

HUMAN RESOURCES TOWN HALL

During the period of April 3 through April 12, 2018 Town Hall meetings on the Employee Engagement Survey were held at each campus as well as the Deerwood Center. The following questions/comments/themes were captured:

- Several expressed concern about the survey being truly anonymous.
- Length of the employee's service at the College may have impacted their willingness to participate. For those with longevity, this may be perceived as more lip service.
- What is being done with the information gathered?
- There are too many newsletters; they compete with each other for attention.
- How is additional information being gathered? Is it possible to use suggestion boxes for providing suggestions anonymously?
- The way the questions were asked were not clear. For example, is "supervisor" used to mean immediate, department, or division?
- The survey was too long and had duplicate questions.
- The Outlook directory is not reliable for employee location.
- Not all comments were provided included with the report. Does that mean they fell on deaf ears?
- Front line staff have presented ideas that have gone into a black hole.
- Next time have the ability to pre-print the survey; people process information differently.
- There is a disconnect between departments; these have been magnified by the implementation of myFSCJ. There is no system to share fixes that impact other areas.
- A student who talks to different advisers gets different answers. There are competing ideas/agendas between the different areas.
- The OnPoint calls are informative but there needs to be a way to ask a question without it being announced/visible.
- The "hot button" of the week should be included in the OnPoint calls; let employees hear something before reading it in the newspapers.
- Some employees intentionally identified themselves as being in another employee group to aid in anonymity.
- Student focus remains a solid focus of the College.
- Staff needs training which means training guides need to be developed and easily found.
- The Training and Organizational Development efforts have vastly improved.
- Are there professional development opportunities during existing meetings? Employees need to maximize their time.

Questions?



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- Minutes of collegewide meetings need to be kept and shared for those who are unable to attend.
- Can the survey data be broken down to the departmental level?
- Is there a concern about the overall score provided by faculty (lowest score)?
- We need to share our successes/what works with other areas.
- Many employees are removed from students and find it difficult to tie their work to student success.
- Campus staff changes so frequently that it is difficult to know who to talk to about what.
- More focus needs to be placed on student survey numbers.
- If employees don't know who to ask, what does that mean for students?
- Employees can't figure out how to enroll their own children. Students are going elsewhere where it can all be done in 20 minutes.
- Employees behind the desk respond like you're bothering them.
- Employees should share good ideas. If there is no response, follow up.
- When showing up for a new job, there is no instruction/direction on what to do. With the reorganizations, there's not always someone left who knows how to do anything.
- Group email accounts are helping.
- Will the Town Hall feedback be shared with the new College President?
- The fun stuff has disappeared; it's seen as being unprofessional or not being academic focused. It's needed for employee morale.
- Employees express their frustrations more around the breakrooms than they spend on problem solving.
- There is still a lot of finger pointing; people need to be honest.
- Who is going to take the lead on implementing changes?
- Will part-time employees have the opportunity to provide input?
- Who initiated the survey?
- A barricade exists between the AO and the rest of the College. How long should one have to wait to get an answer or a problem resolved?
- Power struggles between departments create problems when trying to assist students.
- What is the process improvement plan?
- Will the College as a whole feel good enough about the results to participate in the survey again?
- We need to move from "Why do you care?" to "Why don't you care?"

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