Gallup Engagement Survey 2018

Employee Category
- Faculty
- Staff

Select Department

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Net Promoter Score (NPS) = 8

Grand Mean
3.60
2017 null

Respondents
897
2017 null

Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark
19
2017 null

Represents the unit percentile ranking compared to the Gallup education services database

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup Scale</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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Frequency Distribution

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

**Net Promoter Score**

- % Detractors: 0
- % Passive: 20
- % Promoters: 80

**NPS**

- 9

**Grand Mean**

- 3.87 (2017: null)

**Respondents**

- 1938 (2017: null)

**Percentile - Ed. Services Benchmark**

- 42 (2017: null)

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**Select Department**

- Faculty
- Staff

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**Employee Category**

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### Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
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<th>Size</th>
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<th>Mean 2018</th>
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</table>

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

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# Gallup Engagement Survey 2018

## Employee Category

### Net Promoter Score
- % Detractors
- % Passive
- % Promoters
- NPS: 61

### Grand Mean
- Grand Mean: 4.34
- 2017: null
- Represents the unit's overall engagement on a scale of 0-100.

### Respondents
- 84
- 2017: null
- Greatest number of respondents on any one question.

### Percentile - Ed. Services Benchmark
- 84
- 2017: null
- Represents the unit percentile ranking.

## Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Advancement - Gen - Collinsworth
- Advancement - Gen - Moran
- Athletics-Gen - Baker
- Div of Student Affairs - Wth
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mngt-Gen - Letkaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

## Question Table

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<th>Mean 2017</th>
<th>Mean 2018</th>
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<tr>
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Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Advancement - Gen - Collinsworth
- Advancement - Gen - Moran
- Athletics - Gen - Baker
- Div of Student Affairs - Whet
- Inst Equity & Dv-Gen - Woodward
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Lehaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

Grand Mean
4.07
2018: 4.13
Represents the unit's overall engagement on a scale of 0-10

Respondents
18
2018: 16
Greatest number of respondents on anyone one question

Change in NPS
2017: 44
2018: 33

Percentile - Ed. Services Benchmark
62
2017: 69
Represents the unit percentile ranking

Question ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2016 | Δ | Frequency Distribution
--- | --- | --- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 18 | 48 | 4.50 | 4.44 | | 56%
Q02 | Materials and equipment | 18 | 55 | 4.19 | 4.22 | | 58%
Q03 | Opportunity to do best | 17 | 63 | 4.13 | 4.29 | | 46%
Q04 | Recognition | 10 | 30 | 3.19 | 3.33 | | 56%
Q05 | Cares about me | 18 | 54 | 4.63 | 4.33 | | 58%
Q06 | Development | 18 | 58 | 4.44 | 4.17 | | 58%
Q07 | Opinions Count | 18 | 46 | 4.06 | 3.83 | | 41%
Q08 | Mission/Purpose | 18 | 72 | 4.20 | 4.50 | | 52%
Q09 | Committed to quality | 18 | 68 | 4.38 | 4.44 | | 51%
Q10 | Best friend | 14 | 28 | 3.19 | 3.36 | | 56%
Q11 | Progress | 15 | 41 | 4.25 | 3.93 | | 56%
Q12 | Learn and Grow | 15 | 43 | 4.44 | 4.00 | | 56%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

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

**Respondents**
80 (2017) 80 (2018)
Greatest number of respondents on any one question

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

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<thead>
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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>
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**Frequency Distribution**

- Q01: 11% 23% 60%
- Q02: 11% 25% 31% 30%
- Q03: 14% 36% 48%
- Q04: 17% 14% 27% 15% 27%
- Q05: 9% 24% 56%
- Q06: 10% 9% 10% 34% 38%
- Q07: 8% 13% 15% 30% 35%
- Q08: 8% 15% 38% 38%
- Q09: 15% 41% 36%
- Q10: 16% 18% 25% 18% 22%
- Q11: 10% 18% 22% 37%
- Q12: 14% 34% 41%
Gallup Engagement Survey 2018

Net Promoter Score

- Detractors
- Passive
- Promoters

Grand Mean
3.69
2017: null

Respondents
17
2017: null

Percentile - Ed. Services Benchmark
27.5
2017: null

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics-Gen - Baker
- Athletics-Gen - Littrell
- Athletics-Gen - Martin
- Athletics-Gen - Mosley
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leilaelert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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<td>31</td>
<td>3.79</td>
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</tbody>
</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 - Smatresk
- Advancement - Gen - Wolf
- Athletics-Gen - Baker
- Athletics-Gen - Littrell
- Athletics-Gen - Martin
- Athletics-Gen - Mosley
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

Grand Mean

Respondents

Percentile – Ed. Services Benchmark

Frequency Distribution

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 17 | 32 | 4.21
Q02 | Materials and equipment | 17 | 25 | 3.72
Q03 | Opportunity to do best | 17 | 48 | 4.10
Q04 | Recognition | 16 | 25 | 3.18
Q05 | Cares about me | 17 | 43 | 4.11
Q06 | Development | 17 | 31 | 3.68
Q07 | Opinions Count | 17 | 35 | 3.63
Q08 | Mission/Purpose | 17 | 31 | 3.81
Q09 | Committed to quality | 17 | 28 | 3.85
Q10 | Best friend | 16 | 14 | 2.95
Q11 | Progress | 16 | 16 | 3.21
Q12 | Learn and Grow | 16 | 31 | 3.79

% 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 - Smartesk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Instr Equity & Div-Gen - Woodward
- Provost - Gen - Cowley
- Univ Relations Com & Mktng - Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

Grand Mean

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

2017: 3.82
2018: 3.86

Change in NPS

NPS 2017: 6
NPS 2018: 8

Respondents

Greater number of respondents on any one question

2017: 194
2018: 295

Percentile - Ed. Services Benchmark

Represents the unit percentile ranking compared to the Gallup education services database

2017: 36
2018: 41

Frequency Distribution

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<th>Q. ID</th>
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<th>Gallop %ile</th>
<th>Mean 2017</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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Career & Leadership - Naegeli
- Div of Student Affairs - Armitage
- Student Affairs - McGuinness
- Provost - McGuire
- Inst Equity & Div - Woodard
- Univ Relations Com & Mktg - LeDell
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

<table>
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<th>% Promoters</th>
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Grand Mean

3.93
2018: 3.85
2017: 85
2017: 32

Respondents

Greatest number of respondents on any one question

Change in NPS

2017: 16
2018: 11

Percentile - Ed. Services Benchmark

48
2017: 39

Frequency Distribution

<table>
<thead>
<tr>
<th>Question Short</th>
<th>Size</th>
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<th>Mean 2018</th>
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% responded:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

Unternehmen North Texas
### Gallup Engagement Survey 2018

#### Employee Category

**Net Promoter Score**

- **% Detractors**
- **% Passives**
- **% Promoters**

- **NPS: 32**
- **Score: 4.12**

**Grand Mean**

- **2017: null**
- **2018: null**
- Represents the unit's overall engagement on a scale of 1-5

**Respondents**

- **2017: null**
- **2018: null**
- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- **67**
- Represents the unit percentile ranking compared to the Gallup education services database

---

**Select Department**

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- VP Health and Wellness - McKinney
- Counseling & Testing - Knapp-grosz
- Health & Wellness-Gen - Voorhees III
- Recreational Sports - Klein
- Career & Leadership-Gen - Naegeli
- Div of Student Affairs - Armitage
- Student Affairs-Gen - McGuinness
- Student Affairs-Gen - McGuire
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktn-Gen - Lelaoet
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

---

**Frequency Distribution**

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<tr>
<th>Q. ID</th>
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Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Counseling and Testing - Knapp-grossz
- Health and Wellness - Voorhees III
- Recreational Sports - Klein
- Career and Leadership Gen - Naegeli
- Div of Student Affairs - Armitage
- Student Affairs - McGuinness
- Student Affairs - McGuire
- Inst Equity and Div - Woodard
- Provost - Cowley
- Univ Relations Com & Mixng - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

NPS - 6

Grand Mean
3.65
2017 3.76

Change in NPS
2017 17
2018 -6

Respondents
34
2017 18

Percentile - Ed. Services Benchmark
23
2012 30

Frequency Distribution

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<th>Size</th>
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Frequency Distribution

Q01
15% 76%
Q02
9% 21% 62%
Q03
12% 24% 50%
Q04
24% 18% 9% 24% 26%
Q05
15% 12% 21% 24% 44%
Q06
21% 12% 12% 24% 32%
Q07
24% 24% 24% 24% 24%
Q08
18% 21% 48%
Q09
15% 24% 26% 29%
Q10
24% 9% 18% 29% 21%
Q11
21% 9% 9% 27% 33%
Q12
15% 12% 21% 24% 29%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVF Health and Wellness - McKinney
- Counseling & Testing - Knapp-grosz
- Health & Wellness-Gen - Voorhees III
- Health & Wellness-Gen - Brewer
- Health & Wellness-Gen - Sachs
- Recreational Sports - Klein
- Career & Leadership-Gen - Naegeli
- Div of Student Affairs - Armitage
- Student Affairs-Gen - McGuinness
- Student Affairs-Gen - McGuire
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mixng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

## Net Promoter Score

<table>
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<th>% Promoters</th>
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**Grand Mean**: 3.21
- Represents the unit's overall engagement on a scale of 1-5

**Respondents**: 12
- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**: 4
- Represents the unit percentile ranking compared to the Gallup education services database

## Frequency Distribution

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<th>Q. ID</th>
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</table>

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

Net Promoter Score

<table>
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</table>

Grand Mean
4.03
2017: null

Respondents
18
2017: null

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Counseling & Testing - Knapp-grosz
- Health & Wellness-Gen - Voorhees III
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- Div of Student Affairs - Armitage
- Student Affairs-Gen - McGuinness
- Student Affairs-Gen - McGuire
- Inst Equity & Div-Gen - Wooodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktn-Gen - Lekaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ |
Q01 | Know what’s expected | 18 | 59 | 4.56 |
Q02 | Materials and equipment | 18 | 64 | 4.33 |
Q03 | Opportunity to do best | 18 | 62 | 4.28 |
Q04 | Recognition | 17 | 10 | 3.35 |
Q05 | Cares about me | 17 | 55 | 4.35 |
Q06 | Development | 18 | 49 | 4.00 |
Q07 | Opinions Count | 18 | 38 | 3.72 |
Q08 | Mission/Purpose | 18 | 43 | 4.06 |
Q09 | Committed to quality | 18 | 48 | 4.17 |
Q10 | Best friend | 16 | 36 | 3.50 |
Q11 | Progress | 17 | 54 | 4.18 |
Q12 | Learn and Grow | 18 | 34 | 3.89 |

Frequency Distribution

| Q01 | 22% | 72% |
| Q02 | 18% | 56% |
| Q03 | 24% | 56% |
| Q04 | 11% | 44% |
| Q05 | 11% | 65% |
| Q06 | 11% | 44% |
| Q07 | 11% | 12% |
| Q08 | 11% | 24% |
| Q09 | 11% | 24% |
| Q10 | 11% | 44% |
| Q11 | 11% | 44% |
| Q12 | 11% | 44% |

Percentile - Ed. Services Benchmark
59
2017: null

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

Represents the unit percentile ranking compared to the Gallup education services database.
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics-Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
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- Student Affairs-Gen - McGuinness
- Provost-Gen - Cowley
- Inst Equity & Div-Gen - Woodard
- Prov-Gen - Brown Jr
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Net Promoter Score

<table>
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<th>% Promoters</th>
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Grand Mean: 3.75

2017: 3.77

Change in NPS: 8 to 3

162 Respondents

Greatest number of respondents on any one question

31 Percentile - Ed. Services Benchmark

Represents the unit percentile ranking compared to the Gallup education services database

<table>
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<tr>
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<th>Mean 2018</th>
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<td>Q11 12% 11% 20% 25% 32%</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**

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Career & Leadership - Gen - Naegeli
- Div of Student Affairs - Armitage
- Dining Services - McNeace Jr
- Catering - Sood
- Dining Services - Balabuch
- Dining Services - Sparks
- Housing Admin - Vanacore
- Student Affairs - Gen - McGuinness
- Student Affairs - McGuire
- Inst Equity & Dev - Gen - Woodard
- Provost - Cowley
- Univ Relations Com & Mktng - Gen - Lekaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**Grand Mean**

3.58

2017: null

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

**Respondents**

31

2017: null

- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

18

2017: null

- Represents the unit percentile ranking compared to the Gallup education services database

**Select Department**

**Frequency Distribution**

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<th>Gallup %ile</th>
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<td>Development</td>
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<td>Best friend</td>
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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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Career & Leadership - Gen - Naegeli
- Div of Student Affairs - Armitage
- Dining Services - McNeece Jr
- Catering - Snod
- Dining-Retail - Schroeder
- * End of Hierarchy *
- Dining Services - Balabuch
- Dining Services - Sparks
- Housing-Admin - Varacore
- Student Affairs-Gen - McGuire
- Student Affairs-Gen - McGuire
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mtng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Grand Mean
3.84
2017: null

Respondents
25
2017: null

Percentile - Ed. Services Benchmark
39
2017: null

Frequency Distribution

Q01 12% 16% 72%
Q02 24% 28% 48%
Q03 36% 20% 44%
Q04 13% 25% 8% 17% 38%
Q05 21% 25% 8% 17% 38%
Q06 8% 29% 25% 33%
Q07 16% 24% 36% 24%
Q08 8% 24% 28% 40%
Q09 8% 24% 28% 36%
Q10 23% 9% 50% 14%
Q11 17% 17% 13% 50%
Q12 26% 35% 35%

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

Employee Category

Select Department

- Advancement - Gen - Wolf
- Athletics-Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Career & Leadership-Gen - Naegeli
- Div of Student Affairs - Armitage
- Dining Services - McNease Jr
- Catering - Sood
- Dining-Retail - Schroeder
- Dining Services - Balabuch
- Dining Services - Sparks
- Housing-Admin - Vanacore
- Student Affairs-Gen - McGuinness
- Student Affairs-Gen - McGuire
- Inst Equity & Dev-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mitng-Gen - Lellaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

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<th>% Promoters</th>
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NPS 7

Grand Mean

3.86
2018: 3.83

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

Respondents

53
2017: 60

Greatest number of respondents on any one question

Change in NPS

2017: 15
2018: 7

Percentile - Ed. Services Benchmark

41
2019: 37

Represents the unit percentile ranking compared to the Gallup education services database

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

| Q01  | 17% | 38% | 43% |
| Q02  | 9%  | 13% | 45% |
| Q03  | 6%  | 11% | 45% |
| Q04  | 14% | 18% | 33% |
| Q05  | 8%  | 34% | 55% |
| Q06  | 8%  | 8%  | 43% |
| Q07  | 9%  | 8%  | 47% |
| Q08  | 8%  | 21% | 38% |
| Q09  | 8%  | 15% | 42% |
| Q10  | 10% | 22% | 22% |
| Q11  | 10% | 12% | 35% |
| Q12  | 14% | 52% | 36% |

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

Employee Category

Select Department

- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- AVP Health and Wellness - McKinney
- Career & Leadership - Gen - Naegeli
- Div of Student Affairs - Armitage
- Dining Services - McNeese Jr
- Catering - Sood
- Dining-Retail - Schroeder
- * End of Hierarchy *
- Housing Services - Balabuch
- Housing Services - Sparks
- Housing-Admin - Vanacore
- Housing-Admin - Fairchild Jr
- Housing-Admin - Sanchez
- Student Affairs-Gen - McGuinness
- Student Affairs-Gen - McGuire
- Inst Equity & DiV-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman

Net Promoter Score

NPS 20

Change in NPS

4.16
2017: 4.04
Grand Mean
Represents the unit's overall engagement on a scale of 1-5

