STAFF TWO-MINUTE SURVEY | VCU HUMAN RESOURCES

MARCH 2023

SURVEY SUMMARY

1 **Survey objectives and goals:** Gather feedback from staff in an effort to improve the VCU staff experience.

2 **Survey timing and response:** Distributed on December 5, 2022 and remained open through December 16, 2022 receiving **1586 responses (41.2% 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.

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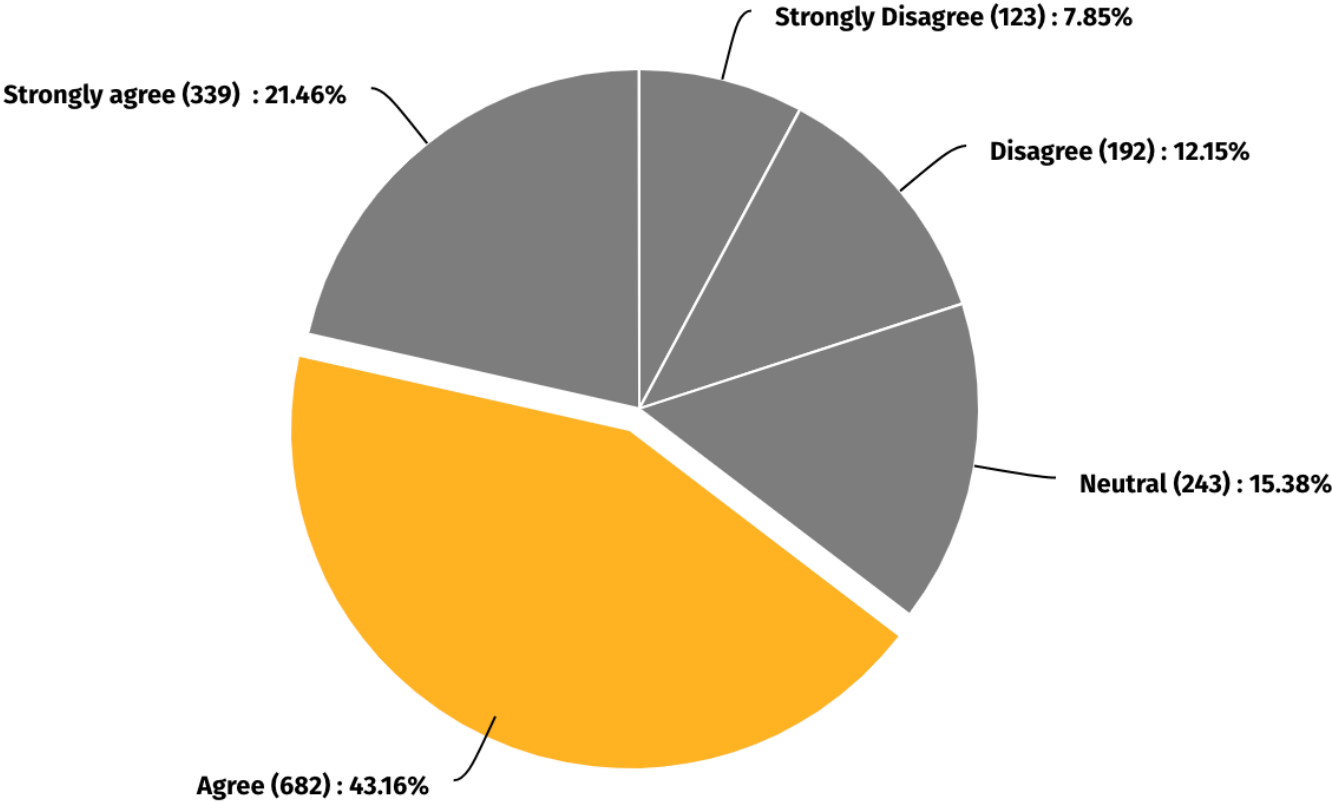
SURVEY RESPONSE:

SURVEY ANALYSIS & RESULTS

- **Schools/units with greatest number of responses**
  School of Medicine - 170 Responses
  Student Affairs - 97 Responses
  Facilities Management - 89 Responses
  Technology Services - 73 Responses
  Finance & Budget - 70 Responses

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

  Office of the President (72.73%)
  College of Health Professions (72.22%)
  Audit and Compliance Services (66.67%)
  School of the Arts (63.33%)
  Human Resources (61.54%)
  School of Nursing (59.18%)

