



Human Resources

STAFF TWO-MINUTE SURVEY REPORT

May 2024

WE ARE THE UNCOMMON.



APRIL 2024 TWO-MINUTE SURVEY SUMMARY

- 1 Survey objectives and goals:** Collect continued staff feedback on topics related to of culture of care & appreciation, belonging and career development.
- 2 Survey timing and response:** Distributed on March 22, 2024 and remained open through April 5, 2024 receiving **1829 responses (38.52% response rate)**
- 3 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

APRIL 2024 SURVEY RESPONSE

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

School of Medicine 158 Responses (11.38%)

Student Affairs 94 Responses (6.77%)

Massey Cancer Center 79 Responses (5.69%)

Facilities Management 76 Responses (5.48%)

Development and Alumni Relations 69 Responses (4.97%)

Technology Services 67 Responses (4.83%)

Finance and Budget 63 Responses (4.54%)

College of Humanities and Sciences 56 Responses (4.03%)

Office of the Vice President of Research and Innovation 54 Responses (3.89%)

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

Human Resources (89%)

Finance and Budget (79%)

Audit and Compliance Services (63%)

College of Engineering (51%)

2024 SURVEY ANALYSIS & RESULTS

SURVEY FINDINGS:

- **68.28% 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.”
- **80.53% of staff strongly agreed or agreed with the statement:**
“My workgroup is a place where I am welcomed and where I belong.”
- **68.54% of staff strongly agreed or agreed with the statement:**
“My personal and professional growth is supported at VCU.”
- The overall **Net Promoter Score (NPS)** was **10.48** in response to the question, “How likely would you be to recommend that a friend or colleague work at VCU?”

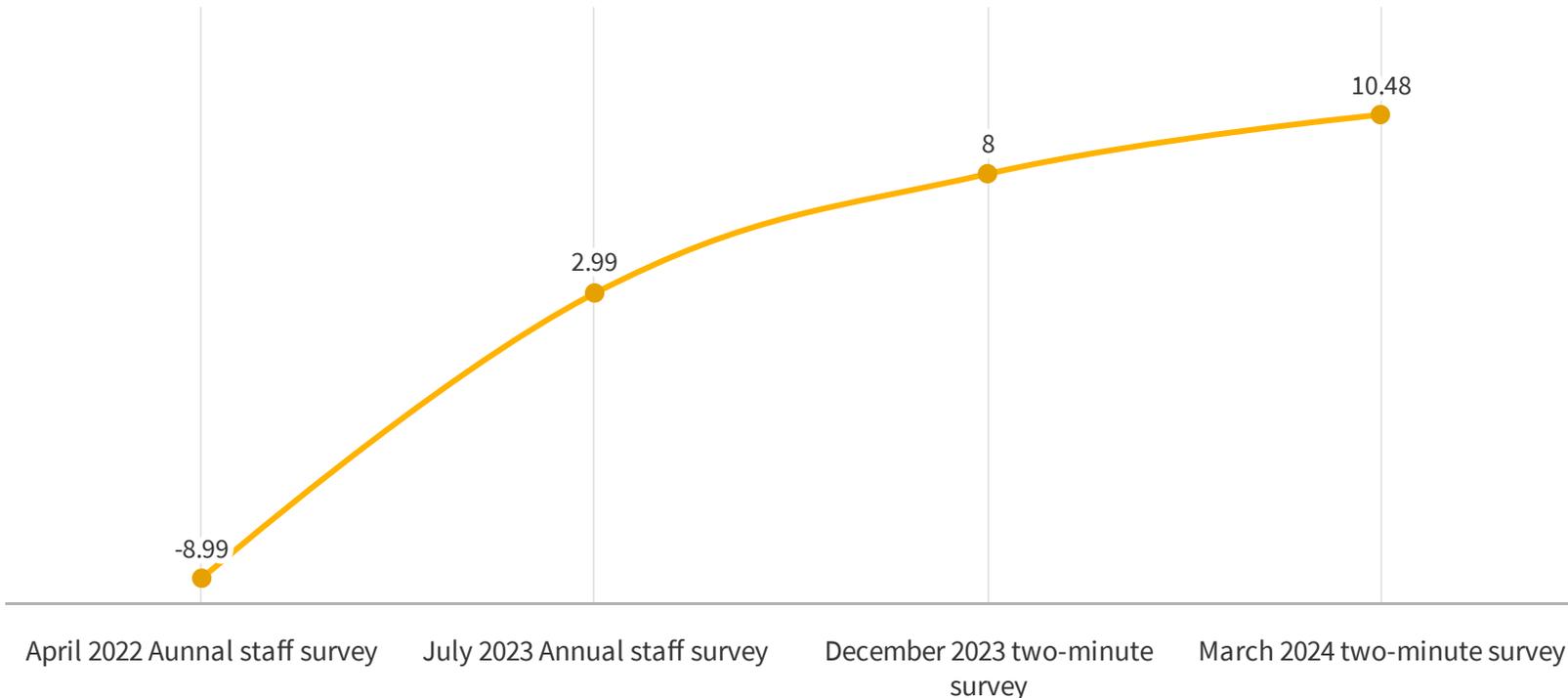
2023/2024 SURVEY HIGHLIGHTS

DECEMBER 2023 VS APRIL 2024 FINDINGS:

- 1 Higher response rate, with **1,829 responses** representing a **6.0% increase** in the number of staff respondents since December 2023.
- 2 Higher ratings since last measured on 2 of 3 questions:
 - **68.28%** of staff strongly agreed or agreed with the statement, “Within the last three months, I have been shown appreciation for my unique skill sets.” **Higher than December 2023 (65.89%)**
 - **80.53%** of staff strongly agreed or agreed with the statement, “My workgroup is a place where I am welcomed and where I belong.” **Higher than December 2023 (79.93%)**
 - **68.54%** strongly agreed or agreed with the statement, “My personal and professional growth is supported at VCU.” **Lower than December 2023 (73.12%)**
- 3 Net Promoter Score was **10.48**, representing a positive increase since last measured at 8.00 in December 2023.

VCU STAFF OVERALL NET PROMOTER SCORE OVER TIME

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



19 POINT

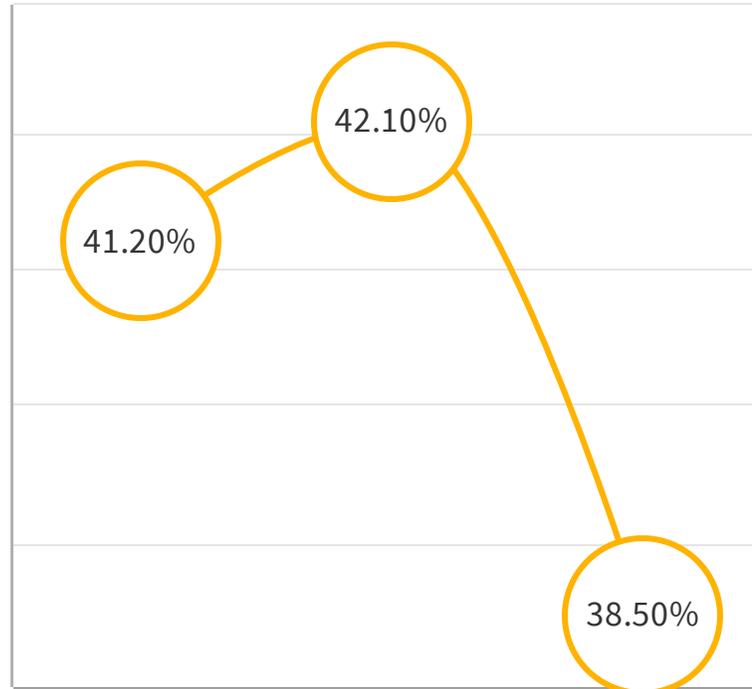
Positive shift in the
NPS Scale
(2022 - 2024)
-100 to +100

NUMBER OF STAFF RESPONSES & RESPONSE RATE



March 2023 two-minute survey December 2023 two-minute survey March 2024 two-minute survey

● Number of staff responses



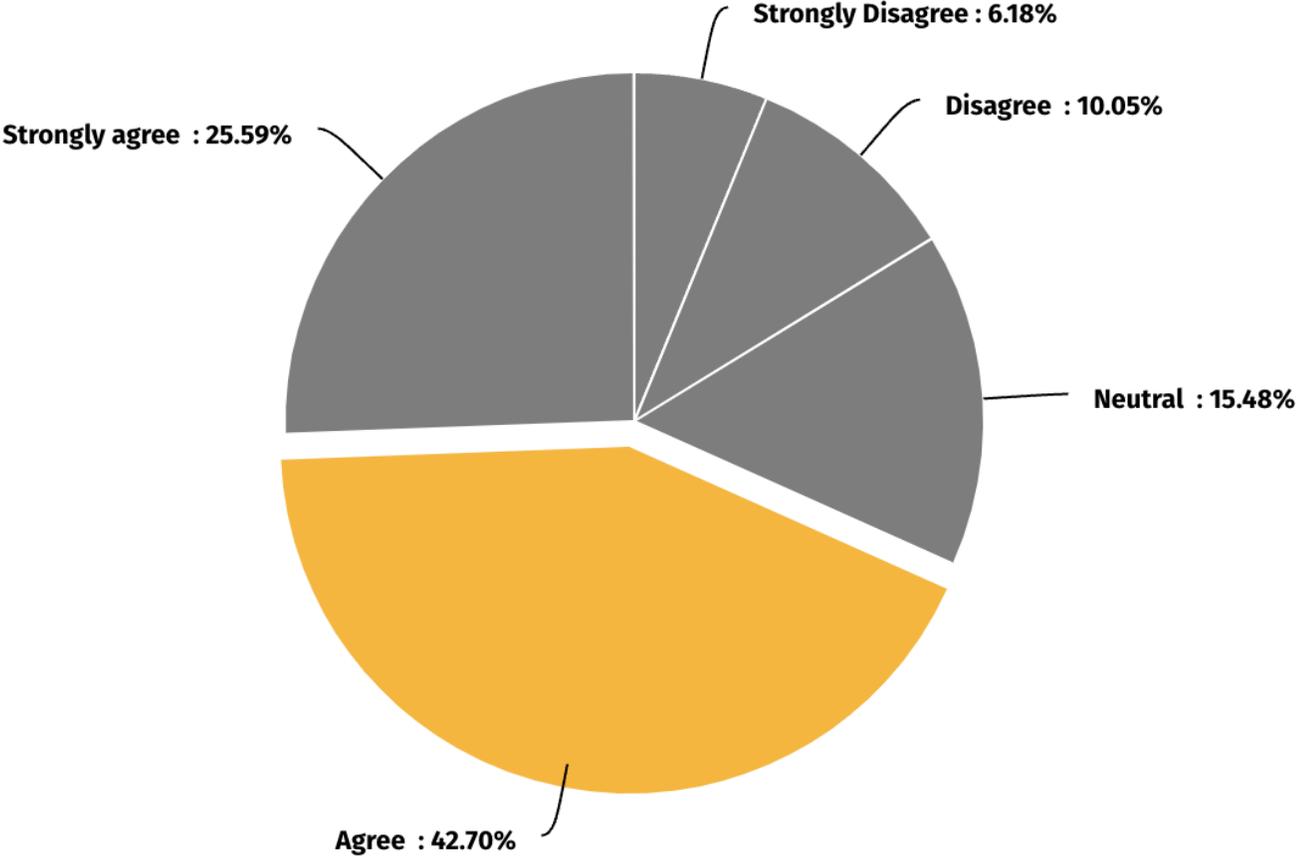
March 2023 two-minute survey December 2023 two-minute survey March 2024 two-minute survey

