



NORTHERN MICHIGAN  
UNIVERSITY

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# 2017 Employee Satisfaction Survey Results

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# Survey Overview

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- Survey open November 6, 2017– December 5, 2017
- 29 questions – Unless noted, questions replicate survey questions from 2013 Employee Satisfaction Survey

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<b>Year</b>	<b>Total Employees</b>	<b>Total Respondents</b>	<b>Response Rate</b>
2017	983	483	49.1%
2013	1032	555	53.7%

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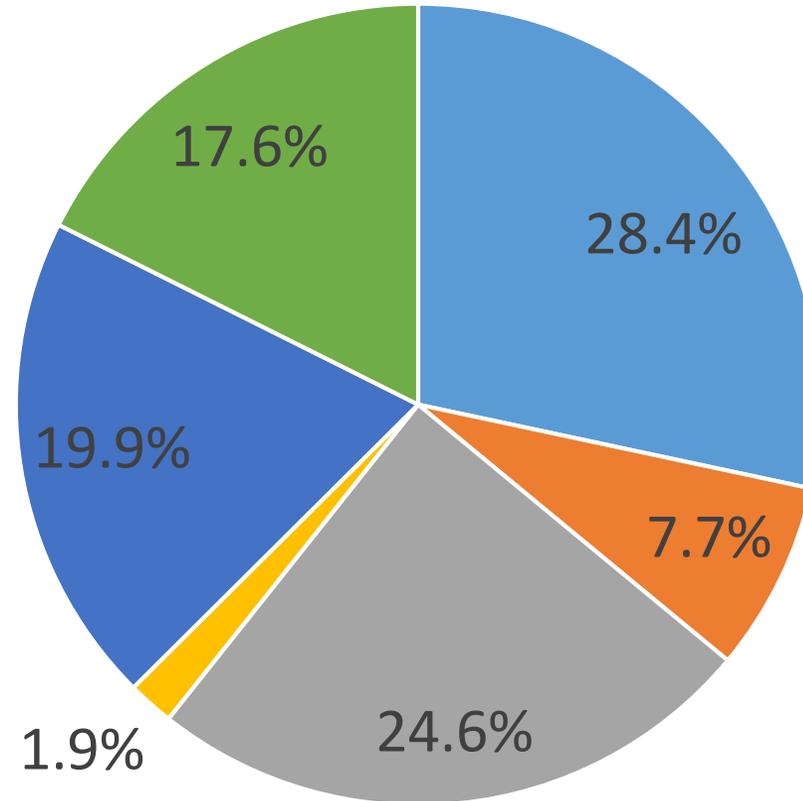
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# Demographics

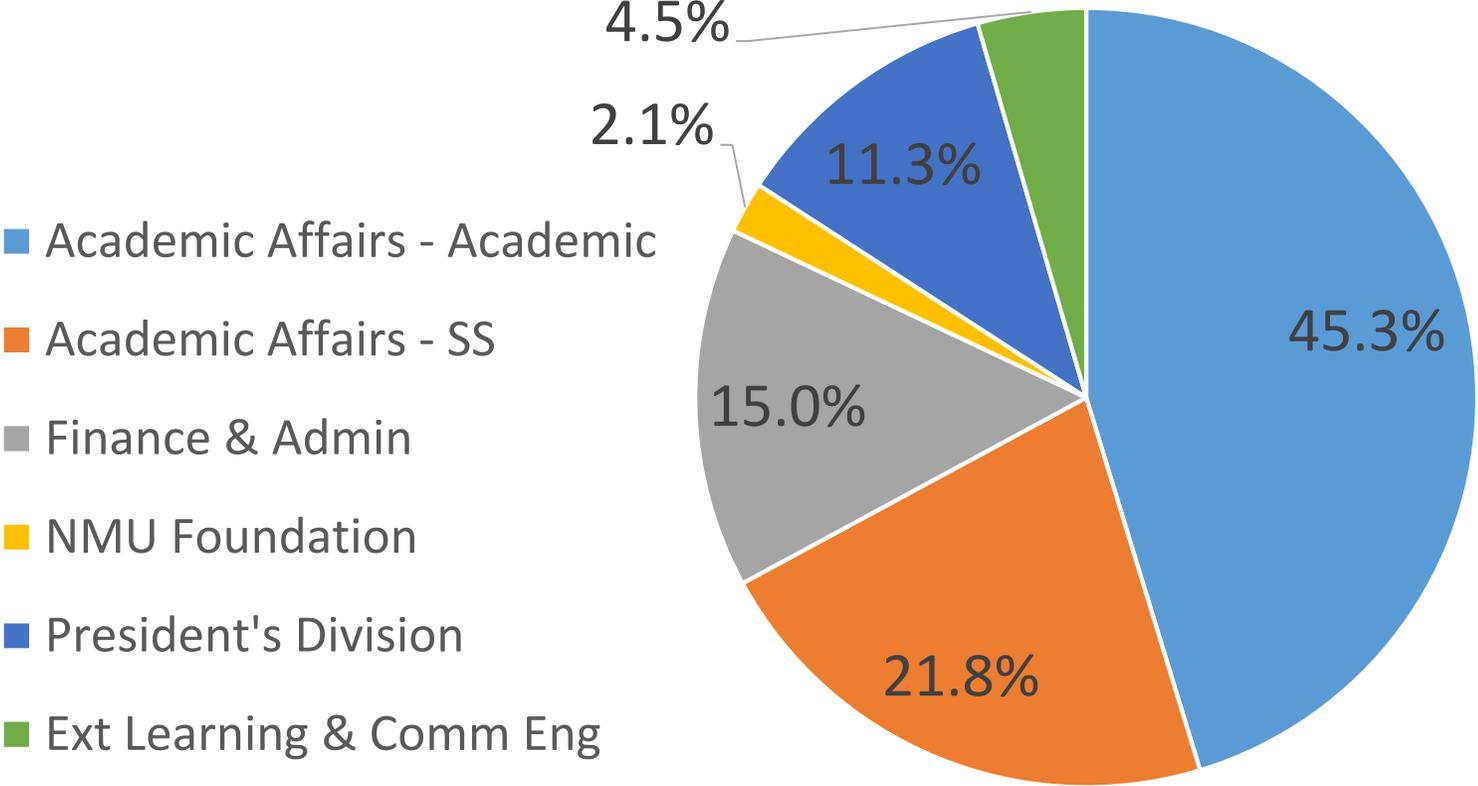
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# Employee Group

AAUP	137 (344)
AFSCME	37 (130)
A/P	119 (197)
NMUFA	9 (18)
TOP	96 (128)
NON-REP	85 (166)



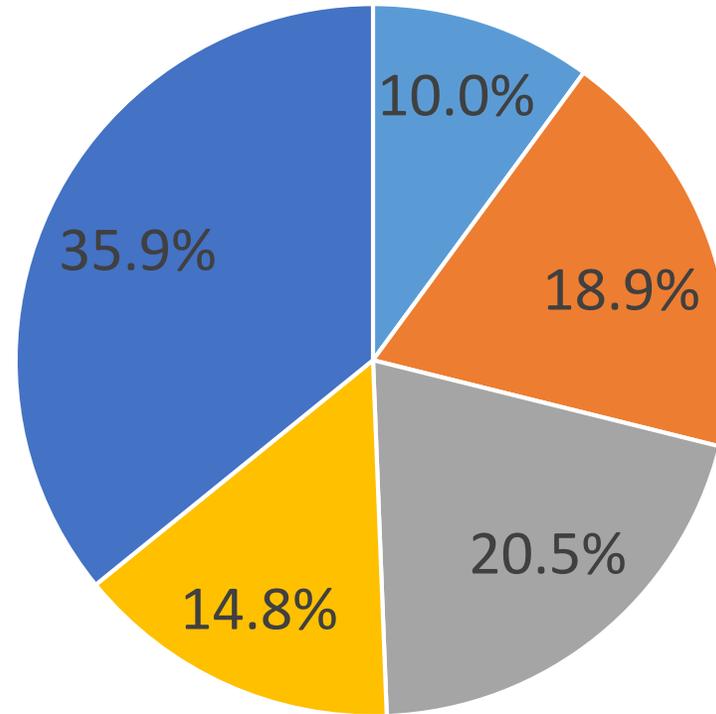
# Division



AA - Academic	212
AA – Student Serv	102
Ext Learning	21
F&A	70
NMU Foundation	10
President’s Div	53

# Years of Service

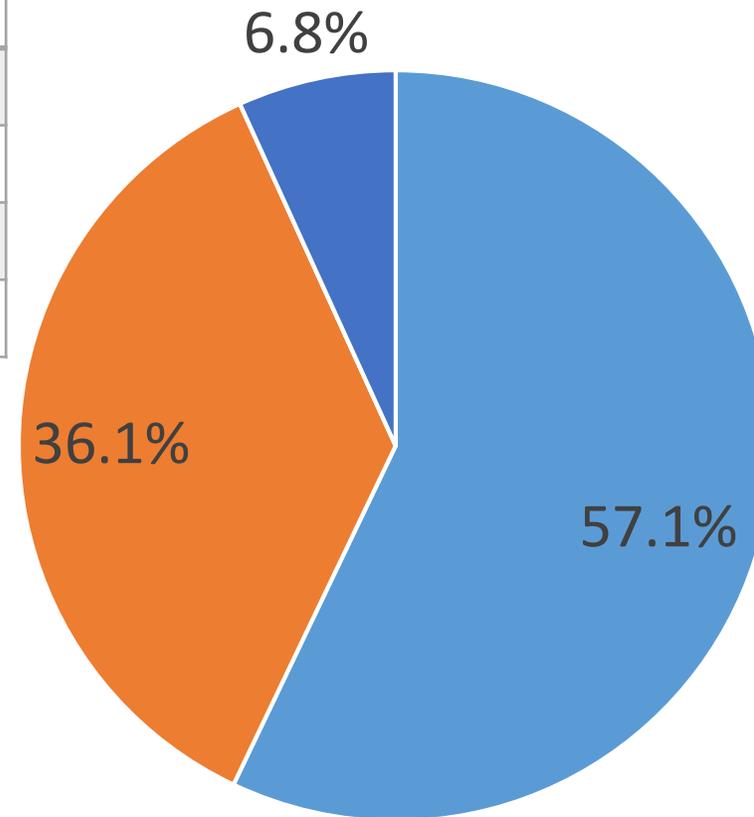
0-23 months	49
2-5 years	92
6-10 years	100
11-15 years	72
16+ years	175



