

2024 AP Committee Survey Executive Summary

The annual Administrative Professional (AP) staff survey was conducted in September 2024 with 358 responses (382 responses in 2023, 344 in 2022, and 243 in 2021). The intent of the survey was to measure job satisfaction as it relates to the following categories: compensation and benefits, recognition, inclusion and equity, and communication. The survey results provide a snapshot of staff satisfaction and both areas to celebrate and improve upon.

Overall, there have been notable shifts across categories when compared to the past year. While **professional development** saw the largest gains, with **78% of staff strongly or somewhat agreeing** that they are satisfied (up **5%** from 2023), there was a **decline in satisfaction** with leadership communication. Only **45% strongly or somewhat agreed** that the Senior Leadership Team (SLT) allows for staff input, a **7%** drop from the previous year.

Staff also reported **mixed feelings on inclusion and equity**. While **91%** of respondents strongly or somewhat agreed their unit is committed to inclusion, the feelings of university-wide commitment dropped by **7%**.

Staff satisfaction in regard to **compensation levels** decreased slightly. **58% of respondents strongly or somewhat agreed** they are satisfied with their overall compensation, down **5%** from last year. On the other hand, **benefits satisfaction** remains relatively stable, with **87% strongly or somewhat agreeing** that they are content with benefit offerings. **Work-life balance** remains consistent, with **74% agreeing** they are satisfied, a small increase from last year.

In summary, while improvements have been made in professional development and unit-level inclusion, there are concerns surrounding leadership communication, university-wide inclusion efforts, and overall compensation. Addressing these areas could foster greater engagement, and ultimately retain the innovative and hardworking AP staff we have at GVSU.

		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	NA
GVSU's Senior Leadership Team communicates in a way that allows me to have input into the direction of the university.*	2022	11.1%	40.7%	24.7%	22.2%	1.2%
	2023	15.5%	36.0%	29.4%	17.5%	1.7%
	2024	12.0%	32.6%	29.2%	24.0%	2.2%
	▲ 23 to 24	-3.5%	-3.4%	-0.1%	6.6%	0.5%
<i>*Question changed from 'Leadership' to 'SLT' in 2024</i>						
I am satisfied with my opportunities for professional development.	2022	24.9%	38.8%	24.0%	11.0%	1.3%
	2023	28.0%	45.1%	18.1%	8.2%	0.7%
	2024	37.1%	41.1%	12.7%	8.7%	0.4%
	▲ 23 to 24	9.1%	-4.0%	-5.4%	0.5%	-0.3%
I feel well trained to perform my job duties and responsibilities.	2022	45.4%	42.9%	7.6%	2.5%	1.5%
	2023	43.2%	44.2%	10.6%	1.7%	0.3%
	2024	42.2%	45.1%	10.5%	2.2%	0.0%
	▲ 23 to 24	-1.0%	0.9%	0.0%	0.5%	-0.3%
People in my unit/office are committed to inclusion and equity.	2022	61.4%	31.2%	5.1%	1.9%	0.3%
	2023	64.3%	30.0%	5.0%	0.3%	0.3%
	2024	64.7%	26.1%	6.3%	2.6%	0.4%
	▲ 23 to 24	0.4%	-3.9%	1.3%	2.2%	0.0%
People in my college/division are committed to inclusion and equity.	2022	52.8%	38.5%	4.2%	3.6%	1.0%
	2023	53.5%	39.5%	4.4%	1.3%	1.3%
	2024	55.0%	35.1%	7.0%	2.2%	0.7%
	▲ 23 to 24	1.5%	-4.4%	2.7%	0.9%	-0.6%
The University is committed to inclusion and equity.	2022	51.5%	37.0%	8.4%	3.2%	0.0%
	2023	52.0%	37.7%	8.3%	1.6%	0.3%
	2024	45.2%	37.5%	14.3%	2.9%	0.0%
	▲ 23 to 24	-6.8%	-0.2%	6.0%	1.3%	-0.3%
I am satisfied with my overall compensation.	2022	12.5%	42.8%	25.3%	19.4%	0.0%
	2023	18.1%	44.2%	24.4%	13.4%	0.0%
	2024	15.2%	42.4%	20.8%	21.2%	0.4%
	▲ 23 to 24	-2.8%	-1.8%	-3.6%	7.8%	0.4%
I am satisfied with my benefits (healthcare, retirement, EAP, etc).	2022	53.4%	36.4%	5.9%	3.9%	0.3%
	2023	52.2%	38.1%	7.4%	2.4%	0.0%
	2024	52.0%	35.1%	7.0%	5.2%	0.7%
	▲ 23 to 24	-0.2%	-3.0%	-0.4%	2.8%	0.7%
I am satisfied with my work/life balance	2022	24.1%	41.3%	18.5%	16.2%	0.0%
	2023	28.5%	45.3%	15.8%	10.4%	0.0%
	2024	28.8%	45.4%	15.9%	10.0%	0.0%
	▲ 23 to 24	0.3%	0.1%	0.1%	-0.4%	0.0%
I feel recognized and appreciated by my co-workers.	2024	45.8%	41.3%	7.7%	4.4%	0.7%
I feel recognized and appreciated by leadership.	2024	25.2%	41.5%	21.5%	11.5%	0.4%
I understand GVSU's current initiatives and priorities.	2024	32.5%	58.3%	7.7%	1.5%	0.0%
I understand how I fit into GVSU's current initiatives and priorities.	2024	25.5%	53.7%	15.0%	5.8%	0.0%