TOWN HALL- ADMIN SERVICES

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• If you have difficulty connecting to the internet, access a UCSB wireless connection using your UCSB Net ID

April 18, 2018
2017 UC STAFF ENGAGEMENT SURVEY RESULTS

April 18, 2018
The Staff Engagement Surveys, developed by the Council of University of California Staff Assemblies (CUCSA) and UC systemwide Human Resources, helps University leaders, managers, and supervisors better understand the views, experiences and needs of policy covered staff on a range of topics related to working at UC, including:

- **career development**
- **performance management**
- **staff engagement**

Results from each survey help us determine areas where progress was made, as well as areas that may need further effort and focus.
Lookback to the 2015 Engagement Survey

- Areas of Strength in 2015:
  - Working Relationships
  - Communication
  - Image/Brand

- Areas Identified for Improvement:
  - Organizational Change
  - Performance Management
  - Career Development
Key Drivers from 2015 Survey for Increased Engagement

1. Career Development
   a. I can achieve my personal career objectives within the UC system
   b. My campus is doing a good job of planning for management succession

2. Performance Management
   a. I feel my personal contributions are recognized
   b. I think my performance is evaluated fairly

3. Working Relationships
   a. There is good cooperation between staff in my department
   b. There is good cooperation between my department and other departments
Outcomes from 2015 Survey Action Items

Career Development
- Gaucho Growth
- Summer Series
- Gaucho Mentor
- Connection
- New UC Learning Center portal
- New HR Training website
- UC People Management Certificate
- My UC Career portal

Performance Management
- FY2015-16 results - 98%
- FY2016-17 results - 99%
- Updated Evaluation form

Working Relationships
- Town Halls
- Staff Logo and t-shirt
- Gaucho Voice
- New Employee Orientation
- Mindful UCSB
DISCOVER YOUR CAREER PATH
Providing you with tools to learn more about your strengths, skills, and opportunities.

Create Your Account

First Name
Last Name
UC Email Address
Password
 Confirm Password

Passwords must be 8 - 32 characters, include one upper & lower case letter, and one numeric or special character.

Send me email updates on CareerArc's services as well as related services from CareerArc's third party partners.

By clicking "Create My Account" you acknowledge that you are creating an account with CareerArc and have read and agree to CareerArc's Terms of Service and Privacy Policy.

Create My Account

https://uc.yournextstep.com/users/sign_up?direct=V2kBGT2m-ax_qT3q
More Engagement Activities!

- Town Hall
- OrgSync
- Staff Service Milestone Awards

- June 5th
- Summer 2018

Today!
NEW SYSTEMWIDE SURVEY CONDUCTED IN 2017
# 2017 Engagement Survey Results

Highest participation rate of any UC campus!

### 2017 Engagement Survey Results

<table>
<thead>
<tr>
<th>Campus</th>
<th>2017 Return Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of California Overall</td>
<td>51%</td>
</tr>
<tr>
<td>Ag and Natl Resources</td>
<td>64%</td>
</tr>
<tr>
<td>Berkeley</td>
<td>53%</td>
</tr>
<tr>
<td>Berkeley Lab</td>
<td>52%</td>
</tr>
<tr>
<td>Davis</td>
<td>47%</td>
</tr>
<tr>
<td>Irvine</td>
<td>49%</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>44%</td>
</tr>
<tr>
<td>Merced</td>
<td>50%</td>
</tr>
<tr>
<td>Riverside</td>
<td>58%</td>
</tr>
<tr>
<td>San Diego</td>
<td>48%</td>
</tr>
<tr>
<td>San Francisco</td>
<td>54%</td>
</tr>
<tr>
<td><strong>Santa Barbara</strong></td>
<td><strong>64%</strong></td>
</tr>
<tr>
<td>Santa Cruz</td>
<td>61%</td>
</tr>
<tr>
<td>UCOP</td>
<td>66%</td>
</tr>
</tbody>
</table>

64% response rate

9% increase over 2015
2017 Engagement Survey Results

6 out of 8 categories improved!
2 categories dropped...
...1 percent!

