UNIVERSITY
OF MIAMI

2011 Staff Survey Key Results

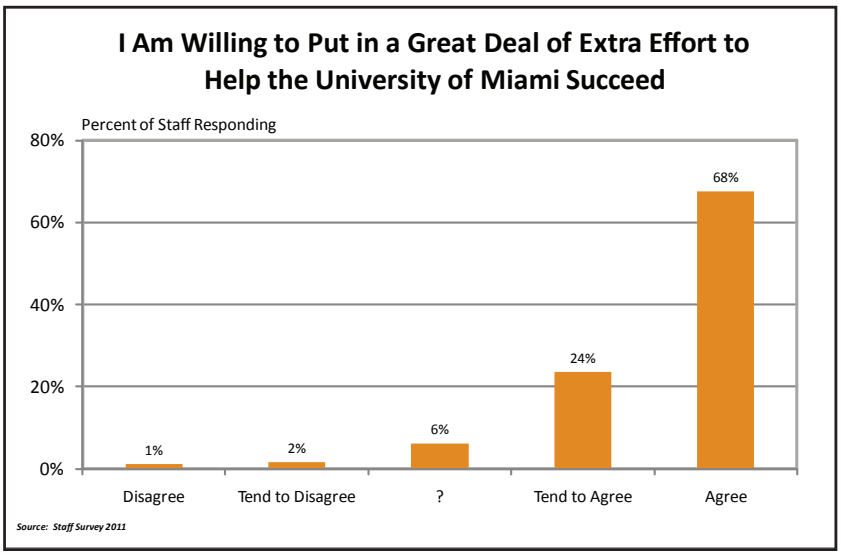
The survey results indicate important areas of progress as well as opportunities for improvement. Based on these results, University leaders, managers and supervisors, and employee teams must work together to make changes that will enhance our work environment.

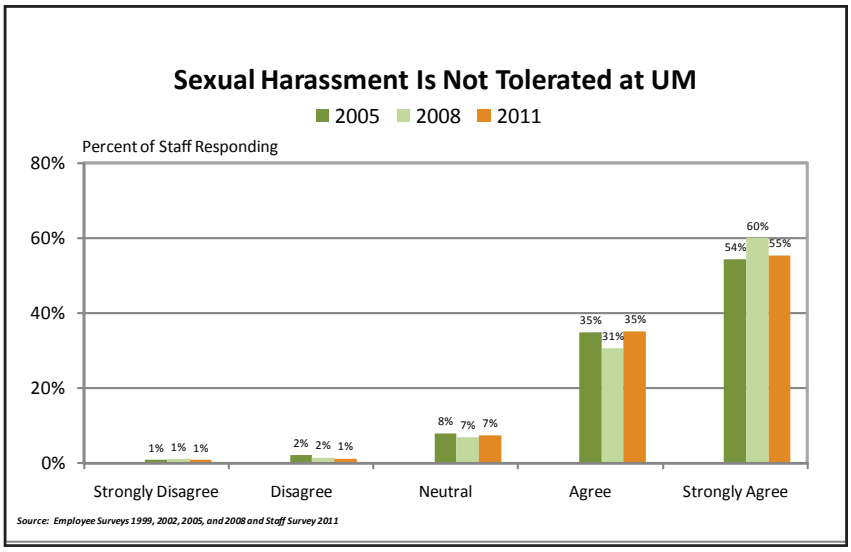
Overall, the results are encouraging and reflect the passion and committment of our staff to do whatever it takes to succeed. Believing in our mission and purpose will help us continue to be a leader in the global marketplace.

Points of Pride

Employee Engagement

This year, the employee engagement component was expanded in the surveys. Engagement has many elements, but at the core it's about the willingness of each person to put forth extra, or discretionary, effort to help the University of Miami succeed. The staff survey focused on this element, receiving a positive response from more than 90 percent of staff.



