



Pulse Survey Data

October 2023

The Survey

Purpose

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

Frequency

- Every 6 months
 - January 2022 - Baseline
 - October 2022
 - April 2023
 - October 2023 – Most recent

Respondents

- All benefit-eligible staff are invited
- 259 responses
- 32.4% response rate

Items

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

Data Reporting Method

Traditional Method

1 - Strongly Disagree
2 - Disagree
3 - Neutral
4 - Agree
5 - Strongly Agree

Response Distribution

2

2

2

2

2

Pulse Survey Method

1 - Strongly Disagree
2 - Disagree
3 - Neutral
4 - Agree
5 - Strongly Agree

Unfavorable

Favorable

Average Score = 3

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

Percent favorable = 40%

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 background is a dark, textured image showing a close-up of a pen writing on a document. The document contains faint, light-colored lines and dots, suggesting a technical or scientific drawing. The pen is positioned in the upper right corner, and its tip is touching the paper. The overall tone is professional and technical.

The Most Recent Data

October 2023

Likert Scale Item Overview

	October 2023		
	Favorable	Neutral	Unfavorable
I have a clear understanding of what is expected of me.	85.4%	5.9%	8.7%
I am a member of an effective work group.	84.1%	7.1%	8.7%
I feel trusted to do my job well.	83.8%	7.9%	8.3%
My job makes good use of my skills and abilities.	81.8%	9.5%	8.7%
I am empowered to make decisions that best serve my customers.	79.1%	10.7%	10.2%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	76.7%	9.5%	13.8%
I am encouraged to come up with better ways of doing things.	73.8%	16.7%	9.5%
I receive feedback that helps me improve my performance.	73.1%	16.2%	10.7%
I am comfortable voicing my ideas and opinions, even if they are different from others.	71.7%	12.4%	15.9%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	71.5%	12.0%	16.5%
I receive the information I need to do my job effectively.	67.3%	15.6%	17.10%
The University is committed to employee safety.	64.5%	23.5%	12.0%
I receive meaningful recognition when I do a good job.	62.8%	18.6%	18.6%
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 the equivalent	36.9%	31.7%	31.3%
Average	72.3%	14.1%	13.6%

Most Favorable Oct. Survey Items

- 85.4% I have a clear understanding of what is expected of me
- 84.1% I am a member of an effective work group
- 83.8% I feel trusted to do my job well

Most Unfavorable Oct. Survey Items

- | | |
|-------|---|
| 31.3% | Senior leadership does a good job of communicating the reasons behind changes that are made |
| 18.6% | I receive meaningful recognition when I do my job |
| 17.1% | I receive the information I need to do my job effectively. |

Oct. 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%

Oct. Retention Item

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

Retention Item

I intend to keep working for the university for ...

42%

3 years or less

58%

Over 3 years

The background is a dark, textured image. It features a close-up of a pen writing on a calendar page. A line graph is overlaid on the calendar, showing a fluctuating trend. The graph has several peaks and valleys, with some points highlighted by small circles. The overall color palette is dark, with shades of blue, grey, and black.

The Change in Data

January 2022 → October 2023

Average Change Per Likert Scale Item

From baseline to now

Favorable

Unfavorable

6.3%

-3.0%

From Apr. '23 to Oct. '23

Favorable

Unfavorable

3.4%

-1.3%

	Change in Favorable		Change in Unfavorable		Net Change	
ITEM	From Baseline	From Apr.	From Baseline	From Apr.	From Baseline	From Apr.
The University is committed to employee safety.	18.2%	4.9%	-16.6%	1.9%	34.7%	3.1%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	11.7%	7.2%	-7.7%	-3.4%	19.4%	10.6%
My job makes good use of my skills and abilities.	8.6%	2.1%	-6.0%	-0.7%	14.6%	2.8%
I receive meaningful recognition when I do a good job.	8.3%	7.2%	-3.4%	-3.4%	11.7%	10.7%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	6.9%	2.0%	-4.2%	-0.1%	11.2%	2.0%
I receive feedback that helps me improve my performance.	7.0%	5.6%	-1.2%	-2.9%	8.2%	8.6%
I am comfortable voicing my ideas and opinions, even if they are different from others.	6.3%	4.2%	-1.2%	-2.2%	7.5%	6.4%
I am a member of an effective work group.	5.3%	1.9%	-2.2%	-0.7%	7.5%	2.6%
I am encouraged to come up with better ways of doing things.	5.7%	3.0%	-1.5%	-6.0%	7.3%	9.0%
I receive the information I need to do my job effectively.	7.4%	5.2%	2.6%	1.9%	4.8%	3.3%
Senior leadership* does a good job of communicating the reasons behind important changes that are made.	-1.0%	2.8%	-5.5%	-3.8%	4.5%	6.6%
I am empowered to make decisions that best serve my customers.	3.2%	-0.9%	1.8%	0.2%	1.4%	-1.1%
I have a clear understanding of what is expected of me.	0.9%	0.3%	1.7%	1.6%	-0.7%	-1.3%
I feel trusted to do my job well.	0.3%	1.4%	1.9%	-0.7%	-1.6%	2.1%

Trending in the Right Direction

Greatest Increase in Favorable Response From Baseline

+ 18.2%	The University is committed to employee safety.
<hr/>	
+ 11.7%	I can manage my job responsibilities in a way that enables a healthy work-life balance.
<hr/>	
+ 8%	My job makes good use of my skills and abilities.
<hr/>	

Trending in the Right Direction

Greatest Decrease in Unfavorable Response From Baseline

-
- **16.6%** The University is committed to employee safety.
-
-
- **7.7%** I can manage my job responsibilities in a way that enables a healthy work-life balance.
-
-
- **6.0%** My job makes good use of my skills and abilities.
-

Trending in the Wrong Direction

Greatest Decrease in Favorable Responses From Baseline

-
- 1.0% Senior leadership* does a good job of communicating the reasons behind important changes that are made.
-

Trending in the Wrong Direction

Greatest Increase in Unfavorable Responses From Baseline

+ 2.6%

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

+ 1.9%

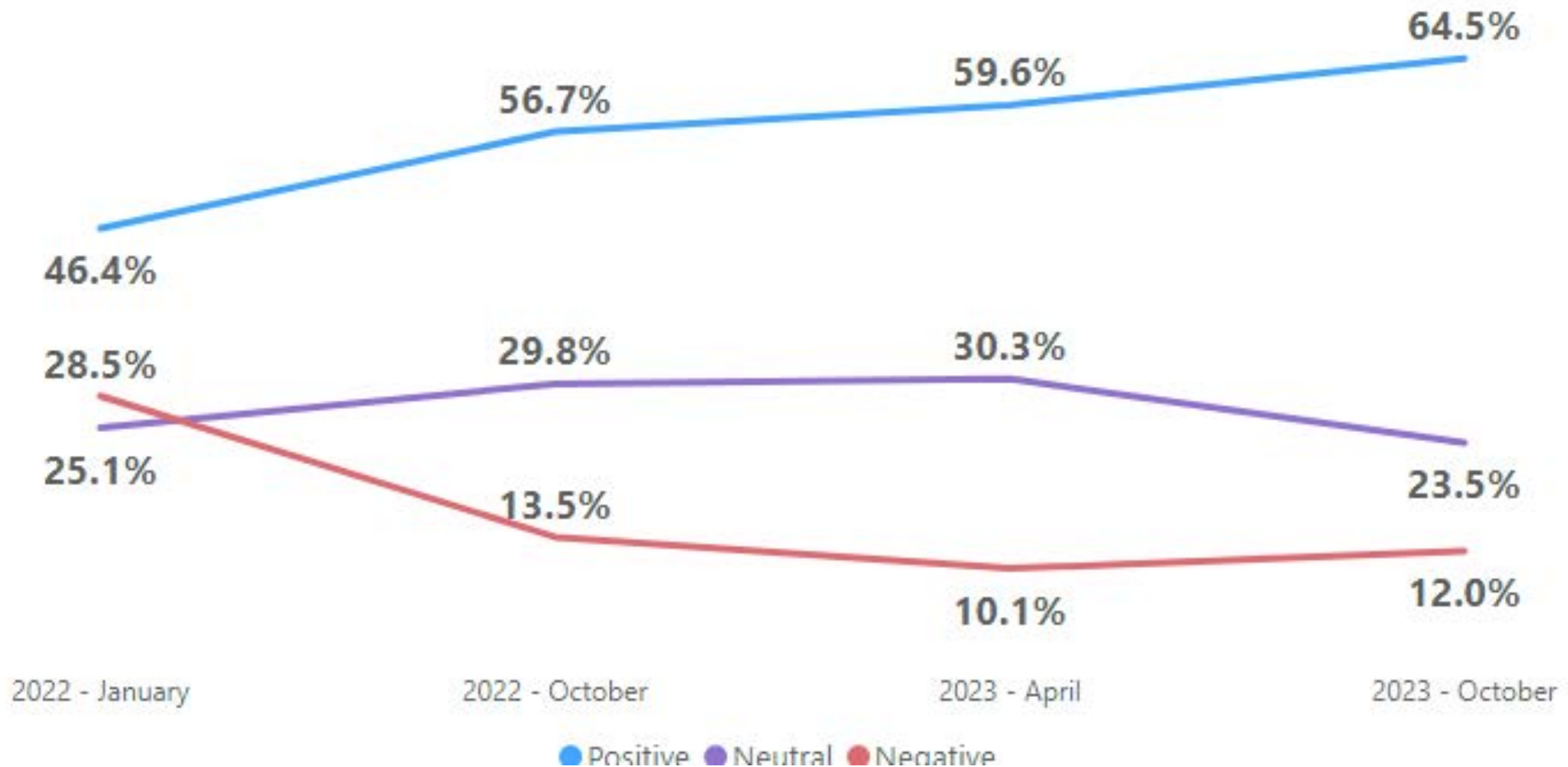
I feel trusted to do my job well.

