



**VCU**

Human Resources

# STAFF TWO-MINUTE SURVEY REPORT

VCU Human Resources

January 2024

**WE ARE THE UNCOMMON.**

# 2023 TWO-MINUTE SURVEY SUMMARY

- 1 Survey objectives and goals:** Gather regular feedback from staff in an effort to improve the VCU staff experience.
- 2 Survey timing and response:** Distributed on December 5, 2023 and remained open through December 15, 2023 receiving 1725 responses (42.1% staff response rate)
- 3 Survey topics:** Questions on topics such as culture of care/appreciation and career development.
- 4 Survey target population:** Disseminated to all VCU Classified and University and Academic Professionals. Senior leaders and faculty were not included in the survey distribution list.

# SURVEY ANALYSIS & RESULTS

## SURVEY RESPONSE

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- **Schools/units with greatest number of responses**

School of Medicine - 114 Responses

Massey Cancer Center - 77 Responses

Development and Alumni Relations - 71 Responses

School of Education Rehab Research & Training Center - 63 Responses

Strategic Enrollment Management - 58 Responses

Student Affairs - 57 Responses

- **Schools/units with highest response rates (# of responses / # of staff in MBU)**

Office of the Vice President of Administration (100%)

School of Social Work (78%)

Enterprise Marketing and Communications (77%)

Office of the President (70%)

School of Education (63%)

Audit and Compliance Services (60%)

# 2023 SURVEY ANALYSIS & RESULTS

## SURVEY FINDINGS:

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- **65% 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.
- **80% of staff strongly agreed or agreed with the statement:**  
My workgroup is a place where I am welcomed and where I belong.
- **72% of staff strongly agreed or agreed with the statement:**  
My leader(s) actively support my personal and professional growth.
- The overall **Net Promoter Score (NPS) was 8.0** in response to the question, “How likely would you be to recommend that a friend or colleague work at VCU?”

# YEAR OVER YEAR SURVEY HIGHLIGHTS

## 2022 VS 2023 FINDINGS:

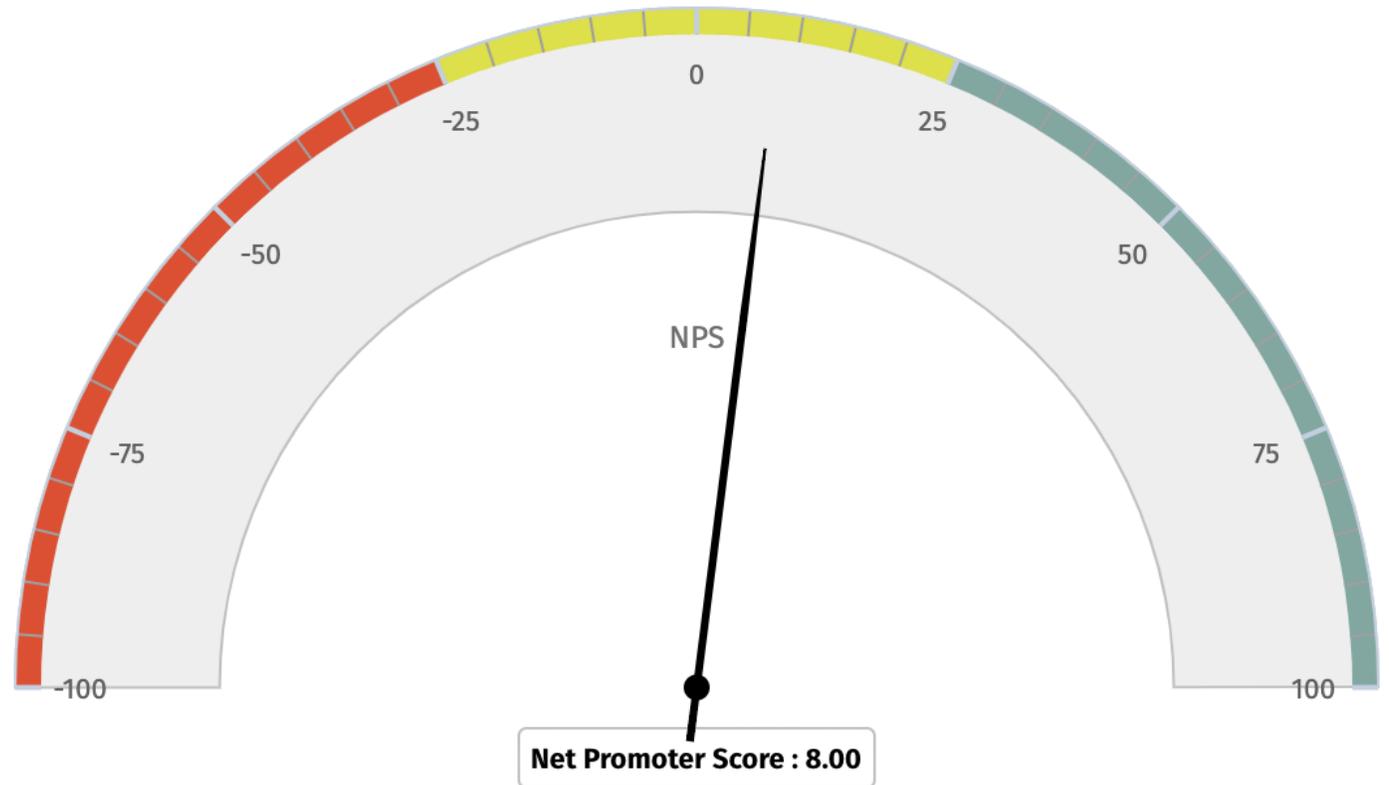
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- **Higher response rate** with 1725 responses representing a 8.8% increase in the number of staff respondents in 2022.
- A consistent rating year over year on all three questions:
  - 65% of staff strongly agreed or agreed with the statement “Within the last three months, I have been shown appreciation for my unique skill sets.
  - 80% of staff strongly agreed or agreed with the statement, ”My workgroup is a place where I am welcomed and where I belong“
  - 72% strongly agreed or agreed ”My leader(s) actively support my personal and professional growth.“
- Current Net Promoter Score at 8.00 represents a positive increase since last measured at 2.99 (Annual staff survey July 2023)

