

Advancement All Staff Meeting

April 1, 2020





RIVERSIDE



Transitions

Welcome



- Kodi Klein
- Charlie Chin
- Sheree Winslow
- Stanyan Buckingham
- Kelly Kraus-Lee
- Heather Morales
- Stephanie Nguyen

Congratulations!

- Sharilyn Berry
- Kathy Kim
- Austin Quick
- Marie Schultz



CASE Competencies Model





Performance Evaluations

- › Process delayed campus-wide
- › Assessment period is April 1, 2019 through March 31, 2020 as far as we know
- › Units will set deadlines for self-evaluations and completing performance appraisal drafts
- › Completion will be certified per HR timeline
- › Meetings will follow to discuss professional development and 2020-21 goals



Campus Culture

- New category for all UA supervisors
 - **“Promoting and Supporting Employee Engagement and Campus Culture.”**
- No ratings will be given this year, but it will be on the form and not assessed
- Rating will begin in 2021 evaluation cycle

4. Promoting and Supporting Employee Engagement and Campus Culture: The extent to which employee leads and models efforts to sustain a healthy, productive work culture, including increased employee engagement, psychological safety, and an open climate.	
<ul style="list-style-type: none">➤ Creates and fosters a respectful, cooperative, professional, and courteous campus environment for team members.➤ Builds trust and camaraderie among staff members.➤ Creates opportunities for staff members to provide honest feedback.➤ Encourages staff to report violations of UCR's principles of community, University policies, or laws.➤ Models these behaviors for their employees who supervise others.	
Factor Rating	Enter reviewer comments here
Enter rating here	

Psychological Safety



Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes."



Amy Edmondson
Harvard Business School Professor



Alumni Roll Call



UNIVERSITY OF CALIFORNIA
UCRIVERSIDE | ALUMNI

TAKE10!

JOIN THE ALUMNI
ROLL CALL FOR YOUR
CHANCE TO WIN!

FEBRUARY 1 - FEBRUARY 29, 2020

ALUMNI.UCR.EDU/ROLLCALL

 **TAKE A**
10 MINUTE SURVEY

 **RECEIVE A**
\$10 GIFT CARD
(FIRST 2,500 RESPONDENTS)

 **RECEIVE A CHANCE TO**
WIN ONE OF 10
AMAZING VIP EXPERIENCES
(10 WINNERS DETERMINED BY DRAWING)

- 7,079 completed
- With partials, almost 10,000 participants
- Data analysis continues
- Kim and Jorge will present early findings



2020 University Advancement

Employee Engagement Survey

Background

- › Employee engagement is the emotional commitment an employee has to the organization and its goals
- › Gallup defines engaged employees as those who are involved in, enthusiastic about and committed to their work and workplace
- › Not punitive
- › Designed to highlight areas of success, inform areas for improvement, benchmark progress over time

Background

- Used in-house instrument from 2015-2019
- Questions were generally consistent throughout, with small variations
 - Allowed for measuring progress over time
 - Scores on all questions improved over that five-year horizon
- Explored vendor-solutions as alternative to DIY
- Gallup Q¹² Employee Engagement Survey





