

**CIVIL SERVICE COUNCIL
EXECUTIVE SUMMARY
APRIL 2011**

In December 2010, the Civil Service Council, with help from The Office of Institutional Research, surveyed NEIU's Civil Service Employees. The goal was to seek their opinions on a wide range of topics. Approximately 140 responses were collected, a 30% response rate.

We are offering this short summation of specific results to the University community in order to highlight some issues that are of importance to the Civil Service Employees. The Survey results and our recommendations to the administration are all available on our website:

http://www.neiu.edu/Faculty_Staff/Civil%20Service%20Resources/Our%20Mission/Civil_Service_Council.html

TIMELINE

Constituency Survey Issued December, 2010

Data Analysis January/February 2011

Survey Results and Tabulation Released to Constituency -February 2011

Letter of Recommendation to Administration February 16, 2011

Discussion of Letter of Recommendation with Administration March 9, 2011

INSTRUMENT

The survey consisted of a series of specific questions relating to the following topics:

About NEIU Administration

About NEIU Values

About NEIU Atmosphere of Trust

About Your Job

About Professional Development

About Your Environment/Workplace

The Instrument also included "open-ended" questions:

How Can NEIU Administration Improve?

How Can Your Supervisor Improve Your Working Conditions?

Think About the One or Two Things that You Like Most about Working at NEIU.

Think About the One or Two Things that Most need to Be Improved at NEIU.

Think About the One or Two Most Stressful Things About Your Job.

If You Had Two Wishes To Make You More Satisfied as an NEIU Employee, and one was a Pay Increase, What Else Would You Wish For?

Think About One or Two Recent Developments/Improvements Around Campus Which You Have Noticed/Utilized.

SUMMARY

The Council would like to share some things Civil Service staff like the most about working here at NEIU:

- Being involved in education and something that positively affects people's lives.
- Helping and assisting student with their day-to-day needs and in achieving their long-term goals.
- Our fellow co-workers, who are dedicated and hard-working.
- The opportunity provided to take classes and better ourselves.
- The Diversity of our University and its multi-cultural setting.
- Feeling good about what we do.

We would also like to share some things that need improvement. Based on the responses, it is clear that the constituency is quite concerned about the following issues:

- The Lack of Communication
- The Lack of Respect
- Equality (Shared Governance)
- Inefficiency
- Sensitivity
- Training (Management and Support Staff)
- Acknowledgement of Contribution to the Unit/University

After careful analysis, discussion, and consideration of the survey answers and, especially, those issues that were raised in the open-ended questions section of the document, the Civil Service Council produced a list of recommendations. As stated above, these recommendations can be accessed by visiting our website:

http://www.neiu.edu/Faculty_Staff/Civil%20Service%20Resources/Our%20Mission/Civil_Service_Council.html

While not specifically included in the Survey Instrument, it was apparent by the comments received, that two additional issues needed to be addressed. The Council, therefore, included two recommendations, which, in our opinion, require immediate action. They are:

- A strong recommendation to establish an Ombuds panel on campus.
- A strong recommendation that a salary equity study begin immediately, for all staff, to include the possibility of “merit” raise system based on performance.

President Hahs met with the Council in March and we are encouraged by the conversation held regarding the survey and our recommendations and by the quick, enthusiastic response we received.

We are using this as an opportunity to open a dialogue so that we may collectively gain a deeper sense of understanding of each other and our roles and responsibilities to each other and this University. We seek do this with mutual respect and integrity. It is in this spirit of community, the Civil Service Council is moving forward to develop and implement ways to further communication between all NEIU Constituencies and the Administration.

Respectfully submitted,

**Judy Brewer, President
Tracy Bielecki, Vice-President
Bonnie Fritz, Secretary**

On Behalf of the Civil Service Council and all Civil Service Employees