



- Today's **recorded session** will begin soon!
- You will **receive a copy of session materials** after the **session**.
- This **recording and these slides** will be posted to [Learning.ucsf.edu/Ambassador](https://learning.ucsf.edu/Ambassador)



Learning &
Organization
Development

at UCSF

2024 Engagement Ambassador Summit

Spring Orientation and Annual Survey Kickoff

Marcia Soares & Monica Shirley
Learning & Organization Development

March 2024



Engagement

- Why Measure
- Role of Engagement Ambassador

Survey

- Survey Items
- Your Resources

Next Steps

- What's Coming
- Quick Quiz



Let's check in with ourselves to start.

Where are you holding tension in your body?

Can you release some of it?

What is the quality of your breath?

Can you deepen it?

Can you slow it down?

Why We Measure Engagement at UCSF

Engagement Fundamentals

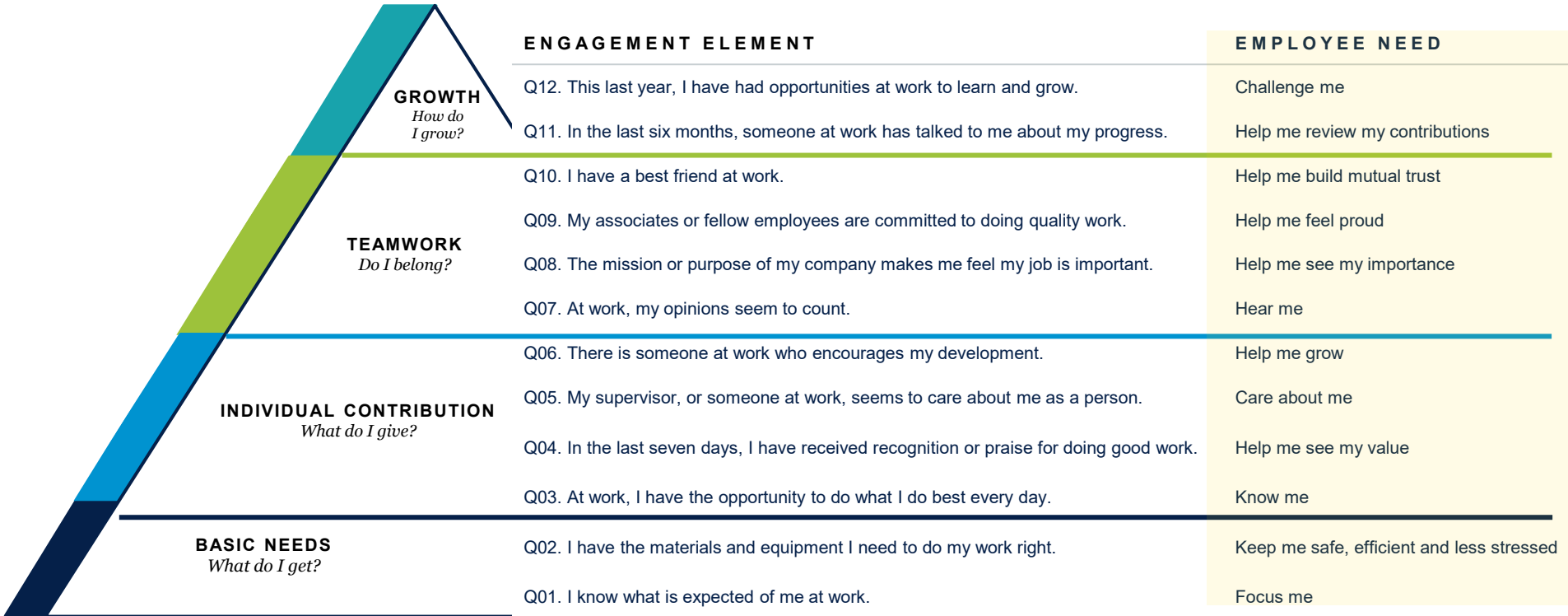
What is engagement?

