

# The College of William and Mary

2010  
Employee Survey

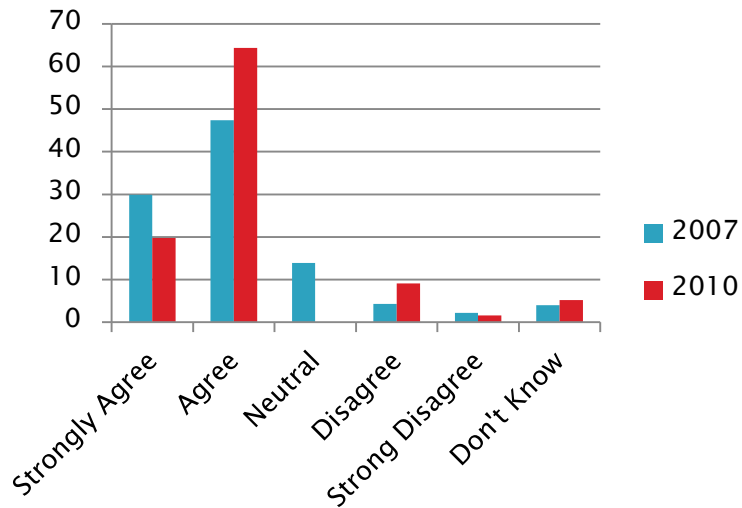
# EMPLOYEES SURVEYED

	Number of surveyed	Number of Responses
Professional/Professional Faculty	432	483
Operational/Classified	949	486
Hourly	215	56
Did not identify or responded as other		83
Total	1596	1108

# SERVICE TO COLLEGE

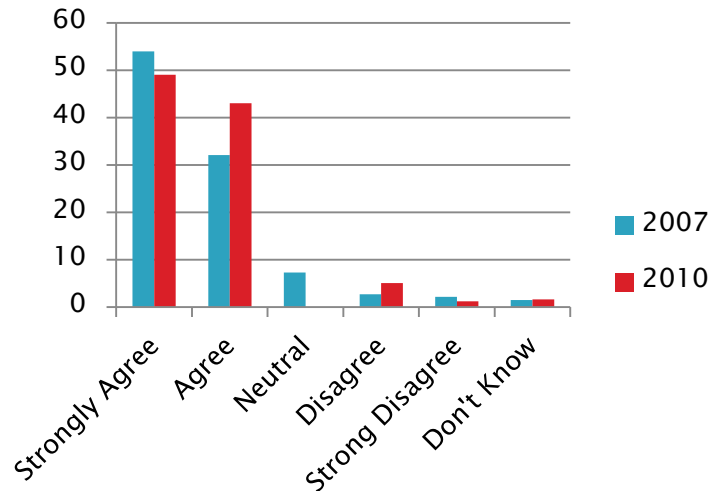
	Number of Respondents	Percent
Less than one year	66	6.44%
At least one year but less than 5 years	305	29.76%
5–9 years	234	22.83%
10–19 years	252	24.59%
20–30 years	125	12.2%
More than 30 years	43	4.2%

# MISSION AND PURPOSE



## Mission

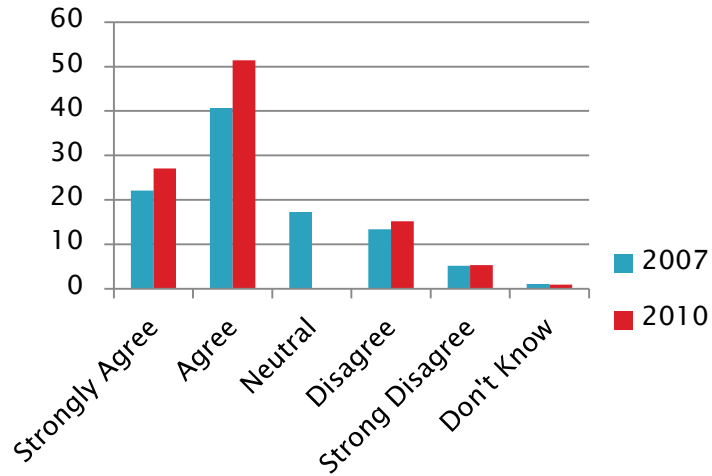
Employees understand the mission, goals, strategic plan of W&M.



## Mission

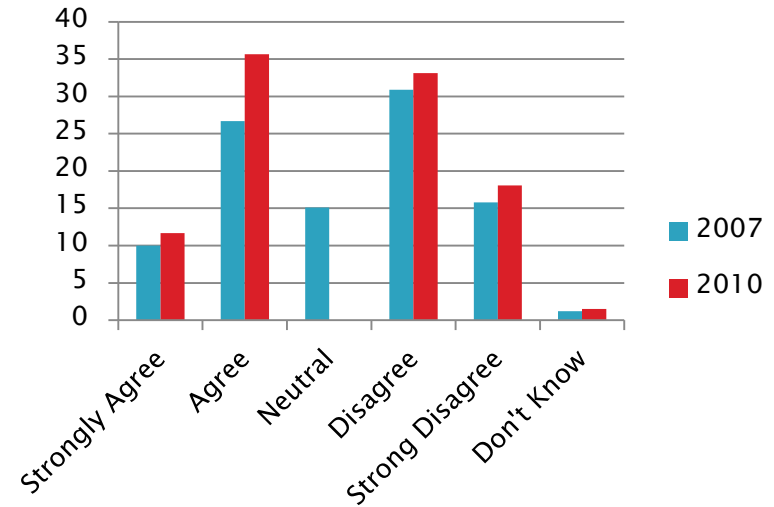
Employees understand how their departments' objectives and initiatives contribute to the success of W&M.





