

October 11, 2023

Talent and Culture Committee

Trustee Nicole Washington



Committee's Purpose

Board of Trustees special committee established to address strategic initiatives in the 2022-2027 University Strategic Plan

Strategic Priorities	Goals
Academic Excellence	Nurture the professional development of faculty and staff across the career span and across disciplines to create a culture of sustainable excellence.
Leverage the Brand	Foster a university-wide customer-centric culture to support academic and operational excellence.
Organizational Effectiveness & Transformation	Enhance a culture that intentionally fosters building and engaging a high performing workforce and fortifies FAMU's status as an employer of choice.

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Key Initiatives

- Customer Service
- Onboarding
- Professional Development
- Compensation Framework

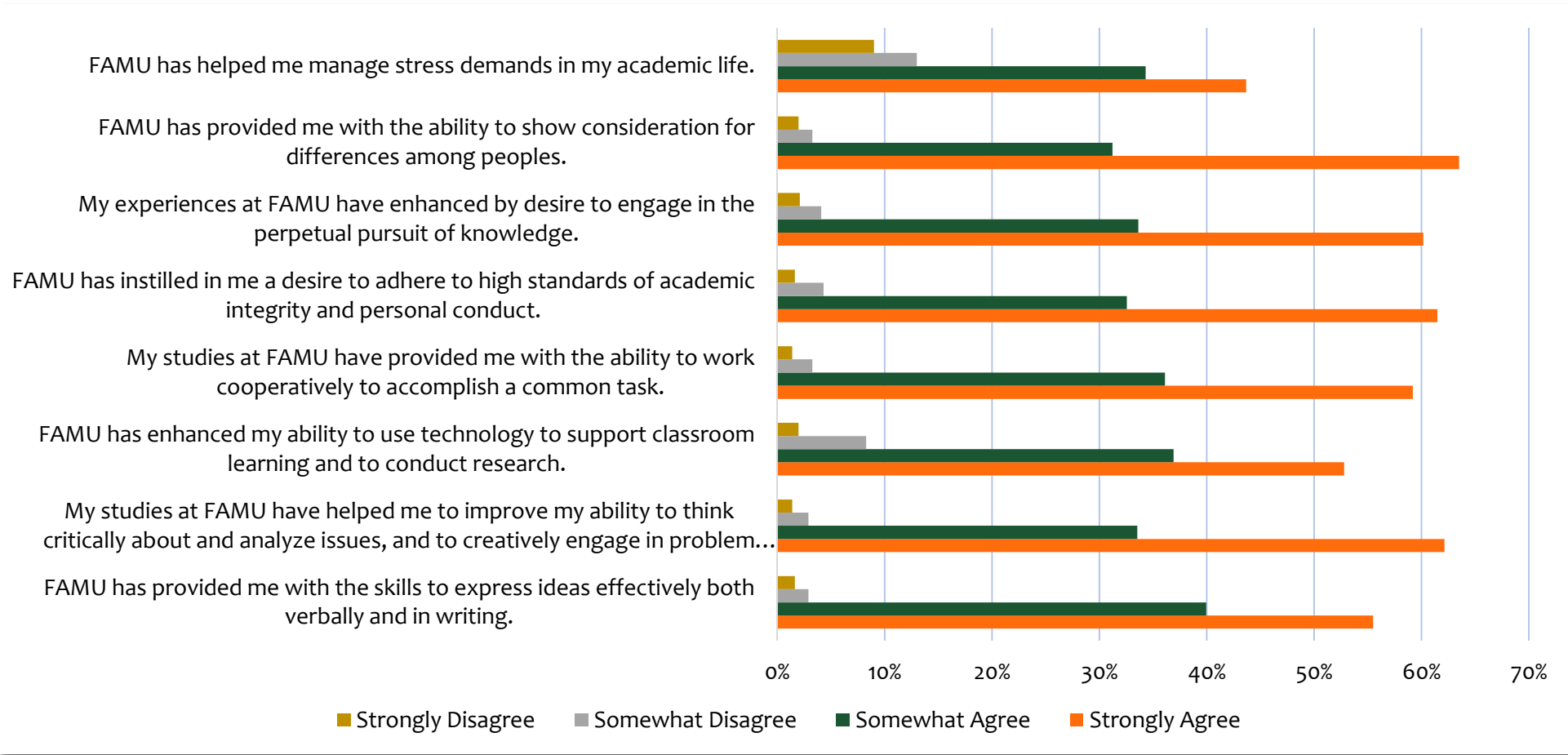
Academic Excellence

Nurture the professional development of faculty and staff across the career span and across disciplines to create a culture of sustainable excellence.

Strategies	Year 1 Action Update
Strengthen faculty and staff development programs	<ul style="list-style-type: none">✓ Training and Talent Development<ul style="list-style-type: none">• Reimagine STEM• Alternative Student Assessment Techniques• Strategies for boosting engagement• On-boarding program✓ Summer Institutes, Book Club Series✓ Annual Teaching Empowerment Conference✓ Teaching Innovation Award✓ FAMU Emerging Leaders Initiative✓ National Survey of Student Engagement✓ Graduate Exit Survey
Enhance pedagogy for diverse learning styles in person and online	
Establish a structure that fosters sustained faculty excellence	
Acquire more frequent “voice of the student” feedback	

2022-2023 Graduate Exit Survey

Please indicate the extent to which you agree or disagree with each of the following statements:



Leverage the Brand

Foster a university-wide customer-centric culture to support academic and operational excellence.

