



**ALGONQUIN**  
COLLEGE

**EMPLOYEE  
ENGAGEMENT  
SURVEY**

**COLLEGE OPEN  
FORUM  
PRESENTATION**

**May 28, 2013**

# Today's Discussion

- Outline Cross College Top 3 Priorities
- Working on Priority Solutions
- Next Steps



# WHY EMPLOYEE ENGAGEMENT IS IMPORTANT



# Why the focus on Employee Engagement?

Engaged organizations have authentic mission's and values, with clear evidence of trust and fairness based on mutual respect, where two way promises and commitments – between employees and the organization – are understood and fulfilled.



# Mission and Vision Statement

## Mission

To transform hopes and dreams into skills and knowledge, leading to lifelong career success.

## Vision

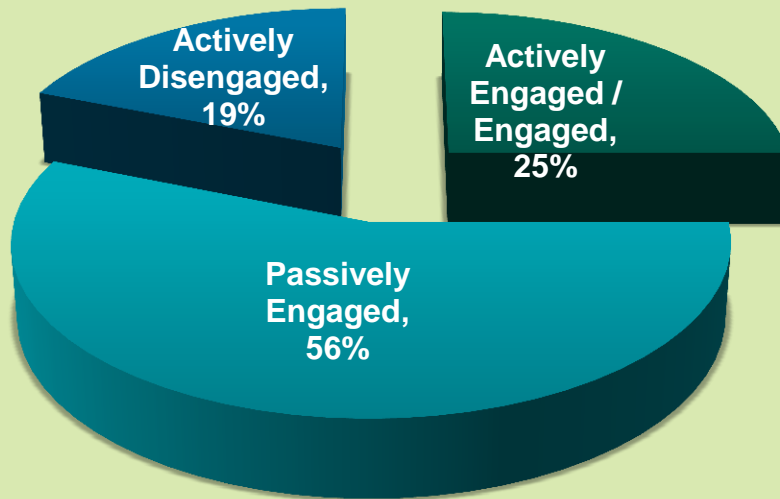
To be a global leader in digitally-connected applied education and training



