

# WakeListens

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**ModernThink**



WAKE FOREST  
UNIVERSITY

# Survey Overview

## Survey Instrument

- 60 core belief statements
- 5 additional statements
- 18 benefit satisfaction questions
- 2 open-ended questions
- 17 demographic questions

## Methodology

- Online survey administered March 25 – April 12, 2019

## Response Rates

- 2019 Overall response rate: 1,679/3,070 – 55%

## Benchmark

- 2019 Honor Roll, 3,000-9,999
- 2019 Carnegie, Associates

60	Survey statements on a 5-point agreement scale
Additional statements on a 5-point agreement scale	5
18	Benefit Satisfaction Questions on a 5-point satisfaction scale
Open-ended Questions	2
17	Demographic Questions

# Survey Dimensions

Job Satisfaction/Support	Policies, Resources & Efficiency	Faculty, Administration & Staff Relations
Teaching Environment	Shared Governance	Communication
Professional Development	Pride	Collaboration
Compensation, Benefits & Work/Life Balance	Supervisors/Department Chairs	Fairness
Facilities	Senior Leadership	Respect & Appreciation

# Response Rates

Pre-Loaded Job Category	Total	Responded	% Responded
All Employees	3070	1679	55%
Administration	513	385	75%
Exempt Professional Staff	580	426	73%
Faculty	708	406	57%
Non-Exempt Staff	1076	444	41%
Adjunct Faculty	193	18	9%

# Top Ten Statements

Survey Statement		2019 Wake Forest Overall % Positive	2019 Wake Forest Overall % Negative	2019 Honor Roll % Positive	2019 Carnegie Assoc. % Positive
5	I understand how my job contributes to this institution's mission.	87	3	93	90
24	I have a good relationship with my supervisor/department chair.	86	5	88	85
2	I am given the responsibility and freedom to do my job.	82	4	86	83
47	My supervisor/department chair supports my efforts to balance my work and personal life.	81	7	87	82
25	Overall, my department is a good place to work.	80	6	87	81

Statements are sorted by highest **positive** response.

# Top Ten Statements

Survey Statement		2019 Wake Forest Overall % Positive	2019 Wake Forest Overall % Negative	2019 Honor Roll % Positive	2019 Carnegie Assoc. % Positive
15	My supervisor/department chair regularly models Wake Forest's values.	79	6	83	78
36	I am proud to be part of Wake Forest.	78	4	86	81
29	Wake Forest takes reasonable steps to provide a safe and secure environment for the campus.	78	8	88	83
1	My job makes good use of my skills and abilities.	77	5	85	80
60	All things considered, this is a great place to work.	77	6	85	76

Statements are sorted by highest **positive** response.

# Of Note...

Survey Statement		2019 Wake Forest Overall % Positive	2019 Wake Forest Overall % Negative	2019 Honor Roll % Positive	2019 Carnegie Assoc. % Positive
31	The facilities (e.g., classrooms, offices, laboratories) adequately meet my needs.	69	14	74	64
6	I am given the opportunity to develop my skills at Wake Forest.	71	9	81	75
53	Wake Forest's policies and practices give me the flexibility to manage my work and personal life.	74	8	82	76
45	At Wake Forest, people are supportive of their colleagues regardless of their heritage or background.	67	9	87	79
64	When at work, I really feel like I belong.	66	10	-	-

# Bottom Ten Statements

Survey Statement		2019 Wake Forest Overall % Positive	2019 Wake Forest Overall % Negative	2019 Honor Roll % Positive	2019 Carnegie Assoc. % Positive
11	I am paid fairly for my work.	47	30	62	51
28	My school/department has adequate faculty/staff to achieve our goals.	47	27	54	43
35	Our recognition and awards programs are meaningful to me.	44	24	62	52
17	Our review process accurately measures my job performance.	50	22	67	59
58	There's a sense that we're all on the same team at Wake Forest.	46	21	69	55

Statements are sorted by highest **negative** response.



# Bottom Ten Statements

Survey Statement		2019 Wake Forest Overall % Positive	2019 Wake Forest Overall % Negative	2019 Honor Roll % Positive	2019 Carnegie Assoc. % Positive
22	Changes that affect me are discussed prior to being implemented.	47	21	59	52
16	Promotions in my school/department are based on a person's ability.	49	21	67	57
18	Issues of low performance are addressed in my school/department.	50	21	59	52
55	There is regular and open communication among faculty, administration and staff.	46	20	67	56
41	Senior leadership communicates openly about important matters.	47	20	67	58

Statements are sorted by highest **negative** response.

# Of Note...

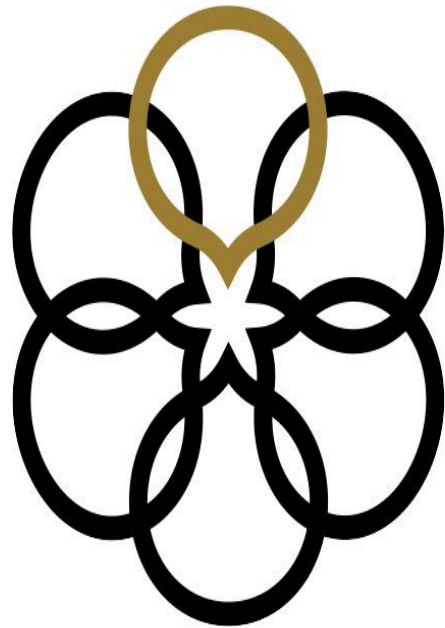
Survey Statement		2019 Wake Forest Overall % Positive	2019 Wake Forest Overall % Negative	2019 Honor Roll % Positive	2019 Carnegie Assoc. % Positive
9	I am regularly recognized for my contributions.	56	19	67	59
21	In my school/department, we communicate openly about issues that impact each other's work.	60	14	73	66
26	I can count on people to cooperate across schools/departments.	59	10	69	62
50	Wake Forest places sufficient emphasis on having diverse faculty, administration and staff.	57	20	77	73
38	The role of faculty in shared governance is clearly stated and publicized.	53	18	70	64

# Next Steps...

## **Phase 1: Results Sharing...through October 31<sup>st</sup>**

- Individual meetings with Cabinet and Deans
- Departmental conversations

## **Phase II: Action Planning...November and December**



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