■ 0-23 months ■ 2-5 years ■ 6-10 years ■ 11-15 years ■ 16 or more years

# Gender

Female	278
Male	176
Transgender	0
Other	0
Prefer No Response	33





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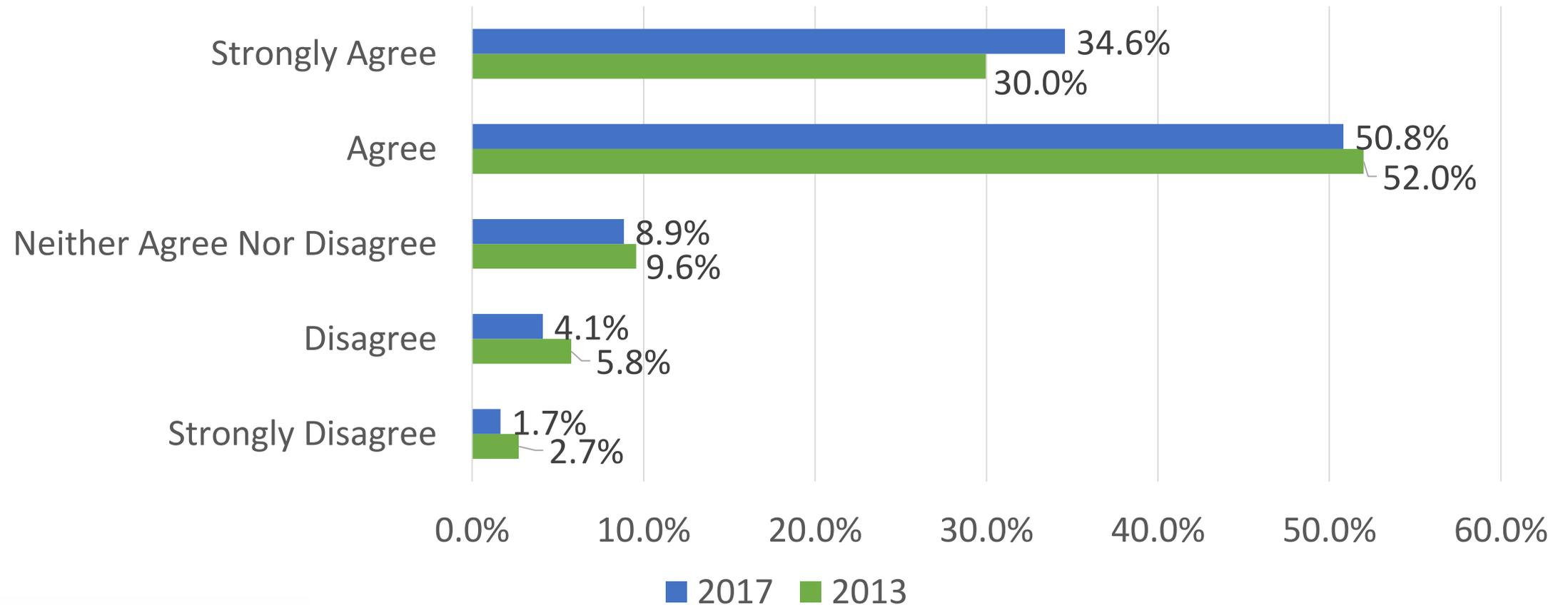
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# Results

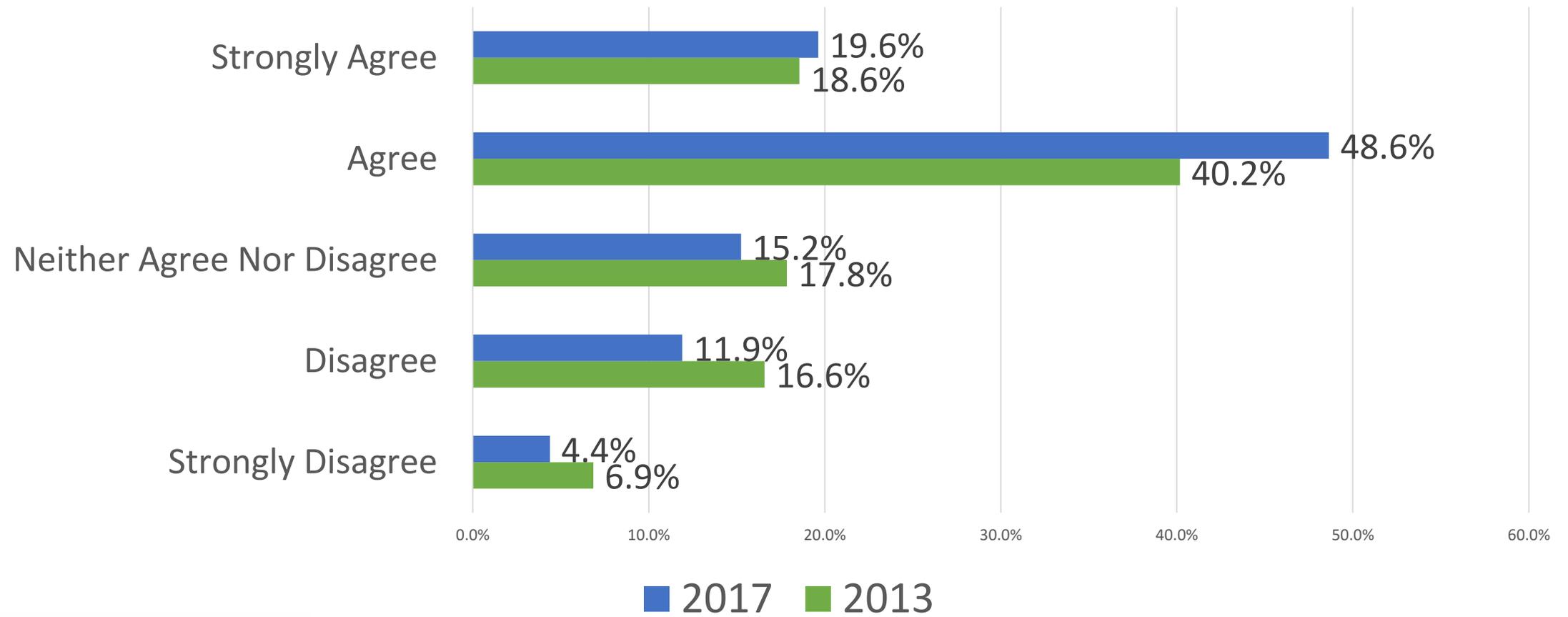
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INCLUDES 2013 COMPARISON DATA WHEN APPLICABLE  
MODIFIED QUESTIONS FROM 2013 NOTED  
NEW QUESTIONS FROM 2017 NOTED

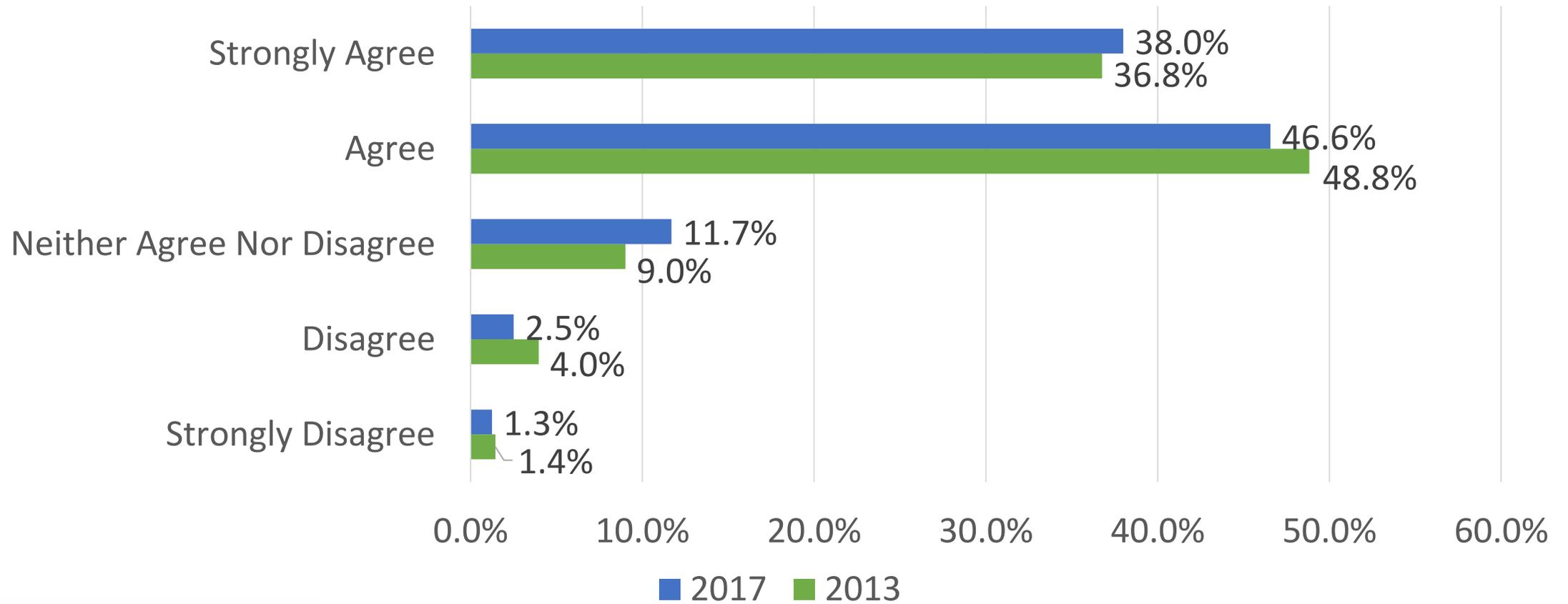
# I feel a sense of accomplishment in my job



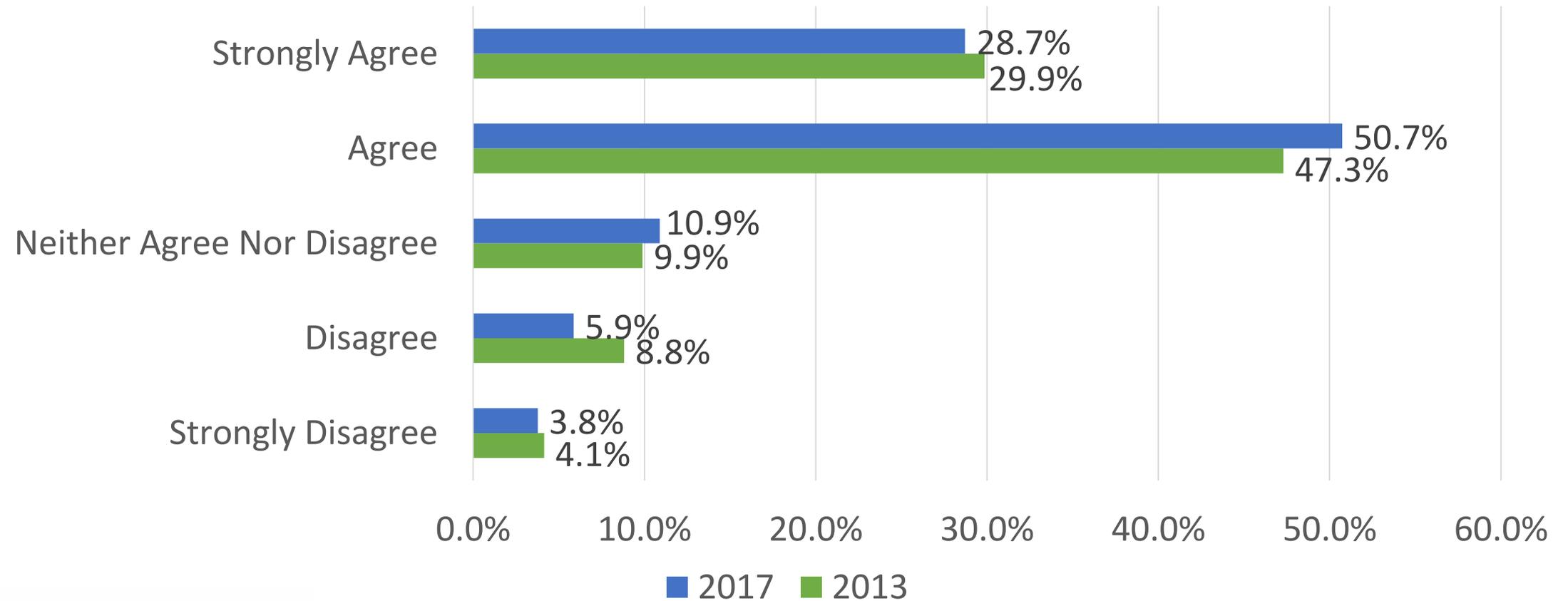
# I receive encouragement for suggesting new and better ways of doing things



