

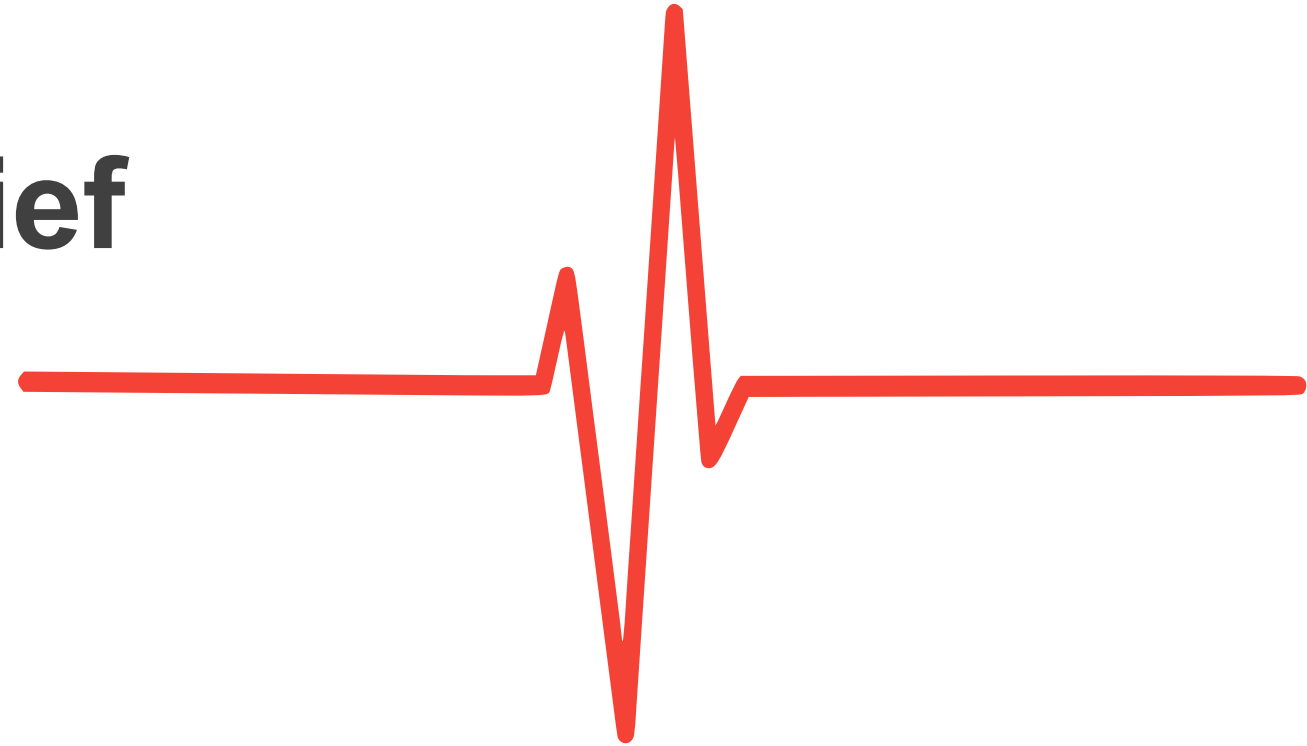


Pulse Survey Debrief

Results from April 2024

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UMSL HR



The Survey

Purpose

- Frequent, regular check-ins
- Learn views and track progress on areas of focus

Frequency

Every 6 months

- January 2022 - Baseline
- October 2022
- April 2023
- October 2023
- April 2024 – Most recent

