STUDENT ASSISTANT SURVEY - 2019

Facilitated by S.T.A.G

- In order to assess overall student assistant engagement and satisfaction the Student Training Advisory Group (S.T.A.G.) administered our fourth annual Student Assistant Survey

- Survey Monkey (open from 4/8/19 to 4/24/19)

- 87 of the ~170 students responded, ~50.9% (up from 35% in 2018)

  - Incentivized with random drawing for 10, $25 gift cards

- Unfortunately, some departments had few respondents

- Notes:

  - Consider respondent distribution by AUL when interpreting results; demographic data is a limited representation of employee composition

  - Change in questions: Questions 7&8 are new; Q11 had two statements removed; Q12 is new; Q16 had an option added; Q18 had one statement modified and two statements added;
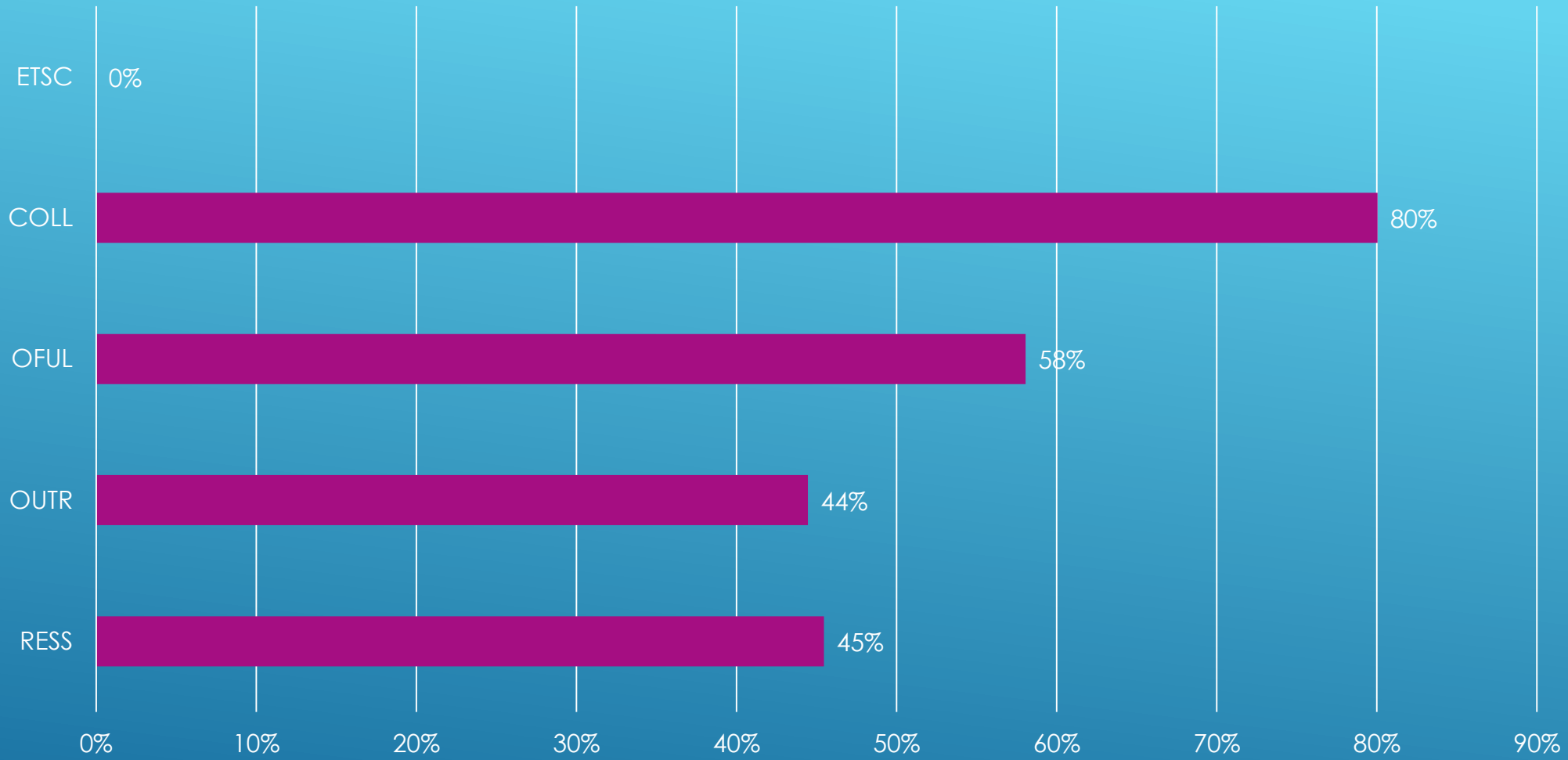
BACKGROUND INFORMATION

