

The background of the slide is a dark grey ECG (heart rate) waveform. A white rectangular frame is centered on the slide, containing the text. The text is white and centered within the frame.

Pulse Survey Data

October 2022 vs. January 2022 Comparison

The Survey

Purpose

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

Frequency

- Baseline data – January 2022
- Most recent data – October 2022

Respondents

- All employees are invited
- 210 in October 2022
- 217 in January 2022

Items

- 14 Likert scale items from 5 categories:
 - Culture,
 - Work-Life Balance,
 - Job Performance,
 - Empowerment & Recognition,
 - Communication
- 1 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

October 2022

Likert Scale Item Overview

	October 2022		
	Favorable	Unfavorable	Neutral
I feel trusted to do my job well.	82.7%	6.3%	11.1%
I have a clear understanding of what is expected of me.	82.3%	6.2%	11.5%
I am a member of an effective work group.	81.1%	10.2%	8.7%
My job makes good use of my skills and abilities.	77.4%	10.6%	12.0%
I am empowered to make decisions that best serve my customers.	71.4%	11.6%	17.1%
I am encouraged to come up with better ways of doing things.	70.7%	12.5%	16.8%
I am comfortable voicing my ideas and opinions, even if they are different from others.	68.3%	13.9%	17.8%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	67.1%	20.5%	12.4%
I receive feedback that helps me improve my performance.	66.0%	13.9%	20.1%
I receive the information I need to do my job effectively.	60.1%	18.8%	21.2%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	58.5%	26.6%	15.0%
The University is committed to employee safety.	56.7%	13.5%	29.8%
I receive meaningful recognition when I do a good job.	49.5%	26.9%	23.6%
Senior leadership* does a good job of communicating the reasons behind important changes that are made.	27.5%	36.2%	36.2%
Average	65.7%	16.3%	18.1%

Category Breakdown by Item

Category	Item
Culture	I am encouraged to come up with better ways of doing things.
	I am comfortable voicing my ideas and opinions, even if they are different from others.
	The University is committed to employee safety.
Work-Life Balance	I can manage my job responsibilities in a way that enables a healthy work-life balance.
Job Performance	I have a clear understanding of what is expected of me.
	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 a member of an effective work group.
Empowerment & Recognition	I am empowered to make decisions that best serve my customers.
	I feel trusted to do my job well.
	I receive meaningful recognition when I do a good job.
	My job makes good use of my skills and abilities.
Communication	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.

October
Responses
by Item
Category

Category	Average % Favorable	Average % Unfavorable	Average % Neutral
Job Performance	74.1%	12.7%	13.2%
Empowerment & Recognition	70.2%	13.8%	16%
Culture	65.2%	13.3%	21.5%
Work-Life Balance	58.5%	26.6%	14.9%
Communication	43.8%	27.5%	28.7%

Most Favorable October Survey Items

- 82.7% I feel trusted to do my job well
- 82.3% I have a clear understanding of what is expected of me
- 81.1% I am a member of an effective work group

Most Unfavorable October Survey Items

36.2%

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

26.9%

I receive meaningful recognition when I do my job

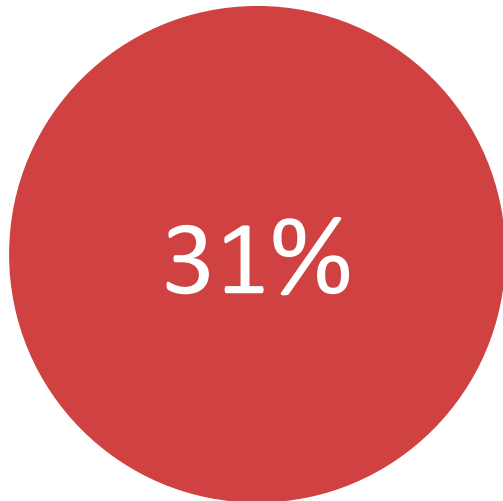
26.6%

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

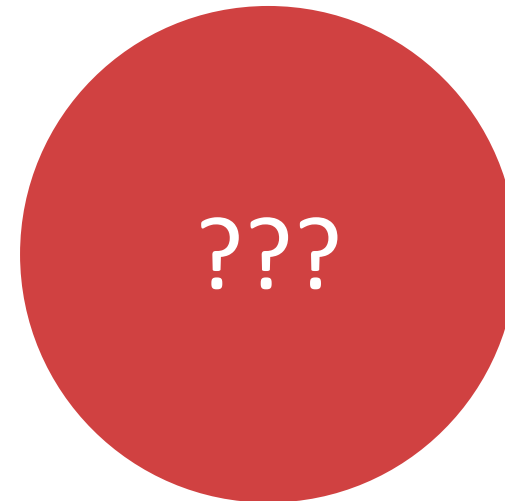
October Ambassador Item

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

Extremely or Very Likely



Extremely or Very Unlikely



October Retention Item

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

1 year or less	14.9%	42.3%
Over 1 year, up to 3 years	27.4%	
Over 3 years, up to 5 years	19.9%	57.7%
Over 5 years	37.8%	