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

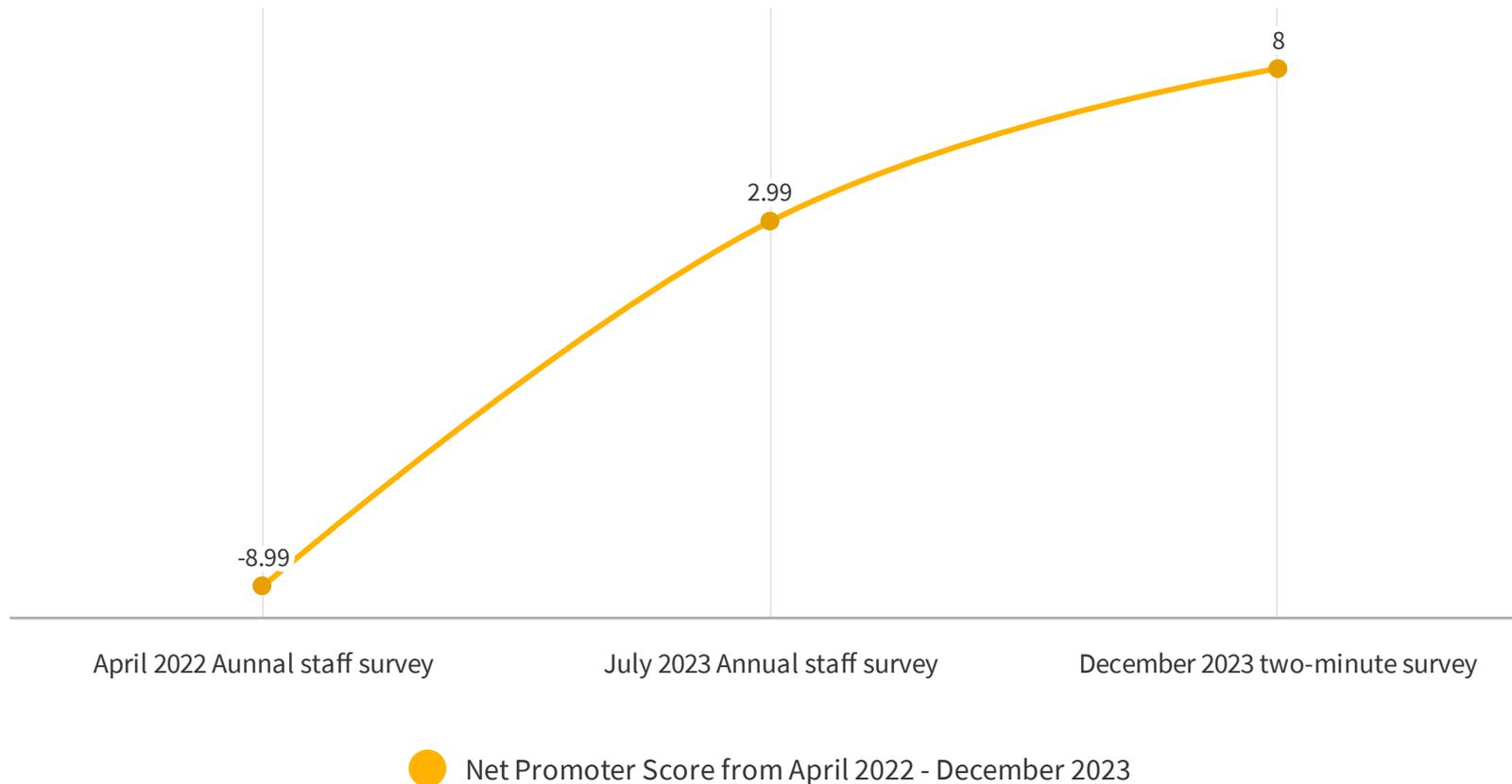
The **Net Promoter Score (NPS)** is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. The NPS is being used in this context for helping HR gauge the staff's overall satisfaction and loyalty to the VCU brand.

'**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.



