2018 NJCU Great Colleges to Work for Survey

ModernThink
Richard K. Boyer
September 25, 2018

Session Objectives

- Strategic Linkages

- The ModernThink Higher Education Insight Survey[©]

- SWOT Analysis & Key Findings

- Recommendations

- Q&A

NICU

Strategic Linkages

- Strategic Planning

- Accreditation

- Board Mandate

- Leadership Transition

- Mission/Vision/Values

- Campus Climate

"It isn't that they can't see the solution. It's that they can't see the problem."

- G. K. Chesterton

NICU

Survey Overview

- **Methodology**
  - Online survey administered February 12 – March 9, 2018

- Response Rates
  - 2018 Overall response rate: 394/917 – 43%

- Benchmark
  - 2018 Honor Roll 3,000-9,999
  - 2018 Carnegie Master's
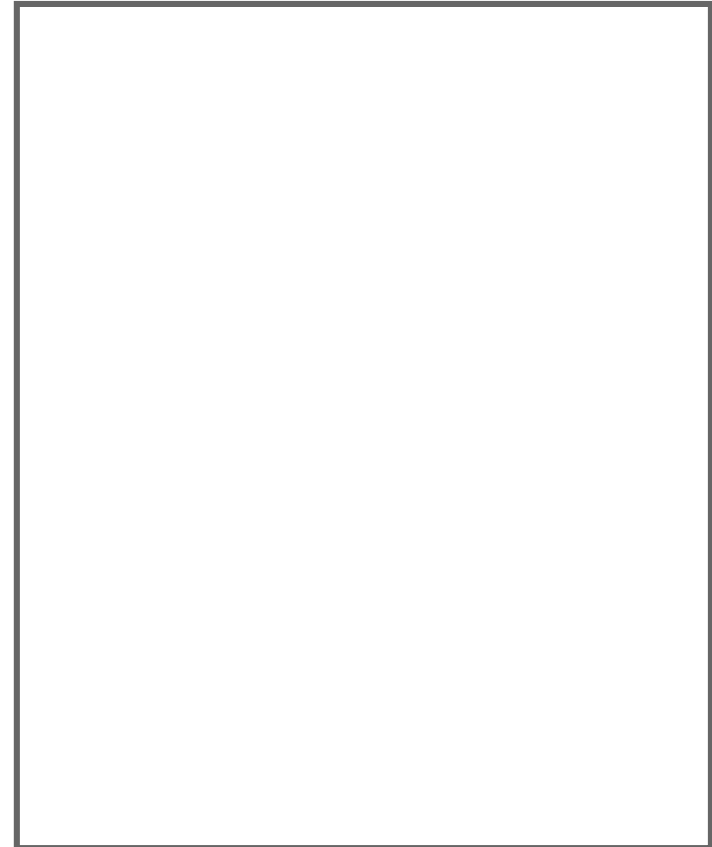
Response Guidelines

Response Options: Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree, Not Applicable

Positive Responses
Strongly Agree, Agree

Negative Responses
Strongly Disagree, Disagree

Guideline Score	Description	Guideline Score
75% +	Very Good to Excellent	< 10%
65 – 74%	Good	10 – 14%
55 – 64%	Fair to Mediocre	15 – 19%
45 – 54%	Warrants Attention	20 – 29%
< 45%	Poor	30% +

NICU

Survey Definitions

Institution refers to the entire University.

Department refers to the most immediate unit or area in which you work.

Senior Leadership refers to the President and her direct reports.

Supervisor/Department Chair (for Staff) refers to the individual to whom you directly report.

