

# IOWA STATE UNIVERSITY™

## **Professional and Scientific Council**

### **General Council Meeting**

**April 6, 2023, 2:10 P.M.**

Room 3560, Memorial Union

**Councilors: Please make sure you have signed in  
at the registration table and have your name placard**

# **IOWA STATE UNIVERSITY™**

## **Professional and Scientific Council**

- **Call to Order & Seating of Substitutes (Patrick Wall)**
- **Establish Quorum (Lynne Campbell)**
- **Approval of the Agenda**
- **Approval of the Minutes**

**March 2, 2023, General Council Meeting Minutes**

## **Administrative Reports**

- **Jonathan Wickert - Senior Vice President & Provost**
- **Ed Holland - University Human Resources**

# IOWA STATE UNIVERSITY

University Human Resources

## **ISU Benefits Survey** **Summary of Findings**

**Professional & Scientific Council Meeting**  
Thursday, April 6, 2023

# Project Overview

## Background & Survey Objectives

- Iowa State University engaged Mercer to conduct an Unmet Needs survey to understand what is most concerning to employees and to help identify gaps in rewards offerings.
- The results of this survey gives ISU a baseline for their current workforce, provides insight into their current value proposition, and will be used to inform benefits design going forward.

## Process Overview & Survey Content

- The survey was designed through feedback from the ISU Benefits Team and consultation with internal Mercer colleagues.
- The final survey included multiple elements including items on what was initially most attractive and which are currently attractive, understanding of benefits, concerns that worry employees, and overall views of benefits.

## Participation

- The survey was administered to the full ISU faculty and staff population, and was live from **November 1–18, 2022**.
- The final survey **response rate was 42%** (2,780 completes out of the total population that was invited to participate of 6,623 employees).

# General Perceptions

## General Program INSIGHTS

**92%** of the participants agree that the benefits offered **meet their (and their family's) needs** (+18 from US Norm). The perception of benefit competitiveness is also fairly strong.

- **86%** agree that the benefits offered are competitive with those in their **geographic area** [US Norm = 57%]
  - **65%** agree that the benefits offered are competitive with other **higher education institutions** [US Norm = 59%]
- 

## Communication INSIGHTS

Benefits communications is like Mercer's US benchmark.

- **77%** agree that they have a good understanding of their benefits [US Norm = 82%].
  - **75%** agree that Iowa State University has done a good job communicating information about benefits [US Norm = 72%].
  - **74%** agree that Iowa State University gives them enough information to make informed benefits decisions [US Norm = 75%].
  - **56%** agree that they can easily find answers to benefit questions, however **67%** indicate they can easily get answers from the UHR benefits team [US Norm = 68%].
  - **50%** view the UHR Benefits website as easy to navigate and provides answers.
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# Attraction & Retention Perceptions

- When asked about intent to stay, **65% of respondents indicate that they are not seriously considering leaving** the university (*-6 from US Norm*).
  - Professional & Scientific: 66%, Faculty: 56%, Merit: 68%
- Overall, **79%** report that the benefits play a **significant role in them staying with the university** (*+19 from US Norm*). However, Faculty are less inclined to say that benefits are a retention factor:
  - Professional & Scientific: 82%, Merit: 83%, Faculty: 69%
- Similarly, **65% indicate benefits were a factor as to why they joined** (*+17 from US Norm*). Only 48% of Faculty, however, report benefits as an attraction factor.
- Sentiment around **Flexible Work options** (+15), **Health Insurance** (+11), and one's **Manager/Leader** (+8) become stronger factors over time (i.e., they influence employee's decision to stay more so than the decision to join).
- **Career opportunities** (-19), **Type of work** (-16), and **Mission / Reputation** (-11) become less impactful over time.

