

EMPLOYEE ENGAGEMENT

EMPOWERING LEADERS & EMPLOYEES FOR A THRIVING WORKPLACE



ALAMO COLLEGES DISTRICT



Malcolm Baldrige
National Quality Award

AWARD RECIPIENT
2024 2018



Presenters

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Board Chair

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INTRODUCTION

- The Vital Role of Employee Engagement at Alamo Colleges District
- Importance of a Thriving and Resilient Workplace
- Key Tools & Strategies for Employee Engagement



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THE IMPORTANCE OF EMPLOYEE ENGAGEMENT

- Enhances Student Success
- Boosts Productivity
- Improves Retention
- Strengthens Workplace Culture



SYSTEMATIC APPROACH TO EMPLOYEE ENGAGEMENT

- Regular & Repeated Processes
- Annual Surveys (Great Place to Work Survey)
- Fall and Spring Townhalls for Direct Employee Interaction
- Employee Rounding for Daily Employee Feedback

Great Place to Work (GPTW) Key Focus Areas



Credibility

The Credibility dimension measures the extent to which employees see management as credible.



Respect

Respect dimension measures the extent to which employees feel respected by management.



Fairness

The Fairness dimension measures the extent to which employees feel that management's practices are fair.



Pride

The Pride dimension measures employees' sense of pride in their work by assessing the positive way they regard their jobs, team or work group, and the Alamo Colleges District.



Camaraderie

Camaraderie measures employees' sense of enjoyment in the workplace by assessing the level of intimacy they experience.

EMPLOYEE INVOLVEMENT

- Executive Leadership: Action Planning Based on Survey Results
- Mid-Level Leaders: Briefing Sessions, Engagement Strategies Development, & Trainings
- Faculty & Staff: Communication Plans, Forums, and Participation



GREAT PLACE TO WORK ACTION PLAN Identifying Strengths & Opportunities for Improvement

CURRENT

What are some of the most important strengths of the current employee experience and culture within your campus or division? (Please identify at least two and briefly describe/explain.)

What are specific aspects of your current employee experience & culture that could be improved? (Please identify 1-2 and briefly describe/explain.)

FUTURE

Are there ways you might leverage one or more of these strengths to help improve the employee experience & culture within your campus or division?

What concrete actions or improvements could you take that might address these issues?

Northeast Lakeview College at New Braunfels

Building Information

Construction Projects

Contact Us and Virtual Welcome Center

Emergency Information

Fast Facts

History of NLC

Maps

NLC Caring Campus

Employee Survey Feedback

Employee Survey Feedback

At Northeast Lakeview College, we value feedback of our employees. We use this input to gain insight into this institution's overall workplace culture and climate. Surveys are administered annually and the overviews and results from these surveys are listed below. Based on these results, we actively collaborate with various employee groups to identify opportunities for enhancing collaboration, connection, and communication. Importantly, we work throughout the year to implement new initiatives and ideas that promote a supportive and healthy work environment. This continuous process of improvement is a testament to our commitment in making our college an even better workplace.

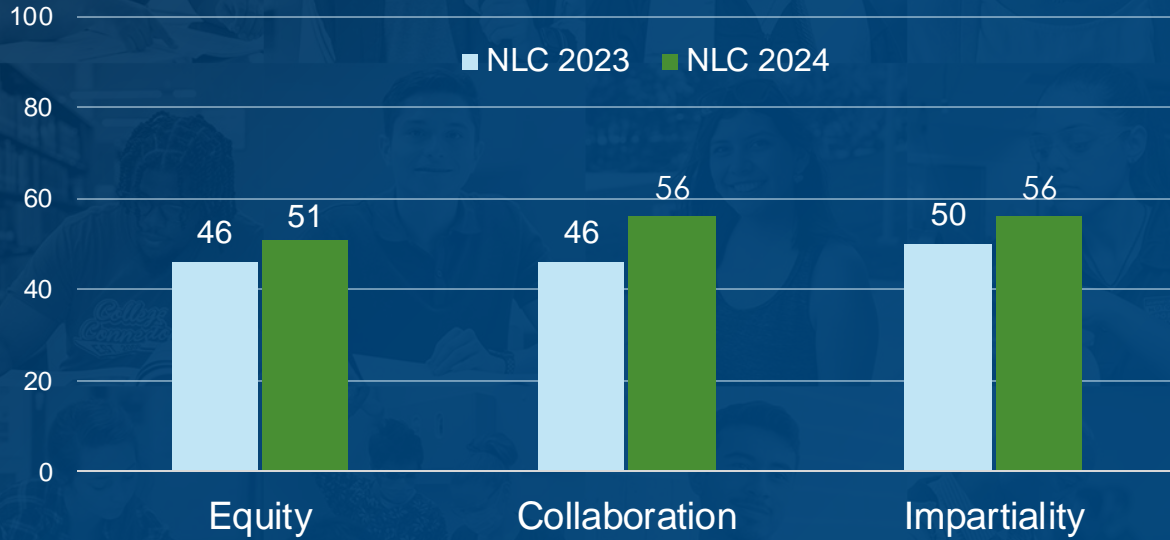
In 2023, Northeast Lakeview College, transitioned to using the Great Places to Work survey. Before this change, NLC participated in the PACE Campus Climate Survey, where the college attained a collaborative status.

