

Staff Engagement Update Administrative Services Town Hall

November 21, 2019



Staff Engagement Update

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**



Meet The Team

Employee Engagement Workgroup

- **Staff Assembly**

- George Hopwood, Erica Losada, Greta Halle, Lisa Blanco, Nancy Emerson

- **Chancellor's Staff Advisory Council (CSAC)**

- Jack Bailey, Dyan Wirt

- **CUCSA**

- Dana Huffman

- **Administrative Management Professionals (UCAMP)**

- David Holmes

- **At Large**

- Susan Harris, Kelly Walsh

- **Human Resources**

- Cynthia Señeriz, Jane Noyes



Meet our new Employee Engagement Specialist, Jane Noyes



What do you like best about UCSB and your job?

I am incredibly blessed that the Employee Engagement Specialist position was created for our campus. This new position has truly given me the opportunity to create new protocols and programs from the ground up. My job here is more than just a job, it's a laser-focused lens looking at the employee experience. What could be better than that?

What next?

I'm neck-deep in revamping our existing New Employee Orientation and looking to create a First Year Experience program that will work in harmony with the NEO. After that, I'm off to survey the need for a New Manager Orientation program. In between, I'm working to get to know anyone and everyone who is invested in the engagement of our employees; want to meet for coffee?

Made possible by the Chancellor's Staff Expansion Program

2019 Campus Recognition

Best Place to Work

Best Place to Work

As Voted by Our Community

UC Santa Barbara is
honored to be named
Best Place to Work *for*
three years running



UC SANTA BARBARA



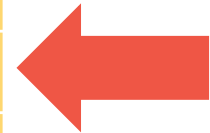
2019 Survey Summary

Our Engagement Score Continues to Rise!

Results Summary

2019 Survey Participation Rates

Campus	2019 Response Rate	2017 Response Rate
MERCED	57%	50%
SANTA BARBARA	55%	64%
RIVERSIDE	54%	58%
IRVINE	50%	47%
SANTA CRUZ	47%	61%
SAN FRANCISCO	46%	54%
DAVIS	45%	53%
SAN DIEGO	40%	48%
BERKELEY	36%	53%
LOS ANGELES	35%	44%



Results Summary

Most Improved vs. Most Declined

Results vs. SANTA BARBARA 2017

4 Out Of 9 Categories Have Not Changed



Most Improved

Image/Brand **2**

Sustainable Engagement **1**

Wellness **1**

Most Declined

Working Relationships **-2**

Performance Management **-1**

Total favorable score: 82

Total favorable score: 74

Total favorable score: 80

Total favorable score: 56,
7 points higher than 2015!

Sustainable Engagement



SANTA
BARBARA 2017



Overall



US Norm



**Our engagement score has climbed 9
points since 2012!**

2019 Survey Categories

Our Progress From 2015

Results Summary

Categories vs. Benchmarks

	Total Favorable Score	SANTA BARBARA 2017 (607)	SANTA BARBARA 2015 (507)
Career Development	62	0	5
Communication	74	0	6*
Diversity & Inclusion	75	0	n/a
Empowered Culture	71	n/a	n/a
Image/Brand	82	2	2
Leadership	44	n/a	n/a
Organizational Change & Innovation	59	n/a	n/a
Performance Management	56	-1	7*
Supervision	78	0	7*
Sustainable Engagement	78	1	3
Wellness	74	1	n/a
Working Relationships	80	-2	2

