

## Who We Are

The Institute for Organizational Excellence (IOE) is part of the School of Social Work's Center for Social Work Research at The University of Texas at Austin. The IOE has more than 35 years of experience providing critical data, information, and insights necessary for you to make informed decisions and effectively lead. Our expertise in organizational climate, human resource engagement, customer service evaluation, leadership development, and custom survey design is all tailored to meet your needs.

“The analysis of results is sophisticated and robust, clearly demonstrating different perspectives among different levels of staff.”

## Our Customers

Our customers are both private and public entities committed to continuous improvement practices to achieve superior organizational results. We provide turn-key survey administration to our over 300 customers in multiple employment sectors and maintain both general and specific benchmark information.

## Benefits

The IOE integrates the best of real world application and research-based practices to ensure high confidence in the information. We deliver contemporary approaches through the utilization of the latest technologies to create solutions and professional reporting. We are proud of our reputation of integrity, objectivity, and subject area expertise.

## Why the IOE?

- Expert external evaluation
- Over 35 years of experience
- Relevant benchmarks
- Easy turnkey process
- Cost effective and high quality
- Researched and validated

“The (Survey)...allows us to improve employee engagement and set measurable outcomes and goals for improvement for our valuable human capital.”



Quotes from “Improving Organizational Success in Tough Economic Times” Children’s Voice

TRANSIT AGENCIES  
**NONPROFIT ORGANIZATIONS**  
 PRIVATE SECTOR PUBLIC SAFETY  
**GOVERNMENT AGENCIES MUNICIPALITIES**  
 HOUSING AUTHORITIES  
 CHILD WELFARE  
**K-12 HIGHER EDUCATION**

**ENGAGING  
 EMPLOYEES  
 LEADERS &  
 CUSTOMERS**

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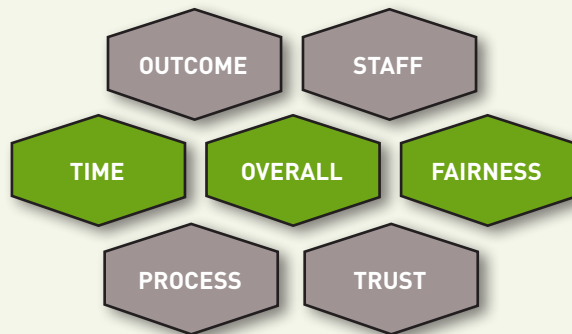
Since 1979

## CUSTOMER SERVICE EXCELLENCE

Organizations that utilize data from customer interactions are quick to respond to changing environments and eager to improve services and products. Customer engagement tools are completely customizable and offer the following benefits.

- Online surveys linked from websites, published materials, and sent electronically to customers
- Hardcopy surveys to be used in mailings and point-of-service
- IOE reports provide detailed information on measurable customer service dimensions
- Specialized reports for region, office or other departments

The graphic below demonstrates commonly assessed customer service drivers.



## SEE SURVEY OF EMPLOYEE ENGAGEMENT

The Survey of Employee Engagement (SEE) assists leadership, informs organizational development, and supplies insights for strategic planning. The data provide information not only about employees' perceptions of their organization's effectiveness, but also about their satisfaction with employers. The SEE is available in multiple versions customized to different employment sectors. All surveys are also available in Spanish and are fully accessible. The survey framework returns item analysis and comprises 14 constructs and 5 climate areas such as communication, supervision, quality, team, pay, training, diversity, ethics, management, engagement, and technology.

## LEADERSHIP EXCELLENCE

Excellence in organizational leadership is a continuous process as employees acquire new experiences, assume greater responsibility, and face a growing complexity of organizational problem solving.

- Assessment of leadership styles
- Identification of areas of strength and growth
- Personal development planning
- Multi-rater respondent strategy
- Scaled items & open-ended sections
- Online resources & guides
- Meaningful comparison information

The IOE provides 360-degree and leadership style assessments that focus on clarifying the areas of strength and areas of growth from one's direct reports, peers, and supervisors. The leadership areas assessed by IOE tools are essential for organizational success.

## CUSTOM PROJECTS

The IOE is happy to work with your organization on developing, administering, analyzing and reporting a custom project. This includes questionnaire design, sampling, data collection and statistical analysis. Sample projects include collaboration, employee exit, and retailer surveys, as well as specialized analysis and neighborhood/community assessment.

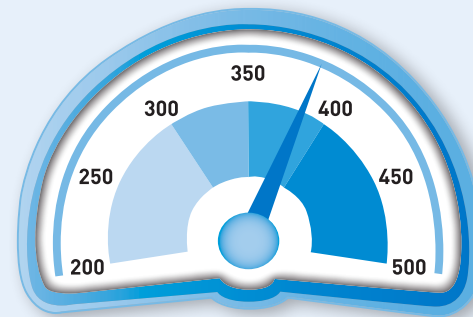
*“ This is additional insight that can be used to develop and target engagement strategies more effectively. ”*

### ENGAGEMENT DRIVERS

### MEASURE ENGAGEMENT

### LEADERSHIP AREAS

### METHODS & SERVICES



Overall Score: 384

