

The background of the slide is a dark, semi-transparent ECG (heart rate) waveform. The waveform is overlaid on a grid of small, light-colored circles. A white rectangular frame is centered on the slide, enclosing the main text and date.

Pulse Survey Data

April 2023

The Survey

Purpose

- Frequent, regular check-ins
- Learn views and track progress on areas of focus

Frequency

- Baseline survey – January 2022
- Second survey – October 2022
- Most recent survey – April 2023

Respondents

- All benefit-eligible staff are invited
- 281 in April 2023
- 210 in October 2022
- 271 in January 2022 *BASELINE

Items

- 14 Likert scale items
- 1 organizational ambassador item
- 1 retention item

Data Reporting Method

Traditional Method



Response Distribution
2
2
2
2
2

Pulse Survey Method



Unfavorable

Favorable

Average Score = 3

Percent favorable = 40%

$$1(2) + 2(2) + 3(2) + 4(2) + 5(2) / 10 = 3$$

Percent unfavorable = 40%

Data Reporting Method

	Distribution 1	Distribution 2	Distribution 3
1 - Strongly Disagree	2	5	0
2 - Disagree	2	0	0
3 - Neutral	2	0	10
4 - Agree	2	0	0
5 - Strongly Agree	2	5	0
Average Score	3	3	3
Percent Favorable	40%	50%	0%



The Most Recent Data

April 2023

Likert Scale Item Overview

	April 2023		
	Favorable	Neutral	Unfavorable
I have a clear understanding of what is expected of me.	85.1%	7.8%	7.1%
I feel trusted to do my job well.	82.4%	8.6%	9.0%
I am a member of an effective work group.	82.2%	8.4%	9.4%
I am empowered to make decisions that best serve my customers.	80.0%	10.0%	10.0%
My job makes good use of my skills and abilities.	79.7%	10.9%	9.4%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	74.7%	11.4%	13.9%
I am encouraged to come up with better ways of doing things.	70.8%	13.7%	15.5%
I am comfortable voicing my ideas and opinions, even if they are different from others.	67.5%	14.4%	18.1%
I receive feedback that helps me improve my performance.	67.5%	18.9%	13.6%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	64.3%	15.8%	19.9%
I receive the information I need to do my job effectively.	62.1%	22.7%	15.2%
The University is committed to employee safety.	59.6%	30.3%	10.1%
I receive meaningful recognition when I do a good job.	55.6%	22.4%	22.0%
Senior leadership* does a good job of communicating the reasons behind important changes that are made. ...*"Senior leadership" refers to the President/Chancellors, Provosts, Vice Presidents/Chancellors, Deans, or equivalent	34.1%	30.8%	35.1%
Average	69.0%	16.2%	14.9%

Most Favorable April Survey Items

- 85.1% I have a clear understanding of what is expected of me
- 82.4% I feel trusted to do my job well
- 82.2% I am a member of an effective work group

Most Unfavorable April Survey Items

- 35.1% Senior leadership does a good job of communicating the reasons behind changes that are made
- 22.0% I receive meaningful recognition when I do my job
- 19.9% I can manage my job responsibilities in a way that enables a healthy work-life balance

April Ambassador Item

**HOW LIKELY IS IT THAT
YOU WOULD
RECOMMEND WORKING
AT THIS ORGANIZATION
TO A FRIEND OR
COLLEAGUE...**

Extremely or Very Likely



41.5%

April Retention Item

I INTEND TO KEEP WORKING FOR THE UNIVERSITY FOR...