Benefits

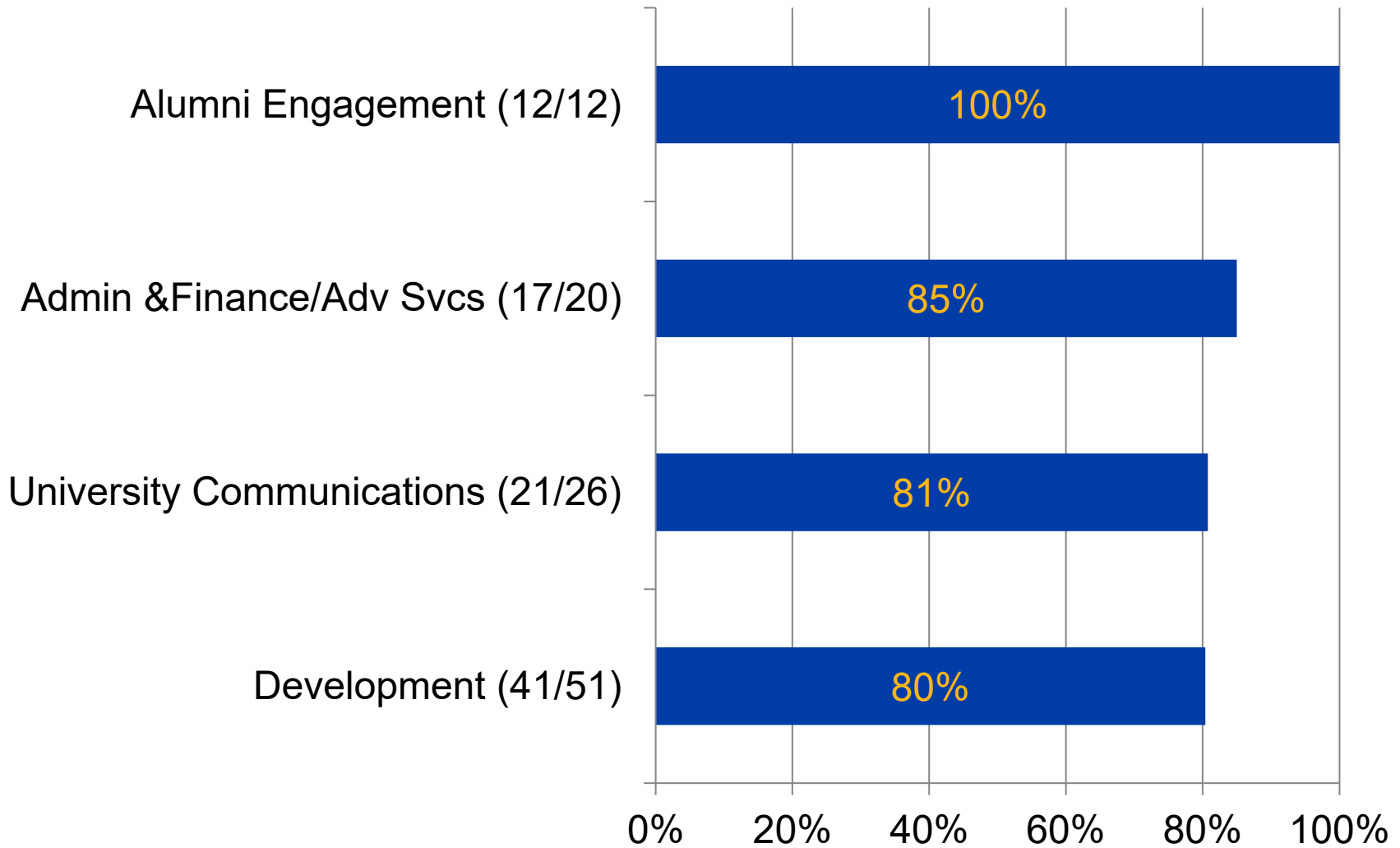
- › Sustainable – in-house was never meant to be permanent
- › External vendor increases confidence in confidentiality/anonymity
- › Increased analytics tools
- › Flexibility to supplement with a few customized questions
- › Decision support for leadership and employee engagement workgroup
- › Employee dashboards with professional development resources



Key Metrics

- › 109 invitations sent
- › 91 surveys submitted (83.5%)
- › Survey period: 3/3 – 3/23/2020
- › 16 closed-ended questions
- › One text box for open-ended responses
 - › 28 individuals submitted comments
 - › One was a request for assistance
 - › One was a personal note to me

Participation Rate of Units





Q¹² Mean

The Gallup Q¹² score represents the average, combined score of the 12 elements that measure employee engagement. Each element has consistently been linked to better business outcomes.

TOTAL RESPONDENTS

91

MEAN PERCENTILE RANK

68



Database: Industry - Education - Postsecondary/Higher Education

ENGAGEMENT MEAN



ENGAGEMENT INDEX



*Sentiment Distribution is not available when n<50

*Percent Engaged available when n ≥ 30. No topics available when n ≤ 250. 5 topics available when n >=250. 10 topics available when n >= 1000.

*All text analytics are machine generated. Because we use machine learning to generate sentiments, results may not be 100% accurate.

*Percent Engaged available when n ≥ 30. All categories available when n ≥ 100.

* - Scores are not available due to data suppression.

Percentile Rank in Industry - Education - Postsecondary/Higher Education Database ■ < 25th Percentile ■ 25-49th Percentile ■ 50-74th Percentile ■ 75-89th Percentile ■ >= 90th Percentile

Heatmap



Database: Industry - Education - Postsecondary/Higher Education

■ < 25th Percentile ■ 25-49th Percentile ■ 50-74th Percentile ■ 75-89th Percentile ■ >= 90th Percentile

