

# **PSC Membership Survey**

Findings from a survey of PSC members  
Spring 2017



# A Report of PSC Survey Data

## Findings from a survey of PSC members

During spring 2017, the Professional Staff Congress/CUNY (PSC) designed an online membership survey that was administered by New York State United Teachers (NYSUT). The PSC is the labor union that represents the faculty and professional staff employed by the City University of New York. NYSUT is PSC's state affiliate.

- 8,559 PSC members completed the survey. The response rate was 32% overall—43% for full-time faculty, 23% for teaching adjuncts, 45% for HEOs (Higher Education Officers), 49% for full-time CLTs (College Laboratory Technicians), 21% for part-timers other than teaching adjuncts (non-teaching adjuncts, graduate employees, adjunct CLTs and continuing education teachers), and 22% for research assistants/associates. There was some variation in the questions asked of the different constituency groups. Results for research associates/assistants are not included here due to the small number of respondents in this category.
- After the survey was conducted, Lake Research Partners completed the following report to outline key findings that were not previously released. The report visualizes the data in multiple ways to make the survey findings clear.

# Notes

- The tables and graphs that follow generally give percentages of respondents.
- The raw number of respondents who answered a specific question is indicated by “N.”
- Because not all respondents answered every question, the “N” varies from one question to the next.
- While the bar graphs that follow are generally on the same scale, the number of respondents can vary significantly—e.g., 2,400 full-time faculty vs. 250 CLTs.
- Percentages are calculated using the total number, or “N,” for that question and category as the base.

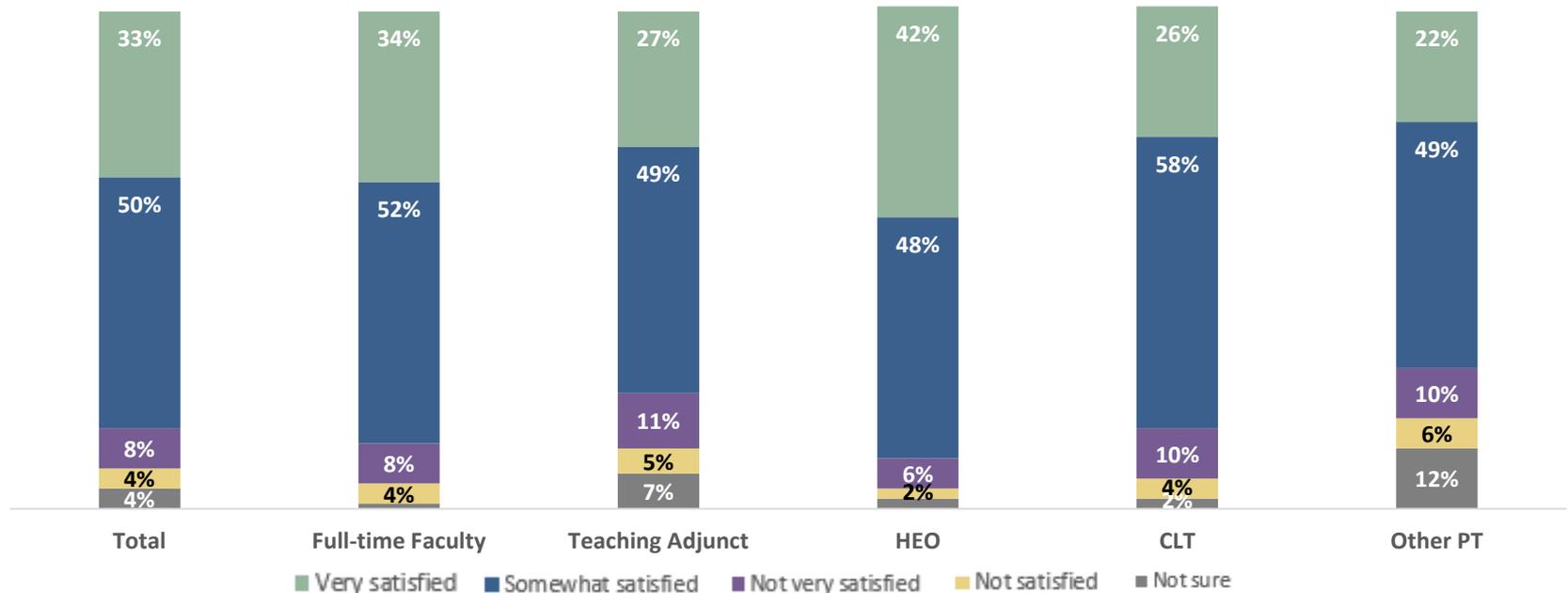
# **Satisfaction with Most Recent Contract**

# Satisfaction with Most Recent Contract – By Percentage

An overwhelming majority of respondents across all job titles were satisfied with the PSC’s most recent contract (83% of total respondents), with fully a third reporting that they were “very satisfied.” Only 4% reported that they were “not satisfied.” Satisfaction was lowest among part-time employees, but even among these respondents, a large majority were satisfied.

## Recognizing the challenges facing the public-sector unions in New York, how satisfied are you with the union’s most recent contract?

Percentage of respondents by level of satisfaction



Total	Full-Time Faculty	Teaching Adjunct	HEO	CLT	Other PT
N=7826	N=2963	N=2201	N=1833	N=226	N=603

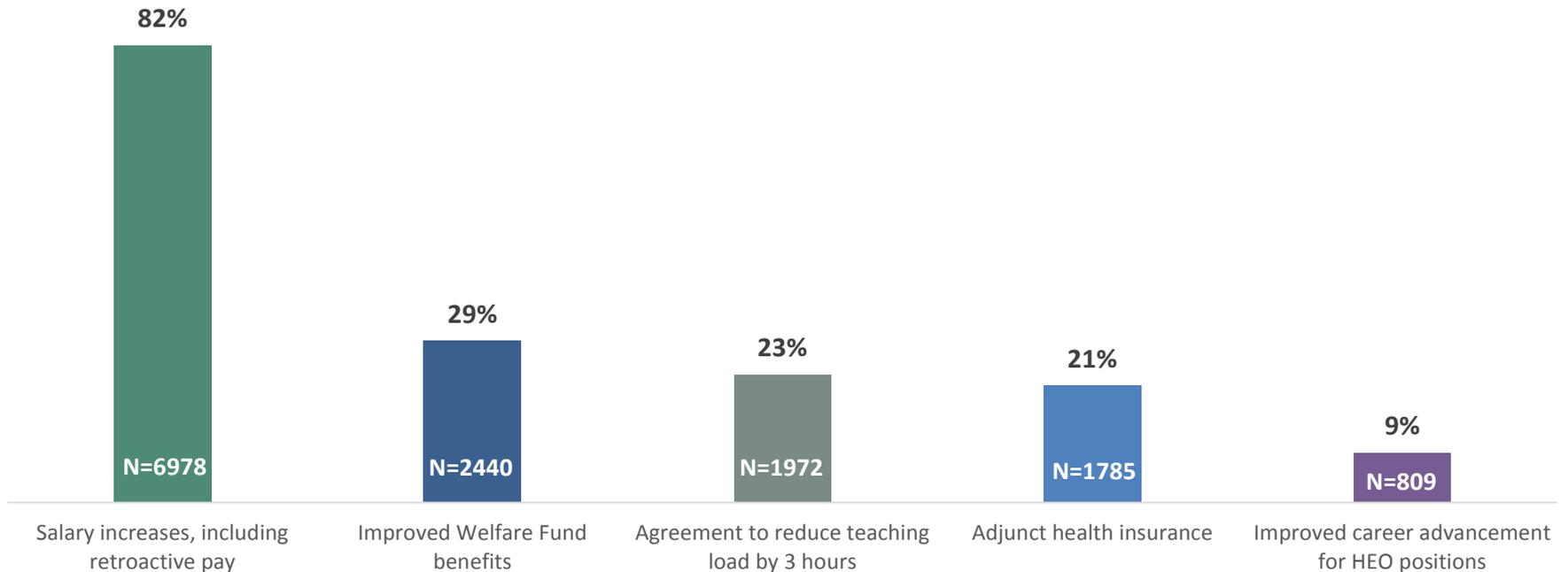
# Top Gains of Recent Contracts

# Top Gains of Recent Contracts

From a list of 17 issues, respondents identified the level of an issue's importance on a scale from "very important" to "not important." Then, from the issues identified as "very important" or "somewhat important," they selected their top three contract improvements. Overall, PSC members were most satisfied with increased salaries, improved Welfare Fund benefits, reduced teaching load, adjunct health insurance and improved career advancement for HEOs.

**Through our collective efforts the union has won a number of improvements in recent contracts. Please rank your top three priorities among these.**

Percentage of respondents who identified this as one of their top contract improvements



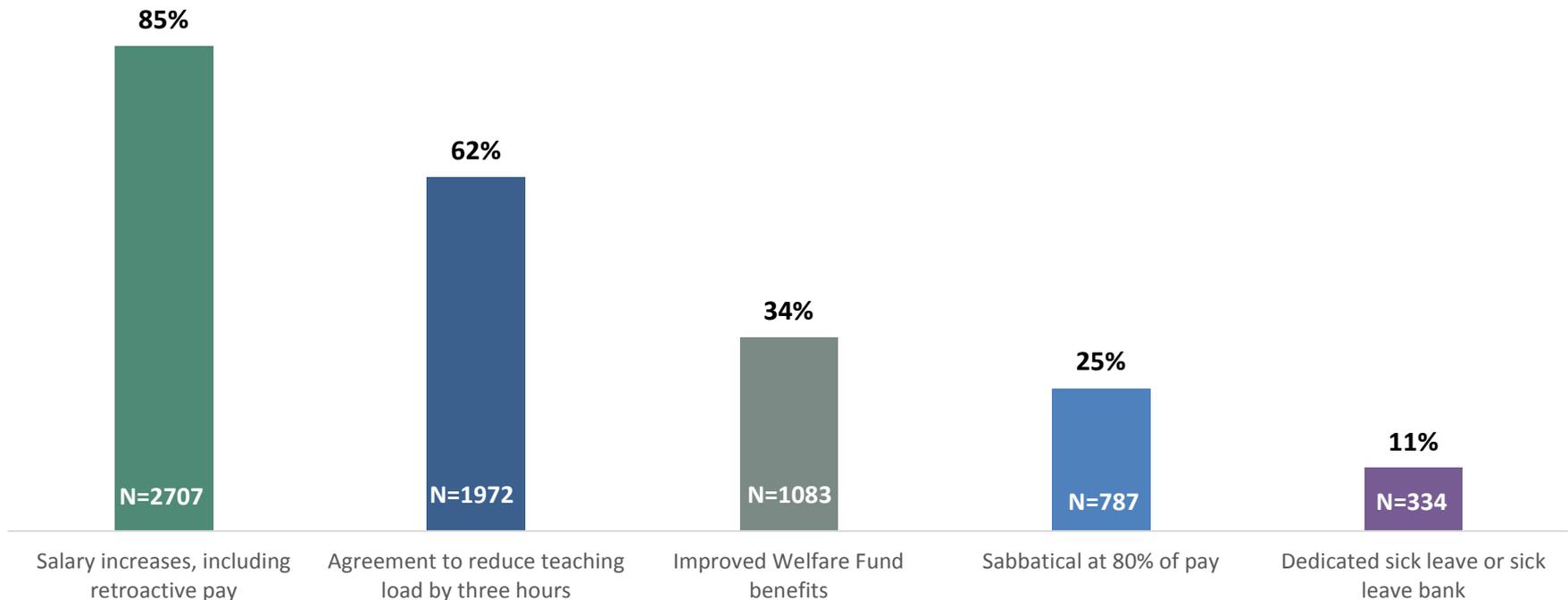
**N=8559**

# Top Gains of Recent Contracts: Full-Time Faculty

The top five contractual gains cited by the full-time faculty were salary increases, agreement on a reduced teaching load, improved Welfare Fund benefits, sabbatical at 80% pay and dedicated sick leave.

Through our collective efforts the union has won a number of improvements in recent contracts. Please rank your top three priorities among these.

Percentage of respondents who identified this as one of their top contract improvements



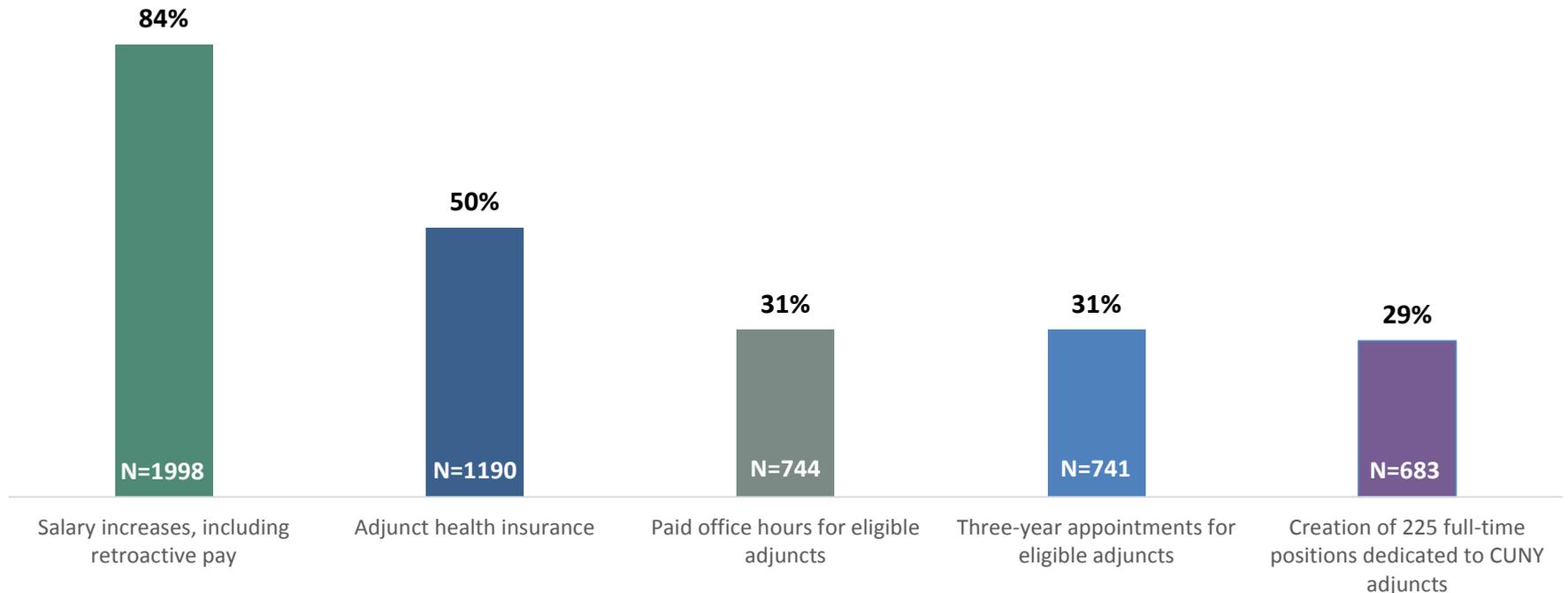
N=3176

# Top Gains of Recent Contracts: Teaching Adjuncts

The top five contractual gains identified by teaching adjuncts were salary increases, adjunct health insurance, paid office hours for eligible adjuncts, three-year appointments for eligible adjuncts and the creation of 225 full-time positions dedicated to CUNY adjuncts.

Through our collective efforts, the union has won a number of improvements in recent contracts. Please rank your top three priorities among these.

