

Employee Engagement Assessment

Overall Results

Texas A&M-Commerce University

September 2019



Overall Engagement

Employee Engagement Assessment

Participant Count = 569



Definition:

The emotional and intellectual commitment of employees to deliver high performance.

Fully engaged employees provide discretionary effort in helping the organization be successful in achieving their business goals and objectives.

Benefits of High Engagement:

- Engaged employees will perform better and are more motivated - they provide extra discretionary effort when the organization needs it most.
- There is a significant link between employee engagement and profitability.
- Engaged employees will stay with the company, be an advocate of the company and its products and services, and contribute to bottom line business success.
- Creates a sense of loyalty in a competitive environment.
- Provides a high energy working environment.
- Engaged employees serve as a brand ambassador of the organization.

Competency Summary Average

Employee Engagement Assessment

	Mean	1	2	3	4	5
Immediate Supervisor	4.06					
Senior Leadership	3.72					
Communications	3.40					
Learning and Performance	3.91					
Diversity and Inclusion	3.68					
Health and Well-Being	4.05					
Work Environment	3.90					
Values	3.56					
General	4.14					

The scale below was used for all engagement competency items:

1 = Completely disagree; 2 = Somewhat disagree; 3 = Neither agree nor disagree; 4 = Somewhat agree; 5 = Completely agree

Competency Item Average

Employee Engagement Assessment

Question	Mean	1	2	3	4	5
Immediate Supervisor						
My immediate supervisor treats me with respect.	4.40					
My immediate supervisor communicates openly and honestly.	4.14					
My immediate supervisor recognizes my contributions.	4.14					
I have confidence in the leadership ability of my immediate supervisor.	4.04					
I have learned a lot from my immediate supervisor.	3.84					
I trust my immediate supervisor.	4.03					
My immediate supervisor sets a good example for myself and other direct reports.	3.98					
My immediate supervisor is interested in me as a person.	4.01					
My immediate supervisor cares about my personal life and the impact it has on my job.	3.92					
Senior Leadership						
I have confidence in the leadership ability of the university executive team. (Ex: President & CEO, Provost & Vice President Academic Affairs, Vice President Business & Administration, Vice President Institutional Advancement, Interim Vice President Enrollment Management, Vice President Research & Economic Development, Dean of Students, Athletic Director)	3.66					
I believe that the university leaders are moving the university in the right direction.	3.79					
Communications						
I am satisfied with the amount of input I have in the decisions that impact my work.	3.43					
The university encourages open communication between faculty/staff and the university leadership.	3.37					

The scale below was used for all engagement competency items:
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Competency Item Average

Employee Engagement Assessment

Question	Mean	1	2	3	4	5
Learning and Performance						
I am encouraged to grow and develop new skills.	3.92					
I have received the training I need to do a quality job.	3.79					
I know what is expected of me in my job.	4.21					
I receive helpful feedback on my performance.	3.87					
I believe I have the opportunity for personal development and growth at my university.	3.74					
I feel the work I do contributes to the overall success of the university.	4.47					
I feel that I get the feedback and encouragement I need from my immediate supervisor in order to enhance my job performance.	3.85					
I am given opportunities to try new things in my job.	3.98					
I have opportunities for career growth within my university.	3.38					

The scale below was used for all engagement competency items:

1 = Completely disagree; 2 = Somewhat disagree; 3 = Neither agree nor disagree; 4 = Somewhat agree; 5 = Completely agree

Competency Item Average

Employee Engagement Assessment

Question	Mean	1	2	3	4	5
Diversity and Inclusion						
My university values differences among associates.	3.72					
I trust my university to be fair to all employees.	3.34					
To the best of my knowledge, the university leadership grants opportunities for all employees regardless of race, religion, political beliefs, sexual orientation, gender or nationality.	3.91					
My co-workers respect diverse personalities, perspectives and work styles in accomplishing our team's roles and responsibilities.	3.97					
If made aware, university leadership addresses any unconscious or implicit biases directed toward an individual or group.	3.59					
The university intentionally focuses on recruiting and retaining diverse faculty and staff members.	3.58					
The university possesses an awareness of and sensitivity to diversity and inclusion issues.	3.78					
The university has implemented policies that have resulted in measurable changes in its culture specific to diversity and inclusion issues.	3.51					
Health and Well-Being						
This is a safe environment for associates to work.	4.17					
I feel that my health and well-being are supported and encouraged.	3.94					

The scale below was used for all engagement competency items:
 1 = Completely disagree; 2 = Somewhat disagree; 3 = Neither agree nor disagree; 4 = Somewhat agree; 5 = Completely agree

