Human Resources Survey Results

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Demographics of Responses

Type of Employee

- Faculty: 376 (24%)
- Professional Staff: 1170 (75%)
- Union: 8 (1%)
- No selection: 142 (9%)

Length of Service

- Less than 1 year: 892 (57%)
- 1-2 years: 220 (14%)
- 3-5 years: 301 (20%)
- More than 5 years: 142 (9%)
- No selection: 1 (0%)
Last Interaction with Human Resources

- In the past 90 days: 838 (54%)
- At least 3 months ago but less than 6 months ago: 287 (18%)
- More than 6 months ago but less than one year: 191 (12%)
- More than a year: 232 (15%)
- No selection: 8 (1%)
Human Resources Overall

How would you rate your overall satisfaction with HR Services?

I am satisfied with the quality of service

- Strongly Agree: 133 (10%)
- Agree: 361 (28%)
- Disagree: 101 (8%)
- Strongly Disagree: 71 (5%)
- Not Applicable/I don't know: 635 (49%)

I am satisfied with the timeliness of service

- Strongly Agree: 153 (12%)
- Agree: 387 (31%)
- Disagree: 120 (9%)
- Strongly Disagree: 72 (6%)
- Not Applicable/I don't know: 532 (42%)
Communication

HR effectively communicates changes in policies and procedures

- Strongly Agree: 860 (56%)
- Agree: 138 (9%)
- Disagree: 123 (8%)
- Strongly Disagree: 107 (7%)
- Not Applicable/I don't know: 312 (20%)

HR responds to my inquiries in a timely manner

- Strongly Agree: 659 (43%)
- Agree: 208 (13%)
- Disagree: 364 (24%)
- Strongly Disagree: 156 (10%)
- Not Applicable/I don't know: 148 (10%)
The Human Resources website is a useful resource

When I contact HR, my first contact person answers my questions or directs me to the appropriate area
I know whom to contact for specific HR questions

- **Strongly Agree**: 326 (21%)
- **Agree**: 648 (42%)
- **Disagree**: 391 (26%)
- **Strongly Disagree**: 102 (7%)
- **Not Applicable/I don't know**: 66 (4%)

I am confident that my communications with HR remain confidential

- **Strongly Agree**: 194 (12%)
- **Agree**: 719 (47%)
- **Disagree**: 280 (18%)
- **Strongly Disagree**: 93 (6%)
- **Not Applicable/I don't know**: 256 (17%)
Customer Service

The HR department provides valuable resources

- Strongly Agree: 182 (12%)
- Agree: 910 (59%)
- Disagree: 230 (15%)
- Strongly Disagree: 72 (5%)
- Not Applicable/I don't know: 148 (9%)

HR has a clear understanding of employee needs

- Strongly Agree: 97 (6%)
- Agree: 618 (40%)
- Disagree: 436 (29%)
- Strongly Disagree: 138 (9%)
- Not Applicable/I don't know: 244 (16%)
I am confident that the HR department will be able to assist me with difficult situations

- Strongly Agree: 232 (15%)
- Agree: 120 (8%)
- Disagree: 555 (36%)
- Strongly Disagree: 443 (29%)
- Not Applicable/I don't know: 193 (12%)

I find it easy to work with HR

- Strongly Agree: 175 (11%)
- Agree: 124 (8%)
- Disagree: 597 (39%)
- Strongly Disagree: 471 (31%)
- Not Applicable/I don't know: 173 (11%)
Change & Adaptability

HR provides opportunities for feedback on practices and procedures to improve efficiency

![Pie chart showing responses to the statement: Strongly Agree 544 (35%), Agree 319 (21%), Disagree 459 (30%), Strongly Disagree 153 (10%), Not Applicable/I don't know 48 (3%).]

HR is responsive to my suggestions on how to improve processes

![Pie chart showing responses to the statement: Strongly Agree 950 (62%), Agree 229 (15%), Disagree 175 (11%), Strongly Disagree 130 (9%), Not Applicable/I don't know 48 (3%).]
HR is proactive in implementing changes to address challenges and opportunities

- Strongly Agree: 709 (46%)
- Agree: 277 (18%)
- Disagree: 347 (23%)
- Strongly Disagree: 145 (9%)
- Not Applicable/I don't know: 61 (4%)

HR Leadership involves the appropriate constituents when making significant changes

- Strongly Agree: 899 (59%)
- Agree: 222 (14%)
- Disagree: 231 (15%)
- Strongly Disagree: 128 (8%)
- Not Applicable/I don't know: 57 (4%)
Policies & Procedures