● Response Rate

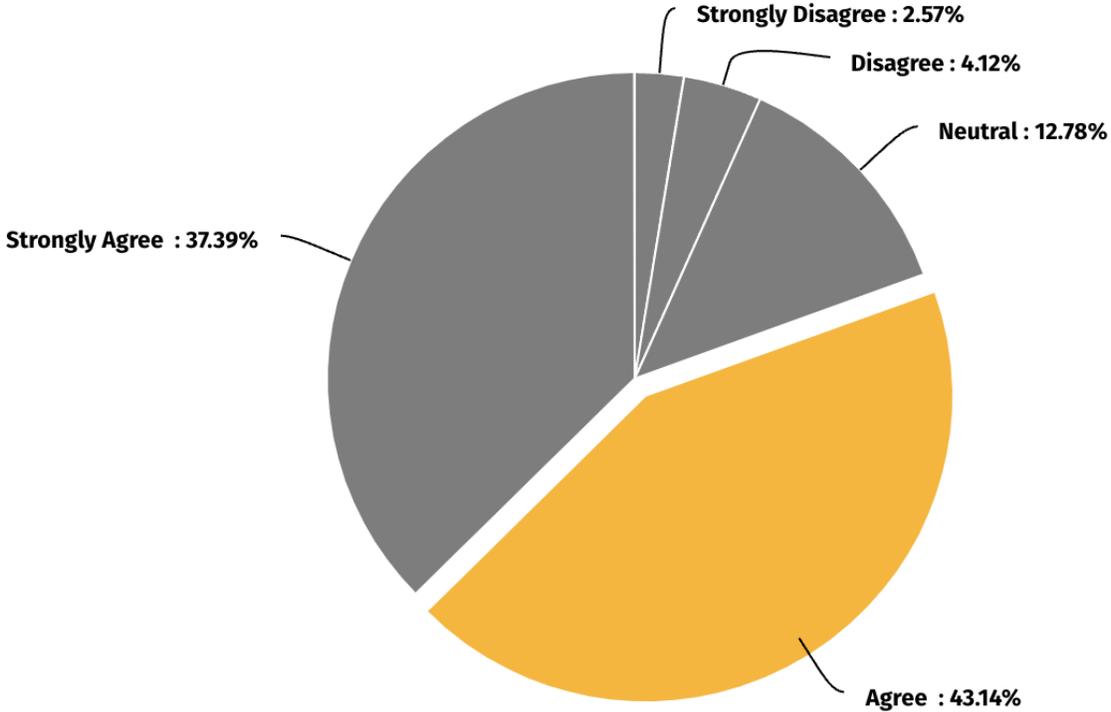
**14% INCREASE
IN # OF STAFF
RESPONDENTS
2023- 2024**

Positive shift in the number of staff responding & overall steady response rate as eligible staff grows

