

2017 Employee Engagement Survey

Rowan University Strategic Priorities Council October 1, 2017

The Strategic Priorities Council (SPC) is a collaborative working group comprised of representatives from each Division at Rowan. The SPC supports Rowan University's progress toward achieving the four strategic pillars and the 10-year goals through identifying, analyzing, and proposing strategies for improvement to relevant cultural and operational features of the University. A major focus of the work of the SPC has been employee engagement and recognition.

The purpose of the survey is to measure employee engagement, which is the commitment the employee has to the University and its goals. These results show us how Rowan is performing as an employer and provide insights into what our employees value and expect from the University.

The first Employee Engagement Survey was administered in 2015. Numerous initiatives were launched to address the issues identified therein, as can be seen here <http://www.rowan.edu/usp/org/Initiatives.php>. Highlights include:

- Launch of the SPC's Wellness subcommittee which evaluated and promoted relevant campus and community resources
- Launch of the Rowan University Value Awards to recognize and reward employees who exemplify Rowan's values such as customer services, student centeredness, entrepreneurship, and inclusivity
- Launch of the PROFessional of the Month award
- Creation of the Employee Engagement toolkit for supervisors (https://sites.rowan.edu/hr/docs/training/recognition_toolkit.pdf)
- Outreach from the University Ombudsman to those employees who chose to identify themselves and request contact

The 2017 Employee Engagement Survey repeated the survey of two years prior, with a few additional questions to delve deeper into communication and wellness issues. In total, 1,282 employees (33.7%) completed the survey. A comparison of responses between 2015 and 2017 show positive changes, with the largest gains on these items:

- I am committed to the Four Pillars of Rowan University
- I clearly understand Rowan University's mission.
- Our customers/students think highly of Rowan University.
- Senior leadership regularly communicates Rowan's culture and values.

Major themes from the 2017 survey show that employee engagement is high in many areas at Rowan University. Some of our strengths include:

- We are proud to work at Rowan University
- We view our roles as important to Rowan's success and understand what is expected of us at work
- We are committed to the Four Pillars and understand the University's mission
- We view our fellow employees as committed to quality work
- We feel valued by our supervisors

The areas for improvement that the Strategic Priorities Council plans to address are:

- Professional development opportunities
- Information regarding advancement opportunities
- Employee Recognition
- Communication and collegiality within the University

The SPC will continue to develop strategies tailored to the specific needs of employees working in various campuses and roles. Employees who chose to identify themselves and list their contact information for follow-up have been contacted by the University Ombudsman.

Questions regarding the 2017 Employee Engagement Survey can be directed to the following:

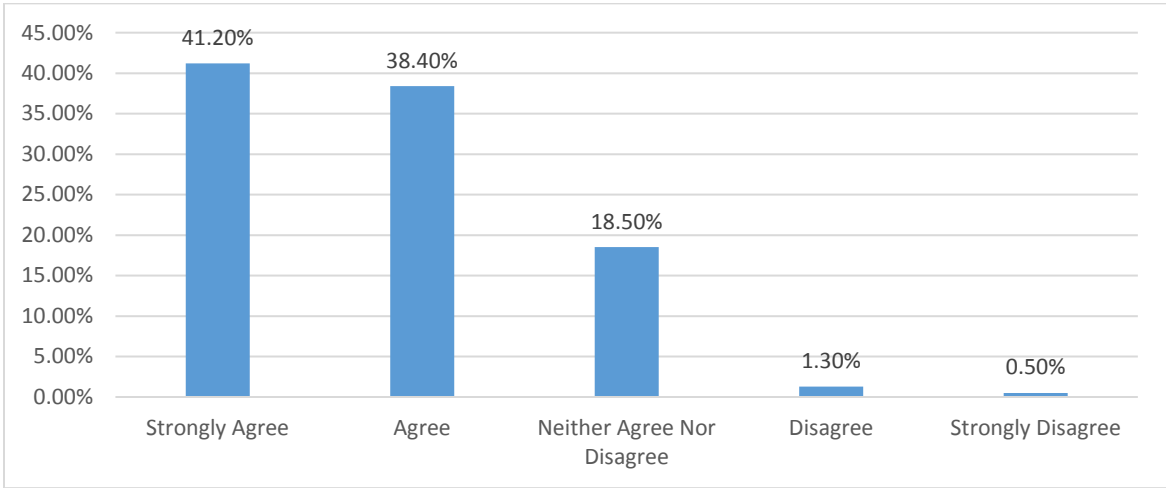
SPC Co-Chairs:

Roberta Harvey, Vice President for Academic Affairs
Drew Tinnin, Senior Director, Orientation and Student Leadership Programs

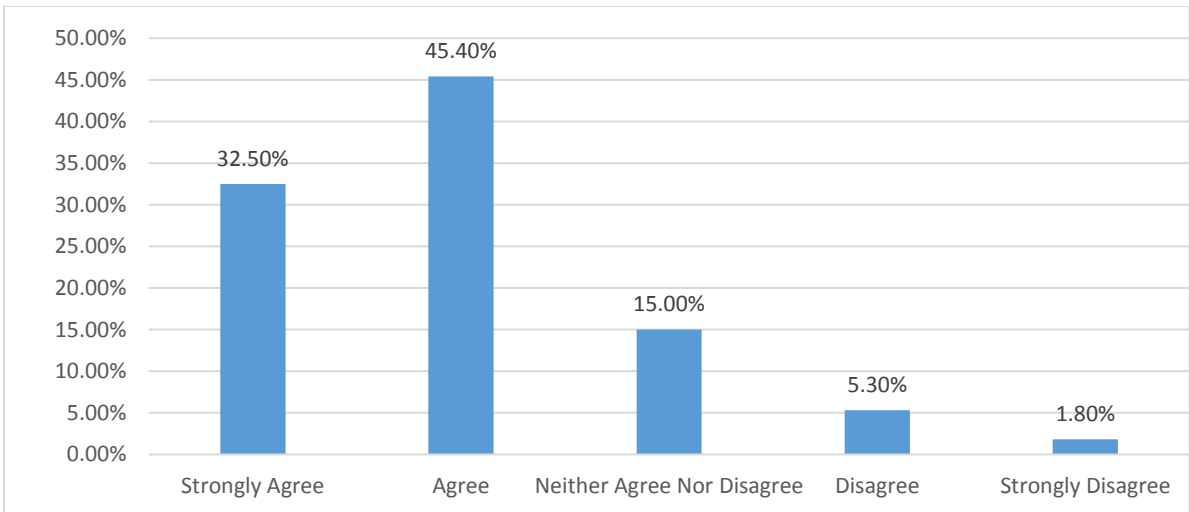
SPC Employee Engagement Subcommittee members:

Chris D'Angelo, Director of Alumni Engagement
Rory McElwee, Vice President for Enrollment and Student Success
Lorraine Ricchezza, Assistant Vice President, Academic & Student Affairs, Rowan Global
Jeremy Trowsdale, Director of Employee Learning and Development

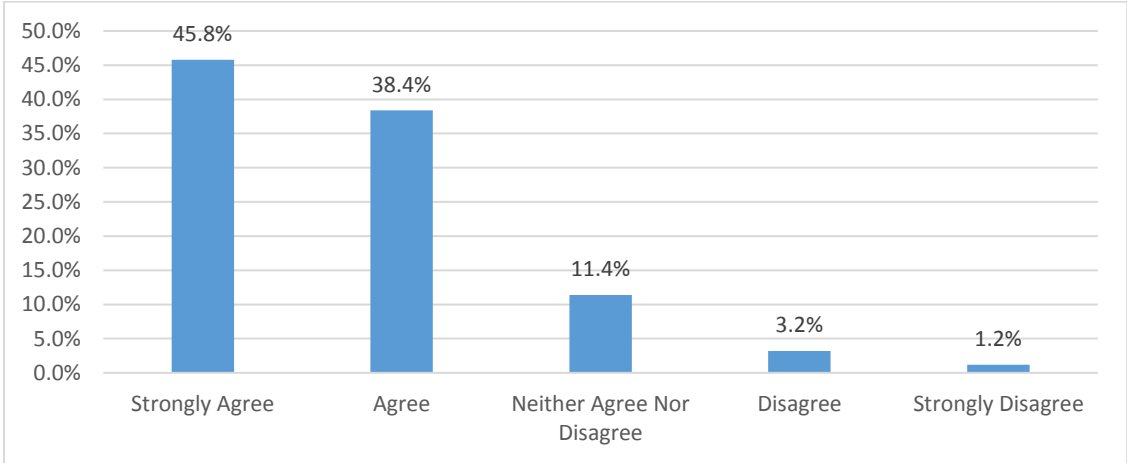
I clearly understand Rowan University's mission.



