



# UCF Board of Trustees

*Audit and Compliance Committee*

September 27, 2024

## **Agenda Item**

DISC-2: 2024 Compliance and Ethics Culture Survey

## **Proposed Action**

This information is being presented for discussion purposes only.

## **Authority for Board of Trustees Action**

UCF Audit and Compliance Committee Charter

Board of Governors Regulation 4.003 State University System Compliance and Ethics Programs.

### **Supporting Documentation Included**

Attachment A: 2024 Compliance and Ethics Culture Survey

Attachment B: 2024 Compliance and Ethics Culture Survey Executive Summary and Reports

### **Facilitators/Presenters**

Rhonda L. Bishop, Vice President for Compliance, Ethics, and Risk

## Summary of Key Observations/Recommendations

The most significant trends are those related to the weaknesses identified in 2022:

- Perceptions of Senior Leadership
  - There was a 3% increase in employees responding that they believe our senior leadership team acts ethically at all times (69% responded favorably), bringing UCF in line with the 2020 corporate benchmark of 69.2%.
  - There was a 2% increase in the belief that senior leadership promotes the importance of ethical behavior throughout the university (at 79%), just below the 2020 benchmark of 80%.
- Perceptions of Managers
  - Two percent (2%) more employees reported believing their manager is committed to ethical conduct (89%), which is in line with the 2020 corporate benchmark of 88.9%.
  - There was another 2% increase in reported comfort of employees approaching their manager with issues or questions related to ethical conduct (87%), bringing UCF close to the 88.6% benchmark.
  - Three percent (3%) more employees reported that their manager is consistently a role model for ethical behavior and demonstrates the importance of integrity and ethical behavior (86%) above the 85% benchmark.
  - Three percent (3%) more employees believe their manager complies with the non-retaliation policy with 81% reporting favorably, compared to the 84.4% benchmark.
- Additional Trends
  - Reports of experienced or witnessed bullying decreased another 2% from 2022 with a 6% overall decrease since 2018. (11% reported bullying)
  - Reports of observed unethical behavior or misconduct over the last 12 months decreased by 3% from 2022 with an 8% total decrease since 2018. (9% reported observing misconduct)
  - An increase of 4% believe the university enforces its non-retaliation policy, with 69% reporting favorably.
  - There was a 5% increase in favorable responses to UCF fully investigating concerns that are reported (75%) and a 5% increase in the reported belief that disciplinary actions are taken when individuals engage in misconduct (70%).
- Improvement Areas
  - Although less employees observed unethical behavior or misconduct over the last 12 months, there were 247 (9%) who did observe misconduct but only 88 (36%) reported it to us. This is a 4% decrease in reporting from 2022.
  - Fifty-three (53) employees (2%) reported being asked to bend, break, or circumvent laws, regulations, university regulations, or policies during the last 12 months by someone in their department. This is a 1% increase from 2022.
  - Of the 53 employees who were asked to bend, break, or circumvent laws, regulations, university regulations, or policies, only 12 (23%) reported this to the university. This is a 14% decrease from the 37% reported in 2022.

### **Additional Background**

University Compliance and Ethics began conducting compliance and ethics culture surveys in 2016 and continues to survey employees every two years to inform program activities.

### **Implementation Plan**

University Compliance and Ethics will repeat the survey in 2026 and update the Committee on the results.

### **Resource Considerations**

There are no resource considerations.