Respondents

- All benefit-eligible staff are invited
- 284 responses
- 35.7% response rate

Items

- 14 Likert scale items
- 1 organizational ambassador item
- 1 retention item

Reporting Method

Traditional Method



Response Distribution
2
2
2
2
2

Pulse Survey Method



Unfavorable

Favorable

Average Score = 3

Percent favorable = 40%

$$1(2) + 2(2) + 3(2) + 4(2) + 5(2) / 10 = 3$$

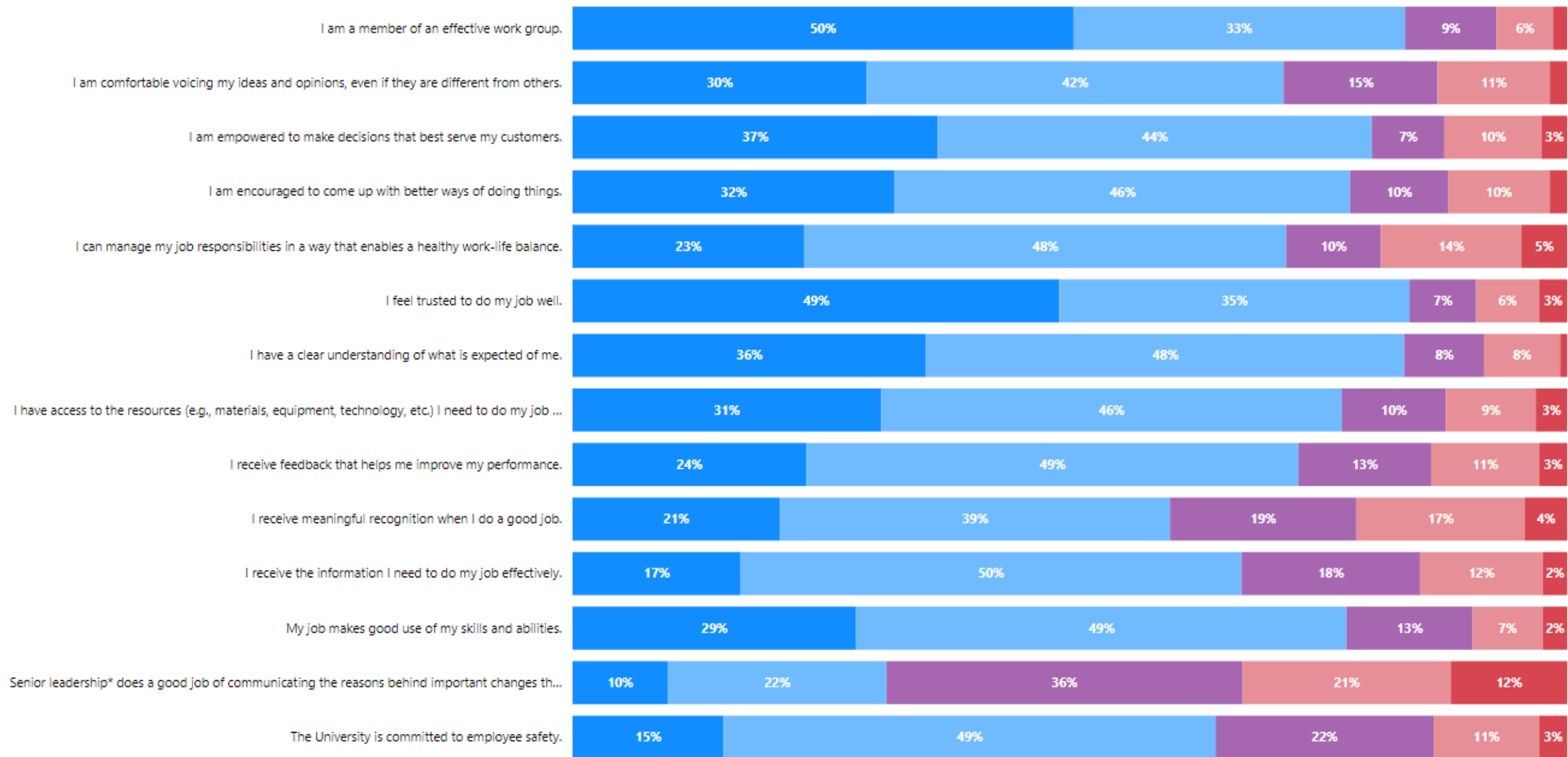
Percent unfavorable = 40%



The Most Recent Data April 2024

Likert Scale Item Overview

	April 2024		
	Favorable	Neutral	Unfavorable
I feel trusted to do my job well.	84.20%	6.70%	9.20%
I am a member of an effective work group.	83.70%	9.20%	7.10%
I have a clear understanding of what is expected of me.	83.60%	8.00%	8.40%
I am empowered to make decisions that best serve my customers.	80.40%	7.30%	12.40%
I am encouraged to come up with better ways of doing things.	78.20%	9.90%	12.00%
My job makes good use of my skills and abilities.	77.80%	12.70%	9.50%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	77.40%	10.40%	12.20%
I receive feedback that helps me improve my performance.	73.00%	13.30%	13.70%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	71.70%	9.50%	18.70%
I am comfortable voicing my ideas and opinions, even if they are different from others.	71.50%	15.50%	13.00%
I receive the information I need to do my job effectively.	67.30%	18.00%	14.80%
The University is committed to employee safety.	64.70%	21.90%	13.40%
I receive meaningful recognition when I do a good job.	60.10%	18.70%	21.20%
Senior leadership* does a good job of communicating the reasons behind important changes that are made. ...*"Senior leadership" refers to the President/Chancellors, Provosts, Vice Presidents/Chancellors, Deans, or the equivalent	31.60%	35.80%	32.60%



Ambassador Item

**HOW LIKELY IS IT THAT
YOU WOULD
RECOMMEND WORKING
AT THIS ORGANIZATION
TO A FRIEND OR
COLLEAGUE...**

Extremely or Very Likely



43.2%

Retention Item

I INTEND TO KEEP WORKING FOR THE UNIVERSITY FOR...



Unit-Specific Data

- Access and Academic Support
 - Student Enrichment
- Advancement
 - Development
- Athletics
