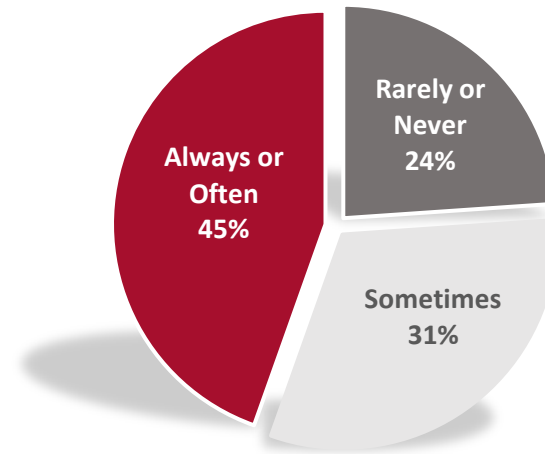


ENGAGEMENT OVERVIEW:

For the 2023 Employee Engagement Survey (EES) there were 115 respondents in 2023 compared to 97 respondents in 2018 who identified their department within Information Technology Services. For 2023, the survey was sent to 115 active employees within Information Technology Services resulting in a 100% response rate. The response average for 70 Likert scaled statements was 3.88 for 2023 compared to 3.69 in 2018 resulting in an increase in the overall response average from 2018. For 2023 76% identified themselves as Civil Service, and 24% identified themselves as Administrative Professional.

As explained in the 2023 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 2023 survey, 45% of respondents said they always or often enjoy being part of their College/Area. A breakdown of scoring response averages can be found at the end of this report beginning on page 5.



Enjoy Being Part of Their College/Area

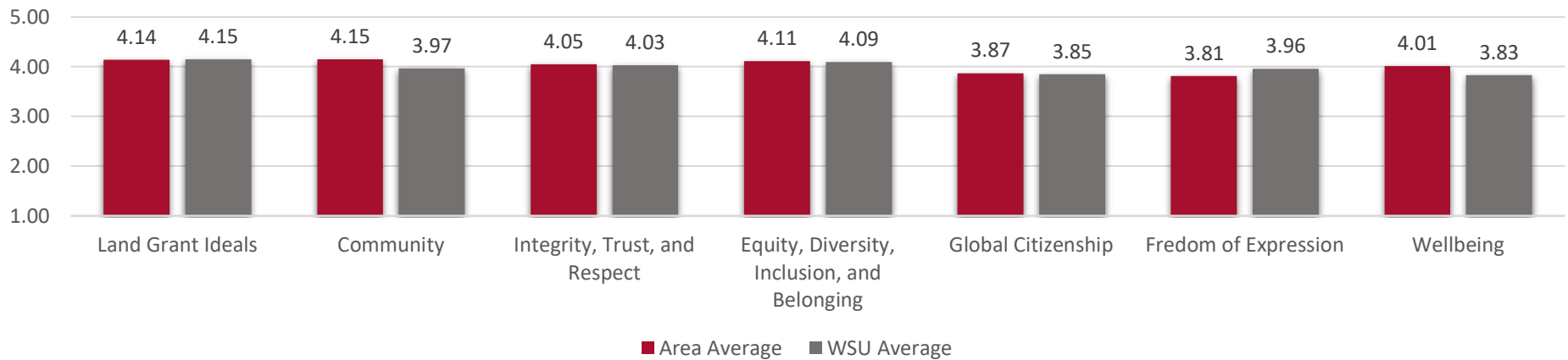
AREA VS. WSU SYSTEM AVERAGES AND PARTICIPATION

	Area Average				WSU Average
	2014	2016	2018	2023	2023
# of Respondents	41	65	97	115	2791
Likert Overall Average	3.56	3.71	3.69	3.88	3.73

ADVANCING THE UNIVERSITY’S VALUES:

The survey asked respondents to identify the extent to which their department embraces the University’s values, specifically as it related to Land-grant ideals, Community, Integrity Trust and Respect, Equity Diversity Inclusion and Belonging, Global citizenship, Freedom of expression, and Wellbeing. This graph demonstrates the response average within Information Technology Services compared to the overall WSU average:

Advancing the University's Values - Area Average vs. WSU Average



HIGHEST 2023 RESPONSE AVERAGE:

STATEMENTS	AREA AVERAGE 2014	AREA AVERAGE 2016	AREA AVERAGE 2018	AREA AVERAGE 2023	WSU AVERAGE 2023
My supervisor treats me with dignity and respect.	-	4.34	4.42	4.72	4.45
My supervisor treats me equitably. **	-	-	-	4.52	4.31
My supervisor promotes open communication and feedback.	-	3.91	4.00	4.50	4.13
My supervisor encourages a positive work climate.	-	3.95	4.09	4.49	4.15

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

LOWEST 2023 RESPONSE AVERAGE:

STATEMENTS	AREA AVERAGE 2014	AREA AVERAGE 2016	AREA AVERAGE 2018	AREA AVERAGE 2023	WSU AVERAGE 2023
WSU system leadership values me and the work I do. **	-	-	-	3.07	2.76
I feel heard by WSU system leadership. **	-	-	-	3.04	2.77
Decision making by WSU system leadership is transparent. *	2.93	3.09	3.18	3.02	2.89
I utilize wellbeing programs and resources available to employees.	-	-	2.54	2.52	2.44

