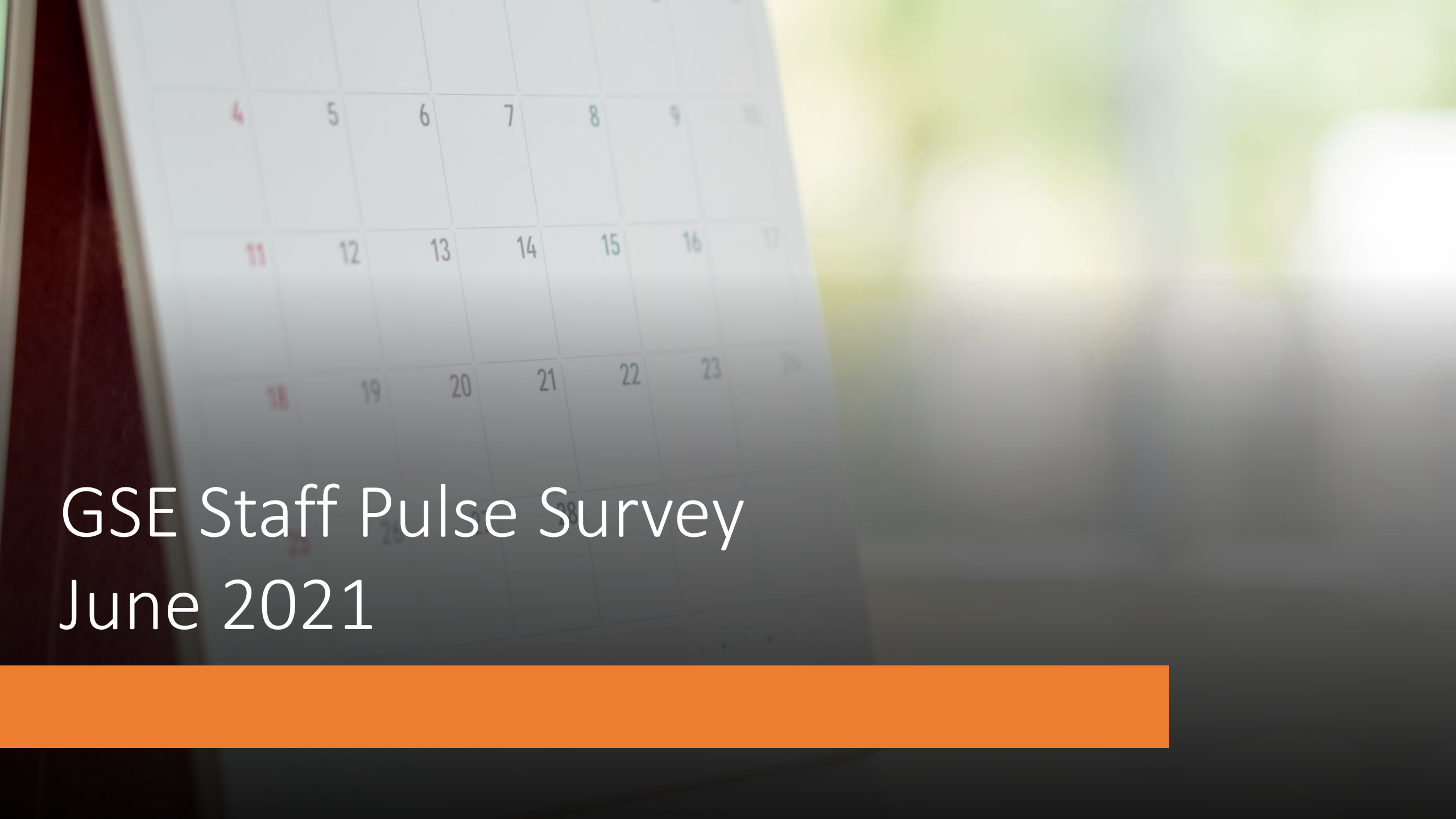




GSE Staff Pulse Survey

June 2021

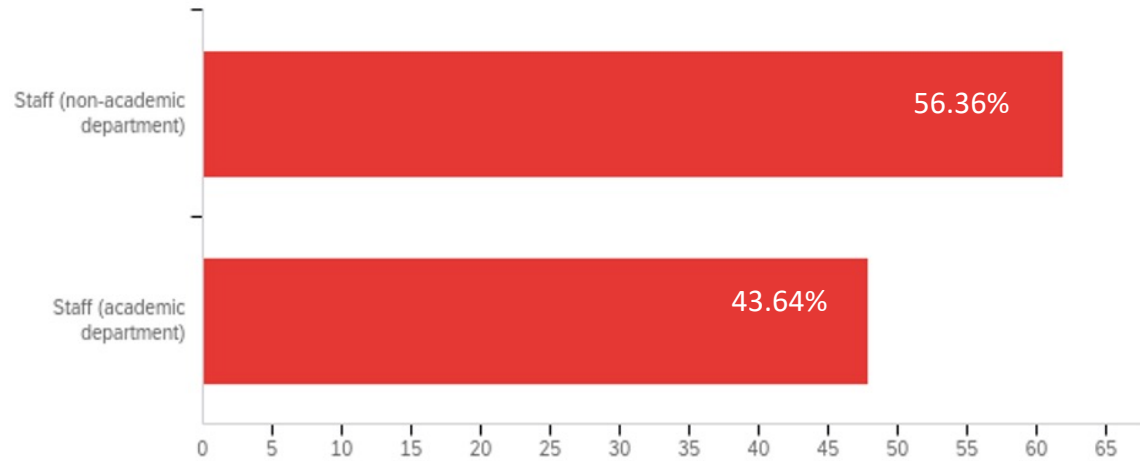
Notes

- 110 people started survey with 71 completing it
 - Number of people who answered each question may vary
 - Comments have been summarized
- Presentations on data have been provided:
 - Senior Leadership Team
 - Executive Committee
 - Staff Advisory Committee
 - Staff meeting

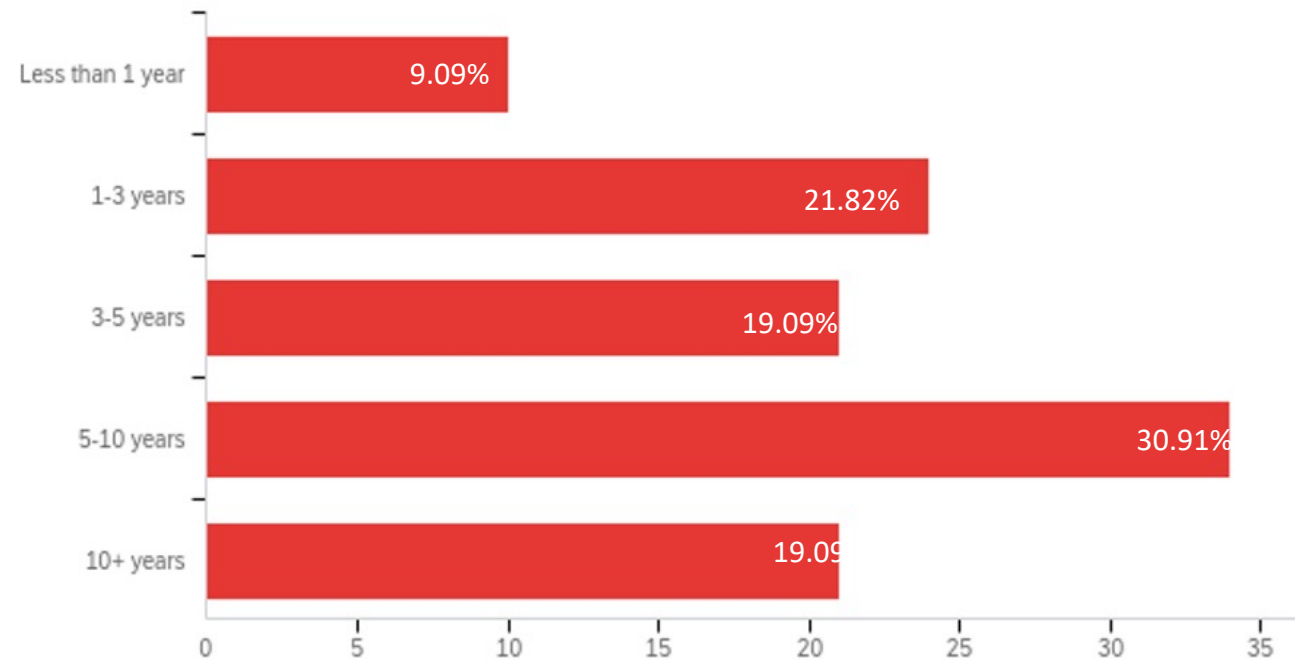
Category	# of Questions
Introduction	2
Technical Resources & IT Support	2
Communication	3
GSE Leadership	3
Manager Support	7
HR Programming	5
Team Dynamic	3
Personal Well-Being	5
(Total)	30