Engagement score increased by 2 points!
<table>
<thead>
<tr>
<th>Survey Categories</th>
<th>Performance Management 2017 Favorable: 57%</th>
<th>Supervision 2017 Favorable: 76%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Improved in Performance Management and Supervision</td>
<td>UCSB 2017 Total Favorable</td>
<td>UC 2017</td>
</tr>
<tr>
<td>I feel my personal contributions are recognized</td>
<td>71%</td>
<td>+16</td>
</tr>
<tr>
<td>My supervisor helps me make time to participate in training &amp; development activities</td>
<td>76%</td>
<td>+10</td>
</tr>
<tr>
<td>My supervisor listens to different points of view before coming to conclusions</td>
<td>77%</td>
<td>+9</td>
</tr>
<tr>
<td>My supervisor treats me with respect</td>
<td>90%</td>
<td>+5</td>
</tr>
<tr>
<td>I think my performance on the job is evaluated fairly</td>
<td>78%</td>
<td>+3</td>
</tr>
</tbody>
</table>
### Most Improved in Communication and Working Relationships

<table>
<thead>
<tr>
<th>Survey Categories</th>
<th>Working Relationships 2017 Favorable: 82% +4</th>
<th>Communication 2017 Favorable: 74% +6</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCSB 2017 Total Favorable</td>
<td>Difference from 2015</td>
<td>UC 2017</td>
</tr>
<tr>
<td>My campus does an excellent job of keeping employees informed about important organizational matters affecting us</td>
<td>72%</td>
<td>+7</td>
</tr>
<tr>
<td>There is good cooperation between staff in my department</td>
<td>86%</td>
<td>+5</td>
</tr>
<tr>
<td>There is good cooperation between my department and other departments at my campus</td>
<td>79%</td>
<td>+3</td>
</tr>
<tr>
<td>I have a clear understanding of how my job contributes to the department objectives</td>
<td>93%</td>
<td>+2</td>
</tr>
<tr>
<td>Survey Categories</td>
<td>Career Development 2017 Favorable: 60% +2</td>
<td>Engagement 2017 Favorable: 71% +2</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td></td>
<td>UCSB 2017 Total Favorable</td>
<td>Difference from 2015</td>
</tr>
<tr>
<td><strong>Most Improved in Career Development and Engagement</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My campus provides people with the necessary information and resources to manage their own careers effectively</td>
<td>63%</td>
<td>+8</td>
</tr>
<tr>
<td>My work schedule allows sufficient flexibility to meet my personal/ family needs</td>
<td>88%</td>
<td>+4</td>
</tr>
<tr>
<td>I would recommend the UC system as a good place to work</td>
<td>84%</td>
<td>+4</td>
</tr>
<tr>
<td>I feel motivated to go beyond my formal job responsibilities to get the job done</td>
<td>88%</td>
<td>+3</td>
</tr>
</tbody>
</table>
Staff understand their job and department objectives

Supervisors support training & development of their staff

Supervisors recognize the personal contributions of their staff

UCSB Key Strengths

76% favorable +10 from 2015

93% favorable +2 from 2015

71% favorable +16 from 2015
INTEGRATED TALENT MANAGEMENT

What is Integrated Talent Management?

https://ucnet.universityofcalifornia.edu/working-at-uc/your-career/talent-management/index.html
We Still Have Room for Improvement

WE NEED YOUR THOUGHTS AND IDEAS
<table>
<thead>
<tr>
<th>Career Development</th>
<th>UCSB 2017 Total Favorable</th>
<th>Difference from 2015</th>
<th>UC 2017</th>
<th>US National Norm</th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe I have the opportunity for personal development and growth within the UC system</td>
<td>69%</td>
<td>-6</td>
<td>+5</td>
<td>-1</td>
</tr>
<tr>
<td>I am confident I can achieve my personal career objectives within the UC system</td>
<td>62%</td>
<td>+2</td>
<td>0</td>
<td>-5</td>
</tr>
<tr>
<td>My campus is doing a good job of planning for management succession</td>
<td>34%</td>
<td>+2</td>
<td>+1</td>
<td>-7</td>
</tr>
</tbody>
</table>
As part of people management, supervisors should incorporate professional and career development into ongoing discussions and annual reviews with their direct reports.