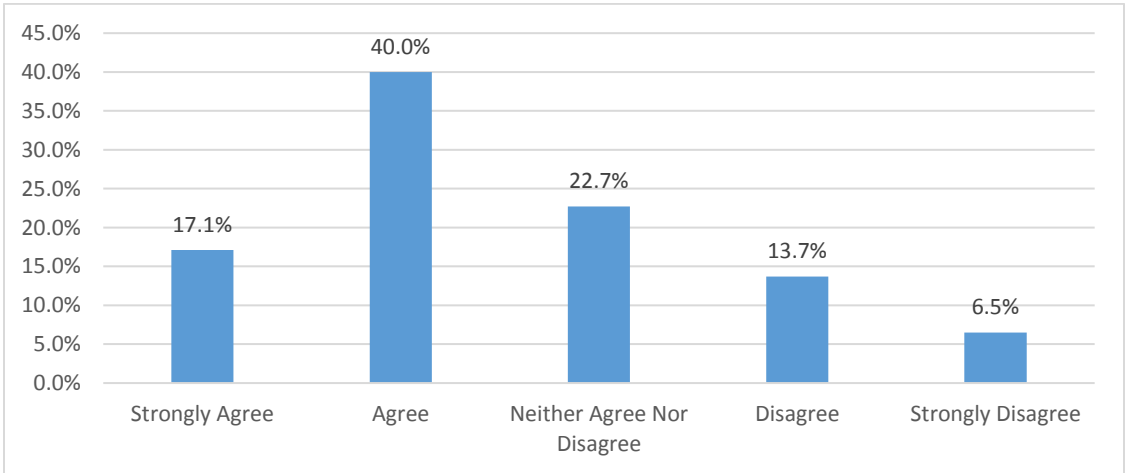
I am committed to the Four Pillars of Rowan University.



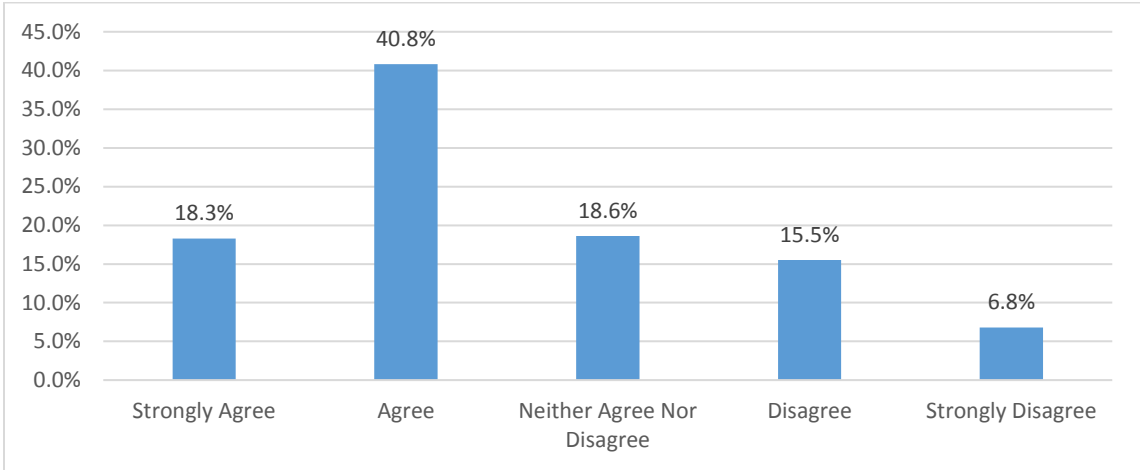
My role at Rowan University is important to the institution's success.



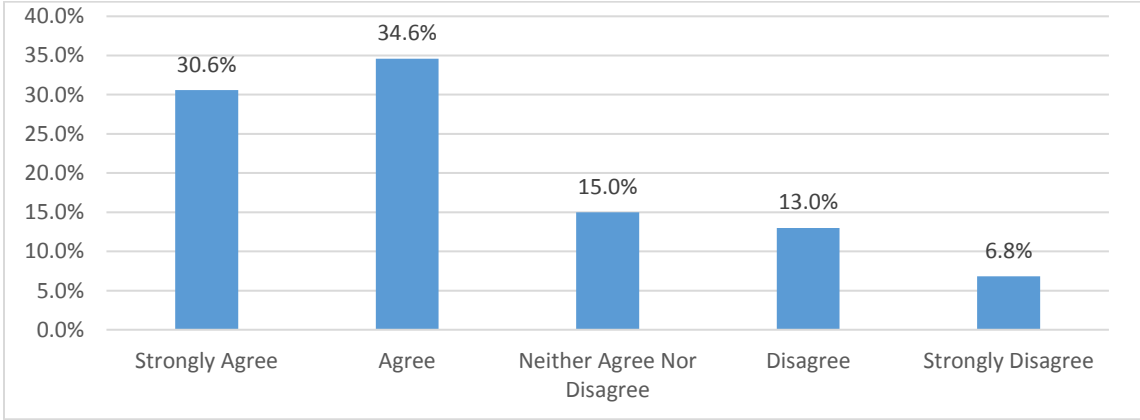
Senior leadership regularly communicates Rowan's culture and values.



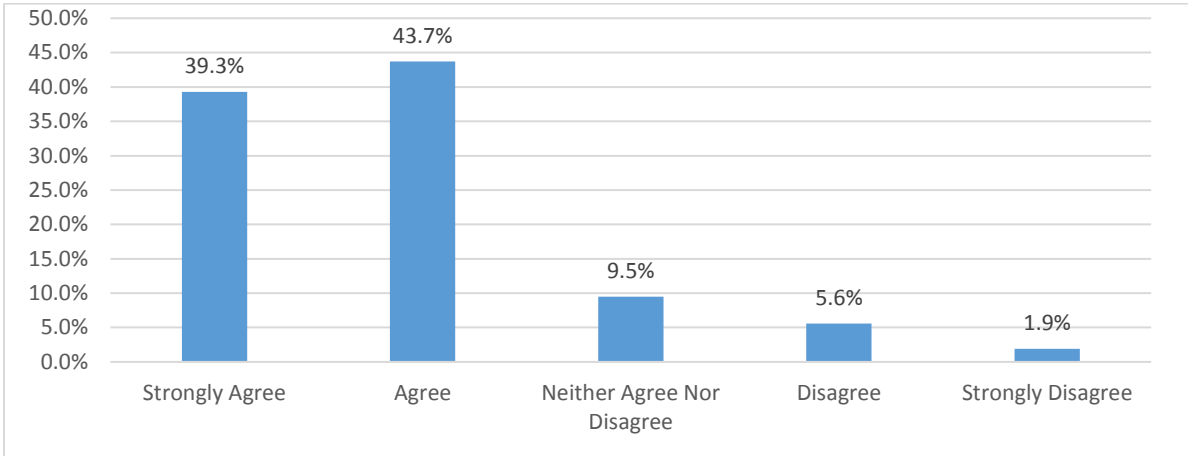
Senior leadership regularly communicates information regarding important initiatives and changes at the University.



