

SECTION A: JOB SATISFACTION

1. In general, how satisfied are you with your job at UK?

- 1 - Very satisfied
- 2 - Somewhat satisfied
- 3 - Somewhat dissatisfied
- 4 - Very dissatisfied

2. How satisfied are you with each of the following aspects of your job? For each, please circle the number indicating whether you are (1) very satisfied, (2) somewhat satisfied, (3) somewhat dissatisfied, or (4) very dissatisfied.

	VERY SATISFIED			VERY DISSATISFIED
The salary or wages you receive.	1	2	3	4
Opportunities for advancement.	1	2	3	4
Opportunities to develop new skills or gain new knowledge.	1	2	3	4
The extent to which your knowledge and achievements are recognized by peers and supervisors.	1	2	3	4
Working relationship with your supervisor.	1	2	3	4
The importance of your work to others.	1	2	3	4
How challenging your work is.	1	2	3	4
The level of conflict and stress in your workplace.	1	2	3	4
The overall staff benefits provided by the University.	1	2	3	4
The availability of parking for staff members at the University.	1	2	3	4
The cost of parking for staff members at the University.	1	2	3	4
The training you have received to deal with emergency situations.	1	2	3	4

3. For each statement, please circle the number indicating whether you (1) strongly agree, (2) somewhat agree, (3) somewhat disagree, or (4) strongly disagree.

	STRONGLY AGREE		STRONGLY DISAGREE	
A University is the best setting for me to pursue my career.	1	2	3	4
The paid holidays that most employees take between Christmas and New Year's Day constitute an important benefit.	1	2	3	4
The institutional climate at UK is generally supportive of women .	1	2	3	4
My unit is generally supportive in its efforts to recruit, retain, and to provide ongoing training for women .	1	2	3	4
The institutional climate at UK is generally supportive of minorities .	1	2	3	4
My unit is generally supportive in its efforts to recruit, retain, and to provide ongoing training for minorities .	1	2	3	4
The institutional climate at UK is generally supportive of individuals with disabilities .	1	2	3	4
My unit is generally supportive in its efforts to recruit, retain, and to provide ongoing training for individuals with disabilities .	1	2	3	4
In general, my unit and the UK community are respectful toward diversity.	1	2	3	4
In general, members of the UK community treat me with respect.	1	2	3	4
Hourly staff have sufficient opportunities to transfer into professional positions.	1	2	3	4
I have sufficient opportunity to receive training to enhance my job performance or expand my expertise.	1	2	3	4
The staff development/training sessions I have attended provided information and skills that I can use in my job.	1	2	3	4

	STRONGLY AGREE		STRONGLY DISAGREE	
I have been made aware of the “UK Advance” Leadership Development Program.	1	2	3	4
The University’s training in the use of administrative systems (e.g., SIS, FRS, HRS) enables staff to use them more efficiently.	1	2	3	4
I am encouraged to participate in appropriate professional associations and activities.	1	2	3	4
I am encouraged to serve on University committees and/or other projects outside my unit.	1	2	3	4
My skills and knowledge are used well within my unit.	1	2	3	4
There is an ongoing, conscious effort within my unit to improve the services we provide.	1	2	3	4

SECTION B: STAFF BENEFITS

4. How satisfied are you with each of the following available staff benefits? For each, please circle the number indicating whether you are (1) very satisfied, (2) somewhat satisfied, (3) somewhat dissatisfied, or (4) very dissatisfied.

	VERY SATISFIED		VERY DISSATISFIED	
Medical insurance	1	2	3	4
Life insurance	1	2	3	4
Retirement	1	2	3	4
Accidental death and dismemberment	1	2	3	4
Long-term disability	1	2	3	4
Long-term care	1	2	3	4
Employee Education Program (allowing employees a tuition waiver if they enroll in classes at UK, LCC, or any other state public university)	1	2	3	4

	VERY SATISFIED		VERY DISSATISFIED	
Operation Educate (providing classes in basic reading instruction, GED preparation, post-secondary preparation, basic computer instruction, and other forms of assistance)	1	2	3	4
Wellness program	1	2	3	4

5. If funds were available for one or more new or expanded benefits for University employees, what additional benefits would be important to you? Please *rank* the following from 1 to 7, with *1* being the new or expanded benefit you want *most*.

