

ACU myVoice Casual/Sessional Staff Survey 2017

report: ACU Overall Report

start: 27 Mar 2017

close: 11 Apr 2017

responses: 942 Complete



**voice
project**

improving organisations
by giving people a voice

www.voiceproject.com

introduction

purpose

The purpose of this report is to present the results of your organisation's employee survey. This report helps managers and employees better understand the quality of current work practices that affect employee engagement and organisational performance. Based on this understanding, an action plan should be created to capitalise on strengths and address development areas.

confidentiality

Reports are only produced when the minimum number of 10 people have fully completed their surveys. Individual rating scores from respondents are never shown in these reports.

Unedited employee comments are included in some reports (typically, overall group reports for organisations, and reports for work units). When included, the order of the comments is randomised to maximise anonymity.

about voice project

Since 2002 Voice Project has given a voice to over 2 million people across more than 3000 organisations. Some of the benefits our clients have gained from acting on engagement survey feedback include: increased employee engagement, reduced employee turnover, process improvements, improved career planning processes, better performance appraisal and recognition systems, and improved services to customers.

voice engagement model

Your organisation's survey is based on the Voice Engagement Model, which identifies the **drivers** of two organisational **outcomes**.

outcomes

There are two main outcomes in this employee survey that are related to organisational performance:

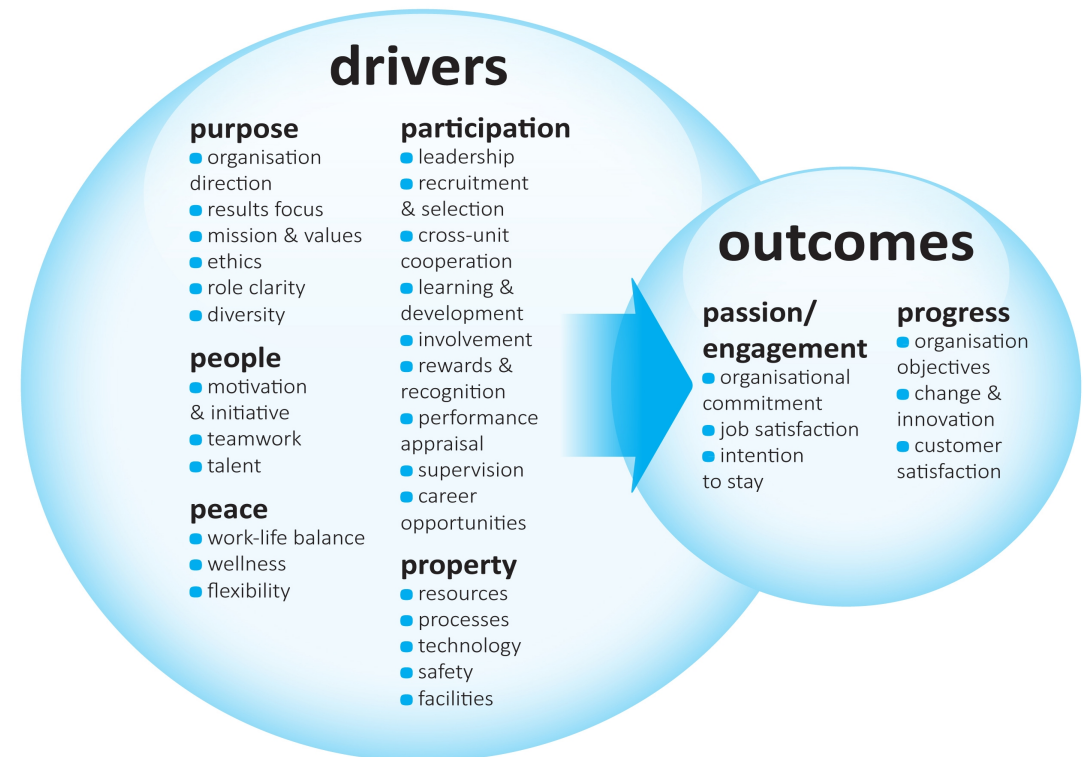
- **Passion** (otherwise known as employee engagement) refers to the positive attitudes and emotions that contribute to employee retention and productivity.
- **Progress** measures staff perceptions about organisational performance.

drivers

To identify how to increase passion and progress, the Voice Engagement Survey measures current performance on a range of organisational practices. This assessment helps to identify areas where key changes can be made to drive stronger engagement and progress.

