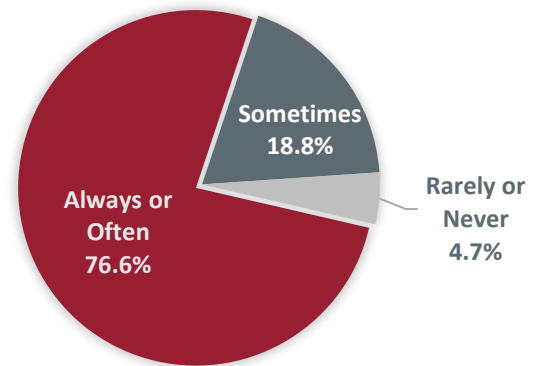


For the 2018 Employee Engagement Survey (EES) there were 65 respondents in 2018 compared to 46 respondents in 2016 who identified their department within the Provost Office and Academic Affairs Units, (including Assessment of Teaching and Learning, Equity and Diversity, Graduate Education, Institutional Research, Museum of Art, Native American Programs, Undergraduate Education, University Ombudsman). For 2018, the survey was sent to 98 active employees within the Provost Office and Academic Affairs Units resulting in a 66.3% response rate. The response average for statements 1-39 was 3.97 for 2018 compared to 3.98 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 61.5% identified as Administrative Professional, 20.0% identified themselves as Faculty and 18.5% 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.

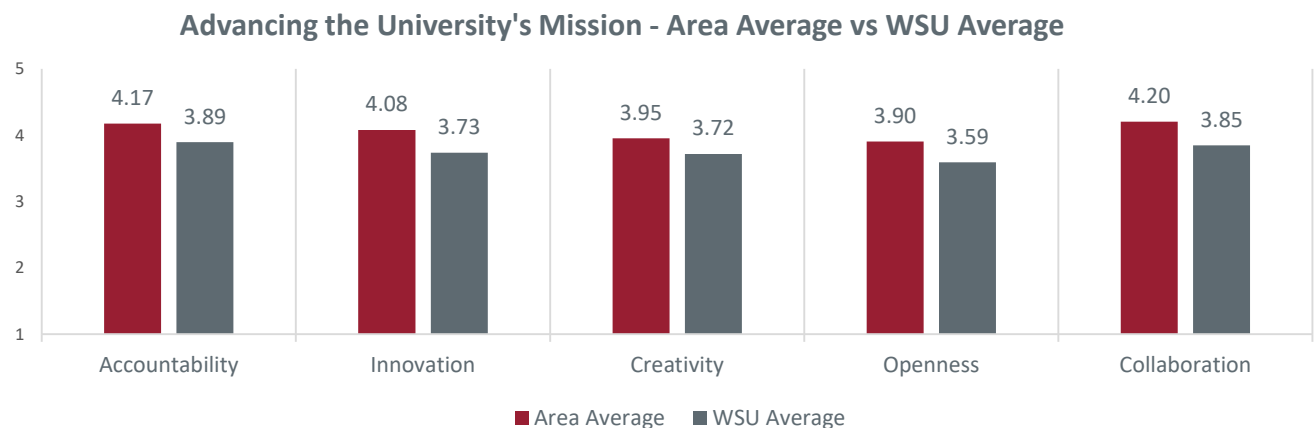
For the 2018 survey, 76.6% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.92 from 3.98 for 2016. A breakdown of response averages can be found at the end of 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 Provost Office and Academic Affairs Units compared to the overall WSU average:



HIGHEST 2018 RESPONSE AVERAGE:

Statements	Area Average 2014	Area Average 2016	Area Average 2018	WSU Average 2018
I know what is expected of me at work.	4.42	4.24	4.36	4.35
Those around me are committed to doing quality work.	4.46	4.26	4.36	4.10
My supervisor treats me with dignity and respect.	-	4.54	4.33	4.27
I have positive interactions with my co-workers.	-	4.30	4.30	4.17

**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.	-	-	2.56	2.49
My department fosters a culture of health and wellness.	-	-	3.06	3.27
I feel appropriately compensated for my level of position.	-	3.35	3.26	3.05
I receive clear information about changes being made within WSU.	3.15	3.38	3.31	3.22
My supervisor encourages me to use the University resources available to me.	-	3.93	3.31	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 am encouraged to develop myself professionally.	3.65	3.78	4.03	0.25
I am encouraged to provide input on decisions impacting my work.	3.50	3.67	3.89	0.22
I am given opportunities to be collaborative.	-	3.96	4.14	0.18
I am given opportunities to be innovative or creative.	-	3.84	4.00	0.16
My supervisor encourages me to use the University resources available to me.	-	3.93	3.31	-0.61
I feel comfortable bringing work climate concerns to my supervisor.	-	4.13	3.67	-0.46
I am comfortable with utilizing University resources.	-	4.00	3.61	-0.39
I have concerns regarding work climate.	-	3.89	3.56	-0.33
My supervisor promotes open communication and feedback.	-	4.11	3.80	-0.31

