

#### UTAH VALLEY UNIVERSITY



# Spring 2017 Faculty and staff survey

This survey was administered by UVU's office of Institutional Research & Information and ran for two weeks in March 2017. Full-time faculty and staff were invited to participate via email from a sample provided by UVU's office of Human Resources. A total of 1,934 employees were invited, and 883 employees participated in the survey. The response rate was 45%. The margin of error is +/- 2.4%.

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**Report organization:** 

Perceptions of working at UVU Broad perceptions – slide 3 Workplace bullying – slide 14 Sexual Misconduct – slide 23

Experiences with UMR medical insurance – slide 28

Comments: one thing administration could do to improve your experience – slide 35

**Demographics – slide 39** 

Appendix – slide 52

# Perceptions of working at UVU

**Broad perceptions** 

Q2 - Please indicate your level of agreement with each of the following statements related to your current position:

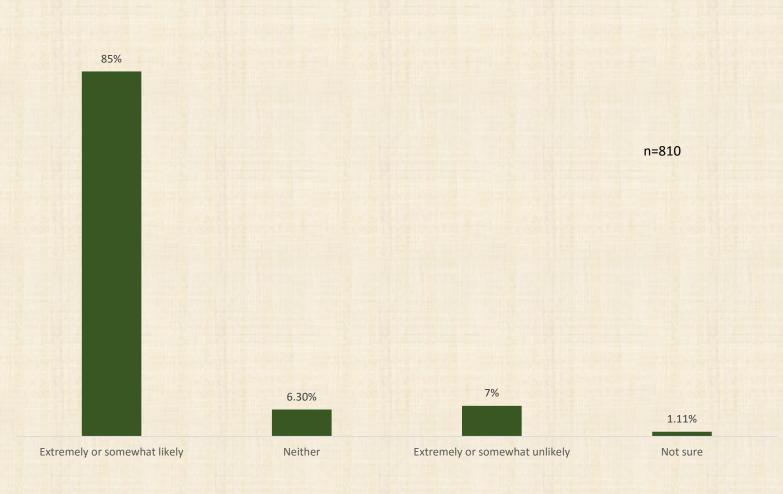
#### Agree or Strongly Agree



		Strongly		119-5			HA-			Strongly		-
#	(Q2) Question	Agree f		Agree f		Neutral f		Disagree f		Disagree f	1	Fotal
1	UVU has a clearly defined mission and objectives.	52.47%	425	39.63%	321	4.81%	39	2.35%	19	0.74%	6	810
2	My job contributes to the institutional mission.	59.78%	483	32.80%	265	6.19%	50	0.37%	3	0.87%	7	808
3	My department has a clearly defined mission and/or objectives.	48.14%	388	33.75%	272	8.68%	70	6.82%	55	2.61%	21	806
4	My job contributes to the mission of my department.	62.16%	501	27.54%	222	8.44%	68	1.12%	9	0.74%	6	806
5	In my department, setting individual performance goals is important.	30.73%	248	41.14%	332	16.11%	130	7.93%	64	4.09%	33	807
6	My department has clearly defined timelines for project completion.	25.56%	206	39.08%	315	22.21%	179	9.68%	78	3.47%	28	806
7	I feel like my department's overall performance is improving.	38.66%	312	38.91%		13.75%	111	5.58%	45	3.10%	25	807
8	I feel that members of my department are accountable for their performance.	26.24%	211	39.55%		14.05%	113		91	8.83%	71	804
9	My department relies on data (e.g. surveys, customer feedback, etc.) in order to improve.	21.31%	172	36.18%		23.30%	188		101	6.69%	54	5 807

Q3 - If someone you know were seeking employment, how likely would you be to recommend employment at UVU?

If someone you know were seeking employment, how likely would you be to recommend employment at UVU?



Q3 - If someone you know were seeking employment, how likely would you be to recommend employment at UVU?

#	Answer	%	Count
1	Extremely likely	54.07%	438
2	Somewhat likely	31.36%	254
3	Neither likely nor unlikely	6.30%	51
4	Somewhat unlikely	4.57%	37
5	Extremely unlikely	2.59%	21
6	Not sure	1.11%	9
	Total	100%	810

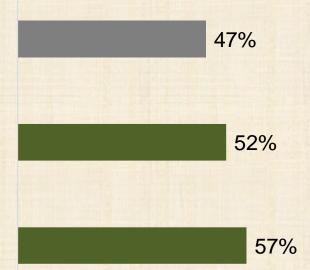
Q5 - Please indicate your level of agreement with the following statements. (Results from a question from the 2016 UVU ModernThink survey are listed first as a comparison)

#### Agree or Strongly Agree

ModernThink: I believe that Senior Leadership will take action based on the results of this survey.

