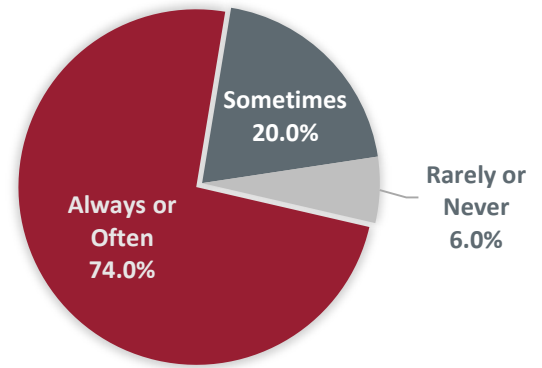


For the 2018 Employee Engagement Survey (EES) there were 51 respondents in 2018 compared to 25 respondents in 2016 who identified their department within the Edward. R Murrow College of Communication. For 2018, the survey was sent to 109 active employees within the Edward. R Murrow College of Communication resulting in a 46.8% response rate. The response average for statements 1-39 was 3.70 for 2018 compared to 3.77 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 43.1% identified themselves as Faculty, 43.1% identified as Administrative Professional and 13.7% identified themselves as Civil Service.

As explained in the 2018 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.

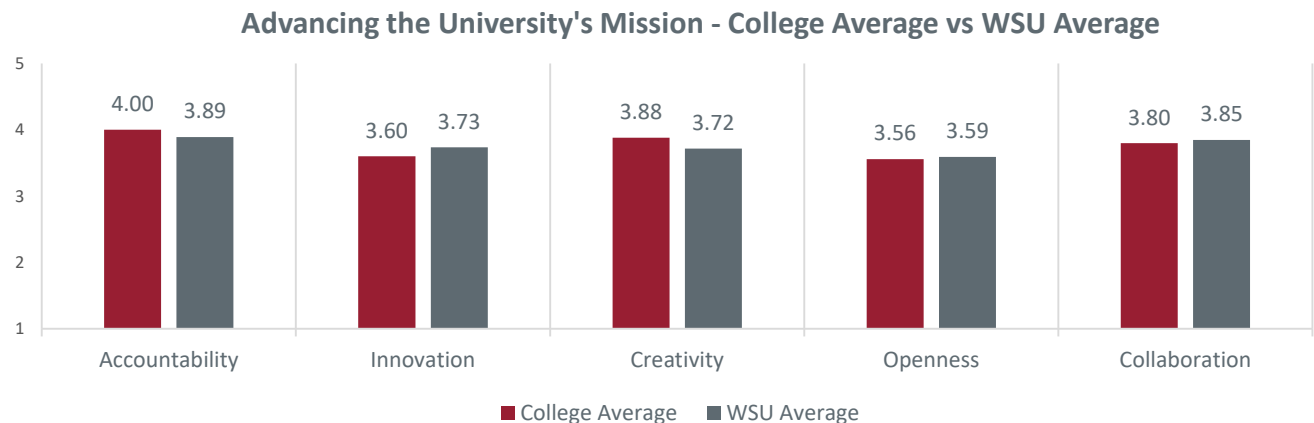
For the 2018 survey, 74.0% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.74 from 3.92 for 2016. A breakdown of response averages can be found at the end of this report on page 4.



ENJOY BEING PART OF THEIR DEPARTMENT

ADVANCING THE UNIVERSITY’S MISSION:

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 the Edward. R Murrow College of Communication compared to the overall WSU average:



HIGHEST 2018 RESPONSE AVERAGE:

Statements	College Average 2014	College Average 2016	College Average 2018	WSU Average 2018
I know what is expected of me at work.	4.21	4.28	4.30	4.35
I have positive interactions with my co-workers.	-	4.20	4.24	4.17
My supervisor treats me with dignity and respect.	-	4.16	4.20	4.27
Those around me are committed to doing quality work.	4.38	4.16	4.10	4.10

**Updated for 2018; **New for 2018*

LOWEST 2018 RESPONSE AVERAGE:

Statements	College Average 2014	College Average 2016	College Average 2018	WSU Average 2018
I utilize wellbeing programs and resources available to employees.	-	-	2.50	2.49
My department fosters a culture of health and wellness.	-	-	2.91	3.27
My supervisor encourages me to use the University resources available to me.	-	3.05	2.98	3.67
I feel appropriately compensated for my level of position.	-	3.52	3.02	3.05

**Updated for 2018; **New for 2018*

SIGNIFICANT RESPONSE CHANGE (HIGHEST/LOWEST RESPONSE CHANGES):

Statements	College Average 2014	College Average 2016	College Average 2018	Change
I have the training to do my job effectively.*	4.04	3.68	3.98	0.30
Creativity	-	3.61	3.88	0.27
I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.38	3.36	3.63	0.27
I have the technology I need to do my job efficiently.	4.33	3.72	3.98	0.26
I receive clear information about changes being made within my college/area.	3.00	3.08	3.30	0.22
I feel appropriately compensated for my level of position.	-	3.52	3.02	-0.50
Accountability	-	4.38	4.00	-0.38
Clear reporting structures are established within my department.	3.79	3.75	3.43	-0.32
I enjoy being part of Washington State University.	4.04	4.16	3.84	-0.32
I feel comfortable bringing work climate concerns to my supervisor.	-	3.80	3.49	-0.31
My supervisor gives me ongoing feedback to help me improve my performance.	3.08	3.48	3.18	-0.30

**Updated for 2018; **New for 2018*

ACTION ITEMS:

In reviewing the lowest college response averages and the statements with negative change from 2016 to 2018 in the Edward. R Murrow College of Communication, initiatives to improve employee engagement and perceptions of the workplace may include, but are not limited to:

- Provide employees with resources regarding employee wellness and encourage the use of WSU employee wellness programs.
- Ensure supervisors are familiar with resources and provide employees with resources as appropriate and encourage the use of University resources.

