Pulse Survey Debrief 2.0

February 2023

Please scan the QR code to the right or go to www.menti.com and enter the code: 4110 4302
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

<table>
<thead>
<tr>
<th>Response</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Strongly Disagree</td>
<td>2</td>
</tr>
<tr>
<td>2 - Disagree</td>
<td>2</td>
</tr>
<tr>
<td>3 - Neutral</td>
<td>2</td>
</tr>
<tr>
<td>4 - Agree</td>
<td>2</td>
</tr>
<tr>
<td>5 - Strongly Agree</td>
<td>2</td>
</tr>
</tbody>
</table>

Average Score = 3

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

Pulse Survey Method

<table>
<thead>
<tr>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Strongly Disagree</td>
</tr>
<tr>
<td>2 - Disagree</td>
</tr>
<tr>
<td>3 - Neutral</td>
</tr>
<tr>
<td>4 - Agree</td>
</tr>
<tr>
<td>5 - Strongly Agree</td>
</tr>
</tbody>
</table>

Unfavorable

Percent favorable = 40%
Percent unfavorable = 40%
The Most Recent Data

October 2023
## Likert Scale Item Overview

<table>
<thead>
<tr>
<th>Perceived Work Environment/Academic Climate (n=25,275)</th>
<th>October 2023</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Favorable</td>
<td>Neutral</td>
<td>Unfavorable</td>
</tr>
<tr>
<td>I have a clear understanding of what is expected of me.</td>
<td>85.4%</td>
<td>5.9%</td>
<td>8.7%</td>
</tr>
<tr>
<td>I am a member of an effective work group.</td>
<td>84.1%</td>
<td>7.1%</td>
<td>8.7%</td>
</tr>
<tr>
<td>I feel trusted to do my job well.</td>
<td>83.8%</td>
<td>7.9%</td>
<td>8.3%</td>
</tr>
<tr>
<td>My job makes good use of my skills and abilities.</td>
<td>83.8%</td>
<td>9.5%</td>
<td>8.7%</td>
</tr>
<tr>
<td>I am empowered to make decisions that best serve my customers.</td>
<td>79.1%</td>
<td>10.7%</td>
<td>10.2%</td>
</tr>
<tr>
<td>I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.</td>
<td>76.7%</td>
<td>9.5%</td>
<td>13.8%</td>
</tr>
<tr>
<td>I am encouraged to come up with better ways of doing things.</td>
<td>73.8%</td>
<td>16.7%</td>
<td>9.5%</td>
</tr>
<tr>
<td>I receive feedback that helps me improve my performance.</td>
<td>73.1%</td>
<td>16.2%</td>
<td>10.7%</td>
</tr>
<tr>
<td>I am comfortable voicing my ideas and opinions, even if they are different from others.</td>
<td>71.7%</td>
<td>12.4%</td>
<td>15.9%</td>
</tr>
<tr>
<td>I can manage my job responsibilities in a way that enables a healthy work-life balance.</td>
<td>71.5%</td>
<td>12.0%</td>
<td>16.5%</td>
</tr>
<tr>
<td>I receive the information I need to do my job effectively.</td>
<td>67.3%</td>
<td>15.6%</td>
<td>17.10%</td>
</tr>
<tr>
<td>The University is committed to employee safety.</td>
<td>64.5%</td>
<td>23.5%</td>
<td>12.0%</td>
</tr>
<tr>
<td>I receive meaningful recognition when I do a good job.</td>
<td>62.8%</td>
<td>18.6%</td>
<td>18.6%</td>
</tr>
<tr>
<td>Senior leadership* does a good job of communicating the reasons behind important changes that are made.</td>
<td>36.9%</td>
<td>31.7%</td>
<td>31.3%</td>
</tr>
</tbody>
</table>

*Senior leadership* refers to the President/Chancellors, Provosts, Vice Presidents/Chancellors, Deans, or the equivalent

<p>| Average | 72.3% | 14.1% | 13.6% |</p>
<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am a member of an effective work group.</td>
<td>47%</td>
<td>37%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>I am comfortable voicing my ideas and opinions, even if they are different from others.</td>
<td>29%</td>
<td>42%</td>
<td>12%</td>
<td>12%</td>
</tr>
<tr>
<td>I am empowered to make decisions that best serve my customers.</td>
<td>34%</td>
<td>45%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>I am encouraged to come up with better ways of doing things.</td>
<td>34%</td>
<td>49%</td>
<td>17%</td>
<td>8%</td>
</tr>
<tr>
<td>I can manage my job responsibilities in a way that enables a healthy work-life balance.</td>
<td>20%</td>
<td>52%</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>I feel trusted to do my job well.</td>
<td>46%</td>
<td>38%</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>I have a clear understanding of what is expected of me.</td>
<td>35%</td>
<td>50%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job.</td>
<td>28%</td>
<td>49%</td>
<td>9%</td>
<td>12%</td>
</tr>
<tr>
<td>I receive feedback that helps me improve my performance.</td>
<td>26%</td>
<td>47%</td>
<td>16%</td>
<td>9%</td>
</tr>
<tr>
<td>I receive meaningful recognition when I do a good job.</td>
<td>26%</td>
<td>36%</td>
<td>19%</td>
<td>4%</td>
</tr>
<tr>
<td>I receive the information I need to do my job effectively.</td>
<td>17%</td>
<td>50%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>My job makes good use of my skills and abilities.</td>
<td>30%</td>
<td>52%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Senior leadership does a good job of communicating the reasons behind important change.</td>
<td>8%</td>
<td>29%</td>
<td>32%</td>
<td>20%</td>
</tr>
<tr>
<td>The University is committed to employee safety.</td>
<td>18%</td>
<td>47%</td>
<td>24%</td>
<td>10%</td>
</tr>
</tbody>
</table>
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 Change in Data

