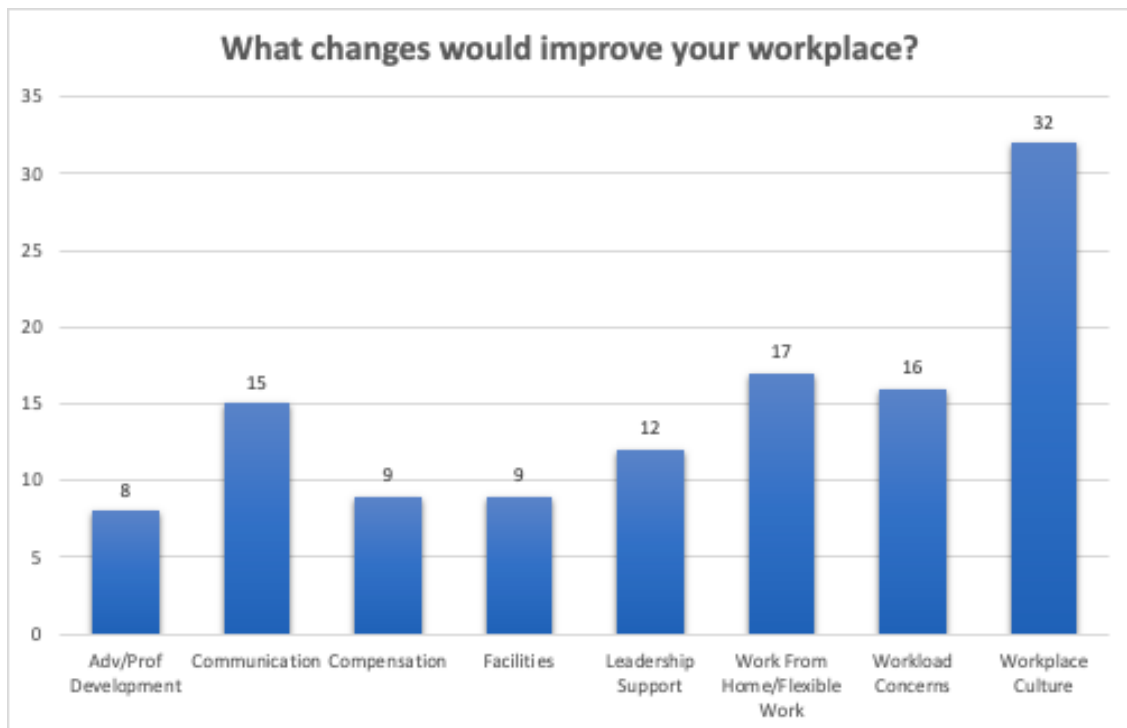


2021 AP Committee Survey Executive Summary

Administrative Professional (AP) staff at GVSU were surveyed in September 2021 with 243 responses. The intent of the survey was to measure job satisfaction as it relates to the following categories: recognition, compensation and benefits, professional development, and communication. Overall, AP staff have high levels of satisfaction in their roles when interacting or working with students. They also feel valued and appreciated by colleagues in their office, but feel a lack of recognition by the wider university community (45% strongly or somewhat agree that AP staff are recognized for their work). AP staff are highly satisfied with their benefits (93% strongly or somewhat agree), but less so with their overall compensation (54% strongly or somewhat agree). Professional development opportunities had mixed views by AP staff with some desiring more time to participate, greater availability, and options specific to various roles on campus.

Most notably, only 46% of AP staff somewhat or strongly agree that GVSU leadership communicates with staff in a way that allows input into the direction of the university (35% somewhat or strongly disagree). Survey comments included staff desiring greater input and transparency on university changes, especially when it significantly impacts their work. AP staff feel overworked and that they are operating beyond the intended capacity of their role. When asked what changes could be made to improve the workplace, staff cited workplace culture, work from home/flexible work arrangements, workload concerns, and communication as areas of greatest need. The AP Executive Committee will establish an action plan based on these results.

The charts below show the results of the survey. The first chart is coded data based on the interpretation of the AP Committee. The three charts on the next page are the raw data from the survey.



AP Survey Questions	Strongly Agree	Somewhat Agree	Neither agree nor disagree	Somewhat disagree	Strongly Disagree
I understand GVSU's current initiatives and priorities and how I fit into them.	14.54%	47.58%	15.86%	17.18%	4.85%
GVSU leadership communicates with staff in a way that allows me to have input into the direction of the university.	8.41%	38.05%	17.70%	23.45%	12.39%
I am satisfied with my opportunities for professional development.	21.03%	34.11%	15.42%	23.83%	5.61%
I feel well trained to perform my responsibilities.	40.85%	40.85%	11.74%	3.76%	2.82%
People in my unit/office are committed to inclusion and equity.	60.20%	27.36%	8.46%	2.49%	1.49%
People in my college/division are committed to inclusion and equity.	49.50%	31.00%	15.00%	1.50%	3.00%
The University is committed to inclusion and equity.	49.50%	32.50%	10.00%	5.00%	3.00%
I am satisfied with my overall compensation.	14.14%	40.40%	12.63%	25.25%	7.58%
I am satisfied with my benefits (healthcare, retirement, EAP, etc).	57.36%	36.04%	3.55%	2.54%	0.51%
I take advantage of opportunities to elevate the accomplishments of my colleagues.	27.75%	47.64%	18.32%	5.76%	0.52%
AP staff are recognized and valued for their work.	9.42%	36.13%	25.65%	19.37%	9.42%

Work From Home Awareness	I am familiar and have experience seeking approval for FWA.	I am familiar but have not sought approval for FWA.	I am not familiar.
What is your familiarity with GVSU's Flexible Work Arrangements (FWA)?	40.61%	46.19%	13.20%

Work From Home Approval	Easily and quickly approved	Challenging but eventually approved	Not approved	Not formally requested
If you have sought approval for FWA, was your request...	50.46%	11.01%	1.83%	36.70%