

2018 UNC System Employee Engagement Survey Results



ModernThink

Agenda

- ▶ **Background**
- ▶ **Overview of Results**
- ▶ **Areas of Affirmation & Opportunity**
- ▶ **Additional Dimensions**
- ▶ **Multi-Select Question**
- ▶ **Open-Ended Question Themes**
- ▶ **Timeline**
- ▶ **Next Steps & Campus Feedback**
- ▶ **Questions**

Background

- ▶ **The UNC System Office partnered with ModernThink to gather input from faculty & staff about workplace engagement in support of the UNC System Strategic Plan goal to *foster diverse and excellent institutions***
- ▶ **Survey was administered in January 2018 to all full-time faculty and staff across the entire system**
- ▶ **Survey consisted of 15 dimensions containing 60 belief statements, one multi-select question, and two open-ended questions**

Overview of Results

- ▶ **Distributed to all UNCW full-time faculty & staff**
- ▶ **UNCW had a response rate of 58%** (7th highest out of all UNC System campuses)
- ▶ **Overall, responses were 62% positive** (UNC System aggregate was 63% positive)
- ▶ **Relevant definitions:**
 - ▶ **Institution** refers to the entire University or College.
 - ▶ **Department** refers to your most immediate workgroup or team.
 - ▶ **Senior Leadership** refers to the most senior members of the institution (e.g. Chancellor or President and those who report directly to them).
 - ▶ **Supervisor/Department Chair** refers to the individual to whom you directly report.

Background

15 Dimensions:

<p>Job Satisfaction/Support e.g. I am provided the resources I need to be effective in my job</p>	<p>Policies, Resources & Efficiency e.g. Our orientation program prepares new faculty, administration, and staff to be effective</p>	<p>Fairness e.g. Issues of low performance are addressed in my department</p>
<p>Teaching Environment e.g. There is appropriate recognition of innovative and high quality teaching</p>	<p>Shared Governance e.g. The role of faculty in shared governance is clearly stated and publicized</p>	<p>Communication e.g. In my department, we communicate openly about issues that impact each other's work</p>
<p>Professional Development e.g. I am given the opportunity to develop my skills at this institution</p>	<p>Pride e.g. I understand how my job contributes to this institution's mission</p>	<p>Collaboration e.g. I can count on people to cooperate across departments</p>
<p>Compensation, Benefits & Work/Life Balance e.g. This institution's policies and practices give me the flexibility to manage my work and personal life</p>	<p>Supervisors/Department Chairs e.g. My supervisor/department chair makes his/her expectations clear</p>	<p>Faculty, Administration & Staff Relations e.g. Faculty, administration, and staff work together to ensure the success of institution programs and initiatives</p>
<p>Facilities e.g. The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs</p>	<p>Senior Leadership e.g. Senior leadership provides a clear direction for this institution's future</p>	<p>Respect & Appreciation e.g. I am regularly recognized for my contributions</p>

Areas of Affirmation & Opportunity

▶ **Top 3 Dimensions:**

Pride - 76% positive (UNC aggregate 76% positive)

Job Satisfaction/Support - 72% positive (UNC aggregate 73% positive)

Facilities - 72% positive (UNC aggregate 70% positive)

(UNC System Top 3: Pride, Job Satisfaction/Support, and Supervisors/Department Chairs)

▶ **Bottom 3 Dimensions:**

Fairness - 21% negative (UNC aggregate 17% negative)

Comp., Benefits, & Work/Life Balance - 19% negative (UNC aggregate 17% negative)

Policies, Resources, & Efficiency - 19% negative (UNC aggregate 17% negative)

(UNC System Bottom 3: Communication, Fairness, and Faculty, Administration & Staff Relations)

Areas of Affirmation

▶ Top 3 Dimensions: Pride

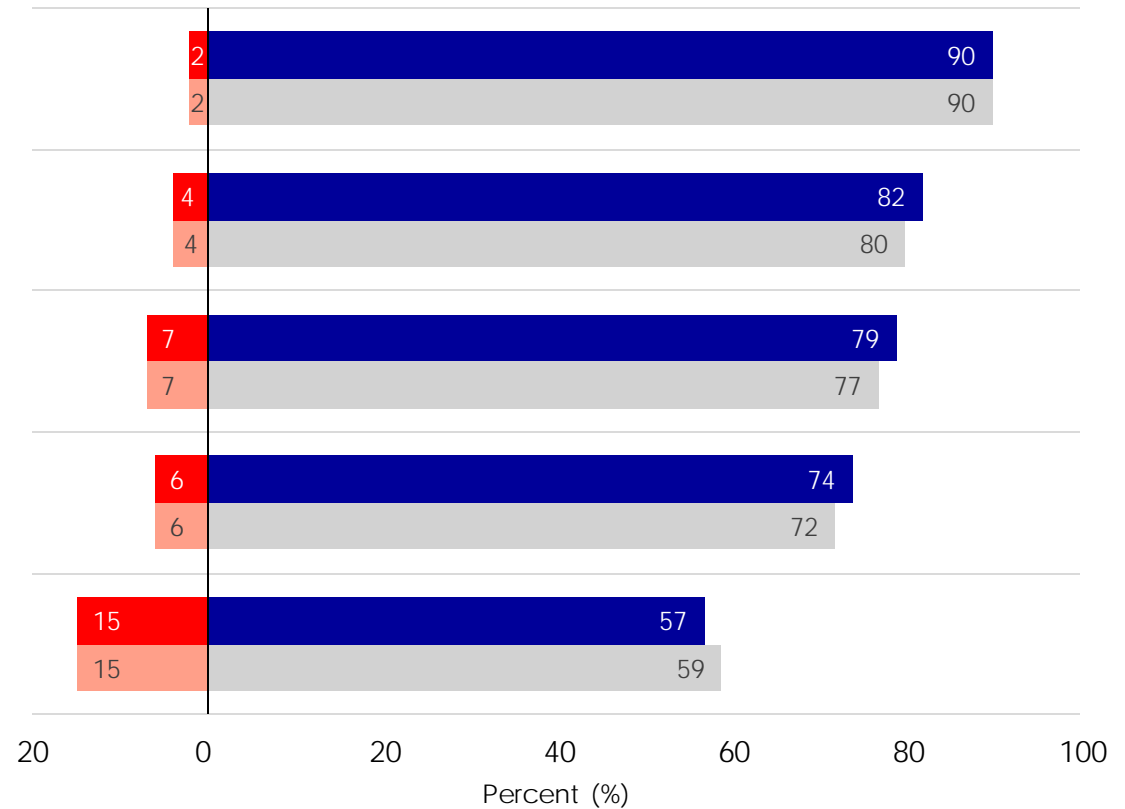
I understand how my job contributes to this institution's mission.

