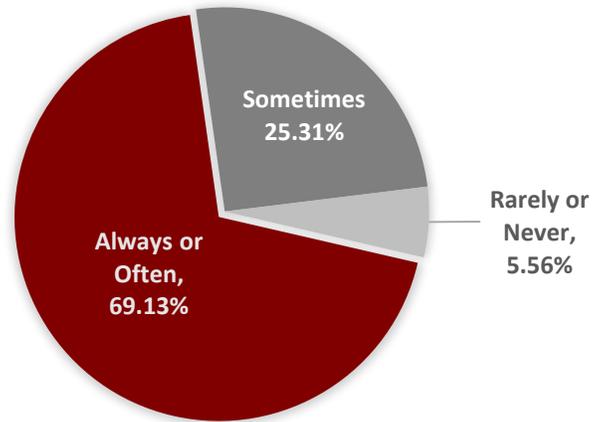


STUDENT AFFAIRS

For the 2016 Employee Engagement Survey (EES) there were 163 respondents in 2016 compared to 106 respondents in 2014 who identified their department within Student Affairs. Within Student Affairs, the response average for statements 1-38 was 3.79, resulting in a 1.88% increase in the overall response average from 2014. Of those who responded, 55.83% were administrative professionals, 40.49% were classified staff, and 3.68% were faculty.

As explained in the 2016 EES Results Report, responses were measured using a 5-option Likert scale with “Never” equaling 1 and “Always” equaling 5 to determine the frequency in which employees identified with the statements.

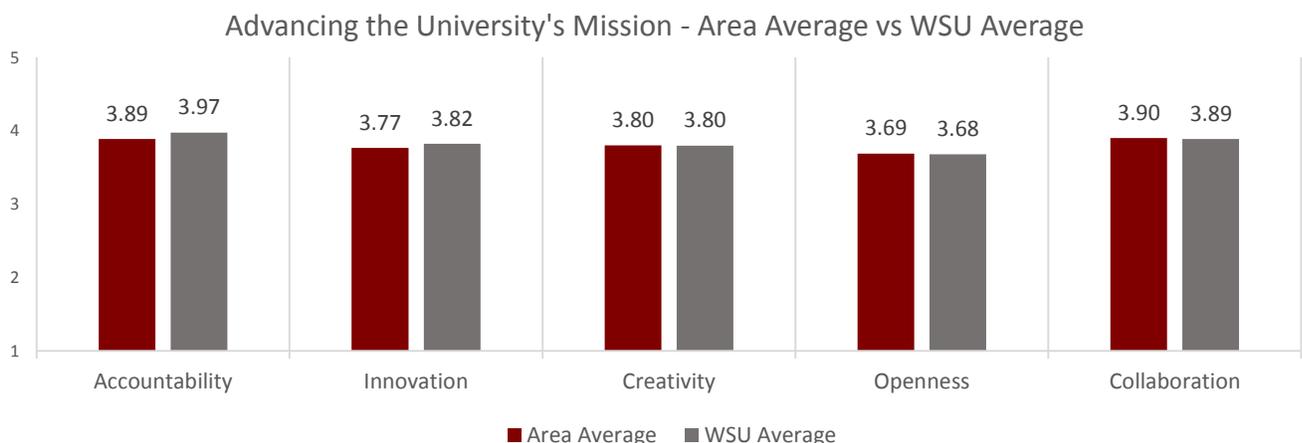
The overall satisfaction at work (statement 38) increased from 3.81 in 2014 to 3.83 for 2016. Additionally, for the 2016 survey, 69.13% of respondents said they always or often enjoy being part of their department (statement 28). A breakdown of response averages can be found at the end of this report on pages 4-5.



ENJOY BEING PART OF THEIR DEPARTMENT

ADVANCING THE UNIVERSITY'S MISSION:

For 2016, the survey asked respondents to identify the extent to which their department approached advancement of the University's mission, specifically as it related to the University goals of accountability, innovation, creativity, openness, and collaboration. This graph demonstrates the response average within Student Affairs compared to the overall WSU average:



HIGHEST 2016 AREA RESPONSE AVERAGE:

Statements	Area Average	Area Average	2016 WSU Average
	2014	2016	
I know what is expected of me at work.	4.31	4.40	4.37
I have the technology I need to do my job efficiently.	4.31	4.27	4.09
My department demonstrates support for a diverse workforce.	4.13	4.25	4.08
I have positive interactions with my co-workers. **		4.15	4.19
I enjoy being part of Washington State University.	4.24	4.11	4.08