Demographic

GSE Affiliation*

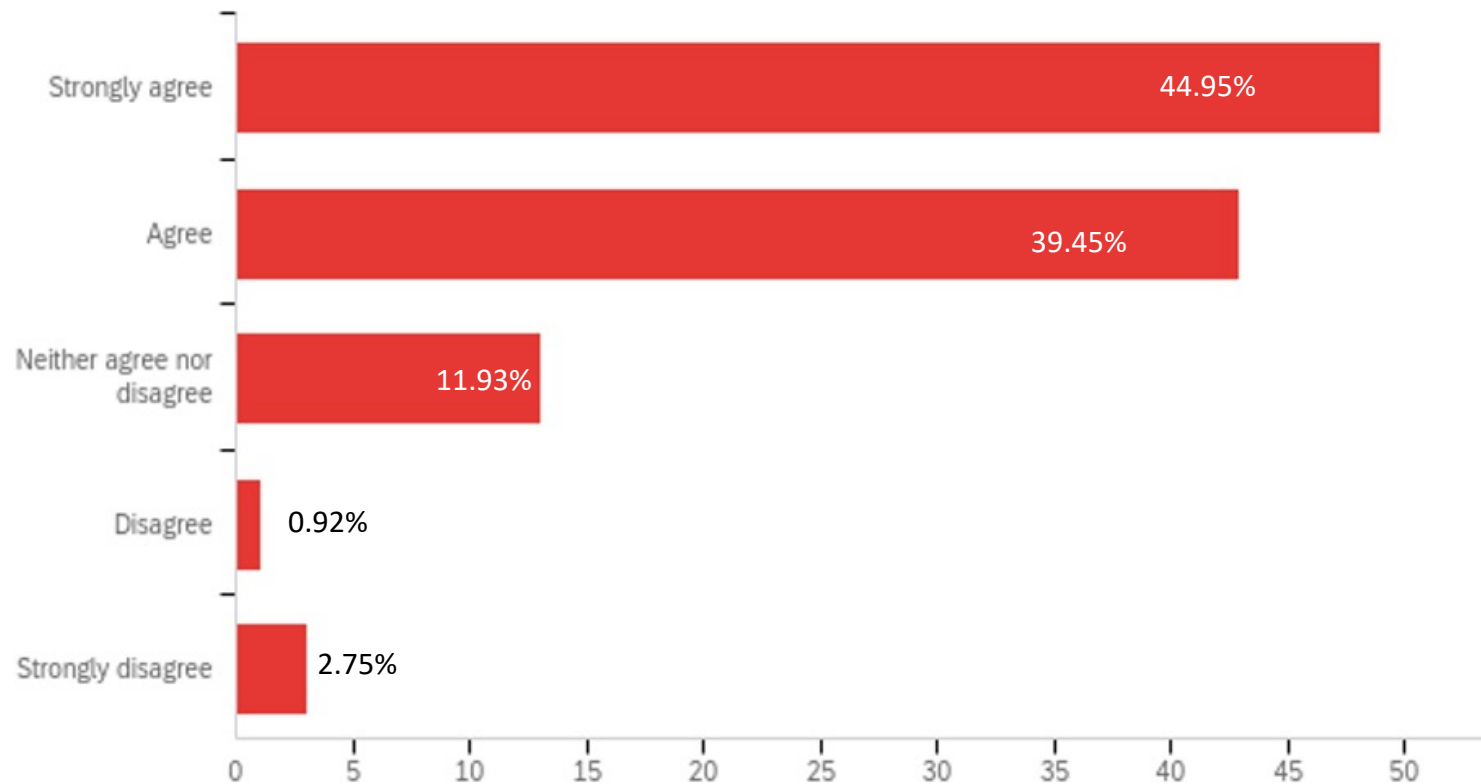


Employment Length*



Technical Resources & IT Support

Overall, I am satisfied with our IT support in the last few months.*



Any other feedback on technical resources and IT support (comments summary)?

Responsive/helpful/flexible

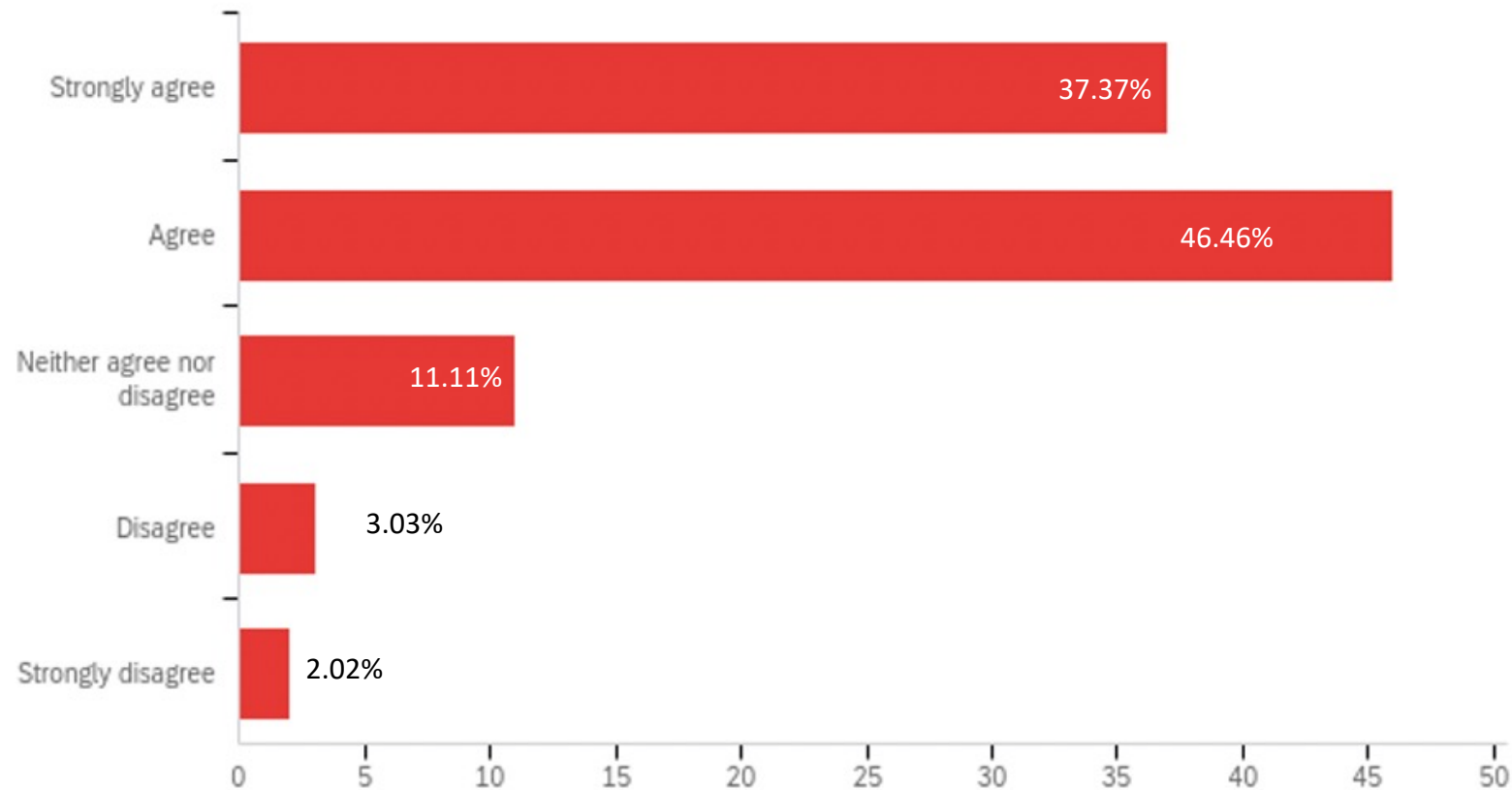
Busy/doing best they can/stretched thin

Quality of responses vary

Stronger guidance for staff/faculty on basic tech skills everyone should have and best practices