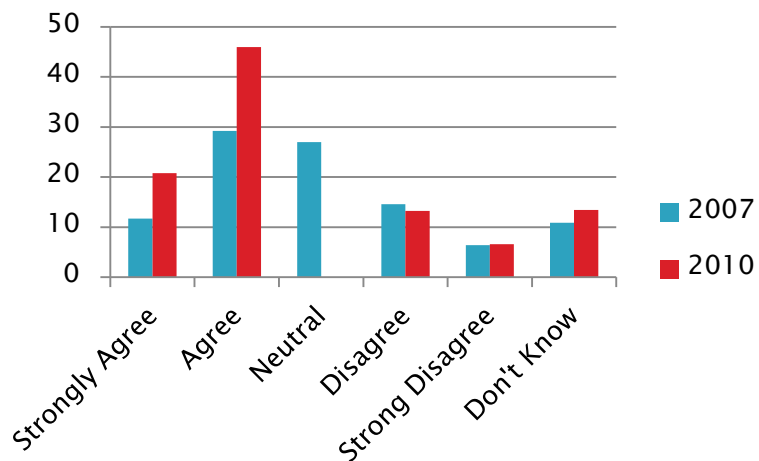
## Organizational Structure

Employees agreed their departments have people with the right knowledge, skills and abilities to do the work.



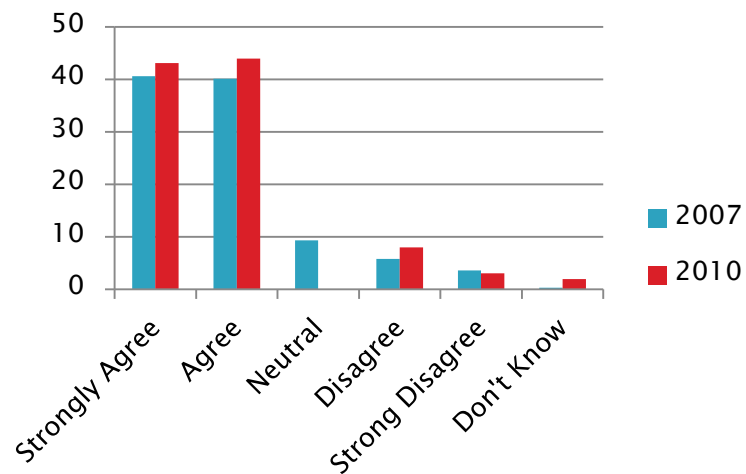
## Organizational Structure

Employees disagreed that their departments have the right staffing level to perform the duties of the department.



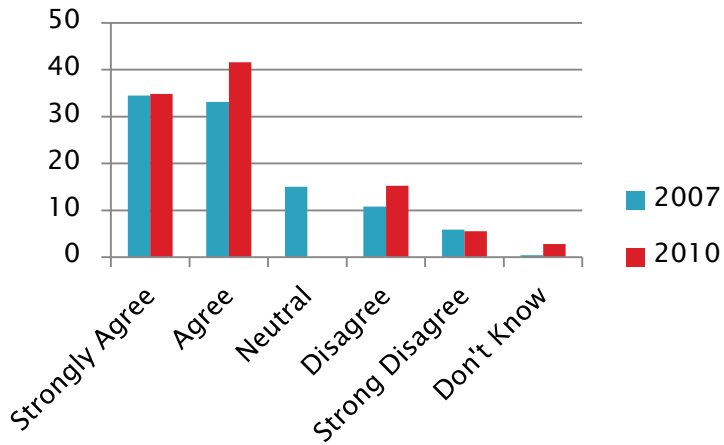
## Management & Supervision

Employees agreed they receive support from senior administrators.



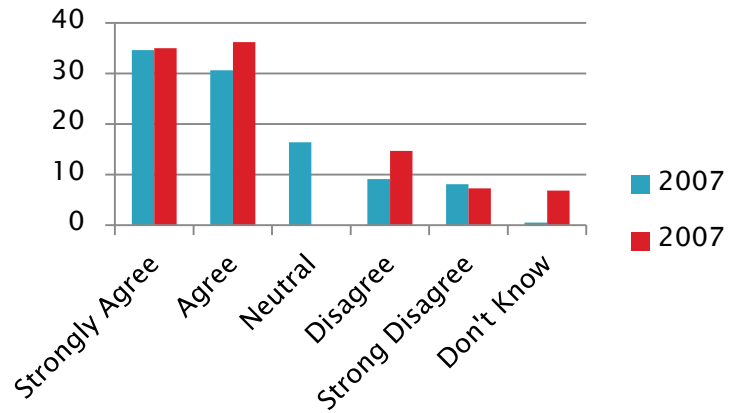
## Management & Supervision

Employees agreed that they clearly understand what their supervisor expects from them.



