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Susanne R. Young, Secretary

To: Appointing Authorities
From: Susanne Young, Secretary of Administration
Date: February 21, 2020
Subject: 2020 Employee Engagement Survey

The Department of Human Resources (DHR) will launch the seventh annual Employee Engagement Survey to all executive branch employees on Monday, March 9th. This year, in addition to the base survey, there will be a new section to give employees an opportunity to “rank” issues that they feel need improvement or those that are most successful within their department.

When Vermont state employees demonstrate a passion for the mission and vision of the organizations they serve, they drive innovation to help our state achieve success with its key priorities. Past surveys have provided a wealth of information about the level and quality of engagement that state employees, especially our front-line workers, experience in their daily work.

Every year the survey results have helped agency and department heads understand the positive aspects of their workplace and gain valuable insight into how the experiences can be improved. As we work to achieve our key goals to grow the economy, make Vermont more affordable, and protect the most vulnerable, a workforce that is engaged and working at its full potential is critical. Candid feedback from employees about how we can help them be at their best - productive and satisfied at work - is embraced.

Past surveys have resulted in several meaningful changes within individual departments and statewide, including:

➤ **Career Development**

In response to employee interest in career development and to help address the retention challenge facing the Vermont government workforce, DHR contracted with an eLearning vendor to offer employees thousands of high-quality video lessons that provide meaningful development opportunities.

➤ **Onboarding for new employees**

The development of a new, more structured and robust statewide Employee Onboarding Program is a direct result of concerns conveyed in the survey regarding the lack of comprehensive benefits-related information provided to new employees, as well as concerns that some supervisors don't communicate performance expectations and feedback on a regular basis.



The 2020 Employee Engagement Survey is anonymous and will be open for two weeks beginning Monday, March 9, 2020 until Friday, March 20, 2020. On March 9, DHR will email employees the survey notification and instructions. Employees will also receive notice about the upcoming survey in the HR Connect e-newsletter distributed February 25th. Once the survey is completed, DHR will compile the results and prepare a summary analysis report that will be distributed to all appointing authorities. DHR Field Operations staff and internal consultants from The Center for Achievement in Public Service (CAPS) will be available to assist with interpretation of the results and to consult about how best to address areas of concern reflected in the findings. Last year's survey results can be reviewed on the DHR web site: <https://humanresources.vermont.gov/data/employee-engagement>.

Robust employee participation makes for a more useful survey. Please encourage your employees to participate. We want to hear from them!

Thank you for all you do and for taking time to assist in this important annual event.