REPORT ON THE 2019
EMPLOYEE ENGAGEMENT SURVEY
Executive Summary of Total University of Minnesota Results

Our Employee Engagement Survey Process

WHEN
- Administered October 14–November 1, 2019
- Faculty and staff have participated in five surveys since 2013

WHAT
- 36 scored questions
- Faculty and staff complete slightly different surveys that measure the same dimensions, but with wording tailored to their roles.

HOW
- Faculty and staff receive an email with an invitation to complete the survey.
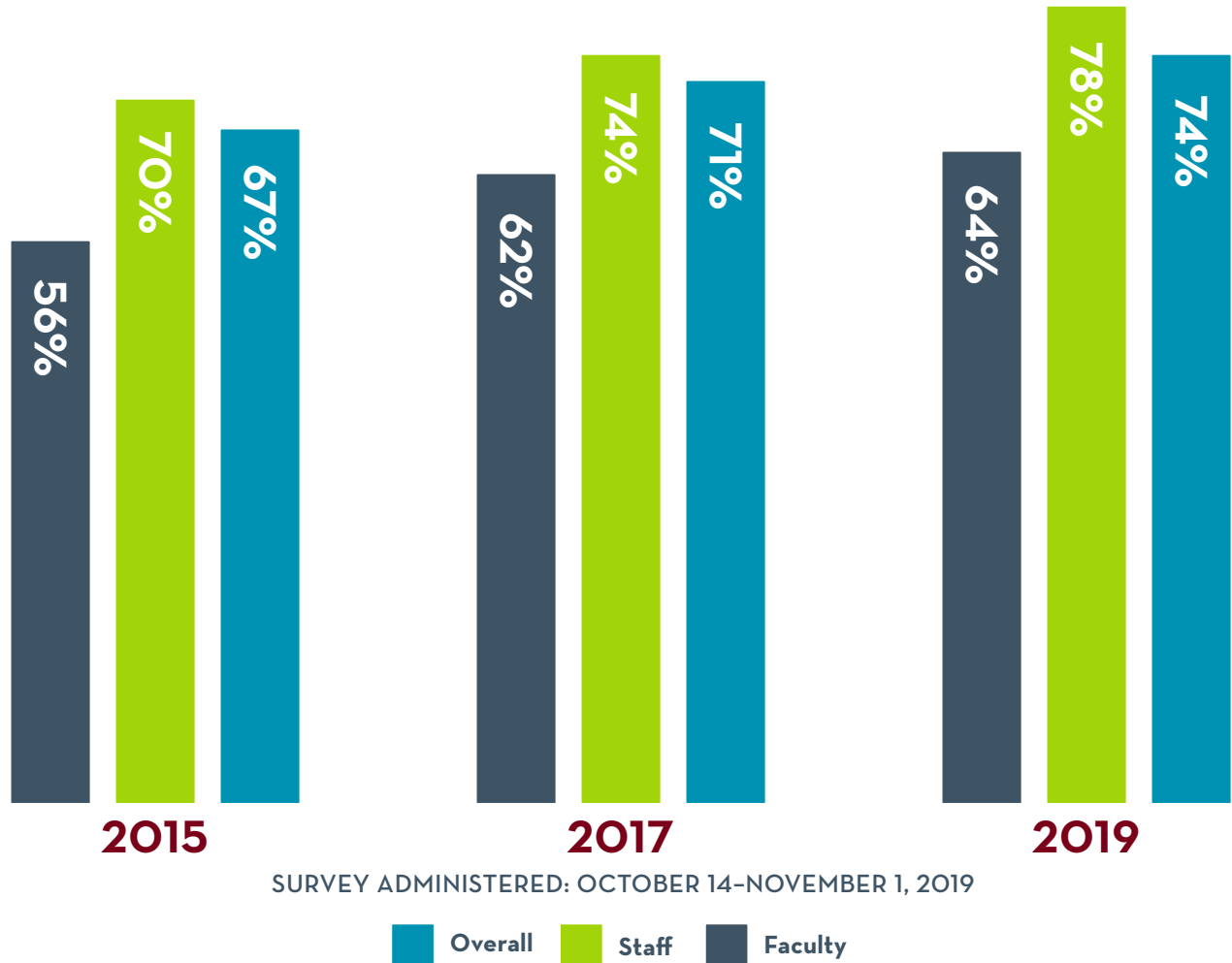- An external vendor administers the survey to ensure confidentiality.