## Management & Supervision

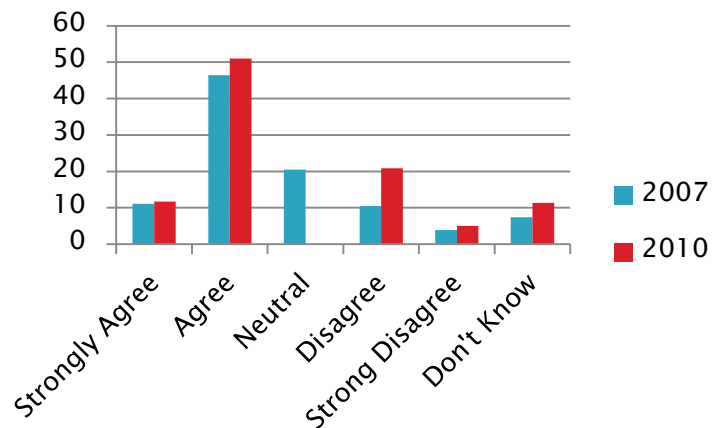
Employees agreed that their supervisors give them candid and timely feedback on their performance.



## Management & Supervision

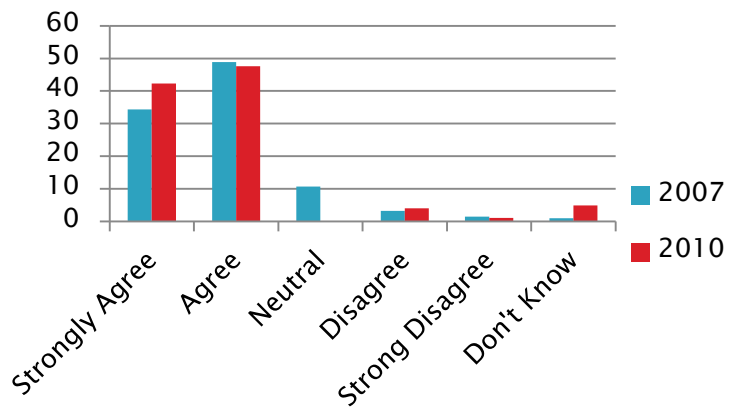
Employees agreed that their supervisors are consistent and fair when dealing with employees.





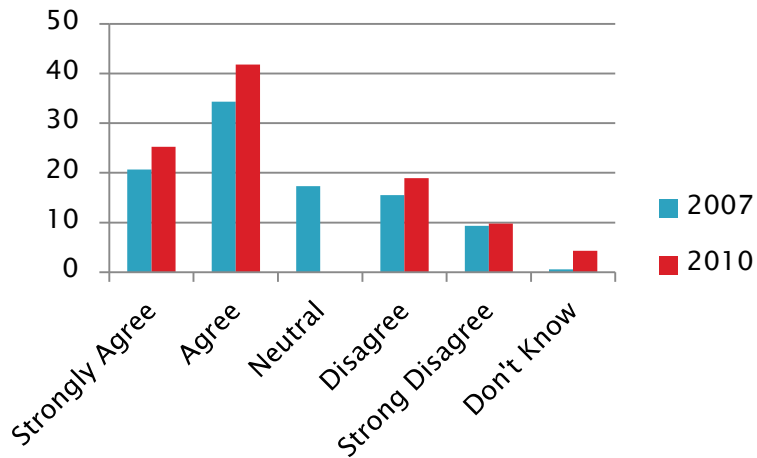
## Communication

Employees agreed that communication between their department and other departments at W&M is effective.



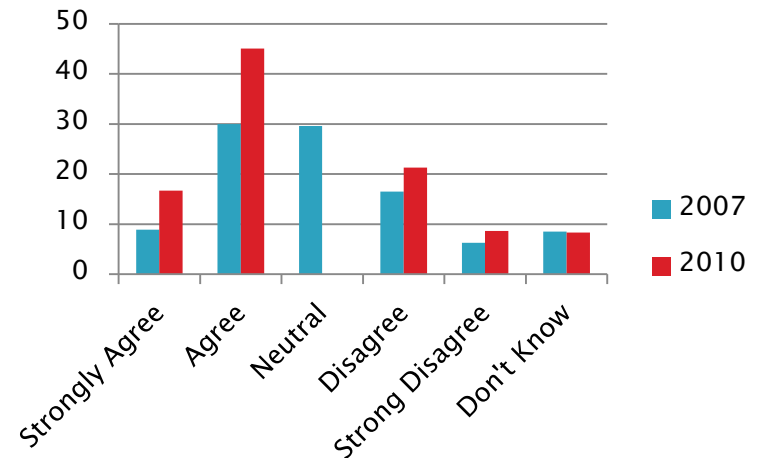
## Communication

Employees agreed they feel comfortable talking openly with co-workers and supervisors about their department's goals and ways to improve what they do.



