WHAT WE WILL DO TODAY

// The Power of Purpose
// Reminder: Culture Still Matters
// Where We Were: 2016 WVU Culture Survey Results
// How We Responded
// Where We Are: 2017 WVU Culture Survey Results
// What’s Next?
// WVU Values Coin Program
HOW TODAY WILL WORK

// Hear from Cris and Sharon
// Open question and answer session
Our Mission:

As a land-grant institution, the faculty, staff and students at West Virginia University commit to creating a diverse and inclusive culture that advances education, healthcare and prosperity for all by providing access and opportunity; by advancing high-impact research; and by leading transformation in West Virginia and the world through local, state and global engagement.
REMINDER: CULTURE STILL MATTERS

// Our culture will either accelerate or slow down the University in achieving our mission.
// A strong culture helps us attract talent and keep people here. It also leads to greater employee engagement and student success.

// Culture happens:
// There are two approaches you can take: either let culture develop organically or actively take steps to shape it.

// Culture change is a long game:
// However, the first step is to measure strengths, identify opportunities for improvement and assess the effectiveness of initiatives put in place.

// Culture depends on all of us:
// There are systemic things we can do to influence culture; however, roughly 80% of our culture begins with our leaders.
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.
HOW WE RESPONDED: 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.
HOW WE RESPONDED: COACHING AND FEEDBACK

/ Enhanced the Performance Management process and made it mandatory across the University.

/ Implemented Crucial Conversations and other supervisor training programs.
THE 2017 WVU CULTURE SURVEY SUMMARY

- The 2017 survey was sent to all benefits-eligible employees across the entire WVU System.

- All responses are confidential.

- The survey had a 54% overall response rate.
### WHERE WE ARE: UNIVERSITY CULTURE PROFILE

<table>
<thead>
<tr>
<th>POINTS OUT OF 100</th>
<th>WVU TOTAL 2016</th>
<th>WVU TOTAL 2017</th>
<th>FACULTY 2017</th>
<th>STAFF 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>We have high levels of feedback and coaching.</td>
<td>54</td>
<td>54</td>
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<tr>
<td>We have two-way, frequent and open communications</td>
<td>58</td>
<td>59</td>
<td>57</td>
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<tr>
<td>There is a high level of openness and trust among people.</td>
<td>57</td>
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<tr>
<td>High performance is recognized and rewarded.</td>
<td>56</td>
<td>54</td>
<td>58</td>
<td>51</td>
</tr>
<tr>
<td>People feel appreciated and valued.</td>
<td>54</td>
<td>53</td>
<td>54</td>
<td>52</td>
</tr>
<tr>
<td>People are fun to be around.</td>
<td>72</td>
<td>71</td>
<td>70</td>
<td>71</td>
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<tr>
<td>People are flexible.</td>
<td>64</td>
<td>65</td>
<td>64</td>
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<tr>
<td>People are willing to put in effort beyond what is normally expected.</td>
<td>69</td>
<td>68</td>
<td>70</td>
<td>67</td>
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<tr>
<td>Teamwork, mutual support / cooperation of the Leadership Team.</td>
<td>64</td>
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<tr>
<td>There is an environment which is optimistic and forgiving.</td>
<td>62</td>
<td>62</td>
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<td>62</td>
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<tr>
<td>There is a sense of pride.</td>
<td>74</td>
<td>73</td>
<td>72</td>
<td>74</td>
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<tr>
<td>There is a healthy environment.</td>
<td>62</td>
<td>62</td>
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<td>63</td>
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<tr>
<td>People are encouraged to innovate, creativity is welcomed.</td>
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<tr>
<td>There is great openness to change.</td>
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<tr>
<td>There is a bias for action / urgency to move forward.</td>
<td>64</td>
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<td>62</td>
<td>64</td>
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<tr>
<td>People are empowered.</td>
<td>56</td>
<td>57</td>
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<tr>
<td>There is a positive fast-paced environment.</td>
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<td>62</td>
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<td>63</td>
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<tr>
<td>People are continually improving/growing in positive ways.</td>
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<td>62</td>
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<tr>
<td>There a high level of student service consciousness.</td>
<td>76</td>
<td>76</td>
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<td>78</td>
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<tr>
<td>There is a high level of quality awareness, focus on students.</td>
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<tr>
<td>Core values/ethics are very important.</td>
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<td>71</td>
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<tr>
<td>There is a sense of honesty.</td>
<td>64</td>
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<tr>
<td>There is a high level of integrity when dealing with employees.</td>
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<tr>
<td>We respect diversity – healthy differences are a strength.</td>
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<td>72</td>
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<td>74</td>
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<tr>
<td>Decisions are made for the greater good of the overall university.</td>
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<tr>
<td>There are high expectations for performance.</td>
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<td>73</td>
<td>72</td>
<td>74</td>
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<tr>
<td>Our people are highly accountable for their actions and results.</td>
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<tr>
<td>We have an environment where people are self-starters with high initiative.</td>
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</tbody>
</table>
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
WHAT’S NEXT?

Investing in Our Talent:

// Aligning faculty and staff compensation pay closer to market-competitive levels.
// Enhancing New Employee Orientation (NEO) program.

Investing in Our Leaders:

// Providing leaders individualized Culture Survey results.
// Piloting “upward feedback” process to promote supervisors’ personal and professional development.
// Rolling out Supervisors’ Essentials and Solutions training campus wide.

Promoting a Positive Workplace:

// Expanding Go Beyond across the WVU System and upgrading the platform later this year.
// Developing WVU Employee Code of Conduct.
/ Hosting “A Celebration of Mountaineer Values” event later this month to recognize 150th commemorative coin recipients.

/ Strengthening the WVU Values Coin Recognition program this year.

/ Moving forward, faculty and staff will be involved in the coin design process.
Love West Virginia. Live West Virginia.
QUESTIONS?
You may continue to submit questions to campusconversations@mail.wvu.edu

Next campus conversations:

- Dependent Education Scholarship
  - Monday, March 26, 10 to 11 a.m., Shenandoah Room (Mountainlair)
- Tuesday, March 27, noon to 1 p.m., Health Sciences Center 1905
- Wednesday, March 28, 1 to 2 p.m., WVU College of Law Event Center
  (Live streamed at webcast.wvu.edu)
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SERVICE / CURIOSITY / RESPECT / ACCOUNTABILITY / APPRECIATION