### 1. Current Job Title:

- [ ] Medical Secretary
- [ ] Executive Secretary
- [ ] Administrative Coordinator
- [ ] Administrative Program Coordinator
- [ ] Education Coordinator
- [ ] Project Coordinator
- [ ] Academic Coordinator
- [ ] Project Facilitator
- [ ] Other (please specify)

### 2. Job grade level

- [ ] A
- [ ] B
- [ ] C
- [ ] D non-exempt
- [ ] D Exempt
- [ ] E
- [ ] F
- [ ] G
- [ ] Other (please specify)

### 3. Education: Select the highest educational level completed

- [ ] High School
- [ ] High School plus some college coursework
- [ ] Other Training/Certification Program
- [ ] Associate Degree
- [ ] Bachelor's Degree
- [ ] Some Graduate Work
- [ ] Graduate Degree
4. How often do you feel overwhelmed from your work?

- Everyday
- Once a month
- A few times a week
- A few times a year
- Once a week
- Never
- A few times a month

5. Do you have your own office?

- Yes
- No
- Other (please specify)

6. Are you aware of what the University of Utah offers currently for wellness or burnout activities specifically for staff?

- Yes
- No
- Other (please specify)

7. What do you enjoy most about your job?

8. What is your biggest struggle at work?
9. Do you receive support/help at busier, more stressful times (i.e. interview season, onboarding season)?

- [ ] Yes
- [ ] No

Please comment on your experience

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10. I have access to the things I need to do my job well.

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

11. How important is feedback to you?

- [ ] Very important
- [ ] Somewhat important
- [ ] Neutral
- [ ] Not so important
- [ ] Not at all important

12. Do you get timely and useful feedback about your work?

- [ ] Most of the time
- [ ] Sometimes
- [ ] Rarely
- [ ] Never

13. Who would you like to receive feedback from (PD, other PC’s, GME Office)?

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14. What type of lifelong learning activities do you actively participate?

- [ ] Attending national meetings (ACGME, Special Conference, Etc.)
- [ ] Participating in education research
- [ ] Presenting at national meetings
- [ ] None
- [ ] Reading Journals
- [ ] Presenting at local GME meetings
- [ ] Other (please specify)
15. Which tools provided by the Program Coordinator/Manager Advocacy Committee have been most helpful to you (check all that apply).

- Group conversations
- Program Coordinator presentation: Emotional Intelligence
- Program Coordinator presentation: True Color Personality Test with Pamela Carpenter and Dr. Herman
- Shadowing/Observership forms
- Newsletter
- Site visit tips with Natalie Moore
- Tips to use ERAS and interview process: Oakley Preston and Stacie Huber
- Balancing life during interview season with Carol Wall
- Other (please specify)

16. Have there been other improvements in your job (and job satisfaction) based on the work of the Program Coordinator/Manager Advocacy Committee and recommendations sent to the Program Directors and Administrators?

- No
- Yes, please explain:

17. Are there areas or projects you would like to see the Program Coordinator/Manager Advocacy Committee focus on to improve your job satisfaction? (Please provide as much detail as possible)

18. Which of the following possible trainings would you be interested in receiving in future monthly coordinator meetings?

- Assertiveness Training
- Giving and receiving feedback
- Presentation skills
- Stress management from EAP
- Time management and productivity
- Working with difficult people
- Navigating communication styles
- Other (please specify)
19. How can the Program Coordinator/Manager Advocacy Committee Support you in your current role?

20. How can the GME office support you in your current role?

21. Do you have any suggestions or requests for the Program Coordinator/Manager Advocacy Committee to assist you or other PCs?

22. Would you like to speak with a Program Coordinator/Manager Advocacy Committee member?
   - No
   - Yes. If yes, please email Adriana.Garcia@hsc.utah.edu or Carol.Wall@hsc.utah.edu
23. Which programs do you have direct oversight of?

- Residency
- Fellowship
- Both (Residency & Fellowship)
24. How many residency programs do you have direct oversight of?