Competency Item Average

Employee Engagement Assessment

Question	Mean	1	2	3	4	5
Work Environment						
I have the resources I need to perform my job effectively.	3.77					
There is a spirit of cooperation and teamwork at my university.	3.51					
People at my university frequently go above and beyond the requirements of the job.	3.76					
The people I work with have the skills to do their jobs effectively.	4.07					
I believe that associates who meet our university values are pursued and hired.	3.56					
The friendships I have made here are long lasting.	4.00					
I look forward to going to work.	4.01					
I am willing to put in extra hours without more pay if that is what is needed to complete a task.	4.20					
I enjoy the daily interaction with my peers.	4.23					
Values						
The university I work for has strong ethics.	3.60					
The university's philosophy reflects my own personal values.	3.72					
All employees are treated with respect regardless of their position.	3.27					
Civility is encouraged on campus.	3.88					
Civility is lived out on campus by the employees.	3.35					
I am proud of the contributions my university has made to the community in which I live.	3.81					
The university cares about how I feel in relation to our future trajectory as a university.	3.25					

The scale below was used for all engagement competency items:
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Competency Item Average

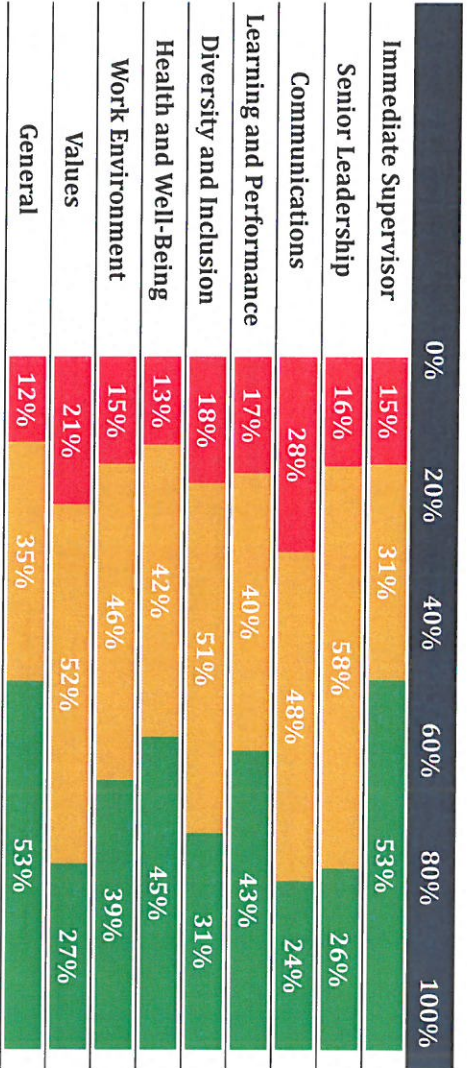
Employee Engagement Assessment

Question	Mean	1	2	3	4	5
General						
I understand how the work I do contributes to the overall success and mission of the university.	4.46					
I plan to be working at this university one year from today.	4.37					
I am willing to put in a great deal of effort to make my university successful.	4.67					
More often than not, I am energized by going to work.	4.04					
I do not work here primarily for the paycheck – there’s much more to this job.	4.22					
I am proud to be working for my university.	4.33					
I never feel I am being taken advantage of.	3.27					
I like what I do on a day to day basis.	4.36					
I feel as if I have an impact on the direction of my university.	3.56					

The scale below was used for all engagement competency items:
 1 = Completely disagree; 2 = Somewhat disagree; 3 = Neither agree nor disagree; 4 = Somewhat agree; 5 = Completely agree

