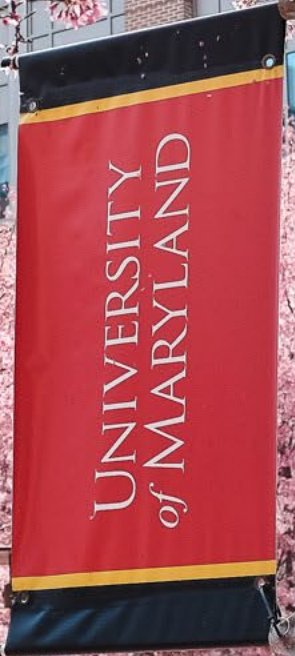


2022 STAFF EXPERIENCE SURVEY RESULTS



UNIVERSITY
of MARYLAND
BALTIMORE



2022 STAFF EXPERIENCE SURVEY // UMB

STAFF EXPERIENCE SURVEY

DIVERSITY | CULTURE | STAFF EXPERIENCE | TRANSPARENCY | POSITIVE CHANGE | BELONGING

SURVEY PERIOD: SEPTEMBER 20 - OCTOBER 7 2022

75%

ARE "SATISFIED" OR
"EXTREMELY SATISFIED"
EMPLOYEES

36%

PARTICIPATION
(1,606 RESPONDENTS
OUT OF 4,490 INVITED)

HIGHEST SCORING RESULTS

- SUPERVISORS SUPPORTIVE OF PERSONAL ISSUES
- STAFF UNDERSTANDS HOW TO USE TOOLS
- STAFF TREATED WITH RESPECT
- STAFF UNDERSTANDS HOW THEIR JOB CONTRIBUTES TO MISSION
- STAFF ENJOYS WORKING WITH COWORKERS

LOWEST SCORING RESULTS

- ADEQUATE STAFFING IN DEPARTMENT
- TOTAL COMPENSATION
- CAREER ADVANCEMENT
- STAFF FEELS THEY HAVE A VOICE
- APPROPRIATE STRESS LEVELS

PURPOSE

FOCUS ON AREAS
OF IMPROVEMENT

ENHANCE STAFF
EXPERIENCE

INTEGRATE CORE
VALUES

74%

SEE SELF AT THE SAME
DEPARTMENT IN 2 YEARS

2022 STAFF EXPERIENCE SURVEY // UMB

STAFF EXPERIENCE SURVEY

DIVERSITY | CULTURE | STAFF EXPERIENCE | TRANSPARENCY | POSITIVE CHANGE | BELONGING

(correlated with Overall Satisfaction)

INFLUENTIAL STRENGTHS

"Keep up the Good Work, But Keep an Eye On"

- DEPARTMENT ALL WELCOMED
- COMMUNITY-EXCELLENCE-PROFESSIONAL
- SUFFICIENT FREEDOM
- TREATED WITH RESPECT
- RECOMMEND WITHOUT FEAR

(correlated with Overall Satisfaction)

PRIMARY OPPORTUNITIES

"Concentrate Efforts On"

- TOTAL COMPENSATION
- APPROPRIATE STRESS LEVEL
- STAFF ISSUE RESOLUTION
- FEELING VALUED
- RECOGNITION OF BETTER METHODS