# VCU STAFF OVERALL NET PROMOTER SCORE OVER TIME

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

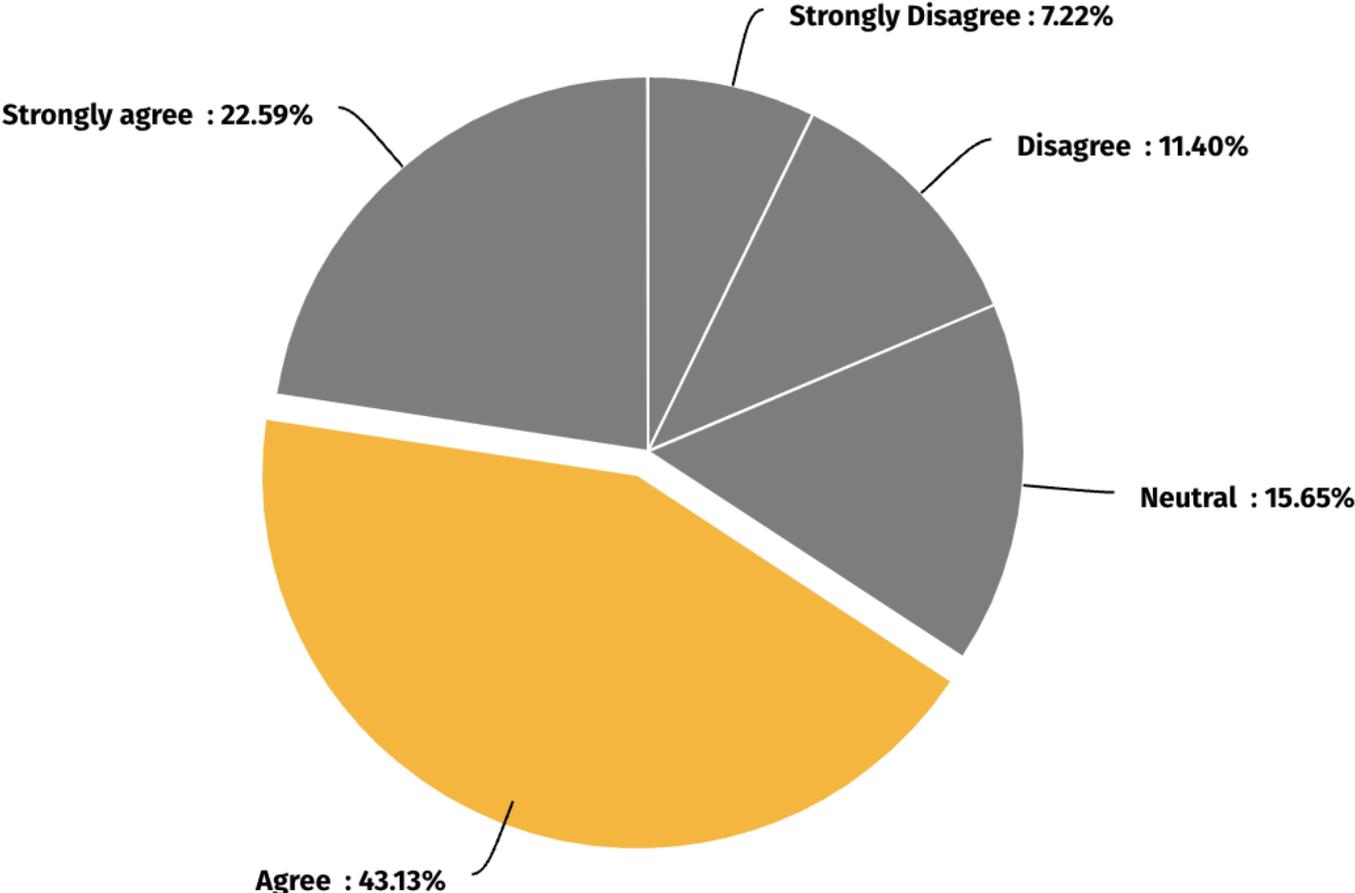


**17 POINT**

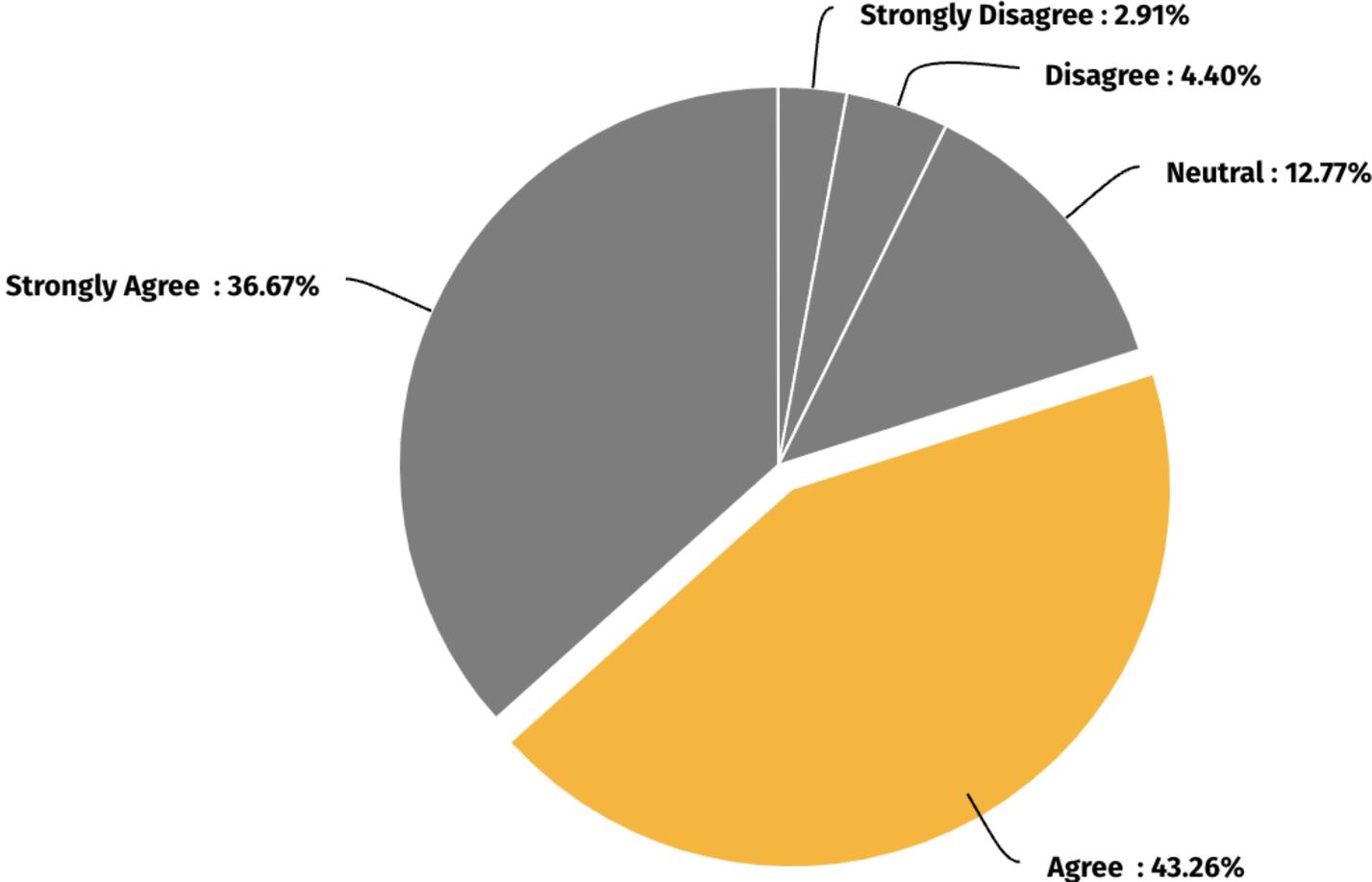
