Survey Adds More Data Points to Division Scorecard

One of the purposes of the Employee Satisfaction Survey process is to compare employee satisfaction over the years. This year’s survey results added two more data points to the Division Scorecard created five years ago.

The scorecard shows two “overall” measurements. The first shows the Division average for the question: “All things considered, working for WSU is a good deal for me.” The second measurement shows the Division average for all questions.

Over 160 comments were collected from the survey responses. A Pareto chart (shown below the scorecard) groups the comments into similar topics. Just like previous years, the majority of the comments centered on salaries.

For a detailed copy of the survey results, please talk to your department director or check out the following website: http://catsis.weber.edu/ADMRSVCS/results/survey.htm

Janet Villarruel, extension 6004, or Cherrie Nelson, extension 7496, shows the results of this process for the entire Division. Department survey shares the results of this process for the entire Department.

Published in the last year’s big winner! -- With help from a special ad-hoc team, the group published a brochure entitled, “Supplementing the Workforce.” The brochure overviewed different methods to help WSU departments add to their workforce. This brochure can be accessed via the Internet at this web address: http://www.weber.edu/ADMRSVCS/VP/workforce.brochure.htm

For a hard copy, contact Valerie Stegeman, ext. 7437. Special thanks goes to ad-hoc team leader Rachel Ordynka, Judy Hutchison, Jim Saibter, Ralph Frederiksen, Sandy Robinson, and Facilitator Karren Schick.

Evaluated the Drop Process -- With help from another ad-hoc team, the group analyzed the WSU process for dropping unpaid students. The current process is not being followed, which creates extra work for staff members. The team surveyed 280 students and 10 support departments to get opinions on the proper flow of the process. After evaluating the surveys, the team recommended to process owners that the current method be kept in place and followed.

Defined Fellowship Opportunities -- To support the Capital Campaign effort, the group defined fellowship opportunities within the division. Position opportunities within each department were identified, program options were developed, and current fellowship processing improved. The group also identified and defined the differences between fellowships and scholarships.

Thanks goes to a great team helping to increase and better utilize Administrative Services resources: Carol Gaskill, Fred Hansen, Kathleen Miller, and Steve Nabot. New members recently added to the team include: Dauny Case, Chris Clark, and Kathy Sneddon.

Date Set for Summer Social

Mark your calendar now for the upcoming Administrative Services Summer Social to be held Friday, August 25. Survey results from last year showed the majority felt Fort Buenaventura was a good place for our annual social. Those taking the survey also agreed that the food was great!

“I would very much like to see every employee participate in our Summer Social,” said Al Simkins. “The social gives us all an opportunity to socialize, enjoy good food and fun activities while getting better acquainted. I look forward to seeing everyone on August 25th.”

Watch for details as plans are finalized.
Percentages indicate how Division employees responded to each question. Percentages may not total 100% due to rounding.

The Results...

**Question**

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<th>Agree</th>
<th>Sometimes Agree/Dissagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don't Know</th>
<th>Average Score</th>
<th>Average Score Std. Error</th>
<th>Average Score #1</th>
<th>Average Score #2</th>
<th>Average Score #3</th>
<th>Average Score #4</th>
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</thead>
</table>

**Grouping:** Intrinsic

I have pride in my work.

13.6% 36.4% 20.8% 8.6% 2.1% 1.2% 2.44 2.57 2.51 2.52 1.55 1.59

80.2% 42.5% 20.8% 8.6% 2.1% 1.2% 2.44 2.57 2.51 2.52 1.55 1.59

I am recognized when I do a good job.

23.5% 49.6% 13.4% 4.5% 1.2% 1.2% 2.44 2.57 2.51 2.52 1.55 1.59

People in my workgroup cooperate with each other to get the job done.

22.5% 44.9% 22.2% 7.4% 1.2% 0.8% 2.16 2.09 2.17 2.2 2.17 2.02

I am treated as part of team.

22.5% 44.9% 22.2% 7.4% 1.2% 0.8% 2.16 2.09 2.17 2.2 2.17 2.02

**Grouping:** Supervisor/Manager Relationships

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<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Sometimes Agree/Dissagree</th>
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<th>Average Score #4</th>
</tr>
</thead>
</table>

My supervisor lets me do my job without interfering.

31.8% 42.1% 16.9% 4.1% 4.5% 4.5% 2.06 1.88 1.93 2.12 2.06 2.04

My supervisor lets me know what's expected of me.

23.4% 49.4% 18.4% 4.6% 3.3% 0.0% 2.17 2.06 2.19 2.18 2.04 2.13

My supervisor is willing to listen to my concerns.

21.2% 61.9% 17.1% 3.3% 4.5% 0.0% 2.08 1.95 1.95 2.14 2.10 2.03

My supervisor asks for my ideas about things affecting our work.

23.4% 39.3% 21.2% 7.4% 1.2% 0.8% 2.16 2.09 2.17 2.2 2.17 2.02

We use safe work practices.

23.4% 39.3% 21.2% 7.4% 1.2% 0.8% 2.16 2.09 2.17 2.2 2.17 2.02

My customers understand my work process.

6.5% 29.0% 36.7% 17.1% 4.1% 6.5% 2.82 2.81 2.83 2.87 2.93 2.97

My workgroup does a good job for its customers.

13.4% 46.3% 34.2% 8.6% 2.1% 1.2% 2.44 2.57 2.51 2.52 1.55 1.59

People in my workgroup cooperate with each other to get the job done.

23.5% 44.9% 22.2% 7.4% 1.2% 0.8% 2.16 2.09 2.17 2.2 2.17 2.02

I am treated as part of team.

22.5% 44.9% 22.2% 7.4% 1.2% 0.8% 2.16 2.09 2.17 2.2 2.17 2.02

**Summary**

All things considered, working for WSI is a good deal for me.

23.6% 49.1% 19.9% 4.5% 0.8% 2.0% 2.19 1.96 2.02 2.12 2.09 2.08

Additional Questions

I participate in training opportunities that help me do my job better.

22.8% 44.7% 25.6% 2.8% 3.7% 0.4% 2.08 2.04 2.04 2.04 2.04 2.04