I believe that my divisional leaders (deans, directors, etc.) will take action based on the results of this survey. (n=806)

I believe that President Holland and his executive cabinet will take action based on the results of this survey. (n=806)



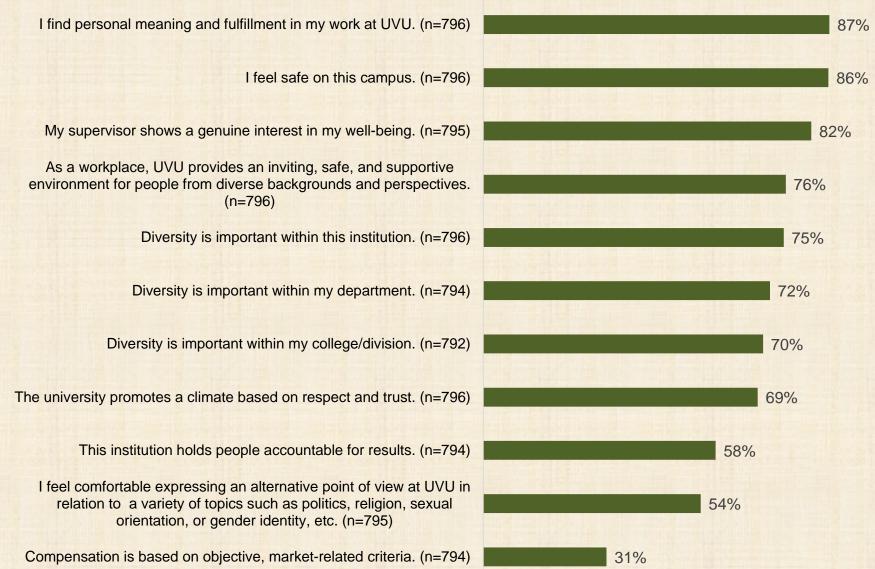
#### Q5 - Please indicate your level of agreement with the following

#### statements.

#	Question	Strongly agree	Somewhat agree		Neither agree nor disagree		Somew hat disagre e		Strongly disagree		Total
1	I believe that President Holland and his executive cabinet will take action based on the results of this survey.	20.97% 169	36.23%	292	20.72%	167	13.40%	108	8.68%	70	806
2	I believe that my divisional leaders (deans, directors, etc.) will take action based on the results of this survey.	18.73% 151	33.37%	269	22.58%	182	14.52%	117	10.79%	87	806

#### Q6 - Please indicate your level of agreement

#### Strongly or somewhat agree



#### Q6 – Comparison with 2016 ModernThink/Great Colleges survey results

#### Agree (strongly or somewhat)

Compensation is based on objective, market-related criteria. (n=794)

I feel comfortable expressing an alternative point of view at UVU in relation to a variety of topics such as politics, religion, sexual orientation, or gender identity, etc. (n=795)

This institution holds people accountable for results. (n=794)

The university promotes a climate based on respect and trust. (n=796)

Diversity is important within my college/division. (n=792)

Diversity is important within my department. (n=794)

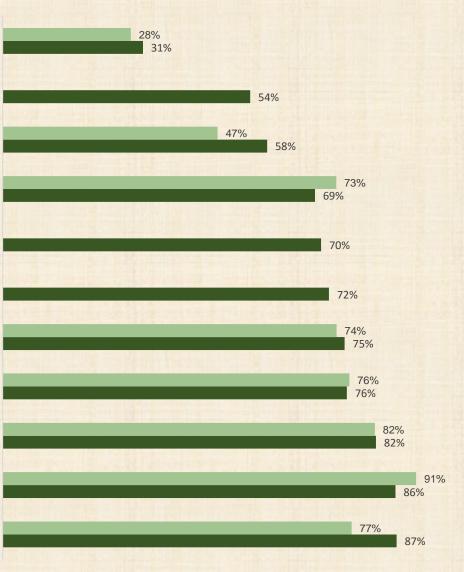
Diversity is important within this institution. (n=796)

As a workplace, UVU provides an inviting, safe, and supportive environment for people from diverse backgrounds and perspectives. (n=796)

My supervisor shows a genuine interest in my well-being. (n=795)

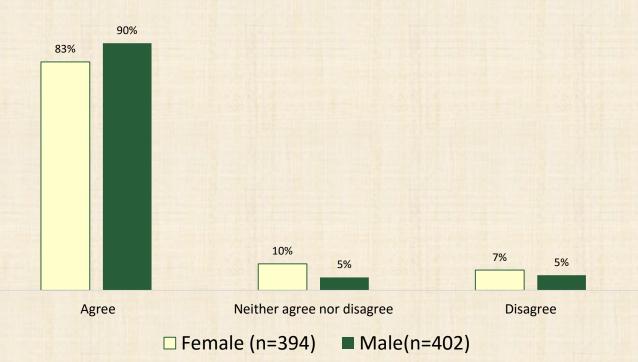
I feel safe on this campus. (n=796)

I find personal meaning and fulfillment in my work at UVU. (n=796)



Mod.Thnk/Great Col. (n~830) Omnibus (n~795)

#### Q6 ('Safe') by gender



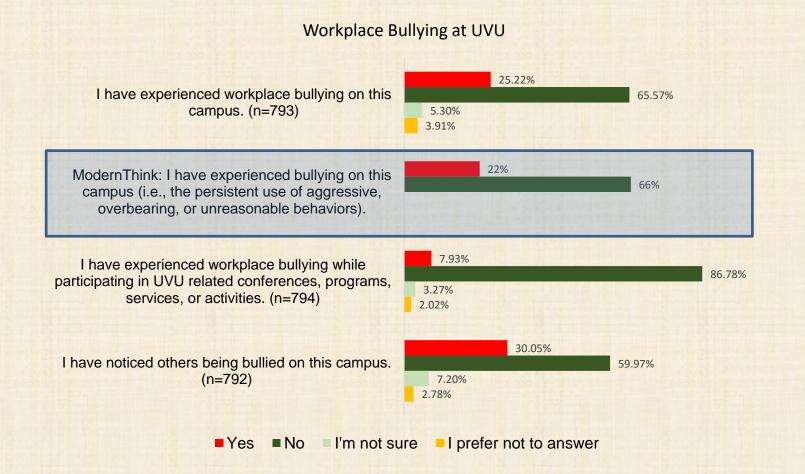
I feel safe on this campus.

