TOWN HALL- ADMIN SERVICES

- **To be ready to participate in audience polling during the presentation, please open this URL: govote.at on your cell phone's browser**
- **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

STAFF ENGAGEMENT SURVEYS

- 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 web site
- 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

https://uc.yournextstep.com/users/sign_up?direct=V2kBGT2m-ax_qT3q

More Engagement Activities!

Today!

Town Hall

OrgSync

Staff Service Milestone Awards

June 5th

Summer 2018

2015 ➡ 2017

NEW SYSTEMWIDE SURVEY CONDUCTED IN 2017

2017 Engagement Survey Results

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

Highest participation rate of any UC campus!
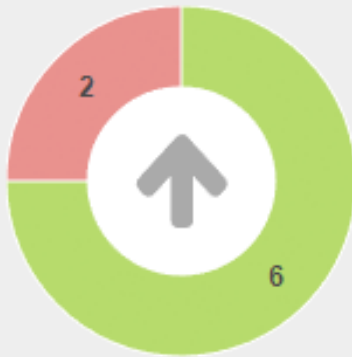
64% response rate

9% increase over 2015

2017 Engagement Survey Results

2017 UC Staff Engagement Survey Results Highlights
Santa Barbara

Results vs. Santa Barbara 2015
6 Out Of **8** Categories Have Improved

2

6

More »

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

Engagement Score vs. Benchmarks

Engagement score increased by 2 points!

Santa Barbara Engagement Score

71

Above	Above
↑ 2	↑ 1
Santa Barbara 2015	University of California Overall...

Survey Categories	Performance Management 2017 Favorable: 57% +8	Supervision 2017 Favorable: 76% +6	

Most Improved in Performance Management and Supervision	UCSB 2017 Total Favorable	Difference from 2015	UC 2017	US National Norm
I feel my personal contributions are recognized	71%	+16	+4	+2
My supervisor helps me make time to participate in training & development activities	76%	+10	+3	+12
My supervisor listens to different points of view before coming to conclusions	77%	+9	+5	+8
My supervisor treats me with respect	90%	+5	+3	+3
I think my performance on the job is evaluated fairly	78%	+3	+4	+4

Survey Categories	Working Relationships 2017 Favorable: 82% +4	Communication 2017 Favorable: 74% +6

Most Improved in Communication and Working Relationships	UCSB 2017 Total Favorable	Difference from 2015	UC 2017	US National Norm
My campus does an excellent job of keeping employees informed about important organizational matters affecting us	72%	+7	+2	+2
There is good cooperation between staff in my department	86%	+5	+3	+6
There is good cooperation between my department and other departments at my campus	79%	+3	+10	+9
I have a clear understanding of how my job contributes to the department objectives	93%	+2	+5	+1

Survey Categories	Career Development 2017 Favorable: 60% +2	Engagement 2017 Favorable: 71% +2

Most Improved in Career Development and Engagement	UCSB 2017 Total Favorable	Difference from 2015	UC 2017	US National Norm
My campus provides people with the necessary information and resources to manage their own careers effectively	63%	+8	+4	-3
My work schedule allows sufficient flexibility to meet my personal/ family needs	88%	+4	+4	+11
I would recommend the UC system as a good place to work	84%	+4	+5	+4
I feel motivated to go beyond my formal job responsibilities to get the job done	88%	+3	+3	+1

76% favorable +10 from 2015

Supervisors support training & development of their staff

Staff understand their job and department objectives

93% favorable +2 from 2015

Supervisors recognize the personal contributions of their staff

71% favorable +16 from 2015

UCSB Key Strengths

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

Where We Want to Improve for 2019

Career Development	UCSB 2017 Total Favorable	Difference from 2015	UC 2017	US National Norm
I believe I have the opportunity for *personal development* and growth within the UC system	69%	-6	+5	-1
I am confident I can achieve my *personal career objectives* within the UC system	62%	+2	0	-5
My campus is doing a good job of planning for management succession	34%	+2	+1	-7

Professional and Career Development

MANAGERS & SUPERVISORS

As part of people management, supervisors should incorporate professional and career development into ongoing discussions and annual reviews with their direct reports

EMPLOYEES

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

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

Where We Want to Improve for 2019

Generally, recent major organizational changes across the UC system have been:	Total Favorable Score	Santa Barbara 2015	University of California Overall 2017	US National Norm
PLANNED WELL	31	0	1	-12*
EXPLAINED WELL	32	-4	0	-24*
EXECUTED WELL	28	0	1	-23*

PAST ← → FUTURE

CHANGE AHEAD ↑

CHANGE IS GOOD
(we're getting better!)