UNIVERSITY *of* MARYLAND
BALTIMORE

STAFF EXPERIENCE SURVEY // UMB - ALL

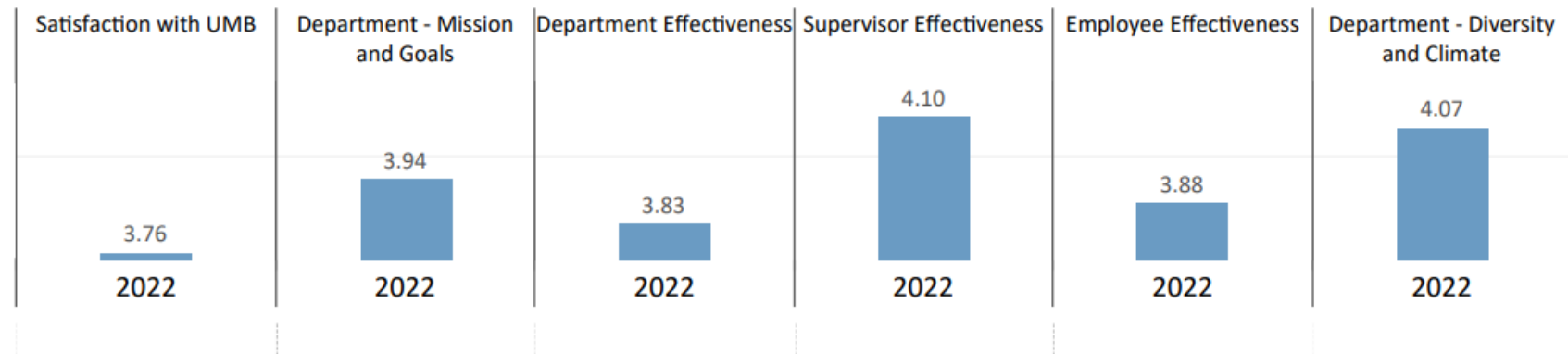
UMB - ALL

SATISFACTION DIMENSIONS

DIMENSION MEANS WITH TREND LINES AND STATISTICAL SIGNIFICANCE

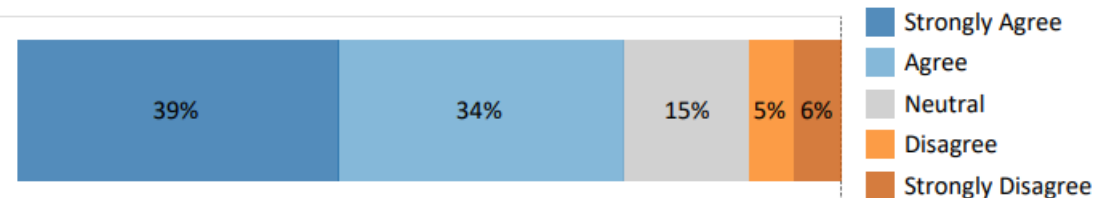
(first year will not show trend lines)

Dimension Mean Score Trending **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**
 ★ Statistically significant change from current year to prior year (p <= .01)



RETENTION ITEM

Retention I can see myself working in the same department in 1-2 year's time.



STAFF EXPERIENCE SURVEY // UMB // MEAN SCORES

Satisfaction Mean Scores

Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

● Mean score greater than that of UMB-All (rounded to two decimal places)

UMB-All
 4,490 Invited (N)
 1,606 Responded (n)
 36% Response Rate

	2022	2022
	3.85	3.85
	3.65	3.65
	3.48	3.48
	3.62	3.62
	3.90	3.90
	4.20	4.20
	4.27	4.27
	3.41	3.41
	3.73	3.73
	3.92	3.92
	3.90	3.90
	3.29	3.29
	4.28	4.28
	4.37	4.37
	3.83	3.83
	3.68	3.68
	3.65	3.65
	3.77	3.77
	2.92	2.92
	3.87	3.87
	3.96	3.96
	3.86	3.86
	3.88	3.88
	4.20	4.20
	4.00	4.00
	4.14	4.14
	3.86	3.86
	4.04	4.04
	3.66	3.66
	3.58	3.58

SATISFACTION DIMENSIONS

Satisfaction with UMB	1 Overall Satisfaction
	2 Valued Member
	3 Leadership Interested in Staff's Ideas
	4 Campus Faculty Value
	5 Staff Value Contributions
	6 Understand University Mission
	7 Contribute to University Mission
	8 Have a Voice
	9 Campus-wide Diversity Programs
	10 University All Welcomed
	11 Committed to Diversity
	12 Career Advancement
Department - Mission and Goals	13 Understand Dept's Mission
	14 Contribute to Dept's Mission
	15 Annual Dept Goals
	16 Measures Dept Goals
	17 Measures Customer Satisfaction
	18 Improve Services Products
Department Effectiveness	19 Adequate Staffing
	20 Have Tools
	21 Physical Work Environment
	22 Safe Environment
	23 Spirit of Cooperation
	24 Ethical Conduct
	25 Collaborate with Units Outside
	26 Perform Responsibilities
	27 Participate in Decisions
	28 Balance Work Life
	29 Resolves Staff Issues
	30 Better Ways Recognized

YEAR-OVER-YEAR TREND DATA WILL DISPLAY AT THE START OF SECOND YEAR

STAFF EXPERIENCE SURVEY // UMB // MEAN SCORES

Satisfaction Mean Scores

Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

● Mean score greater than that of UMB-All (rounded to two decimal places)