#		Strongly		mewhat		ither agree		mewhat		trongly	Т	otal
1	This institution holds people accountable for results	Agree 14.61%	116	43.58%	346	r disagree 15.37%	122	agree 18.26%	145	isagree 8.19%	65	794
2	Compensation is based on objective, market- related criteria.	6.42%	51	24.43%	194	25.06%	199	28.72%	228	15.37%	122	794
3	Diversity is important within this institution.	33.42%	266	41.83%	333	13.57%	108	8.04%	64	3.14%	25	796
4	Diversity is important within my department.	36.15%	287	35.64%	283	19.27%	153	4.79%	38	4.16%	33	794
5	Diversity is important within my college/division.	33.33%	264	36.74%	291	21.21%	168	5.05%	40	3.66%	29	792
6	The university promotes a climate based on respect and trust.	29.90%	238	38.82%	309	13.57%	108	11.43%	91	6.28%	50	796
7	I feel safe on this campus.	55.40%	441	31.03%	247	7.16%	57	4.52%	36	1.88%	15	796
8	My supervisor shows a genuine interest in my well-being.	61.13%	486	21.01%	167	6.79%	54	5.66%	45	5.41%	43	795
	I find personal meaning and fulfillment in my work at UVU.	56.41%	449	30.28%	241	6.16%	49	4.40%	35	2.76%	22	796
	As a workplace, UVU provides an inviting, safe, and supportive environment for people from diverse backgrounds and perspectives.	39.07%	311	36.68%	292	13.19%	105	7.16%	57	3.89%	31	796
11	I feel comfortable expressing an alternative point of view at UVU in relation to a variety of topics such as politics, religion, sexual orientation, or gender identity, etc.	20.50%	163	33.96%	270	17.23%	137	18.24%	145	10.06%	80	795

# Perceptions of working at UVU

Workplace bullying

Q8 - Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or group of employees), which is intended to intimidate and creates a risk to the physical or mental health and safety of the employee(s). Please respond to the following:

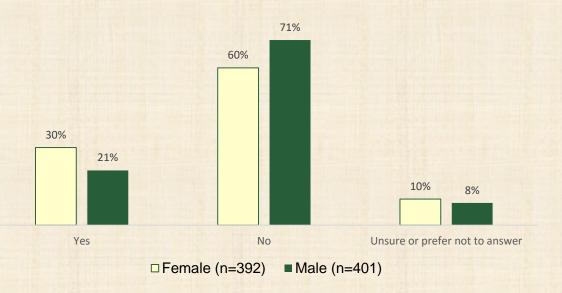


Q8 - Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or group of employees), which is intended to intimidate and creates a risk to the physical or mental health and safety of the employee(s). Please respond to the following:

#	Question	Yes		No		l'm not sure		l prefer not to answer		Total
1	I have experienced workplace bullying on this campus.	25.22%	200	65.57%	520	5.30%	42	3.91%	31	793
3	I have experienced workplace bullying while participating in UVU related conferences, programs, services, or activities.	7.93%	63	86.78%	689	3.27%	26	2.02%	16	794
2	I have noticed others being bullied on this campus.	30.05%	238	59.97%	475	7.20%	57	2.78%	22	792

#### Q8 – I have experienced bullying..... (by gender)

I have experienced workplace bullying on this campus.



Q9 - You indicated that you have either experienced or witnessed "bullying" at UVU. Who was involved in the bullying, both as the bully and as the bullied? (Select all that apply)

Question (Q9) (n=821)

One or more students bullying ...

One or more faculty bullying ...

One or more staff bullying ...

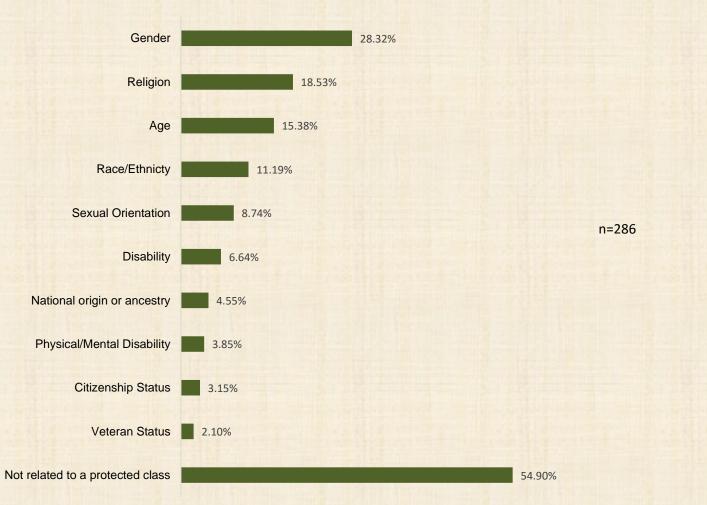
One or more executives bullying ...

