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Gallup Engagement Survey 2017 Level 1

Level 1
- Entire Institution

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

NPS = -2

1836 Respondents
This is the greatest number of respondents on any one question

3.73 Grand Mean
This represents the unit's overall engagement on a scale of 1-5

27 Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

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% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2017  Level 2

## Level 2
- Office of the President - Smatresk

### Net Promoter Score

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### Respondents
- **1836 respondents**
- This is the greatest number of respondents on any one question

### Grand Mean
- **3.73**
- This represents the unit overall engagement on a scale of 1-5

### Percentile - Education Services Benchmark
- **27**
- This represents the unit percentile ranking compared to the Gallup education services database

## Frequency Distribution

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Gallup Engagement Survey 2017  Level 3

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- Athletics - Gen - Baker
- Div of Student Affairs - With
- Provost - Gen - Graves
- Univ Relations Com & Mkting - Gen - Leflaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Rsrch & Economic Dev - McCoy

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Respondents
This is the greatest number of respondents on any one question
33

Grand Mean
This represents the unit overall engagement on a scale of 1-5
3.81

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
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Frequency Distribution

% responded:
- 1 - Strongly Disagree
- 2 - Disagree
- 3 - Neutral
- 4 - Agree
- 5 - Strongly Agree
# Gallup Engagement Survey 2017 - Level 3

## Level 3

- Advancement Services-Gen - Wolf
- Athletics-Gen - Baker
- Provost-Gen - Graves
- Univ Relations Cm & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Resch & Economic Dev - McCoy

## Net Promoter Score (NPS)

- % Detractors
- % Passive
- % Promoters

### Respondents

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## Frequency Distribution

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## Grand Mean

- This represents the unit’s overall engagement on a scale of 1-5: 3.52

## Percentile - Education Services Benchmark

- This represents the unit percentile ranking compared to the Gallup education services database: 12
Gallup Engagement Survey 2017  Level 3

Level 3
- Advancement Services-Gen - Wolf
- Athletics-Gen - Baker
- Provost-Gen - Graves
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Rsrch & Economic Dev - McCoy

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Respondents
194
This is the greatest number of respondents on any one question

Grand Mean
3.82
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
36
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

% responded-
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017  Level 3

Level 3
- Advancement Services - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Provost-Gen - Graves
- Univ Relations Com & Mktng-Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Rsrch & Economic Dev - McCoy

Net Promoter Score

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Respondents
This is the greatest number of respondents on any one question 11...

Grand Mean
This represents the unit's overall engagement on a scale of 1-5 3.71

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database 25

### Frequency Distribution

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% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

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Gallup Engagement Survey 2017  Level 3

Level 3
- Advancement Services - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Provost - Gen - Graves
- Univ Relations Com & Mktng - Gen - Leliaert
- Vice President Enroll Mgmt - Goodman
- VP Finance & Admin - Brown Jr
- VP Resrch & Economic Dev - McCoy

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 32

Respondents
- This is the greatest number of respondents on any one question
- 68

Grand Mean
- This represents the unit’s overall engagement on a scale of 1-5
- 4.07

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 63

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Frequency Distribution

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# Gallup Engagement Survey 2017 - Level 3

## Level 3
- Advancement Services - Gen - Wolf
- Athletics - Gen - Baker
- Div of Student Affairs - With
- Provost - Gen - Graves
- Univ Relations Com & MKing - Gen - Leliaert
- VP Finance & Admin - Brown Jr
- VP Rsrch & Economic Dev - McCoy

### Net Promoter Score (NPS)
- % Detractors: 20
- % Passive: 40
- % Promoters: 40
- NPS: -7

### Respondents
- Number: 95
- Grand Mean: 3.66
  - This is the greatest number of respondents on any one question
  - This represents the unit overall engagement on a scale of 1-5

### Percentile - Education Services Benchmark
- Percentile: 21
  - This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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### Frequency Distribution Chart

- **% responded:**
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

The chart shows the percentage of respondents for each question, categorized by their agreement level.
Gallup Engagement Survey 2017  Level 3

Net Promoter Score

- Promoters: % Detractors: % Passives: %

<table>
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<tr>
<th>Question ID</th>
<th>Question Short</th>
<th>Mean</th>
<th>Size</th>
<th>Gallup percentile</th>
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Frequency Distribution

- % responded:
  1-Strongly Disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly Agree
Gallup Engagement Survey 2017  Level 3

Level 3
- Advancement Services-Gen - Wolf
- Athletics-Gen - Baker
- Div of Student Affairs - With
- Provost-Gen - Graves
- Univ Relations Com & Mkting-Gen - Leliaert
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- VP Finance & Admin - Brown Jr
- VP Rsrch & Economic Dev - McCoy

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Respondents
- This is the greatest number of respondents on any one question
- Grand Mean
- This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database

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<th>QuestionID</th>
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Gallup Engagement Survey 2017  Level 4

Level 4

- Admissions-Gen - Lothringuer
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- Grants & Contracts Admin - Khovjak
- Information-Dean's-Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean's-Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

Net Promoter Score

- % Defectors
- % Passive
- % Promoters

NPS -23

Respondents
This is the greatest number of respondents on any one question
26

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
3.37

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
6

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Frequency Distribution

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

% responded:

- Q01: 12.00%
- Q02: 15.15%
- Q03: 15.00%
- Q04: 20.00%
- Q05: 23.00%
- Q06: 15.00%
- Q07: 22.77%
- Q08: 22.77%
- Q09: 11.88%
- Q10: 20.79%
- Q11: 12.12%
- Q12: 12.12%
Gallup Engagement Survey 2017  Level 4

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS 44

Respondents
This is the greatest number of respondents on any one question 16

Grand Mean
This represents the unit overall engagement on a scale of 1-5 4.13

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database 69

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Frequency Distribution

- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

For example:

- Q01: 38.00% 56.00%
### Gallup Engagement Survey 2017 - Level 4

#### Level 4

- Admissions - Gen - Lothringer
- Advancement Services - Gen - Moran
- Budget & Analytics - Gen - Cotton
- Business Dean's Off - Wiley
- Career & Leadership - Gen - Naegeli
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- College of Music - Gen - Richmond
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- Engineering Dean's Off - Tsatsoulis
- Facilities - Gen - Reynolds
- Financial Aid - Delean
- Grants & Contracts Admin - Krhojvak
- Information Dean's Off - Kinshuk
- International Affairs - Gen - Shenberger
- PACS Dean's Off - Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

#### Net Promoter Score

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#### Respondents

- **11**
  - This is the greatest number of respondents on any one question.

#### Grand Mean

- **3.79**
  - This represents the unit's overall engagement on a scale of 1-5.

#### Percentile - Education Services Benchmark

- **33**
  - This represents the unit percentile ranking compared to the Gallup education services database.

#### Frequency Distribution

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Gallup Engagement Survey 2017

Level 4

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS - 4

Respondents
This is the greatest number of respondents on any one question
72

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
3.60

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
16

Question ID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what’s expected | 4.28 | 72 | 31
Q02 | Materials and equipment | 4.07 | 72 | 26
Q03 | Opportunity to do best | 3.76 | 72 | 26
Q04 | Recognition* | 2.92 | 72 | 16
Q05 | Cares about me | 3.98 | 72 | 33
Q06 | Development | 3.61 | 71 | 28
Q07 | Opinions Count | 3.58 | 72 | 32
Q08 | Mission/Purpose | 3.62 | 72 | 20
Q09 | Committed to quality | 3.51 | 72 | 12
Q10 | Best friend | 2.97 | 68 | 11
Q11 | Progress | 3.29 | 72 | 17
Q12 | Learn and Grow | 3.05 | 72 | 23

Frequency Distribution

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Gallup Engagement Survey 2017  Level 4

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- PACS-Dean's Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Respondents

22

This is the greatest number of respondents on any one question

3.50

Grand Mean

This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark

11

This represents the unit percentile ranking compared to the Gallup education services database

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<td>33.00%</td>
<td>33.00%</td>
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<td>Q12</td>
<td>18.61%</td>
<td>42.57%</td>
<td>28.71%</td>
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# Gallup Engagement Survey 2017 - Level 4

## Level 4

- Admissions-Gen - Lothringer
- Advancement Services-Gen - Moran
- Budget & Analytics-Gen - Cotton
- Business-Dean’s Off - Wiley
- Career & Leadership-Gen - Naegeli
- CAS-Dean’s Off-Gen - Holdeman
- CCAMPIS - McKinney
- CMHT-Gen - Forney
- College of Music-Gen - Richmond
- CVAD-Dean’s Off - Watts
- Div of Student Affairs - Armitage
- Education-Dean’s Off - Combes
- Engineering-Dean’s Off - Tsatsoulis
- Facilities-Gen - Reynolds
- Financial Aid - Deleon
- Grants & Contracts Admin - Krhovjak
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean’s Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

### Net Promoter Score

- **NPS**
  - % Detractors
  - % Passive
  - % Promoters

- **Score**: -7

### Respondents

- **Number of Respondents**: 365
- **Grand Mean**: 3.75

This represents the unit’s overall engagement on a scale of 1-5.

### Percentile - Education Services Benchmark

- **Percentile**: 29

This represents the unit percentile ranking compared to the Gallup education services database.

### Frequency Distribution

#### QuestionID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what’s expected | 4.42 | 365 | 46
Q02 | Materials and equipment | 3.03 | 365 | 36
Q03 | Opportunity to do best | 3.96 | 365 | 38
Q04 | Recognition | 3.88 | 348 | 20
Q05 | Cares about me | 4.10 | 361 | 40
Q06 | Development | 3.75 | 359 | 35
Q07 | Opinions Count | 3.62 | 360 | 35
Q08 | Mission/Purpose | 3.67 | 360 | 22
Q09 | Committed to quality | 3.88 | 362 | 35
Q10 | Best friend | 3.11 | 346 | 15
Q11 | Progress | 3.40 | 347 | 21
Q12 | Learn and Grow | 3.93 | 357 | 36

#### Frequency Distribution

% responded:
- **1-Strongly Disagree**: 33.33%
- **2-Disagree**: 36.00%
- **3-Neutral**: 35.00%
- **4-Agree**: 19.00%
- **5-Strongly Agree**: 17.82%
- **23.66%**: 36.00%
- **37.62%**: 30.00%
- **22.00%**: 23.00%
- **24.75%**: 50.50%
- **27.00%**: 39.00%
- **30.00%**: 33.33%
- **30.00%**: 38.00%
- **20.20%**: 20.00%
- **20.20%**: 23.23%
- **24.24%**: 30.30%
- **31.00%**: 40.00%
Gallup Engagement Survey 2017 Level 4

Level 4

- Admissions-Gen - Lothringen
- Advancement Services-Gen - Moran
- Budget & Analytics-Gen - Cotton
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- Div of Student Affairs - Armitage
- Education-Dean's Off - Combes
- Engineering-Dean's Off - Tsatsourlis
- Facilities-Gen - Reynolds
- Financial Aid - Deleon
- Grants & Contracts Admin - Krivoyak
- Information-Dean's Off - Kirshuk
- International Affairs-Gen - Shenberger
- PACS-Dean's Off-Gen - Everson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 16

