



# 2018 UNC System Employee Engagement Survey

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**ModernThink**

# Survey Overview

## Methodology

- Online survey administered:  
January 29 – February 19, 2018

## Response Rates

- 2018 Core Population Overall response rate:  
22,659/45,299 – 50%
- 2018 UNCC response rate:  
2518/3528 – 71%

## Benchmarks

- 2017 Great Colleges Honor Roll
- 2017 Carnegie
- 2017 Public Institutions
- 2017 Enrollment Size
- 2017 Southeast Region
- 2018 UNC Core Population Aggregate

60

Survey statements on a 5-point agreement scale

Benefit Satisfaction Questions on a 5-point satisfaction scale

17

2

Open-ended Questions

Demographic Questions

16

1

Multi-select Question


# Response Rates


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Job Category	Total	Responded	Percentage
ALL Employees	3528	2518	71%
SAAO TIER 1	18	17	94%
SAAO TIER 2	120	113	94%
SHRA EXEMPT	509	422	83%
EHRA IRPS	454	351	77%
SHRA NON-EXEMPT	1258	947	75%
FACULTY	1169	668	57%




# Participation Rates and Positive Engagement Ratings with Benchmarks

Institution	Participation
UNC Charlotte	71 %
NCSSM	67 %
UNCSA	65 %
FSU	60 %
UNC Asheville	60 %
ECSU	59 %
System Office	58 %
UNC Wilmington	58 %
WCU	55 %
WSSU	55 %
Appalachian	54 %
NC State	54 %
UNC Greensboro	54 %
NCCU	52 %
UNC Pembroke	52 %
N.C. A&T	50 %
ECU	38 %
UNC-CH	37 %

**UNC System Avg Participation**  
 **50%**

**UNC System Avg Positive Rating**  
 **63%**

**ModernThink Median Benchmarks**

-  4-Year Public
-  4-Year Southeast
-  All Great Colleges

Institution	Positive Rating
NCSSM	69 %
WCU	68 %
NC State	65 %
UNC Charlotte	65 %
UNC Greensboro	65 %
UNC Pembroke	65 %
UNC Asheville	63 %
Appalachian	62 %
UNC-CH	62 %
UNCSA	62 %
UNC Wilmington	62 %
N.C. A&T	61 %
System Office	61 %
FSU	60 %
ECU	58 %
NCCU	56 %
WSSU	53 %
ECSU	48 %

61%

46%

35%

# Response Guidelines

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**Response Options:** *Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree, Not Applicable*

## **Positive Responses**

*Strongly Agree, Agree*

## **Negative Responses**

*Strongly Disagree, Disagree*

<b>Guideline Score</b>	<b>Description</b>	<b>Guideline Score</b>
75% +	Very Good to Excellent	< 10%
65 – 74%	Good	10 – 14%
55 – 64%	Fair to Mediocre	15 – 19%
45 – 54%	Warrants Attention	20 – 29%
< 45%	Poor	30% +

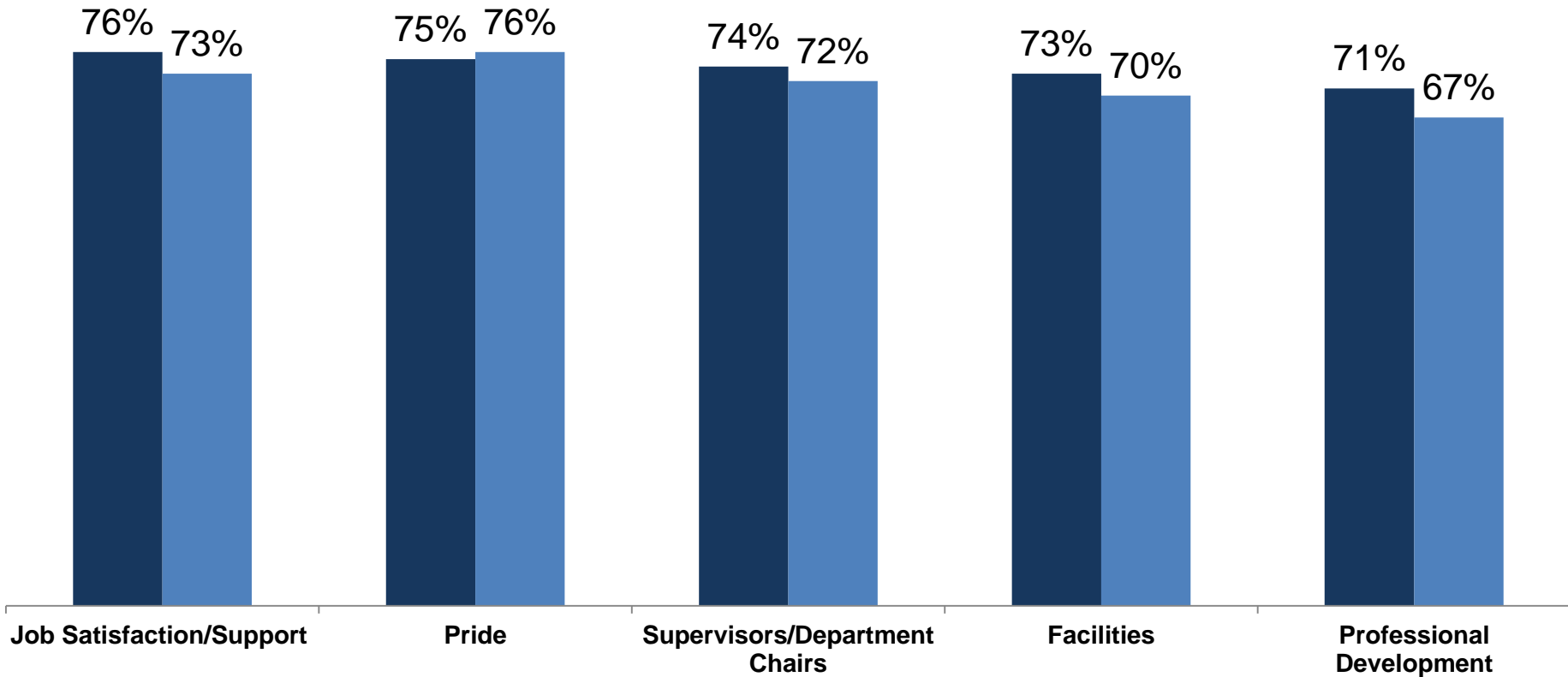
# 15 Core Dimensions

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Job Satisfaction/Support	Policies, Resources & Efficiency	Faculty, Administration & Staff Relations
Teaching Environment	Shared Governance	Communication
Professional Development	Pride	Collaboration
Compensation, Benefits & Work/Life Balance	Supervisors/Department Chairs	Fairness
Facilities	Senior Leadership	Respect & Appreciation