Respondent Distribution

ETSC 0%
COLL 18%
OFUL 21%
OUTR 9%
RESS 52%

Actual Distribution

ETSC 1%
COLL 12%
OFUL 18%
OUTR 11%
RESS 58%
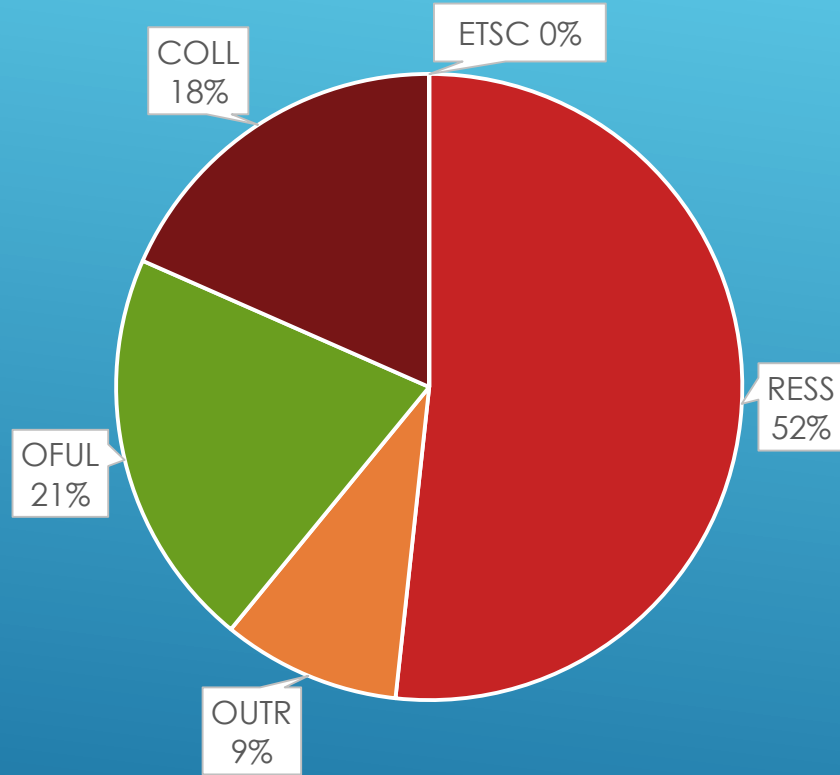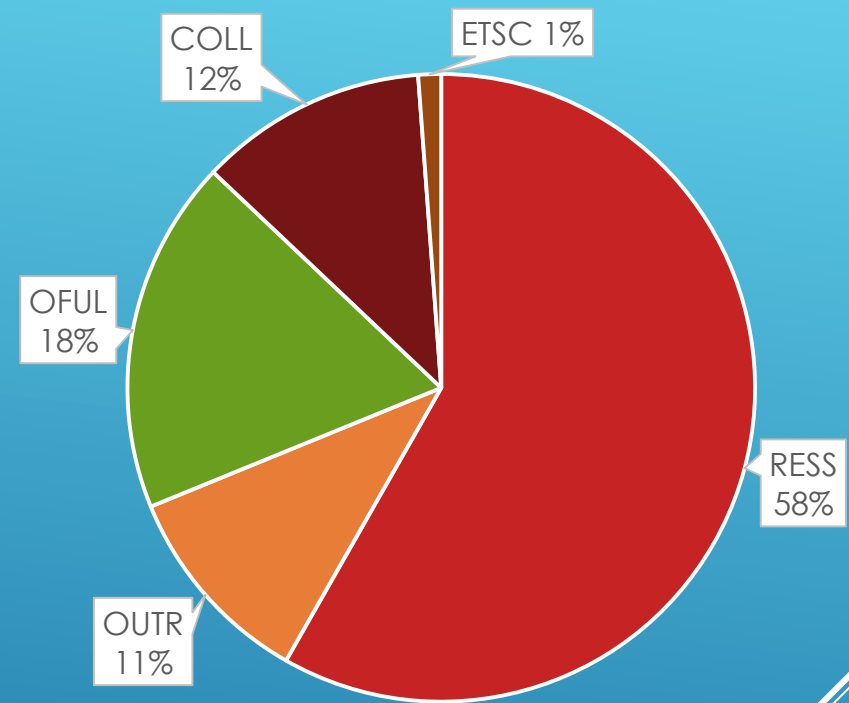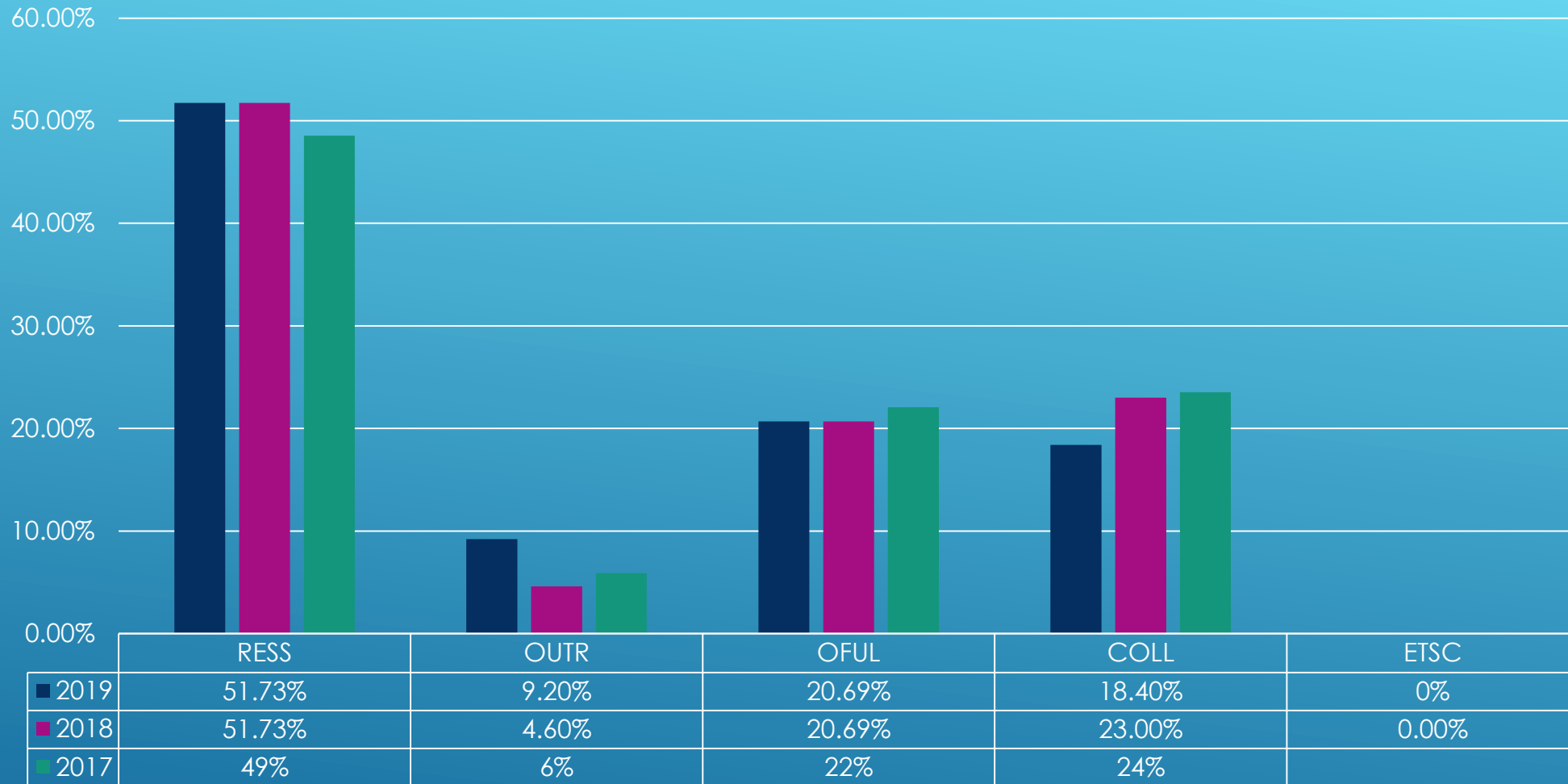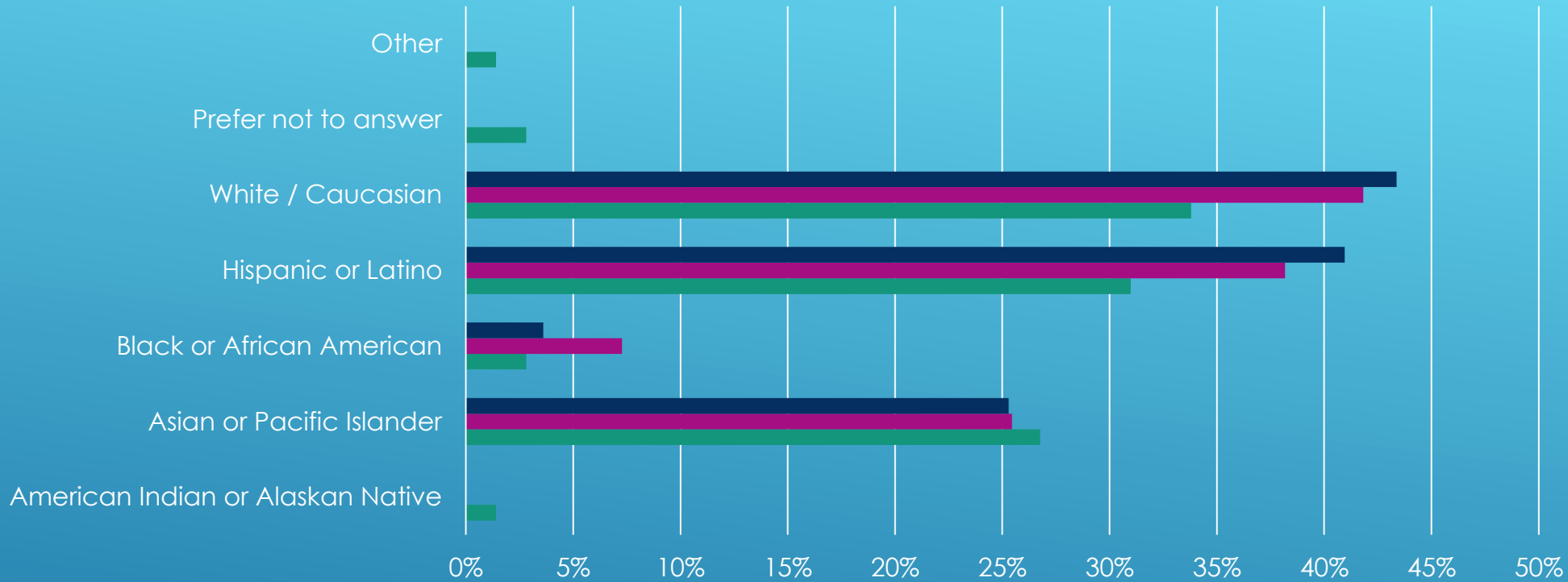
2019 RESPONDENT DIST. VS ACTUAL DIST. (BY AUL)

2019 RESPONSE RATE PER AUL

RESPONDENTS' AUL DISTRIBUTION: CROSS-YEAR COMPARISON

	RESS	OUTR	OFUL	COLL	ETSC
2019	51.73%	9.20%	20.69%	18.40%	0%
2018	51.73%	4.60%	20.69%	23.00%	0.00%
2017	49%	6%	22%	24%	

	American Indian or Alaskan Native	Asian or Pacific Islander	Black or African American	Hispanic or Latino	White / Caucasian	Prefer not to answer	Other
2019	0.00%	25.30%	3.61%	40.96%	43.37%	0.00%	0.00%
2018		25.45%	7.27%	38.18%	41.82%		
2017	1%	27%	3%	31%	34%	3%	1%