January 2022 → October 2023
<table>
<thead>
<tr>
<th>ITEM</th>
<th>Change in Favorable From Baseline</th>
<th>Change in Favorable From Apr.</th>
<th>Change in Unfavorable From Baseline</th>
<th>Change in Unfavorable From Apr.</th>
<th>Net Change From Baseline</th>
<th>Net Change From Apr.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The University is committed to employee safety.</td>
<td>18.2%</td>
<td>4.9%</td>
<td>-16.6%</td>
<td>1.9%</td>
<td>34.7%</td>
<td>3.1%</td>
</tr>
<tr>
<td>I can manage my job responsibilities in a way that enables a healthy work-life balance.</td>
<td>11.7%</td>
<td>7.2%</td>
<td>-7.7%</td>
<td>-3.4%</td>
<td>19.4%</td>
<td>10.6%</td>
</tr>
<tr>
<td>My job makes good use of my skills and abilities.</td>
<td>8.6%</td>
<td>2.1%</td>
<td>-6.0%</td>
<td>-0.7%</td>
<td>14.6%</td>
<td>2.8%</td>
</tr>
<tr>
<td>I receive meaningful recognition when I do a good job.</td>
<td>8.3%</td>
<td>7.2%</td>
<td>-3.4%</td>
<td>-3.4%</td>
<td>11.7%</td>
<td>10.7%</td>
</tr>
<tr>
<td>I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.</td>
<td>6.9%</td>
<td>2.0%</td>
<td>-4.2%</td>
<td>-0.1%</td>
<td>11.2%</td>
<td>2.0%</td>
</tr>
<tr>
<td>I receive feedback that helps me improve my performance.</td>
<td>7.0%</td>
<td>5.6%</td>
<td>-1.2%</td>
<td>-2.9%</td>
<td>8.2%</td>
<td>8.6%</td>
</tr>
<tr>
<td>I am comfortable voicing my ideas and opinions, even if they are different from others.</td>
<td>6.3%</td>
<td>4.2%</td>
<td>-1.2%</td>
<td>-2.2%</td>
<td>7.5%</td>
<td>6.4%</td>
</tr>
<tr>
<td>I am a member of an effective work group.</td>
<td>5.3%</td>
<td>1.9%</td>
<td>-2.2%</td>
<td>-0.7%</td>
<td>7.5%</td>
<td>2.6%</td>
</tr>
<tr>
<td>I am encouraged to come up with better ways of doing things.</td>
<td>5.7%</td>
<td>3.0%</td>
<td>-1.5%</td>
<td>-6.0%</td>
<td>7.3%</td>
<td>9.0%</td>
</tr>
<tr>
<td>I receive the information I need to do my job effectively.</td>
<td>7.4%</td>
<td>5.2%</td>
<td>2.6%</td>
<td>1.9%</td>
<td>4.8%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Senior leadership* does a good job of communicating the reasons behind important changes that are made.</td>
<td>-1.0%</td>
<td>2.8%</td>
<td>-5.5%</td>
<td>-3.8%</td>
<td>4.5%</td>
<td>6.6%</td>
</tr>
<tr>
<td>I am empowered to make decisions that best serve my customers.</td>
<td>3.2%</td>
<td>-0.9%</td>
<td>1.8%</td>
<td>0.2%</td>
<td>1.4%</td>
<td>-1.1%</td>
</tr>
<tr>
<td>I have a clear understanding of what is expected of me.</td>
<td>0.9%</td>
<td>0.3%</td>
<td>1.7%</td>
<td>1.6%</td>
<td>-0.7%</td>
<td>-1.3%</td>
</tr>
<tr>
<td>I feel trusted to do my job well.</td>
<td>0.3%</td>
<td>1.4%</td>
<td>1.9%</td>
<td>-0.7%</td>
<td>-1.6%</td>
<td>2.1%</td>
</tr>
</tbody>
</table>
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 April 0%
Change in Retention Item