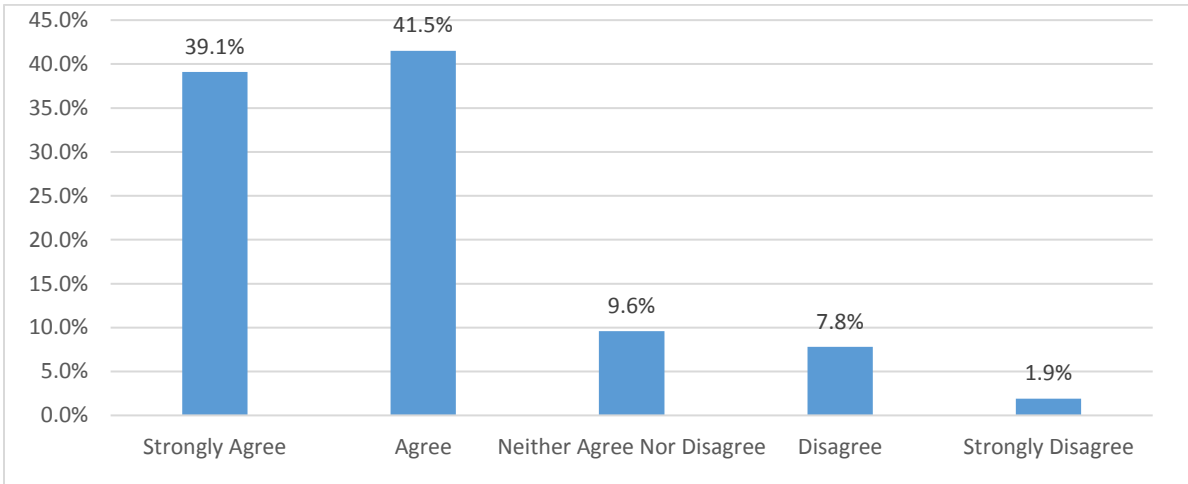
My supervisor regularly communicates information regarding important initiatives at Rowan that may impact my work.



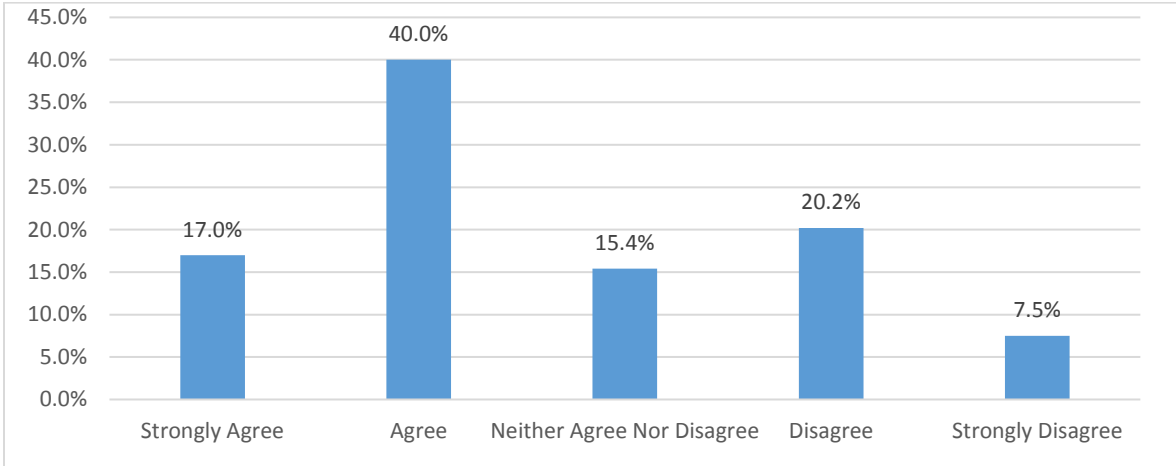
I regularly read Rowan Daily Mail, Rowan Today, and/or other informational sources to find out what's happening at Rowan.



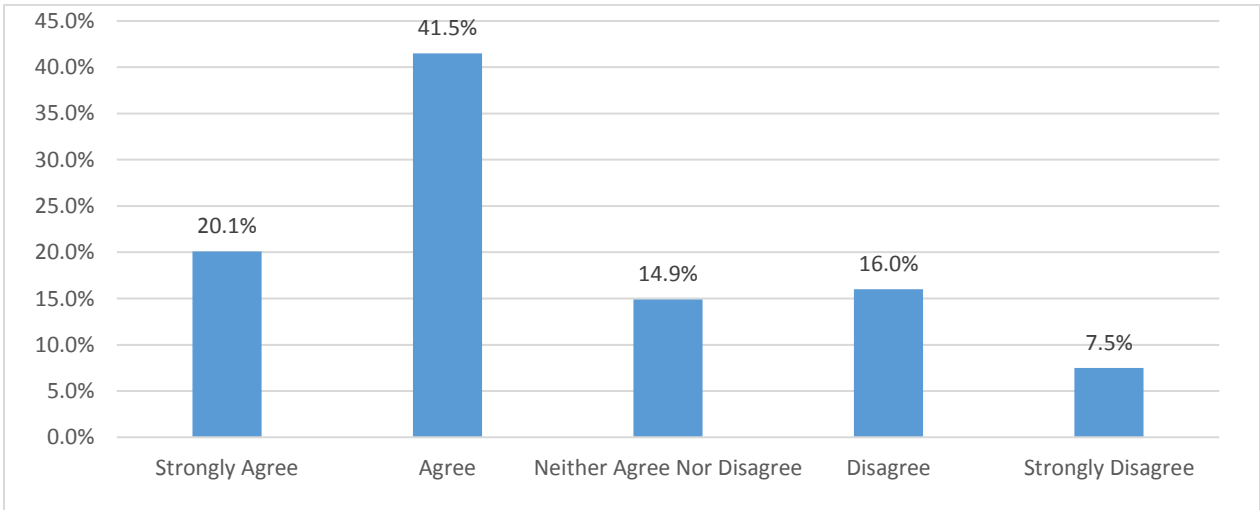
I clearly understand what is expected of me at work.



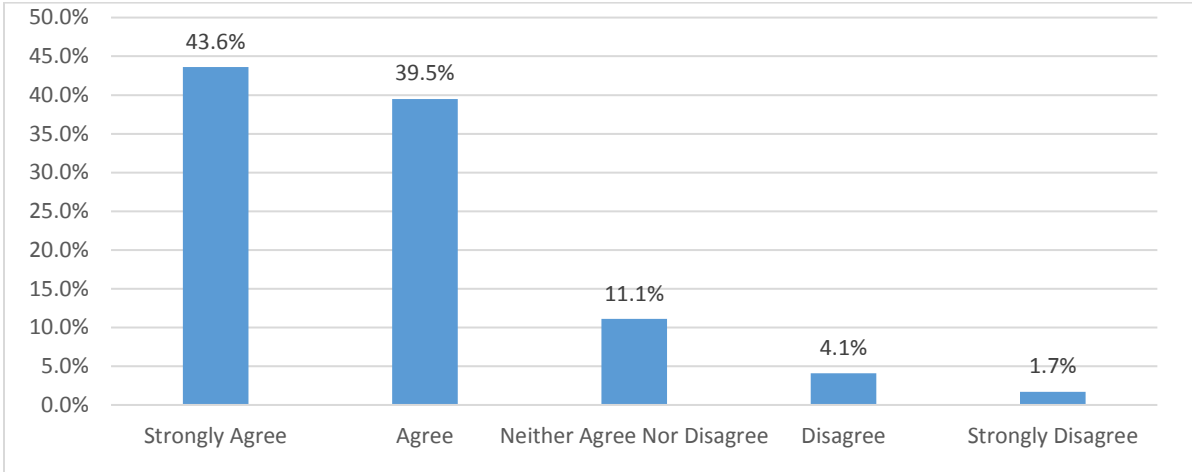
I have the tools needed to do my work effectively and efficiently.