I am proud to be part of this institution.

Overall, my department is a good place to work.

All things considered, this is a great place to work.

This institution's culture is special - something you don't find just anywhere.



■ UNCW Negative

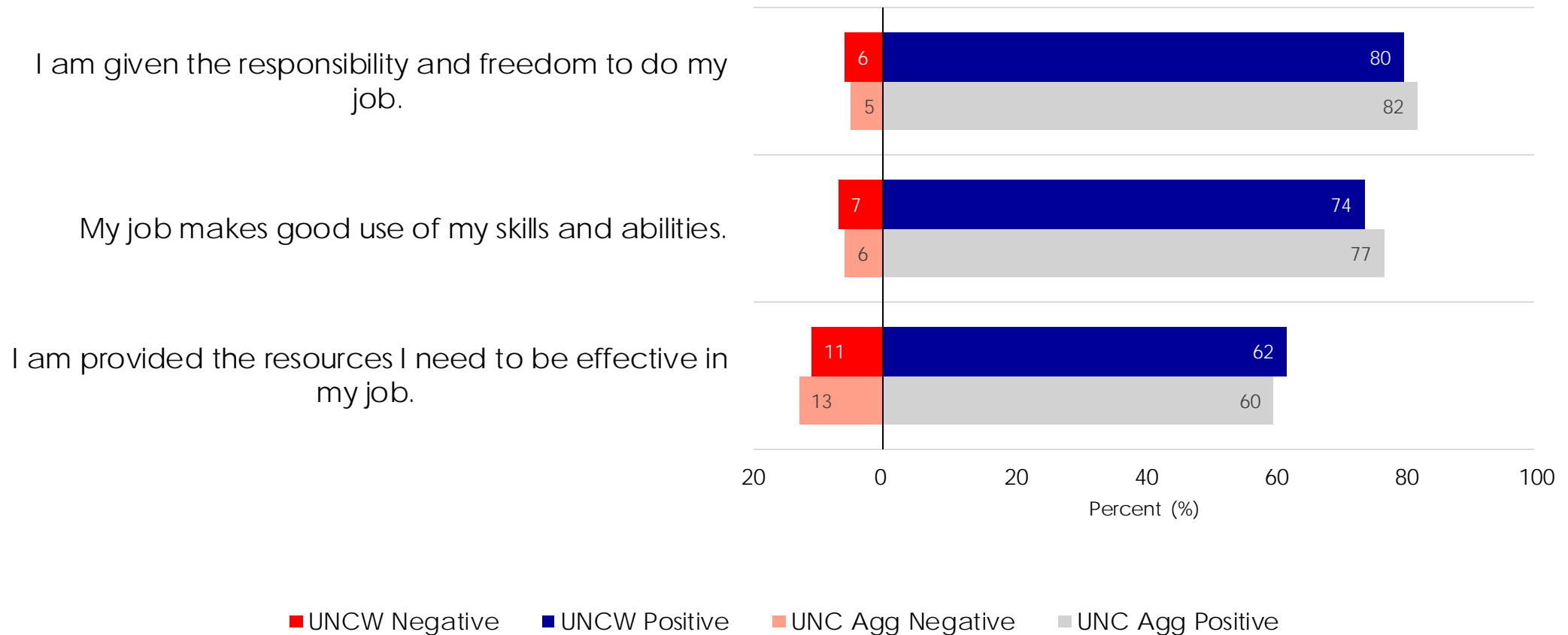
■ UNCW Positive

■ UNC Agg Negative

■ UNC Agg Positive

Areas of Affirmation

▶ Top 3 Dimensions: Job Satisfaction/Support

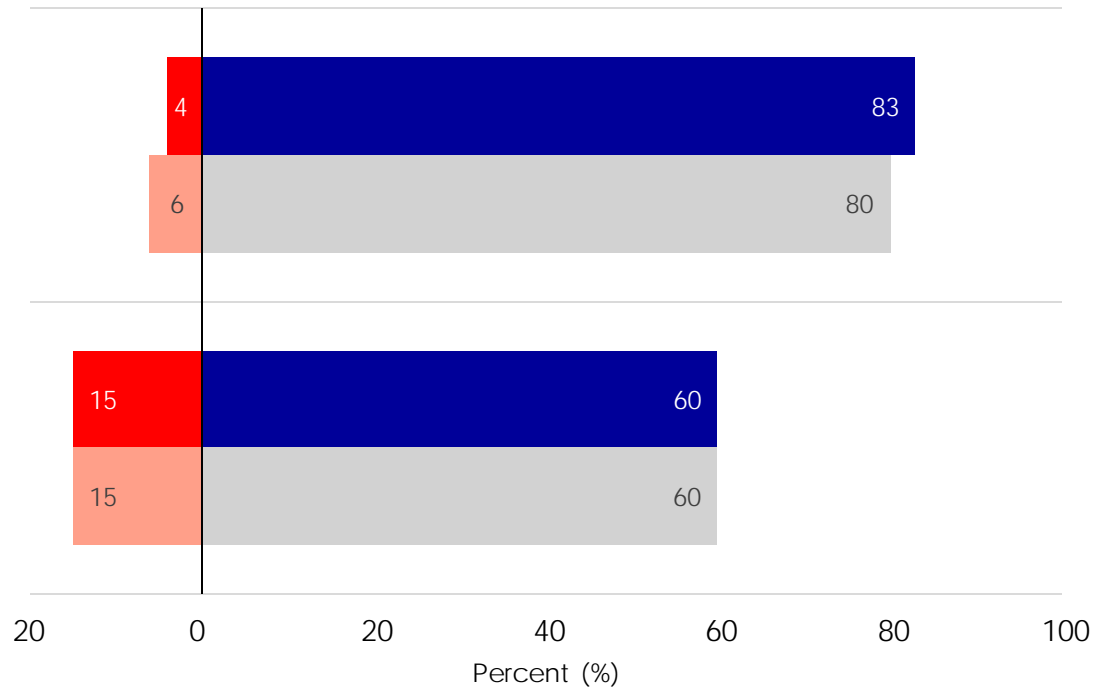


Areas of Affirmation

▶ Top 3 Dimensions: Facilities

The institution takes reasonable steps to provide a safe and secure environment for the campus.

