

Pulse Survey Debrief 2.0

February 2023

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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

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%

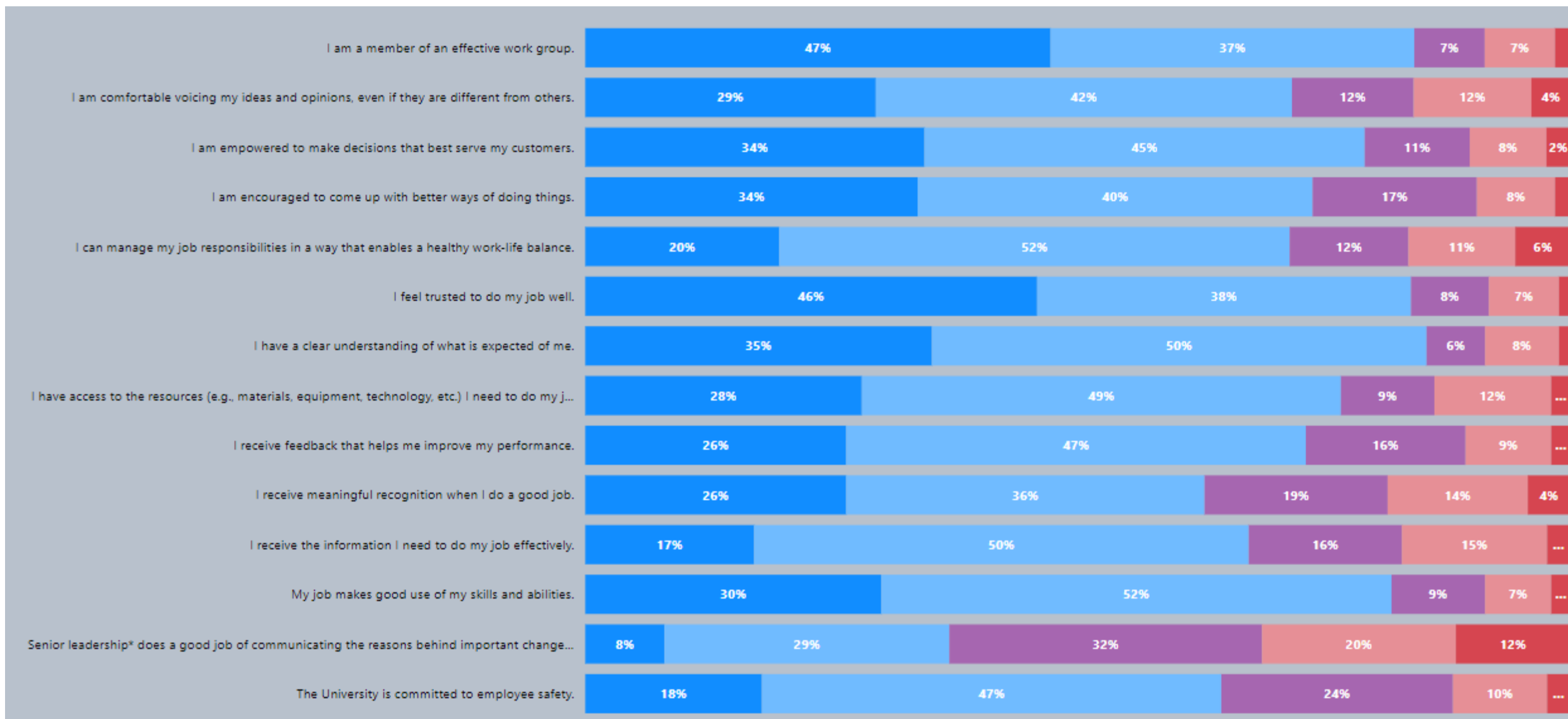
The background is a dark, textured image showing a close-up of a pen writing on a document. The pen is positioned diagonally from the top right towards the center. There are faint, glowing lines and data points scattered across the surface, suggesting a technical or scientific context. The overall tone is dark and professional.