- Refers to the **emotional connection** employees feel to their jobs and their employer
- Goes beyond job satisfaction to reflect **how invested and aligned employees feel in the success of their teams and the organization**

Why do we measure engagement at UCSF?

- Research shows that high levels of employee engagement link directly to **positive patient, business, and employee outcomes**

How Do We Measure Engagement?



UCSF Belonging Index

The **Belonging Index** includes four key questions from the Q¹² *(workgroup level)* as well as six questions that help define belonging across three additional parameters *(enterprise level)* — **direction, support and respect.**

DIRECTION – ROAD MAP	Can employees find information & resources to do their work?	I know where to find the information and resources I need to help me do my job effectively.
	Is there a clearly defined path?	There is a clearly defined path to growth and development in my role.
SUPPORT – ADVOCACY	Are managers strong advocates of employees?	My manager or supervisor serves as a strong advocate for our unit/department.
	Do managers help employees progress?	My manager or supervisor is consistently trying to help me progress in my role.
RESPECT – UNCONS. BIAS	Is there respect at work?	At work, I am respected for who I am as a person.
	Are there opportunities for advancement?	I have the same opportunities for advancement as other employees at my organization with similar experience and qualifications.
<i>(follow-up asked to People Managers only)</i> Meaningful Conversations with Team		I feel prepared to have meaningful conversations about race and equity with my teams.

