What Creates an Engaged Higher Education Workforce?

Why Would Anyone Want to Do Our Job?
Why are you in HR? How are you engaged in and challenged by your work?

• Small group discussion (3-4 people per group)

• 10 minutes—give everyone the opportunity to contribute to the discussion!

• Some brief report outs—not everyone will be able to share

Drivers of Well-Being in the Gallup-Strada Student Survey

1. At <my school>, I have the opportunity to do what I do best every day.
2. I feel safe at <my school>.
3. Students at <my school> look out for one another.
4. I am extremely active in extracurricular activities and organizations.
5. My professors at <my school> make me feel my coursework is important.
6. I have a mentor at <my school> who encourages me to pursue my goals and dreams.
7. If I raised an issue about discrimination on campus, I am confident <my school> would do what is right.
8. I have a best friend at <my school>.
9. While attending <my school>, I have had an internship or job that allowed me to apply what I am learning in the classroom.

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**Workforce Engagement in the U.S.**

- **Engaged Employees** are highly involved in and enthusiastic about their work and workplace. They are psychological "owners," drive performance and innovation, and move the organization forward.

- **Not Engaged Employees** are psychologically unattached to their work and company. Because their engagement needs are not being fully met, they're putting time—but not energy or passion—into their work.

- **Actively Disengaged Employees** aren't just unhappy at work—they are resentful that their needs aren't being met and are acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

- **33%** of U.S. employees are **Engaged**.

- **51%** of U.S. employees are **Not Engaged**.

- **16%** of U.S. employees are **Actively Disengaged**.

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**Higher Ed Scores Low Across Q¹²® Measures of Employee Engagement**

<table>
<thead>
<tr>
<th>Item</th>
<th>Mean</th>
<th>Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grand Mean Score</strong></td>
<td>3.72</td>
<td>26</td>
</tr>
<tr>
<td>Q12. This last year, I have had opportunities at work to learn and grow.</td>
<td>3.72</td>
<td>25</td>
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<tr>
<td>Q11. In the last six months, someone at work has talked to me about my progress.</td>
<td>3.44</td>
<td>22</td>
</tr>
<tr>
<td>Q10. I have a best friend at work.</td>
<td>2.99</td>
<td>14</td>
</tr>
<tr>
<td>Q09. My associates or fellow employees are committed to doing quality work.</td>
<td>3.97</td>
<td>34</td>
</tr>
<tr>
<td>Q08. The mission or purpose of my organization makes me feel my job is important.</td>
<td>3.87</td>
<td>31</td>
</tr>
<tr>
<td>Q07. At work, my opinions seem to count.</td>
<td>3.55</td>
<td>29</td>
</tr>
<tr>
<td>Q06. There is someone at work who encourages my development.</td>
<td>3.60</td>
<td>27</td>
</tr>
<tr>
<td>Q05. My supervisor, or someone at work, seems to care about me as a person.</td>
<td>3.98</td>
<td>32</td>
</tr>
<tr>
<td>Q04. In the last seven days, I have received recognition or praise for doing good work.</td>
<td>3.13</td>
<td>21</td>
</tr>
<tr>
<td>Q03. At work, I have the opportunity to do what I do best every day.</td>
<td>3.92</td>
<td>36</td>
</tr>
<tr>
<td>Q02. I have the materials and equipment I need to do my work right.</td>
<td>3.93</td>
<td>35</td>
</tr>
<tr>
<td>Q01. I know what is expected of me at work.</td>
<td>4.31</td>
<td>36</td>
</tr>
</tbody>
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Employee Engagement in Higher Ed Drops Off With Length of Service

Drivers of Engagement Reflect Development, Recognition and Respect

Top Drivers of Employee Engagement in Higher Education

- This last year, I have had opportunities at work to learn and grow. 5.2x
- My supervisor, or someone at work, seems to care about me as a person. 4.2x
- I have a best friend at work. 3.8x
- In the last seven days, I have received recognition or praise for doing good work. 3.7x
- At work, my opinions seem to count. 3.7x

Inhibitors of Employee Engagement in Higher Education
CUPA-HR Update

- Free webinars and $95 Virtual Workshops---9,000 participated last year!
- E-Learning courses are now free!
- Surveys—demographic information reported for over 700,000 incumbents last year!
- From DC—we finally expect news regarding FLSA and immigration challenges continue…
- Wildfire early career program in year five!
- Join the online Higher Ed HR Community!
- Creating Inclusive Communities videos and facilitation resources help you address important campus challenges!

Thank You

2,000 institutions and over 26,000 representatives!

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