

# University of Minnesota Employee Engagement Survey 2013 – Brief Summary of Crookston Campus Results

## Introduction

For more than ten years, University of Minnesota leaders have been interested in employee engagement. During the last couple of years a team of researchers developed a model of the engagement process based on both research and practice. Last fall, the University conducted its first Employee Engagement Survey, also called the E<sup>2</sup> Survey. The survey will continue to be conducted annually to help track engagement of the University workforce and identify areas for improvement.

The Crookston campus had an excellent response rate for the inaugural E<sup>2</sup> Survey. The chancellor and his administrative team appreciate and value the feedback each faculty and staff member provided. They have been analyzing the results and, during the next few months, will be setting goals for improvement.

## About The Employee Engagement Survey or E<sup>2</sup> Survey

The E<sup>2</sup> Survey was administered during the period from October 14, 2013, to November 8, 2013, and was externally managed by the Hay Group to ensure confidentiality. All benefits-eligible faculty and staff were eligible to participate. The survey consisted of 33 scored questions divided into 12 dimensions. Six dimensions measured commitment and dedication, and six dimensions measured effective environment. Engagement is defined as a combination of 1) feeling highly committed and dedicated to the organization, and 2) feeling that the work environment is effective. A more detailed description of the process and a complete listing of University-wide results can be found at [www.umn.edu/ohr/e2/index.html](http://www.umn.edu/ohr/e2/index.html).

## Crookston Results

The faculty response rate was 68% and the staff response rate was 49%. This is an outstanding response rate, and it was higher than many University units. Results show that 65% of UMC faculty expressed a favorable response to commitment and dedication and there was a 55% favorable response to effective environment. UMC staff expressed a 77% favorable response to commitment and dedication and a 74% favorable response to effective environment. According to the Office of Human Resources and the Hay Group, 45% of employees being engaged is typical.

A complete summary of the Crookston campus results can be found online at [www.crk.umn.edu/humanresources/e2.html](http://www.crk.umn.edu/humanresources/e2.html). A summary of key findings are listed below.

### Key Strengths - Faculty

- Student focused (understand and meet student needs and requirements)
- People in my department are committed to delivering high quality service/clinical care
- Enough authority to carry out my job effectively
- Understand the results expected of me in my work
- Overall trust and confidence in college's leadership team

### Key Strengths - Staff

- Encouraged to be innovative to find more effective ways of doing things
- Overall trust and confidence in college's leadership team
- Understand the results expected of me in my work
- Have enough authority to carry out my job effectively
- Understand what I can do to support my department's strategy and goals

### Key Opportunities - Faculty

- Resources and support I need to pursue my scholarly interests
- Department offers effective mentoring and coaching to support my development
- There is equitable distribution of workload distribution within my department
- Receive clear and regular feedback on how well I do my work
- Department demonstrates a commitment to supporting my overall wellbeing

### Key Opportunities - Staff

- Equitable distribution of workload distribution within my department
- Opportunities to achieve personal career objectives at your campus
- Have the resources to do my job effectively
- New employees receive the training they need to do their jobs well
- Opportunities for learning and development

Senior campus administrators met with members of the Employee Engagement Team to review UMC's survey results. At that meeting it was noted that due to their large number of employees, results from the Twin Cities campus had a significant impact on the overall average results. Additional analysis showed that the average results for the small campuses (Crookston, Morris, and Rochester) varied from the overall University averages. As a result, Crookston administration requested additional information comparing UMC results to the other small campus results. In May, additional analysis was provided to the Crookston campus, and this information can be found at [www.crk.umn.edu/humanresources/e2.html](http://www.crk.umn.edu/humanresources/e2.html) under the group of documents that are denoted by "with small campus benchmark."

### Next Steps

The findings will help campus leaders identify strengths and opportunities for improvement in supporting an engaged workforce on the Crookston campus. Early in the 2014 fall term the findings of this survey will help initiate planned discussions of areas of strength as well as opportunities for growth and further development.