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

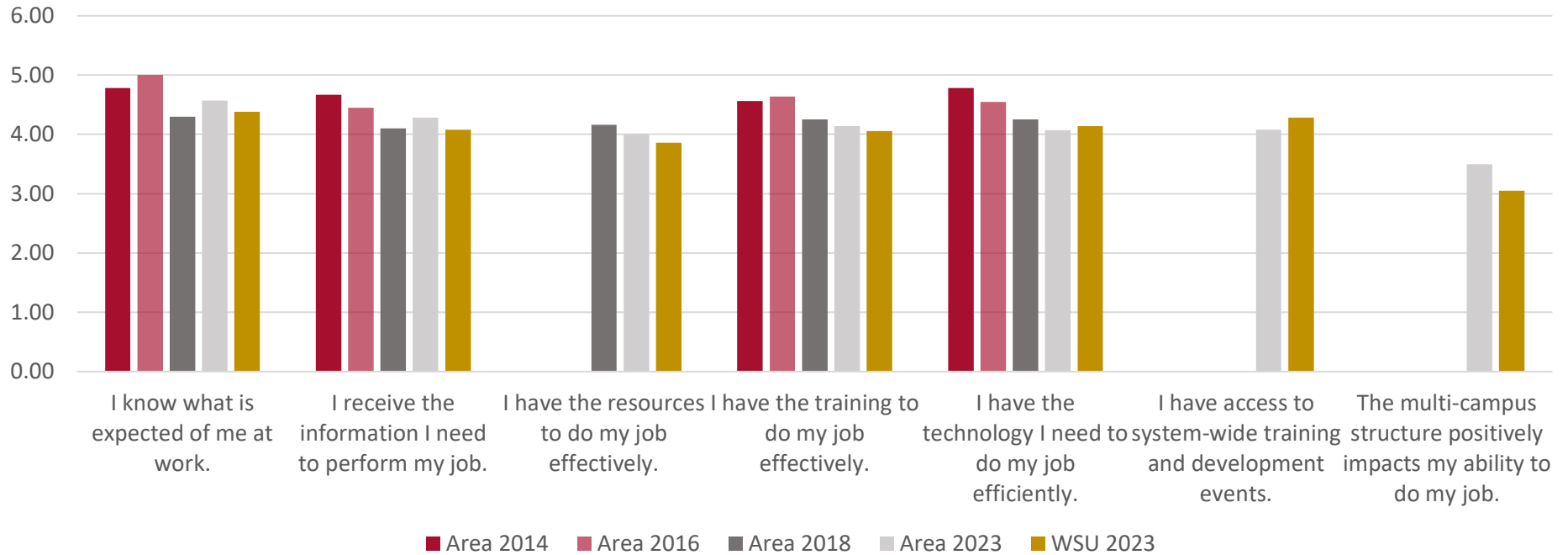
SIGNIFICANT RESPONSE CHANGE (RESPONSE CHANGES 0.33 OR HIGHER):

STATEMENTS	AREA AVERAGE 2014	AREA AVERAGE 2016	AREA AVERAGE 2018	AREA AVERAGE 2023	CHANGE
My department leadership fosters a culture of health and wellness.	-	-	2.85	3.75	0.90
I feel encouraged to focus on my wellbeing both at work and in my personal life.	-	-	3.09	3.86	0.77
My supervisor encourages me to use the university resources regarding employee concerns. *	-	3.38	3.31	3.87	0.56
Knowledge and information sharing is practiced between my co-workers and me.	3.54	3.88	3.67	4.20	0.53
My supervisor promotes open communication and feedback.	-	3.91	4.00	4.50	0.50
I receive transparent information about changes being made within my department.	2.76	3.20	3.00	3.49	0.49
My department demonstrates support for a diverse workforce.	3.93	3.83	3.77	4.21	0.44
I have the resources to do my job effectively.	-	-	3.60	4.02	0.42
Overall, I am satisfied at work.	3.49	3.86	3.62	4.03	0.41
I enjoy being part of my department.	3.66	3.94	3.83	4.23	0.40

Clear reporting structures are established within my department.	3.68	3.69	3.73	4.13	0.40
My supervisor encourages a positive work climate.	-	3.95	4.09	4.49	0.40
Those around me are committed to doing quality work.	3.88	4.02	3.96	4.35	0.39
A spirit of cooperation and teamwork exists between my co-workers and me.	3.71	4.08	3.89	4.25	0.36