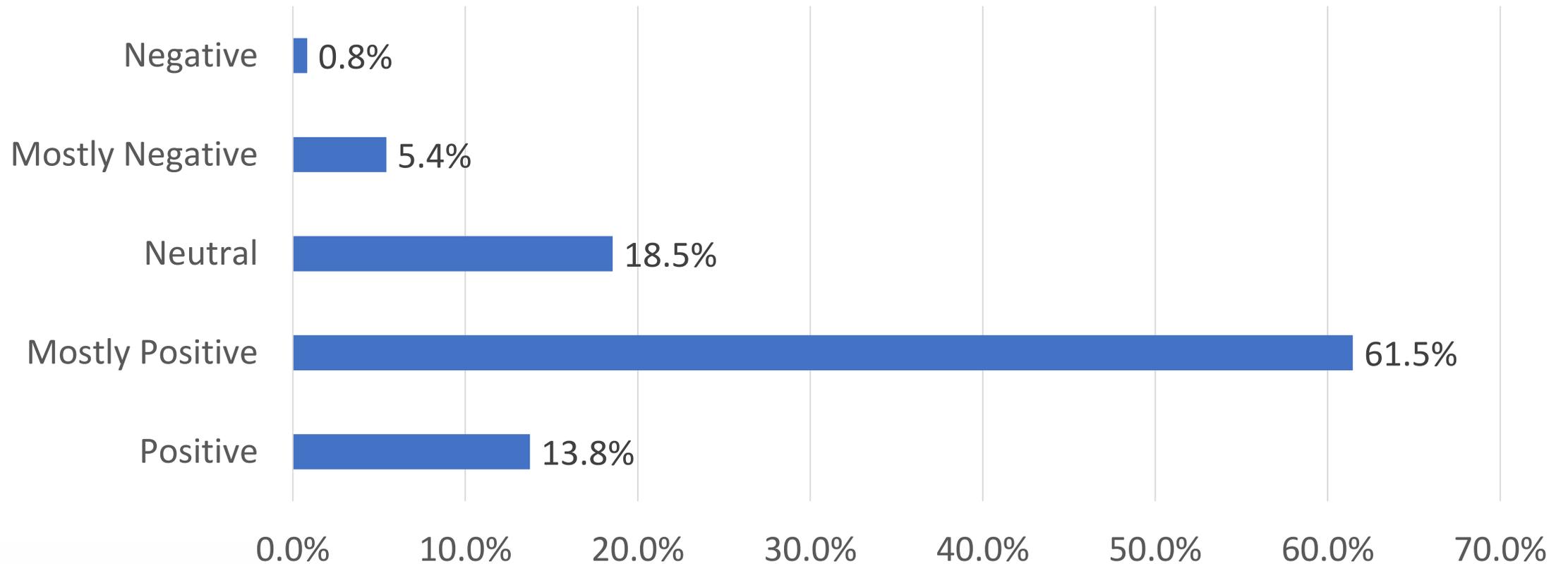
# The work I do makes a difference here at NMU



