2020 EID SURVEY RESULTS
Facilities Planning & Management (FP&M) Summary

BACKGROUND

Employee engagement, inclusion and diversity (EID) are important components of the Vice Chancellor for Finance and Administration Strategic Plan. Specifically, two key areas of focus are:

Be a Best Place to Work

- Develop a culture that positions employees to excel in their current position and achieve career aspirations while delivering the core missions of the institution.
- Expand competitiveness in the marketplace to build and retain a highly competent and diverse workforce.

Improve Campus Life

- Engage with key campus partners (students, faculty, & staff) to deliver UW-Madison's expectations for a diverse, inclusive, safe, and respectful campus to enable students and all members of the university community to achieve their full potential in learning, working and living.

The Vice Chancellor for Finance and Administration (VCFA) EID Initiative was designed to help VCFA divisions achieve these strategic goals, as well as contribute to the campus strategic priorities of recruiting and retaining the best faculty and staff and enhancing diversity to ensure excellence in education and research.

The components of the Finance and Administration EID Initiative reflect contemporary and complementary talent management practices designed to enable UW-Madison to continue to attract, develop and retain talent.

DEFINITIONS

Engagement: The feeling of being fully involved in and enthusiastic about work. Engaged employees have a heightened connection to their work, the organization and its mission, and their co-workers. Engaged employees find personal meaning in their work and are more likely to go above the minimum and expend "discretionary effort."

Inclusion: A sense of belonging; feeling respected, valued, and seen for who you are and valued as a contributing member of the team, work group, or organization. An inclusive culture is one in which barriers to contribution and negative biases are eliminated, and people are respected and able to give their personal best.

Diversity: Recruiting a diverse workforce means that managers and supervisors must be actively involved in recruiting, assessing, hiring, and onboarding, to ensure that the university recruits diverse applicant pools and can therefore improve diversity through hiring, engagement, and retention.

EID SURVEY BACKGROUND

The EID survey is one assessment tool that the VCFA uses to collect feedback from employees about their work experience and workplace environment. Survey results assist divisions in making decisions that can improve the employee work experience and equity, diversity and inclusion in the workplace.

In 2012, the first EID survey was conducted to collect data from all VCFA employees. The survey was administered, summarized and reported on by an outside contractor. The survey was re-administered in 2014, 2016 and 2018 by the Office of Human Resources in partnership with the University of Wisconsin Survey Center (UWSC). Each time, minor modifications to the questions were made while retaining key questions in order to enable divisions to track responses over time.

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The 2020 survey consists of 50 questions and was administered through Qualtrics. The survey included questions about workplace environment, work unit, tools and opportunities, relationship with supervisors, hostile and intimidating behavior, and overall concerns and satisfaction. The majority of survey questions asked participants to assess their experience by responding to questions on a scale of 1 ("strongly disagree") to 5 ("strongly agree") or on a scale of frequency (never to extremely often). In addition, the survey includes a question ranking factors that impact satisfaction and one open-ended question for narrative information.

Divisions will be provided access to the survey data dashboard which provides data visualizations of the information collected from the survey. Divisional directors will also receive a separate report that includes responses collected from the one open-ended question on the survey. This summary will provide an overview of your divisional data and several screenshots taken from the data dashboard.

Survey definitions:

- **"Work unit"** is the group of employees in your division who do similar work tasks. Usually, a work unit has a supervisor or manager
- **"Coworkers"** are the people in your work unit you work with most (not including your immediate supervisor).
- **"Immediate supervisor"** is the person you report to directly.
- **"Hostile and intimidating behavior" or "HIB"** is described as behavior that:
    - A reasonable person would feel is hostile or intimidating,
    - Does further the university's academic or operational interests, and
    - Is so severe and/or frequent that it negatively impacts a person's ability to work.

    HIB can include abusive language, intimidating physical contact or gestures, obvious exclusion or isolation of a person, sabotage (intentional destruction) of a person's work, or abuse of authority.

