



# Student Employee Survey - 2018

FACILITATED BY S.T.A.G

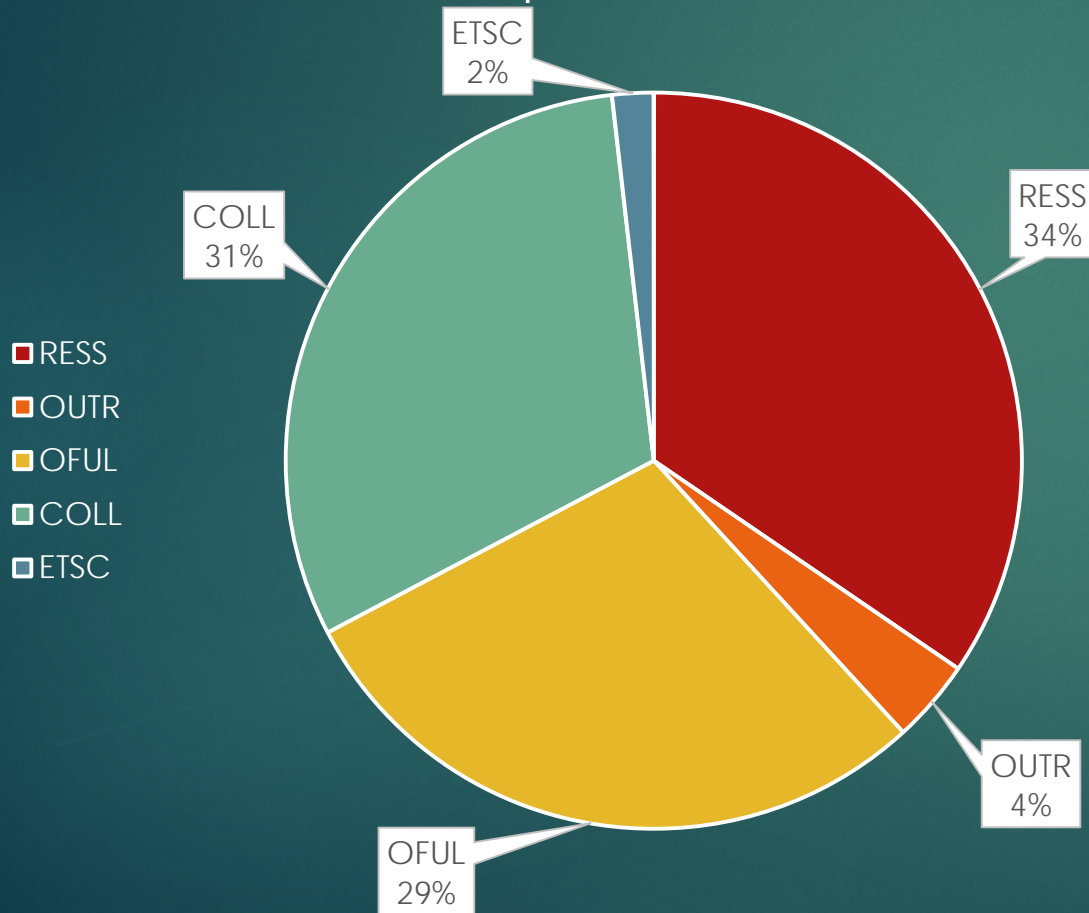


# Background Information

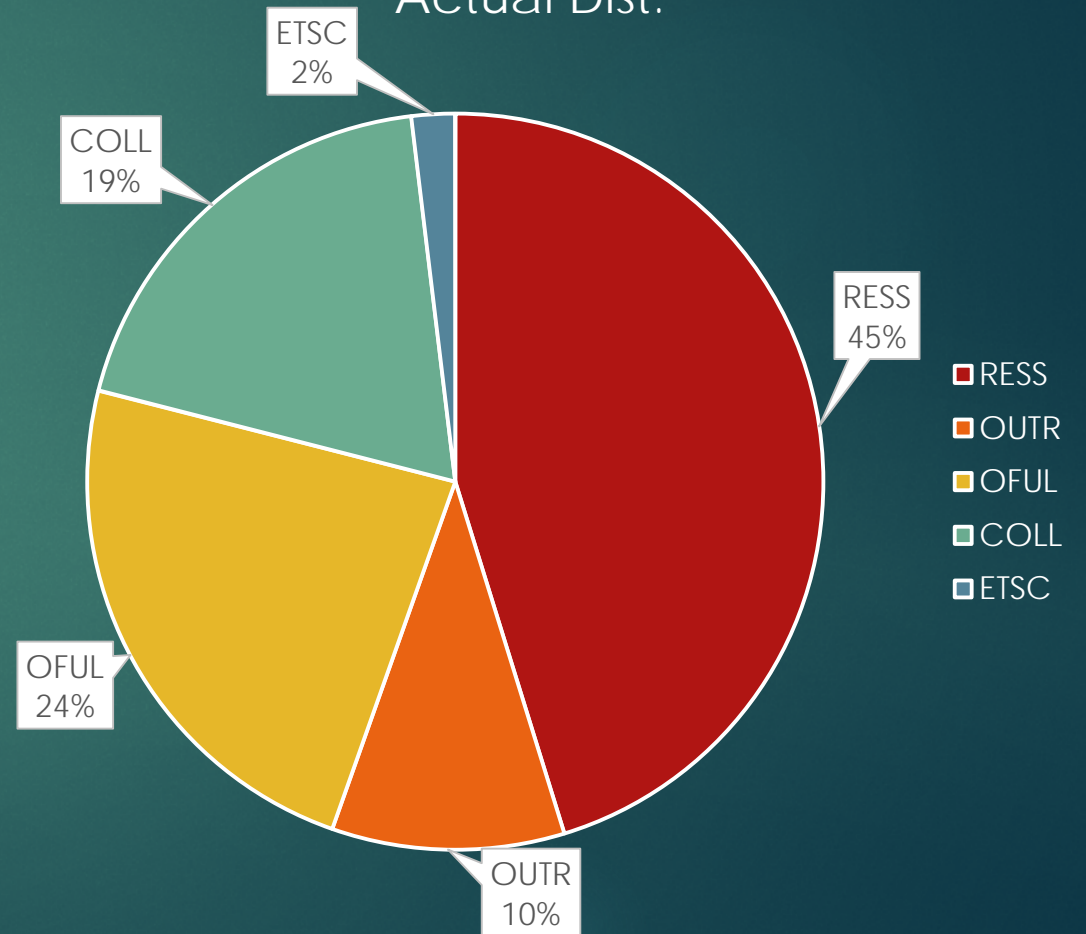
- ▶ In order to assess overall student employee engagement and satisfaction the Student Training Advisory Group (S.T.A.G.) administered our third annual Student Employee Survey
  - ▶ We finally have some multi-year comparisons
- ▶ Survey Monkey (open from 4/5/18 to 4/24/18)
- ▶ 55 of the ~157 students responded, ~35% (down from 40% in 2017)
- ▶ 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: Time commitment section is new; Q11 & Q12 have been split apart (formally one question); Q13 was formally a ranking question; Q14 is new; Q15 statement 3 – 'bored' replaced with 'disinterested'; Q16 the second to last statement was altered to say '...effectively communicated essential policies/procedures to me.' instead of '...was an effective use of my time.'

