TO: Kirk H. Schulz, President
FROM: Theresa Elliot-Cheslek, Associate Vice President & Chief HR Officer
DATE: August 11, 2017
SUBJECT: FY 2017 Exit Survey Summary

In a continued effort to recruit, develop, and retain an outstanding, diverse, and fully engaged workforce, Human Resource Services (HRS) invites separated employees to participate in the Washington State University (WSU) Exit Survey on a monthly basis. The survey provides separated employees with a forum to submit anonymous responses regarding their experience with WSU through an online system. The following document is intended to summarize these responses.

Respondents indicated they enjoyed working with students and coworkers most, while the salary was enjoyed least. When asked what they enjoyed most about the workplace climate at WSU, the majority of respondents indicated co-workers/colleagues, while they least enjoyed the leadership/management. Most respondents who voluntarily separated from WSU indicated retirement as the primary reason. Just over half of those who responded indicated they would recommend WSU as an employer to others.

Since initiating the online Exit Survey, HRS has been able to identify potential trends. Response data for key survey questions from FY 2013 through FY 2017 have been compiled and showcased on pages 10-11 in the following document.

As you will note in the following report, the FY 2017 response rate was 15.6%, which has been fairly consistent over the past five (5) years. For FY 2018 changes have been made to the exit survey system as well as the way in which HRS is communicating to separating and/or separated employees in an effort to increase the response rate. Based on the implemented changes the goal for FY 2018 is to increase our response rate to 25%.

If you have any questions, please do not hesitate to contact me.
FY 2016 - 2017 Employee Responses:

The following information is based on exit survey data collected from July 1, 2016 through June 30, 2017. Of the 493 Exit Survey invitations mailed to employees who separated from WSU during this time period, HRS received responses from 77 employees for a response return rate of 15.6%.

New Employment of Separated Employee: Of those who responded, the majority indicated they retired from WSU, left WSU to work for another higher education institution, or left WSU prior to securing other employment.

Reason for Seeking Employment at WSU: The majority of respondents indicated the primary reason they sought employment at WSU was due to career advancement for themselves. The majority of respondents cited salary and the benefits package offered as the secondary reason.
EMPLOYMENT FACTORS: Based on responses received regarding employment and job factors, individuals separating from WSU indicated they most enjoyed working with students and their coworkers. Conversely, individuals indicated salary, lack of advancement opportunities, their supervisor or manager, and WSU administration as factors they enjoyed least.

WORKPLACE CLIMATE FACTORS: Based on responses received regarding workplace climate, individuals most enjoyed their co-workers and colleagues and the work they performed, but least enjoyed leadership and/or management and the quality of supervision within WSU.
SEPARATION REASON: Aside from retirement, the respondents indicated the primary reason for leaving WSU was due to the workplace climate and quality of supervision.
**Organization / Program / Committee Awareness:** The following graph illustrates the organizations, programs, and committees respondents were aware of at WSU.

- **Human Resource Services** - 86%
- **Tuition Fee Waiver** - 66%
- **Employee Assistance Program** - 58%
- **University Recreation Center membership** - 56%
- **Ombudsman** - 53%
- **Office for Equal Opportunity (formerly Center for Human Rights)** - 52%
- **Employee Recognition Program** - 49%
- **Faculty Senate** - 47%
- **WSU Children’s Center** - 42%
- **Parental Leave Policy** - 42%
- **Administrative Professional Advisory Council** - 41%
- **Women’s Resource Center** - 40%
- **Gender Identity/Expression and Sexual Orientation Resource Center** - 29%
- **Association for Faculty Women** - 27%
- **President’s Commission on the Status of Women** - 27%
- **Noon Hour Faculty/Staff Activities Program** - 26%
- **Partner/Spousal Accommodation** - 23%
- **President’s Commission on Gender Identity and Sexual Orientation** - 21%
- **Childcare Resource and Referral Network** - 19%
- **Work/life Advisory Committee** - 19%
- **Mentoring Programs** - 18%
- **President’s Commission on the Status of Individuals with Disabilities** - 14%
- **Other - None** - 3%
- **“Stop-the-tenure-clock” option** - 3%
**Recommend WSU to Others:** Just over half of respondents indicated they would recommend WSU as an employer to others.

**New Employee Orientation:** The majority of respondents attended New Employee Orientation upon initial hire.
**Faculty Orientation:** The majority of Faculty respondents indicated they did not attend Faculty Orientation upon initial hire.

**FY 2016 Employee Demographics:**

**Employee Category:**
- Classified Staff, 53%
- Administrative Professional, 36%
- Faculty, 10%

**Full Time / Part Time:**
- Full-time, 92%
- Part-time, 8%

**Appointment Term:**
- Annual (12 month), 88%
- Academic (9 month), 3%
- Other, 9%
- Not applicable (non-Faculty employee), 77%
- No response provided, 4%
FY 2016 - 2017 Employee Demographics continued:

**MONTHS/YEARS EMPLOYED BY WSU:**

- 27% for 2 to 5 years
- 25% for 20+ years
- 14% for 6 to 10 years
- 10% for 7 months to 1 year
- 10% for 11 to 15 years
- 7% for 16 to 20 years
- 5% for 1 to 6 months

**WSU CAMPUS EMPLOYED BY:**

- 70% for Pullman
- 9% for Tri-Cities
- 8% for Extension/AG Research Center Location
- 7% for Spokane
- 3% for Other
- 1% for Vancouver
- 1% for WSU Downtown Seattle

*No respondents indicated they were employed at the Everett campus*
**FY 2016 - 2017 Employee Demographics continued:**

**Gender:**
- Prefer not to disclose, 4%
- Male, 33%
- Female, 60%

**Age:**
- 22 to 35, 30%
- 36 to 45, 12%
- 46 to 55, 10%
- Over 65, 14%
- 56 to 65, 25%

*No respondents indicated they were 18-21 years of age*

**Ethnic Background:**
- White or Caucasian, 69%
- Prefer not to disclose this information, 12%
- Black or African American, 5%
- Other - multi, 4%
- Asian, 3%
- Hispanic, Chicano, or Latino, 3%

*No respondents indicated American Indian or Alaskan Native, or Native Hawaiian or Pacific Islander as their ethnic background.*
FY 2013 - FY 2017 Combined Responses:

The following information is based on exit survey data collected from the past five (5) years; July 2013 - June 2017. Since July 2013, HRS has sent a total of 2,236 exit survey invitations, with a return rate of just under 15%. Of responses received, 42.5% of respondents indicated they were Administrative Professional, 41.4% Classified Staff, and 16.1% Faculty.

Primary Separation Reason: Since July 2013, of those who responded, aside from retirement, the majority of individuals separating by their own choice indicated the primary reason for leaving WSU was due to workplace climate concerns or quality of supervision.

New Employment of Separated Employee: Since 2013, of those who responded, the majority indicated they retired, left WSU prior to securing other employment, or left WSU to work for another higher education institution.
WORKPLACE CLIMATE FACTORS: Based on responses received over the five year period, within the workplace climate, individuals most enjoyed their co-workers, colleagues, and the work they perform, and least enjoyed leadership/management and the quality of supervision within WSU.

EMPLOYMENT FACTORS: Based on responses received over the five year period regarding employment and job factors, individuals separating WSU indicated they enjoyed the geographic location, professional development, and benefits package the most. Conversely, individuals indicated salary and lack of advancement opportunities as factors they enjoyed least.