# Top Concerns for ISU Employees

- Overall, the Iowa State University workforce is primarily concerned with:
  1. Workload/life balance
  2. Job security
  3. Being able to retire
  4. Personal fulfillment & purpose
  5. Covering monthly expenses [tie]
  6. Mental/emotional health [tie]
- Top concerns do vary by Job Family:
  - **Professional & Scientific** and **Faculty**: Workload/life balance
  - **Merit**: Covering Monthly Expenses

Prof & Scientific	Faculty	Merit	Post Doc / Trainee	Contract
1. Career opps. (20%) 2. Work flex (19%) 3. Paid parental leave (12%) 4. Healthcare benefits; Tuition reimb.; Pet ins. (9%) [tie]	1. Tuition reimb. (16%) 2. Healthcare benefits (11%) 3. Childcare/Elder care (11%) 4. Paid paternal leave; Career opps. (10%) [tie]	1. Career opps. (14%) 2. Pet ins. (13%) 3. Vacation time off (12%) 4. Work flex (11%)	1. Career opps. (25%) 2. Healthcare benefits (18%) 3. Childcare/Elder care (15%) 4. Paid paternal leave (14%)	1. Tuition reimb. (27%) 2. Career opp. (14%); Paid parental leave (14%) [tie] 3. Work flex; Childcare/Elder care; Retirement plans; Student Loan assist. (9%) [tie]



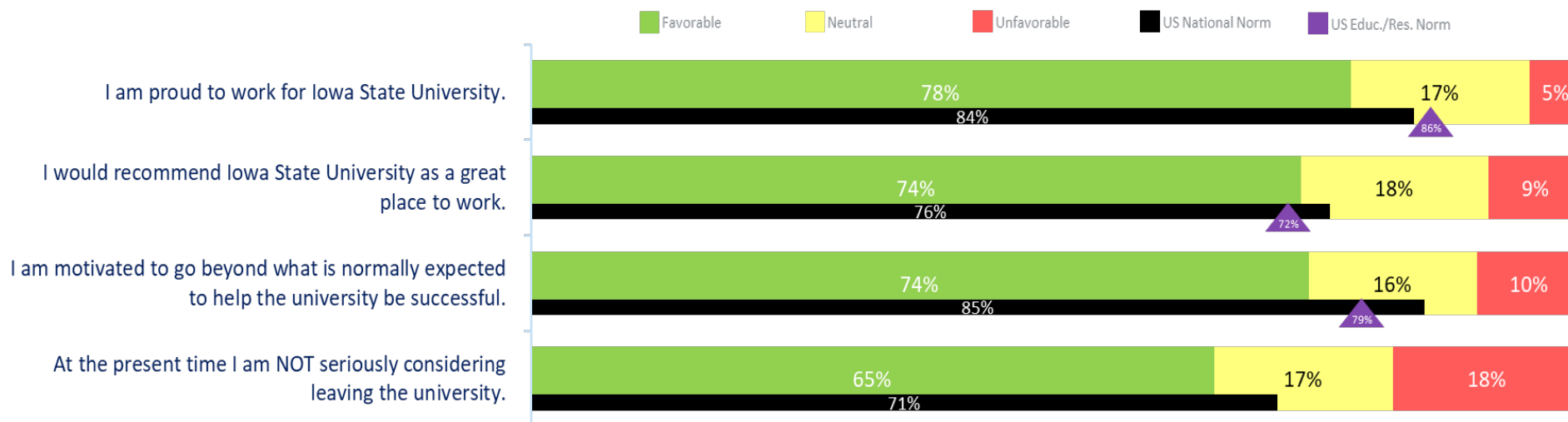
# Benefits Satisfaction

- Overall, benefit satisfaction is high and above or at norm in most areas where there is a comparison to be made.
- In areas where satisfaction appears to be lower (i.e. Eyewear, Voluntary Disability, and ISU Wellbeing) it should be noted that this is likely more about the voluntary nature of these benefits and lower utilization.