# 2018 Respondent Dist. vs Actual Dist. (by AUL)

2018 Respondent Dist.

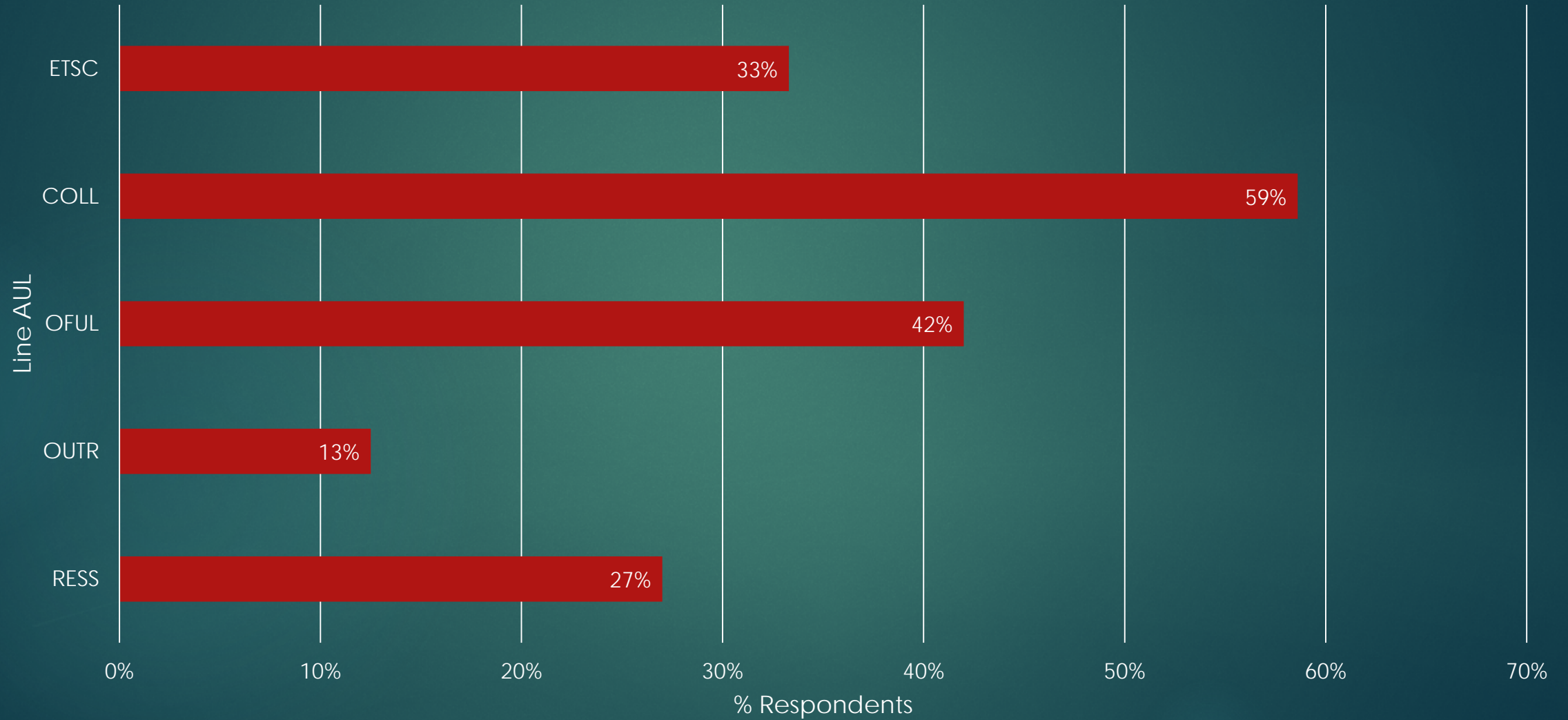


Actual Dist.

