Response to April 2018 Staff Survey

Date: September 25, 2018

The Mellon College of Science (MCS) undertook a series of significant survey and strategic planning initiatives in Spring of 2017. As part of this move to improve the college, a series of surveys have been professionally designed to gain information about Work, Culture, and Image to name only a few of the areas surveyed. The purpose of the surveys is to identify actionable issues that the college itself can address. Some of the issues (e.g., building, salaries, benefits, etc.) are larger issues that can be influenced at a higher level, but ultimately these issues are not within the total responsibility of MCS.

Reported here are the significant drivers (i.e., what we learned) from the April 2018 survey of the Mellon College of Science Staff, and the actionable items addressed. These are all ongoing issues that will continue to be improved over time.

Work Environment

While Doherty Hall, Wean Hall and Mellon Institute together make up the majority of the work environment for MCS, the majority of the issues/comments are related to Mellon Institute (gas leaks, fire alarms, flooding, food services, security). In response:

a. Direct communication with Central, about the poor work conditions in Mellon Institute, has been established. In recent years many of the issues in Mellon Institute have been addressed (if at all) internally; thus Central has been largely unaware of issues.

b. Security of Mellon Institute is being reviewed and updated. The establishment of the CMU-PITT MRI Center in the basement of Mellon (this is not yet in place, and will be socialized as progress is being made) will largely address the ongoing lack of, and need for, better security.

c. The ongoing gas order issue in Mellon Institute has been resolved.

d. Food services:
   a. Stephanie’s (Mellon Institute) has been updated, automated and relocated to the 4th floor of Mellon (grand opening with free food September 2018)
      i. Flat top tables and stools are on order
   b. Wean Hall coffee shop updated with more lighting and options

e. Information Technology (IT) centralization within MCS. Al Scheuring has accepted responsibility of IT Manager for MCS. Individuals have been identified within each academic unit to work with Al as a centralized entity (website, desktop services, support, etc.).

Work and Remuneration
Overall there is a sense that job descriptions, duties and expectations are not clearly defined, and that benefits are good, but salaries low. There is a desire for both professional development and career path planning for MCS staff.

a. Working with Human Resources (HR) at CMU, job descriptions, work duties and expectations are being reviewed with an eye to standardize work responsibilities and salary.

b. Career planning is an issue that should be an ongoing conversation, and we are working to provide supervisors with talking points on career paths for their direct reports.
   a. MCS is considering one-hour workshops to help with these conversations and discussions.
   b. At the Central administration level there is a new Vice President of Human Resources. Leadership training and skill training workshops are in process.

**Communication and Image**

There is a desire to be better informed (i.e., transparency) at the college level, and to improve the image of the college both internal to CMU and externally. To address these issues the following work is being done:

a. Town halls. One will be established for staff… have already been done for graduate students and faculty.

b. Website restructuring at all levels for the purpose of improved communication and professional image

c. Improved communication outwardly to other colleges on campus and the larger community
   a. Website
   b. Social media
   c. News releases
   d. Videos
   e. Public events

d. A MCS “Intranet” is established, initially for the research component of MCS, and will be expanded to include information about job training and other opportunities.
   a. The MCS Strategic Plan (and departments) will be posted here.

e. Both MCS Minute and Dean’s Dispatch have been established to provide weekly and bi-weekly communication to staff, students and faculty

f. Continued survey of faculty, staff and students in MCS for the purpose of communicating needs, and providing students, staff and faculty with an avenue to see and hear that their issues are being read and addressed.