

Washington State University  
Human Resource Services

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TO: Elson S. Floyd, President  
Daniel Bernardo, Interim Provost & Executive Vice President

CC: Roger Patterson, Vice President for Finance and Administration

FROM: Theresa Elliot-Cheslek, Associate Vice President and CHRO *TEC*

DATE: July 31, 2013

SUBJECT: Exit Survey Summary

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In a continued effort to recruit, develop, and retain an outstanding, diverse, and fully engaged workforce Human Resource Services (HRS) mails Exit Survey Invitation letters each month to Washington State University employees who have separated. Separated employees are invited to submit anonymous responses through an online exit survey system. The following document is intended to summarize the responses.

HRS mailed 413 letters to employees who separated from WSU from June 1, 2012 to May 31, 2013. HRS received responses from 69 employees, approximately 17% of the total number of invitation letters sent out. The respondents identified themselves as 32 Administrative Professional employees, 28 Civil Service/Bargaining Unit employees, and 9 Faculty members.

The majority of respondents were full-time employees with annual (12 month) appointments who worked on the Pullman campus. They were either employed for approximately two to five years or twenty-plus years.

Voluntary demographic data was also obtained from the survey. The majority of respondents identified themselves as White/Caucasian between the ages of 46 to 65. Of those who responded, 55% identified themselves as female, and 36% identified themselves as male

Overall, the responses received for this time period were consistent with the responses in FY2012. Respondents indicated they enjoyed the geographic location most about their employment with WSU, while the lack of advancement opportunities was enjoyed least. When asked what they enjoyed most about the workplace climate with WSU, the majority of respondents indicated co-workers/colleagues, while leadership/management is what they enjoyed least. Most respondents who voluntarily separated from WSU indicated retirement as the primary reason and most would recommend WSU as an employer to others. Below are the responses to each survey question. If you have any questions please do not hesitate to contact me.

## Exit Survey Responses

Question		Response
<b>What was your employee category in your last position at WSU?</b>		
Administrative Professional		32
Classified Staff (Civil Service or Bargaining Unit)		28
Faculty		9
<b>Was your most recent WSU position full-time or part-time?</b>		
Full-time		64
Part-time		4
No response provided		1
<b>What was your appointment term at WSU in your most recent position?</b>		
Annual (12 month) appointment		55
Academic (9 month) appointment		9
No response provided		5
<b>Approximately how long were you employed by WSU?</b>		
1 to 6 months		3
7 months to 1 year		5
2 to 5 years		22
6 to 10 years		11
11 to 15 years		11
16 to 20 years		0
20+ years		16
No response provided		1
<b>At which WSU campus were you employed?</b>		
Pullman		47
Spokane		9
Tri-Cities		1

Vancouver	5
Extension location	2
WSU Downtown Seattle	1
No response provided	4
<b>If you have secured other employment, which ONE of the following most closely describes your new employer's field?</b>	
Higher Education	16
Government Agency	1
Non-Profit	2
Private Sector Business	7
Retired	16
Self-Employed	4
Not applicable (have not secured other employment)	18
No response provided	5
<b>Which factor was the PRIMARY reason you sought employment at WSU?</b>	
Academic Environment/Programs	3
Advancement Opportunities	3
Benefits Package	5
Career Advancement - Self	16
Career Advancement - Partner/Spouse	1
Career Change	6
Geographic Location	7
Leadership/Management	1
Professional Development/Educational Opportunities	4
Salary Offered	5
Spouse/Partner Relocation	1
Teaching/Research Opportunities	3
Work Office/Location	5
No response provided	9
<b>Which factor is the SECONDARY reason you sought employment at WSU?</b>	
Academic Environment/Programs	2
Advancement Opportunities	3
Benefits Package	8
Career Advancement - Self	8
Career Change	1
Geographic Location	8