Respondents
31
This is the greatest number of respondents on any one question

Grand Mean
3.90
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
44
This represents the unit percentile ranking compared to the Gallup education services database

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<th>Size</th>
<th>Gallup percentile</th>
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<td>Q10</td>
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<td>Q12</td>
<td>Learn and Grow</td>
<td>4.16</td>
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</table>

Frequency Distribution

1. Strongly Disagree
   - Q01: 29.00%
   - Q02: 36.61%
   - Q03: 48.00%
   - Q04: 21.00%
   - Q05: 16.16%
   - Q06: 16.16%
   - Q07: 13.00%
   - Q08: 13.00%
   - Q09: 16.00%
   - Q10: 28.00%
   - Q11: 12.87%
   - Q12: 42.00%

2. Disagree
   - Q01: 58.00%
   - Q02: 38.61%
   - Q03: 39.00%
   - Q04: 17.00%
   - Q05: 58.59%
   - Q06: 32.00%
   - Q07: 42.00%
   - Q08: 32.00%
   - Q09: 55.00%
   - Q10: 21.00%
   - Q11: 31.68%
   - Q12: 62.00%

3. Neutral
4. Agree
5. Strongly Agree
Gallup Engagement Survey 2017  Level 4

Net Promoter Score
$\begin{align*}
\text{% Detractors} & \quad 20 \\
\text{% Passive} & \quad 40 \\
\text{% Promoters} & \quad 60 \\
\end{align*}$

Respondents
- 61: This is the greatest number of respondents on any one question
-Grand Mean: 3.99
-This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- 54: This represents the unit percentile ranking compared to the Gallup education services database

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<td>Q08</td>
<td>Mission/ Purpose</td>
<td>4.13</td>
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<td>47</td>
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<td>Q12</td>
<td>Learn and Grow</td>
<td>4.38</td>
<td>59</td>
<td>63</td>
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</tbody>
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Frequency Distribution
- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- Q01: 32.67% - 56.44%
- Q02: 18.00% - 66.00%
- Q03: 19.80% - 29.70%
- Q04: 15.00% - 43.56%
- Q05: 15.00% - 23.00%
- Q06: 19.00% - 27.00%
- Q07: 14.85% - 42.57%
- Q08: 41.41% - 41.41%
- Q09: 28.00% - 61.00%
- Q10: 14.00% - 29.00%
- Q11: 16.00% - 31.00%
- Q12: 25.25% - 59.60%
### Gallup Engagement Survey 2017 - Level 4

**Net Promoter Score**
- Detectors: 21
- Passives: 58
- Promoters: 0

**Respondents**
- Number of respondents: 58
- Grand Mean: 3.46

**Percentile - Education Services Benchmark**
- Unit percentile ranking compared to the Gallup education services database:
  - Percentile: 9

### Frequency Distribution

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<th>QuestionID</th>
<th>Question Short</th>
<th>Mean</th>
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Gallup Engagement Survey 2017  Level 4

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS: 8

Respondents
105
This is the greatest number of respondents on any one question

Grand Mean
3.77
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
31
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

- % responded-
  1-Strongly Disagree
  2-Disagree
  3-Neutral
  4-Agree
  5-Strongly Agree
Gallup Engagement Survey 2017 Level 4

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<th>QuestionID</th>
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<th>Mean</th>
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Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Respondents: 107
Grand Mean: 3.59
Percentile - Education Services Benchmark: 16

Frequency Distribution:
- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree
# Gallup Engagement Survey 2017 - Level 4

## Level 4

- Admissions-Gen - Lothringer
- Advancement Services-Gen - Moran
- Budget & Analytics-Gen - Cotton
- Business-Dean's Off - Wiley
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- CMHT-Gen - Forney
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- CVAD-Dean's Off - Watts
- Div of Student Affairs - Armitage
- Education-Dean's Off - Combess
- Engineering-Dean's Off - Tsatsoulis
- Facilities-Gen - Reynolds
- Financial Aid - Deleon
- Grants & Contracts Admin - Krhovjak
- Information-Dean's Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean's Off-Gen - Everson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

### Net Promoter Score (NPS)

- % Detractors: 20
- % Passives: 40
- % Promoters: 40
- NPS Score: -6

### Respondents

- Total: 70

### Grand Mean

- Mean: 3.66

### Percentile - Education Services Benchmark

- Percentile: 21

### Frequency Distribution

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<tr>
<th>Question ID</th>
<th>Question Short</th>
<th>Mean</th>
<th>Size</th>
<th>Gallup percentile</th>
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<td>3.62</td>
<td>63</td>
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### 1-Strongly Disagree

- Q02: 13.00%
- Q03: 20.20%
- Q04: 20.00%
- Q05: 24.24%
- Q06: 14.00%
- Q07: 11.88%
- Q08: 16.16%
- Q09: 18.18%
- Q10: 16.00%
- Q11: 24.00%
- Q12: 16.00%

### 2-Disagree

- Q02: 14.00%
- Q03: 24.24%
- Q04: 18.00%
- Q05: 26.26%
- Q06: 14.00%
- Q07: 15.84%
- Q08: 39.39%
- Q09: 35.35%
- Q10: 20.00%
- Q11: 15.00%
- Q12: 35.00%

### 3-Neutral

- Q02: 30.00%
- Q03: 24.24%
- Q04: 29.00%
- Q05: 50.51%
- Q06: 29.00%
- Q07: 31.68%
- Q08: 30.30%
- Q09: 32.32%
- Q10: 21.00%
- Q11: 27.00%
- Q12: 32.00%

### 4-Agree

- Q02: 37.00%
- Q03: 43.43%
- Q04: 22.00%
- Q05: 50.51%
- Q06: 34.00%
- Q07: 31.68%
- Q08: 30.30%
- Q09: 32.32%
- Q10: 23.00%
- Q11: 19.00%
- Q12: 32.00%

### 5-Strongly Agree

- Q02: 55.56%
- Q03: 43.43%
- Q04: 22.00%
- Q05: 50.51%
- Q06: 34.00%
- Q07: 31.68%
- Q08: 30.30%
- Q09: 32.32%
- Q10: 23.00%
- Q11: 19.00%
- Q12: 32.00%
### Gallup Engagement Survey 2017 - Level 4

**Net Promoter Score**
- NPS: -25
- % Detractors: 20
- % Passive: 40
- % Promoters: 40

**Respondents**
- 92

**Grand Mean**
- 3.44
  - This represents the unit's overall engagement on a scale of 1-5

**Percentile - Education Services Benchmark**
- 8
  - This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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Gallup Engagement Survey 2017  Level 4

Level 4

- Admissions-Gen - Lothringer
- Advancement Services-Gen - Moran
- Budget & Analytics-Gen - Cotton
- Business-Dean's Off - Wiley
- Career & Leadership-Gen - Naegeli
- CAS-Dean's Off-Gen - Holdeman
- CCAMPIS - Mckinney
- CMHT-Gen - Forney
- College of Music-Gen - Richmond
- CVAD-Dean’s Off - Watts
- Div of Student Affairs - Armitage
- Education-Dean’s Off - Combes
- Engineering-Dean’s Off - Tsatsoullis
- Facilities-Gen - Reynolds
- Financial Aid - Deleon
- Grants & Contracts Admin - Khovjak
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean's Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 0

Respondents
This is the greatest number of respondents on any one question
29

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
3.70

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
24
Gallup Engagement Survey 2017  Level 4

Level 4

Admissions-Gen - Lothringer
Advancement Services-Gen - Moran
Budget & Analytics-Gen - Cotton
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Information-Dean’s Off - Kinshuk
International Affairs-Gen - Shenberger
PACS-Dean’s Off-Gen - Everson
Police Services - Reynolds
Printing & Distribution Solut - Connaughton

Net Promoter Score
- Detractors
- Passive
- Promoters

NPS -15

Respondents
13
This is the greatest number of respondents on any one question

Grand Mean
4.01
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
56
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
Gallup Engagement Survey 2017  Level 4

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- PACS-Dean’s Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton

Net Promoter Score

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Respondents
39
This is the greatest number of respondents on any one question

Grand Mean
3.40
This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
7
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

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Gallup Engagement Survey 2017  

Level 4

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<th>Question ID</th>
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Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Respondents: 33
This is the greatest number of respondents on any one question

Grand Mean: 3.65
This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database.
Gallup Engagement Survey 2017  Level 4

Net Promoter Score
- 3

101 Respondents
This is the greatest number of respondents on any one question
3.74 Grand Mean
This represents the unit's overall engagement on a scale of 1-5
28 Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

Question ID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what's expected | 4.43 | 101 | 46
Q02 | Materials and equipment | 4.07 | 101 | 46
Q03 | Opportunity to do best | 4.10 | 100 | 47
Q04 | Recognition | 2.99 | 95 | 18
Q05 | Cares about me | 4.12 | 100 | 40
Q06 | Development | 3.68 | 100 | 32
Q07 | Opinions Count | 3.64 | 100 | 36
Q08 | Mission/Purpose | 3.80 | 101 | 29
Q09 | Committed to quality | 4.00 | 99 | 38
Q10 | Best friend | 2.88 | 94 | 9
Q11 | Progress | 3.25 | 96 | 16
Q12 | Learn and Grow | 3.98 | 99 | 40

Frequency Distribution

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree

Question ID | Frequency Distribution
--- | ---
Q01 | 35.00% 56.00%
Q02 | 11.18% 36.63% 41.58%
Q03 | 13.00% 39.00% 40.00%
Q04 | 30.69% 13.86% 19.80% 24.75%
Q05 | 27.00% 52.00%
Q06 | 14.00% 15.00% 24.00% 38.00%
Q07 | 13.00% 23.00% 31.00% 28.00%
Q08 | 25.74% 21.78% 38.61%
Q09 | 21.21% 26.26% 43.43%
Q10 | 24.26% 18.18% 20.20% 19.19% 18.18%
Q11 | 23.00% 16.00% 24.00% 28.00%
Q12 | 12.12% 33.33% 42.42%
Gallup Engagement Survey 2017

Level 4

Net Promoter Score
- NPS: -17

Respondents
- 24
This is the greatest number of respondents on any one question

Grand Mean
- 3.69
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- 24
This represents the unit percentile ranking compared to the Gallup education services database

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<th>Mean</th>
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Frequency Distribution

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- Police Services - Reynolds
- Printing & Distribution Solu - Connaughton

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 15

Respondents
This is the greatest number of respondents on any one question

26

Grand Mean
This represents the unit's overall engagement on a scale of 1-5

3.92

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

46

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Frequency Distribution

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Gallup Engagement Survey 2017  Level 4

