

September 16, 2011

Staff Assembly Council Meeting

Present

Lisa Magnarelli, Maureen Scoones, Tony Poccia, Diane Brady, Anne Riffle and Regina Johnson

Absent

Jay Bonham, Amy James and Linda Michels

Meeting began at 9:04a.m.

September 2<sup>nd</sup> minutes approved by email

Old Business

None for this meeting as Karen Leach, Vice President, Administration and Finance; came to discuss the Employee Survey Results; Steve Stemkoski, Director, Human Resources, to discuss the College's insurance plans; and Lori Dennison Executive Director, Office of the President.

New Business

Employee Survey Results for 2011

Survey included faculty. Out of 715 employees, 330 people responded with some leaving comments. Responses came in from every sector of the community. Steve reported that this is a good sampling but wonders how we get more. Survey results distributed in June to campus community were in aggregate. Individual department heads were given more specific information. Steve went through the comments and they are more revealing. We cannot reveal the individual comments due to anonymity.

Lisa asked if there was one "group" that was lower so we could focus on them. Karen believes that by focusing on one group, i.e. staff, m & o, administrators, and faculty, you reinforce the division. Lisa asked if there was a way to improve the individual sections of the survey. For example, Diane felt that question #4, "In the last seven days I have received recognition or praise for good work" was asking if a *supervisor* had given praise. This is not the case; it includes peers, so the language of the question may have skewed answers? Karen believes that peers giving praise is also very important. Lisa commented on how single person offices may not have peers. Faculty assistants for example; who are their peers?

We have to approach the survey carefully. The survey is built from a base grouping questions from Gallop (See Karen's article/handout). We need to be very cautious about things that divide the community. A few people in one area can skew the information.

How do we get the community to a five overall? Can we (Staff Assembly Council) work together as a group to find suggestions on how to get the community to a five? Using the book Karen gave us, *12: The Elements of Great Managing*, we can break it up into chapters/sections like the article. We could then begin a discussion on the book as a group and come up with suggestions.

Maureen asked for a point of clarification on what the community has seen. They have seen the same thing we are looking at (results Karen supplied prior to meeting). VP's were given more expanded results.

Maureen feels we should let the community know where the questions came from and that we are looking into the results and then asked if the Council should create an Ad Hoc committee to look into the improvement of the scores.

Karen said that she initially gave this survey to her staff in 2006 and decided that it should be community wide. From her staff, there were positive comments but no big brainstorm ideas that stand out. Karen also

says that scores in her division have not really moved. But is a five really attainable? Yes, according to the book. We should work to MOVE towards a five. We know there are pockets of people that will never find a way to a five.

Maureen stated that for the Staff Assembly meeting next month we should let attendees know that we are looking at ways to improve the results. To which Lisa stated that we should appoint an Ad Hoc committee due to the time restraints of the Council. Maureen responded that it would give others a chance to participate.

Anne wondered if we should be asking the Assembly for a wish list of sorts to see if we can find a common theme. Karen said she has done it within her division but there has never been a common theme.

Lori Dennison said that the average score of the survey looks like a four and therefore we are trending in a positive way. Shouldn't we validate the positive and then say let's try to get to a five.

Everyone at the table agreed that negativity sucks the life out of an organization. Karen pointed out that the average score for question #13, "Overall how satisfied are you with Hamilton College as a place to work", is a four. That is awesome.

Agenda item for Staff Assembly meeting

Lisa – Survey was based in good research not just given. We had great scores and the Council is creating a working group/study group to read the book *12: The Elements of Great Managing*, and discuss ways to move the community to "fives." Lisa suggested five people from the Assembly to which Steve wondered if we should include a faculty member. The Council agreed that we should.

Regina reported that Dave Smallen was the only Senior Officer to reply to message about Staff Assembly meeting on October 11<sup>th</sup>. *The message was resent 9/16/2011, and I have since heard from Nancy Thompson and Monica Inzer, they will attend.*

Steve will get a list of new hires for the senior staff should they need it. List will start March 2011.

The group then broke into a discussion about the College's dog policy and the inconsistency in application of the rules and how that may possibly push or fuels other issues on campus.

The Council asked that Steve return to our next meeting since we were unable to get to our discussion with him on health insurance.

Next meeting is September 30, 2011.

Meeting adjourned at 10:07 a.m.