UMB-All

UMB-All

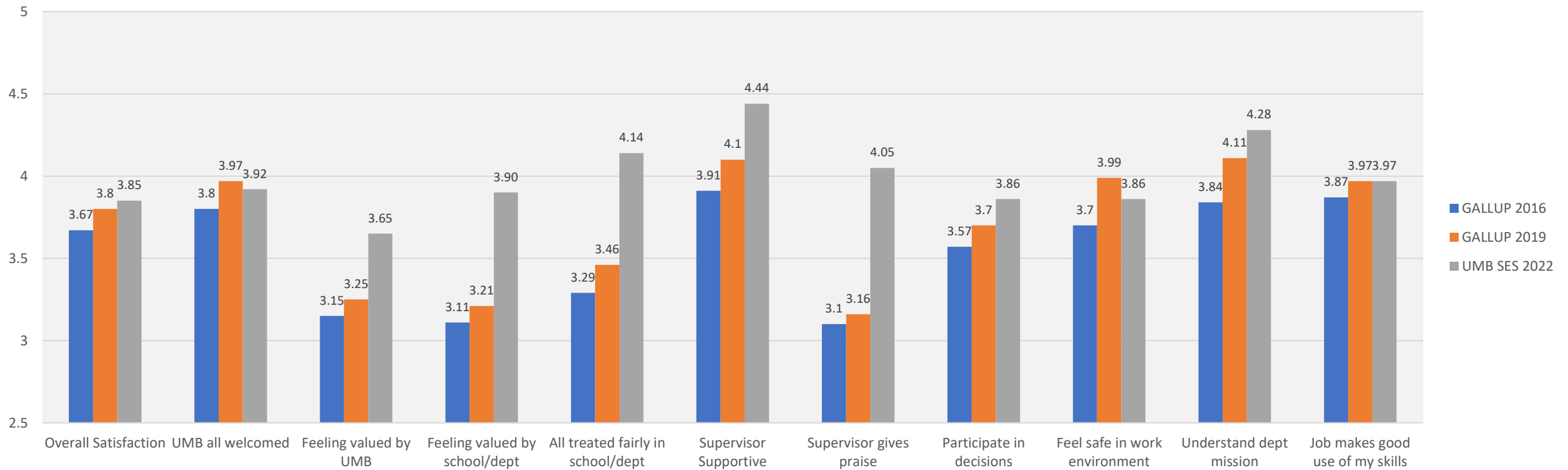
4,490 Invited (N)
1,606 Responded (n)
36% Response Rate

SATISFACTION
DIMENSIONS

		UMB-All	UMB-All
Supervisor Effectiveness	31 Recommend without Fear	4.15	4.15
	32 Sufficient Freedom	4.20	4.20
	33 Communicates Essential Info	4.05	4.05
	34 Work Assigned Equitably	4.01	4.01
	35 Gives Praise for Work	4.05	4.05
	36 Suggestions for Improvement	4.02	4.02
	37 Evaluated Fairly	4.13	4.13
	38 Performance Evaluation	3.92	3.92
	39 Advancement Opportunities	3.79	3.79
	40 Supports Training	4.08	4.08
	41 Treats with Respect	4.37	4.37
	42 Supportive of Personal Issues	4.44	4.44
	43 Integrates Core Values	3.99	3.99
Employee Effectiveness	44 Appropriate Stress	3.46	3.46
	45 Total Compensation	3.08	3.08
	46 Get Information	4.11	4.11
	47 Good Use of Skills	3.97	3.97
	48 Know How to Use Tools	4.37	4.37
	49 Manage Workload	4.11	4.11
	50 Valuable Training	3.65	3.65
Department - Diversity and Climate	51 Enjoy Working with Coworkers	4.31	4.31
	52 Feel Valued	3.90	3.90
	53 Department Diversity Programs	3.78	3.78
	54 Department All Welcomed	4.13	4.13
	55 All Cultures - Fair	4.14	4.14
	56 Sexual Orientation - Fair	4.24	4.24
	57 Support Diversity	4.16	4.16
	58 Community- Excellence-Professional	4.11	4.11

STAFF EXPERIENCE SURVEY & GALLUP SCORES // UMB

GALLUP 2016, GALLUP 2019, UMB SES 2022



Note: Gallup Survey was utilized in 2016 and 2019. The UMB SES was utilized in 2022.

STAFF EXPERIENCE SURVEY // UMB // eNPS

Employee Net Promoter Score (eNPS)

"Overall, I am a satisfied employee...." by "How likely is it that you would recommend working..."

64 eNPS*
(69.4% - 5.1%)

Below 40 - Low
40 to 59 - Marginal
60 to 79 - Good
80 & above - Excellent

eNPS Trend

2022
64

		Likelihood to Recommend											Total
		0	1	2	3	4	5	6	7	8	9	10	
Satisfied Employee	5			1			5	2	6	32	62	242	350
	4		1	1	5		37	37	138	229	193	178	819
	3	3	1	7	7	16	52	47	41	37	8	20	239
	2	10	7	6	9	17	18	15	16	6	3	1	108
	1	19	1	3	5	2	6	1	2		1		40
Total		32	10	18	26	35	118	102	203	304	267	441	1,556

*How eNPS works:

Satisfied Promoters score 4-5 on the "Satisfied" item and 7-10 on the "Recommend" item. **Dissatisfied Non-Promoters** score 1-2 on the "Satisfied" item and 0-4 on the "Recommend" item. Subtract the percentage of Dissatisfied Non-Promoters from the percentage of Satisfied Promoters to calculate eNPS. **Passives** score 3 on the "Satisfied" item and 5-6 on the "Recommend" item.