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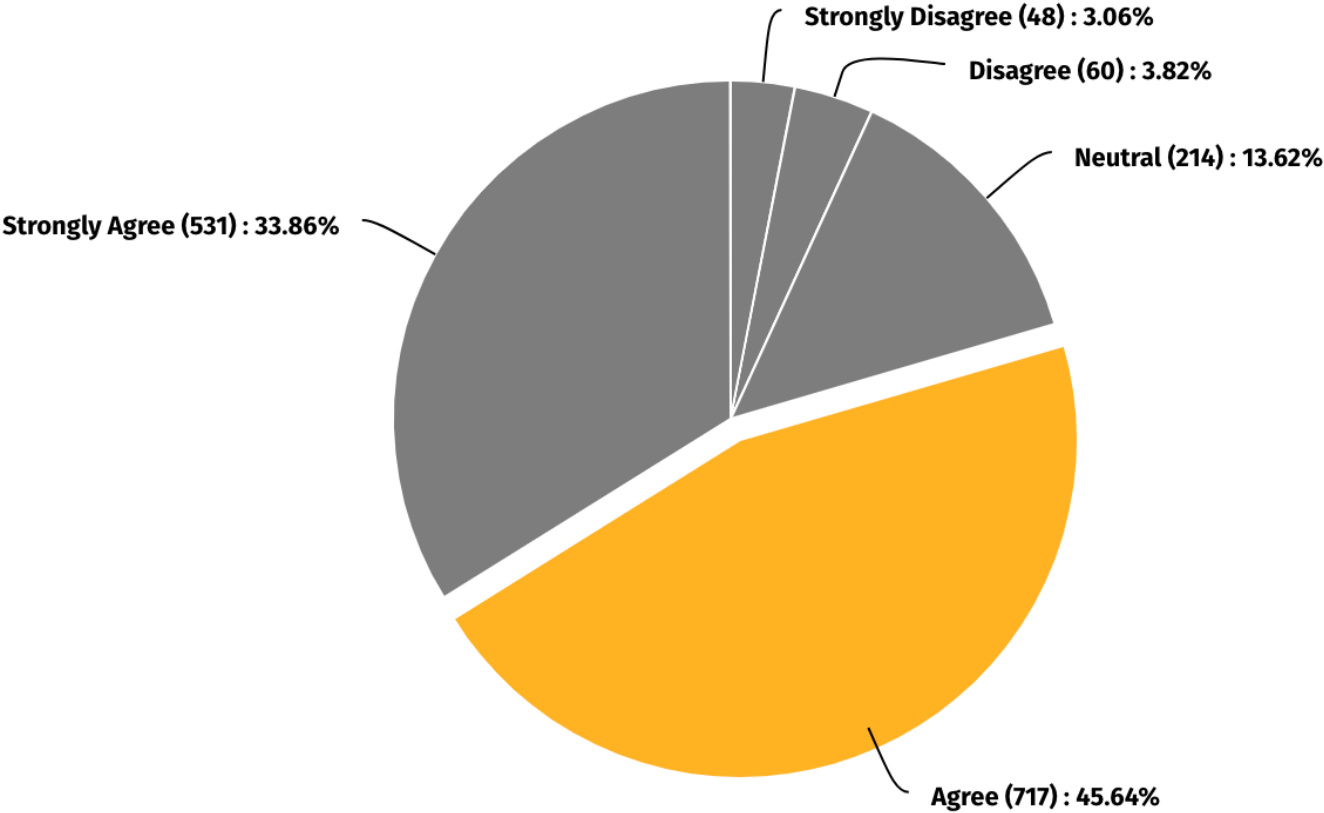
SURVEY ANALYSIS & RESULTS

SURVEY FINDINGS:

- 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.