Student(s)	Faculty	Staff	Executives
7%	5%	4%	1%
6%	15%	11%	3%
4%	5%	19%	1%
1%	6%	11%	2%

Q9 - You indicated that you have either experienced or witnessed "bullying" at UVU. Who was involved in the bullying, both as the bully and as the bullied? (Select all that apply)

Question (Q9)	Student(s)	311	Faculty	123112	Staff		Executives		
One or more students bullying 	7%	57	5%	44	4%	35	1%	7	
One or more faculty bullying	6%	46	15%	120	11%	92	3%	21	
One or more staff bullying	4%	30	5%	38	19%	154	1%	11	
One or more executives bullying	1%	8	6%	51	11%	87	2%	20	
		141		253		368		59	821

### Q10 - Was the bullying related to a protected class? If so, which one? (select all that apply)

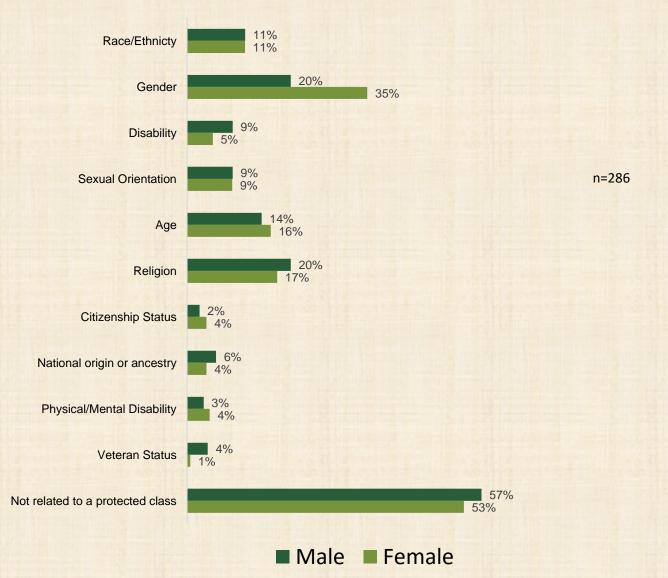


#### Q10 - Was the bullying related to a protected class? If so, which one? (Select all that apply)

#	Answer	%	Count
1	Race/Ethnicty	11.19%	32
2	Gender	28.32%	81
3	Disability	6.64%	19
4	Sexual Orientation	8.74%	25
5	Age	15.38%	44
6	Religion	18.53%	53
7	Citizenship Status	3.15%	9
8	National origin or ancestry	4.55%	13
9	Physical/Mental Disability	3.85%	11
10	Veteran Status	2.10%	6
11	Not related to a protected class	54.90%	157
	Total	100%	286

#### Q10, (by gender)

(Of those who witnessed bullying) Which protected class? (Select all that apply)

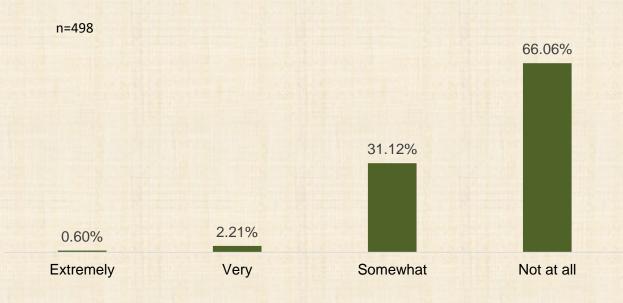


# Perceptions of working at UVU

Sexual misconduct

Q12 - How problematic is workplace sexual misconduct at UVU?

How problematic is workplace sexual misconduct at UVU?



#### Q12 - How problematic is workplace sexual misconduct at UVU?

#	Answer	%	Count
1	Not at all	66.06%	329
2	Somewhat	31.12%	155
3	Very	2.21%	11
4	Extremely	0.60%	3
	Total	100%	498

# Q13 - Please indicate your level of agreement with the following statements

Strongly or somewhat agree

Expectations for employee behavior are communicated clearly and consistently at UVU. (n=790)

87%

I know how to connect a victim of sexual misconduct to appropriate services. (n=789)

93%

I know what to do if I receive a report of sexual assault, harassment, or interpersonal violence. (n=791)