Net Promoter Score
- Detractors
- Passive
- Promoters

Respondents: 131
Grand Mean: 3.76

Percentile - Education Services Benchmark

Question ID | Question Short | Mean | Size | Gallup percentile
---|---|---|---|---
Q01 | Know what's expected | 4.22 | 131 | 29
Q02 | Materials and equipment | 3.82 | 131 | 30
Q03 | Opportunity to do best | 3.84 | 131 | 31
Q04 | Recognition | 3.26 | 129 | 27
Q05 | Cares about me | 4.02 | 130 | 37
Q06 | Development | 3.82 | 130 | 39
Q07 | Opinions Count | 3.57 | 131 | 32
Q08 | Mission/Purpose | 3.83 | 131 | 30
Q09 | Committed to quality | 4.13 | 130 | 45
Q10 | Best friend | 2.95 | 122 | 11
Q11 | Progress | 3.79 | 126 | 34
Q12 | Learning and Grow | 3.92 | 128 | 36

Frequency Distribution

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2017 - Level 4

## Level 4

- College of Music-Gen - Richmond
- CVAD-Dean's Off - Watts
- Div of Student Affairs - Armitage
- Education-Dean's Off - Combes
- Engineering-Dean's Off - Tsatsoulis
- Facilities-Gen - Reynolds
- Financial Aid - Deleon
- Grants & Contracts Admin - Krhovjak
- Information-Dean's Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean's Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solu - Connaughton
- Provost-Gen - Vestal
- Registrar - McCreary
- Risk Mgmt Services-Gen - Welch
- Student Affairs-Gen - McGuire
- TAMS-Dean's Off - de Oliveira
- Univ Relations Com & Mkng-Gen - Reese
- University Information Service - Clark
- Vice Provost Acad Affairs-Gen - Crutsinger

## Net Promoter Score

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<th>% Detractors</th>
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<th>% Promoters</th>
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### Respondents

- 32 respondents
- This is the greatest number of respondents on any one question

### Grand Mean

- 3.72
- This represents the unit's overall engagement on a scale of 1-5

## Percentile - Education Services Benchmark

- 26 percentile
- This represents the unit percentile ranking compared to the Gallup education services database

## Frequency Distribution

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<td>Materials and equipment</td>
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</table>
Gallup Engagement Survey 2017 Level 4

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 8

Respondents: 13
Grand Mean: 3.74

This represents the unit's overall engagement on a scale of 1-5.

Percentile - Education Services Benchmark

This represents the unit percentile ranking compared to the Gallup education services database.

Question ID | Question Short | Mean | Size | Gallup Percentile
---|---|---|---|---
Q01 | Know what’s expected | 4.31 | 13 | 35
Q02 | Materials and equipment | 3.92 | 13 | 36
Q03 | Opportunity to do best | 4.00 | 13 | 44
Q04 | Recognition* | 3.50 | 12 | 38
Q05 | Cares about me | 4.08 | 13 | 39
Q06 | Development | 3.85 | 13 | 41
Q07 | Opinions Count | 3.69 | 13 | 39
Q08 | Mission/Purpose | 3.92 | 13 | 35
Q09 | Committed to quality | 3.92 | 13 | 32
Q10 | Best friend | 2.67 | 12 | 5
Q11 | Progress | 3.08 | 13 | 12
Q12 | Learn and Grow | 3.82 | 13 | 36

Frequency Distribution

- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- Q01: 15.00%
- Q02: 15.00%
- Q03: 15.00%
- Q04: 15.00%
- Q05: 15.00%
- Q06: 15.00%
- Q07: 15.00%
- Q08: 15.00%
- Q09: 15.00%
- Q10: 15.00%
- Q11: 15.00%
- Q12: 15.00%
Gallup Engagement Survey 2017  Level 4

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Level 4
- College of Music - Gen - Richmond
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Frequency Distribution
- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

Respondents: 20
Grand Mean: 4.16
Percentile - Education Services Benchmark: 71
This represents the unit’s overall engagement on a scale of 1-5.
This represents the unit percentile ranking compared to the Gallup education services database.
Gallup Engagement Survey 2017  Level 4

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

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Frequency Distribution

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Respondents
- This is the greatest number of respondents on any one question
- Grand Mean: 3.74
  - This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
Gallup Engagement Survey 2017

Level 4

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 43

Respondents

- This is the greatest number of respondents on any one question

35

Grand Mean

- This represents the unit's overall engagement on a scale of 1-5

4.15

Percentile - Education Services Benchmark

- This represents the unit percentile ranking compared to the Gallup education services database

70

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Frequency Distribution

- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- 1-Strongly Disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly Agree
Gallup Engagement Survey 2017 Level 4

Level 4

- College of Music-Gen - Richmond
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- Financial Aid - Deleon
- Grants & Contracts Admin - Krovjak
- Information-Dean’s Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean’s Off-Gen - Everson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton
- Provost-Gen - Vestal
- Registrar - McCreary
- Risk Mgmt Services-Gen - Welch
- Student Affairs-Gen - McGuire
- TAMS-Dean’s Off - de Oliveira
- Univ Relations Corn & Mkting-Gen - Reese
- University Information Service - Clark
- Vice Provost Acad Affairs-Gen - Crutsinger

Net Promoter Score
- % Detractors: 10
- % Passives: 40
- % Promoters: 50

Respondents: 51
This is the greatest number of respondents on any one question

Grand Mean: 3.92
This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

Question ID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what’s expected | 4.28 | 50 | 32
Q02 | Materials and equipment | 3.94 | 50 | 37
Q03 | Opportunity to do best | 3.88 | 50 | 34
Q04 | Recognition’ | 3.44 | 48 | 35
Q05 | Core about me | 4.42 | 50 | 62
Q06 | Development | 4.16 | 49 | 58
Q07 | Opinions Count | 3.72 | 50 | 41
Q08 | Mission/Purpose | 4.00 | 50 | 41
Q09 | Committed to quality | 4.27 | 49 | 57
Q10 | Best friend | 3.10 | 48 | 15
Q11 | Progress | 3.64 | 45 | 29
Q12 | Learn and Grow | 4.19 | 47 | 52

Frequency Distribution

- Q01: 26.00% 56.00%
- Q02: 16.00% 42.00%
- Q03: 16.00% 40.00%
- Q04: 16.00% 40.00%
- Q05: 16.00% 40.00%
- Q06: 12.25% 25.25%
- Q07: 16.00% 40.00%
- Q08: 14.00% 28.00%
- Q09: 27.00% 55.00%
- Q10: 20.75% 26.75%
- Q11: 13.00% 33.00%
- Q12: 13.00% 53.00%
Gallup Engagement Survey 2017  Level 4

Level 4
- College of Music-Gen - Richmond
- CVAD-Dean's Off - Watts
- Div of Student Affairs - Armitage
- Education-Dean's Off - Combes
- Engineering-Dean's Off - Tsatsoulis
- Facilities-Gen - Reynolds
- Financial Aid - Deleon
- Grants & Contracts Admin - Khovjak
- Information-Dean's Off - Kinshuk
- International Affairs-Gen - Shenberger
- PACS-Dean's Off-Gen - Evenson
- Police Services - Reynolds
- Printing & Distribution Solut - Connaughton
- Provost-Gen - Vestal
- Registrar - McCreary
- Risk Mgmt Services-Gen - Welch
- Student Affairs-Gen - McGuire
- TAMS-Dean's Off - de Oliveira
- Univ Relations Com & Mkting-Gen - Reese
- University Information Service - Clark
- Vice Provost Acad Affairs-Gen - Crutsinger

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Respondents
- This is the greatest number of respondents on any one question
- 28

Grand Mean
- This represents the unit’s overall engagement on a scale of 1-5
- 3.85

Percentile
- Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 11

Frequency Distribution
- % responded
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

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Gallup Engagement Survey 2017

Level 5

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Respondents
- This is the greatest number of respondents on any one question
- 13

Grand Mean
- This represents the unit’s overall engagement on a scale of 1 to 5
- 3.43

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 8

QuestionID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what’s expected | 4.08 | 13 | 19
Q02 | Materials and equipment | 4.15 | 13 | 51
Q03 | Opportunity to do best | 3.69 | 13 | 22
Q04 | Recognition | 2.38 | 13 | 5
Q05 | Cares about me | 3.46 | 13 | 13
Q06 | Development | 3.54 | 13 | 25
Q07 | Opinions Count | 3.38 | 13 | 23
Q08 | Mission/Purpose | 3.02 | 13 | 20
Q09 | Committed to quality | 3.23 | 13 | 5
Q10 | Best friend | 2.42 | 12 | 2
Q11 | Progress | 3.46 | 13 | 22
Q12 | Learn and Grow | 3.77 | 13 | 28
Gallup Engagement Survey 2017  Level 5

Net Promoter Score

-30

Respondents
This is the greatest number of respondents on any one question
10

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
3.66

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
21

QuestionID  Question Short  Mean  Size  Gallup percentile
Q01  Know what's expected  4.30  10  34
Q02  Materials and equipment  3.80  10  29
Q03  Opportunity to do best  4.00  10  44
Q04  Recognition*  2.90  10  15
Q05  Cares about me  3.90  10  30
Q06  Development  3.90  10  44
Q07  Opinions Count  3.60  10  33
Q08  Mission/Purpose  4.00  10  41
Q09  Committed to quality  4.30  10  59
Q10  Best friend  2.40  10  2
Q11  Progress  3.00  10  11
Q12  Learn and Grow  3.80  10  30

Frequency Distribution

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
### Gallup Engagement Survey 2017 Level 5

#### Level 5

- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
- Career Center - Vinson
- CAS-Dean's Off-Gen - Christian
- CAS-Dean's Off-Gen - Schaake
- Chemistry - Richmond
- CMHT-Gen - Knight
- Computer Science & Engineering - Bryant
- Counseling & Higher Education - Holden
- Criminal Justice - Fritsch
- CVAD-Dean's Off - Ligon
- Dance & Theatre - Garcia Jr
- Dining Services - McNeice Jr
- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

#### Net Promoter Score

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<th>% Detractors</th>
<th>% Passives</th>
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#### Respondents

- 54
- This is the greatest number of respondents on any one question

#### Grand Mean

- 3.78
- This represents the unit overall engagement on a scale of 1-5

#### Percentile - Education Services Benchmark

- 32
- This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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#### Frequency Distribution

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<tr>
<td>Q12</td>
<td>5-Strongly Agree</td>
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</tbody>
</table>
# Gallup Engagement Survey 2017 - Level 5

## Net Promoter Score (NPS)

- **Detractors**: 20%
- **Passive**: 40%
- **Promoters**: 40%

Net Promoter Score (NPS) of -33.

## Respondents

- **12** respondents
- This is the greatest number of respondents on any one question

## Grand Mean

- **3.40**
- This represents the unit’s overall engagement on a scale of 1-5

## Percentile - Education Services Benchmark

This represents the unit percentile ranking compared to the Gallup education services database.