For example, if employees are unclear about the purpose of the organisation, this is likely to affect their emotional attachment to the organisation and their evaluation of its progress.

The figure (right) depicts our standard model and, therefore, content may differ slightly when a survey has been tailored.



interpreting your results

current performance

The current performance of your organisation or team is reported using the statistics “% Favourable” (% Fav). The % Fav shows the percentage of people who responded favourably to your survey questions (i.e. by selecting the “Tend to Agree” or “Strongly Agree” option on your survey rating scale).

Traffic light colours are used to indicate whether the percentage favourable is “high” (80% or more people responded favourably), “moderate” (50<80% Fav) or “low” (less than 50% of people responded favourably).

benchmark comparisons

The current performance of your organisation (% Fav) can be compared to the average performance of an external benchmark. This comparison uses the statistic “% Difference” (% Diff).

Traffic light colours are used to show your performance compared to the benchmark. The % Diff can be “high” (10% or more higher than the comparison), “moderate” (less than 10% difference) or “low” (10% or more below the comparison). For example, if your “Benchmark % Diff” is +12%, this means that your results are 12% higher than the industry average and would be coloured green. Be careful interpreting the significance of small differences with lower response rates.

current performance (% Fav)

high
≥ 80%

moderate
50 < 80%

low
< 50%

benchmark comparisons (% Diff)

high
≥ +10%

moderate
±10%

low
≤ -10%

The industry benchmark for this report is: **University Casual/Sessional Benchmark**

interpreting your results

interpreting detailed results

excluded responses (% N/A):

For each category and question, the percentage of respondents who chose not to respond to the question (i.e. answered “Not Applicable/Don’t Know” on the survey rating scale) is shown in the column labelled “% N/A”. Analyses on all questions and categories did not include these responses.

distribution of responses:

The distribution of responses for each question and category is represented graphically (i.e. what proportion of respondents indicated responses of “Strongly Disagree”, “Tend to Disagree”, “Mixed Feelings/Neutral”, “Tend to Agree”, or “Strongly Agree” on any question or category).

excluded responses

not applicable/
don't know
(% N/A)

distribution of responses



strongly disagree (SD)

tend to disagree (D)

mixed feelings/neutral (M)

tend to agree (A)

strongly agree (SA)

high level results

passion/engagement

2017
% Fav

85%

Unis
% Diff

+6%

- Passion represents the level of engagement of your organisation or team. Your survey data shows that passion/engagement for your organisation or team is high, with 85% of survey respondents indicating they are satisfied.
- Compared to the University Casual/Sessional benchmark, your results are 6% higher than is typical at other universities.

