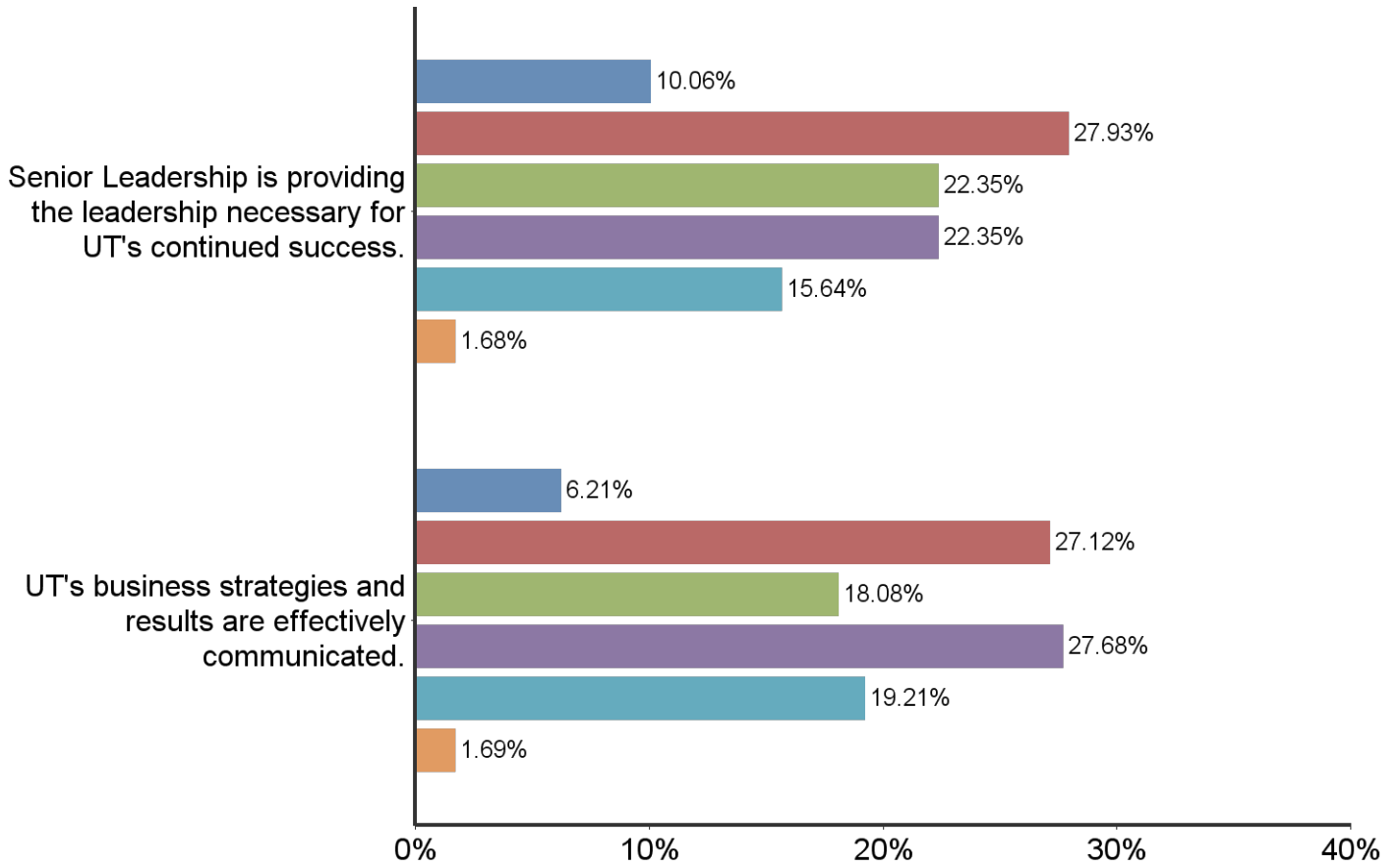


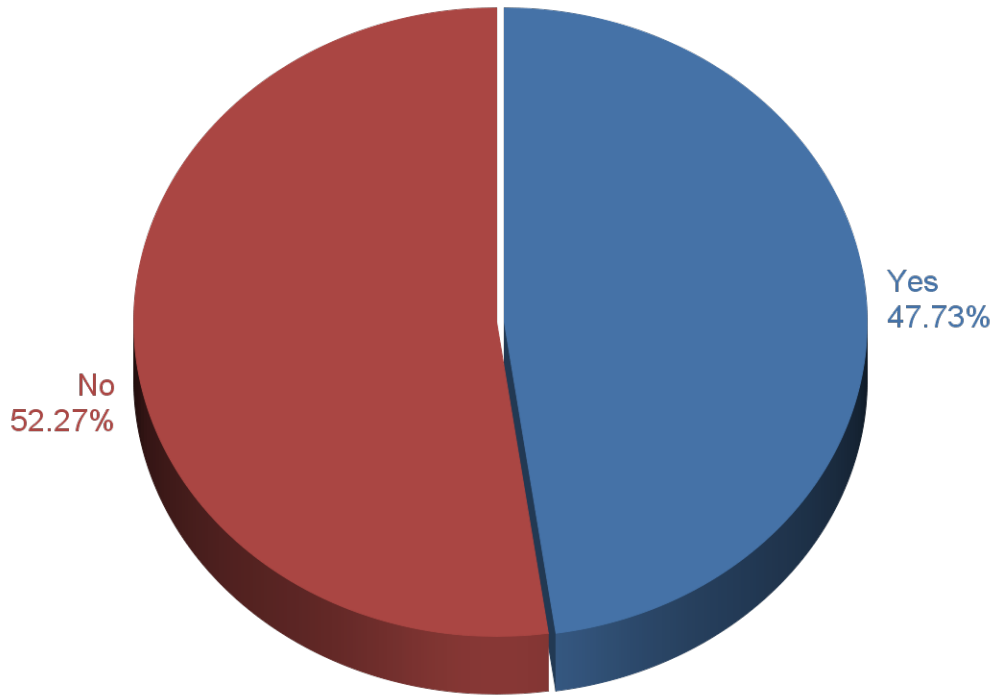
2012 Professional Staff Association Satisfaction Survey Results