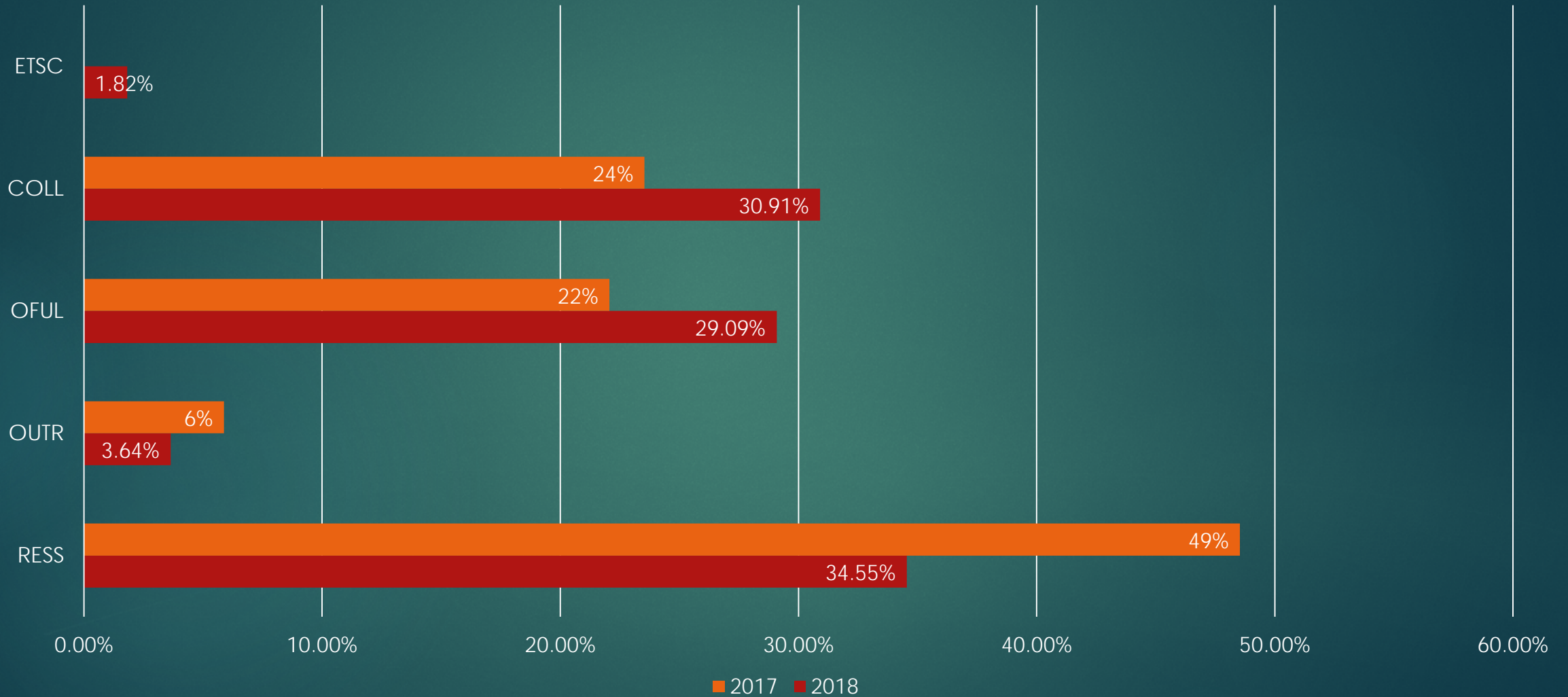




# 2018 Response Rate Per AUL

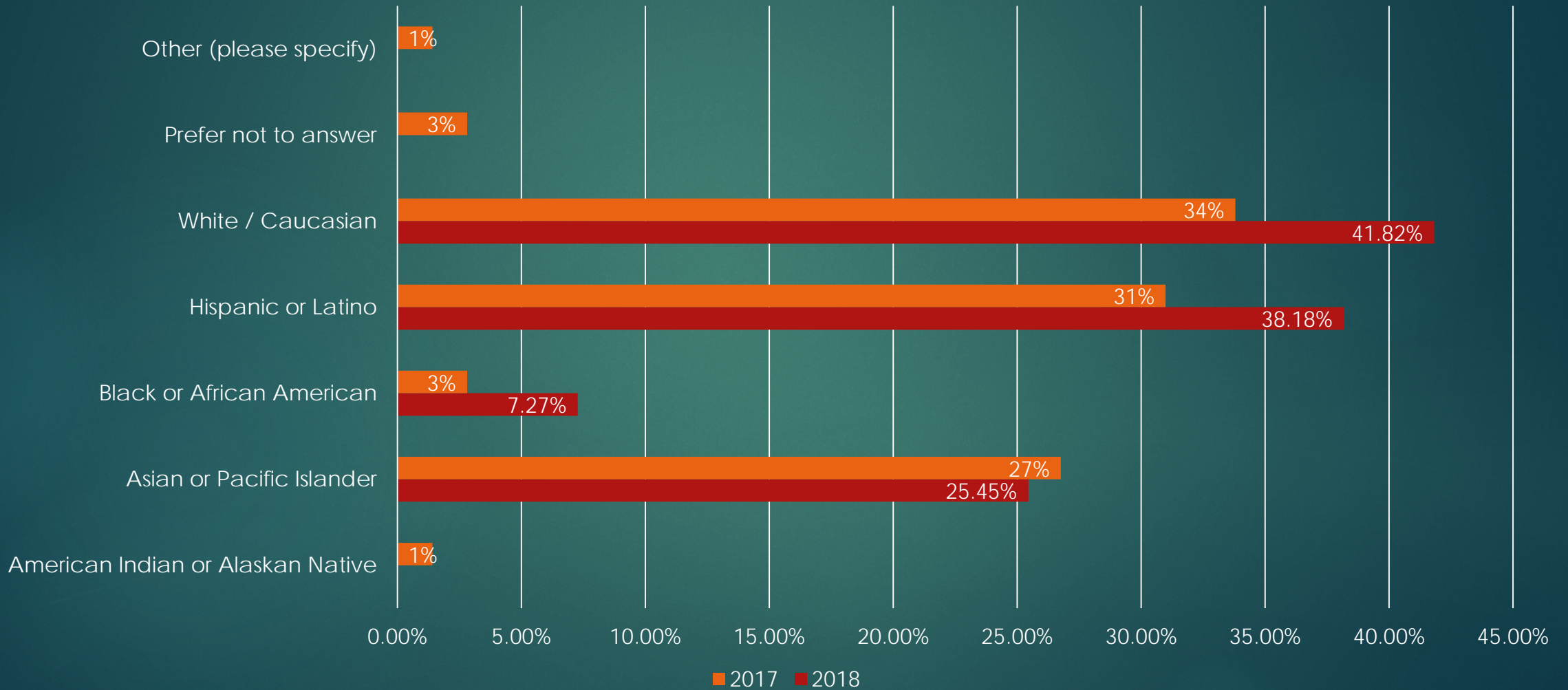


# Respondents' AUL Distribution: Cross-Year Comparison

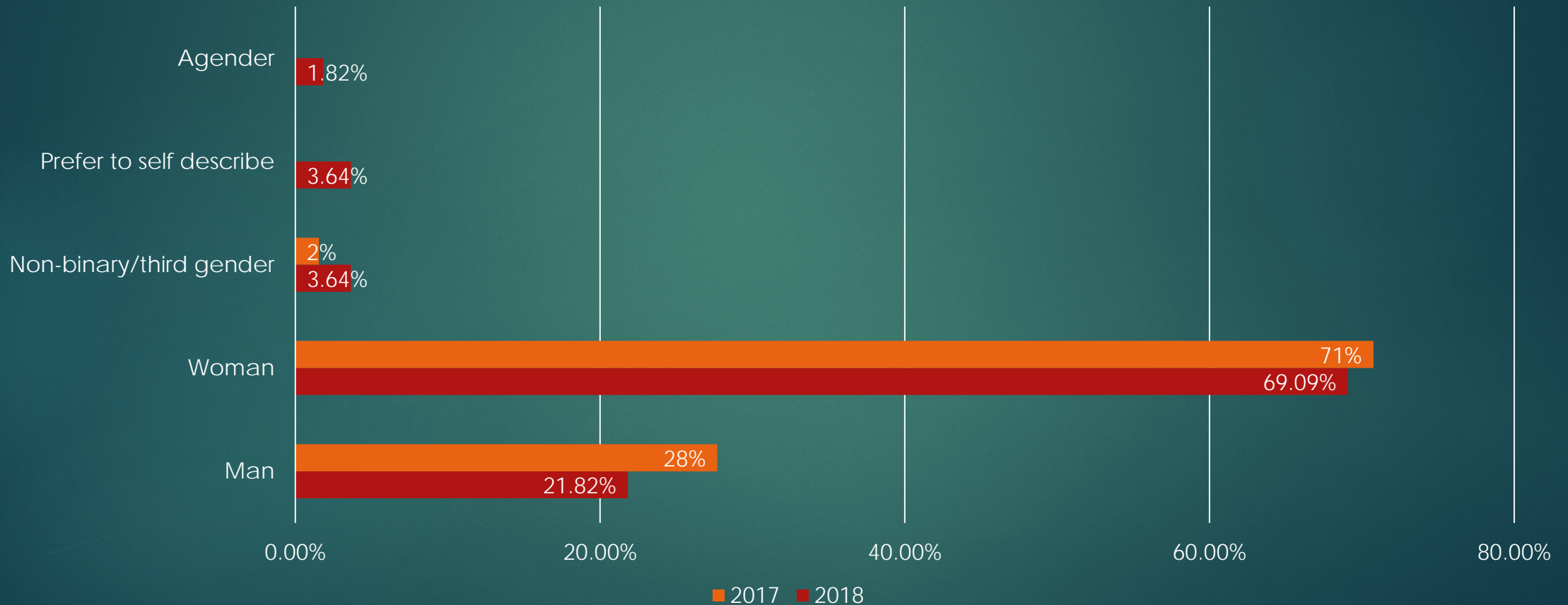