Data summary definitions:

- **Mean**: Average score (5-point scale) of all respondents for each question or category/index (grouping of questions).
- **Favorability**: Percentage of respondents who scored favorable for each question or category/index (grouping of questions). A favorable score is defined as agree or strongly agree for most questions. The favorability scale is reversed for negatively framed questions (i.e. HIB).

FP&M PARTICIPATION SUMMARY

	FP&M	VCFA Overall
Participation Rate	63%	67%

FP&M ALL SCORES
By category/index

Name	Mean	Favorability	VCFA Overall Mean	VCFA Overall Favorability
Overall Average/Score	3.71	68%	3.82	72%

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Engagement Index	3.70	67%	3.86	74%
Satisfaction Index	3.88	75%	3.99	79%
Best Places to Work	3.82	73%	3.93	78%
My Supervisor	3.72	67%	3.86	72%
My Work Unit	3.88	74%	3.97	78%
Workplace Environment	3.71	70%	3.82	74%
Diversity and Inclusion Index	3.78	71%	3.89	76%
Hostile and Intimidating Behavior	3.33	59%	3.40	62%
Tools and Opportunities	3.58	62%	3.70	67%

HEAT MAP

The heat map provides a snapshot of the categories in which the Offices of the VCFA scored the highest and lowest. The visualization includes a comparison to overall VCFA results.

	Overall	FP&M
Responses	1,534	786
> Workplace environment	74%	70%
> Work unit	78%	74%
> Tools and opportunities	67%	62%
> My supervisor	72%	67%
> Hostile and intimidating behavior	62%	59%
> Overall satisfaction	80%	75%
> Engagement Index	72%	67%
> Diversity and inclusion index	76%	71%
> Satisfaction index	79%	75%

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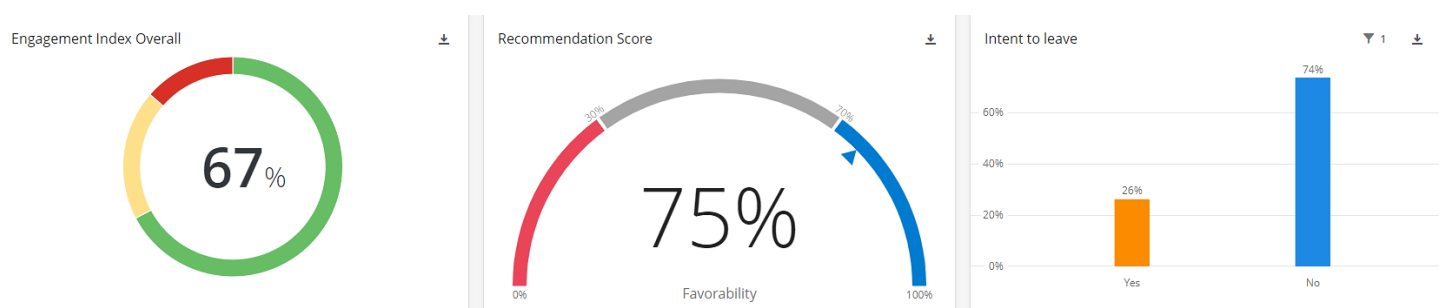## Facilities Planning & Management (FP&M) Summary

HIGH AND LOW

The screenshots below provide a visualization of the top 5 scoring questions and low 5 scoring questions within the Offices of the VCFA with comparisons to the overall VCFA favorability score in each question and the overall 2018 score for questions that were maintained from 2018.

Question	Mean	Distribution	Overall	2018 Overall
Think about your workplace in the last 2 years: How often do you feel safe ?	4.10	84% 13%	87%	-
I know what people expect from me in my job.	3.99	83% 12% 5%	84%	87%
I feel that my work is meaningful.	4.09	83% 13% 5%	84%	84%
I am proud to work for UW–Madison.	4.10	81% 14% 5%	84%	-
My work unit successfully accomplishes its mission.	3.98	81% 13% 7%	85%	83%
Overall, I am satisfied with the managers above my immediate supervisor.	3.40	54% 24% 22%	62%	59%
Think about your workplace in the last 2 years: How often do you feel excluded ?	2.49	53% 30% 17%	54%	-
I receive career opportunities that fit my career goals.	3.33	47% 34% 18%	54%	-
I think leaders above my immediate supervisor will act on the results of this survey.	3.17	42% 33% 24%	51%	-
I am satisfied with my compensation (pay and benefits).	2.85	35% 25% 40%	44%	34%