Supervisor/Department Chair (for Faculty) refers to the chair of your department.
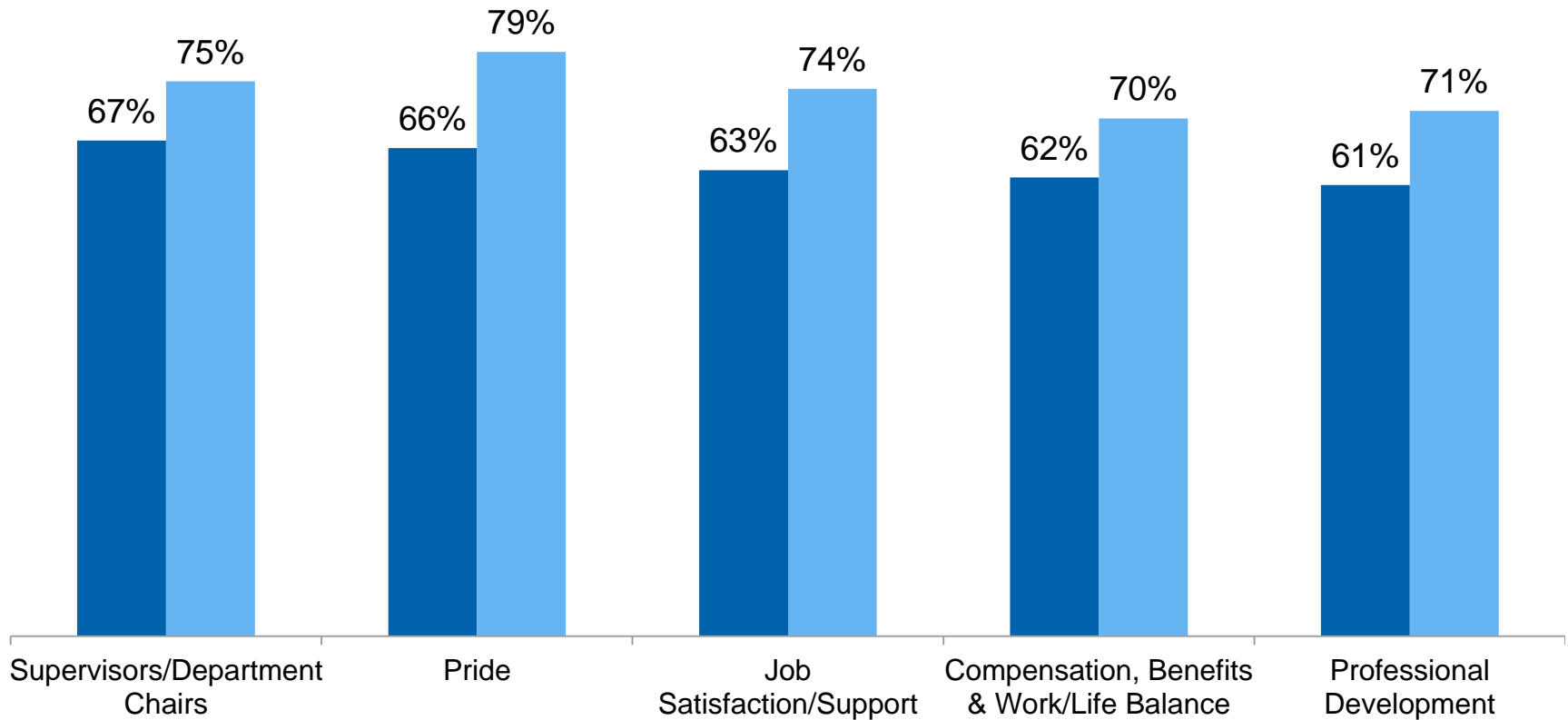
15 Core Dimensions

Job Satisfaction/Support	Policies, Resources & Efficiency	Faculty, Administration & Staff Relations
Teaching Environment	Shared Governance	Communication
Professional Development	Pride.o07p-8.3.5boe8 Tm [(J)-3.6 (ob (f)-4.3w 20.67 0 Td	

NICU

Dimensions (Overall % Positive)