progress

2017
% Fav

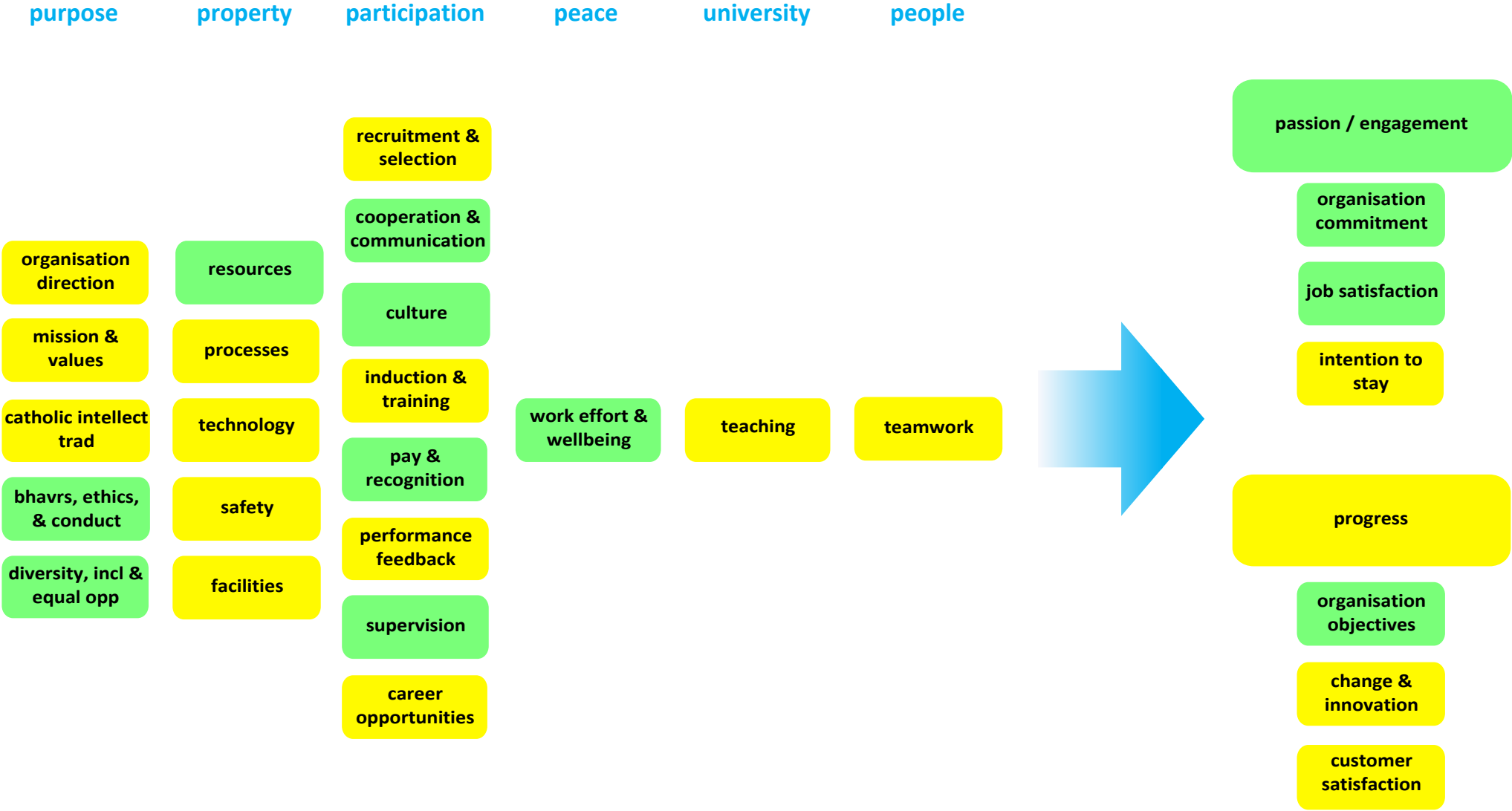
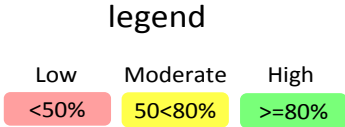
72%

Unis
% Diff

+20%

- Progress reflects staff perceptions about organisational performance. Your survey data shows that progress for your organisation or team is moderate, with 72% of survey respondents indicating they are satisfied with the organisation's progress and success in delivering outcomes.
- Compared to the University Casual/Sessional benchmark, your results are 20% higher than is typical at other universities.

performance overview



top 5 questions % favourable

		2017 % Fav	Unis % Diff
Job Satisfaction	I like the kind of work I do	96%	+1%
Diversity, Inclusion and Equal Opportunity	In my organisation sex based harassment is not tolerated	93%	-1%
Behaviours, Ethics, and Conduct	I understand the behaviours expected of me in the ACU Code of Conduct	93%	
Diversity, Inclusion and Equal Opportunity	My immediate supervisor/manager genuinely supports equality between women and men	91%	
Diversity, Inclusion and Equal Opportunity	Sexual harassment is prevented and discouraged	91%	