# My job makes good use of my knowledge, skills and abilities

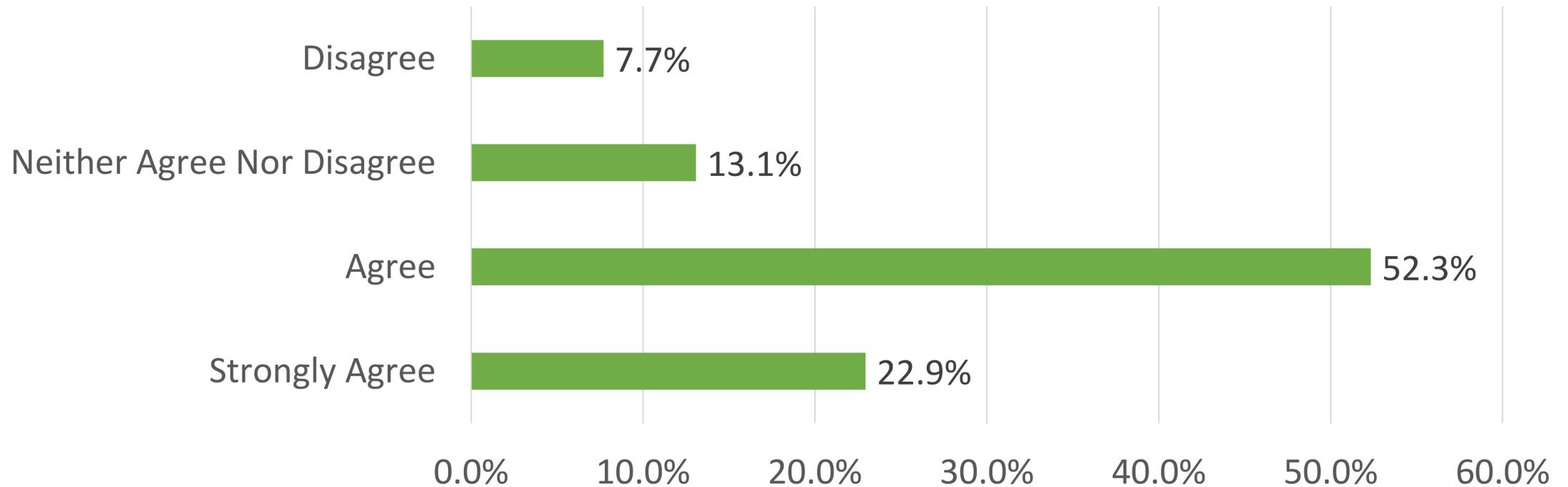


# The experiences in my job are:\*

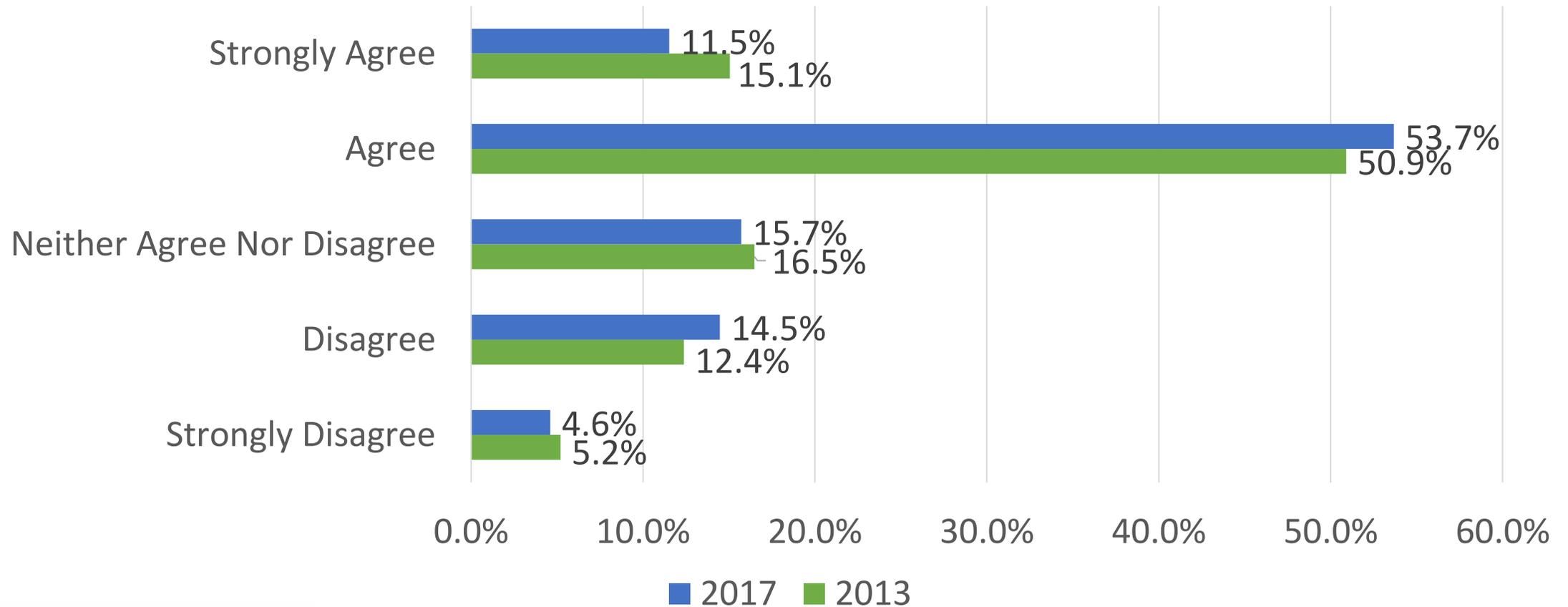


# My job offers more positive than negative experiences

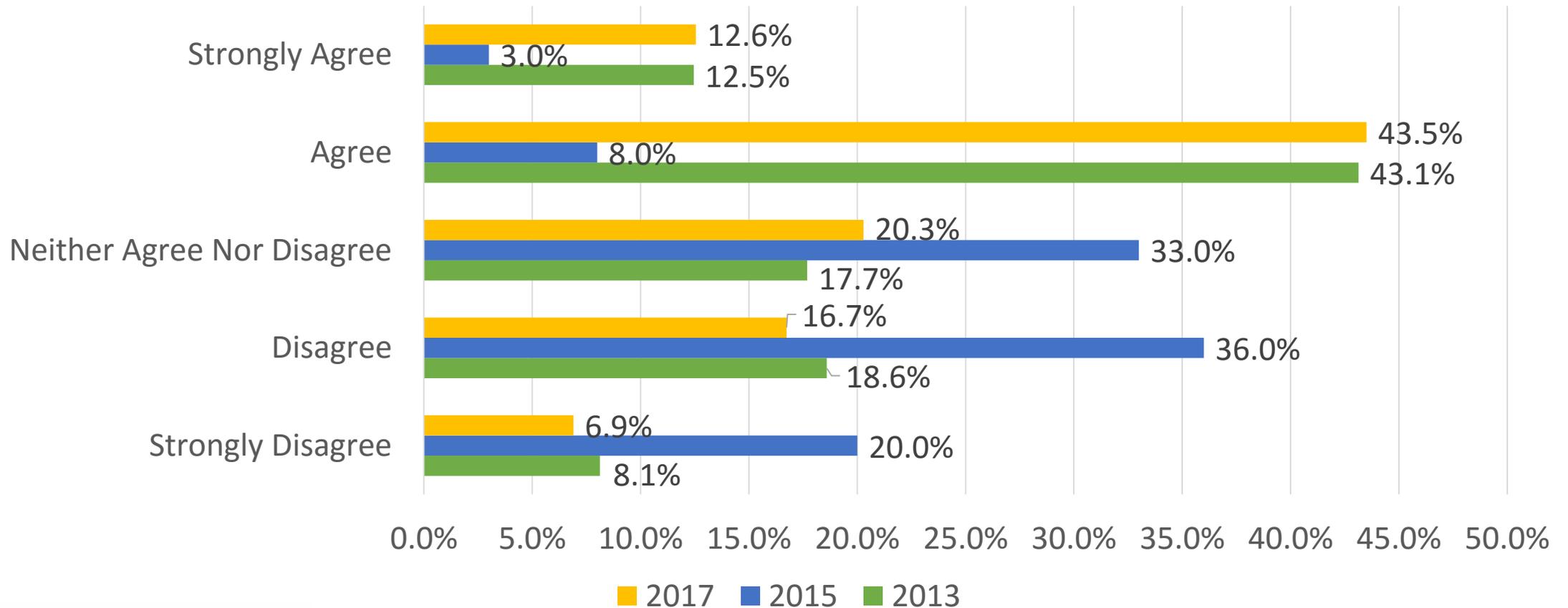
## 2013 Results



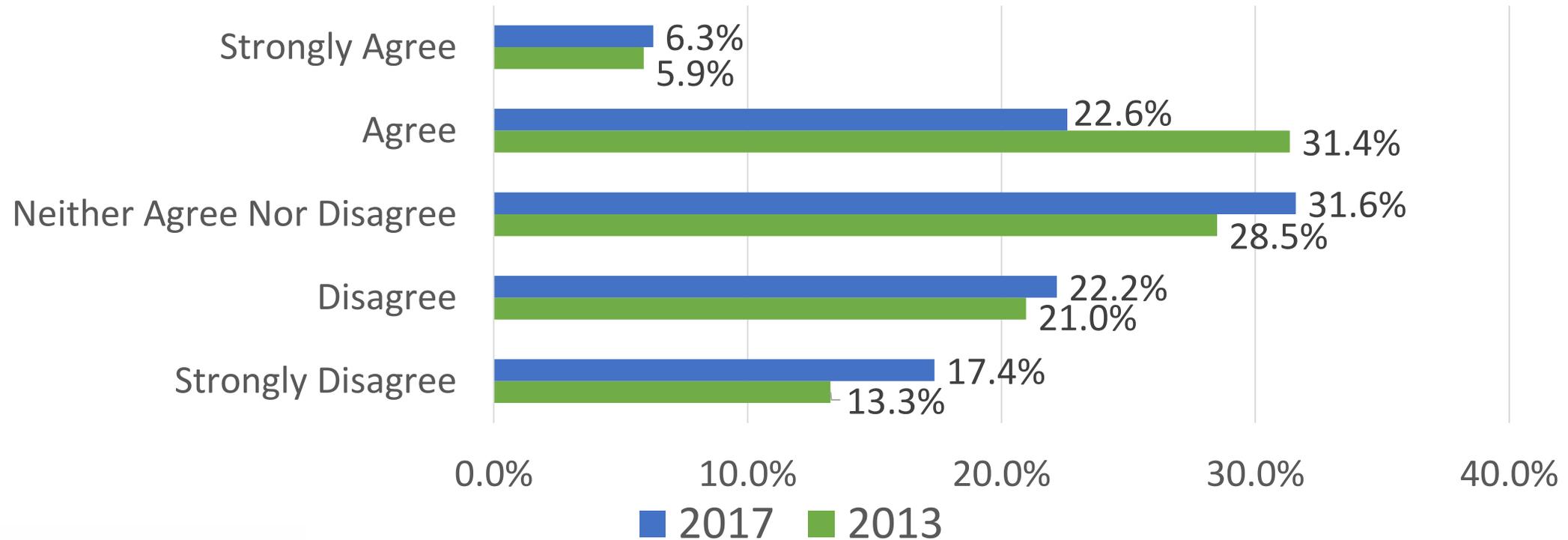
# I have the authority I need to make necessary decisions



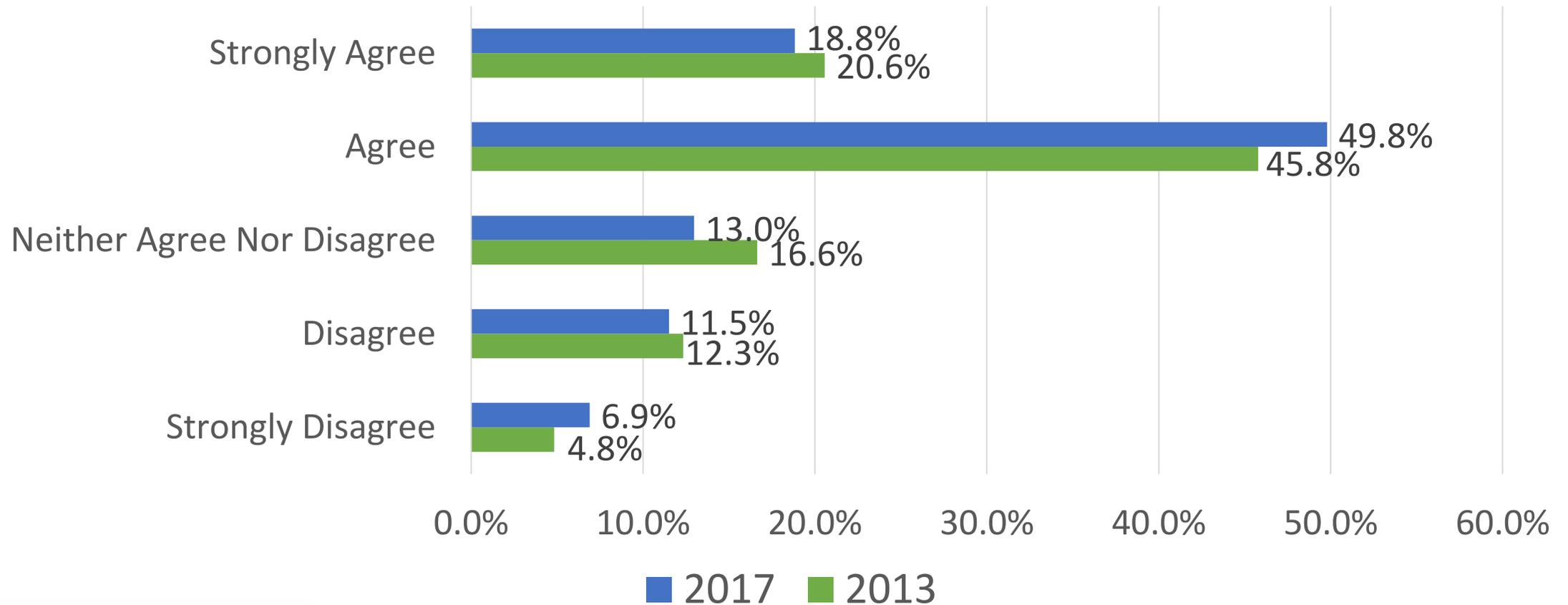
# I have an appropriate level of involvement in decisions that impact my work\*



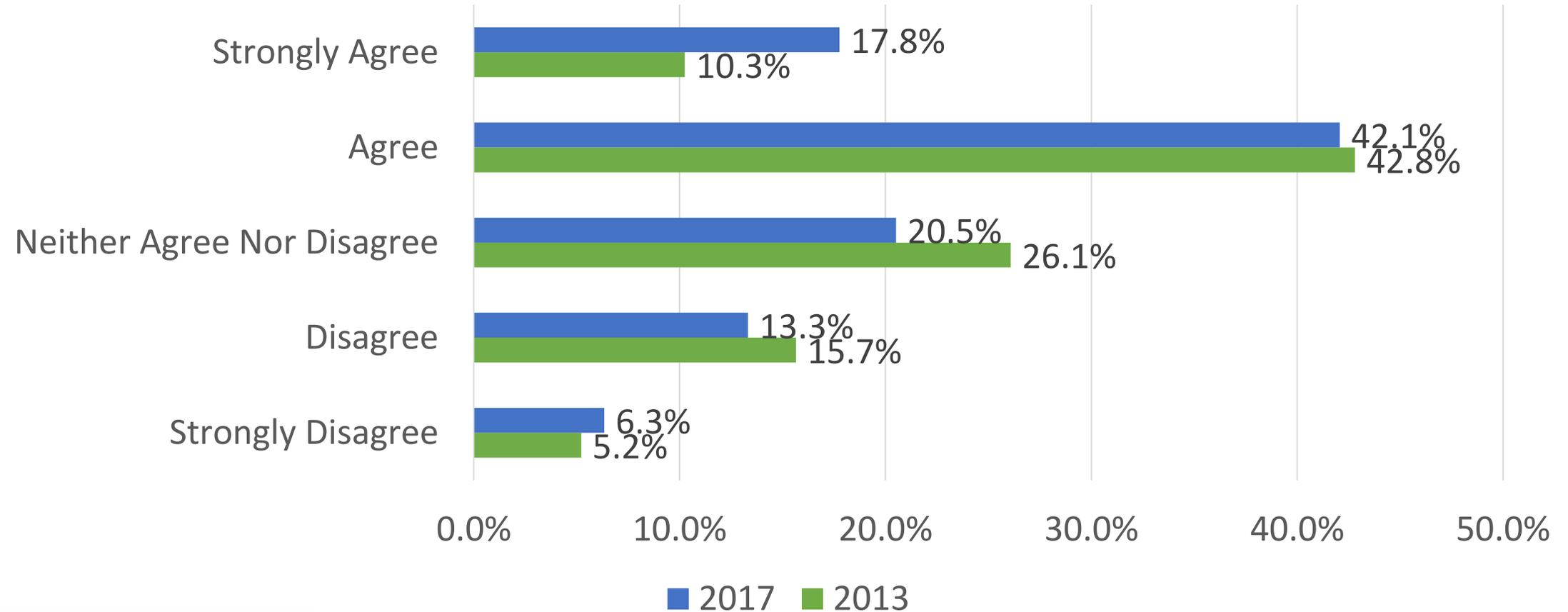
# I have a clear path for career advancement within NMU\*