What this means:

79 Disengaged Detractors

low satisfaction/not likely to recommend

Potential Implications:

Turnover, absenteeism, low satisfaction, at the extreme end - speaking ill, actively and intentionally being non-productive ("quiet quitting")

1,080 Engaged Promoters

high satisfaction/likely to recommend

Potential Implications:

Innovation, high productivity, work satisfaction, high engagement, your greatest advocates who go above and beyond

STAFF EXPERIENCE SURVEY // SATISFACTION & INTERPERSONAL BEHAVIORS // GENDER

GENDER

	2022
Female	955
Male	392
Diff Gender Identity	57

Satisfaction Mean Scores by Gender		Female	Male	Diff Gender Identity
Below 3.00 - Low 3.00 to 3.59 - Marginal 3.60 to 4.29 - Good 4.30 & above - Excellent		2022	2022	2022
Mean scores are not displayed for groups that have fewer than 5 respondents				
Satisfaction with UMB	1 Overall Satisfaction	3.86	3.97	3.61
	2 Valued Member	3.65	3.80	3.35
	3 Leadership Interested in Staff's Ideas	3.49	3.60	3.30
	4 Campus Faculty Value	3.59	3.77	3.38
	5 Staff Value Contributions	3.89	4.03	3.77
	6 Understand University Mission	4.21	4.27	4.11
	7 Contribute to University Mission	4.25	4.37	4.29
	8 Have a Voice	3.40	3.53	3.26
	9 Campus-wide Diversity Programs	3.73	3.84	3.62
	10 University All Welcomed	3.89	4.12	3.54
Department - Mission and Goals	11 Committed to Diversity	3.88	4.08	3.62
	12 Career Advancement	3.23	3.49	3.35
	13 Understand Dept's Mission	4.25	4.39	4.20
	14 Contribute to Dept's Mission	4.34	4.49	4.30
	15 Annual Dept Goals	3.76	3.94	3.87
	16 Measures Dept Goals	3.61	3.82	3.69
	17 Measures Customer Satisfaction	3.60	3.78	3.61
	18 Improve Services Products	3.73	3.91	3.66
	19 Adequate Staffing	2.85	3.09	2.95
	20 Have Tools	3.88	3.96	3.60
Department Effectiveness	21 Physical Work Environment	3.95	4.04	3.81
	22 Safe Environment	3.83	4.00	3.71
	23 Spirit of Cooperation	3.84	4.05	3.66
	24 Ethical Conduct	4.17	4.37	3.91
	25 Collaborate with Units Outside	4.00	4.07	3.71
	26 Perform Responsibilities	4.12	4.25	3.95
	27 Participate in Decisions	3.85	3.98	3.63
	28 Balance Work Life	4.03	4.20	3.82
	29 Resolves Staff Issues	3.62	3.87	3.50
	30 Better Ways Recognized	3.53	3.80	3.39
Supervisor Effectiveness	31 Recommend without Fear	4.15	4.26	4.00
	32 Sufficient Freedom	4.22	4.26	4.05
	33 Communicates Essential Info	4.03	4.17	4.02
	34 Work Assigned Equitably	4.00	4.09	4.11
	35 Gives Praise for Work	4.07	4.09	3.93
	36 Suggestions for Improvement	4.01	4.11	3.95
	37 Evaluated Fairly	4.16	4.19	4.00
	38 Performance Evaluation	3.92	4.00	3.80
	39 Advancement Opportunities	3.81	3.83	3.75
	40 Supports Training	4.12	4.08	3.91
Employee Effectiveness	41 Treats with Respect	4.38	4.43	4.21
	42 Supportive of Personal Issues	4.46	4.48	4.16
	43 Integrates Core Values	3.98	4.07	3.94
	44 Appropriate Stress	3.41	3.66	3.42
	45 Total Compensation	3.06	3.32	2.98
	46 Get Information	4.10	4.19	3.79
	47 Good Use of Skills	3.96	4.06	3.72
	48 Know How to Use Tools	4.36	4.48	4.20
	49 Manage Workload	4.07	4.25	4.00
	50 Valuable Training	3.66	3.71	3.47
Department - Diversity and Climate	51 Enjoy Working with Coworkers	4.30	4.45	3.98
	52 Feel Valued	3.90	4.03	3.59
	53 Department Diversity Programs	3.74	3.97	3.52
	54 Department All Welcomed	4.11	4.30	3.85
	55 All Cultures - Fair	4.12	4.32	3.84
	56 Sexual Orientation - Fair	4.24	4.37	3.89
Retention	57 Support Diversity	4.15	4.30	3.91
	58 Community- Excellence-Professional	4.09	4.24	3.91
	59 See Myself in Same Dept in 1-2 Yrs	3.93	4.11	3.84