+ 1.8%

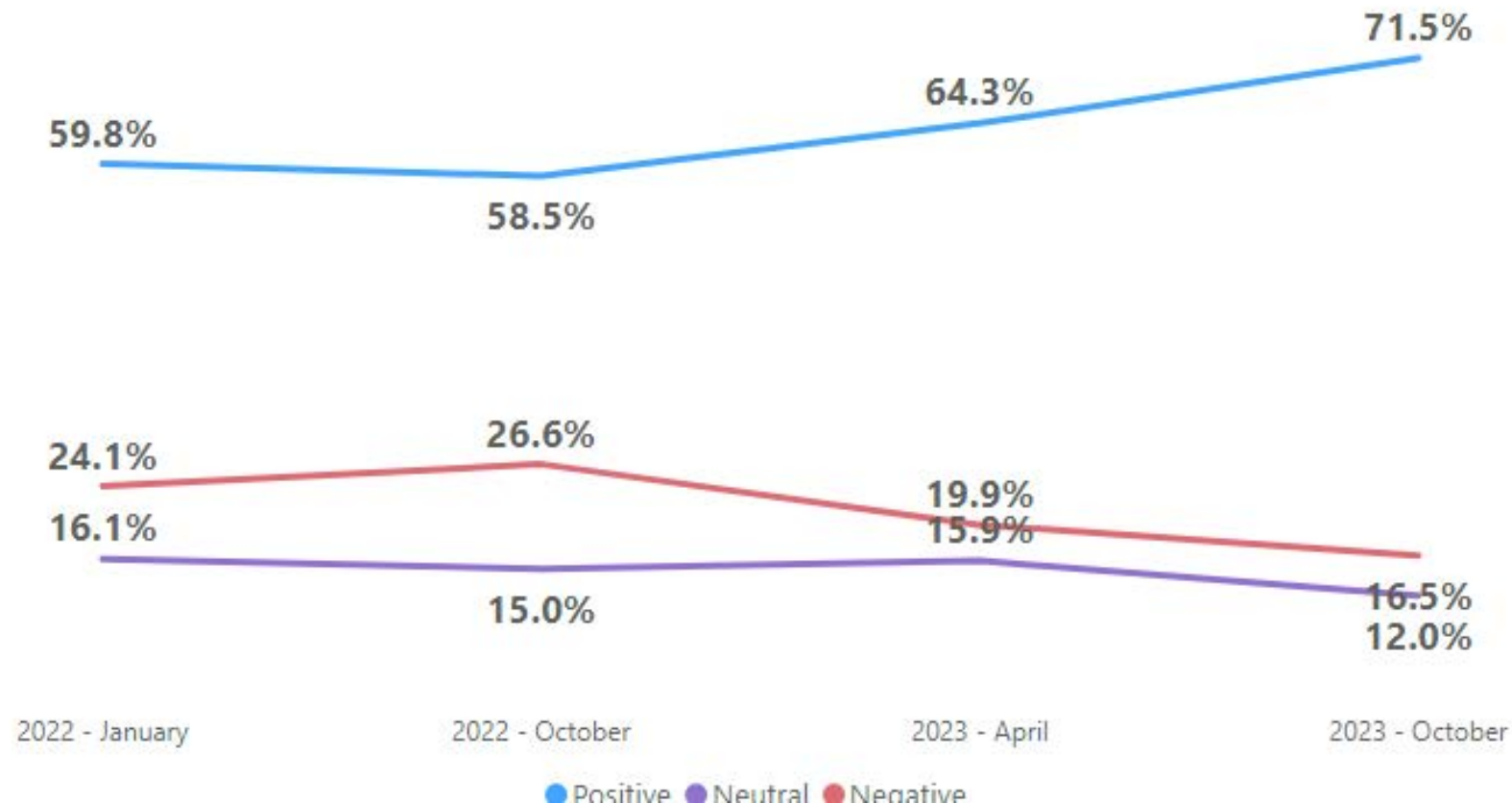
I am empowered to make decisions that best serve my customers.

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My job makes good use of my skills and abilities.	8.6%	2.1%	-6.0%	-0.7%	14.6%	2.8%
I receive meaningful recognition when I do a good job.	8.3%	7.2%	-3.4%	-3.4%	11.7%	10.7%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	6.9%	2.0%	-4.2%	-0.1%	11.2%	2.0%
I receive feedback that helps me improve my performance.	7.0%	5.6%	-1.2%	-2.9%	8.2%	8.6%
I am comfortable voicing my ideas and opinions, even if they are different from others.	6.3%	4.2%	-1.2%	-2.2%	7.5%	6.4%
I am a member of an effective work group.	5.3%	1.9%	-2.2%	-0.7%	7.5%	2.6%
I am encouraged to come up with better ways of doing things.	5.7%	3.0%	-1.5%	-6.0%	7.3%	9.0%
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I am empowered to make decisions that best serve my customers.	3.2%	-0.9%	1.8%	0.2%	1.4%	-1.1%
I have a clear understanding of what is expected of me.	0.9%	0.3%	1.7%	1.6%	-0.7%	-1.3%
I feel trusted to do my job well.	0.3%	1.4%	1.9%	-0.7%	-1.6%	2.1%

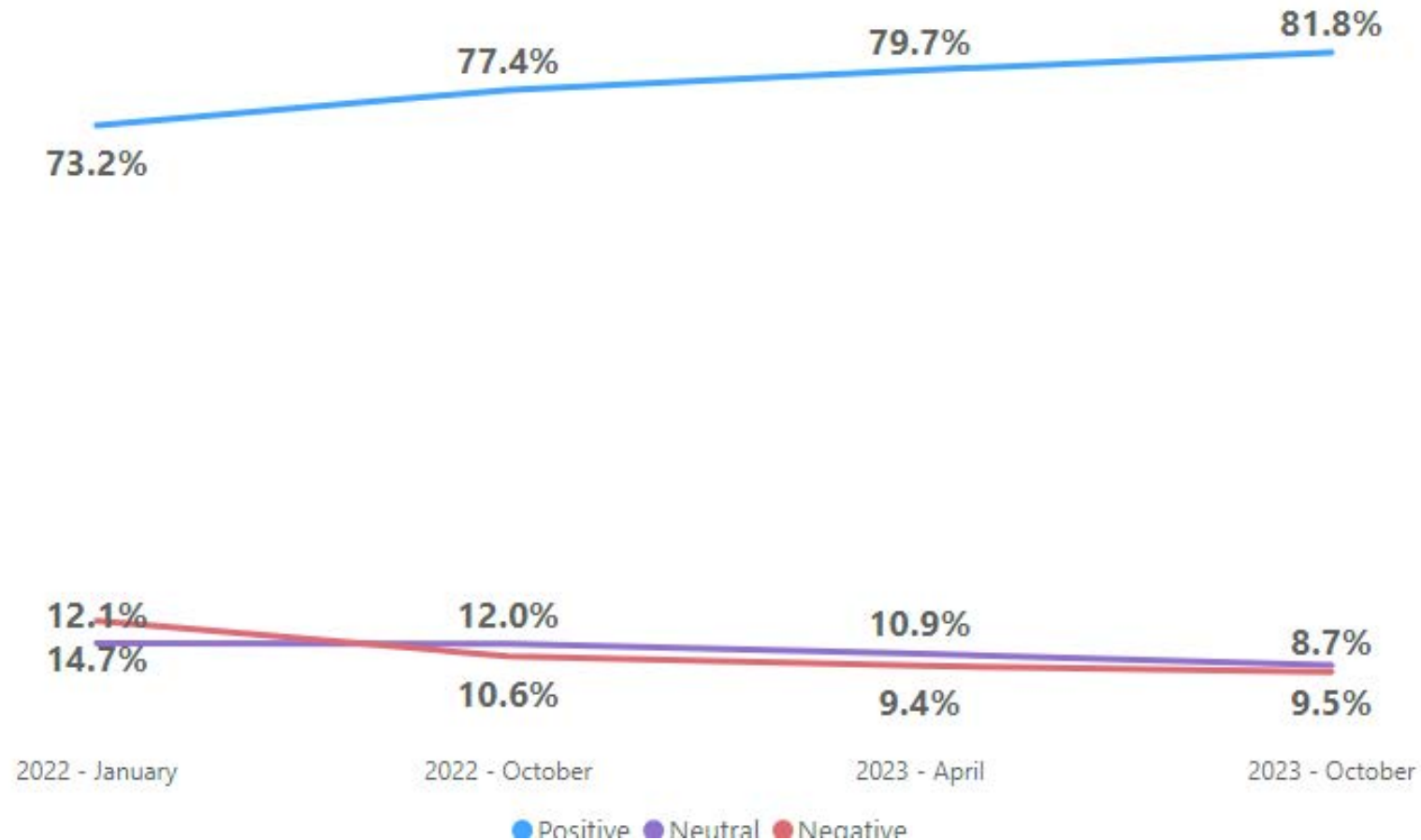
The University is committed to employee safety.