Competency Summary Response Level

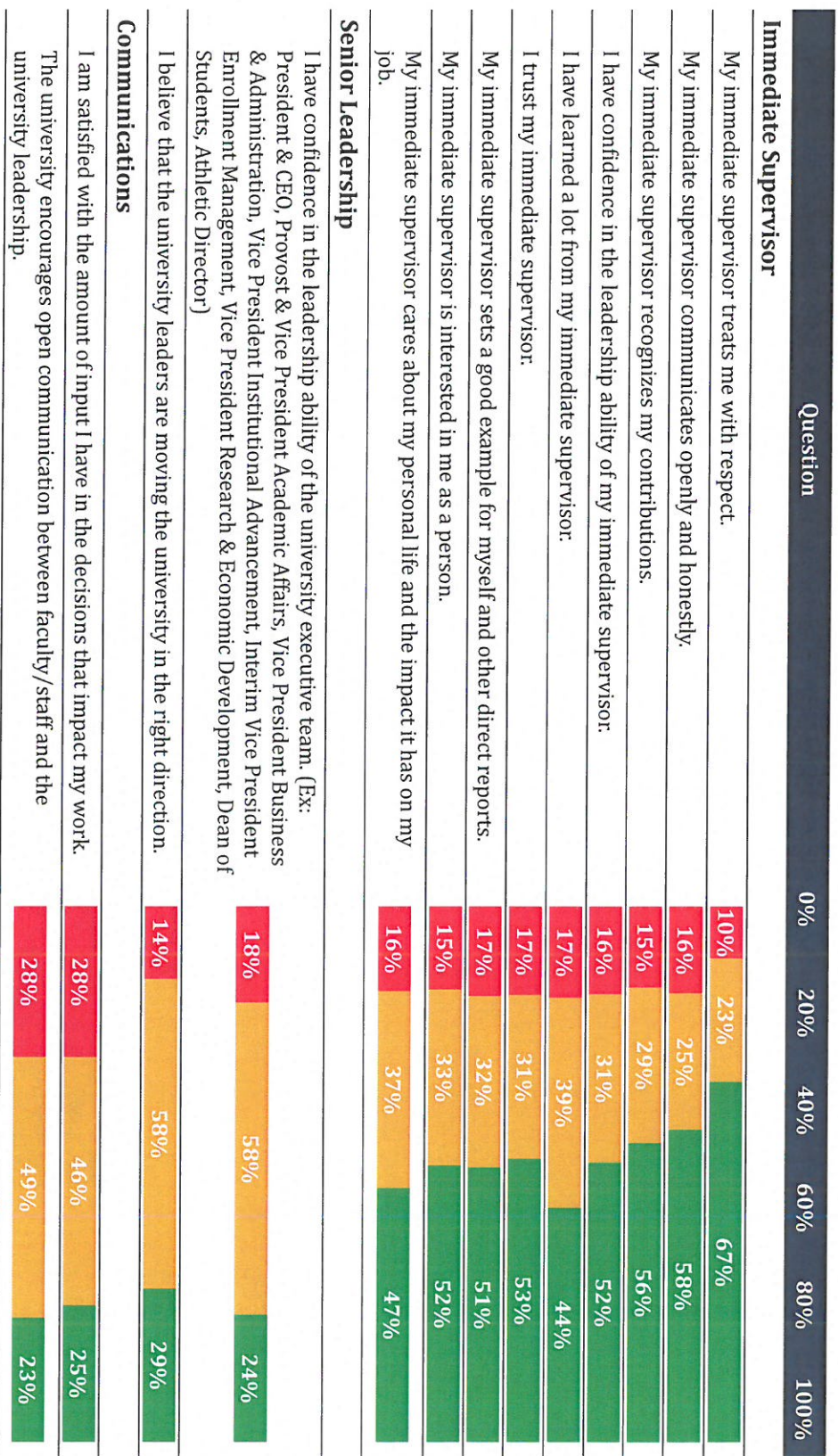
Employee Engagement Assessment



- (1) Completely disagree OR (2) Somewhat disagree
- (3) Neither agree nor disagree OR (4) Somewhat agree
- (5) Completely agree

