

# STAFF TWO-MINUTE SURVEY REPORT

Fall 2025

VCU HUMAN RESOURCES



# OBJECTIVES, SURVEY POPULATION, RESPONSE RATE

The objective of VCU HR's two-minute survey is to collect continued staff feedback on topics related to culture of care & appreciation, sense of belonging, career development, civility and respect.

The target group for this survey includes **Classified staff and University and Academic Professional staff**. It excludes senior leaders, faculty, postdocs, and other staff types such as hourly or student workers.

The Spring 2025 survey was distributed on November 10, 2025 and remained open through November 21, 2025. During this time the survey received 1,313 responses (30.1% response rate).

# SURVEY ANALYSIS & RESULTS

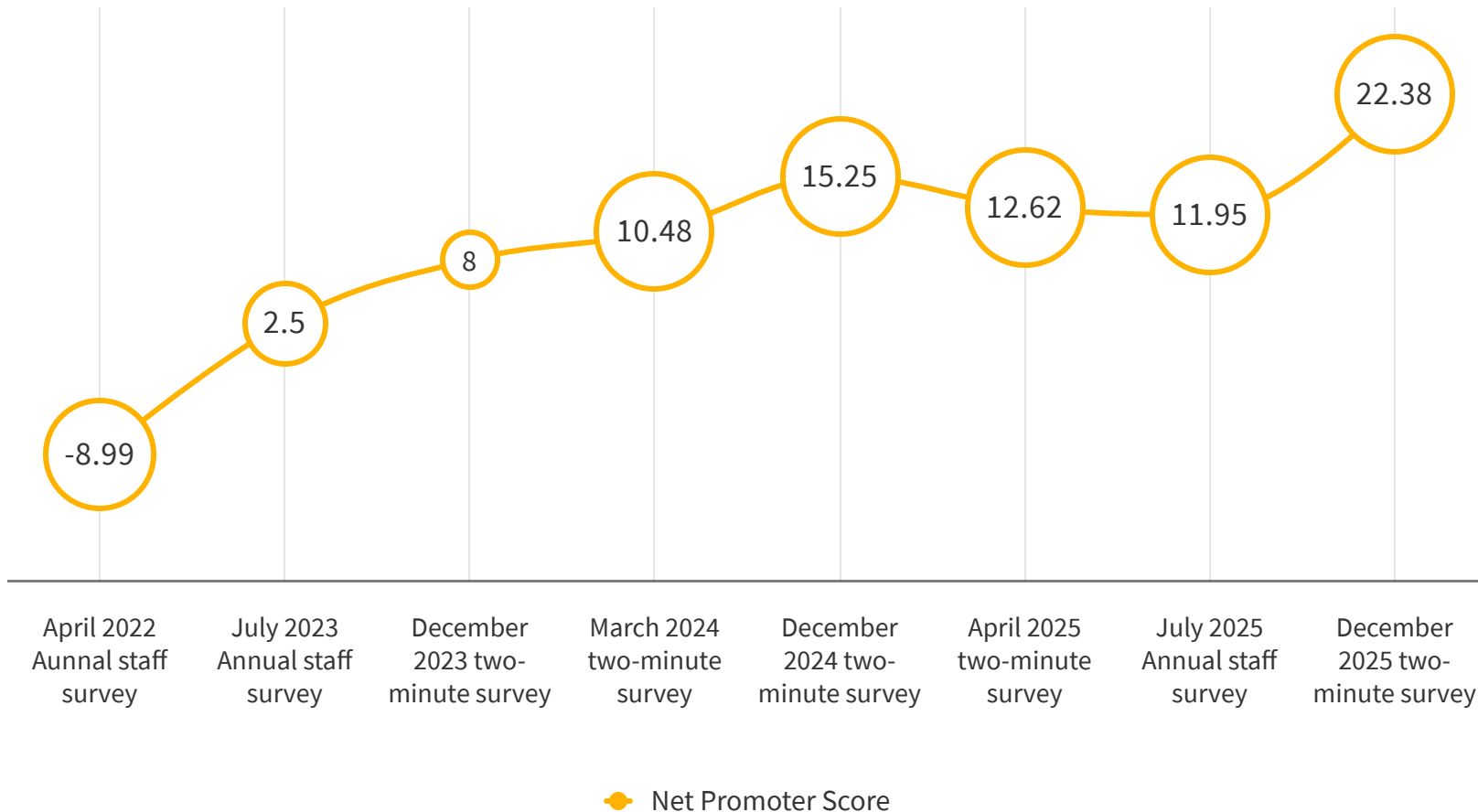
## SUMMARY OF FINDINGS:

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- **68.19% of staff strongly agreed or agreed** with the statement: “Within the last three months, I have been shown appreciation for my unique skill sets, how I conduct myself as a member of the VCU community, and/or my personal or professional accomplishments.” **Slight decrease from 70.22% in Spring 2025**
- **82.29% of staff strongly agreed or agreed** with the statement: “My workgroup is a place where I am welcomed and where I belong.” **Slight increase from 80.87% in Spring 2025**
- **72.36% of staff strongly agreed or agreed** with the statement: “My personal and professional growth is supported at VCU.” **Slight increase from 70.31% in Spring 2025**
- **80.28% of staff strongly agreed or agreed** with the statement: "My workplace environment supports a culture of civility and respect." **Slight increase from 79.71% in Spring 2025**
- **The overall Net Promoter Score (NPS) was 22.38** in response to the question, “How likely would you be to recommend that a friend or colleague work at VCU?” **Increased significantly from 12.62 in Spring 2025 and 11.95 in the Annual Staff Survey administered July 2025.**

# VCU STAFF OVERALL NET PROMOTER SCORE

"How likely would you be to recommend that a friend or colleague work at VCU?"

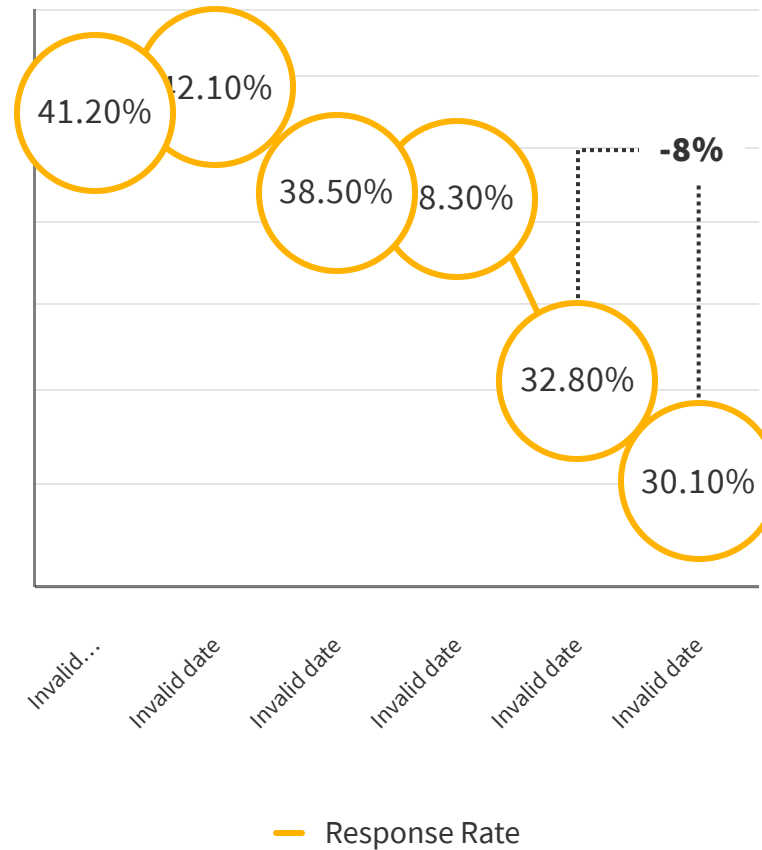
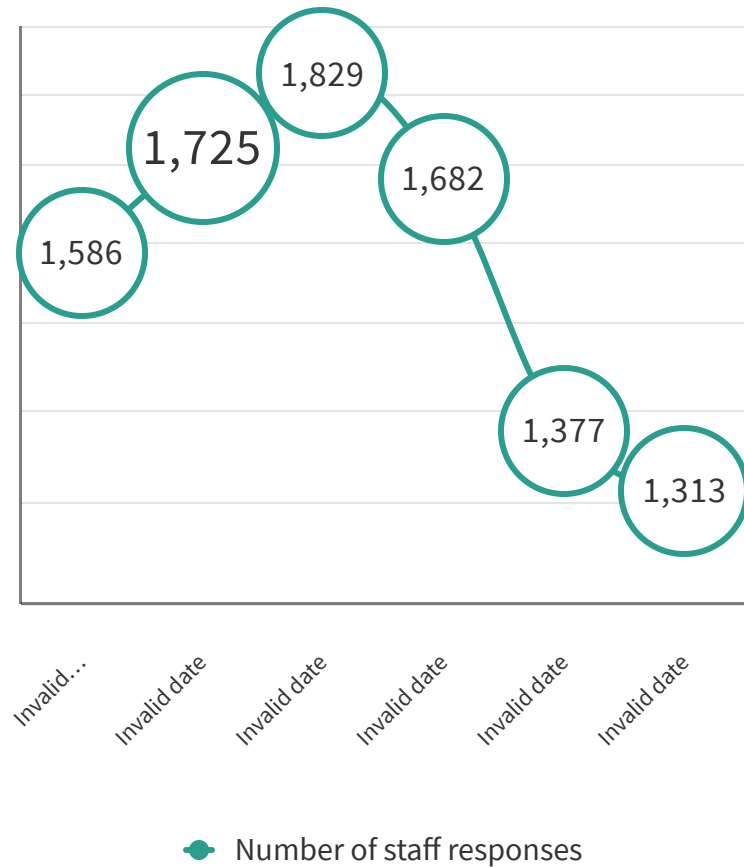


