

**From:** Miller, John (President CCSU)  
**Sent:** Monday, March 17, 2008 3:38 PM  
**To:** Academic Departments; Administrative Departments  
**Subject:** Employee Satisfaction Survey

On Friday, March 7, we had a campus-wide “roll-out” of the data from the College Employee Satisfaction Survey. The survey was administered in the fall and data collated by Noel-Levitz and our Office of Institutional Research and Assessment. This study was requested originally by both the Faculty Senate and the University Planning and Budget Committee.

In my mind, the data were collected for two reasons. First, to identify areas which are the most problematic in terms of the level of job satisfaction for our faculty and staff so we could take action on the dissatisfactions. Second, to provide baseline data to which we can regularly compare changes in satisfaction. Although there were many positive areas such as faculty, staff and administrators taking pride in their work; employee benefits; and that work is personally rewarding, the emphasis here is on improvement--thus we are highlighting weaknesses.

To these ends, we now need to focus our efforts on the first areas requiring major improvement. In a meeting on March 12 with representatives from AAUP and SUOAF, we agreed that cross-referencing the areas of highest concern from the employee satisfaction survey to the “most important” of the University goals from the recent “straw poll” would lead us to a few areas of initial focus.

Therefore, these are the first three areas to which we will attend:

- Establishing a process to get feedback on “managerial leadership.”
- Seeking input from faculty and staff to improve service to students.
- Clearly articulating the role of academic advising and increasing awareness of that role.

Now I ask for your help. Representatives from each of our employee organizations will be calling on you to provide specific suggestions which can be implemented to improve these three areas. Since the survey focused on employee satisfaction, only we as individual employees know what will satisfy us. There may be many ways of going about this, but let us choose the ones that will do so while leading to greater satisfaction of accomplishment. Obviously, some recommendations will cost money and we may not be able to do everything at once, but some won't carry a financial cost. Those that do can be prioritized and progress started.

Thanks in advance to those of you contributing to improving our University and raising your personal satisfaction.