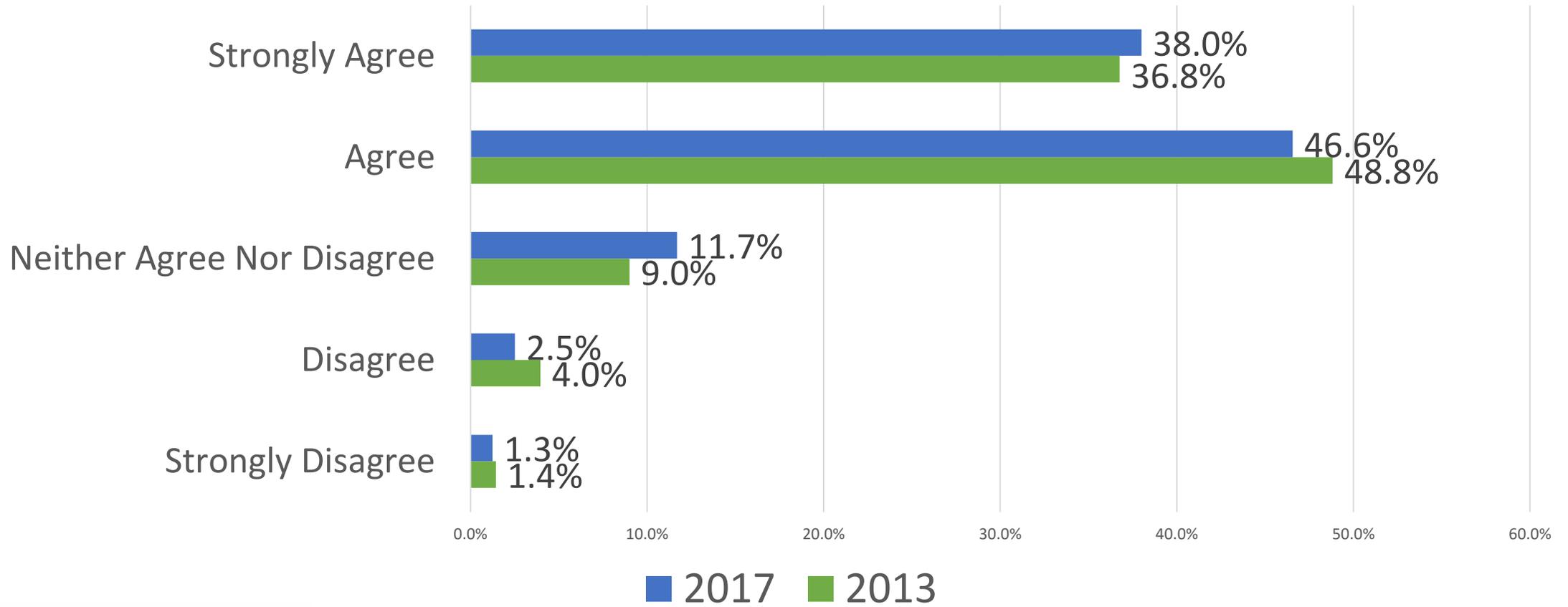
# I have access to professional development opportunities to improve my knowledge and skills



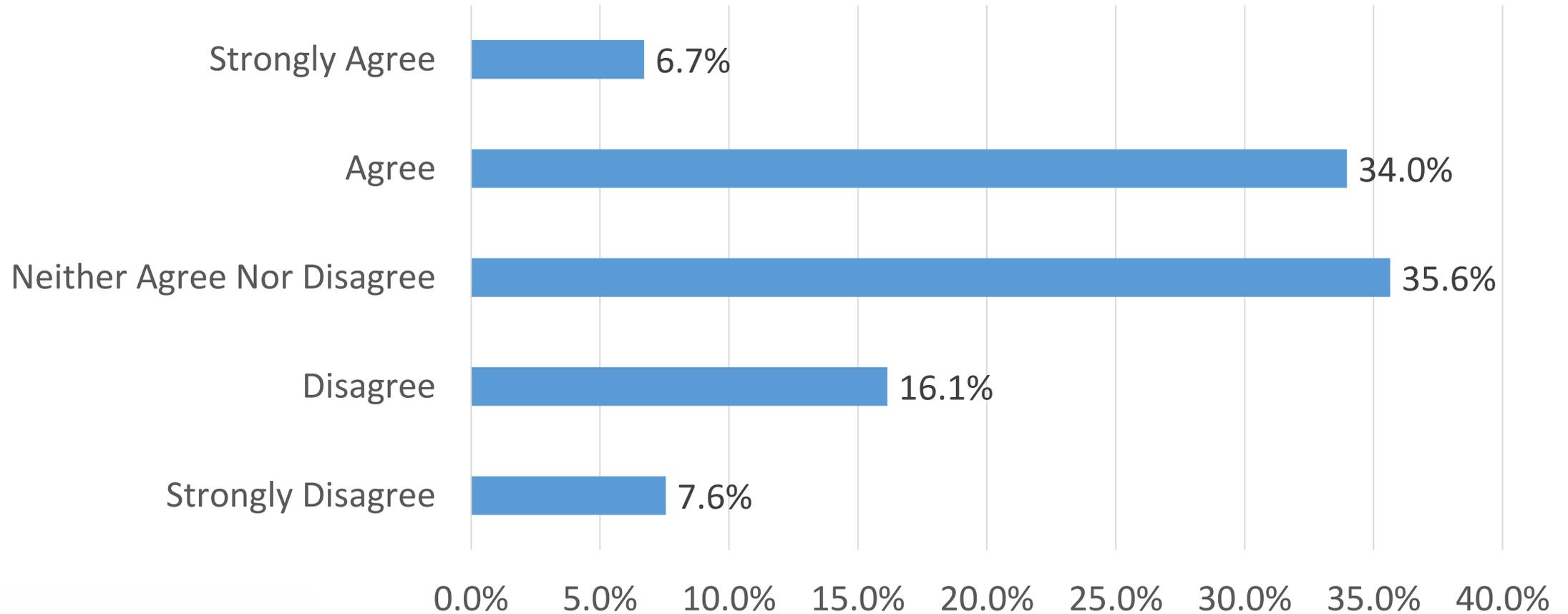
# There is good collaboration between my department and other departments with whom I need to coordinate\*



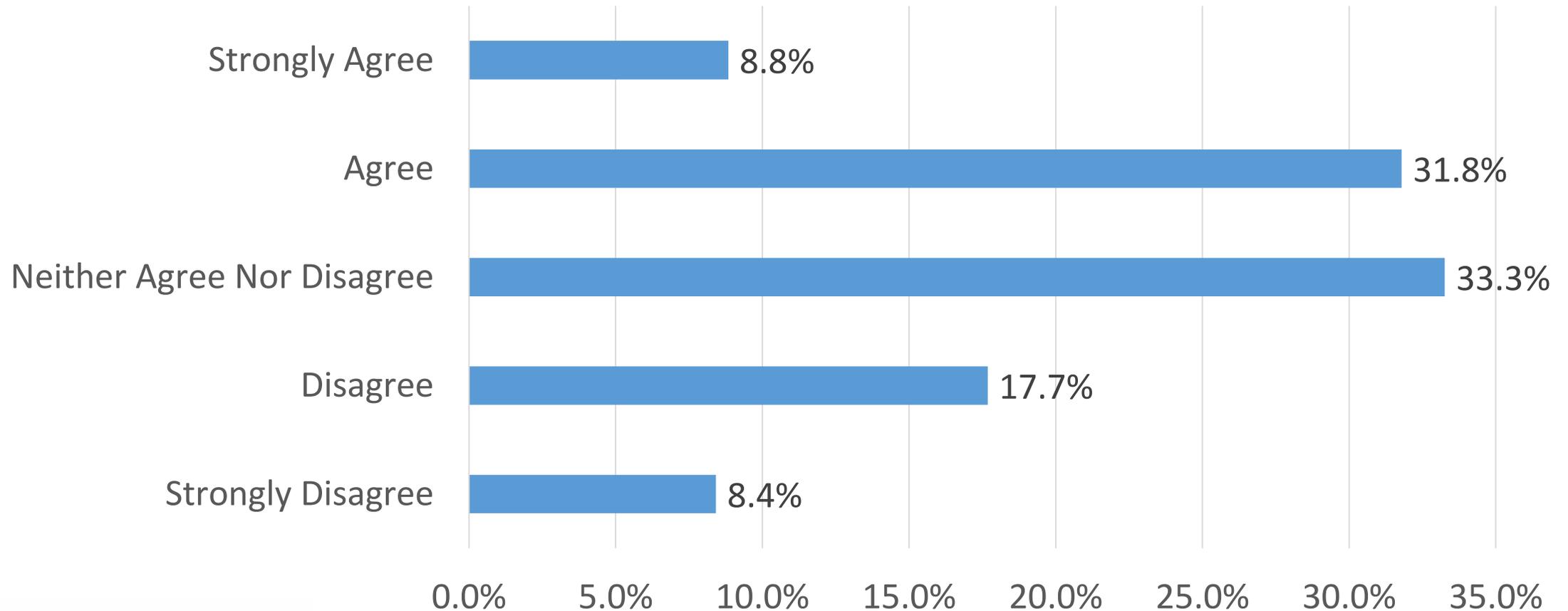
# I plan to continue working for NMU until I reach retirement



# I am satisfied with the strategic direction of the University\*



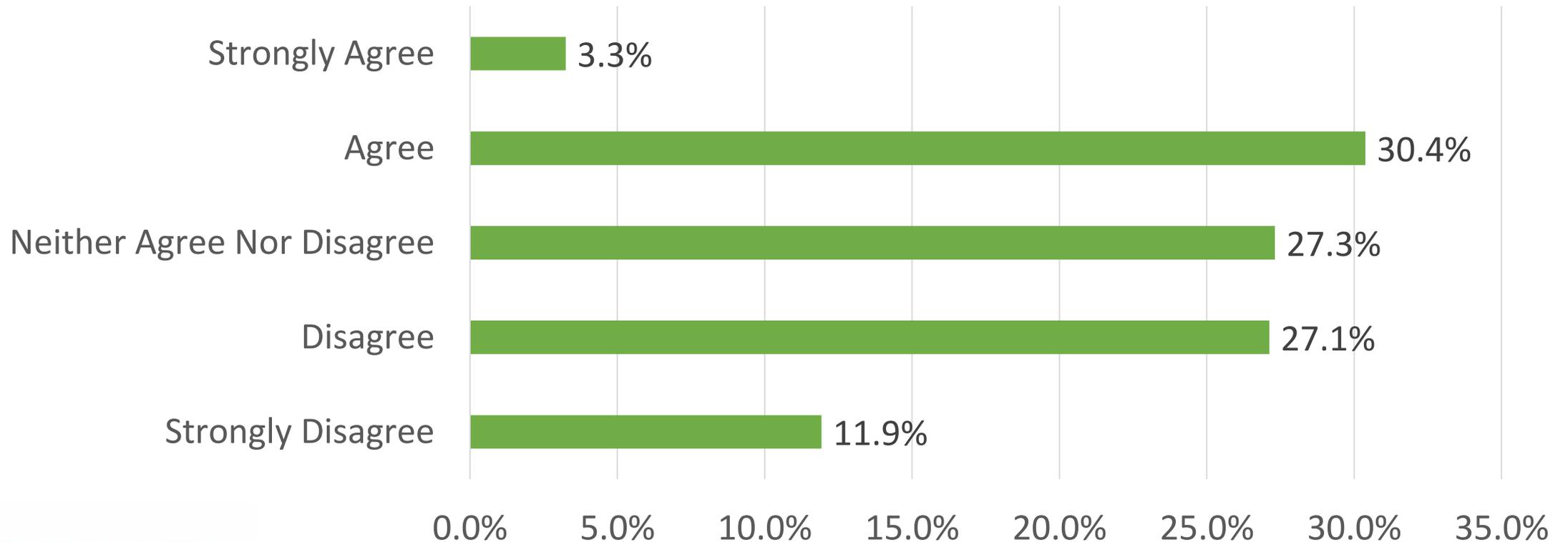
# Executive Management provides employees with a clear picture of the direction the University is headed\*