RESPONDENTS' DEMOGRAPHIC DATA: ETHNICITY (OPTIONAL)
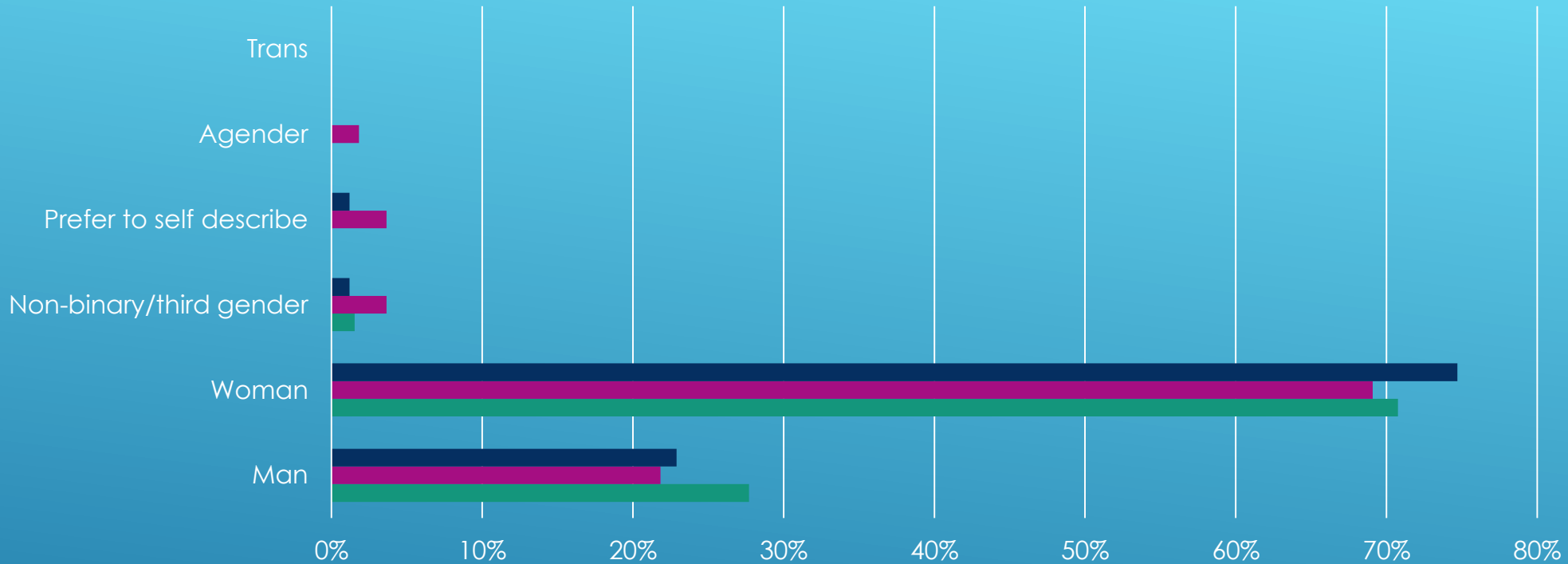
	Man	Woman	Non-binary/third gender	Prefer to self describe	Agender	Trans
2019	22.89%	74.70%	1.20%	1.20%	0.00%	0.00%
2018	21.82%	69.09%	3.64%	3.64%	1.82%	0.00%
2017	28%	71%	2%			

RESPONDENTS' DEMOGRAPHIC DATA: GENDER IDENTITY (OPTIONAL)

	Queer	Bisexual	Heterosexual	Gay	Lesbian	Asexual	Questioning	Self describe
2019	2.70%	13.51%	74.32%	1.35%	5.41%	0.00%	0.00%	2.70%
2018	3.77%	11.32%	69.81%	7.55%	1.89%	1.89%	3.77%	0.00%
2017	2%	8%	85%	5%				
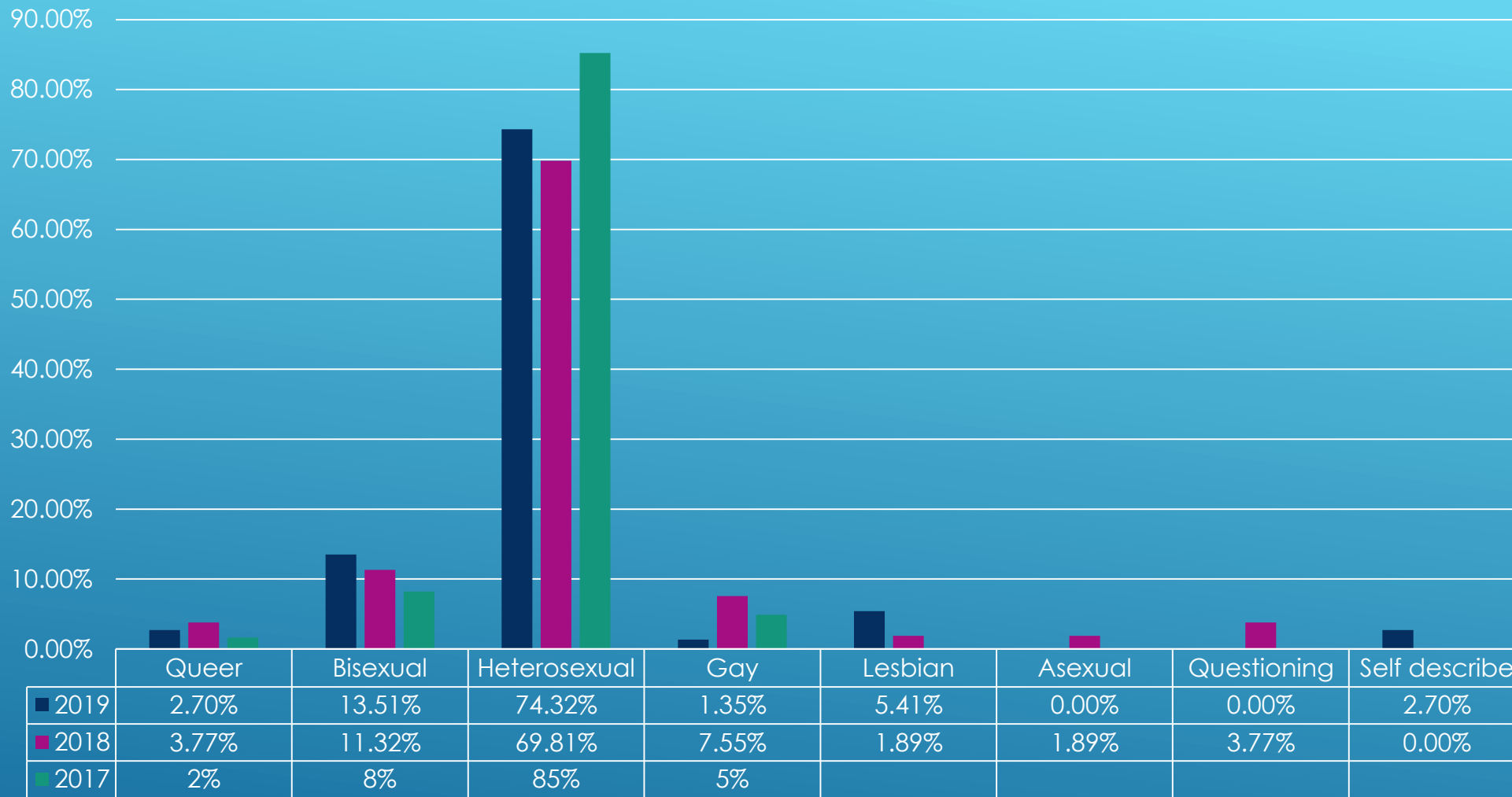
RESPONDENTS' DEMOGRAPHIC DATA: SEXUAL ORIENTATION (OPTIONAL)
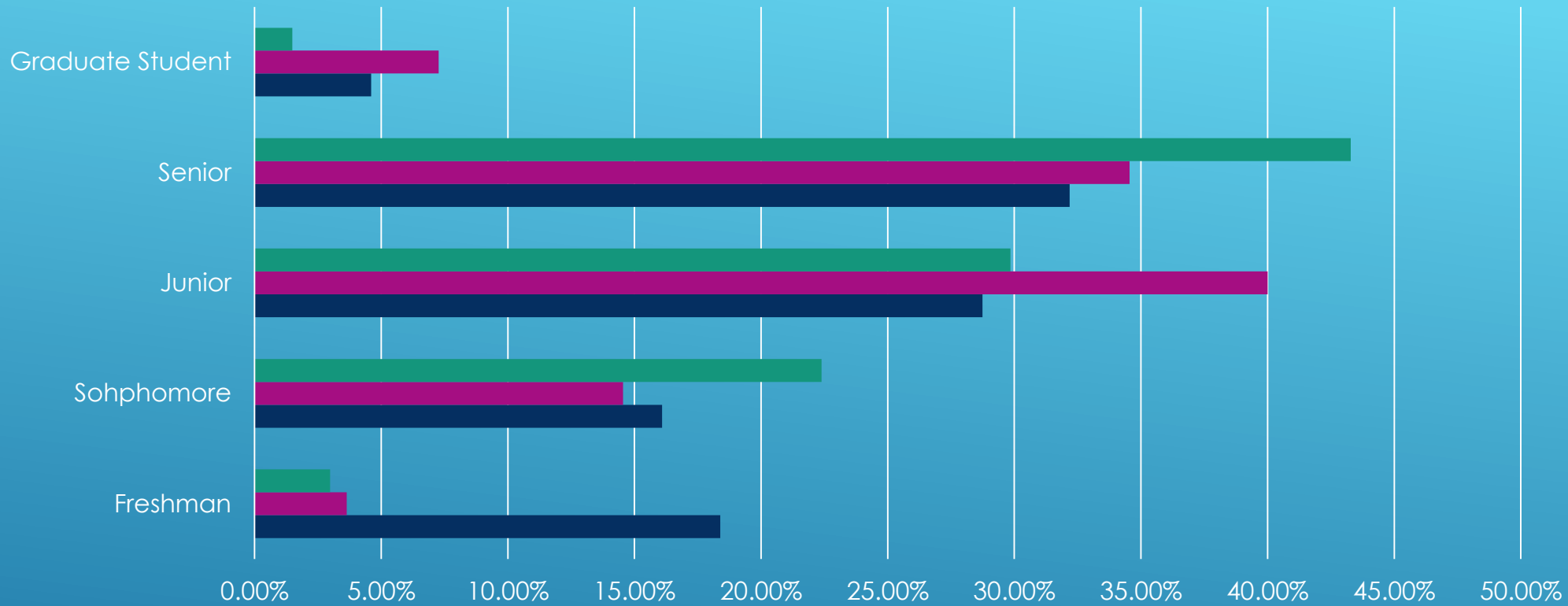
	Freshman	Sohphomore	Junior	Senior	Graduate Student
2017	3%	22%	30%	43%	1%
2018	3.64%	14.55%	40.00%	34.55%	7.27%
2019	18.39%	16.09%	28.74%	32.18%	4.60%

