

An Autoethnographic Approach to Actionable Environmental Support Evaluations

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Environmental Support Evaluation

- Flips the top-down approach of staff performance evaluations
- Allows supervisor to self-reflect and implement change
- Allows staff opportunity to have a dialogue about their needs

Environmental Support Evaluation

- Supervisor-supported work environment
- Helps gauge work climate
- Reverses power dynamics
- Practical application
- Research opportunity

Research Questions

- What are the salient criteria to include in a supervisor-supported climate survey?
- How do a supervisor and an employee experience the creation, administration, and subsequent use of a supervisor-supported climate survey?

Goals

- Learn about autoethnography
- See the instrument
- Hear our experience
- Learn from our experience

Autoethnography

- Describing personal experiences
- Connect personal to cultural/social
- Reflection and analysis
- Chang, H. (2008). *Autoethnography as method*. Walnut Creek, CA: Left Coast Press.

Using the provided scale, please rate your supervisor's performance in the following areas:

| | | | |
|--|---|---|---|
| Willing to consider multiple perspectives | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Fosters open communication | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Advocates for coworkers | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Provides feedback in a way that is meaningful to me | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Involves coworkers in decision making | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Supports my professional development goals | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Clearly communicates expectations | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Recognizes my efforts in a meaningful way | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Acknowledges own limitations | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Recognizes and addresses my concerns | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Informs me of Library and University activities | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |
| Follows consistent application of policies | Exceeds expectations <input type="radio"/> | Meets expectations <input type="radio"/> | Does not meet expectations <input type="radio"/> |

Instrument

- Willing to consider multiple perspectives
- Fosters open communication
- Advocates for coworkers
- Provides feedback in a way that is meaningful to me

Instrument

- Involves coworkers in decision making
- Supports my professional development goals
- Clearly communicates expectations
- Recognizes my efforts in a meaningful way

Instrument

- Acknowledges own limitations
- Recognizes and addresses my concerns
- Informs me of Library and University activities
- Follows consistent application of policies

Implementation

- Optional survey administered online
- Anonymous
- Option for comments after each question
- Additional comment box at the end of the survey
- Option to schedule a private meeting provided after completion

Outcomes and Actions

- We had a post-survey reflection meeting with colleagues
- 1 coworker requested an individual meeting

Outcomes and Actions

- Katy established 3 goals
 - Improve communication about expectations
 - Understand what good advocacy means to coworkers and reflect on how to do it.
 - Understand what meaningful recognition is to colleagues and provide it.

Katy's Experience

- Aligning goals
- Authority structure
- Second-guessing
- Defensive
- Reflection



Macie's Experience

- Direction
- Authority structure
- Balance
- Reflection

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Lessons Learned

- Staff were skeptical at first based on past experiences
- The comments were more valuable than the ratings
- Staff acknowledged that many issues were beyond control of their immediate supervisor

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