

Classified Staff Council Survey

Administered: September 24, 2008 – October 1, 2008

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Classified Staff Council Survey

Participants:

The CSC Survey was made electronically accessible under the College of Education and Human Developments SNAP 8 Profile. Prior to sending out the final copy of the CSC survey, a pilot of the survey was sent to the CSC Executive Team and CSC Representatives, upon which recommendations were made to improve the quality of the survey. The final revised edition of the survey was sent on September 24th, 2008 to all classified staff employees. Classified staff employees were given until October 1st, 2008, approximately one week to submit their responses to the survey. There was a total of 965 emails sent with 244 participants responding to the survey (Response rate: 25.3 %) which was collected on October 2nd, 2008.

CSC Logo Opinions (Section 1):

The first question in the first section of the survey “Should the current logo remain with the arrows pointing down and to the right?” received input from 225 staff employees. There was a total of 59 (24.2 %) employees who said “Yes” to this question, and 166 (68 %) of the 225 employees said “No” to the current logo. There were open-ended comments concerning question one of section one, which can be found in the Appendix on page 8.

The second question of the CSC Logo Opinions section asked “Should the current logo be amended to include arrows pointing up, down, left and right?” received responses from 226 classified staff employees. There were 147 (60.2 %) employees who said “Yes” to this question, and 79 (32.4 %) employees said “No” to amending the current logo. Comments regarding the second question of the CSC Logo Opinions can be found in the Appendix on page 8.

Prioritizing CSC Concerns (Section 2):

This section contained four questions, which asked participants to prioritize CSC concerns in the order in which they felt was of most/top priority down to what they felt was the least/lowest priority. The first question of this section asked classified employees to “Prioritize the issues that they would like to see CSC accomplish this year” which included:

- 1st Concern: Improve the professional lives of CS, boost CS morale, and improve equity across the University with job duties, responsibilities and classifications.
- 2nd Concern: Improve communications with human resources, constituents, management, and other classified staff members.
- 3rd Concern: Gain a better understanding of where leadership is headed (Classified Staff and University).
- 4th Concern: Follow up on last years issues, while also establishing and meeting New goals.
- 5th Concern: Implement rewards/recognition for staff longevity, and to those Who go “above and beyond”.
- 6th Concern: Keep up with current issues and political activity at all levels.

Question 2: Prioritize the expectations of the CSC leadership team.

- 1st Concern: Help better the work place for classified staff and help with Campus changes.
- 2nd Concern: Provide guidance, leadership, and support.
- 3rd Concern: Inform and educate classified staff. Allow classified staff to represent themselves and encourage them to participate in strategic planning.
- 4th Concern: Work with Administration Staff Council on issues brought forth By CSC.

Question 3: Prioritize the expectations of CSC as a representing group.

- 1st Concern: Improve/advance classified staff standing on campus, take responsibility of our own futures at BGSU, and help modify practices and procedures.
- 2nd Concern: Be supportive of the leadership of CSC, of all classified staff, and educate classified staff on opportunities that are available.
- 3rd Concern: Communication with the rest of campus about what we are doing, with BGSU leadership, and among the classified staff group.
- 4th Concern: Work as a team by sharing ideas and reaching solutions in a timely Manner.

Data collected on these prioritizations can be found within the Appendix beginning on page 9.

Question 4: List what you believe are the top three job concerns (Limit to 10 words).

1. Security, employee retention, stability (36 respondents)
2. Replacements, understaffed, layoffs, downsizing, job elimination (24 respondents)
3. Equity (21 respondents)
4. Classified Staff input, communication, active participation by classified staff (17 respondents)
5. Cost of insurance increasing (16 respondents)
6. Benefits, benefits for PT classified staff (14 respondents)
7. Staff morale (13 respondents)
8. Outsourcing (10 respondents)
9. Training (3 respondents)
- 9a. Retirement (3 respondents)
- 9b. Unionize (3 respondents)
- 9c. Classified job losses while administration positions are continuously added (3 respondents)
10. Job Classification (2 respondents)
- 10a. Reliable information (2 respondents)
- 10b. Future university leadership (2 respondents)
- 10c. Provide guidance (2 respondents)
11. Human Resources department – need trust and those who work with employees (1 respondent)
- 11a. Opportunity (1 respondent)

CSC Ombudsperson (Section 3):

This section of the survey contained four questions regarding classified staff ombudspersons. The first question of this section “Do you know the services that the ombudsperson provides?” received responses from 241 classified staff employees. There were 145 (59.4 %) employees that said “Yes” they do know the services the ombudsperson provides and 96 (39.3 %) of the employees said “No” they do not know the services the ombudsperson provides. The open-ended comments received for this question can be found in the Appendix on page 14 of the report.