Interpersonal Behaviors Mean Scores by Gender		Female	Male	Diff Gender Identity
Below 2 - Excellent 2.0 to 2.3 - Good 2.4 to 2.6 - Marginal 2.70 & above - Low		2022	2022	2022
Mean scores are not displayed for groups that have fewer than 5 respondents				
<i>During the past year, how often have you experienced the following conduct where someone:</i>				
#	Question Text	2022	2022	2022
1	Was condescending to you	2.01	1.82	1.96
2	Paid little attention to your statement or showed little interest in your opinion	2.05	1.90	2.04
3	Made demeaning or derogatory remarks about you	1.39	1.32	1.60
4	Made jokes at your expense	1.21	1.21	1.45
5	Interrupted or spoke over you	2.04	1.85	1.94
6	Talked about you behind your back	1.75	1.64	1.92
7	Excluded you	1.80	1.71	1.91
8	Kept you out-of-the-loop on information that is important	2.07	1.88	2.05
9	Treated you as if you are invisible	1.58	1.49	1.83
10	Ignored you during conversation	1.48	1.42	1.64
11	Treated you differently because of your gender	1.24	1.20	1.36
12	Made derogatory comments about your gender	1.08	1.09	1.29
13	Made you feel as if you have to give up your gender identity to get along at work	1.05	1.07	1.44
14	Treated you differently because of your race/ethnicity	1.27	1.26	1.45
15	Made derogatory comments about your race/ethnicity	1.11	1.10	1.25
16	Made you feel as if you have to give up your race/ethnicity to get along at work	1.12	1.13	1.26
17	Treated you differently because of your sexual orientation	1.05	1.04	1.34
18	Make derogatory comments about your sexual orientation	1.03	1.03	1.27
19	Made you feel as if you have to give up your sexual orientation to get along at work	1.03	1.04	1.25
20	Made you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in	1.18	1.13	1.40

STAFF EXPERIENCE SURVEY // SATISFACTION & INTERPERSONAL BEHAVIORS // RACE/ETHNICITY

RACE / ETHNICITY

	2022
White	805
Black	411
Latino	41
Asian/PI	123
Am In/AN	8
Multi-Ethnic	38

Satisfaction Mean Scores by Race/Ethnicity
 Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent
 Mean scores are not displayed for groups that have fewer than 5 respondents

