

**From:** [Official HR Information](#)  
**Cc:** [Human Resources](#)  
**Subject:** Engagement Survey Staff Focused Session + HR Support  
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Dear Staff and Faculty Colleagues,

I am pleased to provide you with an update regarding the next steps of the 2023 Workforce Engagement Survey.

### **INSTITUTIONAL RESULTS**

On Thursday, October 12, 2023, I was joined by Rich Boyer from ModernThink (our survey provider), President Peñalver, and Provost Martin for a Town Hall that provided staff and faculty with an overview of the engagement survey results. It is important to note that the results shared during the Town Hall will direct our action planning efforts moving forward. We hope to identify 2-3 focus areas that will be targeted for improvement prior to the next survey in 2025. Please view the [Engagement Survey Results Town Hall Recording](#) if you were unable to attend.

Town Hall Presentation Slides: [Engagement Survey Results Town Hall Slides](#)

### **FOCUSED RESULTS**

Three additional focused breakout sessions are being offered.

#### **Staff Focused Session:**

- Monday, December 18<sup>th</sup>, 2023, 2:00PM-3:00PM, via Zoom. *This session will be recorded.*
  - [Staff Focused Session Zoom Link for 12/18/23](#)
  - *Offices may close to encourage staff attendance.*

#### **Faculty Focused Session:**

- Will be scheduled in early 2024, following the return from Christmas break.

#### **DEI Focused Session:**

- Will be scheduled in early 2024, following the return from Christmas break.

### **WORK UNIT RESULTS**

ModernThink provided members of the HR Division with data so we could generate reports for the leaders of our major work units (colleges, divisions, and schools). The results offer a comprehensive view of work unit’s strengths and areas of opportunity to promote success. Reports were made available to leaders when feedback was provided by more than five faculty and staff. Regrettably, we couldn’t disperse this information until later in November which may delay the timing for the results to be shared with each work unit.

### Support from HR

To ensure a smooth communication process and effective action planning, the Office of Human Resources will play a pivotal support role. Here's how we plan to support you and the leadership team:

1. **Data Review:** We will provide each major work unit with a report, discuss the survey results, highlighting key trends and areas of concern. This analysis will serve as a foundation for discussions and decision-making.
2. **Communication Strategy:** HR will collaborate with the leader and their leadership team to develop a clear and concise communication strategy for sharing the survey results with your workgroup.
3. **Action Planning:** We will support the leader in organizing working teams to facilitate the development of action plans.
4. **Progress Reporting:** After action plans are implemented, HR will work closely with work units to track progress, measure the impact of initiatives, and make necessary adjustments. We believe maintaining a feedback loop will ensure continuous improvement.

### HR Partners

As you may recall, we recently introduced the role of HR Business Partner (HRBP), and we appointed Becky Rowe as our first dedicated resource. As we pilot this new role, Ellen Whitcraft-Huelmann, Director of Workforce & Labor Relations, will also act as a Senior HRBP. To support our work units, we assembled a team of three additional HR leaders to work with Becky and Ellen to support the rollout of engagement results.

Engagement Survey Support Partners	Assigned Work Units
Becky Rowe, HR Business Partner	<ul style="list-style-type: none"> <li>● Mission Integration</li> <li>● College of Science and Engineering</li> <li>● Enrollment Services</li> <li>● Global Engagement</li> <li>● Student Success</li> <li>● University Advancement</li> </ul>
Ellen Whitcraft-Huelmann, Director of Workforce & Labor Relations	<ul style="list-style-type: none"> <li>● College of Arts &amp; Sciences</li> <li>● College of Nursing</li> <li>● Finance &amp; Facilities</li> <li>● Information Technology Services</li> <li>● School of Law</li> </ul>
Jerron Lowe, VP of Human Resources	<ul style="list-style-type: none"> <li>● President’s Office</li> <li>● Provost’s Office</li> <li>● Human Resources</li> <li>● Student Development</li> </ul>
Maggie Ricketts, AVP Human Resources & Talent	<ul style="list-style-type: none"> <li>● College of Education</li> </ul>

Strategies	<ul style="list-style-type: none"> <li>• Lemieux Library &amp; Billodue Makerspace</li> <li>• University Affairs</li> </ul>
Al Vanderhoeven, Director of Benefits, Operations and Systems	<ul style="list-style-type: none"> <li>• Athletics</li> <li>• Graduate, Online &amp; Professional Education</li> <li>• Faculty Affairs</li> <li>• Albers School of Business &amp; Economics</li> </ul>

### Other Work Units

We regret that due to bandwidth and other institutional priorities, we are unable to provide direct support for all work unit leaders currently. In addition, some work units may not have sufficient responses to produce a work unit report. If you are in a work unit that has more than 6 responses, HR will provide your work unit leader with a toolkit to assist you with creating an action plan for how your workgroup can support institutional results.

### Revised Timeline

Where possible, work unit results will be shared before the end of this calendar year. Otherwise, expect to hear your work unit's results early in the new year.

As a reminder, our goal is for each work unit to have a comprehensive plan in place to address the identified areas for improvement. We thank you for your support and involvement in our collective to create a more engaged and productive workforce.

If you have any immediate questions or would like to discuss this further, please feel free to reach out to me or our HR team. We look forward to partnering with you to make a positive impact on our organization.

Thank you,

Jerron Lowe, J.D.

Vice President for Human Resources

SU People and Culture Strategies

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