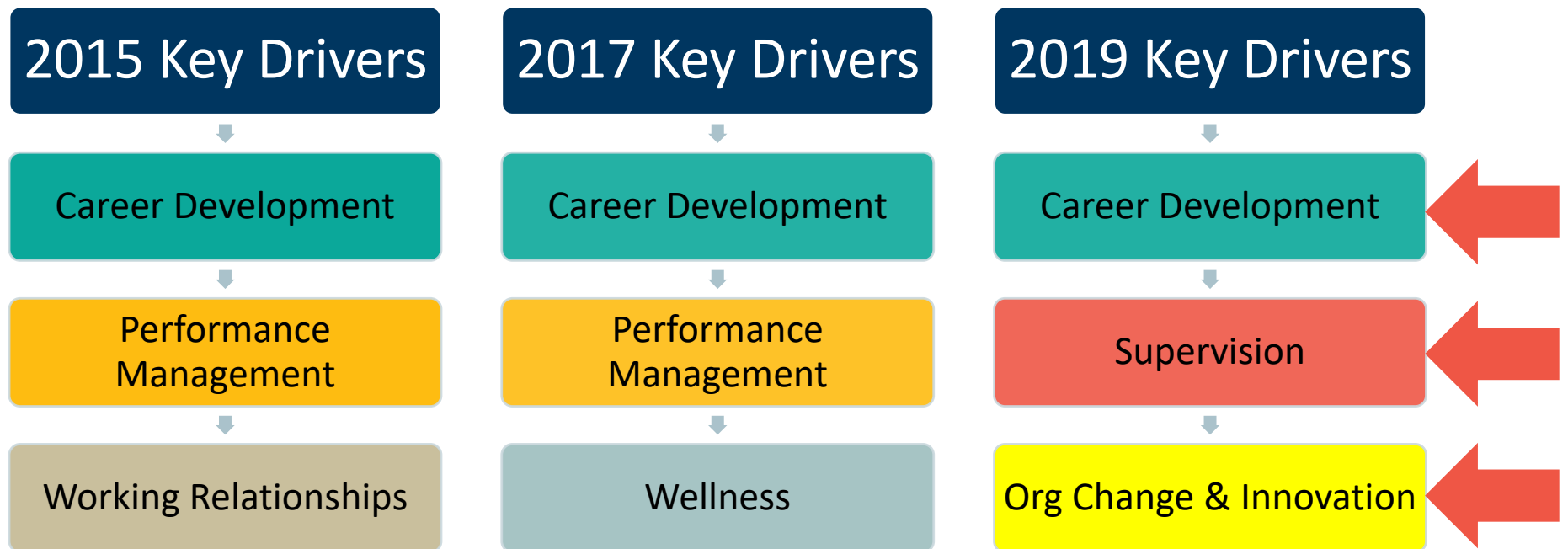
UC Santa Barbara maintained our **significant gains from 2015** in Career Development, Communication, Image/Brand, Performance Management, Supervision, and Sustainable Engagement!

