

2023 AP Committee Survey Executive Summary

The annual Administrative Professional (AP) staff survey was conducted in August 2023 with 382 responses, up from 344 responses in 2022 and 243 in 2021. The intent of the survey was to measure job satisfaction as it relates to the following categories: compensation and benefits, recognition, inclusion and equity, and communication.

Overall, there has been significant improvement in satisfaction with overall compensation and work/life balance. In 2023, roughly 62% of AP staff strongly or somewhat agreed that they were satisfied with their overall compensation, up 7% from 2022. This year, almost 74% of AP staff reported being satisfied with their work/life balance, up 8.5% from the previous year. However, there is also a general feeling in the survey comments that suggest several departments and functional areas within the university are understaffed with not enough personnel to manage the work. AP staff continue to report very high levels of satisfaction with their benefits (90% strongly or somewhat agree). The AP Committee recognizes that progress made with compensation, but recommend the university continue to prioritize this and is laid out in the [AP Compensation Memo](#).

The two areas that saw the largest increase from 2022 to 2023 were AP staff feeling recognized and valued for their work (54% to 65% strongly or somewhat agreed) and satisfaction with opportunities for professional development (63% to 73% strongly or somewhat agreed). AP staff also continue to recognize that there is a commitment to inclusion and equity within their office (94%), college of division (93%), and across the university (89%).

While the AP Committee acknowledges the work done to improve communication at the Senior Leadership Team, only 51% of AP reported somewhat or strongly agree that GVSU leadership communicates with staff that allows input into the direction of the university (46% somewhat or strongly disagree). For example, one qualitative response which is in the spirit of many others states “Listen to the boots on the ground and entry level folks more. We are often caught in reactionary positions instead of being able to contribute more intentionally with initiatives.”