	White	Black	Latino	Asian/PI	Am In/AN	Multi-Ethnic
	2022	2022	2022	2022	2022	2022
1 Overall Satisfaction	3.94	3.78	3.73	3.97	3.38	3.63
2 Valued Member	3.72	3.62	3.39	3.88	2.75	3.14
3 Leadership Interested in Staff's Ideas	3.54	3.47	3.27	3.71	2.75	3.26
4 Campus Faculty Value	3.72	3.49	3.54	3.76	3.00	3.41
5 Staff Value Contributions	3.99	3.77	4.02	3.99	3.86	3.63
Satisfaction with UMB						
6 Understand University Mission	4.27	4.18	4.03	4.24	3.88	3.97
7 Contribute to University Mission	4.31	4.26	4.12	4.35	3.88	4.13
8 Have a Voice	3.44	3.40	3.24	3.53	2.75	3.38
9 Campus-wide Diversity Programs	3.84	3.60	3.60	3.84	3.17	3.64
10 University All Welcomed	3.99	3.80	4.00	4.03	3.25	3.84
11 Committed to Diversity	4.05	3.71	3.61	4.01	3.43	3.62
12 Career Advancement	3.32	3.26	3.15	3.53	3.00	2.92
13 Understand Dept's Mission	4.37	4.15	4.05	4.34	4.13	4.36
14 Contribute to Dept's Mission	4.44	4.29	4.13	4.47	4.14	4.47
Department - Mission and Goals						
15 Annual Dept Goals	3.87	3.74	3.56	4.05	3.80	3.65
16 Measures Dept Goals	3.73	3.58	3.49	4.00	3.60	3.34
17 Measures Customer Satisfaction	3.67	3.62	3.44	3.87	4.00	3.17
18 Improve Services Products	3.82	3.71	3.56	3.97	4.00	3.41
19 Adequate Staffing	2.91	2.92	2.54	3.45	3.13	2.45
20 Have Tools	3.90	3.85	3.76	4.09	4.00	3.68
21 Physical Work Environment	4.00	3.94	3.53	4.07	4.00	3.77
22 Safe Environment	3.86	3.93	3.88	4.00	3.13	3.41
23 Spirit of Cooperation	3.97	3.70	4.05	4.02	3.88	3.59
Department Effectiveness						
24 Ethical Conduct	4.35	3.98	4.32	4.21	3.88	3.92
25 Collaborate with Units Outside	4.05	3.93	3.93	4.14	3.86	3.57
26 Perform Responsibilities	4.20	4.05	4.15	4.22	3.88	3.95
27 Participate in Decisions	3.96	3.73	3.63	3.99	2.86	3.57
28 Balance Work Life	4.12	3.98	3.93	4.16	4.25	3.78
29 Resolves Staff Issues	3.75	3.54	3.50	3.95	3.50	3.29
30 Better Ways Recognized	3.64	3.47	3.61	3.86	3.63	3.43
31 Recommend without Fear	4.24	3.96	4.27	4.29	3.75	4.03
32 Sufficient Freedom	4.30	4.03	4.29	4.28	4.00	4.08
33 Communicates Essential Info	4.12	3.92	3.98	4.26	3.88	3.89
34 Work Assigned Equitably	4.10	3.88	4.00	4.14	3.88	3.80
35 Gives Praise for Work	4.12	3.91	4.15	4.19	3.29	3.92
36 Suggestions for Improvement	4.08	3.88	4.20	4.27	4.00	3.73
37 Evaluated Fairly	4.26	3.93	4.24	4.22	3.63	4.03
38 Performance Evaluation	3.97	3.79	3.89	4.23	3.63	3.85
39 Advancement Opportunities	3.86	3.64	3.75	4.08	3.38	3.58
40 Supports Training	4.17	3.97	3.98	4.18	4.13	3.68
41 Treats with Respect	4.44	4.24	4.54	4.47	3.75	4.26
42 Supportive of Personal Issues	4.54	4.26	4.46	4.49	4.13	4.41
43 Integrates Core Values	4.08	3.85	4.08	4.10	3.25	3.65
44 Appropriate Stress	3.56	3.28	3.20	3.80	3.50	3.00
45 Total Compensation	3.28	2.83	2.98	3.18	3.38	2.50
46 Get Information	4.13	4.11	4.00	4.21	4.13	3.95
47 Good Use of Skills	4.07	3.79	3.78	4.19	3.88	3.58
48 Know How to Use Tools	4.40	4.35	4.37	4.46	4.29	4.39
49 Manage Workload	4.09	4.15	3.90	4.30	3.88	4.11
50 Valuable Training	3.61	3.72	3.50	4.02	3.38	3.36
51 Enjoy Working with Coworkers	4.40	4.19	4.39	4.37	4.00	4.00
52 Feel Valued	3.99	3.76	4.02	4.01	3.63	3.50
53 Department Diversity Programs	3.92	3.56	3.62	3.95	3.29	3.55
54 Department All Welcomed	4.25	3.96	4.15	4.13	4.00	4.03
Department - Diversity and Climate						
55 All Cultures - Fair	4.30	3.93	4.22	4.14	4.13	3.92
56 Sexual Orientation - Fair	4.37	4.10	4.22	4.18	3.88	4.03
57 Support Diversity	4.29	4.00	4.12	4.16	3.38	3.87
58 Community- Excellence-Professional	4.23	3.94	4.07	4.14	4.00	3.81
Retention						
59 See Myself in Same Dept in 1-2 Yrs	4.05	3.80	3.90	4.09	4.13	3.86

Interpersonal Behaviors Mean Scores by Ethnicity
 Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low
 Mean scores are not displayed for groups that have fewer than 5 respondents

During the past year, how often have you experienced the following conduct where someone:

	White	Black	Latino	Asian/PI	Am In/AN	Multi-Ethnic
	2022	2022	2022	2022	2022	2022
1 Was condescending to you	1.93	2.00	2.15	1.70	2.57	2.25
2 Paid little attention to your statement or showed little interest in your opinion	1.98	2.08	2.12	1.82	2.63	2.31
3 Made demeaning or derogatory remarks about you	1.33	1.48	1.30	1.36	1.43	1.29
4 Made jokes at your expense	1.23	1.24	1.18	1.20	1.13	1.18
5 Interrupted or spoke over you	2.03	1.90	2.24	1.76	2.00	2.20
6 Talked about you behind your back	1.63	1.94	1.74	1.60	2.14	1.93
7 Excluded you	1.74	1.93	1.66	1.53	2.63	1.75
8 Kept you out-of-the-loop on information that is important	2.02	2.11	1.73	1.66	2.75	2.23
9 Treated you as if you are invisible	1.50	1.71	1.61	1.46	2.25	1.59
10 Ignored you during conversation	1.44	1.51	1.59	1.43	1.57	1.50
11 Treated you differently because of your gender	1.24	1.22	1.27	1.24	1.29	1.21
12 Made derogatory comments about your gender	1.08	1.11	1.10	1.14	1.00	1.09
13 Made you feel as if you have to give up your gender identity to get along at work	1.07	1.09	1.05	1.08	1.29	1.06
14 Treated you differently because of your race/ethnicity	1.15	1.46	1.34	1.34	1.50	1.43
15 Made derogatory comments about your race/ethnicity	1.07	1.14	1.12	1.22	1.50	1.11
16 Made you feel as if you have to give up your race/ethnicity to get along at work	1.07	1.18	1.10	1.22	1.50	1.25
17 Treated you differently because of your sexual orientation	1.05	1.08	1.05	1.13	1.00	1.03
18 Make derogatory comments about your sexual orientation	1.03	1.07	1.05	1.10	1.00	1.00
19 Made you feel as if you have to give up your sexual orientation to get along at work	1.03	1.07	1.10	1.08	1.00	1.06
20 Made you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in	1.09	1.29	1.27	1.28	1.75	1.31

STAFF EXPERIENCE SURVEY // SATISFACTION & INTERPERSONAL BEHAVIORS // ORIENTATION

ORIENTATION

	2022
Heterosexual	1,228
LGBTQ	145

Satisfaction Mean Scores by Sexual Orientation		Heterosexual	LGBTQ
Below 3.00 - Low 3.00 to 3.59 - Marginal 3.60 to 4.29 - Good 4.30 & above - Excellent		2022	2022
Mean scores are not displayed for groups that have fewer than 5 respondents			
Satisfaction with UMB	1 Overall Satisfaction	3.91	3.69
	2 Valued Member	3.70	3.50
	3 Leadership Interested in Staff's Ideas	3.53	3.41
	4 Campus Faculty Value	3.65	3.45
	5 Staff Value Contributions	3.92	3.87
	6 Understand University Mission	4.23	4.19
	7 Contribute to University Mission	4.30	4.24
	8 Have a Voice	3.44	3.29
	9 Campus-wide Diversity Programs	3.76	3.65
	10 University All Welcomed	3.96	3.78
	11 Committed to Diversity	3.96	3.67
	12 Career Advancement	3.31	3.21
	13 Understand Dept's Mission	4.31	4.22
Department - Mission and Goals	14 Contribute to Dept's Mission	4.41	4.30
	15 Annual Dept Goals	3.83	3.75
	16 Measures Dept Goals	3.69	3.59
	17 Measures Customer Satisfaction	3.68	3.60
	18 Improve Services Products	3.79	3.76
	19 Adequate Staffing	2.93	2.90
	20 Have Tools	3.90	3.87
Department Effectiveness	21 Physical Work Environment	4.01	3.76
	22 Safe Environment	3.89	3.91
	23 Spirit of Cooperation	3.90	3.91
	24 Ethical Conduct	4.22	4.27
	25 Collaborate with Units Outside	4.02	3.88
	26 Perform Responsibilities	4.16	4.18
	27 Participate in Decisions	3.90	3.81
	28 Balance Work Life	4.08	3.96
	29 Resolves Staff Issues	3.70	3.63
	30 Better Ways Recognized	3.62	3.55
Supervisor Effectiveness	31 Recommend without Fear	4.18	4.14
	32 Sufficient Freedom	4.23	4.23
	33 Communicates Essential Info	4.08	4.10
	34 Work Assigned Equitably	4.03	4.12
	35 Gives Praise for Work	4.08	4.09
	36 Suggestions for Improvement	4.04	4.12
	37 Evaluated Fairly	4.16	4.23
	38 Performance Evaluation	3.95	3.97
	39 Advancement Opportunities	3.82	3.80
	40 Supports Training	4.12	4.08
Employee Effectiveness	41 Treats with Respect	4.39	4.40
	42 Supportive of Personal Issues	4.46	4.47
	43 Integrates Core Values	3.99	4.13
	44 Appropriate Stress	3.50	3.35
	45 Total Compensation	3.14	2.91
	46 Get Information	4.13	3.99
	47 Good Use of Skills	3.98	4.06
	48 Know How to Use Tools	4.40	4.35
	49 Manage Workload	4.12	4.06
	50 Valuable Training	3.67	3.57
Department - Diversity and Climate	51 Enjoy Working with Coworkers	4.34	4.32
	52 Feel Valued	3.93	3.89
	53 Department Diversity Programs	3.81	3.74
	54 Department All Welcomed	4.17	4.12
	55 All Cultures - Fair	4.17	4.20
	56 Sexual Orientation - Fair	4.26	4.29
	57 Support Diversity	4.19	4.10
Retention	58 Community- Excellence-Professional	4.13	4.11
	59 See Myself in Same Dept in 1-2 Yrs	4.00	3.94

