission of the university.
- Recognize a strong emphasis on customer service, thereby contributing to student success, patient care experience, and/or service to others within the university.
- Report their supervisors treat them with respect.
- Recommend the UI to friends seeking employment.

This year's Working at Iowa Survey was administered to 17,831 regular faculty and staff over the period of October 5–19, 2016; 10,606 or 60% of the eligible population responded, making it a highly reliable representation of the overall employee population.

Many things contribute to this high level of engagement, some of which may include:

- The pride employees have in being a Hawkeye and part of the State of Iowa's premier research university with many leading academic and professional programs. Being a university employee is often a source of pride, both professionally and within the communities in which our staff and faculty live, due to the university's role as a provider of extraordinary healthcare and the university's impact on the economic vitality and quality of life in Iowa and beyond.
- The opportunities university employees have to participate in campus life and shared governance, whether at a local or university level, including the opportunity to interact with university leaders to offer input on issues and challenges facing the university.
- The resources available to support individual health, performance, and resilience. University employees have access to a range of programs supporting their personal health, work-life balance, and their families, so that they can be present and attentive to their work activities while also controlling costs related to healthcare and absenteeism.
- The ongoing professional growth and development opportunities that research shows are drivers of engagement. As an organization dedicated to learning, the UI offers many opportunities to learn and grow, whether through formal programs, or informally through colleagues and co-workers willing to share their knowledge and collaborate with others.

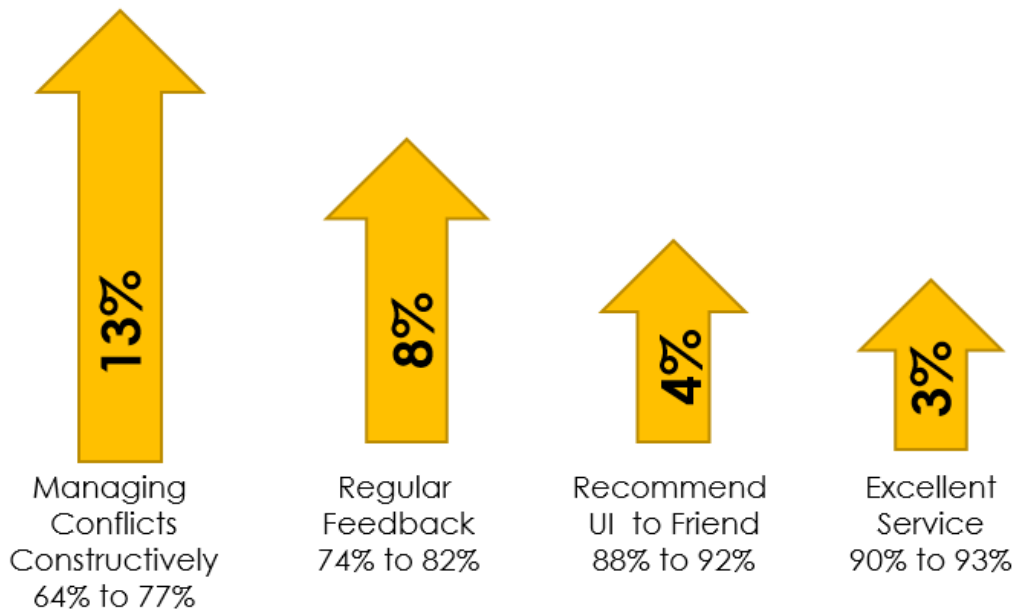
The combined results of faculty and staff in 2016 show improvement since 2014 in the levels of agreement with 14 of the 20 survey items. The following items increased by 1 to 2 percent:

- I receive regular feedback about my work
- My unit provides support to help faculty/staff balance work and personal life responsibilities
- Work-related conflicts are managed constructively in my unit
- Individuals in my unit are civil and respectful to each other
- Given the opportunity, I tell other people great things about working in my unit
- There are opportunities for promotion within the UI

The other improvements in the combined university results were less, but all changes in the combined results of faculty and staff groups were positive.

Looking back ten years to the original Working at Iowa survey in 2006, participation has increased from 43% to 60%, making the 2016 data more robust in representing the views of our total faculty and staff

population. Within the survey, there are seven items that have remained consistent and can be used in comparing the two snapshots of employee responses, four of which showed significant change:



The progress achieved in making improvements in the constructive management of conflicts, regular feedback, and providing excellent service may be reflective of a number of campus and local initiatives leading to changes over the past ten years. Examples would include training and resources on conflict management, improved performance review tools and initiatives related to service excellence and student success. Many individuals and groups across campus have worked diligently to improve the campus experience for both faculty and staff as well as the public we serve. The 4% improvement in those recommending the UI for employment also reflects an increasing positive work experience overall. Finally, reflecting upon the many challenges and changes that have occurred over this ten-year period, these results also provide testimony to the persistence and resilience of the UI work force.

The survey results do continue to identify several opportunities for improving workload distribution, recognition of faculty and staff accomplishments, opportunities for promotion, and the ongoing improvement of conflict management. University leadership and Human Resources will work with Faculty Senate and Staff Council leadership to reflect upon the results, identify strategic priorities, and initiate steps for future improvement. These steps will be communicated broadly to the university community as they are implemented.

Each college and division, and many individual departments, will receive breakout reports of their 2016 survey results. These reports will provide additional opportunities for discussion with faculty and staff locally to gain perspective and meaning from the data. With this information, each group can celebrate and replicate best practices, identify strategic priorities, and develop action plans to create change for improvement. As these action plans move forward, it will be important to share what steps are taken in response to the survey data.

Human Resource leaders on campus are available to assist individual units in carrying out these actions. University Human Resources and the Office of the Provost will also utilize the data from the survey to develop strategies for both short- and long-term improvements that serve to benefit all university faculty and staff.