Staff Engagement at UCSB

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

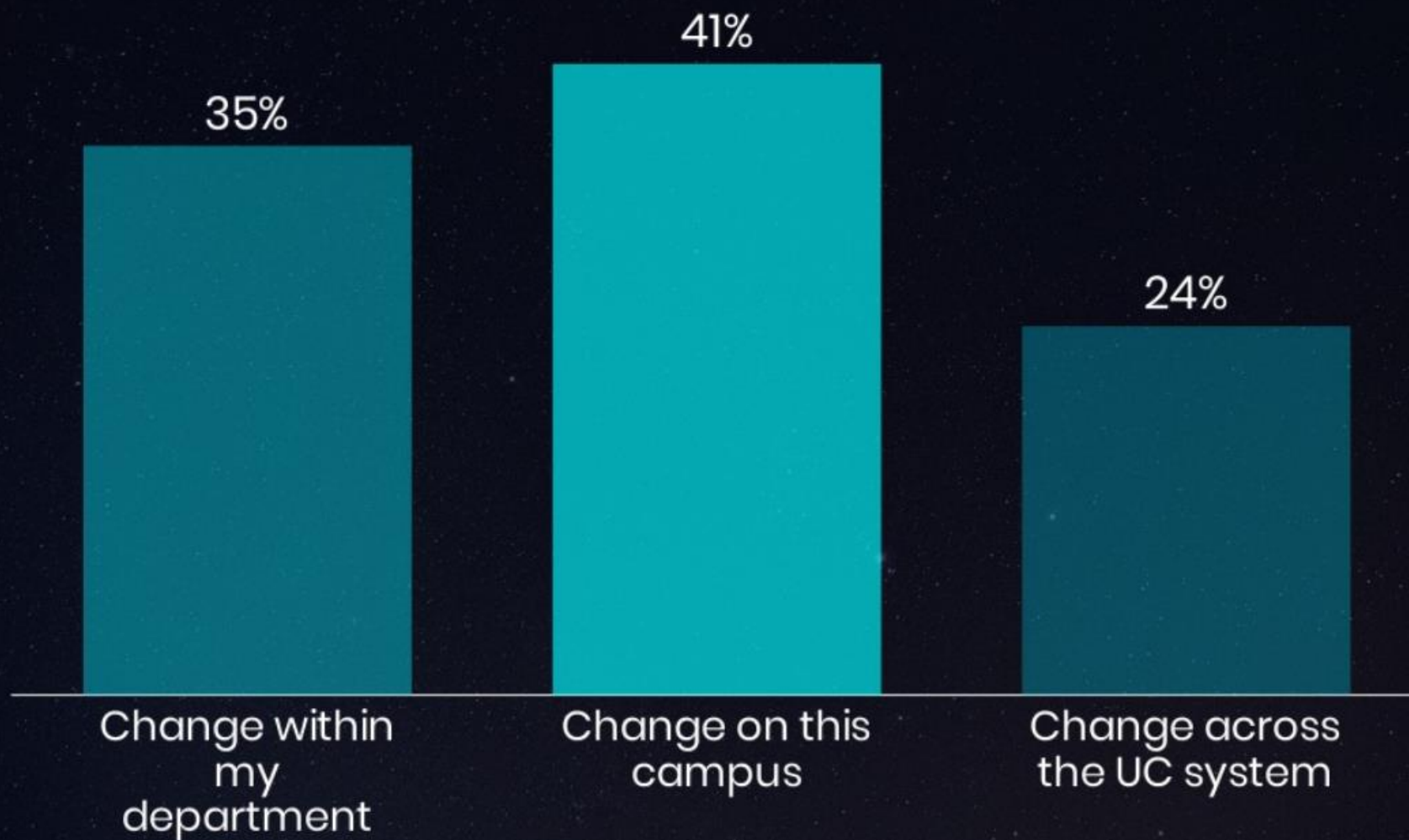b. My organization promotes an environment of physical, mental, and social well-being

Fully Engaged!