Please provide your level of agreement with the following statements:

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable/Don't Know

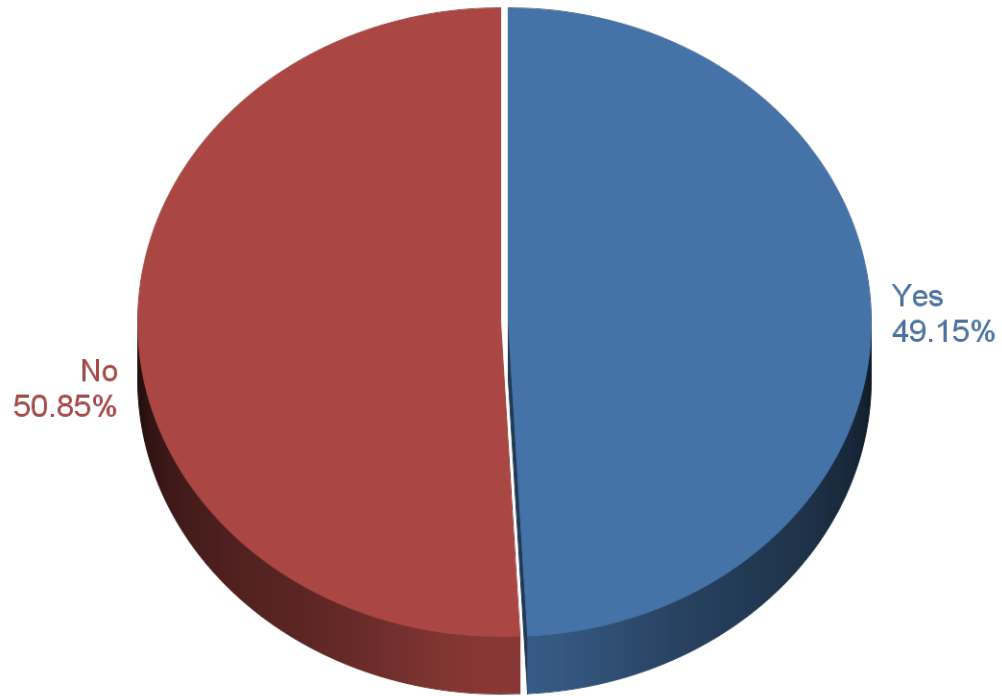




Do you feel senior leadership communicates effectively with PSA employees?



#	Answer	Bar	Responses	%
1	Yes	<div style="width: 47.73%; height: 10px; background-color: #4F81BD;"></div>	84	47.73%
2	No	<div style="width: 52.27%; height: 10px; background-color: #4F81BD;"></div>	92	52.27%
	Total		176	100.00%

Do you believe Town Hall Meetings are productive?



#	Answer	Bar	Responses	%
1	Yes		87	49.15%
2	No		90	50.85%
	Total		177	100.00%

Please rate the statements below about both your DIVISION/COLLEGE and UT using the following scale: SA = Strongly Agree, A = Agree, N=Neutral, D = Disagree, SD = Strongly Disagree, NA/DK = Not Applicable/ Don't Know

My Division or College									
#	Question	SA	A	N	D	SD	NA/DK	Responses	Mean
1	Information such as new policies, procedures and personnel changes, is properly shared among those who need it.	19.44%	34.44%	15.56%	15.00%	13.89%	1.67%	180	2.74
2	My personal work performance has an impact on the success of...	49.16%	37.43%	7.26%	1.68%	1.68%	2.79%	179	1.78
3	There is a high degree of trust and respect among the employees.	15.73%	37.64%	16.85%	15.17%	14.04%	0.56%	178	2.76
4	PSA employees are treated with respect.	22.60%	35.03%	19.21%	11.86%	8.47%	2.82%	177	2.57
5	There is a spirit of cooperation and teamwork.	20.34%	41.81%	13.56%	13.56%	10.17%	0.56%	177	2.53
6	Decision making is timely.	10.17%	28.25%	27.12%	20.34%	12.99%	1.13%	177	3.01
7	I feel like I really belong.	23.73%	31.64%	19.21%	12.99%	11.86%	0.56%	177	2.59
UT									
#	Question	SA	A	N	D	SD	NA/DK	Responses	Mean
1	Information such as new policies, procedures and personnel changes, is properly shared among those who need it.	6.06%	24.85%	23.03%	26.06%	18.79%	1.21%	165	3.30
2	My personal work performance has an impact on the success of...	29.81%	45.34%	13.66%	6.83%	1.86%	2.48%	161	2.13
3	There is a high degree of trust and respect among the employees.	3.66%	23.17%	27.44%	26.83%	17.68%	1.22%	164	3.35
4	PSA employees are treated with respect.	5.52%	28.83%	28.22%	20.86%	11.04%	5.52%	163	3.20
5	There is a spirit of cooperation and teamwork.	3.73%	27.95%	24.22%	26.71%	15.53%	1.86%	161	3.28
6	Decision making is timely.	2.45%	18.40%	28.83%	28.83%	17.79%	3.68%	163	3.52
7	I feel like I really belong.	7.98%	29.45%	28.83%	20.86%	11.66%	1.23%	163	3.02

