

Student Services Administrators Association of Manitoba SSAAM Membership Survey - Information Summary

Prepared By:



November 2009

Background

In the fall of 2009 SSAAM undertook a web-based Membership Survey in order to identify possible organizational priorities. Furthermore, the survey was intended to identify member characteristics and future needs.

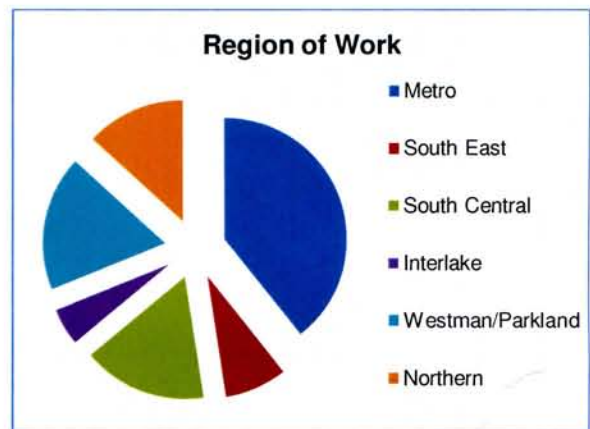
Proactive Information Services Inc.,¹ a western Canadian based social research company, in close consultation with SSAAM, developed the questionnaire and administered it as a web-based Membership Survey. Once approved, the survey link was forwarded to SSAAM for distribution to members. Reminders were emailed to encourage completion. This process resulted in 65 completed surveys.

This Information Summary provides an overview of the information resulting from this survey. In addition, the detailed tabular results from the survey have been provided to SSAAM.

¹ Proactive Information Services Inc. was established in 1984, specifically to provide research and evaluation services to clients in the public and non-profit sectors. Proactive's clients include Ministries of Education as well as other government agencies and department, foundations, and other NGOs in Canada, Europe, and South America. For more information, visit www.proactive.mb.ca.

Membership Characteristics

Fifty-two of the 65 respondents have paid a membership fee to SSAAM. Furthermore, 24 of the respondents work in Metro Winnipeg, while 11 work in Westman/Parkland and 10 work in South Central.



Gender and Age

- ✦ The vast majority of SSAAM members are female (86%).
- ✦ The membership is aging, with one member being under 36 years of age. Members are most likely to be between 46-55 years of age (60%).

Education

- Members (60%) were most likely to hold a graduate degree at the Masters level.
- 75% hold a Special Education Certificate, while 55% report having a Special Education Coordinator Certificate.

Current Position/Title

- Approximately half of the members hold the title of Student Services Administrator/Coordinator (49%).

Position/Title	(%)
Student Services Administrator/Coordinator	49%
Consultant	15%
Director Student/Clinical Services	14%
Assistant Superintendent	9%
Special Education Coordinator	5%
Clinician	5%

- For many members, working as an administrator of student services is a relatively new experience. Half (54%) indicated working in this capacity for five or fewer years.
- Members are most likely to report to either an Assistant Superintendent (46%) or a Chief Superintendent/CEO (34%).

Major Job Responsibilities

- Members' most frequently listed 'major' responsibilities include; liaising and networking to facilitate inter-sectoral cooperation, overseeing/coordinating divisional programs, as well as developing and providing professional development.

Major Responsibility Top 4	(%)
Liaising/networking/inter-sectoral collaboration	80%
Overseeing/coordinating of divisional programs	79%
Developing/providing professional development sessions/workshops/trainings	71%
Developing divisional policies regarding student services	42%

- Being a part of Senior Management Team is less likely to be a major responsibility for members.

Supervision

- Two-thirds of members supervise other staff. Approximately half of members having supervision responsibilities supervise between two to ten staff.

Number of Staff Supervised (n=42)	(%)
2 to 5	24%
6 to 10	21%
12 to 20	31%
22 to 35	17%
40 to 100	7%

Performance Appraisals

- Approximately half of the membership complete performance appraisals, with 50% completing appraisals for between one and seven staff. Members are most likely to complete appraisals on three (13%) or four (13%) staff.

Clinical Supervision

- Twenty-six members report supervising for clinical supervision. They are most likely to supervise three (27%) or four (19%) individuals.

Number of Members Responsible for Both Supervision and Evaluation		
Position	Supervise (n)	Evaluate (n)
Clinical Staff/Clinicians	35	25
Coordinators	10	8
Consultants	6	4

Note – (n) indicates number of respondents in each category.

- Additionally, members reported supervising and evaluating staff in a number of other positions including; teachers, support staff, resource teachers, counsellors, and educational assistants.

Administrative Allowance

- Approximately two-thirds of members reported receiving an administrative allowance which ranged between \$1,000 and \$17,000. The average administrative allowance is approximately \$7,400.00.

