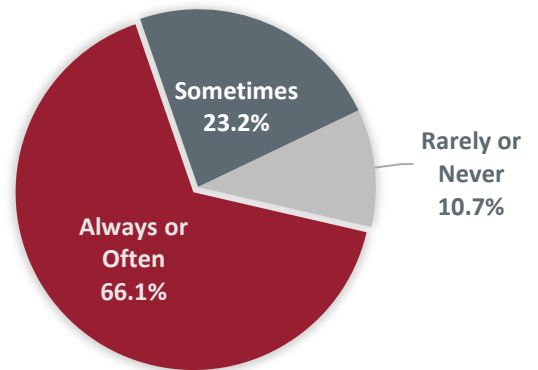


For the 2018 Employee Engagement Survey (EES) there were 59 respondents in 2018 compared to 47 respondents in 2016 who identified their department within WSU Spokane. For 2018, the survey was sent to 148 active employees within WSU Spokane resulting in a 39.9% response rate. The response average for statements 1-39 was 3.71 for 2018 compared to 4.04 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 54.2% identified themselves as Civil Service, 33.9% identified themselves as Administrative Professional and 11.9% identified themselves as Faculty.

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.

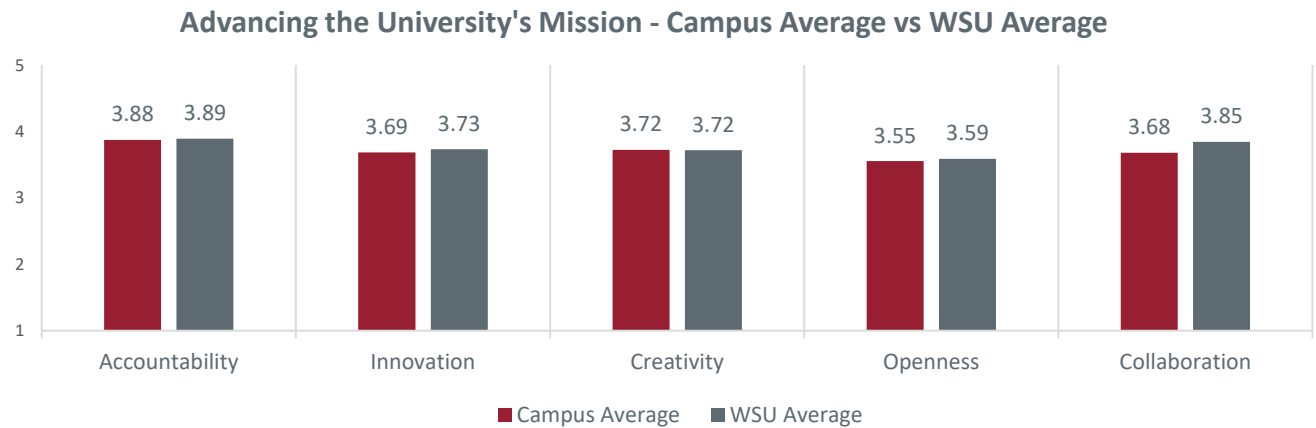
For the 2018 survey, 66.1% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.65 from 4.09 for 2016. A breakdown of response averages can be found at the end of 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 WSU Spokane compared to the overall WSU average:



### HIGHEST 2018 RESPONSE AVERAGE:

Statements	Campus Average 2014	Campus Average 2016	Campus Average 2018	WSU Average 2018
I know what is expected of me at work.	4.54	4.45	4.26	4.35
My supervisor treats me with dignity and respect.	-	4.50	4.15	4.27
I have the training to do my job effectively.*	4.17	4.26	4.11	4.10
I receive the information I need to perform my job.	4.21	4.17	4.05	4.02
I have positive interactions with my co-workers.	-	4.34	4.00	4.17

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

### LOWEST 2018 RESPONSE AVERAGE:

Statements	Campus Average 2014	Campus Average 2016	Campus Average 2018	WSU Average 2018
I utilize wellbeing programs and resources available to employees.	-	-	2.49	2.49
My supervisor encourages me to use the University resources available to me.	-	3.57	3.00	3.67
My department fosters a culture of health and wellness.	-	-	3.07	3.27
I feel appropriately compensated for my level of position.	-	3.32	3.09	3.05

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

### SIGNIFICANT RESPONSE CHANGE (HIGHEST/LOWEST RESPONSE CHANGES):

Statements	Campus Average 2014	Campus Average 2016	Campus Average 2018	Change
My supervisor encourages me to use the University resources available to me.	-	3.57	3.00	-0.57
I am comfortable with utilizing University resources.	-	3.80	3.28	-0.53
My department demonstrates support for a diverse workforce.	4.30	4.33	3.84	-0.50
My supervisor values me and the work I do.	4.13	4.24	3.76	-0.48
I am given opportunities to be collaborative.	-	4.06	3.59	-0.48
I am encouraged to come up with better ways of doing things.	3.88	3.98	3.50	-0.48

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

### ACTION ITEMS:

In reviewing the lowest campus response averages and the statements with negative change from 2016 to 2018 in WSU Spokane, 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.
- Identify ways to support a diversified workforce.
- Identify ways to promote collaborative work environments.
- Evaluate how input is solicited and taken into consideration.
- Provide employees with on-going feedback and recognition.