# Respondents' Demographic Data: Ethnicity (optional)

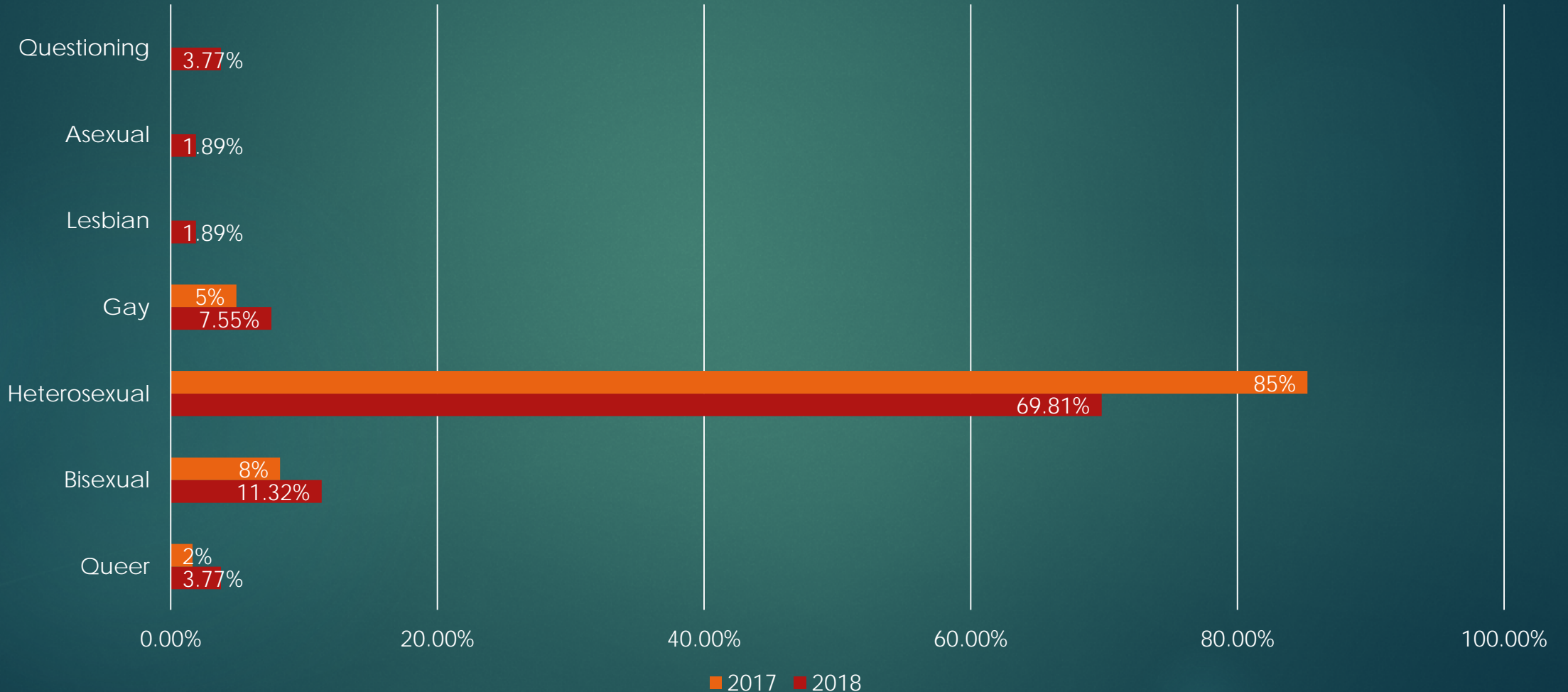


# Respondents' Demographic Data: Gender Identity (optional)



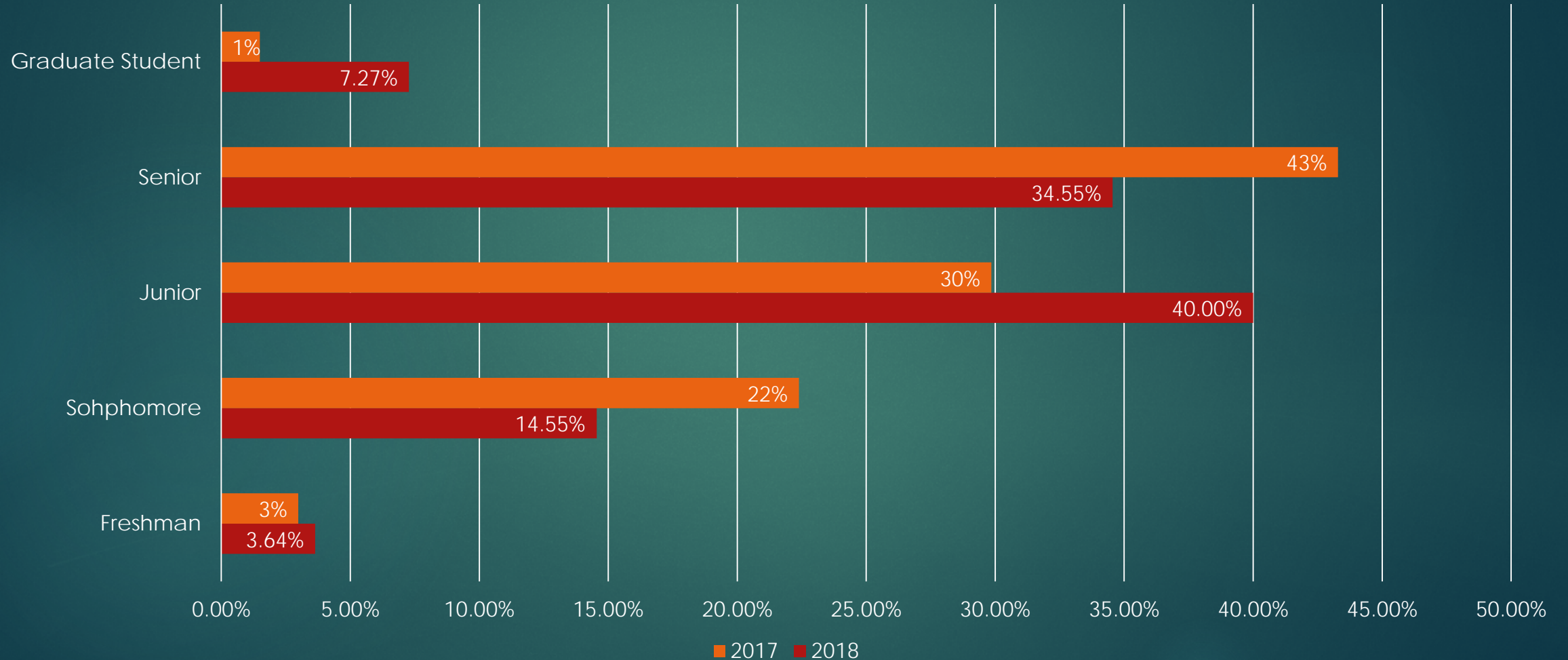