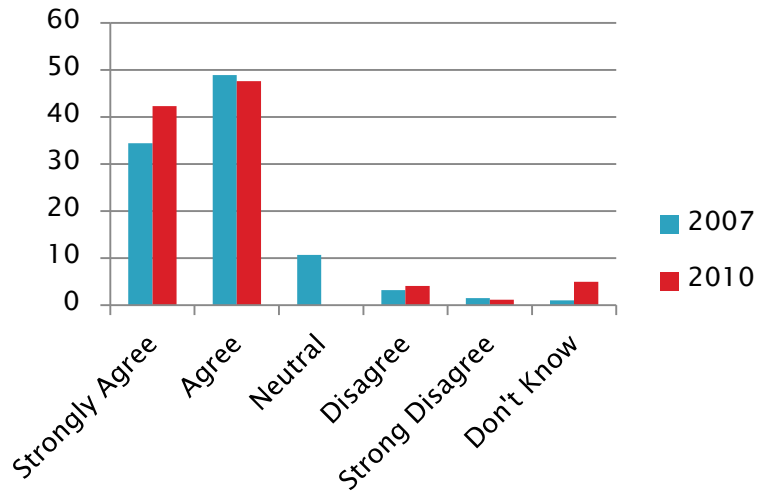
## Communication

Employees agreed that they are provided with opportunities to participate in the goal-setting and decision-making process in their department.



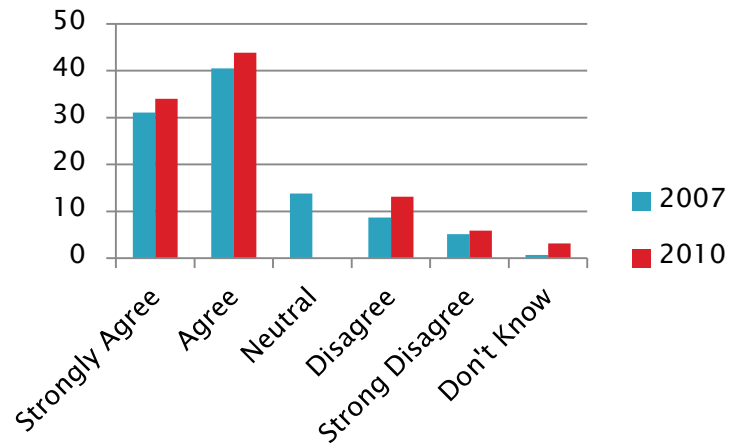
## Communication

Employees agreed that Senior Administrators' communications to employees about issues are timely and clear.



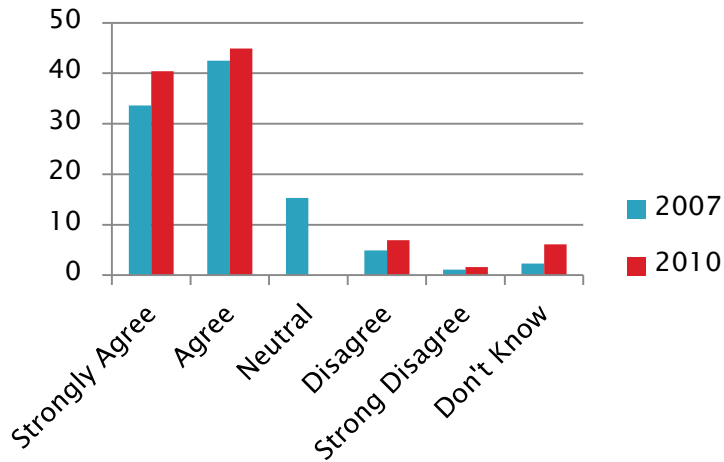
## Teamwork

Employees agreed the people in their department are committed to helping W&M succeed.



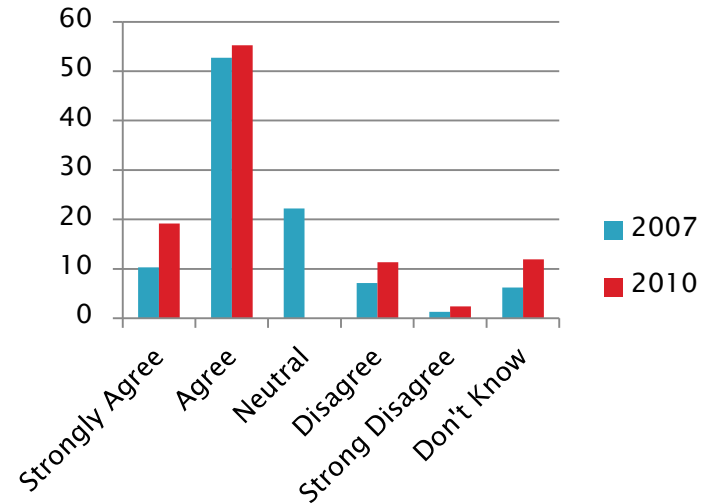
## Teamwork

Employees agreed they feel valued as a team member within their department.



