

Academic Library Workplace Climate Survey Scan

Prepared by: M. Brooke Robertshaw, PhD, Oregon State University Libraries and Press

Survey 1: University of Texas Institute for Organizational Excellence

About

This survey is based on the Survey of Employee Engagement, which was originally developed in 1979. It was developed in partnership with researchers from institutional research, faculty and higher education staff. It measures 14 constructs & 5 climate areas.

The survey has 48 standard questions, and up to 20 customized questions can be added.

Cost

\$3000 Estimated (for Oregon State University Libraries and Press): For running the survey, analyzing & reporting the data, & briefings/presentations/focus groups.

To customize any of the 48 standard questions it would cost an additional \$3000. We *may* be able to simply change some of the wording of some of the questions.

URL

<http://www.utexas.edu/research/cswr/survey/new/wordpress/products/employee-engagement/survey-of-employee-engagement/higher-education-version>

Note: See Appendix A (page 6) for the questions from this survey.

Pros

- The survey comes from higher education and was designed for higher education
- It has been developed and re-developed over a long period of time so the constructs have stability
- They have worked with libraries in higher education
- They will come and do a qualitative debrief after the survey
- We can customize their survey
- We would be able to see comparators to peer organizations.

Survey 2: Tiny Pulse

About

A tool to get real-time feedback about climate through the use of short surveys. There are a variety of customizable options, but there is not any debriefing. This is simply a tool that delivers short surveys over a period of time.

Surveys go out once a week and tend to have just 1 question, but that can be increased.

Cost

- To create customizable questions it is \$8 per user/month and it's billed annually.
- To customize the logo and to get phone and chat support it is \$10 per user/month and it's billed annually

Note: See Appendix A (page 6) for the questions from this survey.

URL

Tinypulse.com

Pros

- It's a good way to build morale across faculty and staff
- We would be able to customize questions.
- This wouldn't be a one-time survey, it would be an on-going process. (This is a pro & a con)
- They were super responsive to in-depth questions I had.
- Can track trends over time rather than just doing a one – shot. We could customize questions for specific times of the year, or when different issues come up.
- While we subscribe to the service we are able to download the raw data and analyze it as we would like.

Survey 3: Kardia Group

About

The Kardia Group is a small consulting group that offers coaching, assessment, training, meeting facilitation, and organizational development in academia. They have 2 full time consultants and a network of consultants who are faculty and staff who have strong ties to the University of Michigan.

Cost

Unknown as they never delivered on materials about services and costs.

URL

<http://www.kardiagroup.com>

Pros

- They are an organization built within the culture of academia and thus have a complete understanding of our environment.
- They don't have a set survey and would be able to customize to our specific needs

Survey 4: Cornell Survey

About

Questions address satisfaction with job, opportunities for professional development, feelings of respect as an employee of Cornell, trust in leadership, impacts of organizational changes.

Cost

Free

URL

<http://irp.dpb.cornell.edu/surveys/employee-survey>

Pros

- Developed in a higher education context, for higher education
- Can be adapted for our needs

Notes:

- If we decide to do our own survey, we could pull questions from this survey
 - See Appendix B (page 7) for questions from this survey
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Survey 5: Great Place to Work

About

The survey seems to be based around trust, but information on the website isn't clear as to what exactly the survey measures and what questions are asked. The company works mainly with for-profit institutions and the language on the website is geared for that environment. They offer services beyond the Trust Index Survey including "Strategic Culture Design", coaching for administrators, and leadership development.

Cost

Unsure.

URL

<http://www.greatplacetowork.com/index.php>

Pros

- The instruments they use have been refined over 25 years and is used extensively across the world
- They do have experience with higher education
- They have a variety of services including a consulting on culture, which moves beyond the basics of a close-ended survey.

Survey 6: ClimateQUAL

About

Climate Qual is a library climate survey developed by Stats Qual. It is a 200 question survey covering nine climate dimensions and seven organizational attitude questions. It was developed by a team at University of Maryland in partnership with Stats Qual.

Cost

\$5000

URL

<http://www.climatequal.org/>

Pros

- It was designed specifically for the library environment in mind.
- What it measures may inform our practices in ways we hadn't originally thought about.

Note: The survey is delivered on a specific time line:

The survey period is 3 weeks, and this can be tailored to meet local needs. There are 2 survey cohorts per year: Jan 15 to May 30 and July 1 to Dec 9

Survey 6: UNLV Employee Pulse Survey

About

A survey developed to understand the climate of the UNLV libraries. Questions address morale, satisfaction with working with co-workers, satisfaction with supervisor, and satisfaction with the head of the library.