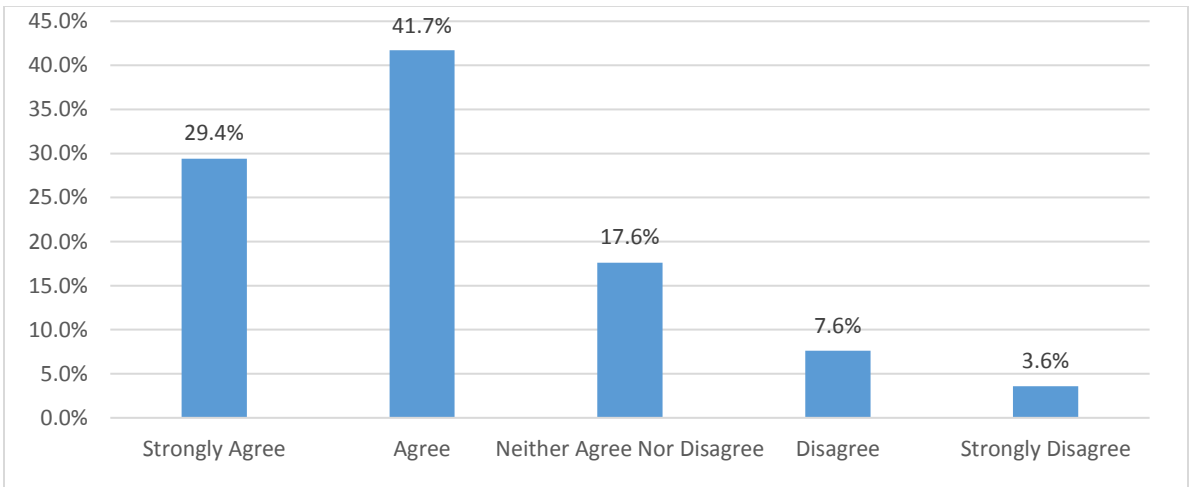
I have adequate time to complete assigned work on a timely basis.



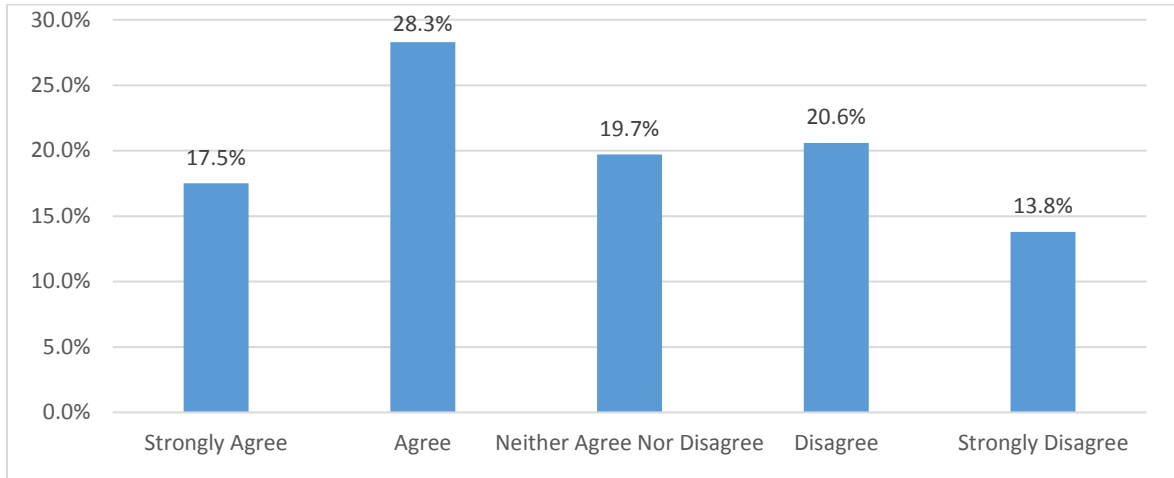
I am encouraged to take ownership of my work.



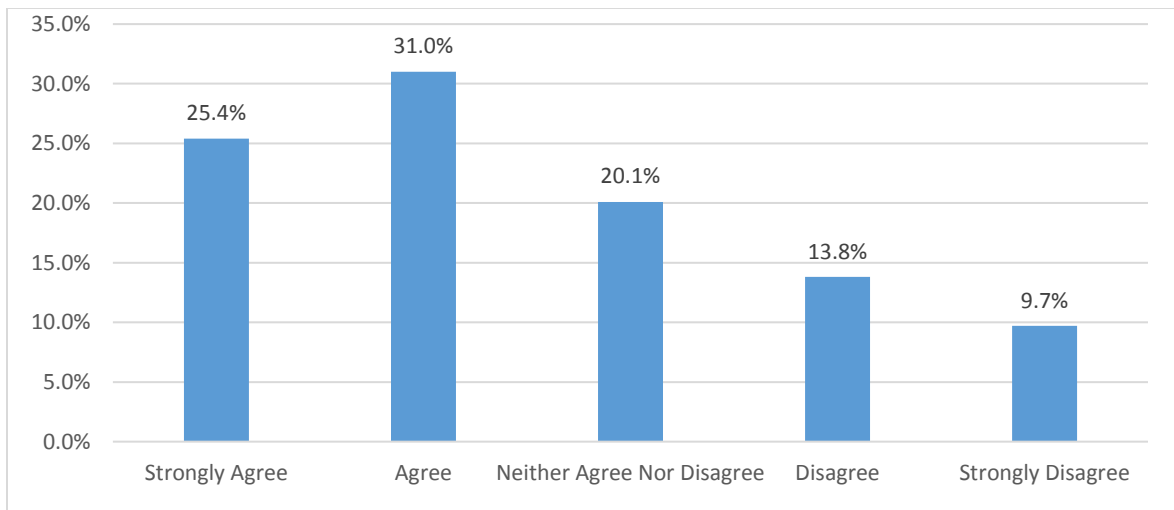
People at work show that they care about me as a person.



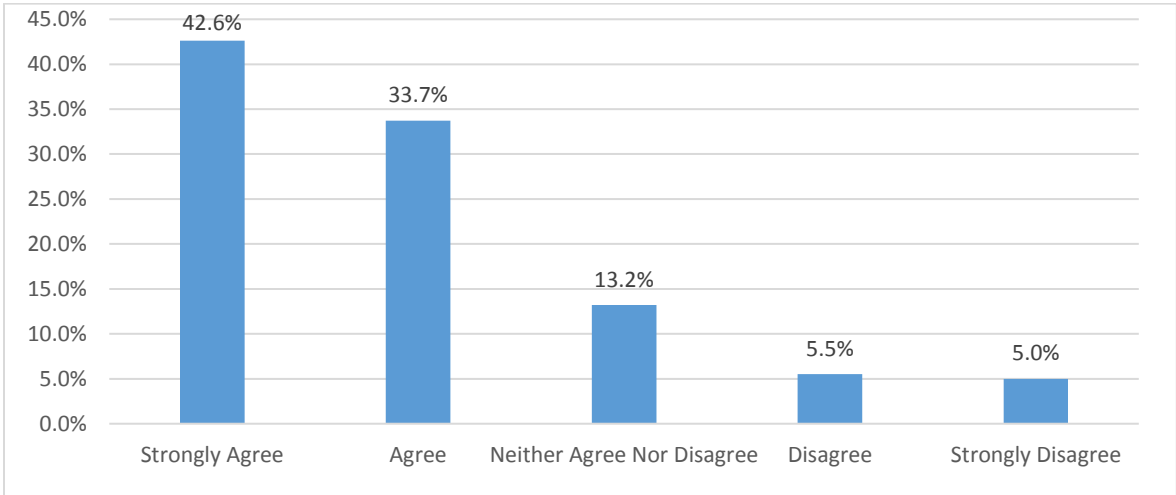
I have received recognition for my good work in the past 30 days.