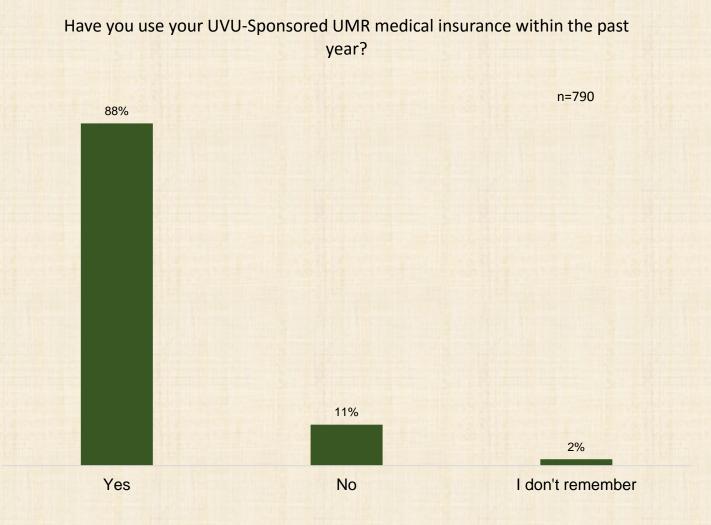


#### Q13 - Please indicate your level of agreement with the following statements

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Expectations for employee behavior are communicated clearly and consistently at UVU.	47.22%	373	40.13%	317	5.82%	46	5.06%	40	1.77%	14	790
2	I know what to do if I receive a report of sexual assault, harassment, or interpersonal violence.	65.99%	522	29.46%	233	2.78%	22	1.77%	14	0.00%	0	791
3	I know how to connect a victim of sexual misconduct to appropriate services.	60.20%	475	32.32%	255	5.07%	40	2.28%	18	0.13%	1	789

# Experiences with UMR medical insurance

# Q16 - Have you used your UVU-sponsored UMR medical insurance within the past year ?

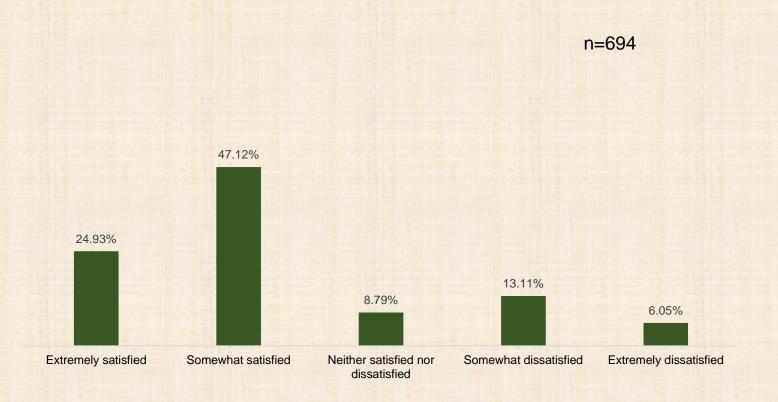


Q16 - Have you used your UVU-sponsored UMR medical insurance within the past year ?

#	Answer	%	Count
1	Yes	87.85%	694
2	No	10.51%	83
3	I don't remember	1.65%	13
	Total	100%	790

Q17 - Please indicate your level of satisfaction with UMR medical insurance.

Please indicate your level of satisfaction with UMR medical insurance.



#### Q17 - Please indicate your level of satisfaction with UMR medical insurance.

#	Answer	%	Count	
1	Extremely satisfied	24.93%	173	
2	Somewhat satisfied	47.12%	327	
3	Neither satisfied nor dissatisfied	8.79%	61	
4	Somewhat dissatisfied	13.11%	91	
5	Extremely dissatisfied	6.05%	42	
	Total	100%	694	-

Q18 - You indicated you have been dissatisfied with UMR. Can you briefly describe the nature of your frustration? (n=98 responses)

(Only a few excerpts are listed here as examples. The complete list of verbatim responses has been submitted to HR without any identifying information.)

You indicated you have been dissatisfied with UMR.... Please describe.

Shortage of providers, difficulty changing providers, payment mistakes.

Too many denied claims. UMR thinks they know better than my doctor.

Difficult to file a claim, they are difficult to work with especially when they decide not to cover a claim. UMR could do better with assisting employees who have difficult medical issues instead of just giving them the policy. They are a difficult company all around.

The insurance does not communicate well with the care providers whom I use; this slows payment and I am constantly required to intervene.

#### You indicated you have been dissatisfied with UMR.... (excerpts continued)

Their customer services is very poor. Every time I have called, the service rep. is unfamiliar with service available or very unsure and unable to provide service. I'm also extremely frustrated with their lack of coverage for mental health services.

Billing is a nightmare; terrible.

WAY TOO EXPENSIVE AND THE BENEFITS ARE TERRIBLE. This AFFORDABLE coverage is neither affordable or anything approaching "coverage". What family employed by UVU can afford the annual family max in the event of several members having to use it in the same year?

Horrible coverage, and impossible to work with.

No chiropractic coverage I'm constantly forced to send in additional information to UMR for trivial reasons OFTEN give you the "run-around"

Particular problems with prescription copays. The insurance keeps changing which medications they cover. This has resulted in frequent problems.

When they offered substitutes for the changed meds, the copays were suddenly much higher. Some things that were previously covered on our flex card no longer are. We didn't find this information out until we got a bill. What is one thing administration could do to improve your experience?

Q36 - In conclusion, what is ONE thing administration could do to improve your experience working for UVU? (n=543) (Only a few excerpts are listed here as examples. Full, verbatim responses have been submitted, without names, to UVU administration.)

In conclusion, what is ONE thing administration could do to improve your experience...

Allow my ID card to open the door to my office building after hours on holidays etc.

I have no complaints, but an increase in wages would be nice

Better vision insurance.

Focus on education (students and faculty) for trades and technology and stop pushing for another reaserch institution. Remember the forgotten promises made to trades and technologies that are the foundation of the university

Pay a living wage to full-time employees

Get pay for our area closer to CUPA norms. Currently we are about 40% below average.