RESULTS ROLL OUT
- Leaders access online survey reports in January for discussion and action.

Faculty and Staff Exceed Board of Regents Goal of 72% Survey Participation.

Overall response rate exceeded Board of Regents goal

2015
- 56%
- 70%
- 67%

2017
- 62%
- 74%
- 71%

2019
- 64%
- 78%
- 74%

SURVEY ADMINISTERED: OCTOBER 14–NOVEMBER 1, 2019

Overall   Staff   Faculty

74%
2019 Overall Participation

Board of Regents goal: 72% overall response rate by 2021

Overview of Results

Based on survey data, STAFF who felt action was taken based on the last survey also were:

1.8x more likely to **participate in a feedback meeting** to discuss the previous survey results.

1.4x more likely to agree their department **proactively identified and removed barriers.**

1.4x more likely to highlight there was strong **cooperation and sharing of ideas.**

1.4x more likely to have **trust and confidence** in their college's leadership team.

1.3x more likely to feel **recognized for their contributions.**

1.2x more likely to agree they planned to **continue working at the University** for a long time.

1.2x more likely to agree to the **Commitment and Dedication** and **Effective Environment items.**

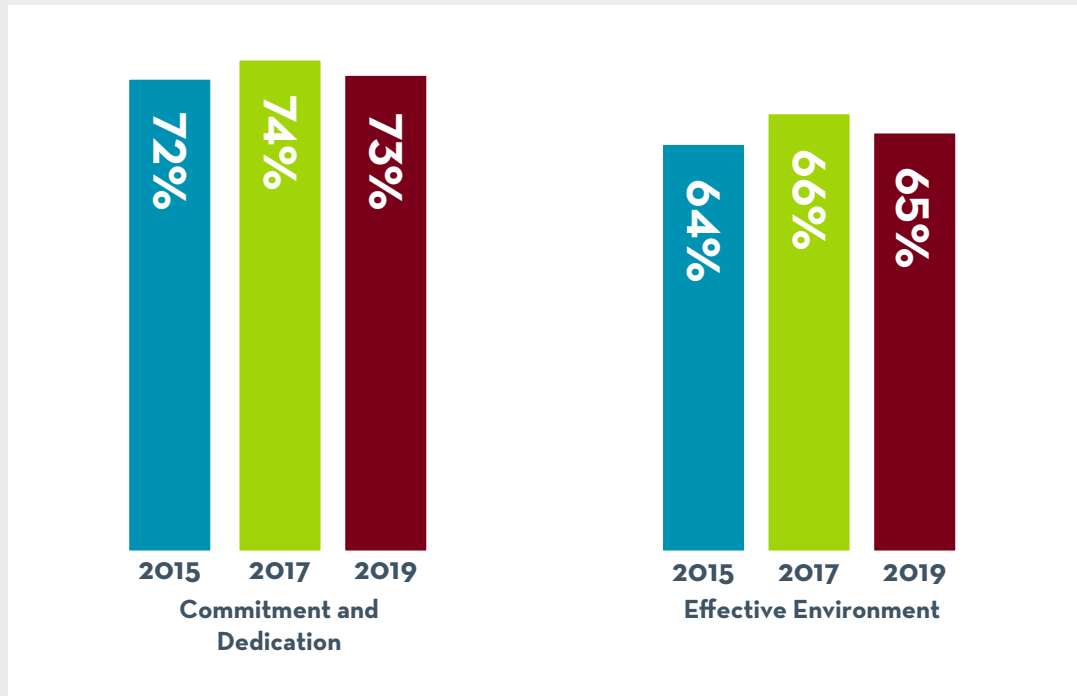## Based on survey data, FACULTY who felt action was taken based on the last survey also were:

1.8x more likely to **participate in a feedback meeting** to discuss the previous survey results.

1.6x more likely to agree their department **proactively identified and removed barriers.**

1.4x more likely to highlight their department **supported their overall wellbeing.**

1.4x more likely to have **trust and confidence** in their college's leadership team.