Communication

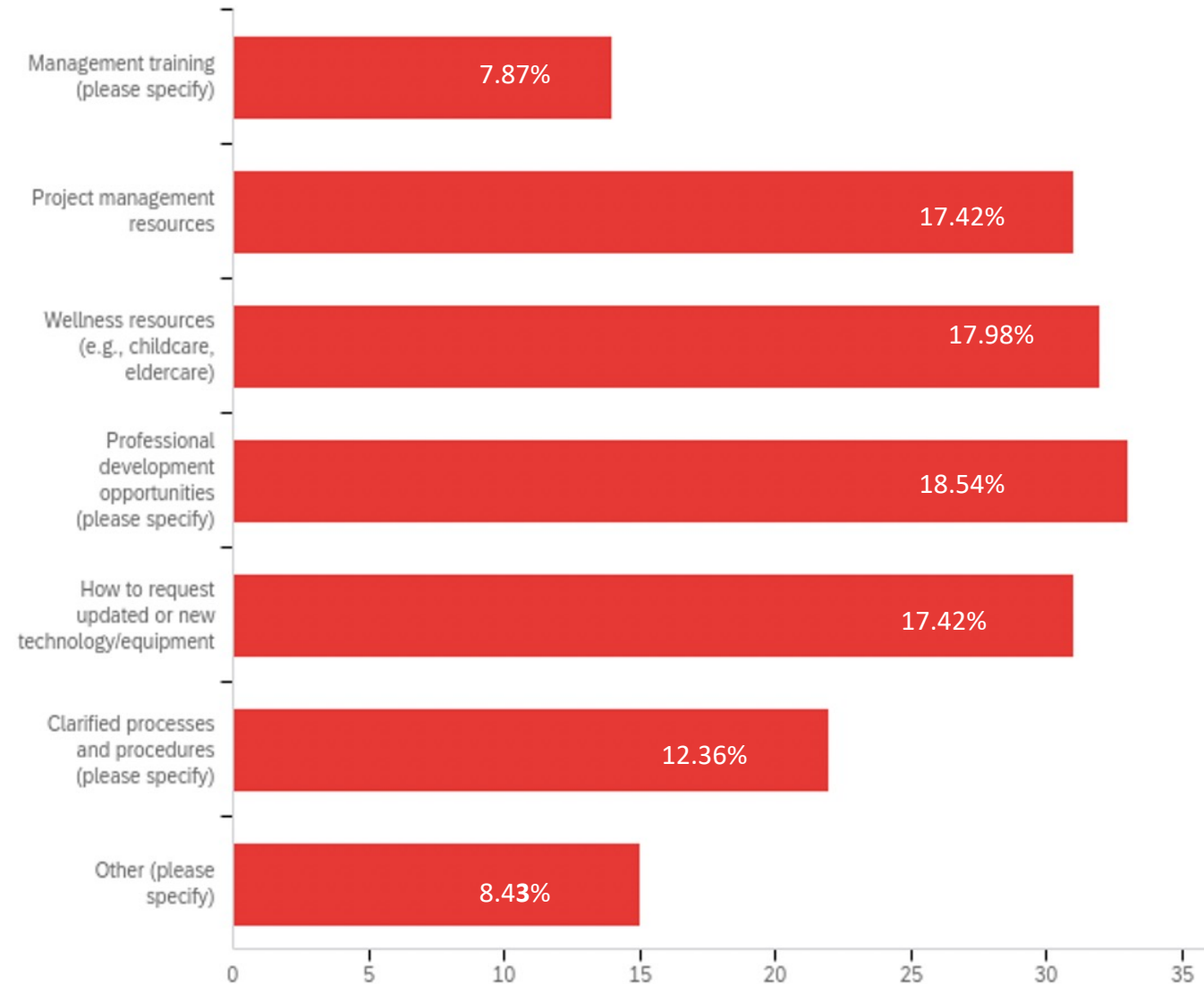
Communication from GSE has been helpful to me in understanding what I need to do in response to COVID-19 (e.g., safety & wellness guidance, access to benefits, essential in-office/work location shifts, work-from-home practices).*



*N = 99, 10% didn't respond

Communication

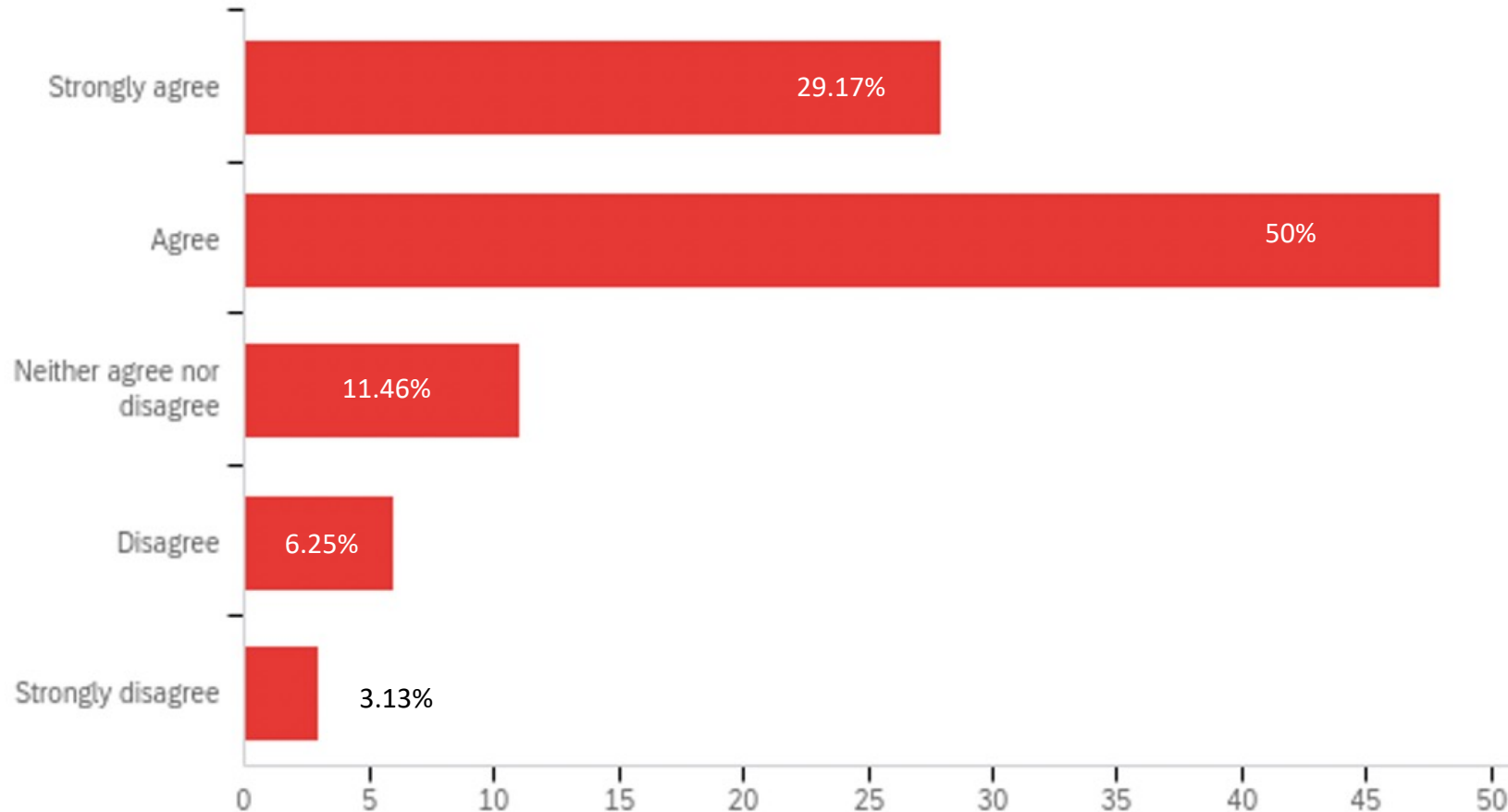
It's important to us that the information we provide gives the details you need for work. What additional information can we provide? Please select your top 3 choices.*