Role of Engagement Ambassador

2023 UCSF Engagement Ambassadors

Valerie Keeton-Damago	Nhel Patrick Dunga	Zoe Bell	Kimberly Canada	Adrianne Kho	Danielle Collins	Sandy Lee	Olga Martin	Roni Owyang	Carla Medina	Judy Choi	Marquita Rabel
Athena Napoleon	Paul Vaughn	Ella Gambel	Lea Smith	Larisa Vaynshteyn	Danyelle Velonza	Scott Carlson	Peggy Johnson	Stacie Robinson	Crissy Pangan	Laura Martinez	Nihari Patel
Vanessa York	Paz Delsid	Melody Ladrado	Lisa Ley	Ericeric Robertson	Daphne Oliver	Scott Turnridge	Ruba Shaikh	Steven Levi	Gigi Fong	Rich Trott	Shauna Strong
Aimee Villas	Perry Kramer	Robert Mansfield	Lisa Marchi	Erin Kearins	David Chen	Sean Vo	Steven Pham	Van Ha	Gorettee Mok	Beverly Lee	Jonathon Wilson
Shannon Thornburg	Raliatu Iscandari	Addy Sit	Maricela Hernandez	Hannah Catibog	Deidre Lehman	Sergio Huerta	Tanya Jansen	Alexia Castaneda	Jaime Carpenter	Jason Dong	Gil Lorenzo
Allen Woo	Renee McAllister	Jennifer Kirsch	Ma Rose-Gene Paggao-Ramos	Jana Avila	Denis Ibarra	Sheila White	Taylor Liu	Alicia Rodriguez	Jessica Reyes	Jaycee De Guzman	Todd Compton
Amanda Lara	Shannon Thornburg	Luba Del Puerto		Jeremiah Almario	Dina Freij	Sonia Hernandez	Thomas Giannini	Beatrice Lopez	John Mcadam	Kari Lim	Adrienne Batino
Allen Woo	Shelley Pepper	Mitchacular Monamara		Justin Lee	Ed Palor	Steve Henderson	Anoopum Jassal	Cherry Pie De Veyra	Jonathan Li	Kristin Clawson	Iris Hill
Amanda Sanchez	Silia Katoka	Stephanie Chen		Kristina Lee	Edna Villalvazo	Su Saperstein	Anthony Borg	Cornelia Provost	Julia Lee	Mark Bautista	Mylene Gana
Ana Guerrero	Tammy Pham	Julie Doronkina		Matt Loehr	Eduardo Martinez	Tamara Pabis	Brittney Gough	Esther Lejano	Keerthanaa Jeeva	Raia Artega	Scott Miller
Angelina Marinello	Toni Oyafuso	Danielle Fernandez		Meissa Abenath	Moreno	Tenzin Gurung	Carole Reilly	Andy Meneses	Keith Enders	Lauren L'Heureux	Leslie Martinez Vargas
Anne Lanaza	Gilda Yap	Lanecia Strom		Noel Baronia	Elizabeth Abao	Thanh Phan	Edward Samayoa	George Hsuang	Long Vo	Arslan Shaikh	Celine Chun
Bailey Manego	Lyka Ibarra	Makenzie Boyle		Phaedra Huey	Emily Brumsted	Thu Le	Evelyn Rease	Hai Yen Hoang	Michelle Sison	Carmen Segismond	Raj Prasad
Beverly	Monica Garcia	Aaron Mills		Rachel Shuen	Emma Sebastian	Tim Adamich	Fernanda Albarracin	Jerusalem Gebru	Jasper Wu	Colette Ono-Ko	Teena O'Brian
Beverly Hiura	Cathy Zaw Win	Eileen Abuan		Elba Rodriguez De Cain	Emmanuela Santillan	Tina Weblin	Iscandari Raliatu	Julie Trinh	Rachel Prosser	Raquel Strauss	Yuma Ono
Brittany Howze	Marcia Soares	Ping Wah Poon		Sierra Rose	Erika Noorda	Troy Greco	Jayten Walker	Julia Hoff	Raquel Yebra	Zaneta Dziedzic	Sigril Tarroza David