**31 POINT**

positive shift in the  
NPS Scale between  
2022 - 2025

scale is -100 to +100

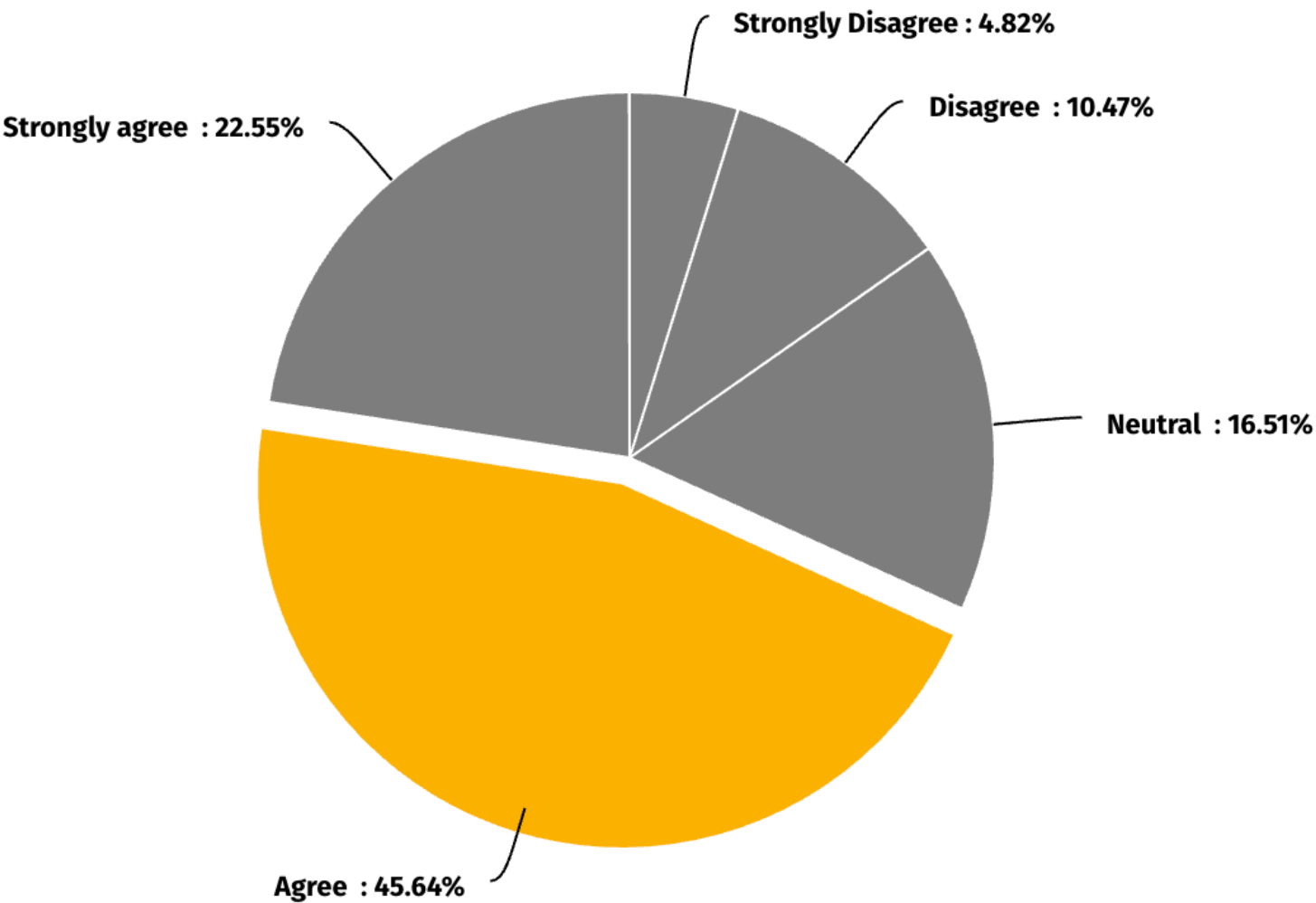
# NUMBER OF STAFF RESPONSES & RESPONSE RATE