The pay in the custodial department is not comparable to that of any other higher ed institution in the state. I understand it is a thankless job, however, I don't think the university understands how vital and important our role really is. And the stigma that comes from being a part of the custodial department is, at times, disrespectful. Being talked down to or having people think that they can take advantage of our services isn't pleasant coming from the staff of a university that boasts inclusion as one of their core values. Custodial receives little recognition for their efforts to keep this campus looking pristine and presentable to students and constituents. I just wish the university could see that.

Q36 - In conclusion, what is ONE thing administration could do to improve your experience working for UVU? (n=543)

#### In conclusion, what is ONE thing administration could do to improve your experience...

Have a better procedure in place of who trains who when a new person is hired.

Decreased teaching load to allow more time for student interactions, service, and research. As it is now to get anywhere with any of these things I need to put in a 60+ hour work week.

Don't hire and retain incompetent, unqualified employees.

Increase salary compensation to be comparable for my education, experience, work demands and other similar positions across the state.

Hold supervisors accountable for managing their departments. I realize this is a difficult task, and I don't know what specific actions could be taken, but I am aware of several supervisors who do little work, are rarely in the office, yet are paid some of the highest salaries on campus. It is frustrating and demoralizing to the lower paid staff members who do the bulk of the work.

Provide more/better office space.

Better parking options for employees

- (improve) attitude towards those "lower on the food chain"

Q36 - In conclusion, what is ONE thing administration could do to improve your experience working for UVU?

In conclusion, what is ONE thing administration could do to improve your experience...

Offer more classes outside of business hours.

Provide more options for on-campus childcare for faculty and staff.

Help foster a safe and supportive learning style for diverse student and employee backgrounds.

Put fewer holds on the students. So many students come meet with me solely because they need holds removed, not because they want to engage in the advising experience. Since they are unwilling, it's hard to have a meaningful conversation with them, and it just eats up my department's time. Also, many students have holds put on them that are not applicable to them (UV holds--students who intend to graduate in university studies still have to deal with this hold every semester). I find it frustrating to have pointless conversations with students who only want their holds off. As well, Wolverine Track is not accurate in all of its information. This makes it highly difficult as an advisor to give accurate information to students. And then students who are not meeting with advisors are also getting inaccurate information and don't know otherwise. If we expect students to be able to use WT properly, it needs to be accurate. Thanks for reading!

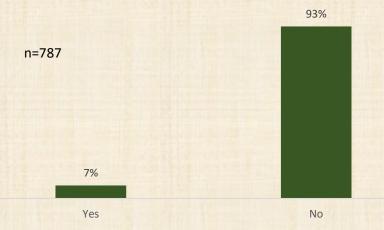
I feel I am treated with respect within my department and division. However, higher representation does NOT represent me, and does not look out for my best interests and the interests of the students we serve. Executives seem to be out of touch with some of the front line work, and don't show us the respect I believe we deserve.

# Demographics of the respondents

## Q27 - Are you currently or have you ever been a member of the United States military?

#	Answer	%	Count
1	Yes	6.99%	55
2	No	93.01%	732
	Total	100%	787

Are you currently or have you ever been a member of the United States military?



### Q28 - Which languages do you speak? (select all that apply)

Answer	%	Count
English	98.98%	774
Spanish	17.52%	137
American Sign Language	1.66%	13
Arabic	0.26%	2
Chinese	1.41%	11
Creole	0.13%	1
Danish	0.00%	0
Dutch	0.64%	5
Filipino/ Tagalog	0.26%	2
French	6.14%	48
German	5.12%	40
Hindi	0.38%	3
Italian	0.90%	7
Japanese	1.92%	15
Korean	0.51%	4
Mandarin	0.77%	6
Navajo	0.51%	4
Portuguese	3.07%	24
Russian	1.28%	10
Samoan	0.38%	3
Swedish	0.26%	2
Tongan	0.13%	1
Thai	0.00%	0
Urdu	0.13%	1
Vietnamese	0.00%	0
Other (please specify)	4.99%	39
Total	100%	782

41

### Other languages

Afrikaans	Farsi	Lingala
Albanian	Filipino/Cebuano	Nepali
Bahasa Indonesia	Finnish	Norwegian
Bengali	Greek	Polish
Cakchiquel	Guarani (somewhat)	Romanian
Celtic languages	Hebrew	Scots
Cree	Hmoob	Serbian
Czech	Indonesian	Swahili
Estonian	Italian	Tamil
Farci (a little)	Japanese	Zuni

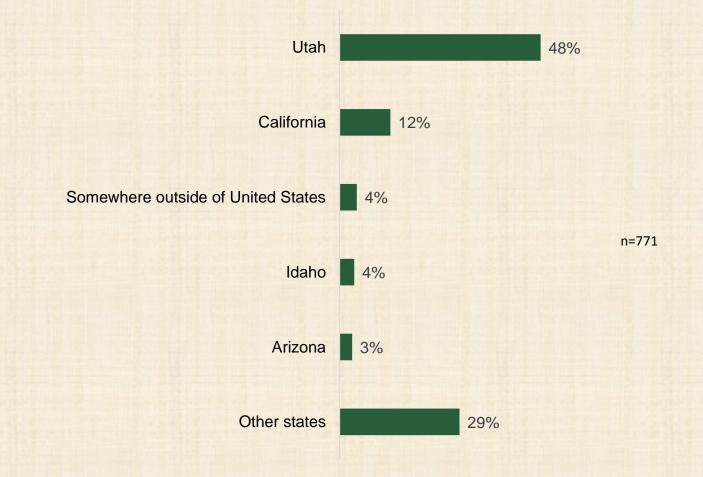
### Q29 - Which do you consider your native language(s)?