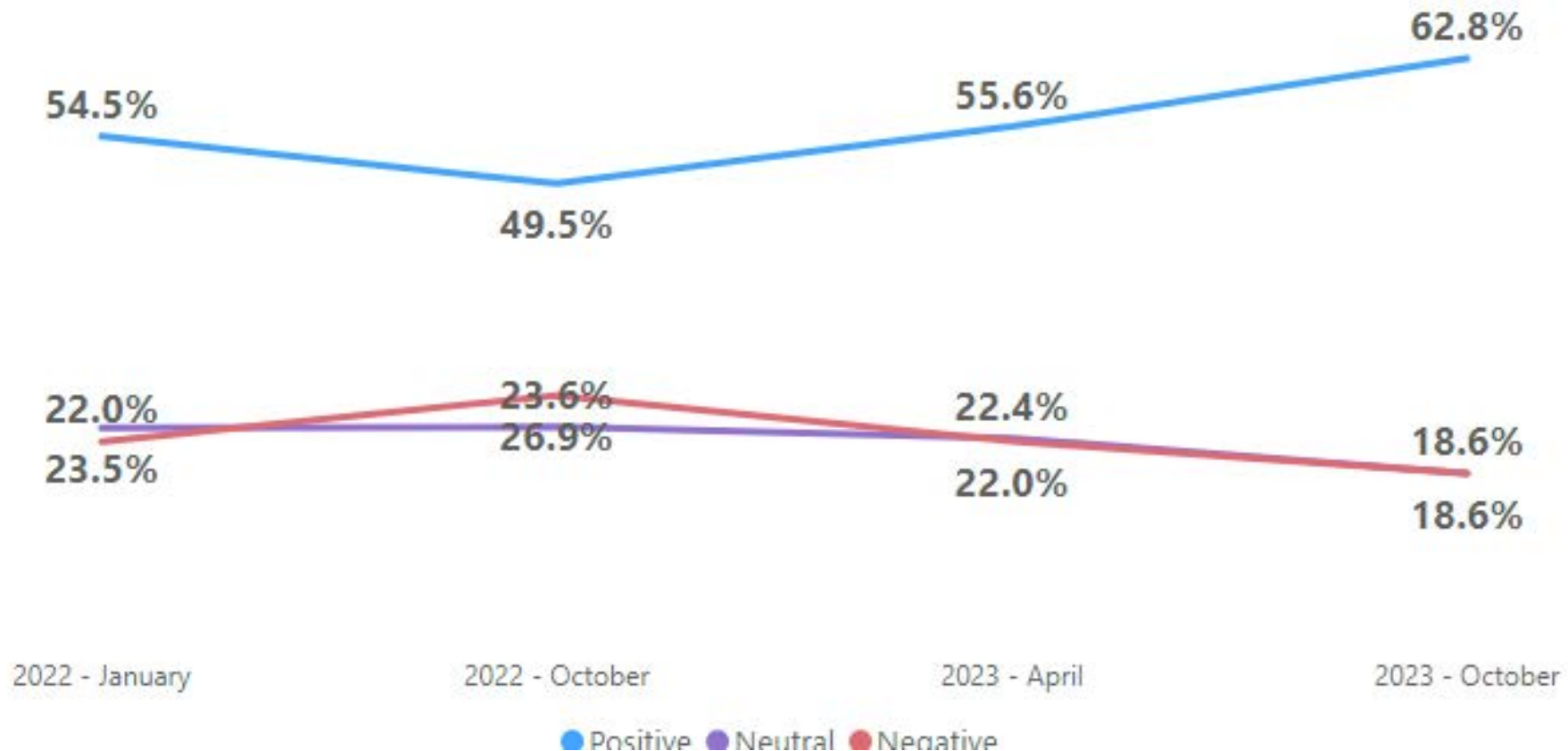
I can manage my job responsibilities in a way that enables a healthy work-life balance.



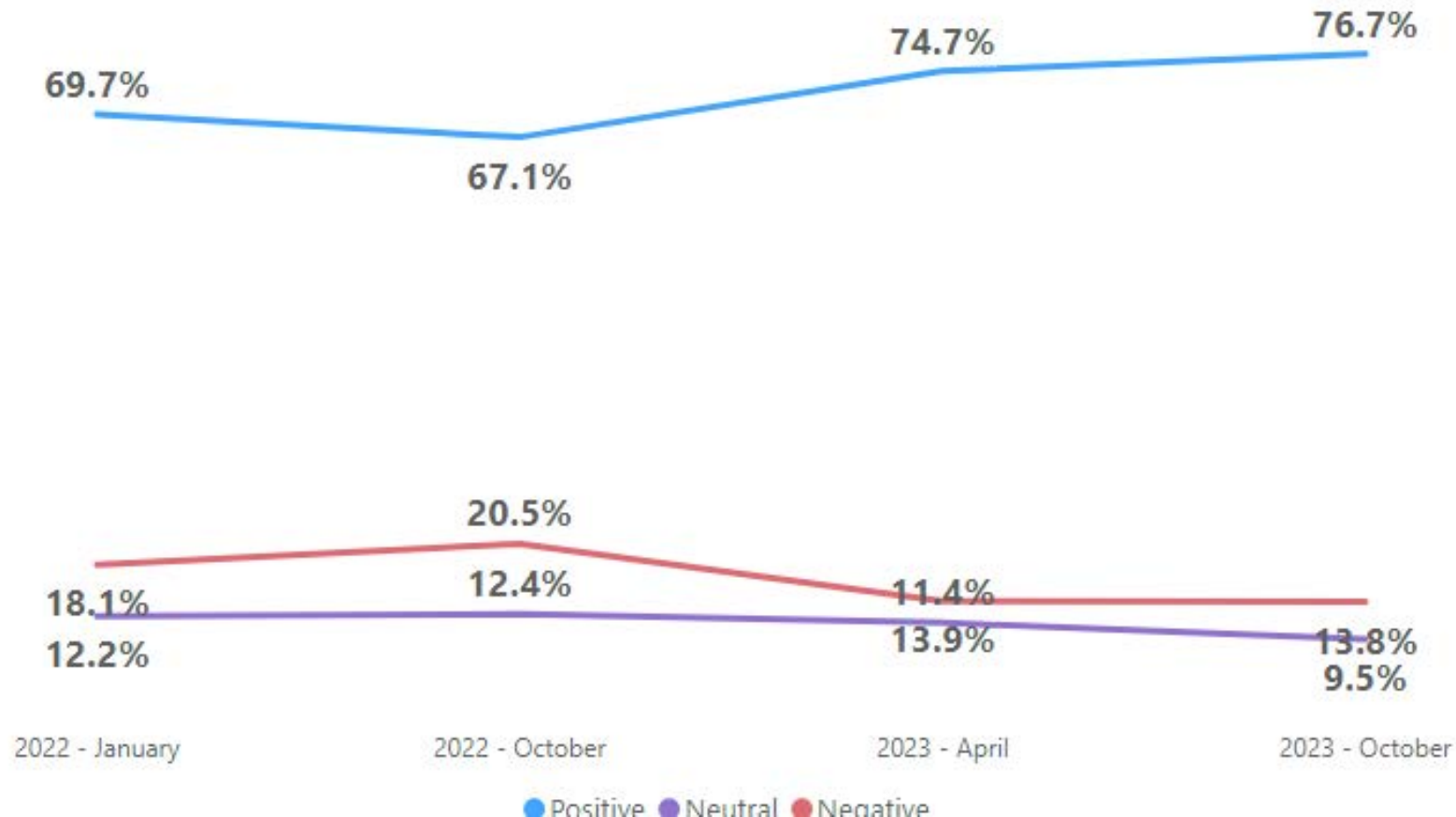
My job makes good use of my skills and abilities.



