

## Model for University of Calgary's Engagement Surveys

### Overall purpose

The University of Calgary's engagement surveys serve as a benchmark and help us measure progress in engagement and enablement in the work environment. The surveys will also help us understand how best to engage and enable our faculty and staff to be successful in meeting our university's *Eyes High* goals.

The University of Calgary's engagement survey has been designed to:

- Establish a baseline measurement for engagement and enablement to build upon;
- Identify major factors affecting engagement and enablement at the university;
- Assess how the university compares to other organizations in the public sector and in North America;
- Provide leaders with survey results so they can identify actions to improve engagement and enablement.

### Two-year survey cycle

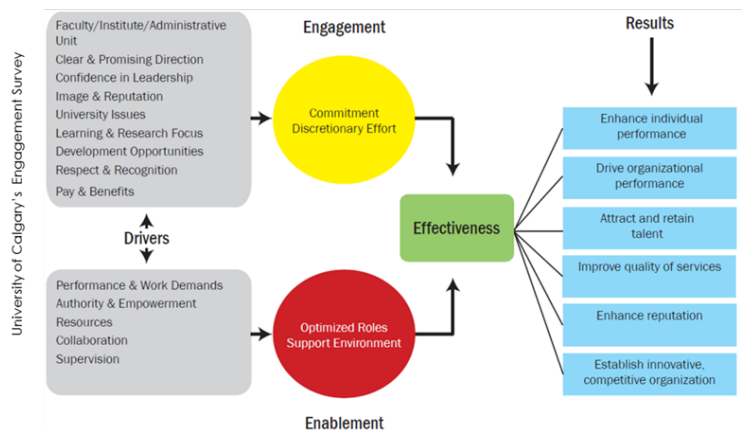
The University of Calgary hired Hay Group, an international management consulting group, to develop and administer the first engagement survey ever for the University of Calgary. The survey was developed with input from a university committee of faculty and staff.

In March of 2011, all full time faculty and staff were invited to participate in the survey and share their views on various aspects of working life at the university. Subsequent engagement surveys were administered in 2013, 2015 and most recently in January/February 2017. The aim was to provide further insight into faculty and staff's thoughts on the university, the work they do and opportunities for improvement.

### Survey rationale

Hay Group has found from their global research that certain drivers (see graphic) lead to higher levels of engagement and enablement, which, in turn, enhance effectiveness.

The results of improved effectiveness positively influence an organization's overall performance. This includes increasing both individual and organizational performance, attracting and retaining staff, improving the quality of services and enhancing reputation.



## **Engagement and enablement**

Engagement in the workplace is broadly defined as feelings and attitudes such as satisfaction, commitment, pride, loyalty, responsibilities and willingness to stand behind an organization.

Enablement in the workplace is a supportive environment that provides the structure, tools and processes for faculty and staff to be successful in an organization.

Everyone can help improve engagement and enablement — faculty, staff, leaders — by being clear on goals, motivations and values. On this foundation, we can then take the necessary actions to further build on our strengths and apply our talents to reach our goals.