Christina Sorensen	Alexis Mitchell	Reagan Rupio		Veronica Nepveu	Ethan Lischin	Valeska Espinoza	Katie Lam	Mary Levy	Renie Cheng	Alejandro Peacock	Agril Gidda
Dante Skidmore	Emily Stevens	Felicia Manzur		Aaron Tabacco	Frank Ruiz	Veerendra Sharma	Kevin Guanlao	Mary Levy	Salesh Sharma	Lexsy Stroh	Erin Harrison
Edward Palor	Victoria Reynolds	Inez Araya		Abril Ruvalcaba	Gayle Kojimoto-Hume	Vincent Flant	Leopoldo Frejat	Siongjan Tjhang	Stephanie Gonzalez	Jaqueline Briseno	Amanda Schantz
Elin Horwedal	Viktoria Kotlyar	Jennie Baldwin		Agnes Castro	Gina Curiel	Victoria Hutchinson	Madison Ebke	Tracie Koenig	Veronica Velasco	Victoria Williams	Jason Nghe
Ella Gambel	Katia Moussa	Katia Moussa		Alyssa Estallila	Glenda Sharp	Waimen Chee	Yvette Coulter	Rebecca Freeman	Connie Jackson	Yudira Gonzalez	Jessica Jewell
eric	Joy Valentin	Lee Einhorn		Alexander Solorzano	Gregory Ong	Yvette Coulter	Abigail Draper	Roxanne Lee	Crystal McMullen	Alma Garcia	Mike Levi
Erika Padilla	Lee Einhorn	Veronica Goldman		Alexis Castro	Heather Mccormick	Andrea Dowling	Brady Ralston	Susan Paskowski	Diane Hollander	Becca Quimby	Randy Nguyen
Frank Yang	Lorena Rubio	Mary Faulkner		Alysa Gonzales	Ian Baisas	Brady Ralston	Cassandra Darden-Jenkins	Thupten Lhundup	Donna Marie Magnolia Sablad	Candace Crawford	Rebecca Fuentes
Gina Alvino	Oxana Ryabinskaya	Adrienne Hall		Andrea Wilson	Iris Kauf	Cassandra Darden-Jenkins	Wintana Akkiliu	Eric Apple	Elaine Solis-Talosis	Dan Hrabosky	Sherrl Parks
Heather Rodriguez	Sheena Miller	Marianne Ohlson		Andrea Bordallo	Jacky Castillo	Nancy Bui	Crystal Besant	Adam Martinez	Emily Hyton	Deidre Almazan	Angela Gross
Helen-Vanessa Medrano	Tiffany Johnson	Veronica Bitz		Ysabelle Habon	Jake Bridge	Nancy Bui	Danski Perez	Eric Apple	Honey Umagat	Kevin Elder Jr	Juan Hurtado-Rodriguez
Jeff Yu	Yina Alvarez	Ana Zarate		Andrew David	Anna Chen	Natalie Trevizo	Dina Lee	Alyssa Borgetti	Iris Ambrogio De Olivares	Kevin Elder Jr	Justin Vang-Moore
Jessica Nelson	Brian-Alvin Jarzab	Christina Soto		Anna Chen	Andrew David	Nathan Sheldon	Elin Horwedal	Bethany Smith	James Faison	Kenneth Laslavic	Kevin Stone
Jessica Williams	Michelle Deblauw	Delsid Paz		Aresha Mosley	Arjabi Thapa	Nicholas Stone	Ethel Odiakosa	Bobbi Westland	Jennifer Ford	Luvleen Kaur	Miguel Marcus Villaruel
Jill Garrison	Cj Frosch	Michael Chagoya		Arjabi Thapa	Aung Oo	Nichole Gonzales	Gabriela Cardona	Brian Tom	Jennifer Chavarri	Natalie Wallace	Pamela Kibrick
Joane Kim	Therese Denoga	Sherrie Lewis		Carlyn Gueuble	Deborah Sullivan	Nicole Keys	Hira Safdar	Eva Tom	Julie Hammond	Raebben Belen-Carmody	Ryan Mendonca