### Frequency Distribution

<table>
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<th>QuestionID</th>
<th>Question Short</th>
<th>Mean</th>
<th>Size</th>
<th>Gallup percentile</th>
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<td>12</td>
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<td>Materials and equipment</td>
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Gallup Engagement Survey 2017  Level 5

Level 5
- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
- Career Center - Vinson
- CAS-Dean's Off-Gen - Christian
- CAS-Dean's Off-Gen - Schaeke
- Chemistry - Richmond
- CMHT-Gen - Knight
- Computer Science & Engineering - Bryant
- Counseling & Higher Education - Holden
- Criminal Justice - Fritsch
- CVAD-Dean's Off - Ligon
- Dance & Theatre - Garcia Jr
- Dining Services - McNeace Jr
- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakorri
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

NPS 36

Respondents
- This is the greatest number of respondents on any one question
- 11

Grand Mean
- This represents the unit's overall engagement on a scale of 1-5
- 4.26

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 79

Question ID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what’s expected | 4.64 | 11 | 66
Q02 | Materials and equipment | 4.45 | 11 | 73
Q03 | Opportunity to do best | 4.45 | 11 | 73
Q04 | Recognition | 4.09 | 11 | 65
Q05 | Cares about me | 4.64 | 11 | 76
Q06 | Development | 4.27 | 11 | 65
Q07 | Opinions Count | 4.36 | 11 | 76
Q08 | Mission/Purpose | 4.36 | 11 | 63
Q09 | Committed to quality | 4.36 | 11 | 63
Q10 | Best friend | 2.82 | 11 | 8
Q11 | Progress | 4.36 | 11 | 63
Q12 | Learn and Grow | 4.27 | 11 | 56

Frequency Distribution

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

Q01: 36.00% 64.00%
Q02: 36.00% 55.00%
Q03: 36.00% 55.00%
Q04: 36.00% 55.00%
Q05: 18.00% 73.00%
Q06: 27.00% 73.00%
Q07: 64.00% 55.00%
Q08: 36.00% 55.00%
Q09: 18.00% 55.00%
Q10: 45.45% 18.18%
Q11: 45.45% 45.45%
Q12: 27.00% 55.00%
Gallup Engagement Survey 2017  Level 5

Level 5
- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
- Career Center - Vinson
- CAS-Dean's Off-Gen - Christian
- CMH-Gen - Knight
- Computer Science & Engineering - Bryant
- Counseling & Higher Education - Holden
- Criminal Justice - Fritsch
- CVAD-Dean's Off - Ligon
- Dance & Theatre - Garcia Jr
- Dining Services - McNeese Jr
- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Respondents
This is the greatest number of respondents on any one question
19

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
4.28

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
81

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Note: The table above shows the frequency distribution of responses for each question.
Gallup Engagement Survey 2017  Level 5

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 15

Respondents: 20
This is the greatest number of respondents on any one question

Grand Mean: 4.03
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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Gallup Engagement Survey 2017 Level 5

Level 5
- Accounting - Seetharaman
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- Criminal Justice - Fritsch
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- Dining Services - McNeace Jr
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- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

Respondents 10
This is the greatest number of respondents on any one question

Grand Mean 3.78
This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

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Gallup Engagement Survey 2017  Level 5

Level 5
- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
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- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

- NPS
- 40
- 60
- 80
- 100

Respondents
- 16
- This is the greatest number of respondents on any one question

Grand Mean
- 3.14
- This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- 2
- This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree
Gallup Engagement Survey 2017  Level 5

Net Promoter Score
- % Distractors
- % Passive
- % Promoters

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- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakkori
- Education - Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Respondents
- This is the greatest number of respondents on any one question: 14
- Grand Mean
- This represents the unit's overall engagement on a scale of 1-5: 3.44

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database: 8

QuestionID  Question Short  Mean  Size  Gallup percentile
Q01  Know what's expected  4.14  14  21
Q02  Materials and equipment  3.43  14  13
Q03  Opportunity to do best  3.86  14  33
Q04  Recognition'  2.86  14  14
Q05  Cares about me  3.85  13  27
Q06  Development  3.71  14  33
Q07  Opinions Count  3.21  14  17
Q08  Mission/Purpose  3.36  14  12
Q09  Committed to quality  3.57  14  14
Q10  Best friend  2.23  13  1
Q11  Progress  3.64  14  29
Q12  Learn and Grow  3.43  14  15

Frequency Distribution

- % responded-
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2017  Level 5

## Level 5

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- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

## Net Promoter Score

- **% Detractors**: 20
- **% Passives**: 40
- **% Promoters**: 40

**NPS**: 60

## Respondents

- **Number of Respondents**: 10
- **Grand Mean**: 4.31

This is the greatest number of respondents on any one question. This represents the unit’s overall engagement on a scale of 1-5.

## Percentile - Education Services Benchmark

- **Percentile**: 83

This represents the unit percentile ranking compared to the Gallup education services database.

## Frequency Distribution

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Gallup Engagement Survey 2017  Level 5

Net Promoter Score
- NPS: -23

Level 5
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- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Respondents
- 52

Grand Mean
- 3.37

Percentile - Education Services Benchmark
- 6

Frequency Distribution
- Q01: 38.00% - 40.00%
- Q02: 21.00% - 50.00%
- Q03: 13.00% - 29.00%
- Q04: 30.00% - 26.00%
- Q05: 12.12% - 17.17%
- Q06: 19.00% - 21.00%
- Q07: 23.00% - 17.00%
- Q08: 21.00% - 15.00%
- Q09: 12.00% - 15.00%
- Q10: 29.00% - 14.00%
- Q11: 26.73% - 16.83%
- Q12: 12.00% - 26.00%

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017 Level 5

Level 5

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- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Uphurts
- Facilities-Gen - Bailey

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

![NPS Chart]

- NPS = -47

Respondents
15
This is the greatest number of respondents on any one question

Grand Mean
3.16
This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
2
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

- % responded:
  - 1 - Strongly Disagree
  - 2 - Disagree
  - 3 - Neutral
  - 4 - Agree
  - 5 - Strongly Agree

- Q01: 13.13% 20.20% 53.54%
- Q02: 13.13% 33.33% 33.33%
- Q03: 20.20% 33.33% 13.13% 33.33%
- Q04: 33.00% 27.00% 33.00%
- Q05: 20.00% 33.00% 33.00%
- Q06: 13.00% 20.00% 13.00% 27.00%
- Q07: 27.00% 20.00% 20.00% 13.00% 20.00%
- Q08: 14.14% 43.43% 43.43% 14.14%
- Q09: 14.00% 14.00% 29.00% 36.00%
- Q10: 50.51% 21.21% 14.14%
- Q11: 40.00% 13.00% 33.00%
- Q12: 13.13% 20.20% 20.20% 13.13% 33.33%
Gallup Engagement Survey 2017  Level 5

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- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score
- % Detractors
- % Passive
- % Promoters
NPS 19

Respondents
- This is the greatest number of respondents on any one question
- Grand Mean
- This represents the unit overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- Q01: 25.00% 49.00%
- Q02: 19.00% 81.00%
- Q03: 12.87% 37.62% 49.50%
- Q04: 20.00% 13.00% 27.00% 33.00%
- Q05: 12.87% 24.75% 62.38%
- Q06: 13.00% 25.00% 56.00%
- Q07: 12.87% 37.62% 43.56%
- Q08: 31.00% 19.00% 38.00%
- Q09: 12.87% 37.62% 37.62%
- Q10: 25.00% 13.00% 31.00% 25.00%
- Q11: 37.62% 18.81% 43.56%
- Q12: 37.62% 62.38%
Gallup Engagement Survey 2017  Level 5

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- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

15 Respondents
This is the greatest number of respondents on any one question
3.54 Grand Mean
This represents the unit's overall engagement on a scale of 1-5

13 Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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Gallup Engagement Survey 2017  Level 5

Net Promoter Score

- Defectors
- Passive
- Promoters

NPS - 9

Level 5

- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
- Career Center - Vinson
- CAS-Dean's Off-Gen - Christian
- CAS-Dean's Off-Gen - Schaeke
- Chemistry - Richmond
- CMHT-Gen - Knight
- Computer Science & Engineering - Bryant
- Counseling & Higher Education - Holden
- Criminal Justice - Fritsch
- CVAD-Dean's Off - Ligon
- Dance & Theatre - Garcia Jr
- Dining Services - McNease Jr
- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Respondents
This is the greatest number of respondents on any one question

11

Grand Mean
This represents the unit's overall engagement on a scale of 1-5

3.61

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

17

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Gallup Engagement Survey 2017

Level 5

- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
- Career Center - Vinson
- CAS-Dean’s Off-Gen - Christian
- CAS-Dean’s Off-Gen - Schaake
- Chemistry - Richmond
- CMHT-Gen - Knight
- Computer Science & Engineering - Bryant
- Counseling & Higher Education - Holden
- Criminal Justice - Fritsch
- CVAD-Dean’s Off - Ligon
- Dance & Theatre - Garcia Jr
- Dining Services - McNeace Jr
- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakkeri
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS

- 20
- 40
- 60
- 80
- 100

Respondents

- This is the greatest number of respondents on any one question
- 10

Grand Mean

- This represents the unit overall engagement on a scale of 1-5
- 3.12

Percentile - Education Services Benchmark

- This represents the unit percentile ranking compared to the Gallup education services database
- 1

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Frequency Distribution

- % responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

- Q01: 20.00% - 70.00%
- Q02: 30.00% - 60.00%
- Q03: 60.00% - 30.00%
- Q04: 40.00% - 20.00%
- Q05: 22.00%
- Q06: 20.00% - 20.00% - 20.00% - 30.00%
- Q07: 30.00% - 20.00% - 30.00% - 20.00%
- Q08: 30.00% - 50.00%
- Q09: 20.00% - 20.00% - 40.00%
- Q10: 20.00% - 20.00% - 20.00%
- Q11: 30.00% - 30.00% - 30.00%
- Q12: 20.00% - 20.00% - 30.00% - 20.00%
# Gallup Engagement Survey 2017 - Level 5

## Level 5

- Accounting - Seetharaman
- Administrative IT Services - John
- Anthropology - Henry
- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goven III
- Career Center - Vinson
- CAS-Dean's Off-Gen - Christian
- CAS-Dean's Off-Gen - Schake
- Chemistry - Richmond
- CMHT-Gen - Knight
- Computer Science & Engineering - Bryant
- Counseling & Higher Education - Holden
- Criminal Justice - Frisch
- CVAD-Dean's Off - Ligon
- Dance & Theatre - Garcia Jr
- Dining Services - McNease Jr
- Disability & Addiction Rehab - Holloway
- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

## Net Promoter Score

![NPS Diagram](image)

- **Detractors**: 20
- **Passive**: 40
- **Promoters**: 60
- **NPS**: 0

## Respondents

- **25**: This is the greatest number of respondents on any one question
- **3.90**: Grand Mean - This represents the unit’s overall engagement on a scale of 1-5

## Percentile - Education Services Benchmark

- **44**: This represents the unit percentile ranking compared to the Gallup education services database

## Frequency Distribution

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## Frequency Distribution

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Gallup Engagement Survey 2017  Level 5

Level 5
- Accounting - Seetharaman
- Administrative IT Services - John
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- Behavior Analysis - Rosales-Ruiz
- Biological Sciences - Goen III
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- Educational Psychology - Tashakkori
- Education-Student Advising - Pasco
- Engineering Technology - Barbieri
- English - Upchurch
- Facilities-Gen - Bailey

Net Promoter Score
- NPS: -15

Respondents: 13
- This is the greatest number of respondents on any one question
- Grand Mean: 3.84
- This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- Percentile: 38

