Staff Engagement Taskforce

Draft Project Plan

**BACKGROUND**

High levels of engagement impact employee retention and improve organizational performance.

In 2012, UC initiated periodic administration of a pulse survey of nonrepresented staff to measure employee engagement. The survey and methodology was developed in collaboration between the Council of University of California Staff Assemblies (CUCSA), UC Human Resources’ Employee Relations department, and Willis Towers Watson, a national firm specializing in workforce opinion survey research.

The most recent survey was conducted in 2017. In January 2018, an open forum was held at UCR to share both systemwide and campus results, and to obtain feedback about priorities for campus staff.  As a next step, the Chancellor appointed a taskforce to develop specific recommendations for campus actions. Taskforce members were selected to include a broad cross section of staff in an effort to ensure that all staff perspectives are heard.

**PRINCIPLES**

1. Campus leadership recognizes the value of staff and the importance of an engaged staff work force.
2. Taskforce members communicate the perspectives of staff from across campus, and from all levels of the organization, not individual points of view.
3. Broad campus input is encouraged and will be solicited.
4. Transparency - progress will be communicated via updates to the Taskforce web page, hosted on the Chancellor’s website.
5. Taskforce members are committed to providing constructive and forward-looking recommendations for staff engagement which benefit the campus as a whole.
6. Managers and supervisors play a key role in staff engagement.

# PROJECT GOALS

1. Identify best practices for creating a culture of staff engagement at UCR.
2. Review results from the 2017, 2015 and 2012 surveys as well as recent campus input from the January 2018 forum and from the 2017 “Campus Conversations”.
3. Incorporate input from the Academic Senate through consultation with the Committee on Faculty Welfare to solicit input on their perspectives.
4. Identify data-informed opportunities to enhance staff engagement at UCR.
5. Develop recommendations for campuswide programs to address concerns raised by staff and increase levels of staff engagement at UCR.
6. Develop methodology for evaluation of proposed strategies.

# TIMELINE

The Task force will meet twice a month for approximately six months, and will put forth recommendations to the Chancellor by December 15, 2018. This timetable will require dedication to hard but enormously meaningful work. Participants will have a voice in shaping material enhancements to the staff experience at UCR.

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| ACTIVITY | DESCRIPTION | DATE |
| Kickoff meeting | * Charge from Chancellor Wilcox * Assignment of roles and responsibilities (data analysis, communications, campus engagement, report writing, program evaluation, etc) | 6/20/18 |
| Research and evaluate best practices | * Introduction to employee engagement * Evaluation of best practices | 7/5/18 |
| Data review | * Evaluation of systemwide data * Evaluation of campus data * Identification of campus trends | 7/19/18 |
| Identify areas of focus for initiatives | * Group identification of priorities and general topics for initiatives | 8/2/18 |
| Development of initiative proposal | * Outline elements of initiatives * Identify any needed resources * Determine mechanism for measuring effectiveness | 8/16/18 |
| Review of draft initiative proposal | * Fine tune draft initiatives * Evaluate against available campus input received to date * Develop plan for campus engagement and input * Develop agenda for meeting with sponsor | 8/30/18 |
| Check in with project sponsor (Chancellor) | * Share proposed programs and areas of focus * Discuss resources | 9/13/18 |
| Debrief of check-in with project sponsor, finalize planning for campus open forums , hold open forums | * Share feedback * Resolve outstanding issues * Finalize details of forums * Assign drafting responsibilities for presentations and final report | 9/27/18 |
| Campus forums | * Meeting time used for campus forums | 10/11/18 |
| Debrief of campus forums | * Fine-tune recommendations * Identify resources needed | 10/25/18 |
| Written Report to Project Sponsors | * Draft Report to Team * Identify and share and/or develop suggested metrics * Identify needed resources | 11/8/2018 |
| * Final Report Edits * Identification of campus communication strategy | 11/29/2018 |
| * Final Report Submitted | 12/13/18 |
| ***Upon adoption of recommendations, team will work on following deliverables*** | | |
| Draft Communication Resources | * Develop communication and implementation materials | |