Answer	%	Count
English	95.08%	618
Spanish	1.38%	9
American Sign Language	0.00%	0
Arabic	0.15%	1
Chinese	0.31%	2
Creole	0.00%	0
Danish	0.00%	0
Dutch	0.15%	1
Filipino/ Tagalog	0.00%	0
French	0.31%	
German	0.46%	3
Hindi	0.15%	1
Italian	0.15%	1
Japanese	0.31%	2
Korean	0.15%	1
Mandarin	0.15%	1
Mongolian	0.00%	0
Navajo	0.15%	1
Portuguese	0.00%	0
Russian	0.15%	1
Samoan	0.15%	1
Swedish	0.15%	1
Tongan	0.00%	0
Thai	0.00%	0
Urdu	0.15%	1
Vietnamese	0.00%	0
Other (please specify)	1.54%	10
Total	100%	650

### Q29 - Which do you consider your native language(s)?

Other (please specify)
Tamil
Celtic
Bengali and now English
Scots

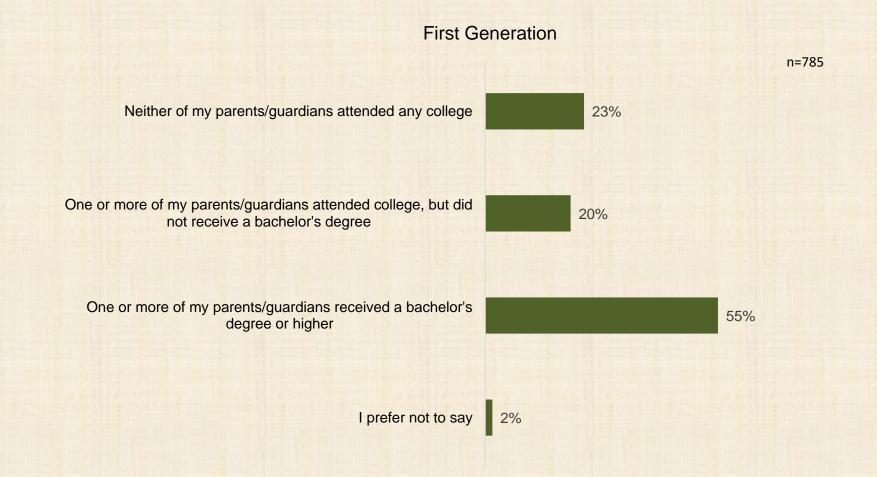
Q30 - Which do you consider your state of origin?



#### State of origin

State	%	frequency	State	%	frequency
Utah	48.38%		Missouri	0.13%	1
Alabama	0.13%	1	Montana	0.39%	3
Alaska	0.26%		Nebraska	0.39%	
Arizona	2.98%	23	Nevada Nevada	1.17%	9
Arkansas	0.13%	1	New Hampshire	0.00%	0
California	12.19%	94	New Jersey	0.78%	6
Colorado	1.95%	15	New Mexico	0.91%	7
Connecticut	0.13%	1	New York	1.69%	13
Delaware	0.00%	0	North Carolina	0.39%	3
District of					
Columbia	0.00%	0	North Dakota	0.26%	2
Florida	0.39%	3	Ohio	0.91%	5 7
Georgia	0.52%	4	Oklahoma	0.65%	5
Hawaii	0.65%	5	Oregon	1.56%	12
Idaho	3.50%	27	Pennsylvania	0.65%	5
Illinois	1.30%	10	Puerto Rico	0.13%	1
Indiana	0.39%	3	Rhode Island	0.00%	0
lowa	0.26%	2	South Carolina	0.52%	4
Kansas	0.26%	2	South Dakota	0.39%	3
Kentucky	0.00%	0	Tennessee	0.52%	. 4
Louisiana	0.13%	1	Texas	1.43%	11
Maine	0.26%	2	Vermont	0.13%	1
Maryland	0.78%	6	Virginia	1.43%	11
Massachusetts	0.13%	1	Washington	1.82%	14
Michigan	0.78%	6	West Virginia	0.00%	0
Minnesota	0.26%	2	Wisconsin	0.52%	4
Mississippi	0.13%	1	Wyoming	0.91%	7
Missouri	0.13%	1	Somewhere outside of United Sta	tes 4.41%	34
				total	771

Q31 - First-generation students are an important population of focus at UVU. We would like to know about our employees who are first generation themselves. Which of the following best describes you?