Employees can take the lead on their own professional and career development by being prepared with ideas and suggestions for training opportunities.
## Where We Want to Improve for 2019

<table>
<thead>
<tr>
<th>Staff Resources, Engagement, Pay, Inclusion</th>
<th>UCSB 2017 Total Favorable</th>
<th>Difference from 2015</th>
<th>UC 2017</th>
<th>US National Norm</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is usually sufficient staff in my department to handle the workload</td>
<td>37%</td>
<td>-5</td>
<td>-7</td>
<td>-19</td>
</tr>
<tr>
<td>I have the equipment/tools/resources I need to do my job effectively</td>
<td>68%</td>
<td>-3</td>
<td>-5</td>
<td>-7</td>
</tr>
<tr>
<td>I feel my campus does a good job of matching pay to performance</td>
<td>23%</td>
<td>+3</td>
<td>-8</td>
<td>-24</td>
</tr>
<tr>
<td>Employees at my campus are treated with dignity and respect, regardless of their position or background</td>
<td>69%</td>
<td>n/a</td>
<td>-2</td>
<td>-11</td>
</tr>
</tbody>
</table>
Generally, recent major organizational changes across the UC system have been:

- **PLANNED WELL**: Total Favorable Score 31, Santa Barbara 2015 0, University of California Overall 2017 1, US National Norm -12*
- **EXPLAINED WELL**: Total Favorable Score 32, Santa Barbara 2015 -4, University of California Overall 2017 0, US National Norm -24*
- **EXECUTED WELL**: Total Favorable Score 28, Santa Barbara 2015 0, University of California Overall 2017 1, US National Norm -23*
At the present time, are you seriously considering leaving the UC system?

- **2015**: 60% said No
- **2017**: 68% said No

+8 from 2015
+6 better than UC
+1 better than US norm
2018 - 2019 Key Drivers for Increased Engagement

1. Career Development
   a. I can achieve my personal career objectives within the UC system
   b. My campus provides people with the necessary information and resources to manage their own careers effectively

2. Performance Management
   a. I feel my personal contributions are recognized
   b. I feel my campus does a good job matching pay to performance

3. Wellness
   a. My supervisor is supportive of my participation in wellness-related programs offered at my campus
   b. My organization promotes an environment of physical, mental, and social well-being
We asked you three questions at the April Town Hall:

- What concerns you most about organizational change?
- When organizational change is explained on this campus, what would improve communication?
- What organizational changes come to mind when you think of “recent major organizational changes across the UC system?”
What concerns YOU the most about organizational change?

- Change within my department: 35%
- Change on this campus: 41%
- Change across the UC system: 24%

Total responses: 189
When organizational change on this campus is explained, what would IMPROVE COMMUNICATION?

- More communication from my manager: 26%
- More communication by campus senior management: 64%
- More communication from HR: 5%
- Other: 4%

[Diagram showing the percentages of responses]
What organizational changes come to mind when you think of "recent major organizational changes across the UC system?"

- **UC Path** (82 responses)
- **Career Tracks** (62 responses)
- **Kronos** (6 responses)
- **Gmail-Google** (6 responses)

Leadership changes, automated systems, reorganizations, process changes (20 responses)
Please feel free to reach out and contact any of the individuals listed below:

- **Greta Halle**, Computer Science, Staff Assembly Co-Chair
- **George Hopwood**, Office of Research, Staff Assembly Co-Chair and CUCSA delegate
- **Erica Losada**, Office of the Executive Vice Chancellor, CUCSA delegate
- **Farfalla Borah**, Human Resources, Employee and Labor Relations Manager
- **Cynthia Señeriz**, Human Resources, Director
Thank you!