top 5 questions compared to casual/sessional bench

		2017 % Fav	Unis % Diff
Career Opportunities	There are enough opportunities for a continuing or fixed term role at ACU	45%	+31%
Career Opportunities	I am confident that I will be offered further casual/sessional work at ACU	69%	+27%
Pay & Recognition	I am paid fairly for the work that I do	79%	+24%
Work Effort & Wellbeing	ACU is committed to my health and wellbeing	72%	+24%
Diversity, Inclusion and Equal Opportunity	The process for hiring sessional/casual staff is fair	74%	+23%

bottom 5 questions % favourable

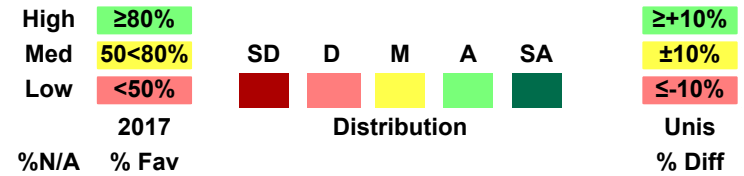
		2017 % Fav	Unis % Diff
Career Opportunities	I believe there is a career path for regular casual/sessional staff at ACU	44%	
Teaching	I have been mentored by an experienced teacher at ACU on excellent teaching practices	45%	
Facilities	I have private space to consult confidentially with students when at ACU	45%	
Career Opportunities	There are enough opportunities for a continuing or fixed term role at ACU	45%	+31%
Induction & Training	ACU has provided training on how to properly deal with and manage students prior to or during my time at ACU	53%	

bottom 5 questions compared to casual/sessional bench

		2017 % Fav	Unis % Diff
Resources	I have access to information resources to perform my role (e.g. databases, journals)	84%	-3%
Diversity, Inclusion and Equal Opportunity	Bullying behaviours are prevented and discouraged	82%	-2%
Diversity, Inclusion and Equal Opportunity	In my organisation sex based harassment is not tolerated	93%	-1%
Behaviours, Ethics, and Conduct	I am aware of the ACU Code of Conduct	90%	+1%
Job Satisfaction	I like the kind of work I do	96%	+1%

