



# Physical Plant Next Level Project Oklahoma State University

## Employee Focus Group Results Summary of Recommendations

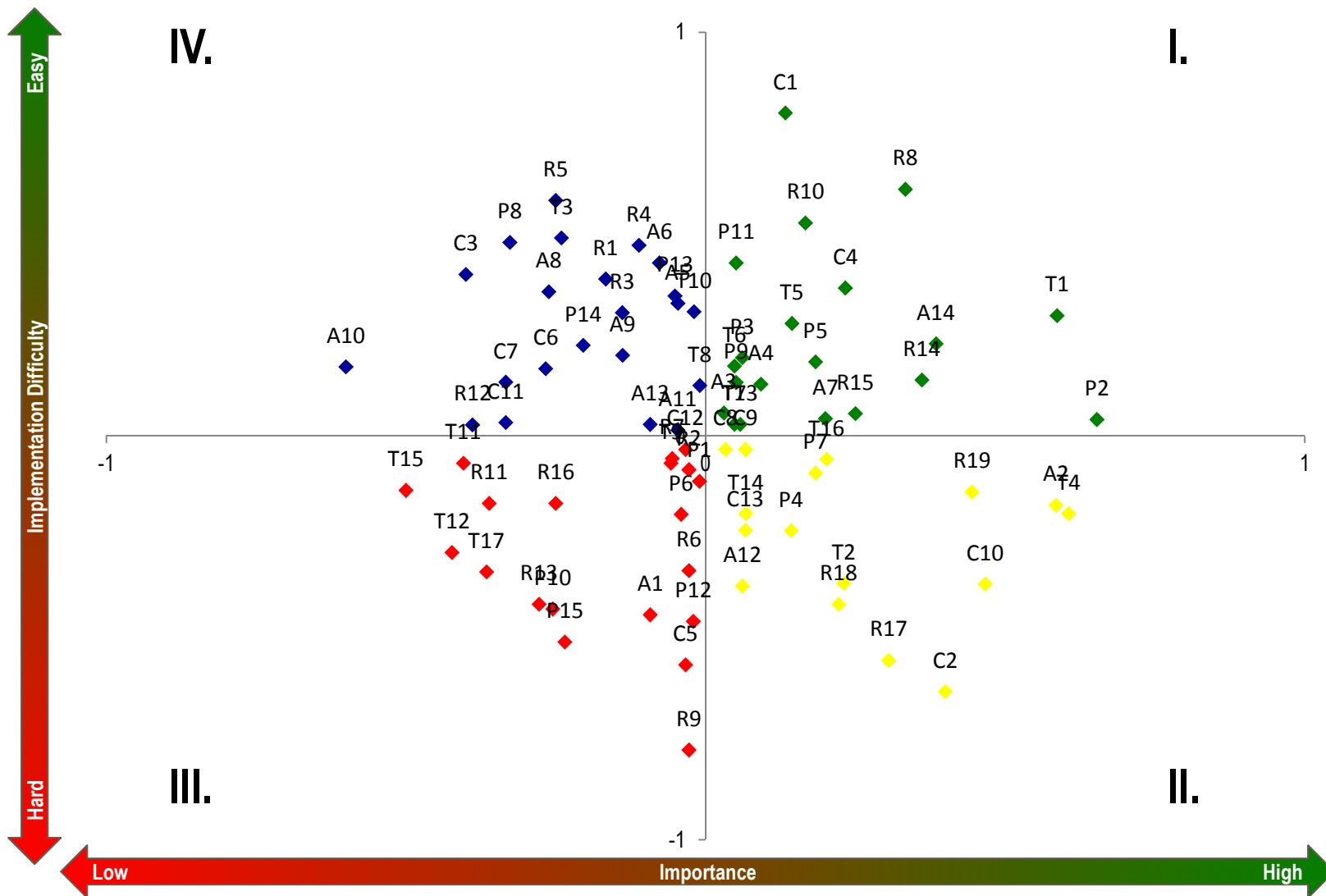
January 28, 2013



# Solutions Ranked by Focus Group

DRAFT

HuronEducation



# I. High Importance – Easy to Implement

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Focus Group	Number	Proposed Solution
Career Advancement	A14	Update job descriptions and review wages
	A7	Provide formal and informal mentor program in all departments
	A4	Improve hiring process
	A3	Provide training/learning opportunities in the evening
Communications	C4	Hold team meetings prior to a job starting
	C1	Include a contact person on work orders
Performance Evaluation	P2	Uniform and standardized system
	P5	Schedule and plan ahead for evals
	P3	Evaluate on job employee is doing & separate core values
	P11	Establish WO# to bill time
	P9	Include attendance and leave on eval
Recognition	R14	Require leadership training
	R8	Reward employees for good attendance
	R15	Recognize employees for community service
	R10	Nominate employee of the month and they are eligible for employee of the yr
Training	T1	Employees required to attend training
	T5	Provide supervisor training
	T13	Formal training required on new equipment before it is used
	T6	Require supervisors to make training announcements
	T7	Resources available for employees to obtain certifications

## II. High Importance – Hard to Implement

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Focus Group	Number	Proposed Solution
Career Advancement	A2	Create a formal and structured apprenticeship program
	A12	Provide periodic lateral or equal pay increases for those doing exceptional work
Communications	C10	Create a guide to services and service agreements
	C2	Increase # of computers available and use ID's to swipe and log in
	C9	Ensure all departments are contacted about upcoming projects
	C13	Have more job specific training available
	C8	Provide resources (checklist) to Estimators and Action Desk
Performance Evaluation	P7	Training for all
	P4	360 degree eval
Recognition	R19	Recognize those who fulfill standby responsibilities
	R17	Provide mediation services
	R18	Hold supervisor accountable to hold employees accountable
Training	T4	Develop training plans for employees
	T2	Apprenticeship/mentor program
	T16	Create accountability to ensure supervisors are providing training to employees
