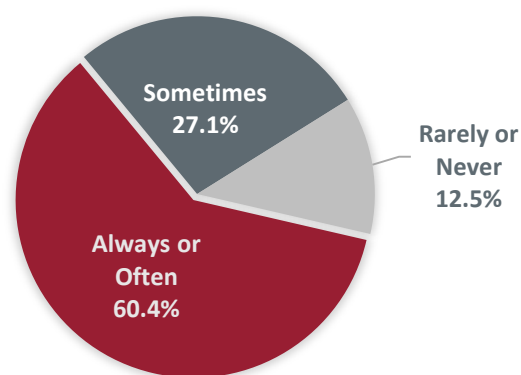


For the 2018 Employee Engagement Survey (EES) there were 49 respondents in 2018 compared to 36 respondents in 2016 who identified their department within University Marketing & Communications. For 2018, the survey was sent to 77 active employees within University Marketing & Communications resulting in a 63.6% response rate. The response average for statements 1-39 was 3.61 for 2018 compared to 3.71 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 73.5% identified themselves as Administrative Professional and 26.5% identified 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.

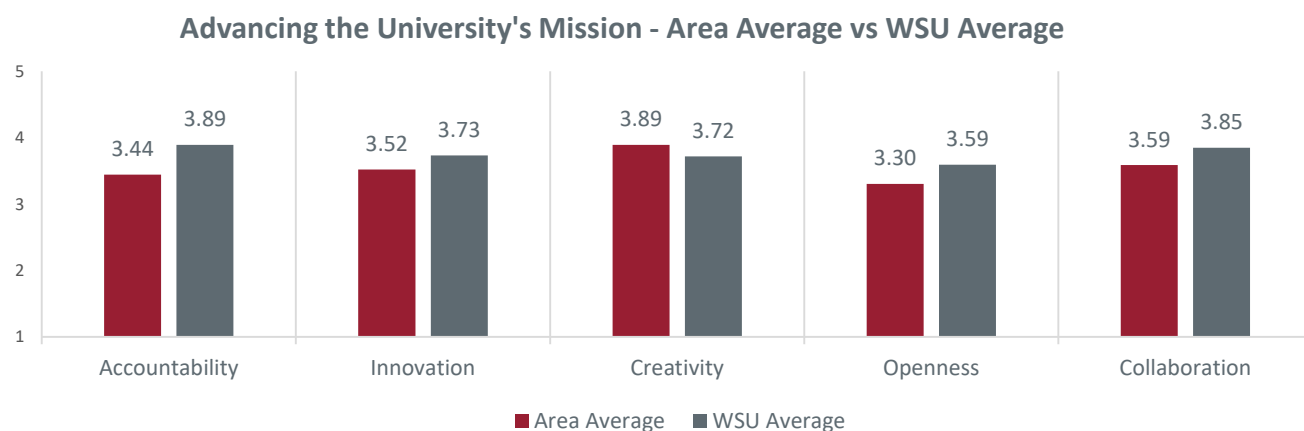
For the 2018 survey, 60.4% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.59 from 3.67 for 2016. A breakdown of response averages can be found at the end of 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 University Marketing & Communications 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.	-	4.14	4.42	4.27
I know what is expected of me at work.	4.33	4.25	4.22	4.35
Those around me are committed to doing quality work.	4.11	4.08	4.14	4.10
I have positive interactions with my co-workers.	-	4.08	4.10	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
My department fosters a culture of health and wellness.	-	-	2.78	3.27
I utilize wellbeing programs and resources available to employees.	-	-	2.92	2.49
I know how my department measures success.	3.11	3.11	2.92	3.35
I feel appropriately compensated for my level of position.	-	3.25	2.98	3.05

*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 treats me with dignity and respect.	-	4.14	4.42	0.27
My supervisor promotes open communication and feedback.	-	3.66	3.92	0.26
My supervisor encourages me to use the University resources available to me.	-	3.56	3.12	-0.44
I have the technology I need to do my job efficiently.	4.31	4.11	3.73	-0.38
I am comfortable with utilizing University resources.	-	3.79	3.43	-0.36
I receive clear information about changes being made within WSU.	3.11	3.42	3.06	-0.36

*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 University Marketing & Communications, 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.*
- *Encourage communication with employees on how success is measured and provide on-going feedback on how to improve performance.*
- *Evaluate technology options for employees.*
- *Improve communication efforts regarding changes within the University.*

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 University Marketing & Communications:

- *My direct supervisor is a great leader who advocates for his team, and I feel a strong sense of camaraderie with my immediate team.*
- *For a department that prides itself on being full of communication experts, UCOMM does a poor job of executing internal communication.*
- *Compensation:*
 - *There is great disparity between folks who do work and those who do not, with those doing the least amount of work often receiving the largest paychecks;*
 - *I have a concern about not getting cost of living increases;*
 - *The 1% increase this year was hardly anything. It would be nice to get a REAL cost of living wage;*
 - *Pay and job descriptions are inconsistent and frustratingly vague.*
- *I would like to have my job duties to match my job title.*
- *There is no parity or equality among employees. People with little experience outside of being "Cougs" are given raises and moved into "Director" positions, while people with advanced degrees and 10-20 years private sector experience have to train these new directors on how to do their jobs.*
- *I find it sad that in the Civil Service area, there is no way to reward a great employee! You can have 2 employees with the same title, one does great one does poorly, yet they get the same pay and no other way to reward them!*
- *No real benchmarks for performance evaluation of managers within my unit.*
- *I don't feel any sense of respect or consideration from the leadership of my department, and my team is often brought in on projects at the very last minute and given a set of orders to fulfill, rather than provided any opportunity to contribute in a meaningful, innovative and creative way.*
- *WSU provides an atmosphere where sexism, bullying, and pay disparity can flourish with few repercussions.*

RESPONSE AVERAGE BREAKDOWN:

		Area Average			WSU Average
		2014	2016	2018	2018
# of Respondents		36	36	49	3012
Statement 1-39 Overall Average		3.75	3.71	3.61	3.76
1	I know what is expected of me at work.	4.33	4.25	4.22	4.35
2	I receive the information I need to perform my job.	4.03	3.97	3.82	4.02
3	I have the training to do my job effectively.*	4.03	3.89	3.90	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.53	3.75
5	I have the technology I need to do my job efficiently.	4.31	4.11	3.73	3.96
6	I am recognized for doing a good job.	3.50	3.29	3.41	3.45
7	My supervisor values me and the work I do.	4.06	3.80	3.80	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.86	3.86	3.65	3.59
9	I feel appropriately compensated for my level of position.	-	3.25	2.98	3.05
10	I am encouraged to develop myself professionally.	3.33	3.08	3.18	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.78	3.36	3.33	3.61
12	I am encouraged to come up with better ways of doing things.	3.67	3.50	3.38	3.66
13	I am given opportunities to be innovative or creative.	-	3.50	3.55	3.66
14	I am given opportunities to be collaborative.	-	3.81	3.51	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	3.94	3.83	3.76	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	3.78	3.67	3.67	3.79
17	Those around me are committed to doing quality work.	4.11	4.08	4.14	4.10
18	I have positive interactions with my co-workers.	-	4.08	4.10	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	3.78	3.92	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.33	3.31	3.35	3.43
21	My supervisor encourages a positive work climate.	-	3.77	3.81	3.88
22	My supervisor promotes open communication and feedback.	-	3.66	3.92	3.83
23	My supervisor treats me with dignity and respect.	-	4.14	4.42	4.27
24	Clear reporting structures are established within my department.	3.58	3.77	3.82	3.80
25	I receive clear information about changes being made within my department.	3.33	3.42	3.20	3.37
26	I know how my department measures success.	3.11	3.11	2.92	3.35
27	I know how my work contributes to the success of my department.	3.89	3.92	3.59	3.87
28	My department demonstrates support for a diverse workforce.	4.03	4.06	3.91	4.00
29	I enjoy being part of my department.	4.06	3.74	3.63	3.96
Rate the extent to which your department approached the following to advance the University Mission:					
30	Accountability	-	3.78	3.44	3.89
31	Innovation	-	3.82	3.52	3.73
32	Creativity	-	4.06	3.89	3.72
33	Openness	-	3.58	3.30	3.59
34	Collaboration	-	3.75	3.59	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.64	3.38	3.42	3.65
36	I receive clear information about changes being made within my college or area.	3.28	3.36	3.10	3.22
37	I receive clear information about changes being made within WSU.	3.11	3.42	3.06	3.22
38	I enjoy being part of Washington State University.	3.86	4.06	3.78	3.93
39	Overall, I am satisfied at work.	3.83	3.67	3.59	3.76
	I am comfortable with utilizing University resources.	-	3.79	3.43	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.56	3.12	3.67
	I have concerns regarding work climate.	-	3.40	3.14	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	3.66	3.72	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.92	2.49
	My department fosters a culture of health and wellness.**	-	-	2.78	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	3.00	3.28

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