Competency Item Response Level

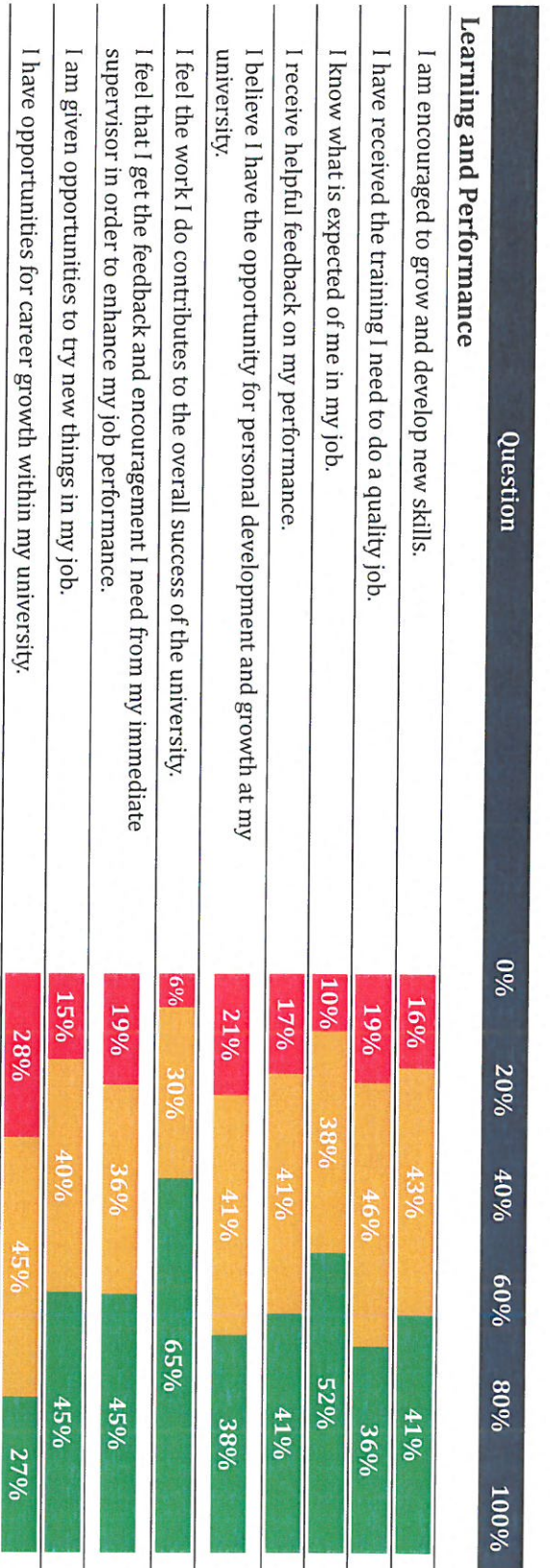
Employee Engagement Assessment



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Competency Item Response Level

