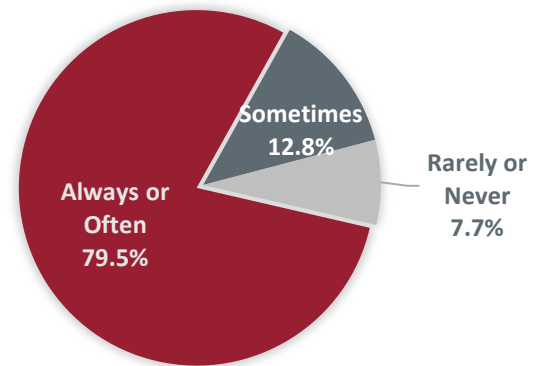


For the 2018 Employee Engagement Survey (EES) there were 40 respondents in 2018 compared to 43 respondents in 2016 who identified their department within Enrollment. For 2018, the survey was sent to 95 active employees within Enrollment resulting in a 42.1% response rate. The response average for statements 1-39 was 3.82 for 2018 compared to 4.13 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 57.5% identified as Administrative Professional and 42.5% 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.

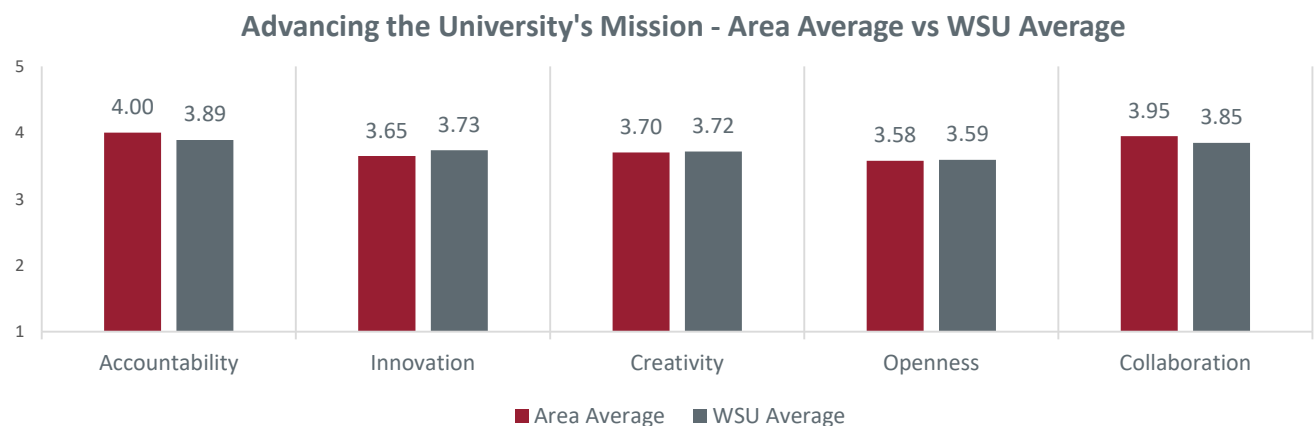
For the 2018 survey, 79.5% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), increased to 3.95 from 3.83 for 2016. A breakdown of response averages can be found at the end of 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 Enrollment compared to the overall WSU average:



HIGHEST 2018 RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	Area Average 2018	WSU Average 2018
My supervisor treats me with dignity and respect.	-	4.57	4.41	4.27
I have positive interactions with my co-workers.	-	4.31	4.33	4.17
I know what is expected of me at work.	4.61	4.51	4.28	4.35
I know how my work contributes to the success of my department.	3.89	4.31	4.21	3.87

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

LOWEST 2018 RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	Area Average 2018	WSU Average 2018
I utilize wellbeing programs and resources available to employees.	-	-	2.84	2.49
My department fosters a culture of health and wellness.	-	-	3.00	3.27
I feel appropriately compensated for my level of position.	-	3.47	3.05	3.05
My supervisor encourages me to use the University resources available to me.	-	3.93	3.20	3.67

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

SIGNIFICANT RESPONSE CHANGE (HIGHEST/LOWEST RESPONSE CHANGES):

Statements	Area Average 2014	Area Average 2016	Area Average 2018	Change
I have positive interactions with my co-workers.	-	4.31	4.33	0.02
I enjoy the work climate that exists between my co-workers and me.	-	4.12	4.13	0.01
I feel comfortable bringing work climate concerns to my supervisor.	-	4.29	3.35	-0.93
I am comfortable with utilizing University resources.	-	4.14	3.34	-0.80
My supervisor encourages me to use the University resources available to me.	-	3.93	3.20	-0.73
I am recognized for doing a good job.	3.54	3.88	3.25	-0.63

