

Overview of Reports Survey Results

Western Michigan University WMU Employee Engagement Survey

Spring 2022

*Prepared by:*



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Western Michigan University

WMU Employee Engagement Survey

# Survey Response Rates

The enclosed reports were generated from the data collected from faculty and staff at Western Michigan University during the Employee Engagement Survey conducted February 21 - March 11, 2022. The response rate was as follows:

|  |  |
| --- | --- |
| Surveys distributed at your institution: | 3027 |
| Surveys Responses: | 1567 |
| Response Rate: | 52% |

Response rates were also generated by Job Category. Job Category designations were supplied by Western Michigan University with the email addresses of survey participants. The response rates listed below are based on those designations. The voluntary, self-selected demographics are used in the survey reports.

|  |  |  |  |
| --- | --- | --- | --- |
| **Pre-Loaded Job Category** | **Total Sent** | **# of Responses** | **Response Rate** |
| ALL Employees | 3027 | 1567 | 52% |
| CONTRACT/PROFESSIONALS | 8 | 7 | 88% |
| EXEC/SR ADM OFFICER | 63 | 49 | 78% |
| CLERICAL/TECH (STAFF COMPENSATIONSYSTEM, NONEXEMPT/HOURLY) | 284 | 211 | 74% |
| PROFESSIONAL/ADM (STAFF COMPENSATION SYSTEM, EXEMPT/SALARIED) | 717 | 533 | 74% |
| CHAIRS | 53 | 37 | 70% |
| FACULTY (AAUP) | 726 | 422 | 58% |
| RESEARCH STAFF | 24 | 12 | 50% |
| POWER PLANT (MSEA) | 17 | 6 | 35% |
| COACHES | 44 | 14 | 32% |
| BARGAINING POLICE (POA) | 20 | 6 | 30% |
| FACILITIES (AFSCME) | 224 | 67 | 30% |
| GRADUATE ASSISTANTS (TAU) | 454 | 111 | 24% |
| PART-TIME INSTRUCTORS (PIO) | 327 | 77 | 24% |
| DINING SERVICES (AFSCME) | 60 | 14 | 23% |
| AVIATION ASSOCIATES | 6 | 1 | 17% |

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# Survey Definitions

Throughout the survey, several different terms are consistently referenced. Below are the definitions that appeared on each page of the Western Michigan University Survey to clarify these terms:

*Definitions:*

***Institution*** *refers to the entire University.*

***Department*** *refers to your most immediate workgroup or team.*

***Senior Leadership*** *refers to the most senior members of the University (e.g., the President and those who report directly to him).*

***Supervisor/Department Chair*** *refers to the individual to whom you directly report.*

# Spreadsheets

The ModernThink Higher Education Insight Survey© comprises 63 core statements, plus an additional 5 Faculty Experience statements for faculty and adjunct faculty only. Staff/faculty are asked to respond to each statement using a five-point rating scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a *Not Applicable* response option.

As you analyze your spreadsheet data, note that there is some variation by theme/dimension in what makes a "good" score. For example, most schools tend to score lower on Performance Management. Despite that caveat, the following guidelines should help you interpret your scores:

|  |  |  |
| --- | --- | --- |
| **Positive Responses** |  | **Negative Responses** |
| *Strongly Agree, Agree***Guideline Score** | **Description** | *Disagree, Strongly Disagree***Guideline Score** |
| 75% + | Excellent to Very Good | < 10% |
| 65-74% | Good | 10-14% |
| 55-64% | Fair to Mediocre | 15-19% |
| 45-54% | Warrants Attention | 20-29% |
| < 45% | Acute | 30% + |

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We have provided you with data by Faculty Roll Up and by Staff Roll Up. Based on the pre-loaded job categories we grouped Faculty together and Staff together as follows:

## STAFF

* Aviation Associates
* Bargaining Police
* Clerical/Tech (Staff Compensation System, Nonexempt/Hourly)
* Coaches
* Contract/Professionals
* Dining Services
* Exec/Sr Adm Officer
* Facilities
* Power Plant
* Professional/Adm (Staff Compensation System, Exempt/Salaried)
* Research Staff

## FACULTY

* Chairs
* Faculty
* Graduate Assistants
* Part-time Instructors

**Top 10 / Bottom 10**

These reports provide a snapshot of your institution’s strengths and weaknesses. Results in the first column reflect your school's average percent positive for each survey statement, that is, the percentage of your employees who responded with "*Strongly Agree*" or "*Agree*." The second column of data on the spreadsheet reflects the percentage of negative responses, that is, the percentage of your faculty/staff who responded with a "*Disagree"* or "*Strongly Disagree*." The top 10 statements from your survey ranked with the highest percent positive responses, while the bottom 10 statements are ranked by highest percent negative responses. We have provided these by Faculty Roll Up and by Staff Roll Up. The institution’s overall score is provided for comparison purposes.