*N = 98, 11% didn't respond

GSE Leadership

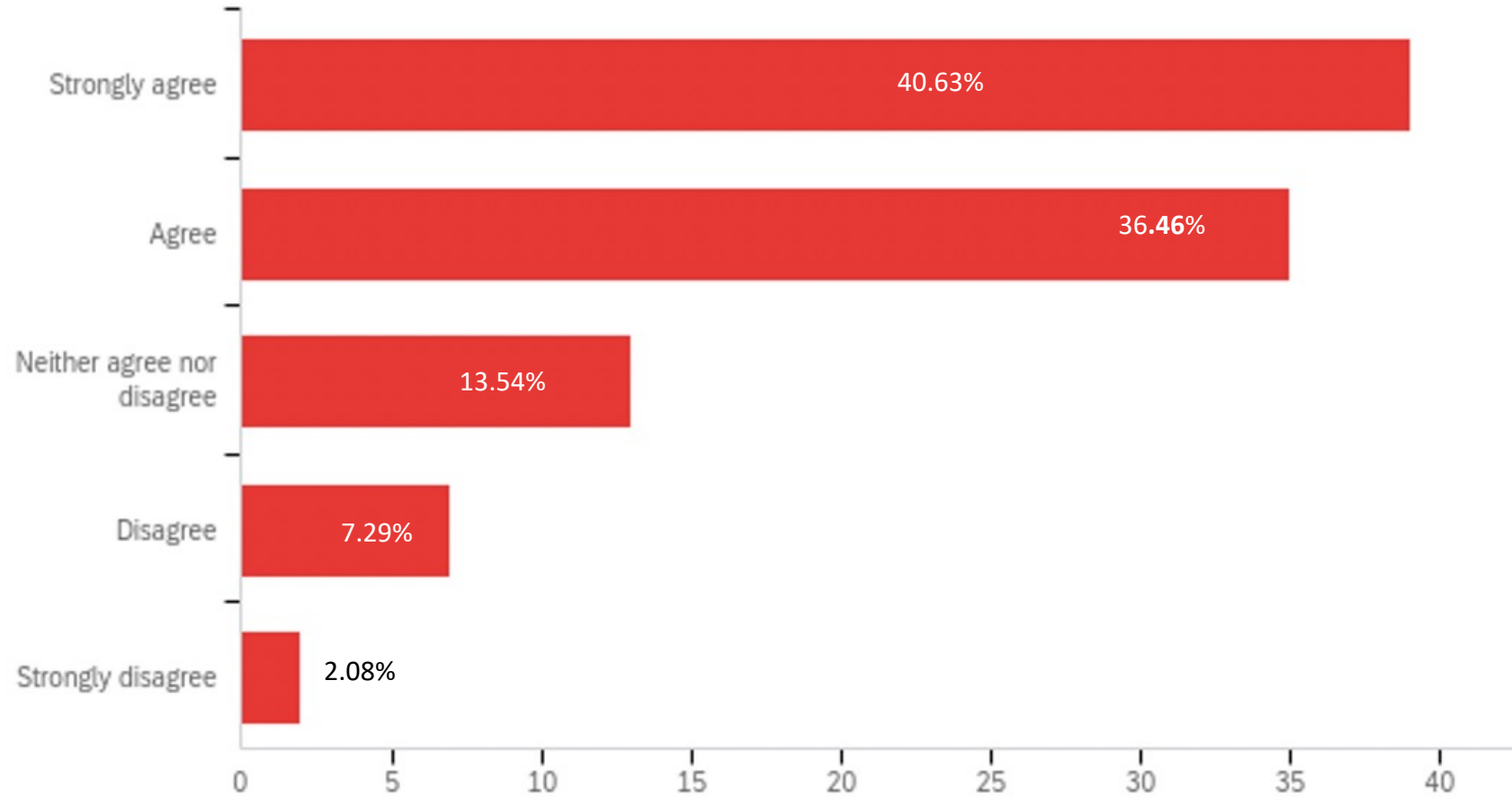
GSE's leadership team has been considerate of employee well-being and safety when making key decisions that affect the workforce.*



*N = 96, 13% didn't respond

GSE Leadership

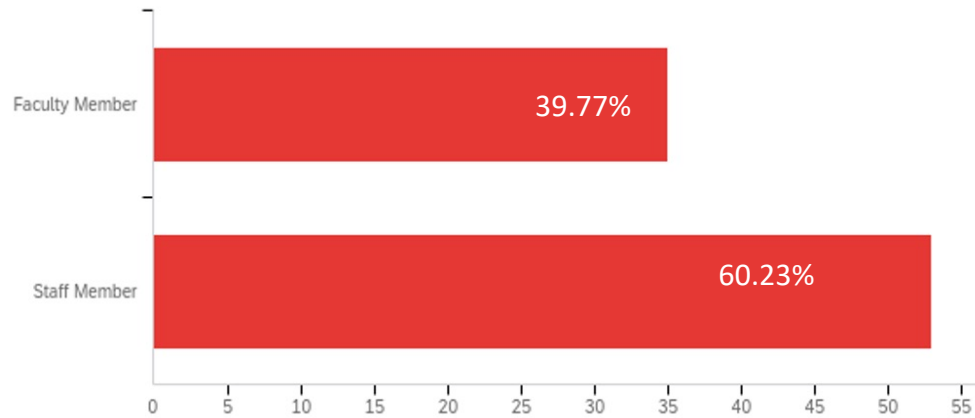
I feel supported at my Division/Program level.*