## 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 WSU Spokane:

- *I really enjoy working for Washington State University.*
- *I feel privileged to work on this campus. I happen to work in an area where the management structure works well and people, (for the most part), do work well together.*
- *I am not happy with the compensation I receive for my job.*
- *I feel it is unfair that my department is expected to perform an unreasonable amount of work the with staff we have and other departments are given the staff that they need.*
- *I am told to do a lot more with a lot less. To stop saying that I have a lot on my plate.*
- *Supervisors tend to cause conflicts between groups and areas and cause a uncomfortable work environment.*
- *The Student Affairs office in Spokane is TOXIC. Leadership is poor, dismissive, and displays favoritism. Concerns have been brought to them, they are not dealt with and we are told to handle it at our own level which rarely solves internal issues with peers.*
- *Taking this job has hurt my personal life immensely.*
- *Poor leadership is costing this university money. Rather than actively reducing expenditures, it may be beneficial to coach/humble the leaders on this campus and taking in account how much their poor management impacts the budget.*
- *There is absolutely NO chain-of-command at WSU. If I have an issue, I have no clue where or to whom I am supposed to turn to for resolution.*
- *Our current work culture is the worst I have worked in. We are seriously understaffed and overworked. We have a culture that is not open or safe, despite a highly committed group of employees.*

RESPONSE AVERAGE BREAKDOWN:

	# of Respondents	Campus Average			WSU Average
		2014	2016	2018	2018
<b>Statement 1-39 Overall Average</b>		<b>3.94</b>	<b>4.04</b>	<b>3.71</b>	<b>3.76</b>
1	I know what is expected of me at work.	4.54	4.45	4.26	4.35
2	I receive the information I need to perform my job.	4.21	4.17	4.05	4.02
3	I have the training to do my job effectively.*	4.17	4.26	4.11	4.10
4	I have the resources I need to do my job efficiently.*	-	-	3.67	3.75
5	I have the technology I need to do my job efficiently.	4.38	4.28	3.84	3.96
6	I am recognized for doing a good job.	3.72	3.80	3.45	3.45
7	My supervisor values me and the work I do.	4.13	4.24	3.76	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.81	4.04	3.78	3.59
9	I feel appropriately compensated for my level of position.	-	3.32	3.09	3.05
10	I am encouraged to develop myself professionally.	3.85	3.98	3.54	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.83	3.83	3.73	3.61
12	I am encouraged to come up with better ways of doing things.	3.88	3.98	3.50	3.66
13	I am given opportunities to be innovative or creative.	-	3.77	3.36	3.66
14	I am given opportunities to be collaborative.	-	4.06	3.59	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	3.69	4.15	3.74	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	3.88	4.02	3.88	3.79
17	Those around me are committed to doing quality work.	3.81	4.17	3.95	4.10
18	I have positive interactions with my co-workers.	-	4.34	4.00	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	4.11	3.78	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.68	3.96	3.64	3.43
21	My supervisor encourages a positive work climate.	-	4.04	3.86	3.88
22	My supervisor promotes open communication and feedback.	-	4.20	3.90	3.83
23	My supervisor treats me with dignity and respect.	-	4.50	4.15	4.27
24	Clear reporting structures are established within my department.	4.10	4.06	3.65	3.80
25	I receive clear information about changes being made within my department.	3.65	3.67	3.35	3.37
26	I know how my department measures success.	3.50	3.60	3.42	3.35
27	I know how my work contributes to the success of my department.	4.02	4.11	3.96	3.87
28	My department demonstrates support for a diverse workforce.	4.30	4.33	3.84	4.00
29	I enjoy being part of my department.	4.10	4.13	3.88	3.96
<b>Rate the extent to which your department approached the following to advance the University Mission:</b>					
30	Accountability	-	4.30	3.88	3.89
31	Innovation	-	4.16	3.69	3.73
32	Creativity	-	4.16	3.72	3.72
33	Openness	-	3.93	3.55	3.59
34	Collaboration	-	4.02	3.68	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.94	3.81	3.53	3.65
36	I receive clear information about changes being made within my college or area.	3.46	3.62	3.29	3.22
37	I receive clear information about changes being made within WSU.	3.38	3.52	3.17	3.22
38	I enjoy being part of Washington State University.	4.40	4.24	3.91	3.93
39	Overall, I am satisfied at work.	4.15	4.09	3.65	3.76
	I am comfortable with utilizing University resources.	-	3.80	3.28	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.57	3.00	3.67
	I have concerns regarding work climate.	-	3.57	3.12	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	3.96	3.49	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.49	2.49
	My department fosters a culture of health and wellness.**	-	-	3.07	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