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

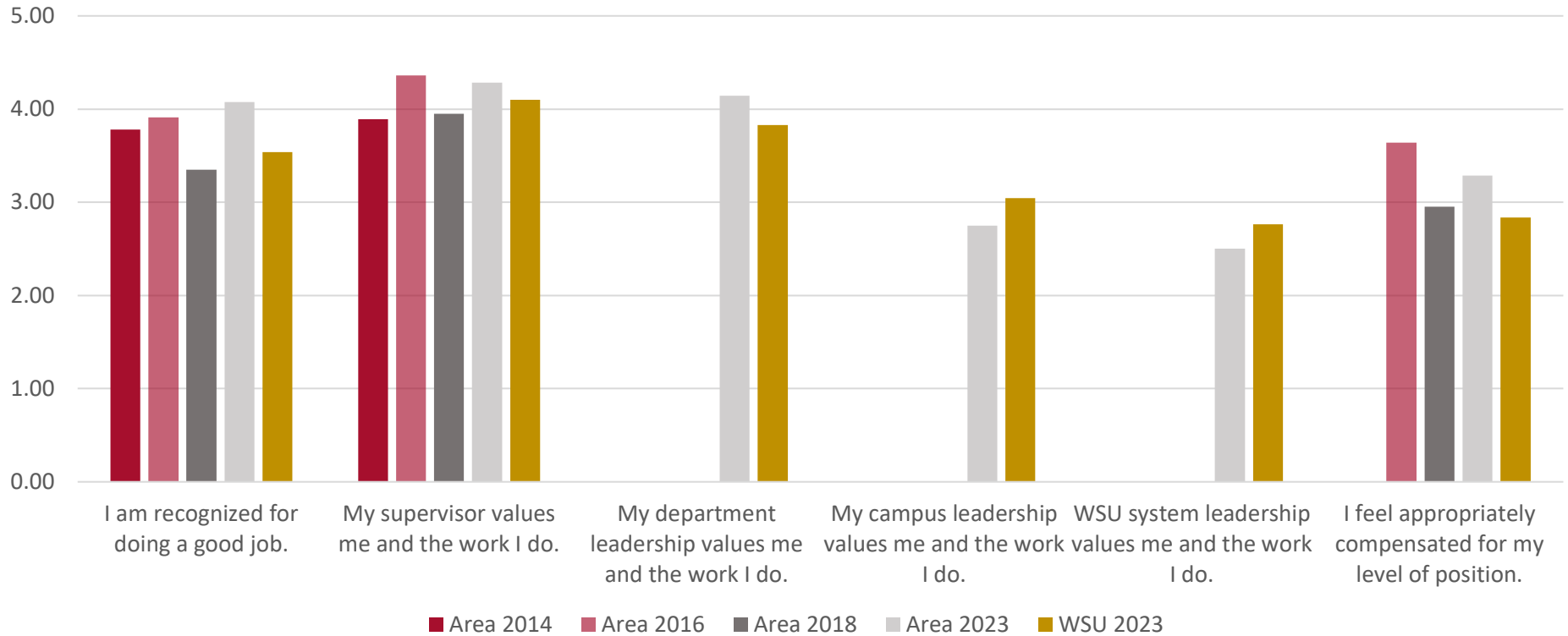
You have what is needed to do your job



	Area Average				WSU Average
	2014	2016	2018	2023	2023
I know what is expected of me at work.	4.78	5.00	4.30	4.57	4.38
I receive the information I need to perform my job.	4.67	4.45	4.10	4.29	4.08
I have the resources to do my job effectively.	-	-	4.16	4.00	3.86
I have the training to do my job effectively.	4.56	4.64	4.25	4.14	4.05
I have the technology I need to do my job efficiently.	4.78	4.55	4.25	4.07	4.14
** I have access to system-wide training and development events.	-	-	-	4.08	4.28
** The multi-campus structure positively impacts my ability to do my job.	-	-	-	3.50	3.05

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

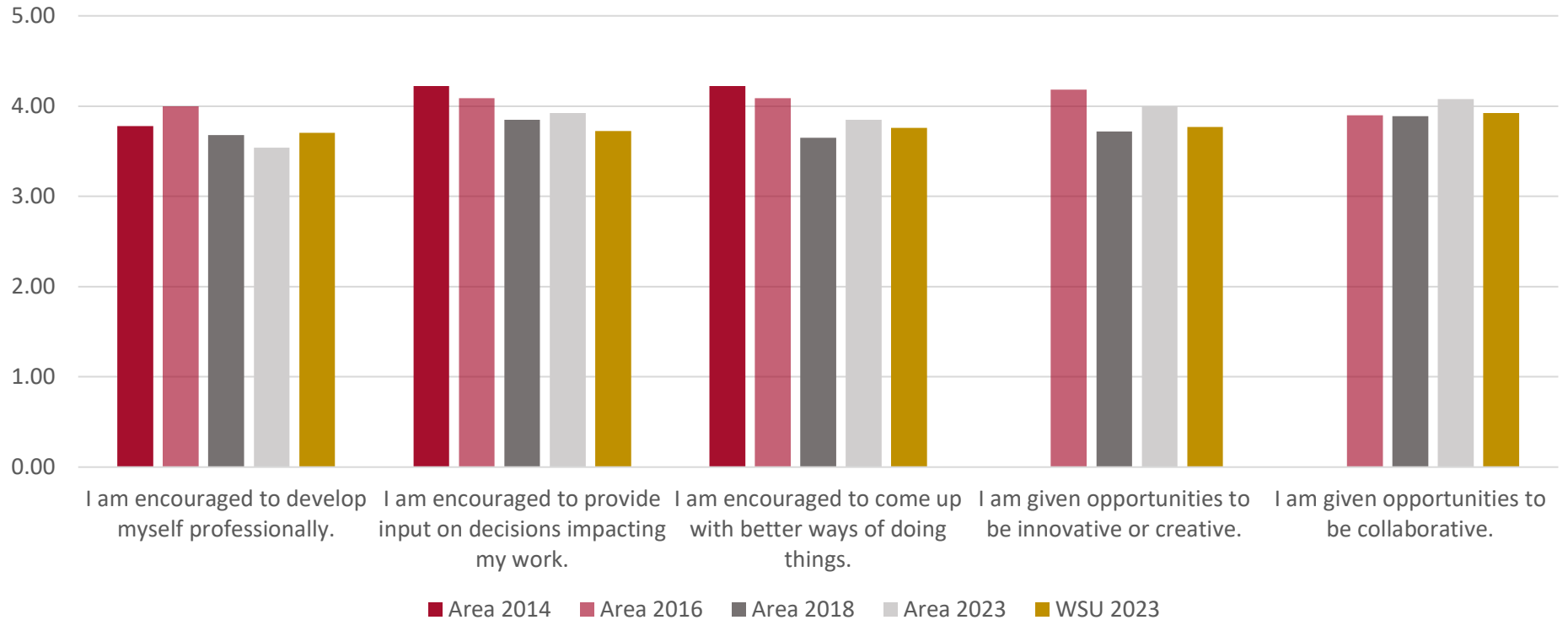
You are valued



	Area Average				WSU Average
	2014	2016	2018	2023	2023
I am recognized for doing a good job.	3.78	3.91	3.35	4.08	3.54
My supervisor values me and the work I do.	3.89	4.36	3.95	4.29	4.10
** My department leadership values me and the work I do.	-	-	-	4.14	3.83
** My campus leadership values me and the work I do.	-	-	-	2.75	3.05
** WSU system leadership values me and the work I do.	-	-	-	2.50	2.76
I feel appropriately compensated for my level of position.	-	3.64	2.95	3.29	2.84