1 year or less	12.1%
Over 1 year, up to 3 years	25.3%
Over 3 years, up to 5 years	21.1%
Over 5 years	41.5%



The Change in Data

January 2022 → October 2022 → April 2023

Average Change Per Likert Scale Item

From baseline to now

Favorable

Unfavorable

3%

- 1.7%

From Oct. 22 to Apr. 23

Favorable

Unfavorable

3.3%

-1.4%

ITEM	Change in Favorable		Change in Unfavorable		Net Change	
	From Baseline	From Oct.	From Baseline	From Oct.	From Baseline	From Oct.
I have a clear understanding of what is expected of me.	13.2%	2.9%	-18%	-3%	31.6%	6.2%
My job makes good use of my skills and abilities.	6.5%	2.3%	-5%	-1%	11.8%	3.5%
I receive feedback that helps me improve my performance.	5.0%	7.6%	-4%	-7%	9.1%	14.1%
I am encouraged to come up with better ways of doing things.	4.5%	5.8%	-4%	-7%	8.8%	12.5%
Senior leadership* does a good job of communicating the reasons behind important changes that are made.	3.3%	1.1%	-2%	-1%	4.9%	1.9%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	4.1%	8.6%	2%	-2%	2.5%	10.2%
I am a member of an effective work group.	2.2%	2.0%	1%	-4%	1.5%	5.6%
I receive meaningful recognition when I do a good job.	2.1%	-0.8%	1%	4%	1.1%	-4.9%
I am empowered to make decisions that best serve my customers.	1.1%	6.1%	0%	-5%	1.0%	11.0%
I have access to the resources I need to do my job effectively.	0.7%	2.8%	0%	1%	0.6%	1.9%
The University is committed to employee safety.	1.3%	1.5%	2%	0%	-0.4%	1.7%
I am comfortable voicing my ideas and opinions, even if they are different from others.	2.7%	0.1%	4%	3%	-1.7%	-2.9%
I feel trusted to do my job well.	-3.8%	6.6%	-2%	-1%	-2.1%	7.7%
I receive the information I need to do my job effectively.	-1.1%	-0.3%	3%	3%	-3.7%	-3.0%

Trending in the Right Direction

Greatest Increase in Favorable Response From Baseline

+ 13.2%	I have a clear understanding of what is expected of me.
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+ 6.5%	My job makes good use of my skills and abilities.
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+ 5%	I receive feedback that helps me improve my performance.
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Trending in the Right Direction

Greatest Decrease in Unfavorable Response From Baseline

-
- 18.4% I have a clear understanding of what is expected of me.

 - 5.3% My job makes good use of my skills and abilities.

 - 4.2% I am encouraged to come up with better ways of doing things

Trending in the Wrong Direction

Greatest Decrease in Favorable Responses From Baseline

- 3.8% I feel trusted to do my job well.

- 1.1% I receive the information I need to do my job effectively.

Trending in the Wrong Direction

Greatest Increase in Unfavorable Responses From Baseline

+ 4.5%

I am comfortable voicing my ideas and opinions, even if they are different from others.

+ 2.6%

I receive the information I need to do my job effectively.

+ 1.7%

The University is committed to employee safety.

Change in Ambassador Item

**HOW LIKELY IS IT THAT YOU
WOULD RECOMMEND
WORKING AT THIS
ORGANIZATION TO A
FRIEND OR COLLEAGUE...**

Extremely or Very Likely

From Baseline

+13.5%

From October

+10.3%

Change in Retention Item

I INTEND TO KEEP WORKING FOR THE UNIVERSITY FOR...

