



WESTERN MICHIGAN UNIVERSITY



# EMPLOYEE ENGAGEMENT

# WELCOME

Thank you for taking the time to come and share with us today.

- Today's goals
- Core committee
- Facilitators





If you had one hour of extra free time a day, how would you spend it?

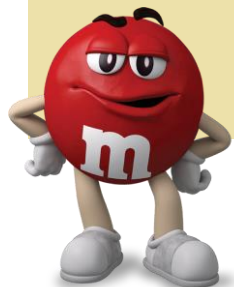
If you could visit any place in the world, where would it be and why?



What is an unusual skill that you have?



What is the best gift anyone has ever given you?



If you had to work but didn't need the money, what would you choose to do?



If you could have dinner with anyone, who would it be and why?



# EMPLOYEE ENGAGEMENT PROCESS



MAR - APR  
2019

SURVEY



JUNE - SEPT  
2019

WMU SENIOR  
LEADERSHIP



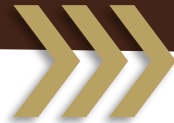
NOVEMBER  
2019

BUSINESS & FINANCE  
LEADERSHIP



JANUARY  
2020

FACILITIES  
MANAGEMENT



# SURVEY INFORMATION

## METHODOLOGY

Online survey administered:  
March 11 – April 5, 2019

## RESPONSE RATES

2019 Overall Response rate:  
1860/3734 – 50%

## BENCHMARK

2019 WMU Peer Benchmark

60

Survey statements on a 5-point  
agreement scale

Additional statements on a 5-point  
agreement scale

7

19

Benefit Satisfaction Questions on  
a 5-point satisfaction scale

Open-ended Questions

3

14

Demographic Questions

# 15 CORE DIMENSIONS

|  |                                  |   |
|--|----------------------------------|---|
| Job Satisfaction/Support                   | Policies, Resources & Efficiency | Faculty, Administration & Staff Relations |
| Teaching Environment                       | Shared Governance                | Communication                             |
| Professional Development                   | Pride                            | Collaboration                             |
| Compensation, Benefits & Work/Life Balance | Supervisors/Department Chairs    | Fairness                                  |
| Facilities                                 | Senior Leadership                | Respect & Appreciation                    |