2024	—
Great Place to Work Survey Overview	
2023	—
Great Place to Work Survey Overview	
2022	—
Executive Summary	
PACE Custom Report	
Qualitative Report	

EVALUATION & CONTINUOUS IMPROVEMENT

- Regular Assessments: Measuring engagement impact through surveys and one-on-one engagements
- Feedback Mechanisms: Post-event surveys to gather and utilize feedback
- Improvements Based on Data: Transition to GPTW Trust Index and data-driven improvements shared

OPPORTUNITIES FOR IMPROVEMENT



STATEMENTS WITH THE LARGEST GROWTH POTENTIAL

- Pay Equity: People here are paid fairly for the work they do.
- Collaboration: Management involves people in decisions that affect their jobs or work environment.
- Impartiality: Promotions go to those who deserve them best.

ACTIONS

- Pay Equity: Alamo Colleges conducted a compensation study
- Collaboration: Established regular feedback mechanisms such as focus groups and suggestion box to gather employee input
- Impartiality: Expanded employee recognition program to celebrate outstanding contributions and milestones

Implemented Compensation Study

Full-Time Faculty Market Assessment

Peers	Rank	MA Minimum	% Below 3rd
Tarrant	1	\$ 57,250	
Austin	2	\$ 56,184	
Dallas	3	\$ 50,782	3rd
Houston	4	\$ 48,014	
Alamo	5	\$ 47,711	6.44%
Lone Star		\$ 45,946	
San Jacinto		\$ 45,282	
El Paso		\$ 43,752	
Average		\$ 48,208	

Enhanced Signage



“Frosty” Award Recipient



ALIGNMENT WITH ORGANIZATIONAL GOALS

- Strategic Integration: Workforce Engagement Linked to Mission & Vision
- HR Process Integration: Leadership Development, Performance Management
- SMART Goals & Development Plans: Employees SMART Goals Setting and Achievement

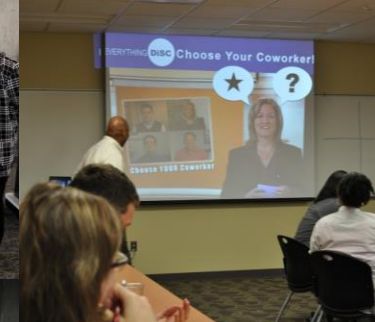


Register for courses, search the course catalog, view grade and transcripts, update your personal information, and access many other administrative services.

Register for employee development courses across the District, access online training for faculty and staff, and complete performance evaluations online.