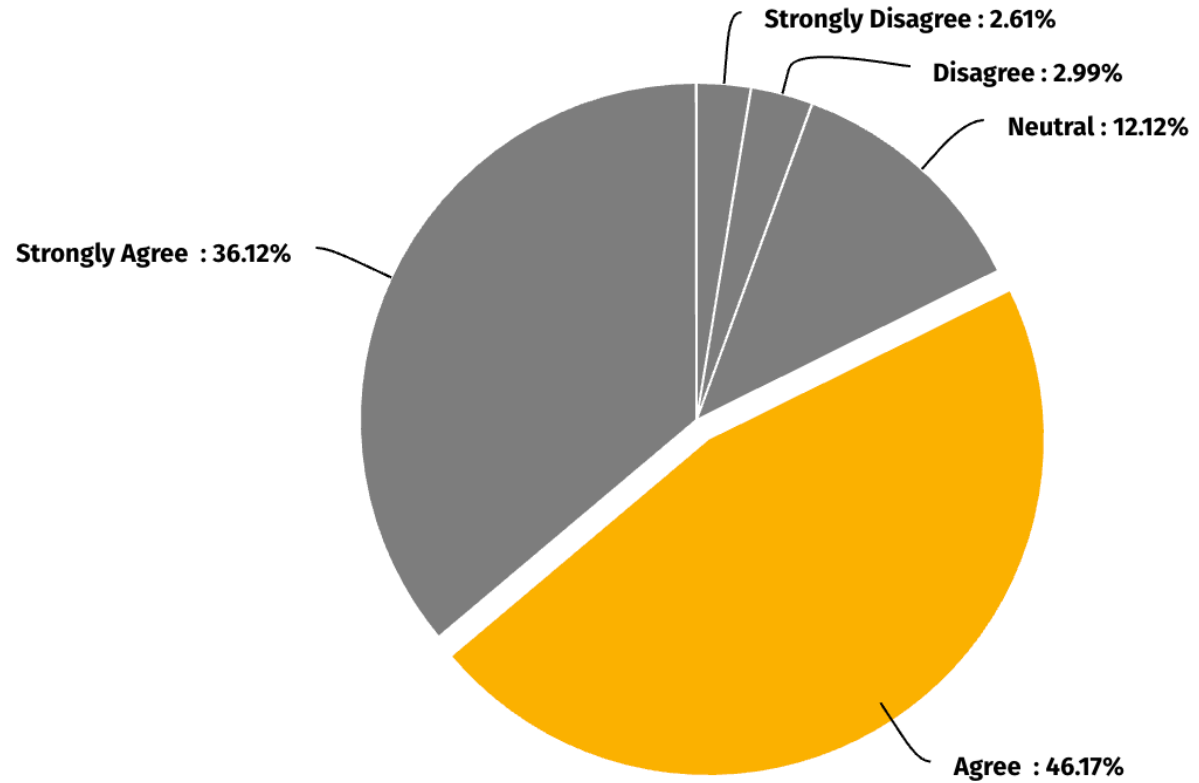
## LOWER OVERALL RESPONSE RATE

decreased # of respondents compared to prior surveys