RESPONDENTS' DEMOGRAPHIC DATA: ACADEMIC STATUS
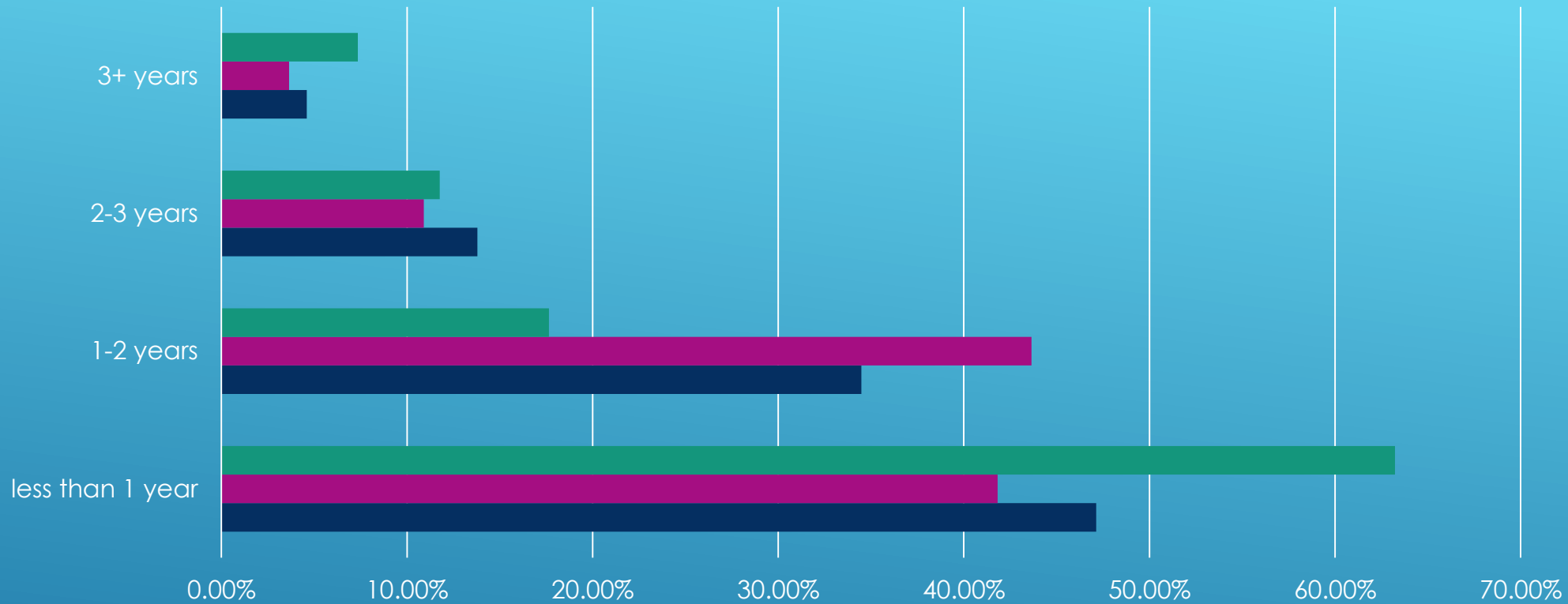
	less than 1 year	1-2 years	2-3 years	3+ years
2017	63%	18%	12%	7%
2018	41.82%	43.64%	10.91%	3.64%
2019	47.13%	34.48%	13.79%	4.60%