Percentage of respondents who identified this as one of their top contract improvements



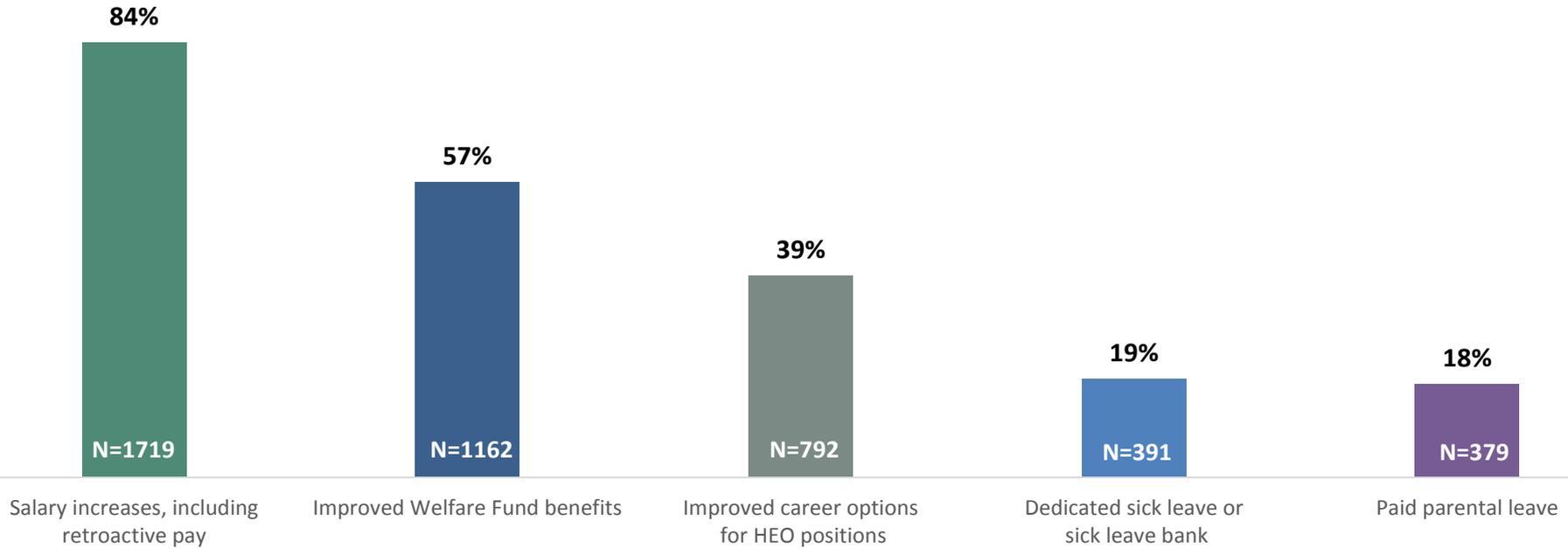
**N=2390**

# Top Gains of Recent Contracts: HEOs

The top five contractual gains identified by HEOs were salary increases, improved Welfare Fund benefits, improved career options for HEO positions, dedicated sick leave, and paid parental leave.

**Through our collective efforts the union has won a number of improvements in recent contracts. Please rank your top three priorities among these.**

Percentage of respondents who identified this as one of their top contract improvements



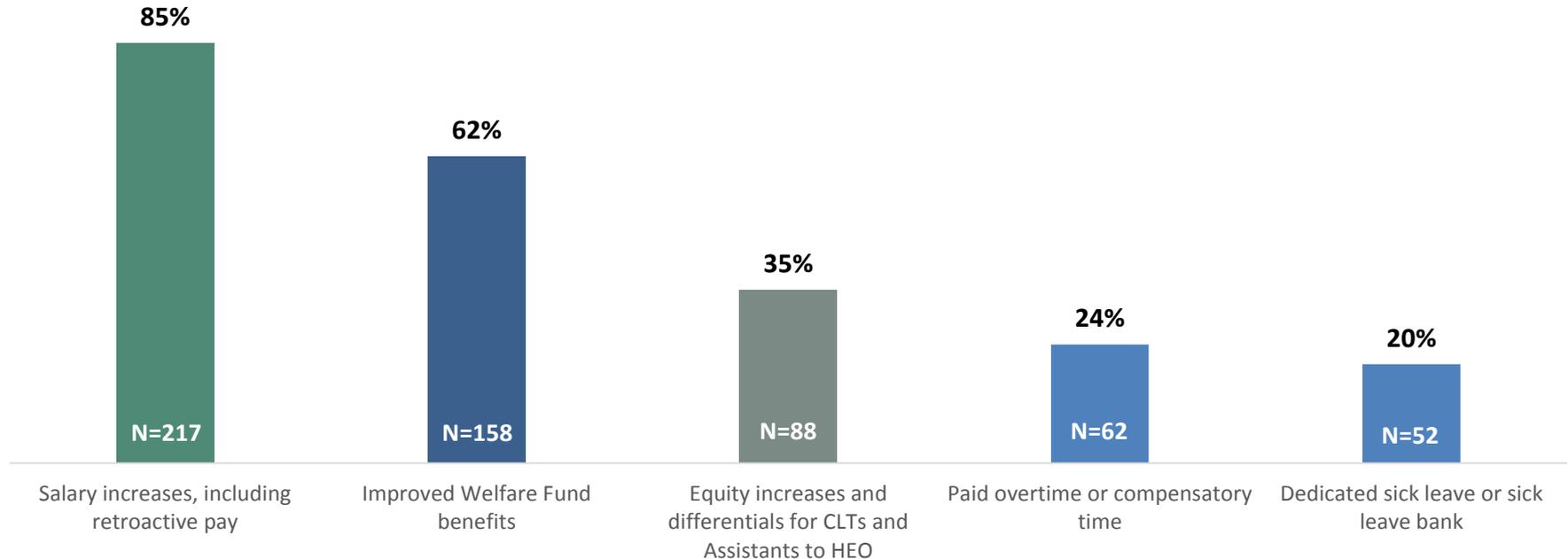
N=2054

# Top Gains of Recent Contracts: Full-Time CLTs

The top five contractual gains for full-time CLTs were salary increases, improved Welfare Fund benefits, equity increases and salary differentials for CLTs and Assistants to HEO, paid overtime/compensatory time and dedicated sick leave.

Through our collective efforts the union has won a number of improvements in recent contracts. Please rank your top three priorities among these.

Percentage of respondents who identified this as one of their top contract improvements



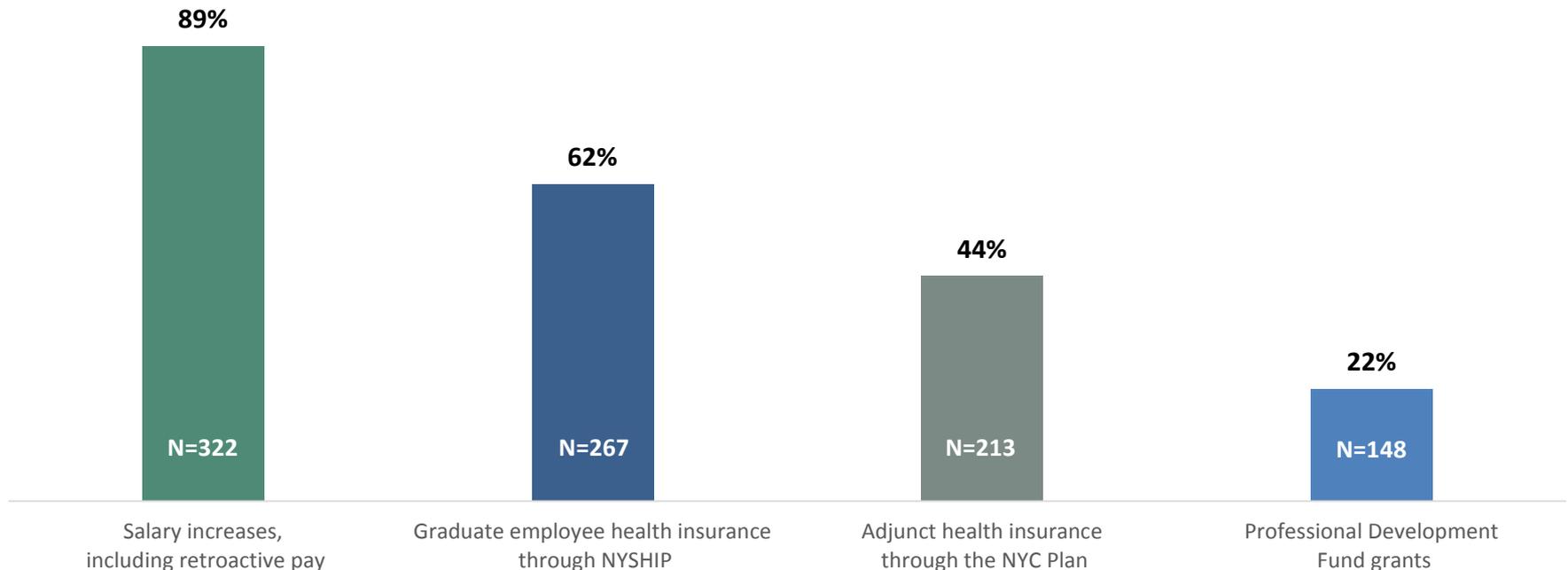
**N=255**

# Top Gains of Recent Contracts: Part-Timers

Of the four options available to non-teaching adjuncts, graduate assistants, adjunct CLTs and continuing education teachers, the order of importance was salary increases, health insurance for graduate employees, adjunct health insurance and, finally, professional development fund grants.

**Through our collective efforts, the union has won a number of improvements in recent contracts. Please rank your top three priorities among these.**

Percentage of respondents who identified this as one of their top contract improvements



**N=684**

# Priorities for Next Contract

# Priorities for Next Contract

## How important do you think it is for us as a union to address the following issues?

Percentage of total respondents and respondents by category who identified a specific priority as “very important”

Total N=8559    Full-Time Faculty N=3176    Teaching Adjunct N=2390    HEO N=2054    CLT N=255    Other PT N=684

Rank	Issue	Total	Full-Time Faculty	Teaching Adjunct	HEO	CLT	Other PT
1	Increased salaries	91%	91%	91%	92%	94%	87%
2	Job security	81%	74%	86%	86%	81%	80%
3	Timely contract settlement	77%	78%	69%	88%	84%	61%
4	Protection of academic freedom	64%	76%	63%	47%	54%	61%
5	Manageable workload/assignments	62%	76%	52%	53%	58%	58%
6	Opportunities for advancement/promotion	61%	46%	65%	75%	79%	61%
7	An increase in per-course pay for adjuncts to \$7,000	55%	43%	88%	30%	42%	72%
8	Workplace safety	51%	46%	46%	64%	70%	48%
9	Support for research, scholarship and professional development	48%	63%	41%	36%	41%	46%
10	Increased faculty and staff diversity	45%	46%	41%	48%	38%	48%
11	Enforcement of overtime pay/comp time	41%	30%	41%	50%	61%	53%
12	Tuition waivers for dependents	37%	31%	36%	48%	51%	34%
13	Other: Issues entered individually	36%	39%	34%	38%	45%	27%
14	Increased paid annual leave for professional staff	35%	22%	34%	55%	52%	34%
15	Creation of dedicated lecturer lines for adjuncts	34%	23%	56%	21%	26%	45%
16	Faster grievance process	29%	24%	29%	36%	37%	27%
17	Better protections for on-line teaching and use of educational technology	27%	26%	30%	24%	31%	29%

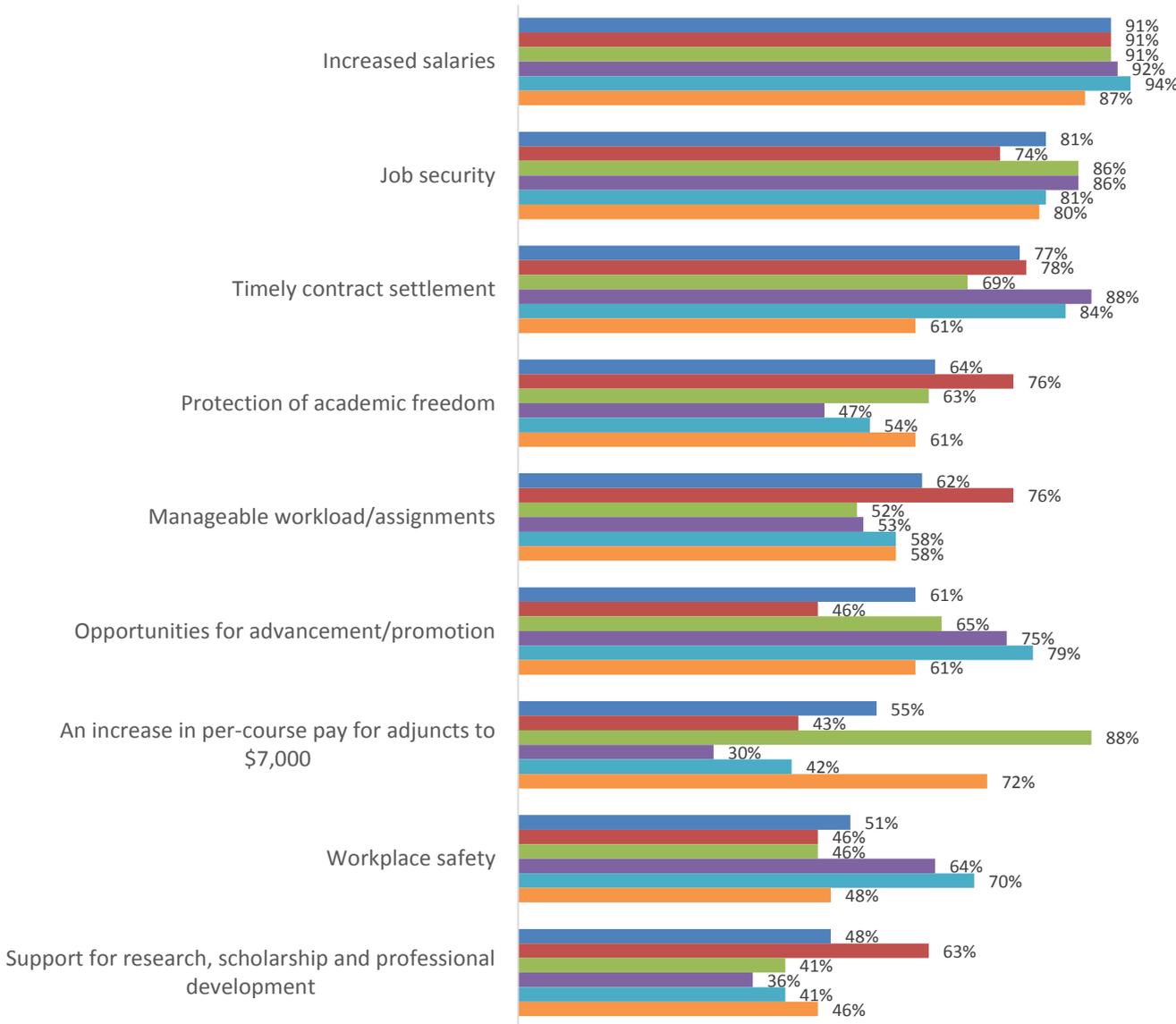
## Priorities for Next Contract

- The three issues most frequently identified by the total group of respondents as “very important” for the union to address were:
  - Increased salaries (91%)
  - Job security (81%)
  - Timely contract settlement (77%)
- Respondents overall showed a significant level of support for issues that would improve working conditions for others, not only for themselves.
- 55% of all respondents, full-time as well as part-time employees, rated \$7,000 per course for adjuncts “very important.”
- Nearly half cited “increased faculty and staff diversity” as “very important.”
- More than a quarter cited “better protections for online teaching” as “very important.”

# Priorities for Next Contract

## How important do you think it is for us as a union to address the following issues?

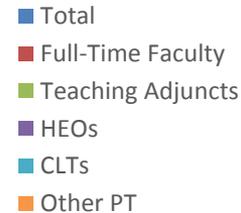
Percentages of total respondents and respondents in each category who identified an issue as “very important”



While increased salaries, job security and a timely contract settlement were most frequently cited as priorities for the next contract, other issues—such as academic freedom, manageable workload and \$7,000 per course for adjuncts—also emerged as significant priorities.