Teams	Variables	Variable Values	Q12 Mean	Q00. Overall Satisfaction	Q01. Know What's Exp...	Q02. Materials and Equi...	Q03. Opportunity to do...	Q04. Recognition	Q05. Cares About Me	Q06. Development	Q07. Opinions Count	Q08. Mission/Purpose	Q09. Committed to Qu...	Q10. Best Friend	Q11. Progress	Q12. Learn and Grow	There is open commun...	The performance appr...	My supervisor inspires ...	My workplace has syst...	I am asked for my input...
Overall	Overall	Overall	4.00	4.11	4.34	4.24	4.07	3.71	4.40	3.96	3.82	4.31	4.36	3.00	3.71	4.11	3.37	3.54	3.67	4.10	3.56
Overall	Length of Employment	3-6.99 years	4.17	4.31	4.65	4.35	4.15	3.85	4.54	4.15	3.73	4.35	4.62	3.44	4.06	4.12	3.38	3.46	3.81	4.15	3.54
Overall	Length of Employment	7 years or more	4.00	4.16	4.37	4.37	4.16	3.56	4.42	4.05	4.06	4.32	4.16	3.17	3.29	4.11	3.53	3.68	3.72	4.16	3.72
Overall	Length of Employment	<3 years	3.91	3.98	4.15	4.13	3.98	3.70	4.31	3.80	3.78	4.28	4.30	2.67	3.66	4.11	3.30	3.53	3.57	4.04	3.50

* - Scores are not available due to data suppression.

Rows with unavailable or suppressed data are excluded from the above Heatmap.

Not shown if n < 4 for Mean, Top Box, Verbatim Responses, and Sentiment, n < 10 for Frequency, or data is unavailable.

Sentiment Distribution is not available when n<50

Percent Engaged available when n ≥ 30. No topics available when n ≤ 250. 5 topics available when n >=250. 10 topics available when n >= 1000.

All text analytics are machine generated. Because we use machine learning to generate sentiments, results may not be 100% accurate.

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Engagement Index

There is a powerful link between employees who are engaged in their jobs and the achievement of crucial business outcomes.

ENGAGEMENT INDEX RATIO

*

ENGAGEMENT INDEX



Engaged

Employees are highly involved in and enthusiastic about their work and workplace. They are psychological "owners", drive performance, innovation, and move the organization forward.

Not Engaged

Employees are essentially psychologically unattached to their work and company. Because their engagement needs are not being fully met, they're putting time – but not energy or passion – into their work.

Actively Disengaged

Employees aren't just unhappy at work – they are resentful that their needs are not being met and are busy acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

*Percent Engaged available when $n \geq 30$. All categories available when $n \geq 100$.

* - Scores are not available due to data suppression.

Employee Engagement on the Rise in the U.S.

BY JIM HARTER



STORY HIGHLIGHTS

- 34% of U.S. workers are engaged, tying highest in Gallup's history
- "Actively disengaged" percentage is down to 13%, a new low
- Engagement is highly related to positive business outcomes

WASHINGTON, D.C. -- The percentage of "engaged" workers in the U.S. -- those who are involved in, enthusiastic about and committed to their work and workplace -- is now 34%, tying its highest level since Gallup began reporting the national figure in 2000. In March 2016, Gallup also reported that 34% of U.S. employees were engaged, along with 16.5% who were "actively disengaged" -- a ratio of two engaged workers for every actively disengaged one.

Next Steps

- ▶ Employee Engagement Workgroup has been given the dataset and the following charge:
 - ▶ What conclusions can we draw from the data?
 - ▶ Assess all current employee engagement activities – what should we continue and what should we discontinue?
 - ▶ What two or three things should we focus on for improvement this year (new initiatives or enhancements)?
- ▶ How can we learn more about the items that continue to score lowest?

Employee Engagement Workgroup

2019-20



- › Erika Bayless, Development
- › Krissy Danforth, University Communications
- › Amanda Gomes, Development
- › Amy Kim, Alumni Engagement
- › Sandra Martinez, University Communications
- › Darron Pinkney, Alumni Engagement
- › Iris Tam, Advancement Admin

Sandra Mora, Administration (*convener*)

Engagement Work Group



Thank You

- › Krissy Danforth
University Communications
- › Amy Kim
Alumni Engagement
- › Sandra Martinez
University Communications
- › Kanisha Robinson
Advancement Admin
- › Iris Tam
Advancement Admin

welcome

- › Imran Ghori
University Communications
- › Anya Looper
Alumni Engagement
- › Lavonda Lowe
Advancement Admin
- › Luis Sanz
University Communications
- › Essam Ulhaq
Advancement Admin