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%



Oct. Ambassador Item

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

Extremely or Very Likely



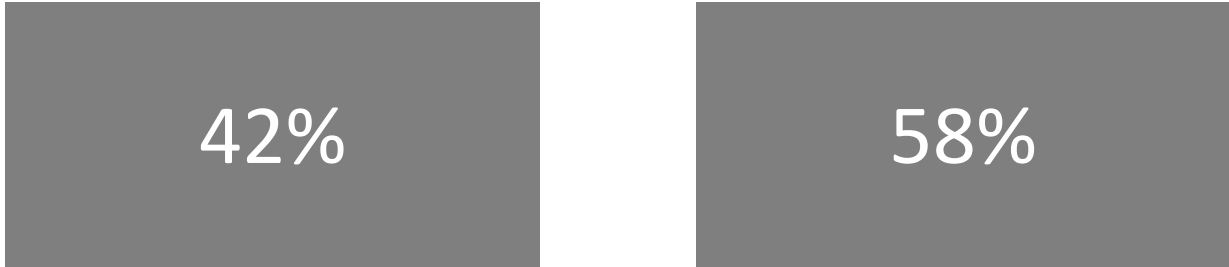
41.5%

Oct. Retention Item

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

Retention Item

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



A horizontal bar chart with two bars. The left bar is labeled '3 years or less' and contains the text '42%'. The right bar is labeled 'Over 3 years' and contains the text '58%'. Both bars are a solid gray color.

Retention Item	Percentage
3 years or less	42%
Over 3 years	58%

42%

3 years or less

58%

Over 3 years



The Change in Data

January 2022 → October 2023

	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%

Change in Ambassador Item

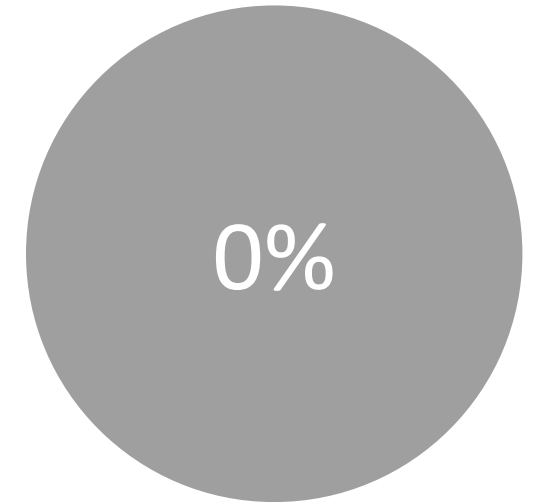
**HOW LIKELY IS IT THAT YOU
WOULD RECOMMEND
WORKING AT THIS
ORGANIZATION TO A
FRIEND OR COLLEAGUE...**