ACTION ITEMS (CONTINUED):

- *Identify positions with inappropriate compensation.*
- *Improve communication efforts regarding changes at the department level.*
- *Evaluate how input is solicited and taken into consideration.*
- *Identify ways to encourage innovation and creativity in the workplace.*
- *Evaluate employee training efforts and encourage training and learning opportunities on the job.*
- *Provide employees with internal and external resources for workplace climate concerns and encourage the reporting of concerns.*

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, is a synopsis of comments provided by respondents who identified themselves within the Edward. R Murrow College of Communication:

- *Best Place I have ever worked at.*
- *My department is great.*
- *More flexibility and more resources to pay people for their hard work; We need more people, and we need to keep more people; lower morale due to sufficient work force; office is generally understaffed and most individuals are picking up the extra work.*
- *Non-tenure track and non-administrative faculty don't seem to share in the success of the institution*
- *Management Development:*
 - *There should be training on just being a better manager. Like a University-wide standard ""This is what we expect from manager level appointments";*
 - *My manager's involvement is often disappointingly low or slow to respond to needs or communication. Because there's no standard to which they can be objectively held, suggestions for management to improve often come off as personal in nature;*
 - *I want to be a good manager, but I feel like I don't have a lot to learn from WSU or my surrounding managers, because I see very few resources, and very few opportunities to learn to be a good manager;*
 - *There are lectures frequently, about how to be a good leader, but they aren't required training, and it's one person (sometimes from WSU) speaking, not a collective agreement that's been established;*
 - *I can't tell how well I'm doing as a manager.*
- *The University is being asked to save money and people are being laid-off yet we are hiring multiple Vice Presidents at very high salaries.*
- *The lack of support at the university level is hobbling us, particularly with retention and being instructed not to hire new faculty; We are all doing a lot more than we were three years ago, so encouragement to pursue innovative research and creative activities has become somewhat meaningless if we are essentially in survival mode for performing the basic functions of our department.*

RESPONSE AVERAGE BREAKDOWN:

	# of Respondents	College Average			WSU Average
		2014	2016	2018	2018
Statement 1-39 Overall Average		3.61	3.77	3.70	3.76
1	I know what is expected of me at work.	4.21	4.28	4.30	4.35
2	I receive the information I need to perform my job.	3.92	3.92	3.88	4.02
3	I have the training to do my job effectively.*	4.04	3.68	3.98	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.74	3.75
5	I have the technology I need to do my job efficiently.	4.33	3.72	3.98	3.96
6	I am recognized for doing a good job.	3.33	3.60	3.38	3.45
7	My supervisor values me and the work I do.	3.74	3.92	3.73	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.50	3.70	3.59	3.59
9	I feel appropriately compensated for my level of position.	-	3.52	3.02	3.05
10	I am encouraged to develop myself professionally.	3.54	3.36	3.36	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.38	3.67	3.50	3.61
12	I am encouraged to come up with better ways of doing things.	3.17	3.44	3.60	3.66
13	I am given opportunities to be innovative or creative.	-	3.56	3.54	3.66
14	I am given opportunities to be collaborative.	-	3.64	3.74	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	3.79	4.04	3.82	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	3.71	4.00	3.74	3.79
17	Those around me are committed to doing quality work.	4.38	4.16	4.10	4.10
18	I have positive interactions with my co-workers.	-	4.20	4.24	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	4.08	4.02	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.08	3.48	3.18	3.43
21	My supervisor encourages a positive work climate.	-	4.00	3.86	3.88
22	My supervisor promotes open communication and feedback.	-	3.84	3.68	3.83
23	My supervisor treats me with dignity and respect.	-	4.16	4.20	4.27
24	Clear reporting structures are established within my department.	3.79	3.75	3.43	3.80
25	I receive clear information about changes being made within my department.	3.04	3.38	3.28	3.37
26	I know how my department measures success.	2.96	3.25	3.08	3.35
27	I know how my work contributes to the success of my department.	3.75	3.88	3.76	3.87
28	My department demonstrates support for a diverse workforce.	3.79	3.96	3.88	4.00
29	I enjoy being part of my department.	3.74	4.04	3.94	3.96
Rate the extent to which your department approached the following to advance the University Mission:					
30	Accountability	-	4.38	4.00	3.89
31	Innovation	-	3.65	3.60	3.73
32	Creativity	-	3.61	3.88	3.72
33	Openness	-	3.74	3.56	3.59
34	Collaboration	-	3.88	3.80	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.38	3.36	3.63	3.65
36	I receive clear information about changes being made within my college or area.	3.00	3.08	3.30	3.22
37	I receive clear information about changes being made within WSU.	3.13	3.13	3.24	3.22
38	I enjoy being part of Washington State University.	4.04	4.16	3.84	3.93
39	Overall, I am satisfied at work.	3.58	3.92	3.74	3.76
	I am comfortable with utilizing University resources.	-	3.29	3.13	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.05	2.98	3.67
	I have concerns regarding work climate.	-	3.56	3.61	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	3.80	3.49	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.50	2.49
	My department fosters a culture of health and wellness.**	-	-	2.91	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	3.10	3.28

*Updated for 2018; **New for 2018