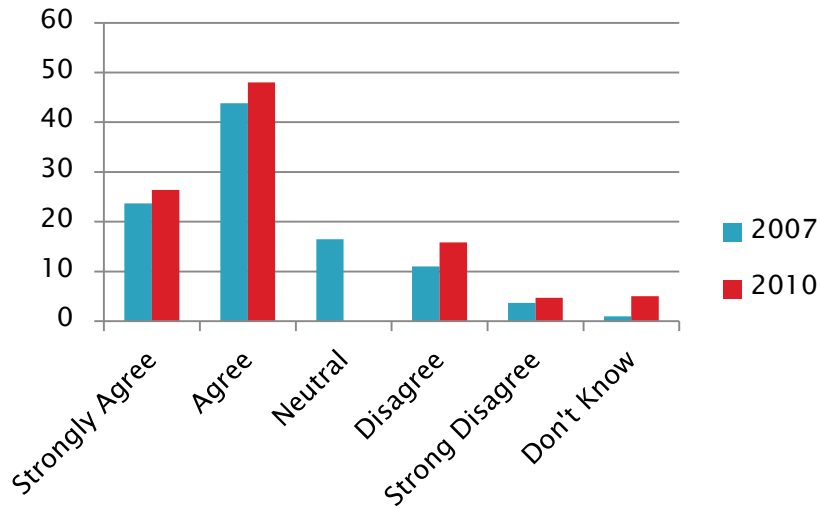
## Customer Focus

Employees agreed they feel empowered to solve customer problems.



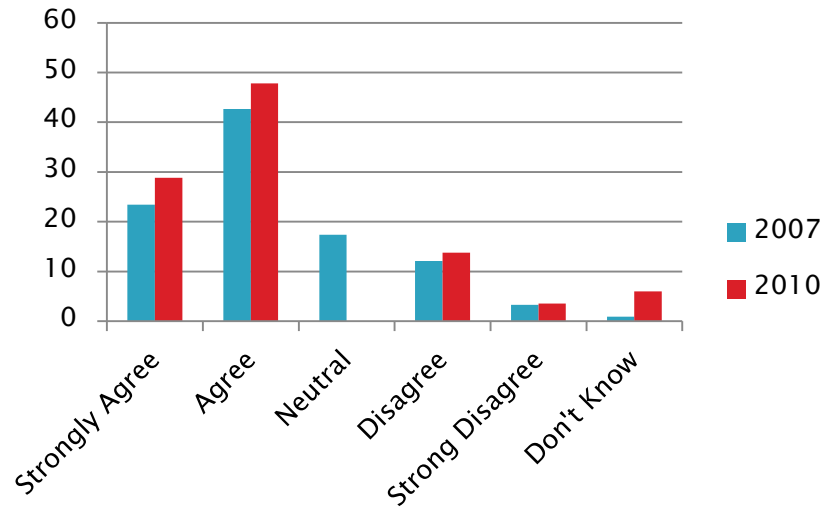
## Customer Focus

Employees agreed that when they are working with another W&M department, that department is responsive to their needs.



## Innovation Opportunities

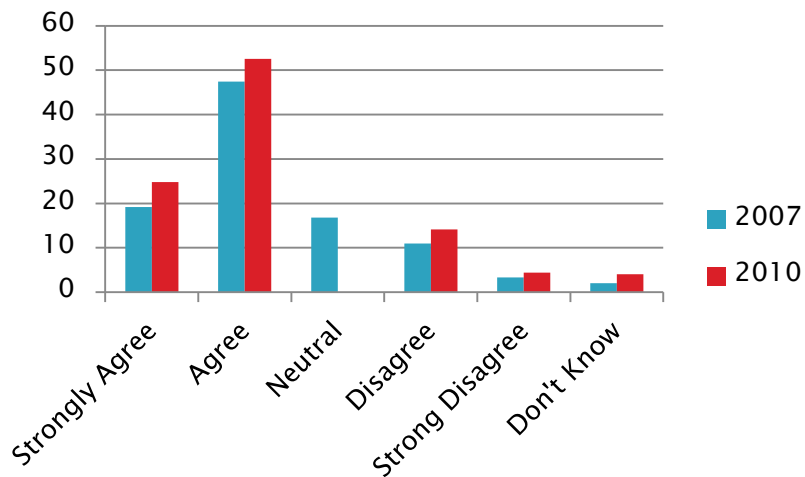
Employees agreed they are provided with opportunities to broaden their knowledge through special tasks/assignments.



## Innovation Opportunities

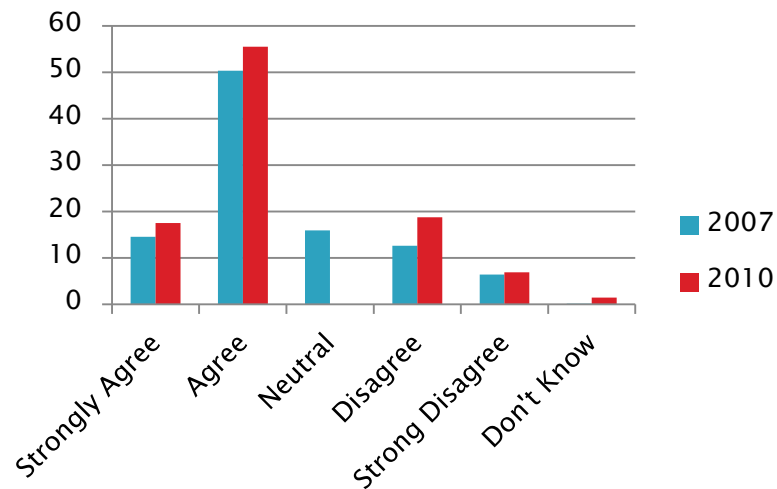
Employees agreed they are challenged to think of ways to improve the way we do business.