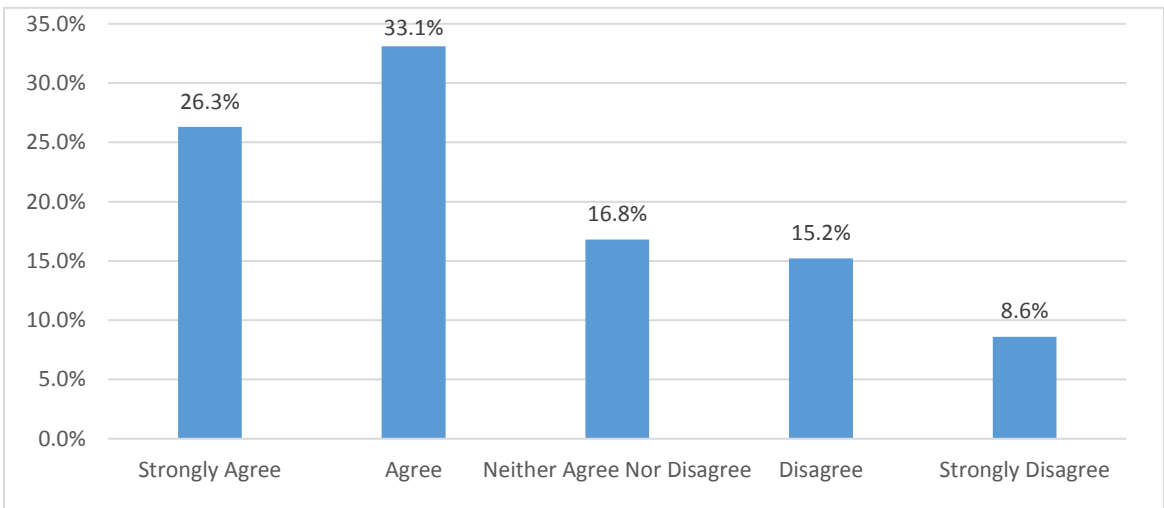
I have someone at work who encourages my career development.



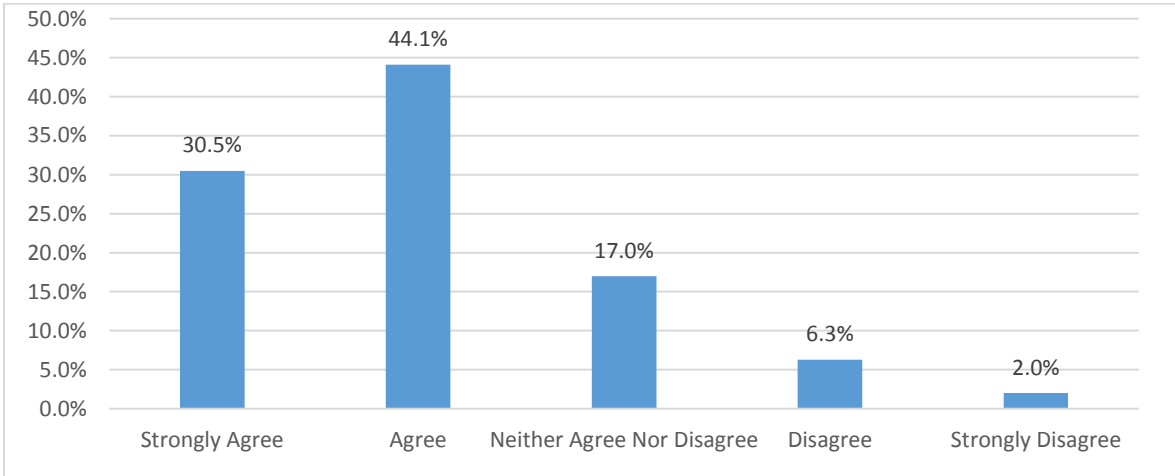
My direct supervisor values me as an employee.



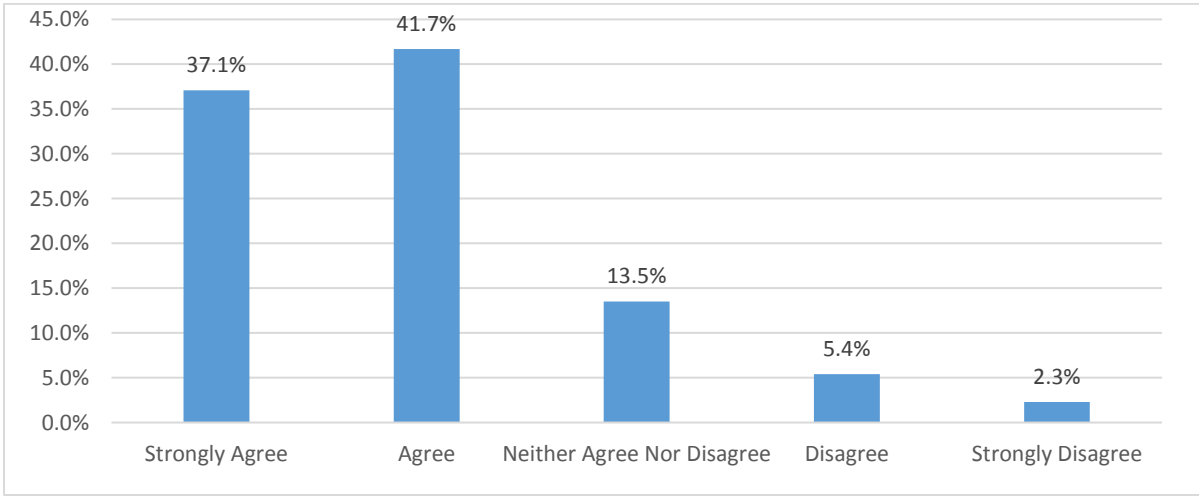
At work, everyone is treated with respect.



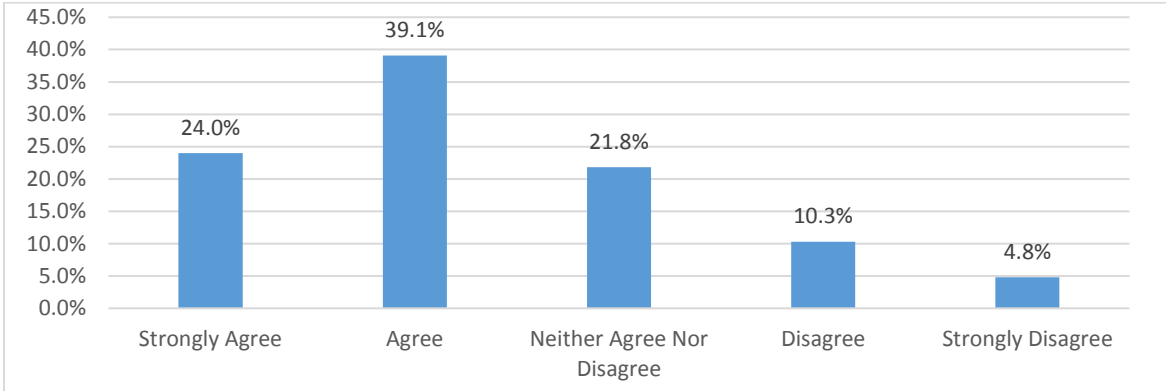
My fellow employees are committed to doing quality work.



