



Summer 2026

CHRO LISTENING SESSIONS



OVERVIEW

- Staff were invited to participate in listening sessions with Alison Miller, Chief Human Resources Officer
- Five sessions were hosted in July 2026, with 64 staff members participating
- Goals:
 - Increase staff access to HR leadership and promote direct connections between VCU HR and staff
 - Hear feedback on what VCU HR programs and services are working well and where we can improve

MAIN TAKEAWAYS

What is working well?

- Flexible Work Arrangements & Work-Life Balance
- Generous Benefits & Leave
- Professional Growth Opportunities
- Culture of Collaboration

Where can we improve?

- Consistency in Utilization of Pay Practices
- HR Alignment, Support, & Accountability
- Understanding of Career Development and Performance Review Systems

HR ACTION STEPS

- Continued emphasis on communicating career development tools, resources, courses, procedures available as well as a focus on accountability for manager oversight of team development
- Explore best-practice options for escalation from school/unit HR staff to central VCU HR to ensure all staff have access to the necessary information and resources
- Continue to strengthen manager training on key topics as part of the annual required training bundle
- Provide 360 reviews / multi-rater feedback for managers as an option for schools/units in the 2027 performance review cycle
- Keep the lines of communication open via a feedback form, Manager Town Halls, staff surveys, and CHRO listening sessions