John Cornejo	Cathleen Stugard	A-K Fong		Echo Rowe	Echo Rowe	Paula Chung	Jean Echon	Fady Bekheet	Kelli Adams	Savoyon Sordean	Silvia Renderos
Kari Lim	Elicia Ruzic	Chandra Bates		Bri Fernandez Mondia	Brian-Alvin Ching	Jess Tame	Jhinyi Tidalgo	Hannah Hannah	Leslie Guthin	Shamaila Sagheer	Sue Fox
Kathleen Bates	Akberet Ghebremariam	Danielle Casey Callaghan		Brittney Carter	Caitlin Hurlay	Jessica Yalun	John Swanner	Jaqueline Estrada	Ronley Aviles	Stephanie Sia	John Toomey
Krystal Whitaker	Anita Colgan	Lona Hermawan		Emebet Akiliu	Holly Alley	Jilliane Versosa	John Paul De Jesus	Jamie Mangan	Sandra Wong	Stuart Gaffney	Michelle Padilla
Leah Wesolek	Joyee Zhu	Robert Pimentel		Carissa Eaker	Jasmine Gergis	Joanne Steinmetz	Rebekka Charles	Johnathan Ly	Sharon Tse	Todd Wright	Ryan Wilson
Love Gross	Kaley Mason	Sheila Hulse		Carolina Holloway	Jaydee Canlas	John Mowlater	Regina Manalang	Kristine Keller	Susan Garcia	Andrea Pierce	Christine-Joy Manongdog
Lucy Camarena	Kristel Magno	Adrienne Dorcent		Caroline Holloway	John Mowlater	John Stack	Rita Mccue	John Stoneham	Susan Chim	Hannah Skolnik	Jackie Vue
Malia Martin	Miriam Palm	Alissabeth Algas		Lorraine Soliman	Chris Holmes	John Justine Mier	Robert Crissinger	Johnna Dela Cruz	Tawnya Napoli	Kate Tefft	Sheenal Kumar
Marianne Torres	Russel Fernando	Brooks Bigart		Maria Ponce	Chris Thacker	Jonathan Peralta	Robert Robertson	Julia Marchenko	Valerie Mateo	Margaret Rubino	Vivian Tran
Maribel Tyminski	Xermiaa Nichols	Christina Terry		Marie Gatchalian	Christine Paladino	Joohye Lim	Rocky Dela Cruz	Kallyss Freeman	Annette Wheeler	Maria Rangel	Michelle Cammack
Melody Ungon	John Orlando	Danyi Yu		Sandra Blanco	Clarita Cervantes	Josie Castro	Sara Samayoa	Kelly Graff	Jarad Baldwin	Ilma Garcia	Michelle Cammack
Melody Ungon	Madeline Raitheal	Gabriela Zaragoza		Sandra Blanco	Clarita Cervantes	Jules Munoz	Megan Gonzalez	Kristin Joyce	Ilma Garcia	Love Gross	Annemarie Pimentel
Michael Munchua	Marina	Haerim Ham		Cleofe Feniquito	Clifford Yip	Karen Lee	Meghan Owens	Melanie Reyes	Jeremiah Yoo	Mikaela Castro	Cristine Gozum
Mike Mike	Khamhaengwong	Janet Fausto		Clifford Yip	Cody Canas	Kendy Mora	Ro Rodarte-Do	Nicole Leinov	Joshua Pfaff	Philip Kong	Scott Martin
Monique Phillips	Nickalaus Cole-Butler	Jennifer Cullen		Cody Estes	Khail Ly	Kim Torres	Sam Salman	Richard Morales	I Hart	Will Jones	Rabbi Jeremy Sher
Nancy Bui	Warren Payneta	Kien Truong		Cynthia Fitzpatrick			Sam Roberts	Albert Abdel Nour	Jenna Calton	Jenn Liao	Kim Lapean
Nanmi Patel								Jessica Crosby	Jenna Calton	Jessica Crosby	Marisa Ryan