The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Areas of Opportunity

▶ Bottom 3 Dimensions: Fairness

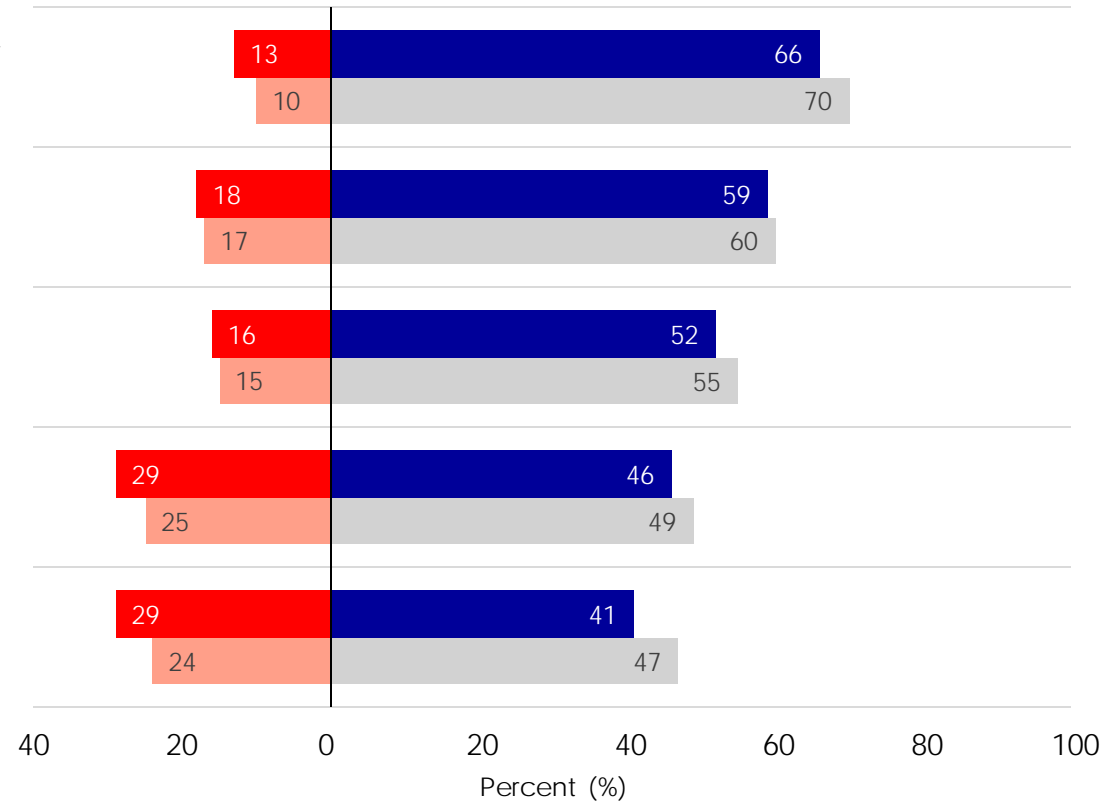
This institution has clear and effective procedures for dealing with discrimination.

I can speak up or challenge a traditional way of doing something without fear of harming my career.

This institution's policies and practices ensure fair treatment for faculty, administration, and staff.

Promotions in my department are based on a person's ability.

Issues of low performance are addressed in my department.



■ UNCW Negative

■ UNCW Positive

■ UNC Agg Negative

■ UNC Agg Positive

Areas of Opportunity

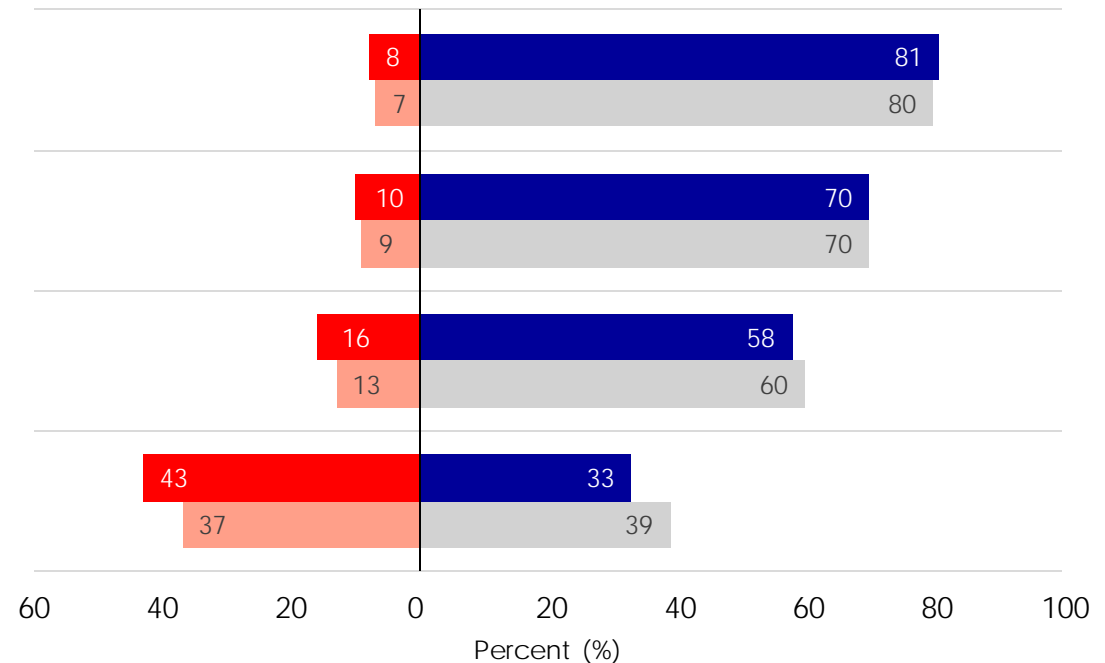
▶ Bottom 3 Dimensions: Compensation, Benefits & Work/Life Balance

My supervisor/department chair supports my efforts to balance my work and personal life.

This institution's policies and practices give me the flexibility to manage my work and personal life.

This institution's benefits meet my needs.