- CAS
 - Academic Advising
 - CAC
 - CBH
- COBA
 - Academic Advisors
 - Graduate Related Activities
- College of Education
 - Advising & Professional Exp
- College of Nursing
- College of Optometry
- Enrollment Management
 - Admissions
 - Registration & Degree Audit
- Facilities
 - Maintenance Operations
- ITS
 - Academic IT
 - Infrastructure Services
 - ITS Operations
- Libraries
- Research
 - MIMH
- STLPR
- UMSL Global
 - Office of International Students & Programs
- Vice Provost of Student Affairs
 - Health, Counseling, DAS



The Change in Data

Baseline → October 2023 → April 2024

Change by Item	Net Change	
Item	From Baseline	From Oct. '23
The University is committed to employee safety.	33.40%	-1.20%
I can manage my job responsibilities in a way that enables a healthy work-life balance.	17.30%	-2.00%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.	13.60%	2.30%
I am comfortable voicing my ideas and opinions, even if they are different from others.	10.20%	2.70%
My job makes good use of my skills and abilities.	9.80%	-4.80%
I am encouraged to come up with better ways of doing things.	9.10%	1.90%
I am a member of an effective work group.	8.60%	1.20%
I receive the information I need to do my job effectively.	7.10%	2.30%
I receive meaningful recognition when I do a good job.	6.40%	-5.30%
I receive feedback that helps me improve my performance.	5.00%	-3.10%
I am empowered to make decisions that best serve my customers.	0.50%	-0.90%
I feel trusted to do my job well.	-2.10%	-0.50%
Senior leadership* does a good job of communicating the reasons behind important changes that are made. ...*"Senior leadership" refers to the President/Chancellors, Provosts, Vice Presidents/Chancellors, Deans, or the equivalent	-2.10%	-6.60%
I have a clear understanding of what is expected of me.	-2.20%	-1.50%

Change: Ambassador

**HOW LIKELY IS IT THAT YOU
WOULD RECOMMEND
WORKING AT THIS
ORGANIZATION TO A
FRIEND OR COLLEAGUE...**

Extremely or Very Likely

From Baseline

+15.2%

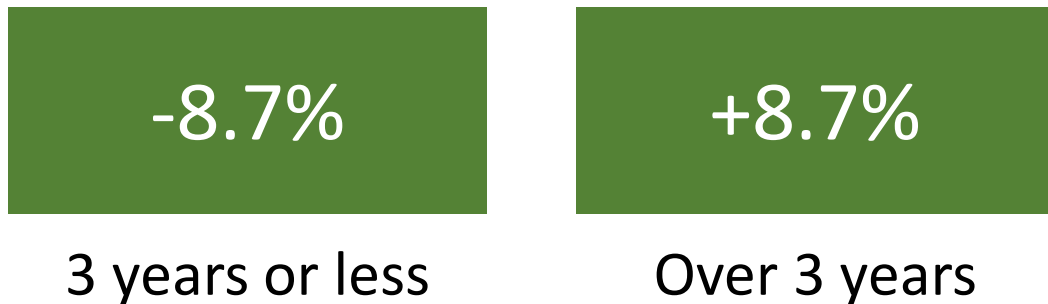
From October

+1.7%

Change: Retention

I INTEND TO KEEP WORKING FOR THE UNIVERSITY FOR...