QuestionID  Question Short  Mean  Size  Gallup percentile
Q01  Know what's expected  4.00  13  14
Q02  Materials and equipment  4.23  13  58
Q03  Opportunity to do best  4.00  13  44
Q04  Recognition  3.62  13  43
Q05  Cares about me  4.38  13  58
Q06  Development  3.77  13  35
Q07  Opinions Count  3.65  13  48
Q08  Mission/Purpose  4.00  13  41
Q09  Committed to quality  3.65  13  28
Q10  Best friend  3.25  12  20
Q11  Progress  3.38  13  20
Q12  Learn and Grow  3.77  13  28

Frequency Distribution

- % responded:
  - Q01: 15.00%
  - Q02: 61.39%
  - Q03: 23.00%
  - Q04: 15.15%
  - Q05: 30.69%
  - Q06: 15.00%
  - Q07: 45.56%
  - Q08: 30.00%
  - Q09: 45.56%
  - Q10: 16.83%
  - Q11: 23.23%
  - Q12: 15.00%

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2017: Level 5

## Net Promoter Score

- **NPS**: -38

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Gallup Engagement Survey 2017  Level 5

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Net Promoter Score

- % Detractors
- % Passives
- % Promoters

-8

Respondents: This is the greatest number of respondents on any one question. 12

Grand Mean: This represents the unit's overall engagement on a scale of 1-5. 3.75

Percentile - Education Services Benchmark: This represents the unit percentile ranking compared to the Gallup education services database. 29
Gallup Engagement Survey 2017  Level 5

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Level 5
- English - Upchurch
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness-Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing-Admin - Vanacore
- Instrumental Studies - Holt
- International Affairs-Gen - Fleurquin
- Kinesiology, Hlth Promo, & Rec - Nauright
- Learn Enhance Assess & Redesign - Pluscht
- Learning Technologies - Norris
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mixng & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heidiberger

Respondents
- 14
- This is the greatest number of respondents on any one question

Grand Mean
- 3.52
- This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- 12
- This represents the unit percentile ranking compared to the Gallup education services database

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Gallup Engagement Survey 2017  Level 5

Level 5

- English - Upchurch
- Facilities - Gen - Bailey
- Facilities - Gen - Crocker
- Facilities - Gen - Liscoano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness - Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing - Admin - Vanacore
- Instrumental Studies - Holt
- International Affairs - Gen - Fleurquin
- Kinesiology, Hlth Promo, & Rec - Nauright
- Learn Enhanc Assess & Redesign - Pluscht
- Learning Technologies - Norris
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal - Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heidberger

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS - 9

Respondents
This is the greatest number of respondents on any one question
11

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
3.62

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
18

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<td>11</td>
<td>23</td>
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Frequency Distribution

- % responded-
  1-Strongly Disagree
  2-Disagree
  3-Neutral
  4-Agree
  5-Strongly Agree

Q01 | 18.00% 27.00% 55.00% 18.00% 27.00% 55.00%
Q02 | 36.36% 45.45% 18.18% 27.27% 27.27% 27.27%
Q03 | 18.18% 27.27% 27.27% 27.27% 36.36% 18.18%
Q04 | 18.18% 27.27% 27.27% 27.27% 36.36% 18.18%
Q05 | 18.18% 27.27% 27.27% 27.27% 36.36% 18.18%
# Gallup Engagement Survey 2017 - Level 5

## Net Promoter Score (NPS)

<table>
<thead>
<tr>
<th>% Detractors</th>
<th>% Passive</th>
<th>% Promoters</th>
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<tbody>
<tr>
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- **NPS**: 17

## Respondents

- **18**
- This is the greatest number of respondents on any one question

## Grand Mean

- **3.76**
- This represents the unit's overall engagement on a scale of 1-5

## Percentile - Education Services Benchmark

- **30**
- This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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<td>16.83% 27.72%</td>
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### Responses

- **1** - Strongly Disagree
- **2** - Disagree
- **3** - Neutral
- **4** - Agree
- **5** - Strongly Agree

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Gallup Engagement Survey 2017  Level 5

Level 5

- English - Upchurch
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness-Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing-Admin - Vanacore
- Instrumental Studies - Holt
- International Affairs-Gen - Fleurquin
- Kinesiology, Hilth Promo, & Rec - Nauright
- Learn Enhanc Assess & Redesign - Pluscht
- Learning Technologies - Norms
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidberger

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

NPS 5

Respondents

20
This is the greatest number of respondents on any one question

Grand Mean

3.79
This represents the unit overall engagement on a scale of 1-5

Percentile - Education Services Benchmark

33
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

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<td>15.00% 50.00% 26.00%</td>
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</table>

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017

Level 5

Net Promoter Score

37

Grand Mean
3.83

Respondents
60

Percentile - Education Services Benchmark

QuestionID | Question Short  | Mean | Size | Gallup percentile |
---|----------------|------|------|-------------------|
Q01 | Know what's expected | 4.45 | 60 | 48 |
Q02 | Materials and equipment | 4.02 | 60 | 45 |
Q03 | Opportunity to do best | 4.20 | 59 | 56 |
Q04 | Recognition | 3.37 | 60 | 31 |
Q05 | Cares about me | 4.13 | 60 | 41 |
Q06 | Development | 3.86 | 59 | 42 |
Q07 | Opinions Count | 3.36 | 59 | 21 |
Q08 | Mission/Purpose | 3.78 | 59 | 27 |
Q09 | Committed to quality | 3.80 | 60 | 25 |
Q10 | Best friend | 3.46 | 57 | 28 |
Q11 | Progress | 3.53 | 58 | 24 |
Q12 | Learn and Grow | 3.95 | 57 | 37 |

Frequency Distribution

% responded:

1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
## Gallup Engagement Survey 2017 - Level 5

### Level 5

- Englsih - Upchurch
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turvey
- Health & Wellness-Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing-Admin - Vana core
- Instrumental Studies - Holt
- International Affairs-Gen - Fleurquin
- Kinesiology, Hlt Promo, & Rec - Nauright
- Learn Enhanc Assess & Redesign - Pusch
- Learning Technologies - Norris
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktn & Logistics - Randall
- Music Hist, Thyr, & Ethnomusic - Heidelberger

### Net Promoter Score

- NPS: 69
- % Detractors
- % Passive
- % Promoters

| Respondents | 16 | respondents on any one question |
| Grand Mean  | 4.11 | represents the unit overall engagement on a scale of 1-5 |
| Percentile - Education Services Benchmark | 67 | represents the unit percentile ranking compared to the Gallup education services database |

### Frequency Distribution

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<td>4.31</td>
<td>16</td>
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<td>4.56</td>
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<td>3.50</td>
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<td>3.25</td>
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<td>Q12</td>
<td>Learn and Grow</td>
<td>4.50</td>
<td>16</td>
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</table>

- % responded:
  - 1 - Strongly Disagree
  - 2 - Disagree
  - 3 - Neutral
  - 4 - Agree
  - 5 - Strongly Agree
### Gallup Engagement Survey 2017 Level 5

#### Level 5
- English - Upchurch
- Facilities - Gen - Bailey
- Facilities - Gen - Crocker
- Facilities - Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness - Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing - Admin - Vanacore
- Instrumental Studies - Holt
- International Affairs - Gen - Fleurquin
- Kinesiology, Hilth Promo, & Rec - Nauright
- Learn Enhanc Assess & Redesign - Pluscht
- Learning Technologies - Norris
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal - Gen - Bland
- Media Arts - Martin
- Mktn & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heidberger

#### Net Promoter Score
- 0% Detractors
- 20% Passives
- 80% Promoters

#### Respondents
- 14

#### Grand Mean
- 3.95

#### Percentile - Education Services Benchmark
- 49

#### Frequency Distribution

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<tr>
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<td>Q10</td>
<td>Best friend</td>
<td>4.00</td>
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<tr>
<td>Q12</td>
<td>Learn &amp; Grow</td>
<td>4.14</td>
<td>14</td>
<td>49</td>
</tr>
</tbody>
</table>
**Gallup Engagement Survey 2017 - Level 5**

**Net Promoter Score**
- NPS: -6
- Detractors: 20%
- Passive: 40%
- Promoters: 40%

**Respondents**
- 17 respondents
- This is the greatest number of respondents on any one question

**Grand Mean**
- 3.69
- This represents the unit's overall engagement on a scale of 1-5

**Percentile - Education Services Benchmark**
- 24 percentile
- This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

<table>
<thead>
<tr>
<th>Question ID</th>
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<th>Size</th>
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<td>Materials and equipment</td>
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<td>37.00%</td>
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<td>Q03</td>
<td>Opportunity to do best</td>
<td>4.06</td>
<td>17</td>
<td>47.00%</td>
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<td>Q04</td>
<td>Recognition</td>
<td>3.18</td>
<td>17</td>
<td>23.53%</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
<td>4.24</td>
<td>17</td>
<td>17.65%</td>
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<td>Development</td>
<td>3.88</td>
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<td>Opinions Count</td>
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<td>17.82%</td>
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<td>17.82%</td>
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<td>16</td>
<td>28.71%</td>
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<td>Q10</td>
<td>Best friend</td>
<td>3.06</td>
<td>17</td>
<td>17.82%</td>
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<td>Q11</td>
<td>Progress</td>
<td>3.35</td>
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<td>23.76%</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>4.00</td>
<td>17</td>
<td>28.71%</td>
</tr>
</tbody>
</table>

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017  Level 5

Net Promoter Score

- 20  0  20  40  60  80

NPS

- Respondents
  - This is the greatest number of respondents on any one question
  - 10

- Grand Mean
  - This represents the unit's overall engagement on a scale of 1-5
  - 3.42

- Percentile - Education Services Benchmark
  - This represents the unit percentile ranking compared to the Gallup education services database
  - 7

QuestionID  Question Short  Mean  Size  Gallup percentile
Q01  Know what's expected  4.20  10  28
Q02  Materials and equipment  3.40  10  12
Q03  Opportunity to do best  4.10  10  47
Q04  Recognition  2.40  10  5
Q05  Cares about me  3.80  10  25
Q06  Development  3.00  10  8
Q07  Opinions Count  3.70  10  39
Q08  Mission/Purpose  3.90  10  34
Q09  Committed to quality  3.00  10  3
Q10  Best friend  3.10  10  15
Q11  Progress  2.50  9  4
Q12  Learn and Grow  3.90  10  35

Frequency Distribution

- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- Q01
  - 60.00%
  - 30.00%
  - 10.00%

- Q02
  - 30.00%
  - 30.00%
  - 30.00%

- Q03
  - 30.00%
  - 30.00%
  - 30.00%

- Q04
  - 40.00%
  - 20.00%
  - 20.00%

- Q05
  - 20.00%
  - 50.00%
  - 20.00%

- Q06
  - 20.00%
  - 50.00%
  - 20.00%

- Q07
  - 20.00%
  - 60.00%
  - 20.00%

- Q08
  - 20.00%
  - 30.00%
  - 40.00%

- Q09
  - 30.00%
  - 20.00%
  - 30.00%

- Q10
  - 30.00%
  - 50.00%
  - 40.00%

- Q11
  - 20.00%

- Q12
  - 30.00%
  - 50.00%
  - 20.00%
Gallup Engagement Survey 2017

Level 5

- Percentage of Detractors: 40%
- Percentage of Promoters: 60%
- Net Promoter Score (NPS): -33

5 respondents:
- Level 5

Grand Mean: 3.25

Percentile - Education Services Benchmark:
- This represents the unit percentile ranking compared to the Gallup education services database.