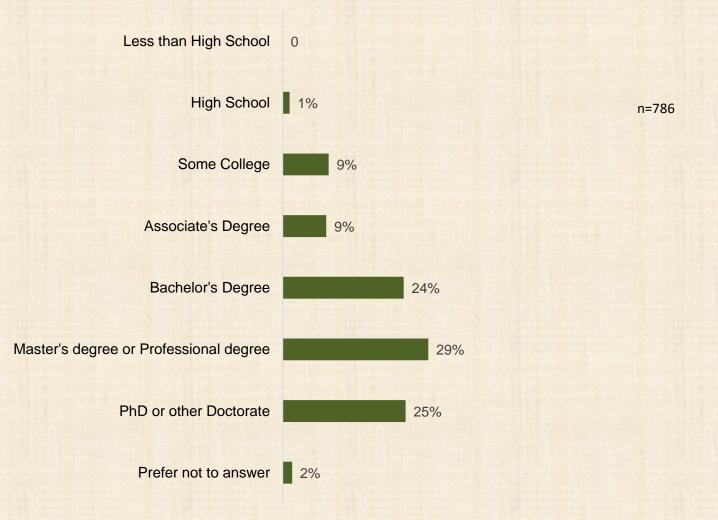


Q31 - First-generation students are an important population of focus at UVU. We would like to know about our employees who are first generation themselves. Which of the following best describes you?

#	Answer	%	Count
1	Neither of my parents/guardians attended any college	23.31%	183
2	One or more of my parents/guardians attended college, but did not receive a bachelor's degree	20.13%	158
3	One or more of my parents/guardians received a bachelor's degree or higher	54.90%	431
4	I prefer not to say	1.66%	13
	Total	100%	785

### Q32 - Please indicate the highest level of education you have completed.

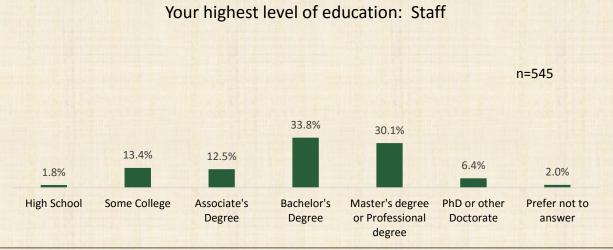
Please indicate the highest level of education you have completed.

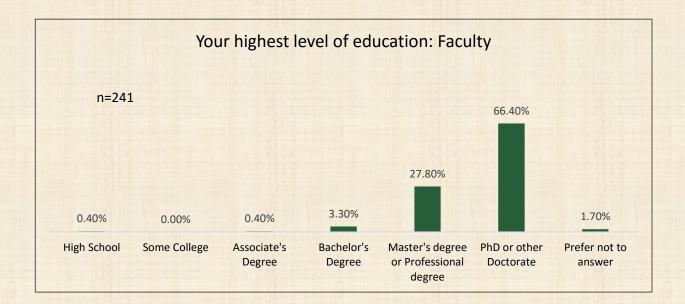


## Q32 - Please indicate the highest level of education you have completed.

#	Answer	%	Count
1	Less than High School	0.00%	0
2	High School	1.40%	11
3	Some College	9.29%	73
4	Associate's Degree	8.78%	69
5	Bachelor's Degree	24.43%	192
6	Master's degree or Professional degree	29.39%	231
7	PhD or other Doctorate	24.81%	195
8	Prefer not to answer	1.91%	15
	Total	100%	786

# Q32 - Please indicate the highest level of education you have completed.





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### Appendix

Survey respondents have been determined to be representative of UVU full-time employees in relation to proportions of gender and employee classification. (see UVU Factbook 2016, p 45. http://www.uvu.edu/iri/documents/additional resources/factbook16. pdf )

### 2017 Survey respondents

Answer	%	Count
Female	50.85%	449
Male	49.15%	434
Total	100%	883

#### 2017 Survey Respondents: Faculty or Staff

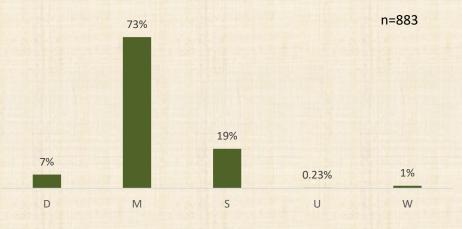


Faculty	f	Percentage
Staff	615	69.65%
Faculty	268	30.35%
Total		100.00%

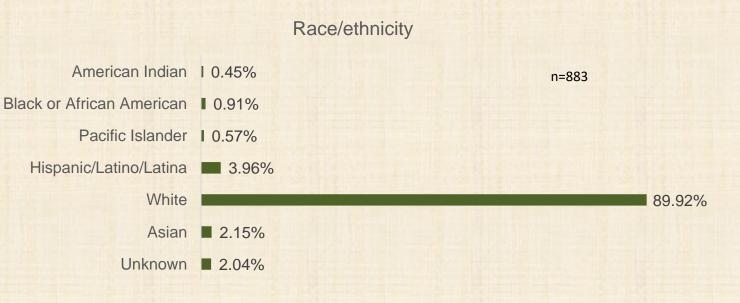
### Marital Status - respondents

Answer	%	Count
Divorced	6.68%	59
Married	72.82%	643
Single	19.03%	168
Unspecified	0.23%	2
Widowed	1.25%	11
Total	100%	883

**Marital Status** 



#### Race/Ethnicity - respondents



Answer	%	Count	
Unknown		2.04%	18
Asian		2.15%	19
White		89.92%	794
Hispanic/Latino/Latina		3.96%	35
Pacific Islander		0.57%	<10
Black or African American		0.91%	<10
American Indian		0.45%	<10
Total		100%	883

### UVU INSTITUTIONAL Research & Information

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