25. How many residents do you oversee?


Please review the FTE Grid

26. Does your FTE follow the Program Coordinator/Manager Advocacy Committee (PCMAC) FTE (above grid) recommendation?

☐ Yes  ☐ No

☐ Other (please specify)


27. How many hours (on average) do you work per week?

☐ 40  ☐ 47-50

☐ 40-43  ☐ 50+

☐ 44-46

☐ Other (please specify)


28. Are you allowed to work from home/telecommute?

☐ Yes  ☐ No

☐ Other (please specify)
29. On average, how many hours do you work from home/telecommute per week?

30. What type of work do you do outside your normal working hours? Please check all that apply.
   - [ ] Answering emails
   - [ ] Answering text messages
   - [ ] Making phone calls
   - [ ] Finishing paperwork
   - [ ] Other (please specify)

31. Are you provided with office assistants (work study students) or other regular staff members who assist as needed?
   - [ ] Yes
   - [ ] No
   - [ ] Other (please specify)

32. How many program coordinators work for your program?

33. Number of Program Coordinators in your position in last five years (turnover)?

34. Percentage of time allotted by your program for Program Coordinator duties:
   - [ ] 5-10%
   - [ ] 10-20%
   - [ ] 20-30%
   - [ ] 30-40%
   - [ ] 40-50%
   - [ ] 50-75%
   - [ ] 75-95%
   - [ ] 100%
35. How many fellowship programs do you have direct oversight of? (Please indicate Accredited or Non-Accredited)

36. How many fellows do you oversee?

Please review the FTE Grid

37. Is your FTE following the Program Coordinator/Manager Advocacy Committee (PCMAC) FTE (above) recommendation?

- Yes
- No
- Other (please specify)

38. How many hours (on average) do you work per week?

- 40
- 40-43
- 44-46
- 47-50
- 50+
- Other (please specify)

39. Are you allowed to work from home/telecommute?

- Yes
- No
- Other (please specify)
40. What type of work do you do outside your normal working hours? Please check all that apply.

- Answering emails
- Answering text messages
- Making phone calls
- Finishing paperwork
- Other (please specify)

41. On average, how many hours do you work from home/telecommute per week?

42. Are you provided with office assistants (work study students) or other regular staff members who assist as needed?

- Yes
- No
- Other (please specify)

43. How many program coordinators work for your program?

44. Number of Program Coordinators in your position in last five years (turnover)?

45. Percentage of time allotted by your program for Program Coordinator duties:

- 5-10%
- 10-20%
- 20-30%
- 30-40%
- 40-50%
- 50-75%
- 75-95%
- 100%
Program Coordinator/Manager for Residency and Fellowship

46. How many programs do you have direct oversight of?

<table>
<thead>
<tr>
<th>Residency</th>
<th>Fellowship</th>
</tr>
</thead>
</table>

Please review the FTE Grid

47. Is your FTE following the Program Coordinator/Manager Advocacy Committee (PCMAC) FTE (above) recommendation?

- [ ] Yes
- [ ] No
- [ ] Other (please specify)

48. How many hours (on average) do you work per week?


49. Are you allowed to work from home/telecommute?

- [ ] Yes
- [ ] No
- [ ] Other (please specify)
50. What type of work do you do outside your normal working hours? Please check all that apply.

- [ ] Answering emails
- [ ] Answering text messages
- [ ] Making phone calls
- [ ] Finishing paperwork
- [ ] Other (please specify)

51. On average, how many hours do you work from home/telecommute per week?

52. Are you provided with office assistants (work study students) or other regular staff?

53. How many program coordinators work for your program?

54. Number of Program Coordinators in your position in last five years (turnover)?

55. Percentage of time allotted by your program for Program Coordinator duties:

- [ ] 5-10%
- [ ] 10-20%
- [ ] 20-30%
- [ ] 30-40%
- [ ] 40-50%
- [ ] 50-75%
- [ ] 75-95%
- [ ] 100%
56. Do you have regularly scheduled meetings with your Program Director?

- Yes
- No
- Other (please specify)

57. How often do you meet with your Program Director?

- Three or more times per week
- One to two times per week
- Once a month
- Almost never
- As needed
- Other (please specify)

58. Is it difficult to meet with your PD due to their tight schedule or other responsibilities?

- Yes
- No
- Other (please specify)

59. Is your PD supportive of your needs, responds to your requests in a timely manner in order for you to complete your assigned tasks?

