UNC Health Blue Ridge: Human Resources Feedback Analysis

Arnav Maniar

June 18, 2024

Contents

1 Introduction

This report provides an analysis of feedback collected from new teammates and learning sessions at UNC Health Blue Ridge. The purpose of this analysis is to understand the trends in satisfaction ratings and identify areas for improvement. This work was conducted as part of a mentorship program with the North Carolina School of Science & Mathematics- Morganton, at enhancing data science skills, and it incorporates data visualization and analysis techniques to present the findings.

2 Site Visit Summary

We had two site visits, one to a Connections session, and one to meet the HR Team.

2.1 Connections

During our first site visit, we sat in on a Connections session with many onboarding nurses, and we experienced firsthand how new employees are brought into the organization. Once we saw this, we understood each part of the onboarding survey and how it related to the organization as a whole. This experience was extremely important, as it helped us to contextualize the data we would be dealing with throughout this project.

2.2 HR Team

During our second site visit, we consulted with various staff members to understand the context and nature of the datasets. Our mentors included:

- Ashley Absher - Academic Experience Coordinator

- Cindy Blizzard - Benefits Specialist

- Matthew Diggs - Learning and Organizational Development Manager

The site visit involved touring the department, familiarizing ourselves with the staff, and discussing the onboarding process at UNC Health Blue Ridge. We understood how data is collected and the significance of each dataset at our first visit, so we could talk with the team in more detail. Initial visualizations suggested high levels of employee satisfaction, although potential biases were identified, which could affect the overall interpretation of the data.

3 Feedback Analysis

This section presents the visualizations summarizing the feedback ratings collected from new teammates and during learning sessions.

3.1 Satisfaction Trends in New Teammate Feedback

The feedback from new teammates was overwhelmingly positive across various areas. The following visualization highlights these trends:
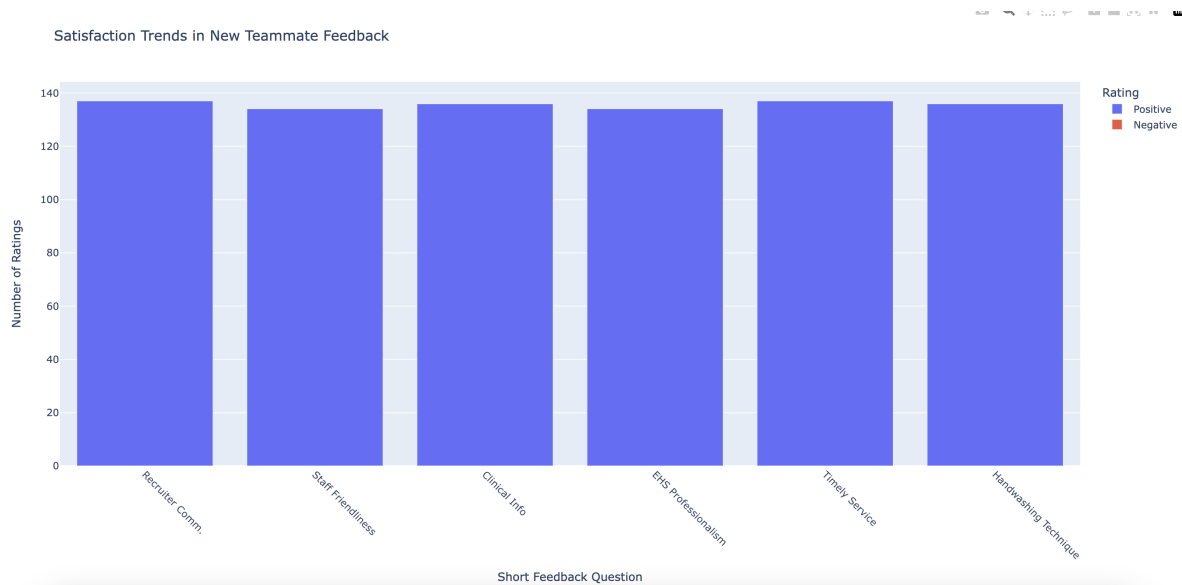
Figure 1: Satisfaction Trends in New Teammate Feedback

The graph shows that most areas, such as recruiter communication, staff friendliness, and timely service, received high positive ratings. This indicates a generally positive onboarding experience for new teammates.