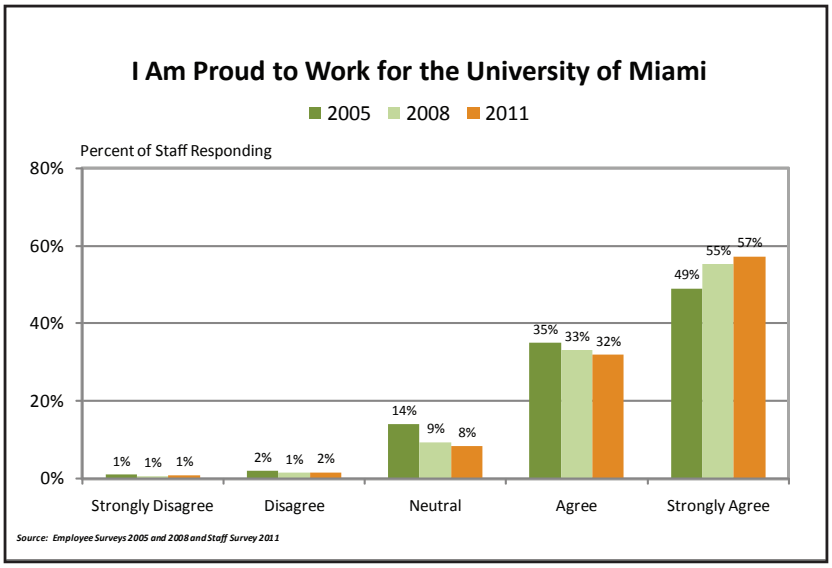


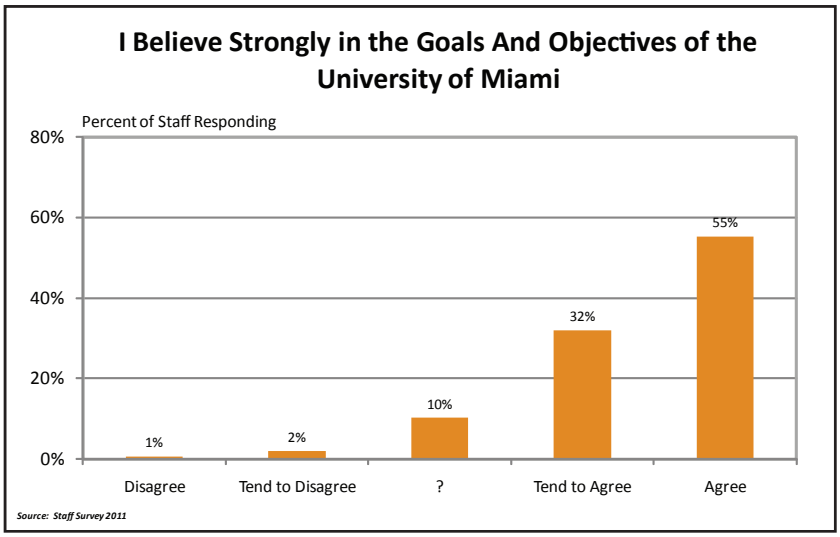
Sexual Harassment/Discrimination

Ensuring an environment that is respectful and supportive is vitally important. Survey results are extremely positive in terms of being a work environment where sexual harassment and discrimination are not tolerated – a testament to our commitment to creating a culture of respect at UM.

University Pride

The survey results show a strong sense of pride in working at the University of Miami. It is the goal of the University, as a leading academic institution and healthcare system, to continue to rank as a top choice for employees.



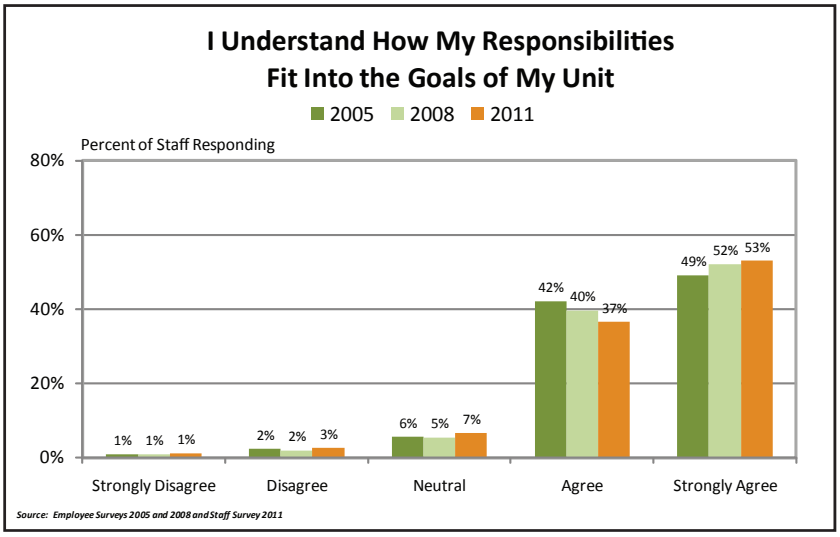


Goals and Objectives

More than 85% of staff respondents believe strongly in the goals and objectives of UM. This is of utmost importance as the University's mission and vision cannot be carried out without staff support.