# Respondents' Demographic Data: Sexual Orientation (optional)

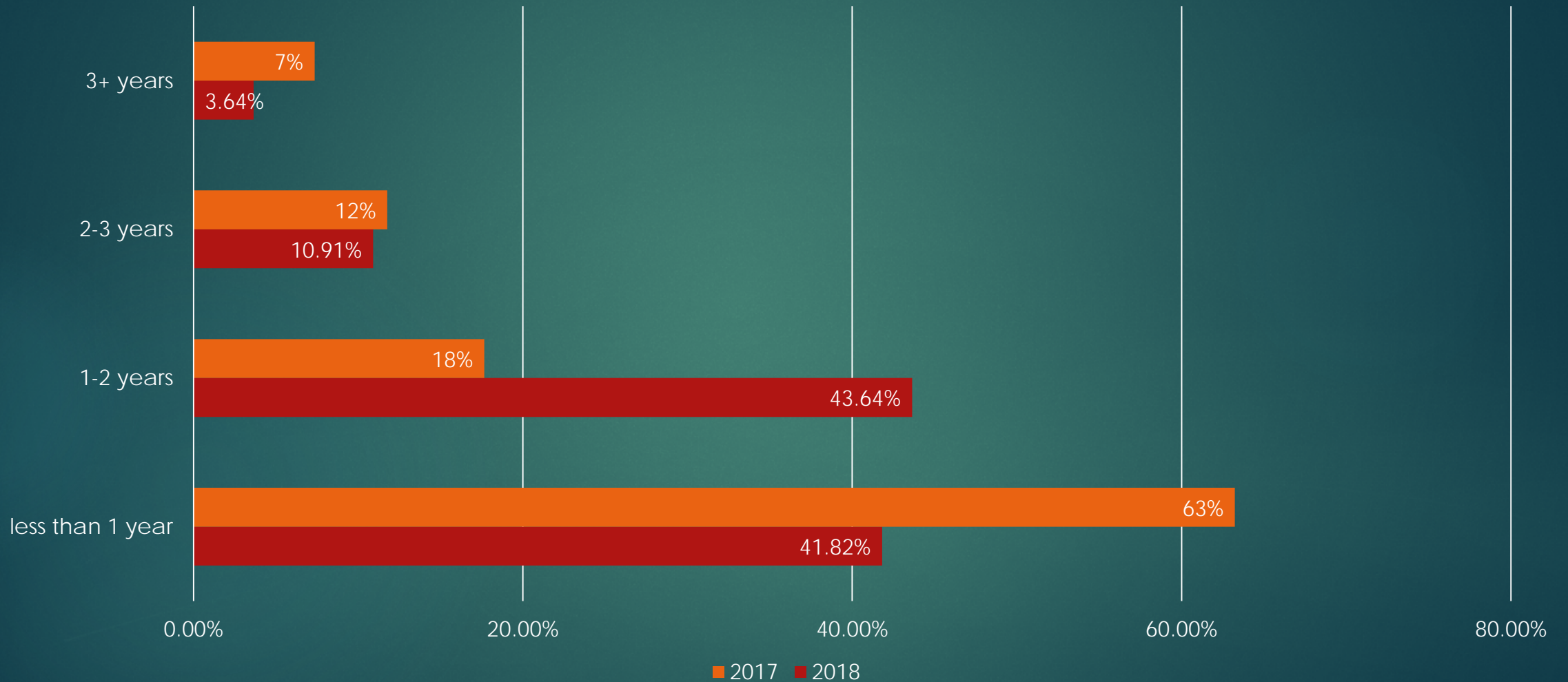




# Respondents' Demographic Data: Academic Status



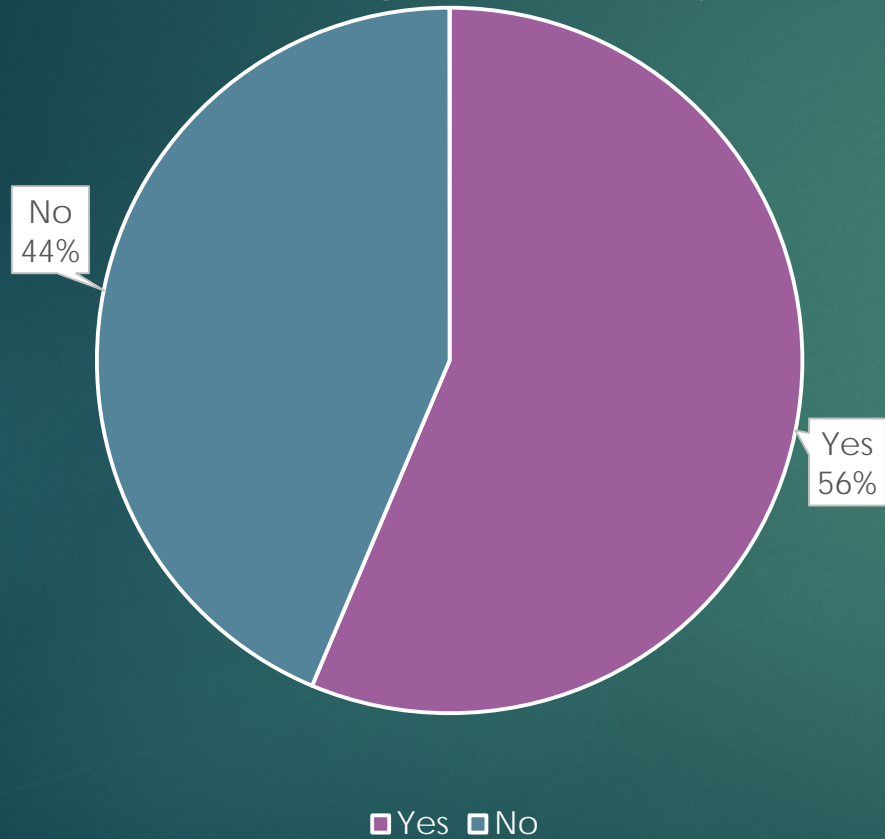
# Respondents' Demographic Data: Length of Employment