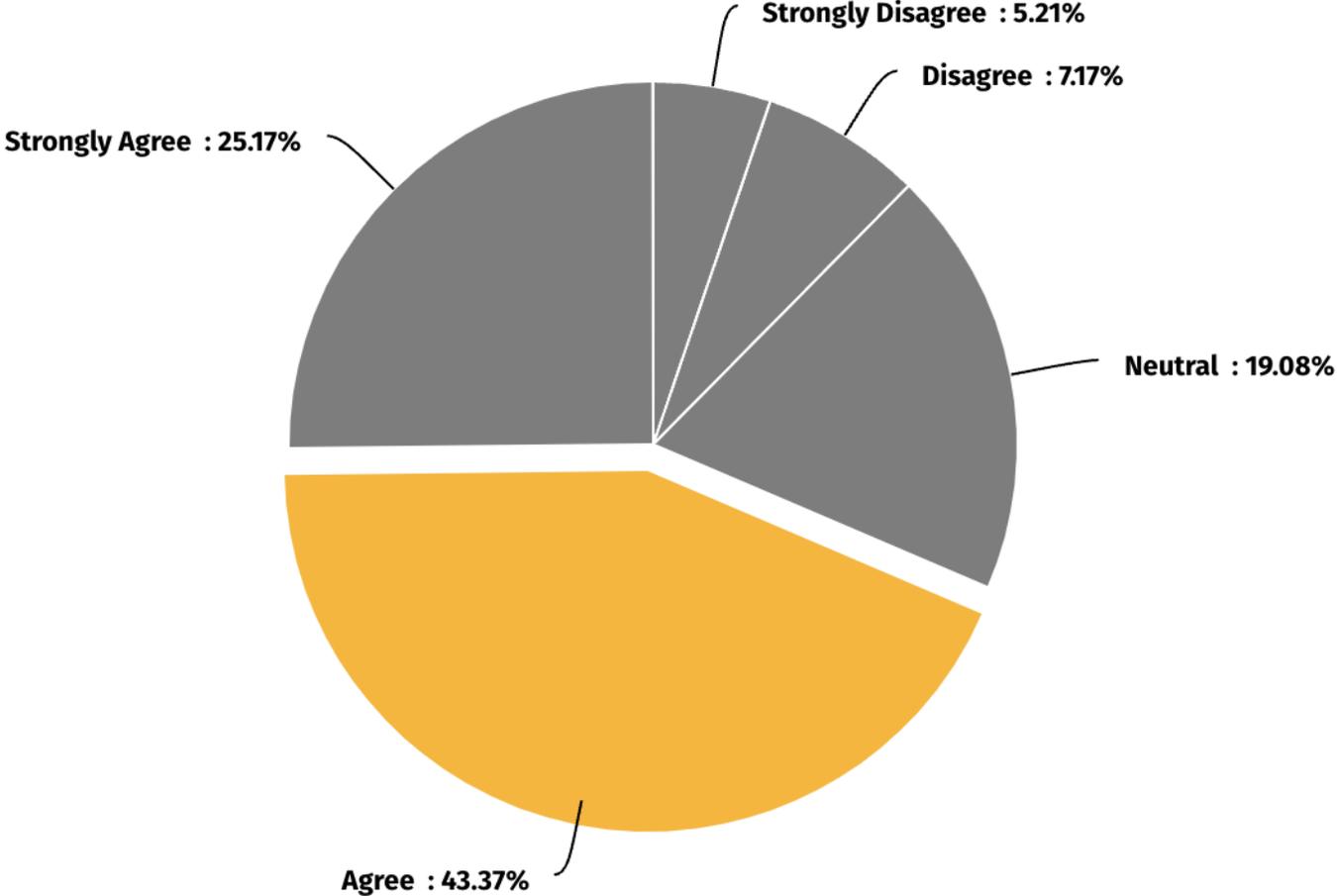
**WITHIN THE LAST
THREE MONTHS I
HAVE BEEN SHOWN
APPRECIATION
FOR MY UNIQUE
SKILL SETS**



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



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



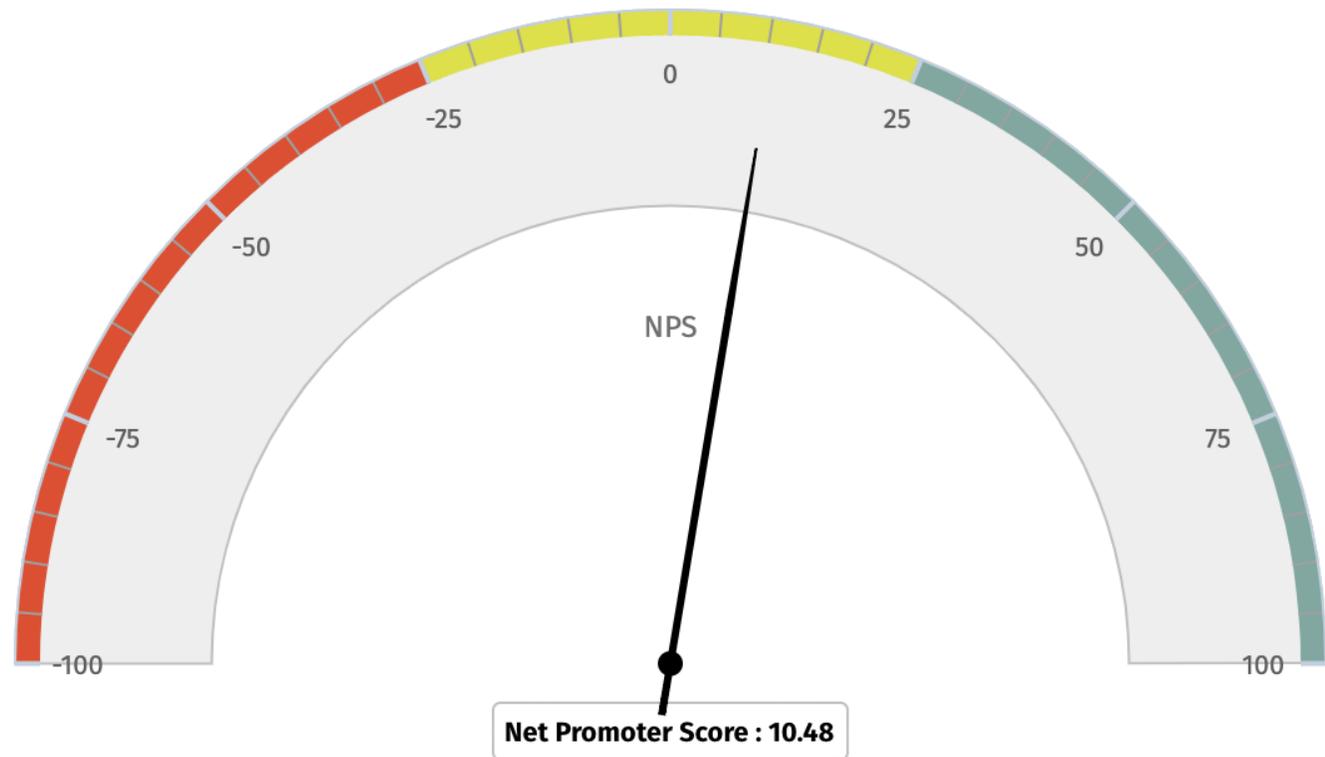
HOW LIKELY IS IT THAT YOU'D RECOMMEND WORKING AT VCU TO A FRIEND OR COLLEAGUE?