ENGAGEMENT INDEX

The Engagement Index is made up of 16 questions based on a factor analysis of the 2005 Merit Principles Survey (developed by the U.S. Merit Systems Protection Board (MSPB)). The analysis identified the following themes as critical components of employee engagement: pride in workplace, satisfaction with leadership, opportunity to perform well at work, satisfaction with recognition, opportunity for personal/professional growth, and a positive work environment.

Engagement Index Overall: **67%**

Recommendation Score: **75%** Favorability

Intent to leave: Yes 26%, No 74%

Question	Mean	Favorability	VCFA Overall Mean	VCFA Overall Favorability
I know what people expect from me in my job	3.99	83%	4.03	84%

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My work unit successfully accomplishes its mission	3.98	81%	4.06	85%
My work unit produces high-quality products and services.	4.02	79%	4.11	83%
My work unit treats me with respect.	3.88	76%	3.99	80%
Overall, I am satisfied with my immediate supervisor.	3.94	75%	4.04	79%
I have the resources I need to do my job well.	3.75	73%	3.83	75%
My job gives me good opportunities to use my personal skills and abilities.	3.81	73%	3.93	78%
I would recommend my unit as a good place to work.	3.85	71%	3.97	76%
My work unit has a spirit of cooperation and teamwork.	3.76	70%	3.85	74%
My work unit gives me opportunities to improve my skills.	3.69	66%	3.80	72%
My opinion is important to my work unit.	3.67	63%	3.79	69%
I have sufficient opportunities to earn a high performance rating through challenging work assignments.	3.63	63%	3.78	69%
I am satisfied with the recognition I receive for my work.	3.52	59%	3.62	63%
My work unit bases recognition on employee performance.	3.43	55%	3.53	59%
Overall, I am satisfied with the managers above my immediate supervisor.	3.40	54%	3.60	62%
I am satisfied with my compensation (pay and benefits).	2.85	35%	3.06	44%

DIVERSITY & INCLUSION INDEX

The Diversity and Inclusion Index is made up of 15 questions that seek to understand whether employees feel safe, respected and supported at work and their perceptions of inclusion and if their work unit is welcoming to people of different backgrounds.
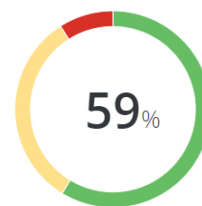
Diversity and Inclusion Index Overall ⬇
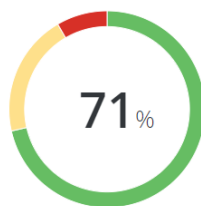
71%

2 or More Races (non-Hispanic)	Asian/Pacific Is/Amer Ind	Black/African Amer	Latinx/Hispanic	Race Not Specified	White
64%	72%	73%	72%	76%	77%

Hostile & Intimidating Behavior Overall ⬇

59%

2 or More Races (non-Hispanic)	Asian/Pacific Is/Amer Ind	Black/African Amer	Latinx/Hispanic	Race Not Specified	White
52%	70%	59%	68%	66%	60%

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Question	Mean	Favorability	VCFA Overall Mean	VCFA Overall Favorability
Think about your workplace in the last 2 years: How often do you feel safe?	4.10	84%	4.24	87%
My immediate supervisor values my work.	4.03	79%	4.13	83%
Think about your workplace in the last 2 years: My work unit is welcoming all people regardless of gender.	3.97	77%	4.12	82%
My immediate supervisor respects me.	3.98	77%	4.10	81%
My work unit treats me with respect.	3.88	76%	3.99	80%
Think about your workplace in the last 2 years: My work unit is welcoming to employees of color.	3.93	74%	4.02	77%
Considering everything, I'm satisfied with my work unit.	3.81	73%	3.91	78%
Think about your workplace in the last 2 years: How often do you feel welcome?	3.85	71%	3.97	78%
I would recommend my unit as a good place to work.	3.85	71%	3.97	76%
Think about your workplace in the last 2 years: My work unit is welcoming all people regardless of sexual orientation.	3.89	70%	4.07	78%
Think about your workplace in the last 2 years: My coworkers welcome people who are different than them.	3.82	70%	3.95	76%
In my work unit, coworkers value and respect each other.	3.79	70%	3.89	74%
Think about your workplace in the last 2 years: How often do you feel like you belong?	3.74	66%	3.80	68%
Think about your workplace in the last 2 years: How often do you feel respected?	3.62	61%	3.75	67%
Think about your workplace in the last 2 years: How often do you feel excluded?	2.49	53%	2.44	54%