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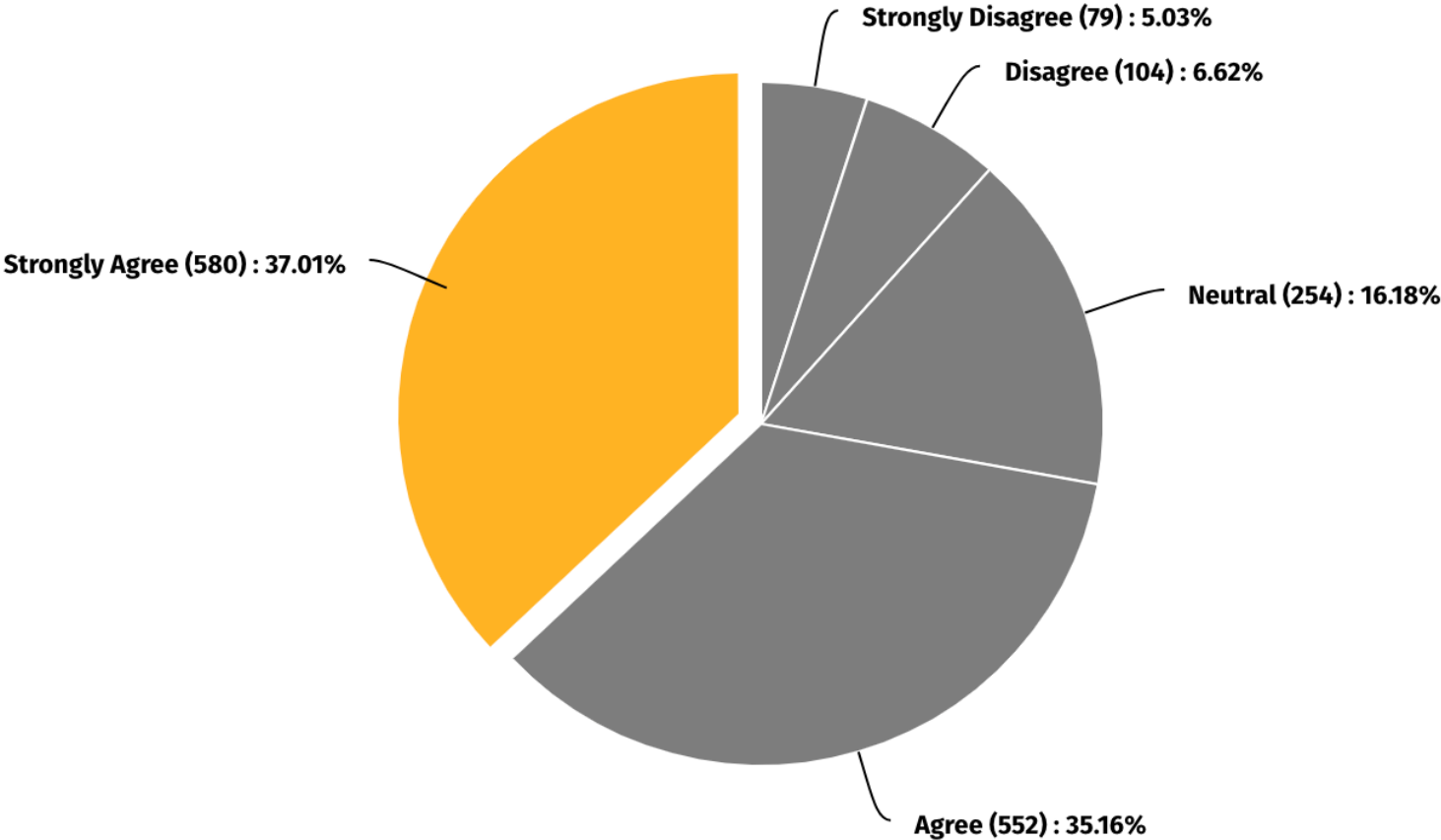
WITHIN THE LAST THREE MONTHS I HAVE BEEN SHOWN APPRECIATION FOR MY UNIQUE SKILL SETS...

Strongly Disagree (123) : 7.85%

Strongly agree (339) : 21.46%

Disagree (192) : 12.15%

Neutral (243) : 15.38%

Agree (682) : 43.16%

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

Strongly Disagree (48) : 3.06%

Disagree (60) : 3.82%

Neutral (214) : 13.62%

Strongly Agree (531) : 33.86%

Agree (717) : 45.64%

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MY LEADER(S) ACTIVELY SUPORT MY PERSONAL AND PROFESSIONAL GROWTH

Strongly Disagree (79) : 5.03%

Disagree (104) : 6.62%

Neutral (254) : 16.18%

Strongly Agree (580) : 37.01%

Agree (552) : 35.16%

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

1 (not likely at all) (45) — 2.85%
2 (33) — 2.09%
3 (64) — 4.05%
4 (63) — 3.99%
5 (163) — 10.32%
6 (131) — 8.29%
7 (247) — 15.63%
8 (300) — 18.99%
9 (172) — 10.89%
10 (extremely likely) (362) — 22.91%

