

TO: Kirk H. Schulz, President

FROM: Theresa Elliot-Cheslek, Associate Vice President & Chief Human Resource Officer

DATE: August 1, 2018

SUBJECT: Fiscal Year 2018 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 the benefits package and professional development/educational opportunities the most, while the advancement opportunities and salary were 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 the quality of supervision as the primary reason. Nearly forty percent of those who responded indicated they would recommend WSU as an employer to others.

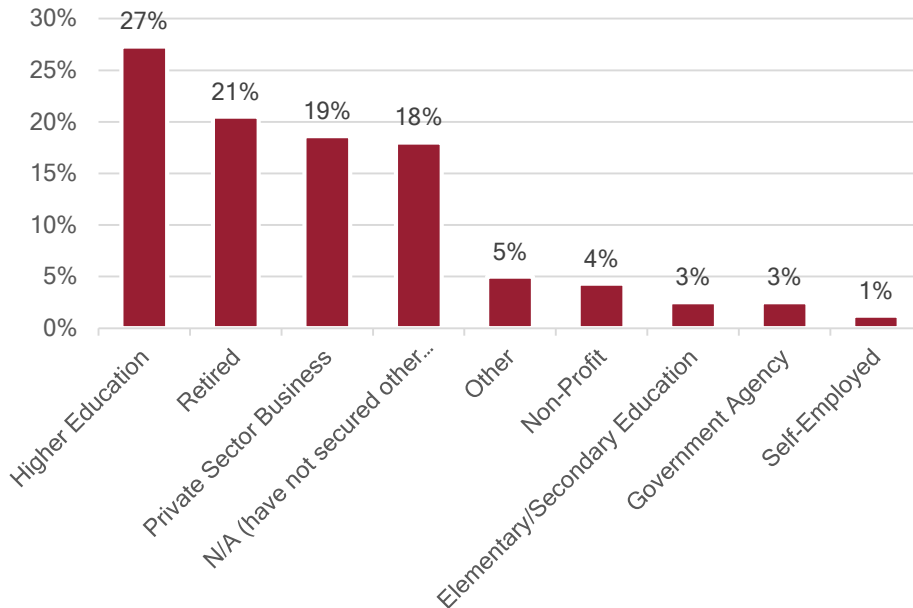
Since initiating the online Exit Survey, HRS has been able to identify potential trends. Response data for key survey questions from Fiscal Year (FY) 2013 through FY 2018 have been compiled and showcased on pages 10-11 in the following document.

For FY 2018 HRS made changes to the communication methods of the exit survey system with the goal of increasing the overall response rate. Since FY 2013 the average exit survey response rate was around 15%. Based on the implemented changes, the goal for FY 2018 was to increase the response rate to 25%. As noted in the following report, the actual FY 2018 response rate was 29.8%.

If you have any questions, please do not hesitate to contact me.

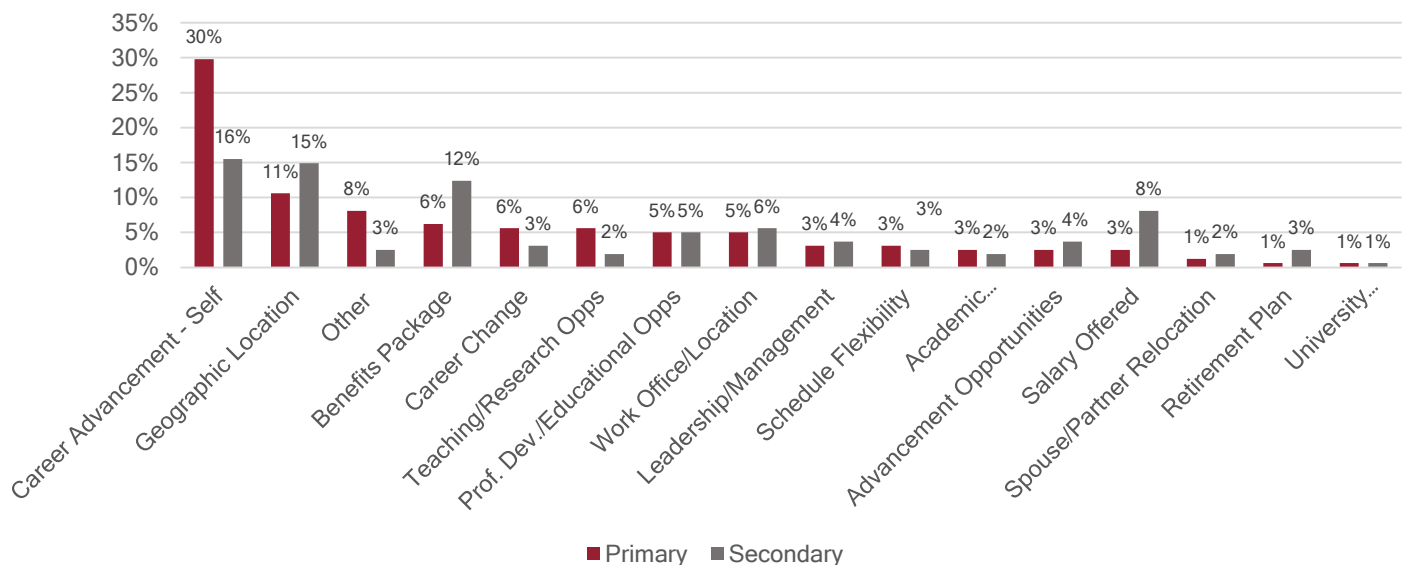
FY 2017 - 2018 EMPLOYEE RESPONSES:

The following information is based on Exit Survey data collected from July 1, 2017, through June 30, 2018. Of the 540 Exit Survey invitations mailed to employees who separated from WSU during this time period, HRS received responses from 161 employees for a response return rate of 29.8%.