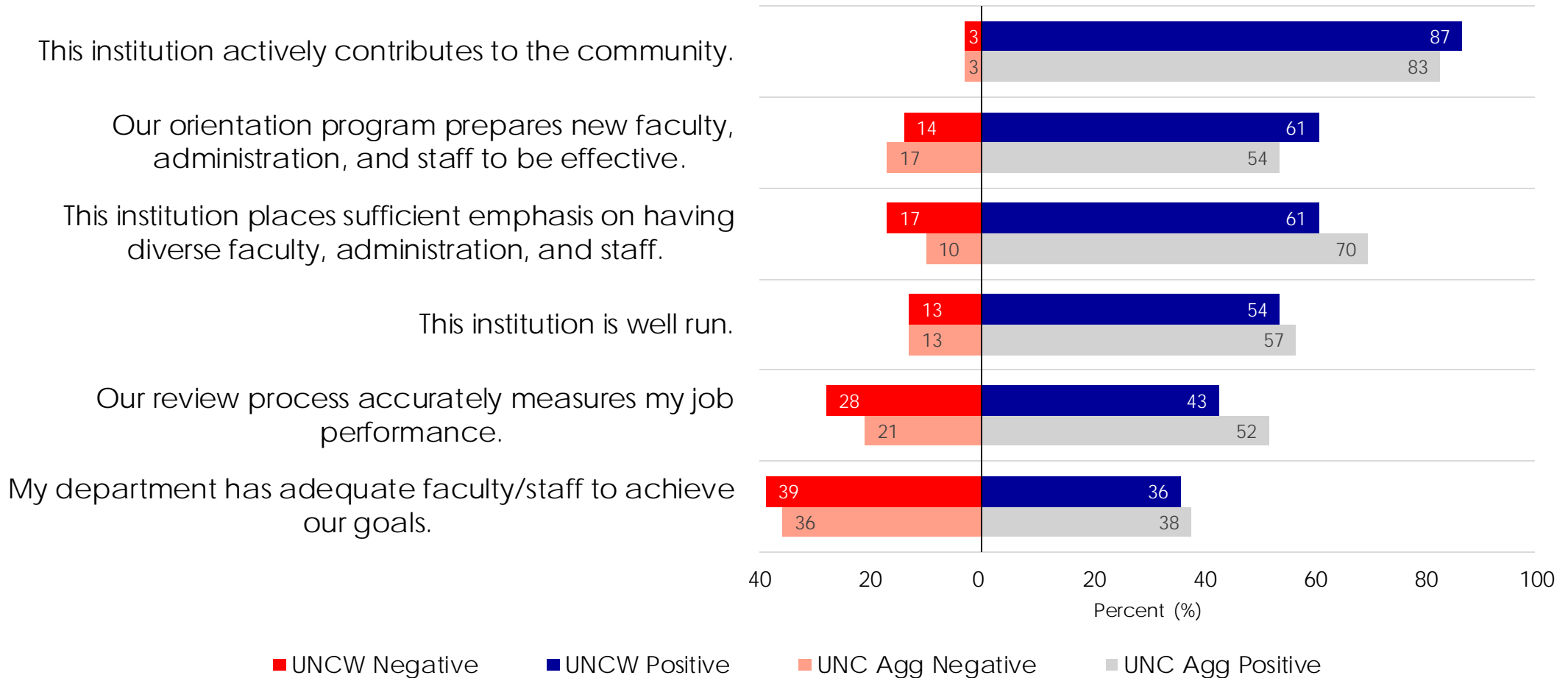
I am paid fairly for my work.



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Areas of Opportunity

▶ Bottom 3 Dimensions: Policies, Resources & Efficiencies



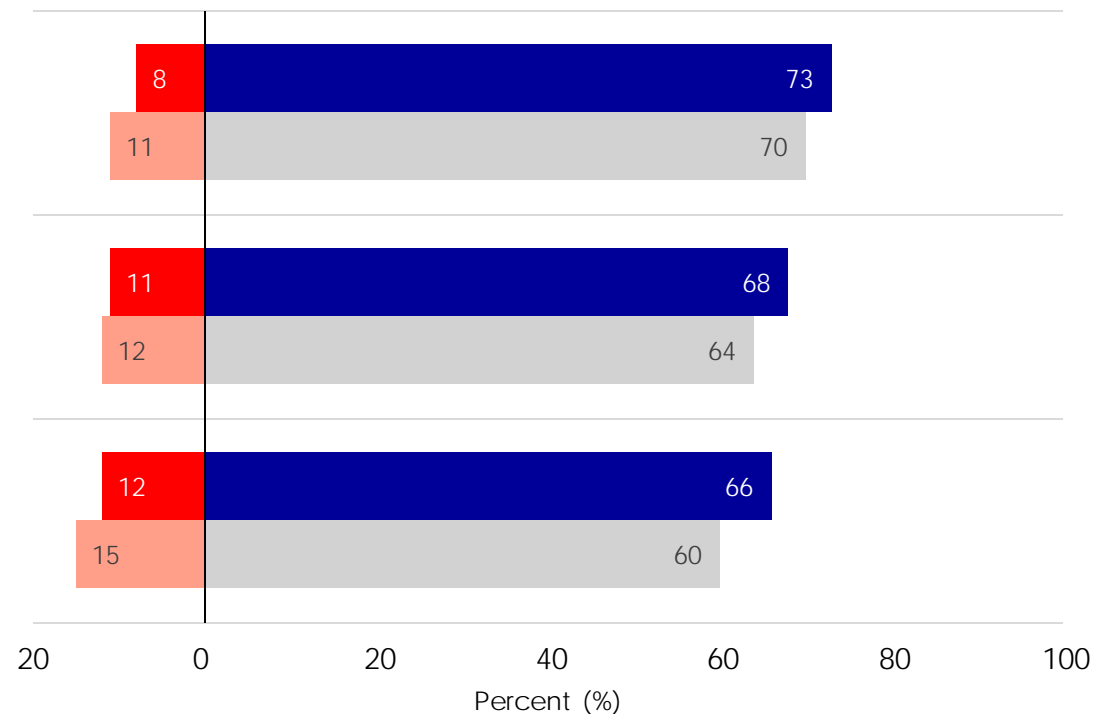
Additional Dimensions

► Dimension: Teaching Environment

There is a good balance of teaching, service, and research at this institution.

There is appropriate recognition of innovative and high quality teaching.