The Change in Data

January 2022 → October 2022

ITEM	FAVORABLE	UNFAVORABLE	NET
The University is committed to employee safety.	10.30%	-15.10%	25.40%
My job makes good use of my skills and abilities.	4.20%	-4.10%	8.30%
I am comfortable voicing my ideas and opinions, even if they are different from others.	2.90%	-3.20%	6.10%
I am a member of an effective work group.	2.20%	-0.70%	2.90%
I am encouraged to come up with better ways of doing things.	2.60%	1.50%	1.10%
I feel trusted to do my job well.	-0.80%	-0.10%	-0.70%
I have a clear understanding of what is expected of me.	-2.10%	-0.80%	-1.30%
I receive feedback that helps me improve my performance.	-0.10%	2.00%	-2.10%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	-1.30%	2.40%	-3.70%
I receive the information I need to do my job effectively.	0.20%	4.20%	-4.00%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	-2.60%	2.40%	-5.00%
I am empowered to make decisions that best serve my customers.	-4.50%	3.10%	-7.60%
Senior leadership* does a good job of communicating the reasons behind important changes that are made.	-10.40%	-0.50%	-9.90%
I receive meaningful recognition when I do a good job.	-5.00%	5.00%	-10.00%

Average Change Per Likert Scale Item from Jan – Oct 2022

Favorable



Unfavorable

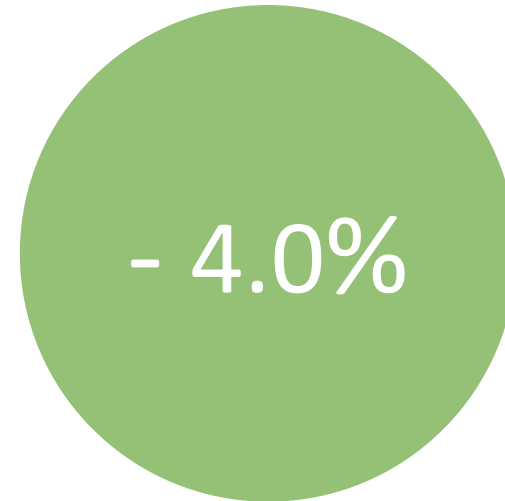


Net Change Across All Likert Scale Items from Jan – Oct 2022

Favorable



Unfavorable



Change by
Item
Category

Favorable

Unfavorable

Average Change	Net Change	Item Category	Net Change	Average Change
5.3%	15.8%	Culture	-16.8%	-5.6%
-1.3%	-1.3%	Work-Life Balance	2.4%	2.4%
-0.7%	-2.7%	Job Performance	2.8%	0.7%
-1.5%	-6.1%	Empowerment & Recognition	3.8%	0.9%
-5.1%	-10.2%	Communication	3.7%	1.8%

Trending in the Right Direction

Greatest Increase in Favorable Response

+ 10.3% The University is committed to employee safety.

+ 4.2% My job makes good use of my skills and abilities.

+ 2.9% I am comfortable voicing my ideas and opinions,
even if they are different from others.

Trending in the Right Direction

Greatest Decrease in Unfavorable Response

- 15.1% The University is committed to employee safety.

- 4.1% My job makes good use of my skills and abilities.

- 3.2% I am comfortable voicing my ideas and opinions,
even if they are different from others.

Trending in the Wrong Direction

Greatest Decrease in Favorable Responses

-
- 10.4% Senior leadership does a good job of communicating the reasons behind important changes that are made.

 - 5.0% I receive meaningful recognition when I do a good job.

 - 4.5% I am empowered to make decisions that best serve my customers.

Trending in the Wrong Direction

Greatest Increase in Unfavorable Responses

+ 5.0%

I receive meaningful recognition when I do a good job.

+ 4.2%

I receive the information I need to do my job effectively

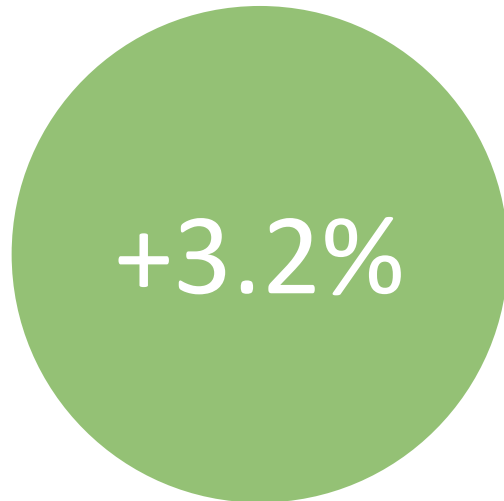
+ 3.1%

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

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



Extremely or Very Unlikely



Change in Retention Item

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

1 year or less	-5.0%	-6.7%
Over 1 year, up to 3 years	-1.7%	
Over 3 years, up to 5 years	3.6%	6.7%
Over 5 years	3.1%	



Implications:

What's going well &
Where we can improve

What's Going Well

Trending in the right direction and high favorable response rate:

- Effective working groups
- Making use of employee skills and abilities
- Comfort voicing ideas opinions
- Encouraging new ways of doing things

Based on positive trend alone:

- Commitment to employee safety

Based on percent favorability alone:

- Trusting employees to do jobs well
- Clarifying expectations
- Empowering decision-making

Areas for Improvement

Trending in the wrong direction and low favorable response rate:

- Communication from senior leadership
- Offering meaningful recognition
- Enabling healthy work-life balance

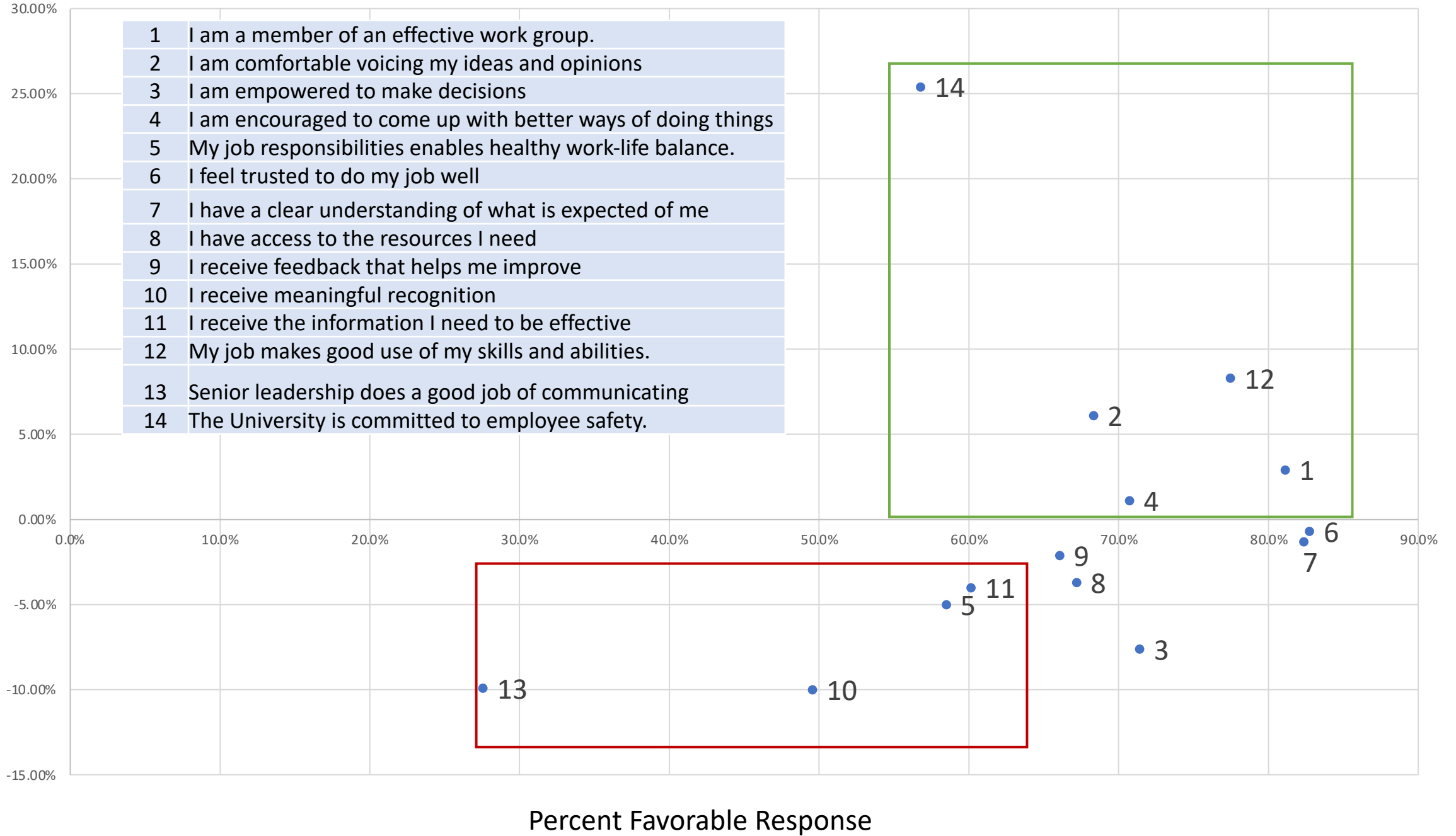
Based on negative trend alone:

- Empowering decision-making
- Providing resources
- Communicating information necessary for job performance

Based on percent favorability alone:

- Safety

Net Change



Trending negative and a percent favorable ...



Areas for Improvement

At or below 40%

- Senior leadership does a good job at communicating

At or below 50%

- I receive meaningful recognition

At or below 60%

- I receive the information I need
- Work-life balance

Trending positive and a percent favorable ...

What's Going Well

At or above 80%

- I am a member of an effective working group

At or above 70%

- My job makes good use of my skills and abilities
- I am encouraged to come up with better ways of doing things

At or above 60%

- I am comfortable voicing my ideas and opinions

At or above 50%

- The university is committed to employee safety



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?