



UNC System Employee Engagement Survey

SPRING 2024 EMPLOYEE ENGAGEMENT SURVEY RESULTS

Survey Methodology

- **Data Collection:** Data was collected from North Carolina Central University during the 2024 UNC System Employee Engagement Survey, conducted March 25 to April 12, 2024. To support longitudinal analysis over the course of the project, the System Office received aggregate system-wide results for only a **core population** of faculty and staff.
- **Sample Size:** The survey was conducted via a confidential online questionnaire administered by Modern Think. A representative sample size of 337 respondents from diverse departments participated (1124 surveys sent).





Core Population Response Rates

Institution	EHRA Non Faculty			SHRA			Faculty			Total Core Population		
	Total Sent	Responded	Response Rate	Total Sent	Responded	Response Rate	Total Sent	Responded	Response Rate	Total Sent	Responded	Response Rate
ASU	801	379	47%	1283	515	40%	1105	461	42%	3189	1355	42%
ECU	1023	508	50%	1844	888	48%	1621	606	37%	4488	2002	45%
ECSU	141	71	50%	127	60	47%	97	40	41%	365	171	47%
FSU	250	122	49%	312	156	50%	251	122	49%	813	400	49%
NCAT	490	205	42%	695	262	38%	499	166	33%	1684	633	38%
NCCU	342	122	36%	436	134	31%	346	81	23%	1124	337	30%
NCSSM	97	81	84%	94	71	76%	138	102	74%	329	254	77%
NCSU	3301	1692	51%	3757	1778	47%	2009	672	33%	9067	4142	46%
UNC CH	3593	1143	32%	6225	1692	27%	4169	939	23%	13987	3774	27%
UNC SO	233	154	66%	312	190	61%				545	344	63%
UNCA	205	107	52%	263	152	58%	230	109	47%	698	368	53%
UNCC	1030	524	51%	1500	742	49%	1142	329	29%	3672	1595	43%
UNCG	734	321	44%	878	351	40%	829	293	35%	2441	965	40%
UNCP	224	150	67%	351	253	72%	296	150	51%	871	553	63%
UNCSA	133	77	58%	216	89	41%	135	70	52%	484	236	49%
UNCW	534	294	55%	1005	582	58%	782	248	32%	2321	1124	48%
WCU	373	259	69%	669	424	63%	574	340	59%	1616	1023	63%
WSSU	204	70	34%	302	101	33%	242	82	34%	748	253	34%
System Aggregate	13708	6279	46%	20269	8440	42%	14465	4810	33%	48442	19529	40%





Survey Definitions

Term	Definition
Institution	refers to the entire University or College.
Department	refers to your most immediate workgroup or team.
Senior Leadership	refers to the most senior members of the institution (e.g., Chancellor or President and those who report directly to them).
Supervisor/Department Chair	refers to the individual to whom you directly report.
Core Population	<ul style="list-style-type: none"><input type="checkbox"/> EHRA Non-faculty (NF)<input type="checkbox"/> SAAO Tier 1<input type="checkbox"/> SAAO Tier 2<input type="checkbox"/> EHRA IRIT<input type="checkbox"/> SHRA<input type="checkbox"/> SHRA Exempt<input type="checkbox"/> SHRA Non-exempt<input type="checkbox"/> Faculty

Categories



Job Satisfaction/Support



Communication



Professional Development



Faculty & Staff Well-being



Performance Management



Supervisor/Department
Chair Effectiveness



Work Environment



Mission & Pride



Confidence in Senior
Leadership



Collaboration

Job Satisfaction/Support

- 2024 Core Population:
 - 81% Positive Response Rate
 - 13% Negative Response Rate
 - **Supportive Environment:** Employees appreciate working in a supportive environment with a sense of community and collegiality. Engagement survey results highlight the supportive nature of some supervisors and colleagues.
 - **Leadership Issues:** Engagement survey results highlight a lack of effective leadership and communication from senior administration, contributing to low scores.



Faculty & Staff Well-being

- 2024 Core Population:
 - 67% Positive Response Rate
 - 20% Negative Response Rate
 - **Supportive Community:** Engagement survey results highlight a strong sense of community and inclusivity at NCCU which enhances well-being.
 - **Stress and Workload:** Engagement survey results highlight that there is a high level of stress and workload, with inadequate staffing, negatively impacts well-being.