RESPONDENTS' DEMOGRAPHIC DATA: LENGTH OF EMPLOYMENT

	Yes	No
2019	64.37%	35.63%
2018	56.36%	43.64%
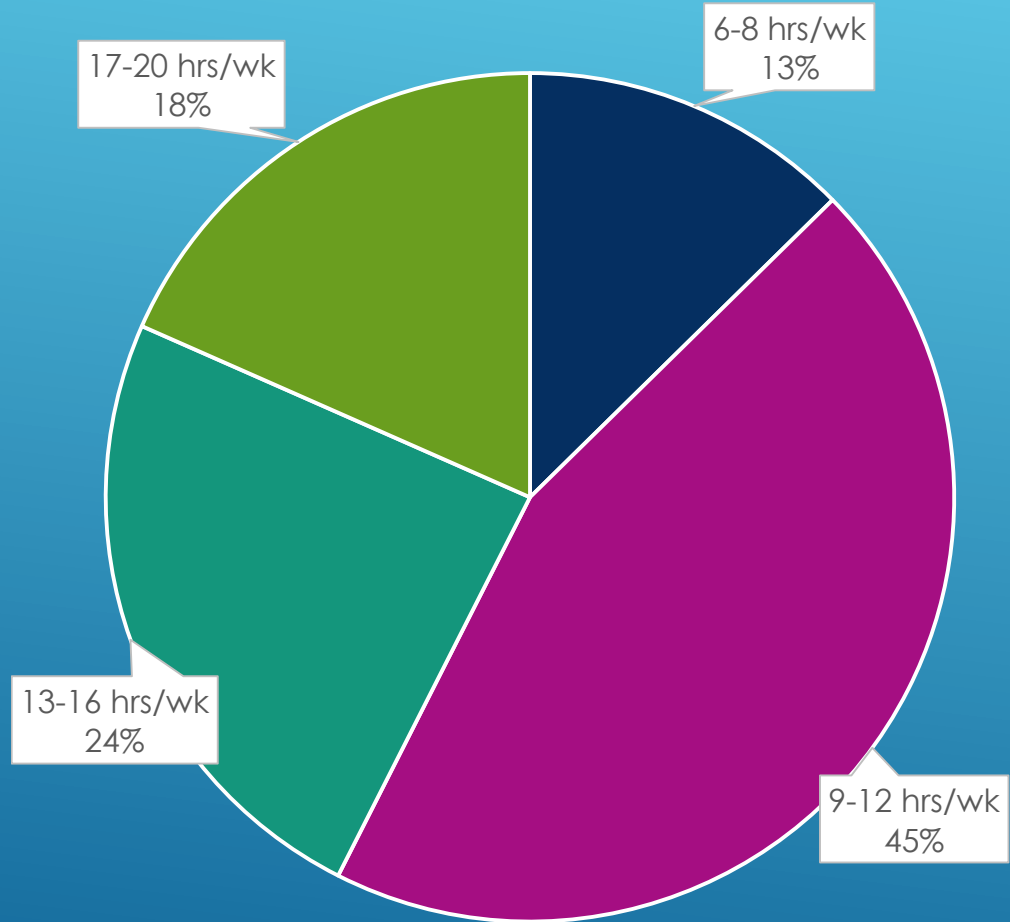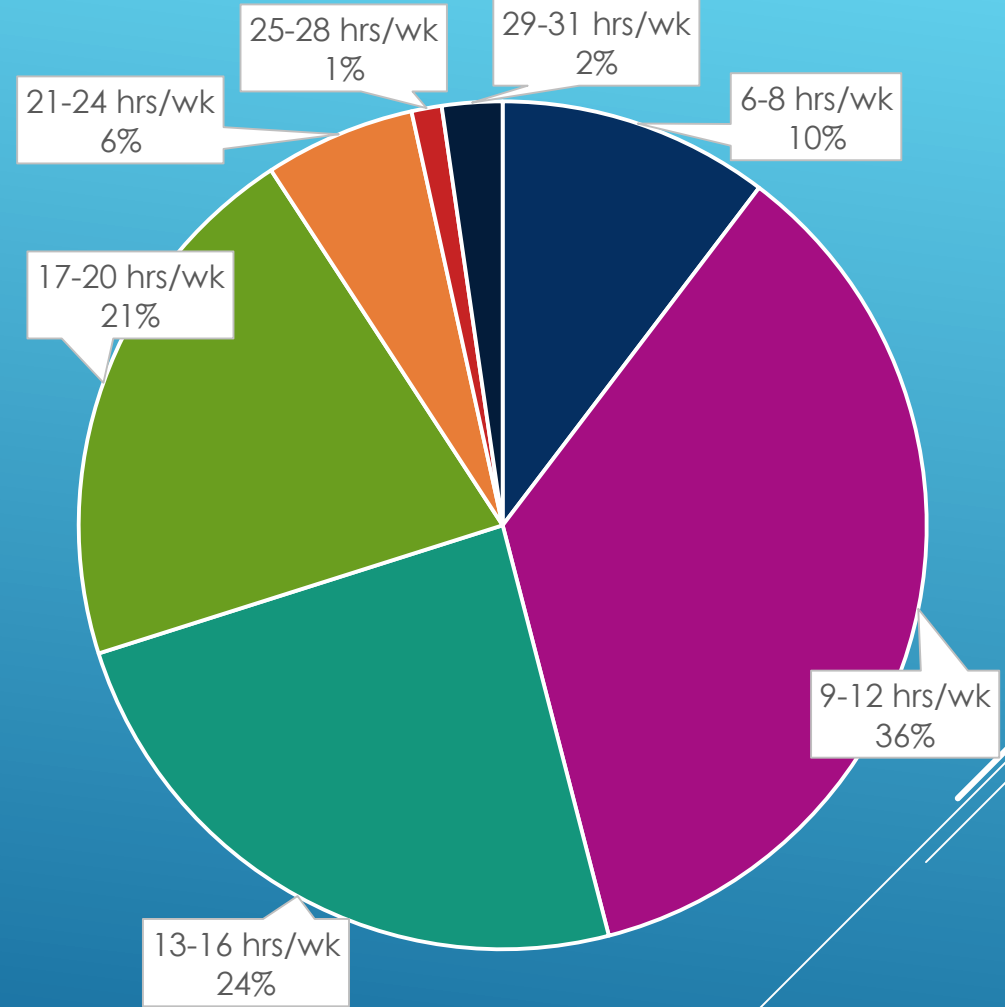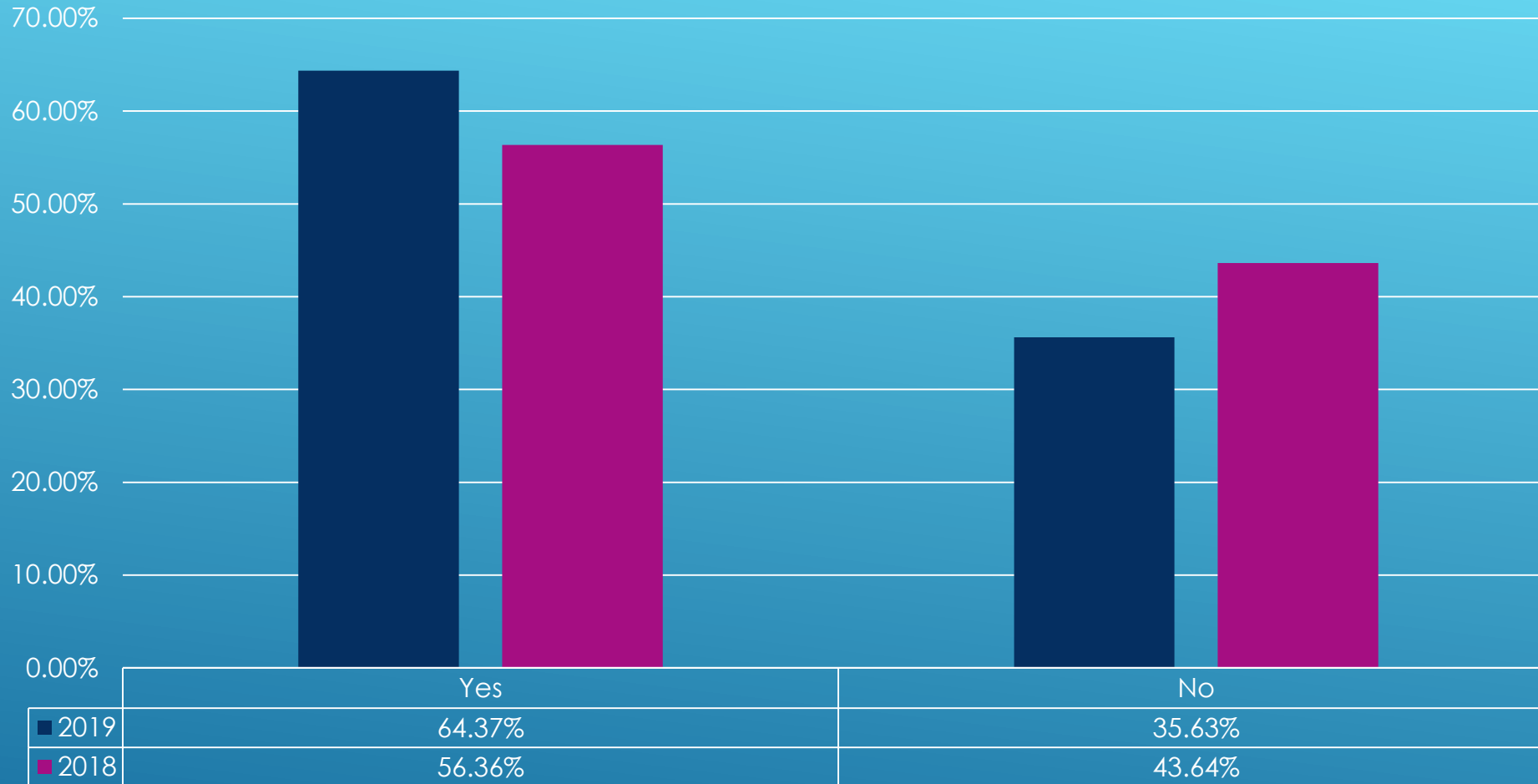
TIME COMMITMENTS

Q9: Do you have other large time commitments outside of classes and working at the Library?

