Gallup Engagement Survey 2018

Employee Category

Select Department

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Grand Mean
3.92
2018: 3.93
Represents the unit's overall engagement on a scale of 1-5

Respondents
1020
2018: 964
Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark
47
2011: 47
Represents the unit's ranking compared to the Gallup education services database

Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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<td>Know what's expected</td>
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</table>

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
## Gallup Engagement Survey 2018

### Employee Category

#### Select Department
- Office of the President - Williams
- Academic Affairs - Gen - Peel
- Div of Resrch & Innov-Gen - Ghorpade
- Health System Partnerships & Clinical Affairs - Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

### Net Promoter Score (NPS)
- 2017: 3.88
- 2018: -17

#### Grand Mean
- Represents the unit's overall engagement on a scale of 1-5
- 2017: 3.82
- 2017: 584

### Respondents
- Greatest number of respondents on any one question
- 2017: 37
- 2017: 42

### Frequency Distribution

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<tr>
<th>Q ID</th>
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<th>Size</th>
<th>Gallup %ile</th>
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<th>Mean 2018</th>
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<td>4.29</td>
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<td>3.23</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
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<td>4.13</td>
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<td>3.93</td>
<td>-0.11</td>
<td>30%</td>
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</table>

### Change in NPS
- 2017: -2
- 2018: -17

### Percentile - Ed. Services Benchmark
- Represents the unit %ile ranking compared to the Gallup education services database
- 2017: 42
UNT HEALTH SCIENCE CENTER
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS
-50 0 20 40 60 80 100

3.26 2017 null
Grand Mean
Represents the unit’s overall engagement on a scale of 1-5

26
2017 null
Respondents
Greatest number of respondents on any one question

5 2017 null
Percentile - Ed. Services Benchmark
Represents the unit %ile ranking compared to the Gallup education services database

Select Department

- Office of the President - Williams
- Academic Affairs - Gen - Peel
- GSBS-Dean’s Off - He
- Microbiology/Immunology & Gene - He
- Pharmacology & Neuroscience - Forster
- Physiology and Anatomy - Miflin
- Behavior Health & Health Sys - Thoms
- Microbiology/Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Office of the Dean-SHP - Bagnarini
- Office of the Dean-TCOM - Filippetti
- Student Affairs - Moorman
- Div of Rorch & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

Frequency Distribution

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<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
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<th>Mean 2018</th>
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Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Williams
- Academic Affairs - Gen - Peel
- GSBS-Dean’s Off - He
- Microbiology,Immunology & Gene - He
- Pharmacology & Neuroscience - Forster
- Pharmacology & Neuroscience - Clark
- * End of Hierarchy *
- Physiology and Anatomy - Mifflin
- Health Behavior & Health Sys - Thrones
- Microbiology, Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Office of the Dean-SHP - Bugararu
- Office of the Dean-TCOM - Filipetto
- Student Affairs - Moorman
- Div of Pharm & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS -31

3.78
2017 null

Grand Mean
Represents the unit’s overall engagement on a scale of 1-5
13
2017 null

Respondents
Greatest number of respondents on any one question
33
2017 null

Percentile - Ed. Services Benchmark
Represents the unit’s %ile ranking compared to the Gallup education services database

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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<td>65</td>
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<td>3.46</td>
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<td></td>
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<tr>
<td>Q03</td>
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<td>45</td>
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<tr>
<td>Q04</td>
<td>Recognition</td>
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<td>3.46</td>
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<td>3.92</td>
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</tbody>
</table>

Frequency Distribution

| Q01   | 38% | 62% |
| Q02   | 8%  | 23% |
| Q03   | 23% | 54% |
| Q04   | 15% | 23% |
| Q05   | 54% | 46% |
| Q06   | 15% | 31% |
| Q07   | 23% | 31% |
| Q08   | 23% | 31% |
| Q09   | 8%  | 23% |
| Q10   | 15% | 69% |
| Q11   | 8%  | 23% |
| Q12   | 23% | 62% |
# Gallup Engagement Survey 2018

## Employee Category

### Select Department

- Office of the President - Williams
- Academic Affairs - Gen - Peel
- GSBS-Dean's Off - He
- Microbiology/Immunology & Gene - He
- Pharmacology & Neuroscience - Forster
- Pharmacology & Neuroscience - Clark
- End of Hierarchy
- Physiology and Anatomy - Mifflin
- Health Behavior & Health Sys - Thoms
- Microbiology/Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Office of the Dean-SHP - Bagnaru
- Office of the Dean-TCDM - Filippito
- Student Affairs - Moorman
- Div of Orch & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

## Net Promoter Score

- Detractors
- Passive
- Promoters

![Net Promoter Score](image)

### Grand Mean

- Represents the unit's overall engagement on a scale of 1-5
- 3.78
- 2017 Null

### Respondents

- Greatest number of respondents on any one question
- 36
- 2017 Null

### Percentile - Ed. Services Benchmark

- Represents the unit's percentile ranking compared to the Gallup education services database
- 33
- 2017 Null

## Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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<td>Q01</td>
<td>Know what's expected</td>
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<td>34</td>
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<td>43</td>
<td>4.03</td>
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</tbody>
</table>