- _____ University payment of some portion of *family* health insurance (in addition to existing coverage for the employee)
- _____ Proportional benefits on a prorated basis for regular employees who work half-time or more but less than full-time
- _____ Increased coverage through the University life insurance policy from \$7,500 to \$10,000
- _____ A flexible benefits plan (whereby, after certain mandatory benefits, an employee has a choice of a variety of additional benefits from a broader list to fit his or her own situation)
- _____ Tuition credits for spouse and children
- _____ Childcare availability and options
- _____ Other (please specify) _____

6. For each statement, please circle the number indicating whether you (1) strongly agree, (2) somewhat agree, (3) somewhat disagree, or (4) strongly disagree.

	STRONGLY AGREE		STRONGLY DISAGREE	
I received adequate information on staff benefits from UK's new employee orientation.	1	2	3	4
I believe I am adequately informed about changes or possible changes in staff benefits.	1	2	3	4
UK's retirement planning and counseling program is (or will be) an important service to me.	1	2	3	4
I am able to use my vacation leave without undue interference from my supervisor.	1	2	3	4
Staff opinion and interests are reflected in administrative decisions about UK's staff benefits program.	1	2	3	4

SECTION C: JOB CONDITIONS

7. These next statements relate to general work conditions on your job. For each statement, please circle the number indicating whether you (1) strongly agree, (2) somewhat agree, (3) somewhat disagree, or (4) strongly disagree.

	STRONGLY AGREE		STRONGLY DISAGREE	
I personally have enough supplies and equipment to efficiently do my job.	1	2	3	4
My unit has adequate supplies and equipment for the tasks we are asked to perform.	1	2	3	4
My office has a satisfactory number of telephones and telephone lines.	1	2	3	4
My work area is comfortably cooled in the summer and heated in the winter.	1	2	3	4
My restroom facilities provide adequate privacy in clean and functional surroundings.	1	2	3	4
My workspace provides sufficient privacy for me to efficiently complete my tasks.	1	2	3	4
My unit has adequate space to carry out its functions.	1	2	3	4
My unit has enough staff members to do the tasks we are asked to perform.	1	2	3	4
I consider the cars provided by the University's Motor Pool to be safe and clean.	1	2	3	4
The University should provide a printed handbook for staff members.	1	2	3	4
My work area is a safe environment in which to work.	1	2	3	4
My work situation is unsafe because I am sometimes left alone during regular work hours.	1	2	3	4
The facilities in my unit are accessible to persons with disabilities.	1	2	3	4

8. Sometimes people experience attitudes or behaviors that prevent them from feeling part of the campus community. Listed below are seven such discriminatory attitudes or behaviors. For each one, please circle the number indicating whether you have experienced the behavior or witnessed the behavior, and whether it was related to race, gender, age, sexual orientation, or something else. *Please circle **all** that apply.*

A. **CONDESCENSION**: The refusal to take someone seriously communicated through posture, gesture, or tone of voice.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

B. **ROLE STEREOTYPING**: Expectation of behavior that conforms to a stereotype, such as passivity and deference in demeanor or behavior, or suggesting a traditional career.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

C. **PREJUDICIAL COMMENTS**: Statements that are derogatory, such as sentiments that certain persons are inferior, not serious or hardworking, or not intelligent.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

D. **HOSTILITY**: Avoidance, expressions of annoyance, resentment, anger or jokes at someone's expense because of sex, race, age or sexual orientation.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

E. **DOUBLE STANDARDS**: Evaluating one person's work differently than another's because of sex, race, age or sexual orientation.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

F. **TOKENISM**: Selecting/hiring only one or a few persons because of sex, race, age or sexual orientation.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

G. **BACKLASH:** Rejecting or punishing someone because they have spoken out about or taken action on discrimination.

Have you **personally experienced** this on campus?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

Have you **witnessed** this on campus, aside from personal experience?

- 1 - No
- 2 - Yes, RACE
- 3 - Yes, GENDER
- 4 - Yes, AGE
- 5 - Yes, SEXUAL ORIENTATION
- 6 - Yes, related to something else
(please specify) _____

SECTION D: SERVICE FROM OTHER UNITS

9. How satisfied are you with the services you have received from the units listed below? For each one, please circle the number indicating whether you are (1) very satisfied, (2) somewhat satisfied, (3) somewhat dissatisfied, or (4) very dissatisfied—or whether you don't use the services of that unit (8).