	Paid Internship	Unpaid Internship	Athletics	Social Clubs	Student Activism	Another Campus Job	Non-Campus Job	Academic Clubs	Volunteer Work	Research	Other
2019	7.14%	10.71%	14.29%	48.21%	8.93%	17.86%	12.50%	16.07%	37.50%	28.57%	5.36%
2018	0.00%	12.90%	3.23%	54.84%	12.90%	19.35%	16.13%	19.35%	38.71%	32.26%	12.90%
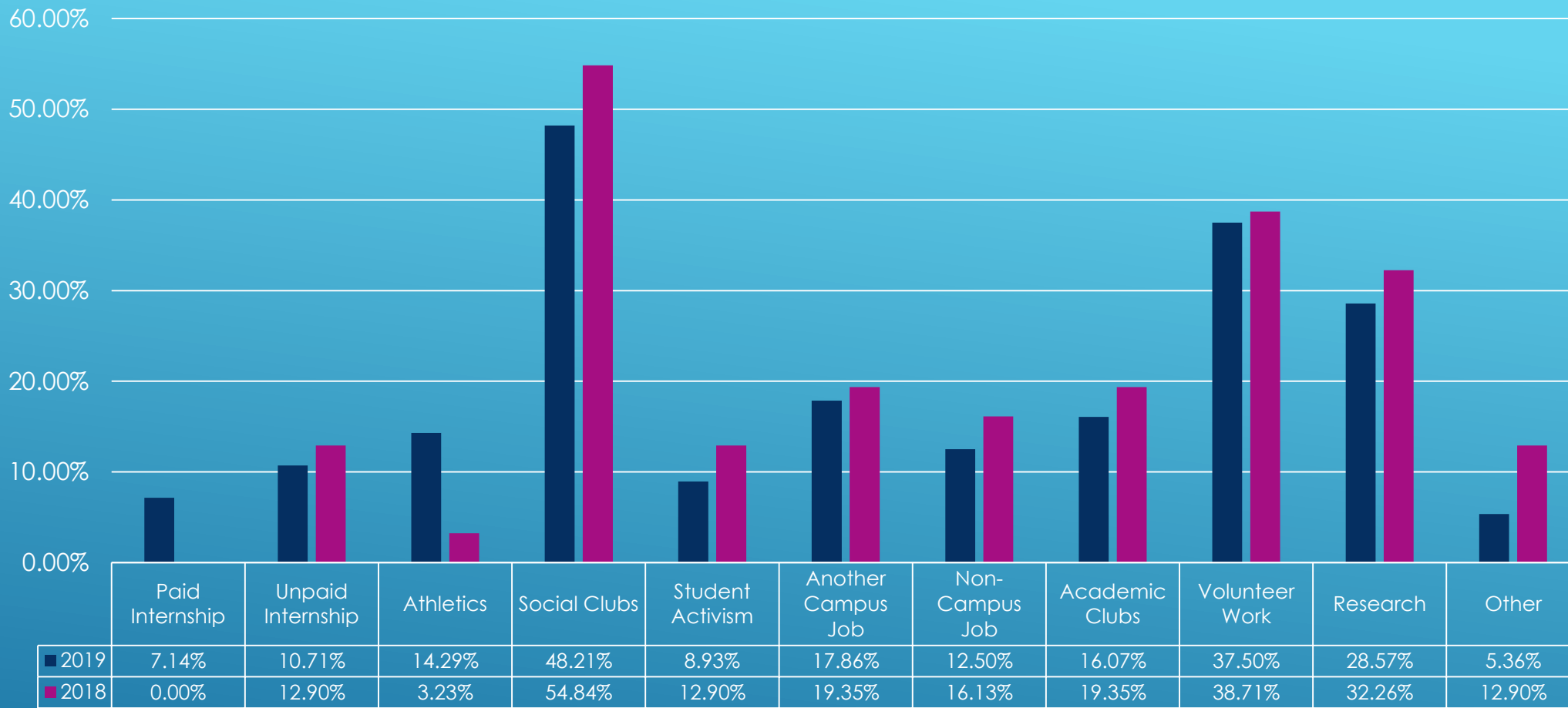
TIME COMMITMENTS

Q10: Please identify other time commitments you have by selecting the broad category that applies (check each box that applies).
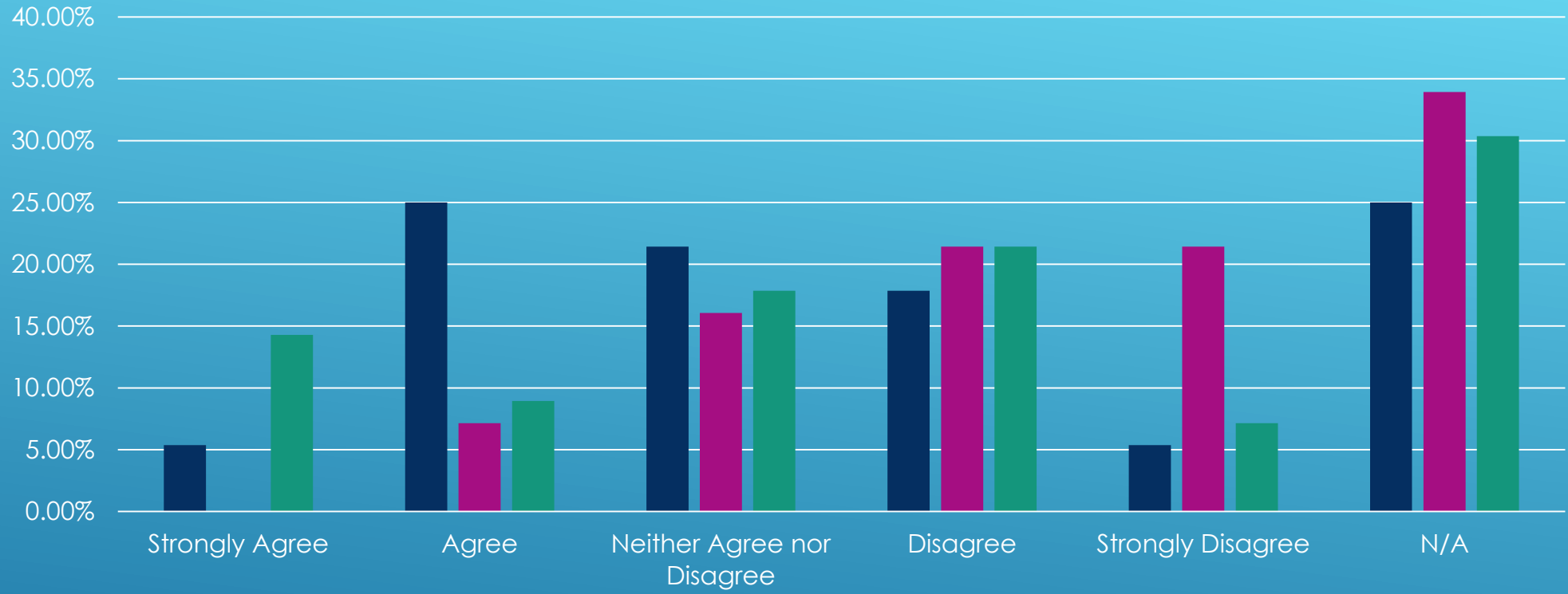
Q11: TIME COMMITMENTS – RANKING AVERAGES

- I am only allowed to work 19.5 hrs in the library and my library job started at min. wage (granted there have been yearly raises), even though I have a masters and two undergraduate degree and am doing specialized work. Working max amount allowed pays $200 less than my rent. I cannot live this side of Bakersfield and be in the black unless I were to share my bedroom with three other people. I actually have three other jobs to make ends meet, filing taxes was not fun, and when conflicts arise between other jobs and the library job, the other jobs usually win out because they pay so much better. If there was an option of working more hours in the library that would help out with my overall financial situation but would not help the fact that I feel like my time is not valued and that I used to make much more per hour doing factory work in a part of the country where rent was 5x less. Additionally, working more overall at the current pay would have a negative effect on my studies/research because I would be spending even more time not studying/researching. Financial uncertainty has been a huge stressor since starting the job and many classmates/professors have suggested that I quit and go find a job that pays better, e.g. sitting and watching the graduate lounge pays much better and I could use that time to study. I have not done this because I enjoy the work that I do in the library and feel that it is important even if, based on the way I am paid, the library is telling my work is not.