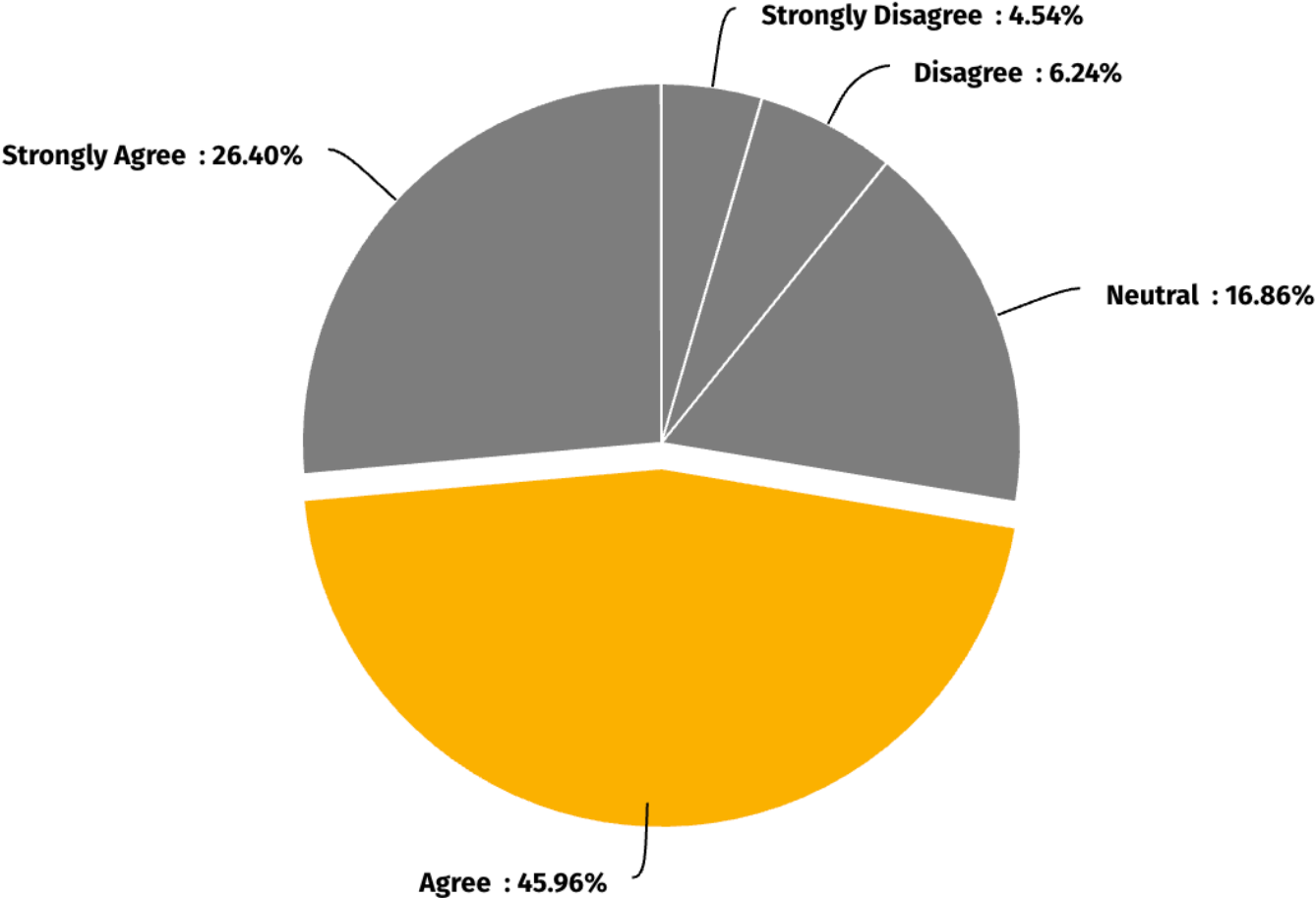
**"WITHIN THE LAST  
THREE MONTHS I  
HAVE BEEN SHOWN  
APPRECIATION FOR  
MY UNIQUE SKILL  
SETS"**