### Ranking of issues:

1. Increased salaries
2. Job security
3. Timely contract settlement
4. Protection of academic freedom
5. Manageable workload
6. Opportunities for advancement/promotion
7. Increase in per-course pay for adjuncts to \$7,000
8. Workplace safety
9. Support for research, scholarship and professional development

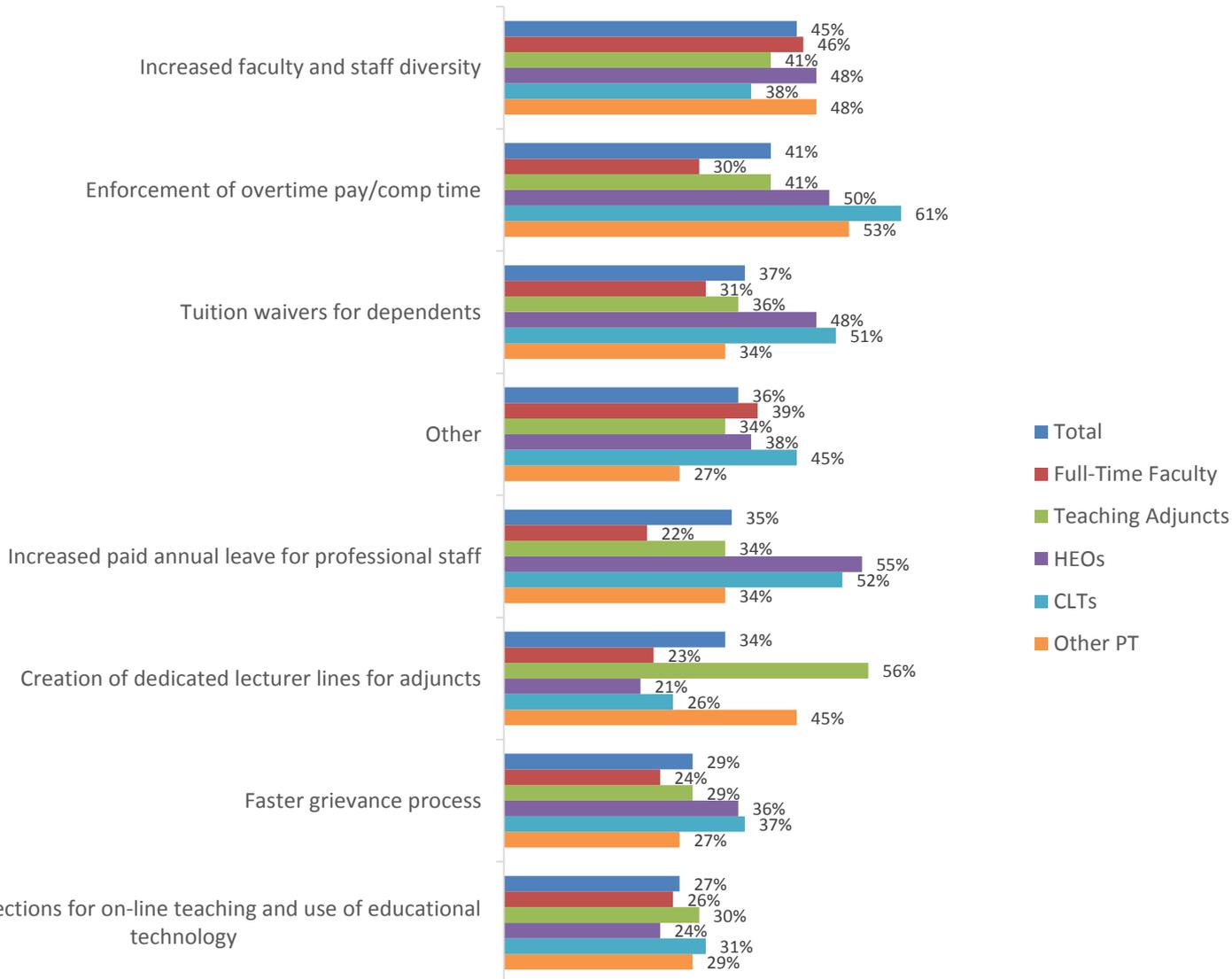


Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8559	N=3176	N=2390	N=2054	N=255	N=684

# Priorities for Next Contract

## How important do you think it is for us as a union to address the following issues? (cont.)

Further percentages of total respondents and respondents in each category who identified an issue as “very important”



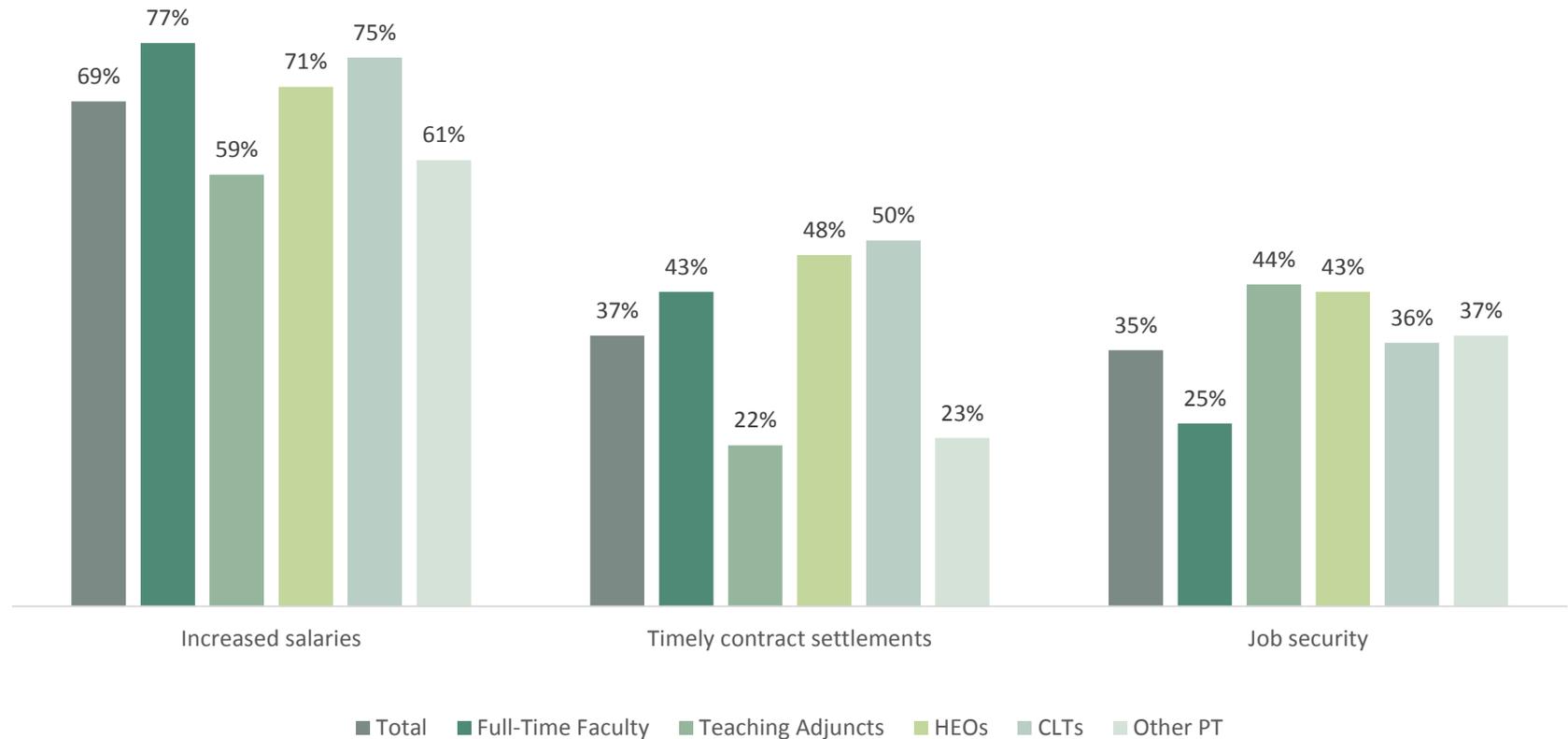
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8559	N=3176	N=2390	N=2054	N=255	N=684

# Priorities for Next Contract

Respondents were asked to rank the top three issues among those that they identified as “very important” or “somewhat important.” Increased salary, timely contract settlement and job security were most frequently included among the top three priorities.

**You said the following issues were very important or somewhat important to you. Please rank your top three priorities among these:**

Percentage of respondents identifying these as one of their top three most important issues



Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8559	N=3176	N=2390	N=2054	N=255	N=684

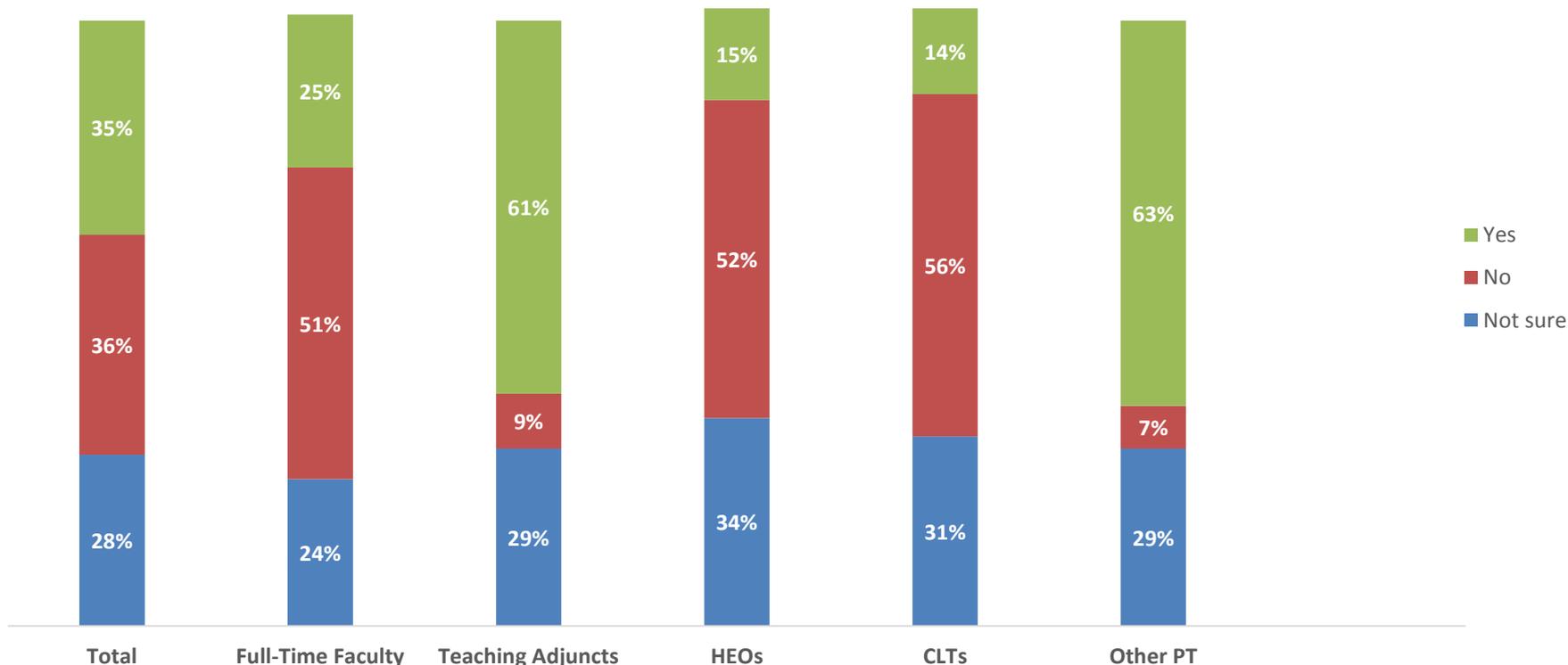
Note: There was a separate question about \$7,000 per course for adjuncts, which may have diluted the proportion of adjuncts and other part-timers who ranked increased salaries in their top three priorities.

# Priorities for Next Contract: Distribution of Salary Increases

The survey asked two questions about how respondents would prefer to distribute the total economic package in the next contract settlement. The first question juxtaposed full-timers and part-timers. 35% of total respondents favored negotiating a salary increase so that there is a higher percentage increase for part-timers and a lower increase for full-timers, while 36% of total respondents opposed this distribution. Fully 28% were not sure. Teaching adjuncts and other part-timers were significantly more supportive of this distribution than other respondents.

**Would you favor negotiating a distribution of salary increases such that there is a higher percentage increase for part-timers and a lower percentage increase for full-timers?**

Percentage of respondents



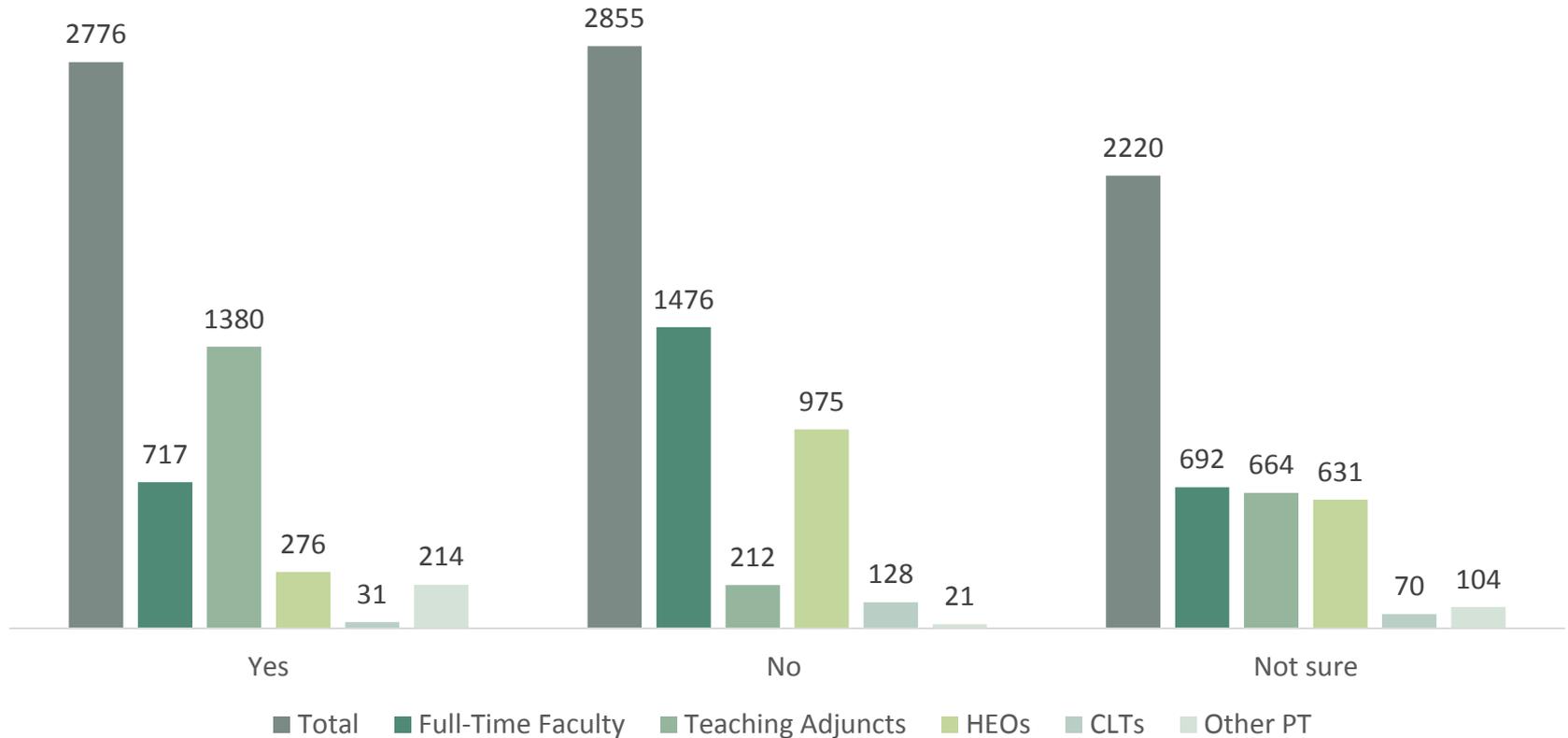
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=7930	N=2932	N=2256	N=1882	N=229	N=631

# Priorities for Next Contract: Distribution of Salary Increases

In raw numbers the difference between the number of respondents who preferred equal percentage increases over higher increases for part-timers was 79, with over 2,200 not sure responses.