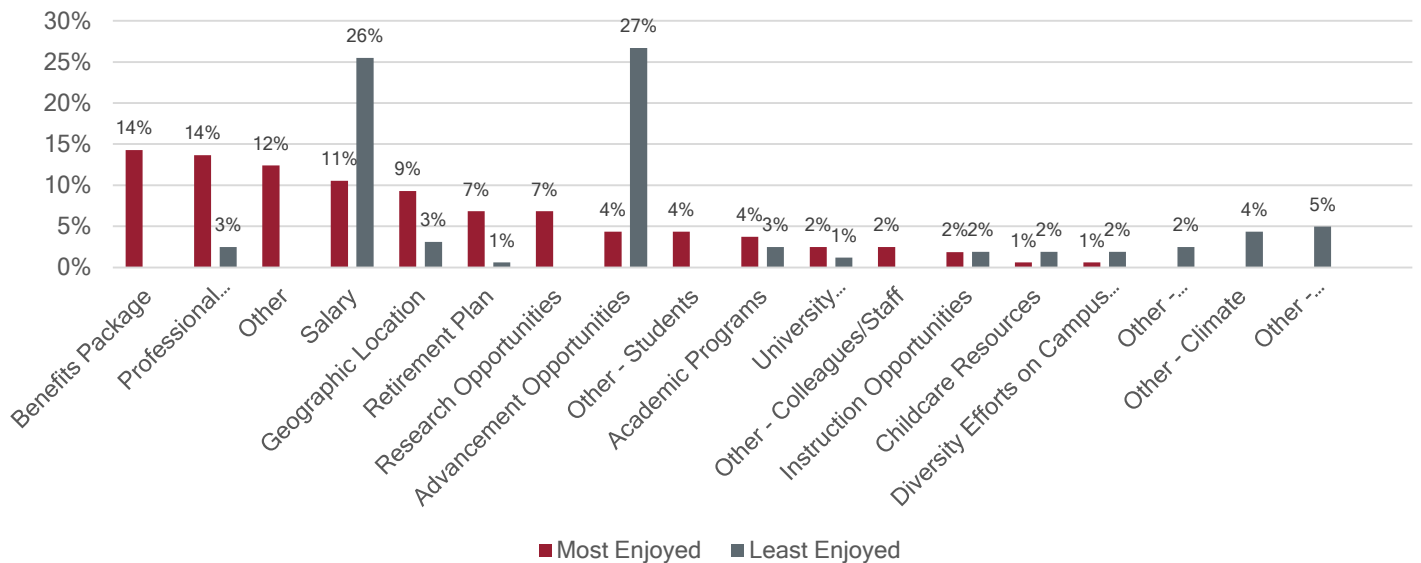
NEW EMPLOYMENT OF SEPARATED EMPLOYEE: Of those who responded, the majority indicated they left WSU to work for another higher education institution, they retired, or they left WSU for a position in private sector business.

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 career advancement, geographic location or the benefits package offered as the secondary reasons.

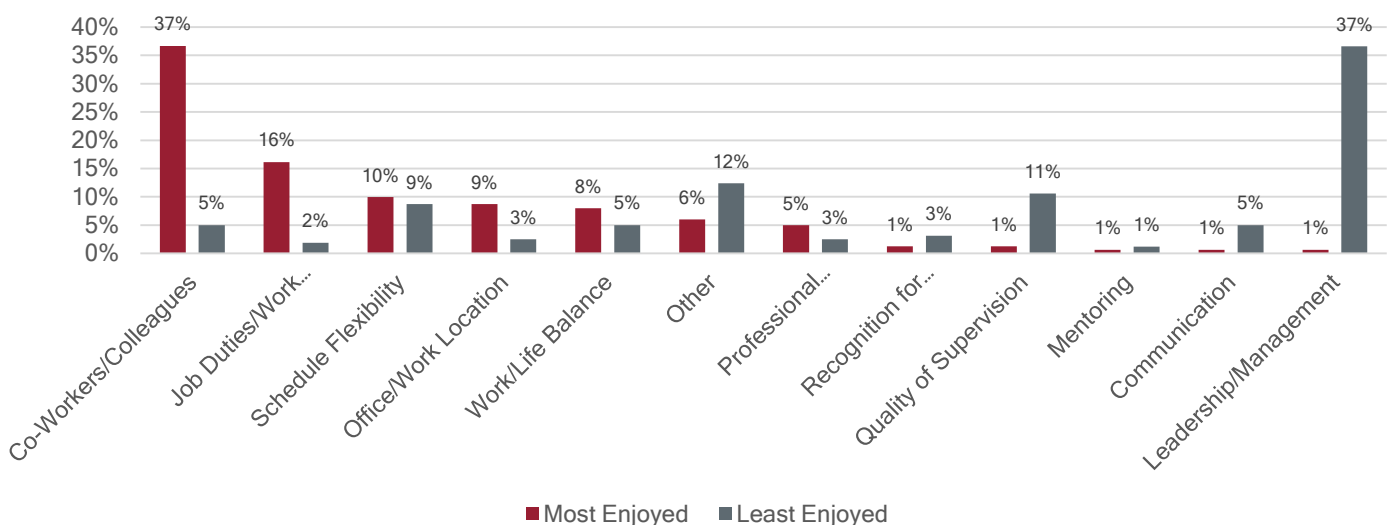


FY 2017 - 2018 EMPLOYEE RESPONSES CONTINUED:

EMPLOYMENT FACTORS: Based on responses received regarding employment and job factors, individuals separating from WSU indicated they most enjoyed the benefits package and professional development/educational opportunities. Conversely, individuals indicated advancement opportunities and salary as factors they enjoyed least.