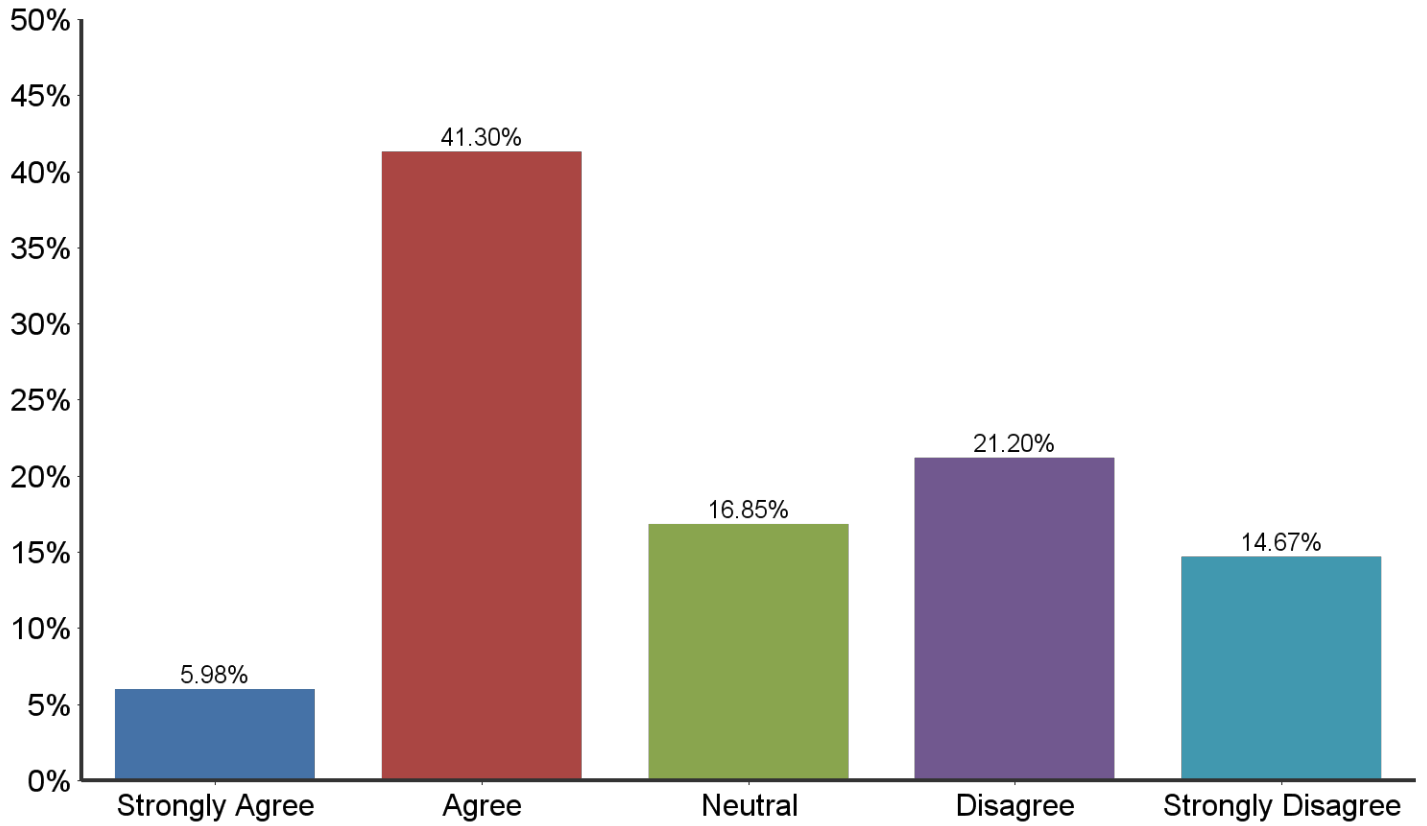
Please indicate your level of agreement with the following statements.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable/Don't Know	Responses
I have an understanding of the mission and values of the University.	37.70%	46.99%	9.84%	2.73%	1.64%	1.09%	183
UT is open to change.	10.99%	45.60%	21.43%	17.03%	4.40%	0.55%	182
Customer service/satisfaction is one of the top priorities at UT.	28.96%	33.88%	10.38%	16.39%	9.84%	0.55%	183
Providing good customer service is important to me.	78.69%	19.13%	1.64%	-	-	0.55%	183
I believe that customer service (good or bad) has a direct impact on UT's enrollment, retention and ultimately the bottom line.	69.95%	25.14%	3.28%	1.09%	-	0.55%	183
I understand the goals and objectives of my college/division.	43.48%	38.59%	9.24%	5.43%	2.17%	1.09%	184
In my college/division we consistently seek to improve the way work gets done.	38.04%	36.96%	10.87%	6.52%	7.07%	0.54%	184
I understand the connection between my work responsibilities and the goals of my college/division.	45.11%	38.04%	9.78%	3.26%	2.72%	1.09%	184
UT rewards productive, high performing PSA employees.	5.43%	17.39%	22.83%	23.37%	29.35%	1.63%	184
UT believes PSA employees are a valuable asset.	9.29%	29.51%	18.58%	24.59%	16.94%	1.09%	183
UT is interested in the health and well being of PSA employees.	7.61%	29.89%	24.46%	17.93%	18.48%	1.63%	184

Please indicate your level of agreement with the following statements.