Work Environment

- 2024 Core Population:
 - 68% Positive Response Rate
 - 11% Negative Response Rate
 - **Supportive Atmosphere:** Engagement survey results highlight employee appreciation for the supportive environment, citing strong camaraderie among colleagues and a sense of family on campus. This is particularly highlighted by employees who value the teamwork within their departments and the flexibility offered by their roles.
 - **Inadequate Facilities:** Engagement survey results highlight dissatisfaction with the state of campus facilities, including issues like insufficient parking, temperature control, and maintenance problems. These issues negatively impact the work environment and employee productivity.

What Makes a Great Work Environment?



Good space management



Trust and respect



Communication



Collaboration



The right workplace services



Collaboration



- 2024 Core Population:
 - 53% Positive Response Rate
 - 27% Negative Response Rate
 - **Supportive Culture:** Engagement survey results highlight a culture that encourages collaboration and values teamwork.
 - **Departmental Silos:** Engagement survey results highlight a need for more collaboration.

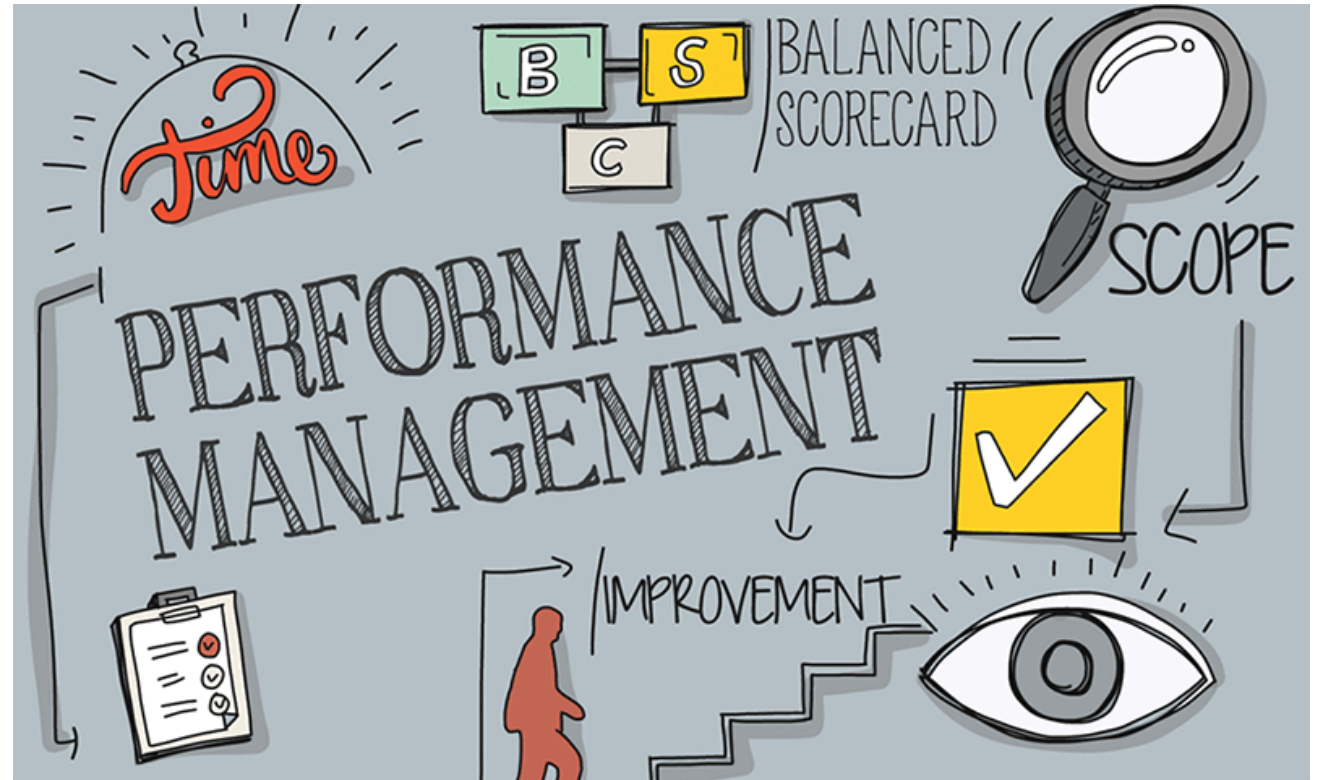
Communication

- 2024 Core Population:
 - 53% Positive Response Rate
 - 24% Negative Response Rate
 - **Regular Updates:** Engagement survey results highlight that NCCU employees prefer regular, informative updates from leadership.
 - **Delayed Responses:** Engagement survey results highlight that there is a culture of slow or non-existent responses to internal and external inquiries.