- Yes
- No
- Other (please specify)
60. When updating the ACGME annual ADS update:

- The program director gives me all the information to put into Webds and I submit with minimal to no oversight.
- The program director expects me to complete WebAds in its entirety and submit with minimal to no oversight.
- The program director and I complete the task in tandem; program director does a final review of all sections before submitting.
- The program director and I divide tasks up for completion; program director does a final review of all sections before submitting.

61. My program director often seeks my opinion when decisions need to be made.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

62. Are you as the coordinator/manager taking on Program Director responsibilities?

- No
- Yes, please explain:

   [Space for explanation]

63. Is your PD your immediate supervisor?

- Yes
- No
- Other (please specify)
64. Do you have responsibilities outside the program? Please check all that apply

- Medical student clerkships/courses
- Observerships: Medical Student Shadowing, Undergrad shadowing, Other shadowing, Global/International shadowing
- Project management (please provide examples)
- Patient Scheduling
- Faculty assistance: Academic/Administration, Research, Clinical
- Clinical Administrative Work (Patient contact)
- Finance responsibilities: P card reallocation, Manage reports, Other (please provide examples)
- Supervise staff: Medical secretaries, Office assistants, Other (please specify)
- Other (please specify)
- Administration Director/Assistant Manager
- Department Research
- Department Grants
- Department Faculty Appointments
- Department Staff HR- hiring / on boarding
- Kronos Coordinator
- Website management (Pulse or dept. or program)

65. Please indicate the level of financial support your program provides for you to attend national meetings:

- Three or more meetings per year
- Two meetings per year
- One meeting per year
- Partial support to one meeting
- None
- Other (please specify)
66. Annual Salary

- under $25K
- $25K-$29K
- $30K-$34K
- $35K-$39K
- $40K-$44K
- $45K-$49K
- $50K-$54K
- $55K-$59K
- $60K-$64K
- $65K-$69K
- $70K and above

67. Hourly or Salaried Employee?

- Hourly
- Salaried

68. How satisfied are you with your pay?

- Highly satisfied
- Satisfied
- Not Satisfied

U of U HR Quartile (Please review)

69. Where are you currently on the quartile scale?
(Copy/Paste to a different window)
https://www.hr.utah.edu/comp/salaryDetermination.php

- 1st quartile
- 2nd quartile
- 3rd quartile
- 4th quartile

Comments

70. By reviewing the quartile scale where would you be satisfied with salary?

- 1st quartile
- 2nd quartile
- 3rd quartile
- 4th quartile

Comments
71. Did you receive an annual department increase (cost of living) for 2018?
- Yes
- No
- Other (please specify)

72. During interview season, do you feel your opinion is valued (rank list, final decision)?
- Yes
- Somewhat
- No

Comments

73. When a medical student seeks advice regarding the competitiveness of the program, I feel comfortable speaking to the student about the program.
- Yes
- No

Comments

74. Length of time in your current position
- Less than 1 year
- 1 to 2.5 years
- 2.5 to 5 years
- 6 to 10 years
- 11 years or more
75. Did you receive training from the previous Program Coordinator when you were hired?

- Yes
- No

76. Did you receive any training for your position other than that provided by the GME office (Ronnie Koon)?

- Yes
- No
- Other (please specify)

77. Were you assigned a mentor as part of your GME training?

- Yes
- No, here's my email. Please assign me a mentor.

Email address

78. As a new coordinator, in the past year have you considered resigning from your position (prepared resume, applied to other positions) due to increased workload or work-related stressors?

- No
- Yes

If yes, would you care to elaborate why? (All information shared is completely anonymous)

79. If you plan to leave your current position, what are your immediate plans?

- Seeking a new position within GME
- N/A
- Seeking a new position outside of GME
- Not Leaving
- Retiring
- Other (please specify)
80. Do you plan to continue in your current position for the immediate future (2 years)?

- [ ] Yes
- [ ] No
- [ ] Other (please specify)

[Blank space for other specification]
81. As an experienced coordinator (2.5 + years) would you like to be a Mentor?

- No
- Yes. Please email Candice in the GME office at Candice.Ingersoll@hsc.utah.edu

82. As a senior coordinator, in the past year have you considered resigning from your position (prepared resume, applied to other positions) due to increased workload or work-related stressors?

