Building a Data-Informed Campus Wellness Culture:
Assessing Needs, Enhancing Programs, and Taking Responsive Action for Continuous Improvement

A summary report of FY24 outcomes for "Strategy 1A – Assess Needs and Take Responsive Action" from the *Cultivate Well-Being Action & Transformation Roadmap with a Focus on Faculty and Staff*

December 3, 2024

Introduction

This project is in support of the following goal, strategy and objectives in the *Cultivate Well-Being Action & Transformation Roadmap with a Focus on Faculty and Staff*:

Goal:	Culture Change: Catalyze cultural, transformational change at Georgia Tech so that the places, practices, policies, protocols, people, and philosophies that have a demonstrated positive contribution to well-being for faculty and staff are adopted, advanced, expanded and/or strengthened, while those aspects of Institute culture that impede health and wellness are minimized.
Strategy:	Strategy 1A – Assess Needs and Take Responsive Action Establish and enhance campus wellness culture, collect and review data at regular intervals, communicate findings, and take responsive actions to address opportunities for improvement. Eliminate ineffective programs and services, while strengthening, expanding, or scaling up what is already working well. **Use data to inform decision-making, synergize action across units, publicize use of data in decision-making to reinforce staff and faculty participation in survey efforts.**

Objectives, Deliverables and Milestones	Status
Create a list of all current staff and faculty data collection activities, qualitative and quantitative, that include metrics related to health, well-being, wellness, community, belonging and inclusion as well as work performance and sense of purpose at work. **Document each data source, how often it is implemented, for whom, by whom, response rate, relevant items, and whether there is sufficient demographic data to allow for an analysis of health disparities (Y/N).**	Continuing into FY25
Examine the list to note gaps in constructs measured, representativeness of respondents, groups not surveyed or interviewed and whether results are actionable. **(Continuous process of re-examining; create a central process)**	Continuing into FY25
Guidance for Project 1D – Leverage Communications & Marketing (2024-2025)	Complete
Guidance for Project 2B – Reduce Health Disparities (2024-2025)	Continuing into FY25
Recommendations for next steps with Project 1A in 2024-2025. (Communicate findings, inspire confidence in data collection participation, offer skills training for personnel in how to use data for decision making and program development and evaluation, etc.)	Complete
Create a report summarizing findings and make recommendations for future actions.	Complete

One of our nine core values emphasizes the importance of being a good steward of our resources. By engaging in this exercise to assess the current state of data and data collection related to faculty and staff health and well-being, our objective was to identify gaps, overlaps, duplicative efforts, and opportunities for improvement. Additionally, we sought to recognize and celebrate our successes. This exercise is marked by intentionality and focus. When organizations have limited time, human resources, and funds, practicing intentionality is crucial, especially when we aim to make a significant impact across the institute.

Currently, we utilize several surveys and instruments to assess various aspects of faculty and staff life at Georgia Tech. However, these assessments are disparate and sporadic, needing a cohesive approach. As an institute, we have yet to fully leverage these assessments to tell our story or drive impactful change collectively. Furthermore, we lack the capability to visually analyze our campus health and well-being in a manner that all stakeholders can easily understand and engage with.

By engaging in this aspect of the Faculty and Staff Roadmap strategy, we achieve several key objectives:

- Clearly identify all assessments and surveys that provide insight into faculty and staff health and well-being.
- Identify gaps in assessment and survey data, and design or reconfigure our existing tools to address these gaps.
- Identify opportunities to benchmark our progress against peer institutions and external organizations
  a. Benchmark our data against peer institutions by obtaining and utilizing comparative data from similar organizations. This will enable us to contextualize our findings, assess how Georgia Tech's faculty and staff well-being measures up, and identify areas where we may lag behind or excel.

The outcomes of this project will support every member of the Georgia Tech community, bringing intentionality and focus to the efforts around faculty and staff health and wellness.

Discovery

- ***Reviewed Existing Data Sources:*** *Began by identifying and analyzing current data sources, such as surveys, feedback, and institutional reports, to establish a foundation for the project.*
- ***Evaluated Key Faculty/Staff Touchpoints:*** *Mapped out important interactions and engagement points for faculty and staff across campus.*
- ***Engaged with Faculty/Staff Groups and Committees:*** *Considered input from various faculty and staff groups, councils, and committees to capture diverse perspectives and ensure broad representation in the analysis.*
- ***Assessed Available Resources for Faculty/Staff:*** *Examined the resources currently available to faculty and staff, identifying strengths and gaps to inform potential improvements and new initiatives.*

Limitations

- **Lack of Coordination in Data Collection:** *Current efforts to gather data through surveys are fragmented and uncoordinated.*
- **Low Response and Participation Rates:** *Surveys tend to have low engagement, leading to data that may not fully represent the entire campus community.*
- **Data Representation Concerns:** *Current survey results may not adequately reflect the diverse experiences of all faculty and staff across different roles and departments.*
- **Future of the Climate Survey:** *Consideration is needed regarding the purpose, timing, and effectiveness of the Climate Survey, given the recent launch of the Gallup Q12 Employee Engagement Survey.*
- **Access to Surveys and Tools:** *Ensure that all employees, especially those without regular computer access (e.g., facilities and housing staff), have equal opportunity to participate.*
    a. **Inclusive Communication Strategies:** *Develop tailored approaches to communicate survey availability to individuals who may not work at a desk or use a computer regularly.*
    b. **Survey Access Points:** *Consider providing designated locations or resources (e.g., kiosks or tablets) for employees to complete surveys, ensuring broad participation across all departments.*

Recommendations

- **Prioritize Core Surveys for Meaningful Insights:** *Focus on utilizing key surveys such as Gallup Q12 and COACHE to assess faculty and staff engagement and satisfaction. Consider integrating tools like Viva Pulse or similar platforms to regularly gauge the pulse of the community, allowing for more frequent, actionable feedback to guide improvements.*
- **Continuously Catalog and Evaluate Survey Instruments:** *Establish an ongoing process to catalog and review all survey tools used at Georgia Tech. Assess the relevance, timing, and effectiveness of each survey to determine whether it should continue, be adjusted, or be phased out, ensuring that each instrument aligns with institutional goals and provides valuable insights.*
- **Develop an awareness campaign around wellness tools and resources** especially like Viva Insight.
- **Address survey fatigue by sharing the schedule of all assessments and surveys:** *Formalize an assessment and survey strategy to appropriately, respectfully, and effectively collect data from our faculty and staff.*
- **Determine a multi-year cycle for assessments and surveys:** *Recommend providing Pulse Checks for campus or specific audiences with questions "inspired" by the Q12 Engagement Survey.*
- **Recommend more effective ways to share our assessment and survey results** *to promote stakeholder discussion and understanding, including sharing and publicizing survey feedback in visible and dynamic dashboards.*

- **Recommend an action group to combine the various data, analyze, and produce impact reports and dashboards for visibility on GT Strategic Plan website**, comprising IRP, SEWB, OAE, HRIS, and Data Services
    a. 2024 Gallup Q12 survey
    b. 2024 COACHE survey
    c. 2023 Health Conditions and Prevalence Report
    d. Exit Survey data from 2017-Present

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Core Team and SMEs

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Sources

- *Cultivate Well-Being Action & Transformation Roadmap with a Focus on Faculty and Staff* Tech Employee Exit Surveys
- 2017 COACHE Survey
- 2022 Tech Staff Climate Survey
- 2022 Health Conditions and Prevalence Report
- 2023 L.O.V.E. GT Culture Survey
- Pending 2024 Gallup Q12 Survey
- Pending 2024 COACHE Survey