Cost

Free

URL:

None.

Note: If we decide to do our own survey, we could pull questions from this survey.

Pros

- Developed in an academic library context.
- Can be adapted for our needs.

Survey 7: Survey created in-house + debrief with a consultant

About

This would be a methodology (use of surveys, focus groups, interviews) that we would develop in house. We could draw from survey and questions that have been created by other places.

To fully implement this, we would need to bring in an outside consultant for the debrief, and likely for input on the development of the survey. Delivery, analysis of responses, and write up of a final report about survey results can be done by the assessment librarian.

We could possibly ask complimentary questions to those being asked in the university wide survey being implemented.

Cost

Staff time + the cost of the consultant.

Pros

- We will get exactly what we need
- Potential cost saving – we wouldn't be paying for the delivery and analysis of a survey.

Appendix A. Sample questions from Tiny Pulse

1. On a scale of 1-10, how happy are you at work?
2. With eyes closed and fingers crossed, can you recite our organization's vision, mission and cultural values?
3. What's one thing that we do very well here and that we should continue doing or do more of?
4. On a scale of 1-10, how valued do you feel at work?

Appendix B. Questions from the Cornell University Campus Climate Survey

Demographics

1. How many years have you worked at Cornell?
2. How long have you been in your current position at Cornell?
3. Overall, how satisfied are you with your job at Cornell?
4. Do you have supervisory responsibilities (excluding student employees)?

How much do you agree or disagree with the following statements?

5. My work is interesting My work is manageable
6. I have enough time to do high-quality work
7. Workloads are distributed fairly within my department or unit
8. I do work beyond what is expected in my job
9. My current title and job description accurately describe the work I do
10. My training has adequately prepared me for the work I am expected to do
11. I have the equipment and tools I need to do my job effectively
12. Overall, my physical working conditions are satisfactory
13. Considering my total compensation (pay, benefits, work environment, etc.), I am compensated fairly for the work I do
14. I would recommend Cornell as a good place to work
15. My performance reviews are conducted on a regular basis
16. My performance reviews provide me with useful feedback on my work
17. My supervisor fairly evaluates my work performance
18. I have regular opportunities to provide feedback about my supervisor's performance
19. My supervisor supports me in pursuing learning and professional development opportunities
20. My department or unit is doing a good job of retaining its most talented employees
21. I am satisfied with my opportunities for promotion within Cornell
22. If I had an opportunity to get a similar job outside Cornell, I would stay with Cornell
23. Staff are treated with respect at Cornell
24. My supervisor treats me with respect
25. Cornell does a good job of recognizing the contributions of staff
26. I am satisfied with my involvement in decisions that affect my work
27. Within my department or unit, workforce policies are usually administered fairly and consistently
28. Across department or units at Cornell, workforce policies are usually administered fairly and consistently
29. I am treated fairly at Cornell without regard to my race, ethnic background, gender, religion, disability or sexual orientation

30. Cornell makes a strong effort to attract employees from diverse backgrounds

In the following questions "senior administration" refers to Cornell's **president** and **vice presidents** as well as the **provost** and **his direct reports**.

- 27. I have confidence in the decisions made by senior administration
- 28. Senior administration has a clear vision for the future of the university
- 29. Senior administration is interested in hearing the ideas and opinions of staff members
- 30. I have a clear understanding of the strategic goals and objectives of Cornell as a whole
- 31. I understand how the work I do contributes to the strategic goals and objectives of the university
- 32. I hear about university plans via rumors rather than through official university channels
- 33. I trust the communications I receive from
- 34. senior administration
- 35. I trust the communications I receive from my supervisor
- 36. Overall, I think Cornell is moving in a positive direction

Recent organizational changes have:

- 37. Been administered fairly with all levels of the university sharing the impact
- 38. Resulted in positive changes for my department or unit
- 39. Helped the university spend money more wisely
- 40. Increased the amount of "red tape" I deal with Created new opportunities for me
- 41. Had a negative impact on me

To what extent are the following a source of stress for you?

- 42. Finances and/or debt
- 43. Concern about your own health
- 44. Child care
- 45. Care of someone who is ill, disabled, or aging
- 46. Concern about the security of your position at Cornell

How much do you agree or disagree with the following statements?

- 47. The university provides support to help staff balance work and personal responsibilities
- 48. My supervisor provides support to help staff balance work and personal responsibilities
- 49. I can easily find reliable information concerning the policies and benefits that apply to me
- 50. The university's benefit programs (health, retirement, etc.) meet my needs