

# CU Boulder Faculty and Staff Engagement Survey



# The Evolution of Engagement



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# What is Engagement?

We define Engagement  
as...

A **pronounced state of enthusiasm**  
characterized by  
**effort, pride and passion**  
that fosters a  
***mutually committed relationship between employees  
and organizations***  
resulting in the enduring pursuit of organizational and  
personal goals.

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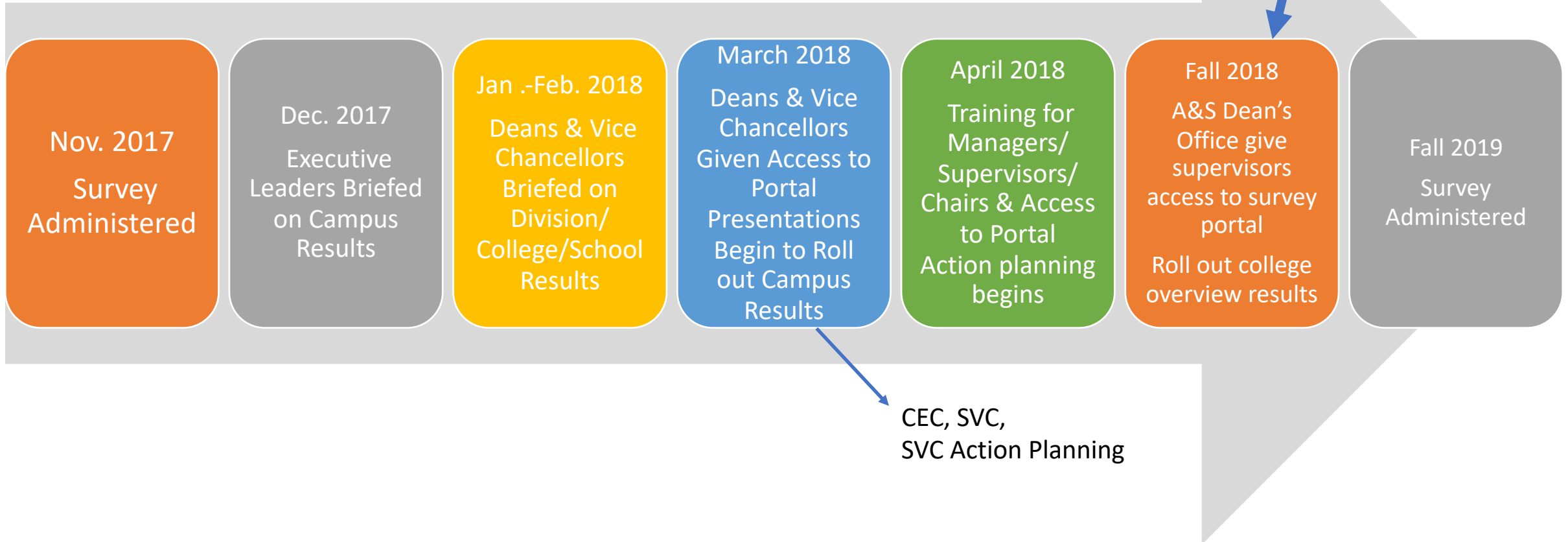
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College of Arts and Sciences  
UNIVERSITY OF COLORADO **BOULDER**

[colorado.edu/artsandsciences/](https://colorado.edu/artsandsciences/)

We Are Here



# Overview

- The Chancellor, Provost, and SVC/CFO commissioned this survey because they identified understanding how our employees are and are not engaged with the university to be a TOP PRIORITY.
- This survey was administered in conjunction with campus HR in November 2017.
- The survey was made up of 54 survey items, plus some demographic questions.
- Overall, roughly 37.6% of faculty and 65.2% of staff across the organization responded to the survey.
- The firm that conducted the survey (Arthur Gallagher & Co.) compiled the responses in January 2018.
- Arthur Gallagher & Co. corresponded with the dean level and above in December 2017 - January 2018 to discuss the results of the survey.
- Executive leadership's goal is to make CU Boulder a top place to be employed by having highly engaged employees who then make the student experience much better.



