

# INCLUSIVE EXCELLENCE SURVEY DATA

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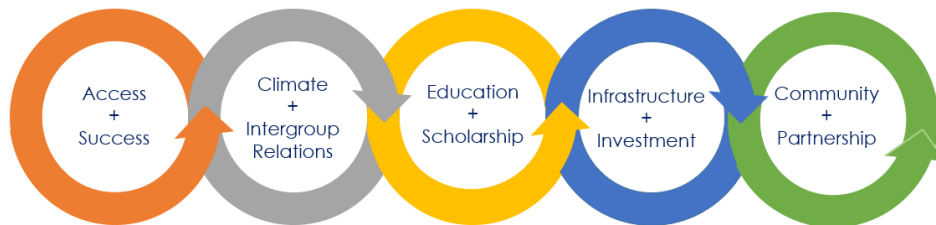
UVA FACILITIES MANAGEMENT

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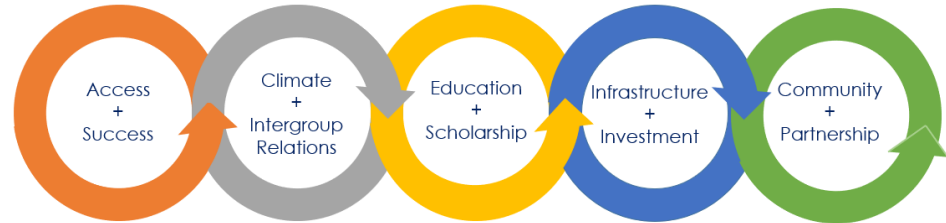
March 2021

# SECTIONS

<b><u>About</u></b>	<b>1</b>
<b><u>Access + Success</u></b>	<b>2</b>
<b><u>Education + Training</u></b>	<b>3</b>
<b><u>Climate + Intergroup Relations</u></b>	<b>4</b>
<b><u>Community + Partnership</u></b>	<b>5</b>
<b><u>Infrastructure + Investment</u></b>	<b>6</b>
<b><u>Resources</u></b>	<b>7</b>



# About



Inclusive Excellence is a collaborative model that addresses diversity, equity and inclusion.

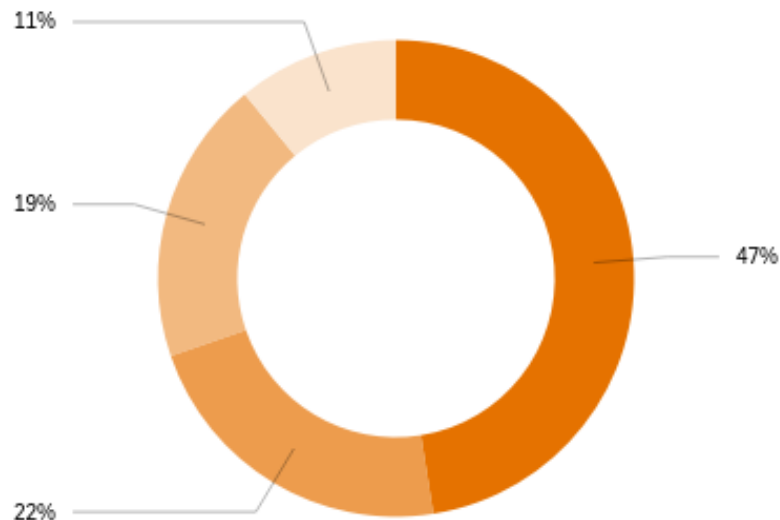
Adopted by UVA in January 2020, Inclusive Excellence calls for organizational change to address diversity, inclusion, and equity as critical to achieving excellence. The themes of diversity, equity, and inclusion are embedded throughout the UVA 2030 Plan and are among our most important responsibilities and highest priorities.

In September 2020, a Facilities Management Inclusive Excellence Planning Team of diverse and passionate employees was assembled from across the organization to help craft FM's Inclusive Excellence plan. The team received training and examined each of the five areas of the Inclusive

Excellence Framework as it applies to FM. Part of the IE planning success will be that the plan is built by the people, for the people. The UVA FM Inclusive Excellence Team conducted the following survey made up of five sections corresponding to UVA's Inclusive Excellence framework. More than 900 anonymous responses were received from FM employees. We know we have work to do, and we want to do it - together. This data is part of the ongoing Inclusive Excellence conversations where we all start to listen, be heard, and craft the changes we want to see.