### Frequency Distribution

- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree
Gallup Engagement Survey 2018

Net Promoter Score

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passive</th>
<th>% Promoters</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>20</td>
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</table>

NPS: -12

Mean 2017: 3.71
2017 null

Grand Mean
Represents the unit’s overall engagement on a scale of 1-5

43
Respondents
Greatest number of respondents on any one question

27
Percentile - Ed. Services Benchmark
Represents the unit %ile ranking compared to the Gallup education services database

Select Department

- Office of the President - Williams
- Academic Affairs - Peel
- GSBS-Dean’s Office - He
- Microbiology/Immunology & Gene - He
- Pharmacology & Neuroscience - Forster
- Pharmacology & Neuroscience - Clark
- End of Hierarchy
- Physiology and Anatomy - Mifflin
- Health Behavior & Health Sys - Thoms
- Microbiology/Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Office of the Dean-SHP - Bagnariu
- Office of the Dean-TCOM - Filippetto
- Student Affairs - Moorman
- Div of Roch & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

Frequency Distribution

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<th>Q.ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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<tr>
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<td>Q03</td>
<td>Opportunity to do best</td>
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<td>22</td>
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<td>Q04</td>
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<td>38</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>43</td>
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% responded-
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

**Employee Category**

<table>
<thead>
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<td>- GSBS-Dean's Off - He</td>
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<td>- Microbiology,Immunology &amp; Gene - He</td>
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<tr>
<td>- Pharmacology &amp; Neuroscience - Forster</td>
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<td>- Pharmacology &amp; Neuroscience - Clark</td>
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<td>- Physiology and Anatomy - Mifflin</td>
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<td>- Health Behavior &amp; Health Sys - Thombs</td>
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<td>- Health Behavior &amp; Health Sys - Walters</td>
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<td>- Microbiology,Immunology &amp; Gene - He</td>
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<td>- Office of the Dean-Pharmacy - Taylor Jr.</td>
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<td>- Office of the Dean-SHP - Bagnariu</td>
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<td>- Office of the Dean-TCOM - Filippetto</td>
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<td>- Student Affairs - Moorman</td>
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<td>- Div of Roch &amp; Innov-Gen - Ghorpade</td>
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<td>- EVP Finance and Operations-Gen - Anderson</td>
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<td>- Health System Partnerships &amp; Clinical Affairs -</td>
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<td>- Institutional Advancement - White</td>
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<td>- Office of Brand and Communicat - Mohon</td>
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**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**Grand Mean**

- 3.69
- 2017 null
- Represents the unit's overall engagement on a scale of 1-5

**Respondents**

- 157
- 2017 null
- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- 26
- 2017 null
- Represents the unit's relative ranking compared to the Gallup education services database

**Frequency Distribution**

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% responded:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Williams
- Academic Affairs - Gen - Peel
- GSBS-Dean’s Office - He
- Microbiology, Immunology & Gene - He
- Pharmacology & Neuroscience - Forster
- Pharmacology & Neuroscience - Clark
- "End of Hierarchy" *
- Physiology and Anatomy - Mifflin
- Health Behavior & Health Sys - Thoumba
- Health Behavior & Health Sys - Walters
- "End of Hierarchy" *
- Microbiology, Immunology & Gene - He
- Office of the Dean - Pharmacy - Taylor Jr.
- Office of the Dean - SHP - Bugnaru
- Office of the Dean - TCOM - Filippetto
- Student Affairs - Moorman
- Div of Risk & Innov - Gharpade
- EVP Finance and Operations - Gen - Anderson
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicait - Mohon

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

3.82
2017: 3.83
Grand Mean
Represents the unit’s overall engagement on a scale of 1-5

60
2017: 50
Respondents
Greatest number of respondents on any one question

37
2017: 37
Percentile - Ed. Services Benchmark
Represents the unit %ile ranking compared to the Gallup education services database

Frequency Distribution

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<th>Q ID</th>
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% responded:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Williams
- Academic Affairs-Gen - Peel
- GSBS-Dean’s Off - He
- Microbiology, Immunology & Gene - He
- Pharmacology & Neuroscience - Forster
- Pharmacology & Neuroscience - Clark
- * End of Hierarchy *
- Physiology and Anatomy - Miffin
- Health Behavior & Health Sys - Thoms
- Health Behavior & Health Sys - Walters
- * End of Hierarchy *
- Microbiology, Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Pharmaceutical Sciences - Emmite
- Pharmacotherapy - Penzak
- * Office of the Dean-SHP - Bugnariu
- Office of the Dean-TCOM - Filippetto
- Student Affairs - Moorman
- Div of Res & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs -

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS - 1

Grand Mean

3.86
2017: 3.77

Represents the unit's overall engagement on a scale of 1-5

Respondents

40
2017: 37

Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark

41
2017: 31

Represents the unit's relative ranking compared to the Gallup education services database

