

Campus Early Childhood Program, Staff Survey – ASUU Student Child Care Program

Brief description of project: This survey was completed to get feedback from staff on topics such as staff morale, feedback on the director/administration, staff meetings, performance reviews, etc. The survey results are then used by the administration to make and necessary changes needed based on the feedback.

Who was asked to complete survey: ASUU Child Care Staff working in the 2011-2012 academic year

Response Rate: 56.0% (14 of 25)

Administration Type: Campus Labs mass mailing

Summary of Key Findings: Overall, the staff were able to highlight strengths of the program such as staff relationships, good parent/staff relationships, staff gains enjoyment from the children enjoying themselves, and the good relationships between the teachers and assistants. Staff reports that Teachers/Staff are friendly and trust each other with 42.86%, and 57.14% Often. Always It was clear that areas of improvement are staff morale (28.57% Always, 50% Often, and 14.25% rarely) , staff fearing their jobs, staff meetings not being productive. When asked if Staff feel that Promotions and salary increases are handed out fairly, the response was 14.25% Often, 28.57% Occasionally, 28.57% Rarely.

Actions Taken: The survey results were read and analyzed by the new director that started after the survey was conducted, as well as the Child Care coordinating Office, and the Assistant director. The new Director reviewed results, information was shared with staff at the May 2012 staff meeting, and improvements for staff morale have been discussed and implemented. The new director's goals will be aligned with the feedback to make the necessary improvements. We will continue to advocate for higher salaries, and possible benefited positions as an incentive to staff, as well as seeking feedback from staff to make sure trainings are meaningful to them. The Director is also implementing an open-door policy for staff to offer feedback, and ideas of ways to improve morale.

Lastly, I would like the staff survey to be sent out bi-annually, instead of just annually, to have a better picture of how staff is feeling, and what improvements can be made to improve their experience as a growing professional.

Which Student Affairs goals does this project align with?

1. Encourage and value departmental job-specific training (e.g. manuals, on-the-job training, cross-training and release time to participate in professional development opportunities).

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2. Provide recognition and incentives to staff members who perform above expected levels.