

MEMORANDUM

TO: University Staff Members

FROM: Terri Weaver, USAC Chair

SUBJECT: Staff Satisfaction Survey Update

DATE: July 10, 2006

As you know, USAC compiled and released the results of the Staff Satisfaction Survey to each staff member in mid-May. The purpose of this communication is to bring you up to date on the actions taken by USAC, as well as the feedback received from the Senior Administration.

USAC Actions:

- USAC distributed copies of the Survey Analysis Report to all members of the Board of Trustees.
- USAC provided copies of the Survey Analysis Report to the Presidential Search Committee and the Human Resources Associate Vice President Search Committee.
- USAC representatives met individually with the President, Vice Presidents, and other senior leaders to receive initial feedback and answer questions concerning the survey results.

Senior Administration Feedback:

- Senior leaders are taking the survey results seriously and plan to take action toward improvements. Some have already met with staff members in their administrative area to begin the dialogue for suggested improvements.
- Senior leaders acknowledged that many of the issues raised by the survey will be addressed through initiatives already underway, such as the Mercer study, Common Ground, and the Presidential and HR AVP Search Committees.
- Senior leaders acknowledged that open communication, both upward and downward within the University, is critical in making changes concerning employee satisfaction. They also expressed a desire to improve communication through greater accessibility, training, and process improvements.

It is this last point—improved communication—that will continue to be the purpose and focus of USAC's efforts. We encourage each of you, as an essential member of the University

community, to do your part by engaging your senior administrator, supervisor, and fellow staff members in constructive and positive dialogue that will help address needed changes in your area.

As we start this new academic year with many positive changes already underway, USAC enthusiastically recommits itself to serve as a liaison between the staff and the administration. With your continued input we will strive to bring about positive improvements for our staff community and the University.