15
2017: 37
Respondents
Greatest number of respondents on any one question

71
2017: 60
Percentile - Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

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Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - Wuth
- AVP Health and Wellness - McKinney
- Career & Leadership - Gen - Naegeli
- Div of Student Affairs - Armitage
- Student Affairs - McGunness
- Provost - Gen - Cowley
- Univ Relations Com & Mktng - Gen - Lekkaar
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

Grand Mean
3.63
2017 null
2018 null
Represents the units overall engagement on a scale of 1-5

Respondents
20
2017 null
Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark
21
2017 null
Represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

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<td>Q05</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
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- Career & Leadership-Gen - Naegeli
- Div of Student Affairs - Armitage
- Student Affairs-Gen - McGuire
- Inst Equity & Div-Gen - Woodward
- Provost-Gen - Cowley
- Univ Relations Com & Mktn-Gen - Lellaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

<table>
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<th>% Detractors</th>
<th>% Passive</th>
<th>% Promoters</th>
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Change in NPS

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<tr>
<td>45</td>
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Grand Mean

- 2016: 4.16
- 2017: 4.19

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
- 2017: 73
- 2018: 71

Represents the unit percentile ranking compared to the Gallup education services database

<table>
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<tr>
<th>Q ID</th>
<th>Question Short</th>
<th>Size</th>
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<th>Mean 2018</th>
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<td>26</td>
<td>60</td>
<td>4.42</td>
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</table>

Frequency Distribution

- Q01: 41% (41%) 59%
- Q02: 7% (21%) 69%
- Q03: 17% (17%) 38%
- Q04: 7% (7%) 34%
- Q05: 31% (31%) 66%
- Q06: 21% (31%) 68%
- Q07: 7% (14%) 41%
- Q08: 7% (7%) 48%
- Q09: 10% (52%) 34%
- Q10: 22% (7%) 26%
- Q11: 7% (55%) 38%
- Q12: 12% (46%) 42%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodward
- Provost - Gen - Cowley
- Univ Relations Com & Mkting - Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

Grand Mean
3.62
2017 null
Represents the unit's overall engagement on a scale of 1-5

Respondents
12
2017 null
Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark
20
2017 null
Represents the unit percentile ranking compared to the Gallup education services benchmark

Frequency Distribution

Q1: Know what's expected
- 2017: 17%
- 2018: 67%
- Δ: 17%

Q2: Materials and equipment
- 2017: 75%
- 2018: 75%
- Δ: 25%

Q3: Opportunity to do best
- 2017: 42%
- 2018: 42%
- Δ: 25%

Q4: Recognition
- 2017: 8%
- 2018: 8%
- Δ: 8%

Q5: Cares about me
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q6: Development
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q7: Opinions Count
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q8: Mission/Purpose
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q9: Committed to quality
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q10: Rest friend
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q11: Progress
- 2017: 49%
- 2018: 49%
- Δ: 49%

Q12: Learn and Grow
- 2017: 49%
- 2018: 49%
- Δ: 49%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsouls
- HPS-Dean's Off-Gen - Holloway
- Information-Dean's Off - Kinsuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMS-Dean's Off - de Oliveira

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

NPS
0
20
40
60
80
100

Grand Mean
- 3.69
- 2017: 3.60
- Represents the units overall engagement on a scale of 1-5

Respondents
- 138
- 2017: 72
- Greatest number of respondents on any one question

Change in NPS
- 2017: 16
- 2018: 26
- Percentile - Ed. Services Benchmark
- Represents the unit percentile ranking compared to the Gallup education services database

Q. ID | Question Short | Size | Gallup % | Mean 2017 | Mean 2018 | Δ
Q01 | Know what's expected | 138 | 33 | 4.26 | 4.25 | 0.01
Q02 | Materials and equipment | 138 | 47 | 4.07 | 4.12 | 0.05
Q03 | Opportunity to do best | 138 | 42 | 3.76 | 3.98 | 0.22
Q04 | Recognition | 132 | 13 | 2.92 | 2.94 | 0.02
Q05 | Cares about me | 137 | 29 | 3.96 | 3.95 | -0.01
Q06 | Development | 133 | 30 | 3.56 | 3.69 | 0.13
Q07 | Opinions Count | 137 | 31 | 3.86 | 3.85 | -0.01
Q08 | Mission/Purpose | 138 | 42 | 3.62 | 3.99 | 0.37
Q09 | Committed to quality | 137 | 27 | 3.51 | 3.84 | 0.33
Q10 | Rest friend | 135 | 13 | 2.97 | 2.91 | -0.06
Q11 | Progress | 132 | 16 | 3.29 | 3.23 | -0.06
Q12 | Learn and Grow | 133 | 33 | 3.65 | 3.86 | 0.21

Frequency Distribution

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business-Dean's Off - Wiley
- Accounting - Seetharaman
- Business-Acad Advising UG - Robison
- Fin Insur Real Estate & Law - Staff
- Info Tech & Decision Sci - Kappelman
- Management - Taylor III
- Mitig & Logistics - Randall
- CLASS-Dean's Off-Gen - Holdeman
- Anthropology - Squires
- CLASS-Dean's Off-Gen - Schaalke
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch

Net Promoter Score

NPS -12

Grand Mean

3.51

3.43

2017

2018

3.51

Respondents

16

13

2017

2018

16

13

Change in NPS

Percentile - Ed. Services Benchmark

14

8

14

8

Q. ID | Question Short | Size | Gallup % | Mean 2017 | Mean 2018 | Δ
---|---|---|---|---|---|---
Q01 | Know what's expected | 16 | 17 | 4.00 | 4.00 | 4.00 |
Q02 | Materials and equipment | 16 | 45 | 4.15 | 4.06 | 4.06 |
Q03 | Opportunity to do best | 16 | 27 | 3.69 | 3.75 | 3.75 |
Q04 | Recognition | 16 | 13 | 2.81 | 2.81 | 2.81 |
Q05 | Cares about me | 15 | 18 | 3.46 | 3.67 | 3.67 |
Q06 | Development | 16 | 23 | 3.50 | 3.50 | 3.50 |
Q07 | Opinions Count | 16 | 19 | 3.11 | 3.31 | 3.31 |
Q08 | Mission/Purpose | 16 | 32 | 3.88 | 3.88 | 3.88 |
Q09 | Committed to quality | 16 | 29 | 3.88 | 3.88 | 3.88 |
Q10 | Best friend | 16 | 12 | 2.88 | 2.88 | 2.88 |
Q11 | Progress | 16 | 17 | 3.50 | 3.50 | 3.50 |
Q12 | Learn and Grow | 16 | 17 | 3.77 | 3.77 | 3.77 |

Frequency Distribution

Q01: 13% 56% 25%
Q02: 19% 56% 25%
Q03: 50% 56% 25%
Q04: 25% 25% 25%
Q05: 19% 19% 25%
Q06: 25% 13% 33%
Q07: 25% 13% 44%
Q08: 25% 13% 44%
Q09: 25% 13% 44%
Q10: 25% 13% 31%
Q11: 25% 19% 31%
Q12: 13% 13% 38% 25%
### Gallup Engagement Survey 2018

**Employee Category**

**Select Department**
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Business-Dean’s Off - Wiley
- Accounting - Seetharaman
- Business-Acad Advising-U/G - Robison
- Fin, Insur, Real Estate & Law - Staff
- Info Tech & Decision Sci - Kappelman
- Management - Taylor III
- MKting & Logistics - Randall
- CLASS-Dean's Off-Gen - Holdeman
- Anthropology - Squires
- CLASS-Dean’s Off-Gen - Schaeke
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch

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

- NPS 17

**Grand Mean**
- Represents the unit’s overall engagement on a scale of 1-5
- 3.61

**Respondents**
- Greatest number of respondents on any one question
- 18

**Percentile - Ed. Services Benchmark**
- Represents the unit percentile ranking compared to the Gallup education services database
- 20

**Q. ID** | **Question Short** | **Size** | **Gallup %ile** | **Mean 2017** | **Mean 2018** | Δ
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**Frequency Distribution**

- Q01 11% 22% 61%
- Q02 22% 28% 50%
- Q03 28% 39% 28%
- Q04 25% 13% 25%
- Q05 17% 28% 44%
- Q06 13% 19% 38%
- Q07 17% 17% 39%
- Q08 11% 28% 55%
- Q09 11% 44% 33%
- Q10 28% 17% 33%
- Q11 29% 12% 18%
- Q12 17% 11% 28%
# Gallup Engagement Survey 2018

## Net Promoter Score

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**Grand Mean:**
- **2017:** 3.64
- **2018:** 3.56

**Change in NPS:**
- **2017:** 11
- **2018:** 12

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## Frequency Distribution

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**Respondents:** 17

**Percentile - Ed. Services Benchmark:**
- Represents the unit percentile ranking compared to the Gallup education services database.
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smarkesr
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business - Dean's Off - Wiley
- CLASS - Dean's Off - Holdeman
- CMIT - Gen - Forney
- College at Frisco - McCoy
- College of Music - Gen - Richmond
- College of Science - Gen - Gao
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- Education - Dean's Off - Bomer
- Engineering - Dean's Off - Tsatsoulis
- HPS - Dean's Off - Holloway
- Information - Dean's Off - Kinshuk
- International Affairs - Gen - Wood
- Mayborn Sch of Journal - Gen - Bland
- TAMS - Dean's Off - de Oliveira

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

3.67

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

320

Respondents

Greatest number of respondents on any one question

Change in NPS

-9

2017

2018

24

Respondents

Represents the unit percentile ranking compared to the Gallup education services database
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off-Gen - Holdeman
- Anthropology - Squires
- CLASS-Dean's Off-Gen - Schaake
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Ferring
- History - Tanner
- Media Arts - Martin
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell

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

Grand Mean
3.84
2017: null
Represents the unit's overall engagement on a scale of 1-5

Respondents
14
2017: null
Greatest number of respondents on any one question

NPS
-21
100
Percentile - Ed. Services Benchmark
40
2017: null
Represents the unit percentile ranking compared to the Gallup education services benchmark

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Frequency Distribution

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business - Dean’s Off - Wiley
- CLASS - Dean’s Off – Gen - Holdeman
- Anthropology - Squires
- CLASS - Dean’s Off - Gen - Schaake
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Ferrigno
- History - Tanner
- Media Arts - Martin
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell

#### Net Promoter Score

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<th>Promoters</th>
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</thead>
<tbody>
<tr>
<td>-72</td>
<td>40%</td>
<td>40%</td>
<td>20%</td>
</tr>
</tbody>
</table>

- **Grand Mean**
  - **2017**: 3.16
  - **2018**: 2.74
  - Represents the unit’s overall engagement on a scale of 1-5
  - Change in NPS: -72

- **Respondents**
  - Greatest number of respondents on any one question
  - **2017**: 17
  - **2018**: 17

- **Percentile - Ed. Services Benchmark**
  - Represents the unit percentile ranking compared to the Gallup education services database
  - **2017**: 2

#### 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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<tbody>
<tr>
<td>Q01</td>
<td>Know what’s expected</td>
<td>17</td>
<td>4</td>
<td>3.67</td>
<td>3.53</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>17</td>
<td>3</td>
<td>3.27</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>17</td>
<td>4</td>
<td>3.60</td>
<td>3.00</td>
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<td>Q04</td>
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<td>17</td>
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<td>2.94</td>
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<td>Q06</td>
<td>Development</td>
<td>16</td>
<td>1</td>
<td>3.33</td>
<td>2.38</td>
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<td>Q07</td>
<td>Opinions Count</td>
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<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
<td>17</td>
<td>2</td>
<td>3.00</td>
<td>2.76</td>
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<tr>
<td>Q09</td>
<td>Committed to quality</td>
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<td>31</td>
<td>3.71</td>
<td>3.94</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>16</td>
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<td>2.07</td>
<td>2.50</td>
<td></td>
</tr>
<tr>
<td>Q11</td>
<td>Progress</td>
<td>16</td>
<td>1</td>
<td>2.87</td>
<td>2.06</td>
<td></td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>16</td>
<td>4</td>
<td>3.33</td>
<td>2.88</td>
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<table>
<thead>
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<th>Frequency Distribution</th>
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<tbody>
<tr>
<td>% responded:</td>
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<tr>
<td>1-Straightly Disagree</td>
</tr>
<tr>
<td>2-Disagree</td>
</tr>
<tr>
<td>3-Neutral</td>
</tr>
<tr>
<td>4-Agree</td>
</tr>
<tr>
<td>5-Strongly Agree</td>
</tr>
</tbody>
</table>
Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off-Gen - Holdeman
- Anthropology - Squares
- CLASS-Dean's Off-Gen - Schaake
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Fering
- History - Tanner
- Media Arts - Martin
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell

Grand Mean
- Represents the unit's overall engagement on a scale of 1-5
- 4.07
- 2017 null

Respondents
- Greatest number of respondents on any one question
- 18
- 2017 null

Percentile - Ed. Services Benchmark
- Represents the unit percentile ranking compared to the Gallup education services database
- 62
- 2017 null

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Frequency Distribution

Q1. What’s expected
Q2. Materials and equipment
Q3. Opportunity to do best
Q4. Recognition
Q5. Cares about me
Q6. Development
Q7. Opinions Count
Q8. Mission/Purpose
Q9. 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
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Business-Dean’s Off - Wiley
- CLASS-Dean’s Off-Gen - Holdeman
- Anthropology - Squires
- CLASS-Dean’s Off-Gen - Schaake
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Ferring
- History - Tanner
- Media Arts - Martin
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell

Net Promoter Score

% Detractors
% Passives
% Promoters
NPS = -16

Grand Mean
3.74
2017: 3.58
Represents the unit’s overall engagement on a scale of 1-5

Respondents
25
2017: 24
Greatest number of respondents on any one question

Change in NPS
-25
2017
2018
0
100
-16

Percentile - Ed. Services Benchmark
30
2017: 15
Represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

Q. ID
Q01
Q02
Q03
Q04
Q05
Q06
Q07
Q08
Q09
Q10
Q11
Q12

Question Short
Know what’s expected
Materials and equipment
Opportunity to do best
Recognition
Cares about me
Development
Opinions Count
Mission/Purpose
Committed to quality
Best friend
Progress
Learn and Grow

Size
25
25
25
23
25
25
25
25
25
24
23
25

Gallup %ile
37
17
29
36
47
52
21
19
27
23
27
31

Mean 2017
4.36
3.33
3.00
2.96
4.30
3.83
3.06
3.33
3.79
3.35
3.30
3.71

Mean 2018
4.32
3.56
3.80
3.48
4.24
4.04
3.36
3.60
3.84
3.21
3.57
3.84

Δ
0.84
0.27
0.80
0.37
0.13
0.21
0.37
0.27
0.36
0.27
0.36
0.27

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

168% 44%
12% 52%
16% 40%
12% 74%
16% 36%
16% 40%
24% 28%
16% 28%
8% 28%
12% 24%
8% 22%
8% 22%
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smartesk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div. of Student Affairs - With
- Inst Equity & Div Gen - Woodard
- Provost - Gen - Cowley
- Business - Dean's Off - Wiley
- CLASS Dean’s Off - Gen - Holdeman
- Anthropology - Squires
- CLASS Dean’s Off - Gen - Schaake
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Ferring
- History - Tanner
- Media Arts - Martin
- Political Science - Esbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell

Net Promoter Score

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passives</th>
<th>% Promoters</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>100</td>
<td>0</td>
</tr>
</tbody>
</table>

Grand Mean

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

2017: 5.55
2018: 3.30
Change in NPS: -2.27

Respondents

Greatest number of respondents on any one question
23
2017: 14
2018: 14

Percentile - Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services database
6
2017: 14
2018: 14