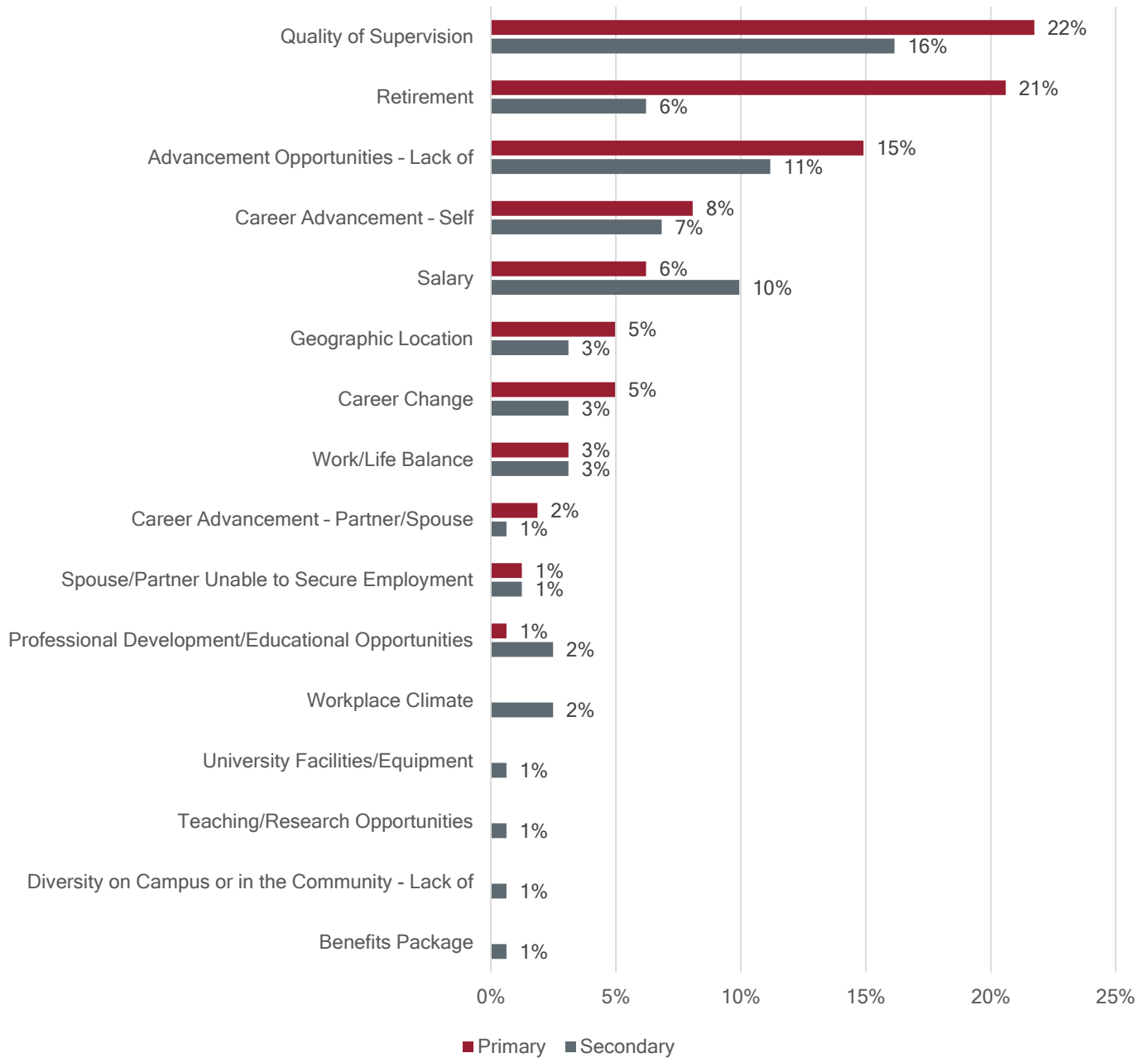


WORKPLACE CLIMATE FACTORS: Based on responses received regarding workplace climate, individuals most enjoyed their co-workers and colleagues and the work they performed, but least enjoyed leadership and/or management within WSU.