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.



2024 OPEN COMMENT SUMMARY

Sentiment analysis based on text responses

**814 (44.8% of respondents)
submitted open comments**

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

135 “CONTINUE” COMMENTS

A sample of survey comments is shown below.

VCU is an excellent workplace due to its inclusive and diverse environment.

VCU has incredible benefits, and the culture here is unmatched. I have interactions with many of the different staff and faculty across the university and always feel welcomed.

I find that VCU is a fun and family friendly environment. The administration tries very hard to make it an inclusive and supportive work environment.

In my particular unit, I think things are going very well. I would urge transparency in leadership decision making, whenever possible.

I appreciate the flexibility and trust in my work abilities. To have welcoming and supportive leaders makes all the difference in the world.

FWA and the support of my colleagues make VCU an amazing place to work!

Awesome place to work!
Keep promoting work life balance and flexible work schedules!

I appreciate all of the opportunities provided to staff to grow as professionals. Working for VCU has been by far the most fulfilling professional experience I've had.

553 “IMPROVE” COMMENTS

A sample of survey comments is shown below.

While I feel supported by my direct supervisor and group, it is often difficult to feel supported by our division.

When staff notifies they are leaving with warning, hire replacements before they leave so that they can be trained by the person who knows the job the best.

VCU's wages do not compare well to other universities in the area, they need to be more competitive and adjusted properly for inflation.

VCU has so much potential, but keeping good people is hard. The work loads continue to increase, but the number of staff doesn't change.

Tuition reimbursement for family members if not used by the employee. It makes the 'total compensation package' uneven with those employees who are able to use that perk.

Train supervisors/managers on diversity, inclusion, and respect in the workplace
Provide more flexibility in telework agreements.

Getting salary increases for deserving employees is an uphill battle. Even getting support for new staff is so much more challenging than it was in the past.