	T14	Require supervisors to support training and continuing education

### III. Low Importance – Hard to Implement

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Focus Group	Number	Proposed Solution
<b>Career Advancement</b>	A1	Institute ISO certification/APPA standards for positions
<b>Communications</b>	C12	Require training on using email
	C5	Create a resource coordinator
<b>Performance Evaluation</b>	P1	Semi-annual evals
	P12	Up to 3 supv present at eval
	P6	Include CDP
	P15	Provide incentives in no raise yrs
	P10	Curve score for raises
<b>Recognition</b>	R2	New Phy Plt Advisory Council
	R6	Provide recognition or incentives for safety
	R9	Increase Phy Plt budget
	R7	Employee choice to receive comp time or overtime payment
	R16	Create an area for naps (standby)
	R13	Create a foundation account for recognition efforts
	R11	Lead person for up to 5 employees
<b>Training</b>	T9	Cross training and rotations
	T17	Provide additional computers
	T11	Central location for computer check out (make this public info)
	T12	Mobile computer lab
	T15	Basic literacy training

## IV. Low Importance – Easy to Implement

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Focus Group	Number	Proposed Solution
Career Advancement	A5	Create a point of contact for career plan info
	A11	Encourage administrative leaders to spend face time with employees
	A6	Require supervisors to provide a hard copy of training info to employees & allow employees to sign up
	A13	Require all supervisors to complete supervisory academy
	A9	Require supervisors to meet with employees one-on-one to discuss career goals
	A8	Have cross training between trades and WO # to charge time
	A10	Hold "all hands" meeting 1-4 times a year or provide updates with useful info
Communications	C6	Create more opportunities to make personal contact with customers
	C7	Require supervisors to be open to interaction
	C11	Utilize chain of command so messages to employees are not duplicated
	C3	More in-depth "all hands" meeting
Performance Evaluation	P13	Use past eval to show changes from prior yr
	P14	Explain raise program
	P8	Payroll dept send out evals
Recognition	R4	Send out Phy Pit newsletter
	R3	Provide info on how to advance in a career
	R1	Recognize team work
	R5	Obtain perks from vendors (coupons, etc.)
	R12	Hold recognition events annually
Training	T8	Required training (computer, AiM, customer service)
	T10	Training evaluation
	T3	Improve safety training