



Quality of Work Life Survey

Summary of Findings and Quantifying Overtime

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Best and Worst

- **Positives**
 - Respect for personal differences
 - Work in safe environment
 - Gained/Improved skills
 - Work schedule fits personal circumstances
- **Negatives**
 - Workload
 - Able to voice opinion/affect change at JJC
 - College's communication with employees
- **Indifferent**
 - Recommend JJC as a good place to work

Best and Worst - Workload

- Best
 - 1 out of 6 (16.6%) HEOs have *not* worked overtime
 - The majority of HEOs who work overtime work 5 or fewer hours overtime per week (60%)
- Worst
 - Potential contract violation (9.9% have worked overtime involuntarily and without compensation)
 - Increased assigned workload (68%)
 - No increase in compensation (72%)
 - 35-hour work week not enough time to complete assigned work
 - Most do not regularly take their 1 hour lunch

Workload Overtime

HEOs who have worked overtime 83.4%

Follow-up questions if they indicated they have worked overtime,

- Typical month, how frequently they worked overtime...
 - 1% - 25% (e.g. < 1 week/mo.)
 - 26% - 50% (e.g. < 1-2 weeks/mo.), etc.
- When you do work over time, how many EXTRA hours per week... (1, 2, 3, 4, 5...“20 or more”)

Quantifying Overtime

Total overtime worked hours by weeks per HEO working overtime were then extended and summed into monthly and annual totals

- 4 persons indicating they typically work overtime during 2 weeks a month averaging 3 overtime hours each of those weeks, $4 \times 2 \times 3 = 24$. Those 4 persons work a combined total of 24 hours overtime in a typical month.
 - 5 persons indicating they typically work overtime during 2 weeks a month averaging 10 overtime hours each of those weeks, $5 \times 2 \times 10 = 100$. Those 5 persons work a combined total of 100 hours overtime in a typical month.
- Sum of HEOs monthly overtime hours 1,686
 - Sum of HEOs annual overtime hours (mo. X 12) 20,232

only for those who responded to the survey

Quantifying Overtime

HEOs work a combined total annual overtime of over 11 FTE.

1 FTE HEO		
35 hrs/wk x 52 wks		1,850 hrs
Total annual overtime worked as FTE		
20,232 hrs / 1,850 hrs/FTE		11.12 FTE

This is a minimum, summed from the 128 survey respondents who responded to both quantitative workload questions. Also, 20, the minimum, was used for "20 or more."

~~referring~~ for all HEOs, it would be even higher

On the Great Colleges to Work For

The QOWL survey reinforces issues from the ModernThink Higher Education Insight Survey, aka Great Colleges to Work For

- Work environment (positive on both surveys)
- Involvement in work area decisions (neutral)
- Resources to do work, professional development, communication, voicing opinions (negative)

On Great Colleges to Work For

The MindThink Higher Education Insight Survey

- Has a small professional staff N (17)
- Requires self reporting of job category and can be confusing
- There are no questions on the professional staff's role or participation in governance. Instead, the professional staff are asked about the faculty's role and participation in governance.

On the QOWL Survey

Surveyed HEO population, 273. Response rate 63% (N=171). Representative on gender, and minority populations; slightly underrepresents Enrollment Management and aHEO positions.

HEO Council worked with IR Office to adapt Work-Related Quality of Life scale, S.Easton and D. Van Laar, Department of Psychology, University of Portsmouth, UK, (<http://www.qowl.com>). Subset used was 4 scales of interest; Life Attitudes, Work Environment, Workload, and Professional Development & Satisfaction. Statistics show relatively high reliability ($\alpha=.81$). It was internally consistent, meaning, this subset of 4 scales made for a reliable survey instrument.