Understanding Responsibilities As They Relate to Unit Goals

Not only do staff believe in the University goals, but also they have a strong recognition of the important impact their work has on the goals of their individual units.

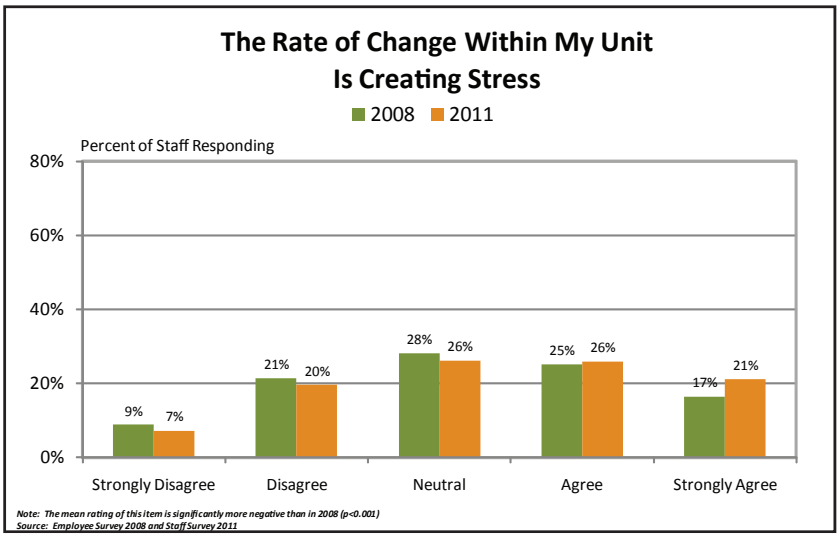


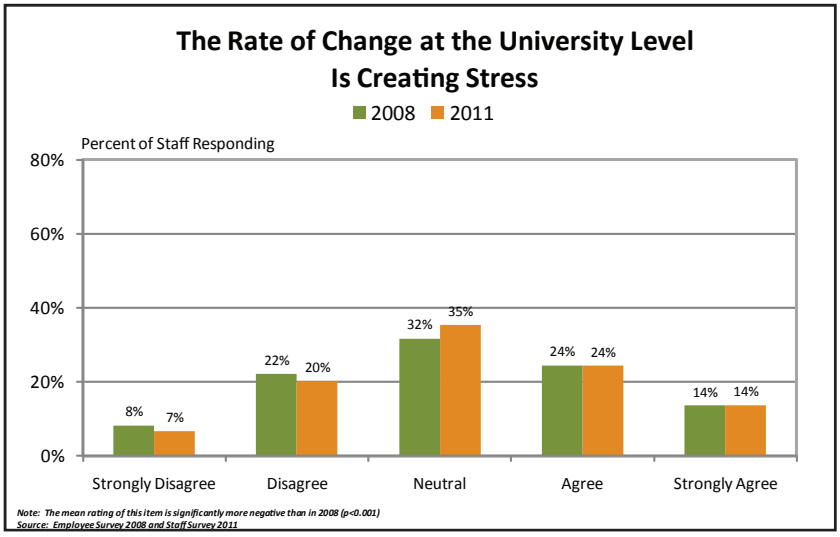
Opportunities for Improvement

The survey results reflect many points of pride, but there are also opportunities for improvement. These results will be used to enhance the work environment at both the University and unit levels.

Stress Within the Unit and University Levels

Many staff members indicate that the rate of change at both the University and unit levels is creating stress. In a related question, the level of understanding of why changes are being made within units and the University was moderate at best. Efforts will be made to improve communications about changes.