Benefits Satisfaction (% Very Satisfied + Satisfied)	Iowa State University (n=2,780)	Mercer US Norm	ISU Diff from Mercer Norm		Professional & Scientific (n=1,790)	Faculty (n=480)	Merit (n=403)	Post Doc / Trainee (n=78)	Contract (n=28)
<b>Above Norm</b>									
Medical plans out-of-pocket costs	76%	46%	30%		78%	72%	70%	70%	88%
The university match on mandatory retirement options	87%	73%	14%		89%	84%	83%	60%	85%
Paid time off	88%	76%	12%		93%	63%	86%	74%	88%
Your total benefits package at the university	88%	76%	12%		90%	82%	85%	77%	93%
Employee Assistance Program (EAP)	54%	48%	6%		56%	48%	49%	53%	50%
<b>-1 to -4 points Below Norm</b>									
Dental insurance	71%	72%	-1%		72%	71%	69%	58%	76%
Long Term Disability	64%	65%	-1%		67%	62%	58%	46%	58%
Tuition Reimbursement Program	39%	43%	-4%		43%	16%	34%	38%	33%
<b>&gt;-5 points Below Norm</b>									
Eyewear Discount Program*	47%	73%	-26%		47%	44%	48%	48%	72%
<b>No Norm Available</b>									
Choice of medical plan options	89%	n/a	n/a		91%	86%	85%	86%	93%
Medical plans cost deductible	79%	n/a	n/a		82%	72%	73%	79%	81%
Financial & retirement educational opportunities	63%	n/a	n/a		65%	54%	63%	56%	68%
Flexible Spending Accts & Dep. Care Assistance Program (DCAP)	63%	n/a	n/a		65%	67%	48%	50%	42%
Mental health benefits	61%	n/a	n/a		63%	57%	54%	61%	63%
Voluntary Individual Disability Income Insurance	54%	n/a	n/a		56%	53%	48%	48%	47%
ISU WellBeing Program/Adventure 2	49%	n/a	n/a		52%	40%	45%	60%	50%

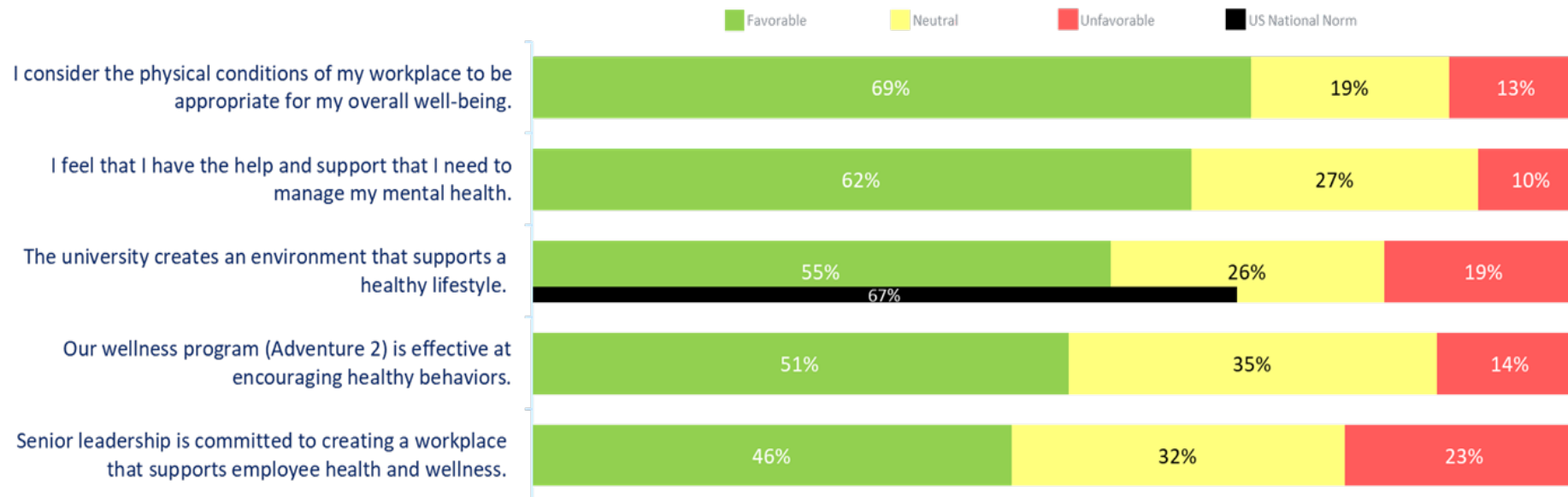
# Overall Satisfaction with ISU

- Three-quarters of ISU employees are proud to work for the university, would recommend the university as a great place to work, and are motivated to help the university be successful.
- Despite these strong sentiments, there is still a negative gap compared the US National and US Education/Research norms.
- The willingness to recommend is a bit more on par with both benchmarks. Tenure follows a shallow u-shaped curve across all items, bottoming out at the 6-9 year range (e.g., willingness to recommend (66%) and retention (56%)).

