

## **ACTION PLAN**

### ***Response to the Results of the VCA 2008 Employee Satisfaction Survey***

#### **Background**

The VCA Employee Satisfaction Survey was conducted in November of 2008. For complete survey results, the report can be viewed at the following link:

<http://www.umflint.edu/vca/Assessment%20Documents/2008%20VCA%20Employee%20Survey%20Results%20Report.pdf> .

#### **Areas Identified for Improvement**

While the results of the survey were favorable overall, there were some areas identified for improvement, which included communication about policies and procedures specific to performance evaluation, grievances, and career advancements. Also identified was the lack of communication between departments and offices, opportunities to communicate with the VCA, ability to provide input in decision-making, and opportunities for professional development.

#### **Action Items**

In order to respond to areas of concern highlighted in the Executive Summary of the report, the following action items will be put into effect. These actions incorporate feedback from the VCA Directors in a meeting on January 12, 2008.

##### *Monthly Breakfast Meetings:*

Beginning in March 2009, the Vice Chancellor will host a Monthly Breakfast Meeting. The purpose of the meeting is to offer a venue for employees to communicate with the Vice Chancellor. Each month a total of 10-12 selected employees from each of the VCA departments will be asked to attend.

##### *Annual Meeting:*

In the fall of 2009 an Annual Meeting of the VCA staff will be held. The purpose of this meeting will be to offer a venue for communication between VCA Administrators and all VCA employees. A presentation by Human Resources and by Financial Services will cover topics such as policies and procedures related to performance evaluation, career advancement and grievance process. The information disseminated will incorporate feedback from department directors, VCA and other employee feedback received prior to this annual meeting.

##### *Workshops for Professional Development:*

Human Resources will offer training for VCA staff members on topics such as Positive Communication, Respectful Communication and Interaction, Conflict and Grievance Resolution, etc. Also offered will be training for managers in Performance Evaluation which will focus on process and effective communication.

##### *Post Annual Meetings:*

Human Resources can offer 2 – 4 brown-bag lunch meetings on various topics as requested by VCA staff or as issues arise based on feedback or direct inquiry.