- Yes
- No

If yes, would you care to elaborate why? (All information shared is completely anonymous)

Comments

83. Do you plan to continue in your current position for the immediate future (2 years)?

- Yes
- No

Comments

84. If you plan to leave your current position, what are your immediate plans?

- Seeking a new position within GME
- Not Leaving
- Seeking a new position outside of GME
- N/A
- Retiring
- Other (please specify)
SR Coordinator

85. Have you received a job reclassification

- No, I have not received a reclassification
- In progress
- Yes, I have received a reclassification. Please enter the year you received the reclassification.
86. If you are not working on a reclassification because of obstacles. What are some obstacles for you?

- [ ] N/A
- [ ] Not the time to ask
- [ ] Don’t know how to ask
- [ ] I have not approached upper management
- [ ] I hope they will value my work and approach me for reclassification
- [ ] I’m satisfied with my current title

- [ ] Other (please specify)

<table>
<thead>
<tr>
<th>(SR) Coordinator</th>
<th>86. If you are not working on a reclassification because of obstacles. What are some obstacles for you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>I have not approached upper management</td>
</tr>
<tr>
<td>Not the time to ask</td>
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</tr>
<tr>
<td>Don’t know how to ask</td>
<td>I’m satisfied with my current title</td>
</tr>
</tbody>
</table>

Other (please specify):
87. Before you asked for your reclassification. Did you use the Program Coordinator/Manager Advocacy Committee (PCMAC) Job Titles or materials to help ask for the reclassification?

- Yes
- No
- Other (please specify any other materials that might be helpful)

88. What was your previous title

89. What is your new title:

90. How satisfied are you with your new title?

- Highly satisfied
- Satisfied
- Not satisfied

91. If you received a job reclassification, did you receive one of the following?

- Salary increase for new title
- Yearly department increase (cost of living)
- Other (please specify)

92. How satisfied are you with your salary increase?

- Highly satisfied
- Satisfied
- Not satisfied
### 93. With the salary increase for reclassification, did this come with more job responsibilities?
- Yes
- No
- Other (please specify)

### 94. With the reclassification, did this reduce your job responsibilities?
- Yes
- No
- Other (please specify)

### 95. With the reclassification, has your department hired additional administrative help for your residency or fellowship program?
- No
- Yes, please explain:

### 96. What was your previous salary before reclassification?
- Under $25K
- $25K-$29K
- $30K-$34K
- $35K-$39K
- $40K-$44K
- $45K-$49K
- $50K-$54K
- $55K-$59K
- $60K-$64K
- $65K-$69K
- Above $70K

### 97. What is your new salary?
- Under $25K
- $25K-$29K
- $30K-$34K
- $35K-$39K
- $40K-$44K
- $45K-$49K
- $50K-$54K
- $55K-$59K
- $60K-$64K
- $65K-$69K
- Above $70K
98. Are you planning on taking advanced Medhub training?

- Yes
- No
- Other (please specify) [Specify]

99. Do you participate in your CCC and PEC Committees? If so, are you planning on using the CCC and PEC functionalities in medhub?

- No, I don't participate
- Yes, with Medhub training from GME
- Yes
- No I will not use Medhub functionalities

Comments [Specify]

100. Will you be using the program dashboard in medhub?

- Yes
- Yes, with Medhub training from GME
- No

Comments [Specify]
101. Do you know about the Training Administrators of Graduate Medical Education (TAGME)?
   - [ ] Yes
   - [ ] No

102. Are you interested in pursuing a Training Administrators of Graduate Medical Education (TAGME) Certification?
   - [ ] Yes
   - [ ] Maybe/Unknown
   - [ ] No
   - [ ] Other (please specify)

103. Does your program provide financial support to take the TAGME certification?
   - [ ] Yes
   - [ ] No
   - [ ] Other (please specify)

104. Would you be interested in TAGME being a topic at one of the upcoming monthly coordinator meetings?
   - [ ] Yes
   - [ ] No

   Comments

105. Are you planning to attend the ACGME conference in 2019?
   - [ ] Yes
   - [ ] Maybe
   - [ ] No

   Comments
106. Do you attend the GME monthly Program Coordinator Meetings?

- [ ] Regularly
- [ ] Sometimes
- [ ] Never

If sometimes or never, what is keeping you from attending? Is there a better day and time?

107. Additional Comments