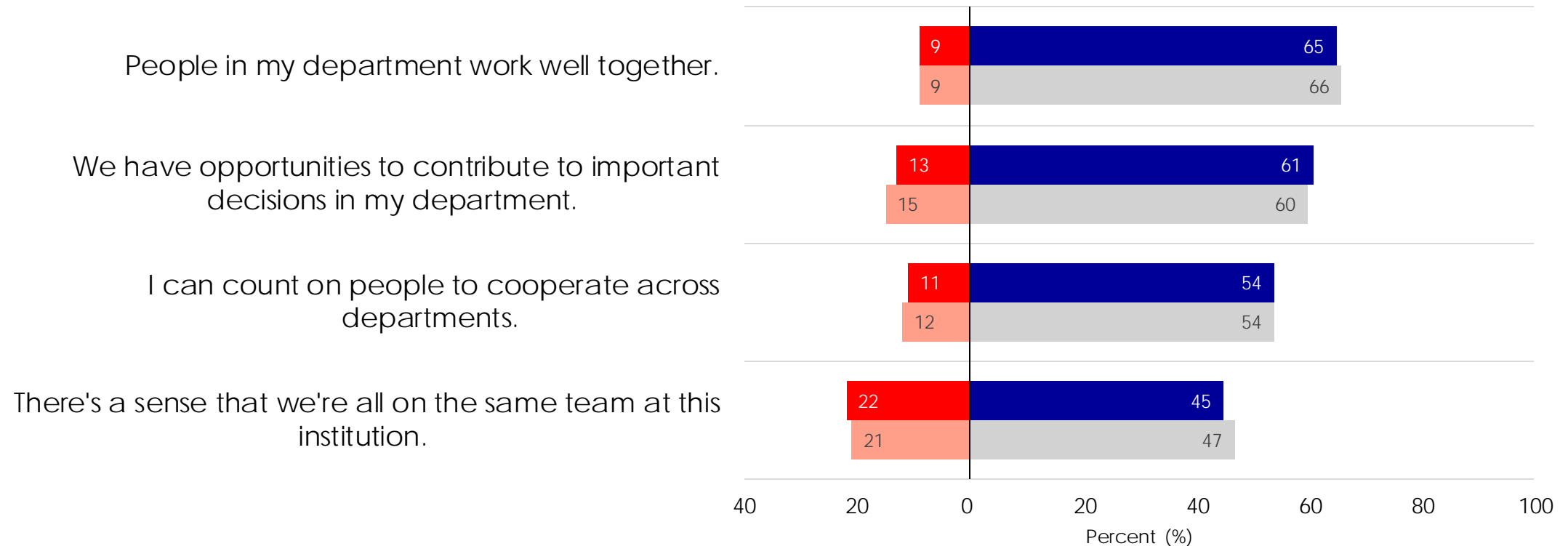
Teaching is appropriately recognized in the evaluation and promotion process.



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Additional Dimensions

► Dimension: Collaboration



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Additional Dimensions

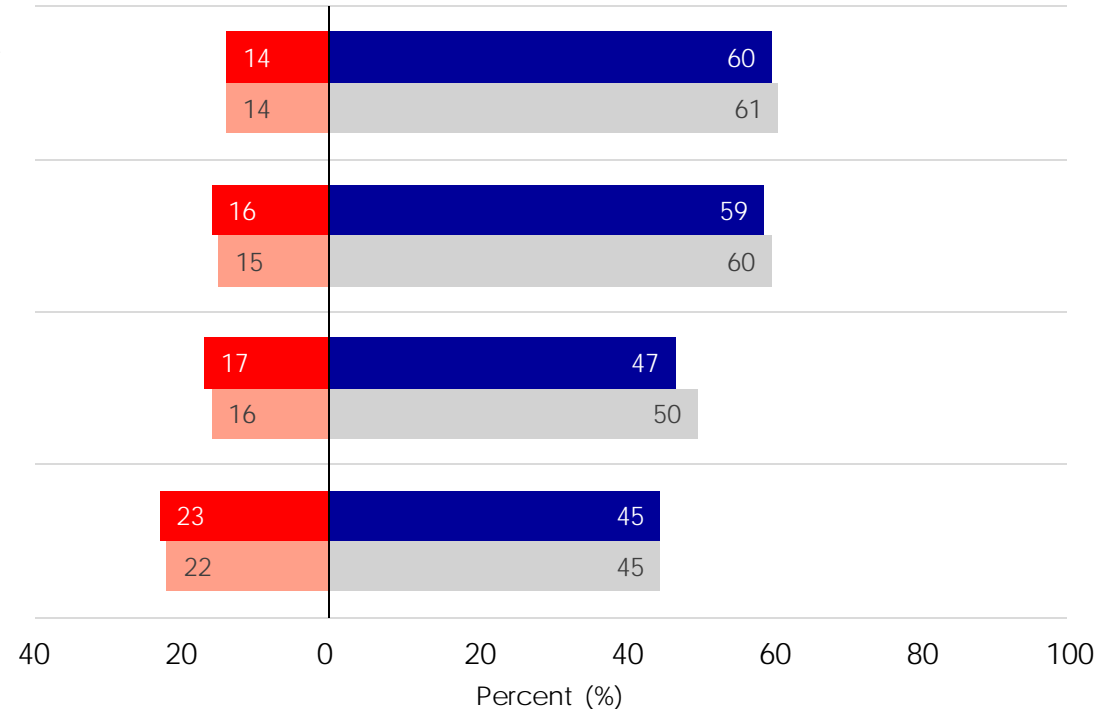
► Dimension: Communication

When I offer a new idea, I believe it will be fully considered.

In my department, we communicate openly about issues that impact each other's work.

At this institution, we discuss and debate issues respectfully to get better results.

Changes that affect me are discussed prior to being implemented.



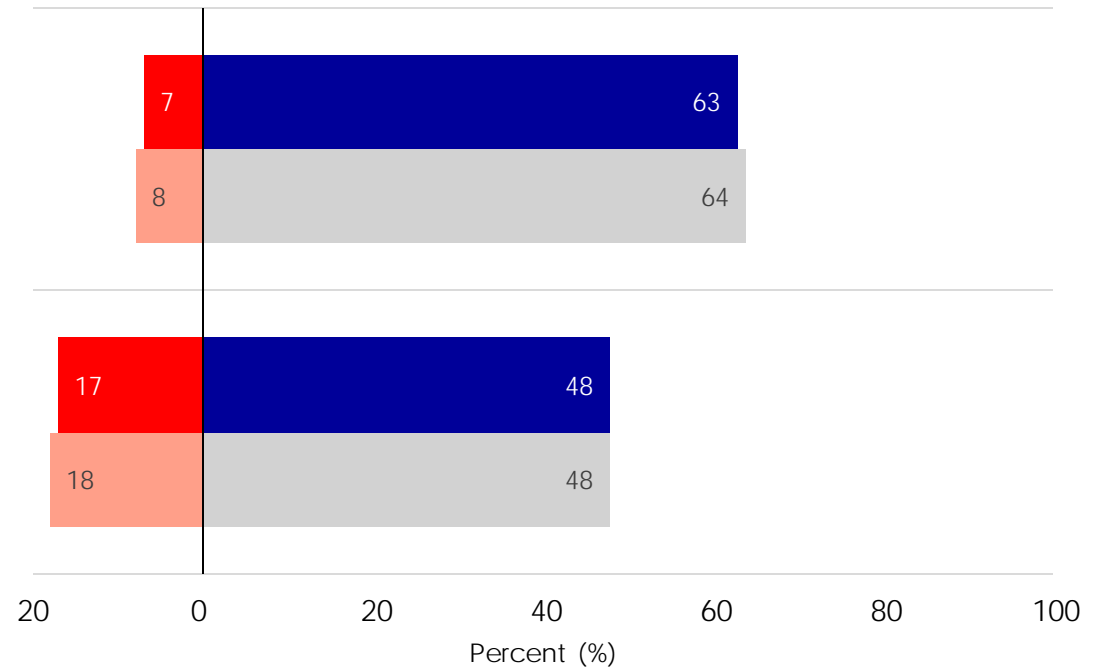
■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Additional Dimensions