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

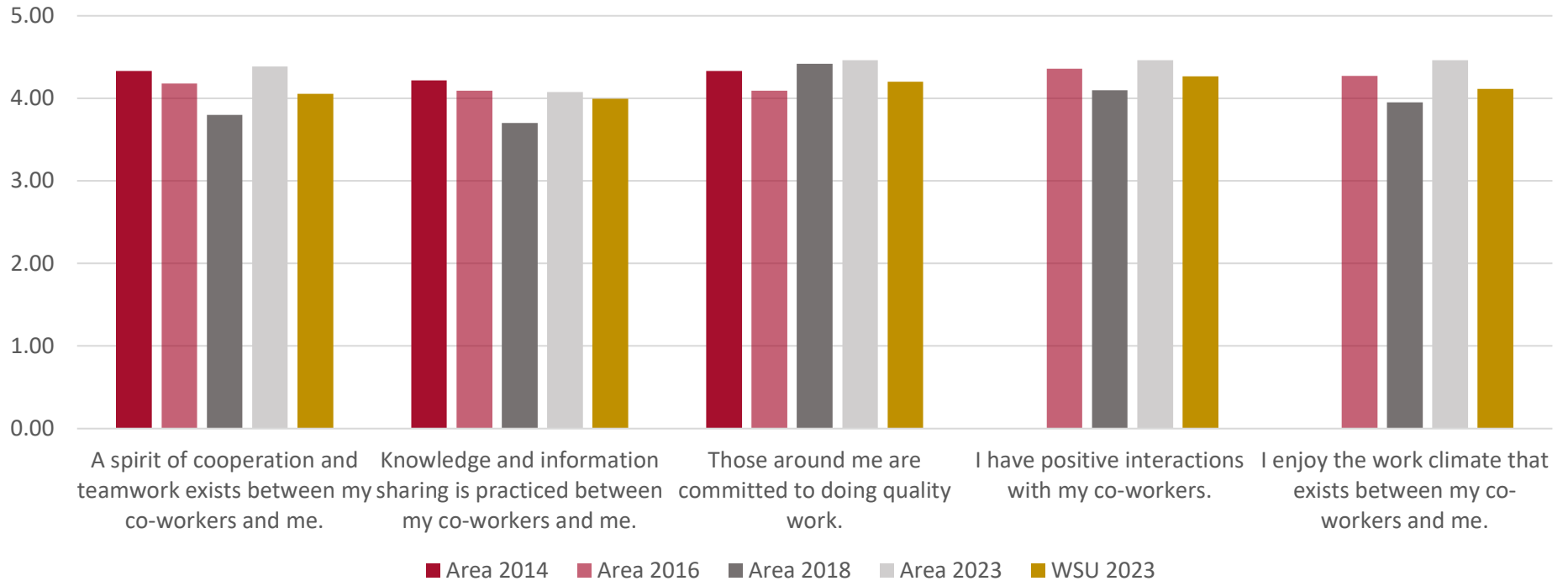
You provide individual contributions



	Area Average				WSU Average
	2014	2016	2018	2023	2023
I am encouraged to develop myself professionally.	3.78	4.00	3.68	3.54	3.70
I am encouraged to provide input on decisions impacting my work.	4.22	4.09	3.85	3.92	3.72
I am encouraged to come up with better ways of doing things.	4.22	4.09	3.65	3.85	3.76
I am given opportunities to be innovative or creative.	-	4.18	3.72	4.00	3.77
I am given opportunities to be collaborative.	-	3.90	3.89	4.08	3.92

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

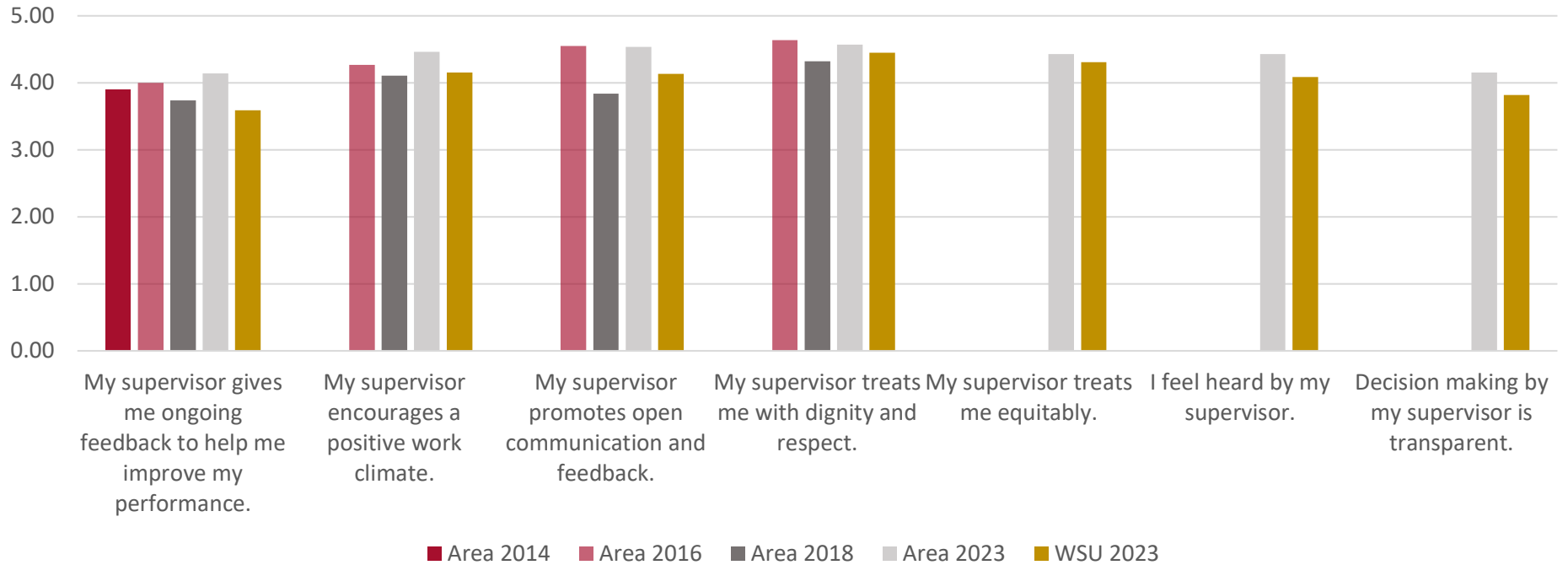
You enjoy the work climate that exists between you and your co-workers