Change From Baseline



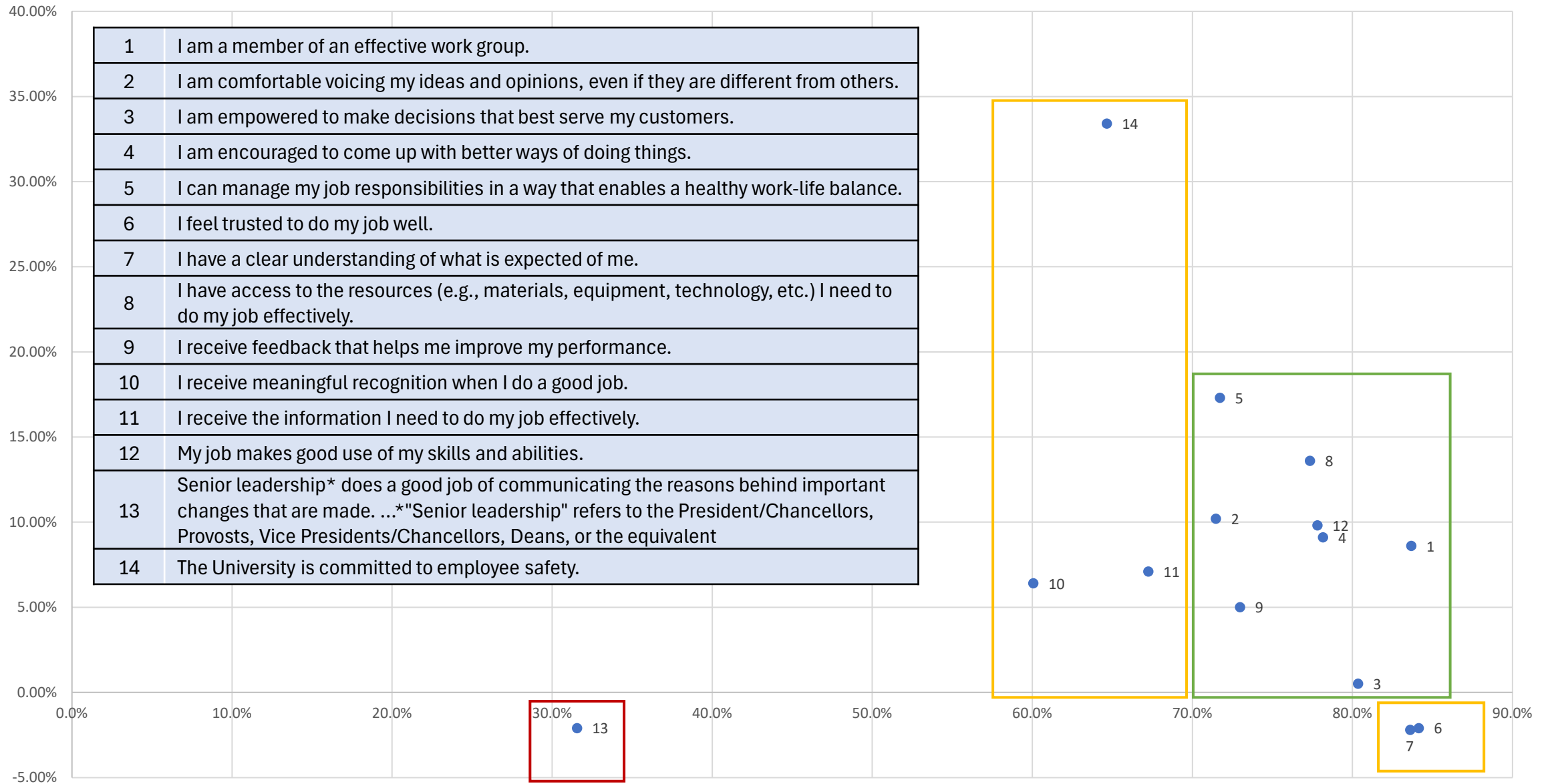
Change From October



Implications

What's going well &
Where we can improve

Net Change From Baseline



Percent Favorable Response



Discussion