Fostering Team Engagement Year-Round

You play a critical role in supporting team engagement and dialogue



Promote and support the annual engagement survey

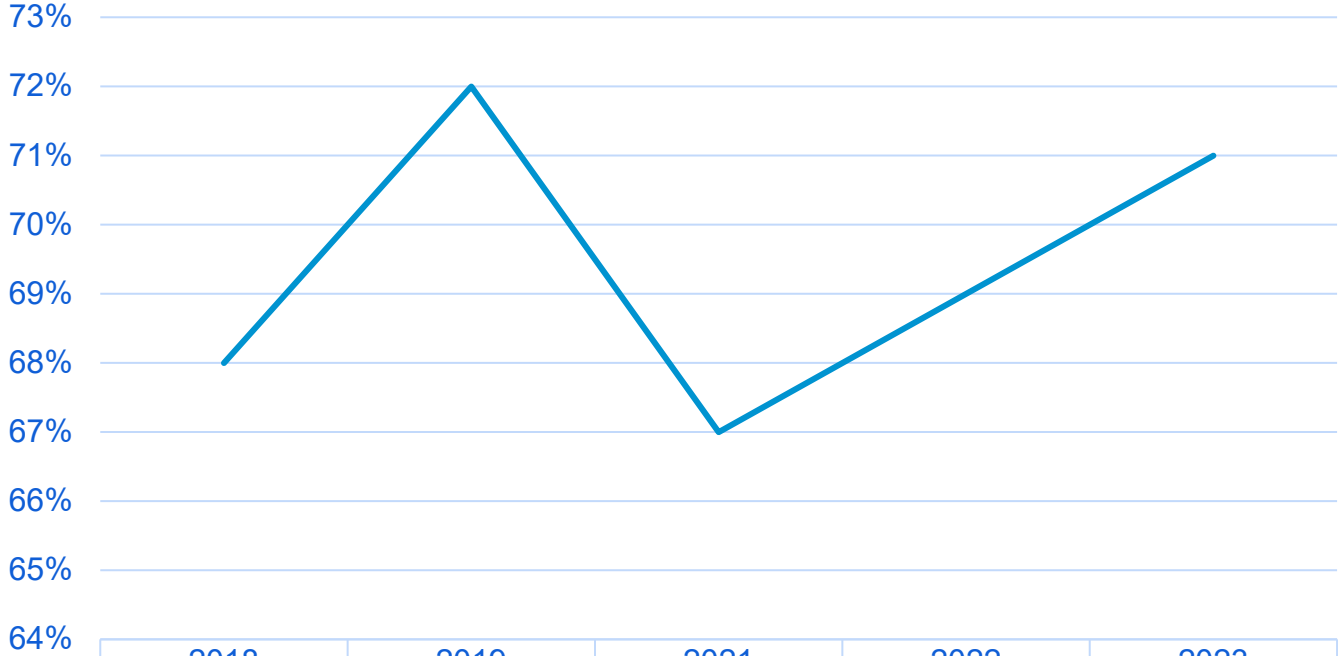


Partner with your manager on team engagement efforts



Advocate for the team with manager

Drive For 75%



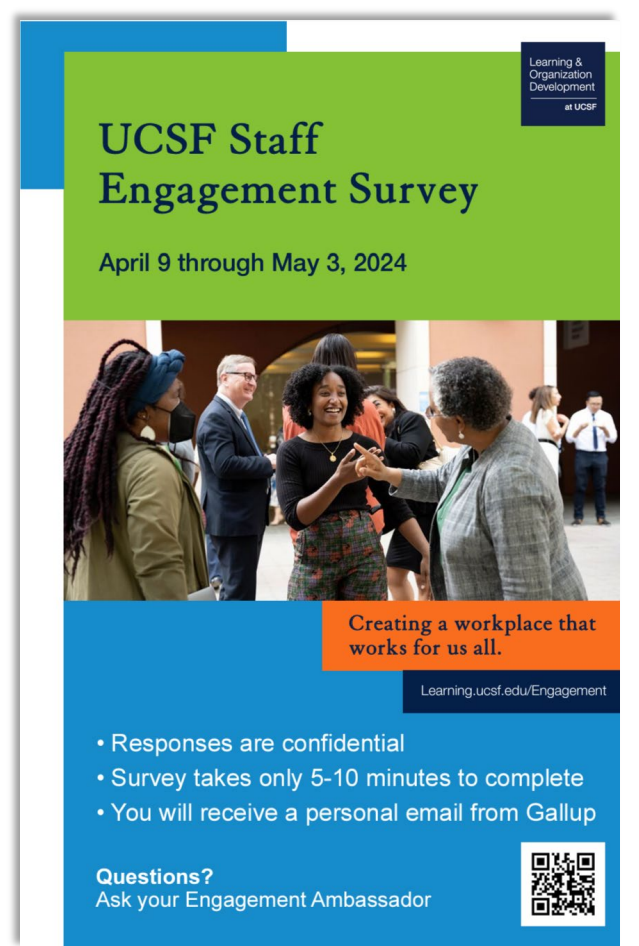
— Participation Rate

2018	2019	2021	2022	2023
68%	72%	67%	69%	71%



Promote the Survey

- **Speak to it** in team meetings, huddles, Zoom chat, Teams, Slack, etc.
- Share digital [flyer or post](#) in high-traffic areas (break rooms)
- Use the survey [Zoom background](#)
- Provide **participation rates** to team while survey is live
- **What else?** [Share your ideas and templates](#) by March 29




The flyer features a green header with the title 'UCSF Staff Engagement Survey' and dates 'April 9 through May 3, 2024'. Below the header is a photograph of four diverse people in a professional setting, with one woman shaking hands with a man. The bottom section is blue and contains the slogan 'Creating a workplace that works for us all.', the URL 'Learning.ucsf.edu/Engagement', a list of survey benefits, and a QR code.

Learning & Organization Development
at UCSF

UCSF Staff Engagement Survey

April 9 through May 3, 2024




Creating a workplace that works for us all.

Learning.ucsf.edu/Engagement

- Responses are confidential
- Survey takes only 5-10 minutes to complete
- You will receive a personal email from Gallup

Questions?
Ask your Engagement Ambassador



Engagement Survey Overview

What's on this year's survey?


- **Gallup's Q12:** Basic Needs, Individual Contribution, Teamwork & Growth
- **Accountability:** Team progress on engagement action planning
- **Recommend UCSF:** As a place to work and get care
- **Belonging:** Inclusion & Equity
- **Intent to Stay, Burnout & Wellness:** Understand why people stay, why they might leave, their workload and wellness
- **NEW Culture of Safety:** UCSF Health staff experience of safety and patient safety practices
- **Open Ended:** “What can UCSF do to make this an even better place to work?”