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<th>QuestionID</th>
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<th>Mean</th>
<th>Size</th>
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<td>Recognition</td>
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<td>14</td>
<td>28</td>
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<td>Q09</td>
<td>Committed to quality</td>
<td>3.57</td>
<td>14</td>
<td>14</td>
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<tr>
<td>Q10</td>
<td>Best friend</td>
<td>3.40</td>
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<td>Q11</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>3.08</td>
<td>12</td>
<td>7</td>
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</tbody>
</table>

Frequency Distribution:
- Q01: 20.00% strongly disagree, 40.00% agree, 33.00% neutral
- Q02: 33.00% strongly disagree, 20.00% agree, 40.00% neutral
- Q03: 20.00% strongly disagree, 27.00% agree, 13.00% neutral, 33.00% agree
- Q04: 49.50% strongly disagree, 16.83% agree, 16.83% neutral, 16.83% agree
- Q05: 14.16% strongly disagree, 14.16% agree, 21.21% agree, 36.36% neutral, 14.16% agree
- Q06: 23.00% strongly disagree, 31.00% agree, 38.00% neutral
- Q07: 16.15% strongly disagree, 38.38% agree, 23.23% agree, 16.15% agree
- Q08: 14.00% strongly disagree, 29.00% agree, 43.00% neutral
- Q09: 21.21% strongly disagree, 21.21% agree, 43.61% neutral
- Q10: 30.00% strongly disagree, 40.00% agree, 23.00% neutral
- Q11: 31.00% strongly disagree, 38.00% agree, 17.00% neutral, 17.00% neutral
- Q12: 25.00% strongly disagree, 33.00% agree, 17.00% neutral, 17.00% neutral
Gallup Engagement Survey 2017  Level 5

Level 5

- english - Upchurch
- Facilities-Gen - Bailey
- Facilities-Gen - Crocker
- Facilities-Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness-Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing-Admin - Vanacore
- Instrumental Studies - Holt
- International Affairs-Gen - Fleurquin
- Kinesiology, Hilth Promo, & Rec - Nauright
- Learn Enhanc Assess & Redesign - Pluscht
- Learning Technologies - Norris
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktg & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidberger

Net Promoter Score

- % Detectors
- % Passives
- % Promoters

NPS 11

Respondents
This is the greatest number of respondents on any one question
19

Grand Mean
This represents the unit overall engagement on a scale of 1-5
3.77

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
31

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<td>Opportunity to do best</td>
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<td>41</td>
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<td>Mission/Purpose</td>
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<td>3.00</td>
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<td>12</td>
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<td>3.56</td>
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<td>4.16</td>
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Frequency Distribution

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### Gallup Engagement Survey 2017 Level 5

**Level 5**

- enghsion - upchurchn
- Facilities - Gen - Bailey
- Facilities - Gen - Crocker
- Facilities - Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness - Gen - Voorhees III
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- Mathematics - Conley
- Mayborn Sch of Journal - Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heidberger

#### Net Promoter Score

- **NPS:** -14
- **% Detractors:** 40
- **% Passives:** 20
- **% Promoters:** 40

#### Respondents

- This is the greatest number of respondents on any one question
- **Grand Mean:** 3.75
- This represents the unit's overall engagement on a scale of 1-5

#### Percentile - Education Services Benchmark

- This represents the unit percentile ranking compared to the Gallup education services database

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<td>Learn and Grow</td>
<td>3.54</td>
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<td>18</td>
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</tbody>
</table>

#### Frequency Distribution

- **% responded:**
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- **Q01:**
  - 35.64%
  - 53.47%
  - 16.00%
  - 25.00%
  - 32.00%
  - 29.00%

- **Q02:**
  - 14.00%
  - 23.23%
  - 32.00%
  - 43.00%
  - 32.11%

- **Q03:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q04:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q05:**
  - 15.15%
  - 33.33%
  - 21.00%
  - 18.00%
  - 23.23%

- **Q06:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q07:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q08:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q09:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q10:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q11:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%

- **Q12:**
  - 18.00%
  - 32.00%
  - 18.00%
  - 14.00%
  - 18.00%
## Gallup Engagement Survey 2017 Level 5

### Net Promoter Score (NPS)
- **Score**: -6
- **Net Promoter Percentage**:
  - % Detractors: 20
  - % Passives: 40
  - % Promoters: 40

### Respondents
- **Total Number**: 16
- **Grand Mean**: 3.72

### Percentile - Education Services Benchmark
- **Ranking**: 26

### Frequency Distribution

<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question Short</th>
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### Frequency Distribution Colors
- **1-Strongly Disagree**: 18.81%
- **2-Disagree**: 4.34%
- **3-Neutral**: 24.75%
- **4-Agree**: 18.81%
- **5-Strongly Agree**: 22.12%
Gallup Engagement Survey 2017  Level 5

Level 5

- English - Upchurch
- Facilities - Gen - Bailey
- Facilities - Gen - Crocker
- Facilities - Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness - Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing - Admin - Vanacore
- Instrumental Studies - Holt
- International Affairs - Gen - Fleurquin
- Kinesiology, Hlth Promo, & Rec - Nauright
- Learn Enhance Assess & Redesign - Pluscht
- Learning Technologies - Noms
- Library & Information Sciences - Hawamdeh
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal - Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidberger

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS
-40

15 | Respondents
This is the greatest number of respondents on any one question

3.24 | Grand Mean
This represents the unit's overall engagement on a scale of 1-5

3 | Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

- % responded-
  1 - Strongly Disagree
  2 - Disagree
  3 - Neutral
  4 - Agree
  5 - Strongly Agree
Gallup Engagement Survey 2017  Level 5

Level 5
- English - Operation
- Facilities - Gen - Bailey
- Facilities - Gen - Crocke
- Facilities - Gen - Liscano
- Financial Aid - Thompson
- Financial Aid - Turney
- Health & Wellness - Gen - Voorhees III
- History - Tanner
- Hospitality & Tourism - Kennon
- Housing - Admin - Vanacore
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- Kinesiology, Hlth Promo, & Rec - Nauright
- Learn Enhanc Assess & Redesign - Pluscht
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- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal - Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidiger

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

- NPS -10

Respondents
- This is the greatest number of respondents on any one question
- 10

Grand Mean
- This represents the unit's overall engagement on a scale of 1-5
- 3.75

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 29

Question ID | Question Short | Mean | Size | Gallup percentile
---|---|---|---|---
Q01 | Know what’s expected | 3.90 | 10 | 12
Q02 | Materials and equipment | 3.60 | 10 | 19
Q03 | Opportunity to do best | 3.10 | 10 | 5
Q04 | Recognition | 4.11 | 9 | 66
Q05 | Cares about me | 4.10 | 10 | 40
Q06 | Development | 3.60 | 10 | 27
Q07 | Opinions Count | 3.90 | 10 | 51
Q08 | Mission/Purpose | 3.50 | 10 | 15
Q09 | Committed to quality | 4.40 | 10 | 67
Q10 | Best friend | 3.10 | 10 | 15
Q11 | Progress | 3.70 | 10 | 31
Q12 | Learn and Grow | 4.00 | 9 | 43

Frequency Distribution
[Box plot showing response distribution]

% responded
1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
Gallup Engagement Survey 2017  Level 5

Level 5
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidberger
- PACS-Dean's Off-Gen - Dash
- Physics - Montinco
- Police Services - Bergstrom
- Police Services - Owen
- Political Science - Esbaugh-Sohra
- Psychology - Campbell
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- Spanish - Manickam
- Speech & Hearing Sciences - Moore
- Teacher Education & Admin - Laney
- Technical Communication - Campbell
- Union Admin - Reif
- Univ Relations Com & Mktng-Gen - Beck
- Univ Relations Com & Mktng-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 5

21 Respondents
This is the greatest number of respondents on any one question
3.87 Grand Mean
This represents the unit overall engagement on a scale of 1-5

41 Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

% responded
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
Gallup Engagement Survey 2017  Level 5

Net Promoter Score
-60 0 20 40 60 80
NPS

Respondents
10
This is the greatest number of respondents on any one question

Grand Mean
3.20
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
2
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

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% responded -
1-Strongly Disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly Agree
### Gallup Engagement Survey 2017  Level 5

**Net Promoter Score**

- % Detractors
- % Passive
- % Promoters

![NPS Graph](image)

- NPS = 0

<table>
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**Respondents**

- Number of respondents: 10
- This is the greatest number of respondents on any one question

**Grand Mean**

- Grand Mean: 3.84
- This represents the unit's overall engagement on a scale of 1-5

**Percentile - Education Services Benchmark**

- Percentile: 38
- This represents the unit percentile ranking compared to the Gallup education services database

**Frequency Distribution**

- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- Frequency distribution for each question:
  - Q01: 30.00% 60.00%
  - Q02: 20.00% 50.00% 30.00%
  - Q03: 60.00% 40.00%
  - Q04: 20.00% 20.00% 20.00% 20.00%
  - Q05: 30.00% 60.00% 20.00%
  - Q06: 22.00% 30.00% 40.00%
  - Q07: 30.00% 40.00% 20.00%
  - Q08: 20.00% 60.00% 20.00%
  - Q09: 20.00% 40.00% 30.00%
  - Q10: 20.00% 20.00% 40.00% 20.00%
  - Q11: 20.00% 20.00% 40.00% 20.00%
  - Q12: 30.00% 50.00%
Gallup Engagement Survey 2017 Level 5

Level 5
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktg & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidberger
- PACS-Dean's Off-Gen - Dash
- Physics - Monticino
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- Union Admin - Reif
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- Univ Relations Corn & Mktng-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Respondents: 24
This is the greatest number of respondents on any one question

Grand Mean: 3.58
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>3.71</td>
<td>24</td>
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</tbody>
</table>

Frequency Distribution

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2017 Level 5

## Net Promoter Score

![Net Promoter Score Chart](image)

- **NPS**: 5
- **Range of scores**: 0 to 100
- **100**: Happy
- **0**: Angry
- **20% and above**: Happy
- **10% and below**: Angry

## Respondents

- **21** respondents
- This is the greatest number of respondents on any one question

## Grand Mean

- **3.78**
- This represents the unit's overall engagement on a scale of 1-5

## Percentile - Education Services Benchmark

- **32**
- This represents the unit percentile ranking compared to the Gallup education services database

## Frequency Distribution

<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question Short</th>
<th>Mean</th>
<th>Size</th>
<th>Gallup percentile</th>
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<td>Know what's expected</td>
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<td>Materials and equipment</td>
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<td>Learn and Grow</td>
<td>4.14</td>
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</table>

## % responded -

- **1-Strongly Disagree**
- **2-Disagree**
- **3-Neutral**
- **4-Agree**
- **5-Strongly Agree**