Our Three Key Engagement Drivers for 2019-2021

Career Development, Supervision, and Organizational
Change & Innovation

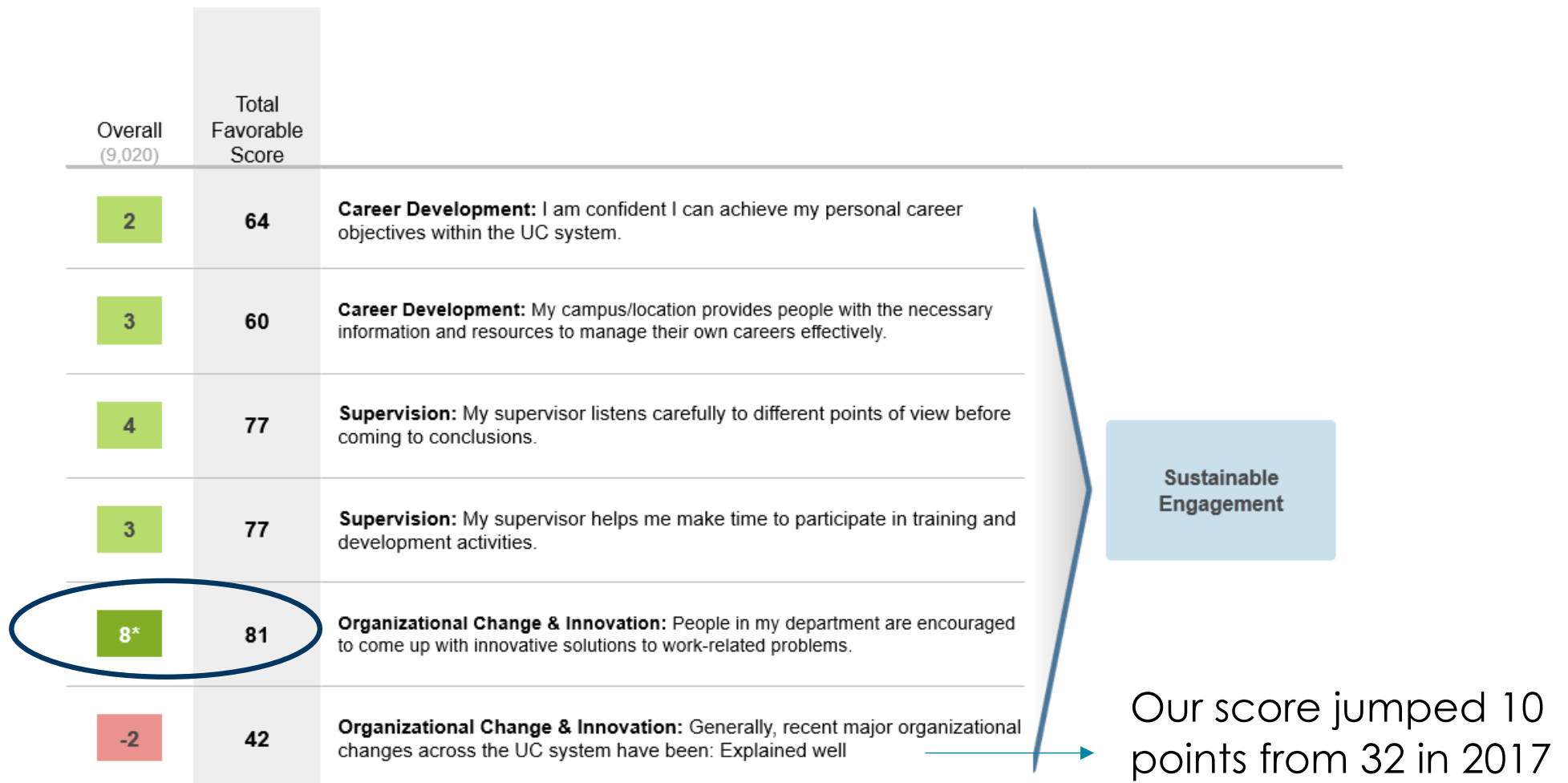
Sustainable Engagement

Key Engagement Driver Categories



Sustainable Engagement

Key Driver Questions



Career Development

Engagement Driver #1

Career Development Questions by Tenure

	SANTA BARBARA (551)	SANTA BARBARA: 1 < 3 (62)	SANTA BARBARA: 3 < 5 (89)	SANTA BARBARA: 5 < 10 (117)	SANTA BARBARA: 10 < 15 (93)
Career Development	62	55	62	59	59
16 I am confident I can achieve my personal career objectives within the UC system. ★	64	50*	60	62	61
20 My campus/location provides people with the necessary information and resources to manage their own careers effectively. ★	60	60	64	56	57

	SANTA BARBARA: 15 < 20 (86)	SANTA BARBARA: 20 < 25 (51)	SANTA BARBARA: 25 < 30 (33)	SANTA BARBARA: 30+ (20)
Career Development	67	65	68	83
16 I am confident I can achieve my personal career objectives within the UC system. ★	73	71	76	85
20 My campus/location provides people with the necessary information and resources to manage their own careers effectively. ★	62	59	61	80

Career Development – Top Goals for 2020-21



FYE
FIRST YEAR
EXPERIENCE



Gaucho Mentor Connection



New Hire
1st Year
Experience
Program

Gaucho
Mentor
Connection

My
UC Career

Supervision

Engagement Driver #2

Supervision

Questions by Role

		SANTA BARBARA	INDIVIDUAL CONTRIBUTOR	SUPERVISOR	MANAGER	DIRECTOR & ABOVE
Supervision		78	76	76	82	83
3	My supervisor keeps me informed about issues that affect me.	78	73	78	81	89
11	My supervisor treats me with respect.	89	88	88	92	93
18	My supervisor listens carefully to different points of view before coming to conclusions. ★	77	75	74	80	87
23	My supervisor does a good job of building teamwork.	69	66	66	77	70
34	My supervisor helps me make time to participate in training and development activities. ★	77	78	75	81	76

