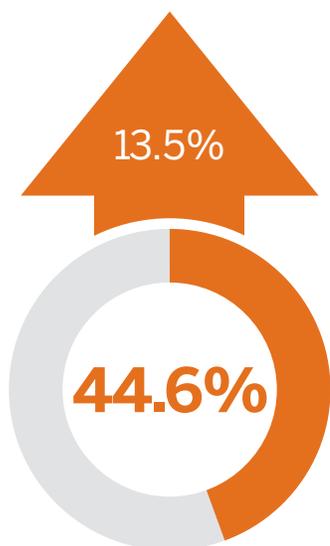


THE RESPONSE RATE

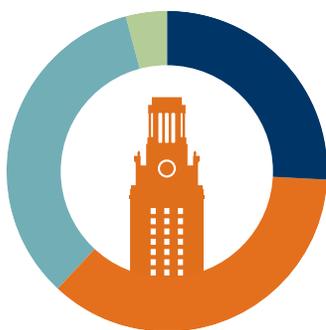


The response rate to the survey is the university's first indication of the level of employee engagement.

Of the 12,232 employees invited to take the survey, 5,450 responded for a response rate of 44.6%, an increase of 13.5% from the previous administration in 2014.

As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems. At 44.6%, the university's response rate is considered average. Average rates suggest possible issues of trust within the organization, and employees may be reluctant to engage in improvement efforts until leadership demonstrates a clear commitment to change.

RESPONDENT YEARS OF SERVICE WITH UT AUSTIN



26% **NEW HIRES (0-2 years)**

36% **EXPERIENCED (3-10 years)**

34% **VERY EXPERIENCED (11+ years)**

4% **DID NOT ANSWER**



13% **CAN RETIRE**



8% **INTEND TO LEAVE**

THE OVERALL SCORE



0

500

The overall score is a broad indicator for comparison purposes with other entities. Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce.

Benchmarks

Past UT Austin Scores = 372 (2012), 371 (2014)

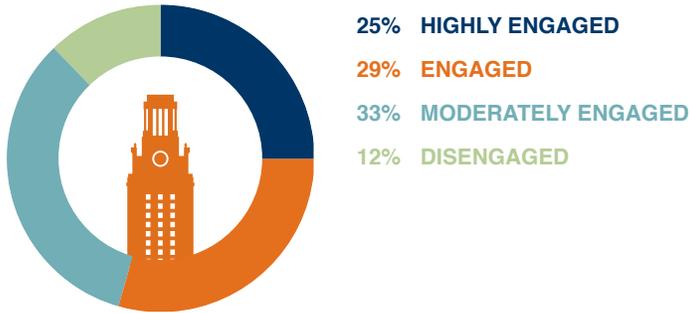
Higher Education = 381

State Agencies = 380

Similar Size = 354

LEVELS OF EMPLOYEE ENGAGEMENT

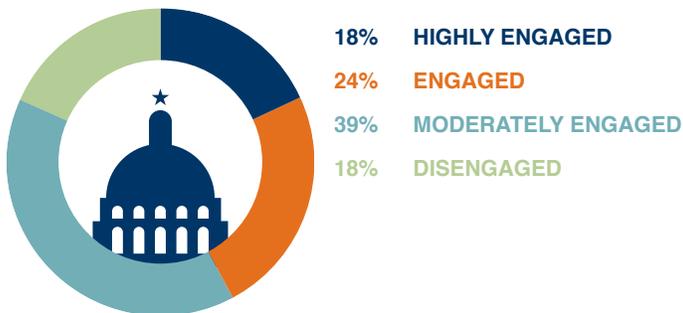
UNIVERSITY OF TEXAS AT AUSTIN



Twelve items crossing several survey constructs have been selected to assess the level of engagement among individual employees. For the university, 25% of employees are *Highly Engaged*, 29% are *Engaged*, 33% are *Moderately Engaged*, and 12% are *Disengaged*.

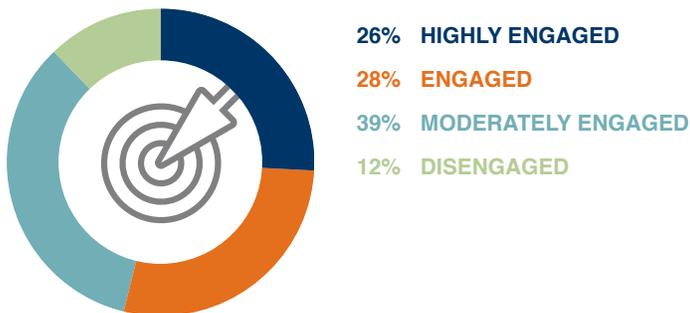
Highly Engaged employees are willing to go above and beyond in their employment. *Engaged* employees are more present in the workplace and show an effort to help out. *Moderately Engaged* employees are physically present, but put minimal effort towards accomplishing the job. *Disengaged* employees are disinterested in their jobs and may be actively working against their coworkers.