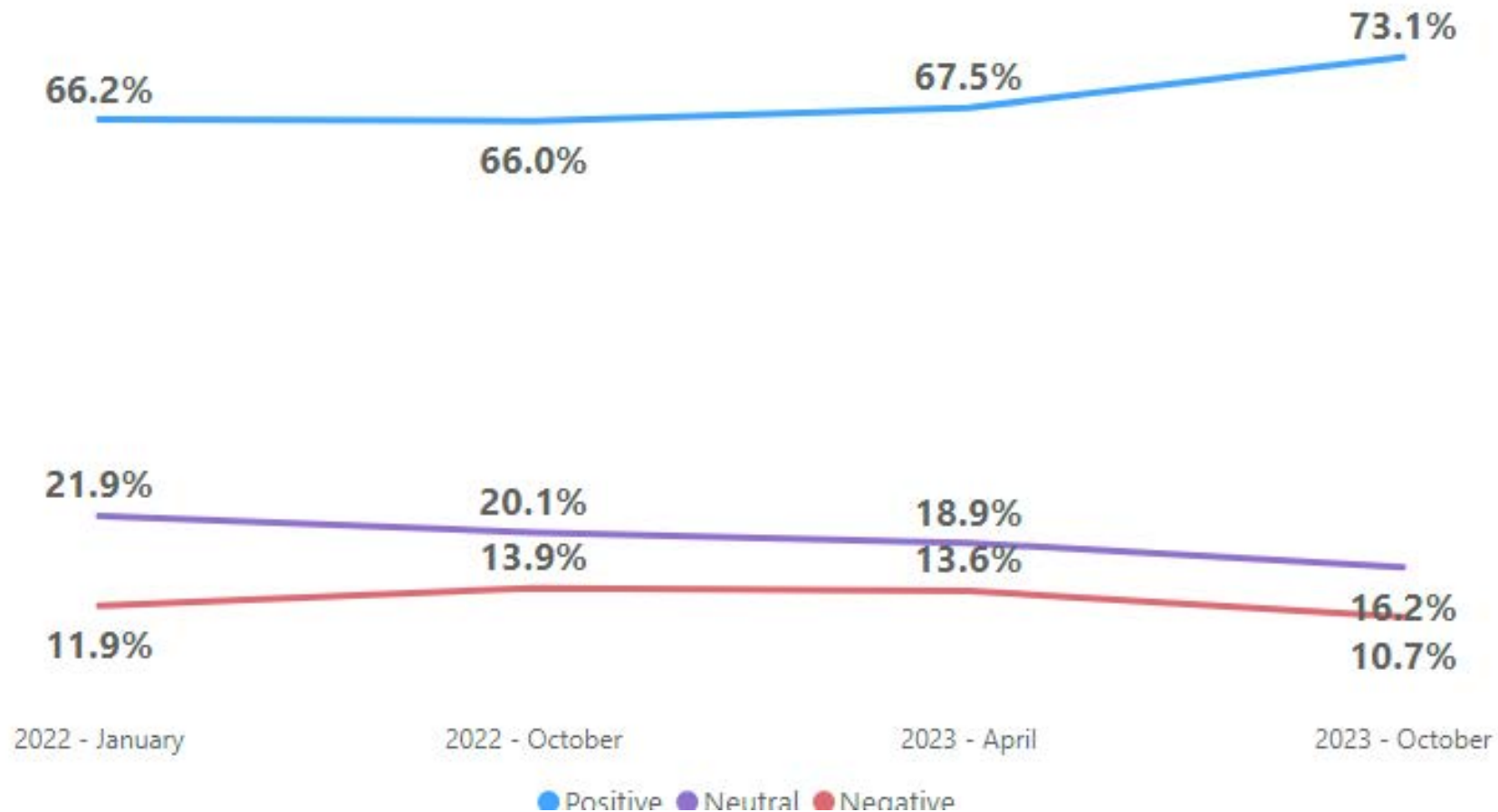
I receive meaningful recognition when I do a good job.



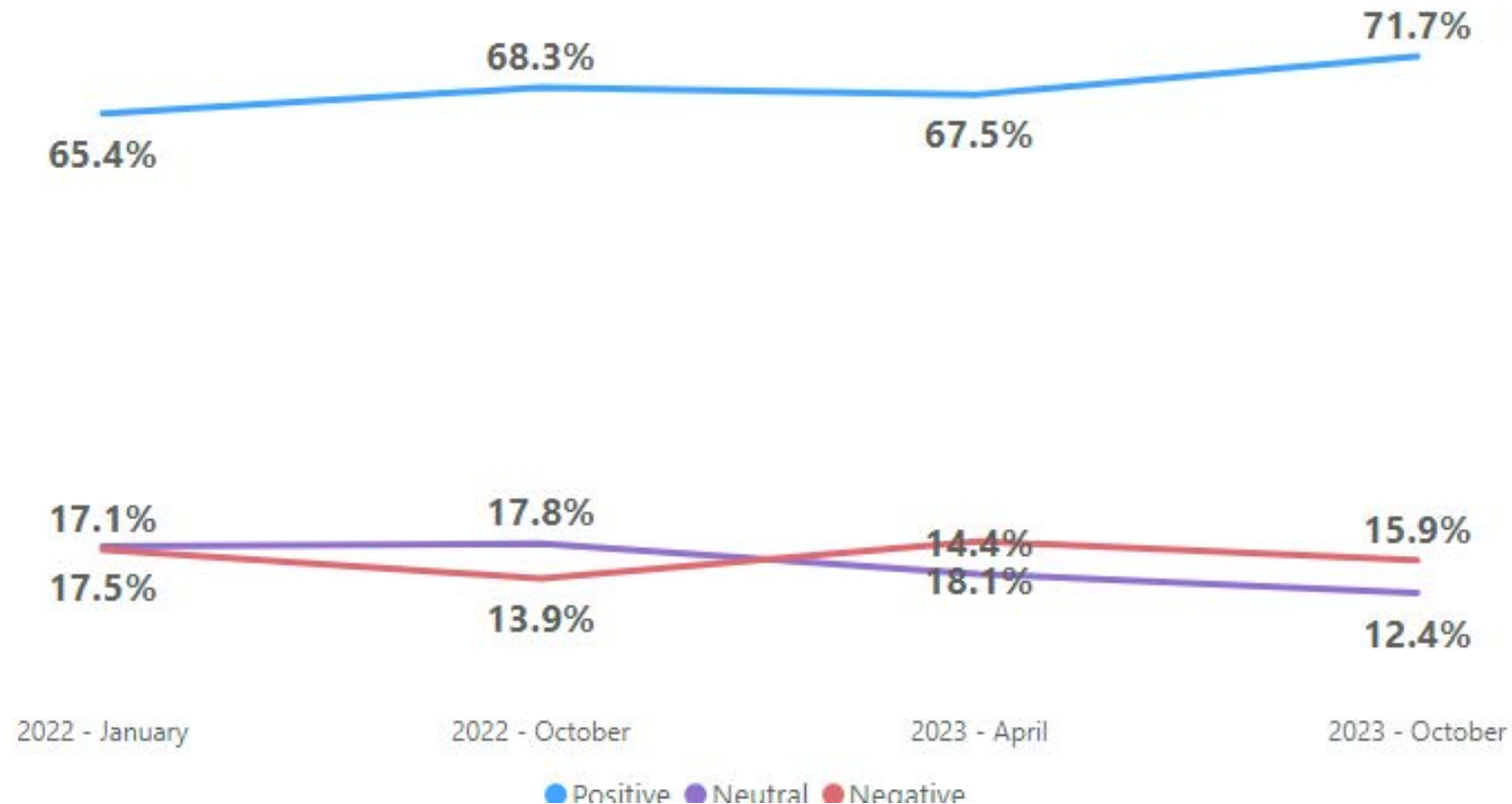
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.