► Dimension: Faculty, Administration & Staff Relations

Faculty, administration, and staff work together to ensure the success of institution programs and initiatives.

There is regular and open communication among faculty, administration, and staff.

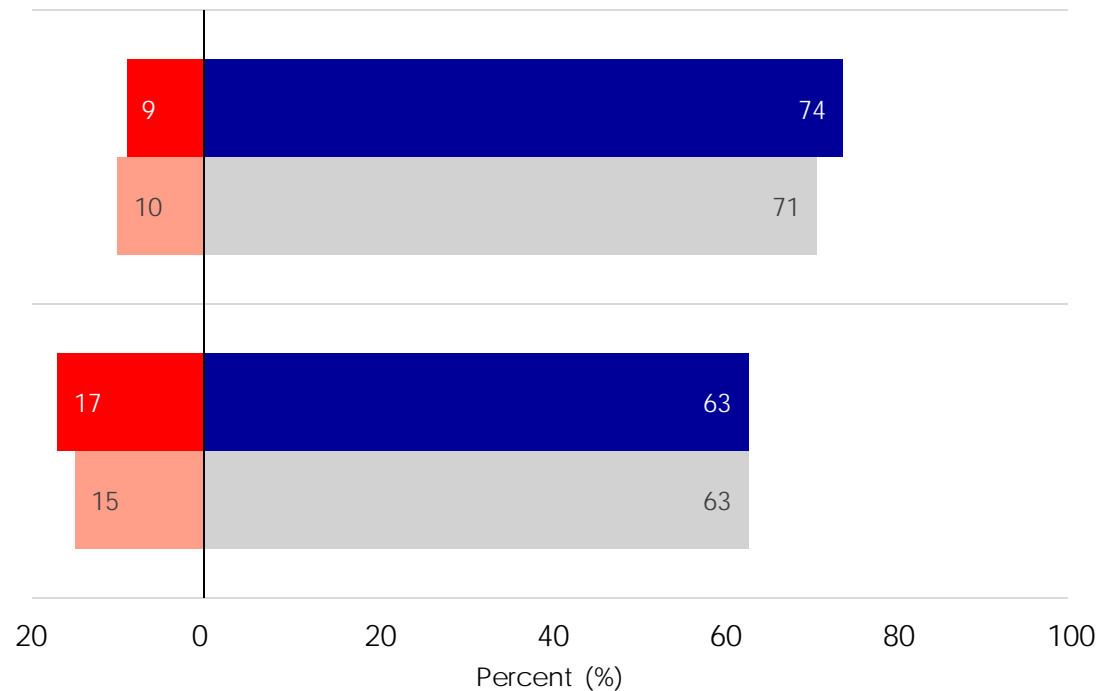


■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

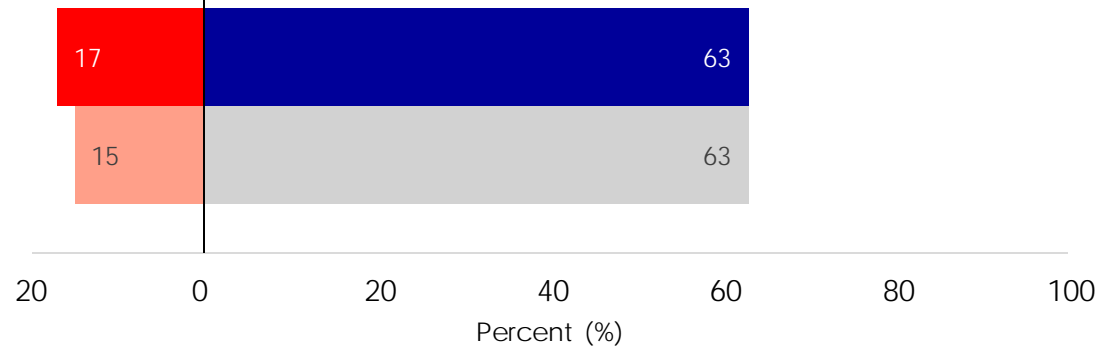
Additional Dimensions

► Dimension: Professional Development

I am given the opportunity to develop my skills at this institution.



I understand the necessary requirements to advance my career.