FY 2017 - 2018 EMPLOYEE RESPONSES CONTINUED:

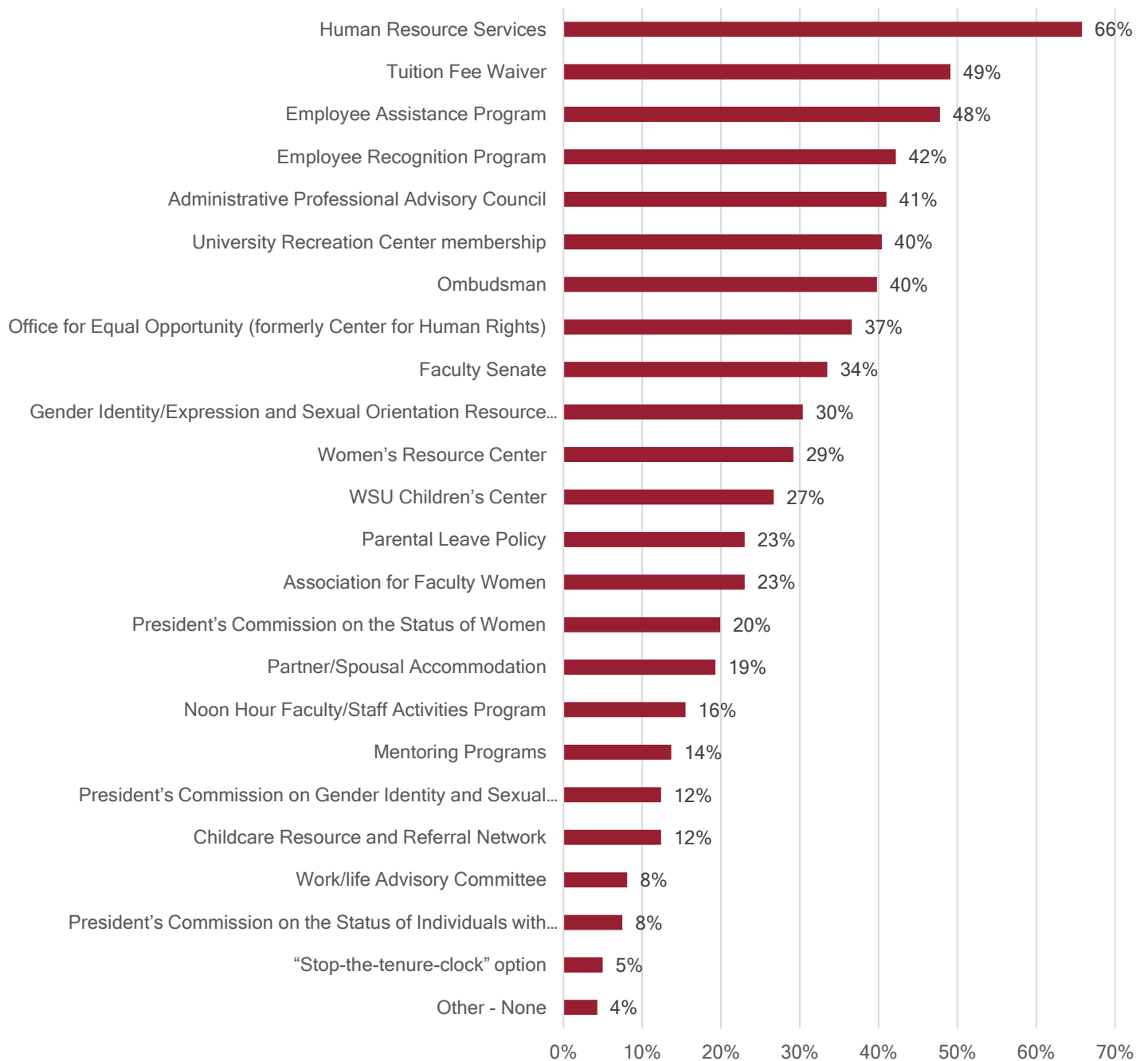
SEPARATION REASON*: Aside from retirement, respondents indicated the primary reason for leaving WSU was due to the quality of supervision, and lack of advancement opportunities.



*updated 8/22/18

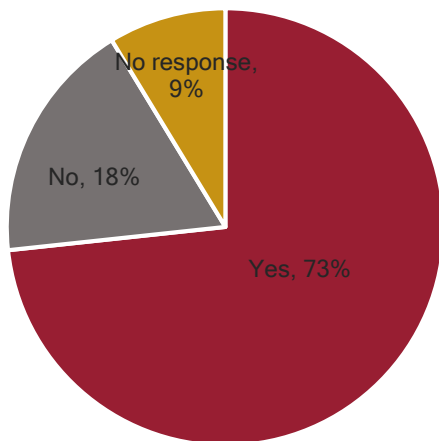
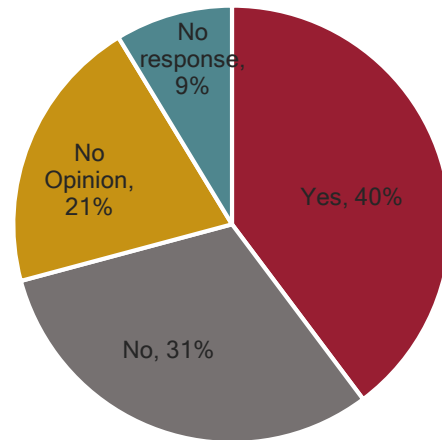
FY 2017 - 2018 EMPLOYEE RESPONSES CONTINUED:

ORGANIZATION / PROGRAM / COMMITTEE AWARENESS: The following graph illustrates the organizations, programs, and committees respondents were aware of at WSU.