	Area Average				WSU Average
	2014	2016	2018	2023	2023
A spirit of cooperation and teamwork exists between my co-workers and me.	4.33	4.18	3.80	4.38	4.05
Knowledge and information sharing is practiced between my co-workers and me.	4.22	4.09	3.70	4.08	3.99
Those around me are committed to doing quality work.	4.33	4.09	4.42	4.46	4.20
I have positive interactions with my co-workers.	-	4.36	4.10	4.46	4.26
I enjoy the work climate that exists between my co-workers and me.	-	4.27	3.95	4.46	4.11

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

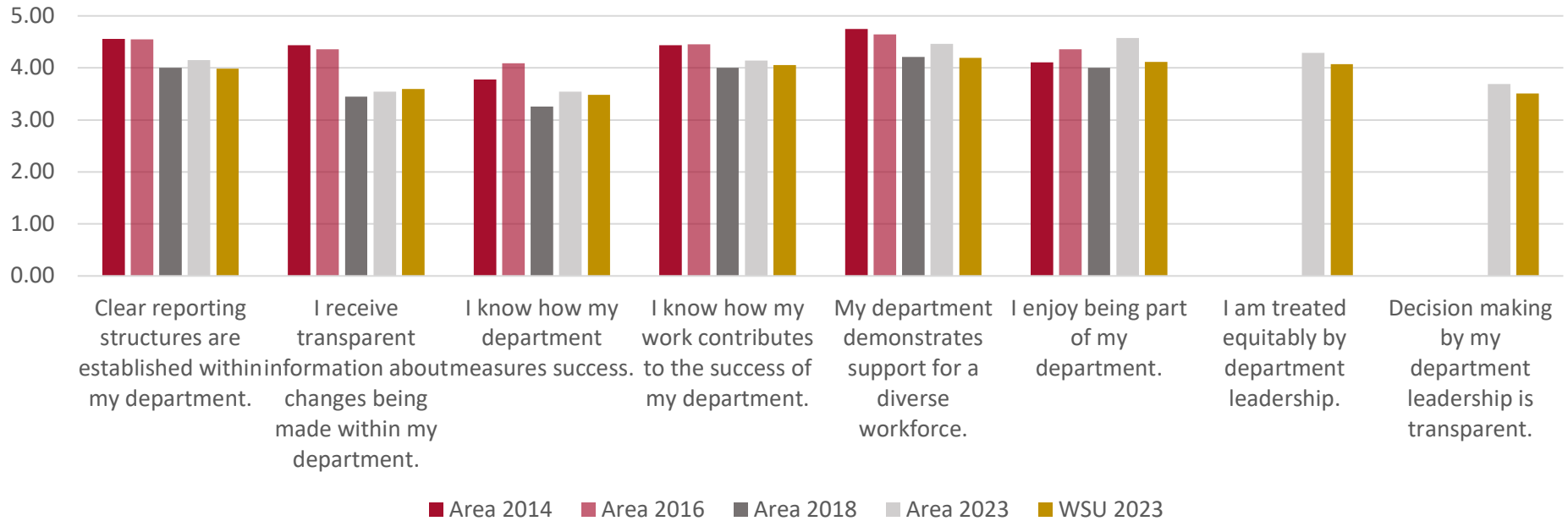
You feel satisfied with your supervisor



	Area Average				WSU Average
	2014	2016	2018	2023	2023
My supervisor gives me ongoing feedback to help me improve my performance.	3.89	4.00	3.74	4.14	3.59
My supervisor encourages a positive work climate.	-	4.27	4.11	4.46	4.15
My supervisor promotes open communication and feedback.	-	4.55	3.84	4.54	4.13
My supervisor treats me with dignity and respect.	-	4.64	4.32	4.57	4.45
** My supervisor treats me equitably.	-	-	-	4.43	4.31
** I feel heard by my supervisor.	-	-	-	4.43	4.09
** Decision making by my supervisor is transparent.	-	-	-	4.15	3.82