Frequency Distribution

<table>
<thead>
<tr>
<th>Q</th>
<th>% responded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>13%</td>
</tr>
<tr>
<td>Q02</td>
<td>9%</td>
</tr>
<tr>
<td>Q03</td>
<td>9%</td>
</tr>
<tr>
<td>Q04</td>
<td>17%</td>
</tr>
<tr>
<td>Q05</td>
<td>17%</td>
</tr>
<tr>
<td>Q06</td>
<td>18%</td>
</tr>
<tr>
<td>Q07</td>
<td>13%</td>
</tr>
<tr>
<td>Q08</td>
<td>17%</td>
</tr>
<tr>
<td>Q09</td>
<td>38%</td>
</tr>
<tr>
<td>Q10</td>
<td>22%</td>
</tr>
<tr>
<td>Q11</td>
<td>9%</td>
</tr>
<tr>
<td>Q12</td>
<td>13%</td>
</tr>
</tbody>
</table>

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

## Employee Category

### Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Diverse - Woodard
- Provost - Cowley
- Business - Dean's Off - Wiley
- CLASS - Dean's Off - Gen - Holdeman
- Anthropology - Squires
- CLASS - Dean's Off - Gen - Schaeke
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Ferring
- History - Tanner
- Media Arts - Martin
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell

---

### Net Promoter Score

- % Detractors
- % Passives
- % Promoters

Net Promoter Score:

- **NPS**: 0
- **Score**: 3.72

**Grand Mean**

- Represents the unit overall engagement on a scale of 1-5
- **2018** 3.38
- **2017** 3.38

**Respondents**

- Greatest number of respondents on any one question
- **2018** 14
- **2017** 12

**Percentile - Ed. Services Benchmark**

- Represents the unit percentile ranking compared to the Gallup education services benchmark
- **2018** 29
- **2017** 6

### Change in NPS

- **2017** -25
- **2018** 0

---

### Frequency Distribution

| Q | ID | Question Short | NPS | Size | Gallup % | Mean 2017 | Mean 2018 | Δ | KPI 1 | KPI 2 | KPI 3 | KPI 4 | KPI 5 | KPI 6 | KPI 7 | KPI 8 | KPI 9 | KPI 10 | KPI 11 | KPI 12 |
|---|----|----------------|-----|------|-----------|------------|------------|---|------|------|------|------|------|------|------|------|-------|-------|-------|
| Q01 | Know what's expected | 14 | 23 | 4.56 | 4.14 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q02 | Materials and equipment | 14 | 49 | 3.82 | 4.14 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q03 | Opportunity to do best | 14 | 58 | 3.92 | 4.21 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q04 | Recognition | 13 | 25 | 2.92 | 3.23 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q05 | Cares about me | 14 | 37 | 3.22 | 4.07 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q06 | Development | 13 | 44 | 3.00 | 3.92 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q07 | Opinions Count | 14 | 51 | 2.83 | 3.93 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q08 | Mission/Purpose | 14 | 48 | 3.83 | 4.14 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q09 | Committed to quality | 13 | 59 | 4.25 | 4.31 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q10 | Best friend | 14 | 1 | 2.67 | 2.07 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q11 | Progress | 13 | 8 | 2.42 | 2.85 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |
| Q12 | Learn and Grow | 13 | 24 | 3.06 | 3.69 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 | 0.42 |

### Frequency Distribution

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

---

### Notes

- The survey results are based on a Net Promoter Score (NPS) ranging from -100 to 100, with a higher score indicating higher engagement.
- The grand mean represents the overall engagement level, with higher numbers indicating better engagement.
- The frequency distribution shows the response distribution for each question, with KPIs indicating the percentage of responses at each level.
Gallup Engagement Survey 2018

Employee Category

Select Department

- Provost-Gen - Cowley
- Business-Dean's Off- - Wiley
- CLASS-Dean's Off-Gen - Holdeman
- Anthropology - Squires
- CLASS-Dean's Off-Gen - Schaake
- Communication Studies - Richardson
- Dance & Theatre - Garcia Jr
- Economics - Molina
- English - Upchurch
- Geography - Ferring
- History - Tanner
- Media Arts - Martin
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Technical Communication - Campbell
- World Lang, Lit & Cultures - Kaplan
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts

Net Promoter Score

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passives</th>
<th>% Promoters</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>100</td>
<td>80</td>
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</tbody>
</table>

Grand Mean

- 3.52
- Represents the unit's overall engagement on a scale of 1-5
- 2017: 3.61

Respondents

- 19
- Greatest number of respondents on any one question
- 2017: 11

Percentile - Ed. Services Benchmark

- 14
- Represents the unit percentile ranking compared to the Gallup education services database
- 2017: 17

Change in NPS

- -18
- 2017
- -32
- 2018

Frequency Distribution

- Q01
  - 16%
  - 37%
  - 42%
- Q02
  - 16%
  - 16%
  - 32%
  - 37%
- Q03
  - 16%
  - 11%
  - 37%
  - 32%
- Q04
  - 29%
  - 12%
  - 12%
  - 18%
  - 29%
- Q05
  - 11%
  - 11%
  - 32%
  - 37%
- Q06
  - 22%
  - 28%
  - 11%
  - 39%
- Q07
  - 17%
  - 26%
  - 28%
  - 28%
- Q08
  - 16%
  - 11%
  - 21%
  - 32%
  - 21%
- Q09
  - 32%
  - 32%
  - 32%
- Q10
  - 13%
  - 13%
  - 13%
  - 25%
- Q11
  - 24%
  - 16%
  - 16%
  - 35%
- Q12
  - 13%
  - 19%
  - 31%
  - 31%

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

#### Employee Category

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

<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>
</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what’s expected</td>
<td>41</td>
<td>49</td>
<td>4.42</td>
<td>4.46</td>
<td></td>
</tr>
<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>41</td>
<td>41</td>
<td>4.00</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>41</td>
<td>53</td>
<td>4.16</td>
<td>4.17</td>
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<td>Q04</td>
<td>Recognition</td>
<td>38</td>
<td>15</td>
<td>3.17</td>
<td>2.89</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>41</td>
<td>37</td>
<td>4.19</td>
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<td>Opinions Count</td>
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<td>25</td>
<td>3.74</td>
<td>3.45</td>
<td></td>
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<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
<td>41</td>
<td>41</td>
<td>3.97</td>
<td>3.98</td>
<td></td>
</tr>
<tr>
<td>Q09</td>
<td>Committed to quality</td>
<td>39</td>
<td>40</td>
<td>4.26</td>
<td>4.03</td>
<td></td>
</tr>
<tr>
<td>Q10</td>
<td>Best friend</td>
<td>37</td>
<td>9</td>
<td>3.38</td>
<td>2.76</td>
<td></td>
</tr>
<tr>
<td>Q11</td>
<td>Progress</td>
<td>41</td>
<td>13</td>
<td>3.35</td>
<td>3.12</td>
<td></td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>41</td>
<td>44</td>
<td>4.16</td>
<td>4.05</td>
<td></td>
</tr>
</tbody>
</table>

#### Frequency Distribution

| Q01   | 12% | 29% | 59% |
| Q02   | 12% | 39% | 52% |
| Q03   | 12% | 37% | 44% |
| Q04   | 26% | 18% | 13% |
| Q05   | 10% | 17% | 24% |
| Q06   | 10% | 12% | 59% |
| Q07   | 8%  | 25% | 13% |
| Q08   | 4%  | 18% | 26% |
| Q09   | 8%  | 18% | 38% |
| Q10   | 8%  | 16% | 14% |
| Q11   | 20% | 22% | 17% |
| Q12   | 7%  | 22% | 41% |

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

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

- Change in NPS: 2017-16 = 2018-12 = 29 - 2012 = 44

**Select Department**
- Office of the President - Smatresk
- Advancement - Gen - Woff
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business-Dean’s Off - Wiley
- CLASS-Dean’s Off - Holdeman
- CMHT-Dean’s Off - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off - Gen - Holloway
- Information-Dean’s Off - Khinshuk
- International Affairs - Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean’s Off - do Oliveira

---

**Grand Mean**
- Represents the unit overall engagement on a scale of 1-5
- 3.73 in 2018, 3.90 in 2017
Gallup Engagement Survey 2018

Net Promoter Score
- % Detractors
- % Passive
- % Promoters
NPS: 28

Grand Mean: 3.90
2017: 4.27
Change in NPS: 28 - 55
2017: 11
2018: 45

Respondents: 18
Greatest number of respondents on any one question
Percentile - Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services benchmark

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off - Holdeman
- CMHT-Dean - Forney
- Hospitality & Tourism - Agrusa
- Merch & Digital Retailing - Xu
- College at Frisco - McCoy
- College of Music - Gen - Gao
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsoulis
- HPS-Dean's Off - Holloway
- Information-Dean's Off - Kanhkuk
- International Affairs - Gen - Wood
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS -10

3.71
2011 null

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

10
2017 null

Respondents
Greatest number of respondents on any one question

27
2017 null

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

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<tr>
<th>Q. ID</th>
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<th>Size</th>
<th>Gallup %</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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Frequency Distribution

| Q01  | 30% | 70% |
| Q02  | 30% | 40% |
| Q03  | 10% | 40% |
| Q05  | 10% | 50% |
| Q07  | 20% | 30% |
| Q12  | 20% | 30% |

* Frequency Distribution Results are not available if fewer than 10 employees responded to the question.
Gallup Engagement Survey 2018

**Employee Category**

**Select Department**
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business-Dean’s Off - Wiley
- CLASS-Dean’s Off - Gen - Holdeman
- CMHT-Gen - Foreman
- College at Frisco - McCoy
- College of Music - Gen - Richmond
- College of Music - Gen - Henry
- College of Music - Gen - Nelson
- Instrumental Studies - Holt
- Jazz Studies - Murphy
- Music Hist, Theory, & Ethnomusic - Hedlinder
- College of Science - Gen - Gao
- CVAO-Dean’s Off - Watts
- Div of Student Affairs - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off - Holloway

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

**Grand Mean**
- 3.81
- 2017: 4.11
- Represents the units overall engagement on a scale of 1-5

**Respondents**
- 31
- 2017: 16
- Greatest number of respondents on any one question

**Change in NPS**
- 2017: 69
- 2018: 33

**Percentile - Ed. Services Benchmark**
- 37
- 2012: 67
- Represents the unit percentile ranking compared to the Gallup education services benchmark

**Frequency Distribution**

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<th>Q ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost - Gen - Cowley
- Business - Dean's Off - Wiley
- CLASS - Dean's Off - Holdeman
- CMHT - Gen - Forney
- College at Frisco - McCoy
- College of Music - Gen - Richmond
- College of Music - Gen - Henry
- College of Music - Gen - Nelson
- Instrumental Studies - Holt
- Jazz Studies - Murphy
- Music Hist, Thry, & Ethnomusic - Heidler
- College of Science - Gen - Gao
- CVAD - Dean's Off - Watts
- Education - Dean's Off - Bomer
- Engineering - Dean's Off - Tsatsoulis
- HPS - Dean's Off - Holloway

Net Promoter Score

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<th>Question Short</th>
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Frequency Distribution

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

Grand Mean

4.27
2017 null

Respondents

12
2017 null

Respondent

79
2017 null

Percentile - Ed. Services Benchmark

Represents the unit percentile ranking compared to the Gallup education services database.
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
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- Provost - Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsoulis
- HPS-Dean's Off-Gen - Holloway
- Information-Dean's Off - Knishk
- International Affairs - Gen - Bland
- Mayborn Sch of Journal-Gen - Bland
- TAMS-Dean's Off - de Oliveira

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Grand Mean: 3.80

Respondents: 187

Select Department

Percentile - Ed. Services Benchmark

Frequency Distribution

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<th>Size</th>
<th>Gap</th>
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Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatesk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Dv-Gen - Woodward
- Provost - Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS - Dean's Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- Biological Sciences - Goven III
- End of Hierarchy
- CAS-Info Technology Services - Christian
- Chemistry - Richmond
- Mathematics - Conley
- Physics - Monticino
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Borner

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Grand Mean
3.97
2017 null
3.97
2017 null

Respondents
10
2017 null
53
2017 null

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

Frequency Distribution
Q01
20% 30% 50%
Q02
20% 30% 50%
Q03 10% 20% 40% 30%
Q04 10% 20% 30% 10% 30%
Q05 20% 30% 40% 40%
Q06 10% 20% 50% 30%
Q07 10% 30% 30% 30%
Q08 10% 10% 40% 60%
Q09 10% 10% 30% 40% 60%
Q10 10% 20% 40% 30%
Q11 20% 10% 20% 20% 30%
Q12 40% 20% 40%
# Gallup Engagement Survey 2018

## Employee Category

## Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- Biological Sciences - Govan III
- CAS-Info Technology Services - Christian
- Chemistry - Richmond
- Mathematics - Conly
- Physics - Monticino
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsouls

## Net Promoter Score

- % Detractors: 20
- % Passives: 40
- % Promoters: 60

Net Promoter Score (NPS):

- 2017: 3.50
- 2018: 3.54

Change in NPS:

- 2017: 36
- 2018: 39

## Grand Mean

- 2017: 3.50
- 2018: 3.54

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

## Respondents

- Greatest number of respondents on any one question
- 2017: 23
- 2018: 15

Percentile - Ed. Services Benchmark

- Represents the unit percentile ranking compared to the Gallup education services database
- 2017: 11
- 2018: 15

## Frequency Distribution

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<th>Q ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup Scale</th>
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<th>Mean 2018</th>
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<td>23</td>
<td>3.70</td>
<td>3.68</td>
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</tr>
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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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost - Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean's Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- CVAD-Dean's Off - Baxter
- CVAD-Dean's Off - Ligon
- Art Education & Art History - Dorahue-Wallace
- Design - Wachter
- Studio Art - Lake
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsoulis

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

NPS
- 41

Change in NPS
- 2017: 10
- 2018: 1

Grand Mean
- Represents the unit’s overall engagement on a scale of 1-5
- 2017: 2.72
- 2018: 2.78

Respondents
- Greatest number of respondents on any one question
- 15

Percentile - Ed. Services Benchmark
- Represents the unit percentile ranking compared to the Gallup education services database
- 1

Frequency Distribution

Q. ID | Question Short | Size | Gallup % | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 15 | 1 | 3.50 | 3.27 | -
Q02 | Materials and equipment | 15 | 7 | 3.40 | 3.20 | -
Q03 | Opportunity to do best | 15 | 3 | 2.90 | 2.93 | -
Q04 | Recognition | 15 | 4 | 1.80 | 2.27 | -
Q05 | Cares about me | 15 | 3 | 2.30 | 2.93 | -
Q06 | Development | 15 | 2 | 2.60 | 2.47 | -
Q07 | Opinions Count | 15 | 3 | 2.30 | 2.53 | -
Q08 | Mission/Purpose | 15 | 1 | 3.10 | 2.73 | -
Q09 | Committed to quality | 14 | 17 | 3.50 | 3.64 | -
Q10 | Best friend | 14 | 1 | 2.00 | 1.79 | -
Q11 | Progress | 14 | 2 | 2.90 | 2.21 | -
Q12 | Learn and Grow | 14 | 2 | 3.10 | 2.64 | -

Frequency Distribution

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

Q01 | 27% | 20% | 27% | 27% | -
Q02 | 13% | 13% | 60% | 7% | 27%
Q03 | 27% | 13% | 20% | 20% | 20%
Q04 | 47% | 7% | 27% | 13% | 7%
Q05 | 33% | 7% | 20% | 13% | 27%
Q06 | 40% | 7% | 27% | 27% | 7%
Q07 | 47% | 13% | 20% | 20% | 13%
Q08 | 40% | 20% | 27% | 13% | 27%
Q09 | 7% | 43% | 29% | 21% | -
Q10 | 50% | 36% | 36% | 14% | -
Q11 | 63% | 14% | 29% | 7% | 2%
Q12 | 63% | 21% | 21% | 14% | -
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business-Dean's Off - Wiley
- CLASS-Dean’s Off - Gen - Holdeman
- CMHET-Gen - Forney
- College at Frisco - McCoy
- College of Music - Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- CVAD-Dean's Off - Baxter
- CVAD-Dean's Off - Ligon
- Art Education & Art History - Donahue-Wallace
- Design - Wachter
- Studio Art - Lake
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsoulis

Net Promoter Score

% Detractors
% Passives
% Promoters

NPS
0 20 40 60 80 100

3.79 2017: 3.47
Change in NPS
0 10 20 30 40
2017: 10 2018: 10

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

Respondents
Greatest number of respondents on any one question

34 2018: 10
Percentile - Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

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

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 2

3.73 2018 3.59 2017

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

208 Respondents
Greatest number of respondents on any one question

31 2017 24 2018

Change in NPS

Respondent Percentile
Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services benchmark database

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Business - Gen - Wiley
- CLASS - Dean's Off - Holdeman
- CMHT - Gen - Forney
- College at Frisco - McCoy
- College of Music - Gen - Richmond
- College of Science - Gen - Gao
- CVAD - Dean's Off - Watts
- Education - Dean's Off - Bomer
- Engineering - Dean's Off - Tsatsoulis
- HPS - Dean's Off - Holloway
- Information - Dean's Off - Kinshuk
- International Affairs - Gen - Wood
- Mayborn Sch of Journl - Gen - Bland
- TAMS - Dean's Off - de Oliveira

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Frequency Distribution

Q01  11%  38%  47%
Q02  8%  17%  30%  43%
Q03  7%  17%  34%  38%
Q04  26%  14%  18%  15%  26%
Q05  9%  14%  28%  45%
Q06  11%  11%  14%  27%  38%
Q07  9%  13%  18%  32%  28%
Q08  7%  17%  23%  49%
Q09  21%  16%  16%  18%  25%
Q10  24%  16%  20%  22%  29%
Q11  15%  16%  20%  22%  29%
Q12  8%  16%  31%  40%
# Gallup Engagement Survey 2018

## Employee Category

- **Net Promoter Score**
  - % Detractors
  - % Passive
  - % Promoters
  - NPS: 43

- **Grand Mean**
  - 4.30
  - Represents the units overall engagement on a scale of 1-5

- **Respondents**
  - 14
  - Greatest number of respondents on any one question

- **Percentile - Ed. Services Benchmark**
  - 82
  - Represents the unit percentile ranking compared to the Gallup education services benchmark

## Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Business-Dean’s Off - Wiley
- CLASS-Dean’s Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco – McCoy
- College of Music - Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bommer
- Autism Center - Callahan
- Counseling & Higher Education - Holden
- Educational Psychology - Henson
- Education-Dean’s Off - Combes
- Education-Dean’s Off - Leavell
- Kinesiology, Hlth Promo, & Rec - Nauright

## 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

- Education-Dean’s Off - Bommer
- Autism Center - Callahan
- Counseling & Higher Education - Holden
- Educational Psychology - Herson
- Education-Dean’s Off - Combes
- Education-Dean’s Off - Leavell
- Kinesiology, Hlth Promo, & Rec - Nauright
- Teacher Education & Admin - Laney
- Engineering-Dean’s Off - Tsatsoulis
- HPD-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kimshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMS-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Pfybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Com & Mitig-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr

### Net Promoter Score

- % Detractors
- % Passive
- % Promoters

#### Grand Mean

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#### Respondents

- Greatest number of respondents on any one question
- 25

#### Percentile - Ed. Services Benchmark

- Represents the unit percentile ranking compared to the Gallup education services database
- 13

### Table: Frequency Distribution

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### Distribution:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

### Change in NPS

- 2017: -36
- 2018: -34

---

UNT UNIVERSITY OF NORTH TEXAS
## Gallup Engagement Survey 2018

### Employee Category

- Counseling & Higher Education - Holden
- Educational Psychology - Henson
- Education-Dean's Off - Combes
- Education-Student Advising - Pasco
- End of Hierarchy
- Education-Dean's Off - Leavell
- Kinesiology, Hlth Prom & Rec - Nauright
- Teacher Education & Admin - Lane
- Engineering-Dean's Off - Tsatsoulis
- HPS-Dean's Off-Gen - Holloway
- Information-Dean's Off - Kinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMIS-Dean's Off - de Oliveira
- Toulouse Grad Sch-Dean's Off - Pybuto
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Com & Mktn-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr

### Grand Mean

- **Net Promoter Score (NPS):** -11
- **2017 Grand Mean:** 3.38
- **Respondents:** 16
- **Percentile - Ed. Services Benchmark:** 8

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<td>Q08</td>
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### Response Distribution

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

Employee Category

Select Department
- Education-Dean’s Office - Bomer
- Autism Center - Callahan
- Counseling & Higher Education - Holden
- Educational Psychology - Henson
- Education-Dean’s Office - Combes
- Education-Dean’s Office - Leavell
- Kinesiology, HItt Promo, & Rec - Nauright
- Teacher Education & Admin - Lane
- Engineering-Dean’s Office - Tsatsoulis
- HPS-Dean’s Office - Holloway
- Information-Dean’s Office - Knihuk
- International Affairs-Dean - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMIS-Dean’s Office - de Oliveira
- Toulouse Grad Sch-Dean’s Office - Pybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Com & Mtng-Gen - Leliaert
- Vice President Enrollment Mgmt - Goodman
- VP Finance & Admin - Brown Jr

- Net Promoter Score
  - % Detractors
  - % Passive
  - % Promoters
  - NPS: 11
  - 2017: null
  - Grand Mean: 3.61
  - Represents the unit's overall engagement on a scale of 1-5
  - Respondents: 17
  - Represents the maximum number of respondents on any given question
  - Percentile - Ed. Services Benchmark: 26
  - Represents the unit percentile ranking compared to the Gallup education services database

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<tr>
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Frequency Distribution

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

Employee Category

Select Department

- Education-Dean’s Off - Bomer
- Autism Center - Callahan
- Counseling & Higher Education - Holden
- Educational Psychology - Henson
- Education-Dean’s Off - Combes
- Education-Dean’s Off - Leavell
- Kinesiology, Health Promo, & Rec - Nauright
- Teacher Education & Admin - Laney
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMS-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Prybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Com & Mkting-Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr

Net Promoter Score

<table>
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<tr>
<th>Category</th>
<th>% Detractors</th>
<th>% Passives</th>
<th>% Promoters</th>
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Change in NPS

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<tr>
<td>2018</td>
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Grand Mean

- Represents the unit overall engagement on a scale of 1-5
- 2017 - 3.69
- 2018 - 3.59

Respondents

- Greatest number of respondents on any one question
- 29

Percentile - Ed. Services Benchmark

- Represents the unit percentile ranking compared to the Gallup education services database
- 18

Frequency Distribution

<table>
<thead>
<tr>
<th>Q</th>
<th>1 - Strongly Disagree</th>
<th>2 - Disagree</th>
<th>3 - Neutral</th>
<th>4 - Agree</th>
<th>5 - Strongly Agree</th>
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<td>14%</td>
<td>41%</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

- CLASS-Dean’s Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Blund
- TAMS-Dean’s Off - de Oliveira
- Touluse Grad Sch-Dean’s Off - Prybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ. Relations Com & Mixtg-Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

### Net Promoter Score

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passives</th>
<th>% Promoters</th>
</tr>
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**Grand Mean**

- 3.76 (2017: 3.66)  
- Represents the unit’s overall engagement on a scale of 1-5

**Change in NPS**

- 2017: -4  
- 2018: -4

**Respondents**

- 107 (2017: 70)  
- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- 31 (2017: 21)  
- Represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

<table>
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<tr>
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<th>ID</th>
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<th>Size</th>
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<th>Mean 2018</th>
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<td>Q09</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**

<table>
<thead>
<tr>
<th>Select Department</th>
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<tbody>
<tr>
<td>- Counseling &amp; Higher Education - Holden</td>
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<td>- Kinesiology, Hth Promo, &amp; Rec - Naughtn</td>
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<tr>
<td>- Teacher Education &amp; Admin - Laney</td>
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<td>- Engineering-Dean's Off - Tsatsoulis</td>
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<td>- Computer Science &amp; Engineering - Bryant</td>
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<td>- Electrical Engineering - Fu</td>
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<td>- Engineering Technology - Barbieri</td>
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<td>- Materials Science &amp; Engineer - Voevodin</td>
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<td>- HPS-Dean's Off-Gen - Holloway</td>
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<td>- Information-Dean's Off - Kinshuk</td>
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<td>- International Affairs-Gen - Wood</td>
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<td>- Mayborn Sch of Journal-Gen - Bland</td>
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**Net Promoter Score**

NPS = -48

**Grand Mean**

3.26

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

**Respondents**

19

Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

5

Represents the unit percentile ranking compared to the Gallup education services database

<table>
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**Frequency Distribution**

% responded:

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

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<thead>
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<td>17% 11% 28%</td>
<td>33%</td>
</tr>
<tr>
<td>Q11</td>
<td>31% 25% 25%</td>
<td>13%</td>
</tr>
<tr>
<td>Q12</td>
<td>12% 35% 29%</td>
<td>18%</td>
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</tbody>
</table>
Gallup Engagement Survey 2018

**Employee Category**

- Counseling & Higher Education - Holden
- Educational Psychology - Henson
- Education-Dean’s Off - Combes
- Education-Dean’s Off - Leavell
- Kinesiology, Hth Promo. & Rec - Nauright
- Teacher Education & Admin - Laney
- Engineering-Dean’s Off - Tsatsoulis
- Computer Science & Engineering - Bryant
- Electrical Engineering - Fu
- Engineering Technology - Barbieri
- Materials Science & Engineer - Voevodin
- HPS-Dean's Off-Gen - Holloway
- Information-Dean’s Off - Khinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean’s Off - de Oliveira
- Toulouse Sch-Dear’s Off - Prybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Curtsinger
- Univ Relations Com & Mktng-Gen - Leliaert

**Select Department**

- % Detractors
- % Passives
- % Promoters

**Net Promoter Score**

- NPS: -45

**Grand Mean**

- 2017: 3.12
- 2018: 3.41

**Change in NPS**

- 2017: 10
- 2018: 1

**Respondents**

- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- Represents the unit percentile ranking compared to the Gallup education services database

**Q. ID**

- 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

**Question Short**

- Size
- Gallup %ile
- Mean 2017
- Mean 2018
- $\Delta$

**Frequency Distribution**

- Q01: 18% 36% 45%
- Q02: 9% 18% 45%
- Q03: 18% 18% 45%
- Q04: 20% 10% 40%
- Q05: 18% 27% 34%
- Q06: 27% 27% 36%
- Q07: 27% 27% 36%
- Q08: 27% 9% 36%
- Q09: 10% 10% 50%
- Q10: 10% 20% 30%
- Q11: 9% 9% 45%
- Q12: 9% 18% 45%
Gallup Engagement Survey 2018

Employee Category

Net Promoter Score

3.38

2017 null

Respondents

Greatest number of respondents on any one question

23

8

8

Represents the unit percentile ranking compared to the Gallup education services database

Select Department

- CLASS-Dean’s Off-Gen - Holdeman
- CMH-T - Gen - Forney
- College at Frisco - McCoy
- College of Music - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education -Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off - Holloway
- Audiology & Speech - Lang Path - Gopal
- Behavior Analysis - Rosiales-Ruiz
- Criminal Justice - Frisch
- HPS-Dean’s Off - Dash
- Public Admin - Benavides
- Rehabilitation and Health Serv - Carey
- Social Work - Dicke
- Information -Dean’s Off - Kinshuk
- International Affairs - Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean’s Off - de Oliveira

- Q1: Know what’s expected
  - Size: 23
  - Gallup Scale: 19
  - Mean 2017: 4.04
  - Mean 2018: 3.91
  - Frequency Distribution:
    - Q1: 1% 17% 35% 35% 39%

- Q2: Materials and equipment
  - Size: 23
  - Gallup Scale: 24
  - Mean 2017: 3.74
  - Mean 2018: 3.63
  - Frequency Distribution:
    - Q2: 17% 17% 39% 26% 26%

- Q3: Opportunity to do best
  - Size: 23
  - Gallup Scale: 10
  - Mean 2017: 3.35
  - Mean 2018: 3.35
  - Frequency Distribution:
    - Q3: 13% 17% 17% 26% 26%

- Q4: Recognition
  - Size: 22
  - Gallup Scale: 4
  - Mean 2017: 2.27
  - Mean 2018: 3.51
  - Frequency Distribution:
    - Q4: 0% 51% 14% 23% 9%

- Q5: Cares about me
  - Size: 23
  - Gallup Scale: 28
  - Mean 2017: 3.91
  - Mean 2018: 3.91
  - Frequency Distribution:
    - Q5: 13% 43% 14% 23% 9%

- Q6: Development
  - Size: 23
  - Gallup Scale: 11
  - Mean 2017: 3.13
  - Mean 2018: 3.13
  - Frequency Distribution:
    - Q6: 22% 13% 17% 24% 22%

- Q7: Opinions Count
  - Size: 23
  - Gallup Scale: 29
  - Mean 2017: 3.52
  - Mean 2018: 3.52
  - Frequency Distribution:
    - Q7: 17% 22% 17% 35% 22%

- Q8: Mission/Purpose
  - Size: 23
  - Gallup Scale: 12
  - Mean 2017: 3.43
  - Mean 2018: 3.43
  - Frequency Distribution:
    - Q8: 13% 13% 17% 30% 26%

- Q9: Committed to quality
  - Size: 23
  - Gallup Scale: 24
  - Mean 2017: 3.78
  - Mean 2018: 3.78
  - Frequency Distribution:
    - Q9: 9% 13% 13% 52% 22%

- Q10: Best friend
  - Size: 22
  - Gallup Scale: 19
  - Mean 2017: 3.09
  - Mean 2018: 3.09
  - Frequency Distribution:
    - Q10: 23% 14% 14% 32% 18%

- Q11: Progress
  - Size: 22
  - Gallup Scale: 12
  - Mean 2017: 3.05
  - Mean 2018: 3.05
  - Frequency Distribution:
    - Q11: 36% 14% 23% 27% 27%

- Q12: Learn and Grow
  - Size: 23
  - Gallup Scale: 10
  - Mean 2017: 3.26
  - Mean 2018: 3.26
  - Frequency Distribution:
    - Q12: 22% 9% 13% 35% 22%
## Gallup Engagement Survey 2018

**Employee Category**

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

- NPS 60
- 2017: 3.87
- Change in NPS: 2017 to 2018

- 4.21
- Represents the unit's overall engagement on a scale of 1-5

- 15
- Represents the unit's performance compared to the Gallup education services database

### Select Department
- CLASS - Dean's Office - Holdeman
- CMHT - Gen - Forney
- College of Arts - McCoy
- College of Music - Richmond
- College of Science - Gen - Gao
- CVUH - Dean's Office - Watts
- Education - Dean's Office - Bomer
- Engineering - Dean's Office - Tsatsosilis
- HPS - Dean's Office - Holloway
- Audiology & Speech - Lang Path - Gopal
- Behavior Analysis - Rosales-Ruiz
- Criminal Justice - Frisch
- HPS - Dean's Office - Dash
- Public Admin - Benavides
- Rehabilitation and Health Serv - Carey
- Social Work - Dicke
- Information - Dean's Office - Kinshuk
- International Affairs - Gen - Wood
- Mayborn Sch of Journal - Gen - Bland
- TAMS - Dean's Office - de Oliveira