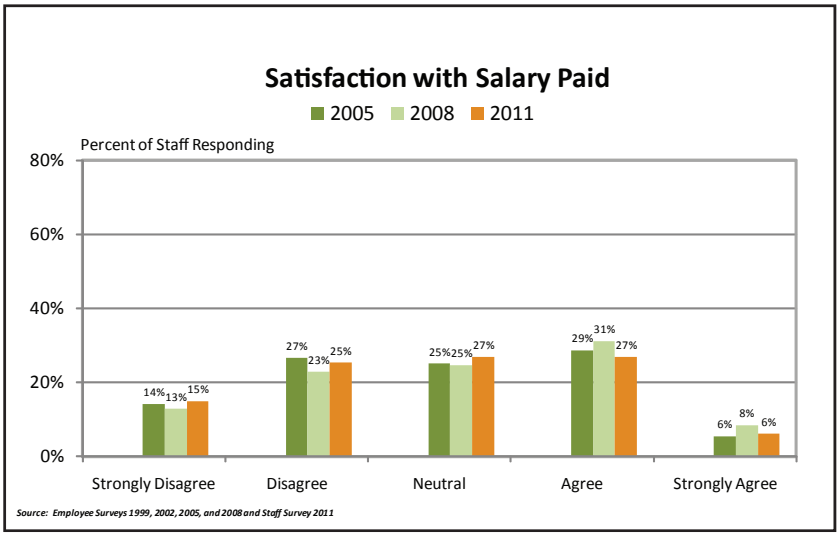


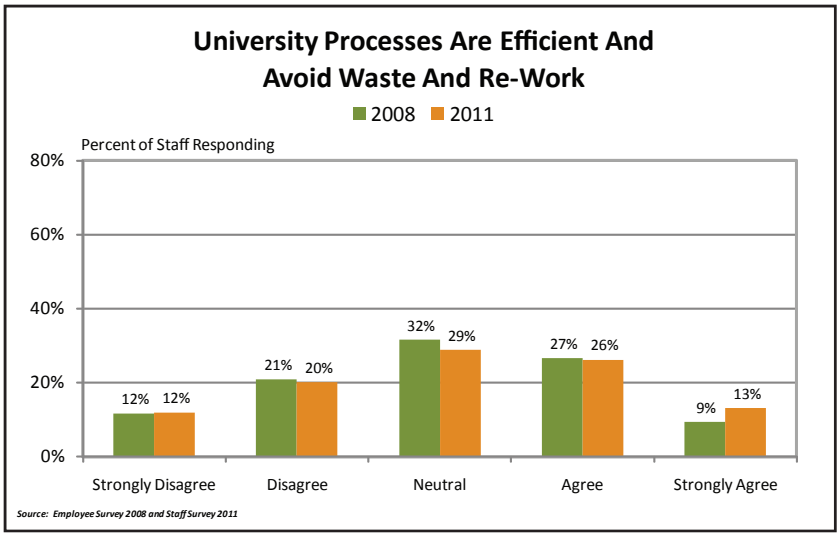


The University will continue to accelerate its pace, resulting in more change. In order to maintain its top position, the University must improve all aspects of communication about what is changing and why changes are being made within individual units and at the University level.

Compensation

Concerns relating to compensation will continue to be discussed. Unfortunately, the national financial climate and its impact on us have made it impossible to increase salaries as we would have liked. The University's goal is to provide valued, competitive and financially sustainable compensation and benefits to all of our employees.



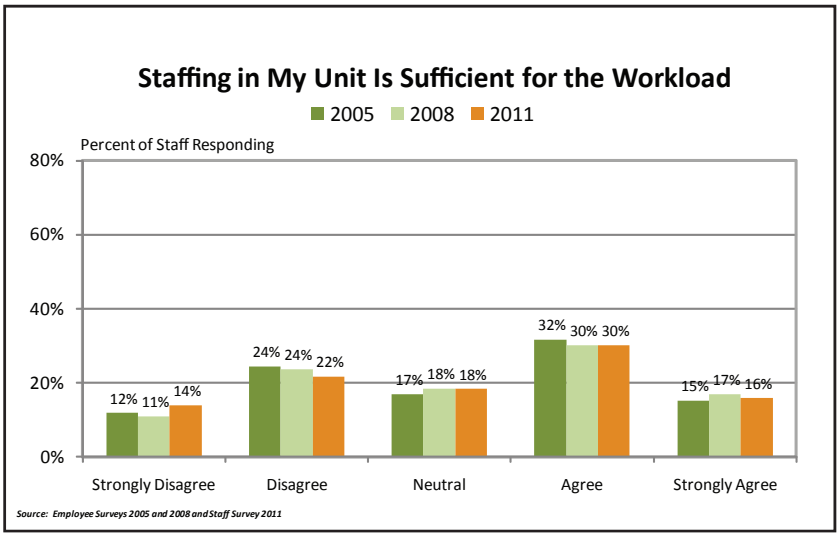


University Processes

The results related to University processes also require further discussion. This discussion will involve leadership and individual units to determine the actions that need to be taken to bring about desired improvements.

Staffing

Another area that requires involvement of leadership and individual units is staffing as it relates to the required workload. The University strives to ensure that staff is working effectively and that all employees feel they have the support they need to meet their daily responsibilities.



Unit leaders have received more detailed survey results, and in the coming weeks, you should become involved in creating unit/team level action plans based on the survey results. Working together at the unit level will determine where there are opportunities for enhancement and improvement.