Positive shift in the  
NPS Scale

**-100 to +100**

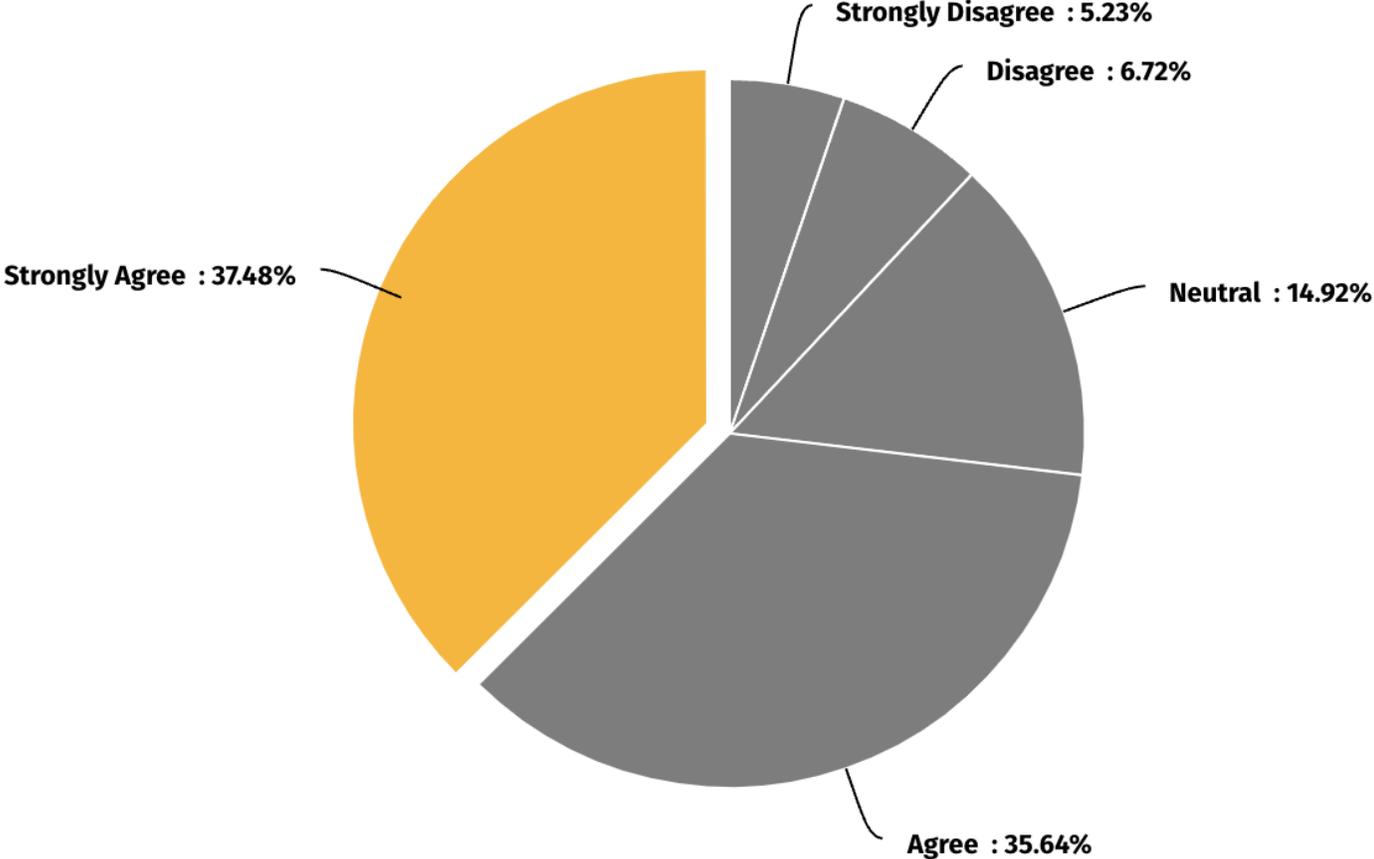
**WITHIN THE LAST  
THREE MONTHS I  
HAVE BEEN SHOWN  
APPRECIATION  
FOR MY UNIQUE  
SKILL SETS...**