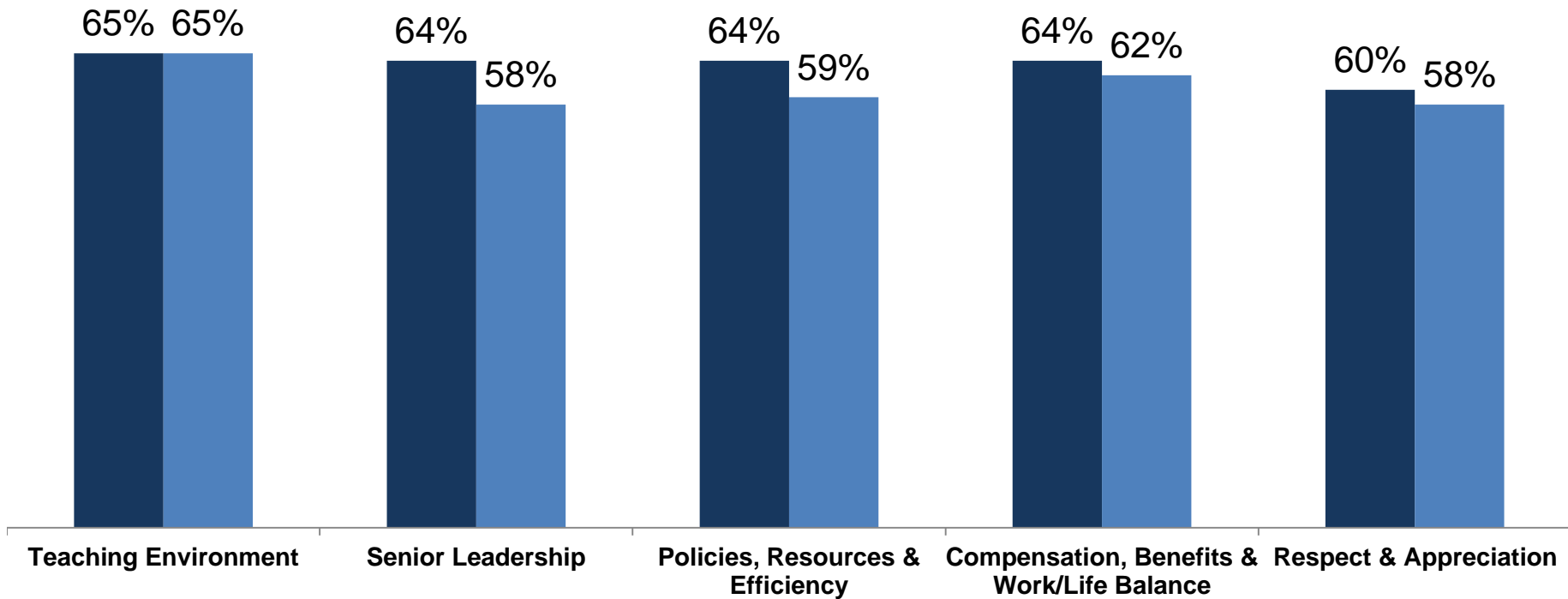
# Dimensions (%Positive)

■ 2018 UNCC Overall ■ UNC System Aggregate



# Dimensions (%Positive)

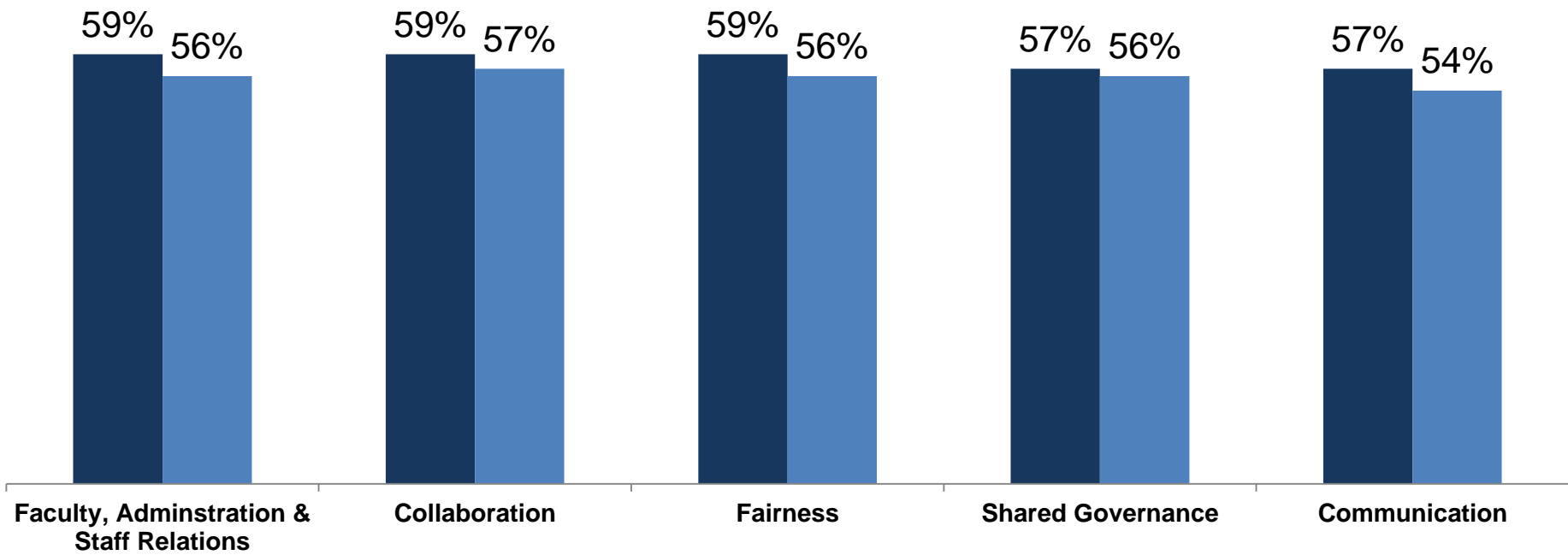
■ 2018 UNCC Overall ■ UNC System Aggregate