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

<table>
<thead>
<tr>
<th></th>
<th>Change From Baseline</th>
<th>Change From April</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 years or less</td>
<td>-7%</td>
<td>+5%</td>
</tr>
<tr>
<td>Over 3 years</td>
<td>+7%</td>
<td>-5%</td>
</tr>
</tbody>
</table>
Implications:

What’s going well &
Where we can improve
1. I am a member of an effective work group.
2. I am comfortable voicing my ideas and opinions
3. I am empowered to make decisions
4. I am encouraged to come up with better ways of doing things
5. My job responsibilities enable healthy work-life balance.
6. I feel trusted to do my job well
7. I have a clear understanding of what is expected of me
8. I have access to the resources I need
9. I receive feedback that helps me improve
10. I receive meaningful recognition
11. I receive the information I need to be effective
12. My job makes good use of my skills and abilities.
13. Senior leadership does a good job of communicating
14. The University is committed to employee safety.
Discussion
Menti: Overall, how do you feel about these results? Why?

• These results are GREAT!
• These results are GOOD
• These results are AVERAGE
• These results are POOR
• These results are TERRIBLE

Please scan the QR code to the right or go to www.menti.com and enter the code: 4110 4302
Menti: Which of these items do you feel you have the most control over? The least?

1. I am a member of an effective work group
2. I am comfortable voicing my ideas and opinions, even if they are different from others
3. I am empowered to make decisions that best serve my customers
4. I am encouraged to come up with better ways of doing things
5. I can manage my job responsibilities in a way that enables healthy work-life balance
6. I feel trusted to do my job well
7. I have a clear understanding of what is expected of me
8. I have access to the resources (e.g. materials, equipment, technology, etc.) I need to do my job effectively
9. I receive feedback that helps me improve my performance
10. I receive meaningful recognition when I do a good job
11. I receive the information I need to do my job effectively
12. My job makes good use of my skills and abilities
13. Senior leadership does a good job communicating the reasons behind important changes that are made * Senior leadership refers to the Chancellors, Provosts, Vice Chancellors, Deans, or equivalent
14. The University is committed to employee safety
Importance of a Supervisor

• Supervisors Impact Employees:
  • Engagement
  • Satisfaction
  • Positive work experiences
  • Productivity
  • Retention

• Think about one of your best supervisors? How else did they impact you? Add thoughts in Chat
Action Planning Tips

• Review Pulse Survey Results
• Identify the 3 items rated “Most Favorable” and the 3 items rated “Least Favorable.”
• Consider the meaning of the survey item from various perspectives
• Consider the following:
  • Which topic would have the biggest impact if addressed?
  • Is there a similar topic that is already a priority for your area with actions in place that could be mirrored or modified to also impact the survey topic?
• Brainstorm ways to address identified topics.
Engage Your Team

• Engaging your team in this process, if appropriate, can be a powerful motivator:
  • How do we display, or how are we experiencing this issue?
  • Why might we be displaying/experiencing this issue?
  • What might help address or resolve this?
  • What would improvement in this issue look like?
  • Do we need support from others? Who?
• If helpful, use the “Start, Stop, Continue” Framework
1. I am a member of an effective work group.
2. I am comfortable voicing my ideas and opinions.
3. I am empowered to make decisions.
4. I am encouraged to come up with better ways of doing things.
5. My job responsibilities enable healthy work-life balance.
6. I feel trusted to do my job well.
7. I have a clear understanding of what is expected of me.
8. I have access to the resources I need.
9. I receive feedback that helps me improve.
10. I receive meaningful recognition.
11. I receive the information I need to be effective.
12. My job makes good use of my skills and abilities.
13. Senior leadership does a good job of communicating.
14. The University is committed to employee safety.
Senior leadership does a good job communicating the reasons behind important changes that are made. *Senior leadership refers to the Chancellors, Provosts, Vice Chancellors, Deans, or equivalent*

- What might this mean?
- What can be done at the local level?
I receive meaningful recognition when I do a good job

• What might this mean?
• What can be done at the local level?
The University is committed to employee safety

• What might this mean?
• What can be done at the local level?
I have a clear understanding of what is expected of me

• What might this mean?
• What can be done at the local level?
I receive the information I need to do my job effectively

- What might this mean?
- What can be done at the local level?
I feel trusted to do my job well

• What might this mean?
• What can be done at the local level?
I am a member of an effective work group

• What might this mean?
• What can be done at the local level?
I am comfortable voicing my ideas and opinions, even if they are different from others

• What might this mean?
• What can be done at the local level?
I am empowered to make decisions that best serve my customers

• What might this mean?
• What can be done at the local level?
I am encouraged to come up with better ways of doing things

• What might this mean?
• What can be done at the local level?
I can manage my job responsibilities in a way that enables healthy work-life balance

• What might this mean?
• What can be done at the local level?
I receive feedback that helps me improve my performance

• What might this mean?
• What can be done at the local level?
My job makes good use of my skills and abilities

• What might this mean?
• What can be done at the local level?
Reflection/Personal Action Planning

• What are 2-3 things you will do?
Talk to your people