

The eXtreme Science and Engineering Discovery Environment 2014 XSEDE STAFF CLIMATE STUDY REPORT

EXECUTIVE SUMMARY

The findings discussed in this executive summary report are the 2013-2014 findings from the XSEDE Staff Climate Study. In June 2013, the eXtreme Science and Engineering Discovery Environment (XSEDE) requested an organizational climate study to understand working conditions and staff satisfaction. This executive summary report summarizes the main themes in the 2013-2014 survey data and provides recommendations for improving organizational climate.

Findings Summary

1. Staff reported their affiliation with XSEDE as personally fulfilling and professionally enriching in both 2013 and 2014.
2. In both years respondents generally reported high levels of overall satisfaction within XSEDE. In 2013 Operations, Staff/Level 3 managers, and non-TeraGrid affiliates expressed lower satisfaction ratings than other groups, however, in 2014 the difference in mean scores of satisfaction ratings were not statistically significant between groups.
3. Generally, respondents reported their work as valued within XSEDE in 2013-2014. Those with less than 0.4 FTE, Operations, Staff/Level 3 managers, and non TeraGrid affiliates expressed lower personal value than other groups in 2013, however, the difference in mean scores of personal value were not statistically significant between groups in 2014.
4. Staff rated the overall quality of communication across XSEDE highly in both 2013 and 2014.
5. The 2013 trend of newer XSEDE employees rating interactions, resources, and wiki usability lower than longer-term employees was reversed in 2014 with newer XSEDE staff ratings significantly higher than longer-term staff.
6. There were no significant gender or site differences across all domains in 2014.
7. In 2013 challenges related to local and XSEDE workload balance as well as high numbers of low FTE staff contributed to 35% of respondents feeling overcommitted within XSEDE. In 2014, however, mean responses to workload balance increased significantly from 2013.
8. Many (33% in 2013 and 53% in 2014) XSEDE staff members do not turn to XSEDE's training resources for help with their work. Comments suggest staff turn to outside sources to acquire knowledge.
9. Some (30%) do not find XSEDE's decision-making process to be efficient and attribute this to the large, distributed nature of the organization.

Recommendations

1. **Communication:** Continue to compile and maintain a staff directory that is accessible to all XSEDE staff. Reevaluate project collaboration tools, preferably moving to a single project management system. Continue efforts to re-organize the XSEDE staff wiki.
2. **Staff Orientation/Professional Development:** Continue to develop and conduct staff development activities around the XSEDE mission. Expand activities to include training on project collaboration tools and program level specific content. Initiate explicit and periodic personnel review and recognition process at all levels.
3. **Decision Making:** Continue efforts to establish explicit and transparent procedures for XSEDE decision-making including time limits.
4. **Staff Workload Balance:** Continue to maintain detailed information on FTE allocations of XSEDE staff (XSEDE and non XSEDE allocations). Discuss shared responsibilities with local (non-XSEDE) managers for part-time staff. Integrate XSEDE personnel review/recognition with local processes.