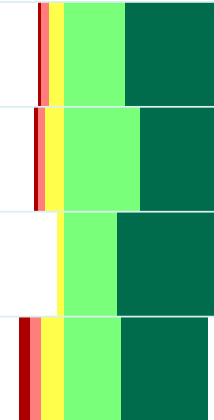
detailed results

category results



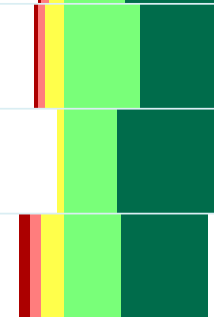
PASSION / ENGAGEMENT

6%



- Organisation Commitment

2%



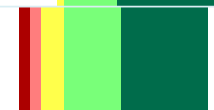
- Job Satisfaction

1%



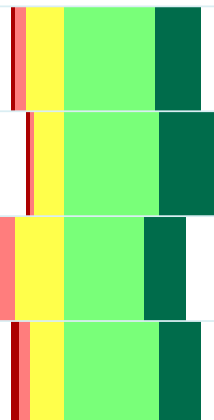
- Intention to Stay

15%



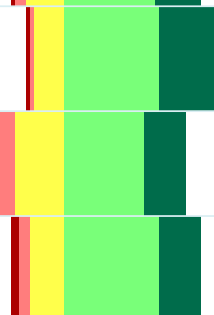
PROGRESS

22%



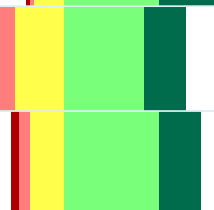
- Organisation Objectives

17%



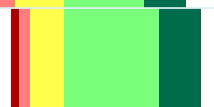
- Change & Innovation

33%

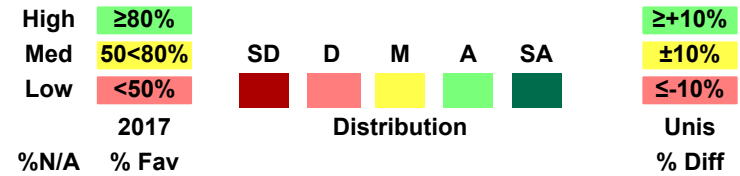


- Customer Satisfaction

15%

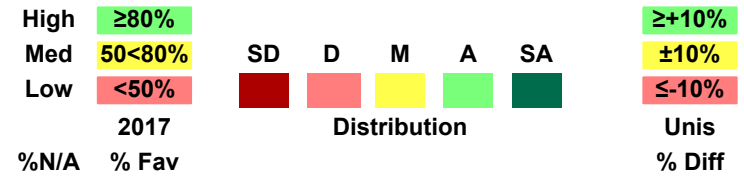


category results



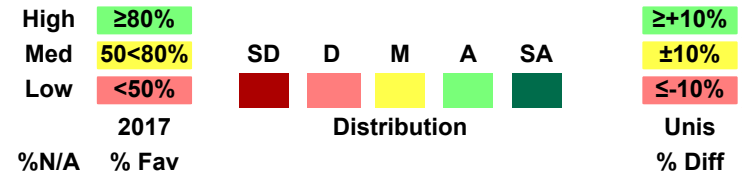
Category	Sub-category	%N/A	% Fav	Distribution	% Diff
PURPOSE	Organisation Direction	10%	68%	SD, D, M, A, SA	
	Mission & Values	8%	76%	SD, D, M, A, SA	
	Our Catholic Intellectual Tradition	12%	73%	SD, D, M, A, SA	
	Behaviours, Ethics, and Conduct	8%	85%	SD, D, M, A, SA	
PROPERTY	Diversity, Inclusion and Equal Opportunity	15%	84%	SD, D, M, A, SA	
	Resources	11%	80%	SD, D, M, A, SA	+3%
	Processes	24%	62%	SD, D, M, A, SA	
	Technology	12%	74%	SD, D, M, A, SA	
PARTICIPATION	Safety	14%	76%	SD, D, M, A, SA	
	Facilities	41%	64%	SD, D, M, A, SA	
	Recruitment & Selection	6%	79%	SD, D, M, A, SA	
	Cooperation & Communication	9%	81%	SD, D, M, A, SA	+15%
PEACE	Culture	11%	82%	SD, D, M, A, SA	
	Induction & Training	18%	63%	SD, D, M, A, SA	+7%
	Pay & Recognition	5%	81%	SD, D, M, A, SA	+19%
	Performance Feedback	16%	61%	SD, D, M, A, SA	+7%
UNIVERSITY	Supervision	7%	81%	SD, D, M, A, SA	+7%
	Career Opportunities	19%	53%	SD, D, M, A, SA	+29%
PEOPLE	Work Effort & Wellbeing	6%	83%	SD, D, M, A, SA	+18%
UNIVERSITY	Teaching	63%	72%	SD, D, M, A, SA	+10%
PEOPLE	Teamwork	21%	75%	SD, D, M, A, SA	

question results



Category	Question	%N/A	% Fav	Distribution	Unis % Diff
Organisation Direction	1 I am aware of the Vision for the future of ACU	13%	60%	SD, D, M, A, SA	$\pm 10\%$
	2 I am aware of the Values of ACU	5%	86%	M, A, SA	$\geq +10\%$
	3 I am aware of the overall strategy for ACU	12%	57%	SD, D, M, A, SA	$\pm 10\%$
Mission & Values	4 I understand ACU's Mission	8%	81%	M, A, SA	$\geq +10\%$
	5 I find ACU's Mission inspiring	11%	67%	D, M, A, SA	$\pm 10\%$
	6 I believe in the overall purpose of ACU	6%	84%	M, A, SA	$\geq +10\%$
	7 I believe in the Values of ACU	6%	84%	M, A, SA	$\geq +10\%$
	8 ACU's actions match its words in being genuinely caring for staff	7%	63%	SD, D, M, A, SA	$\pm 10\%$
Our Catholic Intellectual Tradition	10 I understand how the Catholic Intellectual Tradition contributes to ACU's Mission & Values	12%	73%	SD, D, M, A, SA	$\pm 10\%$