Interpersonal Behaviors Mean Scores by Sexual Orientation

Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low
Mean scores are not displayed for groups that have fewer than 5 respondents

During the past year, how often have you experienced the following conduct where someone:	Heterosexual	LGBTQ
	2022	2022
1 Was condescending to you	1.95	2.01
2 Paid little attention to your statement or showed little interest in your opinion	2.00	2.04
3 Made demeaning or derogatory remarks about you	1.38	1.31
4 Made jokes at your expense	1.23	1.20
5 Interrupted or spoke over you	1.97	2.13
6 Talked about you behind your back	1.73	1.63
7 Excluded you	1.79	1.65
8 Kept you out-of-the-loop on information that is important	2.03	1.98
9 Treated you as if you are invisible	1.58	1.52
10 Ignored you during conversation	1.46	1.51
11 Treated you differently because of your gender	1.23	1.27
12 Made derogatory comments about your gender	1.08	1.14
13 Made you feel as if you have to give up your gender identity to get along at work	1.06	1.21
14 Treated you differently because of your race/ethnicity	1.28	1.17
15 Made derogatory comments about your race/ethnicity	1.11	1.10
16 Made you feel as if you have to give up your race/ethnicity to get along at work	1.12	1.12
17 Treated you differently because of your sexual orientation	1.05	1.15
18 Make derogatory comments about your sexual orientation	1.03	1.10
19 Made you feel as if you have to give up your sexual orientation to get along at work	1.03	1.12
20 Made you feel the need to minimize various characteristics of your culture (e.g., language, dress) to fit in	1.16	1.21

SUMMARY OF KEY FINDINGS

- 36% response rate is statistically reliable with a robust sample size, however, efforts should be made to increase participation in future surveys for even more representative feedback
- A vast majority (75%) of respondents are satisfied or extremely satisfied with UMB, and scores also reflect 74% of staff indicating their likelihood to stay in the same department within 2 years
- 20% (3 out of 15) of the UMB areas surveyed scored in the excellent range of Overall Satisfaction; 67% (10 out of 15) scored in the good range; 13% (2 out of 15) scored in the marginal range
- Top satisfaction scores and drivers of overall satisfaction are: *Dept All Welcomed, Community/Excellence/Professional Behavior, Recommendations without Fear, Supportive of Personal Issues, Know How to Use Tools, Treats with Respect, Contributes to Dept's Mission, and Enjoy Working with Coworkers.* Collectively this reflects strong and positive supervising skills, and staff who understand how to do their work effectively, how they fit into the bigger picture of the university, and who genuinely like their colleagues.
- The most impactful areas of opportunity are in addressing total compensation, appropriate levels of stress, resolving staff issues, a better understanding what staff need to feel valued by their department, and recognizing staff.
- All UMB areas scored in the Good and Excellent range for “My department practices UMB Core Values.”
- The 2022 SES shows marked improvements in almost all items from the Gallup survey conducted in 2019 (for staff).

SUMMARY OF KEY FINDINGS

- UMB has 1,080 *Engaged Promoters* who have both high satisfaction and are highly likely to recommend UMB, with an eNPS score of 64 (good range).
- Female respondents scored lower than Male respondents in all satisfaction items except *Supports Training*.
- Diff Gender Identity respondents generally scored lower in all satisfaction items except *Work Assigned Equitably*.
- Diff Gender Identity respondents experienced more negative behaviors than Female and Male respondents, except for *Was Condescending, Paid Little Attention to Your Statement, Interrupted, and Kept Out of Loop*, where Females experienced more of these behaviors.
- Black, Latino, Am In/AN, and Multi-Ethnic respondents generally scored lower in satisfaction items than White and Asian/PI respondents.
- Multi-Ethnic respondents generally scored lowest in all satisfaction items particularly in the Department Dimension and had the lowest satisfaction among all groups in *Total Compensation*.
- Am In/AN respondents experienced more negative behaviors than other groups, followed by Multi-Ethnic, Latino, and Black respondents.
- LGBTQ respondents generally scored lower in satisfaction in all dimensions except Supervisor Effectiveness.
- LGBTQ respondents experienced more negative behaviors than heterosexual respondents except *Talked Behind Your Back, Excluded You, Kept Out of the Loop, and Treated Differently Because of Race/Ethnicity*.

Next Steps