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

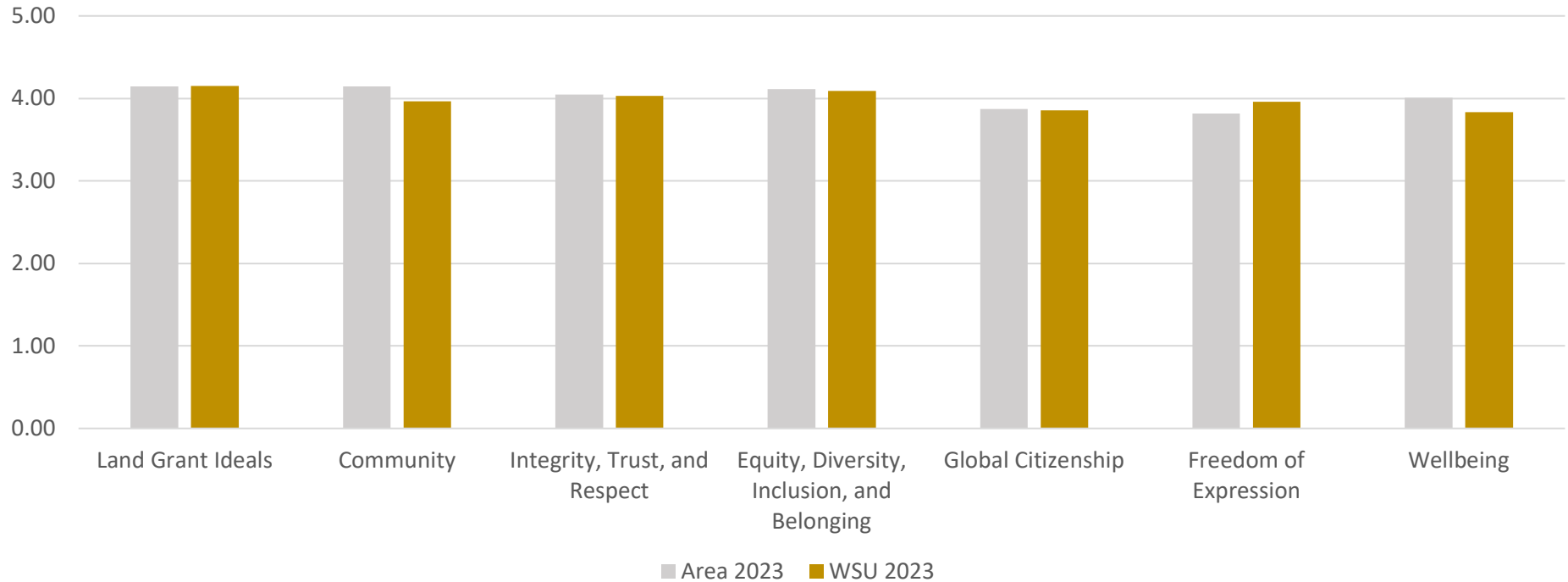
You feel connected to your department



	Area Average				WSU Average
	2014	2016	2018	2023	2023
Clear reporting structures are established within my department.	4.56	4.55	4.00	4.15	3.98
I receive transparent information about changes being made within my department.	4.44	4.36	3.45	3.54	3.59
I know how my department measures success.	3.78	4.09	3.26	3.54	3.48
I know how my work contributes to the success of my department.	4.44	4.45	4.00	4.14	4.06
My department demonstrates support for a diverse workforce.	4.75	4.64	4.21	4.46	4.19
I enjoy being part of my department.	4.11	4.36	4.00	4.57	4.12
** I am treated equitably by department leadership.	-	-	-	4.29	4.07
** Decision making by my department leadership is transparent.	-	-	-	3.69	3.51

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

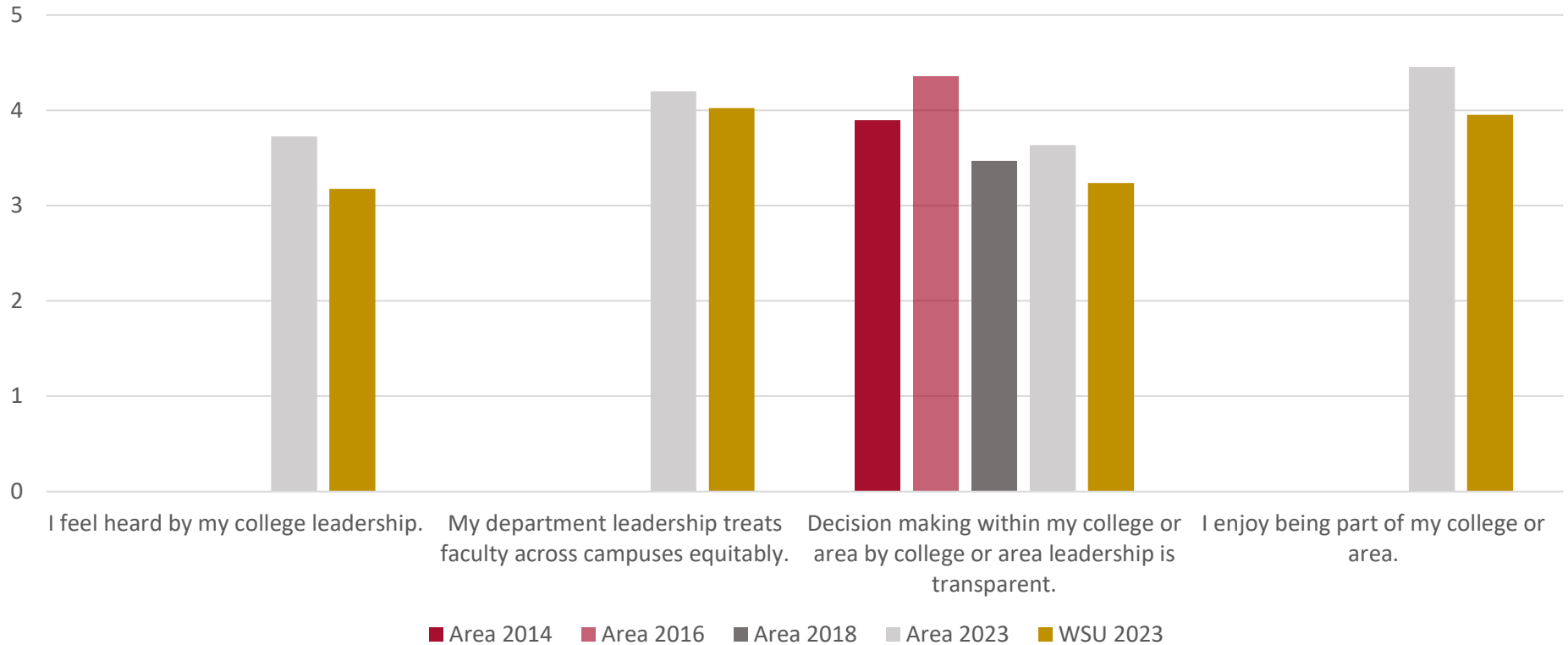
Your department embraces the University values



	Area Average				WSU Average
	2014	2016	2018	2023	2023
** Land Grant Ideals	-	-	-	4.36	4.15
** Community	-	-	-	4.43	3.97
** Integrity, Trust, and Respect	-	-	-	4.21	4.03
** Equity, Diversity, Inclusion, and Belonging	-	-	-	4.36	4.09
** Global Citizenship	-	-	-	4.15	3.85
** Freedom of Expression	-	-	-	4.38	3.96
** Wellbeing	-	-	-	4.29	3.83