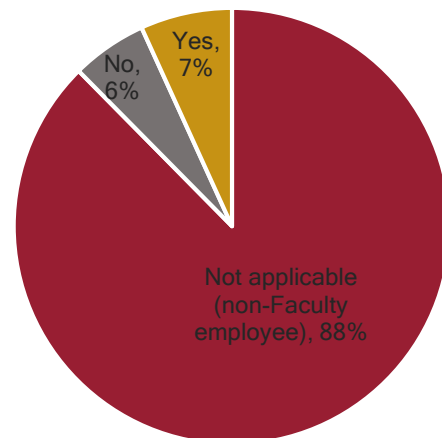
FY 2017 -2018 EMPLOYEE RESPONSES CONTINUED:

RECOMMEND WSU TO OTHERS: Less than half of the respondents indicated they would recommend WSU as an employer to others.

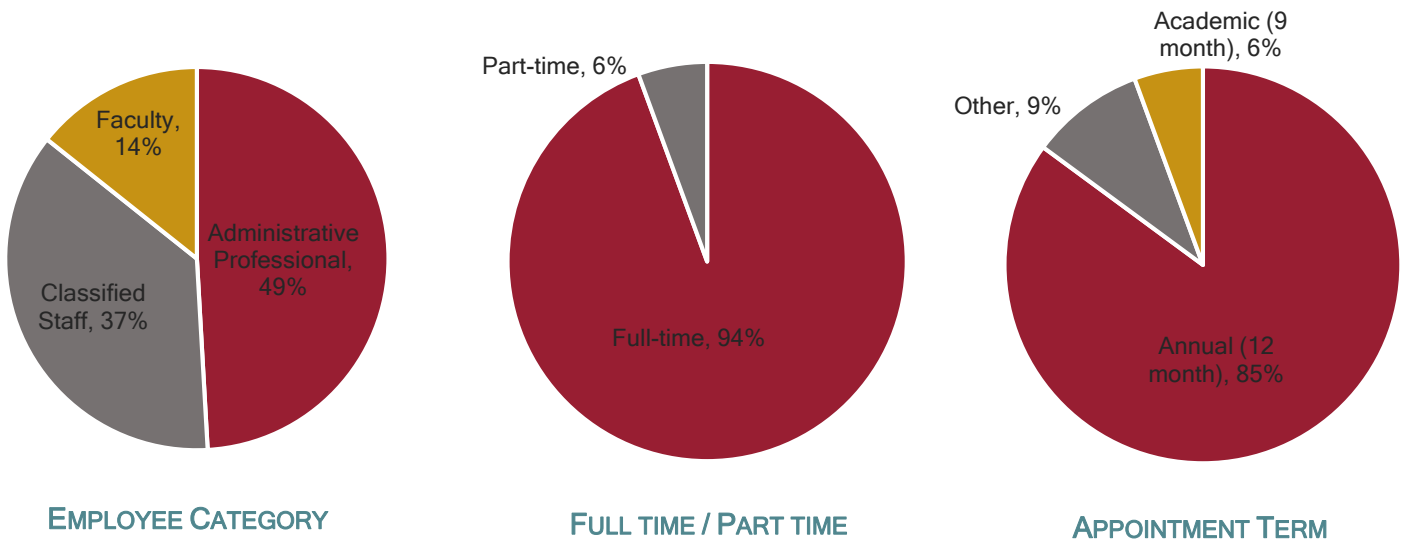


FACULTY ORIENTATION: Just over half of the faculty respondents indicated that they had attended faculty orientation upon initial hire.

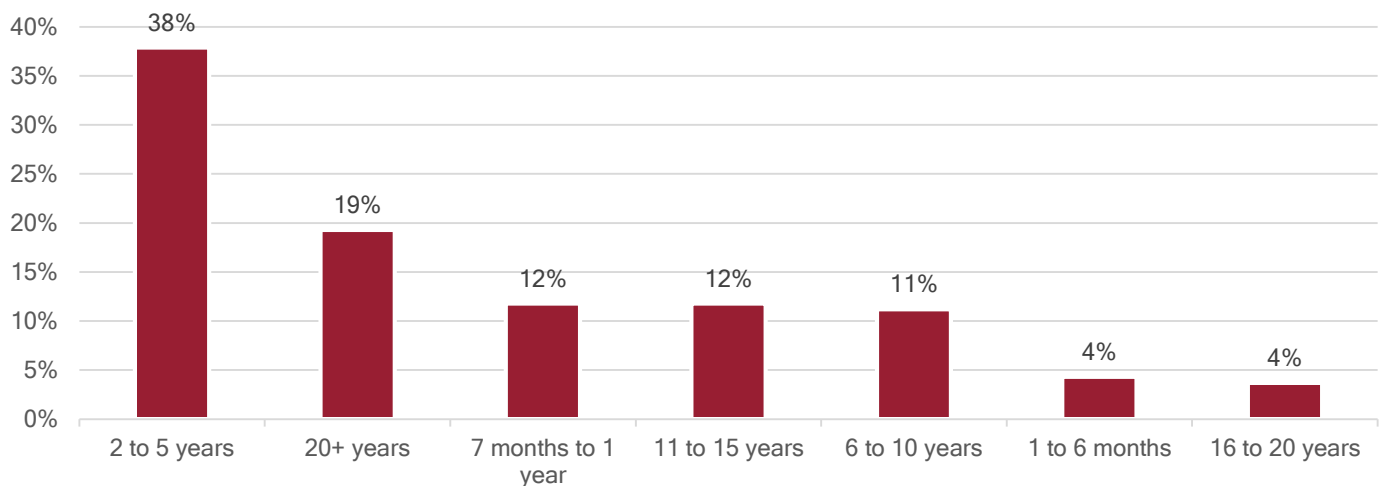
NEW EMPLOYEE ORIENTATION: The majority of respondents attended New Employee Orientation upon initial hire.