Extremely or Very Likely

From Baseline



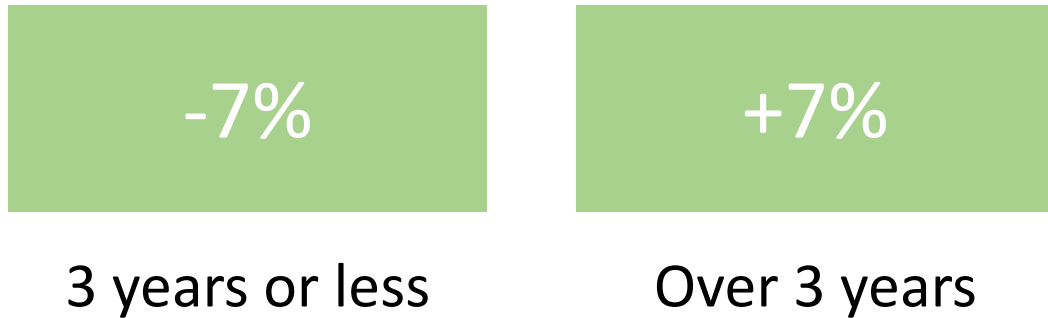
From April



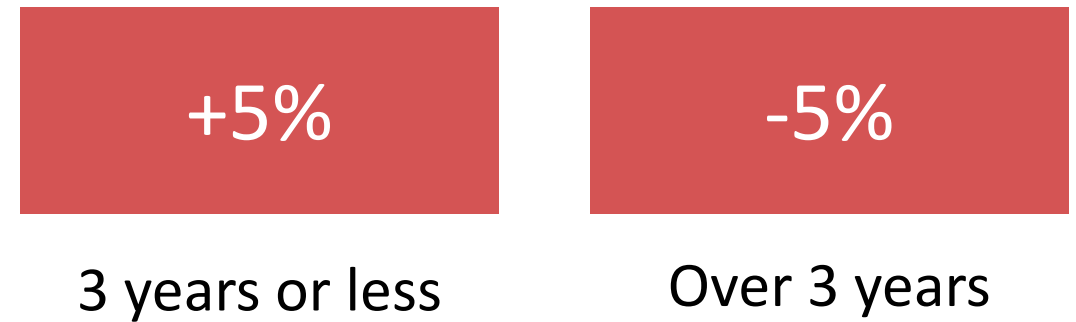
Change in Retention Item

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

Change From Baseline



Change From April

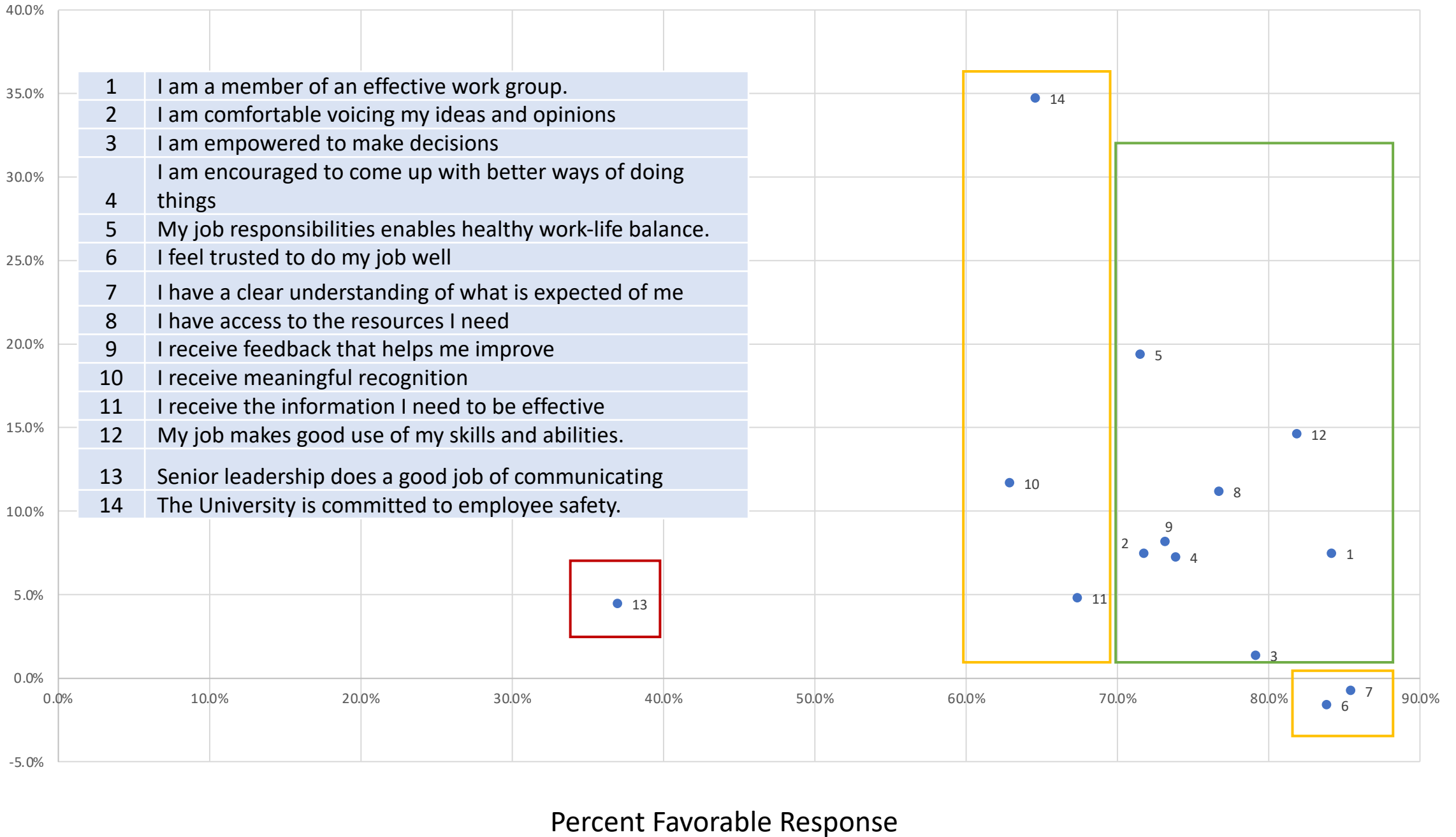


The background is a dark, textured image. It appears to be a close-up of a pen drawing a line on a document. The pen is in the upper right corner, and the line it is drawing extends diagonally across the frame. There are some faint numbers and a map-like outline visible in the background. The numbers '25' and '2,47' are visible on the left and right sides respectively. The map-like outline is in the center-left area.