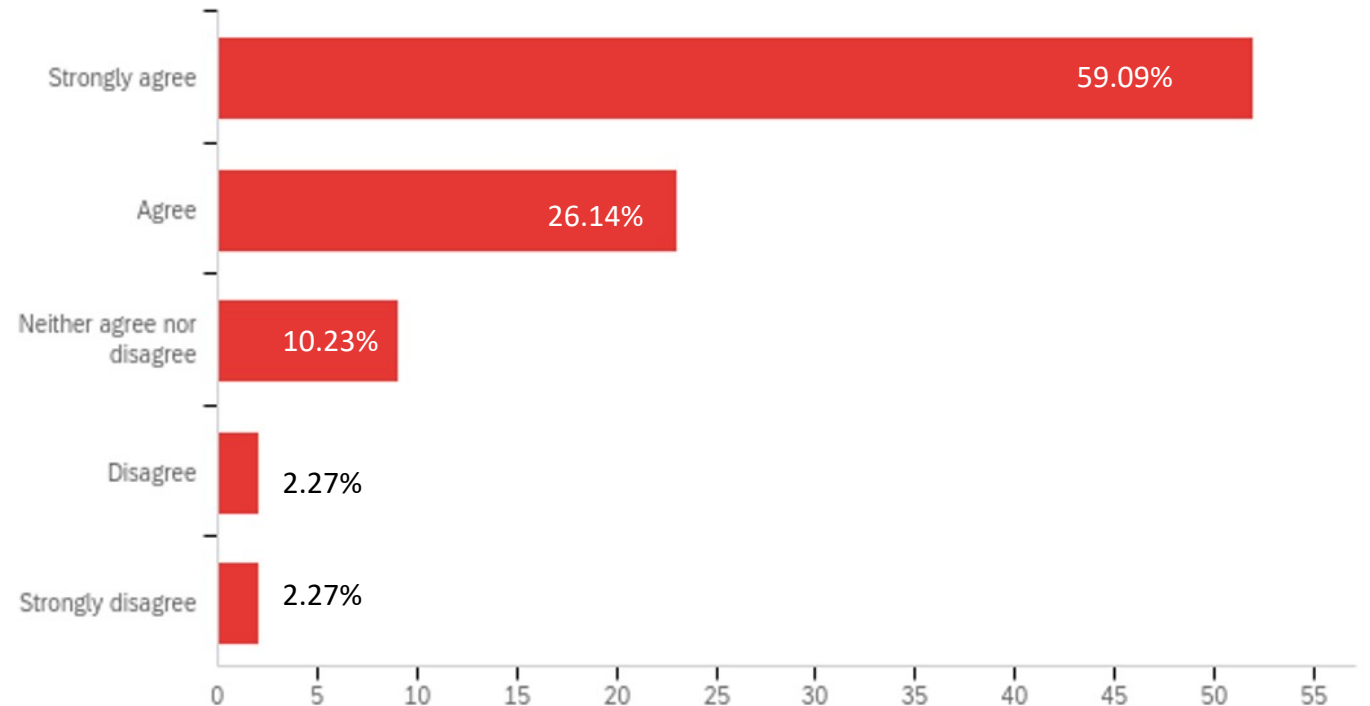
*N = 96, 13% didn't respond

Manager Support

My immediate manager is a:*



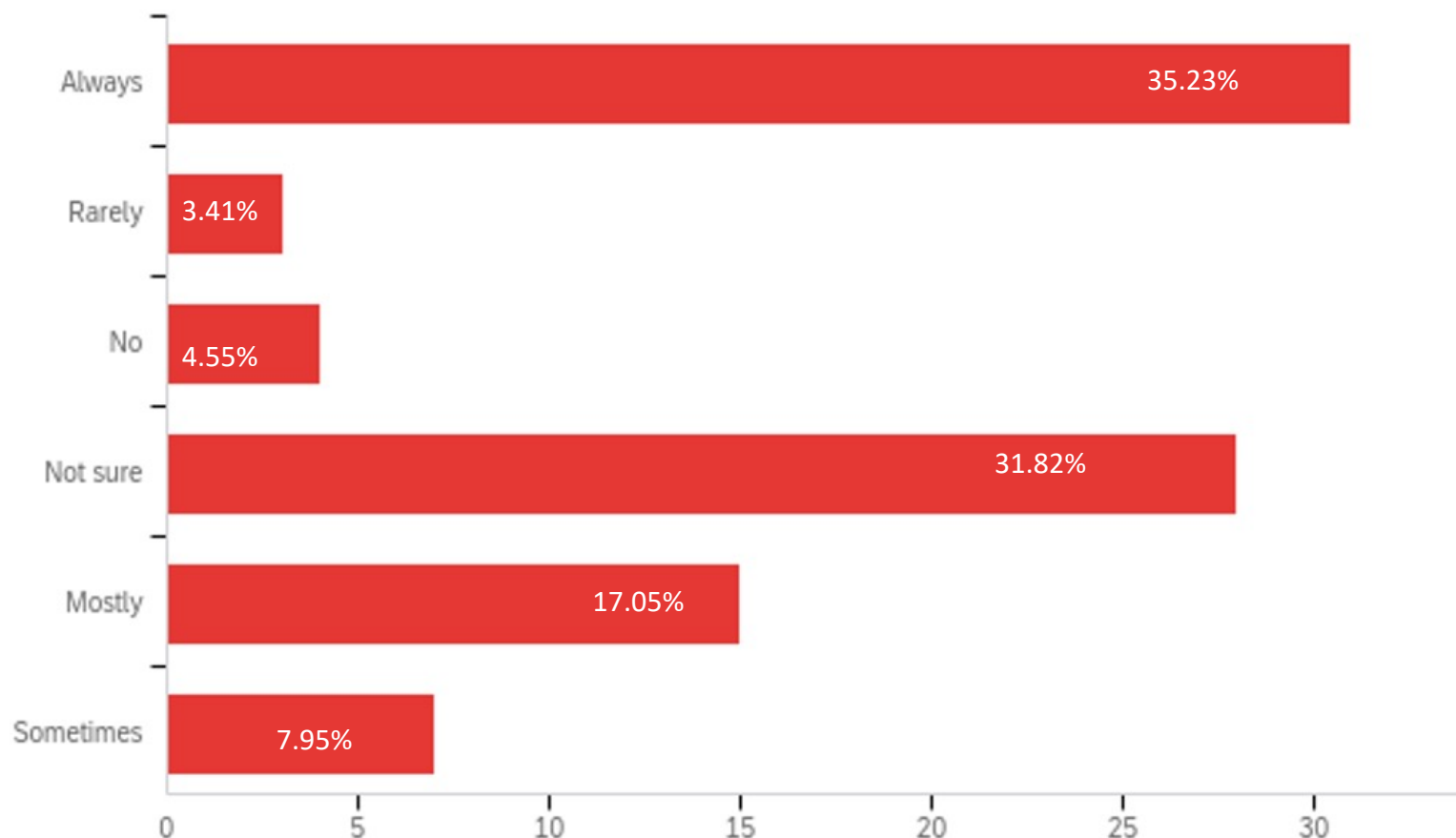
My immediate manager has been helpful at getting me the support I need to do my job during this pandemic (e.g., understanding my personal challenges, setting flexible arrangements, providing resources).*



*N = 88, 20% didn't respond

Manager Support

Has your manager incorporated inclusive practices in the past 6-12 months?*



Examples:

Including all team members in communications and decisions

Setting up inclusive meetings with various ways to participate

Creating diverse work teams

Letting team members know what needs to be done and giving them autonomy on how to do it

Accommodating personal caregiving needs

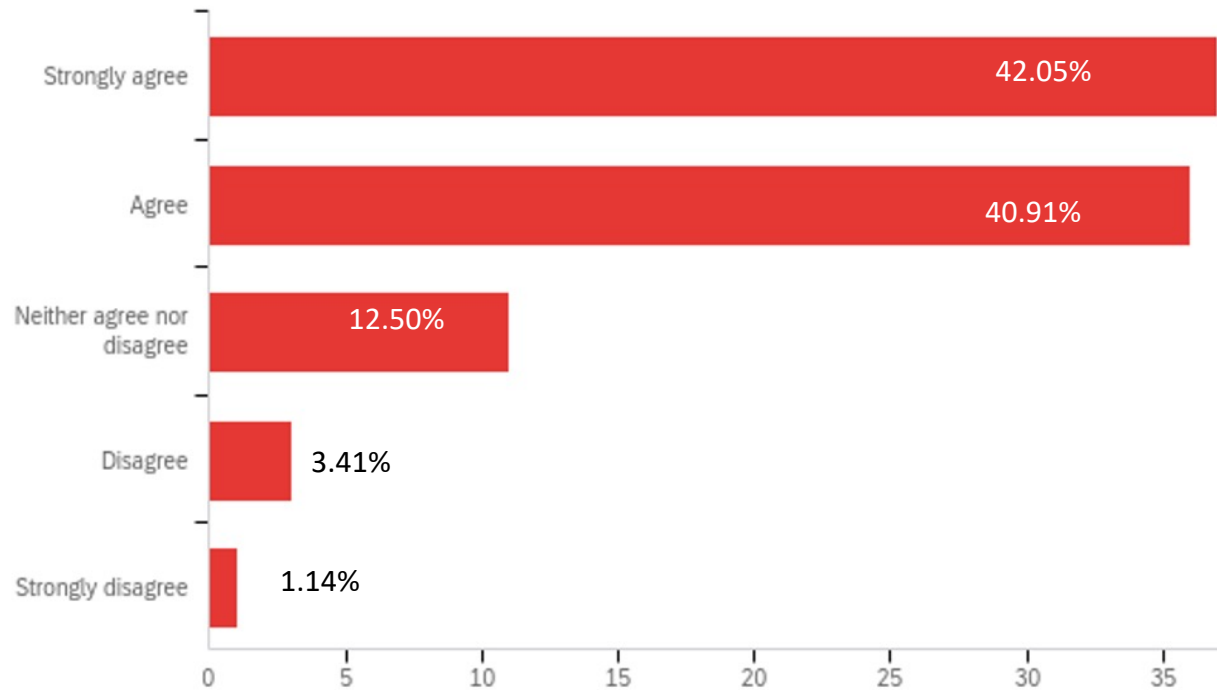
Encouraging participation in affinity groups