Change in NPS

2017  2018

Frequency Distribution

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ |
Q01 | Know what’s expected | 40 | 28 | 4.16 | 4.20 |
Q02 | Materials and equipment | 40 | 50 | 4.05 | 4.15 |
Q03 | Opportunity to do best | 40 | 31 | 3.78 | 3.83 |
Q04 | Recognition | 40 | 29 | 3.22 | 3.30 |
Q05 | Cares about me | 40 | 60 | 4.22 | 4.43 |
Q06 | Development | 40 | 44 | 3.75 | 3.93 |
Q07 | Opinions Count | 40 | 31 | 3.59 | 3.58 |
Q08 | Mission/Purpose | 40 | 33 | 3.97 | 3.90 |
Q09 | Committed to quality | 40 | 31 | 3.73 | 3.92 |
Q10 | Best friend | 38 | 17 | 3.79 | 3.01 |
Q11 | Progress | 40 | 48 | 3.80 | 4.00 |
Q12 | Learn and Grow | 40 | 45 | 4.14 | 4.03 |

% responded:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# UNT Health Science Center

## Gallup Engagement Survey 2018

### Employee Category

- **Net Promoter Score**
  - % Detractors
  - % Passive
  - % Promoters

- **Grand Mean** 3.58
  - 2017: 3.57
  - Represents the unit’s overall engagement on a scale of 1-5

- **Change in NPS**
  - 2017: -33
  - 2018: -21

- **Respondents**
  - Greatest number of respondents on any one question

- **Percentile - Ed. Services Benchmark**
  - Represents the unit’s percentile ranking compared to the Gallup education services database

### Select Department

- - Office of the President - Williams
- - Academic Affairs - Gen - Peel
- - GSBS-Dean's Offfice - He
- - Microbiology, Immunology & Gene - He
- - Pharmacology & Neuroscience - Forster
- - Pharmacology & Neuroscience - Clark
- - End of Hierarchy
- - Physiology and Anatomy - Mifflin
- - Health Behavior & Health Sys - Thoms
- - Health Behavior & Health Sys - Walters
- - End of Hierarchy
- - Microbiology, Immunology & Gene - He
- - Office of the Dean-Pharmacy - Taylor Jr.
- - Pharmaceutical Sciences - Emmite
- - Pharmacotherapy - Penzak
- - Office of the Dean-SHP - Bugnani
- - Physical Therapy - Quiben
- - Physician Assistant Studies - Barron
- - Office of the Dean-TCOM - Filippetto
- - Student Affairs - Moorman
- - Div of Ranch & Innov-Gen - Ghorpade

### Frequency Distribution

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<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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### % responded

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Employee Category

- Pharmacology & Neuroscience - Clark
- * End of Hierarchy *
- Physiology and Anatomy - Mifflin
- Health Behavior & Health Sys - Thombs
- Health Behavior & Health Sys - Walters
- * End of Hierarchy *
- Microbiology, Immunology & Gene - He
- Office of the Dean - Pharmacy - Taylor Jr.
- Pharmaceutical Sciences - Emmette
- Pharmacotherapy - Penzak
- Office of the Dean - SHP - Bugnariu
- Physical Therapy - Quilben
- Physician Assistant Studies - Barron
- Office of the Dean - TCOM - Filippeto
- Student Affairs - Moorman
- Div of Resch & Innov - Gen - Ghopade
- EVP Finance and Operations - Gen - Anderson
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

Net Promoter Score

% Detractors
% Passive
% Promoters

NPS

-18

0 20 40 60 80 100

2017
2018

Change in NPS

3.83

2013
3.88

Grand Mean

Represents the unit's overall engagement on a scale of 1-5

166

2017
156

Respondents

Greatest number of respondents on any one question

38

2017
42

Percentile - Ed. Services Benchmark

Represents the unit %ile ranking compared to the Gallup education services database

Select Department

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 166 | 34 | 4.36 | 4.38 | 2
Q02 | Materials and equipment | 166 | 28 | 3.96 | 3.81 | -1
Q03 | Opportunity to do best | 165 | 42 | 3.99 | 3.98 | -1
Q04 | Recognition | 164 | 22 | 3.29 | 3.16 | -1
Q05 | Cares about me | 165 | 40 | 4.19 | 4.18 | -1
Q06 | Development | 105 | 36 | 3.92 | 3.79 | -1
Q07 | Opinions Count | 166 | 21 | 3.70 | 3.58 | -1
Q08 | Mission/Purpose | 164 | 30 | 3.95 | 3.85 | -1
Q09 | Committed to quality | 165 | 57 | 4.04 | 4.27 | 2
Q10 | Best friend | 153 | 23 | 3.11 | 3.21 | 1
Q11 | Progress | 165 | 39 | 4.02 | 3.87 | -1
Q12 | Learn and Grow | 163 | 39 | 4.05 | 3.98 | -1

Frequency Distribution

% responded-
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
**Employee Category**

- Pharmacology & Neuroscience - Clark
- End of Hierarchy
- Physiology and Anatomy - Mifflin
- Health Behavior & Health Sys - Thoms
- Health Behavior & Health Sys - Walters
- End of Hierarchy
- Microbiology, Immunology & Gene - He
- Office of the Dean - Pharmacy - Taylor Jr.
- Pharmaceutical Sciences - Emmitte
- Pharmacotherapy - Penzak
- Office of the Dean - SHP - Bugnariu
- Physical Therapy - Quiben
- Physician Assistant Studies - Barron
- End of Hierarchy
- Office of the Dean - TCOM - Filippetto
- Academic Affairs - TCOM - Mason
- End of Hierarchy
- Academic Health Centers - Kemp
- End of Hierarchy
- Educational Programs - TCOM - Nash
- Family Medicine - Seals
- Geriatrics - Knebl
- Medical Education - Yurvali