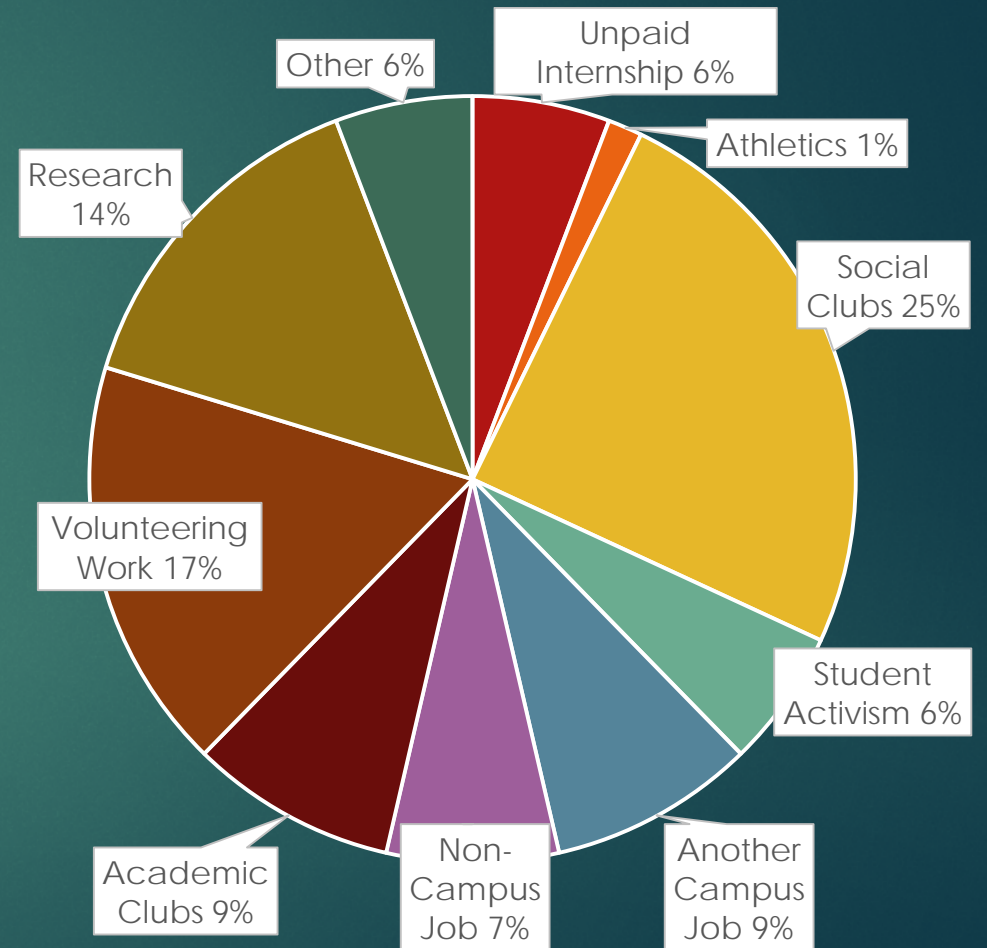


# Time Commitments

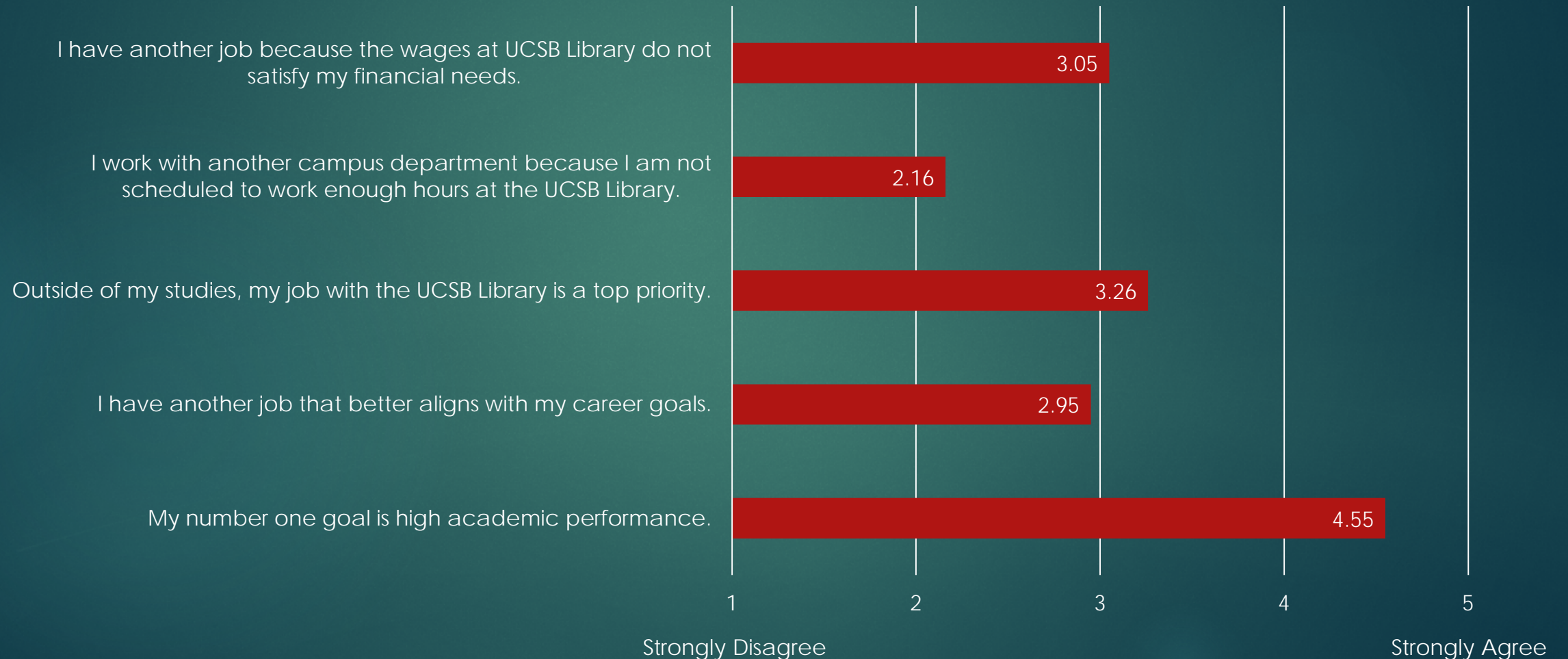
Q7: Do you have other large time commitments outside of classes and working at the Library?



Q8:



# Q9: Time Commitments – Ranking Averages









Q11: Please list one thing you enjoy the most and one thing you enjoy the least about working at the UCSB Library?