# Overall Campus Themes

THE FOLLOWING TWO SURVEY ITEMS EMERGED AS AREAS OF FOCUS FOR THE CU BOULDER CAMPUS

CU Boulder has a work environment that allows me to grow and develop.  
*(Career Growth, Development and Recognition)*

I understand the vision and strategic imperatives of CU Boulder.  
*(Quality, Key Communications)*



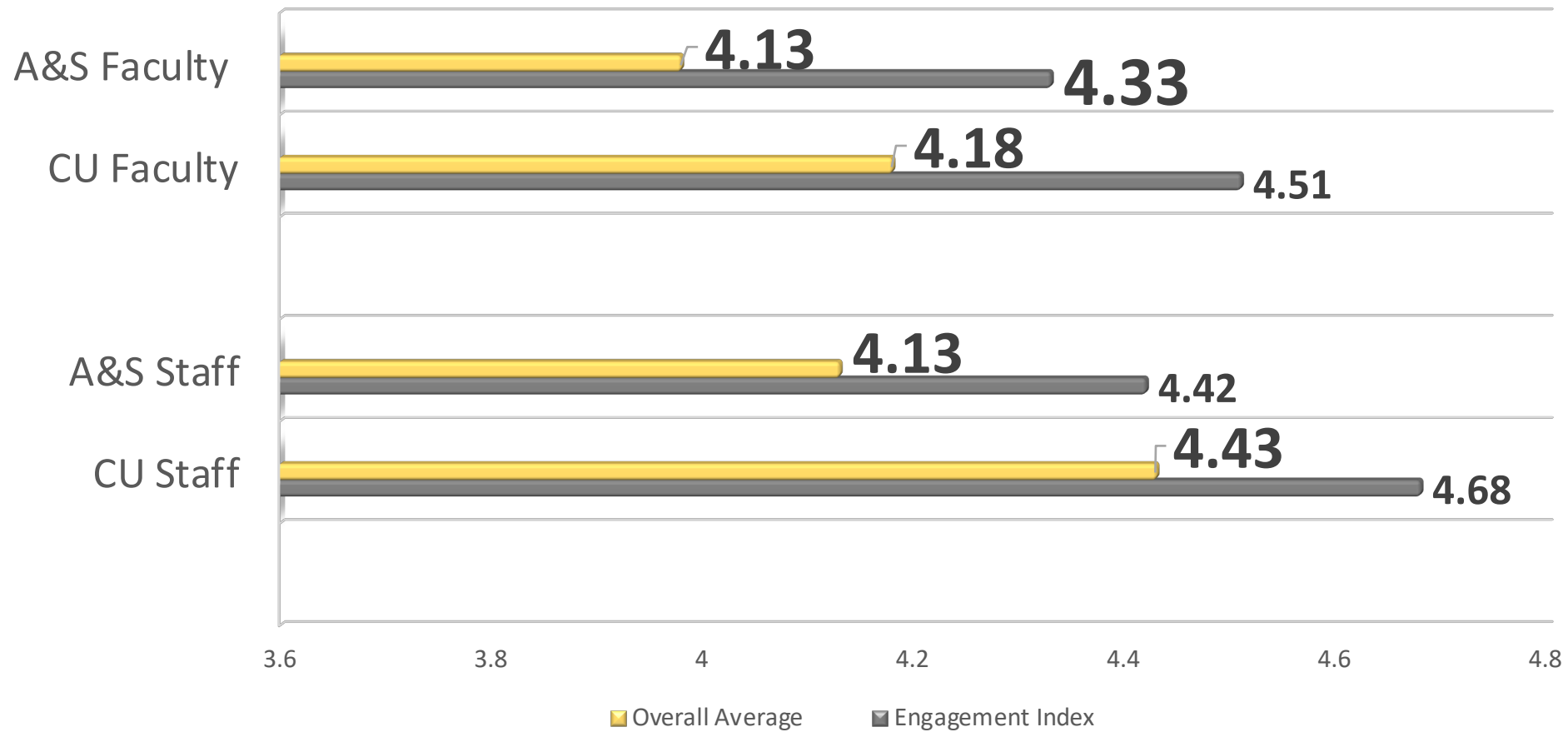
# Dean's Office Planning Steps

Summer 2018: initiate action planning

- Identify basic resources to begin developing action plan.
- Prioritize what we will focus on over the next two years.
  - We must be deliberate and mindful and leverage strengths.
    - ❖ For faculty-affinity with C&Ds
    - ❖ For staff- affinity with supervisors, and willingness to put in extra effort
- Determine process, structure and approach.
  - We are a lean and diverse organization. We must consider different approaches for our different populations (faculty and staff)
- Communicate survey results to faculty and staff- Fall 2018
  - Build on participation in supervisors and managers trainings held April 3-4, 2018
  - Utilize existing communication structures (C&D meetings, divisional meetings, faculty governance committees, staff advisory committee, strategic planning committee) to discuss survey and next steps.