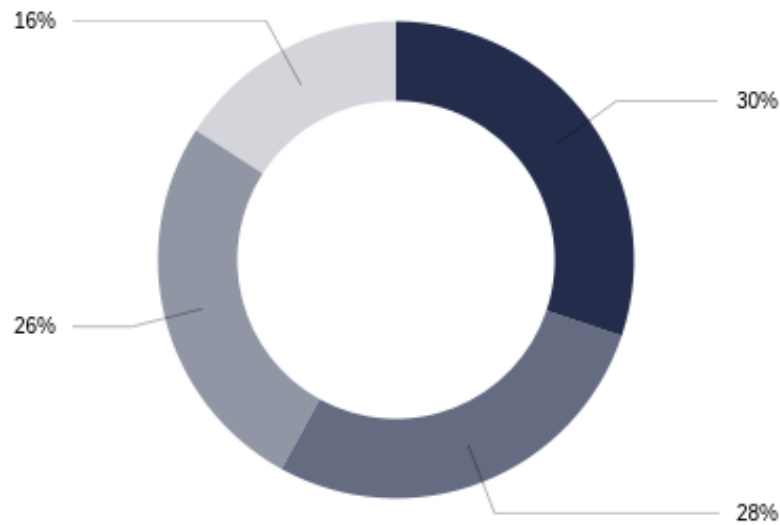
## 1. How can FM integrate fairness (equity) into hiring and promotion practices?



- Open and regular communication of job and promotion opportunities
- Managers receive training on how to hire and support employees
- Employees anonymously evaluate leadership – Evaluate up!
- I do not believe FM needs to improve in this area



## 2. How can FM improve the interview process?

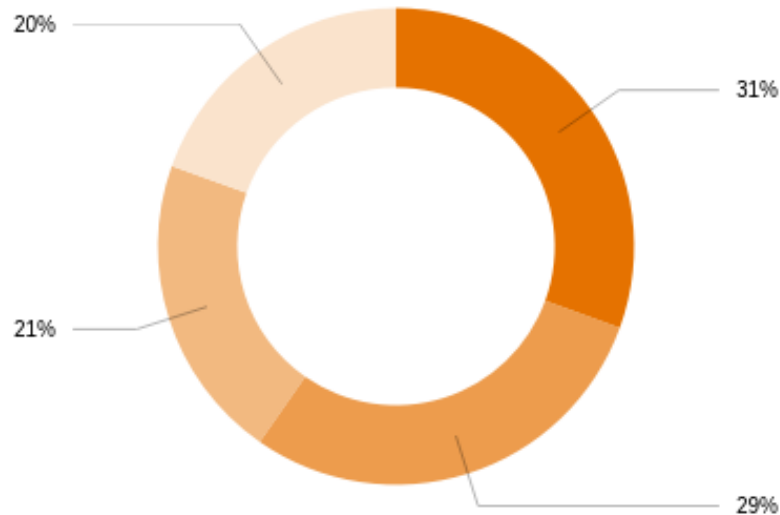


There are clear steps the hiring manager has to go through to ensure best practices     The hiring committee is a diverse, neutral group

I think the current FM interview process is fine     Hiring committee receives anti-bias training



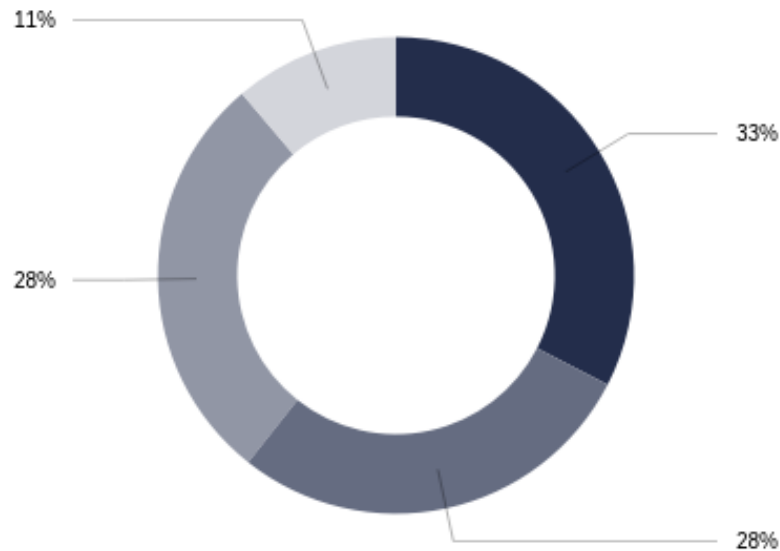
### 3. How can FM support you in advancing your career? (Select 1-2 answers)