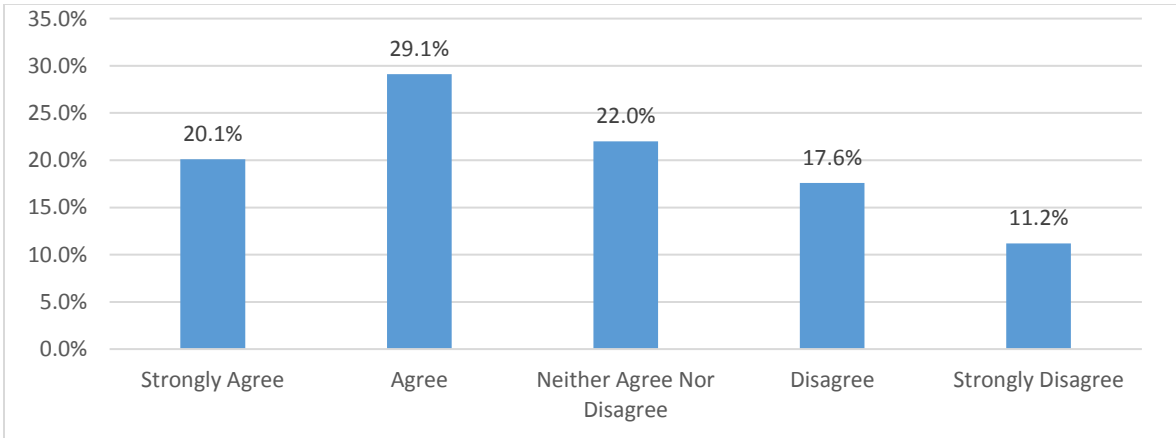
In my department, my fellow employees are committed to doing quality work.



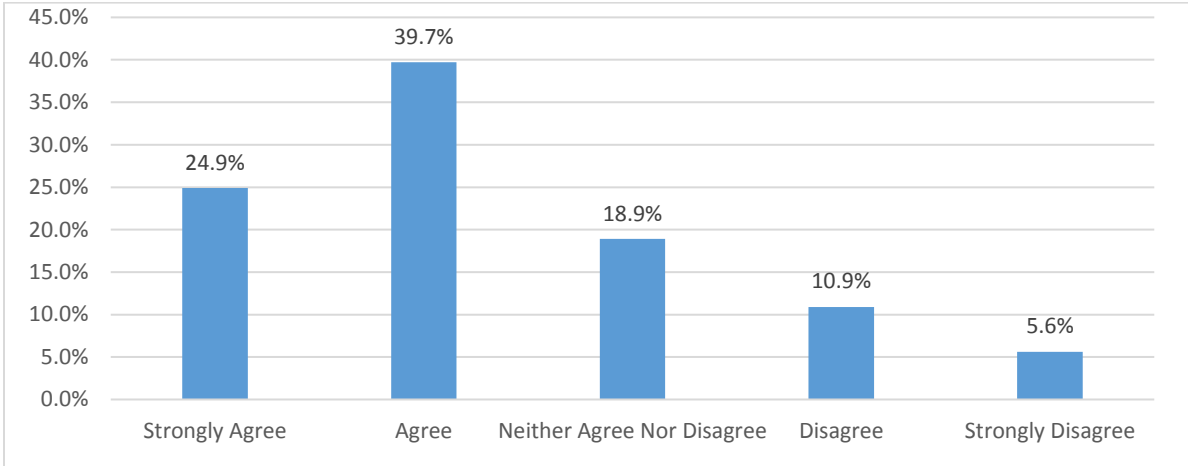
I have a confidante at work.



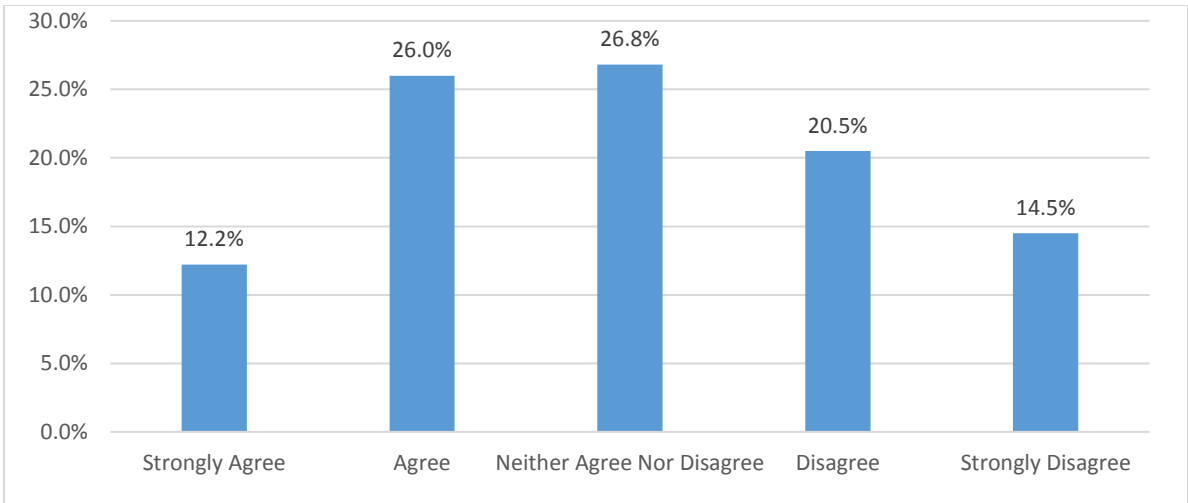
In the past year someone at work has discussed my progress at the University.



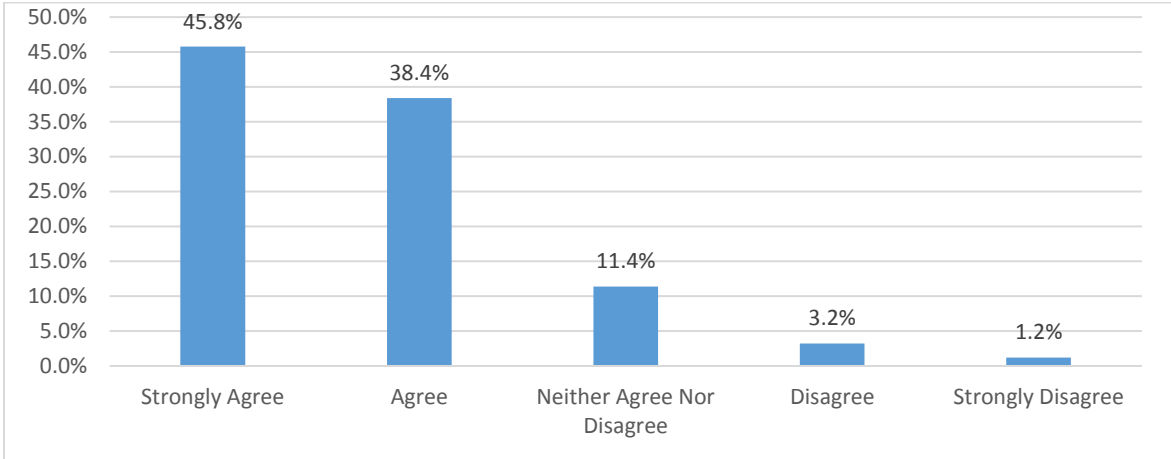
I have been given opportunities at work to learn and further develop my skill sets.



