ND Voice 2012
The University identified “Enhancing Communications as the focus for the 2013 survey. The College of Arts and Letters formed a Survey Response Committee (Eileen Barany, Debbie Kabzinski, Rhonda Singleton, April Smith, Cindy Swonger, Brenda Teshka, and Jeanette Torok). The committee was charged with identifying the top staff concerns raised in the survey and providing recommendations to address these concerns.

The following are the top concerns raised in the NDVoice survey and the action items that were put into place.

Action Items

1. **Action item:** Many staff questioned how the salaries and benefits compare to other organizations in the South Bend area.  
   **Response:** The committee, with guidance from Lori Maurer, invited HR consultants Theresa Dockery from Compensation, Denise Murphy from Benefits, and Rob Becht from the College to make a presentation to staff. This action item has been completed.  
   **Notre Dame salaries vs the local market - How do we compare? What is the compensation structure at ND and what determines how jobs are placed in it?**  
   Theresa Dockery, Compensation Manager, Kevin Birch Sr. Compensation Analyst

   **Our Benefits at Notre Dame** - A Benefits and Wellness Manager at HR will talk about the kind of continuous improvement/benchmarking and improvements/additions that have been made over the years as well as the vision and planning that goes into the benefits package offered to employees.  

   **How are staff merit raises determined in the College of Arts and Letters?** Rob Becht, Sr. Director, Finance and Administration, College of Arts and Letters  
   *Action item completed*

2. **Action item(s):** Many of the concerns noted in the survey that faculty administrators are not trained in supervising staff. Rob could continue to conduct workshops for new faculty supervisors at the beginning of each academic year that could include administrative staff that could foster conversations as, “What makes a department work well?”, “What should the chair expect from their admin and what should their admin expect from their chair?” etc. This workshop could include an overview of Endeavor and the (year-long) performance review process with emphasis on the fact that this is ongoing throughout the year, not just once or twice a year. One component of the best practices could include position descriptions, which should be implemented as part of the yearly review process. The committee discussed conducting lunch or coffee get-togethers with staff and their supervisors (chairs, DGS, DUS) across different departments in the college. The departments meeting together during any given time would be determined by similarities such as faculty size, grad student or undergrad
enrollment, etc. There would be some predetermined talking points (Rob would be the moderator). This ideally would initiate conversation pertaining to problems that may arise, best practices, etc.

a. **What has to be done?** Each academic year, perhaps each semester, the college would invite 2 or 3 different departments of similar size and structure to a “round table” discussion of problems encountered, best practices, etc. Prepare some predetermined talking points to initiate discussion.

b. **Who is accountable for each step?** The staff and invited faculty of each department would be responsible for attendance and participation.

c. **When will it be completed?** Ongoing

d. **What resources are required?** Funding from the dean’s office for lunch, or coffee and dessert.

e. **How will you know you’ve achieved success?** Ongoing, and helpful toward building relationships and improving communication between faculty and staff.

Response: A breakfast gathering and a lunch gathering was held in mid-February. There was a good turnout for both meetings. Presentations were given on best practices by departments (administrator/staff) who feel they have a good working relationship. There was Q&A time after the presentations. Several lingered after the meeting to continue sharing best practices and concerns.