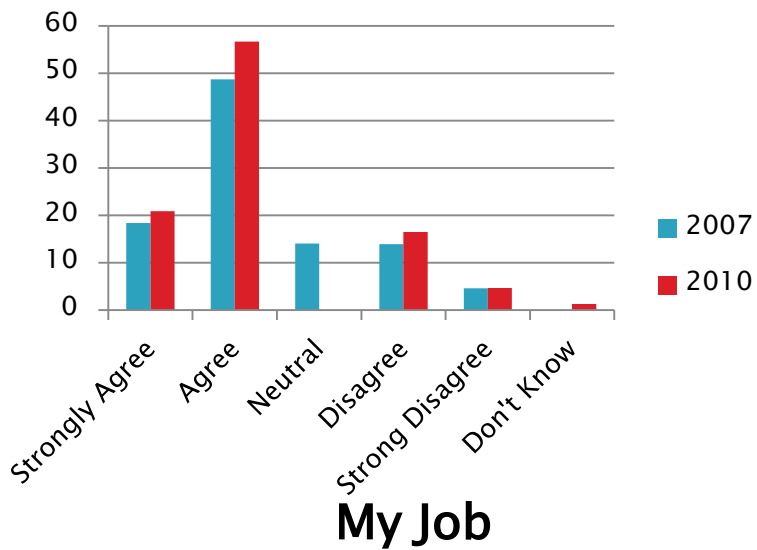
## My Job

Employees agreed their position descriptions' expectations are clear and fair.

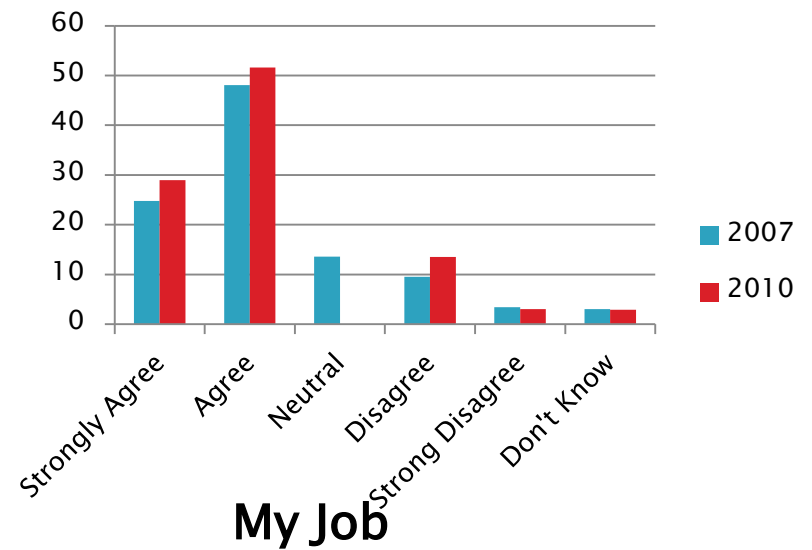


## My Job

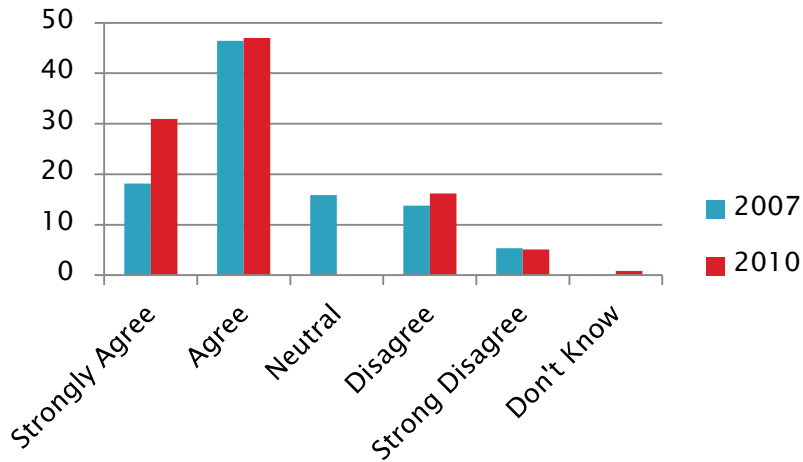
Employees agreed that the amount of work they are expected to do is reasonable.



Employees agreed they have the right tools and resources to do their jobs well.

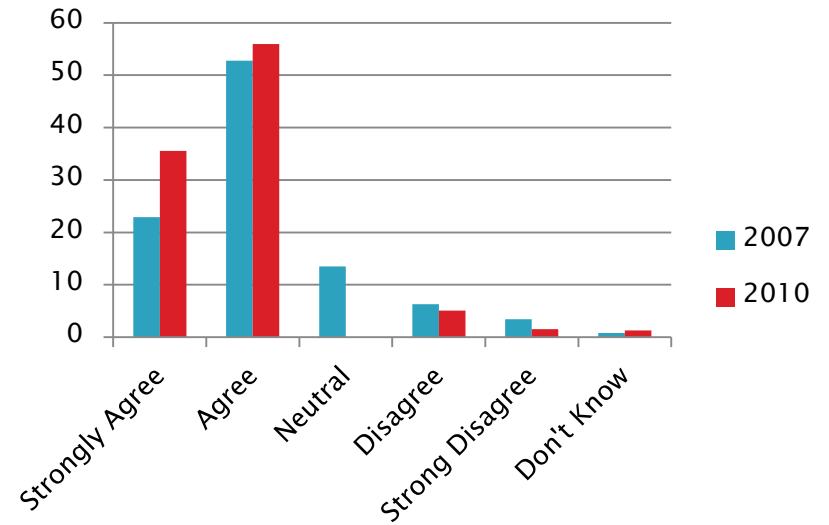


Employees agreed they have the authority to do their job well.