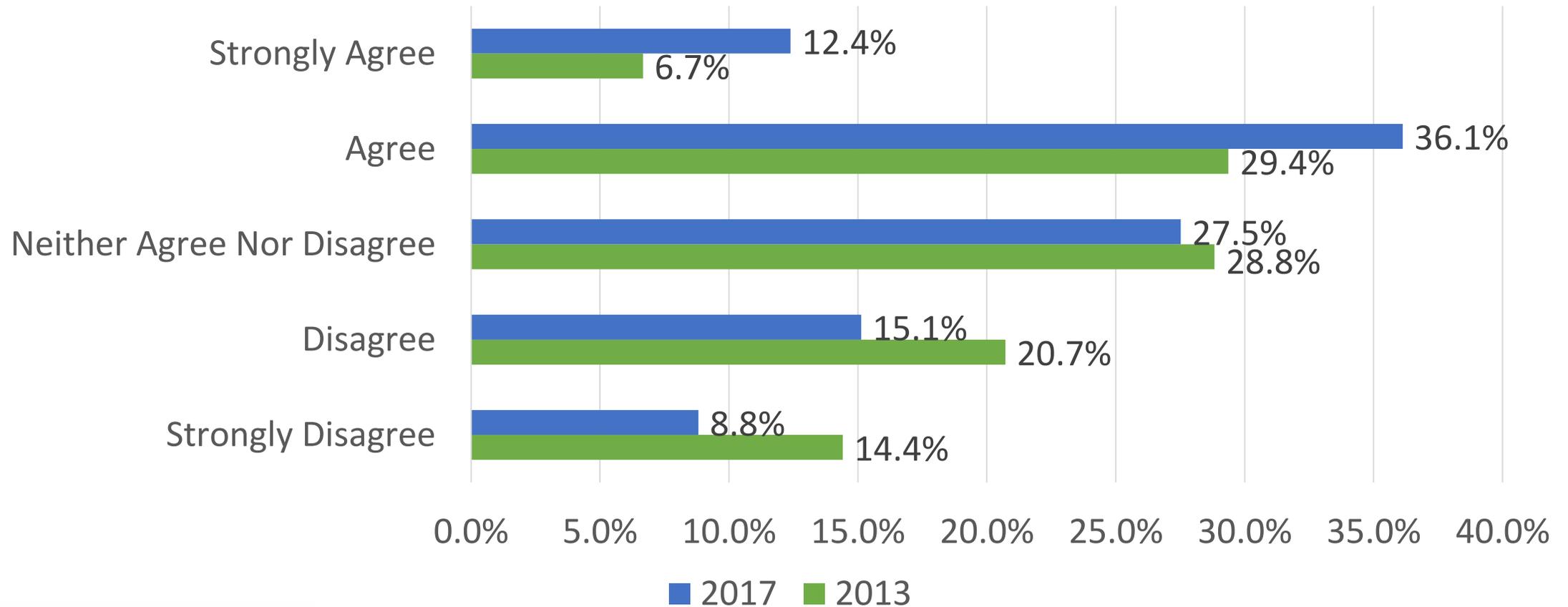
# Executive Management gives employees an understanding of the opportunities and challenges facing NMU and the direction NMU is headed

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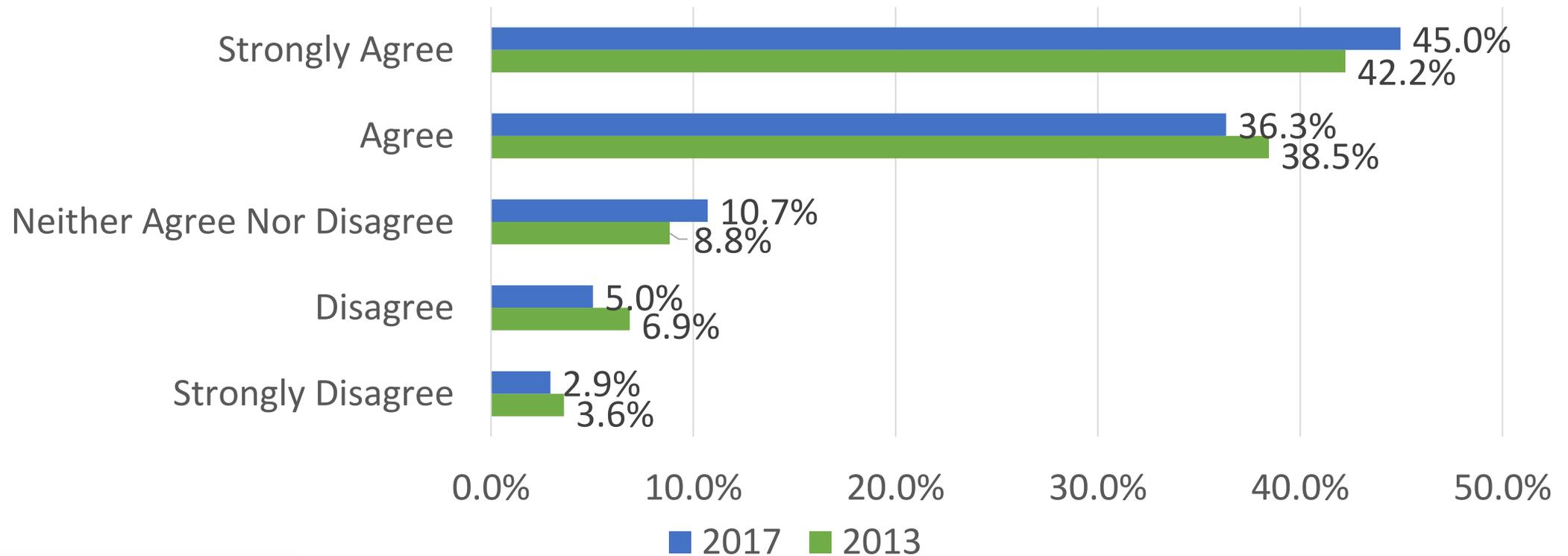
2013 Results



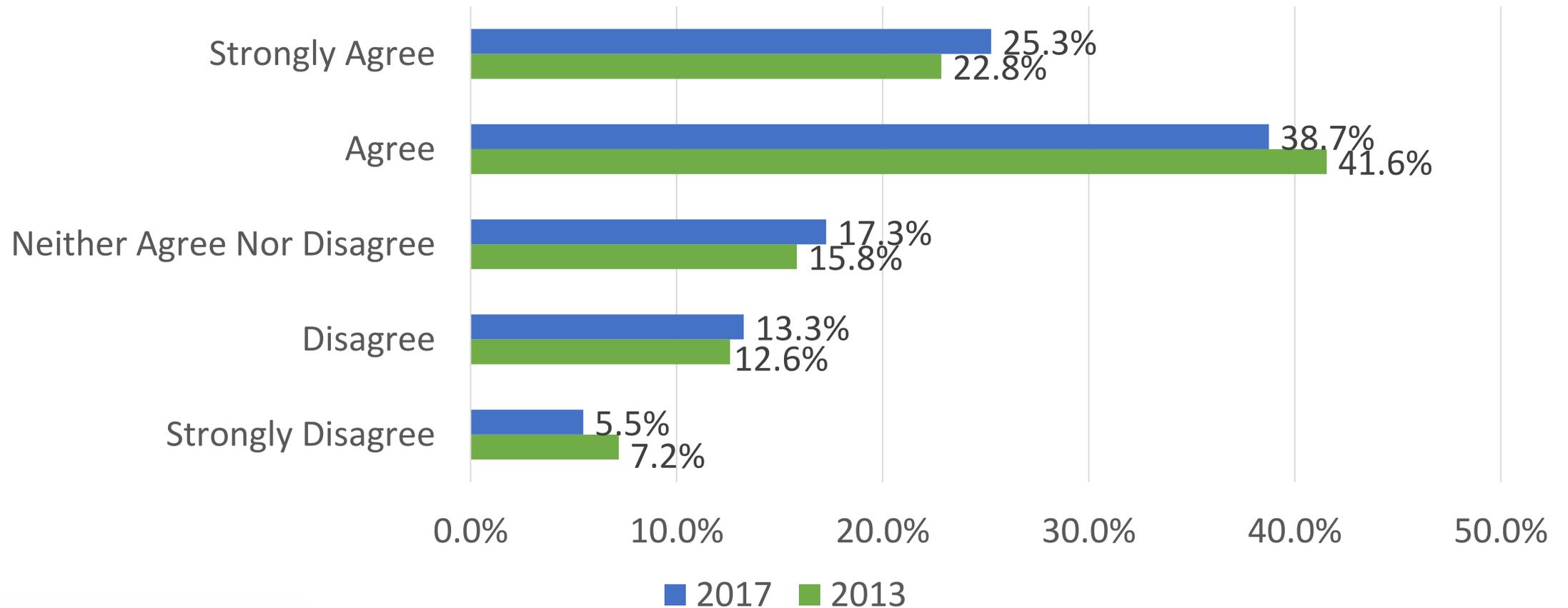
# I believe Executive Management treats employees with respect