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



**MY LEADER(S)  
ACTIVELY SUPPORT  
MY PERSONAL AND  
PROFESSIONAL  
GROWTH**



# OPEN COMMENT SUMMARY

**787 (46.4% of respondents)  
submitted open comments**

Comments grouped into two major themes:  
“continue” or “improve”

# OPEN COMMENTS SUMMARY - 15 COMMENT CATEGORIES



**Culture of care**  
26 Continue comments  
33 Improve comments

**Collaboration & teamwork**  
4 Continue comments  
17 Improve comments

**Communications**  
3 Continue comments  
36 Improve comments

**Diversity, equity, inclusion, & belonging**  
10 Continue comments  
27 Improve comments

**General**  
44 Continue comments  
16 Improve comments



**Manager development**  
2 Continue comments  
67 Improve comments

**One VCU & Quest**  
2 Continue comments  
1 Improve comments

**Organizational structure**  
3 Continue comments  
60 Improve comments

**Parking**  
1 Continue comments  
23 Improve comments

**Pay**  
1 Continue comments  
174 Improve comments



**Processes**  
1 Continue comment  
29 Improve comments

**Recognition & appreciation**  
10 Continue comments  
31 Improve comments

**Respect**  
4 Continue comments  
14 Improve comments

**Staff development, career & training**  
11 Continue comments  
35 Improve comments

**Telework & flexibility**  
30 Continue comments  
25 Improve comments

# 168 “CONTINUE” COMMENTS

## Sample comments

Continue working on streamlining the performance review process. I love working at VCU.

My direct supervisor and department leadership is super supportive.

Keep the focus on high quality support/education for our students.

Maintain support for work life balance and continue allowing staff to set flexible work arrangements.

I feel very grateful to work at VCU. I enjoy the environment and feel supported.

Encourage leader(s) to provide Spot Awards when employees deserve that type of recognition, especially when taking on short-term additional work.

Continue to listen to staff members about the conditions of their work environment as it evolves.

Continue to support career development and build excitement for growth potential.

# 619 “IMPROVE” COMMENTS

## Sample comments

Focus more on people and less on delivering product swiftly. Need more people resources to meet demands.

Better consistency across units from leadership for top down messaging. Staff are all kind of getting a different message across VCU.

Make sure all departments train staff when they take on new roles instead of just letting staff learn for themselves.

A formalized evaluation process where employees can give feedback to their supervisor.

VCU is a huge institution, and sometimes it's hard to make it move when you need a change.

Creating networking events with other departments for newer staff to help develop and cultivate a stronger network.

More growth and expansion of specialty assignments.