- It will be good experience for the prospective field I plan to enter

- I wanted experience that is more similar to my current interests.

- Different options of hours to work

- At my other job, we are able to work more than 20 hours a week

- I have a second job because I to cover all of my expenses.

- Love my library job so much, but want to get into finance after I graduate. Gotta lay the groundwork. Unwilling to leave library yet

- Resume building

- Mostly because the pay is just minimum wage and other campus jobs pay more.

- To pay for school, needs, food, housing

- Research for credit. I'm a stem student.

- I would work another job to earn more money to afford school and living expenses. In the summer, when my course load is lighter, I will likely try to work a second job.

Q12: TIME COMMITMENTS – OPEN RESPONSE

Q13: WHAT THREE WORDS WOULD YOU USE TO DESCRIBE THE UCSB LIBRARY'S WORK CULTURE?

Q14: Please list one thing you enjoy the most and one thing you enjoy the least about working at the UCSB Library?

- See handout for full list
- Highlights:
  - **Most**: Flexibility is mentioned 12 times; pleasant work environment is mentioned 14 times; the people they work with is mention 16 times
  - **Least**: Monotonous or boring work is reference 8 times
  - **Contradictions**: Some comments indicate little flexibility while others cite wide ranging flexibility.

Q15: What is one thing you would change about working at the UCSB Library? (Optional)

- See handout for full list
- Highlights: Increased pay is mentioned 4 times; increase in available hours of work (including hours of operation) is mentioned 5 times
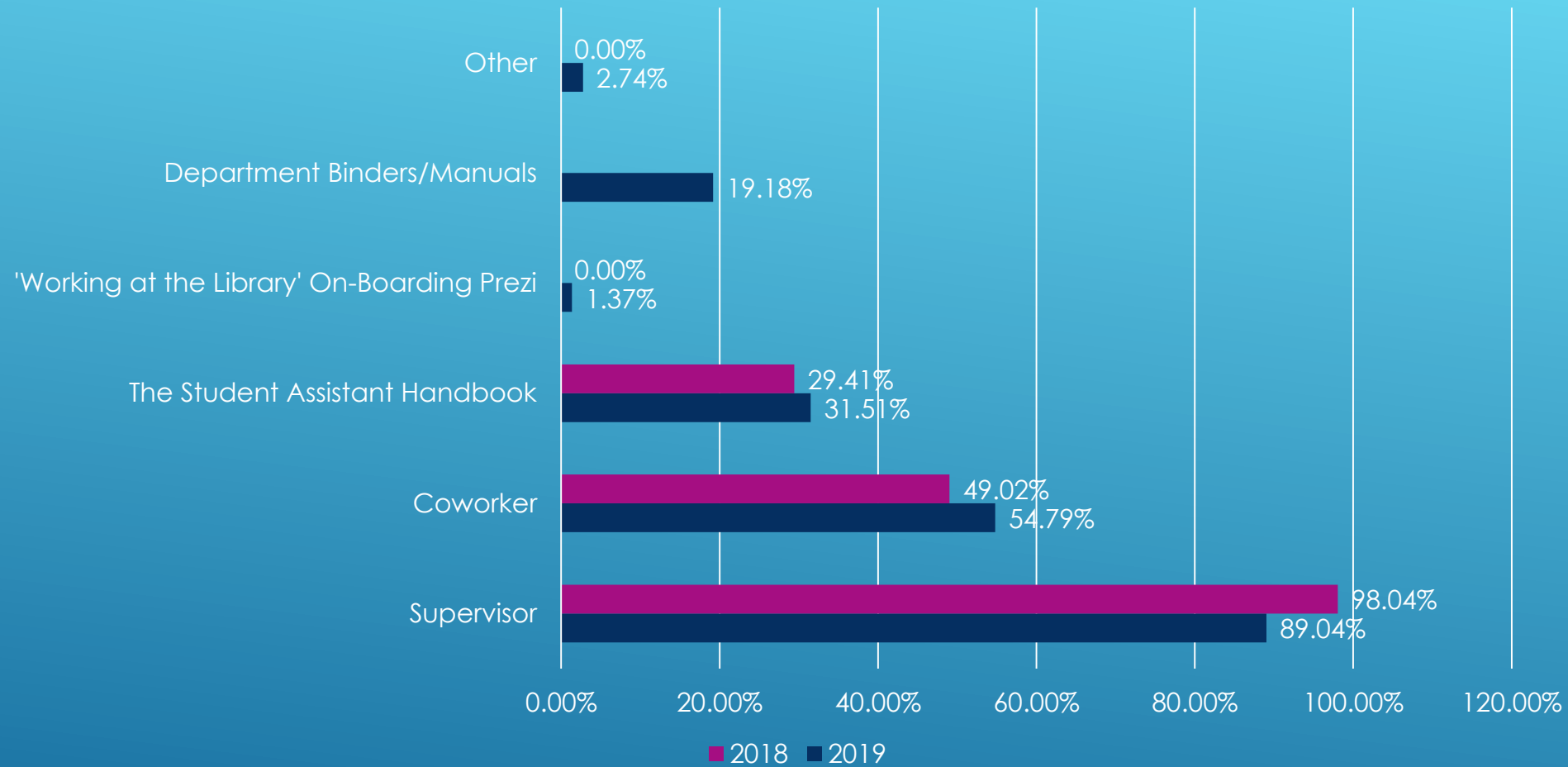
Q16: WHEN SEEKING CLARIFICATION ON A UCSB LIBRARY EMPLOYEE POLICY, WHICH DO YOU PREFER TO REFERENCE FIRST?
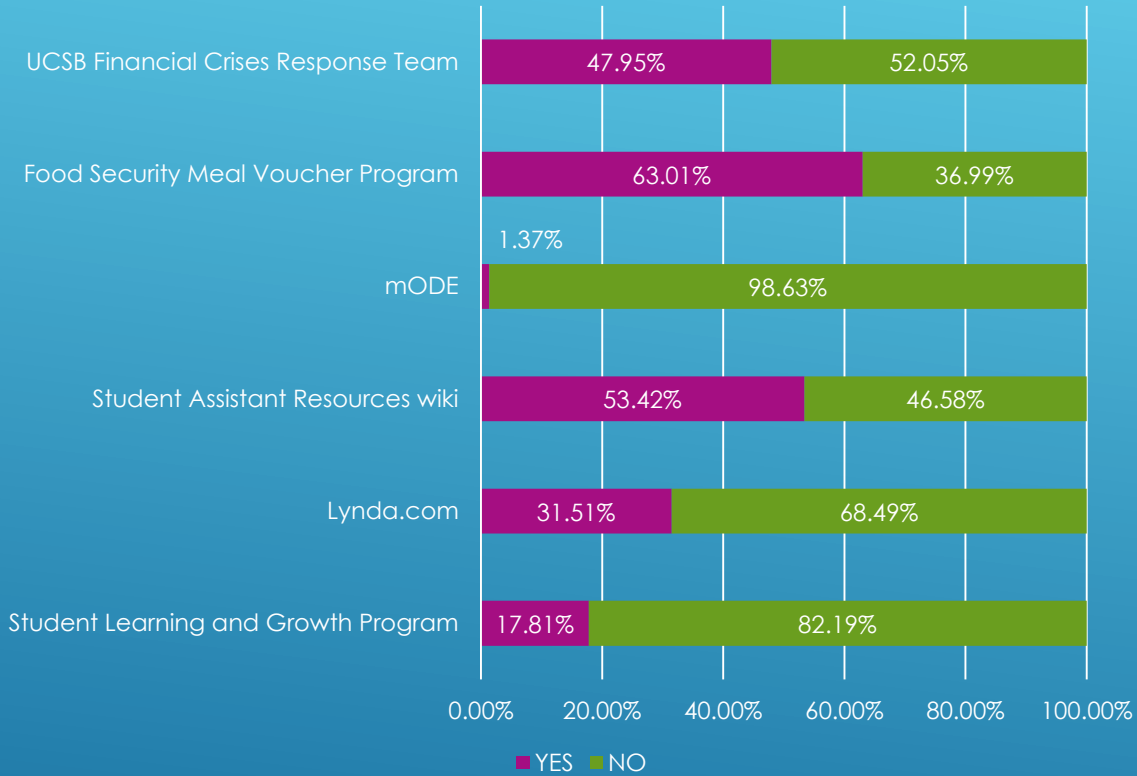
Know About It