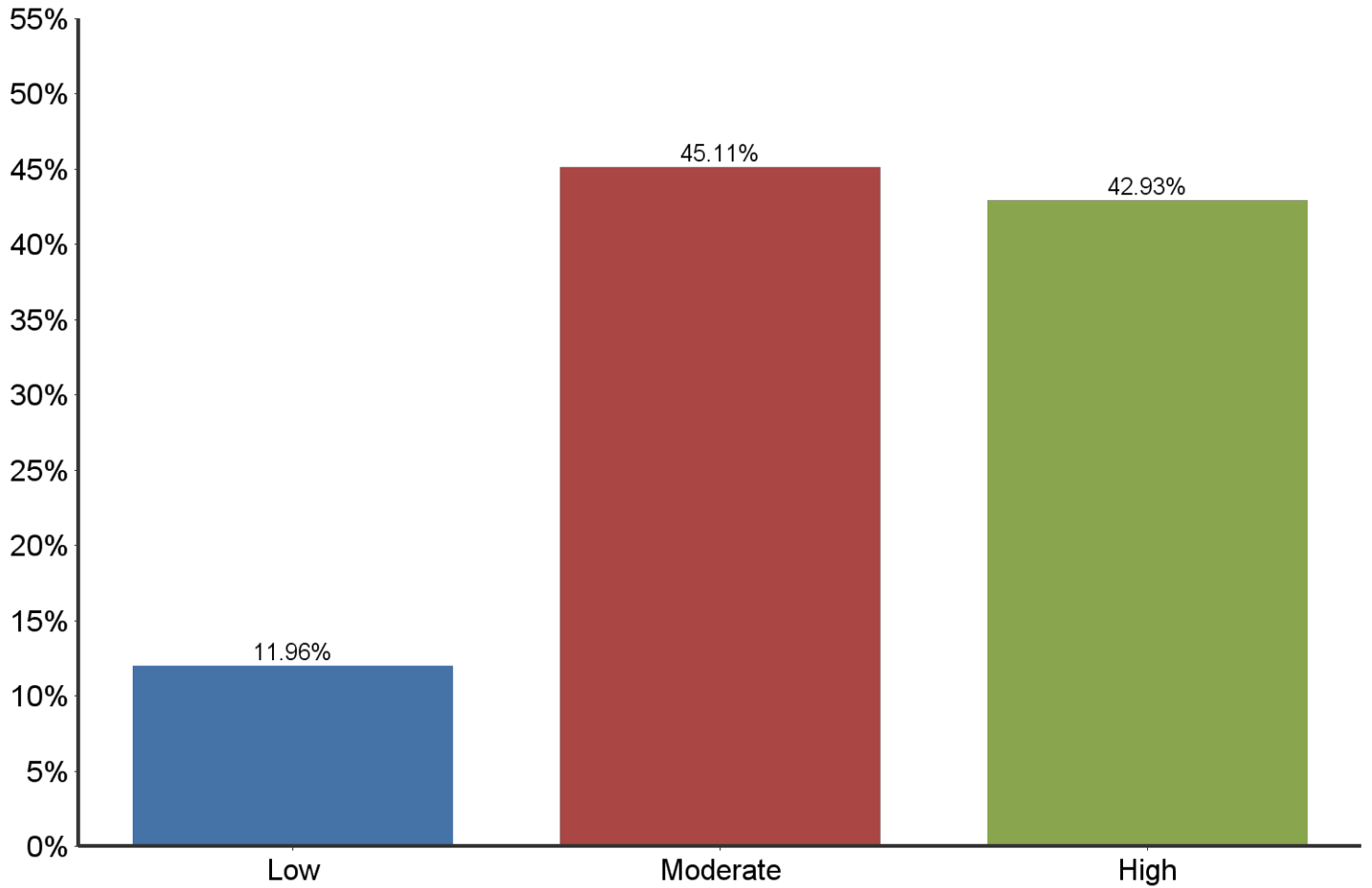
Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/Don't Know	Responses
I do not feel isolated in my job.	19.02%	38.59%	15.22%	16.85%	10.33%	-	184
I can act on my own without securing approval for daily activities.	41.85%	42.93%	5.98%	4.89%	4.35%	-	184
I have the freedom to choose my own methods of doing my job.	33.70%	45.65%	10.33%	5.43%	4.89%	-	184
I have the opportunity to learn things that allow me to grow in my work.	33.70%	39.67%	13.59%	9.78%	3.26%	-	184
My job makes good use of my skills and abilities.	39.13%	33.15%	13.04%	8.70%	5.98%	-	184
My job responsibilities are clear.	30.77%	35.16%	15.93%	12.64%	5.49%	-	182

The amount of job stress I feel is reasonable.



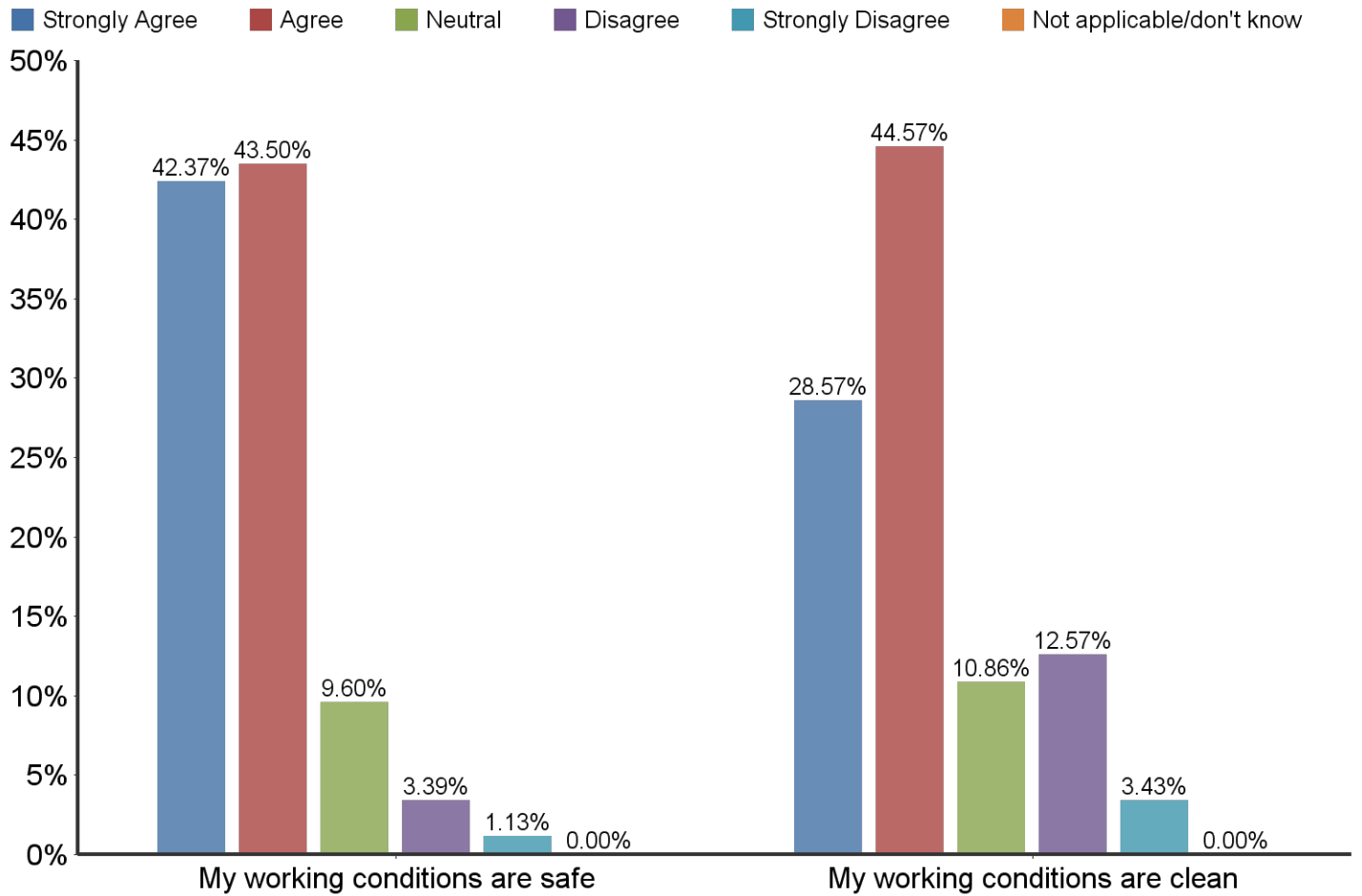
#	Answer	Bar	Responses	%
1	Strongly Agree		11	5.98%
2	Agree		76	41.30%
3	Neutral		31	16.85%
4	Disagree		39	21.20%
5	Strongly Disagree		27	14.67%
	Total		184	100.00%

How would you rate your job-related stress level?