**Gallup Engagement Survey 2018**

**Net Promoter Score**

- Detractors
- Passives
- Promoters

- NPS: 3.83 (2017: 3.79)

- Grand Mean: 12, 2017: 11

-% Detractors: 40, 2017: 40

-% Passives: 40, 2017: 40

-% Promoters: 20, 2017: 20

**Change in NPS**

- 2017: 33

**Frequency Distribution**

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<td>12</td>
<td>31</td>
<td>3.73</td>
<td>3.83</td>
<td></td>
</tr>
</tbody>
</table>

**Respondents**

- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- Represents the unit %ile ranking compared to the Gallup education services database

- 2017: 33
Gallup Engagement Survey 2018

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS: -23

3.68
2017
3.93
2018

Grand Mean
Represents the unit's overall engagement on a scale of 1-5

Respondents
Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark
Represents the unit’s relative ranking compared to the Gallup education services database

Select Department
- * End of Hierarchy *
- Microbiology, Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Pharmaceutical Sciences - Emmitt
- Pharmacotherapy - Penza
- Office of the Dean-SHP - Bugnaru
- Physical Therapy - Quien
- Physician Assistant Studies - Barron
- Office of the Dean-TCOM - Filippetto
- Academic Affairs-TCOM - Mason
- Academic Health Centers - Kemp
- * End of Hierarchy *
- Educational Programs-TCOM - Nash
- Family Medicine - Seals
- Geriatrics - Knebl
- Medical Education - Yuvraji
- Pediatrics - Bowman
- Student Affairs - Moorman
- Div of Rarch & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs -

Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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<td>Q03</td>
<td>Opportunity to do best</td>
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Frequency Distribution

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<td>Q02</td>
<td>29%</td>
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<td>30%</td>
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<td>13%</td>
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<td>50%</td>
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<tr>
<td>Q06</td>
<td>62%</td>
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<tr>
<td>Q07</td>
<td>33%</td>
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<tr>
<td>Q08</td>
<td>33%</td>
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<td>Q09</td>
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<tr>
<td>Q12</td>
<td>39%</td>
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</table>
Gallup Engagement Survey 2018

Employee Category

Select Department

- End of Hierarchy
- Microbiology, Immunology & Gene - He
- Office of the Dean-Pharmacy - Taylor Jr.
- Pharmaceutical Sciences - Emmite
- Pharmacotherapy - Penzak
- Office of the Dean-SHP - Bugnariu
- Physical Therapy - Quien
- Physician Assistant Studies - Barron
- Office of the Dean-TCOM - Filippetto
- Academic Affairs-TCOM - Mason
- Academic Health Centers - Kemp
- End of Hierarchy
- Educational Programs-TCOM - Nash
- Family Medicine - Seals
- Geriatrics - Knebl
- Medical Education - Yurvati
- Pediatrics - Bowman
- Student Affairs - Moorman
- Div of Rach & Innov-Gen - Chorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 26

4.28 Grand Mean
2017 4.11
Represents the unit's overall engagement on a scale of 1-5
43 Respondents
2017 43
Greatest number of respondents on any one question

80 Percentile - Ed. Services Benchmark
2017 67
Represents the unit's relative ranking compared to the Gallup education services database

Change in NPS
2017 23
2018 26

Frequency Distribution

Q01 9% 16% 70%
Q02 30% 63%
Q03 26% 21% 51%
Q04 12% 33% 47%
Q05 21% 74%
Q06 9% 30% 58%
Q07 9% 16% 35% 46%
Q08 14% 28% 47%
Q09 9% 40% 51%
Q10 13% 15% 25% 23% 25%
Q11 27% 63%
Q12 17% 71%

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
## UNT Health Science Center

### Gallup Engagement Survey 2018

**Select Department**

- Office of the Dean-SHP - Bugnaru
- Physical Therapy - Quihen
- Physician Assistant Studies - Barron
- Office of the Dean-TCOM - Filippetto
- Academic Affairs-TCOM - Mason
- Academic Health Centers - Kemp
- Geriatrics - Knebl
- Medical Education - Yurvati
- Pediatrics - Bowman
- Student Affairs - Moorman
- Student Affairs - VanDuser
- Div of Ref & Innov-Gen - Ghorpade
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs - Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

### Net Promoter Score

- **NPS:** 26
- **2017:** 3.99
- **2018:** 4.13
- **Change in NPS:** 0.14

### Grand Mean

- Represents the unit’s overall engagement on a scale of 1-5
- **85 (2017)**
- **40 (2018)**

### Respondents

- Greatest number of respondents on any one question

### Percentile - Ed. Services Benchmark

- Represents the unit’sle ranking compared to the Gallup education services database
- **68 (2017)**
- **53 (2018)**

### Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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</thead>
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<td>57</td>
<td>4.35</td>
<td>4.54</td>
<td>Δ</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>85</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>85</td>
<td>64</td>
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<tr>
<td>Q04</td>
<td>Recognition</td>
<td>83</td>
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<td>3.60</td>
<td>Δ</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>85</td>
<td>61</td>
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<td>57</td>
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<td>4.14</td>
<td>Δ</td>
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<td>3.86</td>
<td>Δ</td>
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<td>Q08</td>
<td>Mission/Purpose</td>
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<td>62</td>
<td>3.98</td>
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<td>Δ</td>
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<tr>
<td>Q09</td>
<td>Committed to quality</td>
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<td>62</td>
<td>4.13</td>
<td>4.36</td>
<td>Δ</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
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<td>3.38</td>
<td>Δ</td>
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<tr>
<td>Q11</td>
<td>Progress</td>
<td>83</td>
<td>50</td>
<td>4.05</td>
<td>4.10</td>
<td>Δ</td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>82</td>
<td>57</td>
<td>4.08</td>
<td>4.26</td>
<td>Δ</td>
</tr>
</tbody>
</table>

### % responded

- **1: Strongly Disagree**
- **2: Disagree**
- **3: Neutral**
- **4: Agree**
- **5: Strongly Agree**
## Gallup Engagement Survey 2018

**Employee Category**

**Select Department**

- Physician Assistant Studies - Barron
- Office of the Dean-TCOM - Filippetto
- Academic Affairs-TCOM - Mason
- Academic Health Centers - Kemp
- End of Hierarchy *
- Educational Programs-TCOM - Nash
- Family Medicine - Seals
- Geriatrics - Knebl
- Medical Education - Yurvari
- Pediatrics - Bowman
- Student Affairs - Moorman
- Student Affairs - VanDuser
- End of Hierarchy *
- Div of Rrch & Innov-Gen - Ghorpade
- Center for Human ID - Budowle
- Rch Devel & Commercialization - McClain
- Rrch Compliance - Gladue
- EVP Finance and Operations-Gen - Anderson
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**Grand Mean**

- NPS: 31
- 2017: 3.86
- 2018: 3.96

**Change in NPS**

- 2017: 31
- 2018: 51

**Respondents**

- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- Represents the unit %ile ranking compared to the Gallup education services database

### Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
|-----------------|-----|-------------|-----------|-----------|---
| Q01 Know what's expected | 16 | 48 | 4.24 | 4.44 | 0.20 |
| Q02 Materials and equipment | 16 | 45 | 3.65 | 4.06 | 0.41 |
| Q03 Opportunity to do best | 16 | 66 | 3.82 | 4.26 | 0.44 |
| Q04 Recognition | 16 | 26 | 3.41 | 3.25 | 0.16 |
| Q05 Cares about me | 16 | 67 | 4.47 | 4.50 | 0.03 |
| Q06 Development | 16 | 59 | 4.18 | 4.10 | 0.00 |
| Q07 Opinions Count | 16 | 51 | 3.59 | 3.94 | 0.35 |
| Q08 Mission/Purpose | 16 | 43 | 4.00 | 4.06 | 0.06 |
| Q09 Committed to quality | 16 | 41 | 3.65 | 4.06 | 0.41 |
| Q10 Best friend | 16 | 75 | 3.65 | 2.66 | -1.00 |
| Q11 Progress | 16 | 31 | 3.82 | 3.69 | -0.13 |
| Q12 Learn and Grow | 15 | 58 | 3.88 | 4.27 | 0.39 |

### Frequency Distribution

- % responded:
  - 1: Strongly Disagree
  - 2: Disagree
  - 3: Neutral
  - 4: Agree
  - 5: Strongly Agree
**Gallup Engagement Survey 2018**

**Employee Category**

**Select Department**

- End of Hierarchy
- Educational Programs-TCOM - Nash
- Family Medicine - Sears
- Geriatrics - Knebl
- Medical Education - Yurvati
- Pediatrics - Bowman
- Student Affairs - Moorman
- Div of Resch & Innov-Gen - Ghorpade
- Center for Human ID - Budowle
- Resch Devel & Commercialization - McClain
- Resch Compliance - Gladue
- EVP Finance and Operations-Gen - Anderson
- Correctional Medicine - Robertson
- Fine Res Assur Policy Analysis - Scarpetti
- Office of the CIO - Dungan
- Police-Administration - Clouse
- VP Operations-Gen - Hartley
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

---

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**Grand Mean**

4.14

2017: 3.64

2017: 15

12

Represents the unit’s overall engagement on a scale of 1-5

Change in NPS

34

2017: 34

2018: 69

Represents the unit’s relative ranking compared to the Gallup education services database

