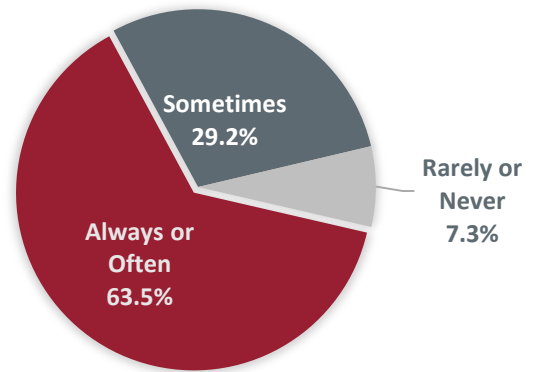For the 2018 Employee Engagement Survey (EES) there were 97 respondents in 2018 compared to 65 respondents in 2016 who identified their department within Information Technology, which include Enterprise Services. For 2018, the survey was sent to 130 active employees within Information Technology resulting in a 74.6% response rate. The response average for statements 1-39 was 3.69 for 2018 compared to 3.71 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 59.4% identified as Administrative Professional and 40.6% 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.
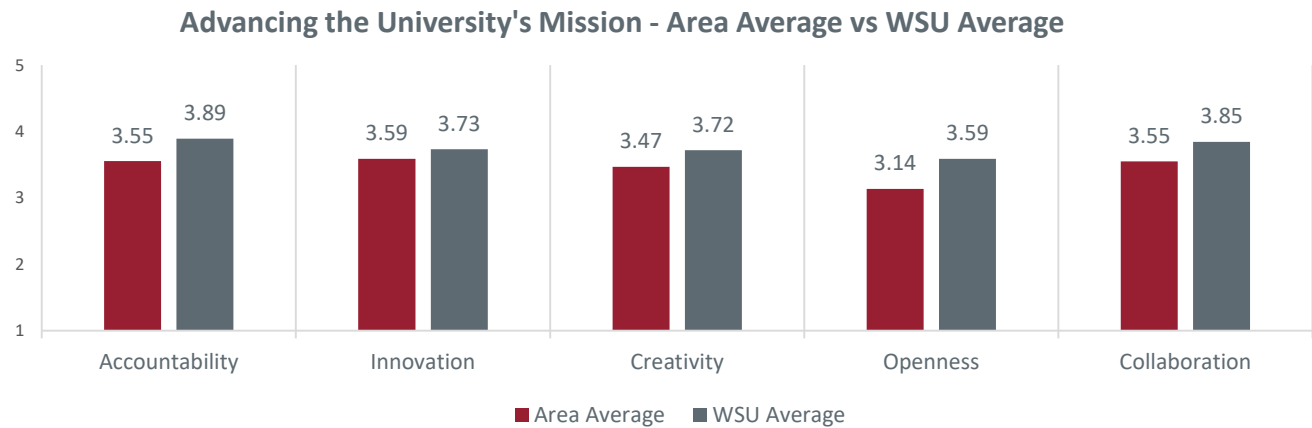
For the 2018 survey, 63.5% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.62 from 3.86 for 2016. A breakdown of response averages can be found at the end of this report on page 4.

Sometimes 29.2%

Rarely or Never 7.3%

Always or Often 63.5%

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 Information Technology compared to the overall WSU average:

Advancing the University's Mission - Area Average vs WSU Average

	Accountability	Innovation	Creativity	Openness	Collaboration
Area Average	3.55	3.59	3.47	3.14	3.55
WSU Average	3.89	3.73	3.72	3.59	3.85

■ Area Average   ■ 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.	-	4.34	4.42	4.27
I know what is expected of me at work.	4.29	4.20	4.30	4.35
I have positive interactions with my co-workers.	-	4.22	4.19	4.17
My supervisor values me and the work I do.	3.90	3.98	4.11	3.91

*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.	-	-	2.54	2.49
My department fosters a culture of health and wellness.	-	-	2.85	3.27
I receive clear information about changes being made within my college/area.	2.71	3.05	2.96	3.22
I receive clear information about changes being made within my department.	2.76	3.20	3.00	3.37
I know how my department measures success.	2.66	3.06	3.02	3.35

*Updated for 2018; **New for 2018*

SIGNIFICANT RESPONSE CHANGE (HIGHEST/LOWEST RESPONSE CHANGES):

Statements	Area Average 2014	Area Average 2016	Area Average 2018	Change
My supervisor gives me ongoing feedback to help me improve my performance.	3.27	3.38	3.71	0.32
I feel encouraged to have a good balance between work and personal life.	3.64	3.64	3.92	0.28
I am encouraged to provide input on decisions impacting my work.	3.56	3.45	3.60	0.16
Openness	-	3.47	3.14	-0.33
Overall, I am satisfied at work.	3.49	3.86	3.62	-0.24
I am comfortable with utilizing University resources.	-	3.49	3.27	-0.22
Knowledge and information sharing is practiced between me and my co-workers.	3.54	3.88	3.67	-0.21
I receive clear information about changes being made within my department.	2.76	3.20	3.00	-0.20

*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 Information Technology, 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.*
- *Evaluate efforts to advance the University's mission as it relates to openness.*
- *Provide employees with internal and external resources for workplace climate concerns and encourage the reporting of concerns.*

ACTION ITEMS (CONTINUED):

- *Improve communication efforts regarding changes at the department and area level.*
- *Encourage communication with employees on how success is measured and provide on-going feedback on how to improve performance.*
- *Encourage knowledge and information sharing within the work unit.*

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 Information Technology:

- *Dr. Pillay is an exceptional CIO and Vice President. I support his vision and direction for IT.*
- *I am very happy to be a part of the WSU IT Team.*
- *Changes are made without input from the employees as to how it will affect the overall work place environment.*
- *Our required QUARTERLY Performance Plans are way too time consuming and ridiculous. Should be done yearly or biannually!*
- *Employee Development/Advancement:*
- *Career ladders or opportunities for advancement have been removed from our area, yet responsibilities have increased. People want to grow and stay with ITS, but if there is nothing but more responsibility with no opportunity, ITS is going to continue to lose excellent people;*
- *My only big concern is a lack of a path for career progression in my department;*
- *More funds and time should be allocated and offered to employees for professional development;*
- *More training and engagement might make WSU more effective in taking advantage of efficiencies that are possible.*
- *The Central IT department is underfunded and has no way to plan for future needs. The campus infrastructure is aging and there is no plan or funding in place to cycle out the end of life equipment. This should be a planned lifecycle and due to funding constraints there is no plan. Also, attracting and keeping IT talent in Pullman is difficult primarily due to lack of competitive salaries.*
- *Need more funding to continue to improve the IT infrastructure.*
- *University Administration should be more transparent.*
- *The overwhelming Liberal bent of administration, faculty, and culture make WSU a sub-standard place to work. survey should have included moral, which in a budget uncertain environment is very low*
- *Discriminating women or person of color at work place is a serious issue for any organization including the academia where we teach future leaders to behave appropriately but it's a shame that we don't practice what we teach students.*
- *I feel WSU focuses more on how much time someone is sitting at their desk rather than the quality of work performed. I believe a more flexible work environment should be offered as an option and encouraged, such as telecommuting when appropriate.*
- *I also believe that employees should be not be forced to work in an open office environment especially if most of the people who are supposed to don't necessarily agree to, or want to. Decisions like these are made from department administration with little to no employee input on planning, suggestions and other input.*
- *WSU has a long history of treating employees, even senior employees, as pawns. I have been on teams that were transferred from one department to another with less than one day's notice on three different occasions. Other changes in management structure and reporting lines have been made with zero notice or consultation.*
- *Morale is VERY low...we are losing key people left and right...we have no support from the top as well.*

RESPONSE AVERAGE BREAKDOWN:

		Area Average			WSU Average
		2014	**2016**	**2018**	**2018**
	# of Respondents	41	65	97	3012
	Statement 1-39 Overall Average	**3.56**	**3.71**	**3.69**	**3.76**
1	I know what is expected of me at work.	4.29	4.20	4.30	4.35
2	I receive the information I need to perform my job.	3.98	3.94	3.97	4.02
3	I have the training to do my job effectively.*	3.85	3.75	3.57	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.60	3.75
5	I have the technology I need to do my job efficiently.	4.20	4.14	4.00	3.96
6	I am recognized for doing a good job.	3.41	3.43	3.43	3.45
7	My supervisor values me and the work I do.	3.90	3.98	4.11	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.64	3.64	3.92	3.59
9	I feel appropriately compensated for my level of position.	-	3.22	3.23	3.05
10	I am encouraged to develop myself professionally.	3.49	3.63	3.61	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.56	3.45	3.60	3.61
12	I am encouraged to come up with better ways of doing things.	3.55	3.57	3.65	3.66
13	I am given opportunities to be innovative or creative.	-	3.45	3.46	3.66
14	I am given opportunities to be collaborative.	-	3.69	3.73	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	3.71	4.08	3.89	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	3.54	3.88	3.67	3.79
17	Those around me are committed to doing quality work.	3.88	4.02	3.96	4.10
18	I have positive interactions with my co-workers.	-	4.22	4.19	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	4.09	4.03	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.27	3.38	3.71	3.43
21	My supervisor encourages a positive work climate.	-	3.95	4.09	3.88
22	My supervisor promotes open communication and feedback.	-	3.91	4.00	3.83
23	My supervisor treats me with dignity and respect.	-	4.34	4.42	4.27
24	Clear reporting structures are established within my department.	3.68	3.69	3.73	3.80
25	I receive clear information about changes being made within my department.	2.76	3.20	3.00	3.37
26	I know how my department measures success.	2.66	3.06	3.02	3.35
27	I know how my work contributes to the success of my department.	3.59	3.65	3.76	3.87
28	My department demonstrates support for a diverse workforce.	3.93	3.83	3.77	4.00
29	I enjoy being part of my department.	3.66	3.94	3.83	3.96

Rate the extent to which your department approached the following to advance the University Mission:

30	Accountability	-	3.58	3.55	3.89
31	Innovation	-	3.74	3.59	3.73
32	Creativity	-	3.53	3.47	3.72
33	Openness	-	3.47	3.14	3.59
34	Collaboration	-	3.69	3.55	3.85

35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.44	3.57	3.71	3.65
36	I receive clear information about changes being made within my college or area.	2.71	3.05	2.96	3.22
37	I receive clear information about changes being made within WSU.	2.93	3.09	3.18	3.22
38	I enjoy being part of Washington State University.	3.90	4.12	4.01	3.93
39	Overall, I am satisfied at work.	3.49	3.86	3.62	3.76
	I am comfortable with utilizing University resources.	-	3.49	3.27	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.38	3.31	3.67
	I have concerns regarding work climate.	-	3.43	3.42	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	3.73	3.73	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.54	2.49
	My department fosters a culture of health and wellness.**	-	-	2.85	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	3.09	3.28

*Updated for 2018; **New for 2018*