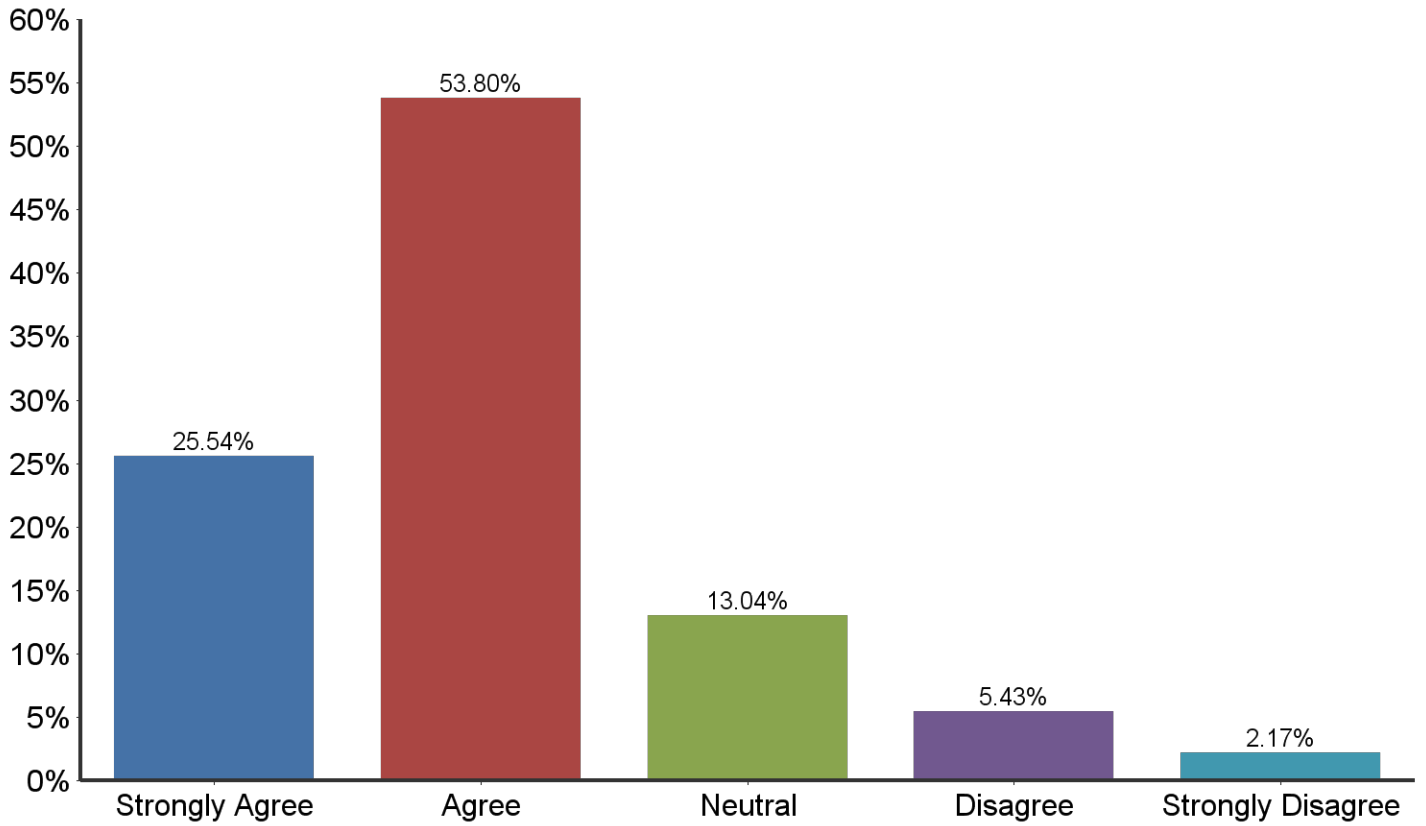
#	Answer	Bar	Responses	%
1	Low		22	11.96%
2	Moderate		83	45.11%
3	High		79	42.93%
	Total		184	100.00%

Please indicate your level of agreement with the following statements.



#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/don't know	Responses	Mean
1	My working conditions are safe	42.37%	43.50%	9.60%	3.39%	1.13%	-	177	1.77
2	My working conditions are clean	28.57%	44.57%	10.86%	12.57%	3.43%	-	175	2.18

I have the right equipment and supplies to do my work.