- Provide more resources to grow like job shadowing
- Clarify expectations to help me meet job qualifications
- Allow more time during work hours to focus on my personal work goals
- Continue doing what they are doing, I feel supported



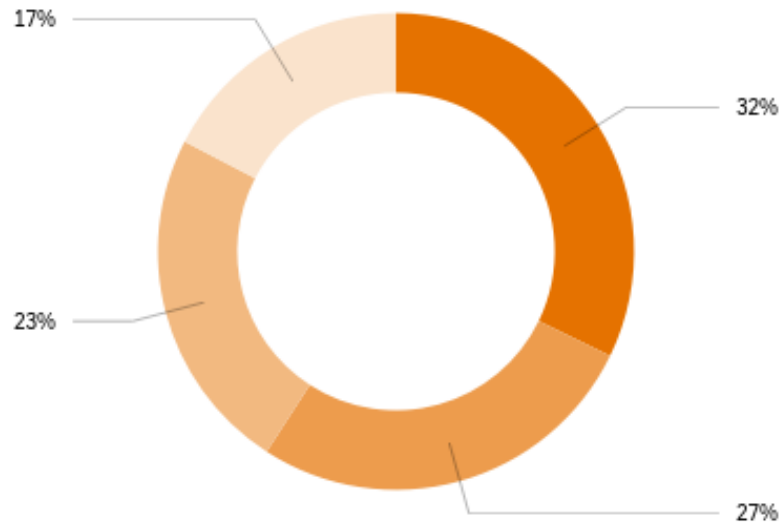
#### 4. How do you hear about FM job and promotion opportunities? (Select 1-2 answers)







- I hear about it from a colleague at FM
- I read about it online or in FM communications like emails and newsletters
- I don't know about FM job and advancement opportunities
- My manager/supervisor informs me based on career goals



## 5. Why would you leave FM? (Select 1-2 answers)



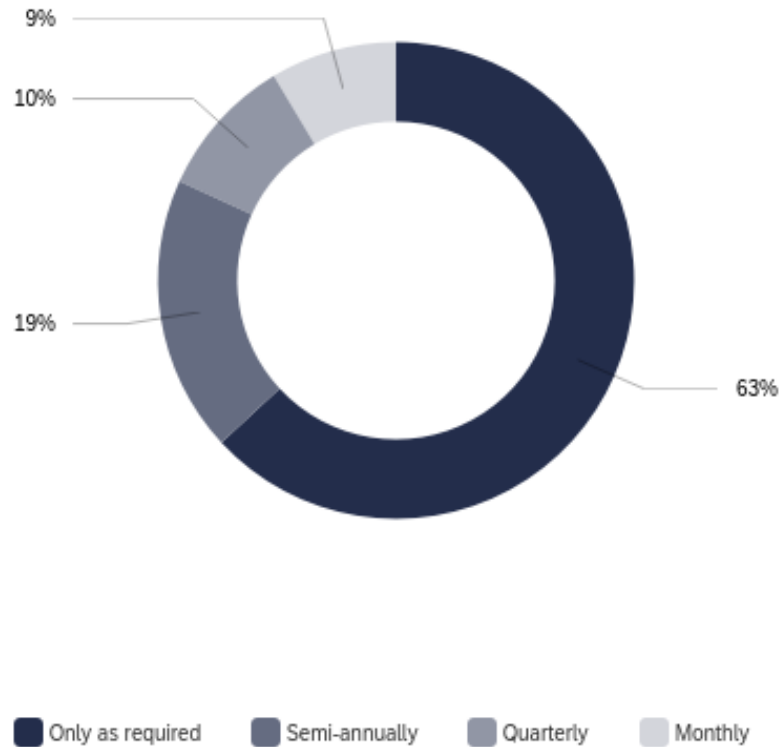
 Better pay     I plan to retire from FM     Lack of growth opportunities     Negative work environment