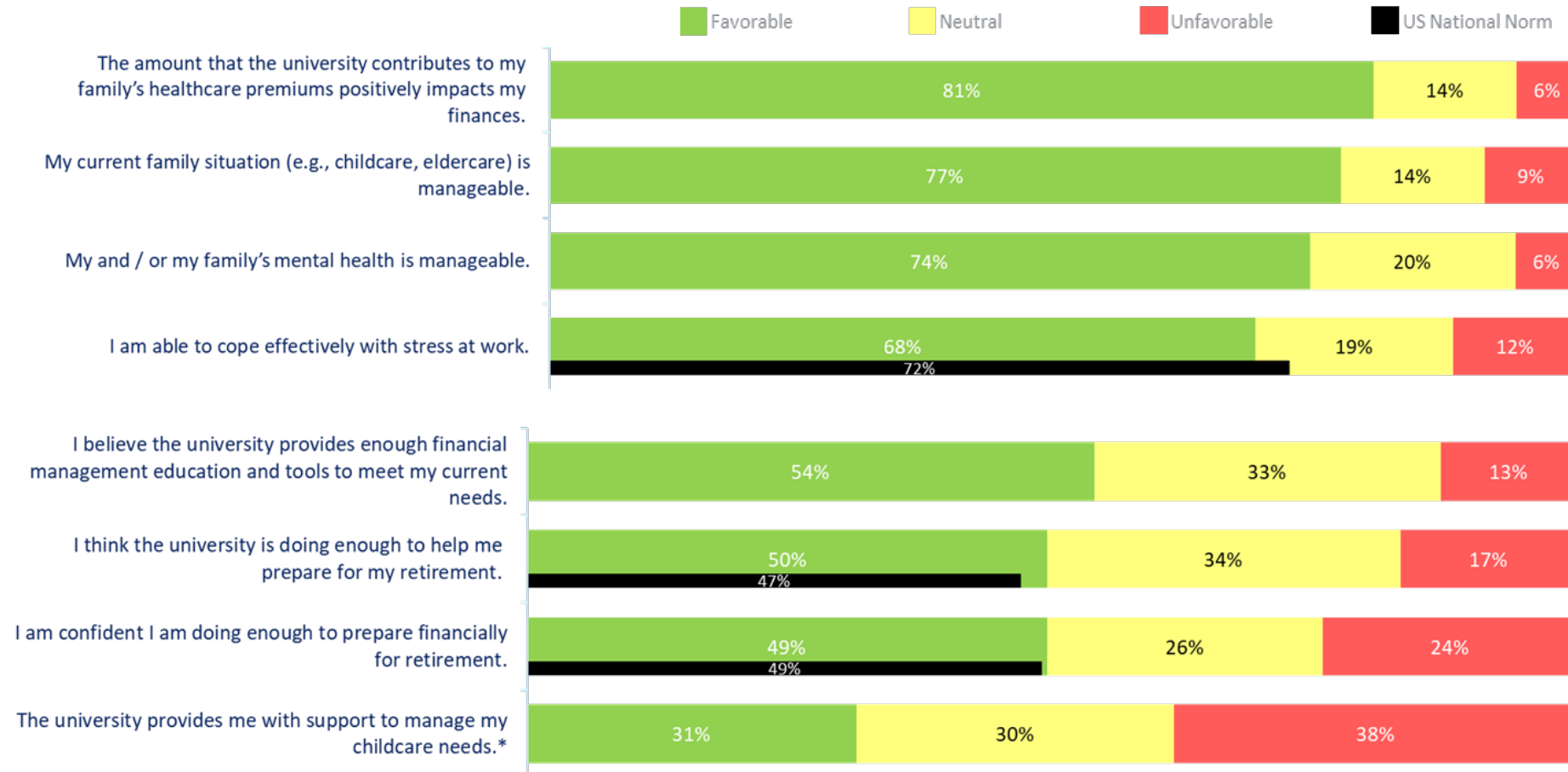


# General Perceptions: Wellbeing

- Over 1 in 3 respondents are neutral on the effectiveness of Adventure2.
- ISU is somewhat below the US national norm on supporting a healthy lifestyle.
- Nearly 1 in 4 respondents are unfavorable of senior leadership's commitment to a workplace that supports employee health and wellness.