Work Anniversaries



Jules
Bernstein

Jeff
Janosko

Amanda
Gomes

Brittany
Loneroy-
Wray

Christy
Zwicke

Lisa
Wilson

Christina
Bristol

DuBron
Rabb

Rachel
Jones

Stanyan
Buckingham

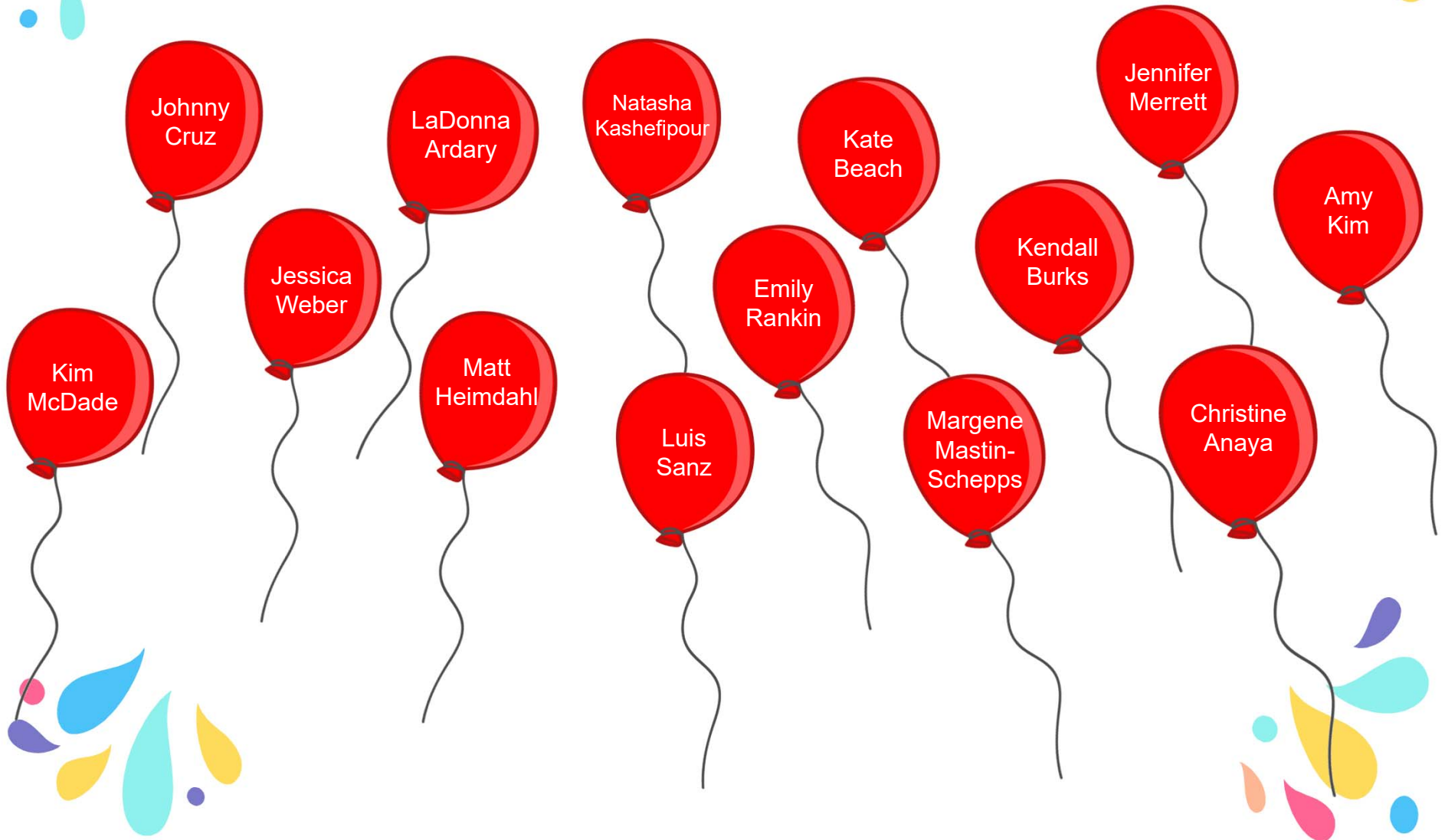
Kelly
McGrail

Essam
Ulhaq





Work Anniversaries



Peer to Peer

- For specific action “above and beyond”
- From one employee to another without approvals
- Email to UA/HR, magnet to recipient (3 days)
- Quarterly drawing
- Policy limits on \$\$
- Tied to our values
 - Excellence, Integrity, Respect, Accountability



Peer to Peer Recipients



Madeline Adamo

Janice Agustin

Kate Beach

Clyde Derrick

Elliot Emmer

Jill Huff

Lydia Jones

Natasha Kashefipour

Jernine McBride

Kim McDade

Javier Morales

Brandon Mulder

Munawar Rangoonwala

Arturo Rodriguez

Dounia Sadeghi

Marie Schultz

Jed Schwendiman

Omar Shamout

Muneeza Tahir

Brandon Westenberger

Peer to Peer Drawing