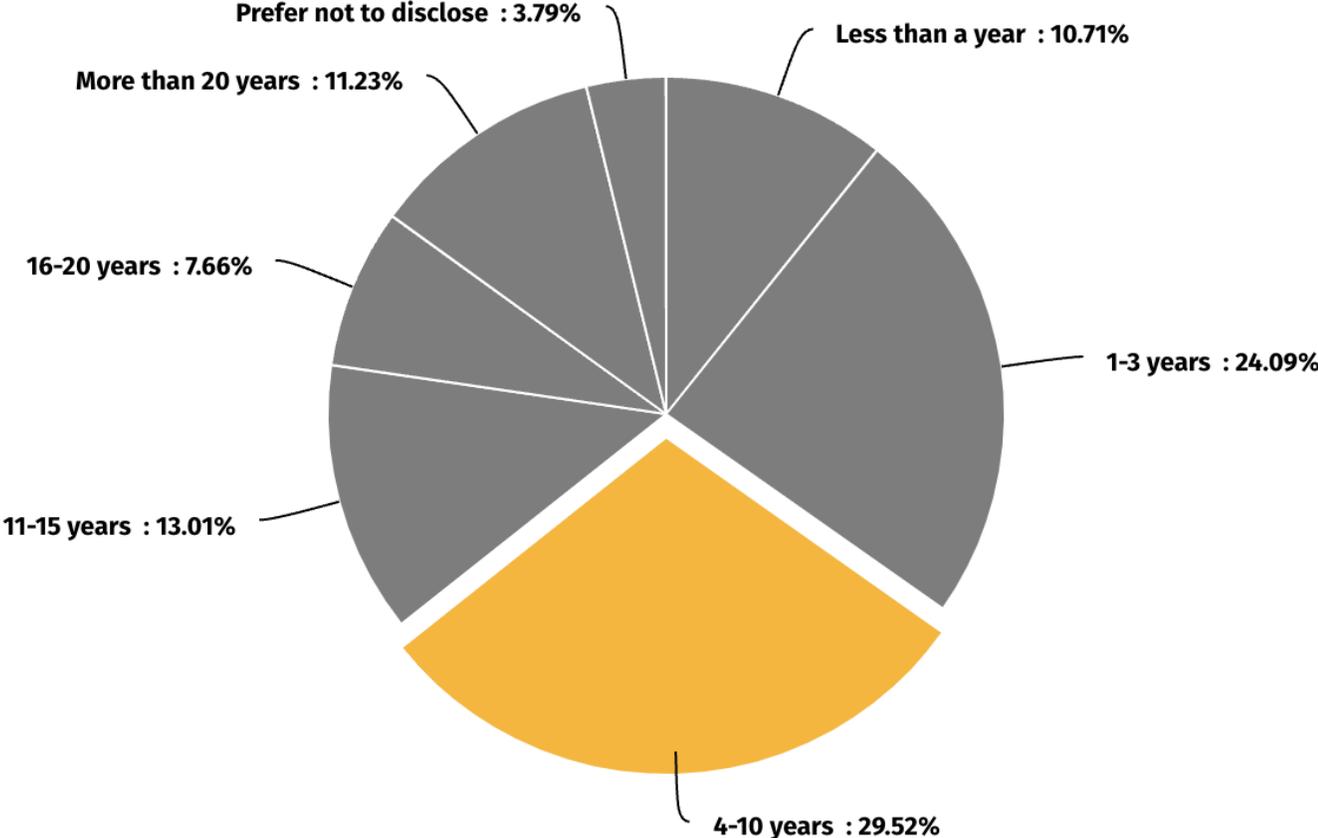
There needs to be more accountability with management so that the people under them are provided a positive experience.

# DEMOGRAPHICS

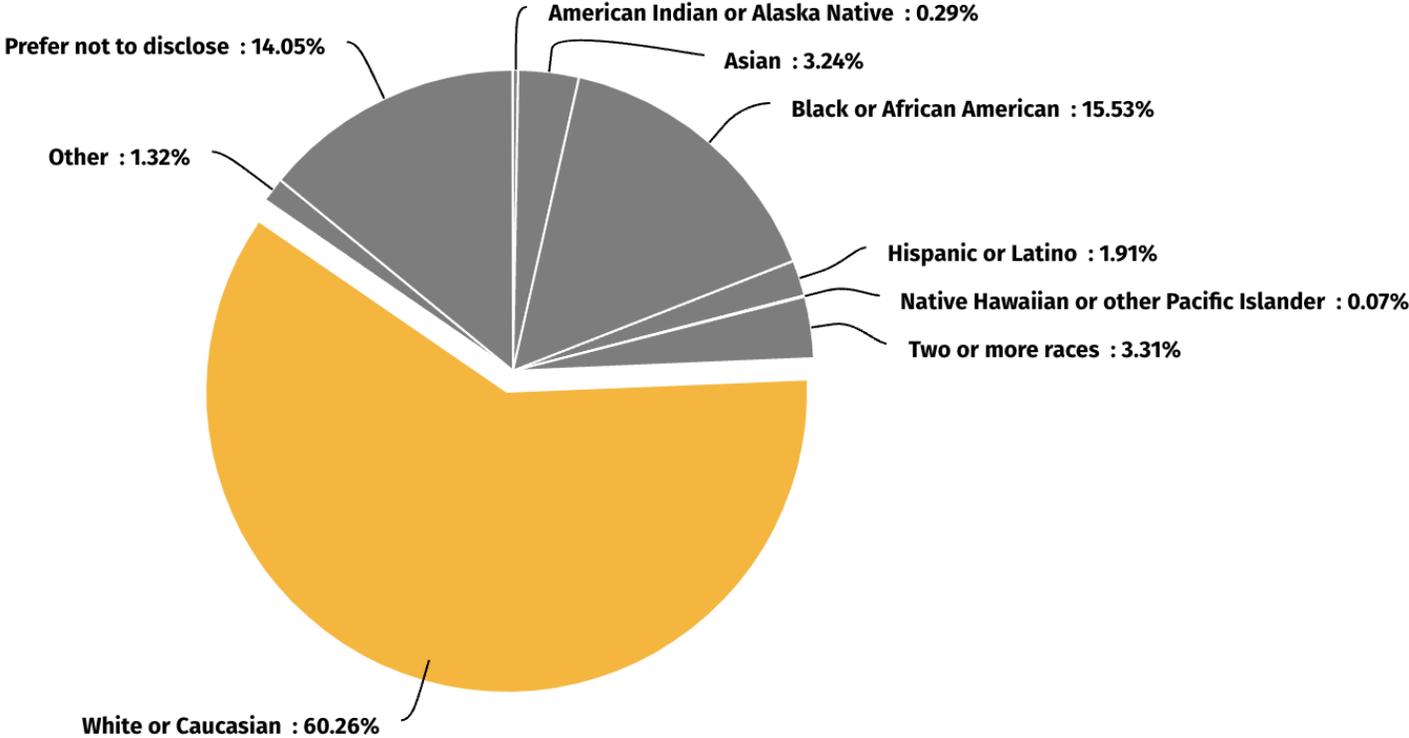
# WITHIN WHICH SCHOOL OR UNIT DO YOU WORK?