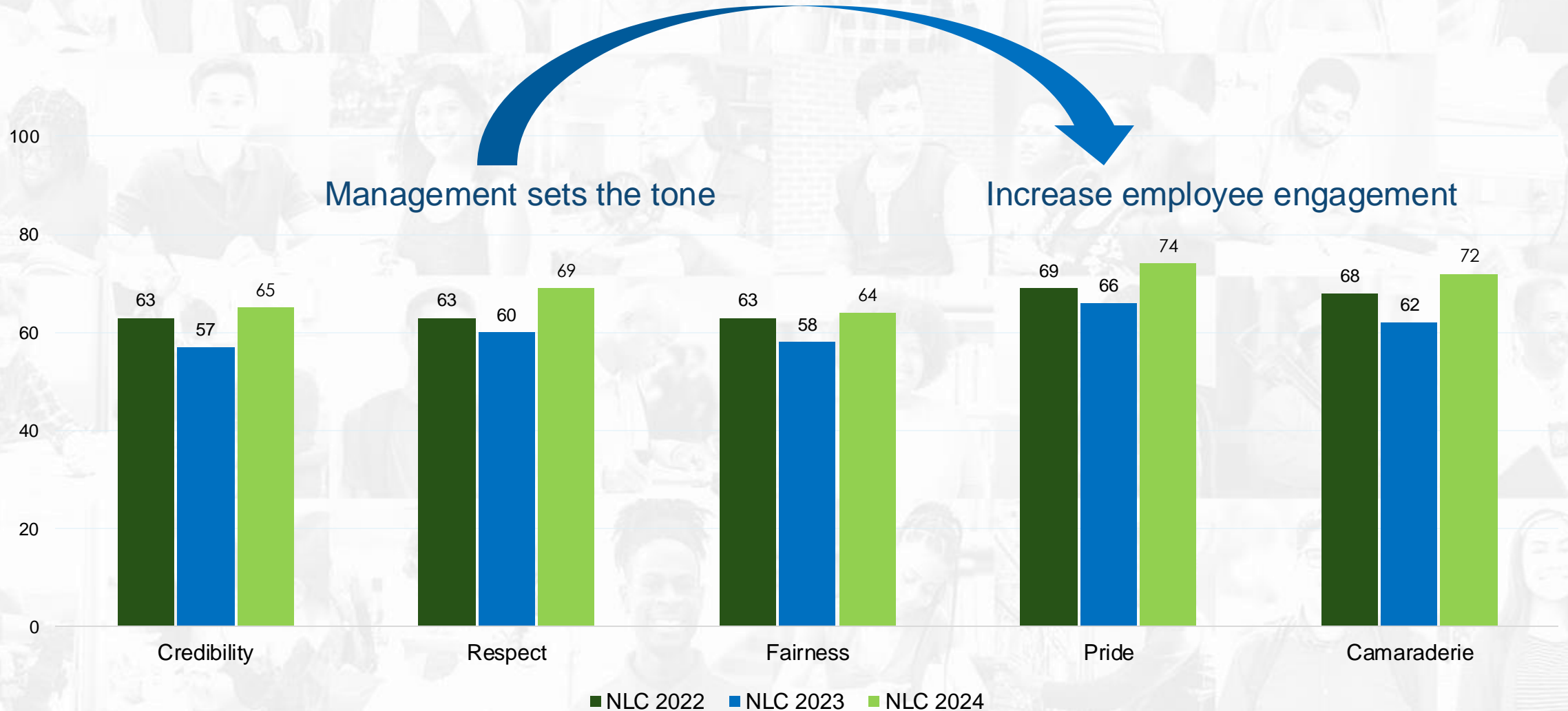
ADDITIONAL COLLEGE STRATEGIES

- Employee Rounding
- Employee's First Day – Receives welcome bag and President's Welcome Letter, NLC swag, polo shirt, safety sheet and name tag.
- Student Success Division conducts a two-week cross-college onboarding to new employees.
- Introduced a mentorship program where experienced employees support and guide new employees to facilitate a smoother integration process
- Regular surveys and feedback sessions help refine onboarding, with new hires meeting the College President after six months.
- Committees: Created the Employee Experience, Operations Council, and Teaching and Learning committees
- New Recognition and Rewards: Model the Way and Encouraging the Heart