Who's invited?

UCSF, UBCP & BCH Oakland Staff:

- On payroll as of January 9, 2024
- In the following Staff appointment types:
 - Career
 - Per Diem
 - Limited
 - Contract with UCSF (not third party)

JANUARY 2024

SUN	MON	TUE	WED	THU	FRI	SAT
31	1	2	3	4	5	6
7	8	9 	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Are Responses Confidential?

- Yes, respondent-level data is never shared with UCSF. Gallup will only aggregate responses in groups of 5 or more to generate any reporting
- UCSF has no way of knowing who specifically takes the survey or what their responses are



How to Take the Survey

Survey available in English, Chinese, and Spanish

3 Ways to Access the Survey

1. **Personalized link** in the invite and reminders you receive from Gallup starting on 4/9. This is a unique link to the recipient; do not share
2. **Gallup Access** via MyAccess or ucsf.my.gallup.com and use the survey link on the homepage
3. **Generic URL** <https://survey.gallup.com/2024ucsf> from a computer, tablet, or smart phone. Your 8-digit UCSF Employee ID number is the survey code (omit the leading zero)

Your Resources

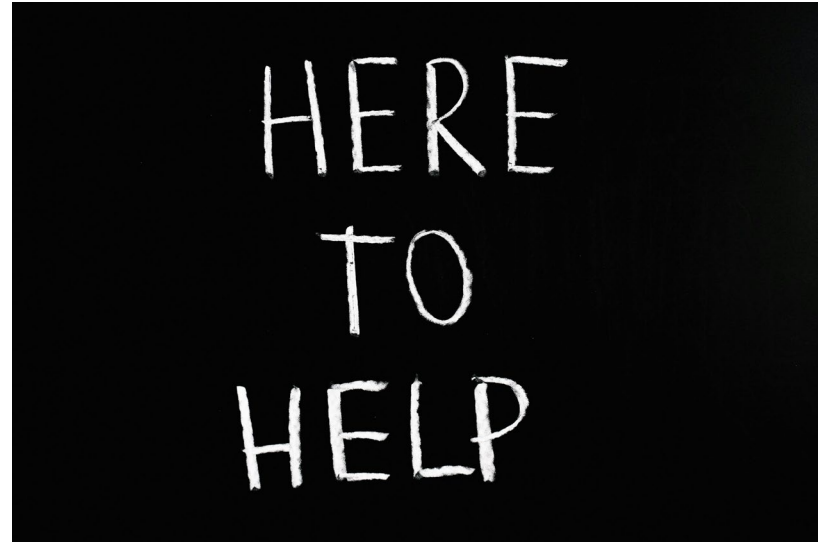
Resources to Review

1. **Bookmark** your [Ambassador Resources website](#)
2. **Read** [Survey Primer](#) – handy one-pager introduction
3. **Read** [Survey FAQs](#) – detailed FAQs geared to ambassadors & managers
4. **Download** [poster](#), [promotion slides](#) and [Zoom background](#)

The screenshot shows the website for Engagement Ambassadors at UCSF. The header includes the UCSF logo and navigation links for Learning & Organization Development, Learning & Development, Consulting, Workshops & Events, News, and Contact. The main content area is titled "Engagement Ambassadors" and features a sub-header "Engagement Ambassadors" with a brief description: "Ambassadors are key department influencers who, nominated by and working in partnership with their team's manager, support the co-creation of an environment where engagement can thrive." Below this is a section for "Ambassador Nominations" which states that each team should have an ambassador nominated by the team manager and that managers are asked to nominate an ambassador each survey year. A "NOMINATE AMBASSADOR" button is visible. The "Ambassador Training" section is divided into "Live Events" and "Guidance Documents". The "Live Events" section lists various events such as "Nominated Engagement Ambassadors are sent Outlook Invitations to Ambassador events" and "All staff are encouraged to attend engagement town halls". The "Guidance Documents" section lists resources like "2024 Survey Promotions" and "2023 Survey Ambassador How-Tos".