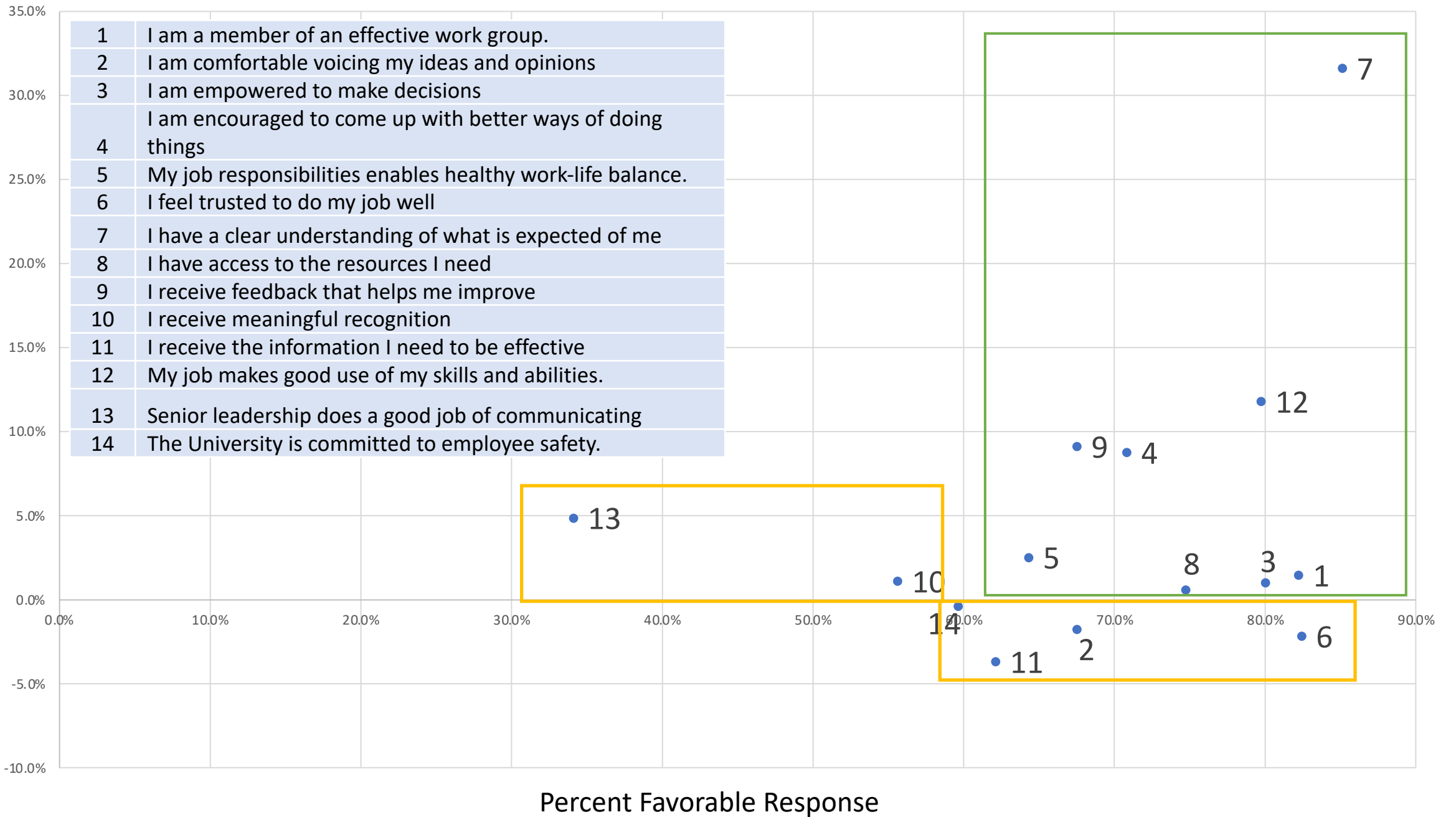
	FROM BASELINE	FROM OCTOBER
1 year or less	-7.8%	-2.8%
Over 1 year, up to 3 years	-3.8%	-2.1%
Over 3 years, up to 5 years	4.8%	1.2%
Over 5 years	6.8%	3.7%

The background is a dark, textured image featuring a close-up of a pen nib on the right side. Overlaid on this are faint, light-colored technical drawings and numbers, including '2.5' and '2.47', which suggest a focus on precision and engineering.