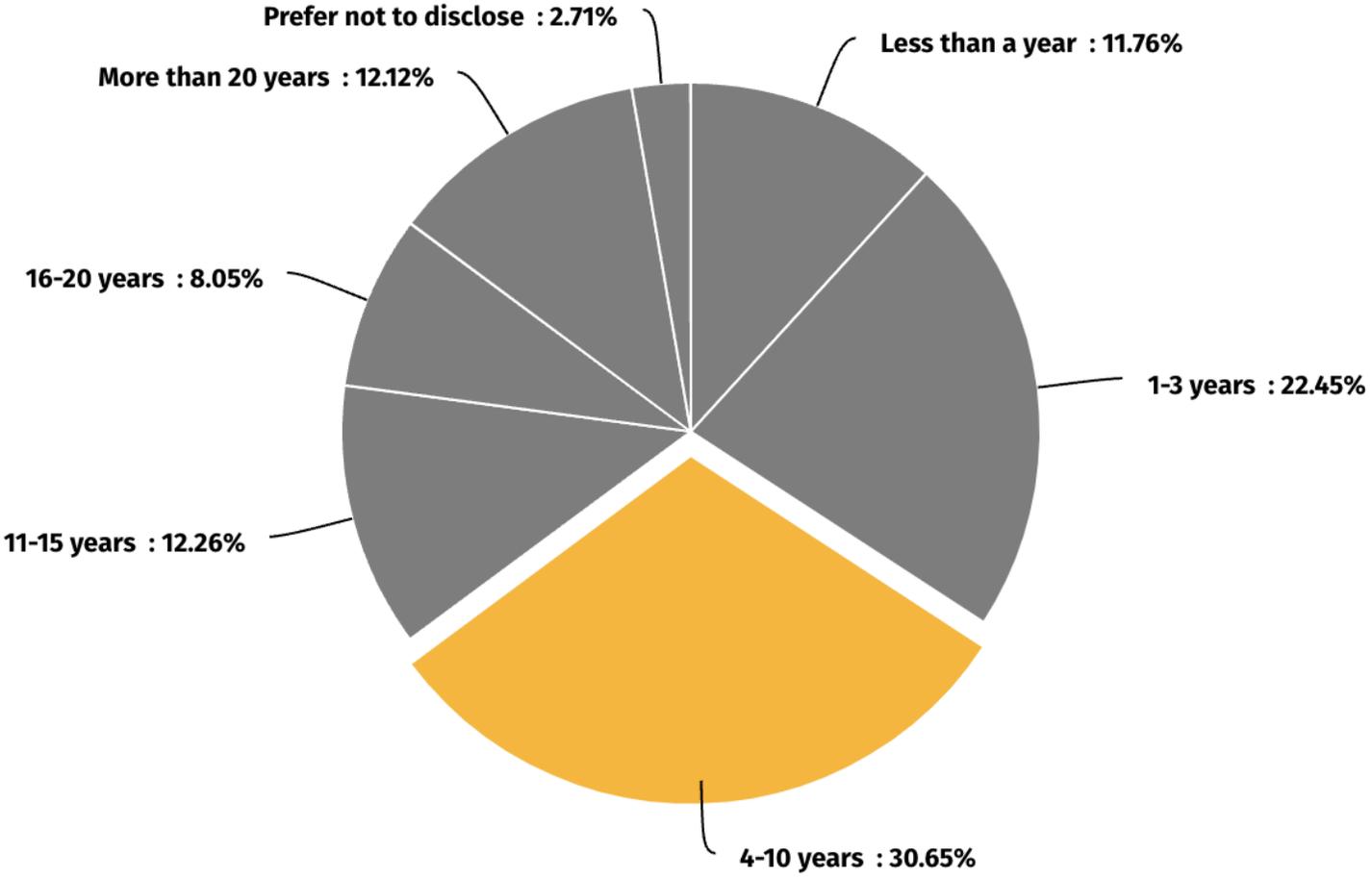
Provide opportunities for upward mobility or provide additional pay for long-term employees.

DEMOGRAPHICS

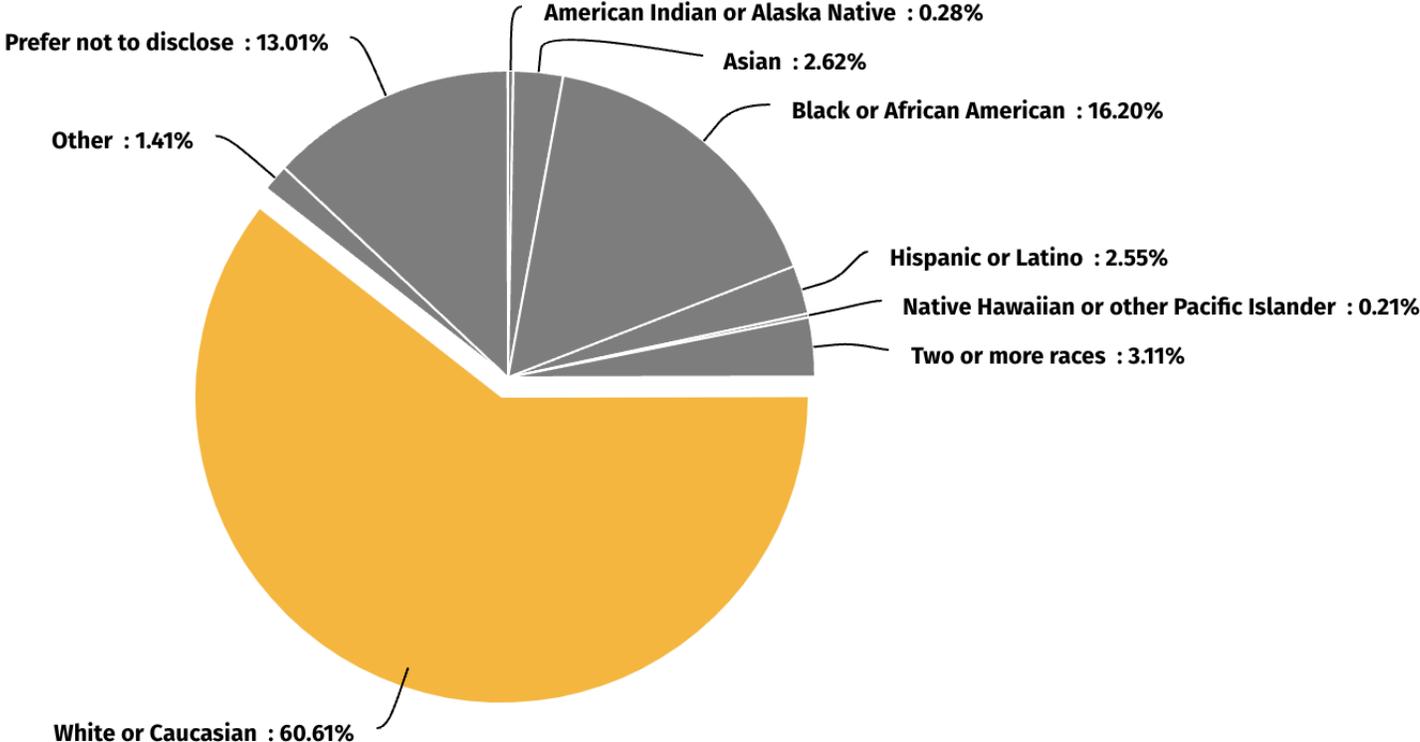
WITHIN WHICH SCHOOL OR UNIT DO YOU WORK?