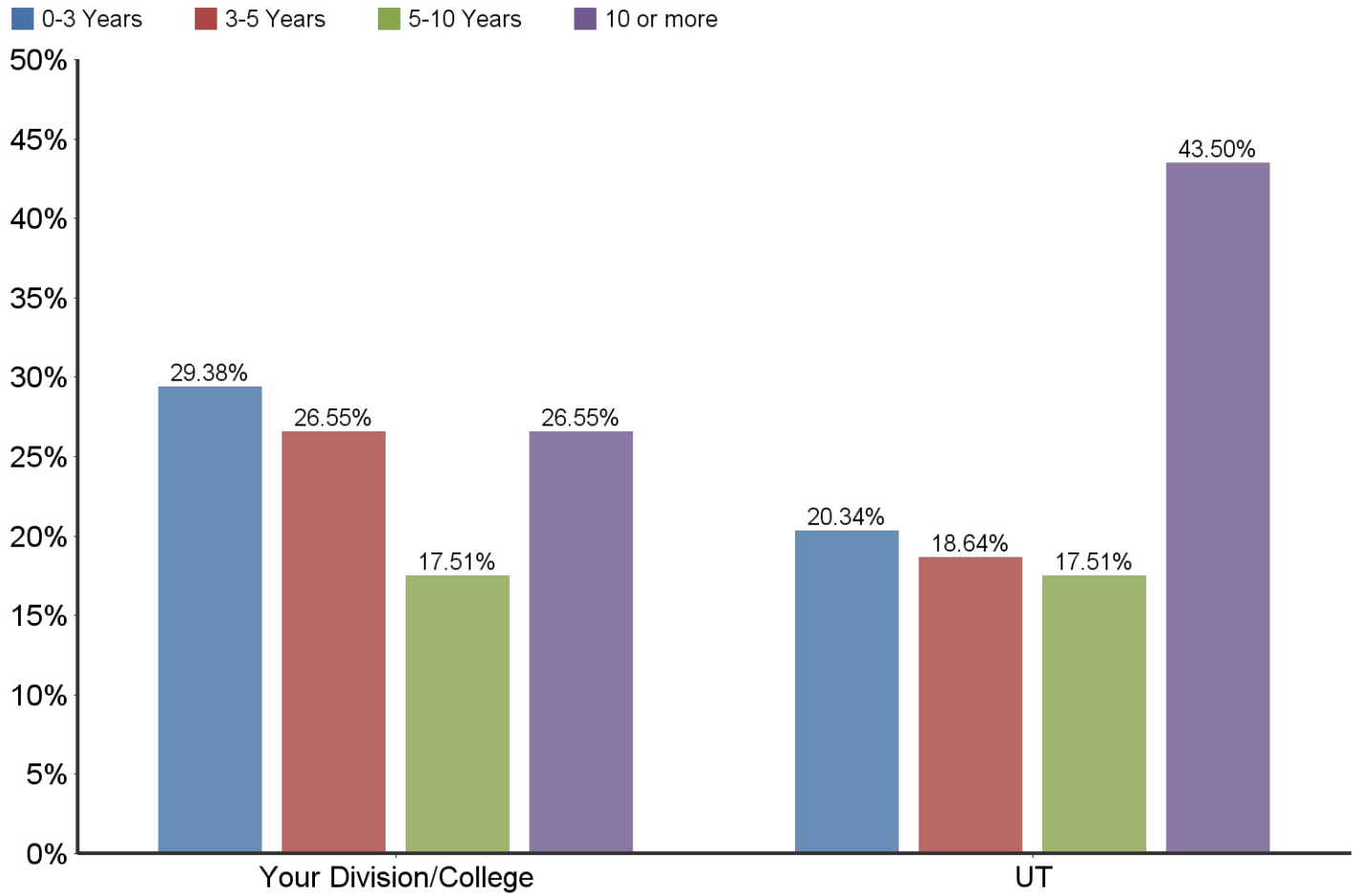
#	Answer	Bar	Responses	%
1	Strongly Agree		47	25.54%
2	Agree		99	53.80%
3	Neutral		24	13.04%
4	Disagree		10	5.43%
5	Strongly Disagree		4	2.17%
	Total		184	100.00%

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/don't know	Responses
1	Conditions at my job do not hinder my productivity.	23.50%	38.80%	14.21%	18.03%	5.46%	-	183
2	The workload is fairly distributed in my college/division.	10.33%	33.15%	21.20%	19.57%	12.50%	3.26%	184
3	I feel free to say what I think.	16.02%	35.91%	17.68%	16.02%	14.36%	-	181
4	PSA employee input is taken into consideration when changes are made which affect our work life.	8.24%	21.43%	24.73%	24.18%	15.38%	6.04%	182
5	My supervisor treats everyone fairly	34.78%	35.33%	11.96%	7.61%	9.78%	0.54%	184
6	I respect my supervisor's knowledge and skills.	47.28%	33.15%	10.33%	5.43%	3.80%	-	184
7	My supervisor gives me guidance in accomplishing my work.	36.61%	30.60%	13.11%	10.38%	8.20%	1.09%	183

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/don't know	Responses
8	When I take a risk in order to do my job better, I feel my supervisor will support me.	38.46%	33.52%	12.64%	6.04%	7.14%	2.20%	182
9	My supervisor is interested in learning about my ideas and suggestions.	39.89%	31.15%	14.75%	5.46%	8.20%	0.55%	183
10	Directions from my supervisor are clear and precise.	30.77%	30.22%	21.43%	8.24%	9.34%	-	182
11	UT's retention and recognition process is fair.	5.71%	18.29%	28.00%	21.71%	21.14%	5.14%	175
12	UT's retention and recognition process is effective.	4.89%	14.67%	27.72%	23.37%	23.37%	5.98%	184
13	I believe my total compensation (base pay plus benefits) is fair.	6.52%	22.83%	23.37%	26.09%	20.65%	0.54%	184
14	My pay and benefits are fair compared with that of others doing the same work at UT.	5.46%	19.67%	18.03%	20.77%	24.04%	12.02%	183