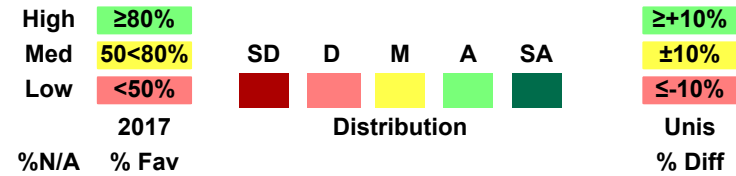
question results



Behaviours, Ethics, and Conduct

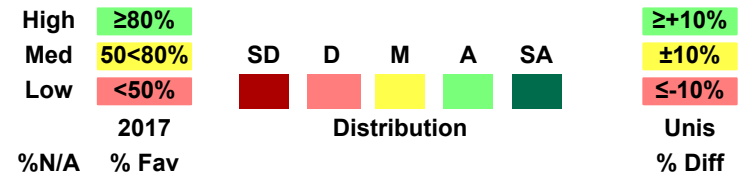
Question ID	Question Text	%N/A	% Fav	Distribution	% Diff
11	I am aware of the ACU Code of Conduct	3%	90%		+1%
12	I understand the behaviours expected of me in the ACU Code of Conduct	2%	93%		
13	ACU is ethical	4%	85%		
14	ACU is socially responsible	5%	87%		
15	ACU is environmentally responsible	10%	80%		
16	At ACU, inappropriate/unethical behaviour is addressed	26%	74%		

question results



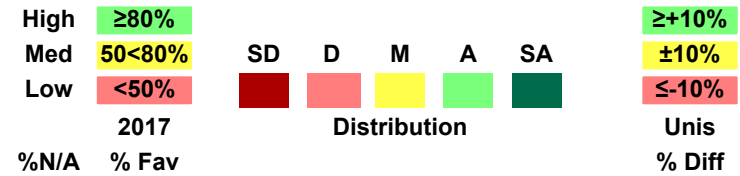
Category	Question	%N/A	% Fav	Distribution	Unis % Diff
Diversity, Inclusion and Equal Opportunity	19 There is equal opportunity for all sessional/casual staff at ACU	11%	71%		+16%
	20 The process for hiring sessional/casual staff is fair	14%	74%		+23%
	21 Discrimination is prevented and discouraged	14%	83%		
	22 Bullying behaviours are prevented and discouraged	17%	82%		-2%
	23 Harassment is prevented and discouraged	16%	85%		
	24 I feel safe raising workplace issues at ACU	11%	80%		
	25 Sexual harassment is prevented and discouraged	19%	91%		
	26 In my organisation sex based harassment is not tolerated	16%	93%		-1%
	27 ACU is committed to achieving a gender diverse workforce	19%	84%		
	28 ACU has policies and procedures in place to effectively prevent gender discrimination	24%	84%		
	29 Individuals of all genders are recognised equally for their contributions	15%	87%		
	30 My immediate supervisor/manager genuinely supports equality between women and men	11%	91%		
	31 I have access to the flexibility I need to manage my work and caring responsibilities	8%	85%		

question results



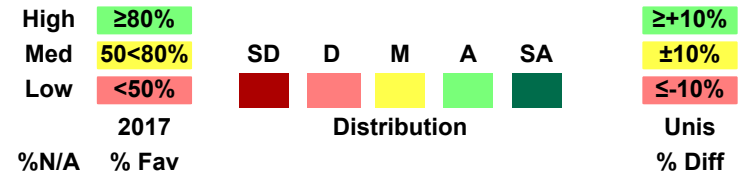
		%N/A	% Fav			Unis % Diff
Resources	32 I have access to the necessary workspace (e.g. desks, classrooms) to perform my role	11%	81%			+8%
	33 I have access to the necessary equipment to perform my role (e.g. computers, printers, lab equipment)	12%	75%			+4%
	34 I have access to information resources to perform my role (e.g. databases, journals)	10%	84%			-3%
Processes	35 Our policies and procedures are efficient and well-designed	11%	66%			
	36 Procedures within ACU have improved within the last 1-3 years	38%	58%			
Technology	37 The technology at the University is kept up to date	12%	74%			
Safety	38 Health and safety is a priority of ACU	12%	85%			
	39 I am given all necessary safety equipment and training	16%	67%			
Facilities	40 The campus facilities are easy to access in my timetabled hours	16%	83%			+15%
	41 I have office space to work in when I teach at ACU	44%	62%			
	42 I have private space to consult confidentially with students when at ACU	43%	45%			
	43 I see students at my workplace for convenience	51%	58%			
	44 I have basic kitchen facilities available to me when I teach after hours or on weekends	51%	74%			