# EMPLOYEE ENGAGEMENT PROCESS



**SURVEY**



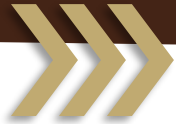
**WMU SENIOR  
LEADERSHIP**



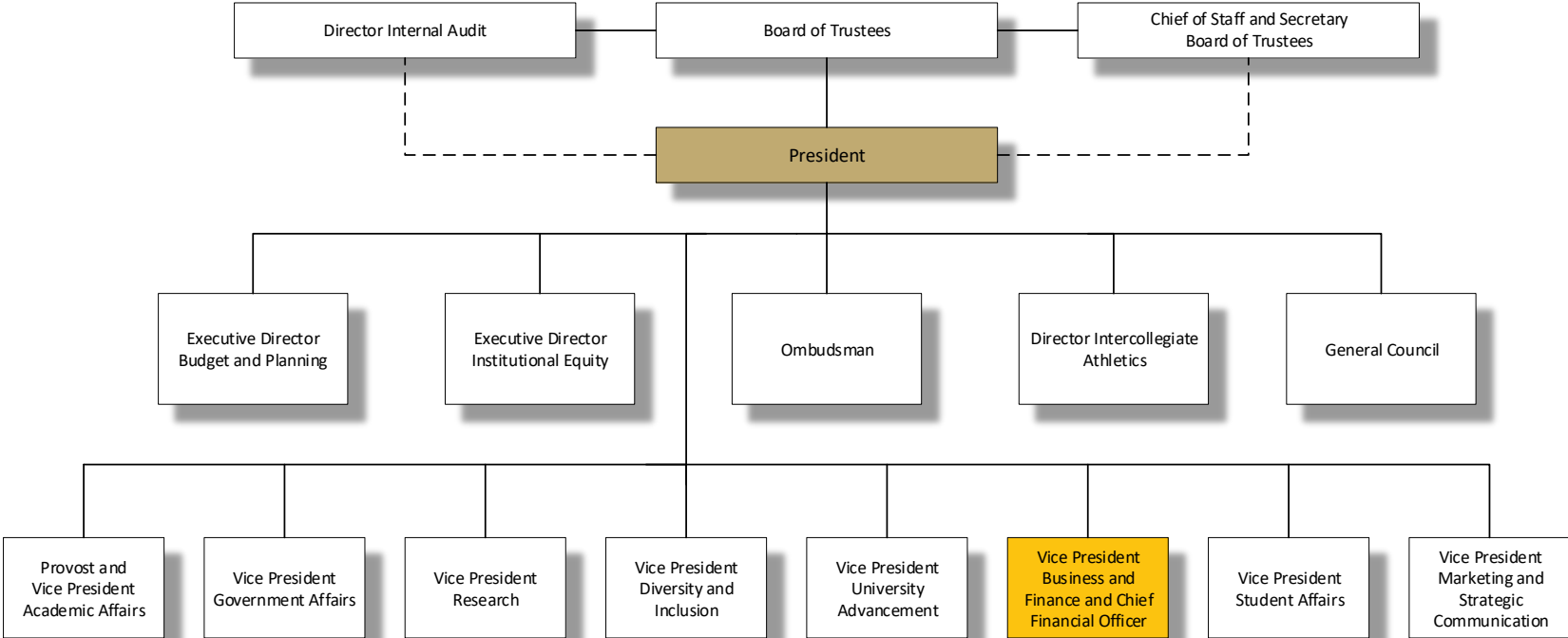
**BUSINESS & FINANCE  
LEADERSHIP**



**FACILITIES  
MANAGEMENT**



# SENIOR LEADERSHIP





# PRINCIPLES OF COMMUNITY



## **TEAM WORK:**

We make each other successful. No one person is greater than the institution, our mission, or our goals.

## **ACCOUNTABILITY:**

We are mission- and institution-focused. We are responsible for making decisions and behaving in a manner that engenders faith and confidence, treats people fairly, and puts our students and society first. We will ask the same of all faculty and staff.

## **OPENNESS:**

We communicate openly and honestly. We thoughtfully consider new ideas that are not our own.

## **ACTION:**

We have a bias for action. We create a well-considered plan, do it, and iterate. We bring good ideas into the world first and small pilots, and then improve what works over time.

## **COLLABORATIVE RISK TAKING:**

We have a high regard for those who go first in pursuit of bold, provocative, disruptive ideas that advance our mission. We learn from our mistakes, but they do not slow our pace.

## **POSITIVE-INTENT:**

We make generous assumptions about our colleagues' actions. And when actions have an unwelcome impact or make those assumptions difficult, we address it kindly, directly, and with the intent of positive resolution.

