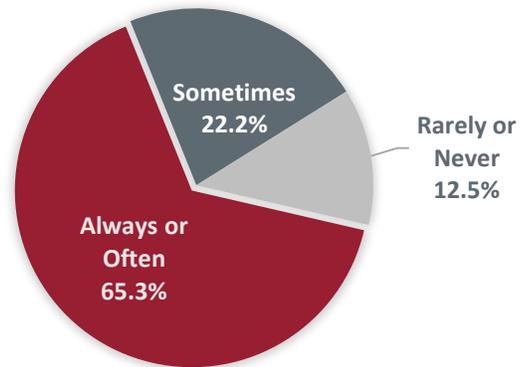


For the 2018 Employee Engagement Survey (EES) there were 74 respondents in 2018 compared to 45 respondents in 2016 who identified their department within WSU Tri-Cities. For 2018, the survey was sent to 335 active employees within WSU Tri-Cities resulting in a 22.1% response rate. The response average for statements 1-39 was 3.62 for 2018 compared to 3.58 in 2016 resulting in a decrease in the overall response average from 2016. For 2018 50.0% identified themselves as Administrative Professional, 28.4% identified themselves as Faculty, and 21.6% 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.

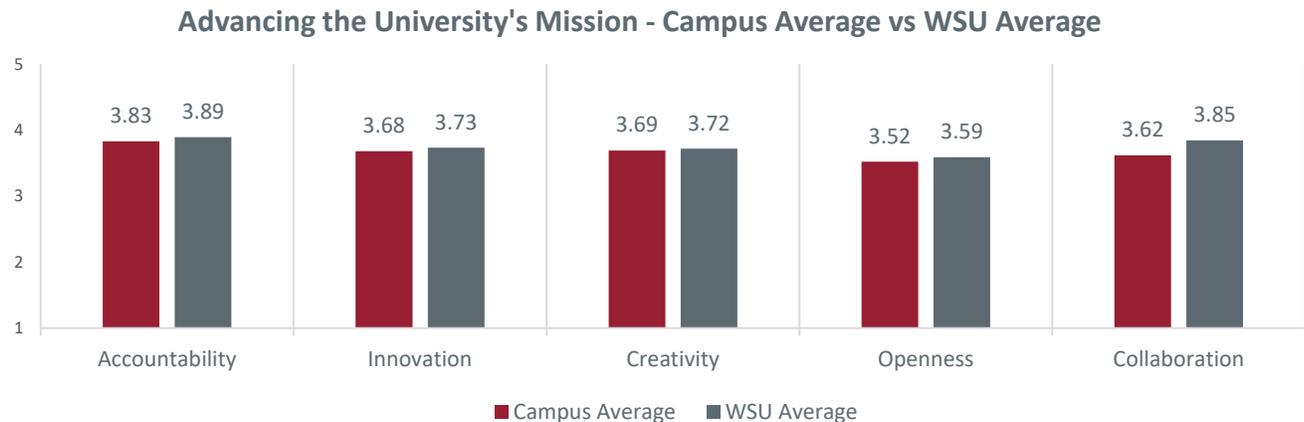
For the 2018 survey, 65.3% of respondents said they always or often enjoy being part of their department (statement 28). Additionally, the response average for overall satisfaction at work (statement 39), decreased to 3.62 from 3.64 for 2016. A breakdown of response averages can be found at the end of 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 Tri-Cities 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.	4.41	4.24	4.24	4.35
My supervisor treats me with dignity and respect.	-	4.14	4.11	4.27
I have positive interactions with my co-workers.	-	3.98	4.09	4.17
I receive the information I need to perform my job.	4.03	3.71	3.93	4.02

*\*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.	-	-	2.56	2.49
I feel appropriately compensated for my level of position.	-	2.80	2.64	3.05
My department fosters a culture of health and wellness.	-	-	2.70	3.27
My supervisor encourages me to use the University resources available to me.	-	3.28	2.79	3.67

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

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

Statements	Campus Average 2014	Campus Average 2016	Campus Average 2018	Change
I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.63	3.20	3.54	0.34
Openness	-	3.20	3.52	0.33
Accountability	-	3.56	3.83	0.26
I am comfortable with utilizing University resources.	-	3.68	3.14	-0.54
My supervisor encourages me to use the University resources available to me.	-	3.28	2.79	-0.49
I feel comfortable bringing work climate concerns to my supervisor.	-	3.63	3.35	-0.29

*\*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 Tri-Cities, 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.*
- *Provide employees with internal and external resources for workplace climate concerns and encourage the reporting of concerns.*
- *Identify positions with inappropriate compensation.*