0   10   20

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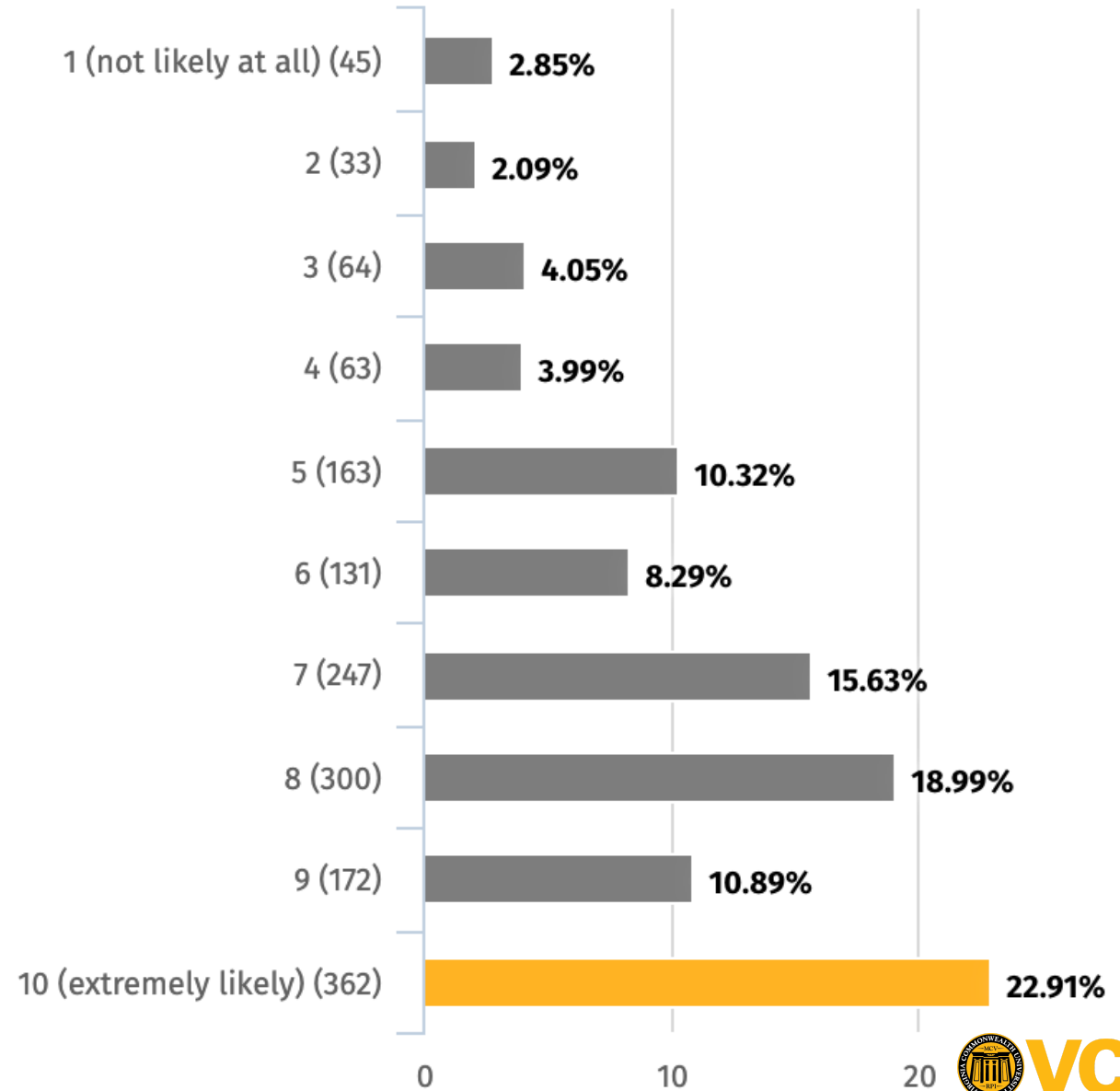
OPEN COMMENT SUMMARY

764 (48.2% of respondents) submitted open comments

Comments generally fell into one of two groups - continue or improve

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OPEN COMMENTS SUMMARY - 15 COMMENT CATEGORIES

Culture of care
21 Continue comments
53 Improve comments

Collaboration & teamwork
4 Continue comments
12 Improve comments

Communications
6 Continue comments
34 Improve comments

Diversity, equity & inclusion
12 Continue comments
41 Improve comments

General
34 Continue comments
19 Improve comments

Manager development
2 Continue comments
66 Improve comments

One VCU & Quest
0 Continue comments
19 Improve comments

Organizational structure
0 Continue comments
3 Improve comments

Parking
21 Continue comments
20 Improve comments

Pay
5 Continue comments
196 Improve comments

Processes
1 Continue comment
47 Improve comments

Recognition & appreciation
7 Continue comments
29 Improve comments

Respect
2 Continue comments
19 Improve comments

Staff development, career & training
12 Continue comments
37 Improve comments

Telework & flexibility
21 Continue comments
40 Improve comments

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127 "CONTINUE" COMMENTS

Sample comments

Continue to take such great care of your employees!!

Flexible work arrangements have been key and also an understanding manager who makes your entire team feel included and great at what they do.

Continue the focused efforts on employee development, retention, inclusion of all and compensation equity.