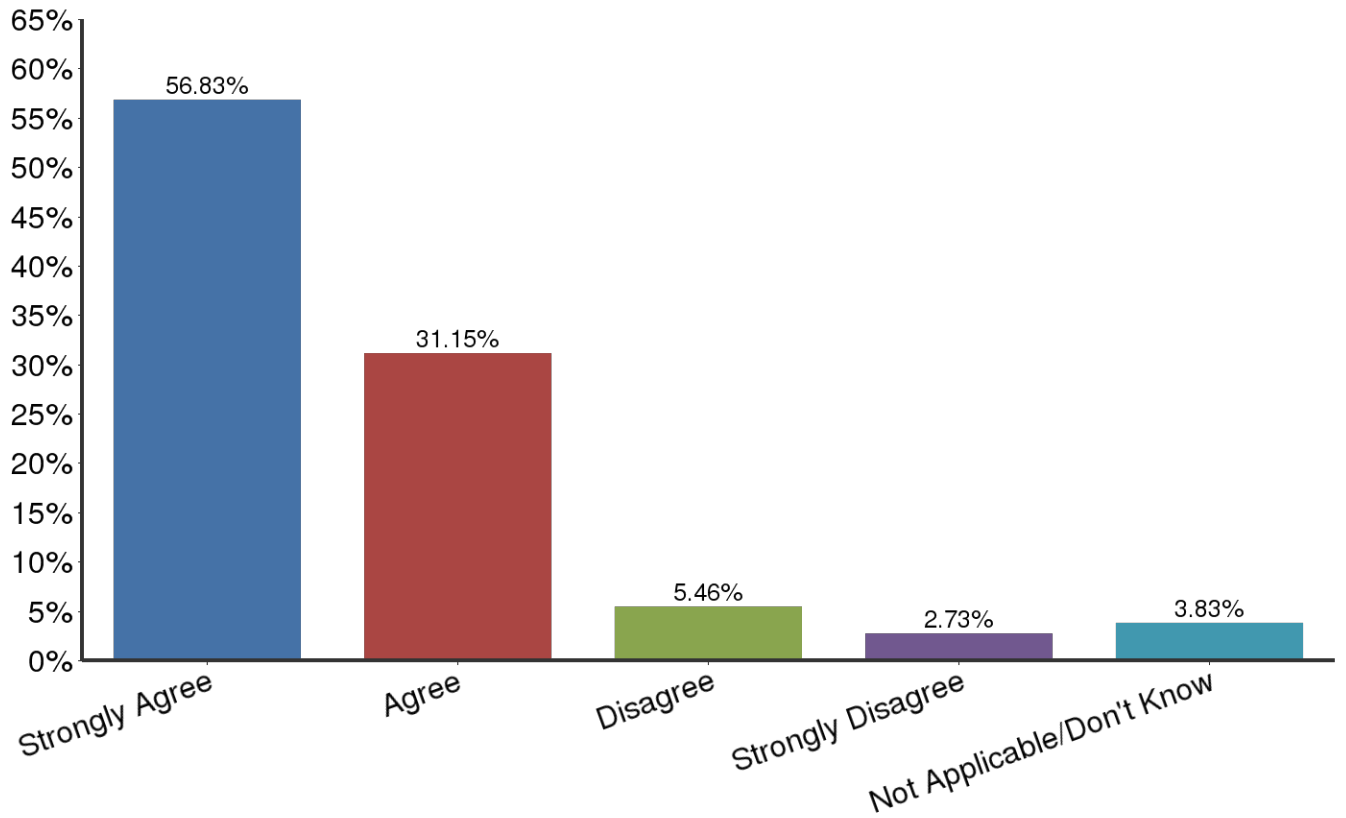
#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/don't know	Responses
15	I like the way employee benefits are managed and communicated by human resources.	8.20%	33.33%	25.68%	16.94%	14.75%	1.09%	183
16	Our University is respected in the community.	15.85%	43.17%	22.95%	9.29%	7.10%	1.64%	183
17	I am proud to tell people that I work for The University of Toledo.	30.98%	42.93%	17.39%	5.43%	3.26%	-	184
18	Overall, I like my job, and I am satisfied with the type of work I do.	34.97%	42.62%	14.75%	4.37%	3.28%	-	183

Please indicate how long you would like to remain at each of the following:



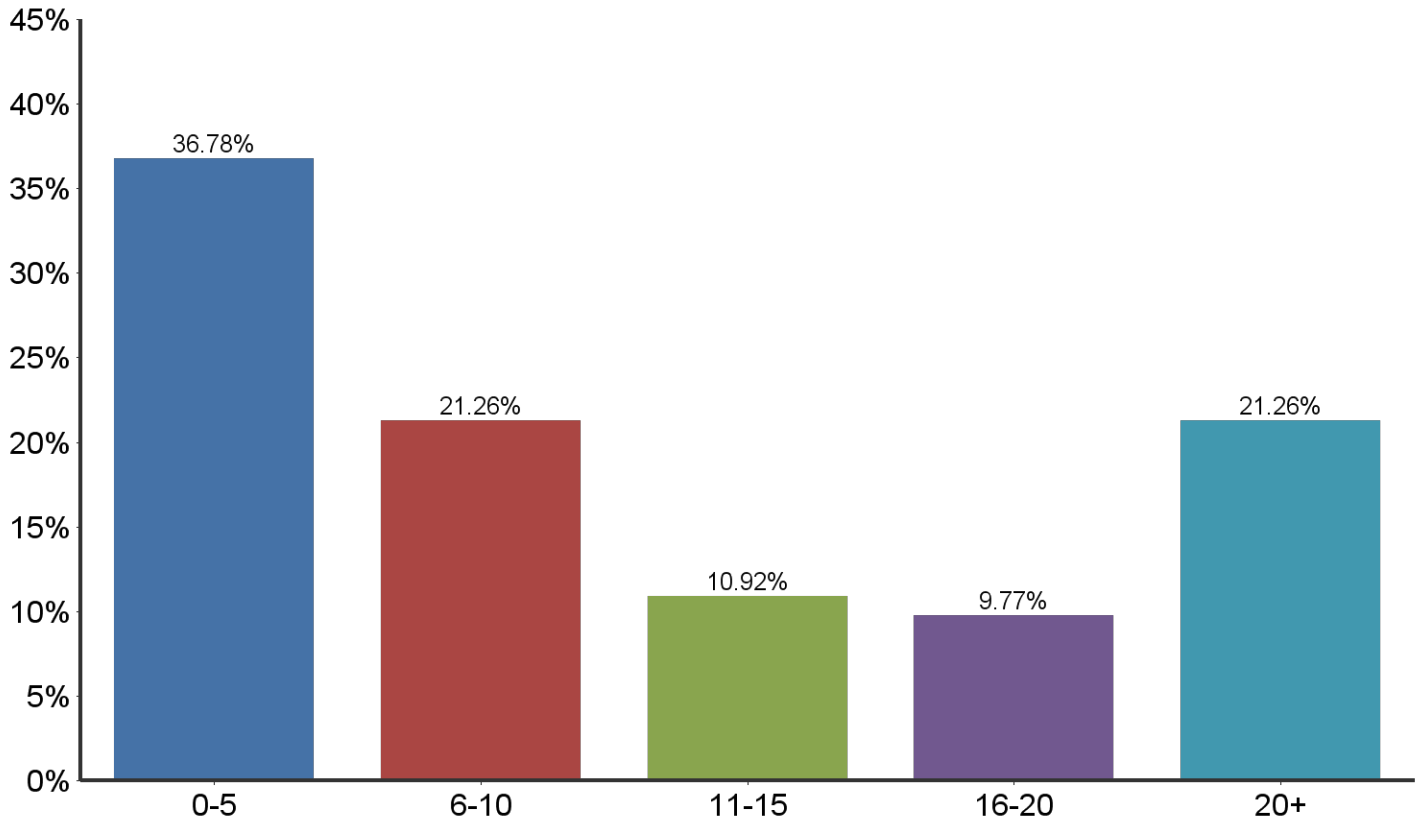
#	Question	0-3 Years	3-5 Years	5-10 Years	10 or more	Responses	Mean
1	Your Division/College	29.38%	26.55%	17.51%	26.55%	177	2.41
2	UT	20.34%	18.64%	17.51%	43.50%	177	2.84

