Gallup Engagement Survey 2018

Select Department

- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grung
- Sys Facilities/VC Facilities - Maguire
- VP Finance & Admin - Brown Jr

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

Change in NPS

432 Respondents
- 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

<table>
<thead>
<tr>
<th>Q. ID</th>
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<th>Mean 2018</th>
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% responded:
- 1=Strongly Disagree
- 2=Disagree
- 3=Neutral
- 4=Agree
- 5=Strongly Agree
Gallup Engagement Survey 2018

Select Department

- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- VP Finance & Admin - Brown Jr

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Change in NPS

<table>
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<tr>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
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Frequency Distribution

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<th>3</th>
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| Q01 | 7% | 13% | 27% | 53% | |%
| Q02 | 20% | 27% | 33% | 40% | |%
| Q03 | 7% | 20% | 33% | 40% | |%
| Q04 | 7% | 13% | 7% | 27% | 47% |%
| Q05 | 20% | 7% | 7% | 7% | 73% |%
| Q06 | 7% | 7% | 7% | 33% | 67% |%
| Q07 | 20% | 7% | 7% | 27% | 53% |%
| Q08 | 13% | 27% | 60% | | |%
| Q09 | 7% | 13% | 7% | 33% | 53% |%
| Q10 | 14% | 7% | 7% | 33% | 63% |%
| Q11 | 7% | 7% | 21% | 14% | 60% |%
| Q12 | 13% | 33% | | | 53% |%

Respondents

- 15 in 2017
- 15 in 2018

Grand Mean

- 4.20 in 2018
- 3.80 in 2017

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

% responded:

- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
UNT SYSTEM®

Gallup Engagement Survey 2018

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

Net Promoter Score (NPS) 6

Change in NPS
- 2017: 25
- 2018: 6

Grand Mean
- 2017: 4.26
- 2018: 4.31

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

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Gruning
- Sys Facilities/VC Facilities - Maguire
- VP Finance & Admin - Brown Jr

<table>
<thead>
<tr>
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Frequency Distribution

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

2018
- Q01: 35%
- Q02: 88%
- Q03: 35%
- Q04: 47%
- Q05: 12%
- Q06: 18%
- Q07: 10%
- Q08: 29%
- Q09: 24%
- Q10: 3%
- Q11: 56%
- Q12: 76%
## Gallup Engagement Survey 2018

### Net Promoter Score
- % Detractors: 22
- % Passive: 40
- % Promoters: 38

### Change in NPS
- 2017: 28
- 2018: 26

### Grand Mean
- 2017: 3.58
- 2018: 3.91

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

### Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- VP Finance & Admin - Brown Jr

### Frequency Distribution

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<th>Q. ID</th>
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<th>Size</th>
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Gallup Engagement Survey 2018

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grung
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction - Gen - Nash
- VP Finance & Admin - Brown Jr

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

Change in NPS
- 2017: 18
- 2018: 19

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

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Frequency Distribution

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

- Q01: 28% Strongly Disagree, 44% Disagree, 17% Agree
- Q02: 17% Strongly Disagree, 33% Disagree, 39% Agree
- Q03: 11% Strongly Disagree, 17% Disagree, 44% Agree
- Q04: 33% Strongly Disagree, 28% Disagree, 17% Agree
- Q05: 11% Strongly Disagree, 22% Disagree, 17% Agree
- Q06: 17% Strongly Disagree, 11% Disagree, 39% Agree
- Q07: 11% Strongly Disagree, 17% Disagree, 28% Agree
- Q08: 11% Strongly Disagree, 28% Disagree, 17% Agree
- Q09: 39% Strongly Disagree, 39% Disagree, 28% Agree
- Q10: 25% Strongly Disagree, 13% Disagree, 50% Agree
- Q11: 11% Strongly Disagree, 17% Disagree, 28% Agree
- Q12: 11% Strongly Disagree, 33% Disagree, 39% Agree
Gallup Engagement Survey 2018

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

NPS Score
- 20
- 40
- 60
- 80
- 100

Change in NPS
- 2017
- 2018

Respondents
- 358
- 2017
- 349
- 2018

Grand Mean
- 3.88
- 2017
- 3.76
- 2018

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Gring
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction - Gen - Nash
- End of Hierarchy
- VP Finance & Admin - Brown Jr

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<tr>
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Frequency Distribution

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
# Gallup Engagement Survey 2018

## Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction-Gen - Nash
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Asher
- Human Resources - Lewin
- IT Shared Services - Dhuwaraha
- System Controller - LeMay

## Net Promoter Score
- % Detractors: 20%
- % Passive: 40%
- % Promoters: 40%

### Change in NPS
- 2017: -12
- 2018: -5

### Respondents
- 2017: 37
- 2018: 34
- Grand Mean: 3.75

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

## Frequency Distribution

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<tr>
<th>Q ID</th>
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<th>Size</th>
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<th>Mean 2018</th>
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### % responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
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- Sys Fac Construction - Nash
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- Business Services - Asher
- Business Services - Abernathy
- Business Services - Saxon
- Human Resources - Lewin
- IT Shared Services - Dhuwaraha
- System Controller - LeMay

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

NPS 51

Respondents
14
2017 null
This is the greatest number of respondents on any one question

Grand Mean
4.31
2017 null
This represents the unit's overall engagement on a scale of 1-5

Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 Know what's expected | 14 | 80 | 4.79
Q02 Materials and equipment | 14 | 61 | 4.29
Q03 Opportunity to do best | 14 | 63 | 4.29
Q04 Recognition | 14 | 65 | 4.07
Q05 Cares about me | 14 | 79 | 4.71
Q06 Development | 14 | 76 | 4.50
Q07 Opinions Count | 14 | 79 | 4.43
Q08 Mission/Purpose | 14 | 48 | 4.14
Q09 Committed to quality | 14 | 58 | 4.29
Q10 Best friend | 12 | 31 | 3.42
Q11 Progress | 14 | 73 | 4.50
Q12 Learn and Grow | 14 | 59 | 4.25

Frequency Distribution

% responded:
1: Strongly Disagree
2: Disagree
3: Neutral
4: Agree
5: Strongly Agree
Gallup Engagement Survey 2018

Select Department

- UNT System Overall Report
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- Sys Fac Construction - Nash
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- Business Services - Asher
- Business Services - Abernethy
- Business Services - Saxon
- Human Resources - Lewin
- IT Shared Services - Dhuwaraha
- System Controller - LeMay

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Change in NPS

2017: 56
2018: 4.03

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

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<td>4.11</td>
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<td>9% 13% 29%</td>
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</table>
## Gallup Engagement Survey 2018

### Net Promoter Score

- **% Detractors**: 0%
- **% Passive**: 20%
- **% Promoters**: 80%

- **NPS**: 21
- **Change in NPS**: 19 (2017) to 4.09 (2018)

### Respondents

- **Respondents**: 19
- **Grand Mean**: 4.09

### Grand Mean

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

---

### Select Department

- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Gruenig
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction - Nash
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- Business Services - Acher
- Business Services - Abemethy
- Business Services - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
- System Controller - LeMay

---

### Frequency Distribution

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<th>Size</th>
<th>Gallup %ile</th>
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<th>Mean 2018</th>
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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 2018

Select Department

- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction-Gen - Nash
- End of Hierarchy
- YF Finance & Admin - Brown Jr
- Business Services-Gen - Asher
- Business Services-Gen - Abernethy
- Business Services-Gen - Saxon
- Human Resources - Levin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
- System Controller - LeMay

Net Promoter Score

<table>
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<th>% Passive</th>
<th>% Promoters</th>
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<tr>
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Change in NPS

2017: 31
2018: 4.17

Respondents

16
2017: 11
2018: 3.58

Grand Mean

4.17
This represents the unit’s overall engagement on a scale of 1-5

Frequency Distribution

<table>
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<th>QID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
</tr>
</thead>
</table>
| Q01 | Know what’s expected | 16 | 42 | 4.36 | 4.38 | 2%
| Q02 | Materials and equipment | 16 | 45 | 3.91 | 4.06 | 5%
| Q03 | Opportunity to do best | 16 | 36 | 3.82 | 3.64 | -2%
| Q04 | Recognition | 16 | 52 | 3.36 | 3.81 | 4%
| Q05 | Cares about me | 15 | 85 | 4.00 | 4.80 | 8%
| Q06 | Development | 16 | 30 | 3.18 | 3.69 | 5%
| Q07 | Opinions Count | 16 | 58 | 3.50 | 4.00 | 5%
| Q08 | Mission/Purpose | 16 | 80 | 3.45 | 4.63 | 10%
| Q09 | Committed to quality | 16 | 68 | 4.00 | 4.44 | 4%
| Q10 | Best friend | 14 | 67 | 2.60 | 4.21 | 16%
| Q11 | Progress | 15 | 51 | 3.33 | 4.13 | 8%
| Q12 | Learn and Grow | 15 | 43 | 3.40 | 4.00 | 6%