1.3x more likely to feel **recognized for their contributions.**

1.2x more likely to agree they planned to **continue working at the University** for a long time.

1.2x more likely to agree to the **Commitment and Dedication** and **Effective Environment items.**

2019 Survey Data Shows When Action is Taken, Results Improve

The results of the 2019 Employee Engagement Survey show a consistent level of engagement among faculty and staff overall. The results clearly make the connection between taking action on 2017 survey results and positive change. Both faculty and staff reported the largest gains since the last survey in 2017 on items related to survey follow up.

KEY INSIGHT: Leaders can have the greatest impact in the work environment by leveraging previously successful steps in the communicating and action planning process.

Faculty–Systemwide Results

Commitment and Dedication
- 2015: 72%
- 2017: 74%
- 2019: 73%

Effective Environment
- 2015: 64%
- 2017: 66%
- 2019: 65%

KEY TAKEAWAYS

- Faculty results for 2019 are relatively consistent compared to 2017 results.
- Commitment and Dedication dimension continues to be a strength among faculty.
  - » 80% of faculty agreed or strongly agreed that their department was committed to high quality support and service. *This was the most favorable dimension in 2019.*
- Survey Follow-Up dimension had the strongest, most significant improvement. (+6%)
  - » "I participated in a feedback meeting about the previous survey results." (+6)
  - » "Action was taken on issues raised in the last survey." (+5)
  - » "The information from this survey will be used constructively." (+4)
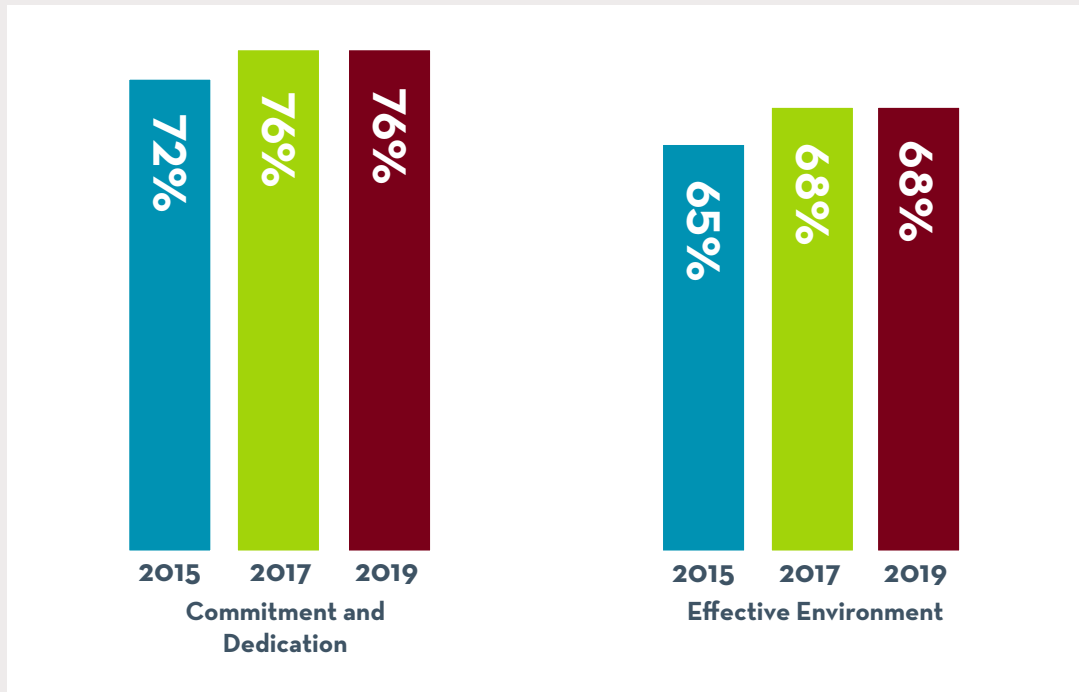
Most favorably scored items:

- **92%** —"My job provides me the opportunity to do challenging and interesting work."
- **85%** —"I understand the results expected of me in my work." (+1)
- **82%** —"I feel proud to work on my campus of the University of Minnesota." (-1)
- **82%** —"I have enough authority to carry out my job effectively." (-1)
- **81%** —"The people in my department are committed to delivering high impact, high quality scholarship." (0)
- **81%** —"The people in my department are committed to delivering high quality service." (0)

Least favorably scored items:

- **37%** —"Action was taken on issues raised in the last survey." (+5)*
- **39%** —"My department proactively identifies and eliminates barriers to getting work done efficiently." (-2)
- **42%** —"There is an equitable distribution of workload within my department." (-2)
- **48%** —"The information from this survey will be used constructively." (+4)
- **50%** —"My department offers effective mentoring and coaching to support my development."

*There was a wide range of favorability (20%–59%) in colleges among faculty.

Staff–Systemwide Results

Commitment and Dedication
- 2015: 72%
- 2017: 76%
- 2019: 76%

Effective Environment
- 2015: 65%
- 2017: 68%
- 2019: 68%

KEY TAKEAWAYS

- Staff results for 2019 are consistent with the 2017 results.
- Commitment and Dedication dimension continues to be a strength among staff.
  » 87% of staff agreed or strongly agreed that their department was committed to high quality support and service. *This was the most favorable dimension in 2019.*
- Survey Follow-Up dimension had the strongest, most significant improvement. (+3%)
  » "I participated in a feedback meeting about the previous survey results." (+5)
  » "Action was taken on issues raised in the last survey." (+2)
  » "The information from this survey will be used constructively." (+3)

Most favorably scored items:
- **88%** —"The people in my department are committed to delivering high quality services." (0)
- **87%** —"I understand the results expected of me in my work." (0)
- **87%** —"I feel proud to work for the University of Minnesota." (0)
- **86%** —"My department is committed to providing high quality customer support." (+1)
- **85%** —"I am treated with respect as an individual." (+1)

Least favorably scored items:
- **47%** —"Action was taken on issues raised in the last survey."* (+3)
- **54%** —"There is an equitable distribution of workload within my department." (-1)
- **56%** —"My department proactively identifies and eliminates barriers to getting work done efficiently." (-1)
- **56%** —"The training new employees receive in my department is effective." (0)
- **57%** —"There is good cooperation and sharing of ideas between my department and other departments." (-1)
- **57%** —"The information from this survey will be used constructively." (+2)

*There was a wide range of favorability (17%–70%) in colleges and units among staff.

Resources to Support Action

The Employee Engagement survey is the only opportunity for faculty and staff to provide confidential feedback about their experience working at the University of Minnesota. The survey is intended to provide data to leaders in order to celebrate strengths and focus efforts for positive change.

Because of the wide range in favorability among survey items at the campus, college, and unit levels, action taken at each of those levels has the greatest potential for increased engagement. Leaders should begin taking action by sharing the data, recognizing and celebrating strengths, and working to gain a deeper understanding of the underlying issues.

Leaders at every level can take advantage of the resources developed by Leadership and Talent Development to take action on survey results at **ee.ltd.umn.edu**. Some of those resources include:

- Interpreting data
  - » The Quick Guide to Interpreting Survey Results can help leaders identify where things are going well and where changes need to be made.
  - » The Interpreting Employee Engagement Results is also useful to understand the survey data.
- Discussing data
  - » Leaders can use the Discussion Phase Video for guidance in facilitating discussions with their faculty and staff. These discussions can be beneficial to understand the context around the feedback faculty and staff provided in the survey.
  - » The Quick Guide to Discussion can also be helpful to guide meaningful discussions around survey data.
- Taking action
  - » These resources can be used to create and implement a plan to address the issues faculty and staff identified as critical to improving the workplace.
    - ▪ Action Phase Video
    - ▪ Academic Unit Profile
    - ▪ Employee Engagement in Action Webinar
    - ▪ Employee Engagement Drivers and Discussion Questions
    - ▪ Engagement Drivers and Reflection Questions
    - ▪ Roles and Responsibilities of Academic Leaders

Leaders should take advantage of consults from their local human resources office and Leadership and Talent Development in the Office of Human Resources. These consultants will provide support through each phase of the employee engagement cycle.

Email ee2@umn.edu to connect with a consultant.