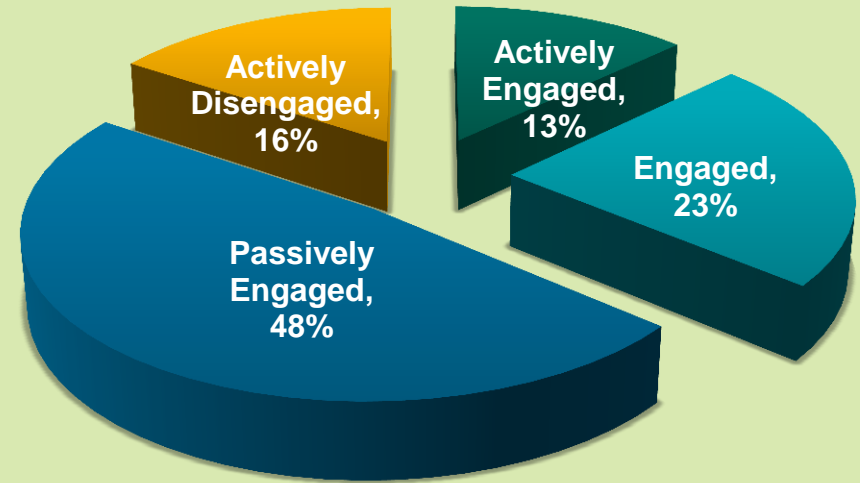
# COLLEGE SURVEY RESULTS



# Canadian & Algonquin Engagement



Canada



Algonquin



# Canadian PSE vs. Algonquin

**Algonquin Score: 3.71 (High)**

Canadian Post-Secondary Institutions: 3.46 – 3.79

**Algonquin Survey Response: 46% (Low)**

Canadian Post-Secondary Institutions: 45% - 65%





# 10 Highest Engagement Scores

Mission and Values	I know what my students/clients want and I am focused on their needs in my work.	4.45
Mission and Values	I am proud to work at Algonquin College.	4.39
My Dept/School/Program	I rarely experience conflicts with associates from other departments with whom I work.	4.21
My Manager	Treats me with respect.	4.20
Dept/School/Program	I feel that I am a success at work.	4.14
Dept/School/Program	My co-workers and I work well together.	4.14
Dept/School/Program	I rarely experience conflicts with the co-workers I work with.	4.13
My Manager	Gives me the latitude I need to do my job to the best of my abilities-does not micro manage.	4.13
Dept/School/Program	I find my work, challenging, stimulating and motivating.	4.11
My Manager	My manager shows compassion.	4.10



# Many reasons to be proud

- Employees are proud to work at the college
- Employees are student & client focused
- Employees are stimulated by their work & feel a sense of accomplishment
- Staff work well together-no conflict
- Managers show respect, compassion & do not micro manage



# 10 Lowest Engagement Scores

Corporate Policies/Practices	Our incentive and reward system motivates me to do my best work.	2.57
Corporate Policies/Practices	Candidates that are best suited for the job receive promotions when job openings become available.	2.81
Dept/School/Program	We regularly celebrate our successes.	2.93
Corporate Policies/Practices	Our internal work processes and procedures are simple and effective.	3.04
My Manager	Takes appropriate action with people who under perform.	3.06
Dept/School/Program	Everyone pulls his or her own weight equally.	3.15
Dept/School/Program	There is little to no office politics or gossip in my department/school/program.	3.16
Dept/School/Program	I participate in decisions which impact most aspects of the work of my department/school/program.	3.17
Dept/School/Program	Workload is distributed equitably throughout our Department/School/Program.	3.27
Mission and Values	I am not concerned about my job security.	3.27



# Areas for future focus and discussion

- Incentives and rewards
- Fair job promotions
- Celebrating successes
- Simplify internal work processes
- Taking appropriate action with under performers
- Equal distribution of workload/people carrying their weight
- Participating in decisions
- Job security



# INTERNAL DEPARTMENTAL SURVEY RESULTS



Academic Development , Operation & Planning	Foundation & Alumni
Algonquin College Ottawa Valley	Language Institute & International
Advancement	Human Resources
ALEI III	ITS
Ancillary Services <ul style="list-style-type: none"> <li>• Food &amp; Beverage</li> <li>• Parking</li> <li>• Retail</li> </ul>	Algonquin Heritage Institute
Applied Research and Innovation	Physical Resources
Business Development	Registrar
CCOL	School of Business
Faculty of Arts, Media & Design	School of Hospitality & Tourism
Faculty of Health , Public Safety & Community Studies	SPSP
Faculty of Technology & Trades	Student Support Services
Finance & Administration	UCC – Local 416



College Priorities Identified	Vote	College Priorities Identified	Vote
Communication	10	Job Security/Benefits (FT)	1
Celebrate Success/Employee Recognition Incentive and Rewards System	9	Marketing Support	1
Deal with Low Performers	6	Project Intake Model	1
Streamlining Internal Processes	6	Resources	1
H.R. Support	5	Student Services (Quality)	1
Professional Development	5	Student Success	1
Part-time Staff/Benefits/Promotions/Credentials	5	Succession Planning/Hiring	1
Wellness & Mental Health Strategy (Work Life Balance)	3	Pembroke Campus/Woodroffe Connection	1
Employ more FT Staff	1	Perth Campus Support	1
College-wide Project Governance	1		



## Top 3 – Cross College Priorities

- 1. Increase Communication (Vote 10)**
  - *Building our Community*
  - *Decision Making*
  - *Engagement*
  - *Connectedness*
- 2. Celebrate Success/Employee Recognition (Vote 9)**
  - *Incentive and Rewards System*
  - *Deal with Low Performers (Vote 6)*
  - *Fairness*
  - *Focus on Professional Development*
- 3. Streamlining Internal Processes (Vote 6)**





# NEXT STEPS



# Next Steps

- President's Council – June 5<sup>th</sup>



# QUESTIONS