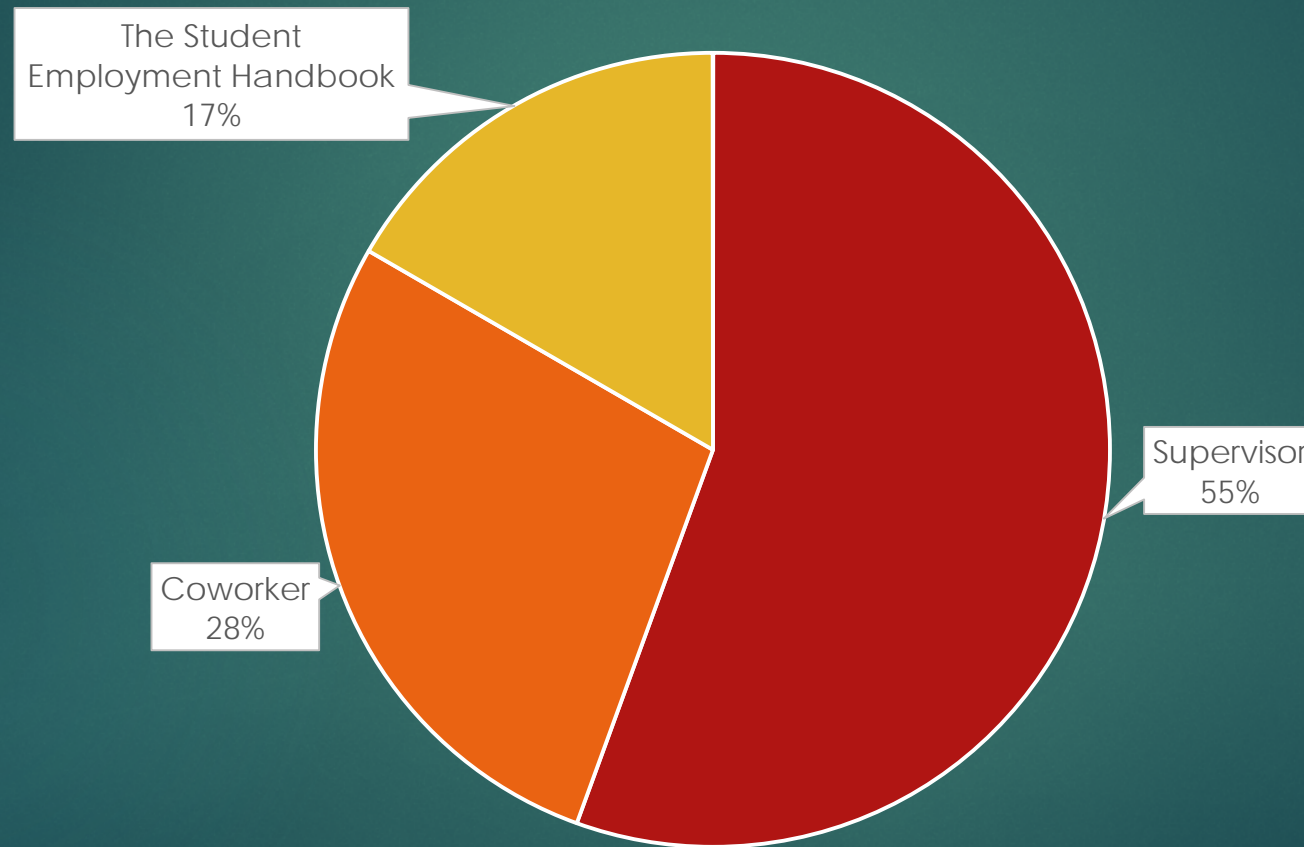
- ▶ See handout for full list
- ▶ Highlights:
  - ▶ **Most:** Flexibility; the people (co-workers, supervisors, patrons); assignments and interactions with the collections
  - ▶ **Least:** Communication breakdowns; hour limitations (max and department operating hours); rude patrons
  - ▶ **Contradictions:** Hours of operation; physical environment; short shifts

Q12: What is one thing you would change about working at the UCSB Library? (Optional)

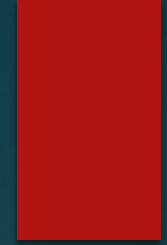
- ▶ See handout for full list
- ▶ **Highlights:** a want for more cross-departmental interactions; repeal of the hour limitation policy; lack of perks
- ▶ 36% of respondents wrote 'Nothing'



Q13: When seeking clarification on a UCSB Library employee policy, which do you prefer to reference first?