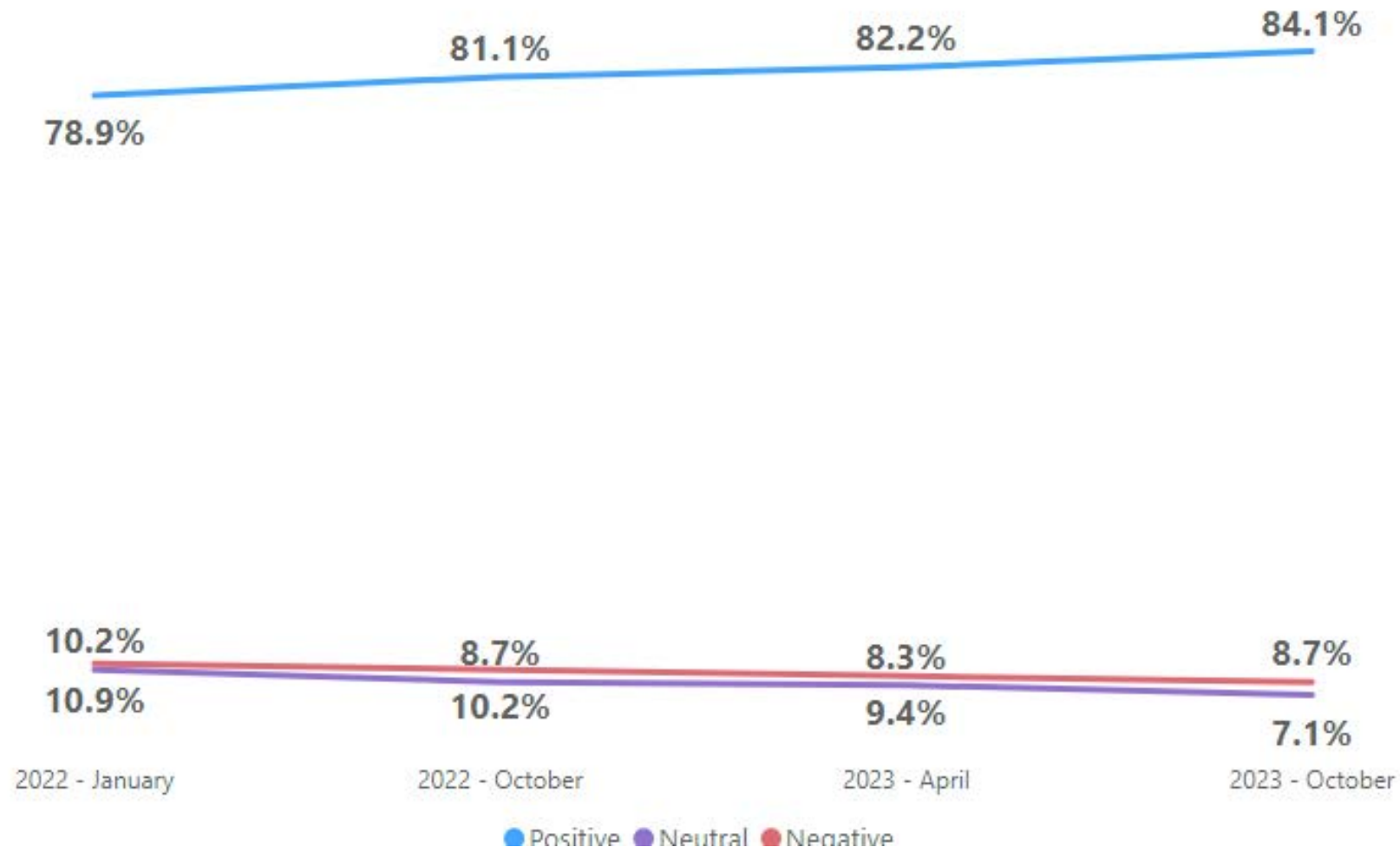
I receive feedback that helps me improve my performance.



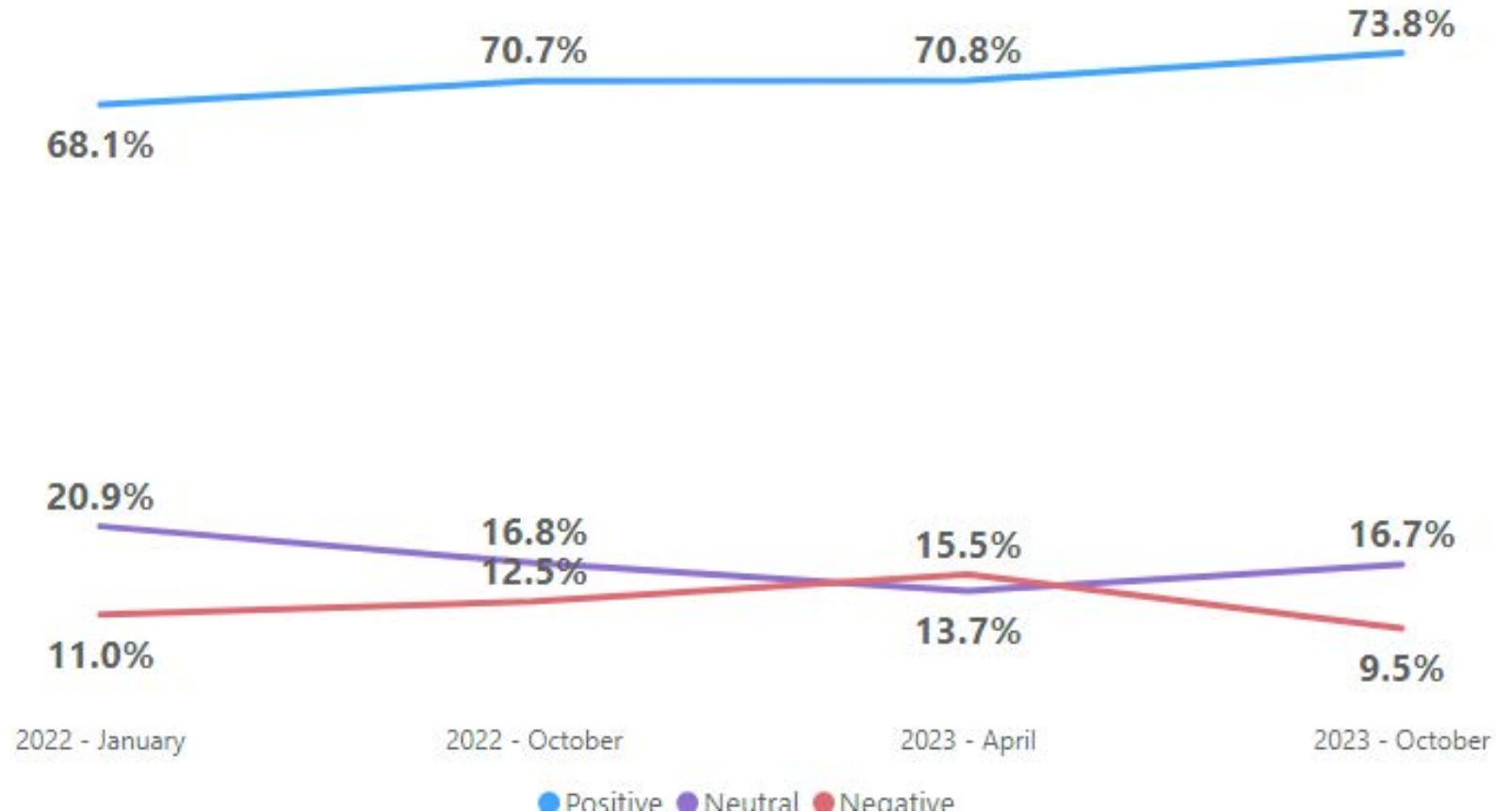
I am comfortable voicing my ideas and opinions,
even if they are different from others.