FY 2018 EMPLOYEE DEMOGRAPHICS:

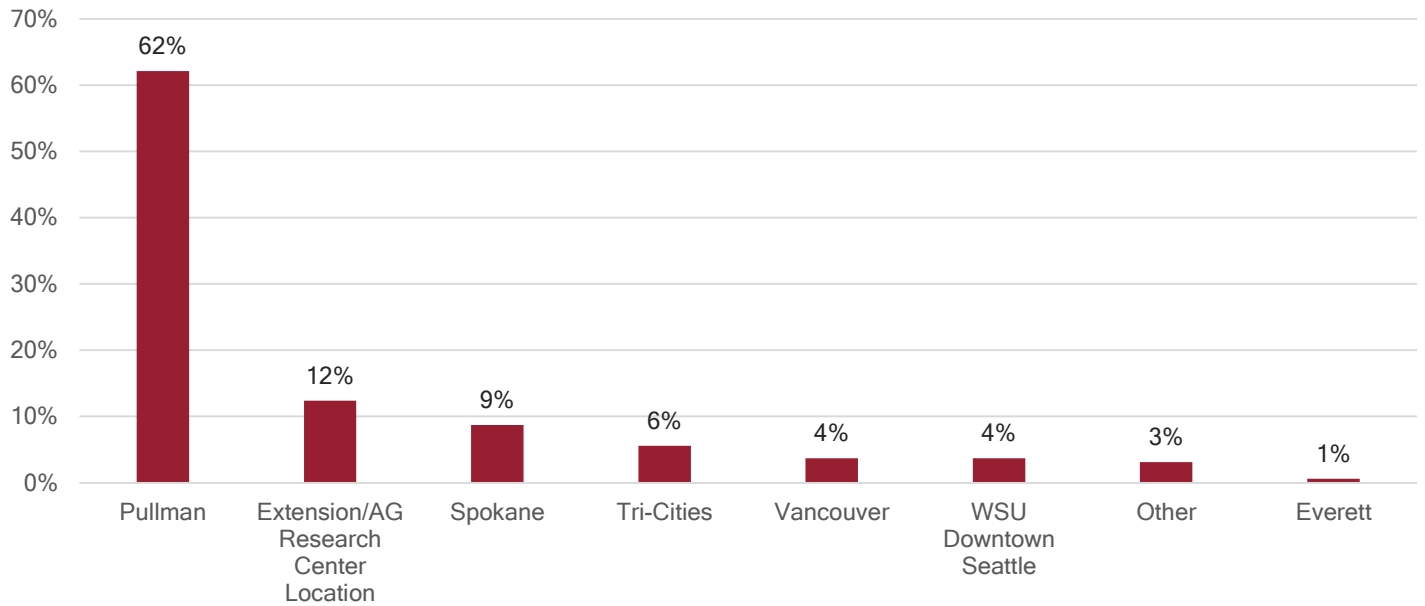


MONTHS/YEARS EMPLOYED BY WSU:

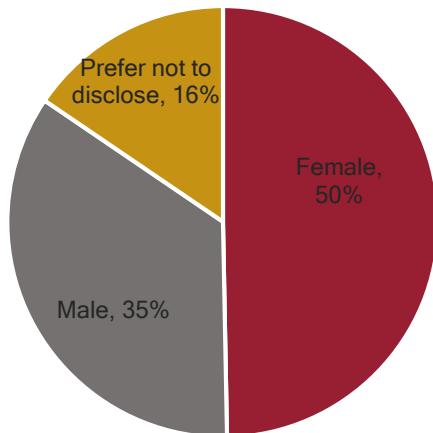


FY 2017 - 2018 EMPLOYEE DEMOGRAPHICS CONTINUED:

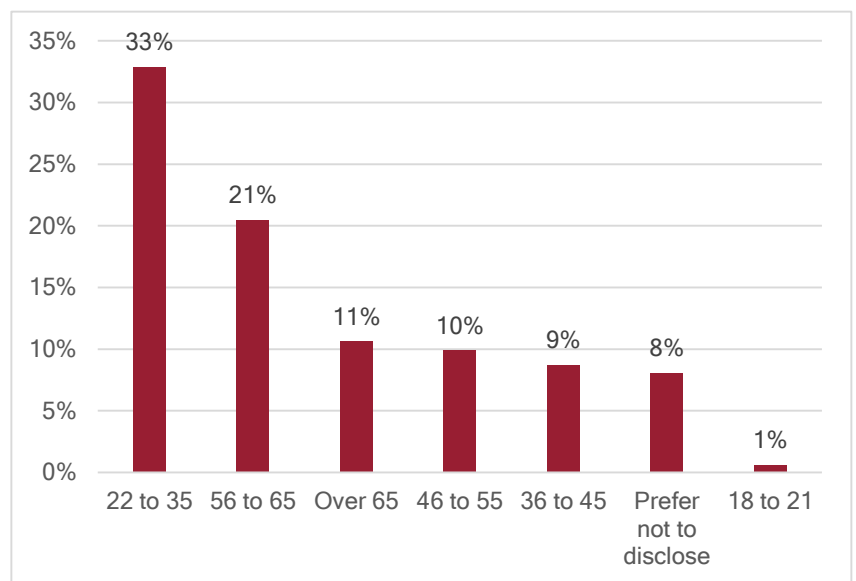
WSU CAMPUS EMPLOYED BY:



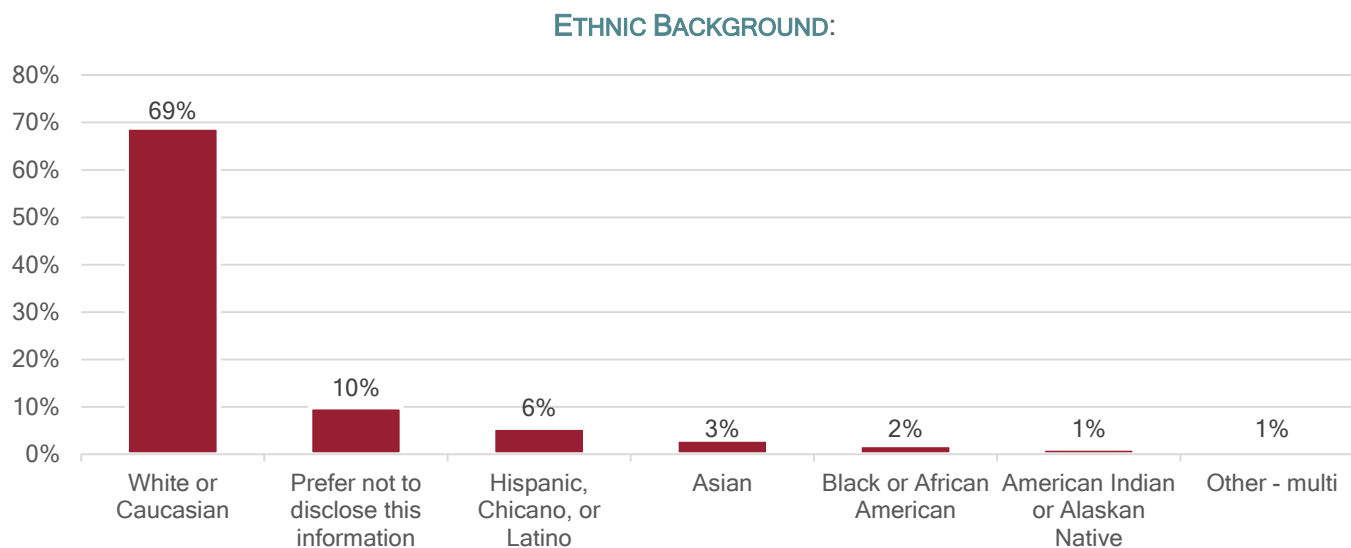
GENDER:



AGE:



FY 2017 - 2018 EMPLOYEE DEMOGRAPHICS CONTINUED:

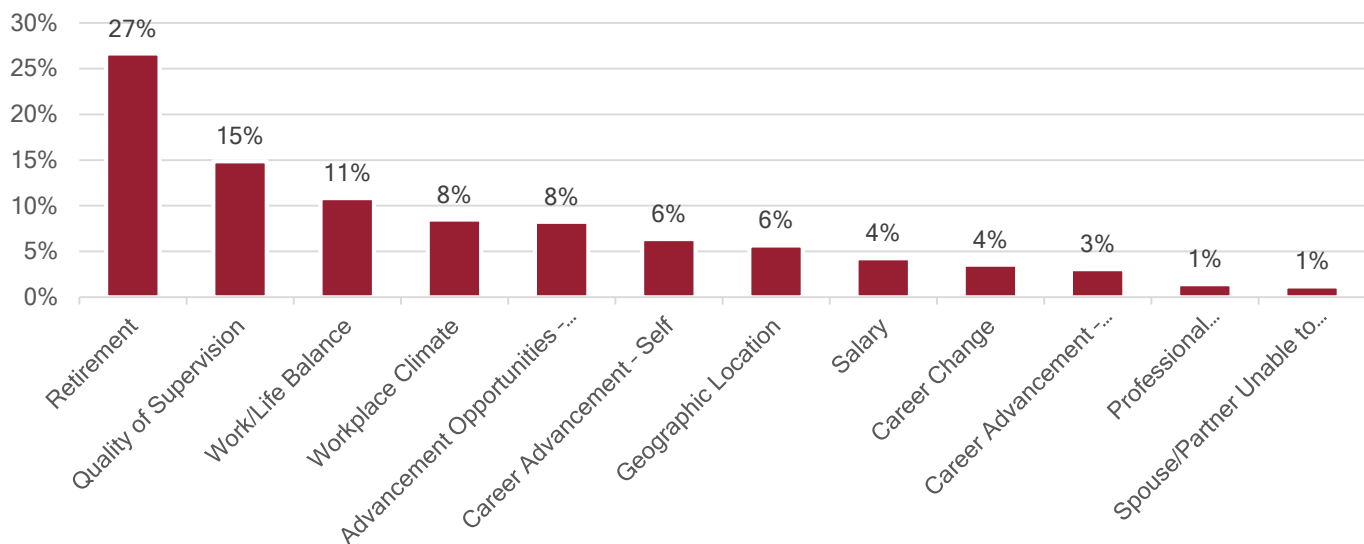


**No respondents indicated Native Hawaiian or Pacific Islander as their ethnic background.*

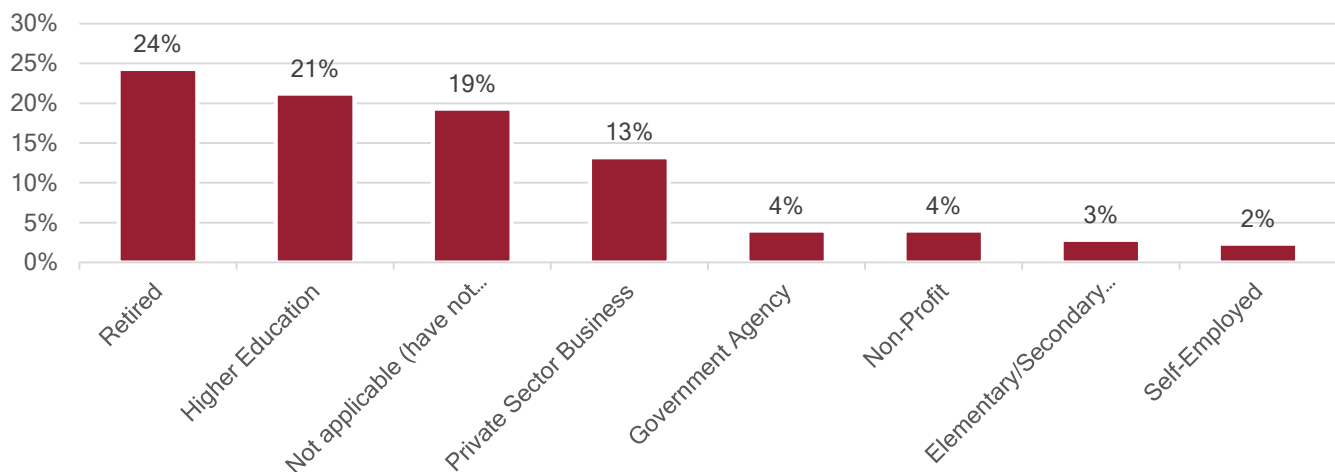
FY 2014 - FY 2018 COMBINED RESPONSES:

The following information is based on Exit Survey data collected from the past five (5) years; July 2014 - June 2018. Since July 2014, HRS has sent a total of 2363 Exit Survey invitations, with a return rate of just under 18%. Of responses received, 46.5% of respondents indicated they were Administrative Professional, 40.6% Classified Staff, and 13% Faculty.

PRIMARY SEPARATION REASON: Since July 2014, 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 quality of supervision or work/life balance.

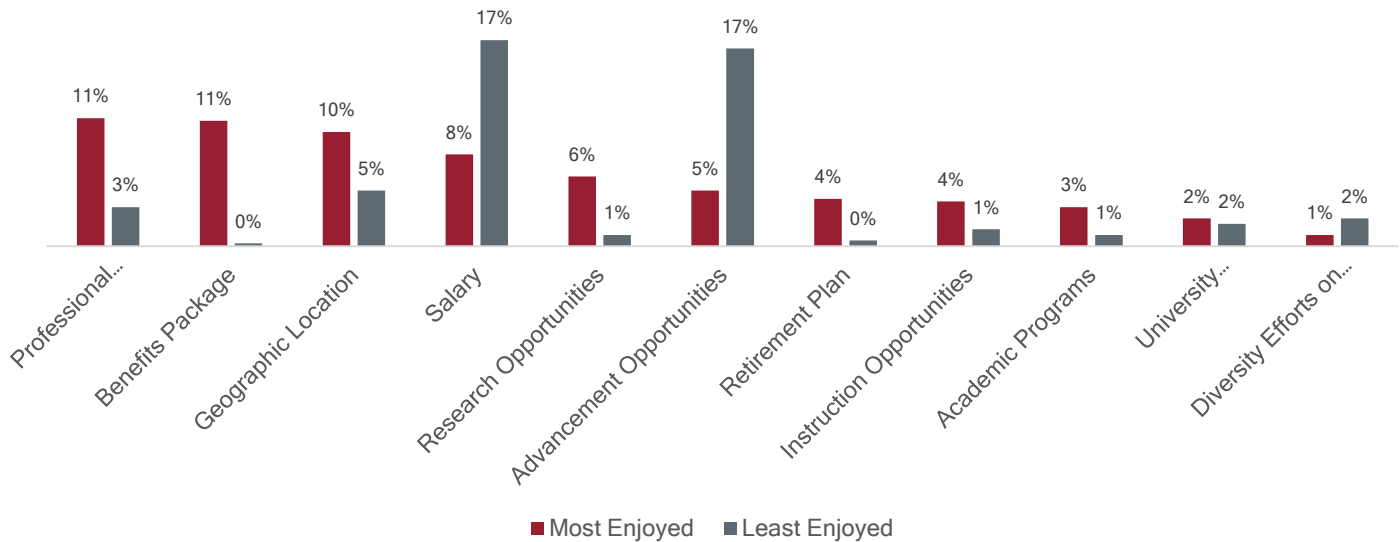


NEW EMPLOYMENT OF SEPARATED EMPLOYEE: Since July 2014, of those who responded, the majority indicated they retired, left WSU to work for another higher education institution, or left WSU prior to securing other employment.



FY 2014 - FY 2018 COMBINED RESPONSES CONTINUED:

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



WORKPLACE CLIMATE FACTORS: Based on responses received over the five-year period, regarding 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.