# CAMPUS SURVEY RESULTS



# SENIOR LEADERSHIP

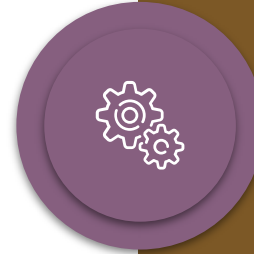
Dimensions of Focus



SENIOR  
LEADERSHIP



COLLABORATION



COMMUNICATION



# EMPLOYEE ENGAGEMENT PROCESS



**SURVEY**



**WMU SENIOR  
LEADERSHIP**



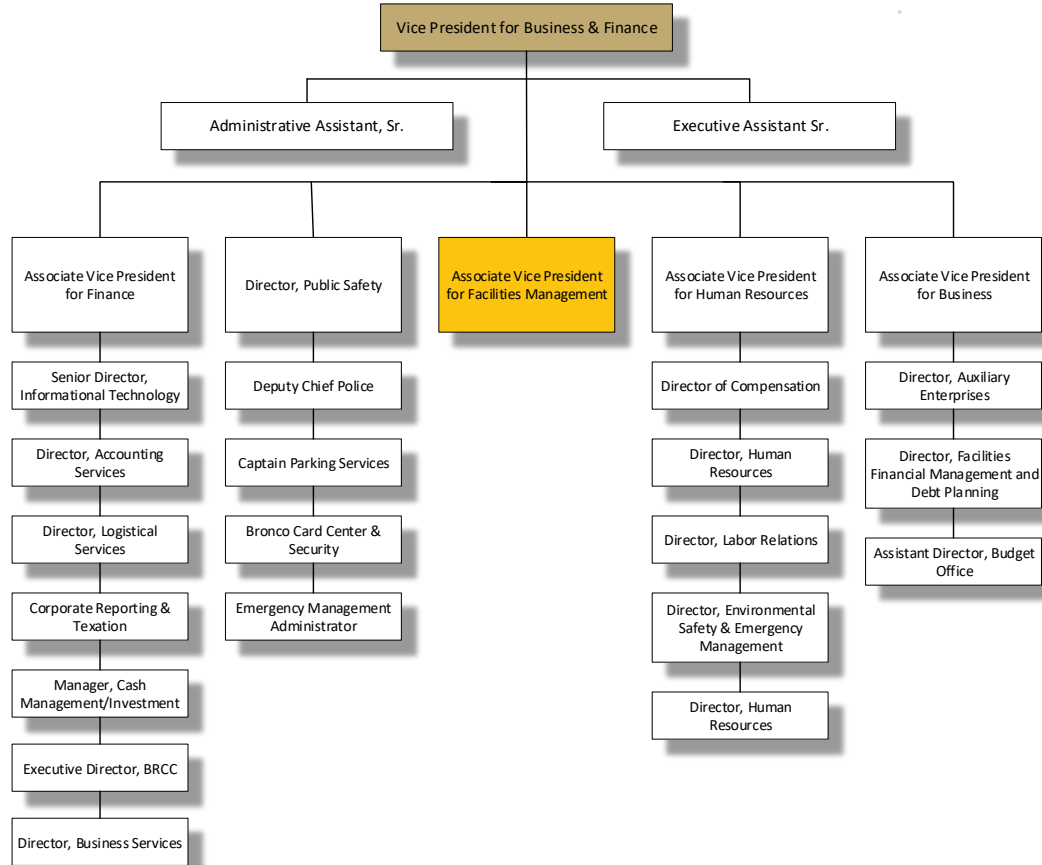
**BUSINESS & FINANCE  
LEADERSHIP**



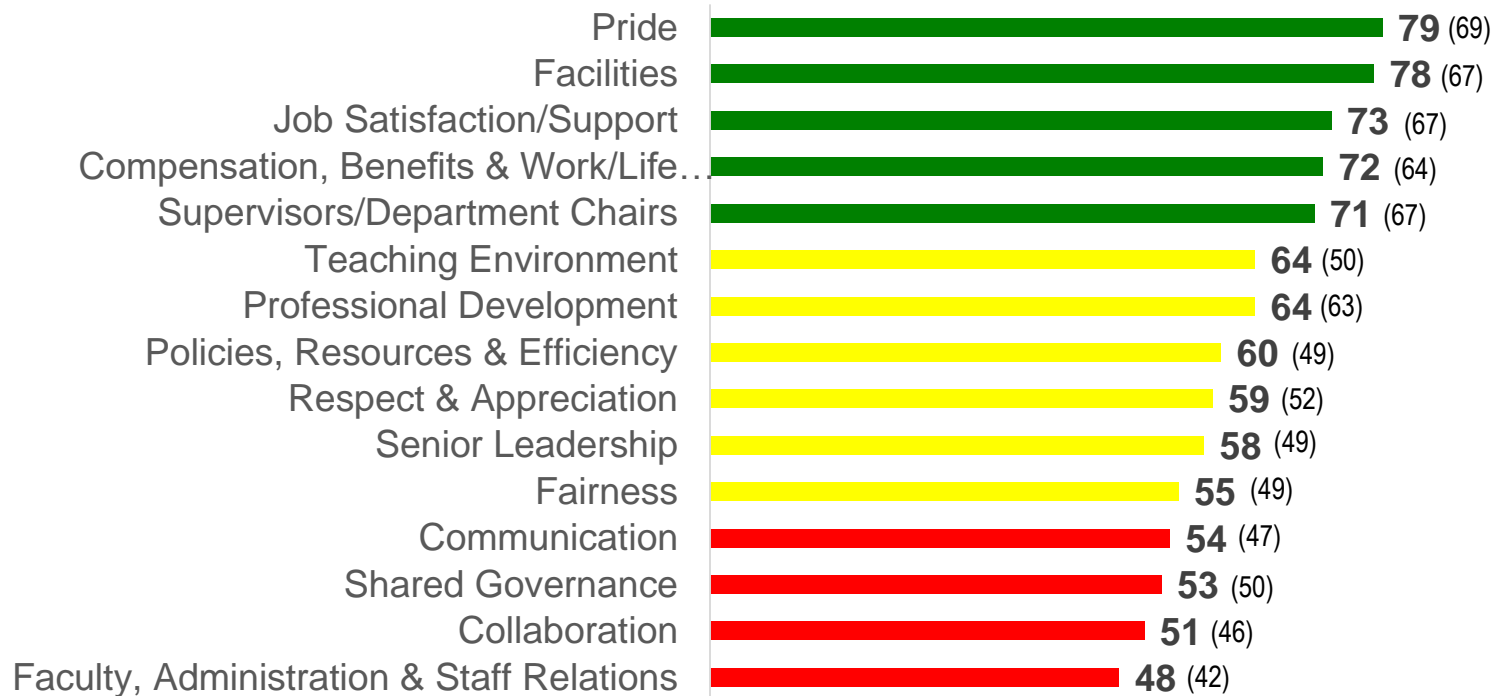
**FACILITIES  
MANAGEMENT**



# BUSINESS & FINANCE



# BUSINESS & FINANCE SURVEY RESULTS

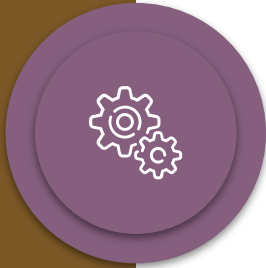


\*Campus survey results shown for comparison

# BUSINESS & FINANCE

Dimensions of Focus

COLLABORATION



COMMUNICATION



FAIRNESS



# EMPLOYEE ENGAGEMENT PROCESS



**SURVEY**



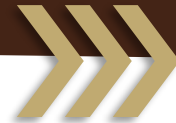
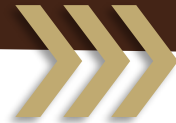
**WMU SENIOR  
LEADERSHIP**