The second question of this section “Do you think there is a need for an ombudsperson for classified staff?” received 210 total responses. There were 178 (73 %) staff employees that reported “Yes” they do think there is a need for an ombudsperson, while 32 (13.1 %) of employees said “No”. Comments regarding question two of the ombudsperson section can be found in the Appendix on page 14.

The third question of the third section of the survey asked classified staff if they “Know the ombudsperson they can contact for support?”. There was a total of 234 responses collected from the classified staff employees with 115 (47.1 %) stating “Yes” they do know the ombudsperson they can contact and 119 (48.8 %) stating “No” they do not

know the ombudsperson they can contact for support. Open-ended comments regarding this question can be found in the Appendix on page 15 of this report.

The fourth and final question of the third section asked employees if they “Have ever read the ombudsperson charge on the CSC website”. There were 236 employees that responded to this question, with 82 (33.6 %) employees stating “Yes” they have read the charge on the website and 154 (63.1 %) reporting “No” they have not read the charge. The open-ended comments regarding this question from classified staff employees include: “Who has the time?”, “I did not know it was there”, and “I did not know CSC had a website”. More comments regarding this question can be found in the Appendix on page 15.

CSC Website (Section 4):

The CSC Website section of the survey contained four questions for classified staff employees. Three questions within this section were multiple choice questions and one question was open-ended. The first question of the section asked classified employees “How often they visit the CSC website?”, which received responses from 241 classified staff employees. Employees had five options to choose from regarding this question including:

- 110 (45.3 %) browsing the website “Once every couple months”,
- 61 (25.1 %) “Never” visiting the website,
- 45 (18.5 %) “Once a month”,
- 18 (7.4 %) visiting the website “Once a week”, and
- 7 (2.9 %) visiting the website “A couple times a week”.

Comments regarding this question are displayed in the Appendix on page 16.

The second question of the fourth section asked classified employees if “They believed the site contained useful, up-to-date information?” which received 179 responses from those who participated in the survey. There were 144 (59.3 %) respondents who said “Yes” they believed the website contained useful and up-to-date information, while 35 (14.4 %) of respondents reported “No”. Comments regarding this question can be found on page 16 within the Appendix.

Question three of the fourth section was an open-ended question that asked respondents “What other information they would like to see displayed on the CSC Website?”. The suggestions given by classified staff for the website included:

- Hot topics discussed
- Volunteer information
- Classified staff projects and accomplishments
- Links to: Retention Point Report, Know Your Rights Information, what is in “The Works”, financial status of certain departments, health insurance meeting minutes, wellness minutes
- Holiday schedule/academic calendar, schedule of meetings
- House Bill 187 and what rights were lost/gained

- Include the contact person for website updates and corrections
- “Inside Scoop” section – explain/dispel rumors
- Professional Development opportunities
- Awards and accomplishments of classified staff
- A way to communicate through Blackboard

The fourth and final question of section four asked classified staff employees “What other ways would best keep Classified Staff informed of news and information”, where respondents were given seven different choices to choose from. There were a total of 232 participants submitting a response to this question, which was composed of:

- 74 (30.3 %) stating “All” the choices,
- 61 (25 %) denoting the “Classified Staff List Serve”,
- 39 (16 %) choosing the “Classified Staff Newsletter”,
- 36 (14.8 %) stating the “Campus Update”,
- 15 (6.1 %) denoting the “Monitor”, and
- 2 (0.8 %) choosing “None” of the options would best keep Classified Staff informed.

Comments regarding this question can be found on page 17 within the Appendix.

CSC Activity Involvement (Section 5):

The final section of the survey consisted of three questions directed toward classified staff’s activity involvement, both within and outside the university. The first question of the section five asked respondents how often they “Volunteer without compensation within the University” per month, which received 227 responses. Classified employees were given six options to choose from when answering this question which included:

- 99 (40.7 %) respondents selecting “None”,
- 93 (38.3 %) selecting “1-4 Hours”,
- 20 (8.2 %) denoting “5-9 Hours”,
- 10 (4.1 %) denoting that they spend “15 or More Hours”, and
- 5 (2.1 %) selecting “10-14 Hours” per month volunteering within the University without being compensated.

Examples of volunteering within the University without pay included: loosing/not taking vacation hours, athletic events, and helping out with move-in.

