

2015 STAFF ENGAGEMENT SURVEY

February 2016



2015 Staff Engagement Survey

Themes of comments

compensation

advancement opportunities

rewards/recognition

on-boarding

professional development

collaboration within Wharton and Penn

lack of accountability

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A few representative statements from the comments section –

Recognition – “A better performance review process and more thoughtful management of staff, especially top performers.

Professional development (conferences, staffing of Wharton events like Forums, maybe Exec Ed courses) is a good way to recognize and reward people.”

Salary and Benefits – “The benefits are wonderful. Salary is definitely lagging behind.”

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Professional Development – “Perhaps making participation in professional development activities more the norm.”

Advancement – “There is nowhere to go!”

Training/Onboarding – “The on-boarding experience to new hires, including internal hires in new roles, could be greatly improved. I was completely lost when promoted to manager-level, more so than when I started.”

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Collaboration – “While collaboration across Wharton divisions is improving, collaboration across the university remains a challenge. Just like the Wharton Open Houses help us understand other divisions and meet our colleagues there, we should do something similar with other adjacent organizations across the Upenn campus.”

Accountability – “Too many weak managers who are not held accountable for not managing.”

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Wharton Overall

Best

“Pride in the Wharton name, coworkers. Good work/life balance for the most part.”

“Diversity, flexibility; knowledge of staff; always trying to create a better work place environment”.

“The resources are great when compared to other schools at Penn.”

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Wharton Overall

Least

“The pay.”

“The lack of collaboration among teams and the salary.”

“Lack of accountability. Low compensation. Not enough collaboration and communication between departments.”

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Next Steps

Focus on three strategic priorities:

- Onboarding (in process)
- Develop a comprehensive management program
- Create a Wharton staff recognition program (in process)

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On Going Efforts

- Compensation 101 – two sessions were offered to staff in February
- Update performance appraisal process – Anna is a member of a University committee looking at redesigning the process
- HR will investigate ways to clarify career paths and advancement opportunities
- HR will invite University senior administrators to a lunch-n-learn to discuss their leadership journey.
- We will continue department open houses, lunch with a senior administrators, HR lunches, and shout-outs.