Continued support of collaborative approaches to problem solving and a focus on professional development.

I have been welcomed and accepted within my department due to my skill set, and they have provided an accepting atmosphere as there are several other members of the LGBTQ community and coworkers who are supportive.

My tenure at VCU so far has been warm, inviting and gives me a feel of belonging in a very suitable working environment. The name "Virginia Commonwealth University" holds a very high standard especially within the City of Richmond community.

Continue feedback opportunities.

636 "IMPROVE" COMMENTS

Sample comments

VCU is a hard environment to acclimate to. With such a large staff, it's hard to feel welcomed, part of the team, and like I'm making a contribution that others notice and appreciate. More opportunities to get to know colleagues would be helpful.

More staff/stakeholder participation in planning major unit restructuring that directly impacts their jobs.

Really listen to your colleague or subordinate, fresh ideas come from everywhere

While I believe that VCU has made some strides in its efforts to be inclusive to all - there is still much more work to be done within the faculty, staff, and administration of the university.

Please provide supervisors and those in leadership positions with soft skill training. Also relational trust. Effective Communication.

I think your feeling about working at VCU depends vastly on the department/unit. Culture varies from team to team in my division.

VCU is losing staffers because we aren't able to match pay rates offered elsewhere. This puts additional stress and pressure on the remaining staffers, who therefore have less incentive to stay.

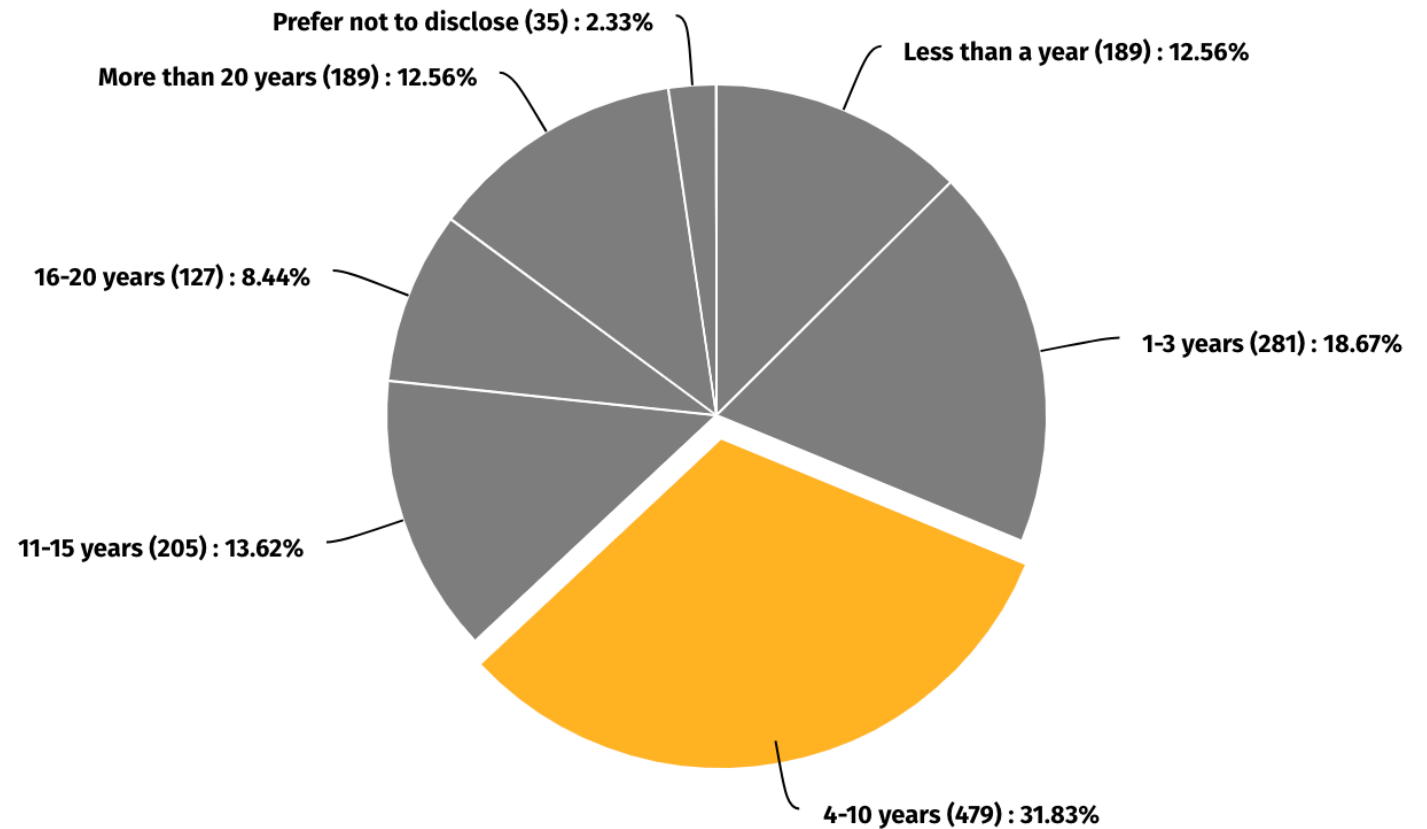Recognition of staff in ways that makes them feel appreciated.

