

GOAL 2: EMPLOYEE EXPERIENCE

In order to serve and enrich students and the campus, local, and global communities, Burman University employees will have the agency to engage in a collaborative culture built on respect and animated by Christian concern for each other.

PRIORITY INITIATIVES

Burman University will

- 1 Actively involve employees in personal growth, professional development, and spiritual cultivation.

Expected outcome: Employees will be more fulfilled and engaged in their service.

Performance measure: Surveys showing Burman University's support of personal growth, professional development, and spiritual cultivation.

- 2 Foster agency through engaging in effective communication, encouraging collaboration, and fostering creative exchange to build a culture of supportive relationships.

Expected outcome: Employees will have created, realized, and engaged in a collaborative supportive culture.

Performance measure: Results from surveys of employee satisfaction will show improvement.

- 3 Equip employees to effectively serve students with professionalism, empathy, and compassion.

Expected outcome: Ensure employee standards related to student interactions are developed, reviewed, communicated, and consistently demonstrated. Provide professional development activities as needed.

Performance measure: Student survey scores and feedback will be improved. There will be an increase in retention of students.

PRIORITY INITIATIVES

Burman University Employees will

- 4 **Prioritize relationships with students: modelling, mentoring, and motivating Christian concern, academic excellence, and a wholistic approach to life.**

Expected outcome: Students will feel valued and enriched; employees will be valued and feel enriched.

Performance measure: Results from the following surveys will show improvement: National Survey of Student Engagement (NSSE), Course evaluations, Graduand Survey, Graduate Survey, Educause Tech Survey, and Employee Survey.

- 5 **Build relationships with external communities to learn, to collaborate, and to serve.**

Expected outcome: With the support of the University, employees will actively seek a broader set of relationships with external communities. The community will perceive Burman University as a positive collaborator.

Performance measure: This will be measured by faculty annual reports, employee performance evaluations, community surveys, and active community engagement.