Getting Support & Answers

- **Live Support?** L&OD hosting weekly Ambassador Office Hours. Check your Outlook for invites
- **Online Requests for Support?** Use our [L&OD Support Request form](#)
- Not sure if a manager has nominated an Ambassador or want to find another Ambassador? Use our [Engagement Ambassador Lookup](#) tool



What's Coming

UCSF Staff Engagement Milestones



Execute Action Plan Tactics October 2023 - March 2024	Survey Prep & Take Survey February - May 2024	Review Results & Action Plan May - September 2024
Oct 1 Manager action plan tactics due in HR Umbrella	February 15 Manager team roster HR Umbrella confirmation deadline	May 15 Survey results release! Managers, share with team by July
November 1 Ambassador Year End Summit	February 29 Manager Ambassador nominations due	June 28 Staff Engagement Town Hall - Survey Results
Jan 31 Staff Engagement Town Hall - Follow Up	March 12 Ambassador Orientation Office Hours to follow	June TBD & August TBD Ambassador Action Planning Summits Office Hours to follow
March 1 Manager mark action plan tactics complete in HR Umbrella	April 9 - May 3 Staff Engagement Survey open	August-Sept Manager and Ambassador conduct team engagement Action Planning

UCSF Staff Engagement Milestones



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What Comes Next from L&OD?

- All officially nominated Ambassadors will receive an email with suggested next steps as well as a link to key resources and the recording of this meeting.
- Ambassadors nominated as of March 11 have already received invites to our weekly office hours.

What Comes After the Survey Closes?

- Managers will have **access to team results on May 15**. This begins Engagement Action Planning season!
- Ambassadors and managers will be invited to our **Engagement Ambassador Action Planning Summit** in May/June
- L&OD will begin new schedule of **office hours** to offer live support
- L&OD will also offer **Engagement Action Labs for managers** through summer
- UCSF's survey results shared at **Staff Engagement Town Hall on June 28**

Quick Quiz

Your Next Steps

- Questions? Join us at **tomorrow's office hours**: 3/13 9:35-10am
- Familiarize yourself with [Engagement Ambassador Resources](#)
- Join L&OD at optional **weekly office hours** to get your questions answered, meet fellow ambassadors, and share best practices
- **Promote the survey** between now and May 3!

THANK
YOU





UCSF Staff Engagement Survey



- April 9-May 3, 2024
- Be Heard!

- Only 5-10 minutes | Confidential | Gallup emails your personal link
- Questions? Ask your Engagement Ambassador

Creating a
workplace that
works for us all

Learning &
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Development
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Engagement Milestones



Execute Action Plan Tactics

Oct 2023 -
Mar 2024 Dates

Oct 1: Manager action plan tactics due in HR Umbrella

Nov 1: Ambassador Year-End Summit

Jan 31: Staff Engagement Town Hall - Follow Up

Mar 1: Manager mark action plan tactics complete in HR Umbrella

Survey Prep & Take Survey

Feb - May 2024 Dates

Feb 14: Manager team roster HR Umbrella confirmation deadline

Feb 29: Manager Ambassador nominations due

Mar 12: Ambassador Orientation

Apr 9 - May 3: UCSE Staff Engagement Survey open

Review Results & Action Plan

May - Sept 2024 Dates

May 15- July: Manager share team survey results posted on Gallup Access

June TBD: Staff Engagement Town Hall - Survey Results

June TBD & Aug TBD: Ambassador Action Planning Summits

Aug-Sept: Manager / Ambassador conduct team Action Planning

Engagement Website

For the latest on UCSF Engagement

- Important dates
- Poster, slide, Zoom background
- Survey measures & FAQs
- Action Planning & Strengths guidance
- Manager & Ambassador resources

[LEARNING.UCSF.EDU/ENGAGEMENT](https://learning.ucsf.edu/engagement)

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