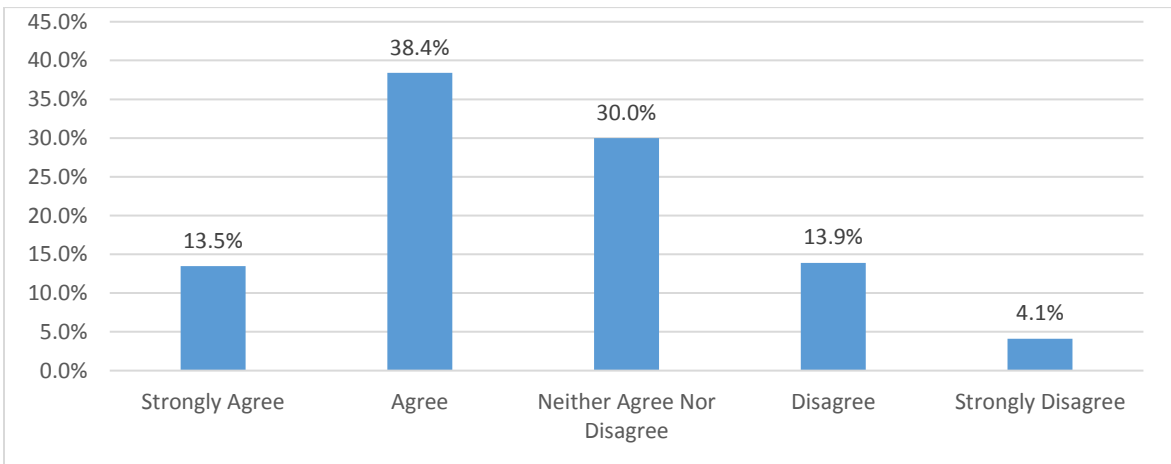
I have opportunities for career advancement at Rowan.



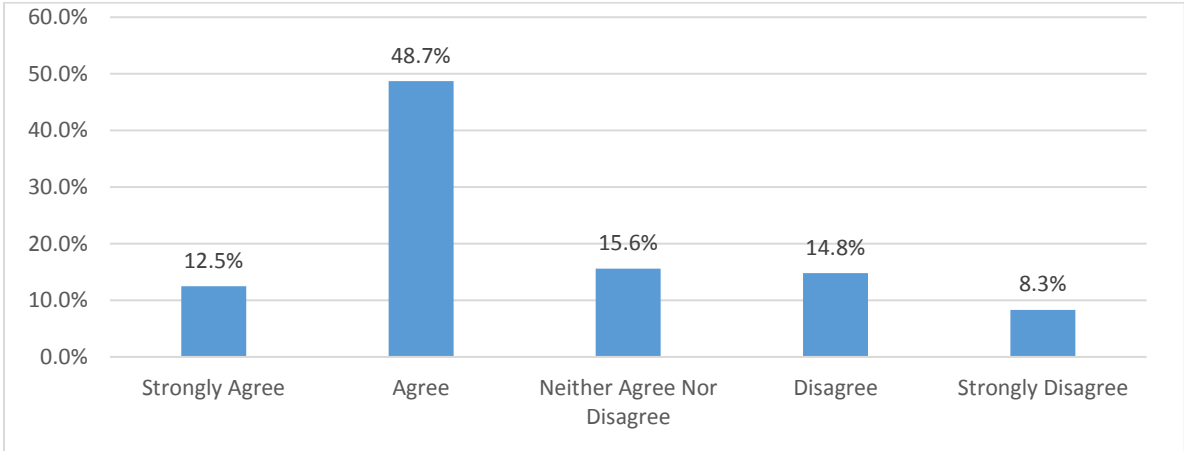
Rowan University actively promotes the health and well-being of its employees.



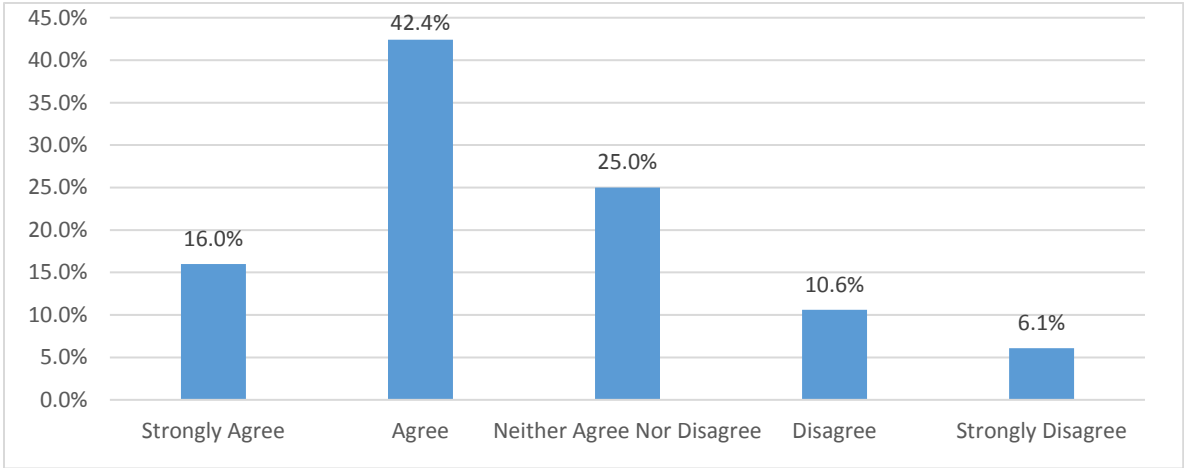
Rowan University provides ample opportunity for employees to receive information about and participate in wellness-related services and programs.



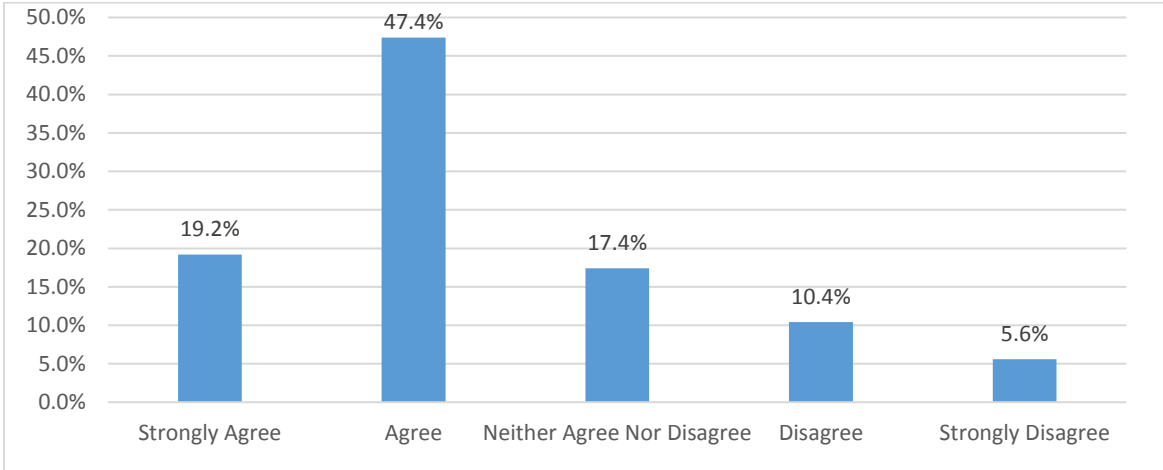
The amount of pressure I experience in my role is reasonable.