Legend: ■ 2018 NJCU ■ 2018 Carnegie

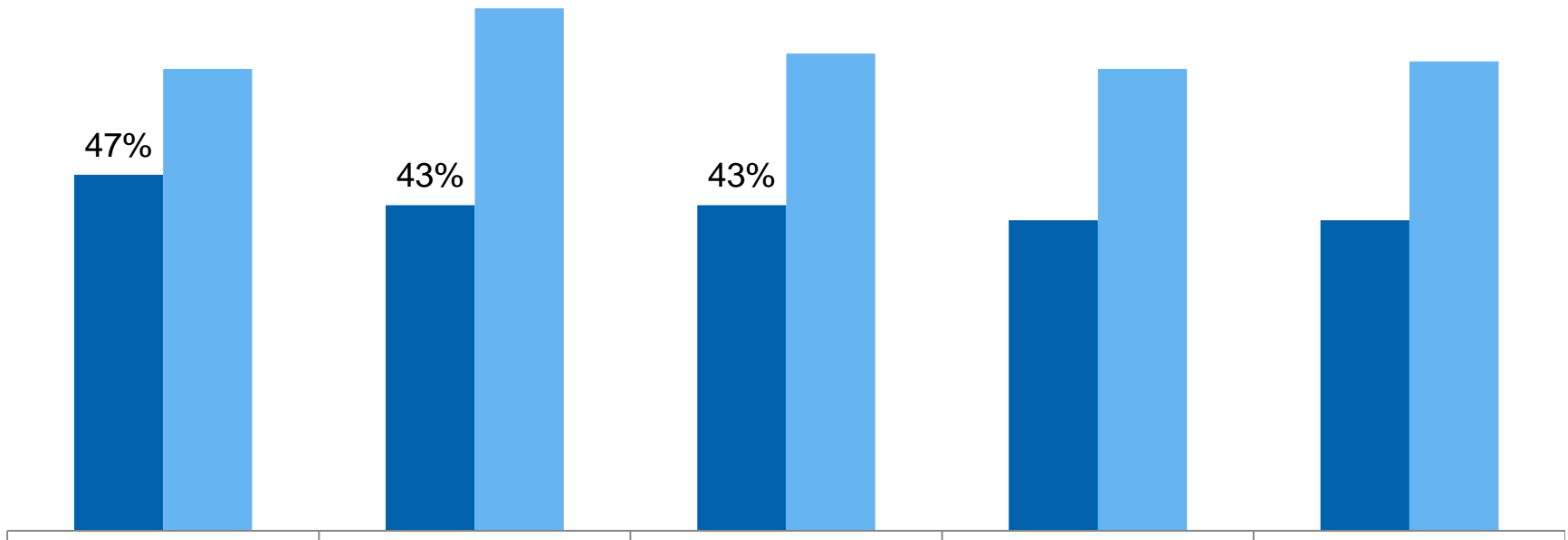| Dimension	2018 NJCU	2018 Carnegie
Supervisors/Department Chairs	67%	75%
Pride	66%	79%
Job Satisfaction/Support	63%	74%
Compensation, Benefits & Work/Life Balance	62%	70%
Professional Development	61%	71%

NJCU

Dimensions (Overall % Positive)

Dimensions (Overall % Positive)

Barometer Statements

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
25	Overall, my department is a good place to work.	70	10	81	6
36	I am proud to be part of this institution.	67	8	80	5
59	This institution's culture is special – something you don't find just anywhere.	52	21	68	13
60	All things considered, this is a great place to work.	55	18	74	8

NJCU

Strengths

- Job Fit, Autonomy & Connection to Mission
- Supervisor/Department Chair Competencies
- Benefits & Work/Life Balance
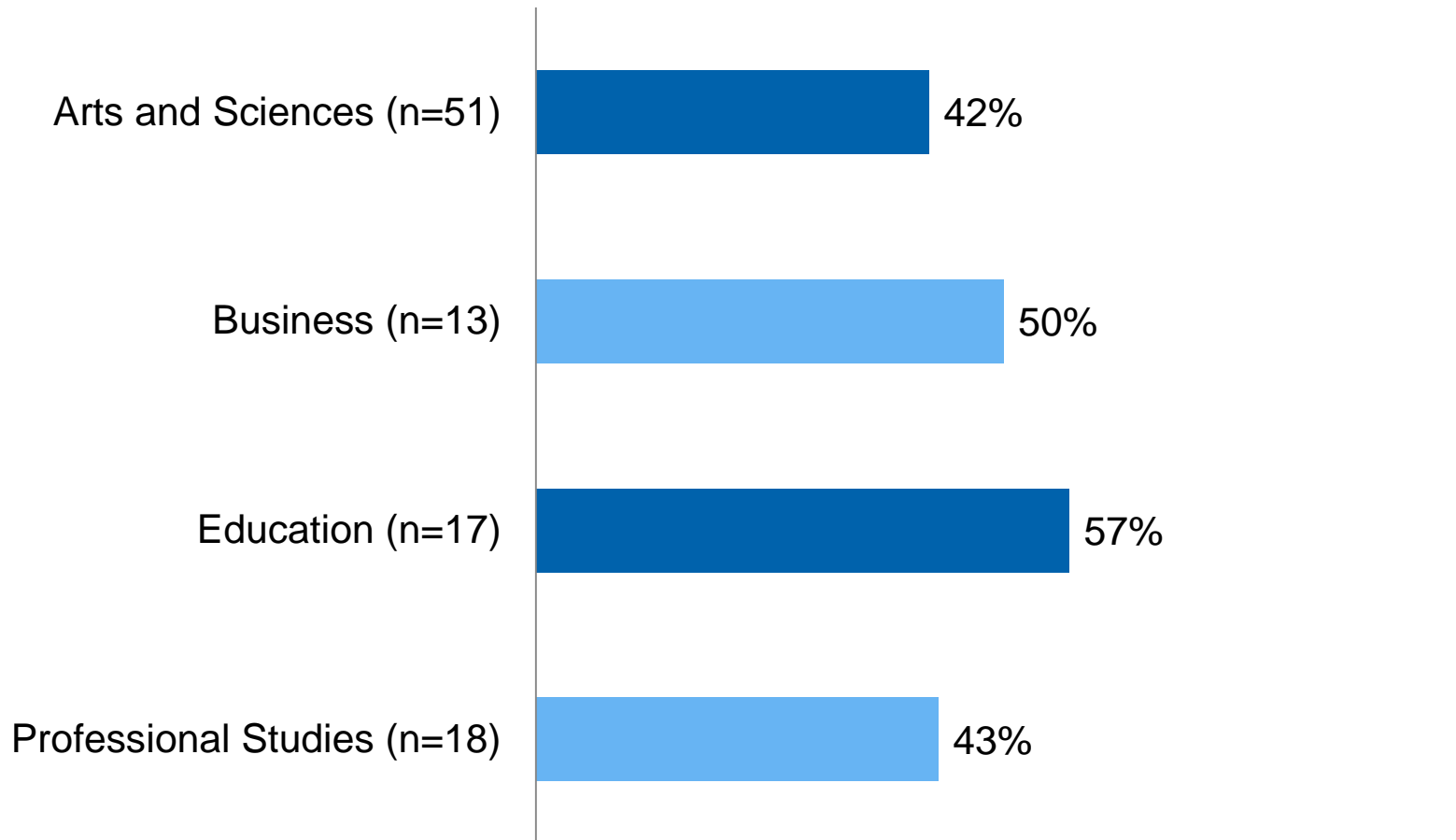- Commitment to Diversity, Equity & Inclusion