## My Workplace

Employees agreed their workplace is well maintained and physically comfortable.



## My Workplace

Employees agreed their workplace is safe.

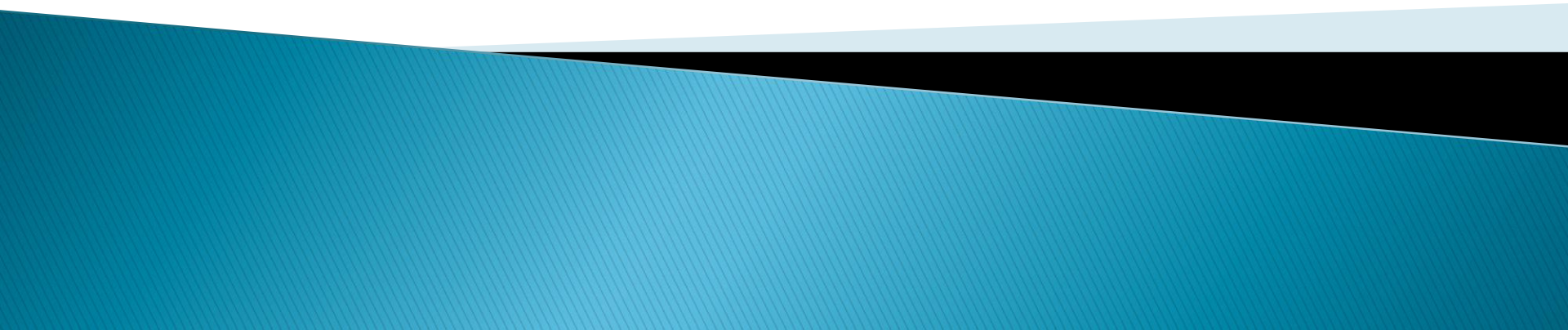
# MY BENEFITS

Questions pertaining to employee benefits were asked in a slightly different format; however, four out of the top five benefits identified in the 2007 Employee Survey remain the most important to employees.

- Health Insurance
- Leave Benefits
- Retirement Benefits
- Flexible Work Schedule

Tax Sheltered Annuities and Cash Match were rated in the top five most important benefit replacing Life Insurance identified in the 2007 Employee Survey.

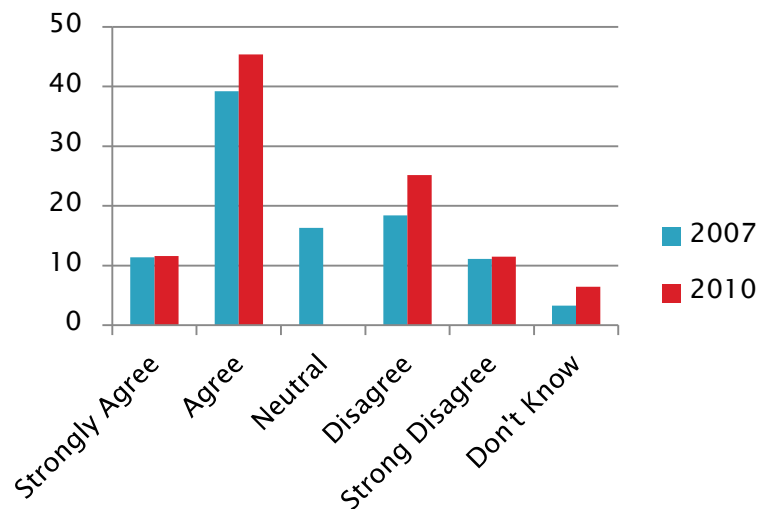
The top three potential benefits and work life topics:

- Tuition reimbursement for dependents of employees
  - Tuition reimbursement for employees taking classes at other institutions
  - Financial services (tax resources, budgeting, debt consolidation)
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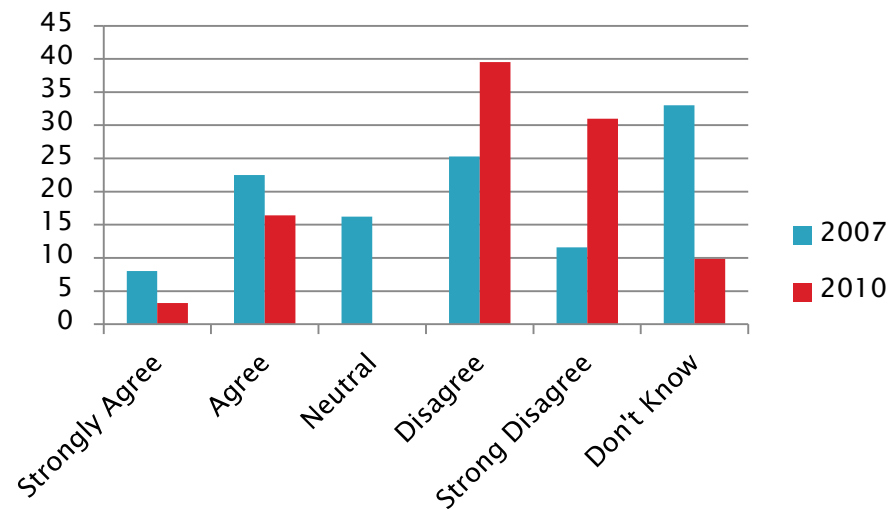