% responded:
- 1: Strongly Disagree
- 2: Disagree
- 3: Neutral
- 4: Agree
- 5: Strongly Agree
Gallup Engagement Survey 2018

Select Department

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- Business Services - Gen - Abernethy
- Business Services - Gen - Saxton
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwarah
- IT Shared Services - Flores
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- System Controller - LeMay

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

Change in NPS
NPS
18
2017
2018

Respondents
69
2017
70
2018
3.89

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

Question ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | --- | ---
Q01 | Know what's expected | 69 | 42 | 4.23 | 4.38 | 0.15
Q02 | Materials and equipment | 69 | 62 | 4.13 | 4.30 | 0.17
Q03 | Opportunity to do best | 69 | 52 | 3.04 | 4.16 | 1.12
Q04 | Recognition | 68 | 36 | 3.25 | 3.47 | 0.22
Q05 | Cares about me | 68 | 62 | 4.40 | 4.46 | 0.06
Q06 | Development | 68 | 49 | 3.73 | 3.97 | 0.24
Q07 | Opinions Count | 68 | 51 | 3.74 | 3.83 | 0.09
Q08 | Mission/Purpose | 69 | 48 | 4.10 | 4.14 | 0.04
Q09 | Committed to quality | 69 | 42 | 3.99 | 4.09 | 0.05
Q10 | Best friend | 63 | 37 | 3.44 | 3.54 | 0.10
Q11 | Progress | 68 | 49 | 3.72 | 4.07 | 0.35
Q12 | Learn and Grow | 69 | 59 | 4.03 | 4.30 | 0.27

Frequency Distribution

Q01
7% 7% 26% 51%
Q02
6% 38% 24% 60%
Q03
7% 12% 33% 44%
Q04
13% 12% 25% 15%
Q05
12% 26% 60%
Q06
9% 15% 24% 67%
Q07
7% 16% 35% 37%
Q08
14% 28% 49%
Q09
9% 10% 33% 45%
Q10
8% 11% 32% 17%
Q11
7% 7% 35% 47%
Q12
14% 30% 52%

% responded-
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
Gallup Engagement Survey 2018

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- Business Services - Gen - Asher
- Business Services - Gen - Abernethy
- Business Services - Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuvaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- System Controller - LeMay

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

<table>
<thead>
<tr>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
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Frequency Distribution

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

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

| Q01 | 42% | 47% |
| Q02 | 53% | 37% |
| Q03 | 11% | 16% | 47% | 26% |
| Q04 | 21% | 16% | 26% | 11% | 26% |
| Q05 | 21% | 42% | 32% |
| Q06 | 11% | 16% | 37% | 32% |
| Q07 | 16% | 53% | 32% |
| Q08 | 11% | 16% | 28% | 47% |
| Q09 | 11% | 42% | 42% |
| Q10 | 22% | 28% | 28% | 17% |
| Q11 | 37% | 58% |
| Q12 | 16% | 26% | 58% |
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Change in NPS

2017: 18
2018: 44

Grand Mean
4.41

Select Department
- UNT System Overall Report
- VP Finance & Admin - Brown Jr
- Business Services - Gen
- Business Services - Gen - Abernethy
- Business Services - Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuvaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- System Controller - LeMay

Respondents
25
2017: 22
2018: 44

This is the greatest number of respondents on any one question

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

Q10 Best friend
Q11 Progress
Q12 Learn and Grow

Frequency Distribution

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Gallup Engagement Survey 2018

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction-Gen - Nash
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Asher
- Business Services-Gen - Abernethy
- Business Services-Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- System Controller - LeMay

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

NPS
- 40
- 60
- 80
- 100

Frequency Distribution

| Q01 | Know what's expected | 10 | 82 | 4.80 | 80% | 20% |
| Q02 | Materials and equipment | 10 | 91 | 4.60 | 80% | 20% |
| Q03 | Opportunity to do best | 10 | 81 | 4.60 | 60% | 40% |
| Q04 | Recognition | 9 | 40 | 3.56 | 40% | 60% |
| Q05 | Cares about me | 9 | 34 | 4.33 | 40% | 60% |
| Q06 | Development | 9 | 49 | 4.00 | 40% | 60% |
| Q07 | Opinions Count | 9 | 35 | 3.67 | 60% | 40% |
| Q08 | Mission/Purpose | 10 | 59 | 4.30 | 40% | 60% |
| Q09 | Committed to quality | 10 | 66 | 4.40 | 40% | 60% |
| Q10 | Best friend | 9 | 53 | 3.69 | 40% | 60% |
| Q11 | Progress | 10 | 50 | 4.10 | 50% | 50% |
| Q12 | Learn and Grow | 10 | 65 | 4.40 | 50% | 50% |