UCSB Financial Crises Response Team	47.95%	52.05%
Food Security Meal Voucher Program	63.01%	36.99%
mODE	1.37%	98.63%
Student Assistant Resources wiki	53.42%	46.58%
Lynda.com	31.51%	68.49%
Student Learning and Growth Program	17.81%	82.19%

0.00% 20.00% 40.00% 60.00% 80.00% 100.00%

■ YES ■ NO

Have Utilized It

UCSB Financial Crises Response Team	4.17%	95.83%
Food Security Meal Voucher Program	26.03%	73.97%
mODE	0.00%	100.00%
Student Assistant Resources wiki	26.76%	73.24%
Lynda.com	13.89%	86.11%
Student Learning and Growth Program	5.63%	94.37%

0.00% 20.00% 40.00% 60.00% 80.00% 100.00%

■ Yes ■ No

Q17: COMMUNICATION & TRAINING INITIATIVES
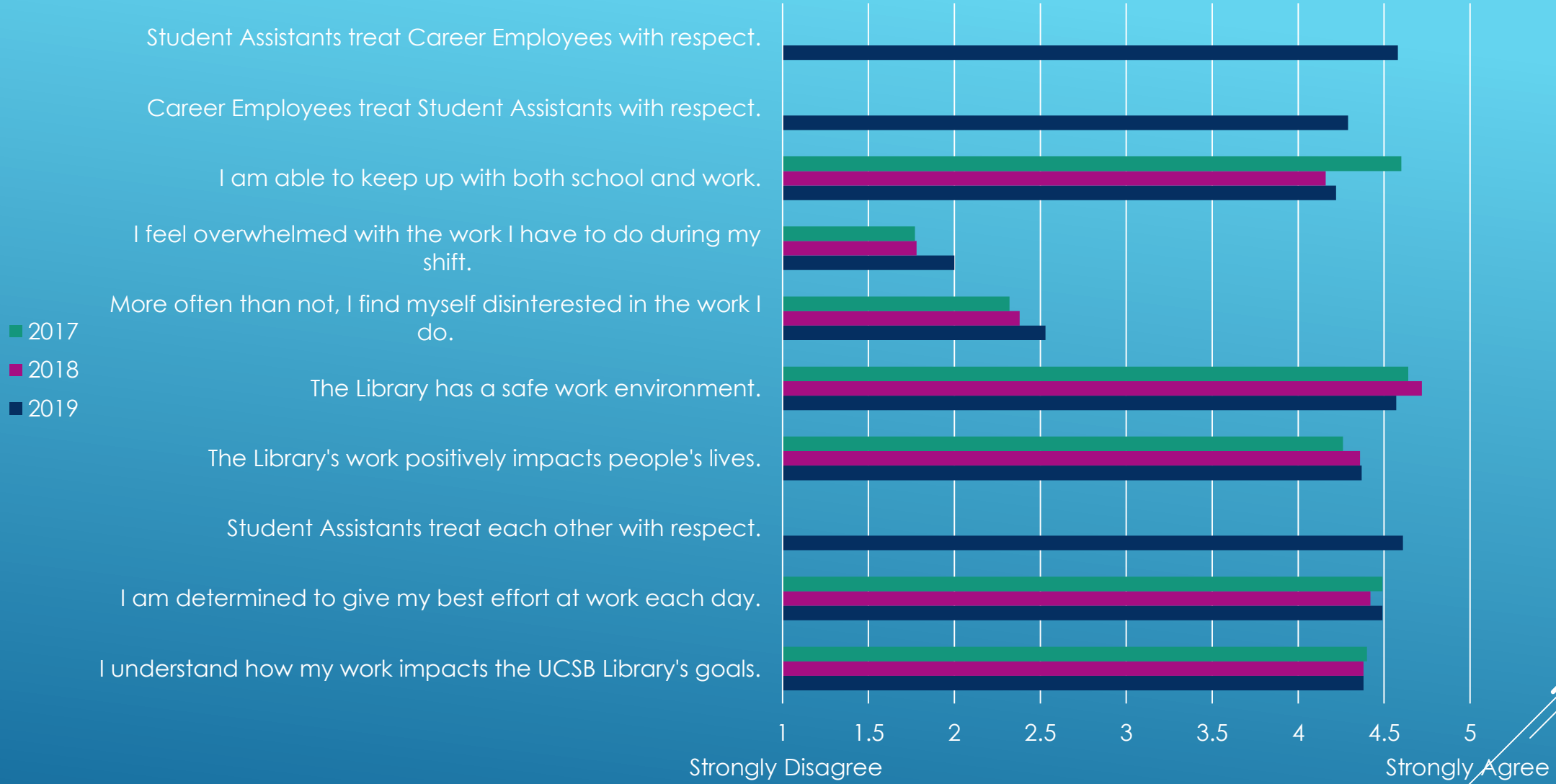
Q18: EMPLOYEE ENGAGEMENT - RANKING AVERAGES

I used the feedback from my last performance evaluation to help me grow professionally.

I found the feedback in my last performance evaluation to be constructive.

My last performance evaluation was unbiased and based solely on my job performance.

I understand the criteria with which I am being evaluated with during Performance Evaluations.

I understand how to use the Kronos Timekeeping System to report my hours worked.

The "Working at the Library" onboarding training (Prezi/Handbook) effectively communicated essential policies/procedures to me.

The training I have received covers essential job functions.

2017
2018
2019

1   1.5   2   2.5   3   3.5   4   4.5   5

Strongly Disagree

Strongly Agree

Q19: ONBOARDING AND PERFORMANCE EVALUATIONS - RANKING AVERAGES

- I know other organizations use when to work.com (or something by that name), it would be cool to implement something of this sort for scheduling!

- all student employees should need to take these surveys!!! I think it would've improved my previous on-campus work environment a lot.

- So far in my life, working at the UCSB Library has been the best job I've had.

- Stacks bosses are the absolute best!

- Would like to have more training like how to use a fire extinguisher, or lock-down drills, that sort of thing. I know career employees have it, but I feel like students don't have the opportunities, or the opportunities aren't well advertised to us.

Q20: DO YOU HAVE ANY OTHER COMMENTS?

2018

- ~41% of respondents are new employees; strong retention between 2017 new hires into the 2018 AY
- Q15 data demonstrates a high level of student employee engagement
- We need to find more effective means of communicating with our student employees
- More than half of our respondents have large time commitments outside of classes and their shifts at the UCSB Library – a large proportion have other jobs (paid/unpaid)
  - Students want to develop professionally (2017)
  - We are an employer who actively supports academic success for our student assistants
  - Should we continue our 19.5 hr/wk policy?

2019

- ~47% of respondents are new employees; large population of freshmen in 2019 likely due to stacks shifting project and BOPS late night coverage.
- Continuation of high levels of employee engagement
- Hour limitation policy repeal continuing to play out
- We need to find more effective means of communicating with our student assistants

WHAT IS THE FEEDBACK TELLING US?

QUESTIONS?