Alt Lab (1) 0.07%  
Athletics (11) 0.82%  
Audit and Compliance Services (12) 0.89%  
College of Engineering (37) 2.75%  
College of Health Professions (26) 1.93%  
College of Humanities and Sciences (50) 3.71%  
Continuing & Professional Education (6) 0.45%  
Development & Alumni Relations (71) 5.27%  
Enterprise & Marketing Communications (47) 3.49%  
Facilities Management (39) 2.90%  
Finance and Budget (70) 4.73%  
Global Education Office (1) 0.07%  
Government Relations (5) 0.37%  
Graduate School (8) 0.59%  
Honors College (17) 1.26%  
Human Resources (22) 1.63%  
Institute for Contemporary Art (15) 1.11%  
Libraries (10) 0.74%  
Life Sciences (37) 2.75%  
Massey Cancer Center (77) 5.72%  
Office of Institutional Equity, Effectiveness and  
Success (15) 1.11%  
Office of the Provost (19) 1.41%  
Office of the President (7) 0.52%  
Office of the VP for Health Sciences (22) 1.63%  
Office of the VP of Research and Innovation (30)  
2.23%  
Online@VCU (11) 0.82%  
Parking and Transportation (15) 1.11%  
Police (43) 3.19%  
Real Estate Services (9) 0.67%  
Safety and Risk Management (21) 1.56%  
School of the Arts (40) 2.97%  
School of Business (18) 1.34%  
School of Dentistry (27) 2.01%  
School of Education (43) 3.13%  
School of Education Partnership for People with  
Disabilities (16) 1.19%  
School of Education Rehabilitation Research and  
Training Center (63) 4.68%  
School of Medicine (114) 8.47%  
School of Nursing (30) 2.23%  
School of Pharmacy (10) 0.74%  
School of Social Work (28) 2.08%  
Strategic Enrollment Management (58) 4.31%  
Student Affairs (57) 4.23%  
Student Success (27) 1.83%  
Technology Services (29) 2.15%  
University College (4) 0.30%  
University Counsel (12) 0.89%  
Wilder School (4) 0.03%

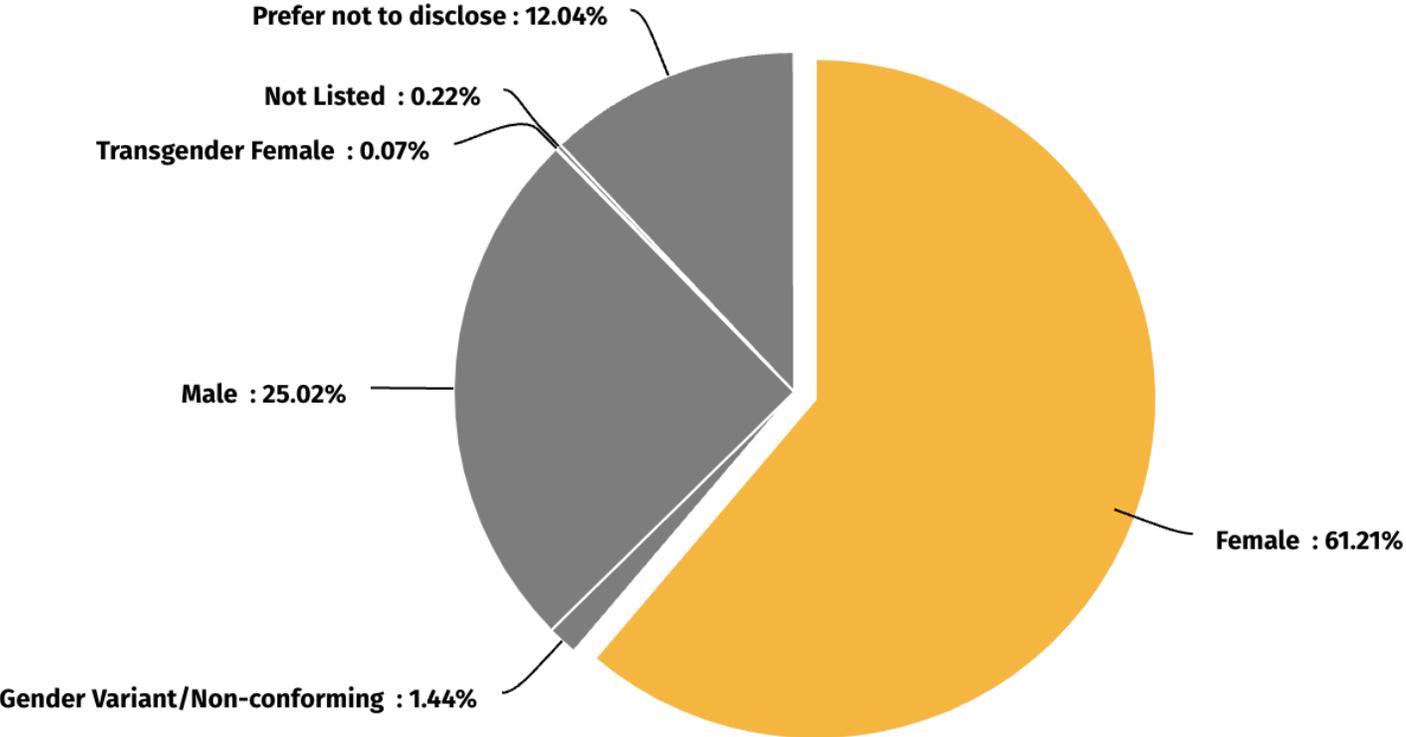
# WHAT BEST DESCRIBES YOUR TENURE AT VCU?