# General Perceptions: Wellbeing Cont'd



# Open Ended Comments Summary

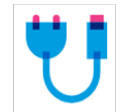
The following comments are based on responses to the question,  
“Which benefits most contributes to your satisfaction with ISU?”



## Healthcare/medical benefits

- *Affordability*
- *Accessibility*
- *Big retention factor*

- “Great healthcare that is accessible and affordable is very important.”
- “Health benefits and costs are a big benefit of ISU. Other businesses require more out of pocket from employees...”
- “The benefits are the best at keeping people here...”
- “Benefits and retirement can't be beat. I came back to ISU after 9 years in non-profit work. I KNOW the difference!”



## Vacation time off

- *Generous amount*
- *Having both sick and vacation time*

- “... The vacation/time off is sufficient for me to spend time with my kids and explore other interests and hobbies...”
- “Vacation allocation is generous compared to literally everywhere else I've worked. It's great to get a decent amount of PTO without having to remain in place for a decade...”
- “We have great vacation and sick leave...”
- “... Having a really healthy bank of sick and vacation time allows me the freedom to take a mental health day as needed to refresh and come back stronger...”



## Retirement plans

- *Very valuable for most employees*
- *Many appreciate the match*

- “Iowa State's retirement plan has allowed me to be in a better position financially to retire in the future...”
- “The retirement program continues to be above the private sector...”
- “The matching retirement funds in IPERS is a great benefit...”
- “ISU is one of the few employers that has such a strong employer match to employee's retirement accounts, and I appreciate that. ..”



## Work flexibility

*Many appreciate the work flexibility for:*

- *Better work-life balance*
- *Family life*
- *Mental health*

- “The top 2 reasons I have not left ISU yet is due to health insurance and hybrid work option.”
- “I think our benefits are excellent, and I appreciate that very much. I work a hybrid schedule (2 days remote per week), and it has been life-changing. This is a newer "benefit" but I appreciate it so much. It helps with my mental health (less stress trying to physically get to work everyday).”
- “... I enjoy working at Iowa State, but enjoy my personal time with friends and family, and feel as if there's a good balance.”
- “Flexibility is key to morale...”

# Open Ended Comments Summary

The following comments are based on responses to the question,  
“What is the one thing that would make ISU’s benefits even better?”



## Career and promotion opportunities

- *More promotion opportunities*
- *Better pay*

- “It would be nice to have more opportunities for career advancement / promotions....”
- “We have no way to “climb the ladder” at Iowa State. Once you are in a job, you are pretty stuck unless you take a completely different position in a different office on campus...”
- “Competitive pay and better classification/promotion structure.”



## Rewards and recognition

- *Most would like to be recognized more for good performance.*

- “...Have milestones that workers could meet to obtain recognition for years of service (1/5/10 years) or completing certain training...”
- “There is something to be desired about opportunities for high-performing employees to be recognized and receive career progression opportunities here...”
- “... A lot of people work hard and they don't always get the recognition they deserve.”



## Healthcare/medical benefits

- *High out-of-pocket expenses*
- *Vision and dental can be better (e.g. cheaper with more coverage)*

- “Healthcare costs are skyrocketing so additional focused assistance would be significant to employees.”
- “Maintaining or reducing premiums on current benefits provided.”
- “While most areas of the health care benefits are good, vision and dental could be better.”
- I'd like a "permanent" vision benefit similar to the dental benefits we are currently offered.”

