

Report on the 2010 Survey of HUCTW Members

Thank you to everyone who responded to our survey in late February. We received 2443 responses (almost 60% of the membership), which is a fantastic sign of the energy and commitment of our members. Your answers and comments provided us with a rich source of ideas and aspirations for the Union. HUCTW leaders have been using the stories and statistics from the survey to shape and strengthen our current negotiations with Harvard, and we will continue to use your feedback to direct our initiatives and programs in the future. Below is a summary of some of the broad highlights and themes from the survey. Please contact the HUCTW office at 617-661-8289 with any questions or comments.



Wages and Benefits

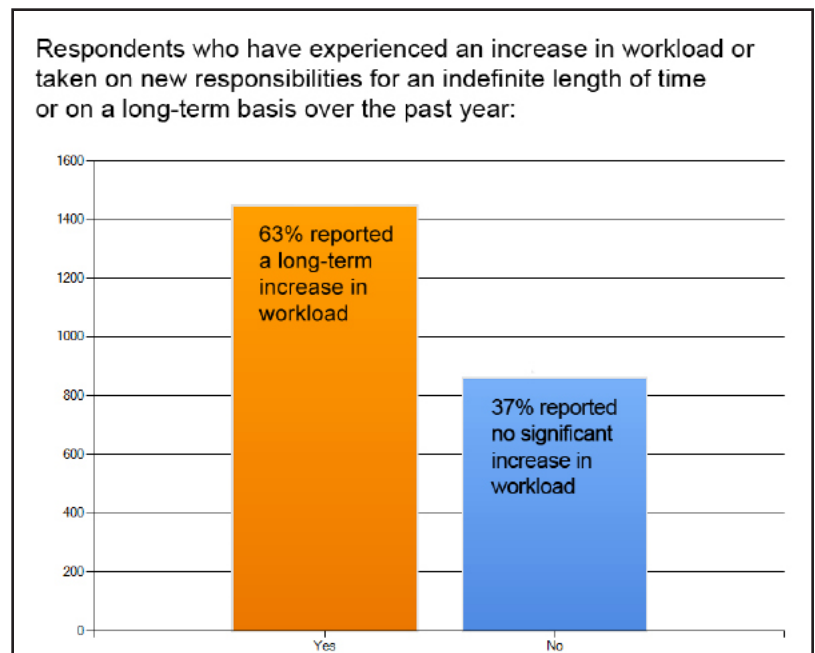
The benefits and financial assistance programs negotiated in past Harvard-HUCTW agreements remain a significant part of our economic stability, with health insurance, personal savings programs (including retirement), and educational assistance (TAP and the Education Fund) ranking among our most important benefits and initiatives. It is also clear that the economic downturn of 2008-2009 had a marked financial effect on our membership. In the comments section, staff talked about how they are finding it difficult to meet the costs of living in the Boston area, including owning or renting a home and supporting children or elderly parents. Many others told stories about encountering unexpected financial hardships this year. In answer to the question, “Has your household experienced any significant financial changes in the past 2 years? (e.g., family members laid off, furloughed, unusual health care costs),” 1060 members (44% of the respondents) answered yes. More than half of the survey respondents (53%) also reported that they do not have money saved for emergencies or future needs.

Unanticipated financial hardships were not only the result of external factors; Harvard school and departmental cuts have also had an effect on our personal budgets. A number of respondents experienced a loss of income when their departments put restrictions on overtime. Others told stories of taking on new responsibilities, but feeling “guilty” or “pushy” asking for extra compensation, a raise, or a job reclassification. Although many members acknowledged that the University is clearly in a worse financial situation than in the past, most respondents felt that it was crucial that we continue to make economic progress in the coming years, not only to maintain a good standard of living, but also to recognize the staff for their extraordinary efforts.

HUCTW has been in ongoing conversations with University leaders to address these issues, but many of these compensation and classification questions are best dealt with at a local level. If you are concerned about compensation or salary grade issues, please contact your local union organizer at 617-661-8289.