	VERY SATISFIED			VERY DISSATISFIED	DON'T USE
Human Resources	1	2	3	4	8
Purchasing	1	2	3	4	8
Accounting	1	2	3	4	8
Physical Plant: Maintenance	1	2	3	4	8
Physical Plant: Custodial Services	1	2	3	4	8
Physical Plant: Repair	1	2	3	4	8
Physical Plant: Renovation	1	2	3	4	8
Campus Security	1	2	3	4	8
Benefits office	1	2	3	4	8
UK Credit Union	1	2	3	4	8
University Stores	1	2	3	4	8
Computing Center	1	2	3	4	8
Support for on-line Services	1	2	3	4	8

	VERY SATISFIED		VERY DISSATISFIED		DON'T USE
University Libraries	1	2	3	4	8
Motor Pool	1	2	3	4	8
UK Research Foundation	1	2	3	4	8
Animal Care Services	1	2	3	4	8
Communication Services: Duplicating	1	2	3	4	8
Communication Services: Printing	1	2	3	4	8
Communication Services: Telephone	1	2	3	4	8
Communication Services: Campus Mail	1	2	3	4	8

SECTION E: COMPUTING

10. Do you routinely use a computer in your job?

1 - Yes

2 - No → **PLEASE SKIP TO SECTION F**

11. For each statement, please circle the number indicating whether you (1) strongly agree, (2) somewhat agree, (3) somewhat disagree, or (4) strongly disagree.

	STRONGLY AGREE		STRONGLY DISAGREE	
When I experience problems using my computer, I know whom to contact for service and/or support.	1	2	3	4
I have been provided the appropriate computer hardware to efficiently complete my job.	1	2	3	4
I have been provided the appropriate computer software with which to efficiently complete my job.	1	2	3	4
I have been provided adequate technical support to keep my hardware and software functioning.	1	2	3	4
My computer training has effectively prepared me to carry out my job.	1	2	3	4
I have continuing access to computer training.	1	2	3	4

	STRONGLY AGREE		STRONGLY DISAGREE	
I have sought more computer training.	1	2	3	4
The UK homepage on the web provides a route to useful information.	1	2	3	4
I can find what I am looking for using the UK homepage.	1	2	3	4

SECTION F: PERSONNEL POLICIES AND PROCEDURES

12. For each statement, please circle the number indicating whether you (1) strongly agree, (2) somewhat agree, (3) somewhat disagree, or (4) strongly disagree.

	STRONGLY AGREE		STRONGLY DISAGREE	
The process for obtaining initial employment at UK is fair.	1	2	3	4
The present personnel system allows adequate freedom to change jobs—both upward and lateral changes.	1	2	3	4
The process for transferring to a different position at UK is fair.	1	2	3	4
The process for reclassifying positions is fair.	1	2	3	4
I am satisfied with the outcome of “It’s About Staff.”	1	2	3	4
My supervisor does a conscientious job of evaluating my job performance throughout the year.	1	2	3	4
My input is solicited when the manager or administrator in charge of my unit is evaluated.	1	2	3	4
The grievance system for UK staff employees is fair.	1	2	3	4
Hiring, salary, and training opportunities in my unit are made with sensitivity to equal opportunity and affirmative action.	1	2	3	4

	STRONGLY AGREE		STRONGLY DISAGREE	
There should be an independent staff ombudsman to serve as an impartial, confidential source of information on UK policies and procedures.	1	2	3	4
An elected representative staff body, similar to the University Senate, should be created to serve as an advisory body to the University administration.	1	2	3	4
Staff opinion is adequately reflected in the governing procedures and policies of the University.	1	2	3	4
I believe I have a good understanding of the lines of authority and organizational structure of my unit.	1	2	3	4
I know whom to contact for services such as physical plant needs.	1	2	3	4
I feel that University policies on such matters as attendance, vacation, sick leave, merit evaluation, and disciplinary action are applied fairly to everyone in my unit.	1	2	3	4
My unit regularly recognizes and rewards years of service with the University.	1	2	3	4
My unit makes specific awards for outstanding job performance.	1	2	3	4

13. This next series of questions deals with the Performance Development Partnership (PDP), which was implemented by the University in January 1999 as a new performance assessment tool. Please circle the number indicating whether you (1) strongly agree, (2) somewhat agree, (3) somewhat disagree, or (4) strongly disagree with the following statements about PDP.