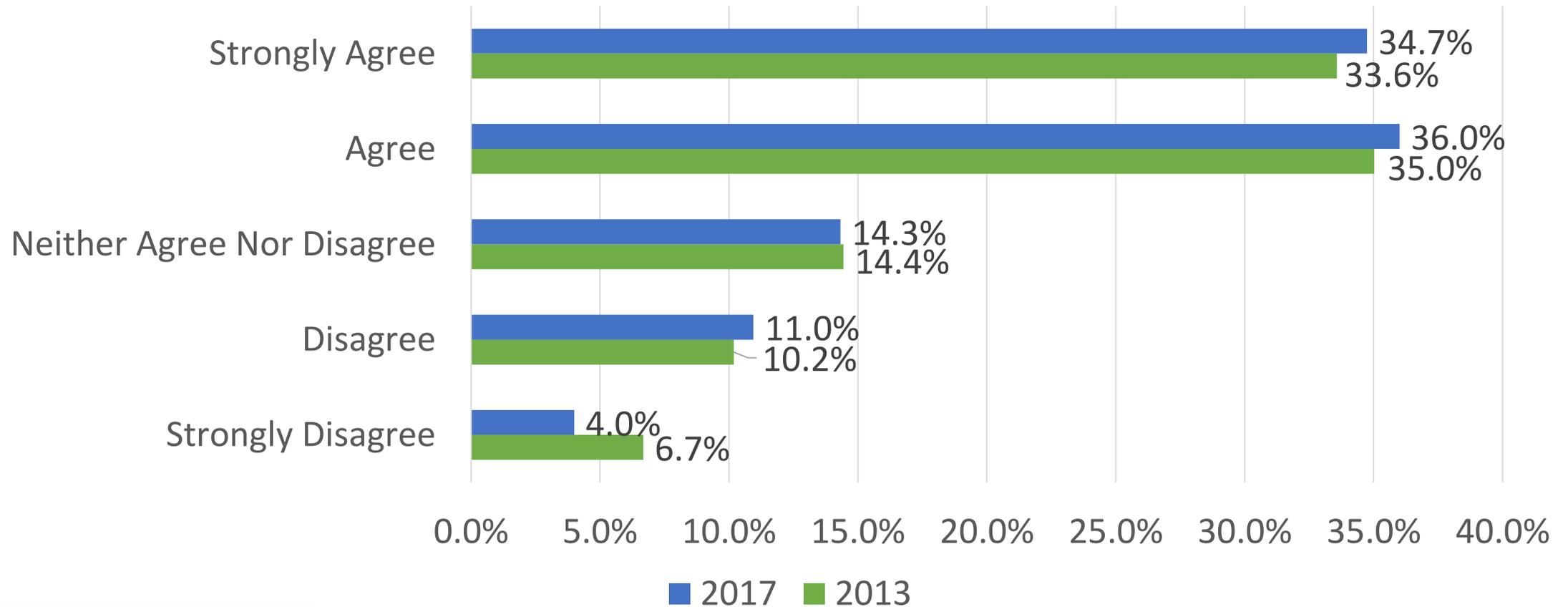
# My immediate supervisor is fair



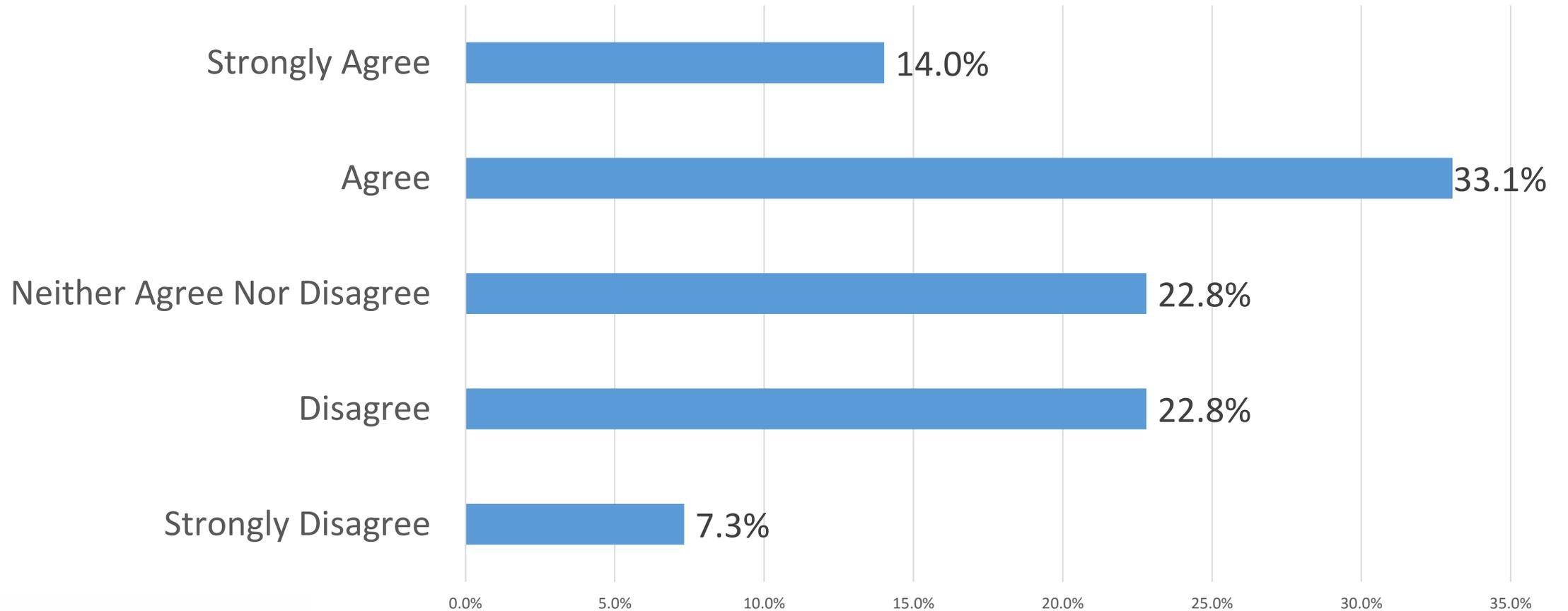
# My immediate supervisor gives me feedback that helps me to improve my performance



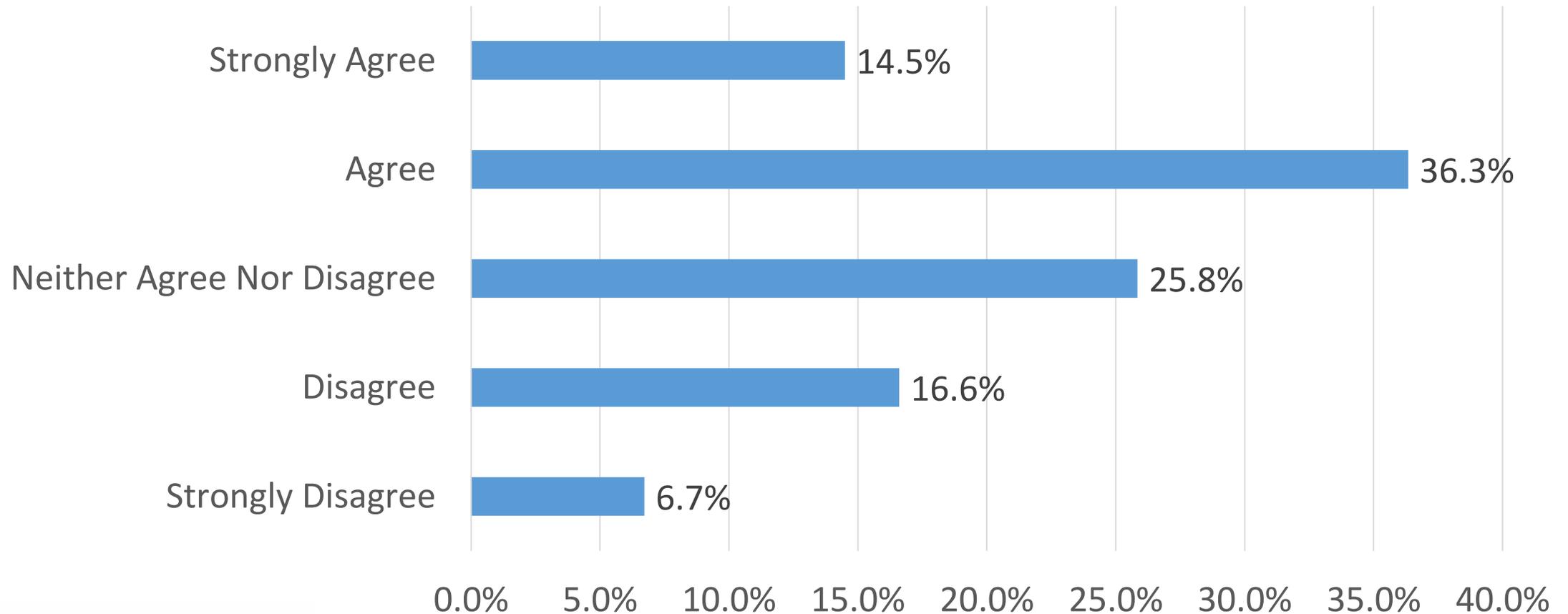
# I am satisfied with the job being done by my immediate supervisor



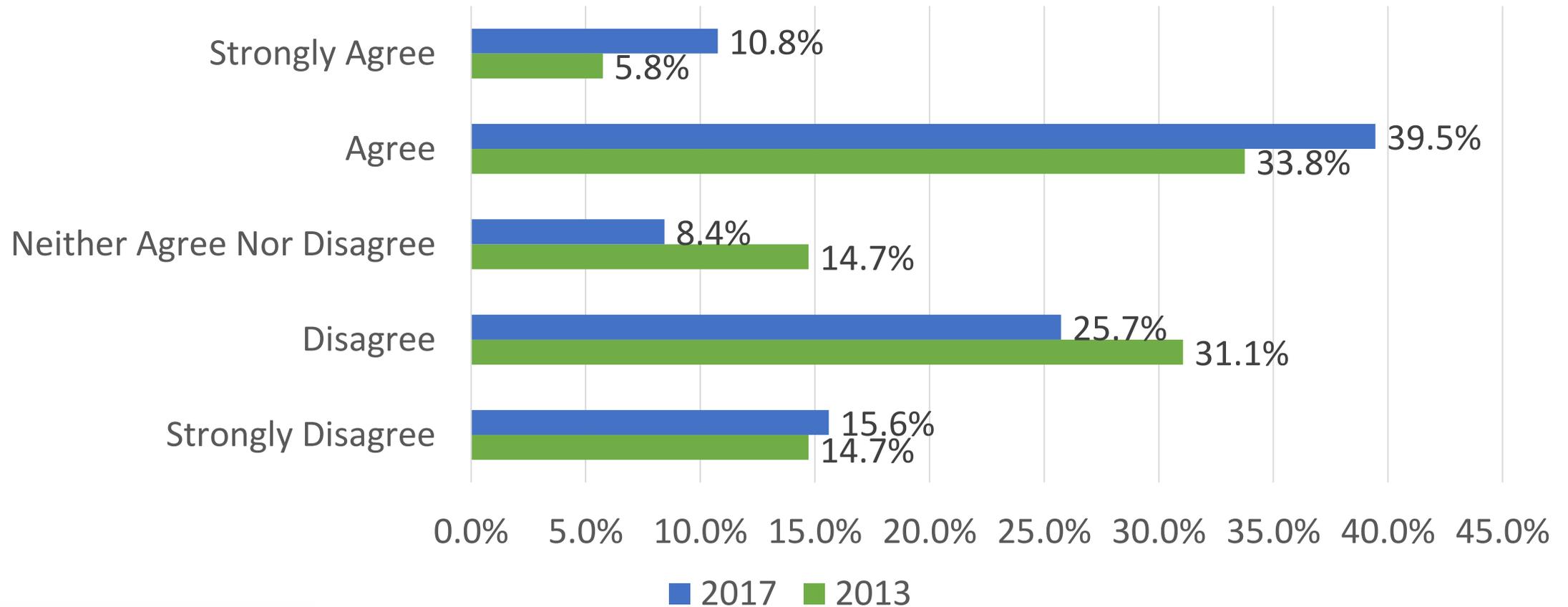
# I receive adequate recognition for the work that I do\*