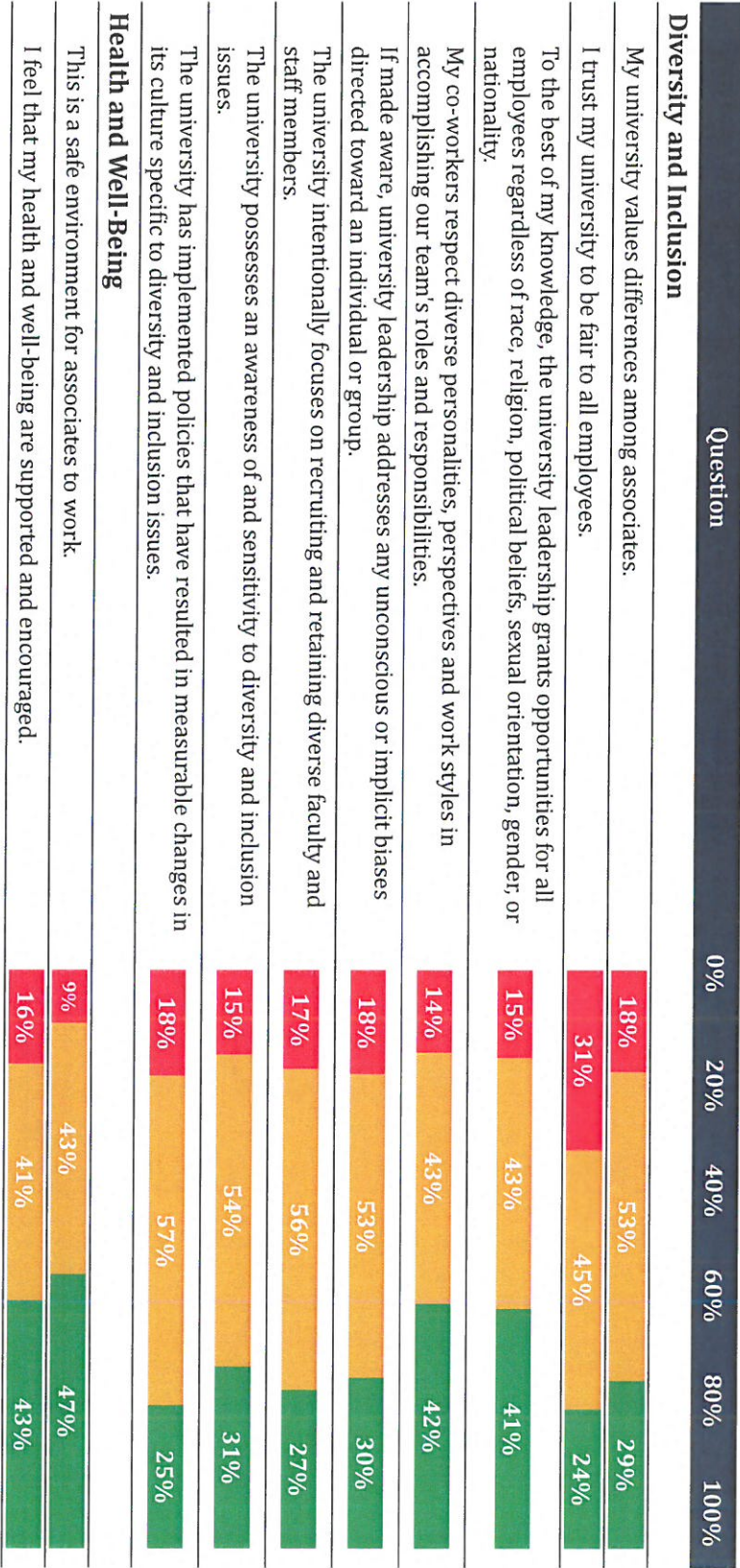
Employee Engagement Assessment



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Competency Item Response Level

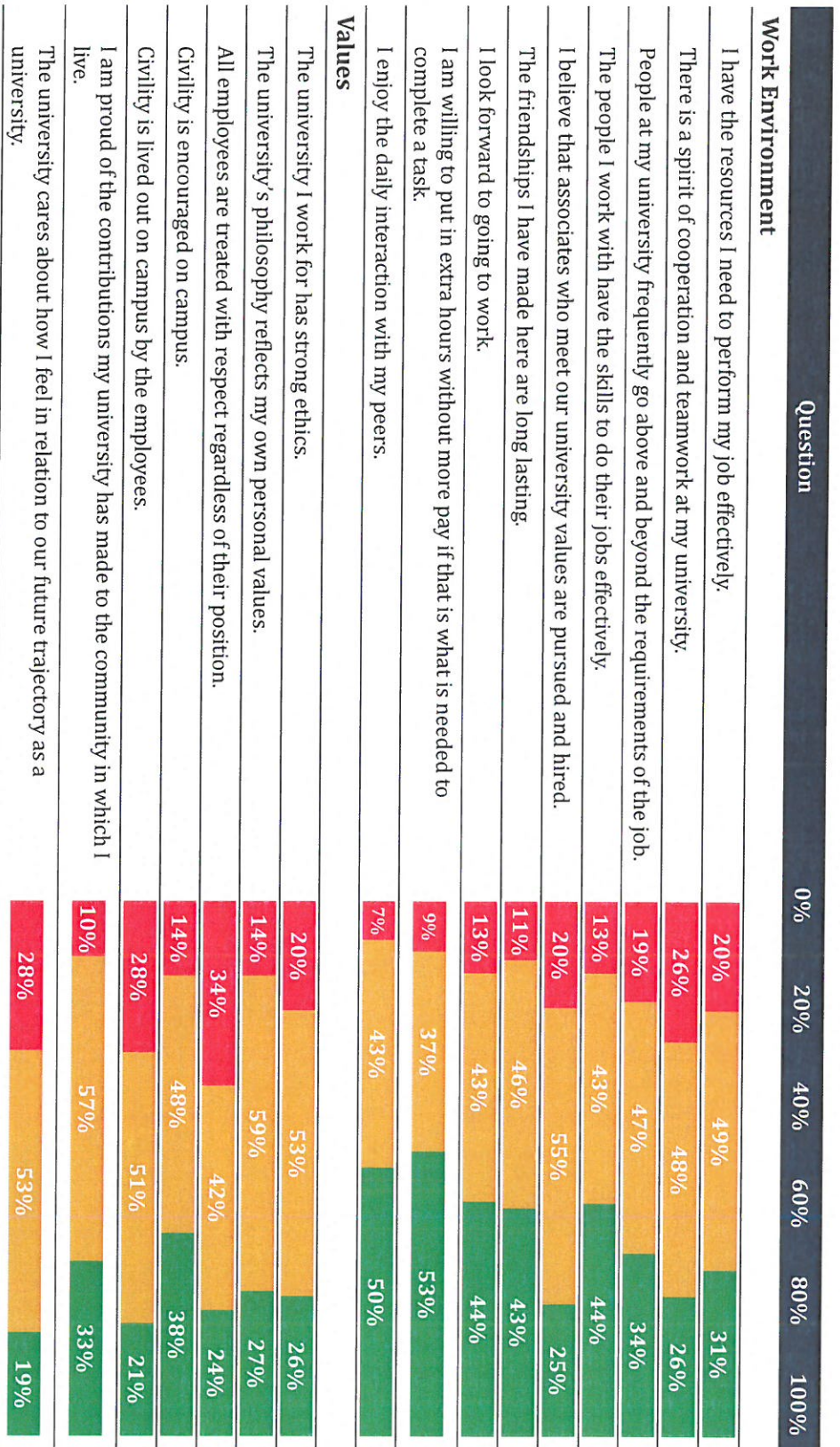
Employee Engagement Assessment



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Competency Item Response Level

