Quality Council to Measure Employee Satisfaction Level

In May, the Administrative Services Quality Council identified an important measurement that will tell us how well we are achieving our mission. The measure is an employee satisfaction rating. The first steps to gaining an employee satisfaction rating have been accomplished.

Step 1: Focus groups helped identify the factors that lead to employee satisfaction. These groups were held with four different sets of Administrative Services employees during August and September.

Step 2: A sub-team developed a survey instrument based on the information obtained from the focus groups. A survey used by Federal Express guided their efforts.

Step 3: A pilot or dry run was conducted to see how the survey process works. This trial was conducted with three different groups from Administrative Services. Changes to the survey were then made based on the suggestions from those involved in the pilot effort.

All employees in Administrative Services will be asked to complete the survey in January. Institutional Research will collect the surveys and compile the data. Results will be shared with all employees.

The survey is intended to give every employee in Administrative Services a chance to tell the Quality Council what they think. The results will give the Council members a baseline measure to compare progress in employee satisfaction over the years. The surveys will be conducted every six months for the next two years and then yearly.

Direct any questions about the Employee Satisfaction Survey to sub-team members: Gary Hidden, Printing Services; Steve Kerr, Institutional Research; Dave Maxson, Physical Plant; Scott Mickelson, Bookstore; and Cherrie Nelson, Quality Support.

EMPLOYEE SATISFACTION SURVEY

- Lets you tell us what you think about working at WSU.
- Serves as a baseline for improvement.
- Results will be shared with you as soon as they're available.

All I Want for Christmas Is...

Mary Bott, Accounting Services: A new wardrobe. I'm sick of wearing maternity clothes!
Kathy Howell, Accounting Services: A man ~ 6’2”, eyes of blue.
Dave Duncan, Accounting Services: 50 yards more on each golf drive.
Janna Whalen, Architectural Services: To be able to open my heart and life to the abundance which exists and is available to all of us.
Greg Pack, Purchasing: A home computer center.
Evelyn Farnsworth, Purchasing: Love and safety for the children of the world.
Bob Nielsen, Purchasing: All of my family to be together to enjoy the Holidays.
Virgie Black, Purchasing: Sunshine and someone to keep the snow shoveled off the sidewalk.
Kellee Smith, Police: Nothing, because I have everything.
Connie Kidd, Police: 40 acres of ostrich eggs.
Lou Johnson, Safety: A surprise 1,000 students to enroll next quarter.
Laurie Culbertson, Physical Plant: Time with my family.
Janet Villarruel, Administration: A rototiller.
Financial Reporting Team Listens To the Voice of the Customer

As WSU faculty and staff returned to school this fall, they found that their financial reports had a new look. The new look is an output of a Quality Improvement Team established to improve the financial reporting process.

One of the main areas of concentration by the team was the hard copy reports that are produced monthly by the FRS System. This concern was identified through focus group sessions held with faculty and staff. To address this issue, the team designed a completely new set of financial reports. The following highlights what faculty and staff said, and what the team did, to address the concerns.

◆ These reports are hard to read -- New reports presented in PostScript format.

◆ There are too many different terms and titles -- New reports contain titles that are standard among all reports.

◆ We're wasting paper -- Customers can now select which reports they want to receive and how often they want to receive them.

◆ We're confused by the minus sign (-) -- New reports use the standard that any funds flowing out of an account, or any accounts with a deficit balance, will show up in brackets. Any funds flowing into an account, or any accounts with a positive balance, will show up as positive numbers without brackets.

◆ The reports contain too much information -- Customers are now allowed to customize their reports according to their specific needs.

◆ Give us a better way to track budgets from beginning to end of month -- A "Current Month Budget Report" now shows beginning of month budget and a summary of monthly transactions which net the ending of month budget/balance.

◆ Help us identify trends in our spending patterns -- A new report now shows up to a year's worth of revenue and expenditures by month, summarized by sub code.

Before these changes were implemented full-scale, they were tested with a pilot group. Some reactions from the pilot group include: "These are great reports. Thanks for the improvement." "I'm happy to save paper." "I can read these reports and understand them."

Besides the hard copy report changes, the Financial Reporting Team has made some changes to general financial procedures based on customer input.

◆ Contract salaries and benefits were added to those expenditure items fixed for the year. This isolates them from the budget balance available.

◆ The budget categories or pools for Travel-In State and Travel-Out State have been combined into one budget pool. Now departments won't have to make budget transfers back and forth between the two categories of travel.

Also, a new, all-encompassing Funds Transfer form has been proposed so there will no longer be confusion as to whether to use a Budget Transfer or Interdepartmental Billing form to transfer funds. This form will be implemented after customer feedback has been reviewed.

In addition, an opening-of-school workshop was the beginning of responsive training recommended by the Quality Improvement Team. Further, the team has recommended methods of continuing to gather and respond to customer feedback. Accounting Services has and will continue to take the initiative to implement these processes.

Thanks to the many faculty and staff who provided input to this process improvement effort. Also thanks to Carol Gaskill who provided input.