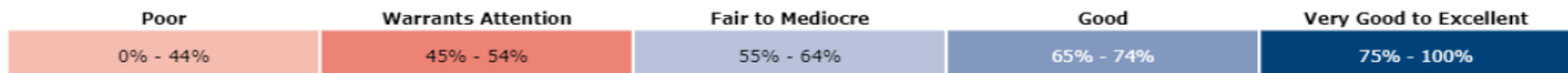
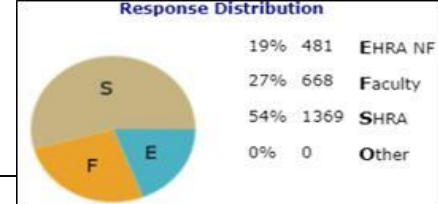


# Dimensions (%Positive)

■ 2018 UNCC Overall ■ UNC System Aggregate

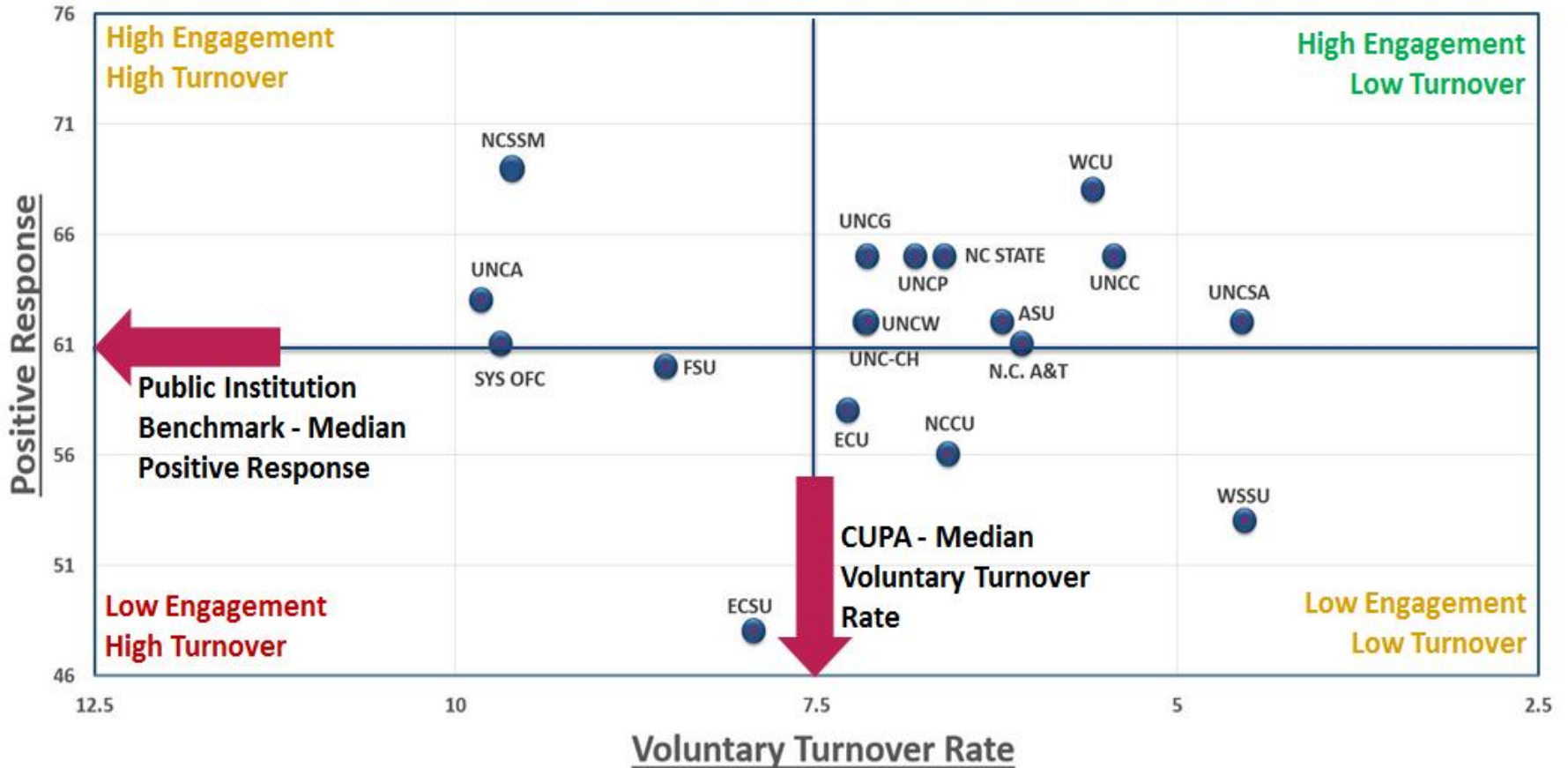


# Topline Results



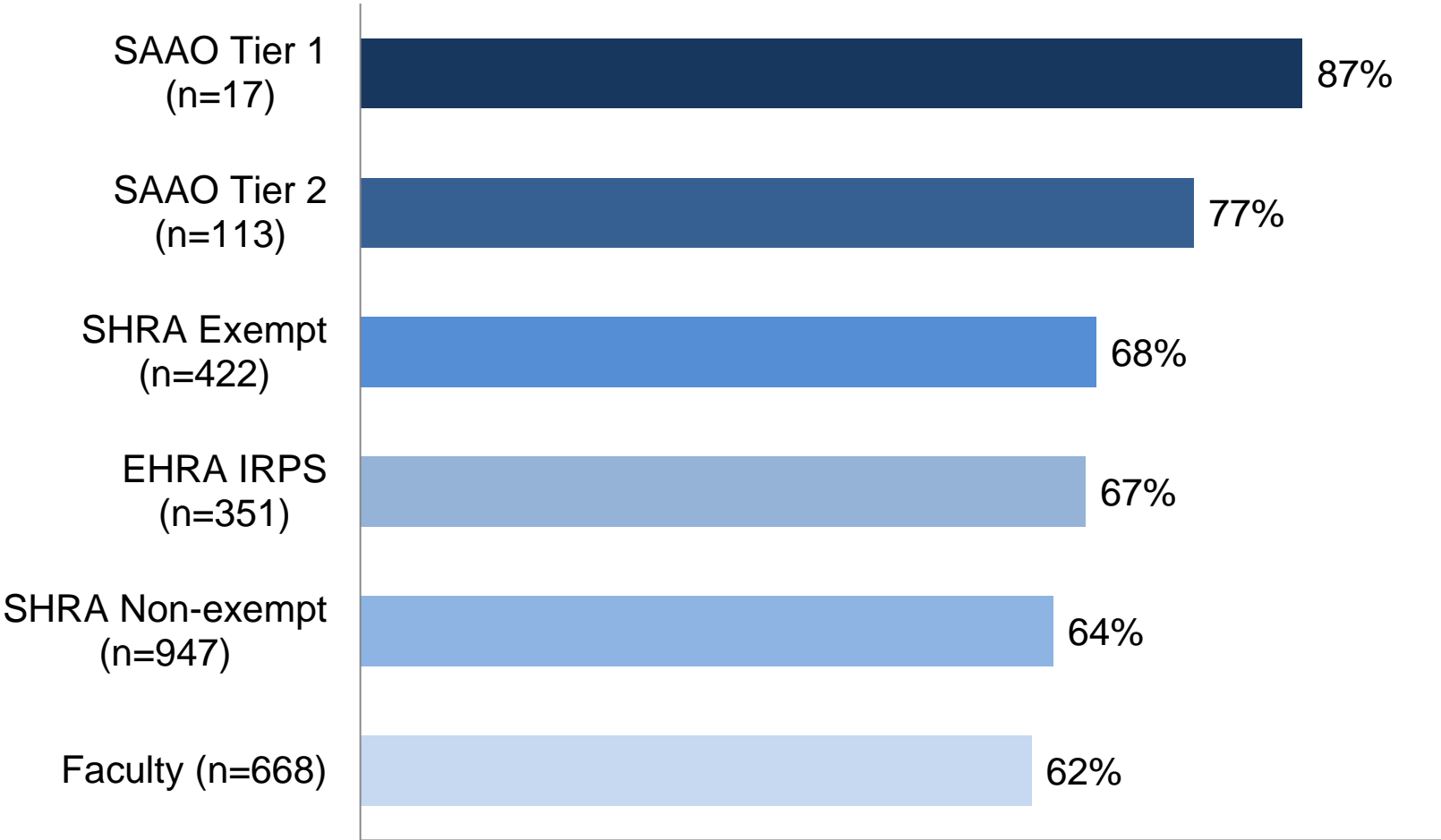
	OVERALL	EHRA NF	Faculty	SHRA
Job Satisfaction/Support	76%	80%	75%	75%
Teaching Environment	65%	70%	54%	71%
Professional Development	71%	74%	75%	67%
Compensation, Benefits & Work/Life Balance	64%	68%	62%	65%
Facilities	73%	78%	62%	77%
Policies, Resources & Efficiency	64%	66%	60%	65%
Shared Governance	57%	66%	51%	60%
Pride	75%	80%	71%	76%
Supervisors/Department Chairs	74%	80%	74%	72%
Senior Leadership	64%	74%	57%	64%
Faculty, Administration & Staff Relations	59%	63%	57%	59%
Communication	57%	62%	56%	56%
Collaboration	59%	66%	60%	55%
Fairness	59%	64%	58%	58%
Respect & Appreciation	60%	59%	58%	61%
<b>Survey Average</b>	65%	70%	62%	65%

# Voluntary Turnover Rate and Positive Engagement Ratings



*Note: The UNC System Office turnover rate was adjusted due to not having faculty*

# Job Category (Overall % Positive 1-60)



# Top Ten Statements

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
5	I understand how my job contributes to this institution's mission.	90	2	90	2
49	This institution actively contributes to the community.	84	3	83	3
2	I am given the responsibility and freedom to do my job.	84	4	82	5
36	I am proud to be part of this institution.	82	3	80	4
29	The institution takes reasonable steps to provide a safe and secure environment for the campus.	82	5	80	6

Statements are sorted by highest **positive** response.

# Top Ten Statements

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
24	I have a good relationship with my supervisor/department chair.	82	5	82	6
47	My supervisor/department chair supports my efforts to balance my work and personal life.	82	7	80	7
25	Overall, my department is a good place to work.	80	6	77	7
1	My job makes good use of my skills and abilities.	78	6	77	6
15	My supervisor/department chair regularly models this institution's values.	77	8	74	9

Statements are sorted by highest **positive** response.