	STRONGLY AGREE		STRONGLY DISAGREE	
I was adequately trained on the use of PDP documentation forms and how to complete them.	1	2	3	4
My department regularly uses the PDP process to assess my job performance and development.	1	2	3	4

	STRONGLY AGREE		STRONGLY DISAGREE	
I feel the PDP process is a tool that opens up communication with my supervisor and helps me establish goals and objectives.	1	2	3	4
My salary increase was based on the year-end assessment completed by my supervisor and myself as part of the PDP review process.	1	2	3	4
The required PDP forms are well-organized and easy to use.	1	2	3	4
Are you a supervisor?	1 - No → PLEASE SKIP TO SECTION G 2 - Yes → ANSWER NEXT QUESTION			
As a supervisor, I feel the PDP process is a tool that opens up communication with my employees to set goals and objectives.	1	2	3	4

SECTION G: INSTITUTIONAL PLANNING

14. To your knowledge, does your unit have a formal mission statement that supports the mission of the University?

- 1 - Yes
- 2 - No

15. Approximately how often does your unit undertake a process of goal setting, or goal revision - that is, of deciding what needs to be accomplished in the near future? Is it:

- 1 - At least once per semester
- 2 - Once per year
- 3 - Once every two years
- 4 - Less than once every two years
- 5 - Never

16. Who participates in your unit's planning process?

- 1 - Unit administrators only
- 2 - Unit administrators and faculty only
- 3 - Selected staff in the unit
- 4 - All staff in the unit

SECTION H: DEMOGRAPHIC INFORMATION

17. These final questions will be used for analytic purposes only and will allow important comparisons to be made of responses across groups. First, are you:

- 1 - Male 2 - Female

18. Which of the following **best** describes your race or ethnicity? *Please circle one.*

- 1 - African-American/African descent 4 - Hispanic
 2 - American Indian 5 - White
 3 - Asian or Pacific Islander 6 - Other (please specify) _____

19. What is the highest level of education you have completed?

- 1 - Elementary school 5 - Bachelor's degree
 2 - Some high school 6 - Master's degree
 3 - High school diploma or GED 7 - Doctoral degree
 4 - Associate degree or certificate 8 - Other (please specify) _____

20. In which sector do you work?

- 1 - Research and Graduate Studies 3 - Lexington Campus
 2 - Medical Center 4 - Information Systems

21. How would you describe your unit's main function?

- 1 - Academic 3 - Research
 2 - Administrative 4 - Support

22. Would you describe your job primarily as:

- 1 - Clerical/secretarial 4 - Administrative
 2 - Service/maintenance 5 - Professional
 3 - Technical/scientific 6 - Other (please specify) _____

23. How many years have you worked at UK? _____ years

24. Do you supervise any employees?

- 1 - Yes →→→→ How many? _____
 2 - No

25. Is your job at UK:

- 1 - Full-time 2 - Half-time 3 - Part-time

26. If you were seeking another position building on your experience, where would you be most likely to find it? *Please circle one.*

- 1 - at UK
- 2 - in another academic institution
- 3 - in self-employment
- 4 - in the private sector in the Lexington area
- 5 - in the private sector outside the Lexington area
- 6 - in a non-academic public sector setting
- 7 - other (Please specify) _____

27. Are you planning to stay at UK until retirement?

- 1 - Yes → **PLEASE SKIP TO 29**
- 2 - No

28. Why might you leave UK before retirement?

29. How many more years are you likely to stay at UK?

- | | |
|-------------------------|----------------------------------|
| 1 - less than one year | 4 - six to ten years |
| 2 - one to two years | 5 - more than 10 years |
| 3 - three to five years | 6 - until I retire in ____ years |

30. Are there any additional comments you wish to add about UK that would assist the University Self-Study? *Attach additional page(s) if necessary.*

Thank you very much for completing this questionnaire.