The second question of the final section of the survey asked respondents how often they volunteered within the University with compensation. There were 196 classified staff employees who responded to this question, with six options for employees to choose from. There were:

- 92 (37.9 %) of participants stated “None”,
- 75 (30.9 %) choose “1-4 Hours”,
- 22 (9.1 %) depicted “5-9 Hours”,
- 5 (2.1 %) of respondents choose “15 or More Hours”, and
- 2 (0.8 %) stated “10-14 Hours” per month that were spent volunteering within the University with compensation.

Examples of volunteering with compensation within the University include: committees, President’s Day, campus picnic, etc.

The final question of the fifth section asked respondent how many hours they donate to activities and events outside BGSU per month. Respondents were given the same hour increment options given in the first two questions of this section. There were 237 classified employees who responded to this question, with:

- 100 (41.2 %) selecting “1-4 Hours”,
- 60 (24.7 %) depicting “None”,
- 41 (16.9 %) volunteering “5-9 Hours”,
- 21 (8.6 %) stating they volunteer “10-14 Hours”, and
- 15 (6.2 %) depicting that they spend “15 or More Hours” per month donating their time to activities and events outside the University.

Tables depicting the data above can be found on page 18 of the Appendix for questions 1-3 in section five.

Appendix

CSC Logo Opinions (Section 1):

Question 1:

Should the current logo remain with the arrows pointing d...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	24.2	26.2	26.2
	No	166	68.0	73.8	100.0
	Total	225	92.2	100.0	
Missing	System	19	7.8		
Total		244	100.0		

Open-Ended Comments regarding Question 1:

- What is the significance of the arrows? Get rid of arrows and have only lines.
- Why limit our service?
- Don't like to logo – old or new.
- Felt this question was a waste of time.
- Arrows should be up only. Arrows should be up and to the right.
- Why is “Classified” separate from the rest of the phrase? “Classified” should be put with “Staff Council”.
- There should be a circle around the logo with an arrow extending from the circle pointing up.
- Arrow point down could be viewed as negative.
- Expense concerns of amending the current logo.

Question 2:

Should the current logo be amended to include arrows poin...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	147	60.2	65.0	65.0
	No	79	32.4	35.0	100.0
	Total	226	92.6	100.0	
Missing	System	18	7.4		
Total		244	100.0		

Open-Ended Comments regarding Question 2:

- The amended meaning is better representative of CS and our role on campus.
- Don't care for arrows. Just have lines.
- Question the meaning of arrows. Downward arrow could be viewed negatively.
- Need new logo all together.
- Too busy. Looks awkward. Looks a little messy.
- Much better look. Encompasses it all. Seems all inclusive this way.
- This is not a high priority. Decision on logo could have been made without asking staff.

- What about adding below the logo: “Member OSCHIE” (Ohio Staff Council of Higher Ed.)

Prioritizing CSC Concerns (Section 2):

Question 1:

Improve communications with human resources, constituents...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	55	22.6	22.6	27.6
2	65	26.7	26.7	54.3
3	53	21.8	21.8	76.1
4	32	13.2	13.2	89.3
5	12	4.9	4.9	94.2
6	13	5.3	5.3	99.6
two	1	.4	.4	100.0
Total	243	100.0	100.0	

Follow up on last years issues, while also establishing a...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	6.6	6.6	6.6
1	24	9.9	9.9	16.5
14	1	.4	.4	16.9
2	39	16.0	16.0	32.9
3	43	17.7	17.7	50.6
4	59	24.3	24.3	74.9
5	44	18.1	18.1	93.0
6	16	6.6	6.6	99.6
three	1	.4	.4	100.0
Total	243	100.0	100.0	

Improve the professional lives of classified staff, boost...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	3.7	3.7	3.7
1	114	46.9	46.9	50.6
13	1	.4	.4	51.0
2	43	17.7	17.7	68.7
3	25	10.3	10.3	79.0
4	22	9.1	9.1	88.1
5	20	8.2	8.2	96.3
6	8	3.3	3.3	99.6
one	1	.4	.4	100.0
Total	243	100.0	100.0	

Gain a better understanding of where leadership is headed...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	50	20.6	20.6	25.5
12	1	.4	.4	25.9
2	50	20.6	20.6	46.5
3	44	18.1	18.1	64.6
4	41	16.9	16.9	81.5
5	31	12.8	12.8	94.2
6	14	5.8	5.8	100.0
Total	243	100.0	100.0	