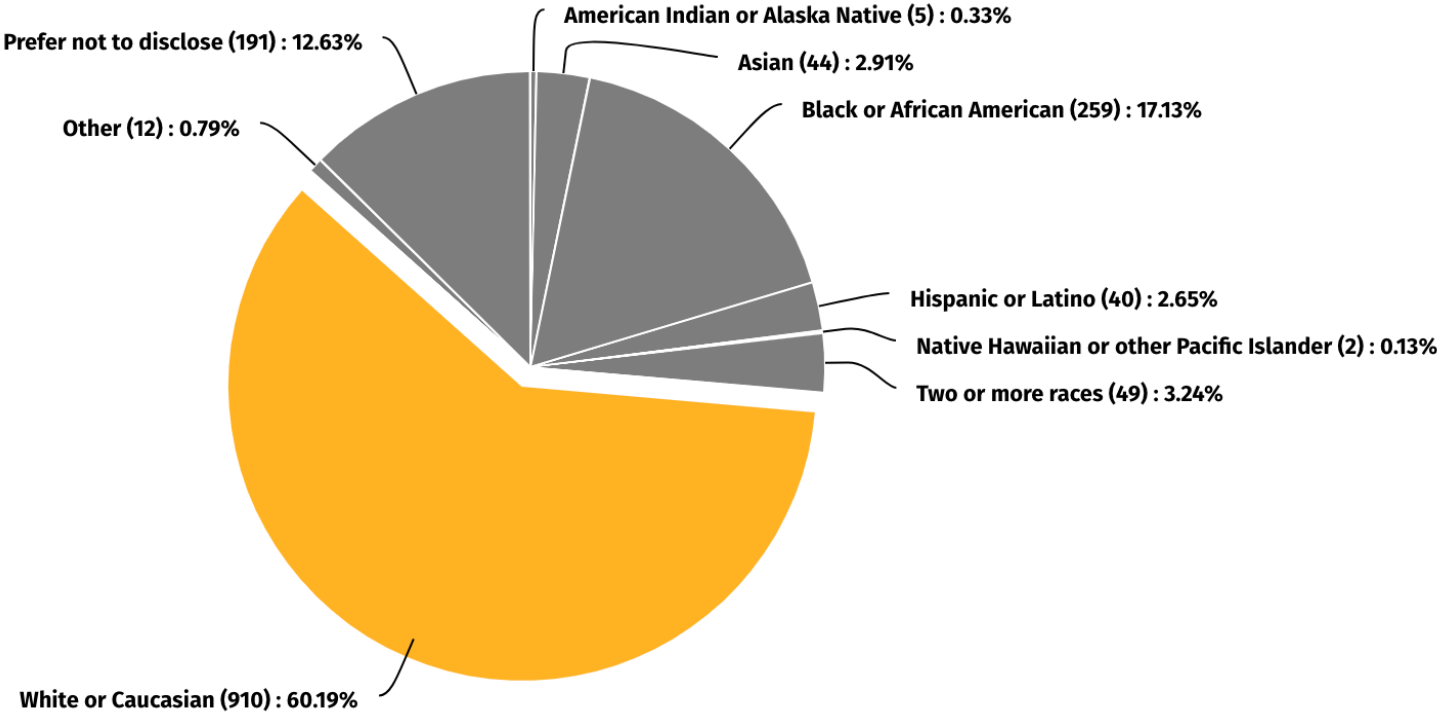# DEMOGRAPHICS

WITHIN WHICH SCHOOL OR UNIT DO YOU WORK?