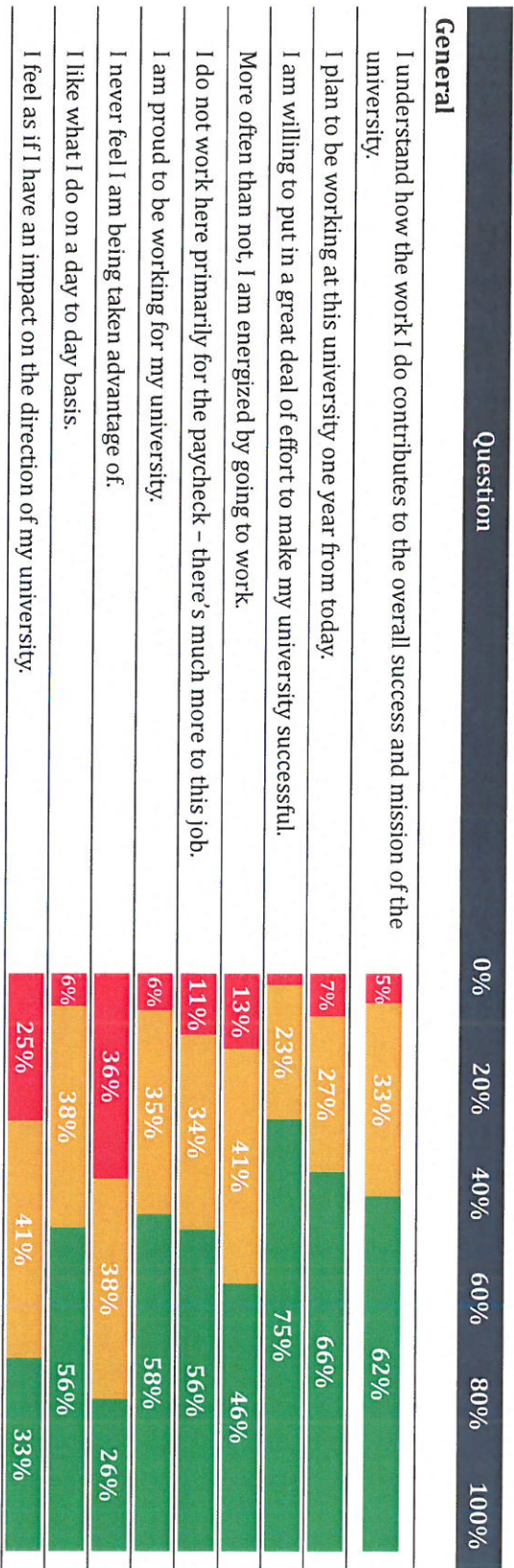
Employee Engagement Assessment



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■ (5) Completely agree

Competency Item Response Level

Employee Engagement Assessment



- (1) Completely disagree OR (2) Somewhat disagree
- (3) Neither agree nor disagree OR (4) Somewhat agree
- (5) Completely agree

Satisfaction Item Average

Employee Engagement Assessment

Question	Mean	1	2	3	4	5
How would you rate your overall satisfaction with your current job?	3.99					
How would you rate your overall satisfaction with your immediate supervisor?	3.98					
How would you rate your overall satisfaction with the university leadership?	3.58					

The scale below was used for all satisfaction items:
 1 = Very dissatisfied; 2 = Somewhat dissatisfied; 3 = Neutral; 4 = Somewhat satisfied; 5 = Very satisfied