STATE AGENCIES

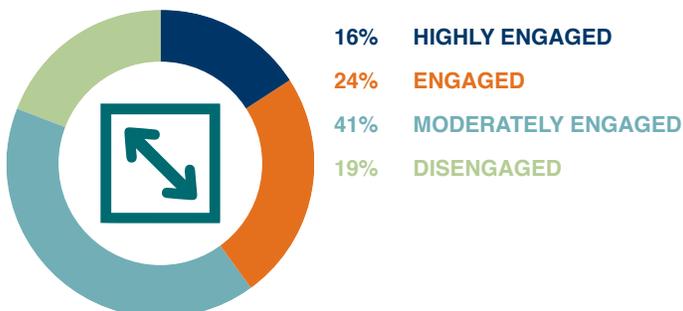


For comparison purposes, according to nationwide polling data, about 30% of employees are *Highly Engaged* or *Engaged*, 50% are *Moderately Engaged*, and 20% are *Disengaged*.

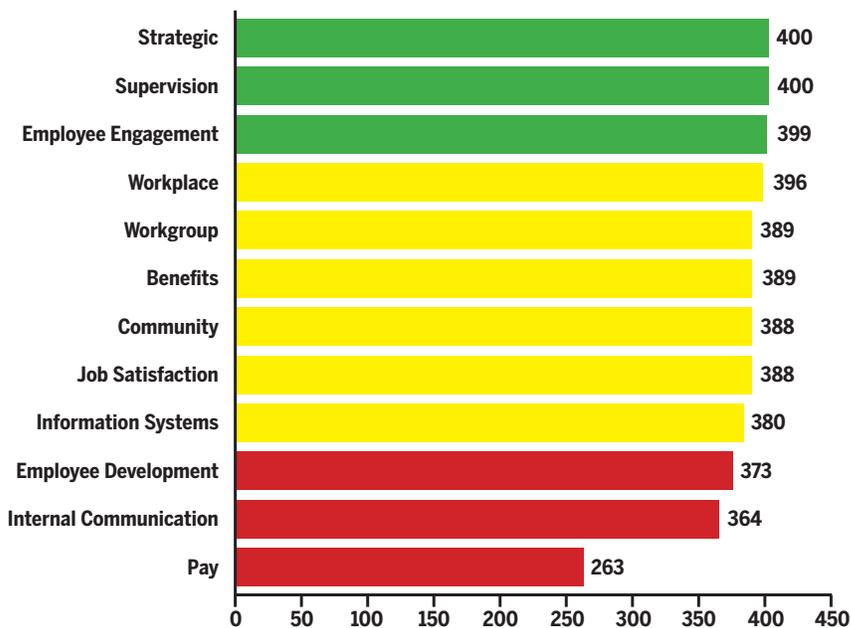
HIGHER EDUCATION



SIMILAR SIZE



CONSTRUCTS



Similar items are grouped together to form 12 construct measures. These constructs capture the concepts most utilized by leadership and drive organizational performance and engagement.

Constructs have been coded to highlight the organization's areas of strength and concern. The three highest are green, the three lowest are red, and all others are yellow. Scores typically range from 300 to 400, and 350 is a tipping point between positive and negative perceptions.

In comparing constructs from the 2014 survey, the university experienced slightly improved scores in most areas. Only the 2017 employee development and benefits scores were slightly lower (6 points or less) than our previous survey.

NEXT STEPS

Below is the suggested timeline for our data analysis, communication of results, and initiation of change efforts for improvement. Most of these activities are recommended for the colleges, schools, or units (CSUs) using their CSU specific results.

July 2017–Review Survey Data

Review the data and summaries with the executive staff, and develop a plan for circulating the data to all employees. Results were shared with CSU representatives in late June and they have their survey reports. Several types of benchmark scores provide relevant external comparison, and breakdown categories can be used to make internal comparisons.

August 2017–Share with All Employees

Share results by creating reports newsletters, or PowerPoint presentations providing data along with illustrations pertinent to the organization. Have employees participate in small work unit groups to review reports as they are distributed.

September 2017–Engage Employees in Change

Designate the Change Team composed of a diagonal slice across the organization that will guide the effort. Review the organization's strengths and brainstorm on how to best address weaknesses. Provide employees with comment cards to express their ideas.

November 2017–Move Forward with Change

Have the Change Team compile the priority change topics and action points, and present them to the executive staff. Discuss the administrative protocols for implementing the changes. Determine the plan of action, set a reasonable timeline, and keep employees informed of changes.

January 2018–Sharpen the Focus

Further data breakdowns and custom reports are available from the Institute for Organizational Excellence. They also offer leadership assessments, employee pulse and exit surveys, and customer satisfaction surveys. Consultation time for presentations and focus groups is available as well. Contact www.surveyutexas.edu

March 2019–Resurvey

Administer the Survey of Employee Engagement again to document the effectiveness of our change efforts.