Respondents
- 10
- 2015: null
- Grand Mean
- 4.24
- 2017: null
This is the greatest number of respondents on any one question.
This represents the unit's overall engagement on a scale of 1-5.

* Frequency Distribution Results are not available if fewer than 10 employees responded to the question.
Gallup Engagement Survey 2018

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

NPS 80

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction - Gen - Nash
- * End of Hierarchy*
- VP Finance & Admin - Brown Jr
- Business Services - Gen - Ather
- Business Services - Gen - Abernethy
- Business Services - Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- System Controller - Lemay

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
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Change in NPS

12
3.93

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

66
2017: 69

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

3.69

Select Department

- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maquire
- Sys Fac Construction - Gen - Nash
- * End of Hierarchy *
- VP Finance & Admin - Brown Jr
- Business Services - Gen - Asher
- Business Services - Gen - Abernethy
- Business Services - Gen - Saxon
- Human Resources - Lewin
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- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- System Controller - LeMay

Q ID | Question Short | Size | Gallup % | Mean 2017 | Mean 2018 | Δ
--- | --------------- | ---- | --------- | --------- | --------- | ----
Q01 | Know what's expected | 66 | 36 | 4.01 | 4.30 | 27%
Q02 | Materials and equipment | 66 | 31 | 3.64 | 4.17 | 55%
Q03 | Opportunity to do best | 66 | 51 | 3.75 | 4.15 | 33%
Q04 | Recognition | 65 | 33 | 3.26 | 3.40 | 32%
Q05 | Cares about me | 66 | 36 | 4.23 | 4.09 | 21%
Q06 | Development | 66 | 41 | 3.82 | 3.86 | 24%
Q07 | Opinions Count | 65 | 38 | 3.46 | 3.72 | 32%
Q08 | Mission/Purpose | 66 | 41 | 3.71 | 3.95 | 33%
Q09 | Committed to quality | 66 | 60 | 3.96 | 4.33 | 36%
Q10 | Best friend | 59 | 45 | 3.28 | 3.73 | 41%
Q11 | Progress | 63 | 27 | 3.39 | 3.59 | 32%
Q12 | Learn and Grow | 64 | 34 | 3.77 | 3.69 | 22%

Frequency Distribution

- % responded-
  - 1=Strongly Disagree
  - 2=Disagree
  - 3=Neutral
  - 4=Agree
  - 5=Strongly Agree
Gallup Engagement Survey 2018

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Change in NPS

NPS

38

39

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

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Grunig
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction - Nash
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- Business Services - Gen - Asher
- Business Services - Gen - Abemethy
- Business Services - Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
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- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- IT Shared Services - Albury
- IT Shared Services - Gallopoulos
- System Controller - LeMay

Q, ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ
--- | --- | --- | --- | --- | ---
Q01 | Know what’s expected | 38 | 21 | 3.90 | 4.11 | |
Q02 | Materials and equipment | 38 | 44 | 3.46 | 4.03 | |
Q03 | Opportunity to do best | 38 | 36 | 3.56 | 3.95 | |
Q04 | Recognition | 27 | 22 | 3.21 | 3.16 | |
Q05 | Cares about me | 38 | 27 | 4.18 | 3.89 | |
Q06 | Development | 38 | 32 | 3.74 | 3.71 | |
Q07 | Opinions Count | 38 | 29 | 3.23 | 3.55 | |
Q08 | Mission/Purpose | 38 | 38 | 3.59 | 3.97 | |
Q09 | Committed to quality | 38 | 58 | 3.67 | 4.20 | |
Q10 | Best friend | 35 | 39 | 3.13 | 3.57 | |
Q11 | Progress | 37 | 16 | 3.15 | 3.24 | |
Q12 | Learn and Grow | 37 | 27 | 3.64 | 3.76 | |

Frequency Distribution

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Gallup Engagement Survey 2018

**Select Department**
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Gruing
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction-Gen - Nash
- End of Hierarchy *
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Abemethy
- Business Services-Gen - Saxom
- Human Resources - Liewn
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- IT Shared Services - Albury
- IT Shared Services - Chevli
- End of Hierarchy *
- IT Shared Services - Galloopoulos

* Frequency Distribution Results are not available if fewer than 10 employees responded to the question.
Gallup Engagement Survey 2018

Select Department
- UNT System Overall Report
- Gen Counsel - Footer
- Internal Audit - Gruning
- Sys Facilities/VC Facilities - Maguire
- Sys Foc Construction-Gen - Nash
  "End of Hierarchy"
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Asher
  - Business Services-Gen - Abernethy
  - Business Services-Gen - Saxon
- Human Resources - Lewin
  - Human Resources - DeClerk
  - Human Resources - Gray
- IT Shared Services - Dhuwarah
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  - IT Shared Services - Marcum
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  - IT Shared Services - Brooks
  - IT Shared Services - Shirley
  - IT Shared Services - Graham Jr.
  - IT Shared Services - Ketchum
  - IT Shared Services - Albury
  - IT Shared Services - Chevli
  "End of Hierarchy"
- IT Shared Services - Galipoulos
- System Controller - LeMay

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

Change in NPS
2017: 22
2018: 40

Responses
- 24
  2017: 18
  2018: 3.08

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

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Frequency Distribution

Q01: 8% 29% 63%
Q02: 13% 46% 42%
Q03: 13% 38% 50%
Q04: 13% 8% 17% 29% 33%
Q05: 13% 29% 54%
Q06: 17% 42% 33%
Q07: 26% 26% 39%
Q08: 17% 13% 38% 33%
Q09: 13% 42% 46%
Q10: 10% 15% 35%
Q11: 9% 9% 32% 45%
Q12: 22% 30% 39%

% responded:
1-Strongly Disagree
2-Disagree
3-Neutral
4-Agree
5-Strongly Agree
Gallup Engagement Survey 2018

Select Department
- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction-Gen - Nash
- * End of Hierarchy *
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Asher
- Business Services-Gen - Abernethy
- Business Services-Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwarara
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- IT Shared Services - Albury
- IT Shared Services - Chevli
- * End of Hierarchy *
- IT Shared Services - Gallopoulos
- System Controller - LeMay
- Controller Operations - Mohammad
- Student Finance - Olson

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

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

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

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Frequency Distribution

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

% responded:
Gallup Engagement Survey 2018

Select Department
- End of Hierarchy
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Ascher
- Business Services-Gen - Abermethy
- Business Services-Gen - Saxon
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhuwaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- IT Shared Services - Albury
- IT Shared Services - Chevli
- End of Hierarchy
- IT Shared Services - Gallopoulos
- System Controller - LeMay
- Controller Operations - Mohammad
- Controller Operations - Faveiro
- End of Hierarchy
- Student Finance - Olson

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

Change in NPS
- 2017: 33
- 2018: 31

Grand Mean
- 2017: 3.63
- 2018: 3.61

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

Questions and Frequency Distribution

<table>
<thead>
<tr>
<th>Q ID</th>
<th>Question Short</th>
<th>Size</th>
<th>Gallup %ile</th>
<th>Mean 2017</th>
<th>Mean 2018</th>
<th>Δ</th>
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<tbody>
<tr>
<td>Q01</td>
<td>Know what’s expected</td>
<td>33</td>
<td>29</td>
<td>4.19</td>
<td>4.21</td>
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<tr>
<td>Q02</td>
<td>Materials and equipment</td>
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<tr>
<td>Q03</td>
<td>Opportunity to do best</td>
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<td>21</td>
<td>3.38</td>
<td>3.64</td>
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<td>Recognition</td>
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<td>3.65</td>
<td>3.39</td>
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<tr>
<td>Q05</td>
<td>Cares about me</td>
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<td>37</td>
<td>4.03</td>
<td>4.06</td>
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<tr>
<td>Q06</td>
<td>Development</td>
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<td>Q07</td>
<td>Opinions Count</td>
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<tr>
<td>Q08</td>
<td>Mission/Purpose</td>
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<td>16</td>
<td>3.45</td>
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<td>Q09</td>
<td>Committed to quality</td>
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<td>3.75</td>
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<td>Q10</td>
<td>Best friend</td>
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<td>2.63</td>
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<td>Q11</td>
<td>Progress</td>
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<td>19</td>
<td>3.55</td>
<td>3.35</td>
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<tr>
<td>Q12</td>
<td>Learn and Grow</td>
<td>30</td>
<td>29</td>
<td>3.43</td>
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Frequency Distribution