# Strengths

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- Job Fit, Autonomy & Connection to Mission
- Work/Life Balance
- Professional Development
- Supervisor/Department Chair Competencies
- Senior Leadership
- Diversity, Equity & Inclusion

# Job Fit, Autonomy & Connection to Mission

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
1	My job makes good use of my skills and abilities.	78	6	77	6
2	I am given the responsibility and freedom to do my job.	84	4	82	5
5	I understand how my job contributes to this institution's mission.	90	2	90	2
49	This institution actively contributes to the community.	84	3	83	3
36	I am proud to be part of this institution.	82	3	80	4



# Work/Life Balance

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Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
53	This institution's policies and practices give me the flexibility to manage my work and personal life.	71	8	70	9
47	My supervisor/department chair supports my efforts to balance my work and personal life.	82	7	80	7

# Professional Development

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
6	I am given the opportunity to develop my skills at this institution.	75	8	71	10
7	I receive feedback from my supervisor/department chair that helps me.	69	10	67	13
10	I understand the necessary requirements to advance my career.	66	12	63	15

# Supervisor/Department Chair Competencies

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
3	My supervisor/department chair makes his/her expectations clear.	75	8	72	10
7	I receive feedback from my supervisor/department chair that helps me.	69	10	67	13
12	I believe what I am told by my supervisor/department chair.	73	8	70	10
15	My supervisor/department chair regularly models this institution's values.	77	8	74	9
19	My supervisor/department chair is consistent and fair.	72	11	69	12

# Senior Leadership

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
32	Our senior leadership has the knowledge, skills and experience necessary for institutional success.	72	8	67	10
48	Senior leadership regularly models this institution's values.	72	7	66	10
27	Senior leadership provides a clear direction for this institution's future.	60	14	55	17
41	Senior leadership communicates openly about important matters.	57	12	52	17
37	Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	60	14	54	18
56	I believe what I am told by senior leadership.	64	11	56	15

# Diversity, Equity & Inclusion

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
50	This institution places sufficient emphasis on having diverse faculty, administration and staff.	74	8	70	10
45	At this institution, people are supportive of their colleagues regardless of their heritage or background.	75	7	73	8
54	This institution has clear and effective procedures for dealing with discrimination.	70	9	70	10

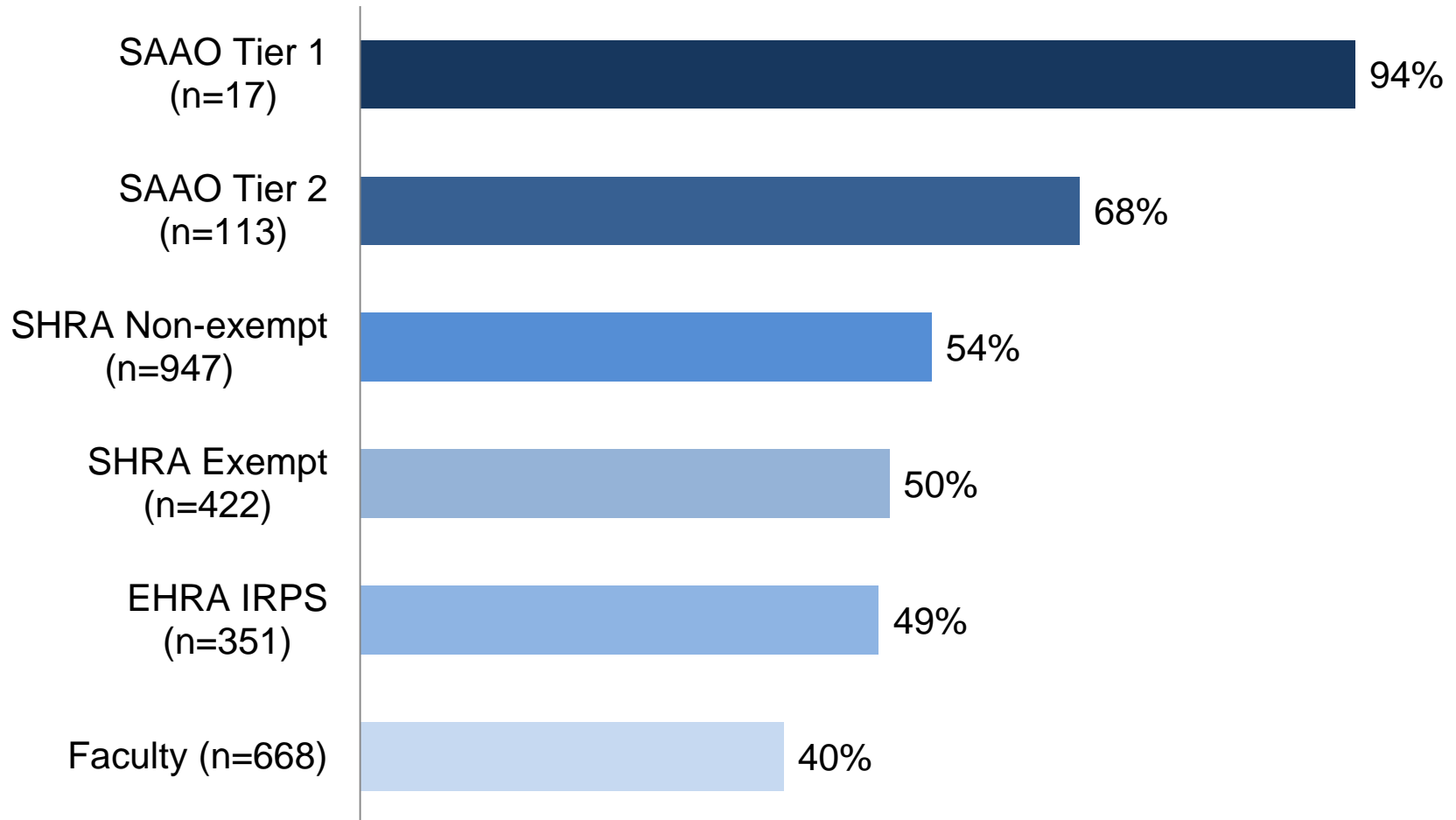
# Barometer Statements

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Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
25	Overall, my department is a good place to work.	80	6	77	7
60	All things considered, this is a great place to work.	75	4	72	6
59	This institution's culture is special - something you don't find just anywhere.	50	19	59	15

# 59. This institution's culture is special - something you don't find just anywhere.

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# Bottom Ten Statements

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
11	I am paid fairly for my work.	41	34	39	37
28	My department has adequate faculty/staff to achieve our goals.	42	32	38	36
35	Our recognition and awards programs are meaningful to me.	41	27	39	29
16	Promotions in my department are based on a person's ability.	52	23	49	25
22	Changes that affect me are discussed prior to being implemented.	49	20	45	22

Statements are sorted by highest **negative** response.