question results



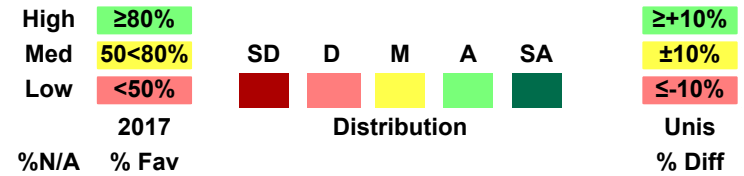
Category	Item	%N/A	% Fav	Distribution	% Diff
Recruitment & Selection	45 I was contacted by ACU about casual/sessional work with adequate notice of the work commencing	4%	80%	SD, D, M, A, SA	
	46 The online employment process was effective	13%	77%	SD, D, M, A, SA	
	47 I had the information and access to systems I needed to do my job on my first day	5%	70%	SD, D, M, A, SA	
	48 I fully understood the type of work I would be doing prior to accepting employment at ACU	2%	87%	SD, D, M, A, SA	
Cooperation & Communication	49 There is good cooperation between colleagues at ACU	7%	84%	SD, D, M, A, SA	
	50 There is opportunity for collaboration with colleagues at ACU	11%	81%	SD, D, M, A, SA	
	51 ACU keeps me informed about changes to my work and/or the course/unit that I teach	17%	77%	SD, D, M, A, SA	+16%
	52 ACU makes effective use of communication tools (e.g. emails, face-to-face)	3%	83%	SD, D, M, A, SA	+14%
Culture	53 ACU is demonstrating a commitment to building a constructive workplace culture	14%	78%	SD, D, M, A, SA	
	54 The culture of my work unit is positive and constructive	7%	84%	SD, D, M, A, SA	
	55 I am able to contribute to a positive and constructive culture at ACU	10%	83%	SD, D, M, A, SA	

question results



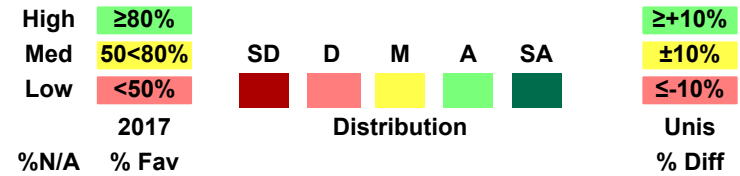
Category	Item	%N/A	% Fav	Distribution	% Diff
Induction & Training	56 I have been provided with a comprehensive induction to my work area	9%	68%		+4%
	57 I am supported to take on professional development opportunities	27%	57%		+7%
	58 The training provided is relevant for my role	17%	72%		+11%
	59 ACU has provided training on how to properly deal with and manage students prior to or during my time at ACU	20%	53%		
Pay & Recognition	60 I am paid fairly for the work that I do	1%	79%		+24%
	61 Where I am directed to undertake additional work, I am paid for this work	16%	80%		
	62 ACU sets clear expectations about pay rates at the time of appointment	2%	87%		+13%
	63 Overall, I feel valued at ACU	1%	77%		+20%
Performance Feedback	64 I receive feedback about my performance	10%	67%		+6%
	65 My performance is reviewed and evaluated often enough	19%	61%		+13%
	66 I am invited to participate in opportunities to improve my performance	23%	55%		
	67 I receive feedback about my performance	13%	63%		+2%