YOUR FEEDBACK – Live Audience Polling

► **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?"**

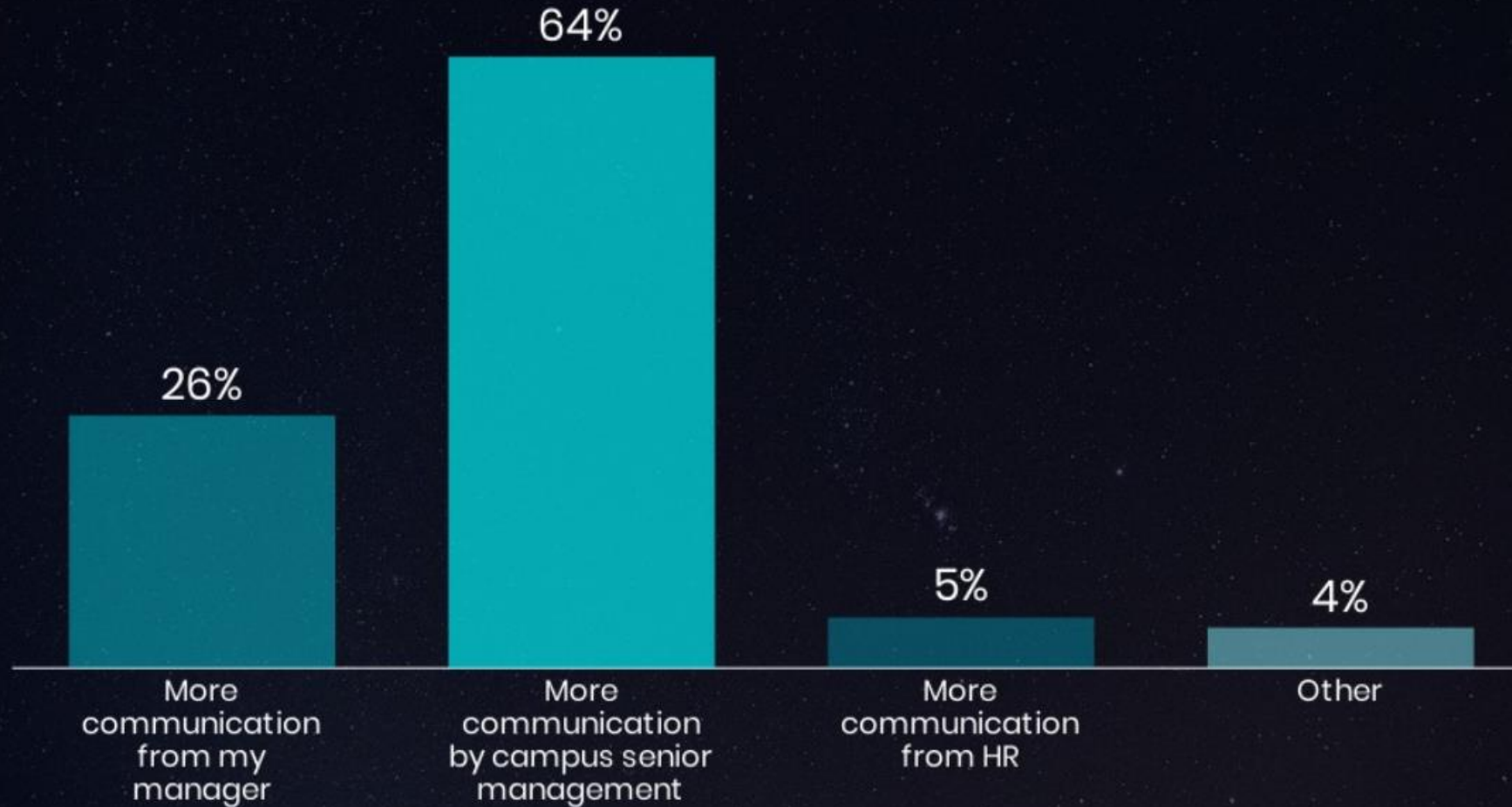# What organizational changes come to mind when you think of "recent major organizational changes across the UC system?"

UC Path
(82 responses)

Career Tracks
(62 responses)

Kronos
(6 responses)

Gmail-Google
(6 responses)

Leadership changes, automated systems, reorganizations, process changes
(20 responses)

YOUR FEEDBACK

▶ 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!