3.2 Satisfaction Trends in Learning Sessions

The feedback for learning sessions was similarly positive, as shown in the following visualization:
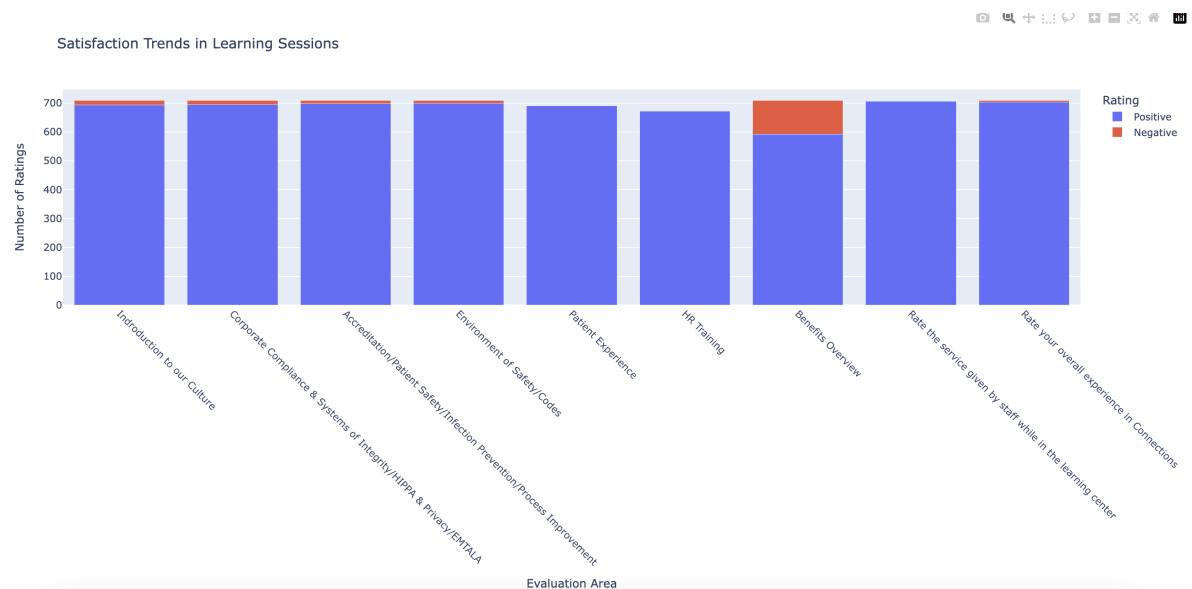

Figure 2: Satisfaction Trends in Learning Sessions

Participants rated various aspects of the learning sessions, including corporate compliance, patient safety, and HR training. The ratings were predominantly positive, suggesting that the sessions were well-received. Benefits shows negative satisfaction trends; however, this is because the organization rates *N/A* or *Fair* as negative feedback. There are a large number of N/A ratings as not all employees will receive benefits information.

3.3 Follow-up Feedback Ratings

The follow-up feedback ratings were conducted after the initial onboarding process,and provided additional insights into the overall satisfaction levels:
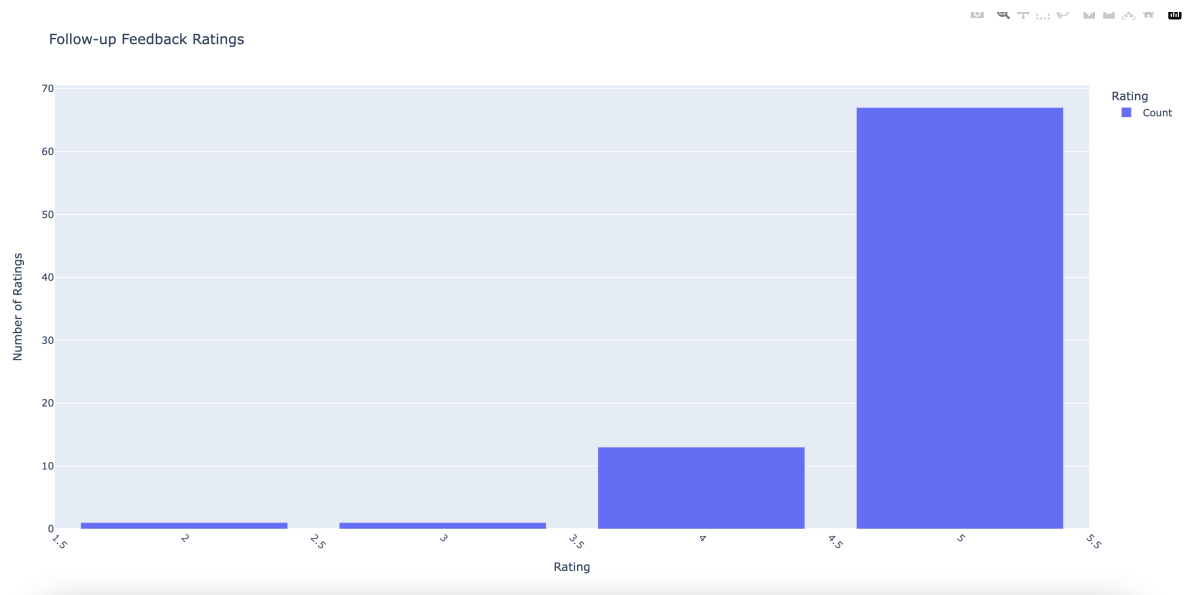

Figure 3: Follow-up Feedback Ratings

The majority of the follow-up feedback ratings were high, indicating that participants remained satisfied with their experience over time.