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

You feel connected to your college or area

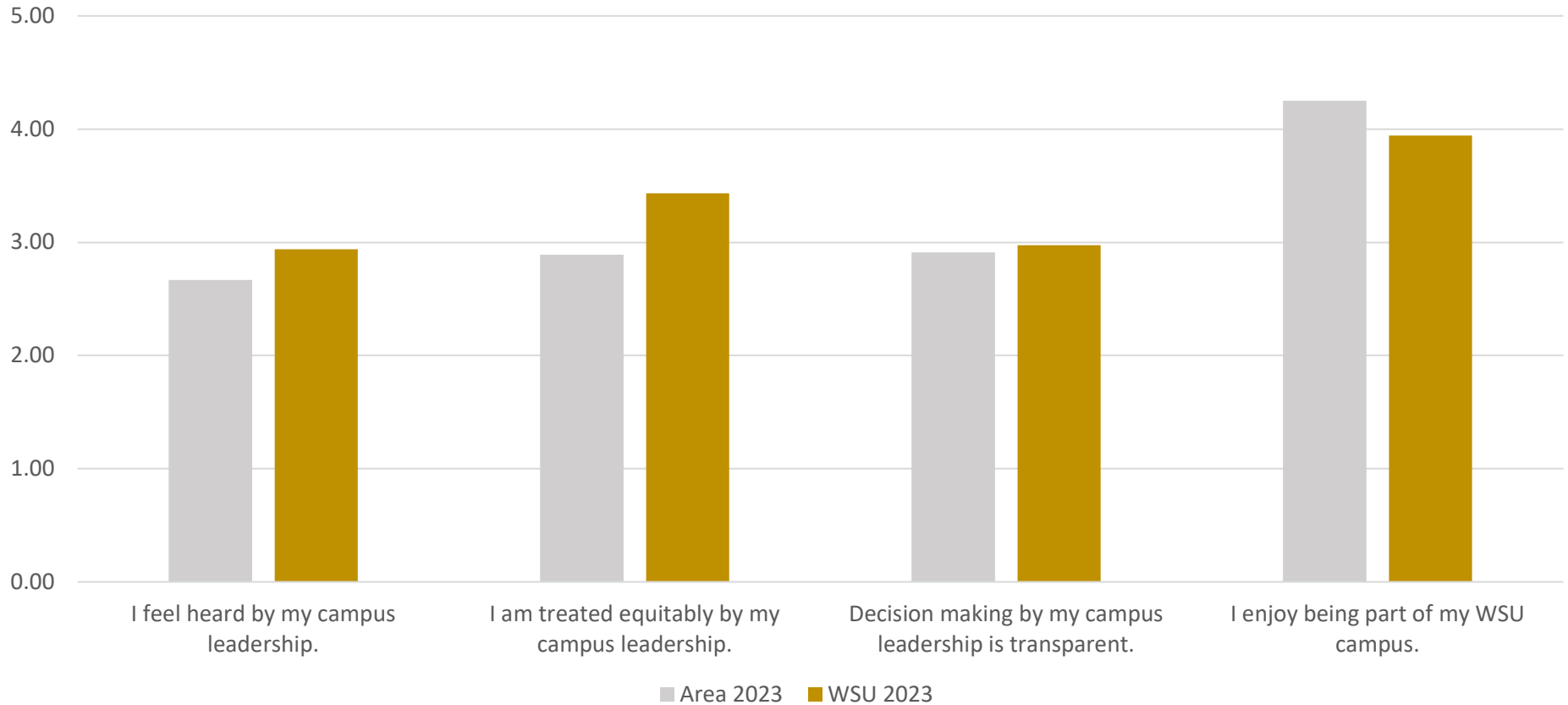


- ** I feel heard by my college leadership.
- ** My department leadership treats faculty across campuses equitably.
- * Decision making within my college or area by college or area leadership is transparent.
- ** I enjoy being part of my college or area.

Area Average				WSU Average
2014	2016	2018	2023	2023
-	-	-	3.73	3.18
-	-	-	4.20	4.02
3.89	4.36	3.47	3.64	3.24
-	-	-	4.45	3.95