## Education + Training

6. How often do you participate in professional development opportunities?





## Education + Training

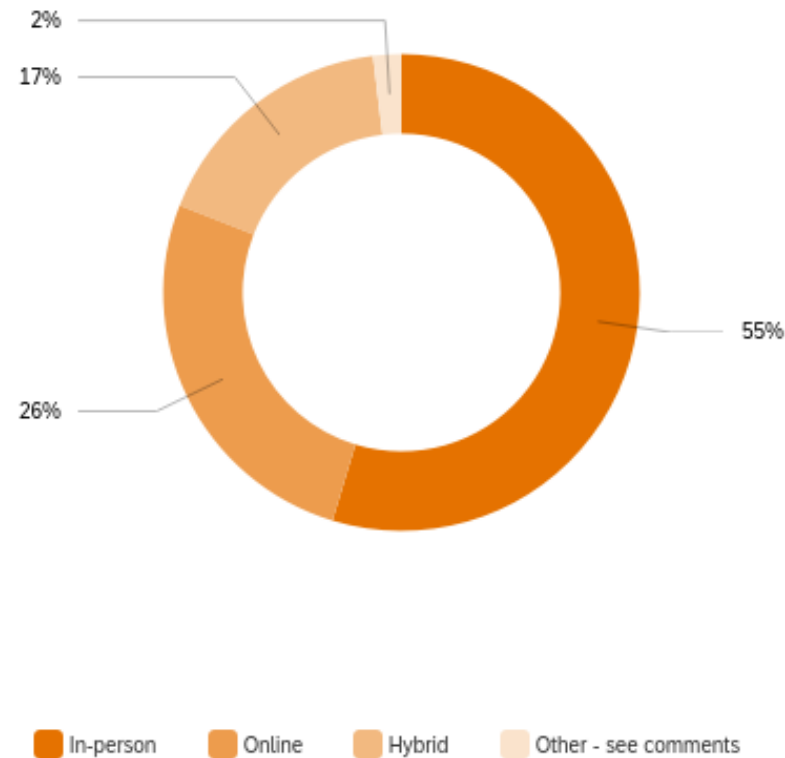
### 7. What is the best way to communicate professional development opportunities? (Ranked.)

Medium	Best way to communicate	2nd best way to communicate	3rd best way to communicate	Other
Email	48%	38%	12%	2%
Website	10%	31%	50%	10%
Team meetings	37%	27%	32%	4%
Other	5%	4%	7%	84%



## Education + Training

8. What is your preferred method of participating in professional development opportunities?





## Education + Training

9. Rank from most accurate to least accurate how each of the following reflects your professional development experience at FM.

Answer	Most Accurate	2nd Accurate	3rd Accurate	Least Accurate
My supervisor encourages me to pursue development opportunities	34%	25%	29%	12%
Professional development is a part of my goals and evaluation	25%	44%	26%	4%
I search out professional development opportunities on my own	35%	24%	36%	4%
I am discouraged from seeking development opportunities	6%	6%	9%	79%

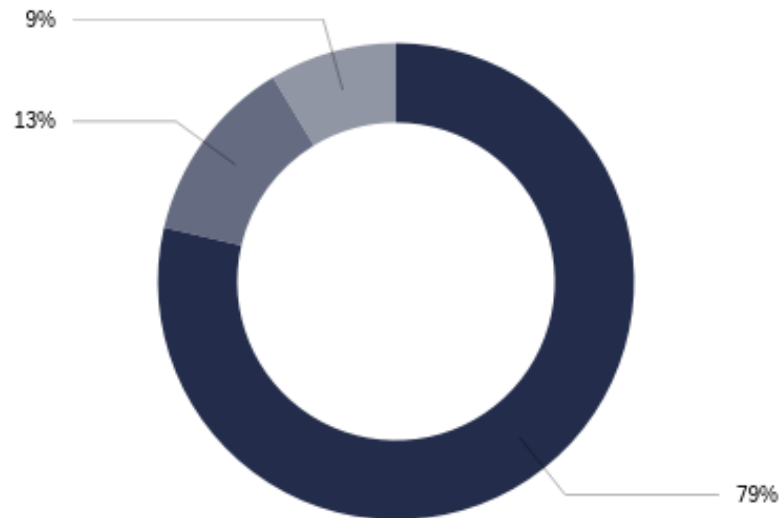


### 10. What developmental learning topics are you most interested in? (Ranked.)

Topic	Most interested	2nd interest	3rd interest	Other
Technical	51%	34%	14%	1%
Soft skills	9%	32%	55%	5%
Leadership	36%	32%	28%	3%
Other	4%	2%	4%	91%