**BUSINESS & FINANCE  
LEADERSHIP**

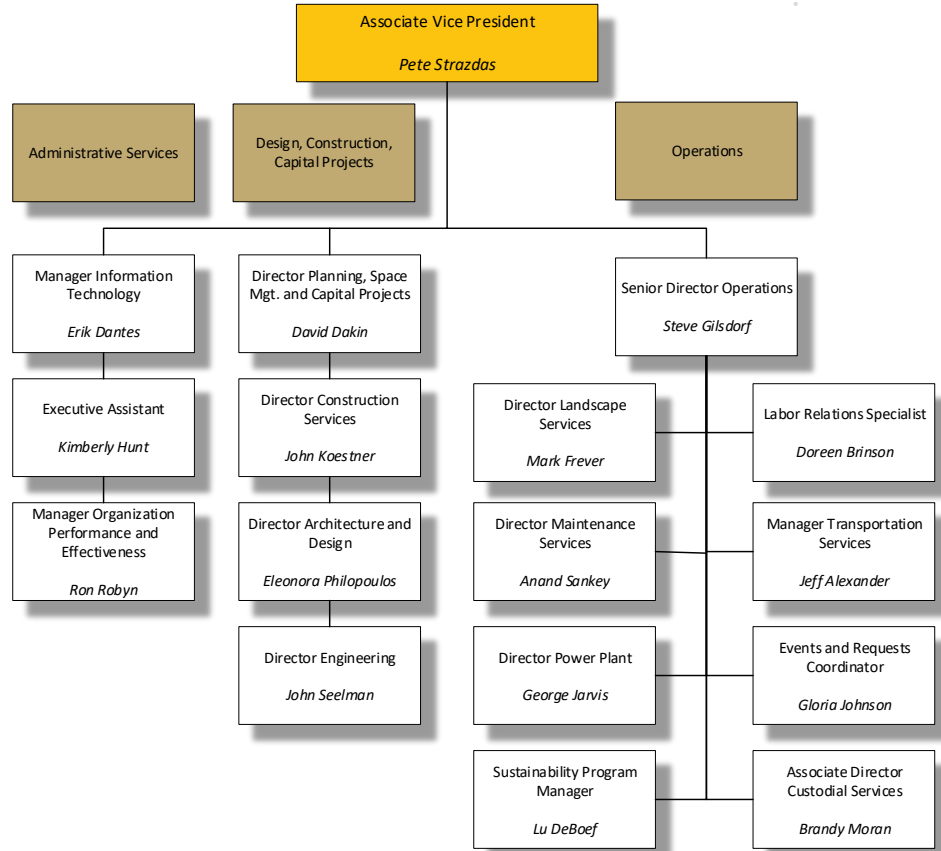


**FACILITIES  
MANAGEMENT**





# FACILITIES MANAGEMENT



# MOVING FORWARD, TOGETHER

What can we do to improve within the next two years?



## INDIVIDUALLY

Brainstorm  
actionable ideas for  
improvement

2 MINUTES

## AS A TABLE

Discuss and define  
3 improvement ideas,  
write them on your  
flip chart

15 MINUTES

## AS A ROOM

Share improvement  
ideas with the rest  
of the room, listen  
for similar themes

15 MINUTES

## INDIVIDUALLY

Vote for your  
favorite ideas for  
improvement

15 MINUTES



COLLABORATION



COMMUNICATION



FAIRNESS

# NEXT STEPS



**WORKING GROUP  
DEVELOPED**



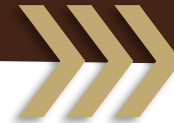
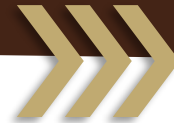
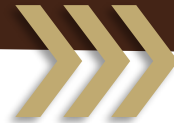
**ACTION ITEMS  
SELECTED**



**PLAN CREATED FOR  
IMPLEMENTATION**



**PLAN PUT  
INTO ACTION**



# FEEDBACK

- ❖ Continued participation?
  - ❖ Are you interested in being part of the working group?
- ❖ Dimensions of Focus?
  - ❖ Do you feel that another dimension deserves equal focus as Communication, Collaboration and Fairness?
- ❖ Session Feedback?
  - ❖ What can be improved for the next session?





**QUESTIONS?**



WESTERN MICHIGAN UNIVERSITY



THANK  
YOU