---

**Legend:**

- Red = 5-Strongly Agree
- Green = 4-Agree
- Yellow = 3-Neutral
- Light Green = 2-Disagree
- Blue = 1-Strongly Disagree

---

**Total Number of Respondents:** 21

**Questions with Highest Engagement:**

- Q01
- Q02
- Q03

**Questions with Lowest Engagement:**

- Q10
- Q11
- Q12
## Gallup Engagement Survey 2017  Level 5

### Level 5
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktng & Logistics - Randall
- Music Hist, Thy, & Ethnomusic - Heidigerber
- PACS-Dean's Off-Gen - Dash
- Physics - Monticino
- Police Services - Bergstrom
- Police Services - Owen
- Political Science - Esthbaugh-Soha
- Psychology - Campbell
- Registrar - Heard
- Spanish - Manickam
- Speech & Hearing Sciences - Moore
- Teacher Education & Admin - Laney
- Technical Communication - Campbell
- Union Admin - Reif
- Univ Relations Com & Mktng-Gen - Beck
- Univ Relations Com & Mktng-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

### Net Promoter Score
- **NPS**: 13
- **% Detractors**: 20
- **% Passives**: 40
- **% Promoters**: 40

### Respondents
- 15
- This is the greatest number of respondents on any one question

### Grand Mean
- 3.66
- This represents the unit's overall engagement on a scale of 1-5

### Percentile - Education Services Benchmark
- 21
- This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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<tr>
<th>QuestionID</th>
<th>Question Short</th>
<th>Mean</th>
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### Frequency Distribution

- **% responded**
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- **Q01**: 13.00% 73.00%
- **Q02**: 13.13% 33.33%
- **Q03**: 13.13% 40.00%
- **Q04**: 13.13% 36.36%
- **Q05**: 13.13% 13.13%
- **Q06**: 13.13% 26.73%
- **Q07**: 13.13% 13.13%
- **Q08**: 21.21% 21.21%
- **Q09**: 13.13% 21.21%
- **Q10**: 21.21% 21.21%
- **Q11**: 21.21% 21.21%
- **Q12**: 21.21% 21.21%
Gallup Engagement Survey 2017  Level 5

Level 5

- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktg & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heilberger
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- Univ Relations Com & Mktg-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

Net Promoter Score

- % Detractors
- % Passives
- % Promoters

NPS = -43

Respondents

- 21
- This is the greatest number of respondents on any one question
- Grand Mean
- 3.41
- This represents the unit overall engagement on a scale of 1-5

Percentile - Education Services Benchmark

- 7
- This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

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<td>Q12</td>
<td>23.76%</td>
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Gallup Engagement Survey 2017  Level 5

Level 5
- Management - Taylor III
- Mathematics - Conley
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Net Promoter Score
- % Detractors
- % Passives
- % Promoters

NPS -7

Respondents
- This is the greatest number of respondents on any one question
- 28

Grand Mean
- This represents the unit's overall engagement on a scale of 1-5
- 3.50

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 11

<table>
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<th>QuestionID</th>
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Frequency Distribution
- % responded-
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree
- Q01: 18.00% 25.00% 43.00%
- Q02: 13.84% 35.64% 26.71%
- Q03: 14.14% 21.21% 32.32%
- Q04: 32.00% 14.00% 29.00% 21.00%
- Q05: 14.00% 21.00% 54.00%
- Q06: 21.00% 18.00% 39.00%
- Q07: 19.00% 26.00% 33.00%
- Q08: 14.00% 25.00% 39.00%
- Q09: 14.14% 14.14% 21.21% 39.39%
- Q10: 19.19% 19.19% 19.19% 15.15% 27.27%
- Q11: 15.00% 15.00% 31.00% 31.00%
- Q12: 15.00% 26.00% 41.00%
Gallup Engagement Survey 2017  Level 5

Management - Taylor III
Mathematics - Conley
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Univ Relations Com & Mktng-Gen - Payne
University Library-Gen - Halbert
World Lang, Lit, & Cultures - Kaplan

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS -25

Respondents
12
This is the greatest number of respondents on any one question

Grand Mean
3.38
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
6
This represents the unit percentile ranking compared to the Gallup education services database

<table>
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<tr>
<th>QuestionID</th>
<th>Question Short</th>
<th>Mean</th>
<th>Size</th>
<th>Gallup percentile</th>
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<td>Q02</td>
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Frequency Distribution

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
Gallup Engagement Survey 2017  Level 5

Level 5
- Management - Taylor III
- Mathematics - Conley
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Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS -25

Respondents
- This is the greatest number of respondents on any one question
- Grand Mean
  - This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017  Level 5

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 64

Respondents
- This is the greatest number of respondents on any one question
- 11

Grand Mean
- This represents the unit overall engagement on a scale of 1-5
- 4.23

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 77

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Frequency Distribution
- % responded-
  - 1-Strongly Disagree
  - 2-Dissagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree

- Q01
  - 1-Strongly Disagree 36.00%
  - 2-Dissagree 44.00%
  - 5-Strongly Agree 44.00%
- Q02
  - 1-Strongly Disagree 27.00%
  - 2-Dissagree 22.00%
  - 3-Neutral 27.00%
  - 5-Strongly Agree 36.00%
- Q03
  - 1-Strongly Disagree 27.00%
  - 2-Dissagree 22.00%
  - 3-Neutral 27.00%
  - 5-Strongly Agree 36.00%
- Q04
  - 1-Strongly Disagree 18.00%
  - 2-Dissagree 36.00%
  - 3-Neutral 36.00%
  - 5-Strongly Agree 36.00%
- Q05
  - 1-Strongly Disagree 18.00%
  - 2-Dissagree 27.00%
  - 3-Neutral 73.00%
  - 5-Strongly Agree 36.00%
- Q06
  - 1-Strongly Disagree 27.00%
  - 2-Dissagree 44.00%
  - 3-Neutral 44.00%
  - 5-Strongly Agree 27.00%
- Q07
  - 1-Strongly Disagree 27.00%
  - 2-Dissagree 44.00%
  - 3-Neutral 44.00%
  - 5-Strongly Agree 27.00%
- Q08
  - 1-Strongly Disagree 27.00%
  - 2-Dissagree 44.00%
  - 3-Neutral 44.00%
  - 5-Strongly Agree 27.00%
- Q09
  - 1-Strongly Disagree 27.00%
  - 2-Dissagree 44.00%
  - 3-Neutral 44.00%
  - 5-Strongly Agree 27.00%
- Q10
  - 1-Strongly Disagree 18.00%
  - 2-Dissagree 27.00%
  - 3-Neutral 36.00%
  - 5-Strongly Agree 30.00%
- Q11
  - 1-Strongly Disagree 50.00%
  - 2-Dissagree 30.00%
  - 5-Strongly Agree 30.00%
- Q12
  - 1-Strongly Disagree 78.00%
Gallup Engagement Survey 2017 Level 5

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS 13

Level 5
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mkng & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heidberger
- PACS-Dean's Off-Gen - Dash
- Physics - Monticino
- Police Services - Bergstrom
- Police Services - Owen
- Political Science - Esbaugh-Soha
- Psychology - Campbell
- Registrar - Heard
- Spanish - Manickam
- Speech & Hearing Sciences - Moore
- Teacher Education & Admin - Laney
- Technical Communication - Campbell
- Union Admin - Reif
- Univ Relations Com & Mkng-Gen - Beck
- Univ Relations Com & Mkng-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

Respondents
- 15
- This is the greatest number of respondents on any one question

Grand Mean
- 3.97
- This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- 52
- This represents the unit percentile ranking compared to the Gallup education services database

Frequency Distribution

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<th>Gallup percentile</th>
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% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017 Level 5

Level 5:
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mktrg & Logistics - Randell
- Music Hist, Thy, & Ethnomusic - Heidberger
- PACS-Dean's Off-Gen - Dash
- Physics - Monticino
- Police Services - Bergstrom
- Police Services - Owen
- Political Science - Eshbaugh-Soba
- Psychology - Campbell
- Registrar - Heard
- Spanish - Manickam
- Speech & Hearing Sciences - Moore
- Teacher Education & Admin - Laney
- Technical Communication - Campbell
- Union Admin - Reif
- Univ Relations Com & Mktng-Gen - Beck
- Univ Relations Com & Mktng-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

Net Promoter Score:
- % Detractors
- % Passives
- % Promoters

Respondents: 102
- This is the greatest number of respondents on any one question

Grand Mean: 3.77
- This represents the unit’s overall engagement on a scale of 1-5

Percentile - Education Services Benchmark:
- This represents the unit percentile ranking compared to the Gallup education services database

QuestionID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what's expected | 4.17 | 102 | 24
Q02 | Materials and equipment | 3.83 | 102 | 31
Q03 | Opportunity to do best | 3.80 | 102 | 29
Q04 | Recognition* | 3.25 | 101 | 27
Q05 | Cares about me | 4.08 | 102 | 29
Q06 | Development | 3.82 | 101 | 29
Q07 | Opinions Count | 3.53 | 102 | 29
Q08 | Mission/Purpose | 3.80 | 102 | 29
Q09 | Committed to quality | 4.10 | 101 | 43
Q10 | Best friend | 2.85 | 95 | 9
Q11 | Progress | 3.93 | 97 | 41
Q12 | Learn and Grow | 4.02 | 99 | 43

Frequency Distribution:

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<tr>
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Gallup Engagement Survey 2017  Level 5

Net Promoter Score
- Detectors
- Passive
- Promoters

Level 5
- Management - Taylor III
- Mathematics - Conley
- Mayborn Sch of Journal-Gen - Bland
- Media Arts - Martin
- Mkng & Logistics - Randall
- Music Hist, Thry, & Ethnomusic - Heidberger
- PACS-Dean's Off-Gen - Dash
- Physics - Monticello
- Police Services - Bergstrom
- Police Services - Owen
- Political Science - Eshbaugh-Soha
- Psychology - Campbell
- Registrar - Heard
- Spanish - Manickam
- Speech & Hearing Sciences - Moore
- Teacher Education & Admin - Laney
- Technical Communication - Campbell
- Union Admin - Reif
- Univ Relations Corp & Mkng-Gen - Beck
- Univ Relations Corp & Mkng-Gen - Payne
- University Library-Gen - Halbert
- World Lang, Lit, & Cultures - Kaplan

Respondents
- 11
- This is the greatest number of respondents on any one question

Grand Mean
- 3.61
- This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
- 17
- This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

- % responded-
  1-Strongly Disagree
  2-Disagree
  3-Neutral
  4-Agree
  5-Strongly Agree

- Question and Response Distribution:
  - Q01: 27.00% 27.00% 65.00%
  - Q02: 22.00% 45.00% 27.00%
  - Q03: 22.00% 55.00% 27.00%
  - Q04: 22.00% 55.00% 27.00%
  - Q05: 22.00% 36.00% 36.00%
  - Q06: 20.00% 30.00% 40.00%
  - Q07: 22.00% 40.00% 18.00%
  - Q08: 20.00% 36.00% 27.00%
  - Q09: 33.00% 36.00% 20.00%
  - Q10: 20.00% 20.00% 40.00%
  - Q11: 30.00% 20.00% 40.00%
  - Q12: 30.00% 20.00% 40.00%
Gallup Engagement Survey 2017  Level 6