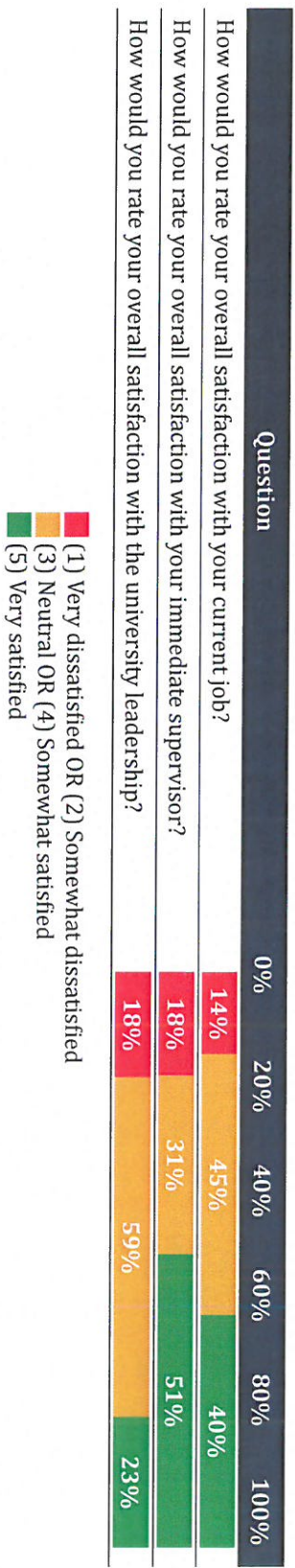
Engagement Item Average

Question	Mean	1	2	3	4	5
How likely are you to recommend your university to your friends, colleagues, or family as a place of employment?	3.84					
How likely are you to recommend your university to others for the purposes of doing business?	3.95					
How likely are you to recommend your university to your friends or family as a place for education?	4.12					

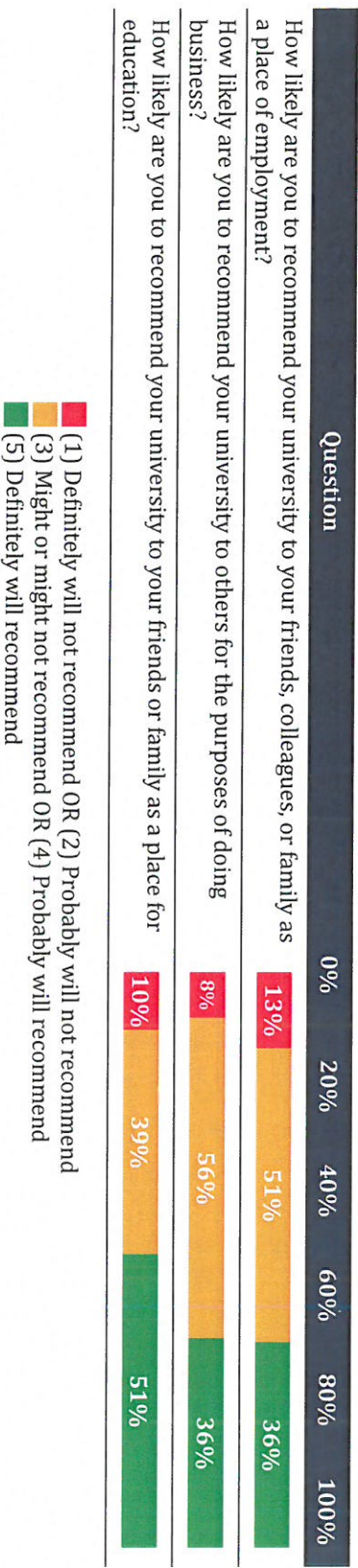
The scale below was used for all engagement items:
 1 = Definitely will not recommend; 2 = Probably will not recommend; 3 = Might or might not recommend; 4 = Probably will recommend; 5 = Definitely will recommend

Satisfaction Item Response Level

Employee Engagement Assessment



Engagement Item Average



Competency Item Ranking

Employee Engagement Assessment

Question	Mean	1	2	3	4	5
I am willing to put in a great deal of effort to make my university successful.	4.67					
I feel the work I do contributes to the overall success of the university.	4.47					
I understand how the work I do contributes to the overall success and mission of the university.	4.46					
My immediate supervisor treats me with respect.	4.40					
I plan to be working at this university one year from today.	4.37					
I like what I do on a day to day basis.	4.36					
I am proud to be working for my university.	4.33					
I enjoy the daily interaction with my peers.	4.23					
I do not work here primarily for the paycheck - there's much more to this job.	4.22					
I know what is expected of me in my job.	4.21					
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My immediate supervisor communicates openly and honestly.	4.14					
My immediate supervisor recognizes my contributions.	4.14					
The people I work with have the skills to do their jobs effectively.	4.07					
I have confidence in the leadership ability of my immediate supervisor.	4.04					
More often than not, I am energized by going to work.	4.04					
I trust my immediate supervisor.	4.03					