# Bottom Ten Statements

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
18	Issues of low performance are addressed in my department.	52	20	47	24
59	This institution's culture is special – something you don't find just anywhere.	50	19	59	15
9	I am regularly recognized for my contributions.	53	19	53	20
17	Our review process accurately measures my job performance.	56	18	52	21
42	Faculty, administration and staff are meaningfully involved in institutional planning.	45	17	44	20

Statements are sorted by highest **negative** response.

# Opportunities

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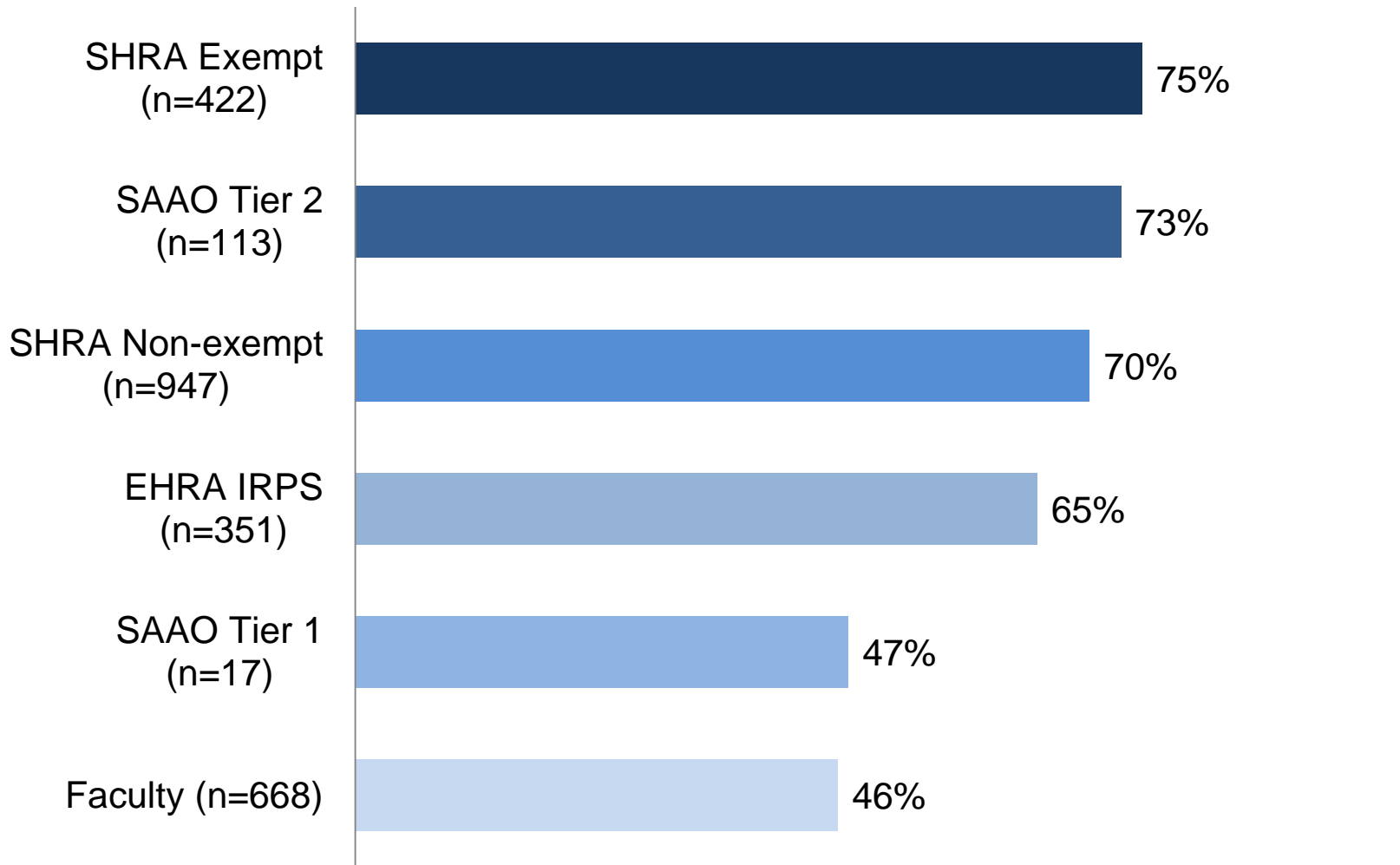
- Resource Constraints
- Performance Management/Accountability
- Communication
- Collaboration
- Shared Governance

# Resource Constraints

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
11	I am paid fairly for my work.	41	34	39	37
28	My department has adequate faculty/staff to achieve our goals.	42	32	38	36
4	I am provided the resources I need to be effective in my job.	66	10	60	13