Opportunities

- Resource Constraints
- Performance Management/Accountability
- Respect & Appreciation
- Communication & Collaboration
- Shared Governance
- Senior Leadership

NICU

Job Category (Overall % Positive 1-60)

Academic Division (Overall % Positive 1-60)

Division	% Positive
Arts and Sciences (n=51)	42%
Business (n=13)	50%
Education (n=17)	57%
Professional Studies (n=18)	43%

Department (Overall % Positive 1-60)

- Academic Affairs (n=50) — 64%
- Administration (n=65) — 57%
- Finance and Treasury (n=23) — 61%
- Student Services (n=50) — 55%
- University Advancement (n=22) — 53%

NICU

Top Ten Statements

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
5	I understand how my job contributes to this institution's mission.	85	4	90	3
24	I have a good relationship with my supervisor/department chair.	79	8	84	6
47	My supervisor/department chair supports my efforts to balance my work and personal life.	76	10	83	7
2	I am given the responsibility and freedom to do my job.	72	10	83	5
*61	My department creates a work environment where employees feel comfortable expressing themselves regardless of race, class or culture differences.	71	13	-	-

Statements are sorted by highest **positive** response.

NJCU

Top Ten Statements

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
25	Overall, my department is a good place to work.	70	10	81	6
3	My supervisor/department chair makes his/her expectations clear.	70	15	75	10
1	My job makes good use of my skills and abilities.	68	11	80	5
36	I am proud to be part of this institution.	67	8	80	5
1583636 6767					

Strengths

- Job Fit, Autonomy & Connection to Mission

- Benefits & Work/Life Balance

- Supervisor/Department Chair Competencies

- Commitment to Diversity, Equity & Inclusion

NICU

Job Fit, Autonomy & Connection to Mission

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
1	My job makes good use of my skills and abilities.	68	11	80	5
2	I am given the responsibility and freedom to do my job.	72	10	83	5
5	I understand how my job contributes to this institution's mission.	85	4	90	3
36	I am proud to be part of this institution.	67	8	80	5

NJCU

Benefits & Work/Life Balance

Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall		

Supervisor/Department Chair Competencies

Commitment to Diversity, Equity & Inclusion

Survey Statement		2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
50	This institution places sufficient emphasis on having diverse faculty, administration and staff.	66	14	70	12
45	At this institution, people are supportive of their colleagues regardless of their heritage or background.	65	13	81	6
54	This institution has clear and effective procedures for dealing with discrimination.	65	12	74	9
*61	My department creates a work environment where employees feel comfortable expressing themselves regardless of race, class or culture differences.	71	13	-	-

NJCU

Bottom Ten Statements

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
28	My department has adequate faculty/staff to achieve our goals.	32	46	41	36
58	There's a sense that we're all on the same team at this institution.	28	40	54	21
30	Our orientation program prepares new faculty, administration and staff to be effective.	37	37	54	20
57	This institution is well run.	34	35	60	15
*67	The leaders of this institution value people as their most important resource.	38	35	-	-

Statements are sorted by highest **negative** response.