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

You feel connected to your WSU Campus

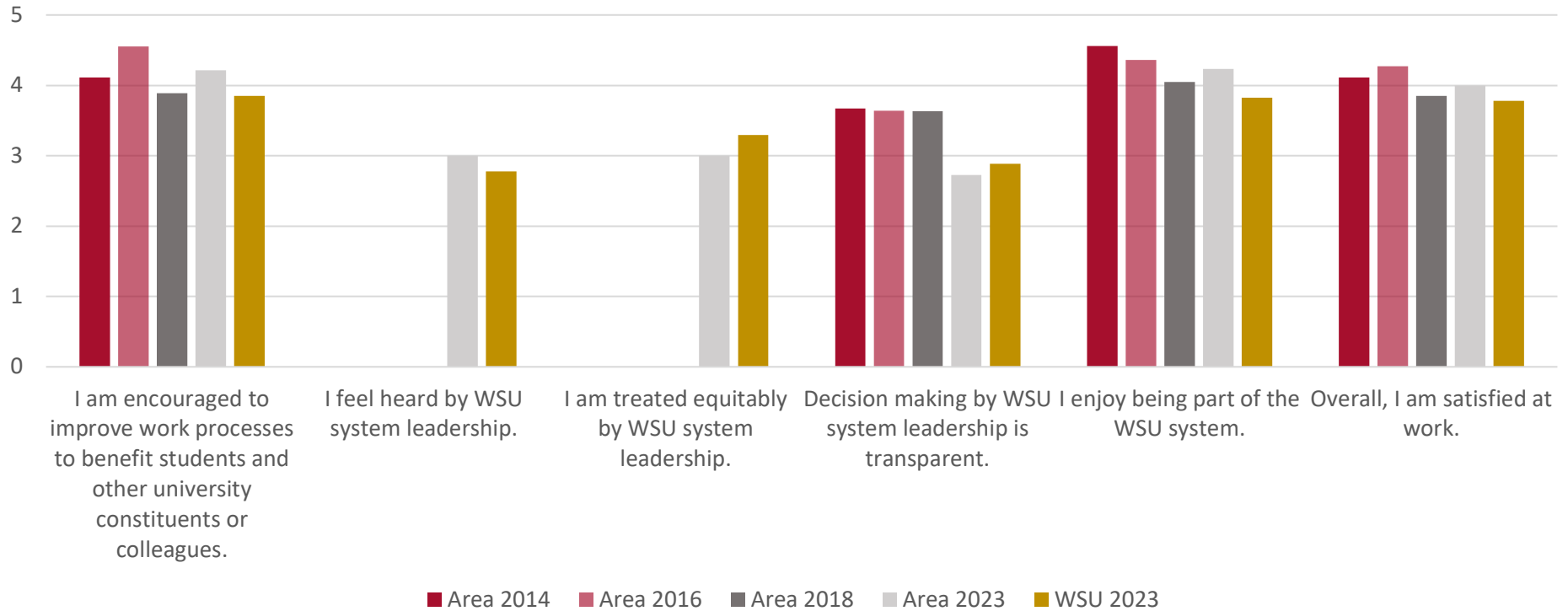


- ** I feel heard by my campus leadership.
- ** I am treated equitably by my campus leadership.
- ** Decision making by my campus leadership is transparent.
- ** I enjoy being part of my WSU campus.

	Area Average				WSU Average
	2014	2016	2018	2023	2023
** I feel heard by my campus leadership.	-	-	-	2.67	2.94
** I am treated equitably by my campus leadership.	-	-	-	2.89	3.43
** Decision making by my campus leadership is transparent.	-	-	-	2.91	2.97
** I enjoy being part of my WSU campus.	-	-	-	4.25	3.94

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

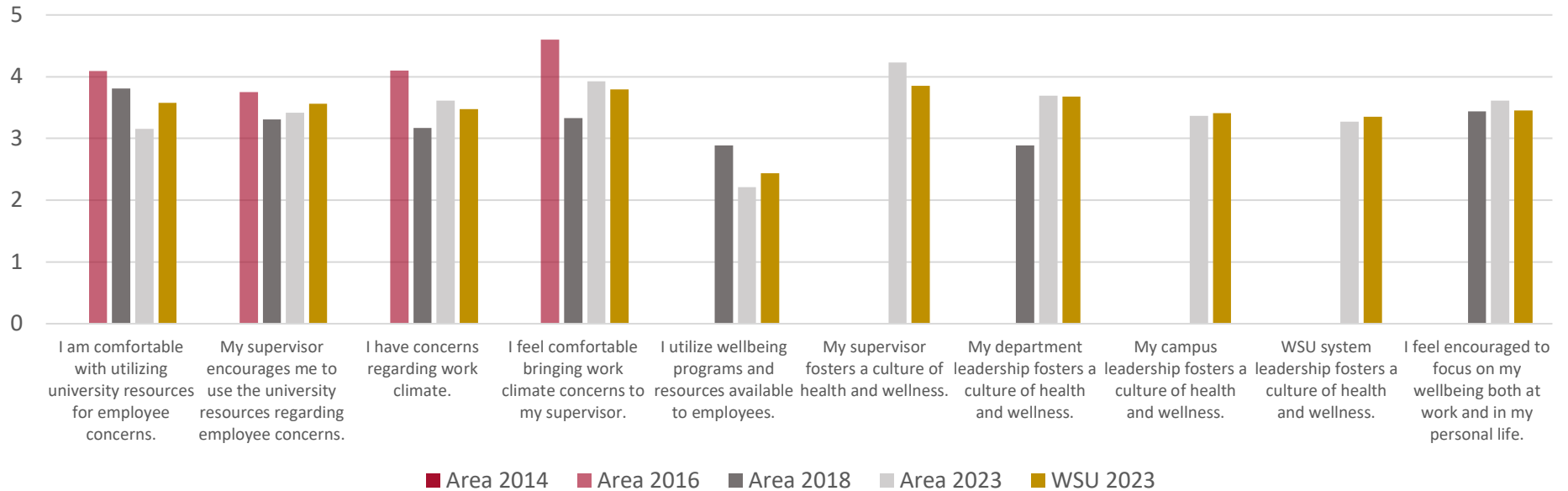
You feel connected to WSU as a whole



	Area Average				WSU Average
	2014	2016	2018	2023	2023
I am encouraged to improve work processes to benefit students and other university constituents or colleagues.	4.11	4.55	3.89	4.21	3.85
** I feel heard by WSU system leadership.	-	-	-	3.00	2.77
** I am treated equitably by WSU system leadership.	-	-	-	3.00	3.29
* Decision making by WSU system leadership is transparent.	3.67	3.64	3.63	2.73	2.89
* I enjoy being part of the WSU system.	4.56	4.36	4.05	4.23	3.82
Overall, I am satisfied at work.	4.11	4.27	3.85	4.00	3.78

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **

You are aware of WSU resources or have concerns in the workplace



	Area Average				WSU Average
	2014	2016	2018	2023	2023
* I am comfortable with utilizing university resources for employee concerns.	-	4.09	3.81	3.15	3.58
* My supervisor encourages me to use the university resources regarding employee concerns.	-	3.75	3.31	3.42	3.56
I have concerns regarding work climate.	-	4.10	3.17	3.62	3.48
I feel comfortable bringing work climate concerns to my supervisor.	-	4.60	3.33	3.92	3.80
I utilize wellbeing programs and resources available to employees.	-	-	2.89	2.21	2.44
** My supervisor fosters a culture of health and wellness.	-	-	-	4.23	3.85
My department leadership fosters a culture of health and wellness.	-	-	2.89	3.69	3.68
** My campus leadership fosters a culture of health and wellness.	-	-	-	3.36	3.41
** WSU system leadership fosters a culture of health and wellness.	-	-	-	3.27	3.35
I feel encouraged to focus on my wellbeing both at work and in my personal life.	-	-	3.44	3.62	3.45

CHANGE FROM 2018 SURVEY = * NEW SURVEY QUESTION = **