Performance Management

- 2024 Core Population:
 - 51% Positive Response Rate
 - 26% Negative Response Rate
 - **Professional Development:** Engagement survey results highlight that opportunities for growth and professional development are important to employees at NCCU.
 - **Lack of Feedback:** Engagement survey results highlight that some employees feel they do not receive adequate feedback or support from their supervisors.



Mission & Pride

- 2024 Core Population:
 - 69% Positive Response Rate
 - 11% Negative Response Rate
 - **Alignment with Mission:** Engagement survey results highlight a strong connection to NCCU's mission, particularly the university's commitment to serving students and the community. The sense of pride in working for an HBCU that makes a significant impact is a recurring theme.
 - **Disconnect from Leadership:** Engagement survey results highlight that employees feel disconnected from the decision-making process, which they believe diminishes their sense of involvement in the university's mission. They express a desire for more inclusive and transparent leadership that values their input.



Professional Development

- 2024 Core Population:
 - 63% Positive Response Rate
 - 14% Negative Response Rate
 - **Opportunities for Growth:** Engagement survey results highlight appreciation for the professional development opportunities available at NCCU, including training programs, conferences, and mentorship.
 - **Limited Opportunities:** Despite the positive comments, the engagement survey results highlight a significant concern about the limited opportunities for professional development and career advancement. Some comments indicate frustration with the inequitable access to professional development opportunities, with certain departments or individuals receiving more support than others.



Supervisor/Department Chair Effectiveness

- 2024 Core Population:
 - 68% Positive Response Rate
 - 17% Negative Response Rate
 - **Effective Leadership:** Engagement survey results highlight that there are pockets of effective and supportive leadership from supervisors and department chairs at NCCU.
 - **Poor Communication:** Engagement survey results highlight that there is a lack of clear and timely communication from supervisors.



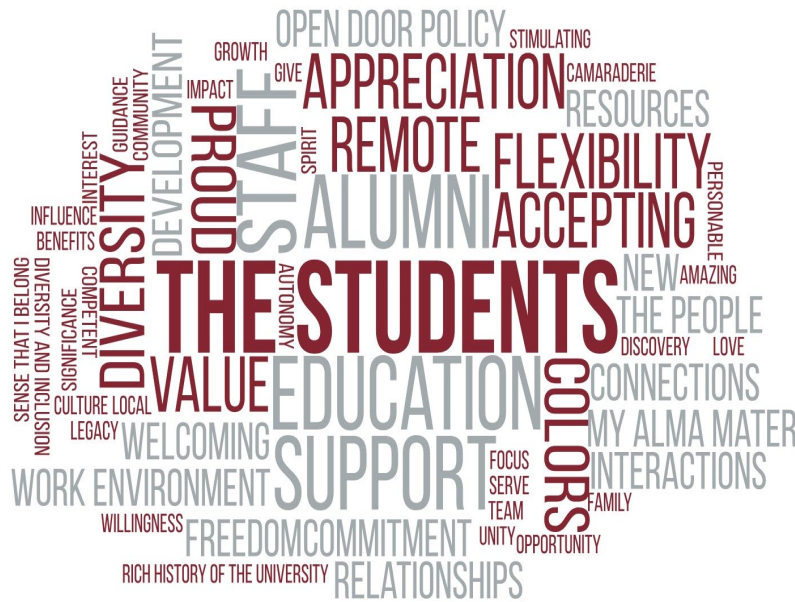
Confidence in Senior Leadership

- 2024 Core Population:
 - 39% Positive Response Rate
 - 29% Negative Response Rate
 - **Engagement:** Engagement survey results highlight that there are some senior leaders who actively engage with employees.
 - **Poor Support:** Engagement survey results highlight a perceived lack of support and understanding from senior leadership.





Employee Feedback – Positive Comments



- Supportive Environment
- Student Focus
- Family-Like Culture
- Professional Growth
- Diversity and Inclusion
- Work-Life Balance
- Historical and Personal Connection



Employee Feedback – Areas for Improvement



- Compensation and Benefits
- Communication and Organization
- Work Environment and Culture
- Senior Leadership
- Staffing and Resources
- Parking and Facilities
- Employee Engagement and Support



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