Professional Development/Educational Opportunities	7
Retirement Plan	1
Salary Offered	11
Spouse/Partner Relocation	3
University Facilities/Equipment	1
Work Office/Location	2
Not applicable (no secondary reason)	6
No response provided	8
<b>Which factor describes what you enjoyed MOST about your job with WSU?</b>	
Academic Programs	3
Advancement Opportunities	2
Benefits Package	4
Geographic Location	8
Professional Development/Educational opportunities	7
Retirement Plan	3
Salary	7
Research Opportunities	7
University Facilities/Equipment	2
No response provided	26
<b>Which factor describes what you enjoyed LEAST about your job with WSU?</b>	
Advancement Opportunities	11
Childcare Resources	2
Diversity Efforts on Campus or in the Community	1
Geographic Location	4
Professional Development/Educational opportunities	1
Salary	9
Instruction Opportunities	1
University Facilities/Equipment	2
No response provided	38
<b>Which factor describes what you enjoyed MOST about the workplace climate at WSU?</b>	
Co-Workers/Colleagues	31
Job Duties/Work Performed	14
Office/Work Location	4
Professional Development/Educational Opportunities	3
Schedule Flexibility	6
Work/Life Balance	5

No response provided	5
<b>Which factor describes what you enjoyed LEAST about the workplace climate at WSU?</b>	
Communication	4
Co-Workers/Colleagues	5
Job Duties/Work Performed	2
Leadership/Management	23
Professional Development/Educational Opportunities	1
Quality of Supervision	9
Recognition for Performance	5
Schedule Flexibility	5
Work/Life Balance	2
No response provided	13
<b>If you separated from WSU BY YOUR OWN CHOICE, which factor is the PRIMARY reason?</b>	
Advancement Opportunities – Lack of	5
Career Advancement – Self	6
Career Advancement – Partner/Spouse	4
Quality of Supervision	9
Retirement	15
Salary	2
Spouse/Partner Unable to Secure Employment	2
Workplace Climate	8
Work/Life Balance	2
Not applicable (did not separate by own choice)	15
No response provided	1
<b>If you separated from WSU NOT BY YOUR OWN CHOICE, which factor is the PRIMARY reason?</b>	
Disability Separation/Separation due to medical reasons	1
Discontinued appointment (Administrative Professional)	5
Lay-off/Reduction in Force	4
Non-Renewal of Appointment (Temporary Administrative Professional)	2
Termination for cause	3
Settlement	1
Not applicable (separated by own choice)	52
No response provided	1

<b>Which factor is the SECONDARY reason you are separating from WSU?</b>	
Advancement Opportunities – Lack of	1
Career Advancement – Self	2
Career Change	2
Geographic Location	4
Quality of Supervision	8
Professional Development/Educational Opportunities	1
Retirement	4
Salary	5
Spouse/Partner Unable to Secure Employment	1
Workplace Climate	9
Work/Life Balance	3
Not applicable (no secondary reason)	19
No response provide	10
<b>While employed at WSU please indicate all the organizations, programs, and/or committees of which you were aware.</b>	
Administrative Professional Advisory Council	33
Association for Faculty Women	24
Childcare Resource and Referral Network	18
Employee Assistance Program	33
Employee Recognition Program	36
Faculty Senate	39
Gender Identity/Expression and Sexual Orientation Resource Center	24
Human Resource Services	57
Mentoring Programs	12
Noon Hour Faculty/Staff Activities Program	25
Office for Equal Opportunity (formerly Center for Human Rights)	33
Ombudsman	37
Parental Leave Policy	22
Partner/Spousal Accommodation	23
President’s Commission on Gender Identity and Sexual Orientation	12
President’s Commission on the Status of Individuals with Disabilities	10
President’s Commission on the Status of Women	16
“Stop-the-tenure-clock” option	8
Tuition Fee Waiver	41
University Recreation Center membership	42
Women’s Resource Center	32
Work/life Advisory Committee	16
WSU Children’s Center	26

<b>When initially hired did you attend New Employee Orientation?</b>	
Yes	55
No	13
No response provided	1
<b>When initially hired did you attend Faculty Orientation?</b>	
Yes	10
No	7
No response provided	1
<b>Would you recommend WSU as an employer to others?</b>	
Yes	33
No	16
No opinion	19
No response provided	1
<b>OPTIONAL: What is your gender?</b>	
Female	38
Male	25
Prefer not to disclose this information	5
No response provided	1
<b>OPTIONAL: What is your age?</b>	
22 to 35	13
36 to 45	10
46 to 55	17
56 to 65	15
Over 65	8
Prefer not to disclose this information	5
No response provided	1
<b>OPTIONAL: What race or ethnic background do you consider your heritage to be?</b>	
American Indian or Alaskan Native	1
Asian	3
Black or African American	2
White or Caucasian	55
Prefer not to disclose this information	7
No response provided	1