### 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>
<th>Frequency Distribution</th>
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</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what's expected</td>
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<td>69</td>
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<td>4.67</td>
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<td>7% 20% 93%</td>
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<td>84</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>15</td>
<td>73</td>
<td>4.38</td>
<td>4.47</td>
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<td>7% 7% 20% 97%</td>
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<td>Recognition</td>
<td>15</td>
<td>71</td>
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<td>4.21</td>
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<td>7% 14% 21% 93%</td>
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<tr>
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<td>Cares about me</td>
<td>15</td>
<td>91</td>
<td>4.40</td>
<td>4.93</td>
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<td>7% 13% 20% 93%</td>
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<tr>
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<td>Development</td>
<td>15</td>
<td>65</td>
<td>3.80</td>
<td>4.27</td>
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<td>7% 13% 20% 60%</td>
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<tr>
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<td>Opinions Count</td>
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<td>7% 27% 20% 47%</td>
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<td>Mission/Purpose</td>
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<tr>
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<td>15</td>
<td>51</td>
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<td></td>
<td>7% 13% 27% 53%</td>
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<td>Best friend</td>
<td>15</td>
<td>28</td>
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<td>7% 20% 33% 13% 27%</td>
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<tr>
<td>Q11</td>
<td>Progress</td>
<td>15</td>
<td>30</td>
<td>3.55</td>
<td>3.67</td>
<td></td>
<td>7% 13% 13% 40% 27%</td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>15</td>
<td>43</td>
<td>3.95</td>
<td>4.00</td>
<td></td>
<td>13% 13% 20% 53%</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

- CLASS-Dean’s Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Audiology & Speech - Lang Path - Gopal
- Behavior Analysis - Rosales-Ruiz
- Criminal Justice - Fritsch
- HPS-Dean’s Off-Gen - Dash
- Public Admin - Benavides
- Rehabilitation and Health Serv - Carey
- Social Work - Dicke
- Information-Dean’s Off - Knshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMS-Dean’s Off - de Oliveira

## Net Promoter Score

- % Detractors
- % Passive
- % Promoters

### 2018 Change in NPS

- NPS: -15
- Represents the unit’s overall engagement on a scale of 1-5

### Respondents

- Greatest number of respondents on any one question

### 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>
<th>Frequency Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what's expected</td>
<td>12</td>
<td>8%</td>
<td>3.8</td>
<td>4.33</td>
<td></td>
<td>58%</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>12</td>
<td>25%</td>
<td>3.58</td>
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<td>8% 25% 25% 17% 33%</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>12</td>
<td>25%</td>
<td>3.83</td>
<td>3.83</td>
<td></td>
<td>8% 25% 25% 17% 33%</td>
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<tr>
<td>Q04</td>
<td>Recognition</td>
<td>10</td>
<td>25%</td>
<td>2.20</td>
<td>2.20</td>
<td></td>
<td>8% 25% 25% 17% 33%</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>12</td>
<td>25%</td>
<td>3.33</td>
<td>3.33</td>
<td></td>
<td>60%</td>
</tr>
<tr>
<td>Q06</td>
<td>Development</td>
<td>12</td>
<td>25%</td>
<td>3.55</td>
<td>3.55</td>
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<td>8% 25% 25% 17% 33%</td>
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<td>Opinions Count</td>
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<td>Mission/Purpose</td>
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<td>25%</td>
<td>3.92</td>
<td>3.92</td>
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<td>10</td>
<td>25%</td>
<td>3.60</td>
<td>3.60</td>
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<td>8% 25% 25% 17% 33%</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>11</td>
<td>25%</td>
<td>2.09</td>
<td>2.09</td>
<td></td>
<td>55%</td>
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<tr>
<td>Q11</td>
<td>Progress</td>
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<td>40% 10% 10% 10% 30%</td>
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<td>Learn and Grow</td>
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<td>25%</td>
<td>3.50</td>
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<td>20% 20% 30% 30% 10%</td>
</tr>
</tbody>
</table>

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

## Employee Category

<table>
<thead>
<tr>
<th>Net Promoter Score</th>
<th>% Detractors</th>
<th>% Passive</th>
<th>% Promoters</th>
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</thead>
<tbody>
<tr>
<td>NPS 55</td>
<td>20%</td>
<td>30%</td>
<td>50%</td>
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</tbody>
</table>

## Grand Mean

- **Mean 2017**: 4.10
- **Mean 2018**: 4.00
- **Respondents**: 66
- **Percentile - Ed. Services Benchmark**: 55

## Select Department

- CLASS:Dean's Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsoulis
- HPS-Dean's Off-Gen - Holloway
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- Behavior Analysis - Rosales-Ruiz
- Criminal Justice - Fritsch
- HPS-Dean's Off-Gen - Dash
- Public Admin - Benavides
- Rehabilitation and Health Serv - Carey
- Social Work - Dicke
- Information-Dean's Off - Kindhuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean's Off - de Olvera

## Frequency Distribution

<table>
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<tr>
<th>ID</th>
<th>Question Short</th>
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<th>Mean 2018</th>
<th>Δ</th>
<th>Frequency Distribution</th>
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<td>4.45</td>
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<td>3.82</td>
<td>3.82</td>
<td>0</td>
<td>27% 36% 36%</td>
</tr>
<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>11</td>
<td>48</td>
<td>4.09</td>
<td>4.09</td>
<td>0</td>
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<td>11</td>
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<td>0</td>
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<td>Development</td>
<td>11</td>
<td>54</td>
<td>4.09</td>
<td>4.09</td>
<td>0</td>
<td>9% 9% 18% 45%</td>
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<td>4.36</td>
<td>0</td>
<td>9% 9% 18% 45%</td>
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<tr>
<td>Q08</td>
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<td>45</td>
<td>4.09</td>
<td>4.09</td>
<td>0</td>
<td>9% 9% 18% 45%</td>
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<tr>
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<td>10</td>
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<td>Progress</td>
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<td>3.64</td>
<td>3.64</td>
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<td>36% 27% 36%</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>10</td>
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<td>4.00</td>
<td>4.00</td>
<td>0</td>
<td>10% 10% 30% 50%</td>
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</tbody>
</table>
### Gallup Engagement Survey 2018

**Employee Category**

- CLASS - Dean’s Off-Gen - Holdeman
- CMHT - Gen - Foreman
- College at Frisco - McCoy
- College of Music - Gen - Richmond
- College of Science - Gen - Gao
- CVAD - Dean’s Off - Watts
- Education - Dean’s Off - Bomer
- Engineering-Dean’s Off - Tatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kinshuk
- Information-Dean’s Off - Du
- Learning Technologies - Nonis
- International Affairs - Gen - Wood
- Mayborn Sch of Journal - Gen - Bland
- TAMU-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Pybukot
- University Library - Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Comp & Mgmt - Gen - Lellaert
- Vice President Enroll Mgmt - Goodman

#### Select Department

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2016</th>
<th>Δ</th>
<th>Frequency Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what’s expected</td>
<td>36</td>
<td>17</td>
<td>4.00</td>
<td></td>
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<td>8% 8% 36%</td>
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<td>8% 19% 22% 25% 25%</td>
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<td>22% 16% 27%</td>
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<td>9% 24% 26% 26% 15%</td>
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<td>Mission/Purpose</td>
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<td>12</td>
<td>3.43</td>
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<td>Q09</td>
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<td>16</td>
<td>3.61</td>
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<td>17% 17% 33%</td>
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<td>8</td>
<td>2.74</td>
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<td></td>
<td>35% 13% 10%</td>
</tr>
<tr>
<td>Q11</td>
<td>Progress</td>
<td>34</td>
<td>5</td>
<td>2.62</td>
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<td></td>
<td>35% 26% 26%</td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>36</td>
<td>5</td>
<td>2.94</td>
<td></td>
<td></td>
<td>14% 25% 22% 31% 8%</td>
</tr>
</tbody>
</table>

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**NPS**

- 0
- 20
- 40
- 60
- 80
- 100

**Net Promoter Score (NPS)**

- -44

**Grand Mean**

- 3.17

**Respondents**

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

**Percentile - Ed. Services Benchmark**

- 3
- 2017 Null

**NPS Distribution**

- 0-10
- 20-30
- 40-50
- 60-70
- 80-90
- 100-110

**Q10**

- 8% 13% 10% 26% 16%

**Q11**

- 8% 13% 10% 26% 16%

**Q12**

- 8% 13% 10% 26% 16%

**Q04**

- 8% 13% 10% 26% 16%

**Q05**

- 8% 13% 10% 26% 16%

**Q06**

- 8% 13% 10% 26% 16%

**Q07**

- 8% 13% 10% 26% 16%

**Q08**

- 8% 13% 10% 26% 16%

**Q09**

- 8% 13% 10% 26% 16%

**Q10**

- 8% 13% 10% 26% 16%

**Q11**

- 8% 13% 10% 26% 16%

**Q12**

- 8% 13% 10% 26% 16%
Gallup Engagement Survey 2018

Employee Category

Select Department

- CLASS-Dean’s Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Prybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crubinger
- Univ Relations Com & Mktg-Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy
# Gallup Engagement Survey 2018

### Employee Category

**Net Promoter Score**

- **3.47**
- Represents the unit's overall engagement on a scale of 1-5

**Respondents**

- **22**
- Greatest number of respondents on any one question

**NPS**

- **-19**
- Represents the unit percentile ranking compared to the Gallup education services database

### Select Department

- CLASS-Dean’s Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bormer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- Mayborn Sch of Journal-Gen - Mueller
- *End of Hierarchy*
- TAMS-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Pybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Comm & Mtrng-Gen - Leijaer
- Vice President Enroll Mgmt - Goodman

### 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 2016</th>
<th>Δ</th>
<th>% responded</th>
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<tbody>
<tr>
<td>Q01</td>
<td>Know what’s expected</td>
<td>22</td>
<td>23</td>
<td>4.14</td>
<td></td>
<td></td>
<td>18% 36% 41%</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>22</td>
<td>20</td>
<td>3.64</td>
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<td></td>
<td>9% 23% 45%</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>22</td>
<td>27</td>
<td>3.77</td>
<td></td>
<td></td>
<td>9% 32% 41%</td>
</tr>
<tr>
<td>Q04</td>
<td>Recognition</td>
<td>22</td>
<td>20</td>
<td>3.09</td>
<td></td>
<td></td>
<td>14% 23% 23%</td>
</tr>
<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>22</td>
<td>20</td>
<td>3.73</td>
<td></td>
<td></td>
<td>9% 23% 36%</td>
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<tr>
<td>Q06</td>
<td>Development</td>
<td>22</td>
<td>10</td>
<td>3.09</td>
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<td>18% 27% 27%</td>
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<tr>
<td>Q07</td>
<td>Opinions Count</td>
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<td>14</td>
<td>3.18</td>
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<td></td>
<td>18% 9% 23%</td>
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<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
<td>22</td>
<td>42</td>
<td>4.00</td>
<td></td>
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<td>9% 14% 45%</td>
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<tr>
<td>Q09</td>
<td>Committed to quality</td>
<td>21</td>
<td>46</td>
<td>4.14</td>
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<td></td>
<td>9% 19% 33%</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>20</td>
<td>3</td>
<td>2.40</td>
<td></td>
<td></td>
<td>35% 20% 20%</td>
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<tr>
<td>Q11</td>
<td>Progress</td>
<td>22</td>
<td>9</td>
<td>2.91</td>
<td></td>
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<td>23% 18% 14%</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>22</td>
<td>17</td>
<td>3.50</td>
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<td></td>
<td>14% 9% 41%</td>
</tr>
</tbody>
</table>
Gallup Engagement Survey 2018

Employee Category

Select Department

- CLASS-Dean's Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean's Off - Watts
- Education-Dean's Off - Bomer
- Engineering-Dean's Off - Tsatsoulis
- HPS-Dean's Off-Gen - Holloway
- Information-Dean's Off - Kinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Blank
- TAMU-Dean's Off - de Oliveira
- Toulouse Grad Sch-Dean's Off - Pributok
- University Librarians-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Creatsinger
- Univ Relations Com & Mkting-Gen - Leliaert
- VP-Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

<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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<tr>
<td>Q01</td>
<td>Know what's expected</td>
<td>120</td>
<td>34</td>
<td>4.17</td>
<td>4.28</td>
<td></td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>120</td>
<td>29</td>
<td>3.82</td>
<td>3.83</td>
<td></td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>119</td>
<td>29</td>
<td>3.80</td>
<td>3.81</td>
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<tr>
<td>Q04</td>
<td>Recognition</td>
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<td>3.25</td>
<td>3.82</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
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<td>43</td>
<td>4.06</td>
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<td>Q06</td>
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<td>3.87</td>
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<tr>
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<td>Opinions Count</td>
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<td>28</td>
<td>3.55</td>
<td>3.51</td>
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<td>Q08</td>
<td>Mission/Purpose</td>
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<td>3.60</td>
<td>3.91</td>
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<td>Committed to quality</td>
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<td>40</td>
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<td>4.01</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>106</td>
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<td>2.75</td>
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<td>Progress</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>119</td>
<td>45</td>
<td>4.02</td>
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Grand Mean

<table>
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<tr>
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<th>2018</th>
<th>2017</th>
<th>2018</th>
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Percentile - Ed. Services Benchmark

<table>
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<th>2018</th>
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<tbody>
<tr>
<td>NPS</td>
<td>35</td>
<td>31</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**

- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Khinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Pyrbutok
- University Library-Gen - Hartman
- University Library-Gen - Brannon
- University Library-Gen - Jackson
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Venner
- Vice Provost Acad Affairs-Gen - Cutsinger
- Univ Relations Com & Mkting-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**Grand Mean**

- Represents the unit’s overall engagement on a scale of 1-5
- 3.75
- 2017: 3.56
- 2018: 3.75

**Respondents**

- Greatest number of respondents on any one question
- 24
- 2017: 22
- 2018: 31

**Percentile - Ed. Services Benchmark**

- Represents the unit percentile ranking compared to the Gallup education services ranking database
- 13
- 2017: 14

**QID | Question Short | Size | Gallup % | Mean 2017 | Mean 2018 | Δ**

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what’s expected</td>
<td>24</td>
<td>22</td>
<td>3.91</td>
<td>4.13</td>
<td>0.22</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>24</td>
<td>20</td>
<td>3.55</td>
<td>3.63</td>
<td>0.08</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>24</td>
<td>22</td>
<td>3.82</td>
<td>3.87</td>
<td>0.05</td>
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<td>Q04</td>
<td>Recognition</td>
<td>23</td>
<td>54</td>
<td>2.73</td>
<td>2.83</td>
<td>0.10</td>
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<tr>
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<td>Cares about me</td>
<td>24</td>
<td>36</td>
<td>3.95</td>
<td>4.04</td>
<td>0.09</td>
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<tr>
<td>Q06</td>
<td>Development</td>
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<td>30</td>
<td>3.66</td>
<td>3.67</td>
<td>0.01</td>
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<td>Opinions Count</td>
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<td>2.32</td>
<td>2.62</td>
<td>0.30</td>
</tr>
<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
<td>24</td>
<td>34</td>
<td>3.73</td>
<td>3.92</td>
<td>0.19</td>
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<tr>
<td>Q09</td>
<td>Committed to quality</td>
<td>24</td>
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<td>3.64</td>
<td>3.92</td>
<td>0.28</td>
</tr>
<tr>
<td>Q10</td>
<td>Best friend</td>
<td>23</td>
<td>11</td>
<td>2.95</td>
<td>2.82</td>
<td>-0.13</td>
</tr>
<tr>
<td>Q11</td>
<td>Progress</td>
<td>24</td>
<td>30</td>
<td>3.81</td>
<td>3.67</td>
<td>-0.14</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>24</td>
<td>44</td>
<td>3.77</td>
<td>4.04</td>
<td>0.27</td>
</tr>
</tbody>
</table>

**Frequency Distribution**

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

- Q01: 5%
- Q02: 8%
- Q03: 13%
- Q04: 9%
- Q05: 8%
- Q06: 8%
- Q07: 8%
- Q08: 13%
- Q09: 17%
- Q10: 23%
- Q11: 21%
- Q12: 13%
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS = -15

