



U.S. Citizenship and Immigration Services

Federal Employee Viewpoint Survey (FEVS) Results for the National Benefits Center

- ❖ Identified three key areas in the survey that highlighted increased employee concern from the previous years FEVS
 - ❖ Work Experience
 - ❖ My Agency
 - ❖ Leadership



What Did We Do To Address The FEVS Results For The National Benefits Center?

- ❖ Worked with Management and Union Leadership to establish joint engagement on key focus areas highlighted by the survey
- ❖ Created the FEVS Committee to foster employee engagement and reinforce communications, transparency, collaboration and continuous process improvement at all levels.



Leadership Engaged With Employees



Leadership Committed to:

- Supporting A Stable, Nurturing Environment
- Providing Professional Development Opportunities
- Increasing The Current Diversified Workforce
- Extending Accountability



Federal Employees Viewpoint Survey (FEVS) Committee

Developed Slogan and Key Activity Areas

At the NBC we iNnovate, Be better and Collaborate.

What
you said

What we
heard

What we
did



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FEVS Committee Key Activity Areas



FEVS Committee Results

- ❖ This innovative approach improved and increased communication amongst employees and management at all levels.
- ❖ Better understanding of how the FEVS can be utilized to engage employees.
- ❖ Renewed employee investment has been apparent by their eager involvement within the committee and the focus groups.

- ❖ A few of the tangible results were:
 - ❖ Lunch and Learns for employees on topics like Emergency Preparedness, Leveraging Diversity, Professional Growth and Work Relationships.
 - ❖ “Did You Know?” posters on Key Activities providing links to/on critical information and employee resources.
 - ❖ “What you said, What we heard and What we did” posters distributed around the NBC each month highlighting what the committee was able to accomplish such as distributing wall-mounted hand sanitizers throughout the facility just in time for the peak flu season, bi annual presentations on hiring practices, additional training for supervisors, and highlighting local and national recognition programs awards, requirements and submission periods.



EVERYONE
Working Together
To Make The
National Benefits Center
The Place We
Want It To Be



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