Athletics (11) 0.82%
Audit and Compliance Services (10) 0.72%
College of Engineering (39) 2.81%
College of Health Professions (37) 2.67%
College of Humanities and Sciences (56) 4.03%
Development & Alumni Relations (69) 1.73%
Enterprise & Marketing Communications (24) 1.73%
Facilities Management (76) 5.48%
Finance and Budget (63) 4.54%
Global Education Office (5) 0.36%
Government Relations (5) 0.36%
Graduate School (8) 0.59%
Honors College (5) 0.36%
Human Resources (48) 1.63%
Institute for Contemporary Art (1) 1.11%
Libraries (37) 2.67%
Life Sciences (3) 0.22%
Massey Cancer Center (79) 5.79%
Office of Institutional Equity, Effectiveness and Success (1) 0.17%
Office of the Provost (23) 1.66%
Office of the President (10) 0.72%
Office of the VP of Research and Innovation (54) 3.89%
Parking and Transportation (10) 0.72%
Police (20) 1.44%
Real Estate Services (3) 0.22%
Safety and Risk Management (29) 2.09%
School of the Arts (32) 2.97%
School of Business (33) 2.38%
School of Dentistry (23) 2.01%
School of Education (53) 3.82%
School of Education Partnership for People with Disabilities (23) 1.66%
School of Education Rehabilitation Research and Training Center (5) 0.36%
School of Medicine (158) 11.38%
School of Nursing (19) 2.23%
School of Pharmacy (15) 1.08%
School of Social Work (11) 0.79%
Strategic Enrollment Management (53) 3.82%
Student Affairs (94) 6.77%
Student Success (30) 2.16%
Technology Services (67) 4.83%
University College (4) 0.30%
University Counsel (1) 0.89%
VCU Professional & Continuing Education (17) 1.24%
Wilder School (22) 1.59%

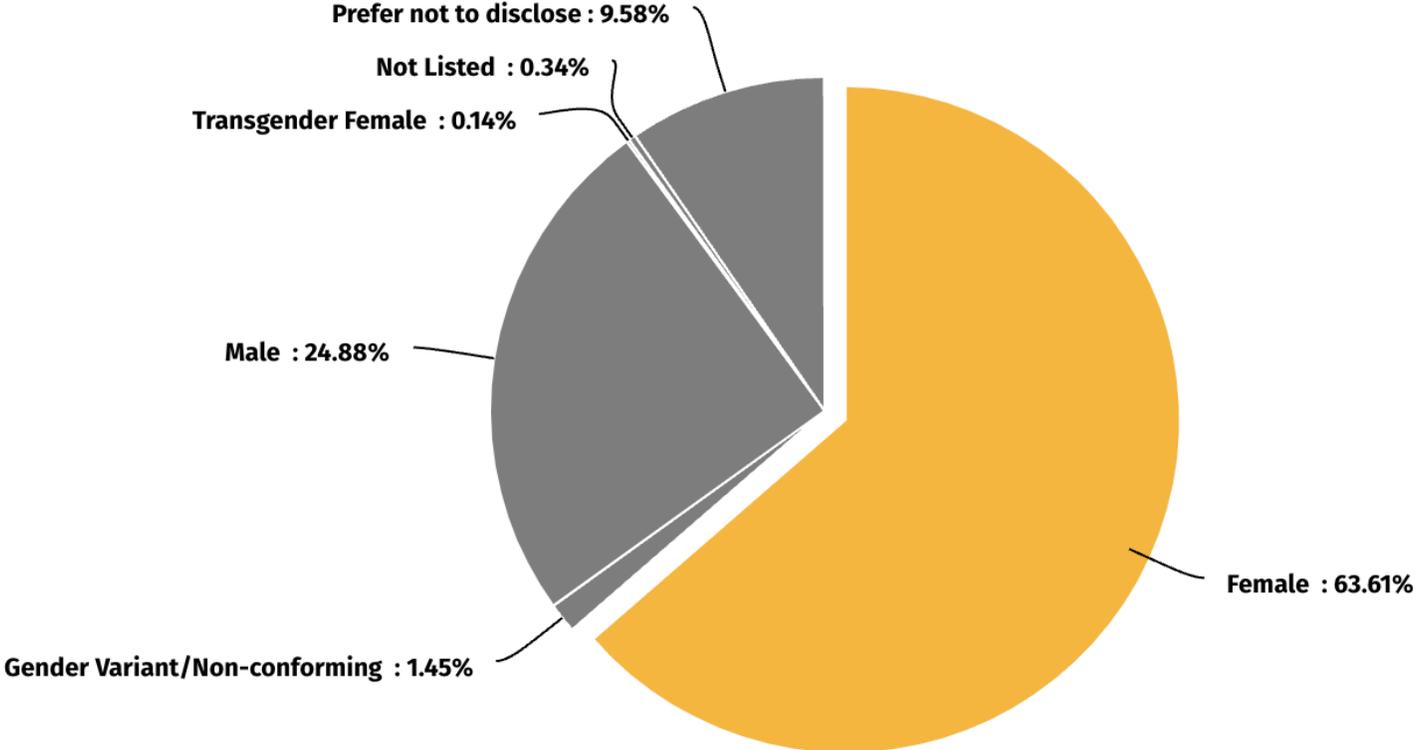
WHAT BEST DESCRIBES YOUR TENURE AT VCU?