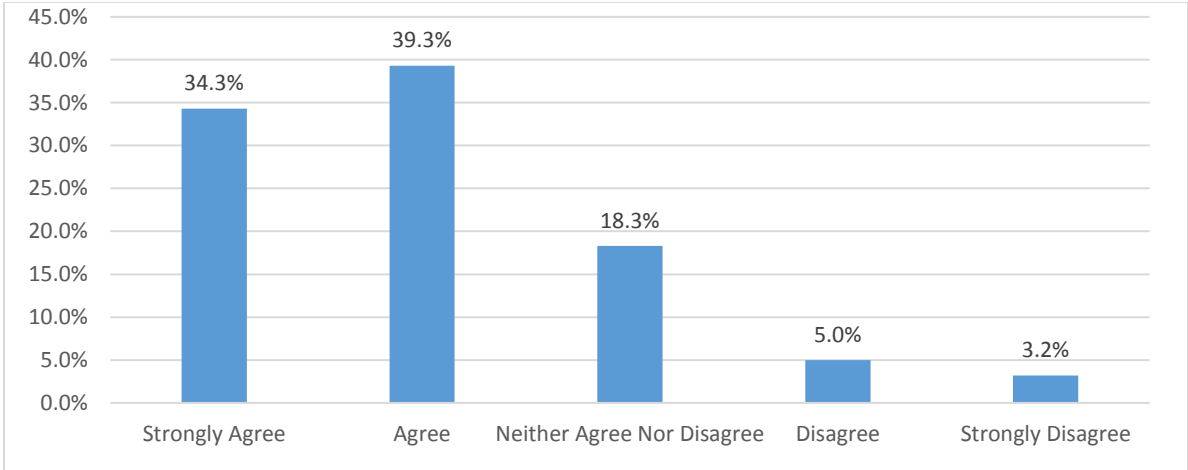
You can balance work and personal interests at Rowan University and still progress.



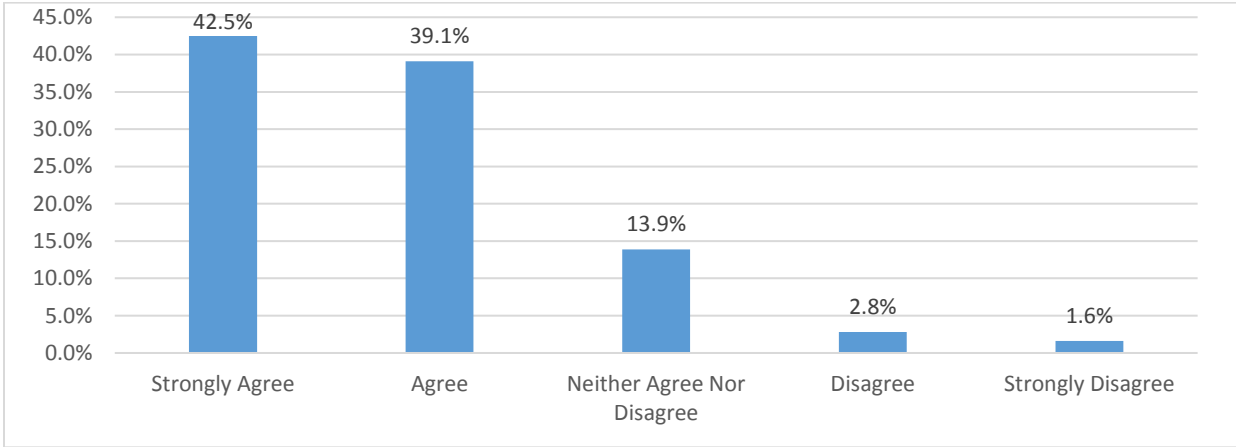
Rowan University allows me to maintain a reasonable balance between my personal and work life.



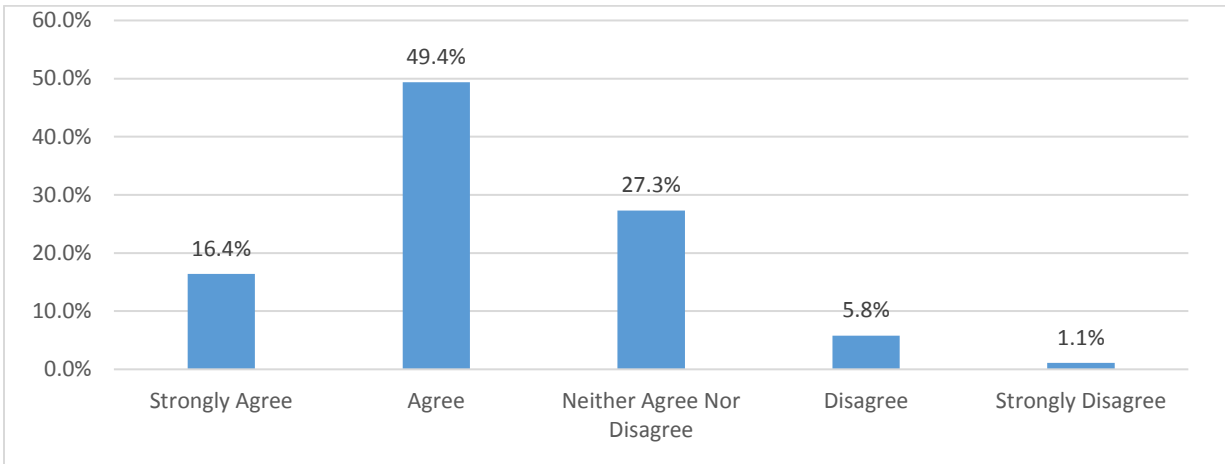
My direct supervisor allows me to maintain a reasonable balance between my personal and work life.



I am proud to work at Rowan University.



Our customers/students think highly of Rowan University.



Demographic Questions

Please indicate employment status below:

Employment Status	Percentage	Number of Respondents
Full time	76.88%	928
Part time	23.12%	279

Where do you work most of the time?

Campus location	Percentage	Number of Respondents
Glassboro	77.88%	933
Camden campus	1.67%	20
CMSRU	3.0%	36
SOM	17.45%	209

Which unit do you report to?

Reporting Unit	Percentage	Number of Respondents
Academic Affairs	39.03%	452
Student Affairs	12.18%	141
Facilities, Planning & Operations	4.15%	48
Finance	3.80%	44
Global Learning & Partnerships	2.59%	30
Health Sciences	9.76%	113
Information Resources & Technology	5.44%	63
President's Office	6.39%	74
Other	16.67%	193

Which of the following best describes your role?

Type of Role	Percentage	Number of Respondents
Administrative/Clerical support	13.16%	156
Faculty	37.64%	446
Managerial	11.73%	139
Operations	3.12%	37
Professional Staff	27.59%	327
Other	6.75%	80

How long have you worked at Rowan University?

Length at Rowan	Percentage	Number of Respondents
Less than 2 years	23.35%	279
2 to less than 5 years	25.52%	305
5 to less than 10 years	16.99%	203
10 to less than 20 years	22.18%	265
20 years or more	11.97%	143

What is your race/ethnicity?

Race/Ethnicity	Percentage	Number of Respondents
American Indian or Alaska Native	0.27%	3
Asian	4.33%	49
Black or African American	6.54%	74
Hispanic or Latino	3.45%	39
Native Hawaiian/Pacific Islander	0.09%	1
White (non-Hispanic)	79.42%	899
Two or more races	1.77%	20
Other (please specify)	4.15%	47

What is your gender?

Gender	Percentage	Number of Respondents
Male	37.50%	426
Female	60.92%	692
Transgender/Intergender	0.09%	1

Do you identify as LBGQTQ?

Identify as LBGQTQ	Percentage	Number of Respondents
Yes	4.81%	55
No	95.19%	1088