Quality of Worklife

As reflected in the survey results, the biggest change to our work lives in 2009-2010 was a change in work volume. Sixty-three percent of respondents reported an increase in their workload of an indefinite nature over the last year, and the following question on work levels received the most responses (over 1000) out of all of the optional essay questions on the survey: “If you were asked to take on additional work, did you have a chance to discuss it with your



Responses on the effects of increased workload on staff:							
	Strongly agree Rating → 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not applicable 6	Rating Average
It is difficult to fit the additional work and/or new responsibilities into my current job and schedule.	14.7% (332 responses)	27.9% (629)	27.5% (620)	12.8% (289)	2.7% (61)	14.3% (323)	3.04
I feel pressure to work additional hours or work through lunch without putting in for overtime pay/comp time.	15.9% (357)	18.4% (415)	18.2% (410)	23.7% (534)	13.2% (297)	10.6% (239)	3.32
My work environment is more stressful as a result of my increased work load.	16.7% (375)	28.7% (644)	22.0% (495)	13.8% (311)	4.6% (104)	14.2% (318)	3.04
In my job, there are more problems with the quality of work/service than in the past.	12.2% (273)	20.7% (464)	24.3% (544)	22.5% (503)	9.4% (211)	10.9% (244)	3.29
It is hard to find time for learning new skills because of increased workload.	20.2% (454)	27.7% (621)	20.3% (455)	15.0% (337)	4.9% (110)	11.9% (266)	2.93
My ideas and concerns about work have been heard and considered carefully.	8.7% (195)	26.7% (600)	29.7% (668)	14.6% (329)	9.7% (217)	10.6% (238)	3.22

supervisor? What was the result of that conversation? If you did not let your supervisor know about work load problems, what was the reason you didn't have the conversation?" About half of the responses to this question described earnest conversations with supervisors who worked with staff to find solutions and/or supported them in other substantive ways. However, some staff felt as if — ultimately — they were still overloaded, either because their direct supervisors did not have the authority to make final decisions or because their managers were sympathetic but not able to address the problems. Many members talked about not wanting to seem as if they were not "pulling their weight" since often both union and non-union staff were overburdened. Others simply did not feel as if their supervisors were receptive to their concerns and

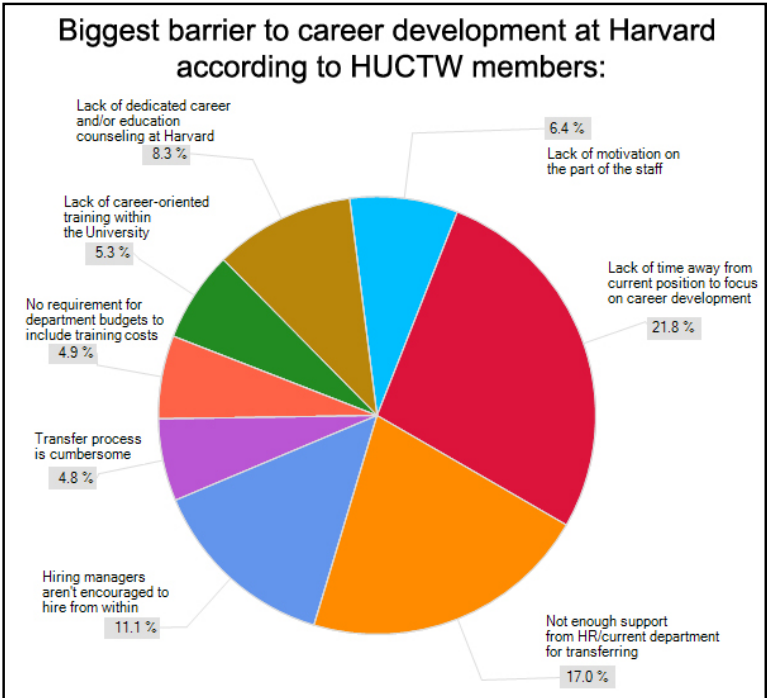
ideas. Overall, a large number of staff felt their opinions did not have a major impact on their work distribution last year, which in many cases has led to stress or quality problems.