Recognizing the observance of minority religion holidays

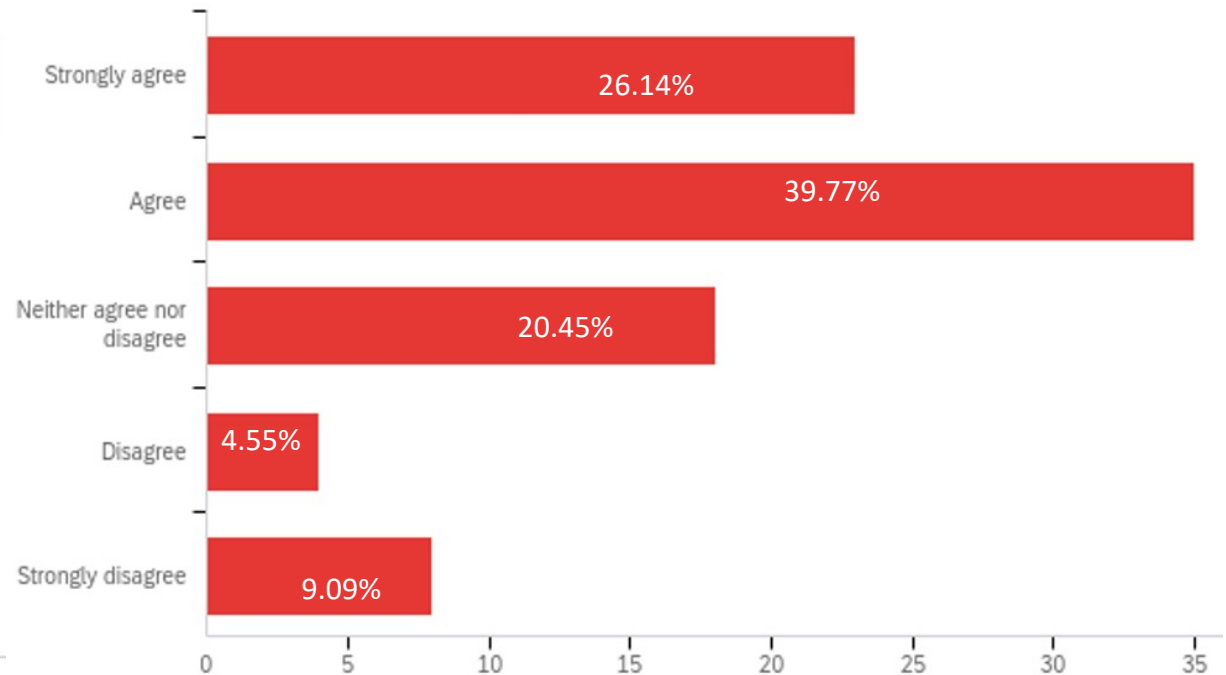
*N = 88, 20% didn't respond

Manager Support

My manager and team members fairly consider ideas and suggestions offered by other team members.*



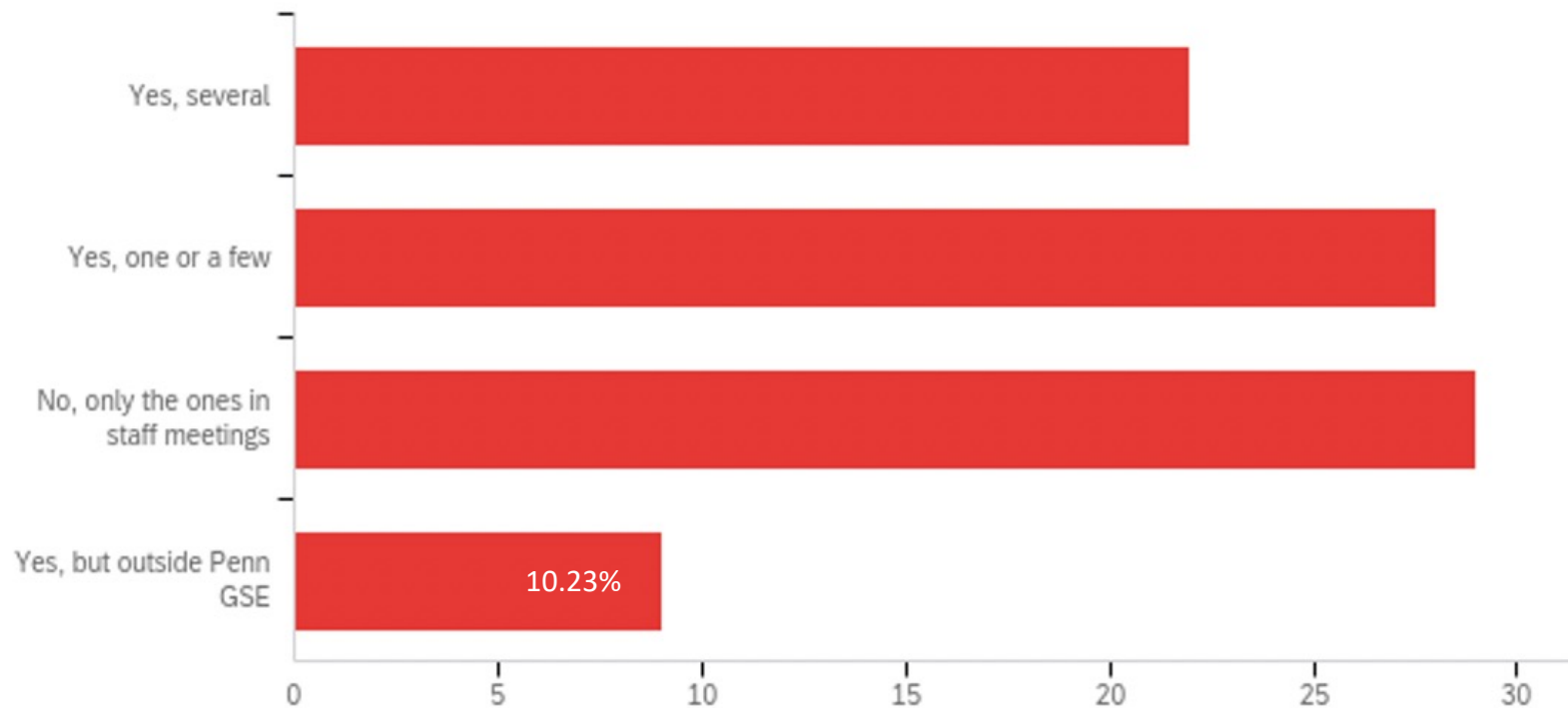
I feel welcome to express my true feelings at work.*



*N = 88, 20% didn't respond

HR Programming

Did you participate in any GSE-sponsored DEI-related events in FY21, not including those in staff meetings?*



Why did you not participate (comments summary)?

Lacking time/scheduling conflicts

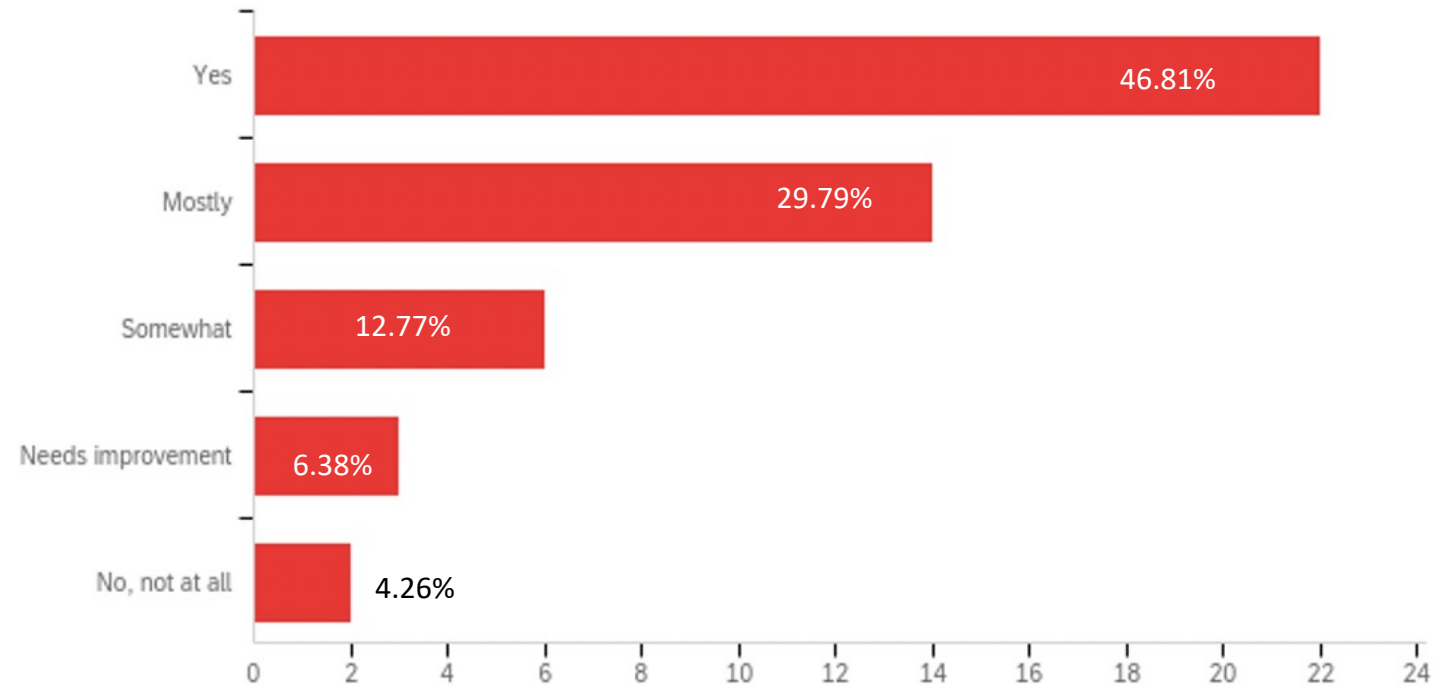
Preference in participating in these events in non-work settings