**"MY WORKGROUP  
IS A PLACE I AM  
WELCOMED AND  
WHERE I BELONG"**

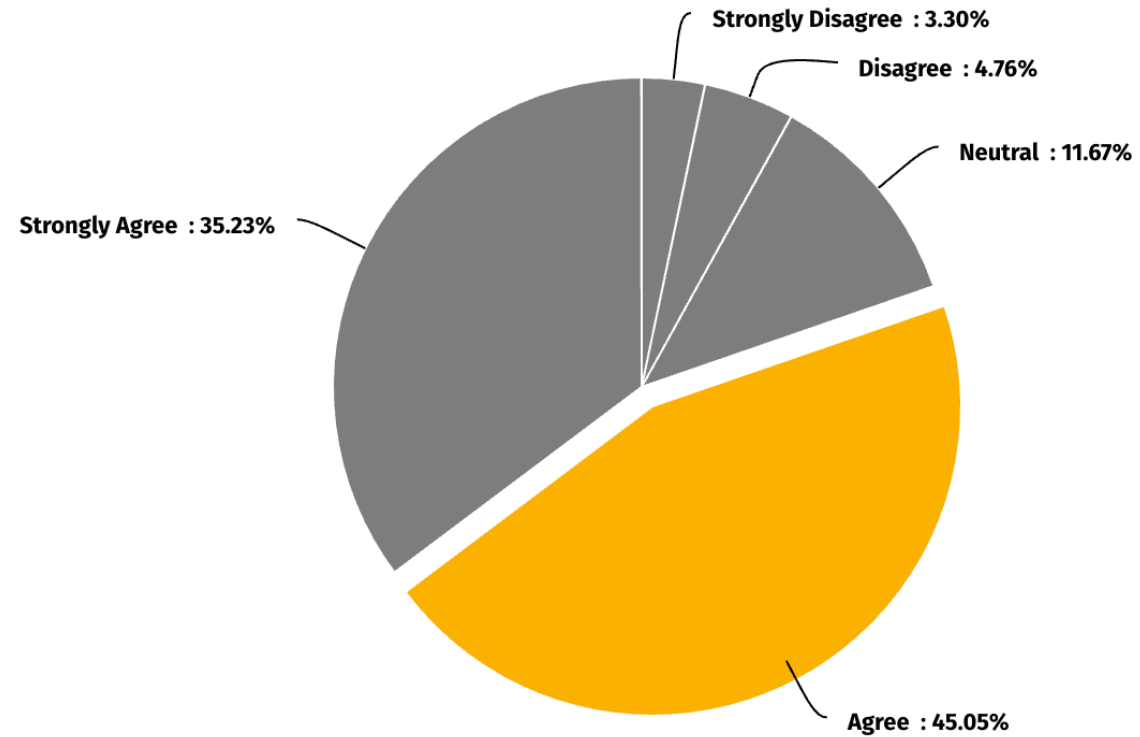


**"MY PERSONAL AND  
PROFESSIONAL  
GROWTH IS  
SUPPORTED AT VCU"**





**"MY WORKPLACE  
ENVIRONMENT  
SUPPORTS A  
CULTURE OF CIVILITY  
AND RESPECT"**



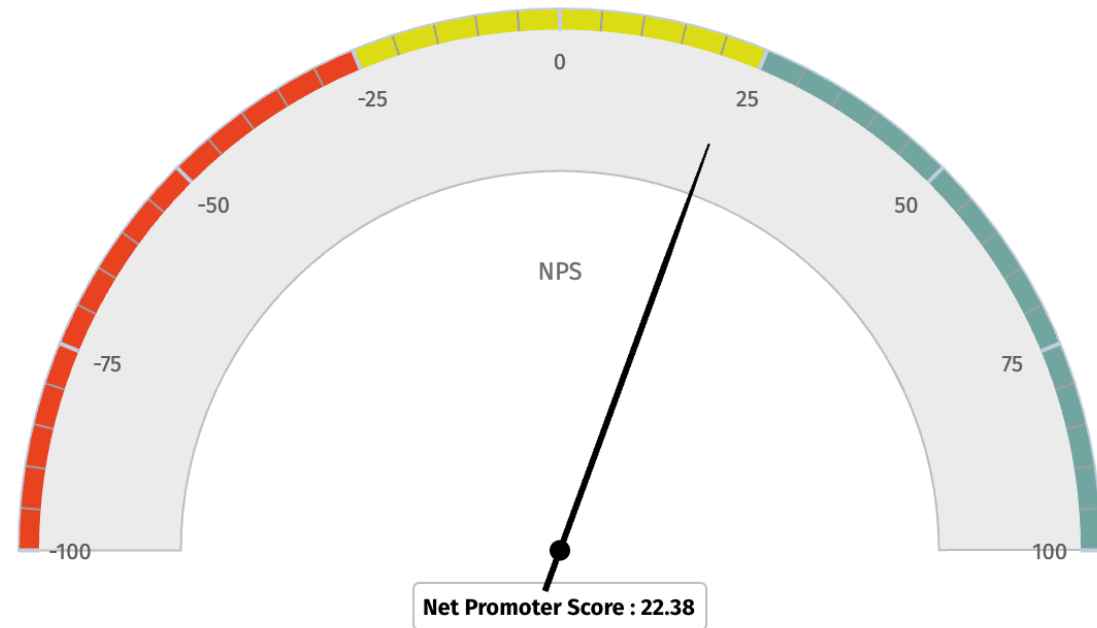
# "HOW LIKELY IS IT THAT YOU'D RECOMMEND WORKING AT VCU TO A FRIEND OR COLLEAGUE?"

The Net Promoter Score (NPS) is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. The NPS is being used in this context for helping HR gauge the staff's overall satisfaction and loyalty to the VCU brand.

'Promoters' respond with a score of 9 or 10.

'Passives' respond with a score of 7 or 8.