**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 the Provost Office and Academic Affairs Units, 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.
- Provide employees with internal and external resources for workplace climate concerns and encourage the reporting of concerns.
- 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 WSU.*
- *Evaluate how input is solicited and taken into consideration.*

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 Provost Office and Academic Affairs Units:

- *Overall, I think I have one of the best jobs at WSU! The team I work with is amazing, and I can honestly say I have never worked with better people. The Museum and the University have made me feel at home in my work, and every day I feel grateful to contribute to such a positive team!*
- *Having worked in a corporate climate prior to coming to WSU, I greatly appreciate the benefits and workload. The pay is comparable, and the value of benefits makes working at WSU highly sought after.*
- *Compensation:*
 - *I am concerned about pay scale/titles;*
 - *When more duties are added to an employees work, they should be compensated - like high level committee work or not hiring positions and spreading the work out amongst those who remain.*
- *My frustrations are largely with resource allocation. The word for years has been to do as much as possible with limited resources. New resources are given to new programs.*
- *The budget cuts have forced us to reduce staffing in our area, and leave vacancies open for extremely long periods. This has put a tremendous amount of extra work and pressure on our remaining staff. I don't see it letting up very soon, and it has diminished morale.*
- *I feel engagement at this institution is deeply impacted by segregation of divisions and units. From the top down, employees are discouraged from change-making outside of individual departments, and cross-campus collaboration is only feasible for issues which are already being discussed or only performed at the highest levels of administration. I would like to engage in an institutional culture which welcomes question asking and disruption of the norms to allow for innovation and creativity outside my own small department.*
- *I feel as though university employees and departments are in constant competition with one another. We make it seem like there is consistent collaboration and cooperation, but the reality is we are all trying to one-up each other rather than share good practices.*

RESPONSE AVERAGE BREAKDOWN:

	# of Respondents	College/Area Average			WSU
		2014	2016	2018	Average
Statement 1-39 Overall Average		3.85	3.98	3.97	3.76
1	I know what is expected of me at work.	4.42	4.24	4.36	4.35
2	I receive the information I need to perform my job.	4.08	4.09	4.11	4.02
3	I have the training to do my job effectively.*	4.31	4.11	4.13	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.94	3.75
5	I have the technology I need to do my job efficiently.	4.42	4.26	4.14	3.96
6	I am recognized for doing a good job.	3.50	3.63	3.53	3.45
7	My supervisor values me and the work I do.	3.96	4.04	3.97	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.58	3.98	3.81	3.59
9	I feel appropriately compensated for my level of position.	-	3.35	3.26	3.05
10	I am encouraged to develop myself professionally.	3.65	3.78	4.03	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.50	3.67	3.89	3.61
12	I am encouraged to come up with better ways of doing things.	3.62	3.91	3.98	3.66
13	I am given opportunities to be innovative or creative.	-	3.84	4.00	3.66
14	I am given opportunities to be collaborative.	-	3.96	4.14	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	4.00	4.04	4.14	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	3.73	4.02	4.05	3.79
17	Those around me are committed to doing quality work.	4.46	4.26	4.36	4.10
18	I have positive interactions with my co-workers.	-	4.30	4.30	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	4.17	4.27	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.08	3.48	3.48	3.43
21	My supervisor encourages a positive work climate.	-	4.11	3.90	3.88
22	My supervisor promotes open communication and feedback.	-	4.11	3.80	3.83
23	My supervisor treats me with dignity and respect.	-	4.54	4.33	4.27
24	Clear reporting structures are established within my department.	4.08	4.20	4.02	3.80
25	I receive clear information about changes being made within my department.	3.31	3.65	3.60	3.37
26	I know how my department measures success.	3.23	3.67	3.70	3.35
27	I know how my work contributes to the success of my department.	4.31	4.04	4.14	3.87
28	My department demonstrates support for a diverse workforce.	4.16	4.26	4.16	4.00
29	I enjoy being part of my department.	4.27	4.20	4.06	3.96
Rate the extent to which your department approached the following to advance the University Mission:					
30	Accountability	-	4.38	4.17	3.89
31	Innovation	-	4.07	4.08	3.73
32	Creativity	-	3.96	3.95	3.72
33	Openness	-	3.96	3.90	3.59
34	Collaboration	-	4.13	4.20	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.96	3.91	4.05	3.65
36	I receive clear information about changes being made within my college or area.	2.88	3.53	3.42	3.22
37	I receive clear information about changes being made within WSU.	3.15	3.38	3.31	3.22
38	I enjoy being part of Washington State University.	4.27	4.17	4.08	3.93
39	Overall, I am satisfied at work.	4.20	3.98	3.92	3.76
	I am comfortable with utilizing University resources.	-	4.00	3.61	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.93	3.31	3.67
	I have concerns regarding work climate.	-	3.89	3.56	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	4.13	3.67	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.56	2.49
	My department fosters a culture of health and wellness.**	-	-	3.06	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	3.38	3.28

*Updated for 2018; **New for 2018