3.4 New Teammate Feedback Ratings

Detailed feedback ratings from new teammates were categorized into various levels, such as poor, fair, good, and excellent. Whilst exact comments couldn't be taken into account, the data presents the following:
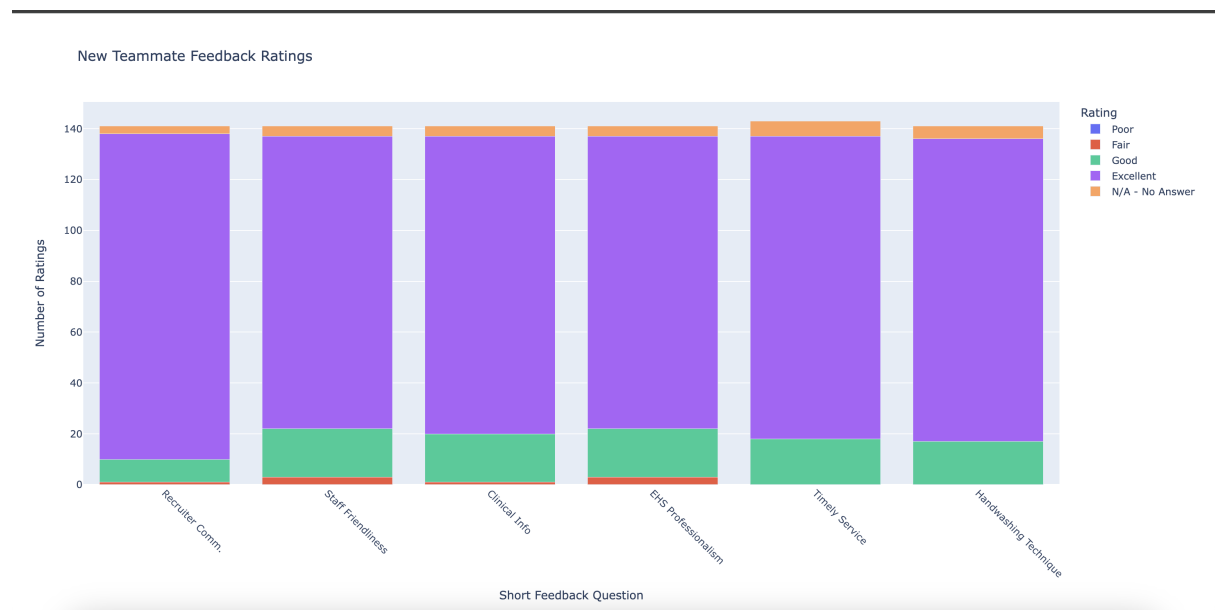

Figure 4: New Teammate Feedback Ratings

This graph shows that most new teammates rated their experiences as excellent, with a smaller proportion rating them as good or fair.