Implement rewards/recognition for staff longevity, and to...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	6.6	6.6	6.6
1	15	6.2	6.2	12.8
11	1	.4	.4	13.2
2	36	14.8	14.8	28.0
3	21	8.6	8.6	36.6
4	30	12.3	12.3	49.0
5	55	22.6	22.6	71.6
6	69	28.4	28.4	100.0
Total	243	100.0	100.0	

Keep up with current issues and political activity at all...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	7.0	7.0	7.0
1	13	5.3	5.3	12.3
10	1	.4	.4	12.8
2	16	6.6	6.6	19.3
3	34	14.0	14.0	33.3
4	29	11.9	11.9	45.3
5	47	19.3	19.3	64.6
6	86	35.4	35.4	100.0
Total	243	100.0	100.0	

Question 2:

Inform and educate classified staff. Allow classified st...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13	5.3	5.3	5.3
1	66	27.2	27.2	32.5
2	64	26.3	26.3	58.8
3	62	25.5	25.5	84.4
34	1	.4	.4	84.8
4	36	14.8	14.8	99.6
7	1	.4	.4	100.0
Total	243	100.0	100.0	

Help better the work place for classified staff and help ...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	101	41.6	41.6	46.5
2	56	23.0	23.0	69.5
3	45	18.5	18.5	88.1
4	27	11.1	11.1	99.2
8	1	.4	.4	99.6
9	1	.4	.4	100.0
Total	243	100.0	100.0	

Provide guidance, leadership, and support.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	70	28.8	28.8	33.7
2	65	26.7	26.7	60.5
3	63	25.9	25.9	86.4
4	32	13.2	13.2	99.6
9	1	.4	.4	100.0
Total	243	100.0	100.0	

Work with Administration Staff Council on issues brought ...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	6.6	6.6	6.6
1	21	8.6	8.6	15.2
10	1	.4	.4	15.6
11	1	.4	.4	16.0
2	44	18.1	18.1	34.2
3	45	18.5	18.5	52.7
4	114	46.9	46.9	99.6
8	1	.4	.4	100.0
Total	243	100.0	100.0	

Question 3:

Communication with the rest of campus about what we are d...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	7.4	7.4	7.4
1	36	14.8	14.8	22.2
11	1	.4	.4	22.6
2	56	23.0	23.0	45.7
3	67	27.6	27.6	73.3
4	65	26.7	26.7	100.0
Total	243	100.0	100.0	

Improve/advance classified staff standing on campus, take...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	135	55.6	55.6	60.5
1+++++++	1	.4	.4	60.9
12	1	.4	.4	61.3
2	33	13.6	13.6	74.9
3	31	12.8	12.8	87.7
4	29	11.9	11.9	99.6
7	1	.4	.4	100.0
Total	243	100.0	100.0	

Be supportive of the leadership of CSC, of all classified...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	7.4	7.4	7.4
1	29	11.9	11.9	19.3
13	1	.4	.4	19.8
2	89	36.6	36.6	56.4
3	62	25.5	25.5	81.9
4	43	17.7	17.7	99.6
5	1	.4	.4	100.0
Total	243	100.0	100.0	

Work as a team by sharing ideas and reaching solutions in...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11	4.5	4.5	4.5
1	52	21.4	21.4	25.9
14	1	.4	.4	26.3
2	51	21.0	21.0	47.3
3	54	22.2	22.2	69.5
4	73	30.0	30.0	99.6
6	1	.4	.4	100.0
Total	243	100.0	100.0	

CSC Ombudsperson (Section 3):

Question 1:

Do you know the services that the ombudsperson provides?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	145	59.4	60.2	60.2
	No	96	39.3	39.8	100.0
	Total	241	98.8	100.0	
Missing	System	3	1.2		
Total		244	100.0		

Comments regarding Q1:

- Most staff do not know
- Need a professional lawyer
- Computer access is limited for some
- Would like to hear a regular update from these individuals
- What is that? What do they do?
- A flyer could/should be sent out to help educate classified staff

Question 2:

Do you think there is a need for an ombudsperson for clas...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	73.0	84.8	84.8
	No	32	13.1	15.2	100.0
	Total	210	86.1	100.0	
Missing	System	34	13.9		
Total		244	100.0		

Comments regarding Q2:

- Need to have more time available
- Lack of trust in Human Resources department
- If unionized, we would not need an ombudsperson
- Yes, especially now we need the support
- Yes, but the ombudsperson need to be well informed
- I had a bad experience with an ombudsperson, and would never seek help again
- If they actually would help and are willing to help

Question 3:

Do you know the ombudsperson you can contact for support?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	47.1	49.1	49.1
	No	119	48.8	50.9	100.0
	Total	234	95.9	100.0	
Missing	System	10	4.1		
Total		244	100.0		