**Updated for 2016 ; **New for 2016*

LOWEST 2016 AREA RESPONSE AVERAGE:

Statements	Area Average	Area Average	2016 WSU Average
	2014	2016	
I feel appropriately compensated for my level of position. **		3.21	3.17
I am recognized for doing a good job.	3.25	3.26	3.50
I receive clear information about changes being made within my college/area.	3.27	3.32	3.29
I receive clear information about changes being made within WSU.	3.12	3.37	3.33
I know how my department measures success.	3.21	3.39	3.41

**Updated for 2016 ; **New for 2016*

SIGNIFICANT AREA RESPONSE CHANGE (HIGHEST/LOWEST RESPONSE CHANGES):

Statements	Area Average	Area Average	Change
	2014	2016	
I am encouraged to come up with better ways of doing things.	3.44	3.70	+0.26
I am encouraged to develop myself professionally.	3.27	3.53	+0.26
I receive clear information about changes being made within WSU.	3.12	3.37	+0.25
I receive clear information about changes being made within my department.	3.21	3.43	+0.22
I enjoy being part of Washington State University.	4.24	4.11	-0.13

**Updated for 2016 ; **New for 2016*

UNIVERSITY RESOURCES:

Based on feedback, the 2016 survey added additional statements regarding workplace concerns and employee awareness of WSU resources, specifically those resources related to Workplace Violence, Bullying, State Ethics, Discrimination, Sexual Harassment and Sexual Misconduct. This graph demonstrates the percentage of employees who identified awareness of the following University policies within Student Affairs:

Policy Prohibiting Discrimination, Sexual Harassment, and Sexual Misconduct	99.39%
Washington State University Ethics, Conflict of Interest, and Technology Transfer	84.66%
Workplace Violence	84.05%
Bullying Prevention and Reporting	76.07%

EMPLOYEE FEEDBACK:

At the end of the survey, employees were given the opportunity to provide feedback regarding subjects not addressed in the survey. The following feedback, specifically related to employee perceptions of the workplace, was provided by respondents who identified themselves within Student Affairs:

- Work climate in department is good
- Believe that most employees want to do a good job
- Would like to see faculty and staff fitness/health program expanded
- Would like a question about opportunities for advancement
- Would like option to report on previous department if employee has recently moved departments
- Concerns with compensation keeping up with the cost of living
- Concerns with talent retention due to low compensation at WSU Spokane
- Compensation increases are nullified by increases in parking and health care
- Concerns with low staffing levels
- Enforcement of BPPMs on personnel tracking and reporting leave is inconsistent
- Would like work option other than cleaning or “grunt” work over the summer for nine month employees
- Parking is awful and the cost is too high
- Should not have to pay for parking
- Unfair discrimination against smokers
- Lack of department structure
- Poor advancement and growth opportunities
- Need to upgrade budget system and paper time cards.
- Need for ne administrative software, AIS is a big liability
- Employees should be able to see more information on the My WSU site such as leave balances
- The University is too afraid of getting sued when making decisions
- Concerns with University leadership power struggle and focus on image
- No backing or understanding from the President’s office
- Concerns with climate at Health and Wellness
- Need for more visibility of leadership in department and higher levels
- Lack of transparency and truthfulness in middle to upper administration

ACTION ITEMS:

In reviewing the lowest area response averages and the statements with negative change from 2014 to 2016 in Student Affairs, initiatives to improve employee engagement and perceptions of the workplace may include, but are not limited to:

- Identify positions with inappropriate compensation
- Provide employees with on-going feedback and recognition
- Improve communication efforts regarding changes at the college, area, and university level
- Encourage communication with employees on how success is measured and provide on-going feedback on how to improve performance
- Improve communication regarding the WSU policy concerning bullying prevention and reporting and provide employees with resources as appropriate

RESPONSE AVERAGE BREAKDOWN:

	Area Average		WSU Average		
	2014	2016	2014	2016	
	# of Respondents		1891	1958	
Overall Average	3.72	3.79	3.72	3.81	
SECTION 1: Do employees feel they have what is needed to do their job?					
1	I know what is expected of me at work.	4.31	4.40	4.38	4.37
2	I receive the information I need to perform my job.	3.98	4.03	4.06	4.03
3	I have the resources and training to do my job effectively.*	4.10	4.03	3.99	4.00
4	I have the technology I need to do my job efficiently.	4.31	4.27	4.15	4.09
SECTION 2: Do employees feel they are valued?					
5	I am recognized for doing a good job.	3.25	3.26	3.41	3.50
6	My supervisor values me and the work I do.	3.79	3.73	3.84	3.93
7	I feel encouraged to have a good balance between work and personal life.	3.65	3.66	3.41	3.63
8	I feel appropriately compensated for my level of position. **	-	3.21	-	3.17
SECTION 3: Do employees feel they provide individual contributions?					
9	I am encouraged to develop myself professionally.	3.27	3.53	3.44	3.59
10	I am encouraged to provide input on decisions impacting my work.	3.50	3.59	3.54	3.64
11	I am encouraged to come up with better ways of doing things.	3.44	3.70	3.56	3.72
12	I am given opportunities to be innovative or creative. **	-	3.66	-	3.69
13	I am given opportunities to be collaborative. **	-	3.74	-	3.78
SECTION 4: Do employees feel connected to their co-workers?					
14	A spirit of cooperation and teamwork exists between my co-workers and me.	3.74	3.82	3.85	3.88
15	Knowledge and information sharing is practiced between my co-workers and me.	3.83	3.77	3.80	3.84
16	Those around me are committed to doing quality work.	3.75	3.96	4.12	4.10
17	I have positive interactions with my co-workers. **	-	4.15	-	4.19
18	I enjoy the work climate that exists between my co-workers and me. **	-	3.94	-	4.00
SECTION 5: Do employees feel satisfied with their supervisor? **					
19	My supervisor gives me ongoing feedback to help me improve my performance.*	3.36	3.40	3.29	3.45
20	My supervisor encourages a positive work climate. **	-	3.70	-	3.90
21	My supervisor promotes open communication and feedback. **	-	3.75	-	3.90
22	My supervisor treats me with dignity and respect. **	-	4.09	-	4.29
SECTION 6: Do employees feel connected to their department?					
23	Clear reporting structures are established within my department.	3.92	4.04	3.79	3.87
24	I receive clear information about changes being made within my department.	3.21	3.43	3.32	3.43
25	I know how my department measures success.	3.21	3.39	3.26	3.41
26	I know how my work contributes to the success of my department.	3.85	3.99	3.84	3.92
27	My department demonstrates support for a diverse workforce.	4.13	4.25	4.00	4.08
28	I enjoy being part of my department.	4.05	4.00	3.96	4.00
Rate the extent to which your department approaches the following to advance the University Mission: **					
29	Accountability	-	3.89	-	3.97
30	Innovation	-	3.77	-	3.82
31	Creativity	-	3.80	-	3.80
32	Openness	-	3.69	-	3.68
33	Collaboration	-	3.90	-	3.89
SECTION 7: Do employees feel connected to WSU as a whole?					
34	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.*	3.80	3.88	3.71	3.70
35	I receive clear information about changes being made within my college/area.	3.27	3.32	3.18	3.29
36	I receive clear information about changes being made within WSU.	3.12	3.37	3.16	3.33
37	I enjoy being part of Washington State University.	4.24	4.11	4.07	4.08
38	Overall, I am satisfied at work.	3.81	3.83	3.84	3.86
EMPLOYEE RESOURCES: Are employees aware of WSU resources or do they have concerns in the workplace? **					
	I am comfortable with utilizing University resources. **	-	3.74	-	3.75
	My supervisor encourages me to use the University resources available to me. **	-	3.46	-	3.47
	I have concerns regarding work climate. **	-	3.49	-	3.54
	I feel comfortable bringing work climate concerns to my supervisor. **	-	3.58	-	3.77

*Updated for 2016 ; **New for 2016

RESPONSE AVERAGE BREAKDOWN, CONTINUED:

	Area Average		WSU Average	
	2014	2016	2014	2016
FACULTY SPECIFIC: Do faculty members feel they provide contributions within their faculty appointment?				
I have support to pursue my research opportunities.	1.67	2.25	3.61	3.63
I have input regarding my teaching opportunities and assignments.	3.50	2.75	3.77	3.86
I am encouraged to participate in mentoring activities.	3.00	3.50	3.50	3.68
I am encouraged to engage in Extension opportunities. **	-	4.00	-	2.96

**Updated for 2016; **New for 2016*