Implications:

What's going well &
Where we can improve

Net Change From Baseline



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' in the bottom left. The text 'Discussion' is centered in the middle of the image.

Discussion

Menti: Overall, how do you feel about these results? Why?

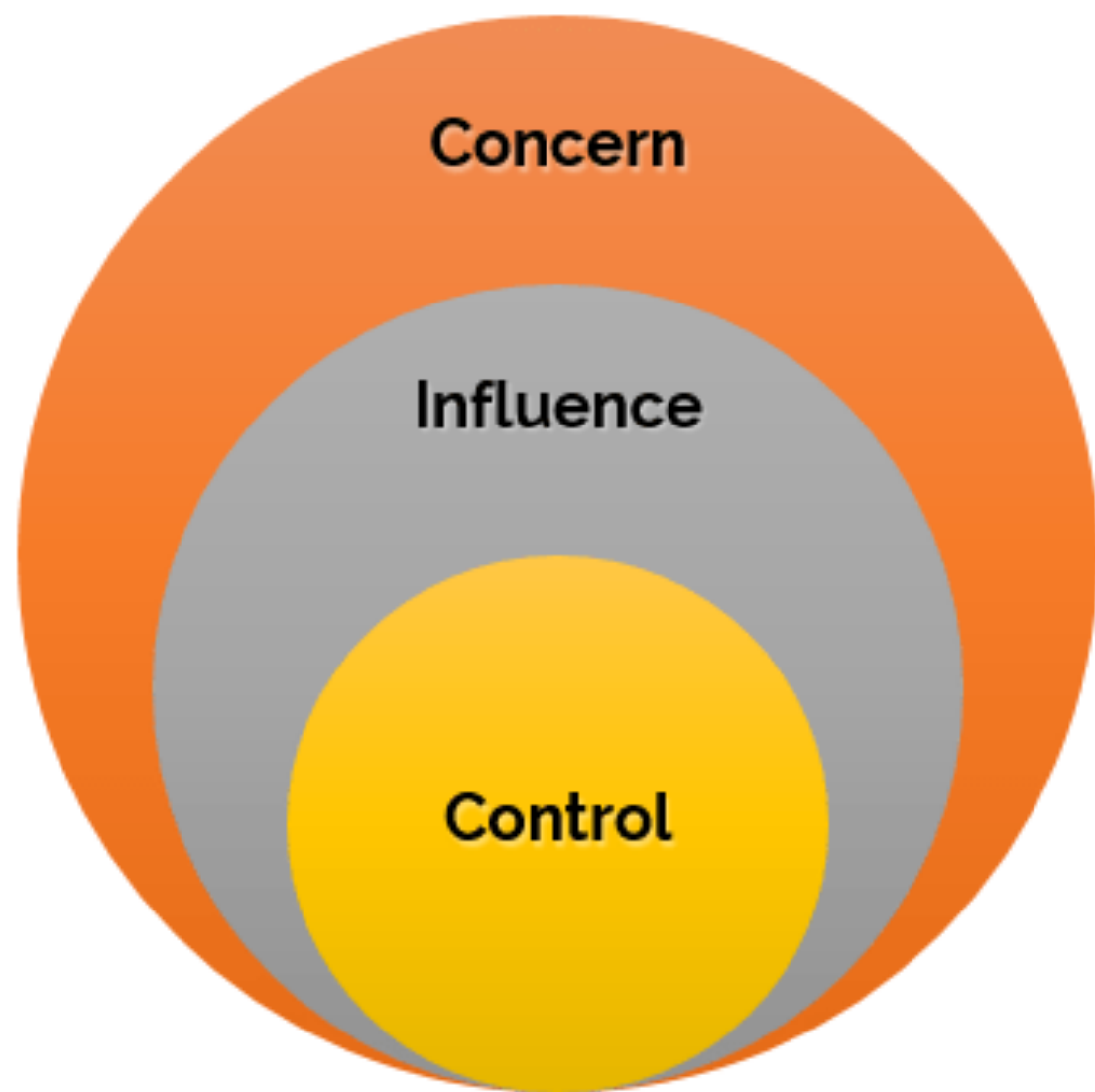
- These results are GREAT!
- These results are GOOD
- These results are AVERAGE
- These results are POOR
- These results are TERRIBLE

