

MEMORANDUM

To: Staff Employees
From: Dennis F. Dougherty
Re: Staff Employee Preferences Survey
Date: July 19, 2000

I am pleased to inform you about a research project the university is carrying out in conjunction with a third-party research organization called The Forum on Workforce Engagement. During a two-week period from July 31, 2000 through August 11, 2000, you will have the opportunity to participate in a survey that is designed to discover what job aspects are valued most by staff employees and evaluate how satisfied staff employees are in these areas. Managers will be invited to participate in an additional survey conducted from August 7, 2000 through August 18, 2000, which will identify how accurately managers understand the job aspects their employees value.

The university has commissioned this survey to gain a better understanding of our workforce and identify what it is that staff find compelling about working at USC, what attracted them to work for the university and why they may consider leaving. The information we obtain will help us in our planning efforts to most effectively retain and attract top quality staff employees. In October, the preliminary results of the survey will be shared with the university community, and in the coming year I will update you on how the issues raised will be addressed in our strategic planning efforts. We will consider these results as we develop future benefits, compensation practices and employment policies.

The Forum on Workforce Engagement has conducted this survey since 1998. There are currently over 35 of some of the most prestigious companies, both in the United States and overseas. Companies who have participated include: Ford Motor Company, Intel, Kraft, Marriott International, Neiman Marcus, Dow, and Gap. These companies have found the findings to be particularly illuminating and useful in their efforts to better meet the needs of their employees and increase their competitiveness in the job market.

On Monday, July 31, 2000, you will receive an e-mail from The Forum on Workforce Engagement, providing you with a unique survey login and password that will allow you to take part in the survey and inviting you to go to their Internet site to complete the survey. The message will also provide you with a toll free telephone number for you to contact The Forum on Workforce Engagement directly with technical questions, as well as the telephone number of a university contact. The e-mail you receive will have a subject line titled "Employee Preferences Survey," and will be sent to this e-mail address.

The survey is fully Web-based and interactive, and therefore can only be completed on-line via the Internet. Anyone who has not yet activated their USC e-mail account should do so as soon as possible before July 31 by accessing the university's website at www.usc.edu/firstlogin and following the instructions on that site. Employees who have not accessed their

e-mail account should familiarize themselves with that process as soon as possible to make certain they are able to retrieve the message from The Forum on Workforce Engagement. Employees who are unable to retrieve their survey login and password via e-mail will be unable to participate in the survey.

The survey may be completed on any computer with internet access. Employees who do not have access to a computer at their work site or who wish to take the survey in another location should either seek assistance from their supervisors or may visit one of the computer lab locations noted below. Staff employees wishing to use the computers at these facilities must bring their staff ID card with them.

University Park Campus

Waite Phillips Hall of Education, Room B34
Monday - Thursday, 8:00 a.m. - 12:00 midnight
Friday, 8:00 a.m. - 8:00 p.m.
Saturday, 10:00 am - 7:00 pm
Sunday, 10:00 a.m. - 12:00 midnight

Salvatori Computer Science Center, Room 125
Monday - Thursday, 8:00 a.m. - 12:00 midnight
Friday, 8:00 a.m. - 8:00 p.m.
Saturday, 10:00 am - 7:00 pm
Sunday, 10:00 a.m. - 12:00 midnight

Health Sciences Campus [call (323) 442-1968 for more information]

Norris Medical Library Computer Classroom, Upper Level
August 1 - 3 (Tuesday - Thursday), 12:00 noon - 4:00 p.m.
August 9 - 11 (Wednesday - Friday), 9:00 a.m. - 1:00 p.m.

Norris Medical Library Computer Lab (requires a library card)
Monday - Thursday, 7:45 a.m. - 10:00 p.m.
Friday, 7:45 a.m. - 8:00 p.m.
Saturday, 9:00 a.m. - 5:00 p.m.
Sunday, 2:00 p.m. - 10:00 p.m.

The survey will be available in both English and Spanish versions; the web site locations for each will be identified in the e-mail from The Forum on Workforce Engagement. If you begin taking the survey in Spanish (or English), and decide part way through that you would prefer instead to take it in English (or Spanish), you will be able to re-enter the survey login and password again, and start the survey over from the beginning in English (or Spanish). Attached are examples of the format of some of the questions which will be on the survey, including a few samples of some of the questions in Spanish. [Sample survey questions are not included in this e-mail; a copy will be included with the printed copy of this memorandum which should be delivered to your office address within the next few days. If you would like an electronic version of the sample questions (in Word), please email Janis McEldowney at mceldown@usc.edu.]

The survey is estimated to take less than an hour to complete, but may be taken in sections at different times if necessary. Departments must make

sure employees have the opportunity to complete the survey during work time. However, supervisors may need to schedule specific times for staff to complete the survey in order to most effectively continue regular business operations. Please coordinate your schedule with your supervisor.

You have my absolute assurance that all responses to the survey are completely confidential. The university is not interested in identifying individual respondents. The survey is conducted by an outside vendor (The Forum on Workforce Engagement), and you will enter your answers directly on their Web site. You will be identified by an ID code rather than a name. Any potentially identifying links (such as e-mail addresses) will be destroyed by The Forum on Workforce Engagement as soon as the survey is completed. The surveys are being compiled by outside vendors who will summarize your data with those of many other employees before presenting any results to USC. Responses from individual employees will be unidentifiable. No one at USC will be able to access or identify your responses, not your supervisor and not top management.

In closing, I encourage you to participate in this very important survey. The input you can provide is extremely valuable, and will help USC design career paths, initiatives to improve workforce quality, and recruitment offer letters to better suit your needs. This is your opportunity to let your voice be heard and help us focus our efforts and resources on those issues that are most important to you. I urge you to respond as thoughtfully and candidly as possible. The quality of your input will determine the usefulness of the research results.

If you have any questions or concerns regarding this research endeavor, questions related to computer access, find that there are barriers which may prevent you from participating in the survey, or have questions regarding the sample survey questions attached, please contact Janis McEldowney in my office at (213) 740-4611 or via email at mceldown@usc.edu.