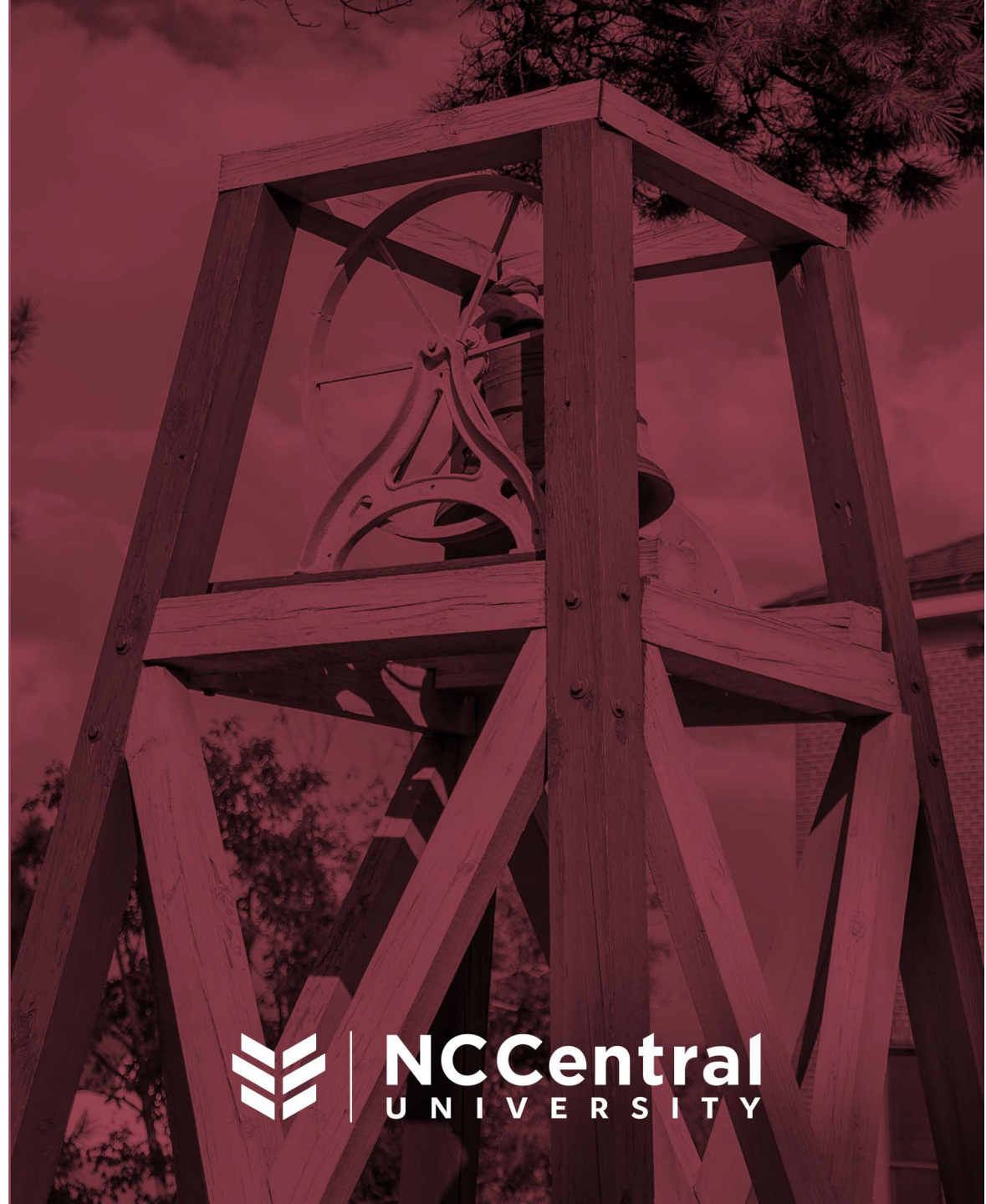NORTH CAROLINA CENTRAL UNIVERSITY

HUMAN RESOURCES

EMPLOYEE ENGAGEMENT SURVEY – ACTION PLAN

"Building a Stronger NCCU: Our Commitment to Growth and Excellence"

NCCentral UNIVERSITY

Welcome and Purpose

- Welcome to the presentation on the top 5 areas of improvement for employee engagement at North Carolina Central University. This presentation reflects our ongoing commitment to creating a workplace where every employee feels valued, supported, and empowered to contribute to our collective success.

NCCentral
UNIVERSITY

Why Employee Engagement Matters

- Employee engagement is more than just a metric—it's the foundation of our university's strength. Engaged employees drive innovation, support our students' success, and embody the values of NCCU. By focusing on these key areas, we can build a more vibrant, inclusive, and effective campus community.

Why Does Employee Engagement Matter?

Better workplace safety

Improved productivity

Improved business performance

Higher retention

Better customer service

Achievers

NCCentral UNIVERSITY

Looking Ahead

- This presentation will discuss the five critical areas identified through the 2024 Employee Engagement Survey and how we plan to address them. Your participation and feedback are essential as we embark on this journey together to enhance our work environment and ensure NCCU remains a great place to work, teach, and learn.

NC Central UNIVERSITY

Communication and Customer Service

- **Issue:** There is significant dissatisfaction with communication, particularly from senior leadership and between departments. Employees have expressed concerns about the lack of timely, clear communication and inadequate customer service, which has resulted in confusion and frustration.