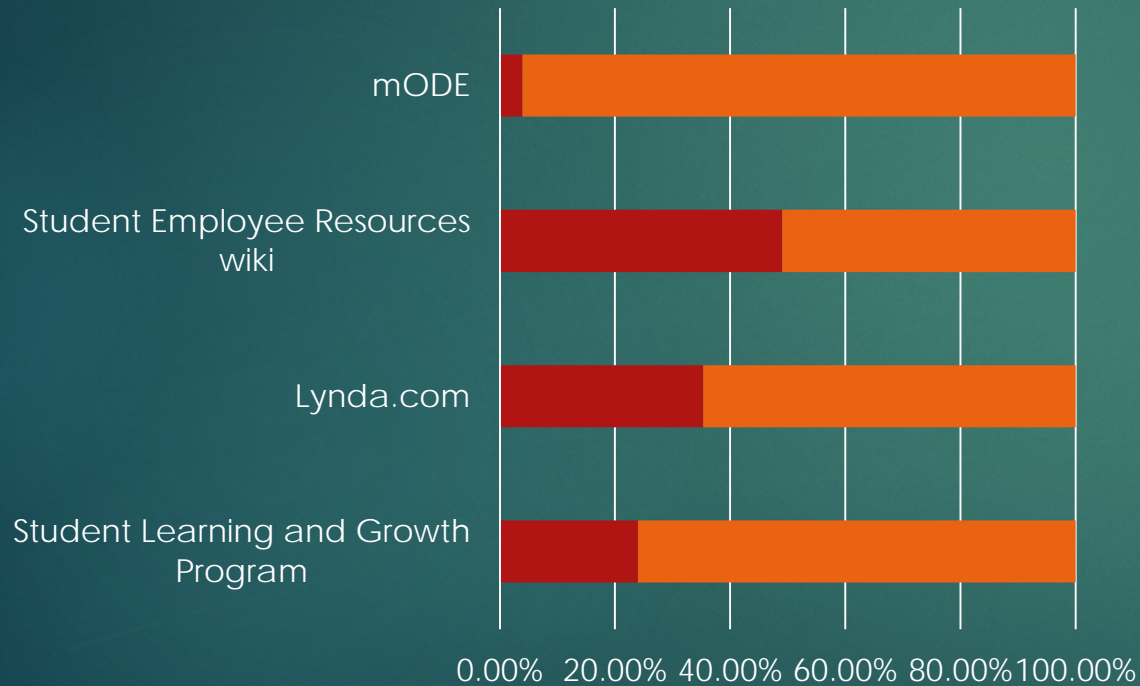


# Q14: Communication & Training Initiatives



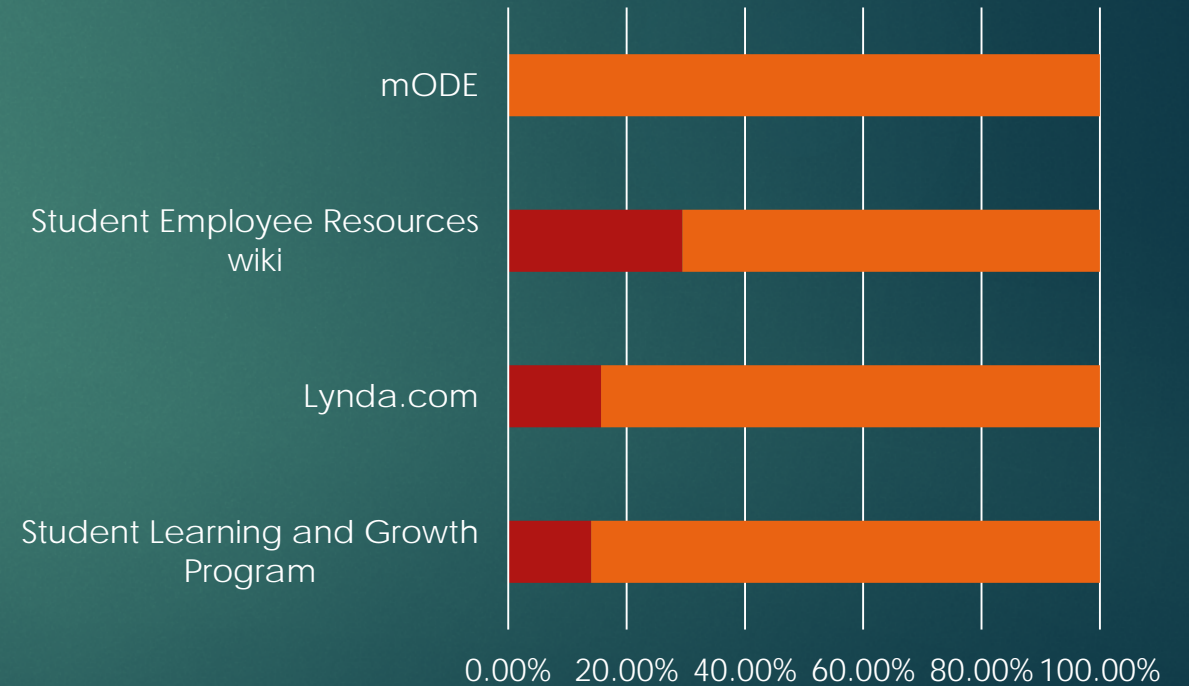
### Know about

■ YES ■ NO



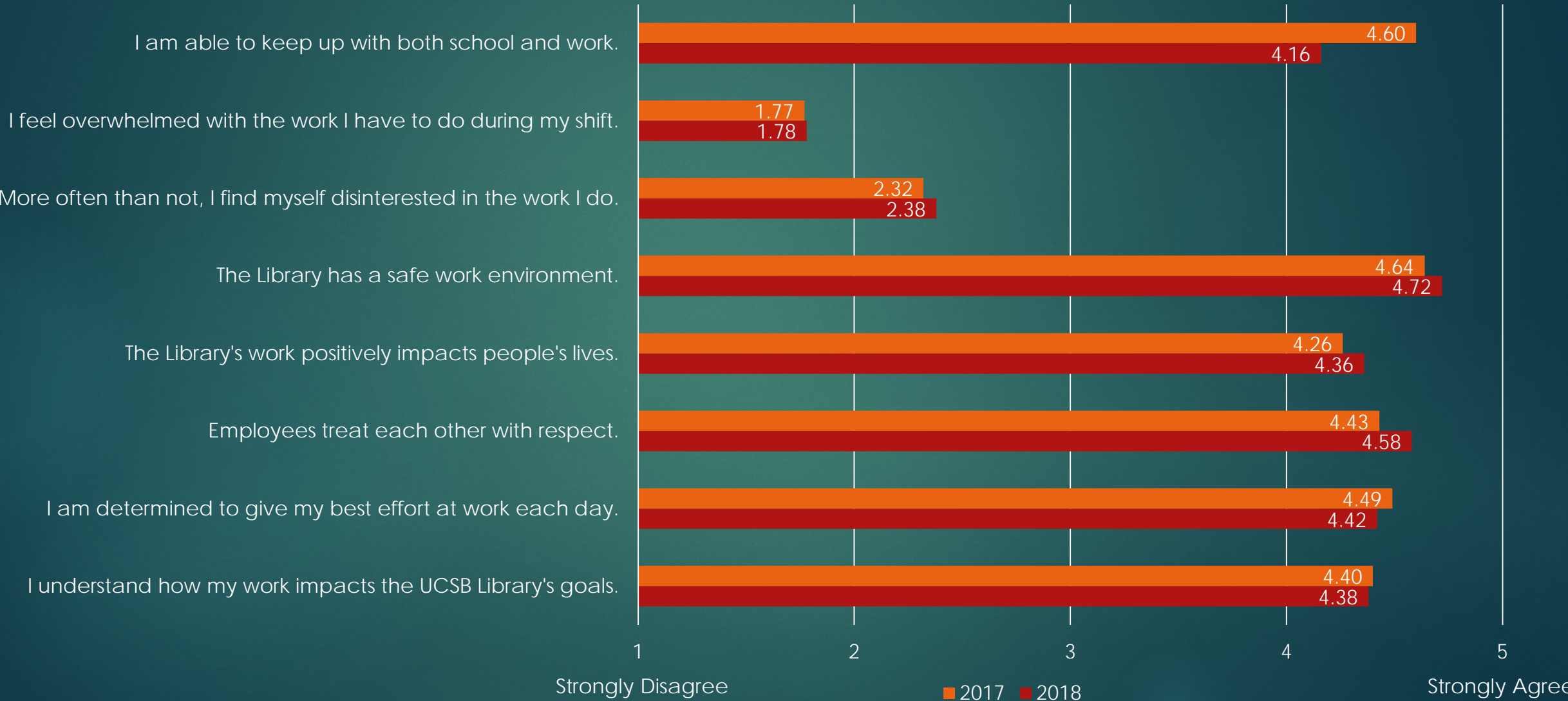
### Utilize

■ YES ■ NO





# Q15: Employee Engagement - Ranking Averages



# Q16: Onboarding and Performance Evaluations - 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.



Strongly Disagree

2017 2018

Strongly Agree



# Q17: Do you have any other comments?

- ▶ “Nope, but thank you for all you do for us employees!!”
- ▶ “Mallory Gianola is the best supervisor ever and she has really helped me grow from just being a student to [a] responsible working employee. I really enjoy working with her and will miss working here after I graduate.”
- ▶ “I love libraries, so I’m biased, but this is definitely the best job I’ve ever had :)”
- ▶ “My supervisor, Katy, is great.”
- ▶ “I would recommend that we find a way to get other UCSB students interested in voting to make a \$1 or two of their tuition to go towards the library. I think this is not too much to ask from each student because it is unfair that qualified individuals who would like the opportunity to work at the library cannot because we generally don’t look further at their application because they do not have work study.”
- ▶ “I really love working at the library”



# What is the feedback telling us?

## 2017

- ▶ 63% of respondents are new employees and did not participate in the previous survey
- ▶ Continued perception of a 'Friendly' space and work-culture
- ▶ Some student employees are feeling isolated
- ▶ Students care about the state of their physical work environment - they are keenly aware of the spaces around them
- ▶ Students want to be engaged and meet other employees
- ▶ Students want to develop professionally
- ▶ The building project completion is no longer a main source of frustration

## 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
- ▶ Q16 data points to effective utilization of tools developed in-house
- ▶ 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)
  - ▶ We are an employer who actively supports academic success for our student assistants
  - ▶ Should we continue our 19.5 hr/wk policy?



Questions?