### 11. Are you comfortable talking to your supervisor about an unsafe or uncomfortable work situation?

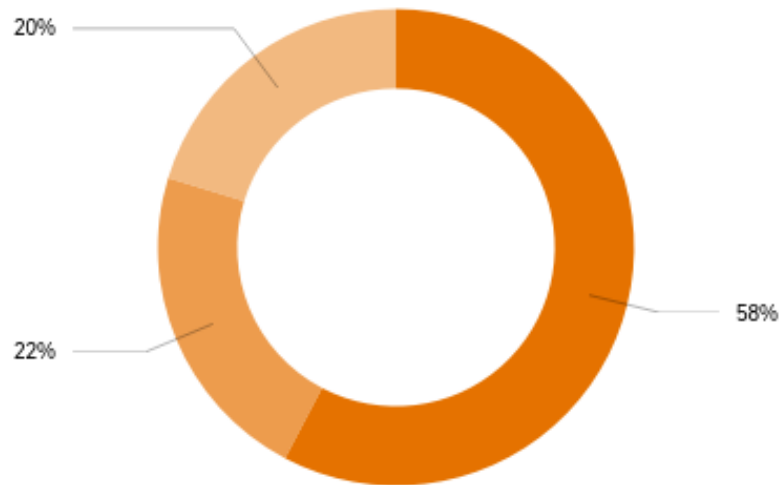


Yes, I always feel like I can communicate my concerns     Sometimes, but I fear retaliation     No, I am uncomfortable communicating these concerns



## Climate + Intergroup Relations

12. Does your supervisor ask you how you are doing and discuss your long-term career aspirations?



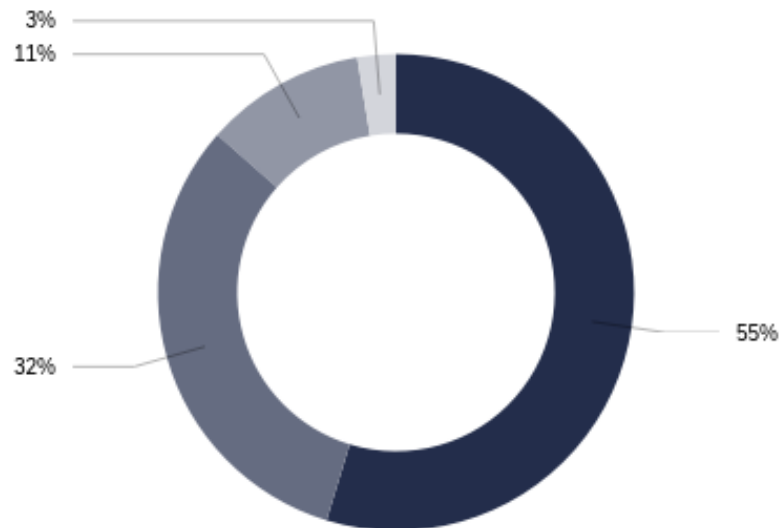
Yes, I feel like they care about my daily well-being     Not so much personally but they support my career goals

No, I don't feel like they care about my daily well-being or my career goals



## Climate + Intergroup Relations

### 13. Do you feel your department/shop is appropriately staffed?



We are appropriately staffed; I feel like our workload is reasonable     We are understaffed, we are always behind     Other - see comments

We are overstaffed; we don't have enough work



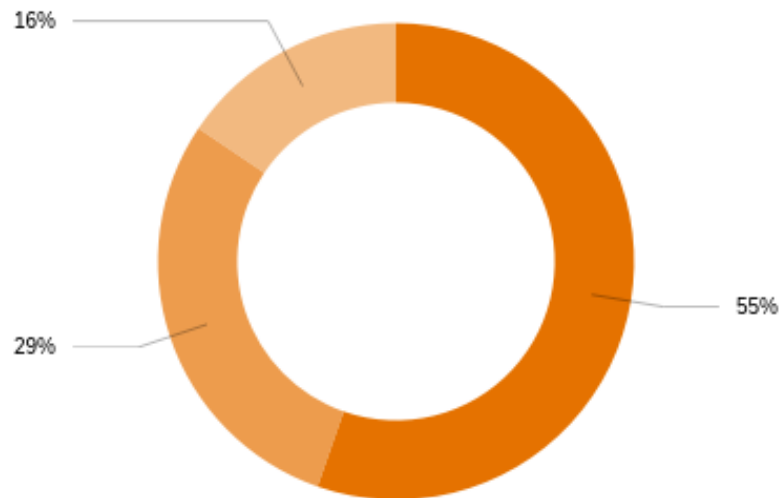


### 14. How can we increase opportunities to get to know each other across FM? (Ranked.)

Question	Most impactful	2nd most impactful	3rd most impactful	Other
Share employee interests and talents, via employee spotlights on the FM page or newsletters	47%	38%	13%	3%
Start a FM radio station/FM podcast to share stories	9%	24%	53%	14%
Create a FM Mentor/Job Shadow Program	34%	34%	27%	5%
Other	10%	4%	7%	78%



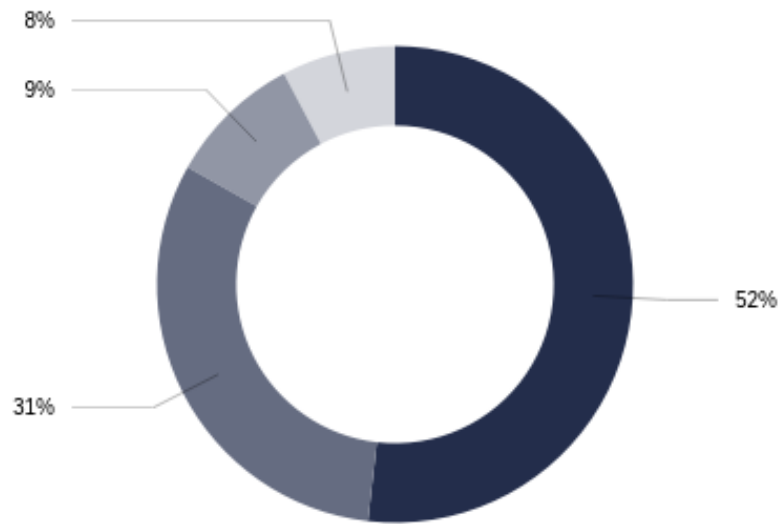
### 15. How often do you feel appreciated at work?



■ Often, it feels good to be here    ■ Not that often, I wish it were more    ■ Hardly ever



### 16. How do you use your UVA Volunteer hours?



I typically don't use them

I use them personally, outside of FM-sponsored programs

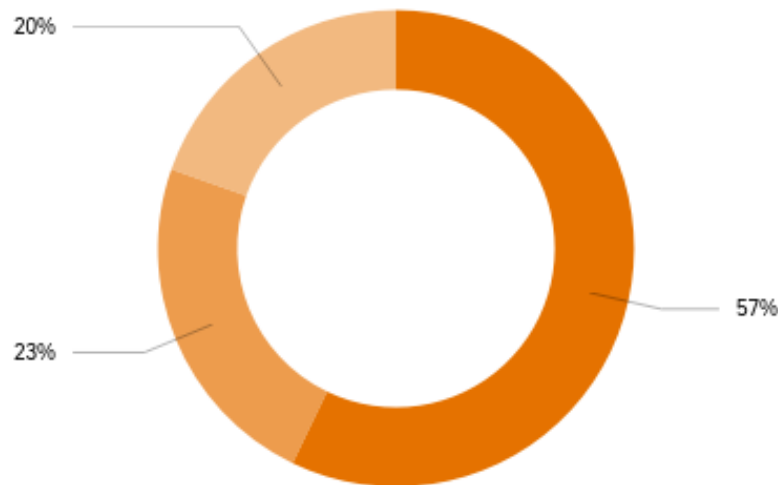
I use them on FM-sponsored programs

I didn't know I had UVA Volunteer hours



## Community + Partnership

17. Are you aware of FM-sponsored volunteer opportunities? For example, with Building Goodness Foundation, Morven Farm or Day of Caring?

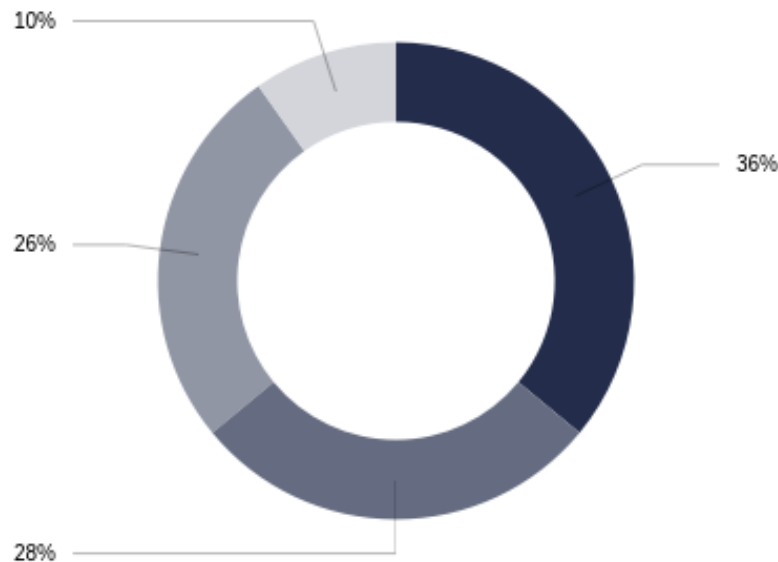


I know about them from emails    I know about them from colleagues    I don't know about FM-sponsored volunteer opportunities



## Community + Partnership

### 18. What could FM offer to increase participation in FM-sponsored volunteer programs?

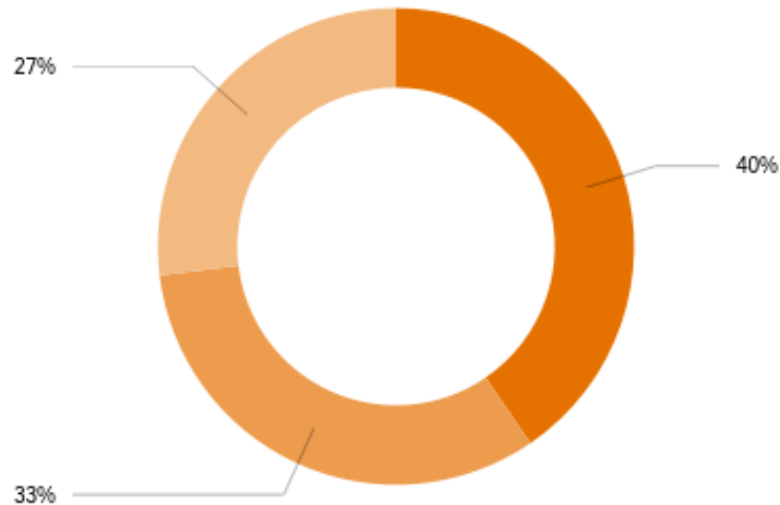


- Facilitate volunteer opportunities that I just need to sign up for and use my volunteer hours
- Flexibility in hours/dates for participation
- Ask me where I would like to participate
- Other - see comments



## Community + Partnership

### 19. Do you think FM should support local and community-based businesses?



 Absolutely, they should be considered first

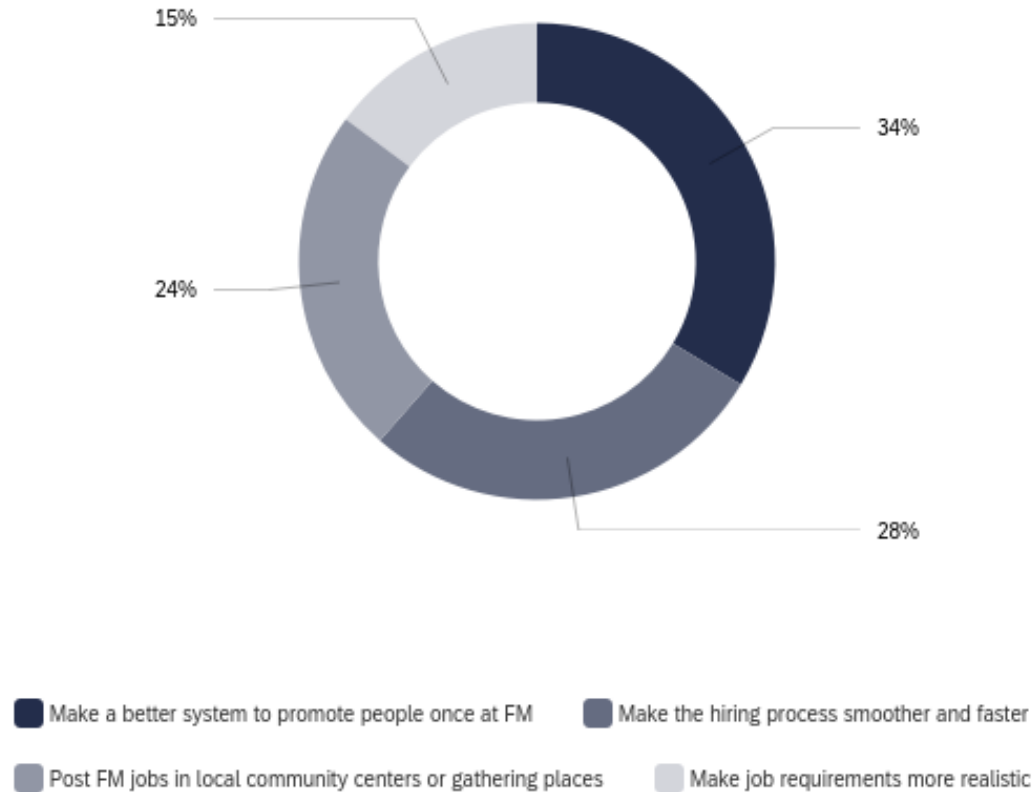
 Either, as long as the product meets the university's needs