Athletics (28) 1.87%
Audit and Compliance Services (14) 0.95%
College of Engineering (49) 3.31%
College of Health Professions (39) 2.64%
College of Humanities and Sciences (70) 4.73%
Continuing & Professional Education (5) 0.34%
daVinci Center (4) 0.27%
Development and Alumni Relations (55) 3.72%
Facilities Management (89) 6.02%
Finance and Budget (70) 4.73%
Global Education Office (7) 0.47%
Government Relations (2) 0.14%
Graduate School (4) 0.27%
Honors College (3) 0.20%
Human Resources (32) 2.16%
Institute for Contemporary Art (3) 0.20%
Libraries (24) 1.62%
Life Sciences (7) 0.47%
Massey Cancer Center (64) 4.33%
Office of Institutional Equity, Effectiveness and Success (17) 1.15%
Office of the Provost (18) 1.28%
Office of the President (8) 0.54%

Office of the VP for Health Sciences (17) 1.15%
Office of the VP of Research and Innovation (71) 4.80%
Online@VCU (4) 0.27%
Parking and Transportation (10) 0.68%
Police (35) 2.37%
Real Estate Services (1) 0.07%
Safety and Risk Management (22) 1.49%
School of the Arts (38) 2.57%
School of Business (27) 1.83%
School of Dentistry (23) 1.56%
School of Education (50) 3.38%
School of Education Partnership for People with Disabilities (18) 1.22%
School of Education Rehabilitation Research and Training Center (11) 0.74%
School of Medicine (170) 11.49%