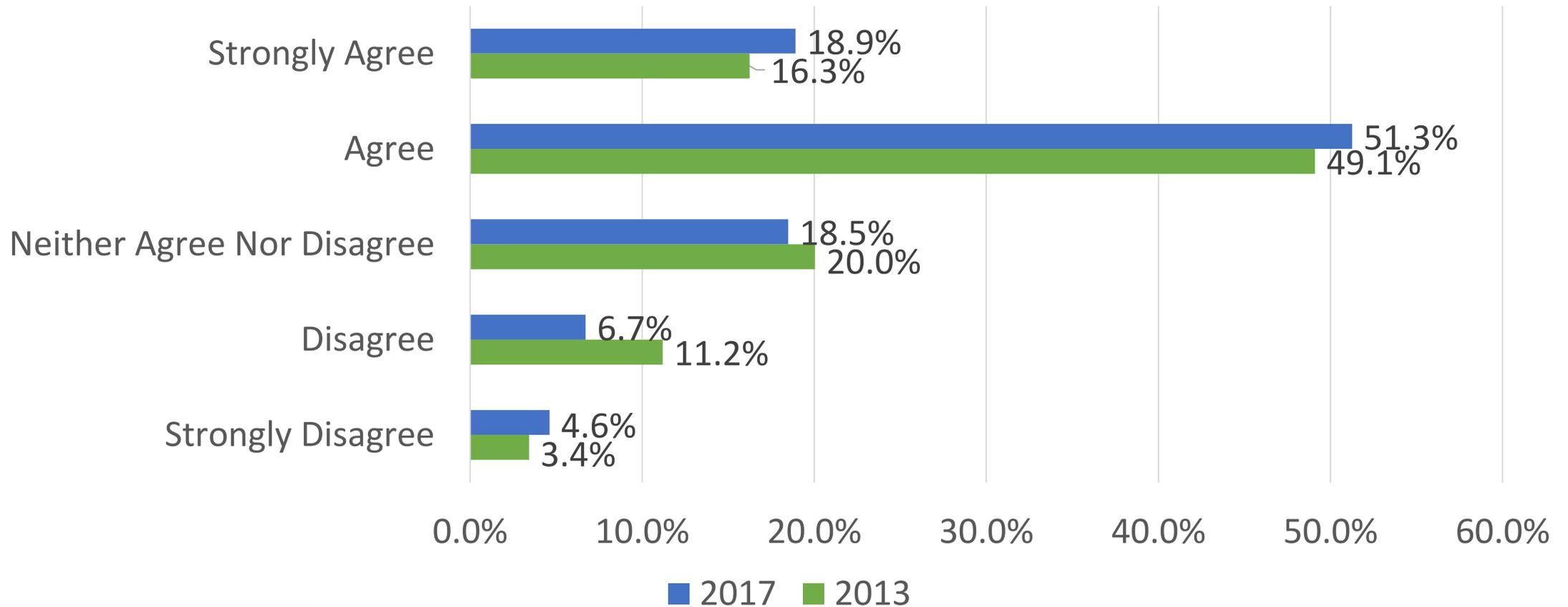
# I am satisfied with the process used to evaluate my performance\*



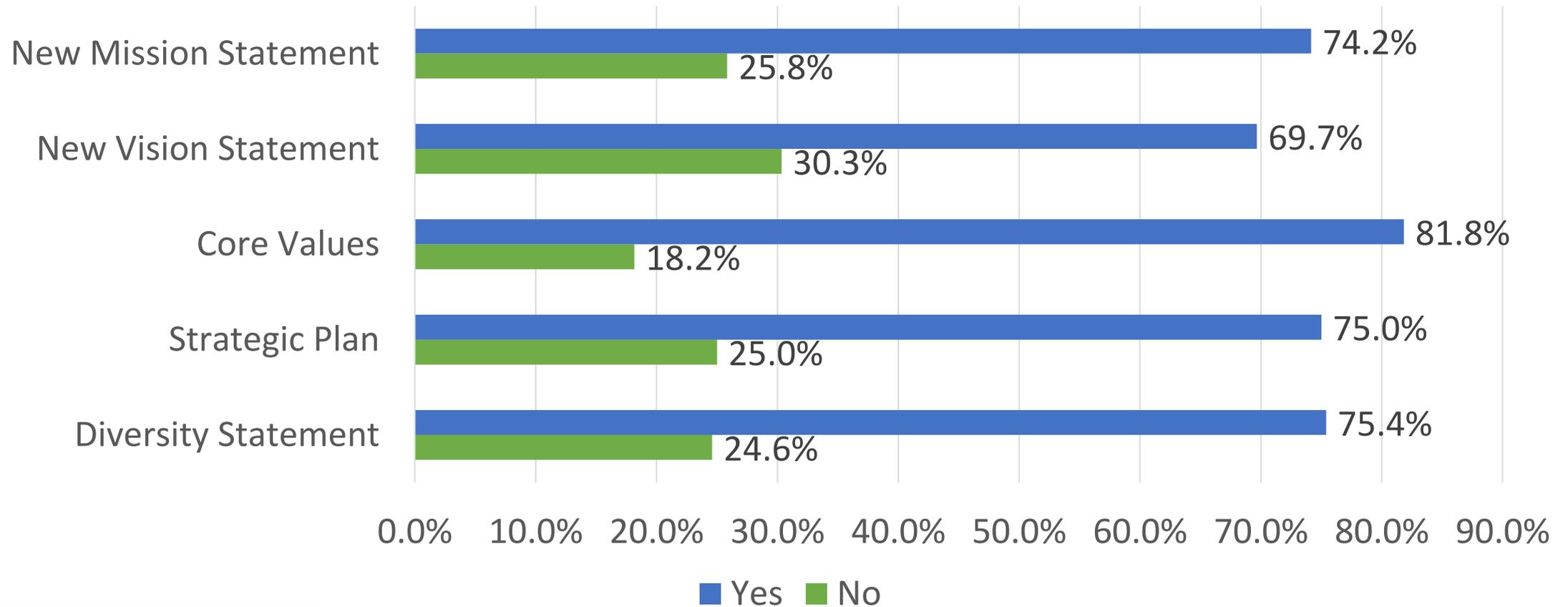
# I believe that the overall compensation package (salary, benefits, fringes) that NMU provides is fair\*



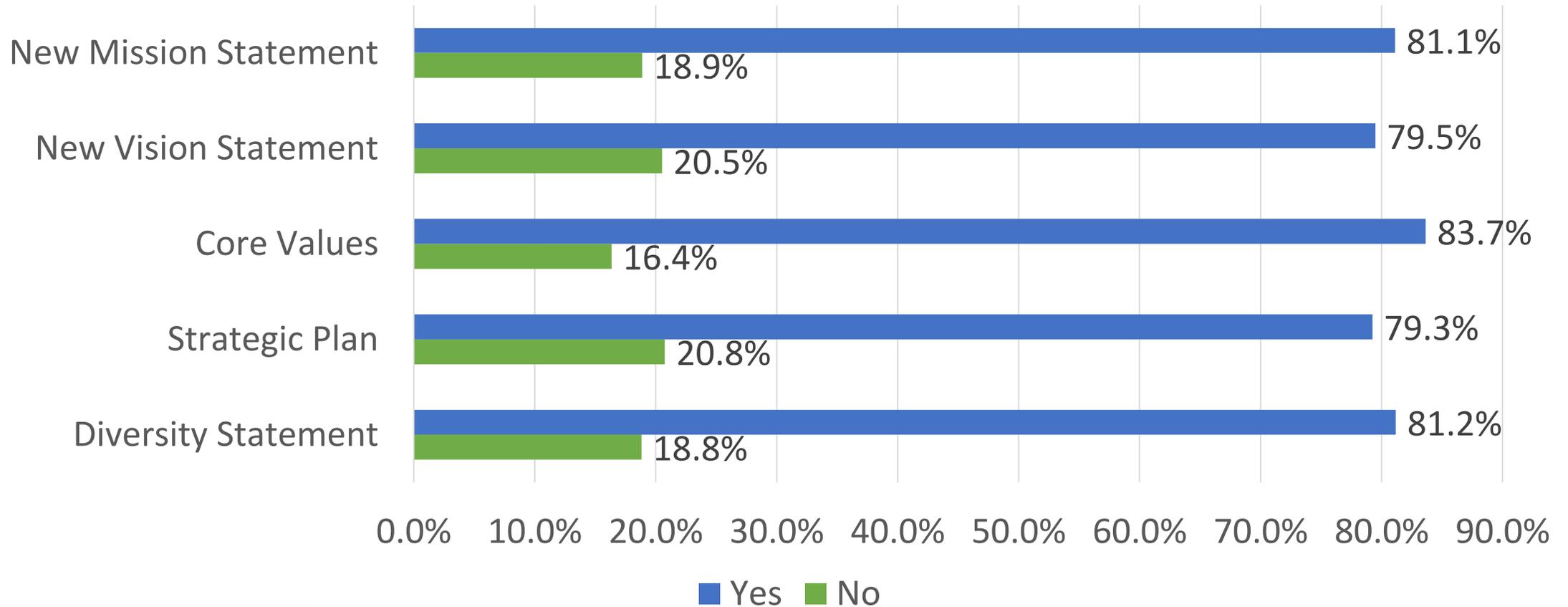
# Overall, I am satisfied with my employment at NMU



# I am aware of\*:



# I know where to find information about\*:





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# Comments

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# With which one or two things are you most satisfied with regarding your employment at NMU?

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- Students
- Relationships
- Colleagues
- Collaboration
- Autonomy
- Flexibility
- Benefits
- Community
- Environment
- Professional Growth
- New Ideas Encouraged
- Meaningful Work
- Supervisor
- Technology

# Additional Comments

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*“I thoroughly enjoy the people here at NMU. So many dedicated employees that really try to go above and beyond to ultimately serve our students. It is inspiring.”*

*“The university is gaining momentum and there is a growing spirit of innovation and creativity.”*

*“NMU is a good place to work – good, kind, friendly, supportive faculty and staff. The benefits offered are great.”*

*“I find it rewarding to work at a place that values the local community and strives to provide services to our rural areas and local schools.”*

*“Academic freedom, close mentorships, and collaboration with students.”*

# With which one or two things are you least satisfied regarding your employment at NMU?

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- Pay/Pay Equity
- Staffing
- Budget Cuts
- Lack of advancement
- Promotion/Tenure Process
- Communication/Transparency
- Administration
- Lack of Resources
- Lack of Feedback
- Lack of Recognition
- Lack of Accountability – Poor Performers
- Lack of Management Direction

# Additional Comments

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*“My department is constantly shrinking, to the point that the work that is able to be done and the scope of work we should be doing is suffering...”*

*“I am disappointed in the upper administration’s politics and what appears to be an increasingly more profit-oriented and corporate model of education. Students are not customers.”*

*“I am unhappy with the pay and how hard it is to get any kind of monetary recognition for anything extra you do around here. A lot of times I feel very undervalued for the skills and knowledge I bring to the table.”*

*“Promotion and tenure process is a ridiculously tedious process.”*

# Next Steps

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- Campus Connect article – done
- Campus Forum
- Share Divisional Data with DVPs – in process
- Share Union Specific Detail with Union Leadership – in process

# Appendix

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- 2013 Questions removed from 2017 survey
  - Being a member of NMU's campus community gives me a sense of personal pride and security
  - I am satisfied with the spirit of teamwork across NMU
  - Executive Management understands the problems I face on my job