**Would you favor negotiating a distribution of salary increases such that there is a higher percentage increase for part-timers and a lower percentage increase for full-timers?**

Number of respondents, by category



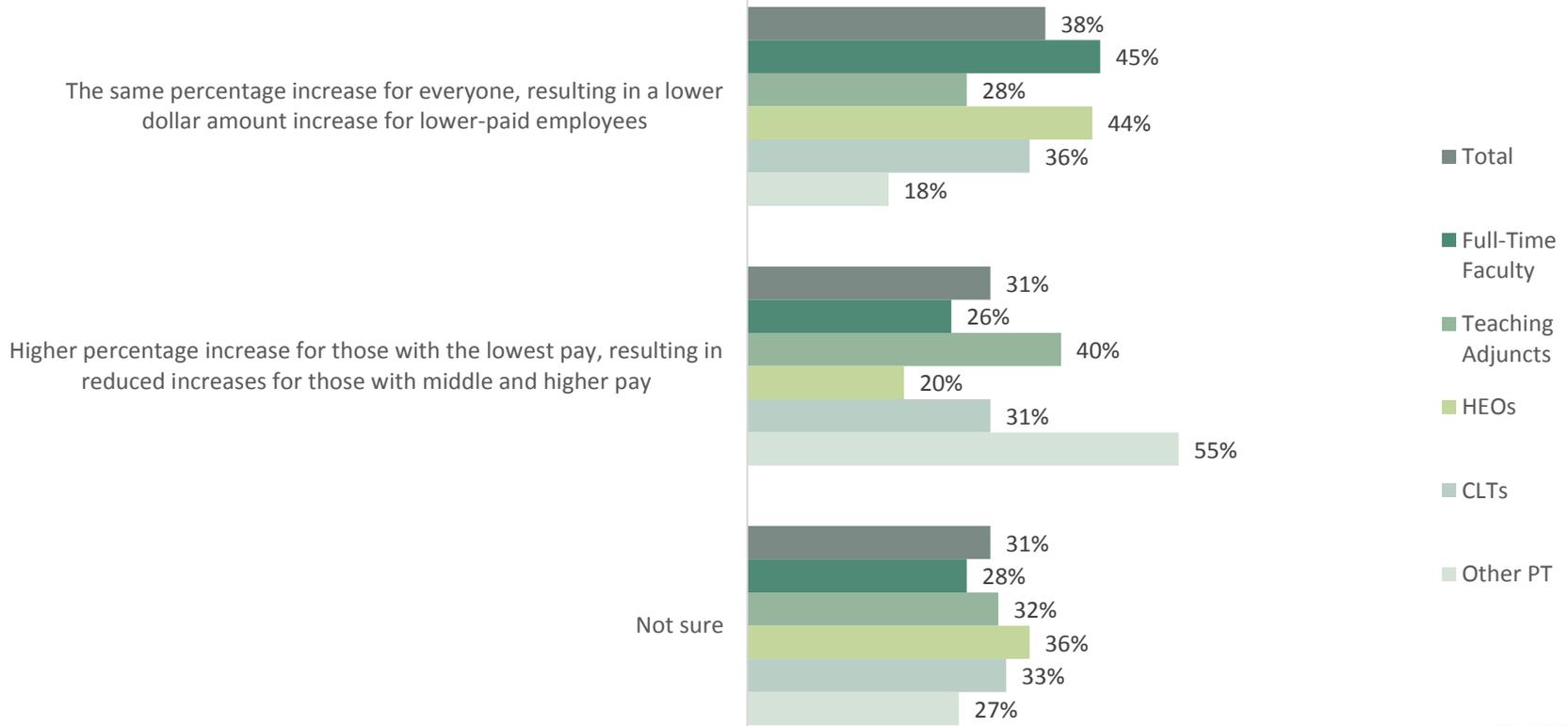
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=7930	N=2932	N=2256	N=1882	N=229	N=631

# Distribution of Salary Increases

The second question on distribution of salary increases juxtaposed higher-paid and lower-paid employees, whether full-time or part-time. A plurality of 38% preferred equal percentage increases for everybody, with the remainder equally divided between higher increases for lower-paid employees (31%) and “not sure” (31%).

**For the last 16 years PSC has worked to address salary inequities among our members. In every contract the union first has to fight for the total economic package, then negotiate how the package is distributed.**

Preferred approach to pressing management to distribute salary increases



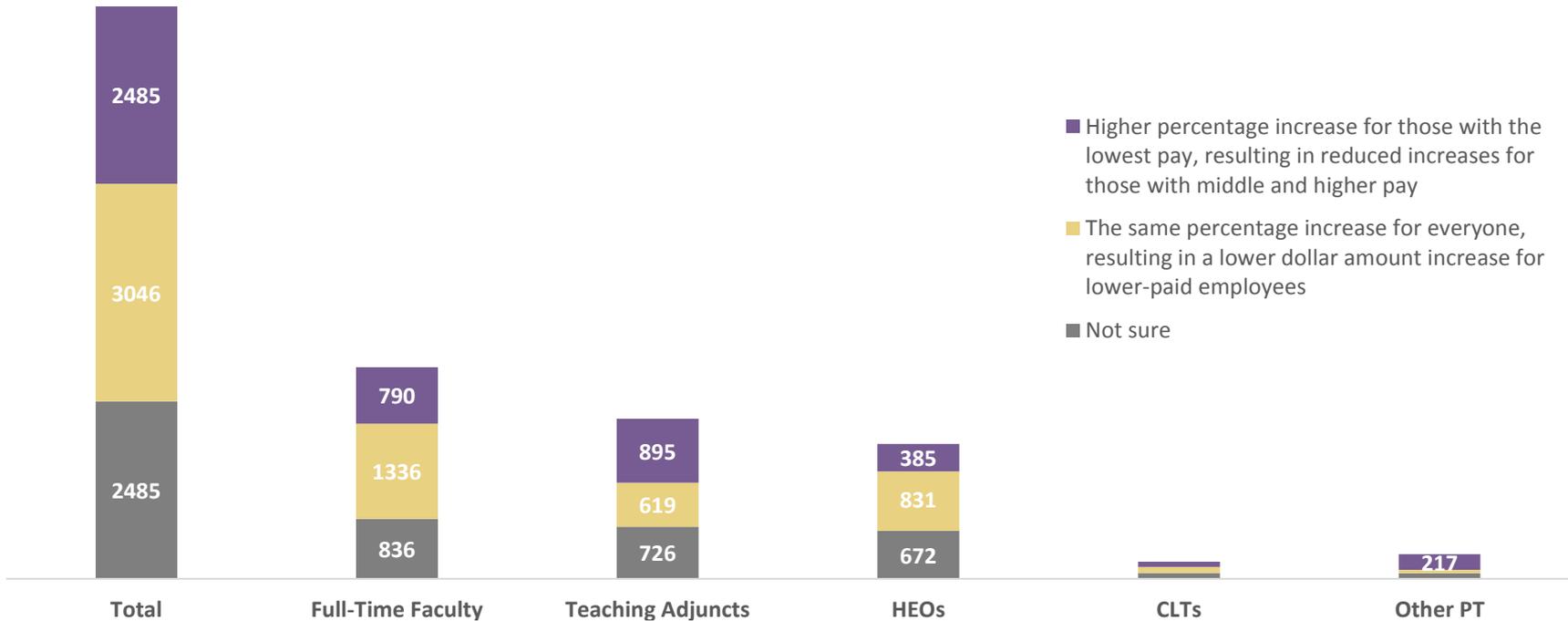
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8015	N=3010	N=2240	N=1888	N=236	N=641

# Distribution of Salary Increases

Looking at the raw numbers, “the same percentage increase for everyone” was the preferred approach by a difference of 561 respondents. The number of respondents who are not sure (2,485) was equal to the number supporting a higher percentage for those with lower pay.

**For the last 16 years PSC has worked to address salary inequities among our members. In every contract the union first has to fight for the total economic package, then negotiate how the package is distributed.**

Preferred approach to pressing management to distribute salary increases by raw number



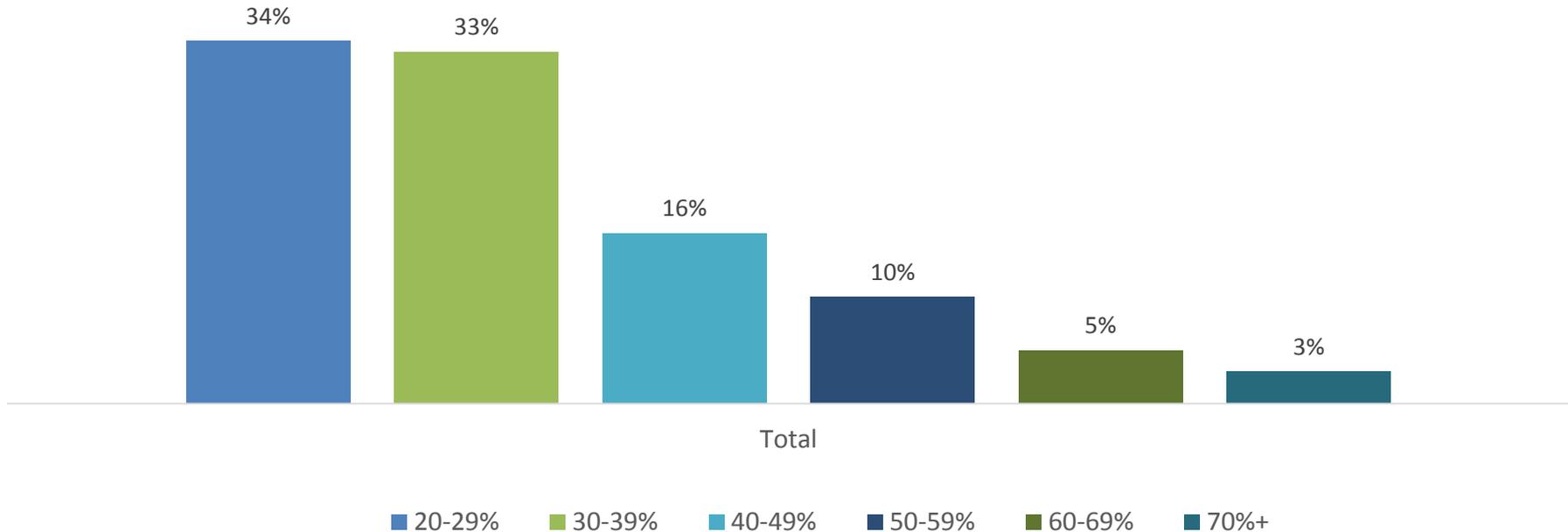
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8015	N=3010	N=2240	N=1888	N=236	N=641

# Total Household Income Spent on Housing

The bars represent percentage ranges of household income spent on housing; percentage numbers at the top of each bar represent the portion of the whole who spend that percentage. For example, 34% of respondents spent between 20-29% of income on housing, and 33% spent between 30-39% on housing.

**What percentage of your total household income is spent on housing (rent or mortgage plus maintenance fees)?**

Percentage of total household income spent on housing



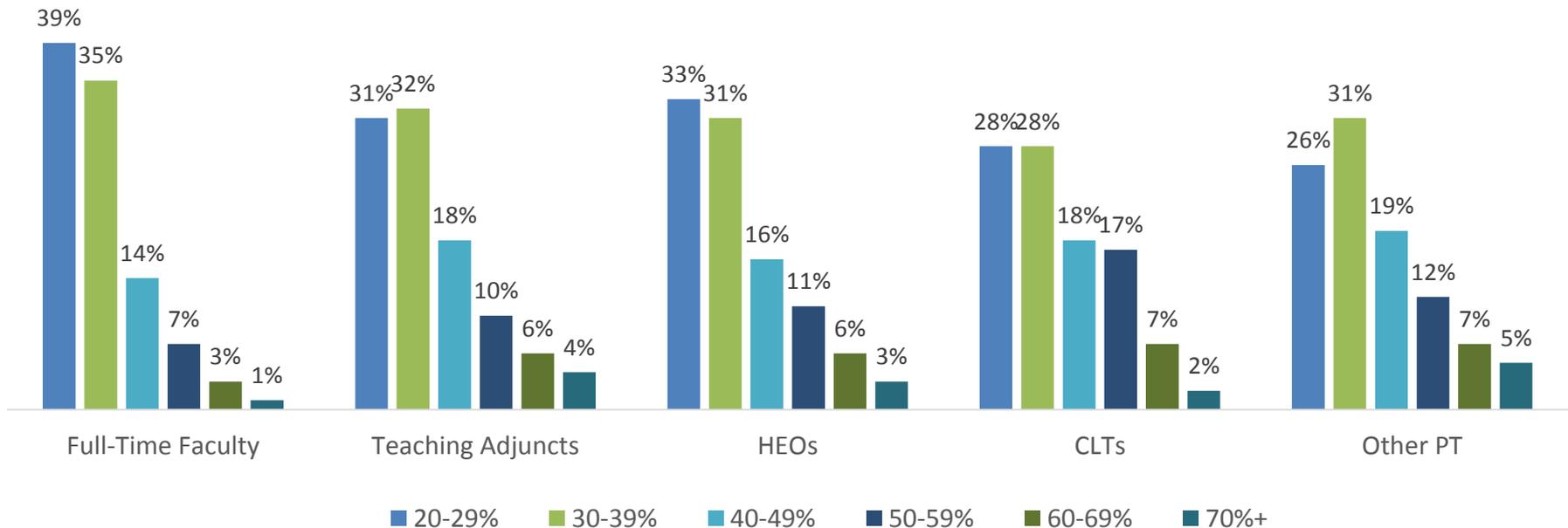
Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=2540	N=1905	N=1600	N=205	N=529

# Household Income Spent on Housing

One in four CLTs, one in five teaching adjuncts and HEOs, and more than one in 10 full-time faculty reported spending at least half of their household income on housing costs.

**What percent of your total household income is spent on housing (rent or mortgage plus maintenance fees)?**

Percent of total household income spent on housing



Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=2540	N=1905	N=1600	N=205	N=529

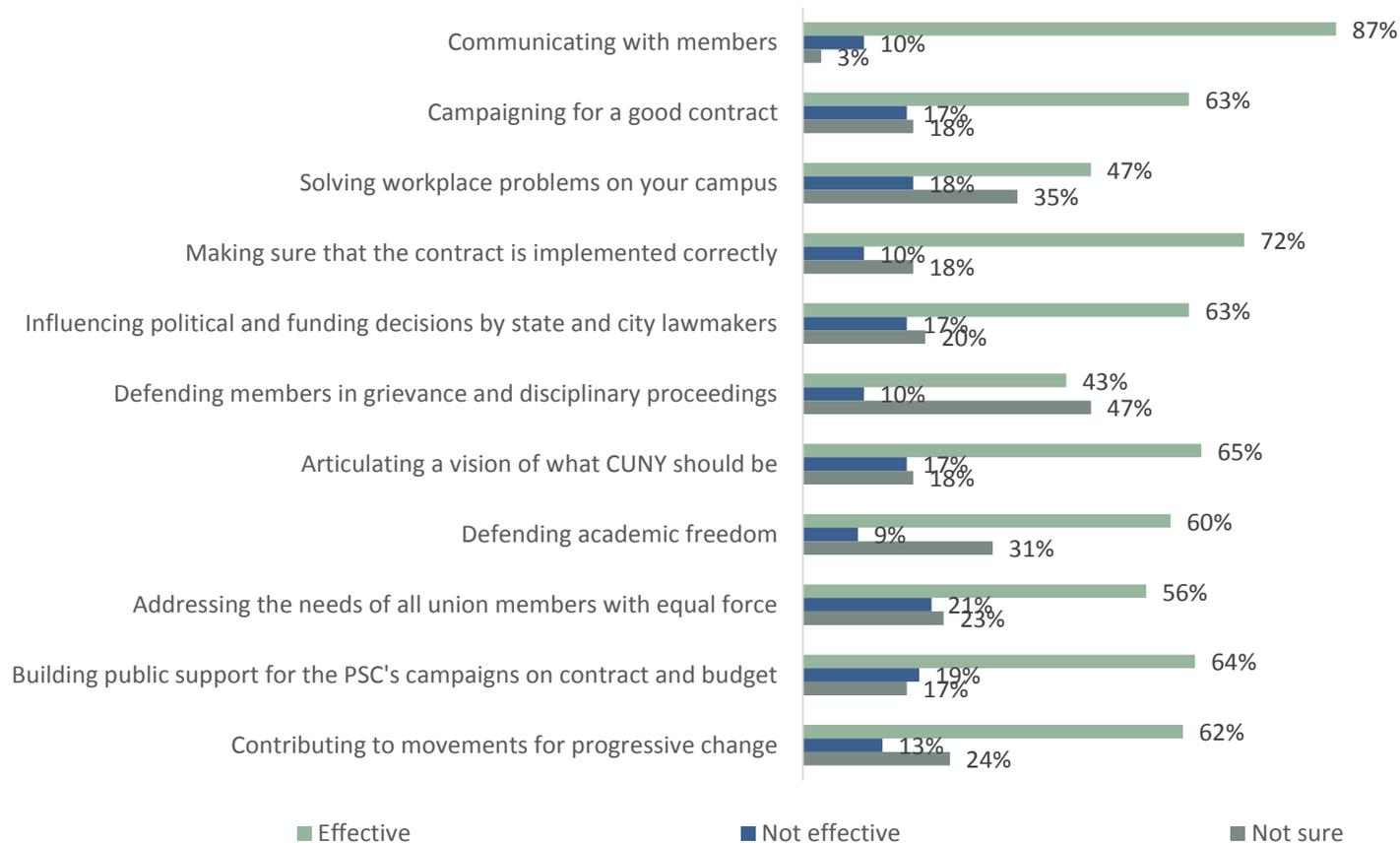
# Participation in the Union

# The PSC's Effectiveness

Members saw PSC as most effective when it comes to communicating with members (87% effective) and making sure the contract is implemented correctly (72% effective).

