LSU Shreveport – Employee Satisfaction Survey 2011-12:

Method:
Employees were requested, via an email from the Human Resources department, to complete an anonymous survey through Survey Monkey. The instrument was developed by reviewing industry models and applying the most pertinent questions to LSUS’ campus. Participants were asked to complete 30 questions in an unlimited timeframe. A Liekert scale was used for participants to rate their answers from Strongly Disagree to Strongly Agree. Other data such as type of employee (classified, non-classified), gender, and supervisory role were also collected.

Results:
Results were collected and report as overall percentages and categorically by the four major units on campus: academic affairs, student affairs, business affairs, and development. Furthermore, these results were also sub-grouped into faculty and staff. These results were reported to the unit heads and to the Chancellor’s Executive Team.

Summary of findings:

1. A total of 205 people responded.
2. Only a small percentage of the faculty responded.
3. Overall, the majority of respondents indicated they had a good understanding of the mission and goals of LSUS and how their work contributes to the overall success of LSUS.
4. Most people across all areas agreed that the amount of work they were asked to do and the expectations placed on employees was reasonable.
5. The majority of people agreed or felt neutral regarding the level of training they had received to complete their work duties.
6. In the area of benefits, the majority of people understood and were satisfied with their benefit package.
7. The areas in which respondents tended to answer negatively covered salaries compared to similar jobs elsewhere; information and knowledge are openly shared across campus, senior management communication, and opportunities for job growth.
8. In particular questions, some units indicated that they strongly disagreed on how well LSUS performed. These issues either have been, or are being addressed.