

Phase I Constituent Survey Results to Support the New Department for People Operations, Success, and Opportunity (POSO)

In November 2024, POSO invited campus-wide participation in a survey to provide feedback for improving services, processes, and support for the ECU community.

POSO's goals in reimagining its strategies and operations are to **foster workforce success** and **promote a culture of care, belonging, and opportunity for all.**

Survey

Purpose

- Gather input on improving customer service, streamlining service, and enhancing community
- Support POSO in its efforts to reimagine and redesign people services and strategies

Approach

- Campus email announcement from the Vice Chancellor for Administration and Finance and the Chief People Officer
- Launched Tuesday, November 12, 2024
- Closed Friday, November 22, 2024

Distribution

- 6,076 employees received the survey
- Temporary and permanent SHRA, CSS, DMSS, and EHRA Staff
- Temporary and permanent faculty

Participation

- 1,120 employees participated in the survey
- 18% of the population
- Over 1,400 comments provided

Survey Highlights

The survey was sent to 6,076 employees and open from 11/12/2024 to 11/22/2024. A total of 1,120 employees participated for a response rate of 18%.

Key Findings Across Survey:

- Desire for more streamlined and consistent processes with an understanding of unit needs
- Need for more leadership and supervisory training and development
- Reliance on disparate systems being challenging
- Desire for more clear and consistent communication
- Dissatisfaction around posting a position, recruiting, and hiring processes

Distribution of Answers per Group

■ Strongly Agree
 ■ Agree
 ■ Somewhat Agree
 ■ Somewhat Disagree
 ■ Disagree
 ■ Strongly Disagree

Understanding of POSO's Services as a **Manager**



Understanding of POSO's Services as an **Employee**



0% 20% 40% 60% 80% 100%

Those who responded to “Understanding of POSO’s Services as a Manager” had a split distribution of answers between agree and disagree, while those who responded to “Understanding of POSO’s Services as an Employee” tended to agree more with the survey statements.



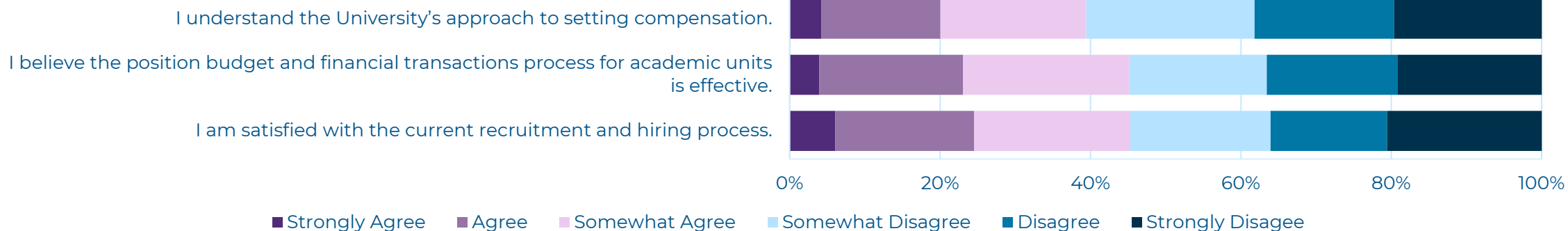
Highest & Lowest Scores: Employee

Please select how each statement reflects your understanding of POSO's services as an **employee**.

Highest Scoring Questions:



Lowest Scoring Questions:



Strongly Agree
 Agree
 Somewhat Agree
 Somewhat Disagree
 Disagree
 Strongly Disagree



Highest & Lowest Scores: Manager

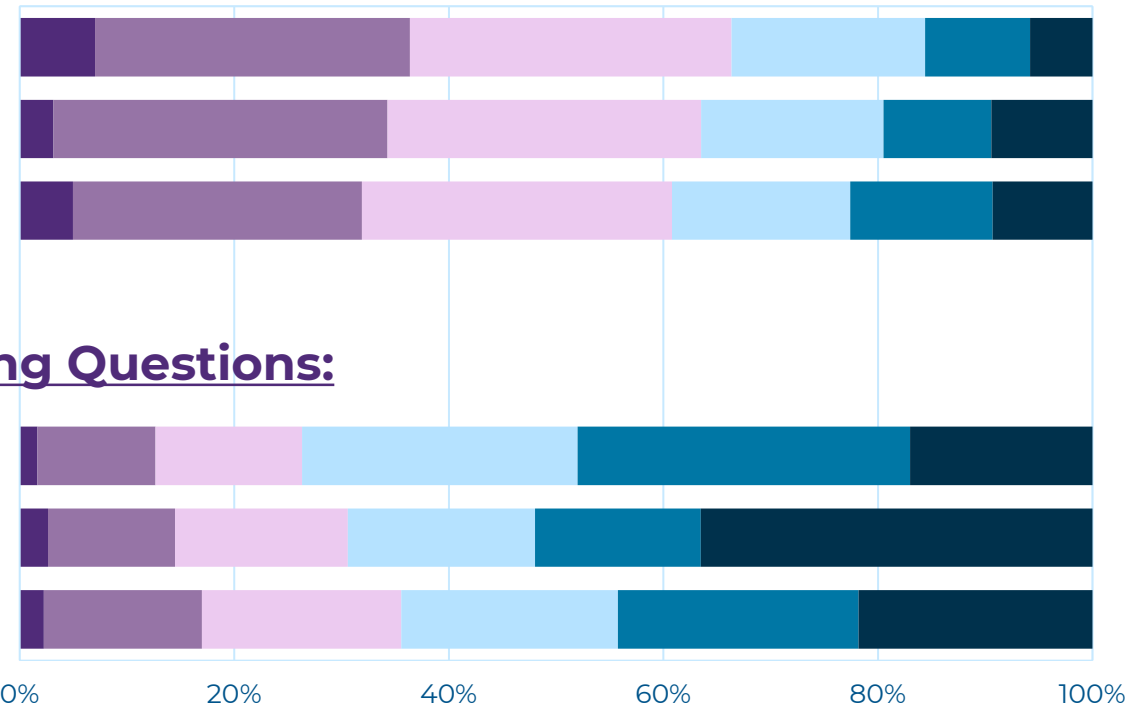
Please select how each statement reflects your understanding of POSO's services as a **manager**.

Highest Scoring Questions:

I understand where to find policies, procedures, and guidance related to managing my team (e.g., hiring, job changes, performance, employee relations, development).

I feel equipped with the tools and support to effectively manage employee performance.

The POSO team is effective in helping me accomplish employee management related tasks and goals.



Lowest Scoring Questions:

I have access to relevant employee metrics (e.g., turnover, hiring statistics).

I can post a position to hire in a timely manner.

I feel equipped with the tools to effectively attract candidates to the University.

Strongly Agree
 Agree
 Somewhat Agree
 Somewhat Disagree
 Disagree
 Strongly Disagree



Open Ended Questions

What is one thing you would suggest **continue** with employee-related services and support?

What is one thing you would suggest **improve** with employee-related services and support?



Several comments around topics such as **training, career development, communication,** and **onboarding** showed up under both things that should continue and should improve.





Thank You!

POSO is committed to improving its services and addressing these key themes as we move into Phase 2 – **Reimagining Services and Operations.**