## How effective is the PSC in the following aspects of our collective work?

Percentage of respondents who identified the effectiveness of the following



**Total**  
N=8559

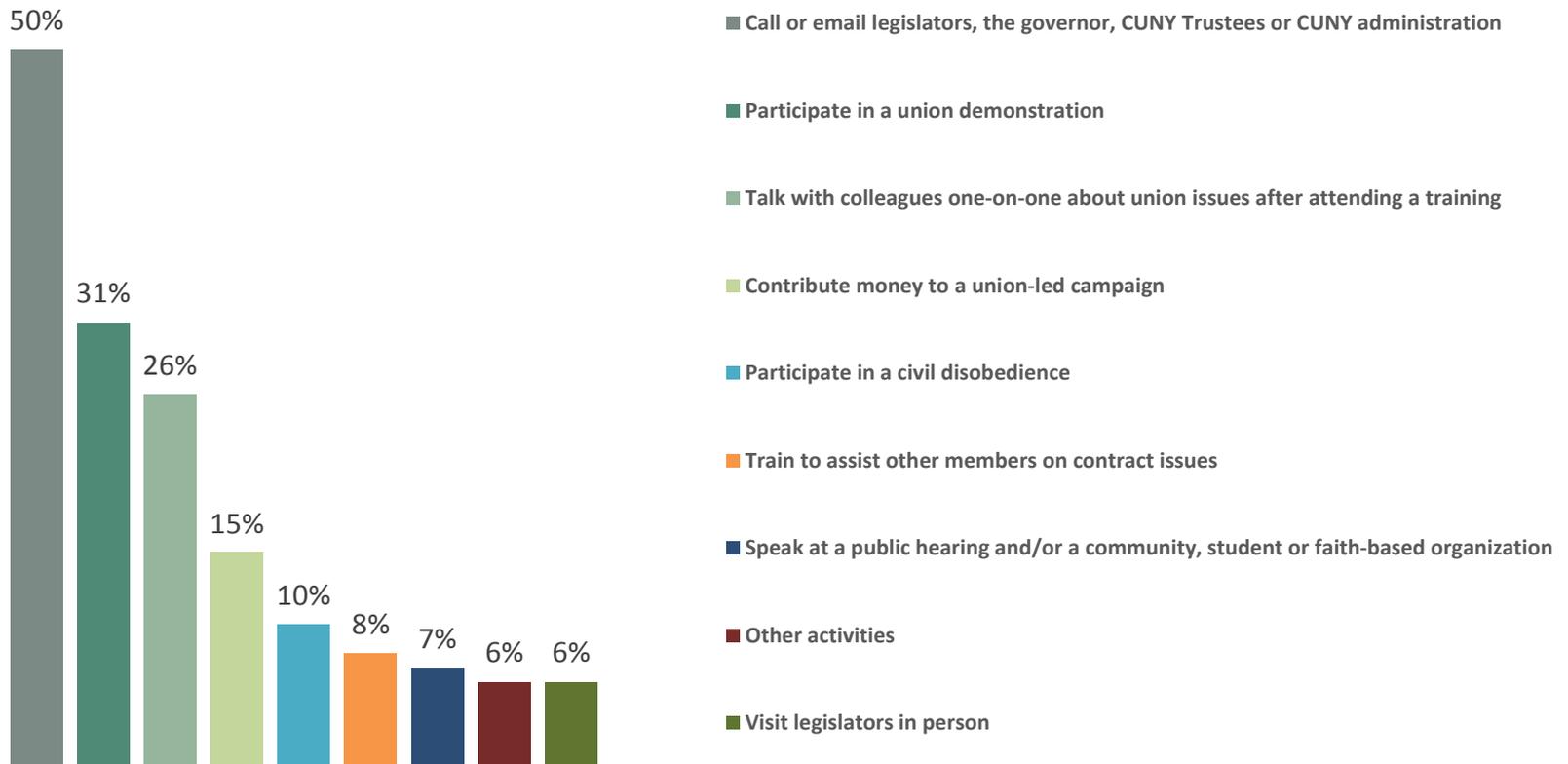
Note: There were high percentages of “not sure” responses on several questions—particularly defending members in grievance and discipline proceedings—probably because respondents’ personal experience in those areas was limited.

# Participation in the Union

A majority of respondents said that they plan to be active in union campaigns. Fifty percent reported that they plan to email legislators or other decision-makers, nearly a third plan to participate in a union demonstration and more than a quarter said that they will engage in one-on-one union conversations. Fully 10% were prepared to engage in civil disobedience with the union.

**In order to advance our collective interests as a union, please check the ways in which you plan to participate in union activities. Check all that apply.**

Percentage of respondents who plan to participate in the following union activities



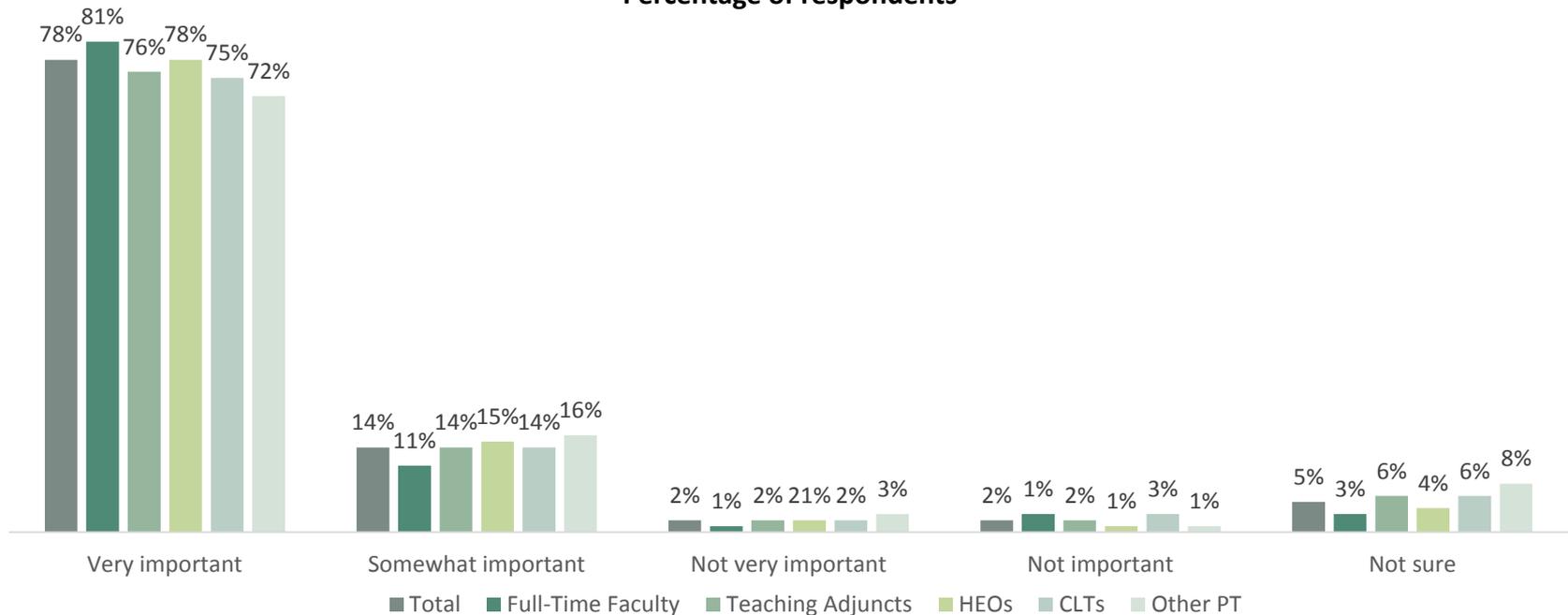
<b>Total</b>
N=8559

# Paying a Fair Share

If the Supreme Court rules that the collection of non-member agency fees is unconstitutional, 92% of total respondents said it was “very important” or “somewhat important” for everyone to continue to pay their fair share of the cost of running the union. Only 4% said paying a fair share was “not very important” or “not important.”

As you may know, within the next few years, the U.S. Supreme Court is likely to make a decision that will drastically reduce the ability of public sector unions like the PSC to collect dues or non-member agency fees. Currently, if you have not signed a membership card, an amount equivalent to membership dues is deducted from your paycheck. This is called “agency fee.” If the Supreme Court limits the PSC’s ability to collect dues or agency fees, how important do you think it is that everyone continues to pay their fair share?

Percentage of respondents

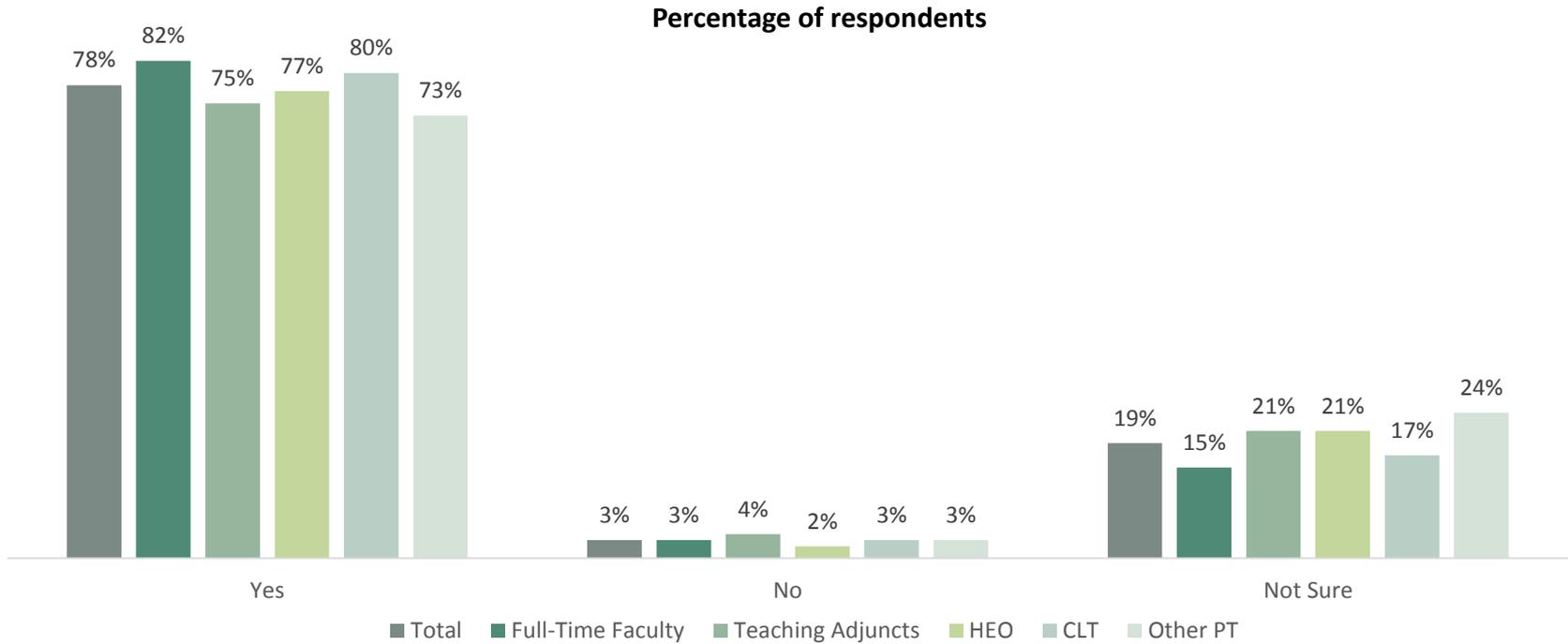


Total	Full-Time Faculty	Teaching Adjunct	HEOs	CLTs	Other PT
N=7713	N=2941	N=2173	N=1789	N=221	N=589

# Join and Pay Dues

Seventy-eight percent of total respondents said they will maintain union membership and pay dues when the Supreme Court rules that agency fee collection is no longer permitted. Only 3% said they would not. The response is fairly consistent across titles. At 19%, however, the proportion who were not sure is significant. The 78% who said it is “very important” for everyone to pay their fair share corresponds to the percentage who said they will maintain union membership.

As you may know, within the next few years, the U.S. Supreme Court is likely to make a decision that will drastically reduce the ability of public sector unions like the PSC to collect dues or non-member agency fees. Currently, if you have not signed a membership card, an amount equivalent to membership dues is deducted from your paycheck. This is called “agency fee.” If the Supreme Court rules that agency fee collection is no longer permitted, will you maintain union membership or join and pay union dues?



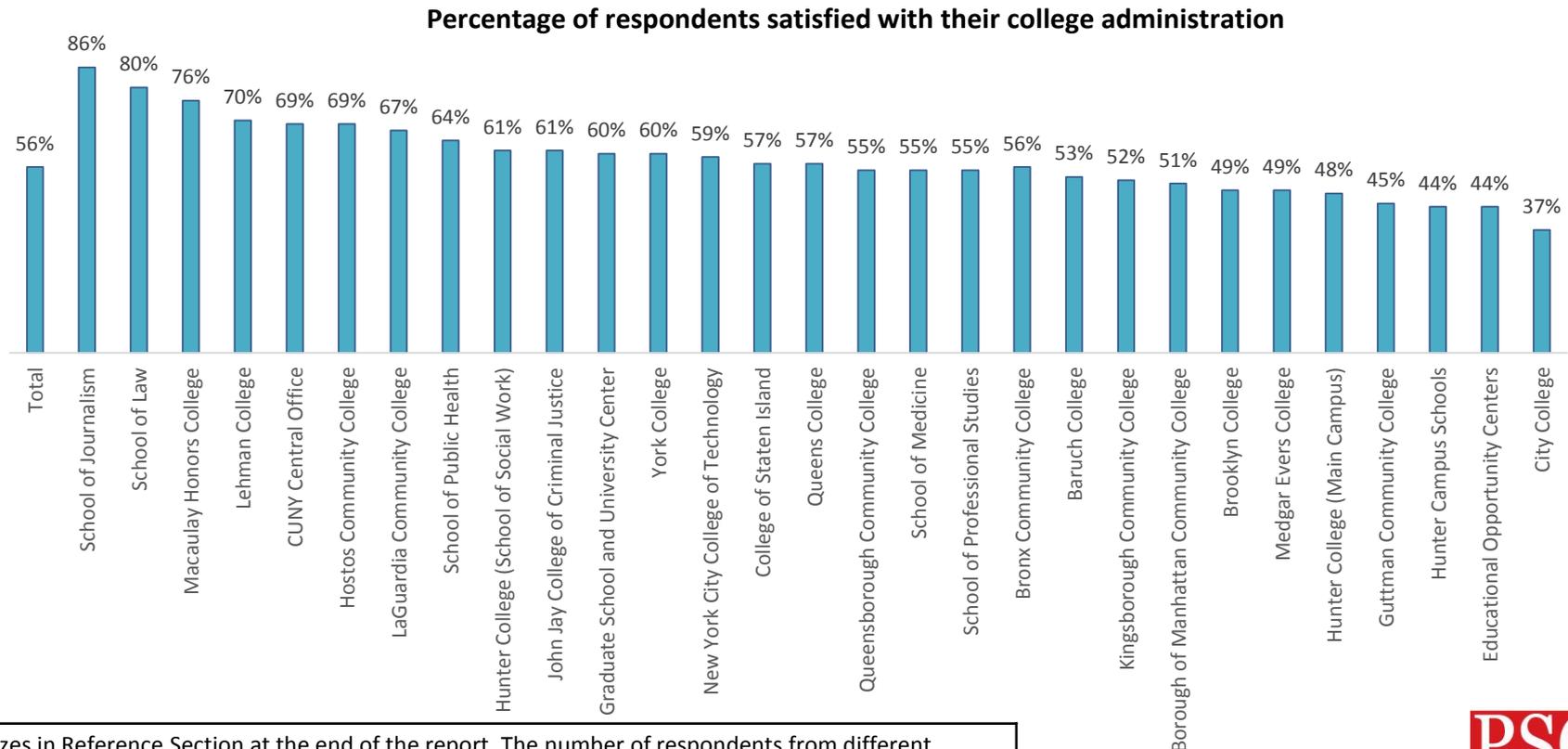
Total	Full-Time Faculty	Teaching Adjunct	HEO	CLT	Other PT
N=7713	N=2941	N=2173	N=1789	N=221	N=589

# Satisfaction with CUNY

# Satisfaction with CUNY: Your College Administration

Looking at “total satisfied” (“very satisfied” + “somewhat satisfied”), there were clear differences across campuses. The difference between the “most satisfied” campus, School of Journalism, and the “least satisfied” campus, City College, was 49 percentage points. The highest rates of satisfaction were among the professional schools. Lehman College and Hostos Community College received the highest rankings among college campuses.