**Respondents**

Greatest number of respondents on any one question

---

**Q. ID** | **Question Short** | **Size** | **Gallup %ile** | **Mean 2017** | **Mean 2018** | **Δ**
---|---|---|---|---|---|---
Q01 | Know what’s expected | 12 | 25 | 4.00 | 4.17 | 1
Q02 | Materials and equipment | 12 | 64 | 4.20 | 4.33 | 1
Q03 | Opportunity to do best | 12 | 53 | 3.67 | 4.17 | 1
Q04 | Recognition | 12 | 69 | 3.13 | 4.17 | 1
Q05 | Cares about me | 12 | 59 | 3.67 | 4.42 | 1
Q06 | Development | 12 | 64 | 3.80 | 4.25 | 1
Q07 | Opinions Count | 12 | 61 | 3.33 | 4.08 | 1
Q08 | Mission/Purpose | 12 | 55 | 3.53 | 4.25 | 1
Q09 | Committed to quality | 11 | 81 | 4.27 | 4.64 | 1
Q10 | Best friend | 12 | 19 | 2.86 | 3.08 | 1
Q11 | Progress | 12 | 49 | 3.67 | 4.06 | 1
Q12 | Learn and Grow | 12 | 43 | 3.60 | 4.00 | 1

**Frequency Distribution**

- **Q01**
  - 8%
  - 67%
  - 25%
- **Q02**
  - 8%
  - 42%
  - 50%
- **Q03**
  - 0%
  - 67%
  - 25%
- **Q04**
  - 0%
  - 8%
  - 33%
  - 50%
- **Q05**
  - 0%
  - 25%
  - 67%
- **Q06**
  - 0%
  - 8%
  - 25%
  - 50%
- **Q07**
  - 0%
  - 8%
  - 42%
  - 42%
- **Q08**
  - 17%
  - 42%
  - 42%
- **Q09**
  - 36%
  - 64%
- **Q10**
  - 17%
  - 8%
  - 33%
  - 33%
  - 9%
- **Q11**
  - 0%
  - 17%
  - 25%
  - 50%
- **Q12**
  - 0%
  - 17%
  - 33%
  - 42%
Gallup Engagement Survey 2018

Employee Category

Select Department

- Educational Programs - TCOM - Nash
- Family Medicine - Seals
- Geriatrics - Knebl
- Medical Education - Yuvrati
- Pediatrics - Bowman
- Student Affairs - Moorman
- Div of Research & Innov - Ghorpade
- Center for Human ID - Budowle
- Rsch Devl & Commercialization - McClain
- Rsch Compliance - Gladue
- EVP Finance and Operations-Gen - Anderson
- Correctional Medicine - Robertson
- Finc Res Assur Policy Analysis - Scarpelli
- Office of the CIO - Dungan
- Help Desk & Client Services - Ribelin
- * End of Hierarchy *
- Police-Administration - Clouse
- VP Operations-Gen - Hartley
- Health System Partnerships & Clinical Affairs
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon

Net Promoter Score

<table>
<thead>
<tr>
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<th>% Passive</th>
<th>% Promoters</th>
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<td>NPS 59</td>
<td>20%</td>
<td>40%</td>
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Grand Mean

- 2017: 4.14
- 2018: 3.93

4.14
2017: 3.93
Grand Mean
Represents the unit’s overall engagement on a scale of 1-5

15
2017: 15
Respondents
Greatest number of respondents on any one question

69
2017: 46
Percentile - Ed. Services Benchmark
Represents the unit #ile ranking compared to the Gallup education services database

Change in NPS

- 2017: 13
- 2018: 59

Frequency Distribution

<table>
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<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
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<th>Mean 2018</th>
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<td>Q08</td>
<td>Mission/Purpose</td>
<td>15</td>
<td>42</td>
<td>3.77</td>
<td>4.00</td>
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<td>Q09</td>
<td>Committed to quality</td>
<td>15</td>
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<td>3.40</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>15</td>
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<td>3.60</td>
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<td>15</td>
<td>55</td>
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<td>4.20</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>15</td>
<td>69</td>
<td>4.27</td>
<td>4.47</td>
<td></td>
</tr>
</tbody>
</table>

% responded:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
## Gallup Engagement Survey 2018

### Employee Category

#### Select Department
- Educational Programs - TCOM - Nash
- Family Medicine - Seals
- Geriatrics - Knebl
- Medical Education - Yurvedi
- Pediatrics - Bowman
- Student Affairs - Moorman
- Div of Rsch & Innov-Gen - Ghorpade
- Center for Human ID - Budowe
- Rsch Devol & Commercialization - McClain
- Rsch Compliance - Gladue
- EVP Finance and Operations-Gen - Anderson
- Correctional Medicine - Robertson
- Finc Res Assur Policy Analysis - Scarpelli
- Office of the CIO - Dungan
- Hlp Desk & Client Services - Ribelin
- End of Hierarchy *
- VP Operations-Gen - Hartley
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communcat - Mohon

### Interactive Chart
- **Net Promoter Score**
  - % Detractors
  - % Passive
  - % Promoters
- **Grand Mean**
  - 3.87
  - 2017: null
- **Respondents**
  - 97
  - 2017: null
- **Percentile - Ed. Services Benchmark**
  - 42
  - 2017: null