- **Action Plan:** NCCU is committed to fostering consistent and transparent communication across campus. We will implement regular updates from senior leadership and establish clear guidelines to enhance customer service excellence. Key initiatives include:

  - E-Pride Communication Initiative

  - Customer Service Awards

  - Timely University Wide Updates

  - Effective Communication Training Sessions

  - Leadership Walkarounds

  - Quarterly Townhalls

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NCCentral
UNIVERSITY

Senior Leadership Effectiveness

- **Issue:** Confidence in senior leadership is significantly low, driven by concerns over a lack of transparency, accountability, and meaningful engagement with staff.

- **Action Plan:** NCCU will Implement regular engagement sessions between senior leadership and employees to build trust and ensure that leadership is more responsive to employee needs. Initiatives include:

  - Coffee & Conversations

  - 360-Degree Feedback Reviews

  - Leadership Accessibility

  - Fireside Chat with the Chancellor and Other Senior Leaders

LEADERSHIP EFFECTIVENESS

NC Central UNIVERSITY

Employee Engagement

- **Issue:** Employee engagement scores reveal a need for stronger connections and increased involvement among staff. Many employees feel disconnected from the decision-making process and believe their voices are not sufficiently heard or valued, leading to disengagement.
- **Action Plan:** NCCU will implement targeted strategies to enhance employee engagement, including:
  - Creation of Employee Engagement Calendar of Events
  - Employee Appreciation Days
  - Career Development and Mentorship Programs
  - Recognition and Rewards Program

NCCentral UNIVERSITY
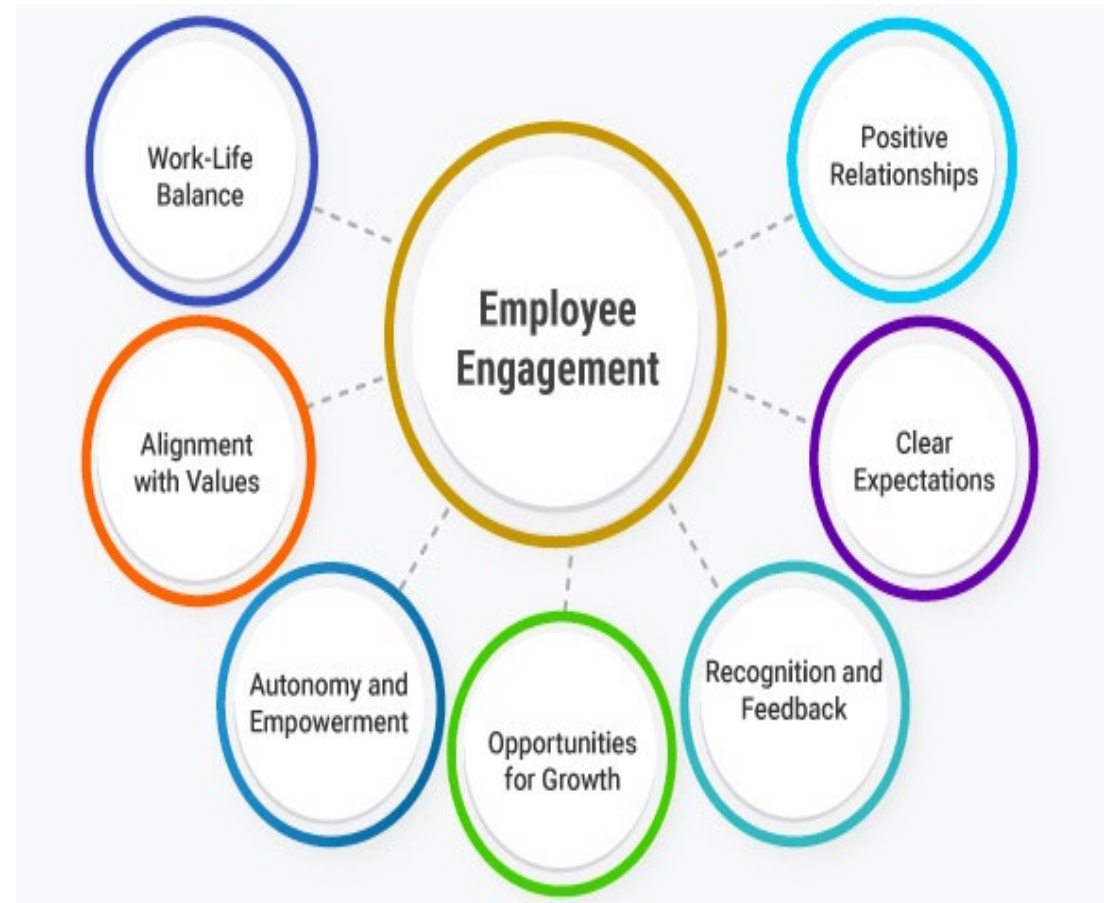
Professional Development

- **Issue:** Employees have raised concerns about the limited opportunities for professional growth and career advancement. Many feel that there is insufficient support and resources for pursuing further education, certifications, or career progression within the university.
- **Action Plan:** NCCU will expand its professional development offerings by implementing the following initiatives.
  - Regularly Scheduled Training Sessions
  - Leadership Development Programs
  - Opportunities for Cross-Training and Job Rotation
  - Mentorship Pairing Programs
  - Guest Speaker Series
  - Enhanced Access to Online Learning Resources (LinkedIn Learning)

Collaboration Across Departments

- **Issue:** Many employees feel that there is a lack of collaboration and excessive siloing between departments, which hampers the effectiveness of university operations and creates inefficiencies.

- **Action Plan:** NCCU will prioritize fostering a culture of collaboration by increasing opportunities for cross-departmental projects and interactions. Key initiatives include:

  - Cross-Department Forums

  - Quarterly Leadership Roundtables

  - Interdepartmental Workshops and Training

  - Interdepartmental Projects

  - Cross-Departmental Social Events

  - Creation of a Collaboration Task Force

  - Cross-Training and Job Shadowing Opportunities