The HR department reinforces Drexel’s standards of performance/Shared Values

100
6%

429
28%

86
6%

257
17%

663
43%

Strongly Agree
Agree
Disagree
Strongly Disagree
Not Applicable/I don't know

HR policies and procedures are easily assessable and comprehensive

130
9%

141
9%

111
7%

375
24%

778
51%

Strongly Agree
Agree
Disagree
Strongly Disagree
Not Applicable/I don't know
HR procedures require too much paperwork

- Strongly Agree: 216 (14%)
- Agree: 486 (32%)
- Disagree: 503 (33%)
- Strongly Disagree: 280 (18%)
- Not Applicable/I don't know: 45 (3%)

Current merit and promotional processes are effective in rewarding employees

- Strongly Agree: 405 (26%)
- Agree: 520 (34%)
- Disagree: 270 (18%)
- Strongly Disagree: 293 (19%)
- Not Applicable/I don't know: 50 (3%)
I feel HR provides me with guidance to be a more effective supervisor

- Strongly Agree: 70 (5%)
- Agree: 345 (22%)
- Disagree: 278 (18%)
- Strongly Disagree: 123 (8%)
- Not Applicable/I don't know: 725 (47%)

47% of the respondents are not applicable or don't know, which is the largest category.
Benefits

HR does a good job at controlling benefits and health care expenses

The information that I have received about employee benefits is easy to understand
Adequate training sessions are made available to discuss new benefit offerings

![Pie chart showing responses to the question about training sessions.]

- Strongly Agree: 163 (12%)
- Agree: 819 (59%)
- Strongly Disagree: 145 (11%)
- Disagree: 14 (11%)
- Not Applicable/I don't know: 200 (14%)

Our Wellness Program initiatives are engaging and beneficial

![Pie chart showing responses to the question about Wellness Program initiatives.]

- Strongly Agree: 169 (12%)
- Agree: 597 (43%)
- Strongly Disagree: 375 (27%)
- Disagree: 58 (4%)
- Not Applicable/I don't know: 185 (14%)
I am satisfied with the overall level of service I receive from the Benefits team

- Strongly Agree: 129 (9%)
- Agree: 775 (56%)
- Disagree: 242 (17%)
- Strongly Disagree: 91 (7%)
- Not Applicable/I don't know: 151 (11%)

The Benefits team responds to my questions and inquiries in a timely manner

- Strongly Agree: 136 (10%)
- Agree: 623 (45%)
- Disagree: 219 (16%)
- Strongly Disagree: 103 (7%)
- Not Applicable/I don't know: 306 (22%)
Compensation

HR provides a compensation framework that is consistent, equitable and fair

Salary grade information is easily accessible to employees and managers
I have a current, up-to-date job description

- Strongly Agree: 315 (23%)
- Agree: 592 (43%)
- Disagree: 204 (15%)
- Strongly Disagree: 167 (12%)
- Not Applicable/I don't know: 101 (7%)

HR provides guidance and career progression opportunities

- Strongly Agree: 438 (32%)
- Agree: 283 (21%)
- Disagree: 397 (29%)
- Strongly Disagree: 37 (3%)
- Not Applicable/I don't know: 214 (15%)
I can easily access and understand the University’s pay policies

- Strongly Agree: 82 (6%)
- Agree: 561 (41%)
- Disagree: 352 (26%)
- Strongly Disagree: 159 (11%)
- Not Applicable/I don't know: 219 (16%)

I am satisfied with the overall level of service I receive from the Compensation team

- Strongly Agree: 61 (4%)
- Agree: 444 (32%)
- Disagree: 191 (14%)
- Strongly Disagree: 118 (9%)
- Not Applicable/I don't know: 559 (41%)
Employee Engagement/Programs & Events

The Home Ownership Program enhances civic engagement at the University

Employee engagement/Programs & Events makes Drexel a more desirable work environment
I am satisfied with the overall level of service I receive from the Employee Engagement team

- 687 (50%): Strongly Agree
- 437 (32%): Agree
- 108 (8%): Disagree
- 44 (3%): Strongly Disagree
- 102 (7%): Not Applicable/I don't know
**Employee Relations**

**HR provides me with appropriate guidance when there is a performance issue with an employee**

- **Strongly Agree**: 69 (5%)
- **Agree**: 291 (21%)
- **Disagree**: 99 (7%)
- **Strongly Disagree**: 64 (5%)
- **Not Applicable/I don't know**: 845 (62%)