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Additional Dimensions

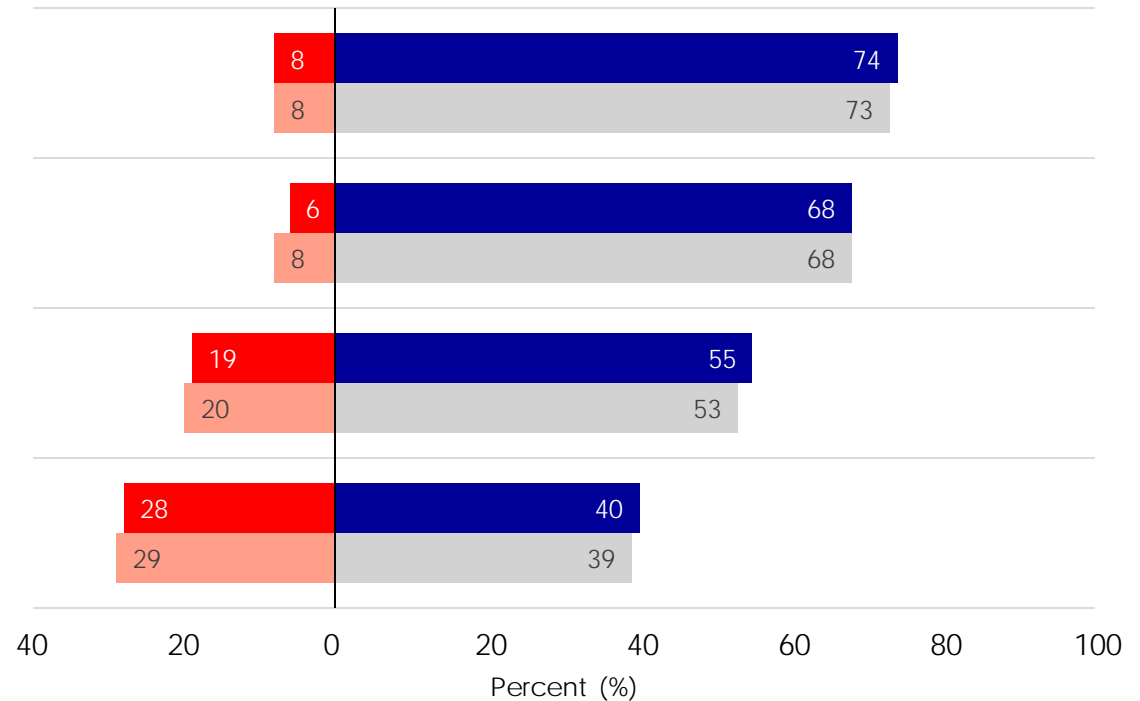
► Dimension: Respect & Appreciation

At this institution, people are supportive of their colleagues regardless of their heritage or background.

We celebrate significant milestones and important accomplishments at this institution.

I am regularly recognized for my contributions.

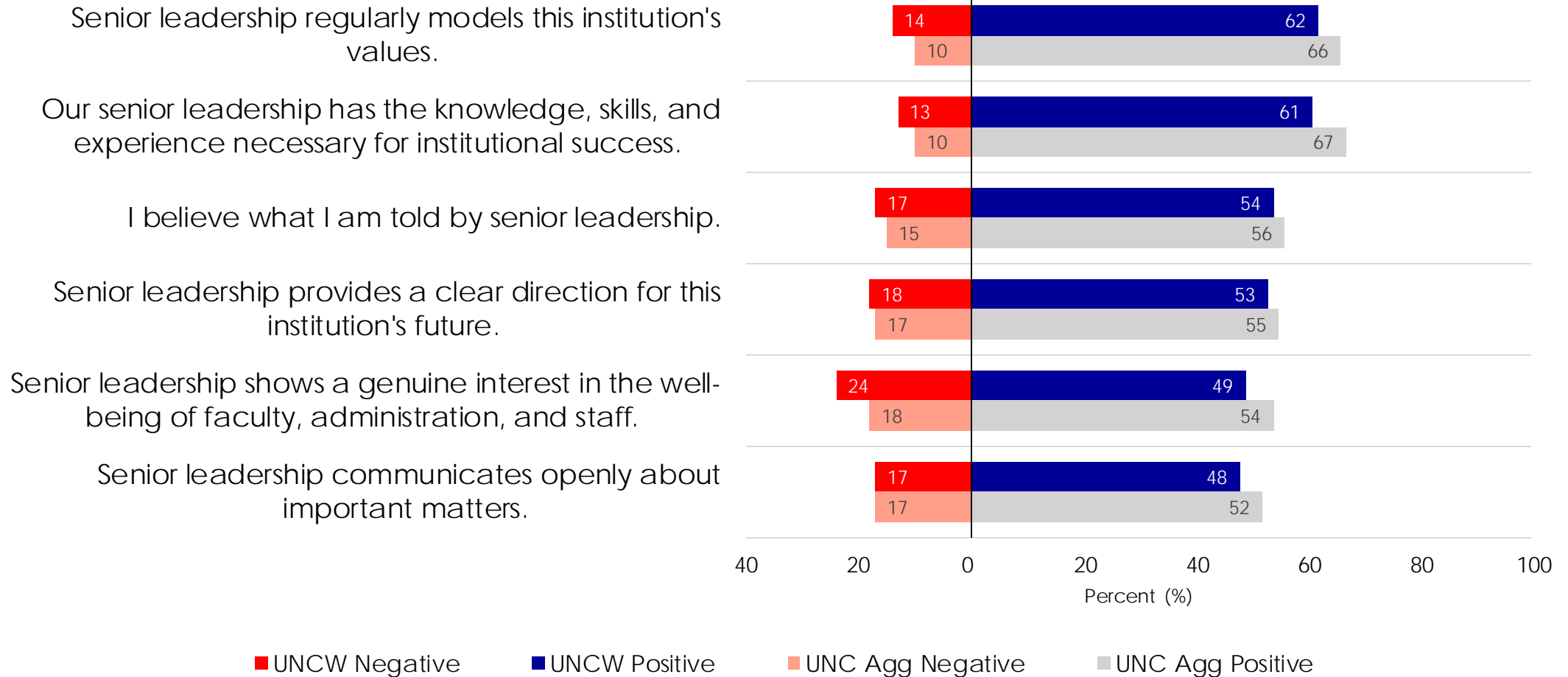
Our recognition and awards programs are meaningful to me.



