

INVESTING IN UNIVERSITY OF MARYLAND STAFF

FINDINGS FROM
COMMUNITY INPUT
ACTIVITIES 2022



► BACKGROUND

The University of Maryland's 10-year strategic plan, *Fearlessly Forward*, boldly commits to making new and sustained investments in our people and communities. Specifically, we aim to lead the nation in living our commitment to equity, diversity and inclusion, to become a connected, coordinated and effective community of care that supports success and well-being, and to align evaluations, rewards and incentives with our goals and values. Since *Fearlessly Forward* launched in 2022, the university has made historic investments in our people and communities, from compensation and family care to mental health and well-being.

Recognizing the critical role that UMD staff play in achieving our university mission and as members of our community, campus leadership asked the Center for Leadership & Organizational Change (CLOC) and the Office of Institutional Research, Planning and Assessment (IRPA) to collect input from staff about their work life experience.

DATA COLLECTION

UMD staff were asked their perceptions of the current state of their workplace via a survey, and what kinds of investments would make their work life better via idea booths, campus conversation events and an open-ended question on the survey. The data collection strategies were designed to be a complementary, multi-faceted approach to collecting people's thoughts and perspectives.

More information on data collection is provided here:

▼ PULSE SURVEY

sent to 7,094 regular, contractual and trainee employees to assess current experience and generate suggestions for "What would make your work life better?"

2,453 responses
35% response rate

included one open-ended question reviewed with qualitative data

▼ QUALITATIVE DATA COLLECTION ACROSS ALL UNIVERSITY DIVISIONS, COLLEGES AND SCHOOLS

IDEA BOOTHS

at staff appreciation events in Division of Student Affairs and Division of Administration

328 staff generated **804 responses** to "What would make your work life better?"

CAMPUS CONVERSATIONS

for staff to articulate what investment in them looks and feels like and offer suggestions for "What would make your work life better?"

3 sessions via Zoom
392 participants

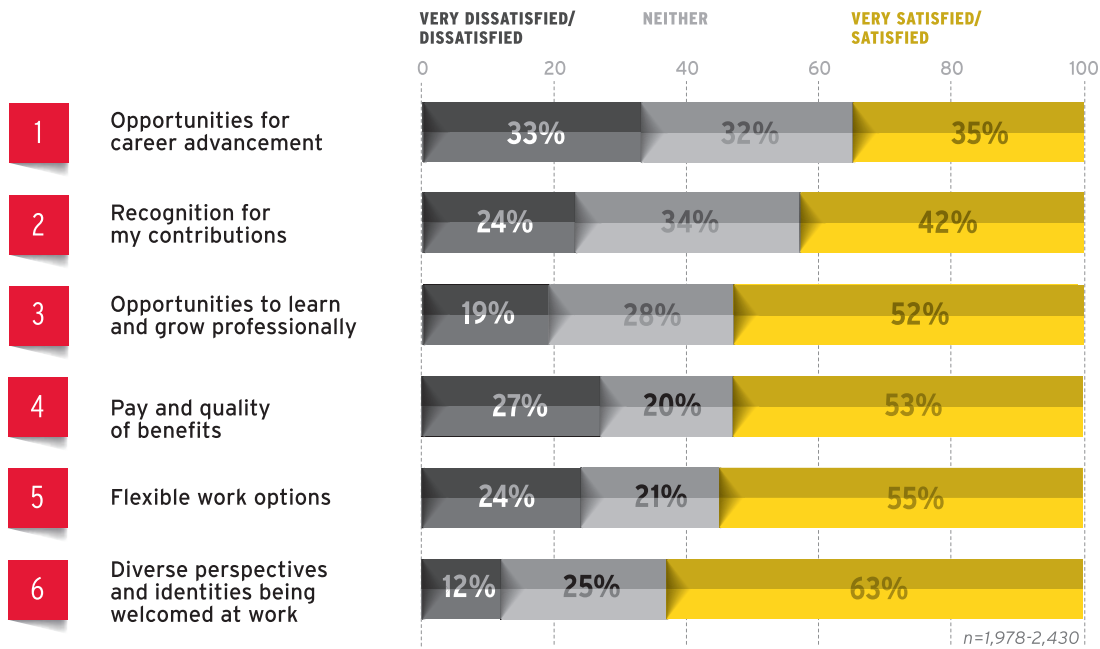
PULSE SURVEY RESULTS

The survey focused on six work-life factors:

- **COMPENSATION**
Pay and quality of benefits
- **INCLUSION**
Diverse perspectives and identities being welcomed at work
- **FLEXIBILITY**
Flexible work options (e.g., telework, hybrid work, flexible hours)
- **CAREER GROWTH**
Opportunities for career advancement
- **PROFESSIONAL DEVELOPMENT**
Opportunities to learn and grow professionally
- **RECOGNITION**
Recognition for staff contributions

Overall, UMD staff indicated a range of satisfaction with these six work-life factors. For example, 63% of respondents noted that they were satisfied or very satisfied with diverse ideas and identities being welcomed at work, but only 42% were satisfied or very satisfied with recognition for their contributions, and only 35% were satisfied or very satisfied with opportunities for career advancement.