### Frequency Distribution

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<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
<th>% responded</th>
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<tr>
<td>Q01</td>
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<td>65</td>
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<td>4.62</td>
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<td>4.30</td>
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<td>14% - 19%</td>
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<tr>
<td>Q06</td>
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<td>Q07</td>
<td>Opinions Count</td>
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<td>13% - 27%</td>
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<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
<td>97</td>
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<td></td>
<td>19% - 24%</td>
</tr>
<tr>
<td>Q09</td>
<td>Committed to quality</td>
<td>95</td>
<td>51</td>
<td>4.21</td>
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<td>16% - 24%</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>92</td>
<td>14</td>
<td>2.97</td>
<td>2.97</td>
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<td>18% - 29%</td>
</tr>
<tr>
<td>Q11</td>
<td>Progress</td>
<td>93</td>
<td>31</td>
<td>3.69</td>
<td>3.69</td>
<td></td>
<td>16% - 21%</td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>95</td>
<td>34</td>
<td>3.69</td>
<td>3.69</td>
<td></td>
<td>14% - 24%</td>
</tr>
</tbody>
</table>

*% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree*
Gallup Engagement Survey 2018

Employee Category

Select Department

- Center for Human ID - Budowe
- Roch Devel & Commercialization - McClain
- Rockefeller Compliance - Gladue
- EVP Finance and Operations-Gen - Anderson
- Correctional Medicine - Robertson
- Finc Res Assur Policy Analysis - Scarpetti
- Office of the CIO - Dungar
- Help Desk & Client Services - Ribelin
- Police-Administration - Clouse
- VP Operations-Gen - Hartley
- Facilities Admin - Christopher
- Facilities Admin - Emerson
- Facilities Admin - Beumen
- Facilities Admin - Wilmoth
- Health System Partnerships & Clinical Affairs - UNTM Administration - Beck
- UNTM Administration - Beson
- UNTM Administration - Balbon
- UNTM Administration - Bentley

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

3.84
2017 null
Grand Mean
Represents the unit’s overall engagement on a scale of 1-5
100
2017 null
Respondents
Greatest number of respondents on any one question

39
2017 null
Percentile - Ed. Services Benchmark
Represents the unit %ile ranking compared to the Gallup education services database

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what’s expected | 100 | 39 | 4.35 | 4.35 | 0.00
Q02 | Materials and equipment | 100 | 24 | 3.73 | 3.73 | 0.00
Q03 | Opportunity to do best | 100 | 35 | 3.90 | 3.90 | 0.00
Q04 | Recognition | 99 | 33 | 3.41 | 3.41 | 0.00
Q05 | Cares about me | 100 | 41 | 4.10 | 4.10 | 0.00
Q06 | Development | 100 | 41 | 3.86 | 3.86 | 0.00
Q07 | Opinions Count | 100 | 36 | 3.68 | 3.68 | 0.00
Q08 | Mission/Purpose | 100 | 43 | 4.03 | 4.03 | 0.00
Q09 | Committed to quality | 99 | 41 | 4.06 | 4.06 | 0.00
Q10 | Best friend | 93 | 27 | 3.29 | 3.29 | 0.00
Q11 | Progress | 100 | 32 | 3.72 | 3.72 | 0.00
Q12 | Learn and Grow | 100 | 34 | 3.90 | 3.90 | 0.00

Frequency Distribution

| Q01 | 7% | 25% | 61% |
| Q02 | 14% | 18% | 33% |
| Q03 | 7% | 8% | 15% |
| Q04 | 13% | 15% | 21% |
| Q05 | 10% | 9% | 24% |
| Q06 | 7% | 9% | 16% |
| Q07 | 10% | 11% | 18% |
| Q08 | 6% | 18% | 23% |
| Q09 | 15% | 38% |
| Q10 | 20% | 6% | 25% |
| Q11 | 10% | 11% | 18% |
| Q12 | 7% | 7% | 18% |

% responded:

- 1=Strongly Disagree
- 2=Disagree
- 3=Neutral
- 4=Agree
- 5=Strongly Agree
Gallup Engagement Survey 2018

Employee Category

Select Department
- Fine Res Assur Policy Analysis - Scarpelli
- Office of the CIO - Dungan
- Help Desk & Client Services - Ribelin
- End of Hierarchy *
- Police-Administration - Clouse
- VP Operations-Gen - Hartley
- Facilities Admin - Christopher
- Facilities Admin - Emerson
- Facilities Admin - Berumen
- End of Hierarchy *
- Facilities Admin - Willmoth
- Health System Partnerships & Clinical Affairs -
- UNTH Administration - Benet
- UNTH Administration - Beeson
- Clinical Trials-TCOM - Cannon
- UNTH Administration - Sparkman-beierli
- End of Hierarchy *
- End of Hierarchy *
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS
-12
0
20
40
60
80
100

3.97
2017 null
Grand Mean
Represents the unit's overall engagement on a scale of 1-5

16
2017 null
Respondents
Greatest number of respondents on any one question

52
2017 null
Percentile - Ed. Services Benchmark
Represents the unit's relative ranking compared to the Gallup education services database

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what's expected</td>
<td>16</td>
<td>76</td>
<td>4.75</td>
<td></td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>16</td>
<td>66</td>
<td>3.69</td>
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<td></td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>16</td>
<td>68</td>
<td>4.38</td>
<td></td>
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<td>Q04</td>
<td>Recognition</td>
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<td>43</td>
<td>3.63</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>16</td>
<td>57</td>
<td>4.38</td>
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</tr>
<tr>
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<td>16</td>
<td>33</td>
<td>3.75</td>
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<td>Q09</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
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<td>Progress</td>
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<td>37</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>16</td>
<td>35</td>
<td>3.94</td>
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<td></td>
</tr>
</tbody>
</table>

