

2020 UCR University Advancement
Employee Engagement Survey - Text Comments

TEXT COMMENTS

1. I feel like I am on call 24/7. It would be nice to be able to enjoy a day off without feeling pressure to respond to emails constantly. Emails from within advancement come in at all hours of the evening and on weekends.
2. I have nothing but positive things to say about Advancement. Overall it's a very supportive and close-knit group lead by supervisors who get to know each and everyone of us personally and build on our respective strengths. The opportunity for professional development is incredible. I rated a few items as 3's or 4's only because they lended themselves to external departments (IT, HR) with which I do have some issues with. These include: 1) Terrible wifi across campus that makes it impossible for us to do our jobs while on devices outside of the office 2) Terrible systemwide HR policies around maternity leave and paid family leave. (And it would be really nice if we could get a kitchen sink somewhere on the first floor of Hinderaker Hall so that we could avoid doing dishes in the bathroom and eliminate the need for so many single-use cups and dining ware.) :)
3. Thanks for doing this annual survey and for your leadership. I look forward to closing the campaign and continuing to build on our successes.
4. Overall work environment is terrific, but myself and others I work with have expressed feeling like it is extremely difficult to move up in rank within our department/receive promotions despite how much extra work or initiative is put forth. My workload and responsibilities have steadily increased without the prospect of additional compensation or clear trajectory towards a new, higher-level role. It feels almost impossible to be promoted with how things are currently structured and there is no clear path for career advancement within my current role. I also feel there is an imbalance in terms of compensation between peers, given the salary data available through UCOP and my knowledge of colleagues various roles, qualifications, and education levels, but the environment here is not particularly open in terms of allowing for these conversations about salary and compensation with upper management.
5. Advancement Services is a huge bottleneck. The place where new ideas go to die.
6. I have been with UA for over five years and appreciate the culture change that has taken place during that time. My colleagues across UA have become more positive overall and collaboration continues to increase. I have started recommending UA to my friends and network, encouraging them to join our team.
7. I don't have any specific examples, but my supervisor is known for having strong leadership and mentoring skills, but I do not seem to be able to reach a point in our working relationship where I can gain any insight for my particular role.
8. We enjoy a workplace full of positive morale and purpose. Everyone has an important role to play, and we work as part of a group of critical-thinking, top performers. We feel our division enjoys a strong reputation even among the more discerning populations of the university campus, and we are all proud of that. There is opportunity for improvement in a non-UA specific area: that is, the performance appraisal process. The 1-5 numbering system creates anxiety and - worse - has the potential to harm morale.
9. My supervisor provides the support and the flexible working schedule I needed.
10. We are barely allowed to talk to each other. How does that encourage developing friendships?

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11. I have really enjoyed my time in Development. It is truly a great place to work with people who genuinely care about each other and the work that they do. I feel that UA should consider developing its business processes to be more scalable for the future. Smaller organizations are able to operate with less defined processes but I feel UA has grown past this point. I feel that clearly defined business processes (policies and procedures) formalized in a PDF document could be used as a tool to help make the organization more ready to support the university as the university seeks to grow over the next decade. The policies should not be so exact as to become outdated with software changes, but should be a good framework and collective knowledge base to rapidly equip each member with what to do and how to do it. I feel that this would help with resource oversight and resource deployment and would eliminate ambiguities that exist between teams which cause confusion and a lack of operating con
12. I do not feel like collaboration goes both ways. And by that I mean that we are expected to reach out to those above us or on the development side but development isn't being proactive about looping others into their work or planning. It feels very one-directional. This said, I do know that leadership encourages it. It just doesn't seem to be happening both ways.
13. Where some people are allowed to work from home, that generosity needs to be extended to everyone -- regardless of where employees live. Anything short of that is biased. If some are allowed to work remotely, all ought to be given the option. An employee doesn't have to take that option, but, to be fair, it should at least be offered.
14. I would like to clarify that many of my answers regarding employee input or the value of an employee's opinion, or in some cases even expertise, are not based on my specific unit but on University Advancement leadership. I believe that many very important decisions that affect my unit are made without any representation from my unit in any important meetings or discussions. It is also clear that in University Advancement some units are valued much more highly than others, which does not create an equitable or fair work environment. I feel undervalued within University Advancement as a whole, both in morale and compensation, for the amazing work that my unit produces.
15. While I am thankful for a healthy culture of collaboration among development officers and colleagues among advancement departments, staffing at the support level remains to be a challenge. I understand that recruitment and retainment is an obstacle campus-wide but as a department that is pretty well staffed at the leadership level additional help in areas that are more service-oriented like, stewardship, annual giving, development events, etc. would be helpful in growing collaborative projects and fundraising initiatives.
16. I am very proud to work at UC Riverside and to be a part of the UCR Advancement Team. I am inspired by my colleagues daily and look forward to the next year, closing the campaign and celebrating everyone's successes!
17. Due to the addition of new management layers, our teams are no longer being included in conversations that we can contribute to or should have a say in. We are being told that new programs are coming, or that changes have been made, by management who have not been on the team long enough to have historical context. We are left to complete our usual tasks without having the opportunities to contribute to new and exciting projects. We do not oppose change or have qualms with decisions that are made, but it would be great to feel like our years of experience is being valued. As it stands we are just the worker bees, too far down to be consulted on new ideas. Overall, it has been a demoralizing year.

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18. I feel so invested in, so encouraged, so appreciated - and yet, so challenged at the same time. I will continue to pour everything I have into UCR Advancement because I firmly believe in our efforts. I feel trusted, valued and supported. Those feelings make me want to work even harder. Should this continue, I'll never have to look for another place to work. I have found a home at UCR. Thank you, Peter, for standing up for what is just, fair, equitable and appropriate.
19. Often it feels like the honest communication regarding reality and challenges in the work place are not being heard and/or taken with serious consideration even though these challenges have been communicated openly on numerous occasions.
- 20 I will retire in five years and look back at my development experience at UCR being the best that I could ever have experienced. Peter has created an excellent environment for growth and creativity and I'm beyond grateful!
- 21 Recently, I have been given the opportunity to perform at a level that utilizes my potential and think creatively to implement innovative ways to advance my department forward. AVC Marie Shultz has been incredibly supportive and I appreciate her guidance as well as direct and transparent leadership style. I look forward to what's ahead for UCR!
22. I really enjoy working for UCR and love the University's mission. I also very much appreciate the thought and care that leadership takes to ensure that everyone feels considered, valued and appreciated. As a Major Gift Officer, I think that bolstering the Research and the Annual Fund teams with additional resources would bolster our work as a whole and build the pipeline that we desperately need.
23. I am sick of surveys. After every staff assembly meeting there's a survey (which I don't fill out because I'm sick of surveys), we're always being asked to fill out this or some other University Advancement survey or to use the box, every time I shop somewhere or do just about any commercial transaction there's a survey they want you to fill out (I don't) and frankly, I'm sick to death of them and hate filling them out. The results of this survey will cause another Advancement all-staff meeting to drag on unnecessarily long and be soooo boring and possibly result in changes that no one wants or cares about but that look good on upper management's resumes. I'm so, so, so sick of it all.
24. University Advancement is one greatest environments I've worked in!
25. I appreciate the on-going effort to improve our organization.
26. Unfortunately many of my responses are negative. Much, but not all, of that has to do with my individual experience with my supervisor. I like my colleagues, leadership, and UCR Advancement culture in general, but my day-to-day work experience, opportunities to excel and professional development is largely determined by my supervisor.