NJCU

Bottom Ten Statements

Survey Statement	2018 NJCU			

NJCU

Opportunities

- Resource Constraints

- Performance Management/Accountability

- Respect & Appreciation

- Communication & Collaboration

- Shared Governance

- Senior Leadership

Resource Constraints

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
4	I am provided the resources I need to be effective in my job.effec4u6Rc4u6Rc4ui1leffec4u6R30Rc832.2 (es)RgR2			EMC194578	

NJCU

Performance Management/Accountability

Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall Carnegie	

Respect & Appreciation

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
9	I am regularly recognized for my contributions.	43	29	57	19
35	Our recognition and awards programs are meaningful to me.	43	30	48	25
52	We celebrate significant milestones and important accomplishments at this institution.	50	15	71	8
*65	At this institution, people celebrate each other's successes and accomplishments as much as their own.	43	28	-	-

NJCU

Respect & Appreciation

	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
*62	My department supports a work environment where everyone is treated fairly regardless of titles or position.	64	20	-	-
*63	The atmosphere at this institution makes me feel like I am a valued member of this community.	48	24	-	-
37	Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	37	34	61	17
*67	The leaders of this institution value people as their most important resource.	38	35	-	-
*68	The faculty values the contributions for staff.	58	15	-	-

NJCU

Communication & Collaboration

|	Survey Statement	2018 NJCU Overall % Positive	2018 NJCU Overall % Negative	2018 Carnegie Overall % Positive	2018 Carnegie Overall % Negative
8	When I offer a new idea, I believe it will be fully considered.	48	22	64	14
21	In my department, we communicate openly about issues that impact each other's work.	60	18	69	12
22	Changes that affect me are discussed prior to being implemented.	44	27	52	19
43	At this institution, we discuss and debate issues respectfully to get better results.	36	32	57	15
*66	In my unit, I am not inappropriately interrupted or "talked over" while I am speaking.	64	17	-	-

NJCU

Shared Governance

Survey Statement				

NICU

Senior Leadership
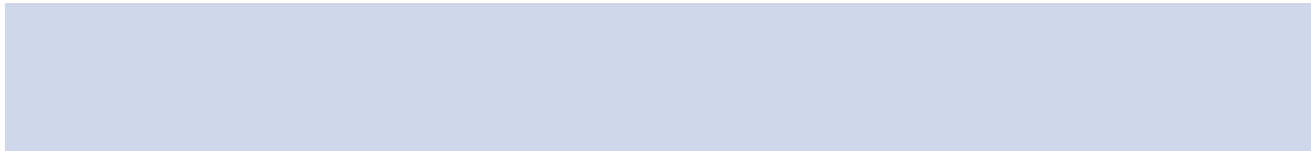
Additional Resources

Richard K. Boyer
rboyer@modernthink.com
302.764.4477

NICU

Employee Engagement

CUPA-HR

Employee engagement is the act of committing - rationally or emotionally - to something or someone within the organization. Engaged employees hold a positive emotional connection to their work. They value, enjoy and believe in their jobs, managers, teams, and organizations. A complex concept, engagement is influenced by many factors—from workplace culture, organizational communication and managerial styles to trust and respect, leadership and company reputation.

15 Core Survey Dimensions

- Job Satisfaction/Support **–** provides insight into the satisfaction with job fit, autonomy and resources

- Teaching Environment **–** with a particular focus on faculty, this dimension consists of statements that address the balance between teaching, research and service; the support for advising/mentoring students; and recognition for outstanding teaching

- Professional Development – provides insight into the reported satisfaction with career/professional development opportunities; and for faculty, support for research and clarity of the tenure process

- Compensation, Benefits & Work/Life Balance – captures information about the perceived fairness of compensation and the effectiveness of the benefits offered

- Facilities – provides insight into the reported satisfaction with physical workspace, overall campus appearance and confidence in experiencing a safe and secure environment

NICU

15 Core Survey Dimensions

- Faculty, Administration & Staff Relations   – provides insight into the quality of faculty, administration and staff relations with a focus on the perception of support, cooperation and

- Communication   – assesses the quality of internal communications

NICU