School of Nursing (29) 1.96%
School of Pharmacy (17) 1.15%
School of Social Work (16) 1.08%
Strategic Enrollment Management (68) 4.60%
Student Affairs (97) 6.56%
Student Success (27) 1.83%
Technology Services (73) 4.94%
University College (11) 0.74%
University Counsel (3) 0.20%
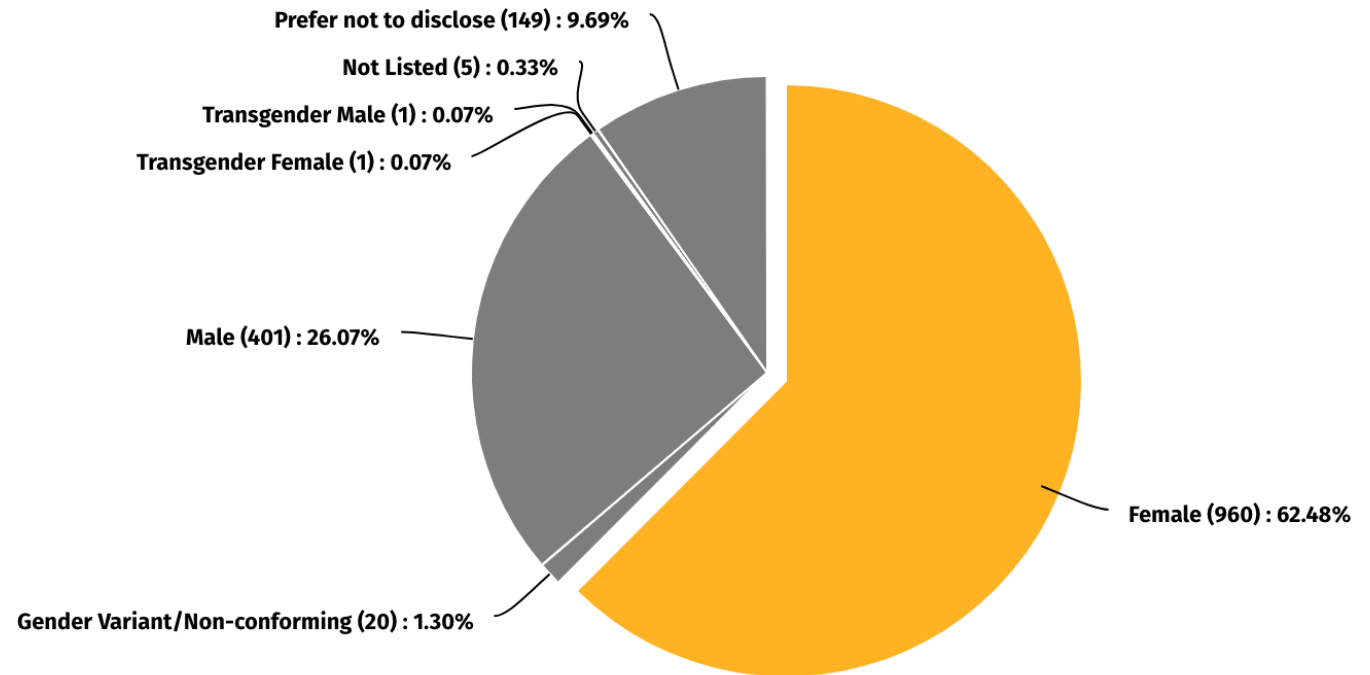University Relations (25) 1.69%
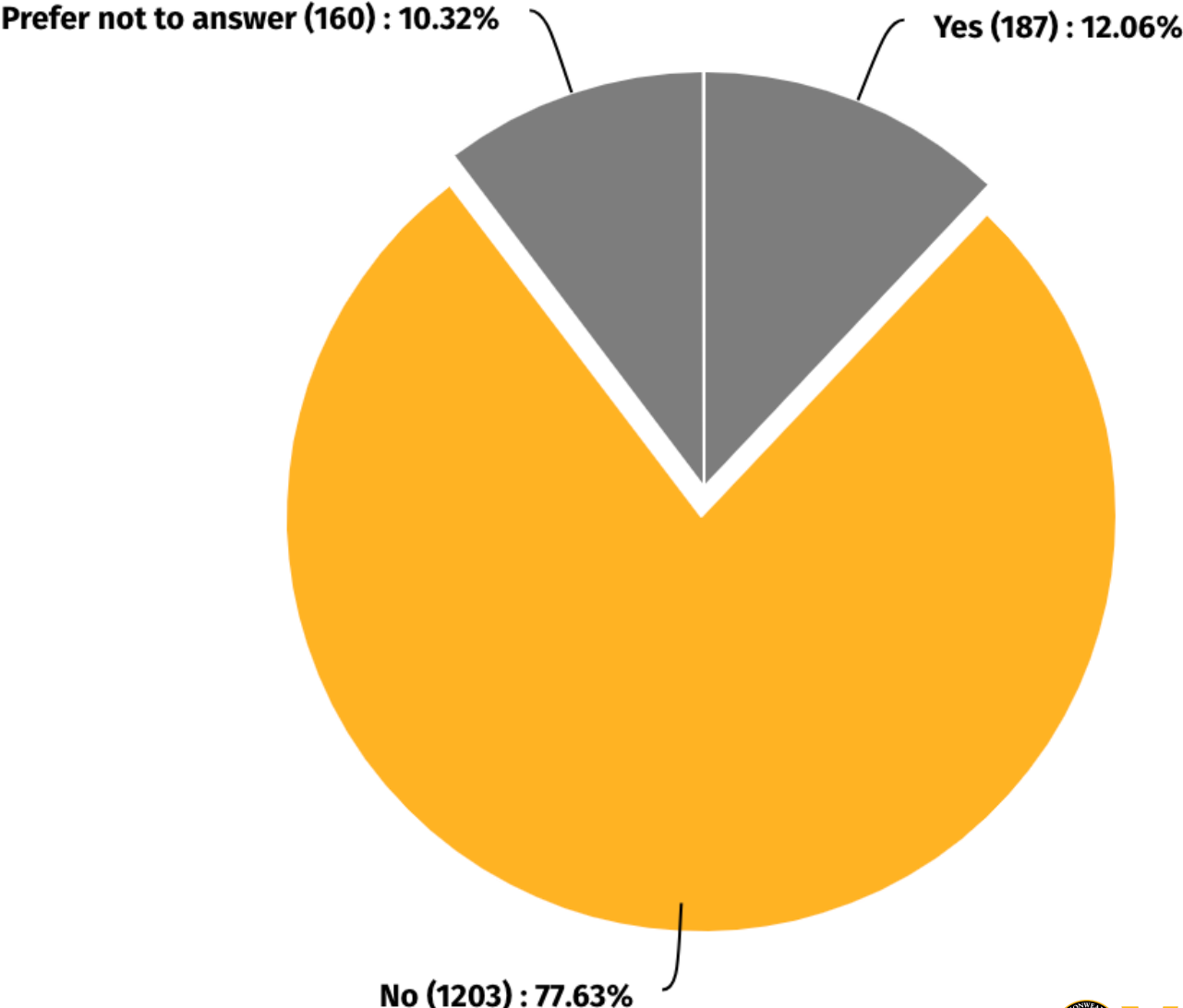Wilder School (24) 1.62%

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WHAT BEST DESCRIBES YOUR RACE/ETHNICITY?

American Indian or Alaska Native (5) : 0.33%

Asian (44) : 2.91%

Black or African American (259) : 17.13%

Prefer not to disclose (191) : 12.63%

Other (12) : 0.79%

Hispanic or Latino (40) : 2.65%

Native Hawaiian or other Pacific Islander (2) : 0.13%

Two or more races (49) : 3.24%

White or Caucasian (910) : 60.19%

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WITH WHICH GENDER DO YOU MOST CLOSELY IDENTIFY?

Prefer not to disclose (149) : 9.69%

Not Listed (5) : 0.33%

Transgender Male (1) : 0.07%

Transgender Female (1) : 0.07%

Male (401) : 26.07%

Female (960) : 62.48%

Gender Variant/Non-conforming (20) : 1.30%

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NEXT STEPS

Share university results with staff.
Share MBU level results with school and department leadership for review and action.