HOSTILE & INTIMIDATING BEHAVIOR

There are two questions on the survey to gauge how frequently employees witness and personally experience hostile and intimidating behavior at work.

Question	Mean	Favorability	Overall VCFA Mean	Overall VCFA Favorability

|				
Considering the above definition of HIB. In the last two years, how often have you personally witnessed HIB?	3.28	55%	3.34	58%
Considering the above definition of HIB. In the last two years, how often have you personally experienced HIB?	3.39	62%	3.46	66%

SATISFACTION INDEX

The satisfaction index is made up of five questions that measures an employee's satisfaction with their job, satisfaction with their work unit, and whether or not they would recommend their organization/unit as a good place to work. The Best Places to Work Index is made up of a subset of these questions.
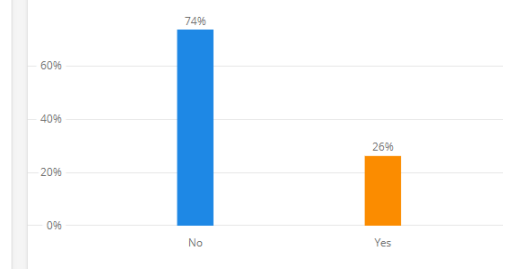

Satisfaction Index Overall — 75%
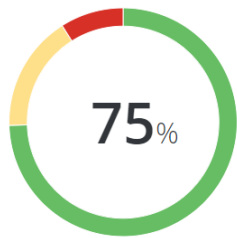
Best Places to Work — 73%
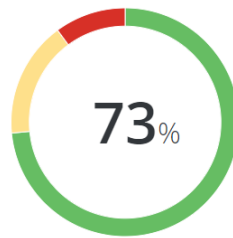
Intent to Leave 751 Responses — No 74%, Yes 26%

Question	Mean	Favorability	VCFA Overall Mean	VCFA Overall Favorability
I am proud to work for UW–Madison.	4.10	81%	4.19	84%
I would recommend UW–Madison as a good place to work.	3.86	75%	4.01	80%
Considering everything, I am satisfied with my work unit.	3.81	73%	3.91	78%
Considering everything, I am satisfied with my job.	3.77	72%	3.88	76%
I would recommend my unit as a good place to work.	3.85	71%	3.97	76%
Best Places to Work				
Considering everything, I am satisfied with my work unit.	3.81	73%	3.91	78%
Considering everything, I am satisfied with my job.	3.77	72%	3.88	76%
I would recommend UW–Madison as a good place to work.	3.86	75%	4.01	80%

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FACTORS IMPACTING SATISFACTION

This is a visualization of Q49 on the survey asking employees to rank the top three things that most impact their satisfaction at work.

Top factors having the greatest effect on satisfaction at work? ⓘ

Factor	Rank 1	Rank 2	Rank 3
Pay and compensation	58%	23%	18%
Meaningful work	38%	36%	25%
Immediate supervisor	37%	34%	29%
Opportunity to work at UW-Madison	32%	40%	28%
Advancement and career opportunities	30%	29%	41%
Workplace environment	28%	35%	37%
Other	28%	19%	53%
Heath and wellbeing	22%	31%	47%
Respect and recognition	19%	51%	30%
Work variety	19%	30%	51%
Learning and development opportunities	13%	34%	53%
Technology and tools	11%	47%	42%

● Rank 1   ● Rank 2   ● Rank 3