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Additional Dimensions

► Dimension: Senior Leadership



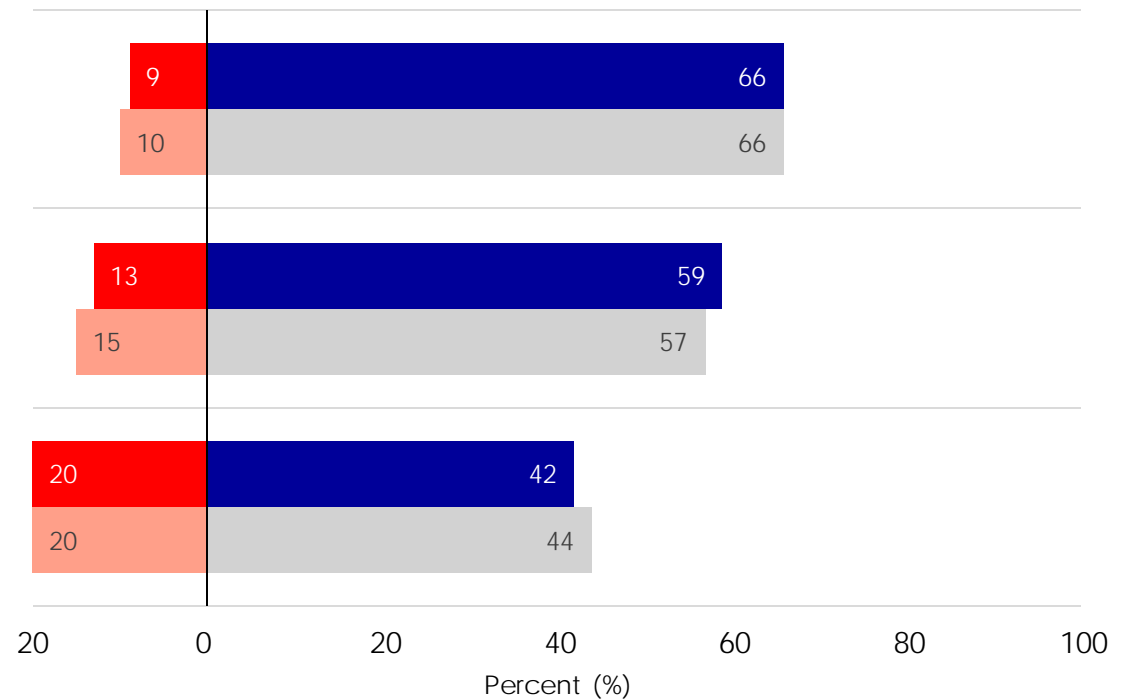
Additional Dimensions

► Dimension: Shared Governance

Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation).

The role of faculty in shared governance is clearly stated and publicized.

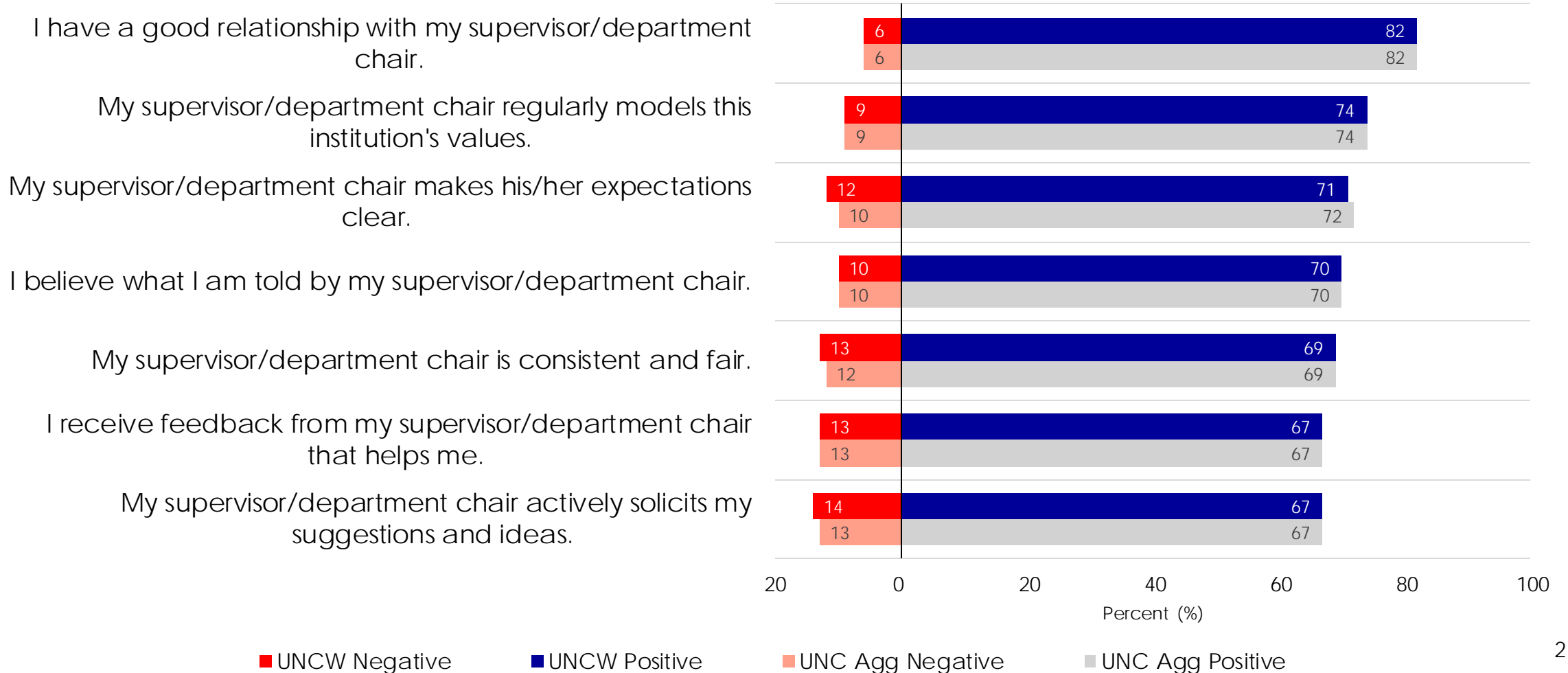
Faculty, administration, and staff are meaningfully involved in institutional planning.



■ UNCW Negative ■ UNCW Positive ■ UNC Agg Negative ■ UNC Agg Positive

Additional Dimensions

► Dimension: Supervisors/Department Chairs



Multi-Select Question

- ▶ Which of the following job opportunities would influence you the most to leave your current position (either to a position within the state system or to a position outside the state system)?



Open-Ended Question Themes

- ▶ **What do you appreciate most about working at this institution?**
- ▶ **What would make this institution a better place to work?**

Analysis forthcoming

Timeline

► Tentative Presentations

AUDIENCE	DATE
Chancellor	August 15
Cabinet	August 20 or 28
Faculty Senate	September 11 or October 9
Staff Senate	September 12 or October 10
Leadership Council	September 19
Campus Communication	October 1
Campus Forums	October - November

Next Steps & Campus Feedback

- ▶ **We want to create a dialogue on campus that highlights the:**
 - ▶ insights of our greatest asset, our employees
 - ▶ listening ear of senior leadership
 - ▶ leveraging of data to inform meaningful change
 - ▶ active steps we're taking to advance UNCW as a *high-quality* workplace
- ▶ **Data Analysis and Feedback Committee**
- ▶ **Alignment to Existing Structures, Groups, and Strategic Plan Actions**
- ▶ **Recommendations to Cabinet**
- ▶ **Documentation to UNC System Office**

Questions?