Supervision – Top Goals for 2020-21



New
Manager
Orientation

Supervisory
Certificate
Program

People
Management
Conference

Organizational Change & Innovation

Engagement Driver #3

Organizational Change & Innovation

Questions by Tenure

	SANTA BARBARA (551)	SANTA BARBARA: 1 < 3 (62)	SANTA BARBARA: 3 < 5 (89)	SANTA BARBARA: 5 < 10 (117)	SANTA BARBARA: 10 < 15 (93)
Organizational Change & Innovation	59	55	59	57	59
10 Generally, recent major organizational changes across the UC system have been: Explained well ★	42	48	49	38	33
29 People here are open to trying new and different ways of addressing our departmental challenges.	55	39*	49	54	62
31 People in my department are encouraged to come up with innovative solutions to work-related problems. ★	81	79	79	81	82
		SANTA BARBARA: 15 < 20 (86)	SANTA BARBARA: 20 < 25 (51)	SANTA BARBARA: 25 < 30 (33)	SANTA BARBARA: 30+ (20)
Organizational Change & Innovation		64	61	53	73
10 Generally, recent major organizational changes across the UC system have been: Explained well ★		45	45	27	65*
29 People here are open to trying new and different ways of addressing our departmental challenges.		60	59	58	70
31 People in my department are encouraged to come up with innovative solutions to work-related problems. ★		85	80	73	85

Organizational Change & Innovation



UC Irvine

UC San
Diego

UC Santa
Barbara

Retention Trends

Retention Trends

At the present time, are you seriously considering leaving the UC system?

19% said YES

62% said NO

19% said “Don’t know”

Retention - Questions by Tenure

Scores are Total Favorable

		SANTA BARBARA (551)	SANTA BARBARA: 1 < 3 (62)	SANTA BARBARA: 3 < 5 (89)	SANTA BARBARA: 5 < 10 (117)	SANTA BARBARA: 10 < 15 (93)	SANTA BARBARA: 15 < 20 (86)	SANTA BARBARA: 20 < 25 (51)
Retention		n/a	n/a	n/a	n/a	n/a	n/a	n/a
36	At the present time, are you seriously considering leaving the UC system?	62	56	52	62	65	72	57

Retention Challenges

U.S. unemployment falls to 50-year low even as hiring slows



Despite the ultra-low unemployment rate, average hourly wages slipped in September compared with August. (Wilfredo Lee / Associated Press)

By ASSOCIATED PRESS OCT. 4, 2019 | 2:55 PM

The U.S. unemployment rate fell to 3.5% in September, the lowest level in nearly five decades, even though employers appeared to turn more cautious and slowed their hiring.

For the 19% (104 staff) who responded on the survey that they were seriously considering leaving the UC system . . .

- 43% cited salary
- 11% cited career advancement opportunities
- 9% cited their manager/supervisor

Empowered Culture

New Category in 2019 Survey

Empowered Culture

New Category for 2019

		Overall (9,020)	Santa Barbara (551)
Empowered Culture		64	8*
30	Most of the time it is safe to speak up in this organization.	60	9*
32	I think I could report instances of dishonest or unethical practices to the appropriate level of authority without fear of reprisal.	67	6*

Under the category of Empowered Culture, UC Santa Barbara's favorable scores were significantly higher than UC overall, and **the highest** of all the UC campuses

Wellness

Work-Life Resources

2017 Key Engagement Driver

Meet our new Work-Life Resource Coordinator, Shira Miner

What do you like best about UCSB and your job?



I am so excited that UCSB was able to revitalize the Work-life Resource position! My graduate thesis focused on University Health and Wellness for faculty, staff, and students, and now I get to put my passion into action every day; connecting our faculty, staff, and graduate students with the incredible offerings and opportunities that UCSB and the greater Santa Barbara community have to offer. As a new parent myself, and someone who has had the privilege and responsibility of caring for older relatives, I love that I can use my experiences, knowledge of best practices, and my education, to help foster true work-life integration at UCSB.

What's next?

I am currently focused on making our Lactation Accommodation Program the gold standard for the UC. This effort involves improving existing lactation rooms and access, and looking for opportunities to expand the number of rooms available. I am also working on the upcoming Work-Life Resources web-page focused on resources and tools that support work-life integration at UCSB. I look forward to meeting and collaborating with our campus constituents to prioritize issues and develop plans that are tailored to their specific concerns!

Made possible by the Chancellor's Staff Expansion Program

Working Relationships

Employee Engagement Digital Community
2015 Key Engagement Driver

Announcing: Our Digital Bulletin Board – OrgSync!

The Staff Engagement Workgroup received funding from the Healthy Campus Network to implement **OrgSync** for our digital bulletin board initiative!

A workgroup has been formed to manage the rollout of OrgSync.