**HR effectively helps managers that are having difficulties within their department**

- **Strongly Agree**: 56 (4%)
- **Agree**: 242 (18%)
- **Disagree**: 119 (9%)
- **Strongly Disagree**: 78 (6%)
- **Not Applicable/I don't know**: 863 (63%)
HR provides me with coaching to be a more effective supervisor

- Strongly Agree: 840 (62%)
- Agree: 567 (40%)
- Disagree: 140 (10%)
- Strongly Disagree: 55 (4%)
- Not Applicable/I don't know: 254 (19%)

The performance improvement process and procedures are clearly defined and helpful

- Strongly Agree: 614 (45%)
- Agree: 333 (24%)
- Disagree: 254 (19%)
- Strongly Disagree: 111 (8%)
- Not Applicable/I don't know: 49 (4%)
I am satisfied with the overall level of service I receive from the Employee Relations team

ER responds to my questions and inquiries in a timely manner
I am satisfied with the technology utilized in Human Resources

Personnel changes are completed in an accurate and timely fashion
HR information is appropriately integrated throughout the University

I am satisfied with the overall level of service I receive from the HRIS team
HRIS responds to my questions and inquiries in a timely manner

- **Strongly Agree**: 77 (6%)
- **Agree**: 342 (25%)
- **Disagree**: 207 (15%)
- **Strongly Disagree**: 124 (9%)
- **Not Applicable/I don't know**: 609 (45%)
Learning & Development

I am satisfied with the Learning and Development Programs

The programs offered help me to develop new knowledge, skills, and capabilities
I am satisfied with the Career Pathway tool

- Strongly Agree: 86 (7%)
- Agree: 481 (35%)
- Disagree: 249 (18%)
- Strongly Disagree: 99 (7%)
- Not Applicable/I don't know: 453 (33%)

Online offerings and classroom programs address my needs

- Strongly Agree: 79 (6%)
- Agree: 455 (34%)
- Disagree: 222 (16%)
- Strongly Disagree: 60 (4%)
- Not Applicable/I don't know: 540 (40%)
I am satisfied with the level of service I receive from the Learning and Development team

607 (45%) Strongly Agree
476 (35%) Agree
111 (8%) Disagree
48 (3%) Strongly Disagree
120 (9%) Not Applicable/I don't know

I am satisfied with the support I receive during the Performance Management process

529 (39%) Strongly Agree
431 (31%) Agree
218 (16%) Disagree
119 (9%) Strongly Disagree
69 (5%) Not Applicable/I don't know
The Learning & Development team responds to my questions and inquiries in a timely manner

- Strongly Agree: 737 (54%)
- Agree: 428 (31%)
- Disagree: 65 (5%)
- Strongly Disagree: 40 (3%)
- Not Applicable/I don't know: 77 (6%)

I am satisfied with the support I receive regarding the performance management process

- Strongly Agree: 595 (44%)
- Agree: 425 (31%)
- Disagree: 170 (12%)
- Strongly Disagree: 96 (7%)
- Not Applicable/I don't know: 77 (6%)
Talent Acquisition

I am satisfied with the length of time it takes to fill open positions

- Strongly Agree: 487 (36%)
- Agree: 228 (17%)
- Disagree: 345 (25%)
- Strongly Disagree: 281 (20%)
- Not Applicable/I don't know: 29 (2%)

I understand the efforts that go into the recruitment of new hires

- Strongly Agree: 464 (34%)
- Agree: 529 (39%)
- Disagree: 175 (13%)
- Strongly Disagree: 112 (8%)
- Not Applicable/I don't know: 88 (6%)
HR does a good job of providing high quality candidates

- Strongly Agree: 43 (3%)
- Agree: 349 (26%)
- Disagree: 198 (15%)
- Strongly Disagree: 101 (7%)
- Not Applicable/I don't know: 672 (49%)

I am satisfied with the technology and processes used to hire faculty

- Strongly Agree: 31 (2%)
- Agree: 222 (16%)
- Disagree: 128 (10%)
- Strongly Disagree: 81 (6%)
- Not Applicable/I don't know: 900 (66%)
I am satisfied with the technology and processes used to hire professional staff

- Strongly Agree: 631 (46%)
- Agree: 360 (26%)
- Disagree: 220 (16%)
- Strongly Disagree: 117 (9%)
- Not Applicable/I don't know: 39 (3%)

I am satisfied with the new hire orientation program

- Strongly Agree: 551 (41%)
- Agree: 483 (36%)
- Disagree: 167 (12%)
- Strongly Disagree: 96 (7%)
- Not Applicable/I don't know: 60 (4%)
I am satisfied with the overall level of service I receive from the Talent Acquisition team

The Talent Acquisition team responds to my questions and inquiries in a timely manner