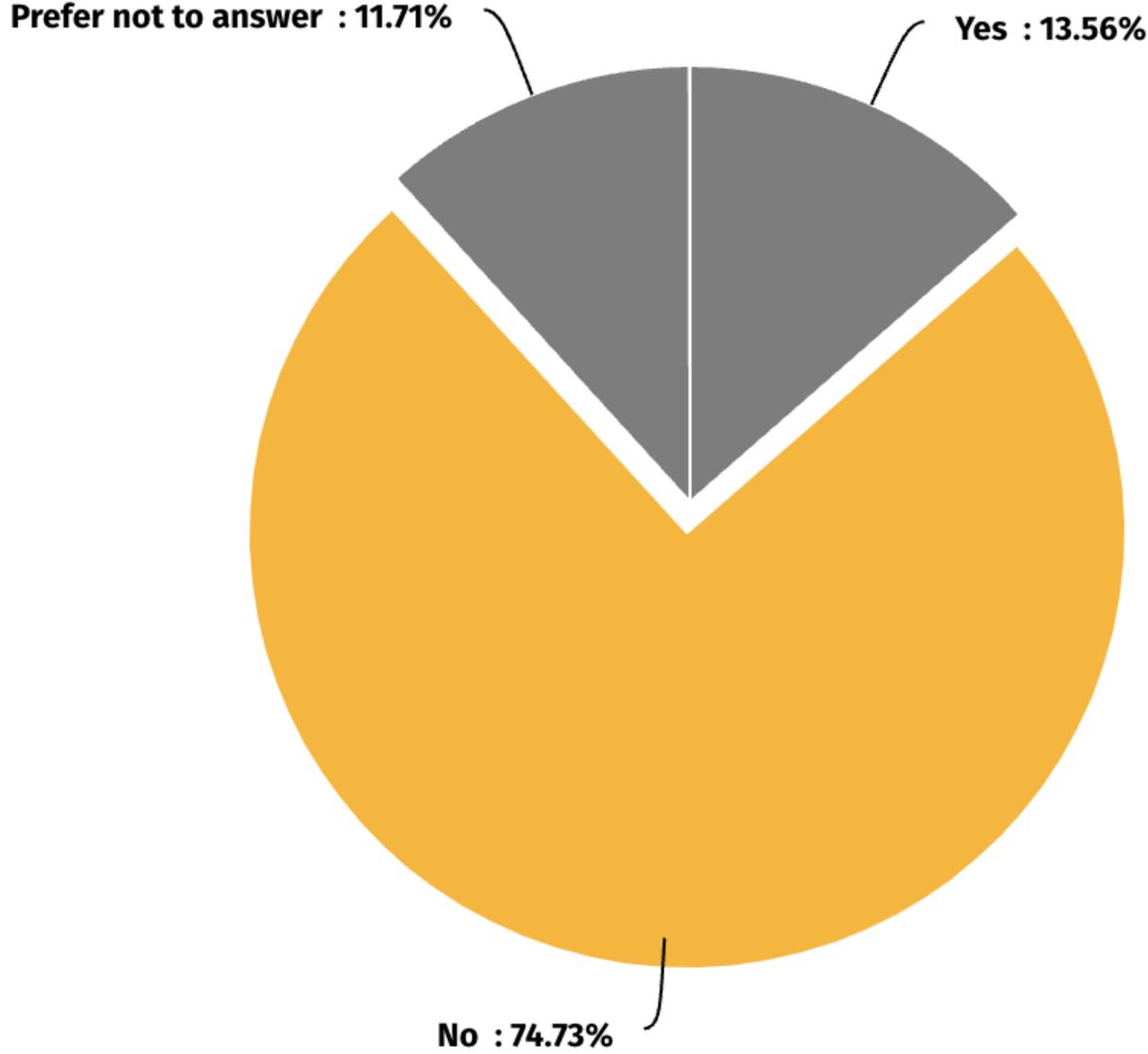
WHAT BEST DESCRIBES YOUR RACE/ETHNICITY?



WITH WHICH GENDER DO YOU MOST CLOSELY IDENTIFY?



**DO YOU IDENTIFY
AS LGBTQIA+?**



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NEXT STEPS

University level results posted online

MBU level results shared with school/unit leadership and HR Professionals for review and action

Administer the Annual staff survey in July 2024 and two-minute survey in December 2024