Discomfort in these events in work settings

*N = 88, 20% didn't respond

HR Programming

Did the GSE-sponsored DEI-related event(s) you participated in FY21 meet your needs and/or expectations?*

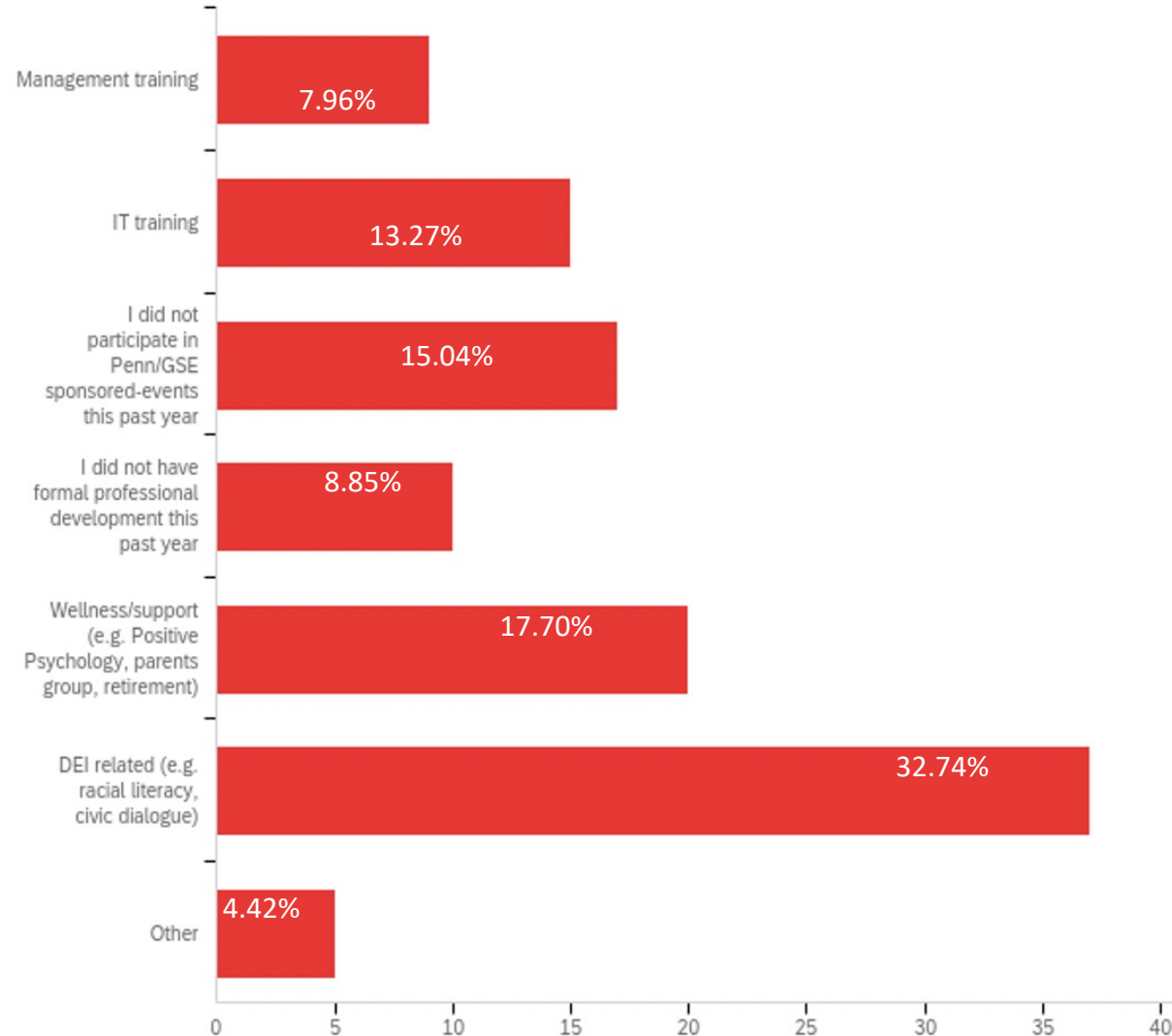


Comments Summary	
Yes	• Thoughtful programming with variety • Beneficial to hear and learn from colleagues as well as people outside of GSE and Penn • Opportunity to reflect and practice • Generally safe space
Mostly	• Informative • Practical
Somewhat	• Felt reactive versus proactive • Inconsistent quality • Some were rudimentary
Needs Improvement	• Lacking diversity in topics

*N = 47, 6% who attended didn't respond

HR Programming

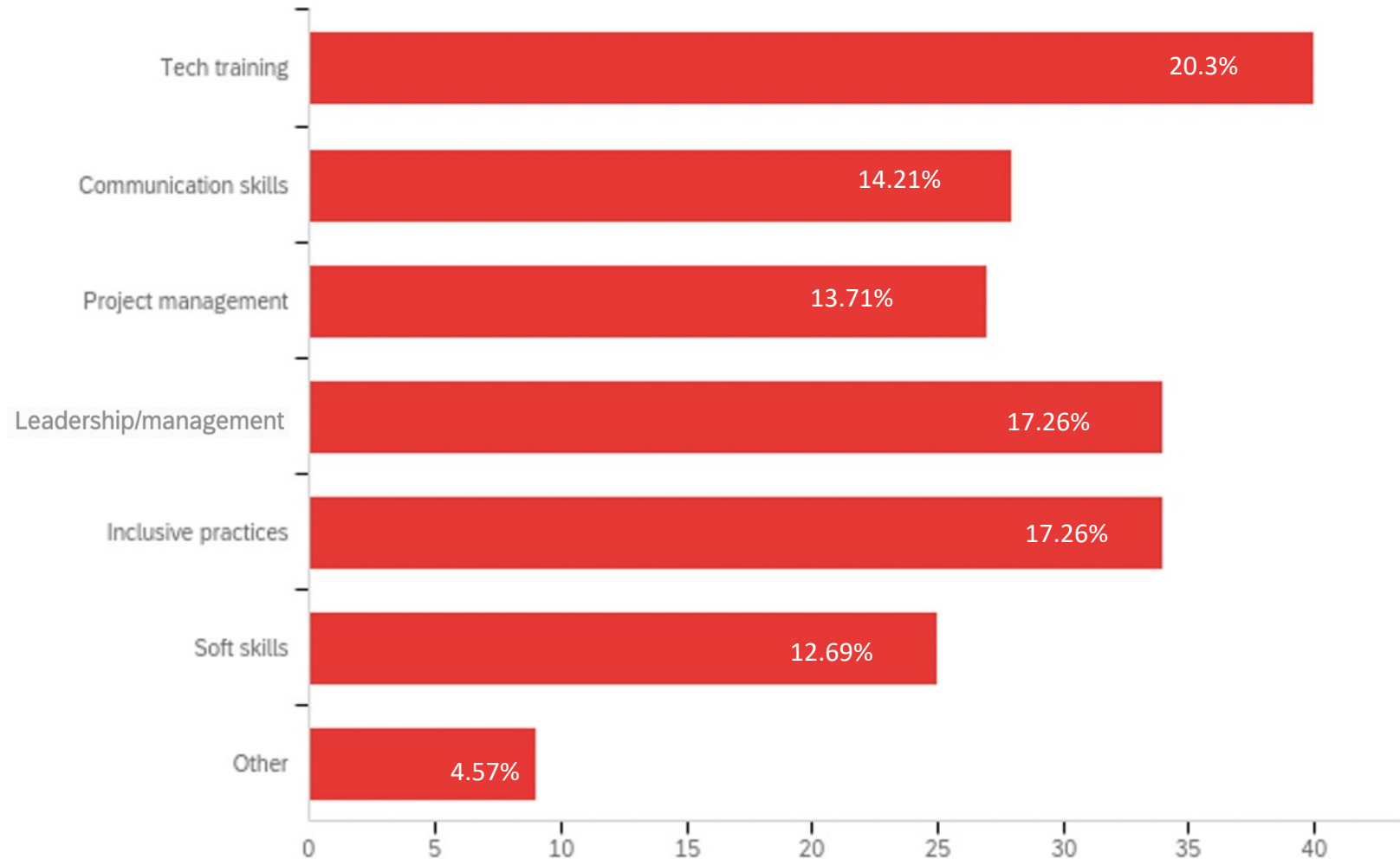
Which professional development opportunities at Penn did you participate in FY21? (check all that apply)*



*N = 79, 28% didn't respond

HR Programming

What types of training programs do you think would be helpful for GSE staff? (check all that apply)*



*N = 79, 28% didn't respond

HR Programming

What other types of programs/initiatives do you recommend for our community? Do you have any suggestions for community-building events or initiatives once we've returned to campus? Comments Summary

Cross-school events with staff, faculty, and students

Variety of social events (on campus, off campus, food, happy hours, games, art, with families invited, clubs, etc.)