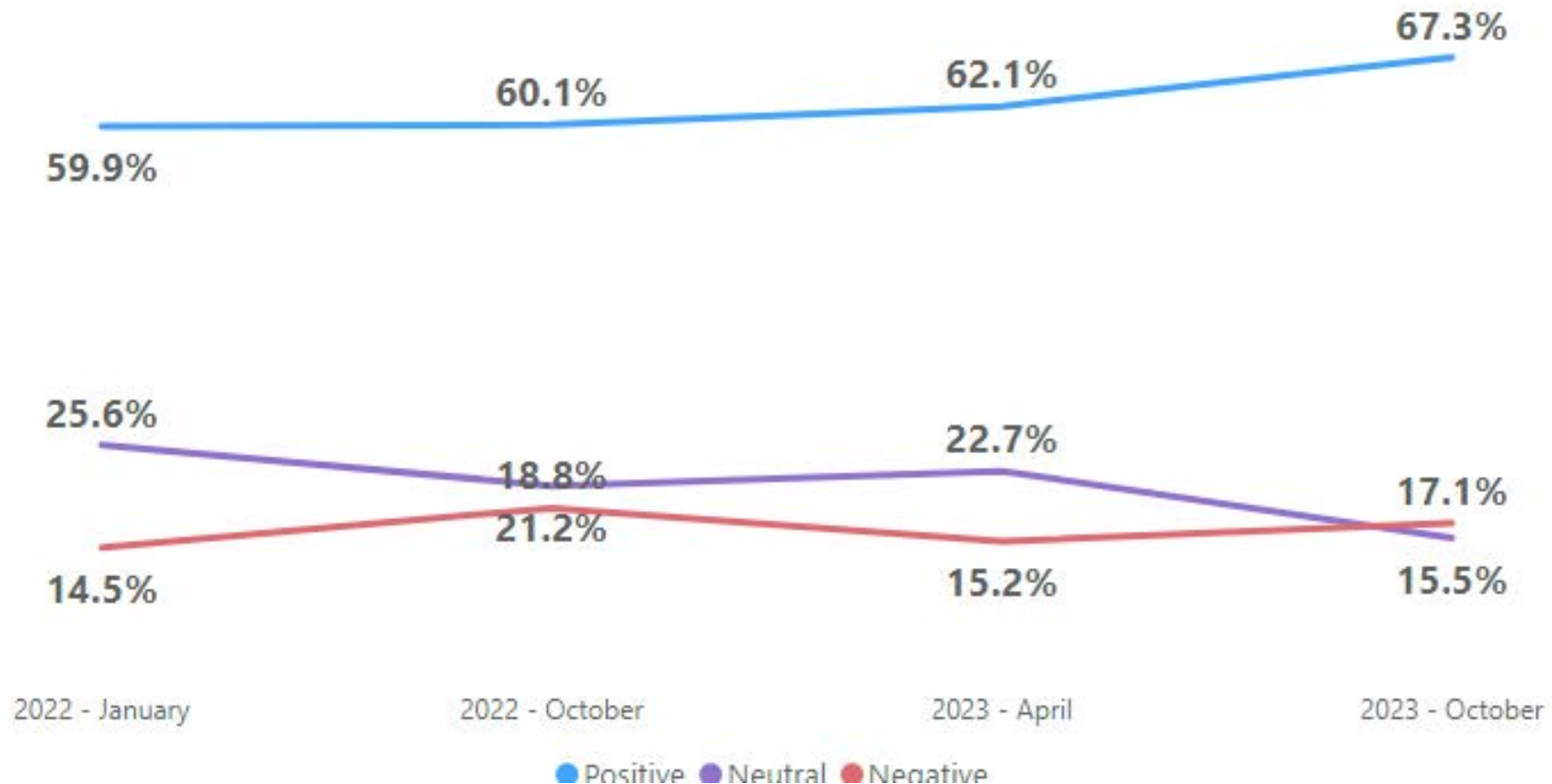
I am a member of an effective work group.



I am encouraged to come up with better ways of doing things.

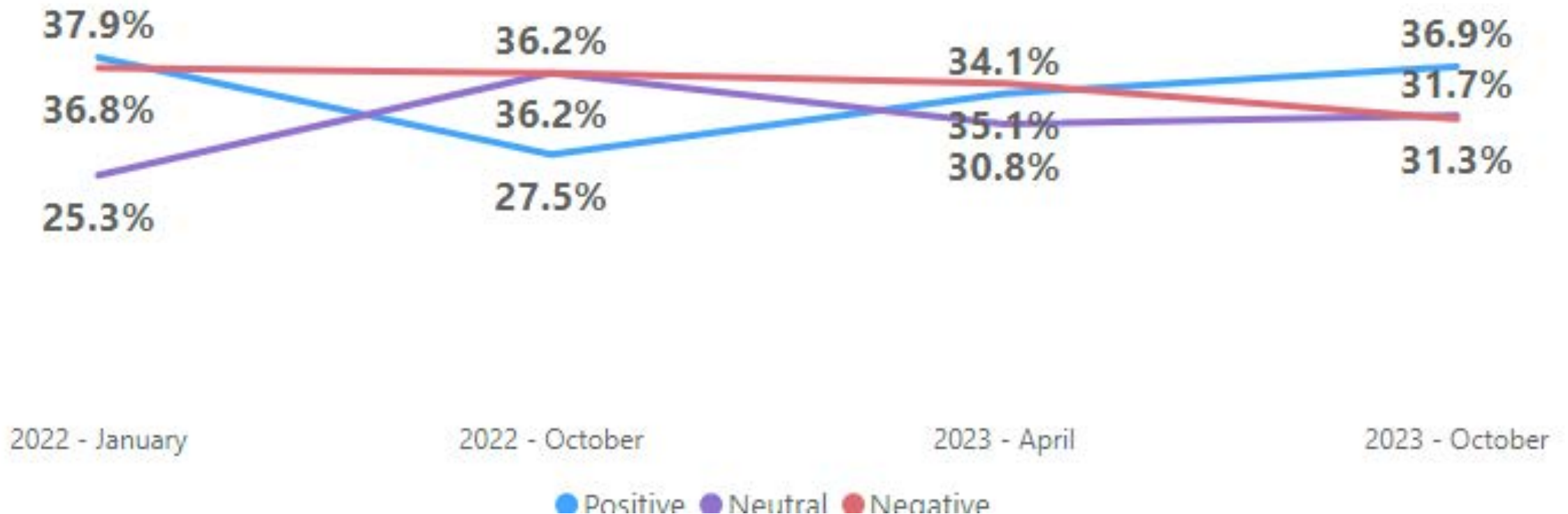


I receive the information I need to do my job effectively.

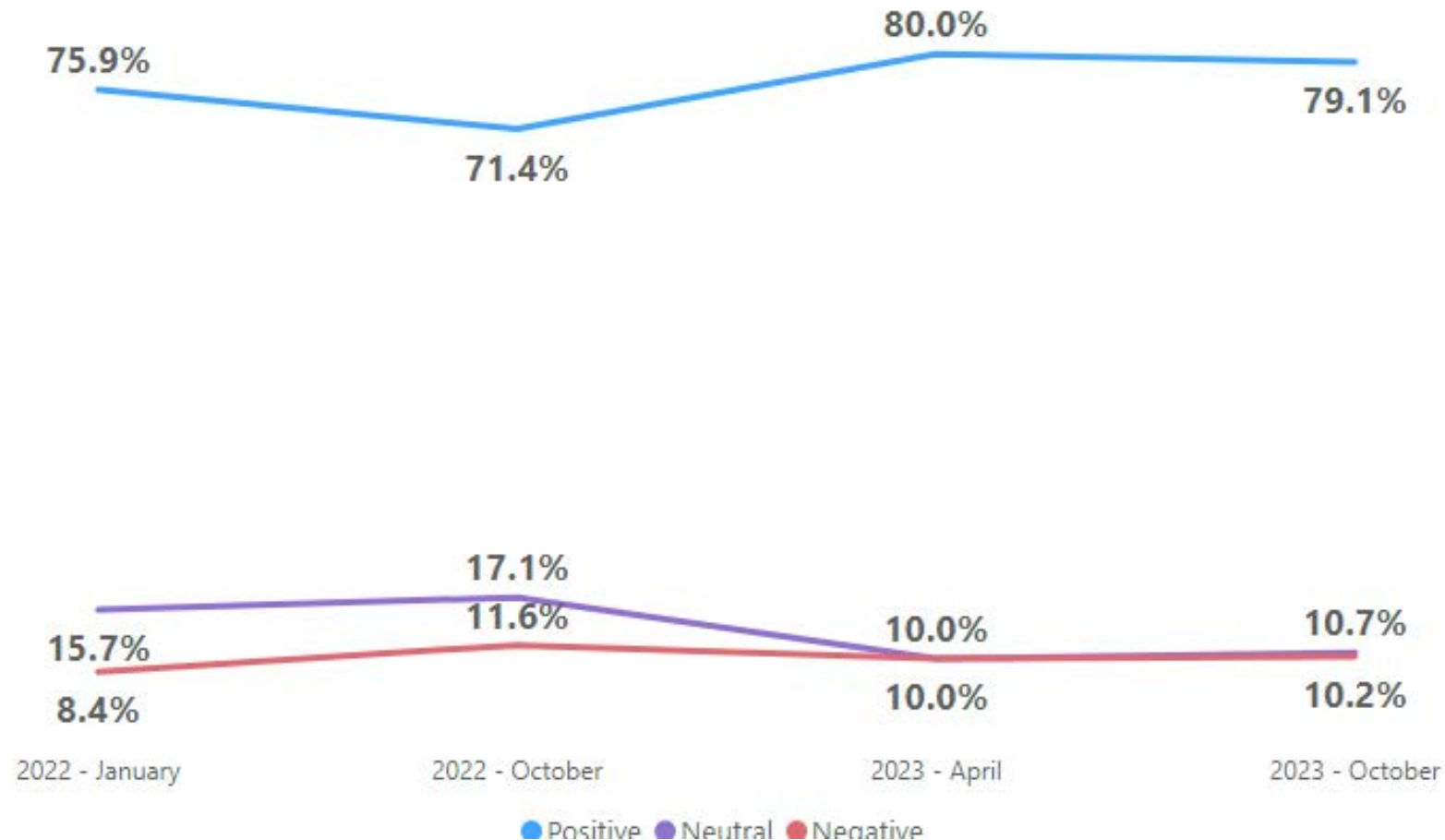


Senior leadership* does a good job of communicating the reasons behind important changes that are made.