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Question	Mean	1	2	3	4	5
I look forward to going to work.	4.01					
My immediate supervisor is interested in me as a person.	4.01					
The friendships I have made here are long lasting.	4.00					
I am given opportunities to try new things in my job.	3.98					
My immediate supervisor sets a good example for myself and other direct reports.	3.98					
My co-workers respect diverse personalities, perspectives and work styles in accomplishing our team's roles and responsibilities.	3.97					
I feel that my health and well-being are supported and encouraged.	3.94					
I am encouraged to grow and develop new skills.	3.92					
My immediate supervisor cares about my personal life and the impact it has on my job.	3.92					
To the best of my knowledge, the university leadership grants opportunities for all employees regardless of race, religion, political beliefs, sexual orientation, gender, or nationality.	3.91					
Civility is encouraged on campus.	3.88					
I receive helpful feedback on my performance.	3.87					
I feel that I get the feedback and encouragement I need from my immediate supervisor in order to enhance my job performance.	3.85					
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I am proud of the contributions my university has made to the community in which I live.	3.81					
I believe that the university leaders are moving the university in the right direction.	3.79					
I have received the training I need to do a quality job.	3.79					
The university possesses an awareness of and sensitivity to diversity and inclusion issues.	3.78					

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I feel as if I have an impact on the direction of my university.	3.56					
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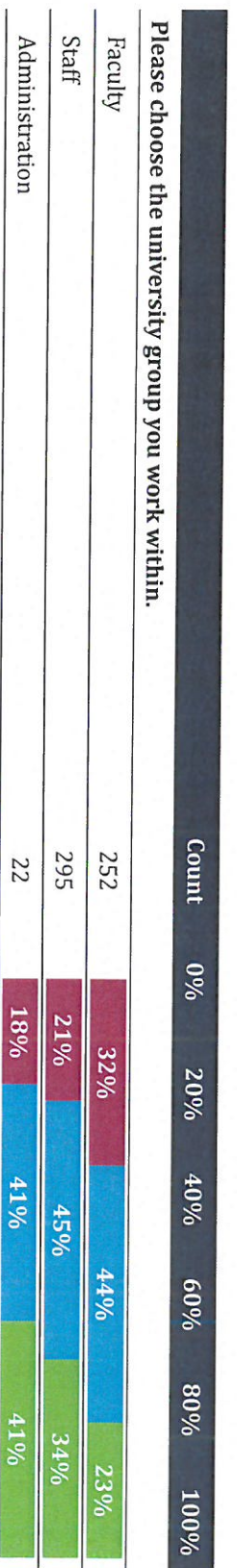
Question	Mean	1	2	3	4	5
All employees are treated with respect regardless of their position.	3.27					
I never feel I am being taken advantage of.	3.27					
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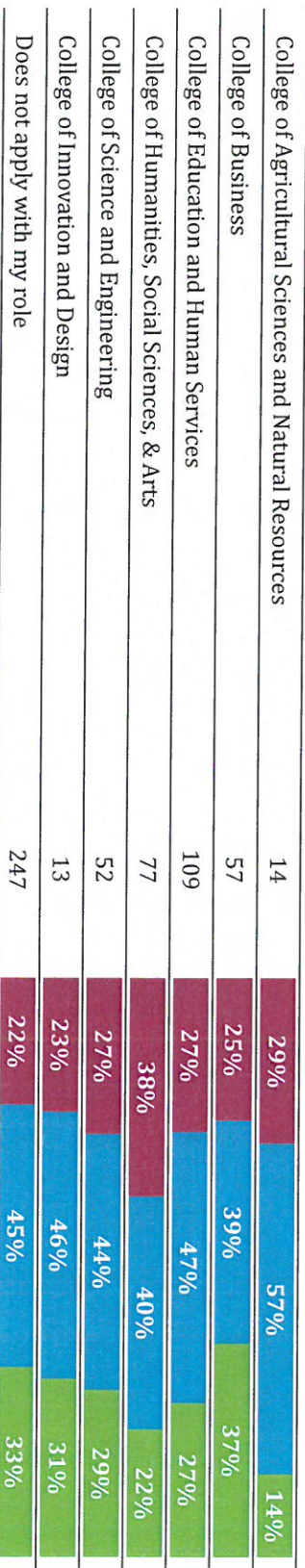
Overall Engagement By Demographics

Employee Engagement Assessment

Please choose the university group you work within.



Please choose the college you operate primarily within.



■ Disengaged
 ■ Partially Engaged
 ■ Fully Engaged

Salary Elasticity

Employee Engagement Assessment



■ Yes ■ No

Salary Elasticity:

This measure of engagement assesses an employee's probable intent to leave his/her existing organization and is a very good measure of probable turnover at various increases in pay.

For this measure RED = YES and indicates the percentage of employees who would leave (turnover), which is typically negative for the organization because it would incur recruitment and replacement costs.

Alternatively, GREEN = NO and indicates the percentage of employees probable intent to stay even if offered a specified pay increase, which is typically positive for the organization, because it keeps its existing talent.

Emotion Item Detail

Employee Engagement Assessment

Looking at the list of emotions below, which three of these emotions best describes how your immediate supervisor makes you feel?