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

ACTION ITEMS:

In reviewing the lowest area response averages and the statements with negative change from 2016 to 2018 in Enrollment, 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.
- Identify positions with inappropriate compensation.
- Provide employees with on-going feedback and recognition.
- 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 Enrollment:

- *I enjoy working in the office of admissions, and that the work environment within our department is outstanding,*
- *Management:*
 - *Alot of lower level employees are responsible for keeping the "wheels turning" while upper management are disengaged with what is actually happening in the work place;*
 - *There is a great deal of "do as I say, not as I do" in our office;*
 - *We don't have any good leaders/managers;*
 - *Favorites exists, younger managers feel entitled;*
 - *Lack of communication from leaders/managers;*
- *Professional development is scarce and advancement non-existent.*
- *Overall there is a resistance to change when it comes to technology and streamlining.*
- *The work environment is oppressive and I am forced to work in a micromanagement model.*
- *Our department is extremely underappreciated within the WSU system as a whole, but especially on our campus.*

RESPONSE AVERAGE BREAKDOWN:

	# of Respondents	Area Average			WSU
		2014	2016	2018	Average
Statement 1-39 Overall Average		3.83	4.13	3.82	3.76
1	I know what is expected of me at work.	4.61	4.51	4.28	4.35
2	I receive the information I need to perform my job.	4.17	4.26	3.98	4.02
3	I have the training to do my job effectively.*	4.19	4.02	3.95	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.73	3.75
5	I have the technology I need to do my job efficiently.	4.26	4.26	4.05	3.96
6	I am recognized for doing a good job.	3.54	3.88	3.25	3.45
7	My supervisor values me and the work I do.	3.86	4.26	3.90	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.37	4.00	3.77	3.59
9	I feel appropriately compensated for my level of position.	-	3.47	3.05	3.05
10	I am encouraged to develop myself professionally.	3.39	3.79	3.55	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.66	4.12	3.72	3.61
12	I am encouraged to come up with better ways of doing things.	3.72	4.12	3.85	3.66
13	I am given opportunities to be innovative or creative.	-	3.90	3.54	3.66
14	I am given opportunities to be collaborative.	-	4.02	3.77	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	4.00	4.19	3.85	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	4.08	4.10	3.78	3.79
17	Those around me are committed to doing quality work.	4.17	4.17	4.00	4.10
18	I have positive interactions with my co-workers.	-	4.31	4.33	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	4.12	4.13	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.06	3.84	3.45	3.43
21	My supervisor encourages a positive work climate.	-	4.26	4.00	3.88
22	My supervisor promotes open communication and feedback.	-	4.31	3.85	3.83
23	My supervisor treats me with dignity and respect.	-	4.57	4.41	4.27
24	Clear reporting structures are established within my department.	4.00	4.47	3.93	3.80
25	I receive clear information about changes being made within my department.	3.32	3.95	3.46	3.37
26	I know how my department measures success.	3.29	3.95	3.51	3.35
27	I know how my work contributes to the success of my department.	3.89	4.31	4.21	3.87
28	My department demonstrates support for a diverse workforce.	4.00	4.50	4.16	4.00
29	I enjoy being part of my department.	4.06	4.31	4.05	3.96
Rate the extent to which your department approached the following to advance the University Mission:					
30	Accountability	-	4.32	4.00	3.89
31	Innovation	-	4.23	3.65	3.73
32	Creativity	-	4.13	3.70	3.72
33	Openness	-	4.20	3.58	3.59
34	Collaboration	-	4.29	3.95	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.94	4.35	4.00	3.65
36	I receive clear information about changes being made within my college or area.	3.31	3.72	3.29	3.22
37	I receive clear information about changes being made within WSU.	3.34	3.35	3.28	3.22
38	I enjoy being part of Washington State University.	4.60	4.33	4.15	3.93
39	Overall, I am satisfied at work.	3.97	4.14	3.79	3.76
	I am comfortable with utilizing University resources.	-	4.14	3.34	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.93	3.20	3.67
	I have concerns regarding work climate.	-	3.98	3.43	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	4.29	3.35	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.84	2.49
	My department fosters a culture of health and wellness.**	-	-	3.00	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	3.32	3.28

*Updated for 2018; **New for 2018