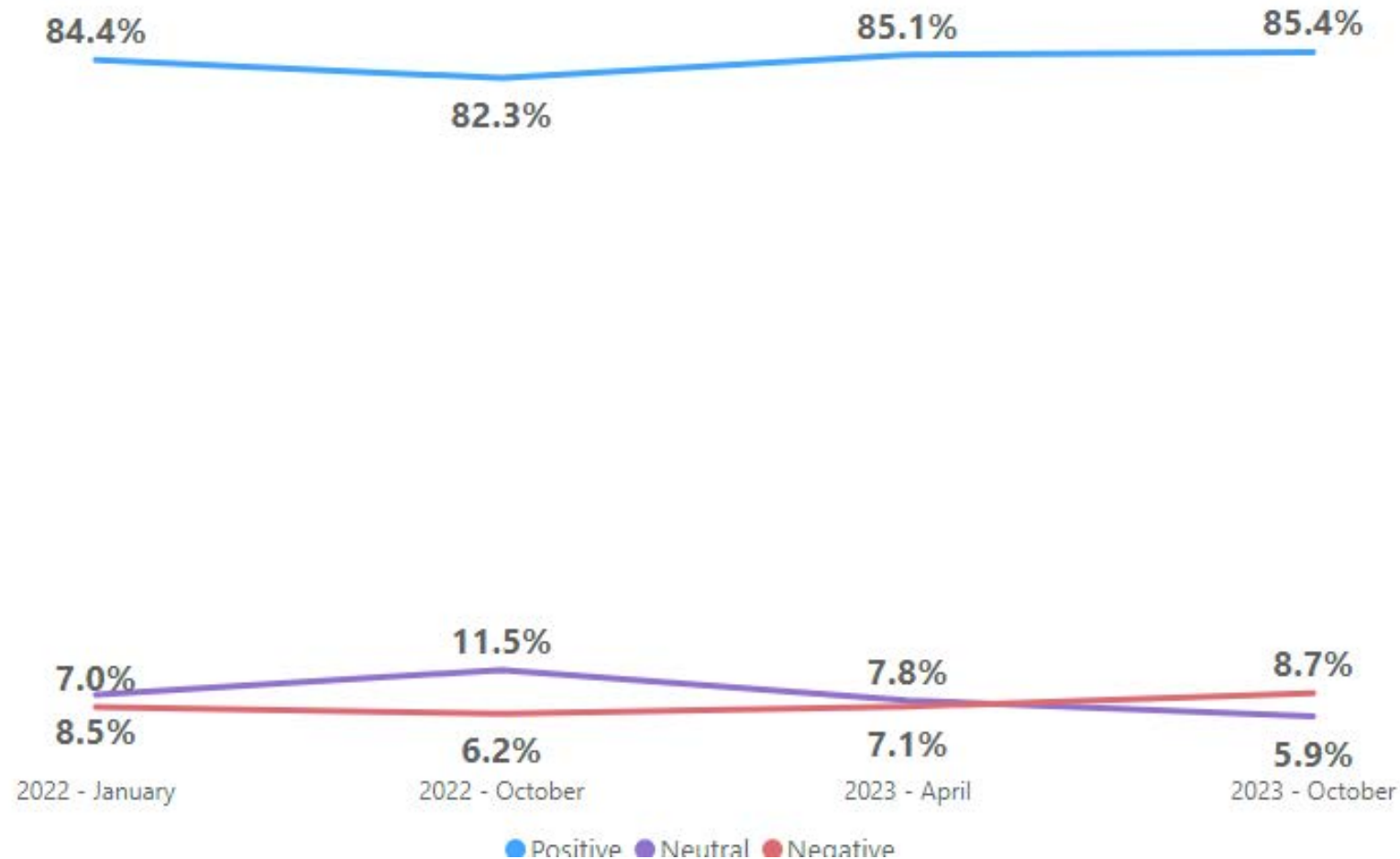
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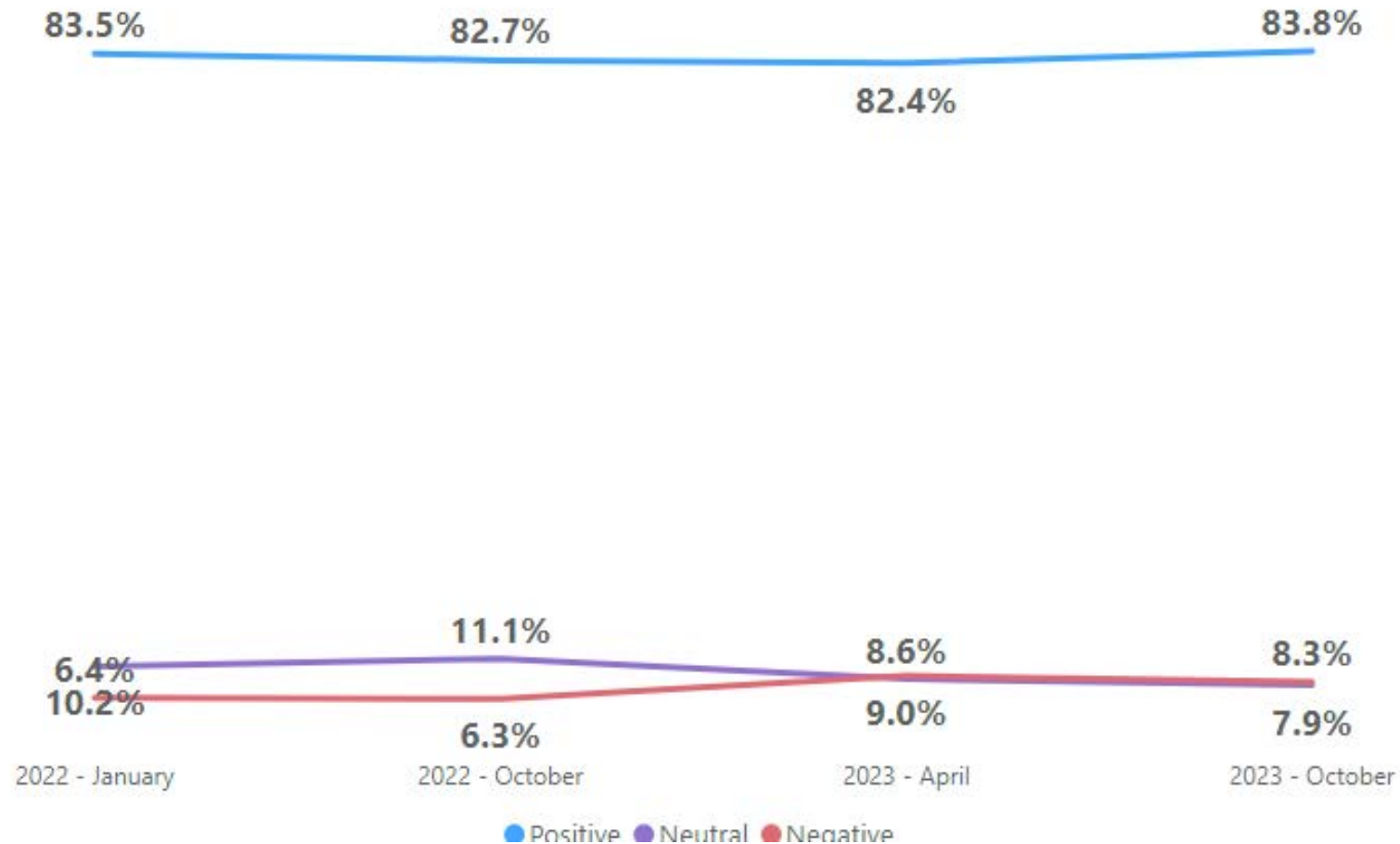
I am empowered to make decisions that best serve my customers.



I have a clear understanding of what is expected of me.



I feel trusted to do my job well.