UC SANTA BARBARA



Shoreline

Employee Engagement Digital Community

From a Web Browser

- <http://shoreline.ucsb.edu>
- Log on with your UCSB Net ID and password.

In the Android or Apple App

- Search for the 'Shoreline UCSB' in your mobile device's app store.
- Log on with your UCSB Net ID and password.



UC SANTA BARBARA | Shoreline

Home

Users

Calendar

80

Key

Star

4

152

Profile

1

2

Home

Calendar

Profile

Hand

Calendar

Clipboard

Checklist

Calendar

Clipboard

Calendar

Clipboard

Calendar

Clipboard

← View All Posts

My Groups 3

Student Engagement & Leadership (SEAL/OSL)

UC Santa Barbara

UCSB Staff

Topics

Campus News

Ideas & Suggestions

Leaderboard


Looking for Roommates

Lost & Found

Ride Sharing

Selling & Buying

Volunteering Opportunities



UCSB Staff

Group Type: Faculty/Staff-Only Group

Status


Photos

Documents

Link

Video

Write a new post in UCSB Staff...


 **Lisa Blanco** > UCSB Staff

25 Sep


Looking forward to using this platform to create new staff groups!

3

2

 **Miles Ashlock** 25 Sep

Woo! :-)










David Holmes 5h ago

Notifications are On.

Manage

Officers














View Page

Members

View All





?

UC SANTA BARBARA | Shoreline

1

82

2

135

Groups (390)

Leaderboard

Search Groups

Group Category

All Groups

Name ▲

All 390

Associated Students 49

Registered Campus Organization 260

Department

2

Faculty/Staff-Only Group 5

Graduate Students Association 0

Residential & Community Living 0

Social Fraternity/Sorority 38

Special Event 0



University Committee 1

Graduate Student-Only Group 5

Sport Club 28

Groups registered with Student Engagement & Leadership (SEAL/OSL) and/or Human Resources (HR) in order to have access to University facilities and/or resources and whose membership is restricted to current faculty and/or staff only. See <http://osl.sa.ucsb.edu>.

3

Join	Group Details	Dues/Membership Duration
<input type="checkbox"/>	<div><div></div><div>Asian Pacific Islander Alliance Faculty/Staff-Only Group - Academic, Community, Cultural, Professional, Social, Staff-Only Social Group, Staff-Only Specialty/Professional Group Mission</div></div>	Lifetime membership
<input type="checkbox"/>	<div><div></div><div>LGBTQ Staff & Faculty Collective Faculty/Staff-Only Group - Staff-Only Specialty/Professional Group Mission</div></div>	Lifetime membership

Join

?

UC SANTA BARBARA | Shoreline

80

4

151

Events (3)

Create Event

Subscribe

See Calendar

Search Events

Upcoming


- Group -

Faculty/Staff-...

- Event Type -

- Event Tags -

Thu, 21 Nov 2019



UCSB AMP Meeting- UC Path Debrief

Thu, 21 Nov 2019
10:00 AM – 11:00 PM

2001 BioEngineering (next to Library)

4 going


Register

UCSB Administrative Management Professionals

FREE

Meeting

Wed, 04 Dec 2019



Council of UC Staff Assemblies (CUCSA) Quarterly Meeting

Wed, 04 Dec 2019, 11:00 AM –
Fri, 06 Dec 2019, 3:00 PM


UCSB Campus

View

Staff Assembly

Leadership

Fri, 13 Dec 2019



9th Annual Winter Warmer and Arts & Crafts Bazaar

Fri, 13 Dec 2019
11:00 AM – 1:00 PM

Campbell Hall Plaza

View

Staff Assembly

Social

Help Us, Help Our Campus Community Feedback

Staff Assembly

- George Hopwood
Office of Research
- Greta Halle
Computer Science
- Lisa Blanco
Sociology
- Erica Losada
Office of the EVC
- Nancy Emerson
Letters & Science

Members at Large

- Susan Harris
Office of the Registrar
- Kelly Walsh
Recreation

Administrative Management Professionals

- David Holmes
South Hall Administration

Chancellors Staff Advisory Council

- Jack Bailey
Professional and Continuing
Education

CUCSA

- Dana Huffman
Student Affairs

Human Resources

- Cynthia Señeriz
Human Resources Director
- Jane Noyes
Employee Engagement
Specialist

UC SANTA BARBARA