question results



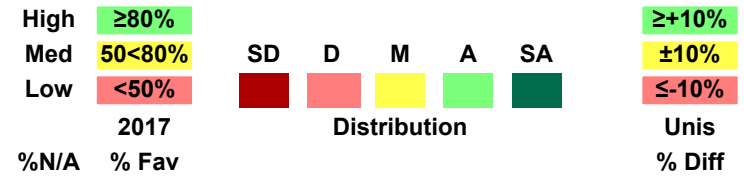
Category	Question	%N/A	% Fav	Distribution	% Diff
Supervision	68 My supervisor keeps me informed about what's going on and the nature of my role and work at ACU	6%	78%		
	69 My supervisor involves me in making decisions about my work	9%	75%		+8%
	70 My supervisor gives me help and support	5%	84%		+9%
	71 My supervisor treats me and my colleagues fairly	6%	88%		+5%
Career Opportunities	72 There are enough opportunities for a continuing or fixed term role at ACU	26%	45%		+31%
	73 I believe there is a career path for regular casual/sessional staff at ACU	20%	44%		
	74 I am confident that I will be offered further casual/sessional work at ACU	11%	69%		+27%

question results



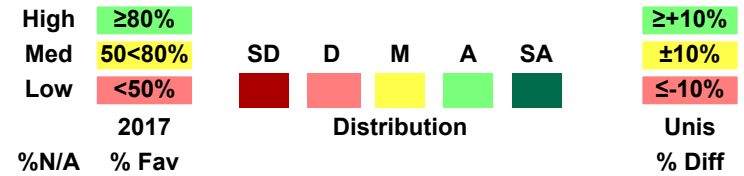
Category	Question	%N/A	% Fav	Distribution	% Diff
Work Effort & Wellbeing	75 The demands of my work are manageable	2%	88%		
	76 I am able to keep my job stress at an acceptable level	2%	88%		+13%
	77 ACU is committed to my health and wellbeing	14%	72%		+24%
Teaching	79 My sessional teaching is valued by ACU	61%	77%		+16%
	80 My sessional teaching is valued by my Faculty/School	61%	83%		+8%
	81 I am given enough support to achieve my teaching goals	61%	73%		+5%
	82 I have access to technology to aid my teaching	61%	84%		+7%
	83 I receive useful feedback from the [SET/SELT] to help improve my teaching	66%	65%		+16%
	84 I feel confident that I can adapt my teaching to postgraduate students	65%	88%		
	85 I have been mentored by an experienced teacher at ACU on excellent teaching practices	65%	45%		
	86 Overall, I am supported and encouraged to be a better teacher by ACU	62%	60%		

question results



Category	Item	%N/A	% Fav	Distribution	% Diff
Teamwork	87 Fair and reasonable work contributions are made by all co-workers in my team	19%	83%	SA, A, M, D, SD	
	88 People in my work unit treat each other with respect	13%	89%	SA, A, M, D, SD	+2%
	89 I feel connected to ACU (part of the ACU community)	10%	64%	SA, A, M, D, SD	+4%
	90 I am encouraged to participate in work unit meetings	31%	67%	SA, A, M, D, SD	
	91 Being included in work unit meetings is important to my role	31%	73%	SA, A, M, D, SD	

question results



Category	Statement	2017 %N/A	2017 % Fav	Distribution	Unis % Diff
Organisation Objectives	92 The goals and objectives of ACU are being reached	27%	73%		+17%
	93 Overall, ACU is successful	14%	84%		+15%
	94 The future for ACU is positive	11%	86%		+22%
Change & Innovation	95 ACU is good at learning from its mistakes and successes	33%	64%		+21%
Customer Satisfaction	96 ACU understands the needs of its students	15%	73%		+21%
Organisation Commitment	97 I feel a sense of loyalty and commitment to ACU	3%	83%		+8%
	98 I am proud to tell people that I work for ACU	2%	85%		+4%
	99 I would recommend ACU as a good place to work	3%	83%		+17%
Job Satisfaction	100 I like the kind of work I do	1%	96%		+1%
Intention to Stay	101 I am likely to still be working at ACU in two years' time	15%	76%		+8%