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<th>Q</th>
<th>% responded</th>
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<tbody>
<tr>
<td>Q01</td>
<td>18% 21% 55%</td>
</tr>
<tr>
<td>Q02</td>
<td>9% 24% 30%</td>
</tr>
<tr>
<td>Q03</td>
<td>9% 27% 30%</td>
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<tr>
<td>Q04</td>
<td>18% 9% 24%</td>
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<tr>
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<td>19% 25% 47%</td>
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<td>Q06</td>
<td>18% 9% 24%</td>
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<td>Q07</td>
<td>9% 16% 26%</td>
</tr>
<tr>
<td>Q08</td>
<td>19% 26% 26%</td>
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<tr>
<td>Q09</td>
<td>16% 17% 31%</td>
</tr>
<tr>
<td>Q10</td>
<td>20% 13% 23%</td>
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<td>Q11</td>
<td>13% 23% 19%</td>
</tr>
<tr>
<td>Q12</td>
<td>7% 10% 37%</td>
</tr>
</tbody>
</table>

% responded:
- 1-Strongly Disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly Agree
Gallup Engagement Survey 2018

Select Department

- Sys Facilities/VC Facilities - Maguire
- Sys Fac Construction-Gen - Nash
- End of Hierarchy *
- VP Finance & Admin - Brown Jr
- Business Services-Gen - Asher
- Business Services-Gen - Abernethy
- Business Services-Gen - Saxton
- Human Resources - Lewin
- Human Resources - DeClerk
- Human Resources - Gray
- IT Shared Services - Dhruvaraha
- IT Shared Services - Flores
- IT Shared Services - Jones
- IT Shared Services - Marcum
- IT Shared Services - Wallace
- IT Shared Services - Brooks
- IT Shared Services - Shirley
- IT Shared Services - Graham Jr.
- IT Shared Services - Ketchum
- IT Shared Services - Albury
- IT Shared Services - Chevili
- End of Hierarchy *
- IT Shared Services - Galanopoulos
- System Controller - LeMay
- Controller Operations - Mohammad
- Student Finance - Olson
- UNT Controller - Former Controller

Net Promoter Score

- % Detractors
- % Passive
- % Promoters

Change in NPS

2017 - 14
2018 - 67

- 2.91
Grand Mean
This represents the unit’s overall engagement on a scale of 1-5

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

Q. ID | Question Short | Size | Gallup %ile | Mean 2017 | Mean 2018 | Δ |
--- | --- | --- | --- | --- | --- | --- |
Q01 | Know what's expected | 15 | 17 | 4.14 | 4.00 | |
Q02 | Materials and equipment | 15 | 10 | 3.36 | 3.33 | |
Q03 | Opportunity to do best | 15 | 10 | 3.50 | 3.33 | |
Q04 | Recognition | 15 | 4 | 2.14 | 2.27 | |
Q05 | Cares about me | 15 | 11 | 3.36 | 3.40 | |
Q06 | Development | 15 | 3 | 2.79 | 2.53 | |
Q07 | Opinions Count | 15 | 2 | 3.21 | 2.47 | |
Q08 | Mission/Purpose | 15 | 3 | 2.62 | 2.07 | |
Q09 | Committed to quality | 15 | 7 | 3.64 | 2.17 | |
Q10 | Best friend | 14 | 3 | 2.58 | 2.29 | |
Q11 | Progress | 15 | 5 | 3.36 | 2.67 | |
Q12 | Learn and Grow | 14 | 2 | 3.43 | 2.50 | |

Frequency Distribution

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

% responded:

Q01 13% 13% 33% 40% 13%
Q02 13% 13% 27% 20% 27%
Q03 7% 13% 33% 33% 13%
Q04 47% 27% 20% 7% 13% 13%
Q05 20% 13% 40% 27% 27%
Q06 40% 40% 40% 7% 13%
Q07 47% 27% 20% 27% 27%
Q08 27% 7% 20% 47% 27%
Q09 13% 40% 40% 21% 14%
Q10 36% 29% 29% 21% 14%
Q11 20% 33% 13% 27% 27%
Q12 29% 29% 14% 21% 9%