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I feel trusted to do my job well.	0.3%	1.4%	1.9%	-0.7%	-1.6%	2.1%

Change in Ambassador Item

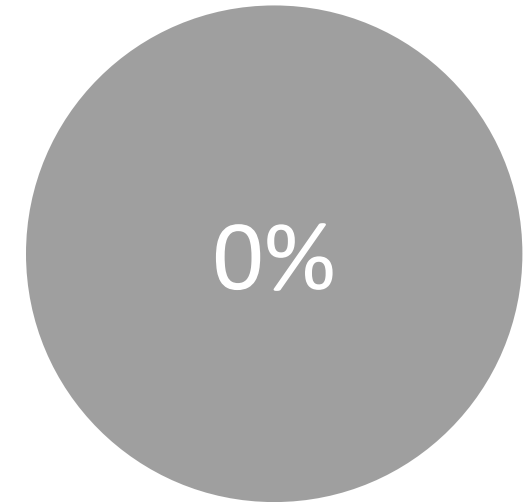
**HOW LIKELY IS IT THAT YOU
WOULD RECOMMEND
WORKING AT THIS
ORGANIZATION TO A
FRIEND OR COLLEAGUE...**

Extremely or Very Likely

From Baseline



From April



Ambassador Item

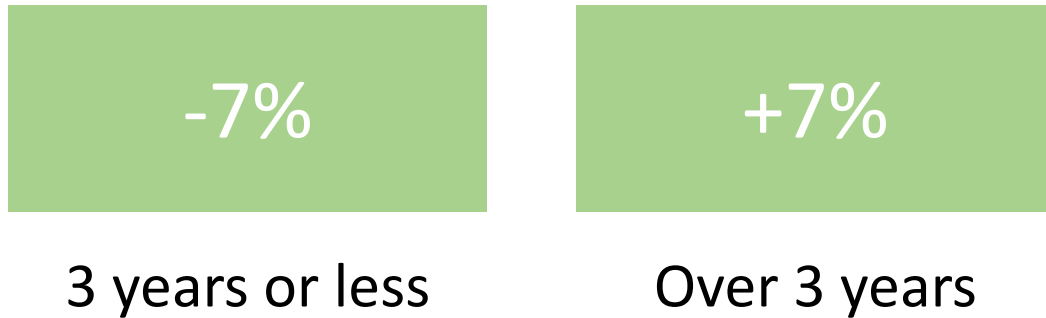
How likely is it that you would recommend working at this organization to a friend or colleague ...

	Very Likely	Extremely Likely	Total
January 2022	18.7%	9.3%	28%
October 2022	22.4%	8.8%	31.2%
April 2023	30.2%	11.3%	41.5%
October 2023	27.8%	13.7%	41.5%

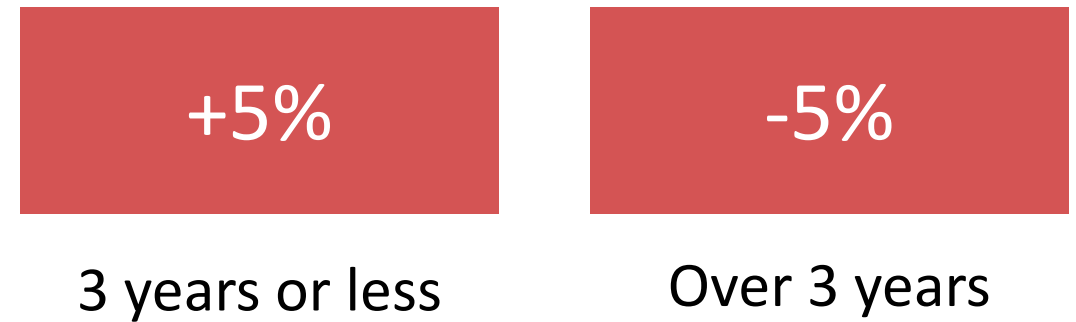
Change in Retention Item

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

Change From Baseline



Change From April



Retention Item

I intend to keep working for the university for ...

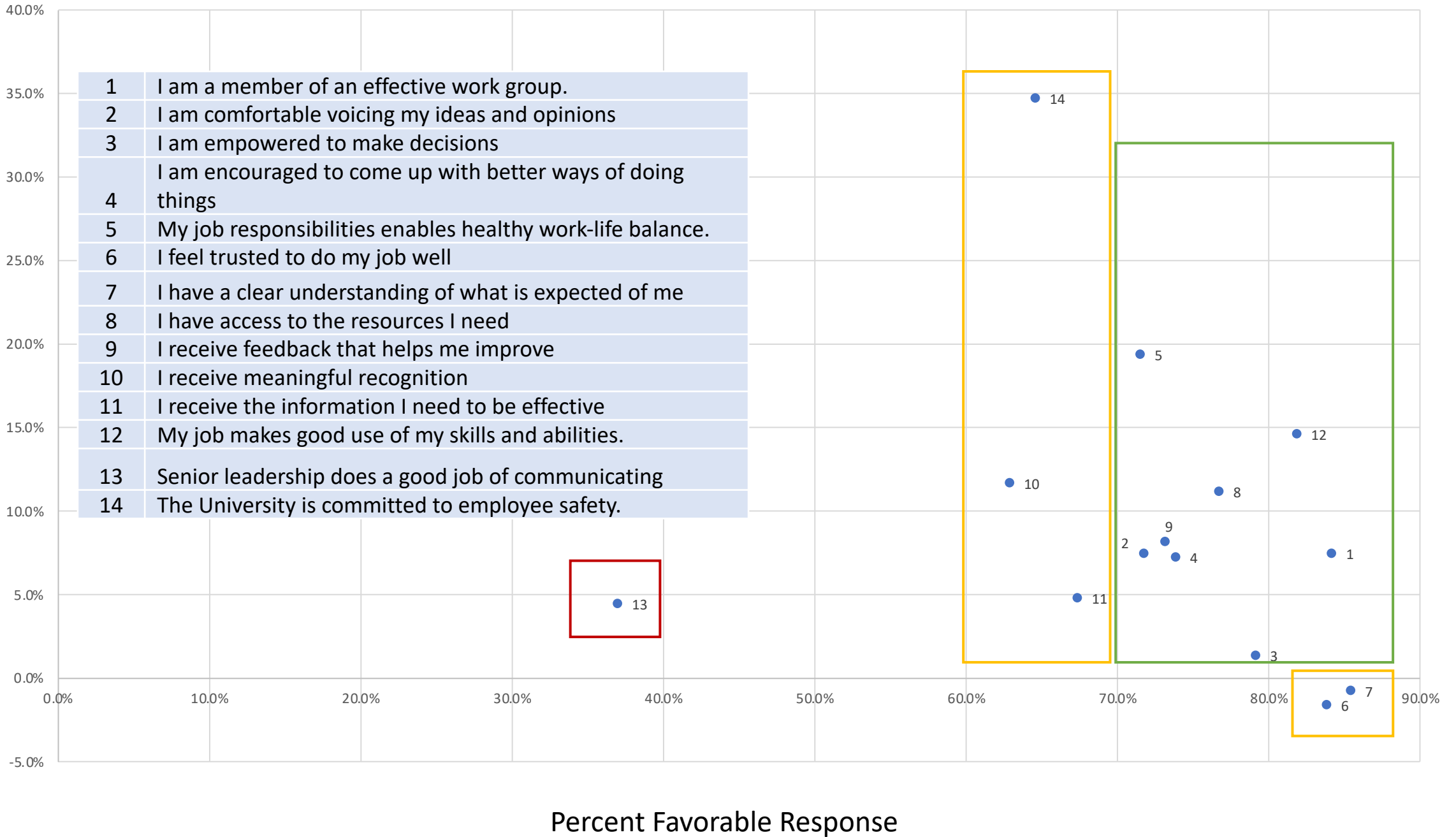
	3 years or under	Over 3 years
January 2022	49%	51%
October 2022	42%	58%
April 2023	37%	63%
October 2023	42%	58%

The background is a dark, textured image showing a close-up of a pen writing on a document. The pen is in the upper right corner, and its tip is touching the paper. There are several numbers and lines visible: '25' on the left, '2,47' on the right, and a large '20' on the left side. The text is white and centered.

Implications:

What's going well &
Where we can improve

Net Change From Baseline



Areas for Improvement

Based on favorable response rate under 50%:

- Senior leadership does a good job of communicating the reasons for decisions

Based on negative trend alone:

- I feel trusted to do my job well
- I have a clear understanding of what's expected of me

Based on favorability less than 70%:

- I receive meaningful recognition
- The university is committed to employee safety
- I receive the information I need

Trending positive and a percent favorable ...

What's Going Well

At or above 80%

- I am a member of an effective work group
- My job makes good use of my skills and abilities

At or above 70%

- I am empowered to make decisions that best serve my customers
- 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
- 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
- I am comfortable voicing my ideas and opinions



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?