3.70
2017: 4.14

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

32
2017: 10

Respondents
Greatest number of respondents on any one question

26
2018: 69

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

Select Department

- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean's Off - de Oliveira
- Toulouse Sch Sch-Dean’s Off - Prybutok
- University Library-Gen - Hartman
- University Library-Gen - Brannon
- University Library-Gen - Jackson
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Venner
- Vice Provost Acad Affairs-Gen - Crutinger
- Univ Relations Corn & Mkting-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ | Frequency Distribution
--- | --- | --- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 32 | 27 | 4.30 | 4.19 | - | % responded:-
Q02 | Materials and equipment | 32 | 10 | 3.90 | 3.34 | - | 1-Strongly Disagree
Q03 | Opportunity to do best | 31 | 19 | 3.70 | 3.61 | - | 2-Disagree
Q04 | Recognition | 31 | 39 | 3.90 | 3.55 | - | 3-Neutral
Q05 | Cares about me | 31 | 41 | 4.00 | 4.19 | - | 4-Agree
Q06 | Development | 31 | 41 | 4.20 | 3.87 | - | 5-Strongly Agree
Q07 | Opinions Count | 32 | 13 | 4.20 | 3.16 | - | 2-Disagree
Q08 | Mission/Purpose | 31 | 19 | 4.30 | 3.61 | - | 3-Neutral
Q09 | Committed to quality | 32 | 27 | 4.40 | 3.84 | - | 2-Disagree
Q10 | Best friend | 27 | 25 | 3.56 | 3.26 | - | 2-Disagree
Q11 | Progress | 31 | 31 | 4.00 | 3.68 | - | 3-Neutral
Q12 | Learn and Grow | 32 | 45 | 4.40 | 4.09 | - | 2-Disagree
Gallup Engagement Survey 2018

Net Promoter Score

**Employee Category**

**Select Department**
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tsatsouls
- HPS-Dean’s Off - Holloway
- Information-Dean’s Off - Kirshek
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMU-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Prybutok
- University Library-Gen - Hartman
- University Library-Gen - Brannon
- University Library-Gen - Jackson
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Wemmer
- University Library-Gen - Keshmiripour
- End of Hierarchy
- Provost Acad Affairs-Gen - Crutsinger
- Univ Relations Com & Midng-Gen - Leilaert
- Vice President Fennell Mgmt - Goodman

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

**Grand Mean**
3.86
2017 null
3.86
2017 null

**Respondents**
11
2017 null

**Percentile - Ed. Services Benchmark**
41
2017 null

**Question ID** | **Question Short** | **Size** | **Gallup %ile** | **Mean 2017** | **Mean 2018** | Δ | **Frequency Distribution**
---|---|---|---|---|---|---|---
Q01 | Know what’s expected | 11 | 59 | 4.55 | 4.55 | 0 | 11
Q02 | Materials and equipment | 11 | 29 | 3.82 | 3.82 | 0 | 11
Q03 | Opportunity to do best | 10 | 48 | 4.10 | 4.10 | 0 | 10
Q04 | Recognition | 10 | 29 | 3.30 | 3.30 | 0 | 10
Q05 | Cares about me | 11 | 55 | 4.36 | 4.36 | 0 | 11
Q06 | Development | 11 | 29 | 3.64 | 3.64 | 0 | 11
Q07 | Opinions Count | 11 | 14 | 3.18 | 3.18 | 0 | 11
Q08 | Mission/Purpose | 11 | 33 | 3.91 | 3.91 | 0 | 11
Q09 | Committed to quality | 11 | 20 | 3.73 | 3.73 | 0 | 11
Q10 | Best friend | 10 | 49 | 3.80 | 3.80 | 0 | 10
Q11 | Progress | 11 | 32 | 3.73 | 3.73 | 0 | 11
Q12 | Learn and Grow | 11 | 51 | 4.18 | 4.18 | 0 | 11
Gallup Engagement Survey 2018

Employee Category

- CLASS-Dean’s Off-Gen - Holdeman
- CMHT-Gen - Forney
- College at Frisco - McCoy
- College of Music-Gen - Richmond
- College of Science - Gen - Gao
- CVAD-Dean’s Off - Watts
- Education-Dean’s Off - Bomer
- Engineering-Dean’s Off - Tatsoulis
- HPS-Dean’s Off-Gen - Holloway
- Information-Dean’s Off - Khoshuk
- International Affairs-Gen - Wood
- Mayborn Sch of Journal-Gen - Bland
- TAMMS-Dean’s Off - de Oliveira
- Toulouse Grad Sch-Dean’s Off - Prybutok
- University Library-Gen - Hartman
- Vice Provost Acad Affairs-Gen - Crutinger
- Univ Relations Com & Mktrg-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS – 22

Grand Mean

3.67
2017: 3.85
Represents the unit’s overall engagement on a scale of 1-5

Respondents

35
2017: 28
Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark

24
2017: 39
Represents the unit percentile ranking compared to the Gallup education services benchmark

Change in NPS

2017: -22
2018: -11

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 35 | 17 | 4.21 | 4.00 | -
Q02 | Materials and equipment | 35 | 35 | 4.11 | 3.94 | -
Q03 | Opportunity to do best | 35 | 22 | 3.86 | 3.69 | -
Q04 | Recognition | 35 | 29 | 3.21 | 3.31 | +
Q05 | Cares about me | 35 | 41 | 4.21 | 4.14 | -
Q06 | Development | 35 | 24 | 3.74 | 3.54 | -
Q07 | Opinions Count | 35 | 21 | 3.63 | 3.57 | -
Q08 | Mission/Purpose | 35 | 43 | 4.04 | 4.03 | -
Q09 | Committed to quality | 35 | 19 | 4.39 | 3.66 | -
Q10 | Best friend | 34 | 30 | 3.65 | 3.38 | -
Q11 | Progress | 35 | 16 | 3.30 | 3.23 | -
Q12 | Learn and Grow | 34 | 27 | 3.86 | 3.76 | -

Frequency Distribution

1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree

% responded:

- Q01: 14% 14% 29% 63%
- Q02: 9% 17% 34% 37%
- Q03: 9% 17% 46% 23%
- Q04: 23% 9% 20% 11% 37%
- Q05: 9% 9% 20% 57%
- Q06: 16% 11% 20% 14% 60%
- Q07: 17% 20% 9% 17% 37%
- Q08: 17% 20% 23% 49%
- Q09: 11% 31% 34% 23%
- Q10: 21% 15% 24% 35%
- Q11: 29% 17% 20% 31%
- Q12: 12% 12% 18% 47%
Gallup Engagement Survey 2018

Employee Category

Select Department

Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktn - Leliaert
- Printing & Distribution Solut - Connaughton
- Univ Relations Com & Mktn - Reese
- Vice President Roll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

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

Grand Mean

<table>
<thead>
<tr>
<th>Year</th>
<th>Mean</th>
<th>1-5 Engagement on a scale of</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>3.90</td>
<td></td>
</tr>
<tr>
<td>2018</td>
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Respondents

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Greatest number of respondents on any one question</th>
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<tr>
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Change in NPS

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
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<tbody>
<tr>
<td>2017</td>
<td>15</td>
</tr>
<tr>
<td>2018</td>
<td>17</td>
</tr>
</tbody>
</table>

Percentile - Ed. Services Benchmark

<table>
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<tr>
<th>Percentile</th>
<th>Ed. Services Benchmark</th>
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<tbody>
<tr>
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<td>Represents the unit percentile ranking compared to the Gallup education services database</td>
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</table>

Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>% responded</th>
<th>1-Strongly Disagree</th>
<th>2-Disagree</th>
<th>3-Neutral</th>
<th>4-Agree</th>
<th>5-Strongly Agree</th>
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<tr>
<td>Q01</td>
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<td></td>
<td></td>
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<tr>
<td>Q03</td>
<td>16%</td>
<td></td>
<td></td>
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<td></td>
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<td>Q04</td>
<td>23%</td>
<td></td>
<td></td>
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<td>Q05</td>
<td>23%</td>
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<tr>
<td>Q07</td>
<td>13%</td>
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<td></td>
</tr>
<tr>
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<td></td>
<td></td>
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<td>Q10</td>
<td>11%</td>
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<td></td>
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<tr>
<td>Q11</td>
<td>17%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Q12</td>
<td>26%</td>
<td></td>
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</table>
Gallup Engagement Survey 2018

**Employee Category**

**Select Department**
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics-Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktnng-Gen - Lekaert
- Printing & Distribution Solut - Connaughtor
- Univ Relations Com & Mktnng-Gen - Reese
- Vice President, Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

**Grand Mean**
- Represents the unit's overall engagement on a scale of 1-5
- 2017: 4.15
- 2018: 4.12

**Respondents**
- Greatest number of respondents on any one question
- 2017: 35
- 2018: 40

**Percentile - Ed. Services Benchmark**
- Represents the unit percentile ranking compared to the Gallup education services database
- 2017: 70
- 2018: 67

**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
Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cawley
- Univ Relations Com & Mktng - Gen - Leliaert
- Printing & Distribution Soluc - Connaughton
- Univ Relations Com & Mktng - Reese
- Univ Relations Com & Mktng - Beck
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

NPS 62

4.16 Grand Mean
2017: 4.23
Represents the unit's overall engagement on a scale of 1-5

13 Respondents
2017: 11
Greatest number of respondents on any one question

71 Percentile - Ed. Services Benchmark
2017: 77
Represents the unit percentile ranking compared to the Gallup education services database

Change in NPS
2017: 64
2018: 62

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what’s expected | 13 | 42 | 4.64 | 4.36 | -
Q02 | Materials and equipment | 13 | 41 | 4.00 | 4.00 | 0
Q03 | Opportunity to do best | 13 | 45 | 4.18 | 4.00 | -
Q04 | Recognition | 12 | 69 | 3.91 | 4.17 | +
Q05 | Cares about me | 13 | 83 | 4.64 | 4.77 | +
Q06 | Development | 13 | 57 | 4.27 | 4.15 | -
Q07 | Opinions Count | 13 | 69 | 4.09 | 4.23 | +
Q08 | Mission Purpose | 13 | 53 | 4.55 | 4.23 | -
Q09 | Committed to quality | 13 | 84 | 4.64 | 4.69 | +
Q10 | Best friend | 13 | 21 | 3.16 | 3.15 | 0
Q11 | Progress | 11 | 32 | 4.00 | 3.73 | -
Q12 | Learn and Grow | 12 | 68 | 4.67 | 4.42 | -

Frequency Distribution

Q01 8% 46% 46%
Q02 8% 8% 54% 31%
Q03 8% 15% 46% 31%
Q04 8% 25% 8% 58%
Q05 8% 8% 85% 38%
Q06 23% 38% 38% 38%
Q07 8% 9% 38% 46%
Q08 23% 31% 46%
Q09 8% 15% 77% 15%
Q10 8% 15% 46% 15%
Q11 9% 36% 27% 27%
Q12 8% 42% 50%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mkting-Gen - Leliaert
- Printing & Distribution Solut - Connaughtor
- Univ Relations Com & Mkting-Gen - Reese
- Univ Relations Com & Mkting-Gen - Beck
- Univ Relations Com & Mkting-Gen - Payne
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

**Grand Mean**
- Represents the unit’s overall engagement on a scale of 1-5
- 3.95
- 2018: 3.97

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

**Change in NPS**
- 2017: 13
- 2018: 26

**Percentile - Ed. Services Benchmark**
- Represents the unit percentile ranking compared to the Gallup education services database
- 50
- 2017: 52

**Q. ID**  | **Question Short**  | **Size** | **Gallup %ile** | **Mean 2017** | **Mean 2018** | **Δ**
---|---|---|---|---|---|---
Q01 | Know what’s expected | 15 | 28 | 4.33 | 4.20 | 0.13
Q02 | Materials and equipment | 15 | 28 | 4.00 | 3.80 | 0.20
Q03 | Opportunity to do best | 15 | 22 | 3.80 | 3.67 | 0.13
Q04 | Recognition | 14 | 57 | 4.27 | 3.91 | 0.36
Q05 | Cares about me | 15 | 73 | 4.73 | 4.60 | 0.13
Q06 | Development | 15 | 49 | 4.13 | 4.00 | 0.13
Q07 | Opinions Count | 15 | 48 | 3.55 | 3.87 | 0.32
Q08 | Mission/Purpose | 15 | 31 | 3.67 | 3.87 | 0.20
Q09 | Committed to quality | 15 | 57 | 4.13 | 4.27 | 0.14
Q10 | Best friend | 14 | 23 | 2.64 | 3.21 | 0.57
Q11 | Progress | 15 | 41 | 4.40 | 3.93 | 0.47
Q12 | Learn and Grow | 14 | 43 | 4.00 | 4.00 | 0.00

**Frequency Distribution**

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

**Q01**
- 7%
- 7%
- 47%
- 40%

**Q02**
- 7%
- 27%
- 47%
- 20%

**Q03**
- 40%
- 55%
- 7%

**Q04**
- 7%
- 7%
- 21%
- 14%
- 50%

**Q05**
- 7%
- 7%
- 7%
- 80%

**Q06**
- 13%
- 7%
- 33%
- 47%

**Q07**
- 7%
- 13%
- 13%
- 20%
- 47%

**Q08**
- 7%
- 27%
- 33%
- 33%

**Q09**
- 20%
- 33%
- 33%

**Q10**
- 21%
- 14%
- 21%
- 7%
- 58%

**Q11**
- 13%
- 13%
- 27%
- 47%

**Q12**
- 7%
- 7%
- 21%
- 7%
- 57%
# Gallup Engagement Survey 2018

## Employee Category

### Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktn & Leliaert
- VP President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

---

## Net Promoter Score

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passives</th>
<th>% Promoters</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>40</td>
<td>40</td>
</tr>
</tbody>
</table>

### Grand Mean

- **Net Promoter Score**: 3.71
- **2017**: 3.66
- **Change in NPS**: 2017-2018 = -11

### Respondents

- **Total Respondents**: 128
- **Percentile - Ed. Services Benchmark**: 27

---

## Frequency Distribution

<table>
<thead>
<tr>
<th>Q ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
<th>% responded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what's expected</td>
<td>128</td>
<td>34</td>
<td>4.27</td>
<td>4.27</td>
<td></td>
<td>13%</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
<td>127</td>
<td>29</td>
<td>3.86</td>
<td>3.82</td>
<td></td>
<td>10%</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>127</td>
<td>27</td>
<td>3.74</td>
<td>3.73</td>
<td></td>
<td>9%</td>
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<tr>
<td>Q04</td>
<td>Recognition</td>
<td>127</td>
<td>31</td>
<td>3.21</td>
<td>3.36</td>
<td></td>
<td>15%</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>128</td>
<td>40</td>
<td>4.19</td>
<td>4.13</td>
<td></td>
<td>13%</td>
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<tr>
<td>Q06</td>
<td>Development</td>
<td>128</td>
<td>35</td>
<td>3.60</td>
<td>3.77</td>
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<tr>
<td>Q07</td>
<td>Opinions Count</td>
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<td>3.36</td>
<td>3.28</td>
<td></td>
<td>15%</td>
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<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
<td>126</td>
<td>31</td>
<td>3.77</td>
<td>3.86</td>
<td></td>
<td>13%</td>
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<tr>
<td>Q09</td>
<td>Committed to quality</td>
<td>127</td>
<td>23</td>
<td>3.96</td>
<td>3.76</td>
<td></td>
<td>13%</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
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<td>17%</td>
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<td>12%</td>
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<td>Q12</td>
<td>Learn and Grow</td>
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<td>3.83</td>
<td>3.72</td>
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The % responded values are as follows:
- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodward
- Provost - Gen - Cowley
- Univ Relations Com & Mktng - Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- Admissions - Gen - Lothringer
- Financial Aid - Deleon
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Grand Mean