HUCTW is strongly committed to working with Harvard to develop more meaningful ways for staff to participate in decisions about staffing levels and work distribution through local joint councils and committees. Currently, joint councils exist primarily at the school level, but we are working with the University to extend greater participation to the departmental level, where the decisions that affect us the most are often made.

Career Development and Training

Career development and obtaining the training needed to move forward at Harvard continue to be important topics for members. Many staff have made progress in both, however, others still feel there are a number of barriers to professional growth at the University. "Lack of time away from current position to focus on career development" (22%) was seen as the biggest obstacle to career growth among the choices given (see chart on right), followed by "Not enough support from HR/current department" (17%). In the comments section, others listed obstacles such as: no incentives for hiring departments to hire from within, no clear career paths, very few job openings in niche fields or at higher grade levels, and current departments not wanting good people to move onto other departments.

While about 50% of the respondents were satisfied with the training options available to them at Harvard, others mentioned a lack of time and physical convenience — as well as a

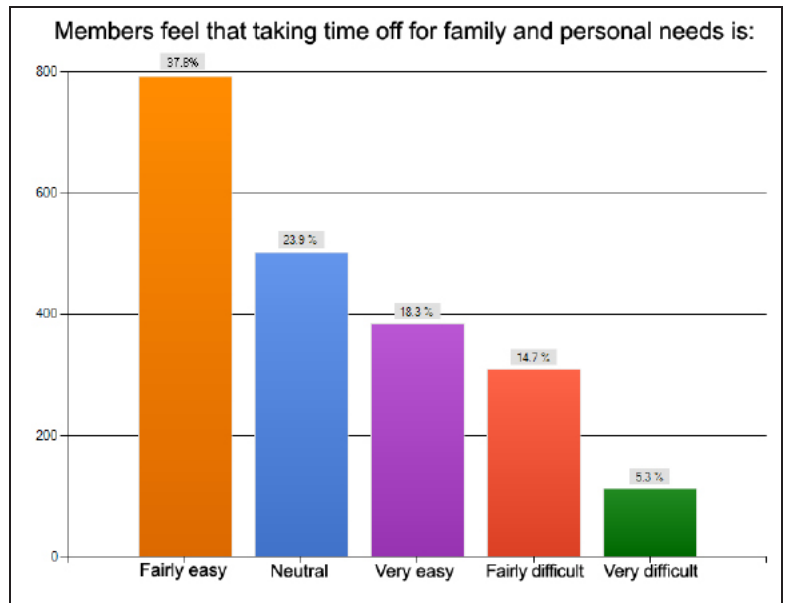


lack of departmental funding — as obstacles to training. Other respondents wanted to see more robust and intensive course offerings at CWD (or at other training providers), particularly in the areas of higher-level computer programs and skills, management for non-managers, and grant administration. Staff generated constructive suggestions for alternative training and career development opportunities, which included: more networking opportunities within job families; paid work time to support activities such as job shadowing and partial internship programs; access to a wider range of locations and times for trainings; and being able to use the Tuition Assistance Program for CWD.

Our Union has devoted significant energy over many years to improving opportunities for career mobility and training. The Academy of Workforce Education is a joint union-management committee established in 2002 to strengthen the training and career development programs available to Harvard staff. The comments and data collected in this survey will inform their ongoing work in evaluating and recommending avenues for training and career development for all HUCTW staff.

Flexibility

The gains we have made in flexibility and time off for family, education, and personal reasons remain strong and are vital to our work/life balance. Thirty-three percent of respondents said that they currently have a flexible schedule, and only 11% of respondents said they had requested and been turned down for a flexible schedule since being at the University. Members also found that taking time off for family and/or personal reasons was very easy (18%) or fairly easy (38%), or neutral (24%), which suggests that members have had a relatively positive experience asking for and taking time off. In the comments section, numerous members listed flexibility and the generous time-off policies (including the Union Week break between December 25th and January 1st) as some of their favorite aspects of working at Harvard. Unfortunately, many also felt as if the economic situation took a toll on flexibility in 2009-2010. With fewer employees and larger workloads in many departments, some respondents said that it was more difficult to work a flexible schedule or use release or vacation time than in previous years.



Childcare

Approximately 30% of the members surveyed have children and, of those members, 73% use the HUCTW Childcare Fellowship Program for financial assistance with childcare. In the comments section, many staff said that they would not be able to afford childcare without the Program. Since the 2006-2007 Survey Report, use of the Fellowship has gone up by 50% from 276 recipients in 2006 to 414 participants in 2010. HUCTW also negotiated a larger fund in the 2007 negotiations; the total fund amount grew from \$475,000 in 2006 to \$1,240,000 in 2010, and the average award grew from \$1893 to \$2995.

HUCTW Childcare Fund, FY 2010	
Fund amount:	\$1,240,000
Total estimated childcare costs:	\$4,765,557
Range of costs per year:	\$300 to \$37,484
Total number of awardees:	414
Average award:	\$2995
Median % of cost covered:	34%
Range of % of cost covered:	8% - 78.5%

Housing

Since the 2006-2007 survey, there has not been much change in the proportions of homeowners and renters within our community: 58% of respondents rent their homes while 42% own their homes. Among those who rent, 90% of the respondents said they could not currently afford to buy a house or condo, although 70% said they plan to buy a home in the future. Sixty-four percent of renters who responded said they could not afford to live alone (without roommates or a partner) in a rented home.

In the comments section, almost all statements made by renters and home owners alike focused on how expensive it is to buy or rent in the greater-Boston area. Those who rent often talked about paying so much in rent that they feel like they will never be able to save up enough to buy, and those who own often talked about what a struggle it has been to pay their mortgages, particularly over the last two years. Many homeowners said the only way they were able to afford to buy a home was to live far from Cambridge/Boston, thus forcing them to have a longer or more expensive commute than they did as renters.

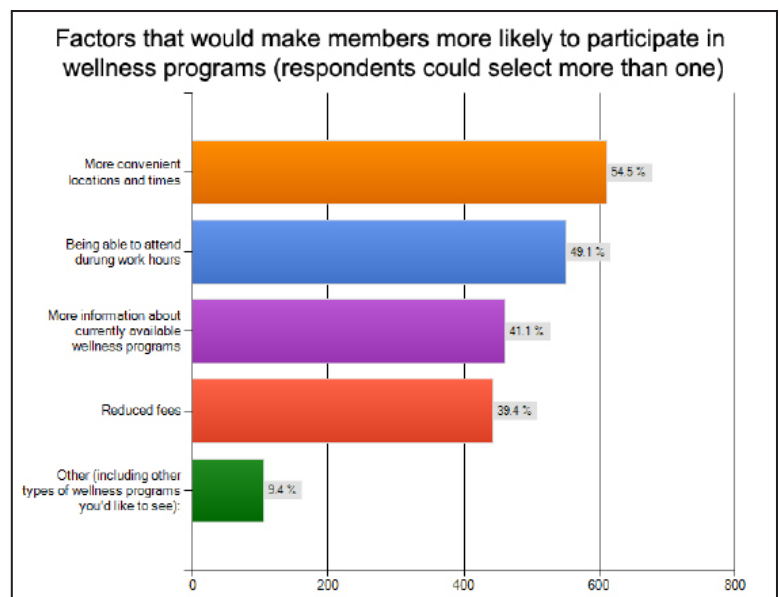
Home owners and renters both said they were grateful for the 0% interest loans from the Harvard University Employees Credit Union (HUECU) negotiated by HUCTW, which in 2009 gave \$188,000 in loans to 92 staff members. These loans include the Rental Transition Loan of up to \$2500, the Home Owner Moving Expense Loan of up to \$1000, and the Home Emergency Expense Loan of up to \$2500. However, staff also suggested that there should be 0% (or very low interest) loans available for larger amounts, and that the programs should include loans for home buyers and non-emergency home repairs as well. Others suggested that Harvard provide need-based housing subsidies for employees to help with the costs of renting in the area.

In the comments section, a number of staff also asked why the Union was asking personal questions about mortgages and rent. Although much of the data we collect will inform our participation in the Harvard-HUCTW contract negotiations this spring, we are also in discussions with University leaders year-round about the need for new programs and policies. In order to develop strong and appropriate ideas on the creation of new loan and financial assistance programs, we need to know how much our members spend on these items. All individual responses are kept confidential.

Healthcare and Wellness

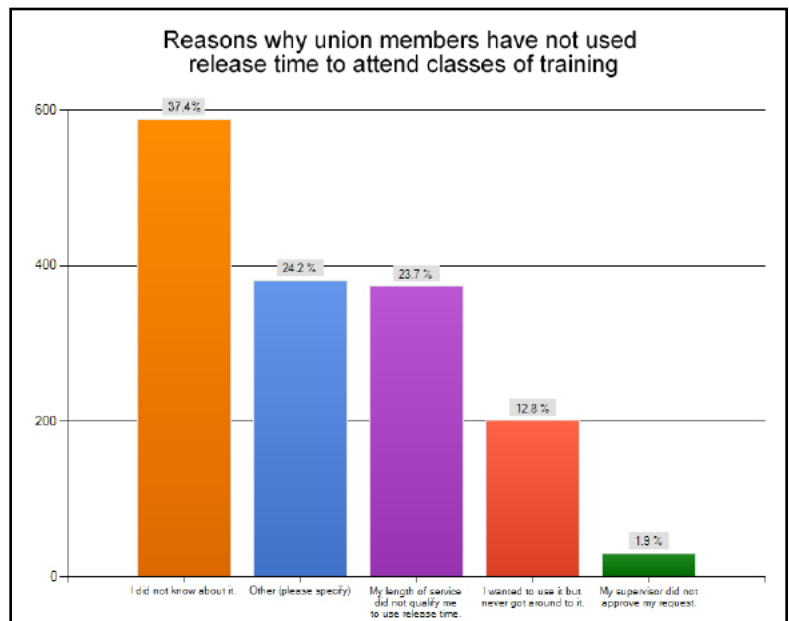
HUCTW members feel that it is very important that Harvard continue to pay 85% toward the cost of our health insurance premiums; keeping this program strong was a priority among most of the respondents (92%). Additionally, 70% of the respondents felt that employees with lower salaries should continue to be charged lower premiums.

Although 40% of the members have participated in some form of wellness initiative, about 60% of respondents have never taken part. There were a variety of reasons staff hadn't participated, the most common being either lack of time (45%) or lack of convenience (24%). Staff said they would be more likely to participate in programs if the times and locations were more convenient or if they could attend during work hours (see chart on the right).



Education

Education assistance ranked third among the most important HUCTW-negotiated benefits (the healthcare and retirement programs were the first and second most important, respectively). Nearly half of the members who responded are currently enrolled in classes or plan to be in the next three years. Of those enrolled in classes, over 80% are taking their classes at Harvard, including the Harvard Extension School. Other popular schools include Northeastern University, Simmons College, UMass Boston, Emmanuel College, MassArt, and Lesley University. Although many staff members are aware of and use the Tuition Assistance Program (TAP) and the HUCTW Education Fund (Ed Fund), a large number of the respondents (74%) said they had never taken advantage of the three hours of paid release time per week to attend classes. Thirty-eight percent of these respondents said they did not use release time because they did not know about it. Only 13% selected “I wanted to but never got around to it,” while still fewer (less than 2%) said “My supervisor turned down my request.” Twenty-four percent selected “Other” and this group primarily included people who are taking evening or morning classes that don’t qualify for release time or people who did not feel that they had time to take classes in general, regardless of the potential release time allowance. Overall, members expressed the view that the personal education benefits (TAP, Ed Fund, and time-off) for staff are very generous and are one of the reasons they choose to work at Harvard.

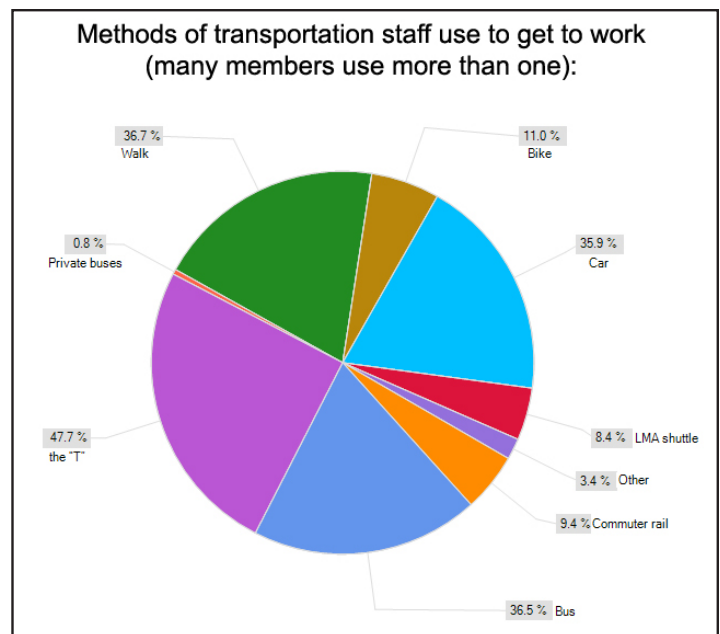


Many members would like to see some sort of educational assistance program for dependents and family members. Some staff suggested that Harvard should create a 0% interest loan program that members could use to pay for their dependents’ college tuition. Others thought that the University should extend TAP benefits to spouses and dependents so that they can also take discounted courses at Harvard or other institutions.

Transportation

The majority of the respondents said they commute to work by using one or more forms of the MBTA system, with the subway (the “T”) being the most popular, at around 48%. Thirty-six percent of the respondents said they use a car for all or part of their commute (see chart at right).

Sixty-one percent of respondents said that transportation assistance programs are very important. In particular, many expressed appreciation for the MBTA discounts available through the Harvard Commuter Choice Program. However, those who drive to work, pay for parking, or take private transportation felt as if they could use more assistance with the costs and ease of commuting. Some suggestions included: a sliding scale for parking fees at Harvard facilities, discounts for MBTA parking facilities, more support for carpooling in the Harvard Medical Area, incentives for biking or walking (bike shelters or discounts on helmets and shoes), and subsidies for 12-ride MBTA passes for those who do not need unlimited-ride passes.



Thank you for taking the time to fill out the survey and read this report. If you have questions or would like more information on the survey results, please contact the HUCTW office at 617-661-8289. Below we have also provided some facts and figures from the HUCTW database to give you a better sense of the membership, including their length of service and their economic progress to date.

0-3	46%
4-9	28%
10-14	10%
15-19	6%
20+	10%

47	2.6%
48	1.9%
49	2.5%
50	1.4%
51	8.4%
52	11.2%
53	37.7%
54	16.5%
55	17.7%

Under \$20,000	3%
\$21,000 - 30,000	7%
\$31,000 - 40,000	21%
\$41,000 - 50,000	35%
\$51,000 - 60,000	22%
\$61,000 - 70,000	10%
\$71,000+	2%

F	69%
M	31%

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Harvard Union of Clerical & Technical Workers
15 Mount Auburn Street Cambridge, MA 02138
Tel: 617-661-8289, Web: www.huctw.org