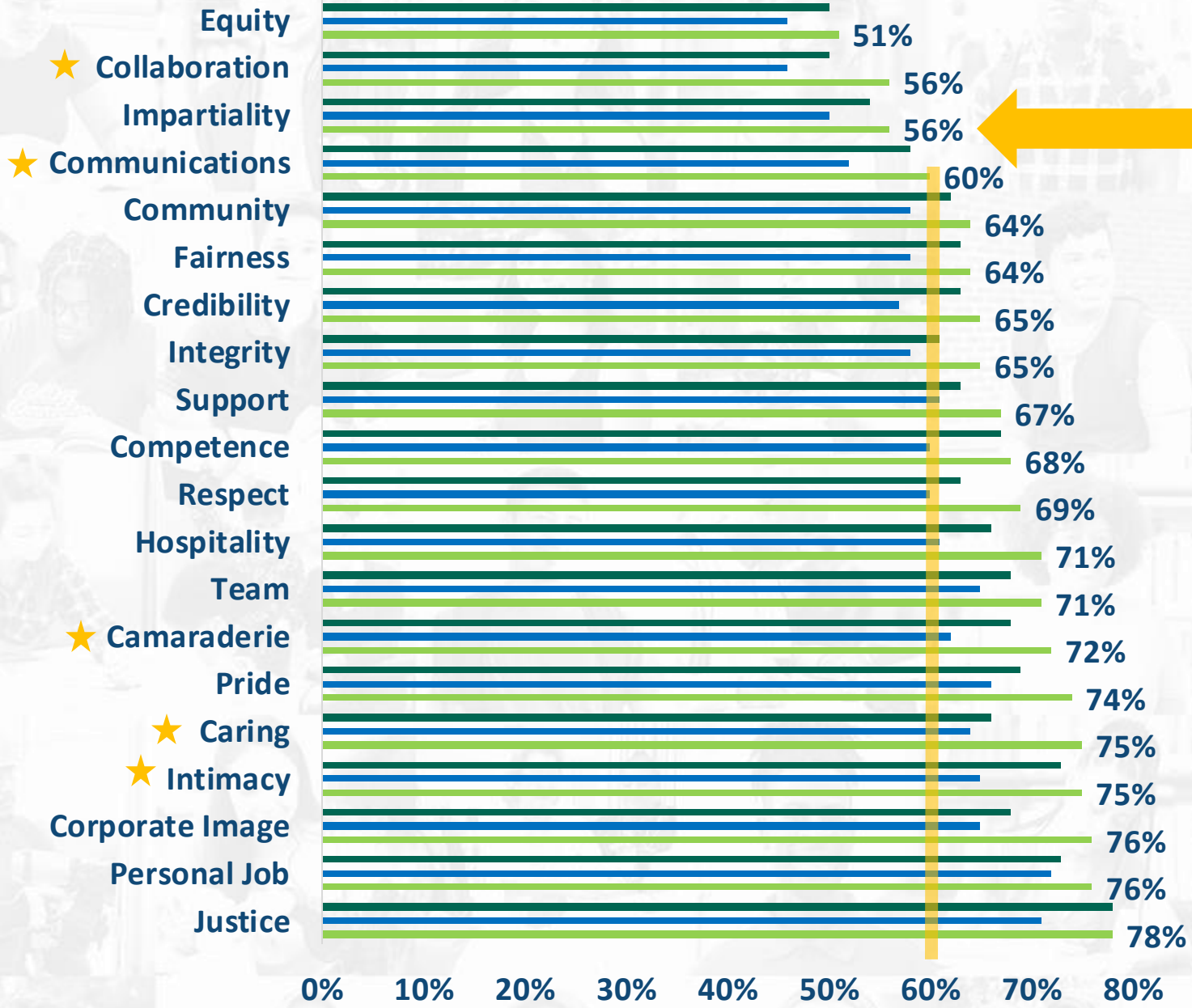
INNOVATIONS & RESULTS

- Great Place to Work Certification (2024): Increased Engagement Scores
- Leadership Development Success: Higher Participant Satisfaction & Improved Metrics



CONCLUSION

- Commitment to Continuous Improvement & Excellence
- Future Goals & Next Steps



GPTW Threshold

17 of 20 focus areas are at or above 60% threshold

★ Represents 10% increase or more from previous year 2023

■ 2022
■ 2023
■ 2024

Together, we are cultivating a workplace culture that prioritizes engagement, well-being, and continuous improvement, ultimately leading to a more enriching and fulfilling workplace experience.

**Great
Place
To
Work[®]**

Certified

MAR 2024-MAR 2025

USA



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THANK YOU



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