# 31. The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.

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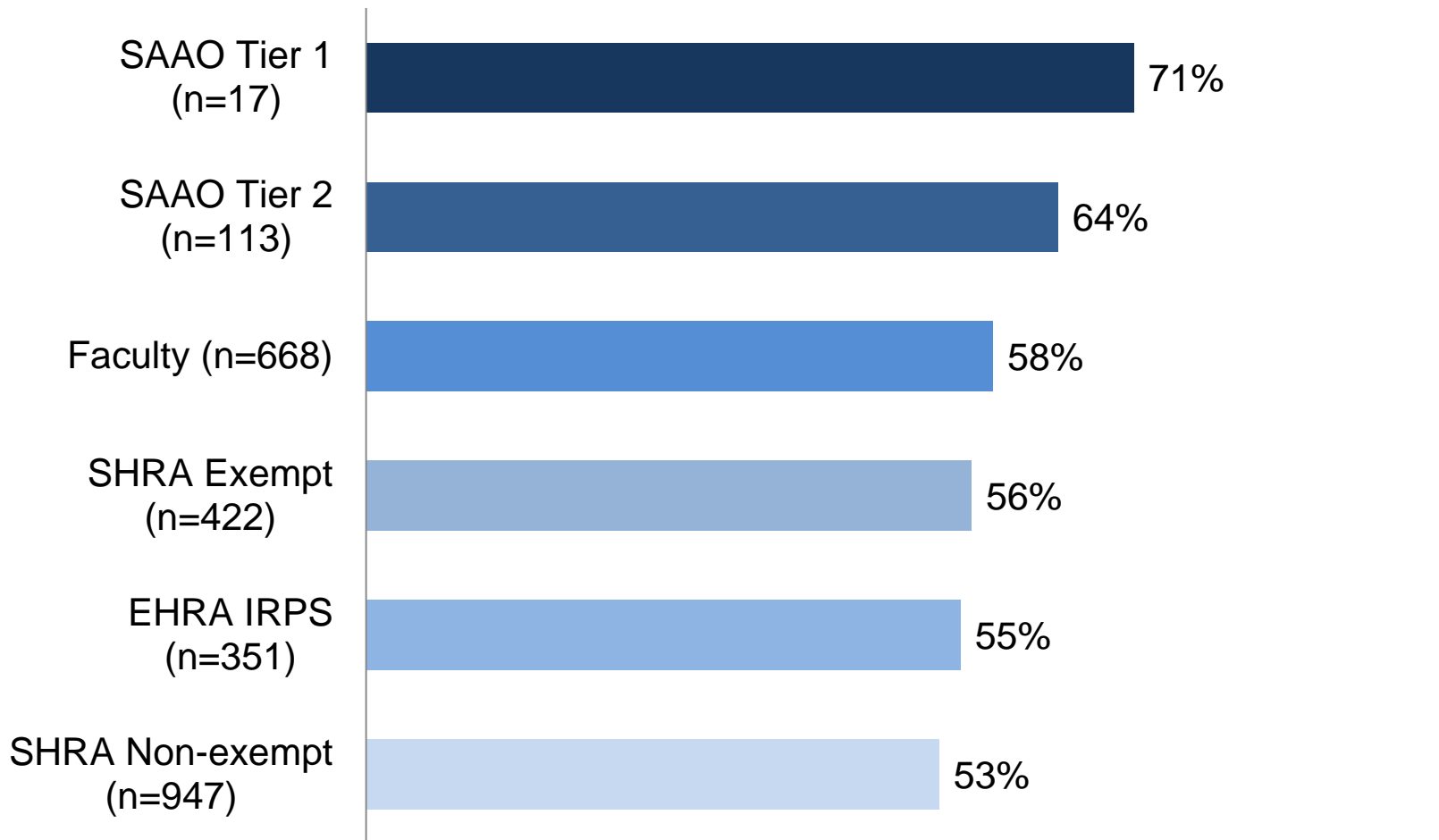


# Performance Management/Accountability

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
30	Our orientation program prepares new faculty, administration and staff to be effective.	62	11	54	17
17	Our review process accurately measures my job performance.	56	18	52	21
18	Issues of low performance are addressed in my department.	52	20	47	24
16	Promotions in my department are based on a person's ability.	52	23	49	25
9	I am regularly recognized for my contributions.	53	19	53	20

# 17. Our review process accurately measures my job performance.

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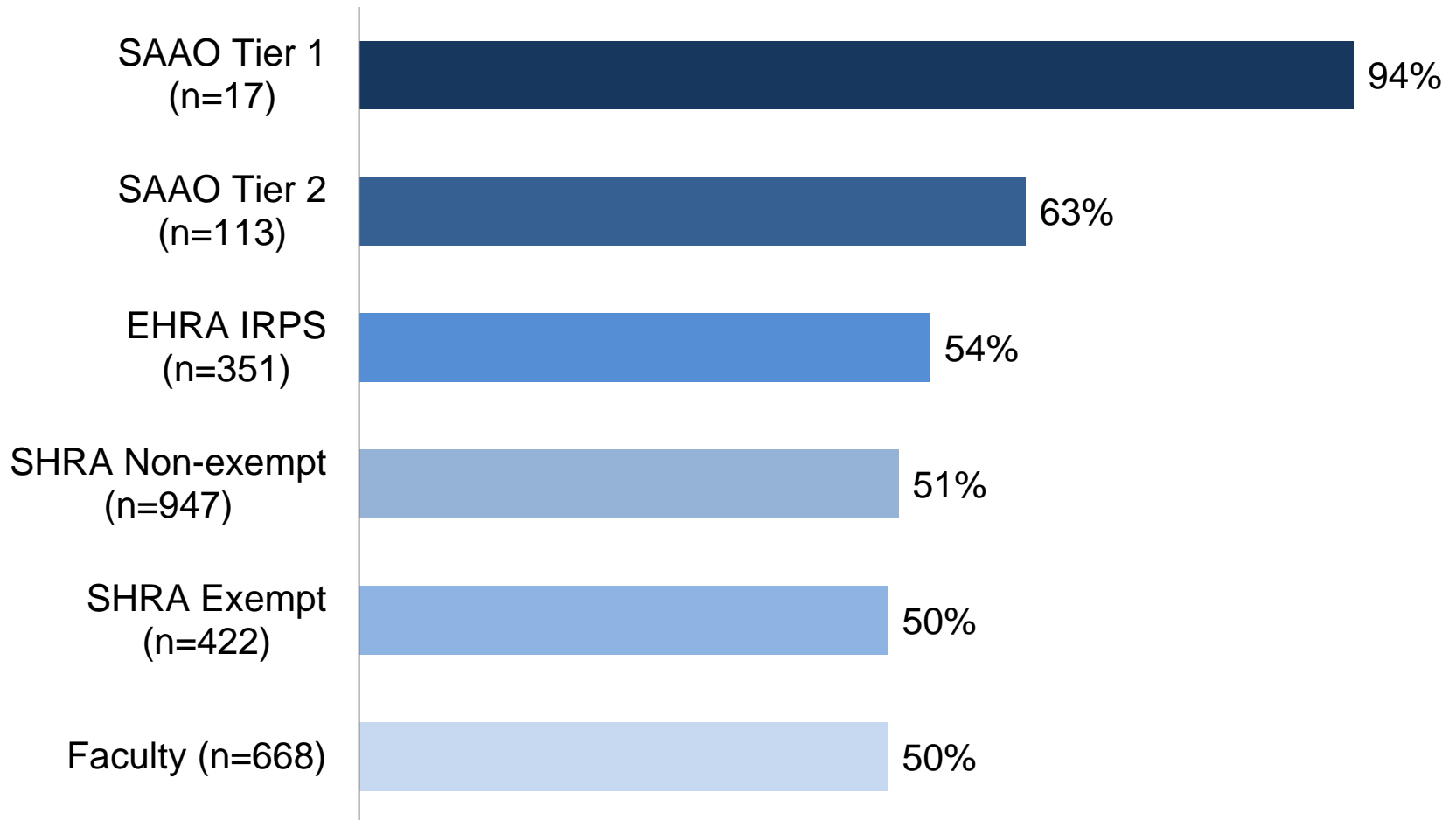