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

-60  0  20  40  60  80  100

Respondents
This is the greatest number of respondents on any one question
10

Grand Mean
This represents the unit’s overall engagement on a scale of 1-6
2.78

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
1

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Frequency Distribution
% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017  Level 6

Level 6
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
- Facilities - Gen - Stippec
- Facilities - Gen - Taylor
- Housing - Admin - Fairchild Jr
- Housing - Admin - Sanchez
- Physics - Littler
- Studio Art - Jessup
- Union Admin - Flores
- University Library - Gen - Brannon
- University Library - Gen - Parks
- University Library - Gen - Phillips
- University Library - Gen - Venner

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

23  Respondents
This is the greatest number of respondents on any one question

3.11  Grand Mean
This represents the unit's overall engagement on a scale of 1-5

1  Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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Frequency Distribution

Q01  17.00%  26.00%  26.00%  17.00%
Q02  17.00%  22.00%  22.00%  26.00%
Q03  30.00%  17.00%  17.00%  22.00%
Q04  17.00%  26.00%  26.00%  39.00%
Q05  26.00%  22.00%  22.00%  22.00%
Q06  35.00%  26.00%  22.00%  22.00%
Q07  30.00%  17.00%  26.00%  17.00%
Q08  22.00%  35.00%  22.00%  22.00%
Q09  20.00%  25.00%  15.00%  30.00%
Q10  19.00%  33.00%  19.00%  50.00%
Q11  32.00%  50.00%  50.00%  50.00%
Gallup Engagement Survey 2017  Level 6

Level 6
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
- Facilities-Gen - Stippec
- Facilities-Gen - Taylor
- Housing-Admin - Fairchild Jr
- Housing-Admin - Sanchez
- Physics - Littler
- Studio Art - Jessup
- Union Admin - Flores
- University Library-Gen - Brannon
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Venner

Net Promoter Score

Respondents
This is the greatest number of respondents on any one question
34

Grand Mean
This represents the unit's overall engagement on a scale of 1-5
3.25

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
3

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Frequency Distribution

- % responded:
  - 1-Strongly Disagree
  - 2-Disagree
  - 3-Neutral
  - 4-Agree
  - 5-Strongly Agree
## Gallup Engagement Survey 2017 Level 6

### Level 6
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
- Facilities-Gen - Stippec
- Facilities-Gen - Taylor
- Housing-Admin - Fairchild Jr
- Housing-Admin - Sanchez
- Physics - Littler
- Studio Art - Jessup
- Union Admin - Flores
- University Library-Gen - Brannon
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Venner

### Net Promoter Score
- **NPS**: -42
- % Detractors
- % Passive
- % Promoters

### Respondents
- **12**
- This is the greatest number of respondents on any one question

### Grand Mean
- **3.68**
- This represents the unit's overall engagement on a scale of 1-5

### Percentile - Education Services Benchmark
- **23**
- This represents the unit percentile ranking compared to the Gallup education services database

### Frequency Distribution

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**% responded**
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2017  Level 6

Level 6
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
- Facilities-Gen - Stippec
- Facilities-Gen - Taylor
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- Housing-Admin - Sanchez
- Physics - Littler
- Studio Art - Jessup
- Union Admin - Flores
- University Library-Gen - Brannon
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Venner

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS
-19

Respondents
- This is the greatest number of respondents on any one question
- 21

Grand Mean
- This represents the unit’s overall engagement on a scale of 1-5
- 3.46

Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
- 9

QuestionID | Question Short | Mean | Size | Gallup percentile
--- | --- | --- | --- | ---
Q01 | Know what’s expected | 4.19 | 21 | 26
Q02 | Materials and equipment | 3.67 | 21 | 22
Q03 | Opportunity to do best | 3.82 | 21 | 20
Q04 | Recognition | 2.37 | 19 | 4
Q05 | Cares about me | 3.76 | 21 | 23
Q06 | Development | 3.29 | 21 | 16
Q07 | Opinions Count | 3.14 | 21 | 14
Q08 | Mission/Purpose | 3.57 | 21 | 17
Q09 | Committed to quality | 4.29 | 21 | 58
Q10 | Best friend | 3.19 | 21 | 17
Q11 | Progress | 2.74 | 19 | 6
Q12 | Learn and Grow | 3.67 | 21 | 24

Frequency Distribution
- % responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2017  Level 6

## Level 6
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
- Facilities - Stippec
- Facilities - Taylor
- Housing-Admin - Fairchild Jr
- Housing-Admin - Sanchez
- Physics - Littler
- Studio Art - Jessup
- Union Admin - Flores
- University Library - Brannon
- University Library - Parks
- University Library - Phillips
- University Library - Venner

## Net Promoter Score
- % Detractors
- % Passives
- % Promoters

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## Respondents
- 11
  - This is the greatest number of respondents on any one question

## Grand Mean
- 3.22
  - This represents the unit's overall engagement on a scale of 1-5

## Percentile - Education Services Benchmark
- This represents the unit percentile ranking compared to the Gallup education services database
### Gallup Engagement Survey 2017 - Level 6

#### Level 6 Programs
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
- Facilities-Gen - Stippec
- Facilities-Gen - Taylor
- Housing-Admin - Fairchild Jr
- Housing-Admin - Sanchez
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- Union Admin - Flores
- University Library-Gen - Brannon
- University Library-Gen - Parks
- University Library-Gen - Phillips
- University Library-Gen - Venner

#### Net Promoter Score (NPS)

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**Net Promoter Score (NPS) Chart**

- **% Detractors**
- **% Passives**
- **% Promoters**

#### Respondents

17 respondents

- This is the greatest number of respondents on any one question

#### Grand Mean

3.95

- This represents the unit overall engagement on a scale of 1-5

#### Percentile - Education Services Benchmark

49 percentile

- This represents the unit percentile ranking compared to the Gallup education services database

#### Frequency Distribution

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Gallup Engagement Survey 2017  Level 6

Level 6
- Art Education & Art History - Donahue-Wallace
- Design - Mohr
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- University Library - Gen - Phillips
- University Library - Gen - Venner

Net Promoter Score
- % Detractors
- % Passives
- % Promoters

NPS -23

Respondents
This is the greatest number of respondents on any one question
22

Grand Mean
This represents the unit’s overall engagement on a scale of 1-5
3.56

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database
14

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Frequency Distribution

Q01 | 23.00% | 36.00% | 32.00%
Q02 | 18.18% | 45.65% | 18.18%
Q03 | 18.18% | 27.27% | 36.36%
Q04 | 35.66% | 13.86% | 13.86% | 22.77%
Q05 | 13.86% | 31.68% | 40.59%
Q06 | 23.00% | 18.00% | 27.00% | 32.00%
Q07 | 32.00% | 18.00% | 16.00% | 32.00%
Q08 | 23.00% | 18.00% | 23.00% | 36.00%
Q09 | 22.77% | 22.77% | 22.77% | 31.60%
Q10 | 14.00% | 19.00% | 29.00% | 33.00%
Q11 | 33.00% | 24.00% | 33.00%
Q12 | 23.00% | 14.00% | 27.00% | 36.00%
Gallup Engagement Survey 2017  Level 6

Net Promoter Score

Respondents
15
This is the greatest number of respondents on any one question

3.86
Grand Mean
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
This represents the unit percentile ranking compared to the Gallup education services database

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<th>Question Short</th>
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Frequency Distribution

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
Gallup Engagement Survey 2017  Level 6

Level 6
- Art Education & Art History - Donahue-Wallace
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Net Promoter Score
- % Detractors
- % Passives
- % Promoters

Respondents
10
This is the greatest number of respondents on any one question

Grand Mean
4.14
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
69
This represents the unit percentile ranking compared to the Gallup education services database

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<td>4.40</td>
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Frequency Distribution
- % responded
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

- Q01
  - 40.00% 50.00%
- Q02
  - 20.00% 70.00%
- Q03
  - 20.00% 60.00%
- Q04
  - 20.00% 50.00%
- Q05
  - 20.00% 50.00%
- Q06
  - 20.00% 50.00%
- Q07
  - 30.00% 20.00%
- Q08
  - 50.00% 40.00%
- Q09
  - 60.00% 40.00%
- Q10
  - 33.00%
- Q11
  - 20.00% 40.00%
- Q12
  - 20.00% 60.00%
Gallup Engagement Survey 2017  Level 6

Level 7
- Facilities-Gen - Barkenhagen
- Facilities-Gen - McCormick
- Housing-Custodial - Bell Sr
- Housing-Custodial - Thompson

Net Promoter Score
- % Detractors
- % Passive
- % Promoters

NPS -27

Respondents:
15
This is the greatest number of respondents on any one question

Grand Mean:
2.97
This represents the unit's overall engagement on a scale of 1-5

Percentile - Education Services Benchmark
1
This represents the unit percentile ranking compared to the Gallup education services database

<table>
<thead>
<tr>
<th>QuestionID</th>
<th>Question Short</th>
<th>Mean</th>
<th>Size</th>
<th>Gallup percentile</th>
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Frequency Distribution
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree

% responded:
- Q01: 19.80% (66.34%)
- Q02: 19.80% (26.73%)
- Q03: 19.80% (44.53%)
- Q04: 53.00% (20.00%)
- Q05: 27.00% (33.00%)
- Q06: 46.53% (26.73%)
- Q07: 40.00% (33.00%)
- Q08: 13.00% (27.00%)
- Q09: 14.00% (36.00%)
- Q10: 29.00% (21.00%)
- Q11: 53.00% (20.00%)
- Q12: 16.00% (21.00%)
## Gallup Engagement Survey 2017 - Level 6

### Net Promoter Score (NPS)
- **% Detractors**
- **% Passives**
- **% Promoters**
- **NPS**

### Respondents
- **12**
  - This is the greatest number of respondents on any one question.

### Grand Mean
- **3.36**
  - This represents the unit's overall engagement on a scale of 1-5.

### Percentile - Education Services Benchmark
- **6**
  - This represents the unit percentile ranking compared to the Gallup education services database.

### Frequency Distribution

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<th>Question ID</th>
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### % responded:
- **1-Strongly Disagree**
- **2-Disagree**
- **3-Neutral**
- **4-Agree**
- **5-Strongly Agree**
Gallup Engagement Survey 2017  Level 6

**Level 7**
- Facilities-Gen - Barkenhagen
- Facilities-Gen - McCormick
- Housing-Custodial - Bell Sr
- Housing-Custodial - Thompson

**Net Promoter Score**
- % Detractors
- % Passive
- % Promoters

**Respondents**
- 10
- This is the greatest number of respondents on any one question

**Grand Mean**
- 4.29
- This represents the unit’s overall engagement on a scale of 1-5

**Percentile - Education Services Benchmark**
- 82
- This represents the unit percentile ranking compared to the Gallup education services database

---

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**Frequency Distribution**

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<th>QuestionID</th>
<th>% responded</th>
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