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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

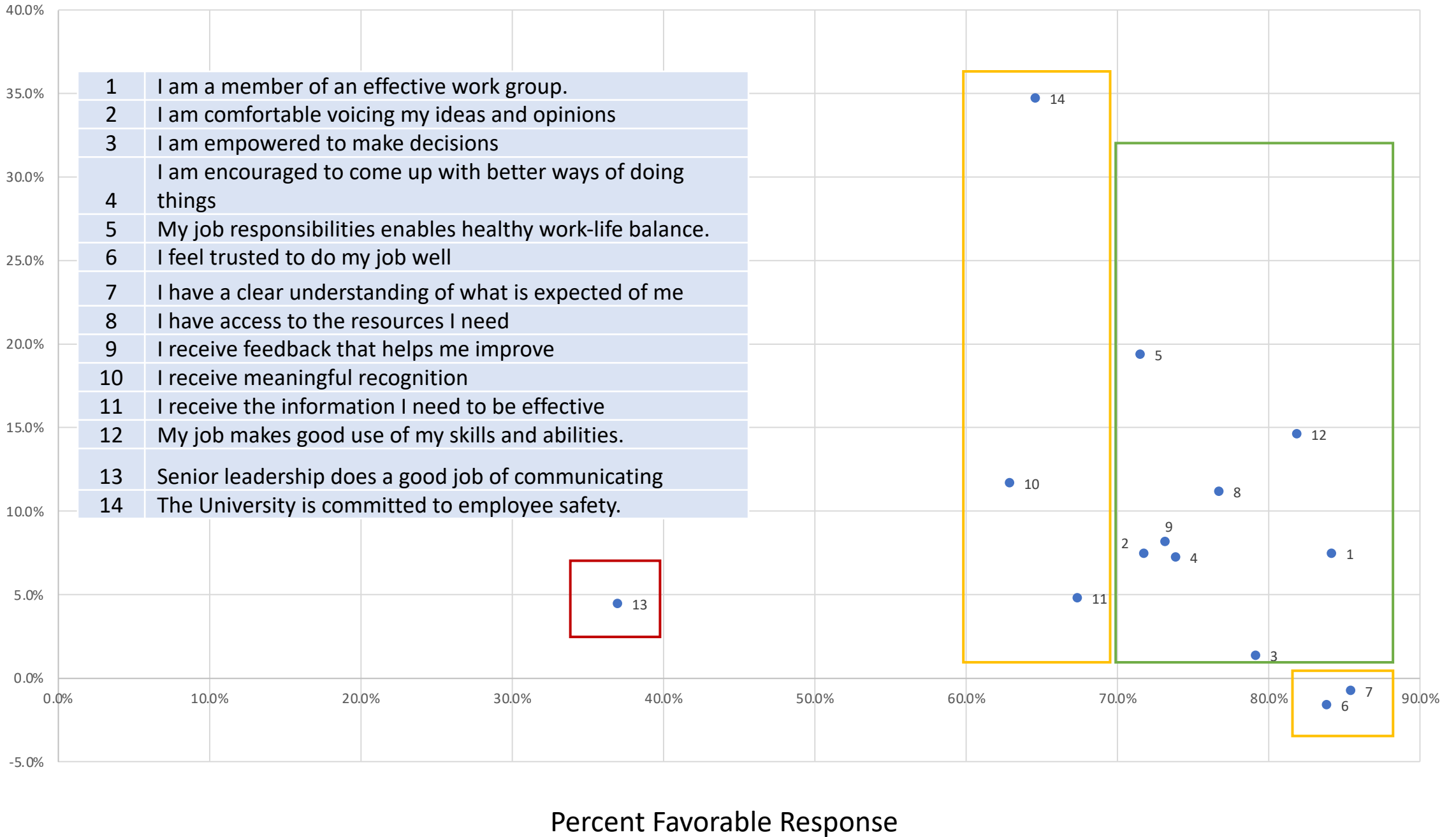
Action Planning Tips

- 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

Net Change From Baseline



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

- What might this mean?
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I am encouraged to come up with better ways of doing things

- What might this mean?
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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 you

PEOPLE