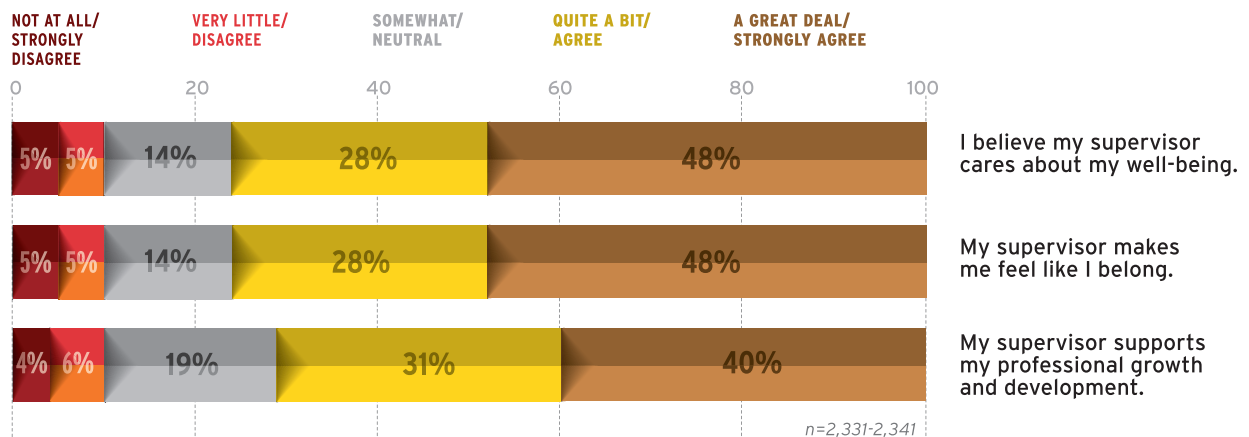
► SATISFACTION WITH SIX WORK LIFE FACTORS



*Percentages are rounded to the nearest whole number and, as a result, may not sum to 100%.

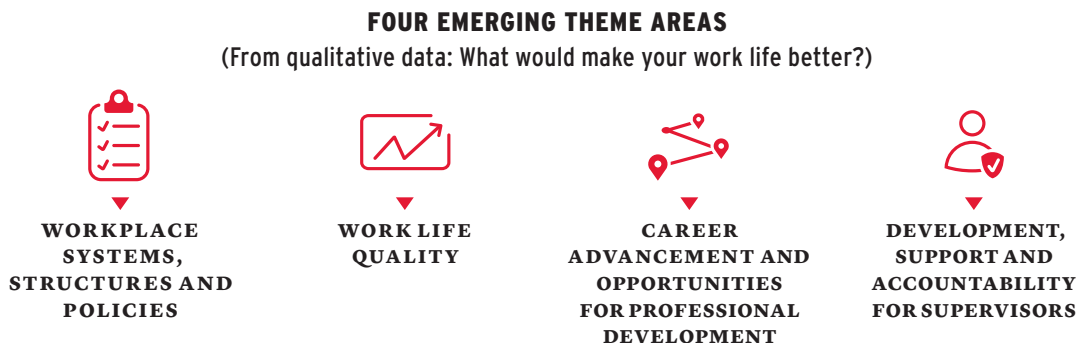
► SUPPORT FROM SUPERVISORS

Survey respondents indicated the degree to which they felt supported by their supervisor. For example, 76% of respondents agreed or strongly agreed that their supervisor cared about their well-being and made them feel like they belong, and 71% agreed or strongly agreed that their supervisor supports their professional growth and development.



QUALITATIVE FINDINGS

Staff shared investments that they would like to see the University of Maryland make in its future workplace. Responses clustered around four main themes:



WHAT WOULD MAKE YOUR WORK LIFE BETTER?



▶ **WORKPLACE SYSTEMS, STRUCTURES AND POLICIES**

Respondents referenced:

- Adequate and fair compensation
- Flexibility in where and when work occurs
- Adequate staffing
- Having applicable resources to do one's job



▶ **WORK LIFE QUALITY**

Respondents referenced:

- A sense of belonging and satisfaction
- Feeling that their contributions to UMD are valued, including
 - > A positive and supportive work environment
 - > Regular appreciation and recognition
 - > Opportunities for collaboration and input
- A positive and supportive work environment including respectful interactions between faculty and staff.
- Support for individual and collective well-being, and for the values of diversity, equity and inclusion.



▶ **CAREER ADVANCEMENT AND OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT**

Respondents referenced:

- More opportunities for development and nontraditional learning
- Funding to support ongoing learning and growth
- A reimagined PRD process
- An updated classification and rewards system



▶ **DEVELOPMENT, SUPPORT AND ACCOUNTABILITY FOR SUPERVISORS**

Respondents referenced:

- Clear standards and expectations of supervisors, and accountability for upholding them
- Expanded support and training for supervisors
- Trust and autonomy
- Clear and frequent communication