Number of Members Receiving Administrative Allowance by Range of Allowance	
Admin. Allowance Range	Number At This Range
\$1,000 to \$5,000	13
\$6,000 to \$10,000	14
\$11,000 to \$17,000	6

Working Conditions

Salary

- Fifty-four members reported their annual salaries. Their salaries ranged from \$66,000 to \$120,000 with an average salary of approximately \$85,000.00. Almost 60% of members have an annual salary between \$76,000 and \$85,000.

Member Annual Salary Range	
Salary Range	(%)
\$66,000 to \$75,000	11
\$76,000 to \$85,000	56
\$86,000 to \$95,000	15
\$96,000 to \$99,000	9
\$100,000+	9

Holidays

- Almost all members (85%) have holidays according to the school calendar. For those provided holidays outside of the school calendar, seven individuals receive six weeks, two receive eight weeks and one member receives four weeks.

Work Vehicle

- Members (91%) use their own vehicle for work and are provided a car allowance/mileage reimbursement

Perceptions Regarding Their Work Situation

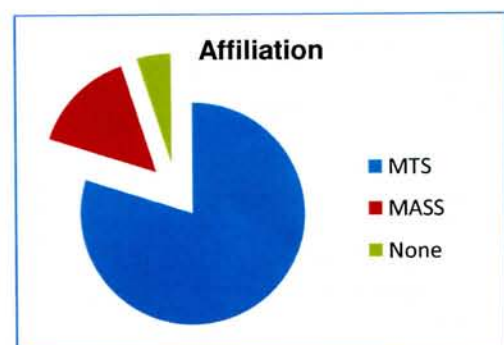
- Members believe they have the support needed from senior administration to do their job effectively (85%). Furthermore, they agree they have sufficient resources to do their jobs effectively (83%).
- The majority of members do not believe their compensation is commensurate with the work they do.
- Approximately 40% of members do not believe they have authority required to effectively carry out their work, while a quarter do not believe their job descriptions accurately reflect their actual duties. Members working in their position for five or fewer years were less likely to hold these beliefs.

Perceptions of Aspects of Work By Years Worked in Admin. Student Services			
Aspect	5 or fewer (n=35)	6 to 10 (n=17)	11+ (n=13)
I have the support I need from senior administration to do my job effectively	31	14	10
I have sufficient resources to do my job effectively	29	16	9
My job description and actual duties are compatible	30	10	8
I have sufficient authority to do my job effectively	21	9	8
My pay is commensurate with the work I do	19	5	6

Note- Numbers are a combination of the "strongly agree" and "agree".

Member Affiliation

- Members are most likely to belong to MTS (80%) with fewer affiliated with MASS (15%).



Contract Negotiation

- ✦ Members are split in their satisfaction with how their contracts are negotiated with 60% expressing their satisfaction.
- ✦ Members identified three main issues to explain their dissatisfaction. Two issues appear to be related. There is a perception that members are not asked about issues that affect them (n=15). Therefore there is a belief that members’ interests are not represented in negotiations (n=21).
- ✦ Another issue revolves around the lack of information provided to members regarding the negotiation process (n=14).

Activities in Which Members Have Participated

- ✦ Over the last two years members are most likely to have participated in divisional/district workshops (n=64), SSAAM workshops (n=57), and Manitoba Education and Youth workshops (n=53).
- ✦ Over the past two years, members were least likely to have written papers/articles (n=19) or attend MASS conferences/workshops (n=13).

Priorities for Next Three to five Years

- ✦ Members (40%) were least likely to identify advocating for SSAAM as an organization as a high priority.
- ✦ The promotion of validated practices relating to student services is, according to members (78%), the area SSAAM should focus upon in the coming years.
- ✦ Priorities vary by the length of time members have been working as administrators of student services. Those recent to their position identified professional support as their second and third high priorities. In comparison, members with six or more years of experience in their position identified validated practices and the improvement of SSAAM status as their top two priorities.

Three to Five Year “High” Priorities By Years Worked in Admin. Student Services			
High Priority	5 or fewer (n=35)	6 to 10 (n=17)	11+ (n=13)
Advocacy: promoting validated practices related to student services	31	9	11
Advocacy: working to improve the status of SSAAM members’ contracts	15	11	9
Professional support: providing workshops/ in-services	21	7	7
Professional support: facilitating networking	19	6	9
Advocacy: promoting SSAAM as an organization	12	5	9

Observations

- SSAAM membership is mainly female.
- Membership is aging, but a transition has started to occur as many of the members have been in their positions for a short period of time.
- While members hold fairly senior positions, many do not work as part of their division’s senior management team.
- Over half of the members believe they lack the authority needed to effectively carry out their duties.
- Over 40% of members do not believe they are being adequately compensated for their work.
- Most members are affiliated with MTS
- Members are split in their satisfaction with contract negotiations, as they do not feel consulted or updated as to negotiation status.
- The main priority for the coming years should be promoting validated practices relating to student services.
- Members believe the support they receive from senior administration and the resources they are provided allow them to do their jobs effectively.

<<<<< >>>>>