# Communication

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
8	When I offer a new idea, I believe it will be fully considered.	63	13	61	14
21	In my department, we communicate openly about issues that impact each other's work.	65	14	60	15
22	Changes that affect me are discussed prior to being implemented.	49	20	45	22
43	At this institution, we discuss and debate issues respectfully to get better results.	52	14	50	16

# 43. At this institution, we discuss and debate issues respectfully to get better results.

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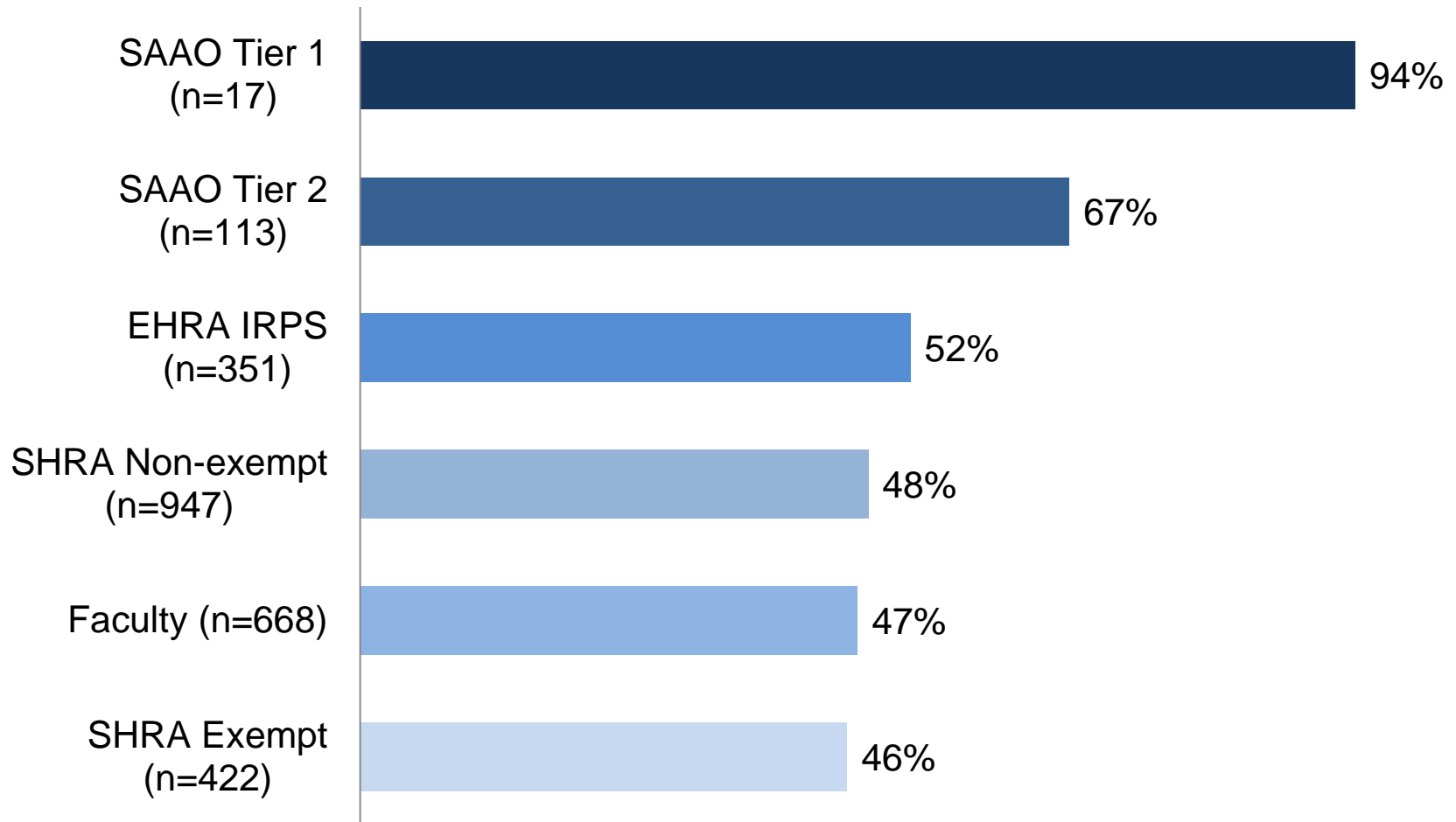




# Collaboration

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
13	We have opportunities to contribute to important decisions in my department.	62	14	60	15
23	People in my department work well together.	68	8	66	9
26	I can count on people to cooperate across departments.	55	11	54	12
58	There's a sense that we're all on the same team at this institution.	49	17	47	21

# 58. There's a sense that we're all on the same team at this institution.



# Shared Governance

Survey Statement		2018 UNCC Overall % Positive	2018 UNCC Overall % Negative	2018 UNC System Aggregate % Positive	2018 UNC System Aggregate % Negative
38	The role of faculty in shared governance is clearly stated and publicized.	61	13	57	15
39	Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation).	65	10	66	10
42	Faculty, administration and staff are meaningfully involved in institutional planning.	45	17	44	20
46	Faculty, administration and staff work together to ensure the success of institution programs and initiatives.	66	6	64	8
55	There is regular and open communication among faculty, administration and staff.	51	15	48	18

# Q & A

# Contacts

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