# MY PAY

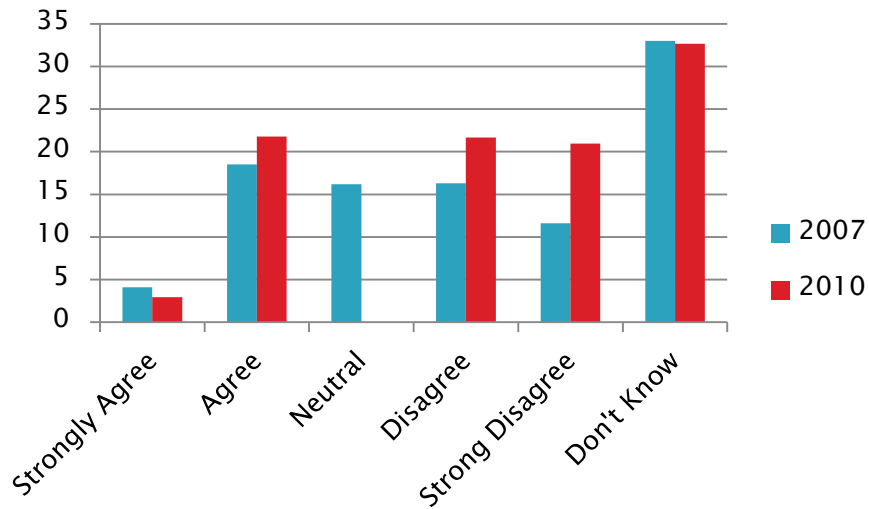
In the 2007 Employee Survey questions in the categories of Compensation and Importance of Pay Factors were very similar. As a result, these two categories were combined in the 2010 Employee Survey under the category of My Pay.



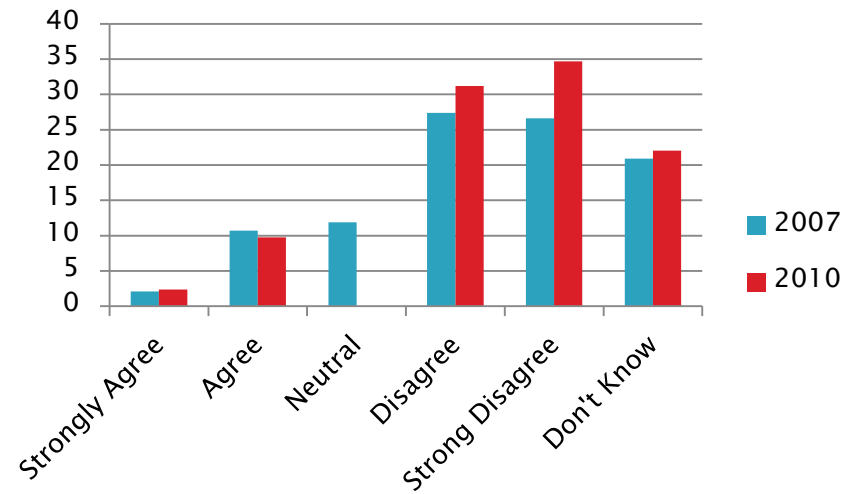
Employees agreed they understand how their pay is determined.



Employees disagreed that their pay has increased in line with increases in their responsibilities.



Employees disagreed that their pay level is comparable with other employees in similar jobs within W&M.



Employees disagreed that their pay level is comparable with other employees in similar jobs outside W&M.

Employees indicated that an employee's initial salary should be based on the following:

- Job related experience, skills and abilities
- Salary level of others doing a similar job across all jobs outside of William and Mary.
- Education/Training/Certification

Employees indicated that pay increases should be based on the following:

- Performance
  - Increased responsibility
- 

# DIVERSITY



# In the 2010 Employee Survey new questions relating to diversity were asked in several categories.

- Mission and Purpose
  - 60.9% agreed/strongly agreed the College acts effectively to recruit a diverse workforce.
  - 59.6% agreed/strongly agreed the College acts effectively to promote a diverse workforce.
  - 53.2% agreed/strongly agreed the College acts effectively to promote a diverse workforce.
- Communication
  - 75.8 agreed/strongly agreed that people in their department communicate comfortably with others regardless of background.
- Teamwork
  - 81.8% agreed/strongly agreed that co-workers in their department respect individual and cultural differences.

# Overall

Employees were asked how they would rate the institution, their department and working at the College.

- 90.7% agreed/strongly agreed that overall, their department is a good place to work.
- 92.0% agreed/strongly agreed that their workplace is safe.
- 77.7% agreed/strongly agreed that the College is a well-run institution.
- 67.1% agreed/strongly agreed that the College cares about its employees and treats them fairly.