

Registrar's Office Employee Survey 2013

Brief description of project: Employee Survey 2013

Who was asked to complete survey: All full-time employees of the Registrar's Office

Response Rate: 66.7% (24 of 36)

Administration Type: Campus Labs mailing

Summary of Key Findings:

- There is strong understanding among staff regarding the mission of the office and how each job fits into it.
- Overall our staff members recognize that providing exceptional service to students is our top priority.
- The results helped us identify several areas of weakness that can be addressed in various ways in the coming months.

Actions Taken:

- The results were shared first with the leadership team, then with managers, and finally with the entire office.
- Because of concerns raised about communication, a weekly newsletter summarizing details of the office management meeting has started to be distributed.
- A plan is underway to create a more systematic on-boarding program for new employees to more personally and consistently orient them to office policies and procedures.
- The results will be used when updating our strategic plan.

Which department and/or program goals does this project align with?

Provide consistent training and professional development activities to include:

1. Maintain new employee and divisional training manuals, and update them on an annual basis. (Assessment: measure effectiveness)
2. Conduct office-wide or individual area trainings monthly. (Assessment: Follow up with periodic evaluations)
3. Encourage participation in professional development activities that are targeted towards each staff member's professional role and provide release time.
4. Provide continuous training to employees in order to prepare for absences and more effectively accommodate changes in divisional workloads by reallocating available resources.
5. Encourage and support Student Affairs professional development programs to enable staff to understand and work with a diverse student/staff population.
6. Conduct periodic or quarterly surveys of current employees to assess job satisfaction and to measure progress toward office and individual goals.
7. Dedicate time to ongoing review of policies and procedures.

Which Student Affairs goals does this project align with?

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