## 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 Tri-Cities:

- *I really appreciate my immediate supervisor.*
- *I am really happy with the culture in my individual unit*
- *I am overall satisfied and impressed with the professionalism of the staff and faculty I work with across the WSU system outside of WSU Tri-Cities.*
- *I have concerns with the Administration of WSU-TC GEAR UP. I do not see the Admin as safe and transparent to give feedback to of program concerns.*
- *Professional Development:*
  - *I work in Moses Lake away from my WSU Branch in Tri-Cities, my colleagues and I rarely get a chance to take part in any of the special events that are given to staff at WSU TC including retirement and benefit forums.*
  - *When we work full time and work an hour away, we cannot even make it to campus on time to attend classes.*
  - *I find it odd that clock hours are not offered at our trainings.*
  - *I wish we could take on line courses to use our college benefits.*
  - *I'd love to see more institutional support for peer-to-peer mentoring and recognition for people who are leaders in a variety of contexts.*
- *Although there is an understanding that budgets are tight right now, we continue to place additional requirements on those individuals that are known to be able to get the job done well, with no additional compensation.*
- *The pay for adjunct faculty is abysmal.*
- *Communication:*
  - *Limited communication from Administration to part-time staff.*
  - *Communication between administration and faculty (especially junior and female) needs to be improved.*
- *I have many concerns, disappointments, and disheartening experiences regarding my co-workers at WSU Tri-Cities.*
- *Campus is extremely dirty, both in and out. Office space is not ideal for successful work performance,*
- *Not everyone behaves professionally and concerned about how students may be treated.*
- *WSU Tri-Cities need professional leadership, not academic leadership*
- *Faculty were not treated equally and were not given the same set of opportunities at WSU.*
- *Within WSUTC the I/me attitude is prevalent. WSU Tri-cities does not foster the thought the everyone working on campus is a team. Every department is out for themselves and does not care if that harms the other departments.*
- *There is no accountability for those that are not performing at the level expected of their position.*
- *The toxic workplace atmosphere of the last few years needs to be explicitly addressed and remedied. There should be no tolerance for rudeness and condescension, at any level.*
- *Academic Affairs needs to be civil in its tone, and openly communicate its strategic plan to the faculty. The supervision of academics on my campus does not support engagement by the faculty in any way.*

RESPONSE AVERAGE BREAKDOWN:

	# of Respondents	Campus Average			WSU
		2014	2016	2018	Average
		33	45	74	2018
<b>Statement 1-39 Overall Average</b>		<b>3.67</b>	<b>3.58</b>	<b>3.62</b>	<b>3.76</b>
1	I know what is expected of me at work.	4.41	4.24	4.24	4.35
2	I receive the information I need to perform my job.	4.03	3.71	3.93	4.02
3	I have the training to do my job effectively.*	4.15	3.82	3.78	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.	4.30	3.86	3.78	3.96
6	I am recognized for doing a good job.	3.18	3.27	3.33	3.45
7	My supervisor values me and the work I do.	3.88	3.74	3.89	3.91
8	I feel encouraged to have a good balance between work and personal life.	3.44	3.19	3.42	3.59
9	I feel appropriately compensated for my level of position.	-	2.80	2.64	3.05
10	I am encouraged to develop myself professionally.	3.55	3.50	3.50	3.58
11	I am encouraged to provide input on decisions impacting my work.	3.34	3.36	3.45	3.61
12	I am encouraged to come up with better ways of doing things.	3.34	3.52	3.53	3.66
13	I am given opportunities to be innovative or creative.	-	3.64	3.65	3.66
14	I am given opportunities to be collaborative.	-	3.71	3.56	3.77
15	A spirit of cooperation and teamwork exists between my co-workers and me.	4.21	3.60	3.62	3.83
16	Knowledge and information sharing is practiced between my co-workers and me.	4.12	3.69	3.61	3.79
17	Those around me are committed to doing quality work.	4.24	3.98	3.88	4.10
18	I have positive interactions with my co-workers.	-	3.98	4.09	4.17
19	I enjoy the work climate that exists between my co-workers and me.	-	3.76	3.88	3.97
20	My supervisor gives me ongoing feedback to help me improve my performance.	3.48	3.16	3.33	3.43
21	My supervisor encourages a positive work climate.	-	3.71	3.70	3.88
22	My supervisor promotes open communication and feedback.	-	3.72	3.67	3.83
23	My supervisor treats me with dignity and respect.	-	4.14	4.11	4.27
24	Clear reporting structures are established within my department.	3.48	3.52	3.57	3.80
25	I receive clear information about changes being made within my department.	2.85	3.02	3.14	3.37
26	I know how my department measures success.	3.21	3.12	3.24	3.35
27	I know how my work contributes to the success of my department.	3.64	3.82	3.90	3.87
28	My department demonstrates support for a diverse workforce.	3.64	3.88	3.85	4.00
29	I enjoy being part of my department.	3.88	3.86	3.88	3.96
<b>Rate the extent to which your department approached the following to advance the University Mission:</b>					
30	Accountability	-	3.56	3.83	3.89
31	Innovation	-	3.78	3.68	3.73
32	Creativity	-	3.80	3.69	3.72
33	Openness	-	3.20	3.52	3.59
34	Collaboration	-	3.63	3.62	3.85
35	I am encouraged to improve work processes to benefit students and other University constituents or colleagues.	3.63	3.20	3.54	3.65
36	I receive clear information about changes being made within my college or area.	2.76	2.89	2.94	3.22
37	I receive clear information about changes being made within WSU.	2.88	3.05	3.01	3.22
38	I enjoy being part of Washington State University.	4.15	3.82	3.86	3.93
39	Overall, I am satisfied at work.	3.94	3.64	3.62	3.76
	I am comfortable with utilizing University resources.	-	3.68	3.14	3.62
	My supervisor encourages me to use the University resources available to me.	-	3.28	2.79	3.67
	I have concerns regarding work climate.	-	3.00	2.87	3.46
	I feel comfortable bringing work climate concerns to my supervisor.	-	3.63	3.35	3.73
	I utilize wellbeing programs and resources available to employees.**	-	-	2.56	2.49
	My department fosters a culture of health and wellness.**	-	-	2.70	3.27
	I feel encouraged to focus on my wellbeing both at work and in my personal life.**	-	-	2.87	3.28

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