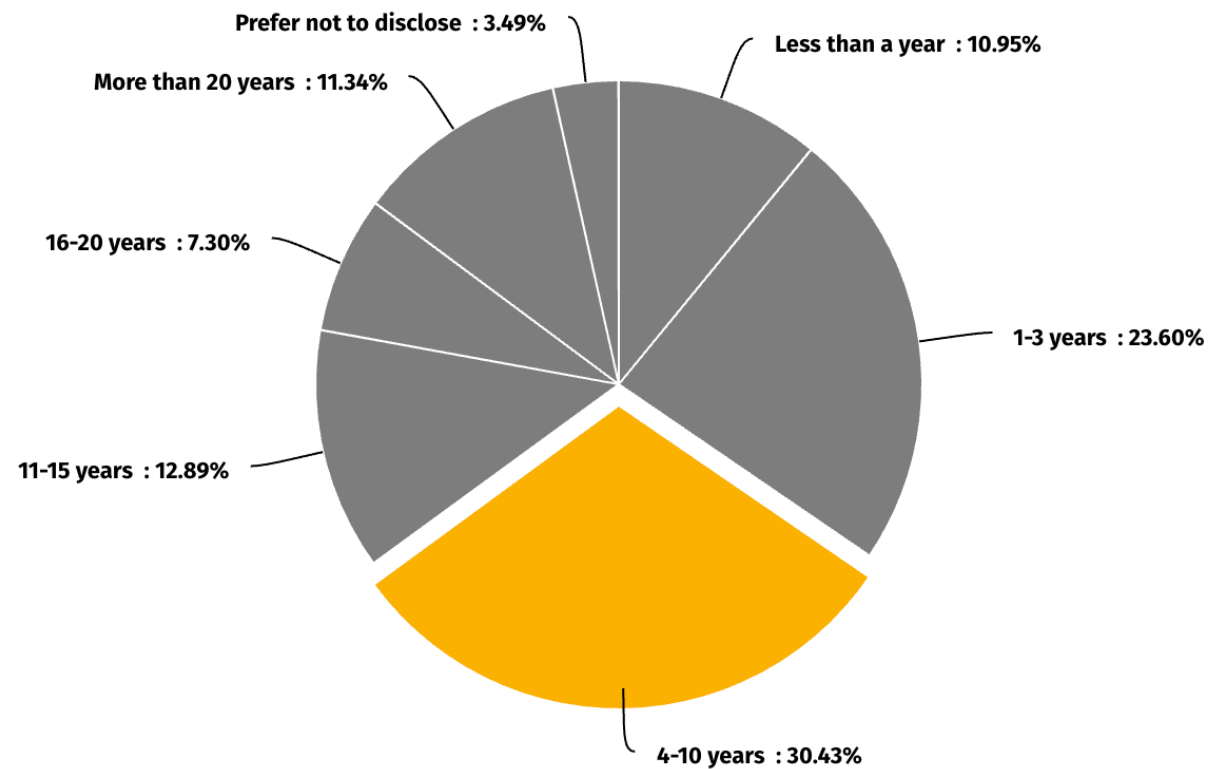
'Detractors' respond with a score of 0 to 6.



# WITHIN WHICH SCHOOL OR UNIT DO YOU WORK?

- Human Resources (51) 91.07%
- Enterprise Marketing and Communications (39) 63.93%
- Occupational Health and Safety (28) 68.22%
- Audit and Compliance Services (10) 50.00%
- Libraries (31) 45.59%
- School of Nursing (24) 45.28%
- Office of the Vice President of Research and Innovation (104) 43.15%
- Wilder School (25) 43.10%
- School of the Arts (28) 41.79%
- School of Dentistry (25) 40.32%
- College of Engineering (30) 38.96%
- Development and Alumni Relations (61) 37.65%
- Strategic Enrollment Management and Student Success (77) 37.20%
- School of Business (27) 36.00%
- Massey Cancer Center (91) 35.97%
- School of Pharmacy (15) 34.88%
- Office of the Provost (21) 34.43%
- School of Public Health (11) 34.88%
- College of Health Professions (21) 32.81%
- Finance and Budget (26) 32.50%
- Student Affairs (82) 31.91%
- Technology Services (64) 30.77%
- School of Social Work (11) 30.56%
- Procurement (7) 28.00%
- Facilities Management (75) 27.47%
- LEDstudio (11) 24.44%
- College of Humanities and Sciences (34) 22.97%
- School of Medicine (125) 18.20%
- Office of the Vice President for Health Sciences (8) 17.78%
- Parking and Transportation (8) 17.02%
- School of Education (32) 16.41%
- Police (14) 12.17%
- Athletics (9) 7.63%

# WHAT BEST DESCRIBES YOUR TENURE AT VCU?



# NEXT STEPS

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These university-level results have been shared online with the university community.

Results for each Major Business Unit (MBU) have been shared with school/unit leadership and HR Professionals, along with recommendations for using these results to cultivate a conversation among staff based on identified areas of strength and opportunity.

**WE ARE THE UNCOMMON.**