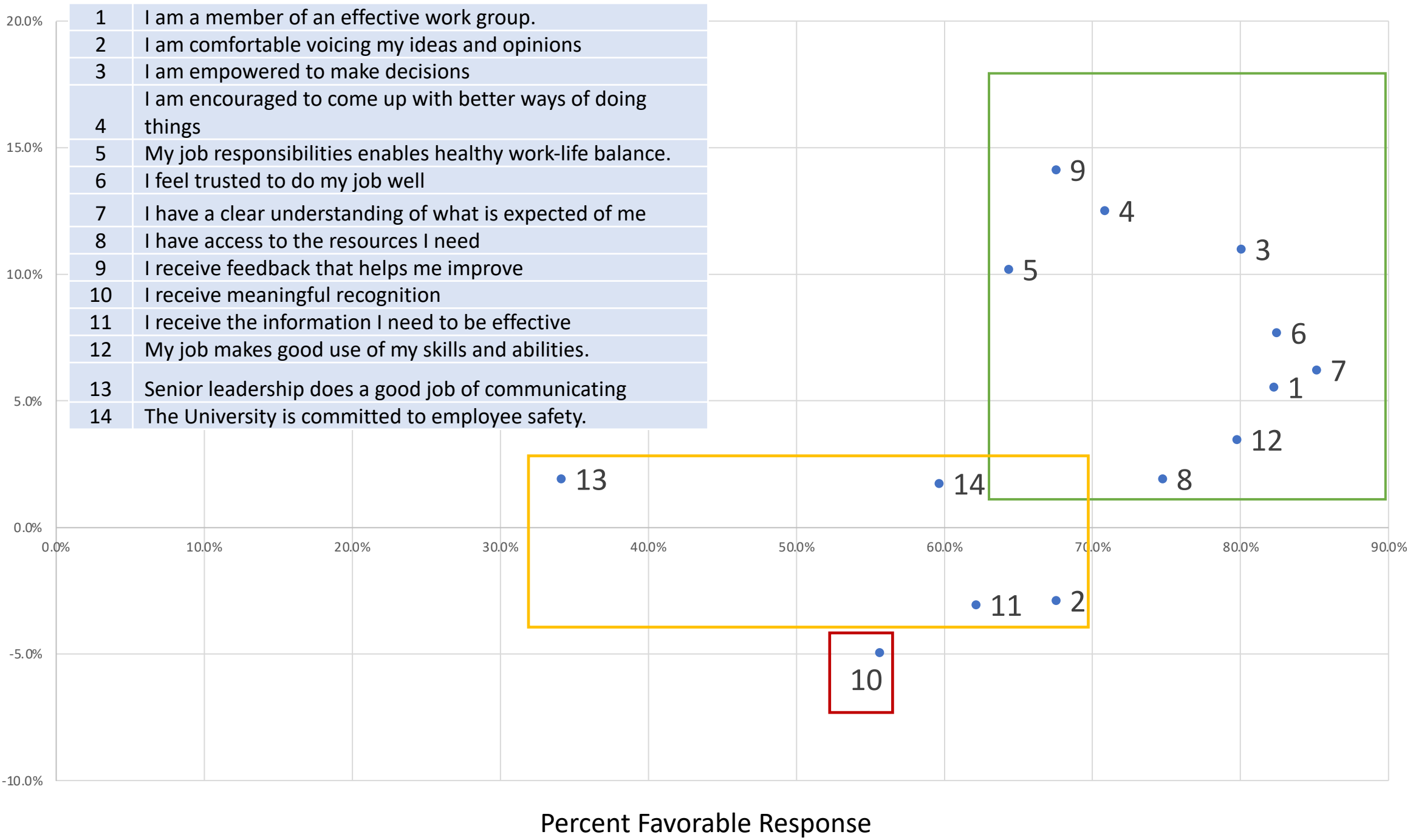
Implications:

What's going well &
Where we can improve

Net Change From Baseline



Net Change From October



Areas for Improvement

Trending in the wrong direction and low favorable response rate:

- I receive meaningful recognition

Based on negative trend alone:

- I receive the information I need
- Comfort voicing ideas and opinions

Based on percent favorability alone:

- Senior leadership communication
- Employee safety

Trending positive and a percent favorable ...

What's Going Well

At or above 80%

- I have a clear understanding of what is expected of me
- I am a member of an effective work group
- I am empowered to make decisions that best serve my customers

At or above 70%

- My job makes good use of my skills and abilities
- I have access to the resources I need to do my job effectively
- I am encouraged to come up with better ways of doing things

At or above 60%

- I receive feedback that helps me improve my performance
- I can manage my job responsibilities in a way that enables a healthy work-life balance



Reflection & Discussion

What stands out or surprises you?

What thoughts or reactions do you have when seeing this data?

What is something you were happy to see?

What is something you were disappointed to see?

What questions does this data raise for you?