

# **The eXtreme Science and Engineering Discovery Environment 2013 XSEDE STAFF CLIMATE STUDY REPORT**

## **EXECUTIVE SUMMARY**

The findings discussed in this report are the 2013 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 report summarizes the main themes in the survey data and provides recommendations for improving organizational climate.

### **Findings Summary**

1. Staff reported their affiliation with XSEDE as personally fulfilling and professionally enriching.
2. Respondents generally reported high levels of overall satisfaction within XSEDE. Operations, Staff/Level 3 managers, and non TeraGrid affiliates expressed lower satisfaction ratings than other groups.
3. Generally, respondents reported their work as valued within XSEDE. Those with less than 0.4 FTE, Operations, Staff/Level 3 managers, and non TeraGrid affiliates expressed lower personal value than other groups.
4. Respondents reported their primary potential reason for leaving XSEDE as a promotion or career opportunity.
5. Staff rated the overall quality of communication across XSEDE highly. Several suggestions to maintain and further improve communication were made.
6. Challenges related to local and XSEDE workload balance as well as high numbers of low FTE staff contributed to 43% of respondents feeling overcommitted within XSEDE.
7. Most (89%) of respondents felt their work contributed to XSEDE's vision/mission, and most were able to clearly situate their work in this context.
8. A few (12%) respondents commented on a need for greater internal staff training.
9. A few (12%) staff members commented on their perception of the XSEDE decision-making process as lengthy, particularly related to the engineering process.
10. Gender issues were not explicitly investigated in this climate study due to anonymity; however, one respondent reported a perception of gender bias in an open-ended comment.

### **Recommendations**

1. **Communication:** Compile and maintain a staff directory. Re-evaluate project collaboration tools, preferably moving to a single project management system. Re-organize the XSEDE staff wiki.
2. **Staff Orientation/Professional Development:** Conduct staff development activities around the XSEDE mission. Initiate a periodic personnel review and recognition process.
3. **Decision Making:** Establish explicit procedures including time limits for XSEDE decision making.
4. **Staff Workload Balance:** Obtain 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 personal review/recognition with local processes.