3.60
2017: 3.37
Grand Mean

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

Respondents

49
2017: 26

Greatest number of respondents on any one question

Change in NPS

2017
-23
2018
-10

19
2017: 6

Percentile - Ed. Services Benchmark

Represents the unit percentile 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 | 49 | 28 | 4.04 | 4.20 | 0.16 |
Q02 | Materials and equipment | 48 | 6 | 3.04 | 3.19 | 0.15 |
Q03 | Opportunity to do best | 48 | 21 | 3.15 | 3.65 | 0.50 |
Q04 | Recognition | 49 | 30 | 3.16 | 3.35 | 0.19 |
Q05 | Cares about me | 49 | 28 | 4.08 | 3.92 | -0.16 |
Q06 | Development | 49 | 32 | 3.19 | 3.73 | 0.54 |
Q07 | Opinions Count | 49 | 18 | 2.92 | 3.27 | 0.35 |
Q08 | Mission/Purpose | 47 | 33 | 3.73 | 3.89 | 0.16 |
Q09 | Committed to quality | 49 | 15 | 3.92 | 3.59 | -0.33 |
Q10 | Best friend | 46 | 21 | 2.80 | 3.17 | 0.37 |
Q11 | Progress | 48 | 27 | 3.00 | 3.58 | 0.58 |
Q12 | Learn and Grow | 48 | 23 | 3.35 | 3.67 | 0.32 |

Frequency Distribution

Q01
12% 13% 16% 14% 18% 8% 7% 16% 22% 19% 10% 9% 16% 13% 13% 13% 13% 23% 22% 27% 23% 23% 10% 16% 16% 20% 20% 13% 27% 23%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost - Gen - Crowley
- Univ Relations Com & Mktn-Gen - Lelait
- Vice President Enroll Mgmt - Goodman
- Admissions - Gen - Lothringen
- Admissions-Gen - Lipscomb
- Admissions-Gen - Taylor
- Admissions-Gen - Odom
- End of Hierarchy *
- Financial Aid - Deleon
- Vice President Enroll Mgmt - McCreary
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

**Net Promoter Score**
- NPS
- 0 20 40 60 80 100
- % Detractors
- % Passives
- % Promoters

**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>Materials and equipment</td>
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<td>4.20</td>
<td>0</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
<td>10</td>
<td>36</td>
<td>4.20</td>
<td>4.20</td>
<td>0</td>
</tr>
<tr>
<td>Q04</td>
<td>Recognition</td>
<td>11</td>
<td>63</td>
<td>4.00</td>
<td>4.00</td>
<td>0</td>
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<td>Q05</td>
<td>Cares about me</td>
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<td>20</td>
<td>3.73</td>
<td>3.73</td>
<td>0</td>
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<td>3.27</td>
<td>0</td>
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<td>42</td>
<td>4.00</td>
<td>4.00</td>
<td>0</td>
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<td>11</td>
<td>14</td>
<td>3.55</td>
<td>3.55</td>
<td>0</td>
</tr>
<tr>
<td>Q10</td>
<td>Best friend</td>
<td>9</td>
<td>2</td>
<td>2.22</td>
<td>2.22</td>
<td>0</td>
</tr>
<tr>
<td>Q11</td>
<td>Progress</td>
<td>11</td>
<td>41</td>
<td>3.61</td>
<td>3.61</td>
<td>0</td>
</tr>
<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>10</td>
<td>46</td>
<td>4.10</td>
<td>4.10</td>
<td>0</td>
</tr>
</tbody>
</table>

**Grand Mean**
- Represents the unit's overall engagement on a scale of 1-5
- 3.79
- 2017: Null
- 2017: Null

**Respondents**
- Greatest number of respondents on any one question
- 11
- 2017: Null

**Percentile - Ed. Services Benchmark**
- Represents the unit percentile ranking compared to the Gallup education services benchmark
- 35
- 2019: Null

*Frequency Distribution Results are not available if fewer than 10 employees responded to the question.*
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

-7 2018

Grand Mean

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

3.84 2018

3.62 2017

15 Respondents

Greatest number of respondents on any one question

39 Percentile - Ed. Services Benchmark

Represents the unit percentile ranking compared to the Gallup education services database

Change in NPS

2017

-7

2018

0

100

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodward
- Provost - Gen - Cowley
- Univ Relations Com & Mkting - Gen - Leliaert
- VP Enroll Mgmt - Goodman
- Admissions - Gen - Lothringer
- Financial Aid - Deleon
- Financial Aid - Thompson
- Financial Aid - Turner
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

Table:

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q01</td>
<td>Know what's expected</td>
<td>15</td>
<td>38</td>
<td>4.36</td>
<td>4.33</td>
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<td>3.60</td>
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<td>13</td>
<td>28</td>
<td>3.64</td>
<td>3.77</td>
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</tr>
</tbody>
</table>

Frequency Distribution

% responded:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

Q01 7% 7% 33% 53%
Q02 20% 47% 33%
Q03 7% 40% 27% 27%
Q04 14% 14% 43% 29%
Q05 7% 20% 20% 53%
Q06 7% 7% 27% 20% 40%
Q07 7% 36% 29% 29%
Q08 7% 27% 40% 27%
Q09 7% 13% 20% 33% 27%
Q10 3% 15% 0% 31% 38%
Q11 7% 13% 20% 33% 27%
Q12 8% 23% 46% 23%
Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smartesk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktn - Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- Admissions - Gen - Lothinger
- Financial Aid - Deleon
- Vice President Enroll Mgmt - McCreary
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

Grand Mean
3.66
2017 3.72
Represents the unit's overall engagement on a scale of 1-5

Respondents
35
2017 32
Greatest number of respondents on any one question

Change in NPS
-21
2017 2018

Percentile - Ed. Services Benchmark
23
2017 26
Represents the unit percentile 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 | 35 | 21 | 4.06 | 4.11 | |
Q02 | Materials and equipment | 35 | 21 | 4.09 | 4.17 | |
Q03 | Opportunity to do best | 35 | 24 | 3.75 | 3.71 | |
Q04 | Recognition | 35 | 28 | 3.22 | 3.29 | |
Q05 | Cares about me | 35 | 45 | 4.22 | 4.20 | |
Q06 | Development | 35 | 33 | 3.91 | 3.74 | |
Q07 | Opinions Count | 35 | 12 | 3.35 | 3.09 | |
Q08 | Mission/Purpose | 35 | 20 | 3.50 | 3.66 | |
Q09 | Committed to quality | 34 | 41 | 4.16 | 4.06 | |
Q10 | Best friend | 35 | 24 | 3.76 | 3.33 | |
Q11 | Progress | 34 | 13 | 3.56 | 3.12 | |
Q12 | Learn and Grow | 34 | 20 | 4.00 | 3.91 | |

Frequency Distribution

| Q01 | 20% | 40% | 37% |
| Q02 | 11% | 43% | 46% |
| Q03 | 11% | 34% | 26% |
| Q04 | 11% | 26% | 14% |
| Q05 | 11% | 9% | 29% |
| Q06 | 20% | 9% | 26% |
| Q07 | 14% | 26% | 14% |
| Q08 | 14% | 20% | 40% |
| Q09 | 18% | 41% | 35% |
| Q10 | 20% | 9% | 26% |
| Q11 | 18% | 21% | 21% |
| Q12 | 12% | 26% | 26% |
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mkting-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- Admissions-Gen - Lothheimer
- Financial Aid - Delcon
- Vice President Enroll Mgmt - McCready
- Registrar - Heard
- "End of Hierarchy"
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

NPS = -19

Grand Mean
- 3.61
- Represents the units overall engagement on a scale of 1-5
- 2017: 3.78
- 2018: 28

Change in NPS
- 2017: 19
- 2018: 20

Respondents
- Greatest number of respondents on any one question

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

Frequency Distribution:
- Q01: 18% 43% 36%
- Q02: 7% 14% 46% 32%
- Q03: 11% 39% 21% 29%
- Q04: 11% 32% 11% 21% 25%
- Q05: 14% 7% 29% 50%
- Q06: 25% 1% 21% 39%
- Q07: 14% 32% 11% 25% 18%
- Q08: 14% 25% 43% 18%
- Q09: 7% 18% 43% 32%
- Q10: 21% 7% 18% 21% 32%
- Q11: 19% 22% 22% 15% 22%
- Q12: 7% 11% 36% 26% 26%

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

- % 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng - Leliaert
- Vice President Enroll Mgmt - Goodman
- Admissions - Gen - Lothringen
- Financial Aid - Delone
- Vice President Enroll Mgmt - McCreary
- Registrar - Heard
- Registrar - Wheels
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

### Net Promoter Score

- **NPS**: 7
- **% Detractors**: 20
- **% Passive**: 40
- **% Promoters**: 40

### Grand Mean

- **Mean 2017**: 3.56
- **2017 null**

### Respondents

- **14** 2017 null

### Percentile - Ed. Services Benchmark

- **17** 2017 null

### Frequency Distribution

<table>
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<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>
<th>% responded</th>
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<tr>
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<td>2.92</td>
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<td>43%</td>
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<tr>
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<td>Cares about me</td>
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<td>43%</td>
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<tr>
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<td>43%</td>
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<tr>
<td>Q10</td>
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<td>Q11</td>
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<td>13</td>
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</tbody>
</table>

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

**Employee Category**

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktdng - Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

**Select Department**

**Net Promoter Score**

- % Detractors
- % Passives
- % Promoters

**Grand Mean**

- Represents the unit's overall engagement on a scale of 1-5
- 2017: 3.66
- 2018: 3.82

**Change in NPS**

- 2017: 8
- 2018: 7

**Respondents**

- Greatest number of respondents on any one question
- 371

**Percentile - Ed. Services Benchmark**

- Represents the unit percentile ranking compared to the Gallup education services database
- 2017: 21
- 2018: 37

**Questions and Frequency Distribution**

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<th>Q1 ID</th>
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<th>Gallup %</th>
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Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodward
- Provost-Gen - Cowley
- Univ Relations Com & Mktrg-Gen - Leliaert
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Risk Mgmt Services-Gen - Welch
- Risk Mgmt Services-Gen - Scott
- * End of Hierarchy *
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Police Services - Reynolds
- University Information Service - Clark
- VP Research & Innovation - McCoy

Net Promoter Score

<table>
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<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
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<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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</tbody>
</table>

Grand Mean

3.83 2017 null

Respondents

18 2017 null

Percentile - Ed. Services Benchmark

38 2017 null

Frequency Distribution

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Lellaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Police Services - Reynolds
- University Information Service - Clark
- VP Research & Innovation - McCoy

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 8

Grand Mean
3.51
2017 3.79
Represents the units overall engagement on a scale of 1-5

Change in NPS
2017 18
2018 8

Respondents
14
2017 11
Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark
14
2017 33
Represents the unit percentile ranking compared to the Gallup education services database

Q. ID | Question Short | Size | Gallup % | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | --- | ---
Q01 | Know what’s expected | 14 | 20 | 4.51 | 4.07 | -
Q02 | Materials and equipment | 14 | 55 | 4.36 | 4.21 | -
Q03 | Opportunity to do best | 14 | 2 | 4.09 | 3.14 | -
Q04 | Recognition | 13 | 20 | 3.36 | 3.08 | -
Q05 | Cares about me | 14 | 22 | 4.18 | 3.79 | -
Q06 | Development | 14 | 23 | 4.27 | 3.50 | -
Q07 | Opinions Count | 14 | 16 | 3.55 | 2.21 | -
Q08 | Mission/Purpose | 14 | 20 | 3.36 | 3.84 | -
Q09 | Committed to quality | 14 | 24 | 4.18 | 3.79 | -
Q10 | Best friend | 12 | 11 | 2.56 | 2.05 | -
Q11 | Progress | 14 | 27 | 3.20 | 3.57 | -
Q12 | Learn and Grow | 14 | 11 | 3.82 | 3.29 | -

Frequency Distribution

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Police Services - Reynolds
- University Information Service - Clark
- VP Research & Innovation - McCoy

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

Grand Mean

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

201
2017, 92

Respondents

Greatest number of respondents on any one question

23
2018, 8

Percentile - Ed. Services Benchmark

Represents the unit percentile ranking compared to the Gallup education services database

Change in NPS

Q1. Know what's expected
Q2. Materials and equipment
Q3. Opportunity to do best
Q4. Recognition
Q5. Cares about me
Q6. Development
Q7. Opinions Count
Q8. Mission/Purpose
Q9. Committed to quality
Q10. Best friend
Q11. Progress
Q12. Learn and Grow

Q1: 10% 24% 59%
Q2: 6% 17% 33% 37%
Q3: 9% 16% 27% 43%
Q4: 30% 8% 21% 18% 24%
Q5: 12% 8% 16% 19% 46%
Q6: 16% 10% 16% 25% 33%
Q7: 16% 9% 20% 29% 27%
Q8: 9% 10% 19% 27% 36%
Q9: 12% 20% 31% 34%
Q10: 18% 12% 24% 25% 22%
Q11: 16% 12% 16% 21% 36%
Q12: 13% 9% 21% 20% 37%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng - Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics - Gen - Cotton Shuford
- Facilities - Gen - Reynolds
- Facilities - Gen - Bailey
- Facilities - Gen - Crockier
- Facilities - Gen - Strippec
- Facilities - Gen - Taylor
- Facilities - Gen - Liscano
- Police Services - Reynolds
- University Information Service - Clark
- VP Research & Innovation - McCoy

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS = -43

Grand Mean

2018 3.11
2017 3.30

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

Respondents

2017: 23

Greatest number of respondents on any one question

Percentile - Ed. Services Benchmark

2017: 1

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

Q. ID  | Question Short  | Size  | % Detractors | % Passive | % Promoters | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | --- | --- | --- | ---
Q01  | Know what's expected | 31  | 13% | 35% | 42% | 4.00 | 3.93 | 0.07
Q02  | Materials and equipment | 31  | 13% | 35% | 42% | 3.17 | 3.30 | 0.13
Q03  | Opportunity to do best | 31  | 13% | 35% | 42% | 3.26 | 3.45 | 0.19
Q04  | Recognition | 30  | 13% | 35% | 42% | 2.87 | 2.73 | -0.14
Q05  | Cares about me | 31  | 13% | 35% | 42% | 3.78 | 3.68 | -0.10
Q06  | Development | 31  | 13% | 35% | 42% | 3.04 | 3.23 | 0.19
Q07  | Opinions Count | 31  | 13% | 35% | 42% | 2.63 | 3.29 | 0.66
Q08  | Mission/Purpose | 31  | 13% | 35% | 42% | 2.91 | 3.35 | 0.44
Q09  | Committed to quality | 31  | 13% | 35% | 42% | 3.39 | 3.81 | 0.42
Q10  | Best friend | 25  | 13% | 35% | 42% | 2.85 | 2.76 | -0.09
Q11  | Progress | 30  | 13% | 35% | 42% | 2.71 | 3.07 | 0.36
Q12  | Learn and Grow | 29  | 13% | 35% | 42% | 2.50 | 3.10 | 0.60

Frequency Distribution

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

- Q01
- Q02
- Q03
- Q04
- Q05
- Q06
- Q07
- Q08
- Q09
- Q10
- Q11
- Q12
Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics-Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Stippec
- Facilities-Gen - McCormick
- Facilities-Gen - Stone
- Facilities-Gen - Taylor
- Facilities-Gen - Liscano
- Police Services - Reynolds
- University Information Service - Clark

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

Grand Mean
3.01
2017: 3.36
Represents the unit's overall engagement on a scale of 1-5

Respondents
12
2017: 12
Greatest number of respondents on any one question

Change in NPS
-74
2017: -74
Percentile - Ed. Services Benchmark
1
2017: 6
Represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

<table>
<thead>
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<th>Size</th>
<th>Gallup %</th>
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<th>Mean 2018</th>
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Frequency Distribution:
- Q01: 33%
- Q02: 25%
- Q03: 33%
- Q04: 36%
- Q05: 33%
- Q06: 25%
- Q07: 25%
- Q08: 25%
- Q09: 33%
- Q10: 30%
- Q11: 33%
- Q12: 18%

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Dev-Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shufford
- Facilities-Gen - Reynolds
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Stippes
- Facilities-Gen - McCormick
- Facilities-Gen - Stone
- Facilities-Gen - Taylor
- Police Services - Reynolds
- University Information Service - Clark

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

**Grand Mean**

3.55

2018: null

3.55

2017: null

3.55

2016: null

**Respondents**

14

2017: null

16

2018: null

Percentile - Ed. Services Benchmark

Represents the unit percentile ranking compared to the Gallup education services benchmark

**Frequency Distribution**

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<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
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<th>Mean 2018</th>
<th>A</th>
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# Gallup Engagement Survey 2018

## Employee Category

<table>
<thead>
<tr>
<th>Net Promoter Score</th>
<th>Grand Mean</th>
<th>Respondents</th>
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<tr>
<td><img src="Net_Promoter_Score.png" alt="" /></td>
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<td>69</td>
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- Grand Mean: Represents the unit's overall engagement on a scale of 1-5.
- Respondents: Greatest number of respondents on any one question.

## Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Provost - Gen - Reynolds
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Stipece
- Facilities-Gen - Taylor
- Facilities-Gen - Bankenhagen
- Facilities-Gen - Carney
- Facilities-Gen - Trevino
- Facilities-Gen - Liscano
- Police Services - Reynolds

## Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
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<th>Mean 2017</th>
<th>Mean 2018</th>
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<td>14</td>
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<td>3.42</td>
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</tbody>
</table>

## Change in NPS

- 2017: 18
- 2018: 1

Percentile - Ed. Services Benchmark

- Represents the unit percentile ranking compared to the Gallup education services database.
# Gallup Engagement Survey 2018

## Employee Category

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

![Net Promoter Score Chart](chart.png)

- **3.55**
- **2017: null**
- **Grand Mean**

**Grand Mean** represents the unit’s overall engagement on a scale of 1-5.

- **25**
- **2017: null**

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

- **16**
- **2017: null**

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

## Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
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- Univ Relations Com & Mktng - Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics - Gen - Cotton Shuford
- Facilities - Gen - Reynolds
- Facilities - Gen - Bailey
- Facilities - Gen - Crocker
- Facilities - Gen - Taylor
- Facilities - Gen - Barkenhagen
- Facilities - Gen - Carney
- Facilities - Gen - Trevino
- Facilities - Gen - Liscano
- Police Services - Reynolds

## Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ |
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<tr>
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<tr>
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</tbody>
</table>

## Frequency Distribution

| Q01   | 8% 28% 60% |
| Q02   | 12% 44% 36% |
| Q03   | 8% 12% 40% |
| Q04   | 25% 29% 29% |
| Q05   | 14% 16% 52% |
| Q06   | 14% 16% 16% |
| Q07   | 16% 8% 40% |
| Q08   | 12% 32% 32% |
| Q09   | 20% 32% 12% |
| Q10   | 8% 38% 29% |
| Q11   | 24% 20% 8% |
| Q12   | 20% 16% 20% |
Gallup Engagement Survey 2018

Employee Category

Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Woodard
- Provost - Cowley
- Univ Relations Com & Mktg - Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics - Gen - Cotton Shuford
- Facilities - Gen - Reynolds
  - Facilities - Gen - Bailey
  - Facilities - Gen - Crocker
  - Facilities - Gen - Stippec
  - Facilities - Gen - Taylor
  - Facilities - Gen - Bakenhagen
  - Facilities - Gen - Carney
  - Facilities - Gen - Trevino
  - Facilities - Gen - Liscano
  - Police Services - Reynolds

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Grand Mean
3.87
2017: 3.91

3.87 represents the unit's overall engagement on a scale of 1-5.

Respondents
14
2017: 14

42
2017: null

Percentile - Ed. Services Benchmark

42
2017: null

Represents the unit percentile 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>
<th>Δ</th>
<th>% responded</th>
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<tr>
<td>Q01</td>
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<td>4.43</td>
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<td>3.79</td>
<td>3.79</td>
<td>0</td>
<td>29%</td>
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</tbody>
</table>
# Gallup Engagement Survey 2018

## Employee Category

### Net Promoter Score

- **% Detractors:** 20
- **% Passives:** 40
- **% Promoters:** 40

Net Promoter Score (NPS): 39

### Grand Mean

- 2017: 3.69
- 2018: 4.09 (Change: 0.4)

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

### Respondents

- 2017: 24
- 2018: 54

Respondents: Greatest number of respondents on any one question.

### Percentile - Ed. Services Benchmark

- 2017: 24
- 2018: 64

Percentile: Represents the unit percentile ranking compared to the Gallup education services database.

## Select Department

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng - Gen - Lellaert
- Vice President Enrollment Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics - Gen - Cotton Shuford
- Facilities - Gen - Reynolds
- Police Services - Reynolds
- University Information Service - Clark
- VP Research & Innovation - McCoy

## Frequency Distribution

<table>
<thead>
<tr>
<th>Q ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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<th>% responded-</th>
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<td>Opportunity to do best</td>
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<td>33%</td>
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<tr>
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<td>Recognition</td>
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% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Net Promoter Score

<table>
<thead>
<tr>
<th>Year</th>
<th>NPS</th>
<th>% Detractors</th>
<th>% Passives</th>
<th>% Promoters</th>
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<td>2017</td>
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<td>50</td>
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Grand Mean: 4.23
Represents the unit's overall engagement on a scale of 1-5

Respondents: 17
Greatest number of respondents on any one question

Change in NPS: 76
Percentile - Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services database

Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodward
- Provost - Gen - Cowley
- Univ Relations Com & Mkting-Gen - Leliaert
- Vice President Enrollment Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Police Services - Reynolds
- Police Services - Bergstrom
- Police Services - Owen
- University Information Service - Clark
- VP Research & Innovation - McCoy

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | A
Q01  | Know what's expected | 17  | 67          | 3.90      | 4.65      |
Q02  | Materials and equipment | 17  | 51          | 3.90      | 4.18      |
Q03  | Opportunity to do best | 17  | 73          | 3.30      | 4.47      |
Q04  | Recognition | 17  | 53          | 2.30      | 3.82      |
Q05  | Cares about me | 17  | 43          | 3.40      | 4.18      |
Q06  | Development | 17  | 59          | 3.10      | 4.18      |
Q07  | Opinions Count | 17  | 58          | 2.70      | 4.00      |
Q08  | Mission/Purpose | 17  | 74          | 3.30      | 4.53      |
Q09  | Committed to quality | 17  | 49          | 3.40      | 4.18      |
Q10  | Best friend | 15  | 66          | 2.60      | 4.20      |
Q11  | Progress | 17  | 54          | 3.55      | 4.18      |
Q12  | Learn and Grow | 17  | 51          | 3.00      | 4.18      |

Frequency Distribution

| Q01  | 24% | 71% |
| Q02  | 18% | 47% | 35% |
| Q03  | 12% | 29% | 59% |
| Q04  | 12% | 18% | 24% | 41% |
| Q05  | 12% | 24% | 59% |
| Q06  | 12% | 24% | 53% |
| Q07  | 12% | 12% | 21% | 47% |
| Q08  | 12% | 24% | 65% |
| Q09  | 29% | 24% | 47% |
| Q10  | 7%  | 20% | 20% |
| Q11  | 18% | 24% | 53% |
| Q12  | 18% | 47% | 35% |

% 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 - Smatresk
- Advancement - Gen - Wolf
- Athletics - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktrng-Gen - Lelaiter
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Police Services - Bergstrom
- VP Research & Innovation - McCoy

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

### NPS
- 26

### Grand Mean
- 4.01
- 2011: 3.84
- 2017: 4.21

### Respondents
- 24
- 2017: 10

### Percentile - Ed. Services Benchmark
- 56
- 2017: 38

### Change in NPS
- 2017: 26
- 2018: 26

## Frequency Distribution

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<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
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<th>Mean 2018</th>
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<td>49</td>
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<td>4.46</td>
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<tr>
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<tr>
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<td>Opportunity to do best</td>
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<td>Recognition</td>
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<td>3.45</td>
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<td>Cares about me</td>
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<td>4.17</td>
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<tr>
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<td>Learn and Grow</td>
<td>24</td>
<td>53</td>
<td>3.30</td>
<td>4.21</td>
<td></td>
</tr>
</tbody>
</table>

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

- Q01: 13% 29% 58%
- Q02: 50% 44%
- Q03: 8% 8% 42%
- Q04: 27% 14% 27%
- Q05: 17% 25% 50%
- Q06: 17% 17% 17% 50%
- Q07: 8% 8% 25% 33% 25%
- Q08: 8% 33% 50%
- Q09: 17% 50% 33%
- Q10: 13% 17% 9% 22%
- Q11: 21% 33% 64%
- Q12: 8% 13% 29% 50%
# Gallup Engagement Survey 2018

## Employee Category

### Select Department
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mkting - Gen - Lelaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics - Gen - Cotton Shuford
- Facilities - Gen - Reynolds
- Police Services - Reynolds
- University Information Service - Clark
- VP Research & Innovation - McCoy

## Net Promoter Score

- **NPS:** 10
- **2017:** 3.92
- **2018:** 3.96

### Grand Mean
- **3.96**
- Represents the unit's overall engagement on a scale of 1-5
- **84**
- **2017:** 51

### Respondents
- **51**
- **2019:** 46
- Greatest number of respondents on any one question

### Percentile - Ed. Services Benchmark
- Represents the unit percentile 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>30</td>
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<tr>
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<tr>
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### Q01 Frequency Distribution
- 6% 7% 29% 54%
- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

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<th>Q03</th>
<th>Q04</th>
<th>Q05</th>
<th>Q06</th>
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<td>10%</td>
<td>3%</td>
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<td>3%</td>
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<td>3%</td>
<td>9%</td>
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</table>
Gallup Engagement Survey 2018

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

NPS -27

Net Promoter Score (NPS) represents the overall engagement on a scale of 1-100.

Grand Mean: 3.43
2017: null

Respondents: 11
2017: null

Select Department
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost-Gen - Cowley
- Univ Relations Com & Mktng-Gen - Laligaert
- Provost-Enroll Mgmt-Gen - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics-Gen - Cotton Shuford
- Facilities-Gen - Reynolds
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Liscano
- Police Services - Reynolds
- University Information Service - Clark
- Administrative IT Services - John
- Administrative IT Services - McMullen
- End of Hierarchy
- Inst Ranch & Effectiveness - Simon
- Parking Services - Phelps
- University IT (UIT) - Bacewski
- VP Research & Innovation - McCoy

Frequency Distribution

<table>
<thead>
<tr>
<th>Q. ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
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<th>Mean 2018</th>
<th>Δ</th>
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Percentile - Ed. Services Benchmark
Represents the unit percentile ranking compared to the Gallup education services database.

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

% responded:
### Gallup Engagement Survey 2018

#### Employee Category

<table>
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<tr>
<th>Category</th>
<th>Description</th>
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<td>Vice President Enroll Mgmt</td>
<td>Goodman</td>
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<td>VP Finance &amp; Admin - Brown Jr</td>
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<td>Simon</td>
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<td>Phelps</td>
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<tr>
<td>VP Research &amp; Innovation</td>
<td>McCoy</td>
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</tbody>
</table>

#### Select Department

![Net Promoter Score Chart](chart.png)

- **Net Promoter Score (NPS): 17**
- **2017: Null**
- **2018: Null**

#### Grand Mean

- **4.46**
- Represents the unit overall engagement on a scale of 1-5
- **2017: Null**
- **2018: Null**

#### Respondents

- **12**
- Greatest number of respondents on any one question

#### Percentile - Ed. Services Benchmark

- **91**
- Represents the unit percentile ranking compared to the Gallup education services database

#### Frequency Distribution

<table>
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<th>3-Neutral</th>
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<th>5-Strongly Agree</th>
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### Gallup Engagement Survey 2018

**Employee Category**

- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div - Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktrng - Gen - Lelkaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- Administrative Services - Renton
- Budget & Analytics - Gen - Cotton Shuford
- Facilities - Gen - Reynolds
- Police Services - Reynolds
- University Information Service - Clark
- Administrative IT Services - John
- Inst Resch & Effectiveness - Simon
- Parking Services - Phelps
- University IT (UIT) - Baczewski
- VP Research & Innovation - McCoy

**Select Department**

- 2017: 3.72
- 2018: 6.04
- NPS: 17

**Net Promoter Score**

- % Detractors: 20
- % Passives: 40
- % Promoters: 40

**Grand Mean**

- Represents the unit’s overall engagement on a scale of 1-5
- Greatest number of respondents on any one question

**Percentile - Ed. Services Benchmark**

- Represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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<th>Size</th>
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<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

- **Select Department**
  - - Office of the President - Smatresk
  - - Advancement - Gen - Wolf
  - - Athletics-Gen - Baker
  - - Div of Student Affairs - With
  - - Inst Equity & Div-Gen - Woodard
  - - Provost-Gen - Cowley
  - - Univ Relations Com & Mktng-Gen - Lekaert
  - - Vice President, Enroll Mgmt - Goodman
  - - VP Finance & Admin - Brown Jr
  - - Administrative Services - Renton
  - - Budget & Analytics-Gen - Cotton Shuford
  - - Facilities-Gen - Reynolds
  - - Police Services - Reynolds
  - - University Information Service - Clark
  - - Administrative IT Services - John
  - - Inst Irsch & Effectiveness - Simon
  - - Parking Services - Phelps
  - - University IT (UIT) - Baczewski
  - - VP Research & Innovation - McCoy

### NPS
- **Net Promoter Score**
- 19

### Grand Mean
- **4.00**
- Represented the unit's overall engagement on a scale of 1-5

### Respondents
- **15**
- Greatest number of respondents on any one question

### Percentile - Ed. Services Benchmark
- **55**
- Represents the unit percentile ranking compared to the Gallup education services benchmark

### Frequency Distribution

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<th>Question Short</th>
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<th>Mean 2018</th>
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<td>60%</td>
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Gallup Engagement Survey 2018

**Employee Category**

**Select Department**
- Office of the President - Smatresk
- Advancement - Gen - Wolf
- Athletics - Gen - Baker
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- Univ Relations Com & Mktg - Gen - Lelkaert
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy

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

**Grand Mean**
- 4.18
- Represents the unit's overall engagement on a scale of 1-5

**Respondents**
- 32
- Greatest number of respondents on any one question

**Change in NPS**
- 2017: 3.94
- 2018: 4.18

**Percentile - Ed. Services Benchmark**
- 73
- Represents the unit percentile ranking compared to the Gallup education services database

**Frequency Distribution**

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Gallup Engagement Survey 2018

Employee Category

Select Department
- Office of the President - Smatresk
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- Athletics - Gen - Baker
- Div of Student Affairs - With
- Inst Equity & Div-Gen - Woodard
- Provost - Gen - Cowley
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Research & Innovation - McCoy
- Grants & Contracts Admin - Khrvajak
- End of Hierarchy *

Net Promoter Score

- NPS 40
- 2017: 4.01
- 2018: 4.22

Grand Mean
- Represents the unit's overall engagement on a scale of 1-5
- 2017: 13
- 2018: 15

Respondents
- Greatest number of respondents on any one question
- Percentile - Ed. Services Benchmark
- Represents the unit percentile ranking compared to the Gallup education services database
- 2017: 56
- 2018: 76

Change in NPS

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