Indicate your level of satisfaction with the following elements of professional life at CUNY.  
Your college administration:

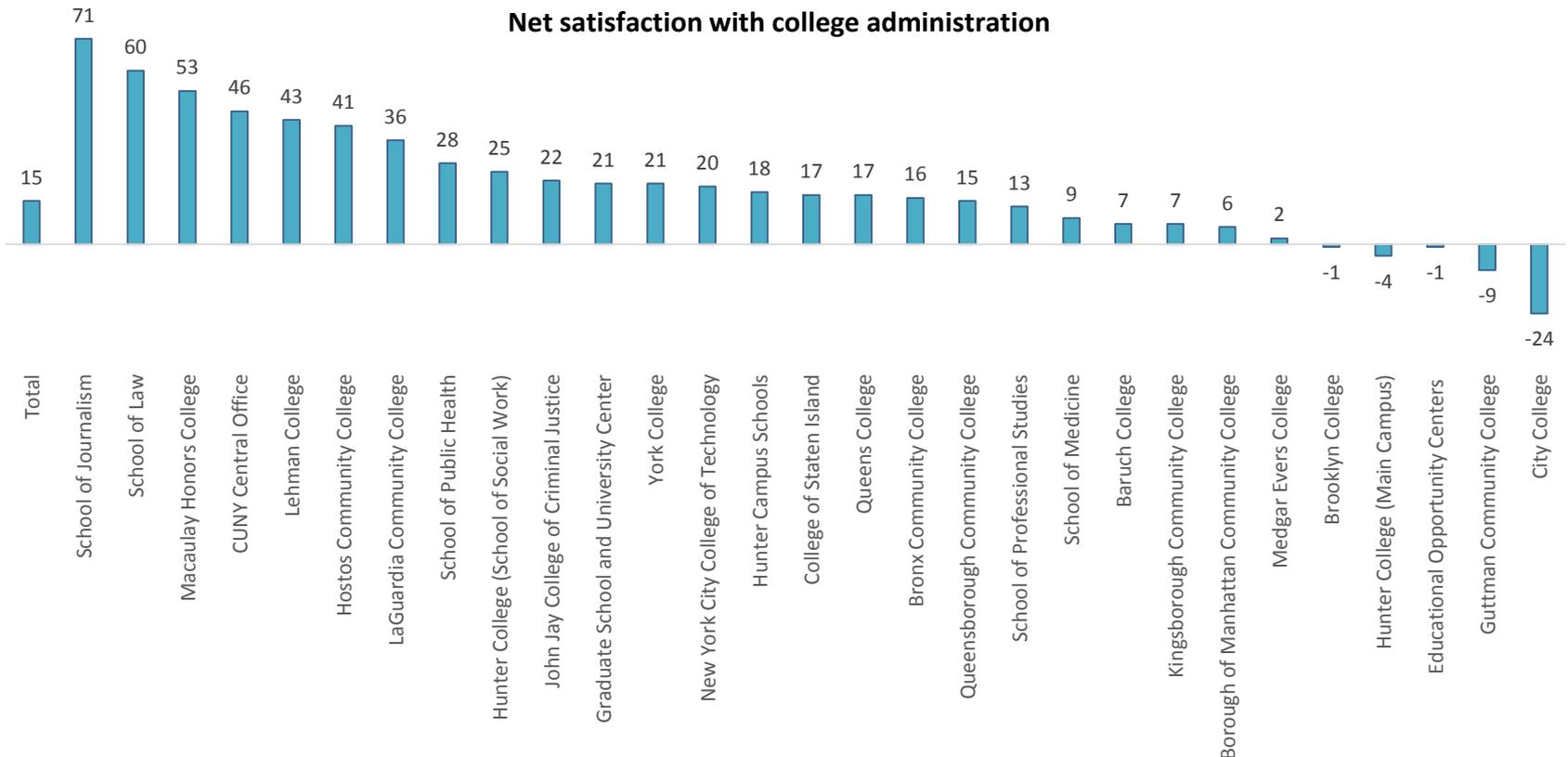


N sizes in Reference Section at the end of the report. The number of respondents from different campuses varied widely, with only 8 from the School of Journalism compared to 509 from City College.

# Net Satisfaction with CUNY: Your College Administration

In the following slides, we explore the “net satisfaction” of different PSC subgroups – this refers to the percentage satisfied *minus* the percentage dissatisfied. On average, CUNY School of Journalism had the highest net satisfaction (71), while City College (-24) had the lowest net level of satisfaction.

Indicate your level of satisfaction with the following elements of professional life at CUNY.  
Your college administration

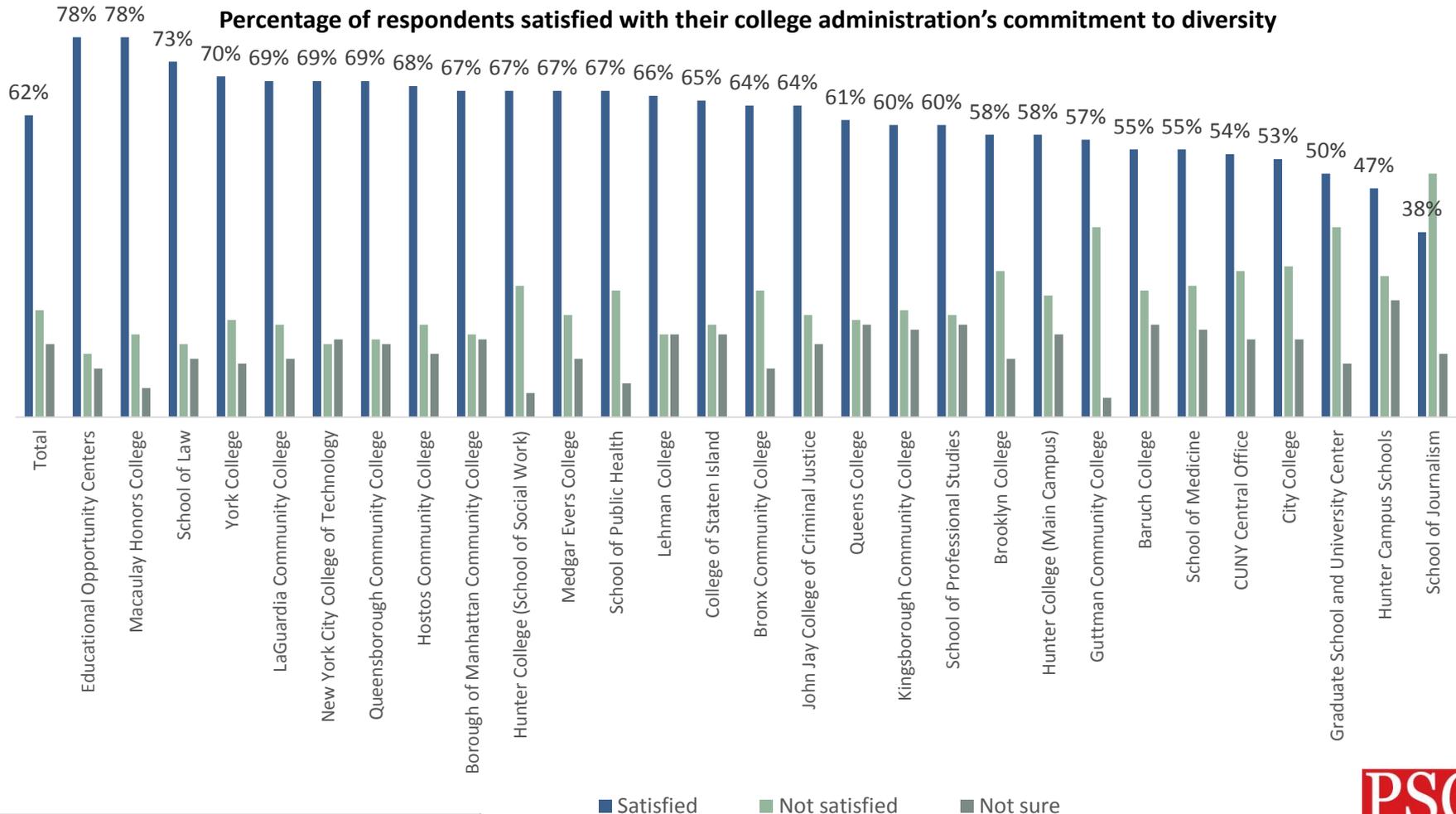


N sizes in Reference Section at the end of the report

# Satisfaction with CUNY: Diversity

The satisfied responses on most campuses ranged from around 50% to 70%, though there were a few outliers.

How satisfied are you with the commitment to diversifying the faculty and staff demonstrated by your college administration?



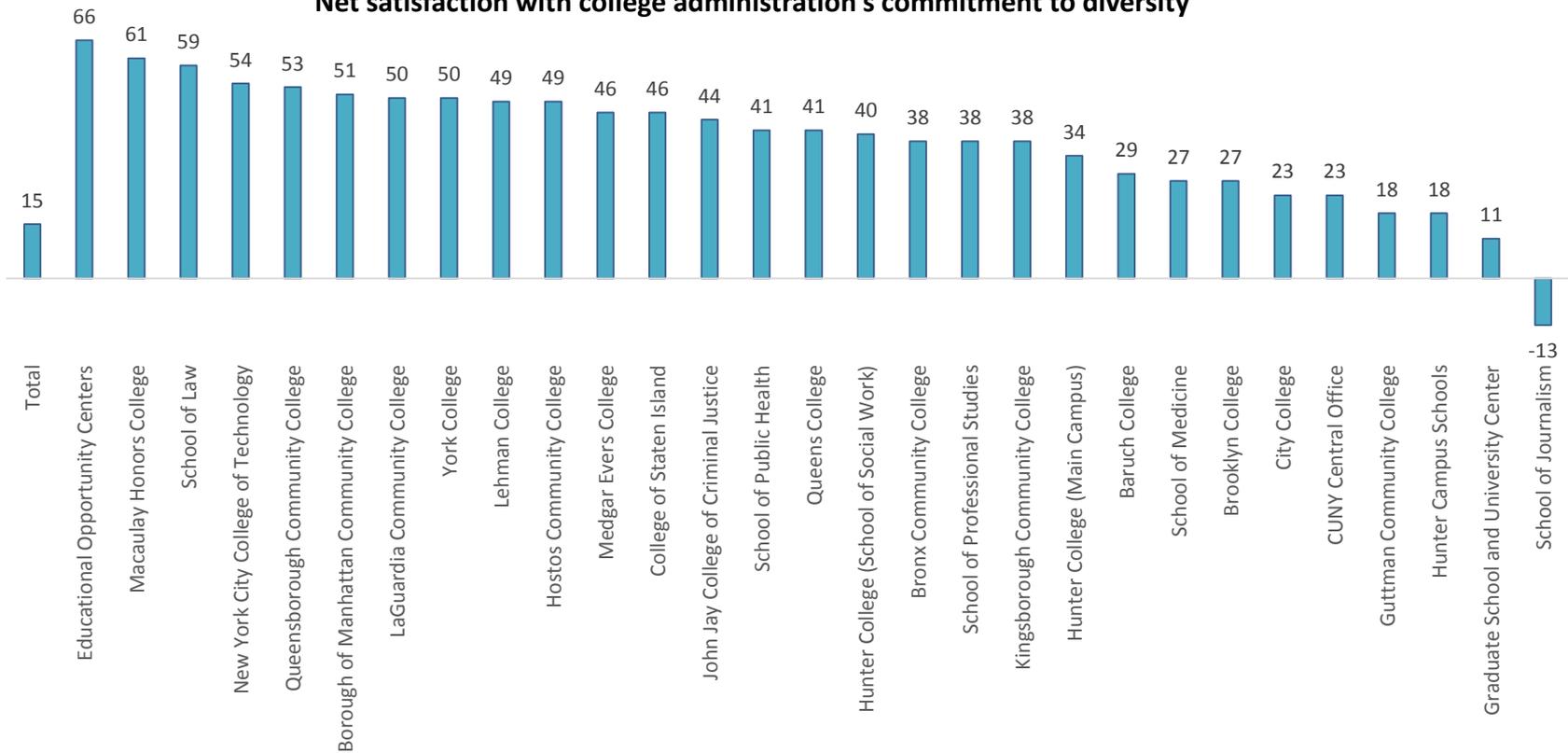
N sizes in reference section at the end of the report

# Net Satisfaction with CUNY: Diversity

Net satisfaction with the college administration’s commitment to diversifying the faculty and staff was positive on all but one campus, the School of Journalism, where net satisfaction with the college administration was highest.

How satisfied are you with the commitment to diversifying the faculty and staff demonstrated by your college administration?

Net satisfaction with college administration’s commitment to diversity



N sizes in Reference Section at end of report

# Satisfaction with CUNY: Quality of Office Space

More than half of respondents (52%) identified the quality of their office space as “fair” or “poor,” while 44% said it was “excellent” or “good.” Full-timers were significantly more satisfied with their office space than part-timers.

Rate the quality of the on-campus office space and resources you have access to.  
Office space (table reported as percentages)

Total	(%)
Excellent	19%
Good	25%
Fair	30%
Poor	22%
Not applicable	4%

	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
Excellent	23%	11%	23%	20%	9%
Good	28%	18%	29%	28%	22%
Fair	30%	31%	29%	35%	30%
Poor	18%	31%	16%	14%	27%
Not applicable	0%	8%	2%	3%	12%

Total	(%)
Excellent/good	44%
Fair/poor	52%

	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
Excellent/good	52%	29%	52%	48%	31%
Fair/poor	48%	63%	45%	49%	57%

Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8559	N=3176	N=2390	N=2054	N=255	N=684

# Satisfaction with CUNY: Access to Desk and Phone

Sixty-seven percent of total respondents identified their access to a desk and telephone as “excellent” or “good,” while 29% said it was “fair” or “poor.”

Rate the quality of the on-campus office space and resources you have access to.  
Access to desk and telephone (table reported as percentages)

Total	(%)*
Excellent	35%
Good	31%
Fair	18%
Poor	11%
Not applicable	4%

	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
Excellent	45%	16%	48%	45%	18%
Good	36%	23%*	35%	35%	28%
Fair	15%	28%	11%	15%	19%
Poor	4%	26%	1%	3%	22%
Not applicable	0%	8%	4%	1%	14%

Total	(%)
Excellent/good	67%
Fair/poor	29%

	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
Excellent/good	81%	38%	83%	81%	45%
Fair/poor	19%	54%	13%	18%	40%

Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=8559	N=3176	N=2390	N=2054	N=255	N=684

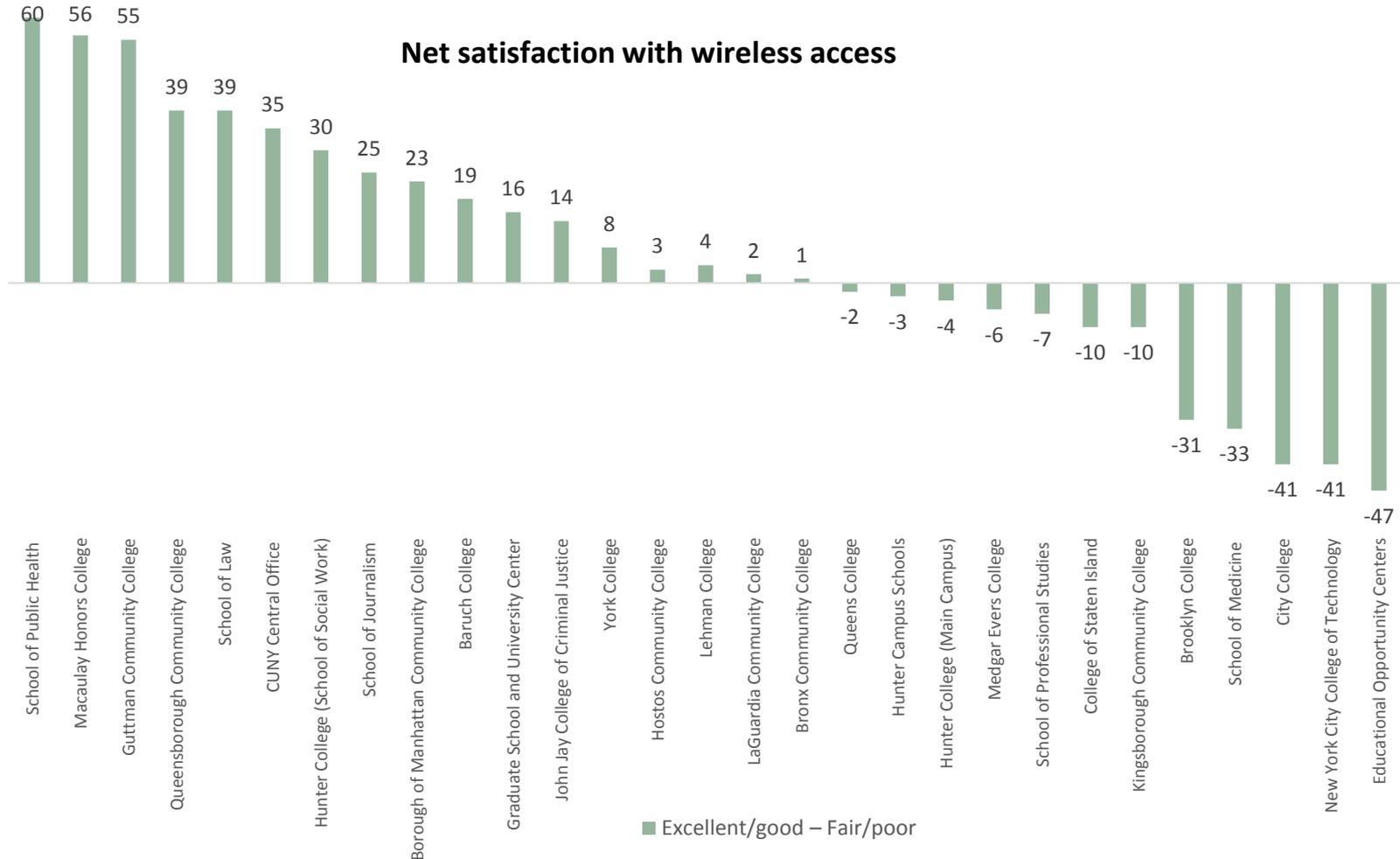
\*The percentages in some tables may not add up due to rounding.

# Satisfaction with CUNY: Wireless Access

Taking the difference between “excellent/good” and “fair/poor” responses reveals large variations by campus, with net satisfaction particularly at the EOCs, NYCCT and City.

Rate the quality of the on-campus office space and resources you have access to.

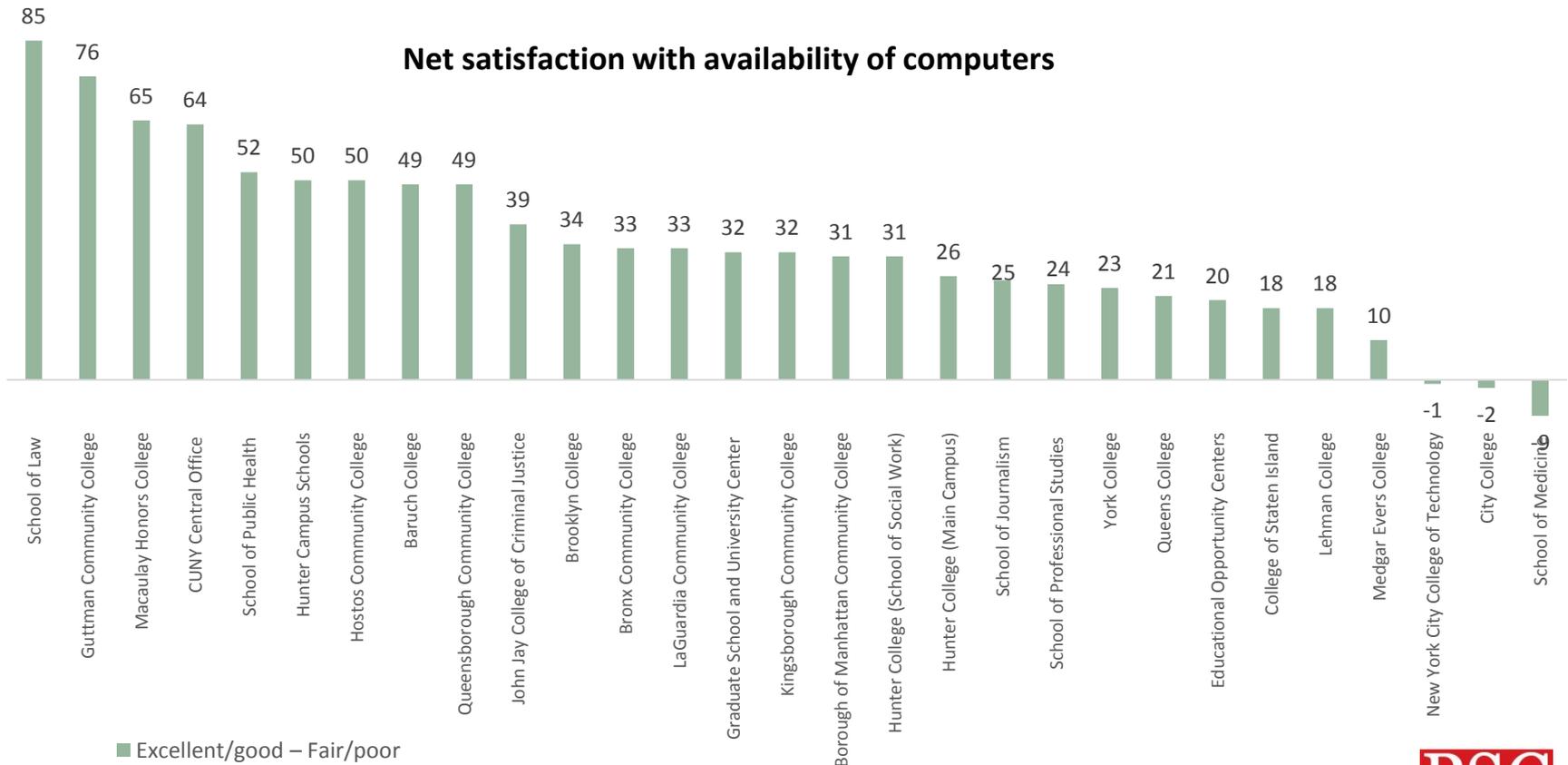
Wireless access



# Satisfaction with CUNY: Availability of Computers

At 85, the Law School reported the highest net satisfaction (“excellent/good” – “fair/poor”) of all CUNY institutions, with Guttman (76) having the highest net value for a community college and Baruch (49) having the highest net value for a senior college.

Rate the quality of the on-campus office space and resources you have access to.  
Availability of computers on campus to do your work



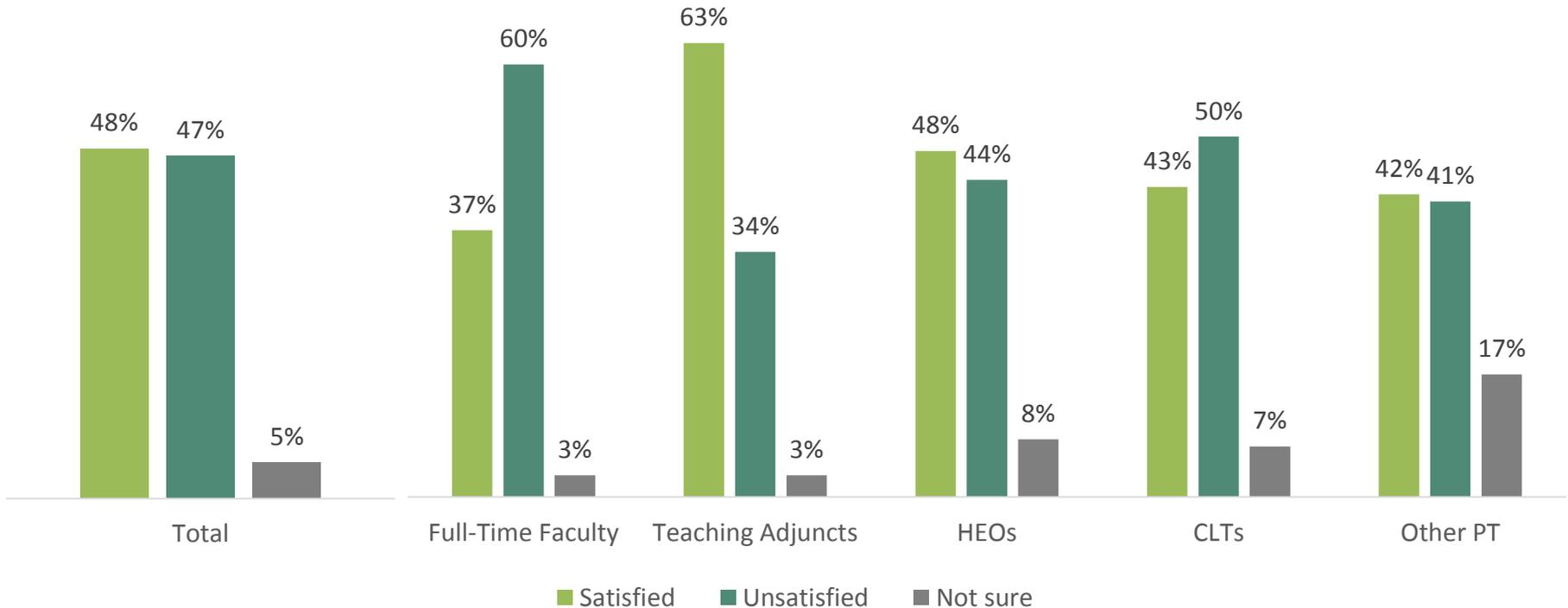
N Sizes in Reference Section at the end of the report

# Satisfaction with CUNYfirst

Dissatisfaction with CUNYfirst is highest among full-time faculty (60%) followed by CLTs (50%) and HEOs (44%).

How satisfied are you with CUNYfirst?

Percentage of respondents satisfied with CUNYfirst



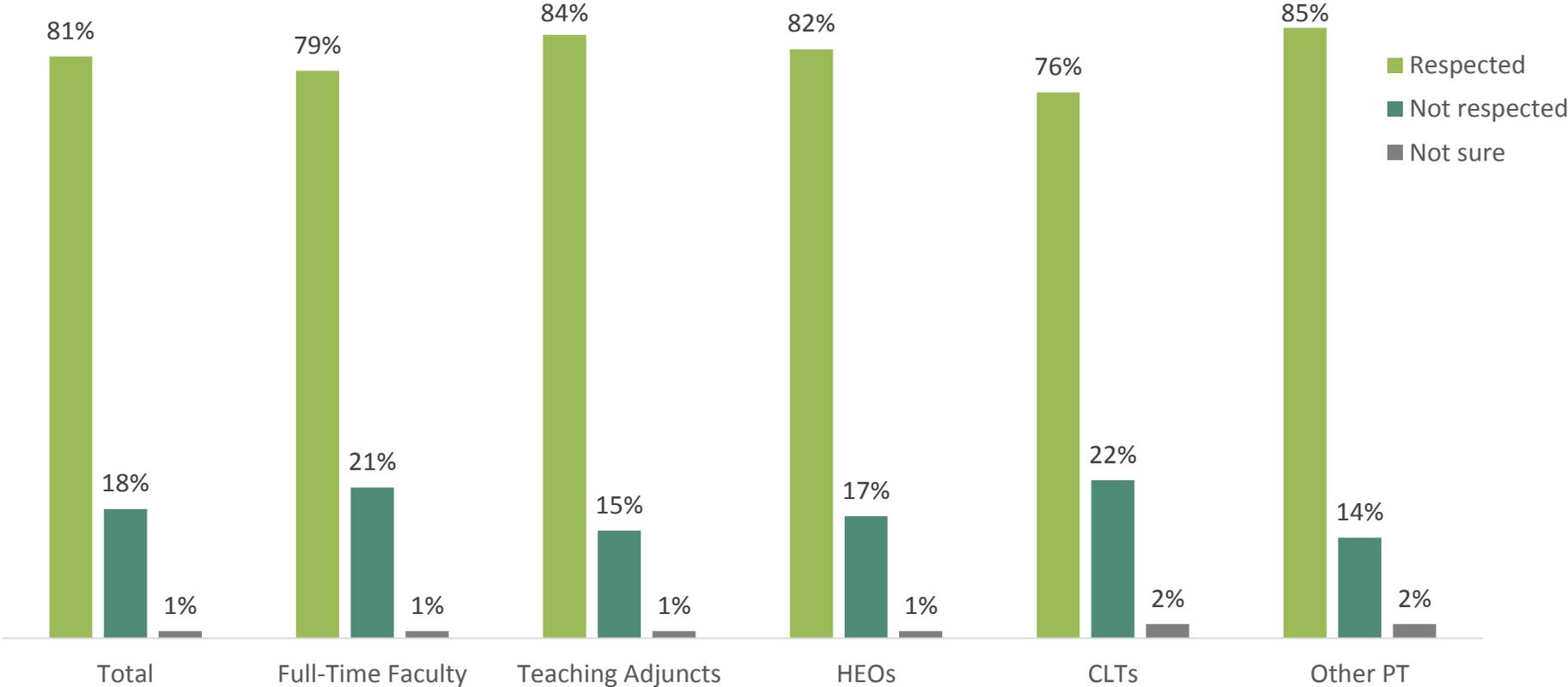
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=7557	N=2892	N=2124	N=1758	N=221	N=562

# Satisfaction with CUNY: Respect on the Job

The percentage of respondents who indicated they feel “respected” on the job was stable across all titles, with teaching adjuncts (84%) and other part-timers (85%) reporting the highest percentages.

To what extent do you feel respected on the job?

Percentage of respondents who felt respected on the job



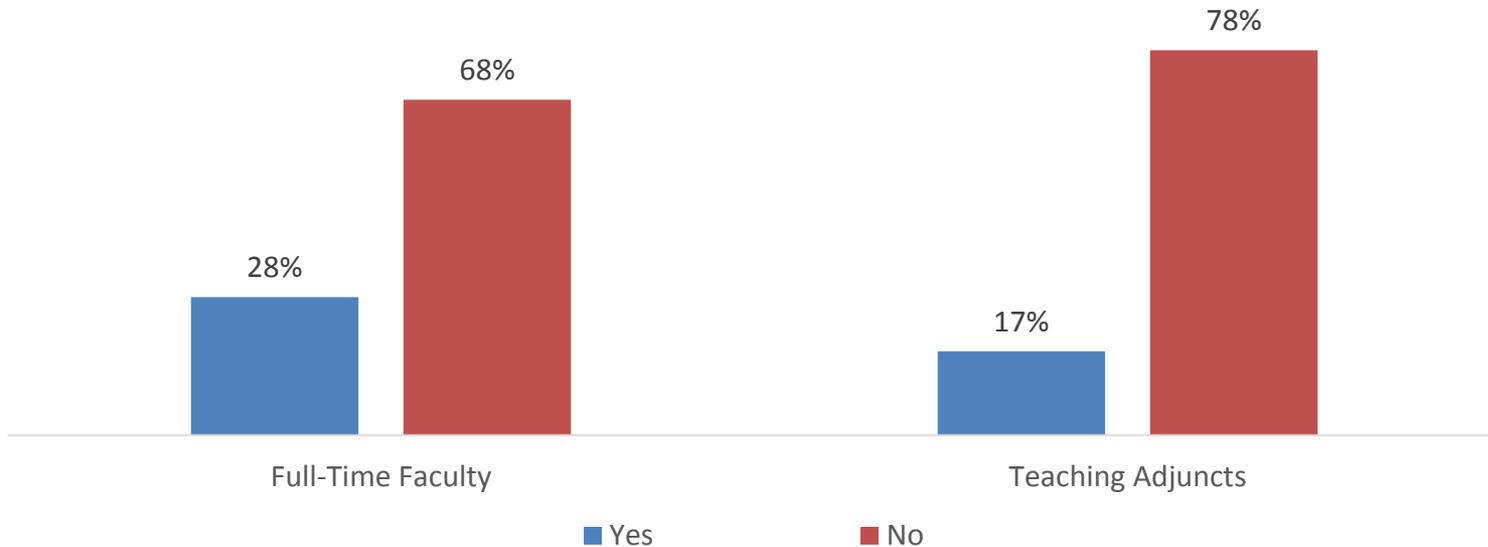
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=7579	N=2894	N=2140	N=1764	N=222	N=559

# Online Courses

More than a quarter of full-time faculty and 17% of teaching adjuncts have taught or developed an online course at CUNY.

Have you ever taught or developed a distance learning online course at CUNY?

Percentage of full-time faculty and teaching adjuncts who ever taught or developed an online course at CUNY



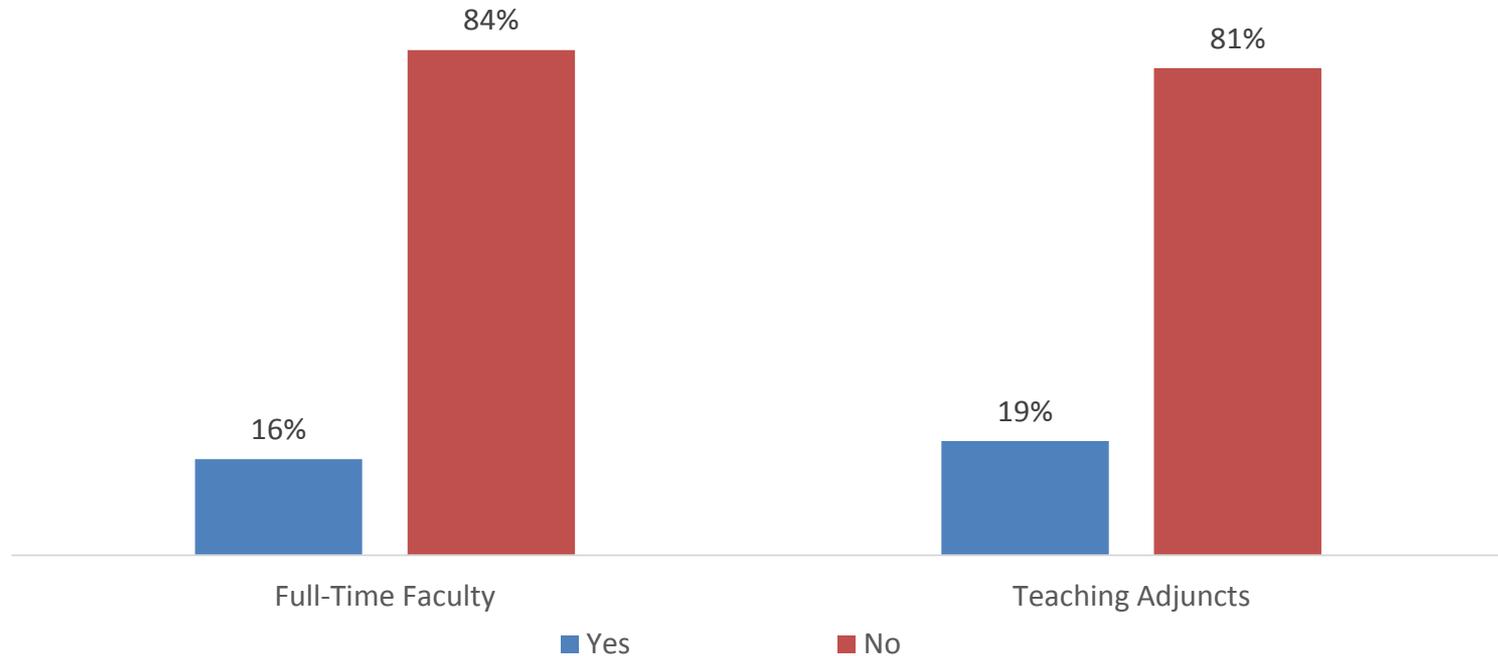
Full-Time Faculty	Teaching Adjuncts
N=2894	N=2142

# Online Courses

More than 80% of teaching adjuncts and full-time faculty who had developed an online course did not feel properly informed about whether they had the right to retain copyright.

Do you feel you were properly informed about whether you had the right to retain copyright?

Percentage of full-time faculty and teaching adjuncts who felt properly informed about the right to retain copyright



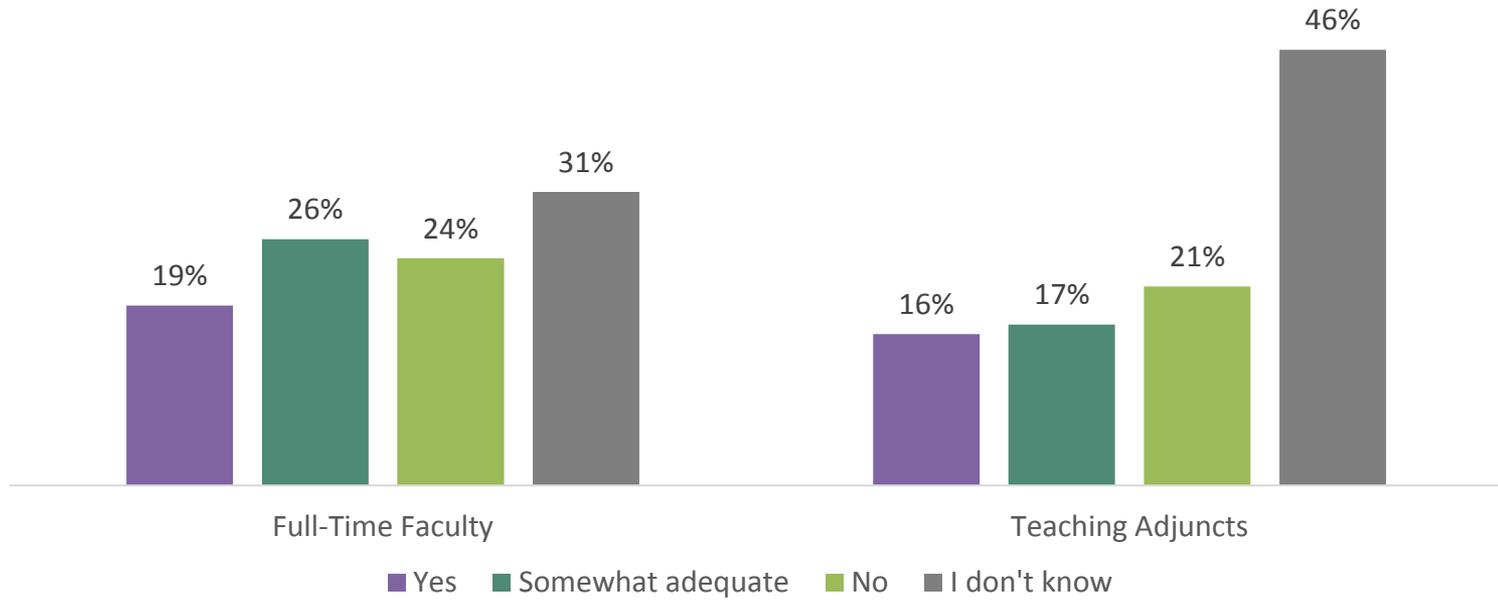
Full-Time Faculty	Teaching Adjuncts
N=386	N=160

# Online Courses

Only 19% of full-time faculty and 16% of teaching adjuncts thought that the level of support and training for developing and teaching distance learning online courses was fully adequate.

Do you feel there is adequate support and training to enable you to develop and teach distance learning online courses?

Percentage of full-time faculty and teaching adjuncts who felt support and training was adequate



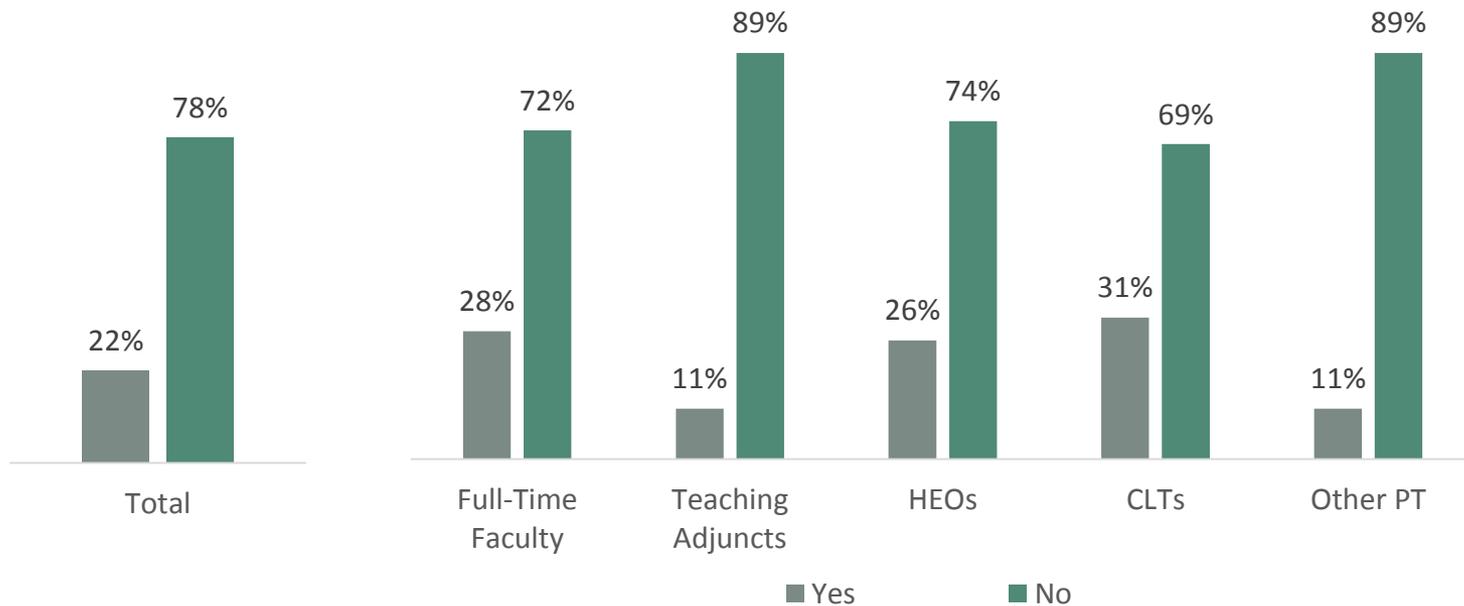
Full-Time Faculty	Teaching Adjuncts
N=2867	N=2118

# Bullying and Harassment

More than 20% of all respondents reported experiencing bullying or harassment. Full-time employees reported a higher incidence of bullying and harassment than part-time employees, with the highest incidence among full-time CLTs (31%).

Have you ever been subject to bullying or harassment on the job?

Percentage of respondents who reported being subject to bullying or harassment



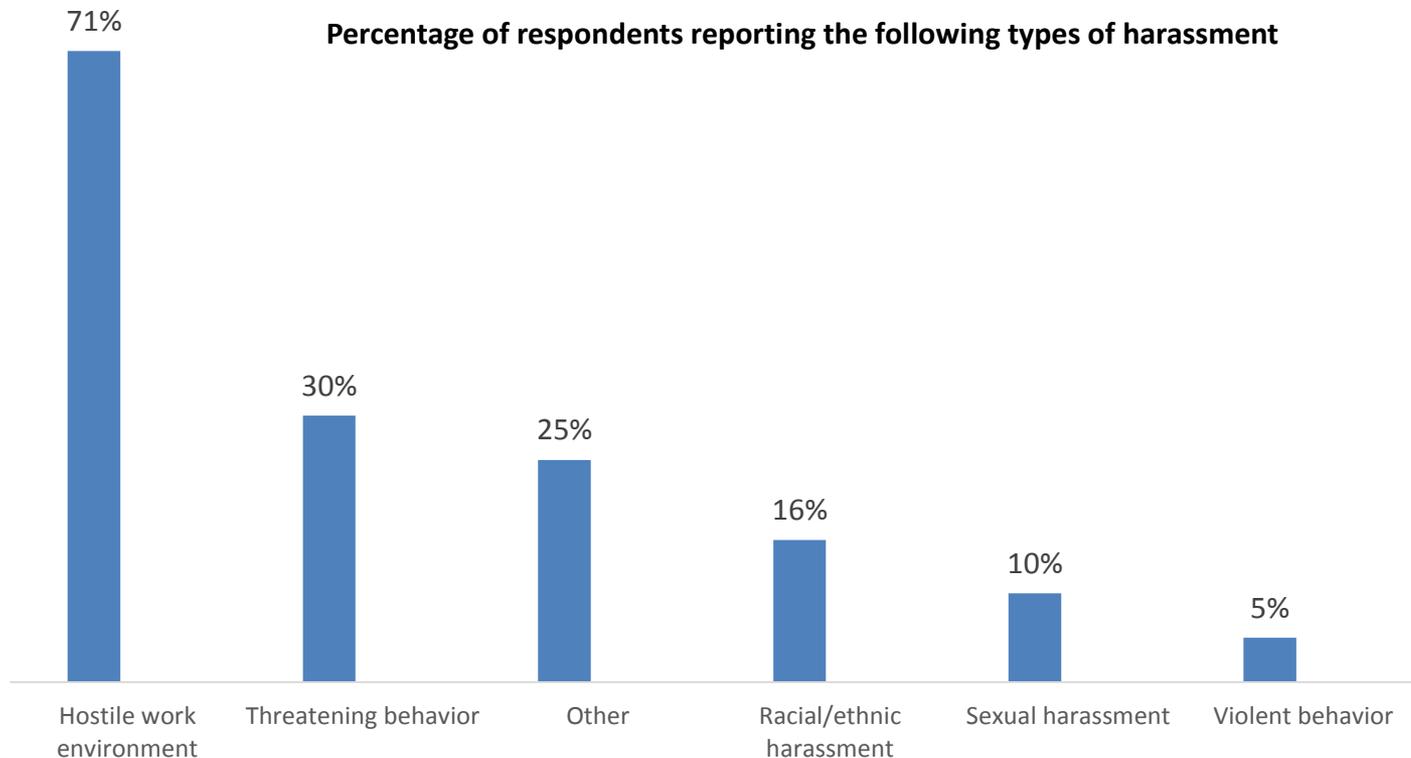
Total	Full-Time Faculty	Teaching Adjuncts	HEOs	CLTs	Other PT
N=7556	N=2876	N=2141	N=1755	N=220	N=564

# Type of harassment

Among the 22% of respondents (1,637 people) who reported having experienced bullying or harassment on the job, the type of harassment experienced most frequently was a “hostile work environment” (71%). Fully 30% of this group reported experiencing “threatening behavior.”

Have you ever been subject to bullying or harassment on the job?

If yes, what kind of harassment?



**Total**  
N=1637

# N Size Reference Slides

## Reference: N Sizes for Slides 31-34 and 37-38

N=	8559	490	662	336	559	41	509	418	158	368	58	241	526	61	42	508	412	540	359	19	185	505	601	467	8	47	13	29	108	230	59
	Total	Baruch College	Borough of Manhattan Community College	Bronx Community College	Brooklyn College	Educational Opportunity Centers	City College	College of Staten Island	CUNY Central Office	Graduate School and University Center	Guttman Community College	Hostos Community College	Hunter College (Main Campus)	Hunter College (School of Social Work)	Hunter Campus Schools	John Jay College of Criminal Justice	Kingsborough Community College	LaGuardia Community College	Lehman College	Macaulay Honors College	Medgar Evers College	New York City College of Technology	Queens College	Queensborough Community College	School of Journalism	School of Law	School of Medicine	School of Public Health	School of Professional Studies	York College	Other