Formal mentorship/allyship program within GSE and/or across Penn

Departments/programs sharing their work (in meetings, newsletters, etc.)

Different meeting formats and trainings on these formats for increased engagement (in-person, virtual, and hybrid)

Team Dynamic

Is there anyone at GSE that you would like to give a shout out for making work a little bit better/easier these past few months?





Team Dynamic

Think of a time you were recognized at work and felt appreciated. Can you share how you were recognized and why it was special to you (*comments summary*)?

One-on-one recognition from supervisor and/or senior management – written/verbal

Appreciation notes cc-ing manager

Shoutouts at meetings, in newsletters, in surveys, etc.

Penn Models of Excellence nomination

Group recognition events/lunches

Group cards

Gift cards

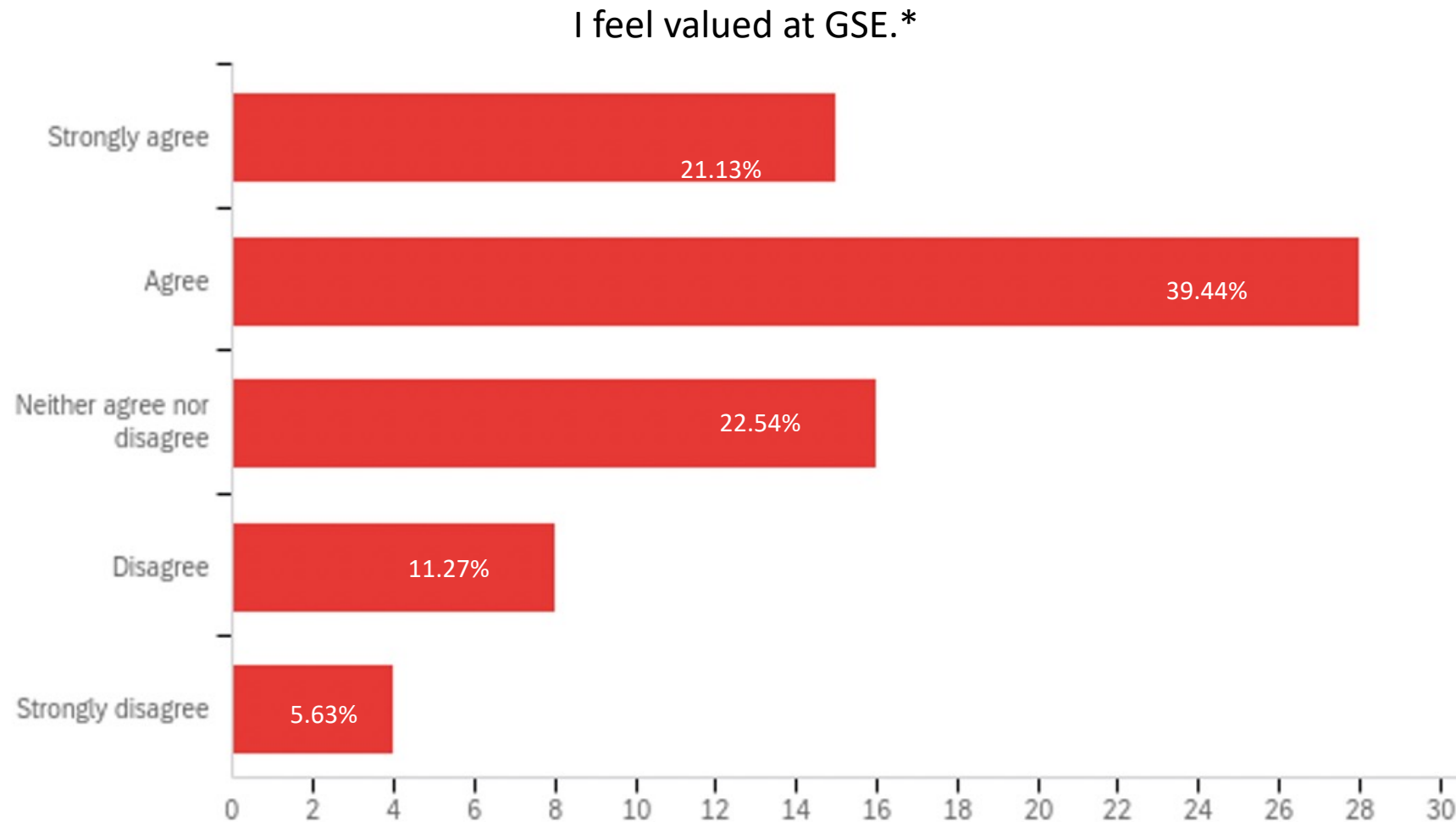
Time off

Increased autonomy

Acknowledgement in performance appraisals

Promotion/raise

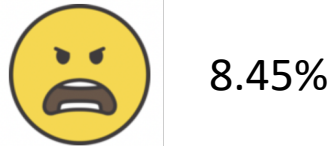
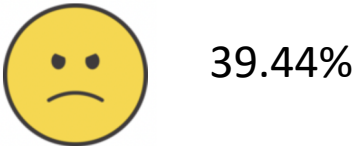
Personal Well-Being



*N = 71, 35% didn't respond

Personal Well-Being

How are you feeling right now about work?*



Why (*comment summary*)?

Excited

Fine/ambivalent

Conflicted/mixed emotions/curious

Anxious/worried/tired/overwhelmed/stressed

Dread/anger/sadness/disappointment/frustrated

*N = 71, 35% didn't respond



Personal Well-Being

What do you need to make it easier for you to return to hybrid and in-person work on campus? What are some things that helped you in your remote work that you think would be good to continue? (*summary*)

Flexible work options (39)
Community-building/social activities (10)
Inclusive meetings (9)
Time for focused work, like Focus Fridays (9)
Private workspaces (6)
Using Teams for faster and cross-school communication (5)
Enforced safety protocols (3)
Mental Health Support (3)



Positive Takeaways

- IT (support, resources) (84.4%)
- Communications (messaging, updates, resources) (83.83%)
- GSE Leadership's consideration for safety and well-being of employees (79.17%)
- Sense of support at Program/Division level (77.09%)
- Managers have been helpful in providing support and resources (85.23%)
- Managers have generally incorporated inclusive practices in the past 6-12 months (60.23%)
- Managers and team members fairly consider ideas and suggestions offered by other team members (82.96%)
- Majority of people feel welcomed to express true feelings at work (65.91%)
- People generally feel valued at GSE (60.57%)
- Slight majority participated in one or more GSE-sponsored DEI-related events in FY21 (outside of staff meetings) (56.82%) and found it met their needs and/or expectations (76.6%)

Areas to Explore

- Majority of people have mixed or negative emotions about work (74.65% of 71 who answered how they're feeling about work right now).
 - Feedback included feeling stressed from their workload, return-to-campus transition, and the ever-changing COVID-19-related situations
- The need for flexible work options was mentioned frequently throughout the survey, with the following benefits:
 - Minimizing health risk and anxiety with being on campus
 - Increasing focused work and productivity
 - Decreasing commute time
- There were requests for additional information on the following resources:
 - Project management resources (17.42%)
 - Wellness resources (17.98%)
 - Professional development opportunities (18.54%)
 - How to request updated or new tech/equipment (17.42%)
- A notable number of people didn't participate in any Penn/GSE events in the past year (15.04%), or any formal professional development opportunities (8.85%)
 - Mostly due to limited capacity and time