Comments regarding Q3:

- I know 2 or 3, but I am not sure which/who represents certain areas/divisions.
- Some are more helpful than others
- They did not help me, I never received a follow up
- Very helpful and supportive
- I don't know, but I could find out
- The ombudsperson should meet with every area on campus, this would reinforce the notion that there is someone there to help if needed

Question 4:

Have you ever read the ombudspersons charge on the CSC we...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	33.6	34.7	34.7
	No	154	63.1	65.3	100.0
	Total	236	96.7	100.0	
Missing	System	8	3.3		
Total		244	100.0		

Comments regarding Q4:

- A long time ago
- Who has the time?
- Didn't know it was there.
- Can this be printed and handed out?
- The position needs to be re-evaluated.
- I didn't know CSC had a website.

CSC Website (Section 4):

Question 1:

How often do you visit the CSC website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A couple times a week	7	2.9	2.9	2.9
	Once a week	18	7.4	7.5	10.4
	Once a month	45	18.5	18.7	29.0
	Once every couple months	110	45.3	45.6	74.7
	Never	61	25.1	25.3	100.0
	Total	241	99.2	100.0	
Missing	System	2	.8		
Total		243	100.0		

Comments regarding Q1:

- Not always easy to navigate
- Not always current
- Need meeting minutes posted much quicker
- Now that I know it exists I will check it out
- With all that I have to do, its not a priority
- I prefer emails from the Chair
- I have no time, I am too busy
- CSC appears most interested in Relay for Life – stop being a fundraising group and start working for our benefit
- Just to read the minutes
- Only when there is a topic of concern
- Only when prompted

Question 2:

Do you believe the site contains useful, up-to-date infor...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	144	59.3	80.4	80.4
	No	35	14.4	19.6	100.0
	Total	179	73.7	100.0	
Missing	System	64	26.3		
Total		243	100.0		

Comments regarding Q2:

- Most classified staff do not take the time to get on the computer (Paper information would be better).
- Not always up to date (*Especially the Minutes)
- More information on job elimination – How about a “Rumor Mill and FAQ’s” section?

- Can always be improved
- Hard to find information.
- Mostly appropriate for BGSU main, not always for Firelands.

Question 4:

What other ways would best keep Classified Staff informed...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monitor	15	6.1	6.5	6.5
	Campus Update	36	14.8	15.5	22.0
	Classified Staff Newsletter	39	16.0	16.8	38.8
	Classified Staff List Serve	61	25.0	26.3	65.1
	All	74	30.3	31.9	97.0
	None	2	.8	.9	97.8
	Other	5	2.0	2.2	100.0
	Total	232	95.1	100.0	
Missing	System	12	4.9		
Total		244	100.0		

Comments regarding Q4:

- Monitor does not get read because it is on the web. Hard copies from time to time would be beneficial.
- Newsletter would be great
- Weekly email with updates and links
- Every other month have nightly meetings – classified staff on 3rd shift are sometimes forgotten
- Campus mail, for those who do not/cannot check email
- Firelands classified staff need regular meetings
- A listserve where classified staff can individually comment and respond to posts from other classified staff members

CSC Activity Involvement (Section 5):

Question 1:

Volunteer without compensation (i.e., losing/not taking vacation hours, athletic events, move-in, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	99	40.7	43.6	43.6
	1-4 Hours	93	38.3	41.0	84.6
	5-9 Hours	20	8.2	8.8	93.4
	10-14 Hours	5	2.1	2.2	95.6
	15 or More Hours	10	4.1	4.4	100.0
	Total	227	93.4	100.0	
Missing	System	16	6.6		
Total		243	100.0		

Question 2:

Volunteer with compensation (i.e., committees, President's Day, campus picnic, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	92	37.9	46.9	46.9
	1-4 Hours	75	30.9	38.3	85.2
	5-9 Hours	22	9.1	11.2	96.4
	10-14 Hours	2	.8	1.0	97.4
	15 or More Hours	5	2.1	2.6	100.0
	Total	196	80.7	100.0	
Missing	System	47	19.3		
Total		243	100.0		

Question 3:

Volunteer service outside BGSU.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	60	24.7	25.3	25.3
	1-4 Hours	100	41.2	42.2	67.5
	5-9 Hours	41	16.9	17.3	84.8
	10-14 Hours	21	8.6	8.9	93.7
	15 or More Hours	15	6.2	6.3	100.0
	Total	237	97.5	100.0	
Missing	System	6	2.5		
Total		243	100.0		