## **Professional and Scientific Council Executive Committee Reports**

- **President – Jamie Sass**
- **Secretary/Treasurer – Lynne Campbell**
- **Vice President for Equity and Inclusion – Marlene Jacks**
- **Vice President for University Community Relations – Sarah Larkin**
- **Vice President for University Planning and Budget – Matthew Femrite**

- **Upcoming Event**
  - **May 26 / Creamery Tour / 1 PM**



# IOWA STATE UNIVERSITY™

## Professional and Scientific Council

### ■ Campus Service Day – April 15<sup>th</sup>

(Transportation will be provided by Iowa State University vehicles for events held off campus.)



#### Sign Up For Spring Campus Service Day!

**Saturday, April 15 | 10am - 2pm**  
**Memorial Union and Various Locations in the Ames Community**

Mark your calendars for Campus Service Day, coordinated by **Campus Service Council**!

Registration is now available for all various opportunities to serve the Iowa State campus and the community of Ames. Volunteer as little as 1 hour of your time, or more!

All students, faculty, and staff can participate by registering for various projects via the registration link on the **Campus Service Council website**!

#### Cat Toy Making

- ☐ Making cat toys for local animal shelters.
- ☐ Location: Memorial Union
- ☐ Shifts available: 11am – 2pm (you can pick specific shifts on the next page)

#### Letters of Love:

- ☐ Writing letters to children which will be donated to Letters of Love project
- ☐ Location: Memorial Union
- ☐ Shifts available: 11 am – 2pm (you can pick specific shifts on the next page)

#### Making T-Shirt Bags

- ☐ Making T-shirt bags for the Salvation Army
- ☐ Location: Memorial Union
- ☐ Shifts available: 11am – 2pm (you can pick specific shifts on the next page)

#### Sorting Hygiene Supplies

- ☐ Sort hygiene packs for Sloss House and the Bridgehome
- ☐ Location: Memorial Union
- ☐ Shifts available: 10am – 11am (you can pick specific shifts on the next page)

#### Tie Blankets

- ☐ Making tie blankets to be donated to agencies in the community.
- ☐ Location: Memorial Union
- ☐ Shifts available: 11am – 2pm (you can pick specific shifts on the next page)

#### YSS

- ☐ Assist in outside maintenance.
- ☐ Location: YSS Site
- ☐ Time 10am–12pm and 12pm–2pm

### **Professional and Scientific Council Committee Reports**

- **Awards – Susy Ankerstjerne**
- **Communications – Deanna Sargent**
- **Compensation and Benefits – Liz Luiken**
- **Peer Advocacy – Jacob Larsen**
- **Policies and Procedures – Paul Easker**
- **Professional Development – Jennifer Schroeder**
- **Representation – Jason Follett**

## **Unfinished Business and General Orders**

- **None**

# IOWA STATE UNIVERSITY™

## Professional and Scientific Council

## New Business

**Election of 2023** - The P&S Council 2023 Election concluded at 11:59 PM on March 31, 2023. There were 701 votes casted out of a potential of 3578 which is response rate of 19.6%. This is one of the higher election turnouts in numerous years.

### Those elected/re-elected are:

#### ACADEMIC AFFAIRS (12)

Amanda Eggers  
Carrie Schwake  
Chris Knight-Gipe  
Isaac Ehlers  
Jennifer Finch  
Kaylee Wellik  
Leah Feltz  
Lynne Campbell  
Michael Boyd  
Paul Gibbins  
Rachel Faircloth  
Sarah Larkin

#### OPERATIONS & FINANCE (2)

Jennifer Schroeder  
Mindy Hanna

#### PRESIDENT (3)

Lucas Oerter  
Nikki Brandon  
Sara Everson

#### STUDENT AFFAIRS (1)

Nathan Pick

### Open Discussion for the Betterment of Council

- **What do I want P&S Council to have achieved in a year?**
- **Follow up with Jamie Sass & Patrick Wall**

### **Announcements**

- **Announcements from Councilors**
- **Executive Committee Meeting**  
**April 21 – 10-Noon – 2304 Gerdin**
- **General Council Meeting**  
**May 4 - 2:10 PM - Room 3580 Memorial Union**

IOWA STATE UNIVERSITY™

**Professional and Scientific Council**

**Adjournment**