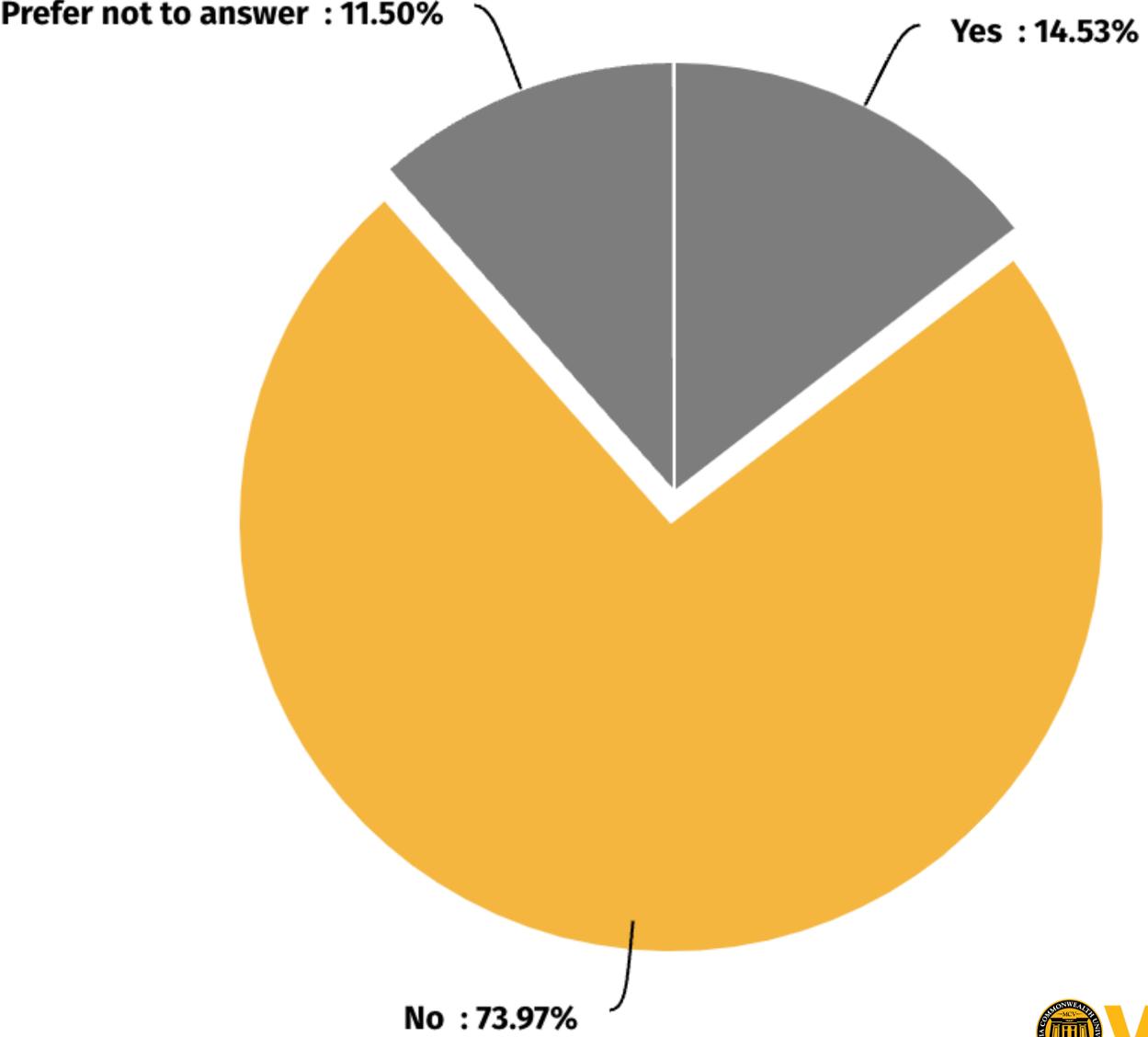
# WHAT BEST DESCRIBES YOUR RACE/ETHNICITY?



# WITH WHICH GENDER DO YOU MOST CLOSELY IDENTIFY?



**DO YOU IDENTIFY  
AS LGBTQIA+?**



# WE ARE THE **UN**COMMON.

## NEXT STEPS

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- University level results posted online
- MBU level results shared with school/unit leadership and HR Professionals for review and action
- Launch two-minute survey in April 2024 and annual survey in July 2024