# A&S engagement scores are lower than campuswide scores



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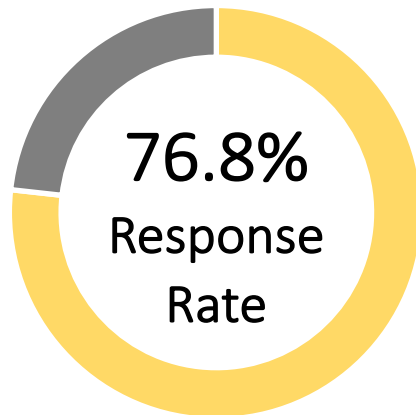
# Arts & Sciences Faculty and Staff Results



# Arts & Sciences Survey Performance Summary

## Staff participation

RESPONDENTS: 251  
POSSIBLE RESPONDENTS: 327  
SURVEY DATES: November 7<sup>th</sup> - November 27<sup>th</sup>  
ADMINISTRATION METHOD: Online 54 questions

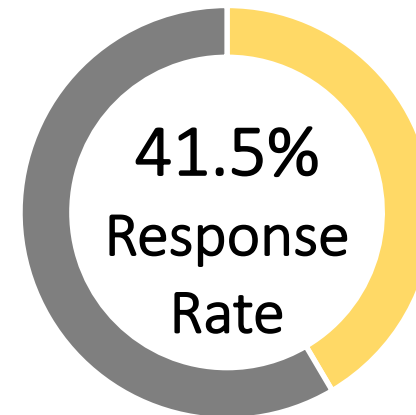


■ Staff Respondents ■ Nonresponsive

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## Faculty participation

RESPONDENTS: 707  
POSSIBLE RESPONDENTS: 1703  
SURVEY DATES: November 7<sup>th</sup> - November 27<sup>th</sup>  
ADMINISTRATION METHOD: Online 54 questions



■ Faculty Respondents ■ Nonresponsive

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# Engagement Survey Categories

## Staff

Survey Category	Average Score (6pt scale)
Executive Leadership	3.47
Innovation	3.58
Department Head	3.61
Quality	4.05
Pay & Benefits	4.09
Career Growth	4.12
Teamwork	4.18
Affinity	4.19
Compliance	4.37
<b>Engagement</b>	<b>4.42</b>
<b>Supervisor</b>	<b>4.48</b>

## Faculty

Survey Category	Average Score (6pt scale)
Executive Leadership (Chancellor, Provost, CFO)	3.17
Compensation and Rewards	3.56
Innovation	3.59
College Dean	3.75
Recognition	3.78
Resources	3.84
Career Growth	4.00
University collaboration	4.29
Engagement	4.33
Alignment	4.34
<b>Department Collaboration</b>	<b>4.54</b>
<b>Department leadership (chair/director)</b>	<b>4.63</b>



# Strengths

## Staff

- Love working in the Boulder region
- Value the relationships they have with supervisors
- Are recognized for their accomplishments by their supervisors
- Are willing to put in more effort than expected to help CU Boulder succeed
- Understand employee benefits

## Faculty

- Love working in the Boulder region
- A strong understanding of the tenure process
- A responsive chair/director
- Involvement by chair/director in decisions which affect their work
- A chair/director who supports them in achieving academic goals



# Needs attention

## Staff

- Do not fully understand how the success of their work is measured
- Do not believe executive leadership at CU Boulder give the university a competitive edge
- Do not believe CU Boulder eliminates barriers so staff can complete work efficiently
- Do not believe CU Boulder leadership effectively prioritizes university initiatives
- Do not believe the orientation processes in the staff members' work unit prepare new staff to succeed.

## Faculty

- The leadership displayed by my Dean/Director enhances UCB's competitiveness
- The Dean/Director shares key reasons why decisions are made to faculty
- The executive leadership at CU Boulder communicates effectively with faculty members
- My Dean/Director communicates effectively with the faculty
- The executive leadership shares the reasons why key decisions are made with faculty



# What's Next?



# The College's Perspective

The College of Arts and Sciences wants to improve employee engagement and is committed to act:

- The college supports the goal to make CU Boulder a top place to be employed.

Next week, A&S faculty and staff will receive information from the dean's office, on a college-wide employee engagement initiative called *Be Heard*.

- Meantime, within the next week, supervisors will receive engagement survey data access (via email) directly from Arthur Gallagher & Co.
- Units and departments should review engagement survey data. **Note:** supervisors with fewer than five respondents will not see data collected.



Please contact campus HR  
for any questions about employee engagement  
survey and  
Arthur Gallagher & Co. data.

303-492-6475

