



**WVU CULTURE
SURVEY**

WHERE WE WERE: 2016 WVU CULTURE SURVEY RESULTS

HIGHEST-SCORING ESSENTIAL BEHAVIORS



Sense of Pride



Student Focused



Our People Are Fun
to Be Around

LOWEST-SCORING ESSENTIAL BEHAVIORS



Empowerment



Coaching and Feedback



Appreciation and
Recognition

HOW WE RESPONDED

Appreciation and Recognition

- / Launched Go Beyond employee recognition program.
- / Implemented WVU Values Coin recognition program.

Empowerment

- / Held Campus Conversations with faculty and staff about critical topics.
- / Expanded WVU's Culture Survey systemwide and provided departmental and functional leaders with individualized results.
- / Involved faculty and staff in HR policy development process.

Coaching and Feedback

- / Enhanced the Performance Management process and made it mandatory.
- / Implemented Crucial Conversations and other supervisor training programs.

WHERE WE ARE: 2017 WVU CULTURE SURVEY RESULTS

HIGHEST-SCORING ESSENTIAL BEHAVIORS



Sense of Pride



Student Focused



High Expectations
for Performance

LOWEST-SCORING ESSENTIAL BEHAVIORS



High Performance is
Recognized and Rewarded



Coaching and Feedback



Appreciation and
Recognition

HOW WE ARE RESPONDING

Investing in Our Talent

- / Aligning faculty and staff compensation closer to market-competitive levels.
- / Enhanced New Employee Orientation (NEO) program and employee onboarding process.

Investing in Our Leaders

- / Provided leaders with individualized Culture Survey results.
- / Partnered with Ritz-Carlton to host developmental culture workshops for deans and several functional areas.
- / Rolling out Upward Feedback process to promote supervisors' personal and professional development.
- / Designed training/tools for supervisors to handle feedback sessions with employees, conduct stay interviews for high performers, manage difficult conversations and navigate performance reviews.

Promoting a Positive Workplace

- / Expanding Go Beyond across the WVU System and upgrading the platform.
- / Implementing WVU Employee Code of Conduct:
 - / Includes input from **~300 employees**, including representatives from more than **40 schools/units**.

WHAT'S NEXT?

2018 WVU Culture Survey

- / The 2018 Culture Survey will be open to all benefits-eligible faculty and staff across the WVU System.
- / The survey will launch on **Monday, Oct. 1**, and will remain open through **Monday, Oct. 15**.
- / We will continue to provide leaders with individualized Culture Survey results.
- / As with previous surveys, confidentiality and anonymity will be assured.
- / We will hold Campus Conversations in spring 2019 to share the survey results.

Please make your voice heard by participating in the 2018 WVU Culture Survey.

QUESTIONS?