3.5 Learning Session Evaluation Ratings

The evaluations from learning sessions were similarly detailed, providing a comprehensive view of participant satisfaction:
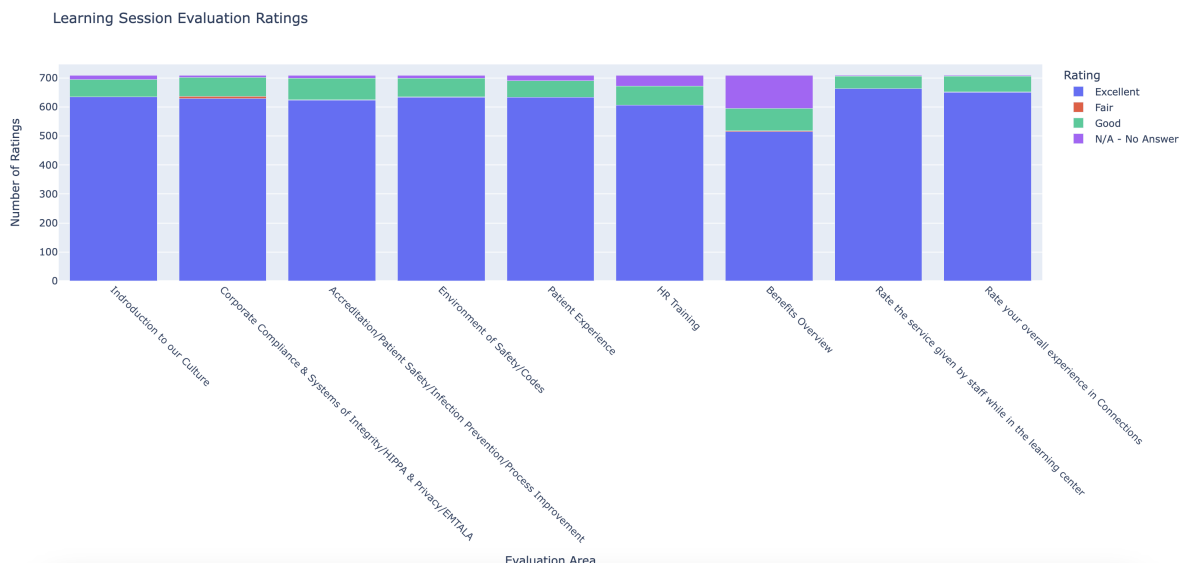

Figure 5: Learning Session Evaluation Ratings

The evaluations indicated high levels of satisfaction, with most participants rating the sessions as excellent or good. It can be seen here that there is a large gap for those in benefits; however, Connections is an organization-wide onboarding requirement, and therefore non-benefits receiving employees still go through it. Therefore, many people that don't need the benefits information can leave early, and that results in many N/A answers.

3.6 Language Analysis Within Learning Sessions

Figure 6: Language Analysis Within Learning Sessions

The language in the graphic above is organized based by size on the frequency of use in feedback. Many employees after undergoing the onboarding process repeatedly used the above terminology to describe

their experiences in Connections.

4 Key Insights

The analysis of the feedback data revealed several key insights:

- The overall satisfaction ratings are overwhelmingly positive, indicating a successful onboarding process and effective learning sessions. However, there may be issues with biases and question formatting.

- There is a need to address the minor negative feedback to ensure continuous improvement and higher satisfaction levels.

- Transitioning to electronic surveys can streamline data collection and improve the accuracy and efficiency of feedback gathering.

5 Memo: Institutional Data Collection & Survey Formatting

In a memo addressed to Matthew Diggs, Ashley Absher, and the UNC Health BR Human Resources department, several suggestions were made to improve the institutional data collection and survey formatting processes. The memo emphasized the need to standardize processes, improve data quality, and make confident decisions driven by data.

5.1 Purpose and Scope

The primary objective of these guidelines is to streamline the creation, distribution, and analysis of surveys conducted within the organization. This will aid in capturing accurate and reliable data that can inform strategic decisions and support continuous improvement initiatives for teammates.

5.2 Suggested Improvements

The memo outlines several key improvements:

- Utilizing SurveyMonkey throughout the organization for ease of collection and data export.

- Creating straightforward and concise questions to facilitate meaningful responses and reduce bias.

- Changing the ranking scale from Fair/Good/Excellent to a 1-5 scale to allow for more specific feedback. This could include providing respondents with a rubric so they have a standardized ranking system.

- Requiring text-based feedback questions for more insightful responses.

- Migrating all future data collection to a secure server to ensure the security and confidentiality of the data.

5.3 Implementation

There are many challenges of implementing these changes but the long-term benefits of transitioning to an electronic format are immense. This transition would yield more reliable data and better outcomes for teammates and the organization.

6 Challenges

While the analysis provided valuable insights, several challenges were encountered:

- Data access and digitization were significant challenges, highlighting the need for better data management systems.

- The project scope could be expanded to include larger datasets for more comprehensive analysis.

- There were very few data points in the Exit Interview Data, and therefore it was difficult to create meaningful conclusions in relation to other datasets.

7 Future Steps & Improvements

Based on the insights and challenges identified, the following steps are recommended:

- Transition to electronic survey formats for ease of use and improved data accuracy.

- Digitize any existing data in a standardized manner in conjunction with the electronic format.

- Develop dashboards for real-time feedback tracking.

- Implement predictive analytics and machine learning for proactive measures.

8 Conclusion

The feedback analysis indicates high satisfaction among new teammates and learning session participants at UNC Health Blue Ridge. Addressing the noted challenges and implementing the suggested improvements can further enhance the onboarding experience and overall satisfaction. Continuous monitoring and proactive measures will help maintain high levels of satisfaction and identify areas for further improvement.