I am loyal to this University.













#	Answer	Bar	Responses	%
1	Strongly Agree		104	56.83%
2	Agree		57	31.15%
3	Disagree		10	5.46%
4	Strongly Disagree		5	2.73%
5	Not Applicable/Don't Know		7	3.83%
	Total		183	100.00%

Your years of service at The University of Toledo

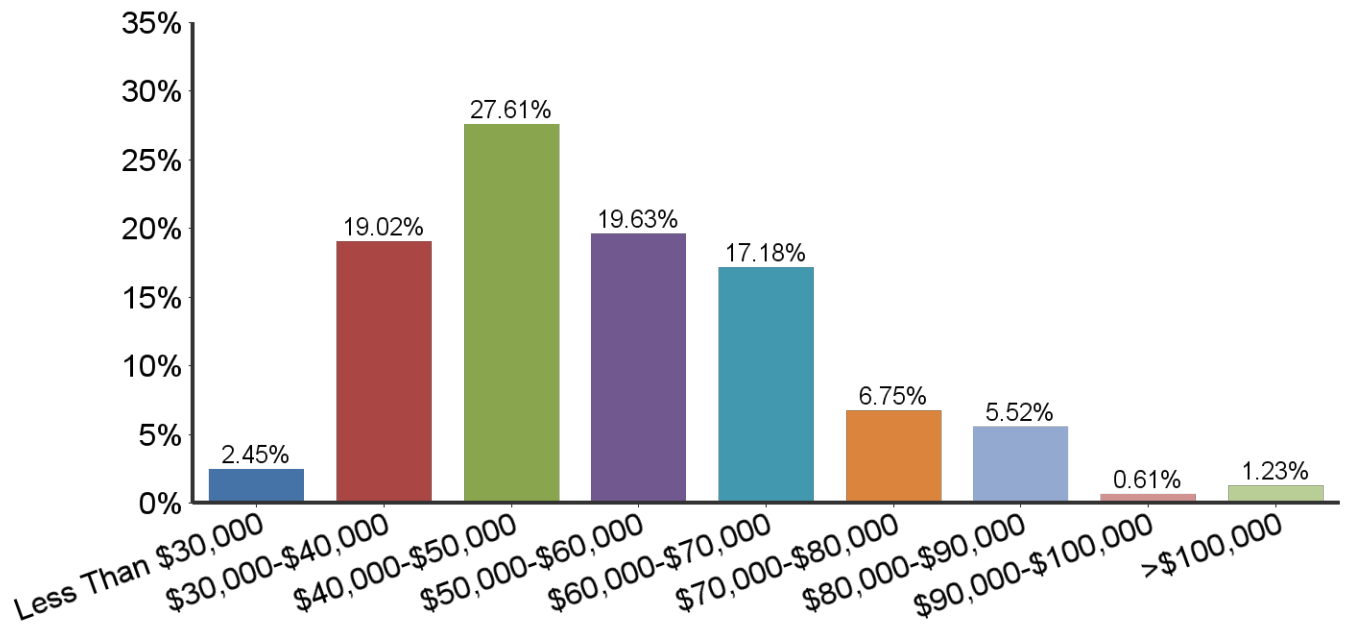


#	Answer	Bar	Responses	%
1	0-5		64	36.78%
2	6-10		37	21.26%
3	11-15		19	10.92%
4	16-20		17	9.77%
5	20+		37	21.26%
	Total		174	100.00%

Department/Unit (Top 10 Reponses)

Answer	Bar	Responses	%
College of Medicine		17	10.63%
University Medical Center		17	10.63%
Information Technology		14	8.75%
UTLC		12	7.50%
Other/Not listed		12	7.50%
Student Affairs MC		9	5.63%
College of Engineering		9	5.63%
Prefer not to answer		8	5.00%
Enrollment Services		5	3.13%
Finance and Administration		5	3.13%

My annual salary is



#	Answer	Bar	Responses	%
1	Less Than \$30,000	<div style="width: 2.45%; height: 10px; background-color: #4F81BD;"></div>	4	2.45%
2	\$30,000-\$40,000	<div style="width: 19.02%; height: 10px; background-color: #4F81BD;"></div>	31	19.02%
3	\$40,000-\$50,000	<div style="width: 27.61%; height: 10px; background-color: #4F81BD;"></div>	45	27.61%
4	\$50,000-\$60,000	<div style="width: 19.63%; height: 10px; background-color: #4F81BD;"></div>	32	19.63%
5	\$60,000-\$70,000	<div style="width: 17.18%; height: 10px; background-color: #4F81BD;"></div>	28	17.18%
6	\$70,000-\$80,000	<div style="width: 6.75%; height: 10px; background-color: #4F81BD;"></div>	11	6.75%
7	\$80,000-\$90,000	<div style="width: 5.52%; height: 10px; background-color: #4F81BD;"></div>	9	5.52%
8	\$90,000-\$100,000	<div style="width: 0.61%; height: 10px; background-color: #4F81BD;"></div>	1	0.61%
9	>\$100,000	<div style="width: 1.23%; height: 10px; background-color: #4F81BD;"></div>	2	1.23%
	Total		163	100.00%