Frequency Distribution

| Q01   | 25% | 75% |
| Q02   | 31% | 50% | 13% |
| Q03   | 31% | 56% |
| Q04   | 13% | 31% | 13% | 38% |
| Q05   | 19% | 25% | 56% |
| Q06   | 38% | 25% | 31% |
| Q07   | 19% | 31% | 19% | 31% |
| Q08   | 25% | 38% | 31% |
| Q09   | 19% | 25% | 56% |
| Q10   | 47% | 40% |
| Q11   | 13% | 31% | 38% |
| Q12   | 38% | 31% | 31% |
Gallup Engagement Survey 2018

Net Promoter Score

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passive</th>
<th>% Promoters</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Grand Mean

3.83
2018 null

 Represents the unit’s overall engagement on a scale of 1-5

Respondents

81
2017 null

Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark

38
2017 null

Represents the unit %ile ranking compared to the Gallup education services database

Select Department

- Finc Res Assur Policy Analysis - Scarcelli
- Office of the CIO - Dungan
- Help Desk & Client Services - Ribelin
- * End of Hierarchy *
- Police-Administration - Clouse
- VP Operations - Gen - Hartley
- Facilities Admin - Christopher
- Facilities Admin - Emerson
- Facilities Admin - Berumen
- * End of Hierarchy *
- Facilities Admin - Willmoth
- Health System Partnerships & Clinical Affairs -
- UNTH Administration - Beck
- UNTH Administration - Beeson
- Clinical Trials - TCOM - Cannon
- * End of Hierarchy *
- * End of Hierarchy *
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon

Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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<td>36</td>
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<td></td>
</tr>
</tbody>
</table>

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Employee Category

Net Promoter Score
- % Detectors
- % Passives
- % Promoters

NPS -35

Grand Mean
3.76
2017: 4.11

Respondents
15
2017: 15

Percentile - Ed. Services Benchmark
31
2017: 67

Select Department

- Div of Rsrch & Innov-Gen - Ghorpade
- Center for Human ID - Budowle
- Rsrch Devel & Commercialization - McClain
- Rsrch Compliance - Gladue
- EVP Finance and Operations-Gen - Anderson
- Correctional Medicine - Robertson
- Finc Res Assur Policy Analysis - Scarpelli
- Office of the CIO - Dungan
- Help Desk & Client Services - Ribelin
- * End of Hierarchy *
- Police-Administration - Clouse
- VP Operations-Gen - Hartley
- Facilities Admin - Christopher
- Facilities Admin - Emerson
- Facilities Admin - Berumen
- * End of Hierarchy *
- Facilities Admin - Willmoth
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peck

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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<td>15</td>
<td>25</td>
<td>4.20</td>
<td>3.73</td>
<td></td>
</tr>
</tbody>
</table>

Frequency Distribution

| Q01   | 67% | 33% | 20% |
| Q02   | 67% | 67% | 20% |
| Q03   | 13% | 67% | 20% |
| Q04   | 20% | 20% | 13% |
| Q05   | 13% | 27% | 53% |
| Q06   | 13% | 13% | 27% |
| Q07   | 27% | 20% | 33% |
| Q08   | 20% | 20% | 27% |
| Q09   | 20% | 20% | 47% |
| Q10   | 27% | 20% | 13% |
| Q11   | 20% | 27% | 47% |
| Q12   | 20% | 13% | 47% |
Gallup Engagement Survey 2018

Employee Category

Select Department

- Div of Rorsch & Innov-Gen - Ghorpade
- Center for Human ID - Budowe
- Rorsch & Commercialization - McClain
- Rorsch Compliance - Cladue
- EVP Finance and Operations-Gen - Anderson
- Correctional Medicine - Robertson
- Fin Res Assur Policy Analysis - Scarpelli
- Office of the CIO - Dungan
- Help Desk & Client Services - Ribelin
- * End of Hierarchy
- Police-Administration - Clouse
- VP Operations-Gen - Hartley
- Facilities Admin - Christopher
- Facilities Admin - Emerson
- Facilities Admin - Berumen
- * End of Hierarchy
- Facilities Admin - Willmoth
- Health System Partnerships & Clinical Affairs -
- Institutional Advancement - White
- Office of Brand and Communicat - Mohon
- Vice Provost - Peel

Net Promoter Score

% Detractors
% Passive
% Promoters

NPS 42

Grand Mean
4.24
2017 4.08

Change in NPS
-3 2017 42
42 2018

Respondents
29 2017 35

Percentile - Ed. Services Benchmark
77 2011 64

Represents the unit’s overall engagement on a scale of 1-5

Frequency Distribution

Q01 Know what's expected
Q02 Materials and equipment
Q03 Opportunity to do best
Q04 Recognition
Q05 Cares about me
Q06 Development
Q07 Opinions Count
Q08 Mission/Purpose
Q09 Committed to quality
Q10 Best friend
Q11 Progress
Q12 Learn and Grow

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree