



Nova Southeastern University

Employee Commitment Plan Summary

Submitted by:

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The 2009 “I Believe in NSU”/Gallup engagement assessment was completed in October 2009 for Nova Southeastern University’s employees, students, and alumni. Subsequent to the assessment process, the Gallup organization completed an analysis of individual NSU employee group responses, in comparison to the previous two years’ engagement assessment data for employee work groups. The Nova Southeastern University Gallup certified trainers provided feedback and individualized training and resources for all supervisors during the months of January, February and March 2010 for whom engagement scorecards were generated. . As a part of this process, supervisors were asked to meet with their work groups to prepare commitment plans, detailing the specific action intended by the workgroup to enhance a strength or to address a weakness, as a result of the data generated as well as the dialogue/feedback that ensued following discussion with supervisees.

Commitment plans were submitted electronically to the “I Believe in NSU” database by May 1, 2010. The Office of Institutional and Community Engagement analyzed the 2010 commitment plans in two ways:

Counts by Category: We tabulated each submitted plan into one of the twelve Gallup categories, (Q1 – Q12). Additionally, each plan was tabulated based on a submission as an action plan to enhance a “strength” or to focus on an “area of opportunity”. Table One that follows shows that a total of 293 plans were submitted; 70% devoted to improving an area of opportunity. The largest percentage of plans reflected action in the areas of “opinions count” (10%) and “employees committed to quality” (11%).

Qualitative Review (Coding): The second analysis of commitment plans as seen in Table Two was done by coding the recurrent themes that we identified in the data. By far the largest percentage (37%) of submitted plans reflect a commitment to “communication improvements”, followed by a commitment to “professional development and training” (20%).

The Chancellor and the President will be hosting the second annual Town Hall meetings with employees (both staff and faculty members) in September, October and November, 2010. Those meetings will provide a forum for discussion about the commitment planning process, areas of interest to employees, and continued dialogue for employees to present input for continuous quality improvement of Nova Southeastern University.

Table One

COUNTS BY CATEGORY				
Q	Goal Category	Area of Opportunity	Area of Strength	Total
1.	Know What's Expected	13	15	28
2.	Have Materials and Equipment	9	5	14
3.	Opportunity to do Best	17	7	24
4.	Recognition	33	12	45
5.	Cares About Me	13	2	15
6.	Development	12	7	19
7.	Opinion Counts	23	7	30
8.	Mission/Purpose	13	2	15
9.	Employee Committed to Quality	24	8	32
10.	Best Friend	9	2	11
11.	Progress	14	7	21
12.	Learn and Grow	24	15	39
TOTALS:		204	89	293

Table Two

QUALITATIVE REVIEW (CODING)		
Employee Engagement Plans by Category	Count	Percent
Communication Improvements	109	37%
Reward Program	45	15%
Materials and Resources	15	5%
Quality Commitment	27	9%
Program Evaluation	19	7%
Customer/Student Services and Support	15	5%
Professional Development and Training	57	20%
Team Building	6	2%
TOTALS:	293	100%