 Yes, but only if it makes good financial sense



## Community + Partnership

20. How can FM provide an avenue to employment for local community members at UVA/FM? (1-2 options chosen.)





### 21. Looking forward, what would you like accountability to mean at FM? (Ranked)

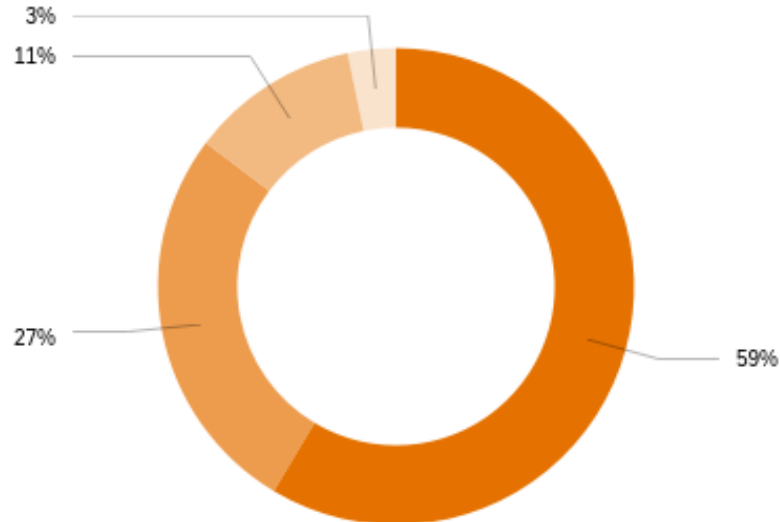
Item	Most important	2nd important	Least important
Clear and consistent expectations and goals	46%	43%	10%
Actions align with FM's mission and vision	16%	24%	60%
Ownership of roles and responsibility for yourself and if you supervise, for your team	38%	33%	29%





## Infrastructure + Investment

22. Select the top way you receive information and updates at FM, including policy and procedure changes.



Via email/web From management or team meetings Via word of mouth/my colleagues I don't receive updates



23. If you were to give FM leadership culture a title, what would you like it to be? (Ranked.)

Item	Most like	2nd	3rd	Least like
Employees are engaged in decision making that affects them	31%	41%	20%	8%
Our policies and procedures reflect our vision	19%	20%	31%	30%
We walk our talk	10%	17%	32%	41%
We put our employees first	40%	21%	17%	21%



### 24. What helps you feel empowered at work? (Ranked.)

Item	Most empowered	2nd	3rd	Other
Access to a variety of training options	25%	50%	22%	3%
Access to UVA and/or FM sponsored resources (FEAP, Education Benefits, Volunteer time)	14%	27%	50%	8%
Given creative freedom within my scope of work	52%	19%	26%	4%
Other	9%	4%	2%	85%



### 25. Where do you want to experience the most consistency at FM? (Ranked.)

Item	Want to see more consistency	2nd	3rd	Other
Supervisors and managers communicate the same message	62%	29%	8%	1%
FM On-boarding, all new people are told the same thing	12%	33%	51%	4%
FM messaging and communication (as an organization)	19%	37%	39%	5%
Other	6%	1%	2%	90%

# Resources

## UVA Facilities Management Diversity, Equity & Inclusion

<https://diversity.fm.virginia.edu/>

Emily Douglas, DEI Specialist

[em4hg@virginia.edu](mailto:em4hg@virginia.edu) | M: 434-906-5810

FM Inclusive Excellence Team

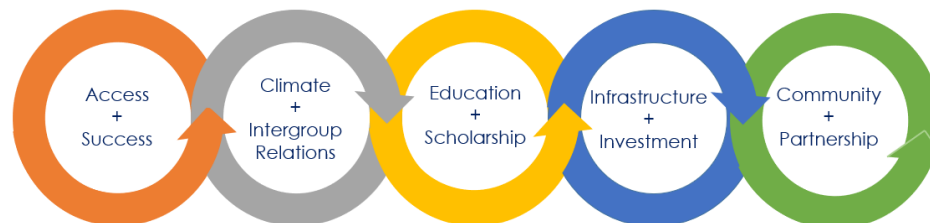
<https://diversity.fm.virginia.edu/inclusive-excellence.html>

## UVA Office for Diversity, Equity & Inclusion

<https://vpdiversity.virginia.edu/>

Inclusive Excellence Framework

<https://vpdiversity.virginia.edu/inclusive-excellence>



**End of  
Presentation**