
Fwd: Employee Engagement Survey Results

1 message

Office of the Chancellor <chancellor@domail.maricopa.edu>

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Reply-To: chancellor@domail.maricopa.edu

To: DL-MARICOPA-BUSINESS <DL-MARICOPA-BUSINESS@memo.maricopa.edu>

Dear Maricopa,

Thank you again for your participation in the Employee Engagement Survey administered in October of 2016. You can view the results at <https://hr.maricopa.edu>.

With the help of Decision Wise Inc., an independent and external survey vendor, we provided all employees with the opportunity to share their thoughts and feedback with the administration via a confidential and anonymous online Employee Engagement Survey. The survey assessed your views in relation to 1) job, 2) department, 3) direct supervisor, 4) college/unit, and 5) the organization.

At the time of the survey, MCCCCD employed 12,029 employees; 4,482 or 37% completed the survey. A 37% participation rate is considered low (75% lower than industry average). While we would have liked a higher participation rate, the input shared fairly represents the sentiments of MCCCCD employees at an organization-wide level. Next time we conduct the survey, we will find different ways to make sure the number of respondents is higher.

Overall 70% of the response percentages were “favorable scores” meaning that “agree” or “strongly agree” choice was selected. Some areas ranked in the 30-40%, which consisted of very low favorable response scores as well as low “unfavorable” response scores. This indicated that we have a large population of “impressionable” which is very good for improvement opportunities as research indicates that these employee perspectives are middle of the road – neither favorable nor unfavorable – and thus can be positively influenced by targeted changes that positively affect their experience with MCCCCD.

We executed this survey with two objectives in mind: understand our strengths and identify areas for improvement.

The survey identified the following strengths:

- Employees find meaning in their work and feel they are making a positive difference
- Employees have good relationships with their co-workers and their supervisor
- 70% of employees feel Fully Engaged or Partially Engaged in their current role.
- Only 5% of employees feel “Fully Disengaged” in their current role.

Survey results indicate MCCCCD workforce is highly engaged. Our workforce engagement is higher than the industry average on engagement. Specifically, 1/3 of our employees is fully engaged, which is significant and is largely due to the nature of the work we do. While this is a positive, it is likely not a sustainable source of engagement. Specifically, employees need to be connected to the entire system as the biggest drivers of engagement are:

- Job (“my job provides me with a sense of meaning and purpose”)
- Personal growth
- Confidence in the system

The second, and equally important, objective was to identify areas for development and improvement. The survey identified three areas of focus based on key themes from the survey. These themes include:

- System-level communications
- Stress levels particularly among managers and supervisors
- Onboarding

The areas that received the lowest overall favorable response percentages include:

- MCCCCD responds effectively to suggestions for change
- MCCCCD leadership understands what is going on at my particular college
- My opinions are sought on issues that affect me and my job
- This organization values employee input, feedback, and suggestions
- MCCCCD communicates effectively with all employees about what is going on

While the survey demonstrated there are many opportunities for improvement throughout the institution, the three themes referenced above were the most prevalent across all units (colleges and the district office) and offer the greatest opportunity to positively impact the employment experience.

Over the course of the next year the Chancellor’s Executive Council (CEC) and I are committed to addressing the following developmental opportunities based on the key themes referenced above:

- Improving the new employee onboarding experience
- Providing better performance management tools and resources for supervisors to successfully coach and develop their team members
- Increasing communication and delivering our critical messages in a more clear and integrated fashion, more frequently, and via different venues and methods

CEC will be further working through the local (college or district division) results in order to share individual survey results and develop related action plans to address the three areas referenced above. We will assess and determine the impacts of these efforts by continuously seeking feedback from you via the employee survey, which we plan to administer annually.

We are grateful to you for your participation in the Employee Engagement Survey and look forward to a continued focus on creating a strong culture of feedback within Maricopa.

Should you have questions relative to the survey, please submit them to askhr@domail.maricopa.edu.