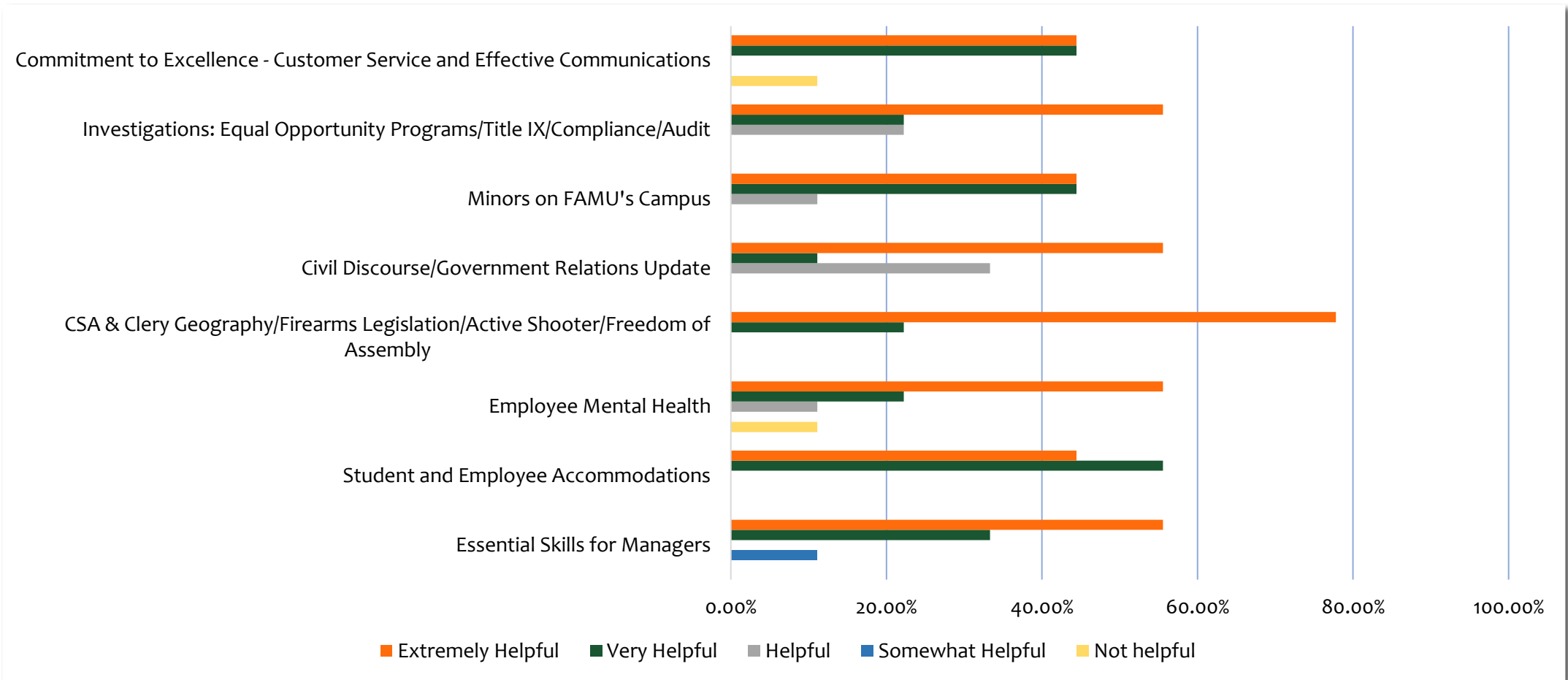
Strategies	Year 1 Action Update
Measure success against customer service standards and KPIs.	<ul style="list-style-type: none">✓ Customer Improvement Initiatives<ul style="list-style-type: none">• Management Seminar – “<i>Management Tips for Marching to the Top 100</i>”• Senior Leadership Retreat• Service Excellence Team✓ Service Excellence Team Service Standards:<ul style="list-style-type: none">• Courteous• Responsiveness• Collaborative• Professional✓ Civil Discourse<ul style="list-style-type: none">• Openness to Diverse Perspectives• Research and Instruction• Campus Community Reception of Diverse Perspectives
Ongoing customer service coaching to faculty, staff, and students.	
Engage all units in activities to ensure accountability and buy-in.	

“We will inspire **Excellence** by showing kindness and delivering exceptional **Service**”

Management Seminar Evaluation

April 2023

Please indicate the rating which comes closest to your evaluation of the value and content of each instructional topic:



Organizational Effectiveness & Transformation

Enhance a culture that intentionally fosters building and engaging a high performing workforce and fortifies FAMU's status as an employer of choice.

Strategies	Year 1 Action Update
Develop a compensation framework that aligns market competitiveness and internal equity	<ul style="list-style-type: none">✓ Compensation Study with Consulting Firm✓ New Employee Onboarding Platform✓ Sabbatical and Professional Leave Program✓ Teaching and Learning Center Professional Development✓ Implementation of Total Rewards System✓ Benefits Fair with Partners and Stakeholders
Establish a comprehensive onboarding program	
Bolster a university-wide culture that promotes development opportunities	
Strengthen the full-life cycle performance management framework.	

Organizational Effectiveness & Transformation (cont.)

Enhance a culture that intentionally fosters building and engaging a high performing workforce and fortifies FAMU's status as an employer of choice.

Strategies	Year 1 Action Update
Implement a campus-wide employee recognition program	✓ SET Employee Recognition Program
Increase resources and support for research/scholarship/creative activity	✓ Division of Research increased number of Workshops
	✓ Increased Staff devoted to Sponsored Research
	✓ Providing overtime funding to Sponsored Research staff
Centralize the application of HR policies, best practices, and accountability measures	✓ Listserv to inform researchers about funding opportunities.