|  |  |  |  |
| --- | --- | --- | --- |
| **ModernThink****2022 WMYou Employee Engagement Survey Western Michigan University****Top 10 - Faculty** | **Faculty Roll-Up** |  | **Overall** |
| **Positive Response** | **Negative Response** | **Positive Response** | **Negative Response** |
|  | Total number of survey respondents | 647 | 647 |  | 1567 | 1567 |
| 24 | The work I do is meaningful to me. |  | 85 | 3 |  | 80 | 5 |
| 2 | I am given the responsibility and freedom to do my job. | 76 | 8 | 76 | 7 |
| 1 | My job makes good use of my skills and abilities. | 70 | 9 | 69 | 9 |
| 15 | My supervisor/department chair/director shows genuine interest in my well-being. | 70 | 15 | 73 | 12 |
| 3 | My supervisor/department chair/director makes their expectations clear. | 69 | 14 | 69 | 13 |
| 47 | My supervisor/department chair/director supports my efforts to balance my work and personal life. | 68 | 14 | 72 | 11 |
| 29 | In my department, we welcome diversity in all of its forms. | 68 | 15 | 74 | 11 |
| 5 | I understand how my job contributes to this University's mission. | 67 | 13 | 74 | 9 |
| 19 | My supervisor/department chair/director is consistent and fair. | 66 | 15 | 66 | 13 |
| 10 | I understand the necessary requirements to advance my career. | 64 | 16 | 55 | 22 |

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Unless specifically noted, the numbers represent the percentage of positive responses. To protect the anonymity of your employees we do not report data for categories with fewer than 5 respondents.

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|  |  |  |  |
| --- | --- | --- | --- |
| **ModernThink****2022 WMYou Employee Engagement Survey Western Michigan University****Bottom 10 - Faculty** | **Faculty****Roll-Up** |  | **Overall** |
| **Positive Response** | **Negative Response** | **Positive Response** | **Negative Response** |
|  | Total number of survey respondents | 647 | 647 |  | 1567 | 1567 |
| 53 | There's a sense that we're all on the same team at this University. |  | 15 | 66 |  | 14 | 62 |
| 27 | Senior leadership provides a clear direction for this University's future. | 14 | 65 | 15 | 58 |
| 63 | Senior Leadership is genuinely interested in improving the work environment for its employees. | 18 | 61 | 19 | 54 |
| 41 | Senior leadership communicates openly about important matters. | 19 | 61 | 19 | 53 |
| 52 | This University is well run. | 14 | 60 | 15 | 54 |
| 37 | Senior leadership shows genuine interest in the well-being of faculty, administrators and staff. | 17 | 60 | 19 | 52 |
| 54 | This University's culture is special - something you don't find just anywhere. | 18 | 57 | 21 | 50 |
| 62 | Senior leadership is receptive to new ideas. | 19 | 54 | 21 | 46 |
| 45 | I believe what I am told by senior leadership. | 21 | 53 | 24 | 44 |
| 11 | I am paid fairly for my work. | 32 | 51 | 27 | 53 |

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|  |  |  |  |
| --- | --- | --- | --- |
| **ModernThink****2022 WMYou Employee Engagement Survey Western Michigan University****Top 10 - Staff** | **Staff Roll-****Up** |  | **Overall** |
| **Positive Response** | **Negative Response** | **Positive Response** | **Negative Response** |
|  | Total number of survey respondents | 920 | 920 |  | 1567 | 1567 |
| 5 | I understand how my job contributes to this University's mission. |  | 79 | 6 |  | 74 | 9 |
| 29 | In my department, we welcome diversity in all of its forms. | 78 | 8 | 74 | 11 |
| 24 | The work I do is meaningful to me. | 77 | 6 | 80 | 5 |
| 2 | I am given the responsibility and freedom to do my job. | 76 | 7 | 76 | 7 |
| 47 | My supervisor/department chair/director supports my efforts to balance my work and personal life. | 75 | 9 | 72 | 11 |
| 15 | My supervisor/department chair/director shows genuine interest in my well-being. | 74 | 9 | 73 | 12 |
| 3 | My supervisor/department chair/director makes their expectations clear. | 70 | 11 | 69 | 13 |
| 25 | Overall, my department is a good place to work. | 68 | 7 | 66 | 10 |
| 1 | My job makes good use of my skills and abilities. | 67 | 9 | 69 | 9 |
| 60 | I feel a sense of belonging in my department. | 67 | 11 | 63 | 14 |

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|  |  |  |  |
| --- | --- | --- | --- |
| **ModernThink****2022 WMYou Employee Engagement Survey Western Michigan University****Bottom 10 - Staff** | **Staff Roll- Up** |  | **Overall** |
| **Positive Response** | **Negative Response** | **Positive Response** | **Negative Response** |
|  | Total number of survey respondents | 920 | 920 |  | 1567 | 1567 |
| 53 | There's a sense that we're all on the same team at this University. |  | 13 | 59 |  | 14 | 62 |
| 11 | I am paid fairly for my work. | 24 | 55 | 27 | 53 |
| 27 | Senior leadership provides a clear direction for this University's future. | 16 | 54 | 15 | 58 |
| 52 | This University is well run. | 16 | 50 | 15 | 54 |
| 35 | Our recognition and awards programs are meaningful to me. | 23 | 50 | 25 | 47 |
| 63 | Senior Leadership is genuinely interested in improving the work environment for its employees. | 20 | 49 | 19 | 54 |
| 41 | Senior leadership communicates openly about important matters. | 18 | 48 | 19 | 53 |
| 16 | Promotions in my department are based on a person's performance. | 30 | 48 | 38 | 37 |
| 37 | Senior leadership shows genuine interest in the well-being of faculty, administrators and staff. | 20 | 47 | 19 | 52 |
| 54 | This University's culture is special - something you don't find just anywhere. | 23 | 45 | 21 | 50 |

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