THE **UNIVERSITY** OF
NORTH CAROLINA SYSTEM

ModernThink

Overview of Reports
Results Suite

**Appalachian State University
UNC System Employee Engagement Survey
Spring 2018**

Prepared by:

ModernThink

Appalachian State University Survey Reports

Your Results Suite includes the following:

1) Three Sets of Survey Data Spreadsheets
   - General Demographics
   - Job Role
   - Organizational Level
2) Profile of Survey Respondents
3) Response Distribution Report sorted by Pre-loaded UNC Job Category
4) Benefit Satisfaction Report sorted by Pre-loaded UNC Job Category
5) Overall Benchmark ScoreCard
6) Multi-Select Report
7) Topline Survey Results
8) Employee Comments Report sorted by Pre-loaded UNC Job Category

Survey Response Rates

The enclosed reports were generated from the data collected from Appalachian State University during the 2018 UNC System Employee Engagement Survey, conducted January 29 to February 19, 2018. To support longitudinal analysis over the course of the five-year project, the System Office will receive aggregate system-wide results for only a **core population** of faculty and staff. The core population, defined by the System Office, includes all permanent, full-time faculty and staff in the following Pre-loaded UNC Job Categories:

Core Population

- EHRA Non-faculty (NF)
  - SAAO Tier 1
  - SAAO Tier 2
  - EHRA IRPS
- SHRA
  - SHRA Exempt
  - SHRA Non-exempt
- Faculty

Core Population Response Rates

Institution	EHRA NF			SHRA			FACULTY			OVERALL		
	Total	Responded	Percentage	Total	Responded	Percentage	Total	Responded	Percentage	Total	Responded	Percentage
ASU	483	305	63%	1,231	671	55%	1,004	484	48%	2,718	1,460	54%
ECSU	76	48	63%	154	93	60%	103	56	54%	333	197	59%
ECU	768	360	47%	2,174	914	42%	1,664	576	35%	4,606	1,850	40%
FSU	146	91	62%	378	217	57%	277	169	61%	801	477	60%
NCAT	321	176	55%	851	441	52%	453	199	44%	1,625	816	50%
NCCU	275	170	62%	532	275	52%	406	184	45%	1,213	629	52%
NCSSM	52	33	63%	79	51	65%	94	66	70%	225	150	67%
NCSU	2,307	1,454	63%	4,026	2,138	53%	2,015	942	47%	8,348	4,534	54%
UNC CH	2,094	931	44%	6,625	2,618	40%	3,891	1,225	31%	12,610	4,774	38%
UNC SO	132	87	66%	306	169	55%	N/A	N/A	N/A	438	256	58%
UNCA	152	116	76%	313	208	66%	233	121	52%	698	445	64%
UNCC	584	476	82%	1,736	1,345	77%	1,150	663	58%	3,470	2,484	72%
UNCG	582	360	62%	1,110	644	58%	863	385	45%	2,555	1,389	54%
UNCP	166	101	61%	390	192	49%	298	155	52%	854	448	52%
UNCSA	82	68	83%	240	151	63%	138	80	58%	460	299	65%
UNCW	321	205	64%	995	616	62%	662	327	49%	1,978	1,148	58%
WCU	293	199	68%	659	401	61%	541	222	41%	1,493	822	55%
WSSU	163	97	60%	407	238	58%	304	146	48%	874	481	55%
	8,997	5,277	59%	22,206	11,382	51%	14,096	6,000	43%	45,299	22,659	50%

*Paper surveys are included under SHRA.

Campuses also had the option of surveying beyond the core population to include part-time staff, adjunct faculty, etc. All employee populations, including those beyond the core population, when applicable, are included in these Results Suites. Paper survey respondents are included in BOTH the core population system aggregate data set, as well as these campus-specific Results Suites.

Appalachian State University Response Rates

Job Category	Total	Responded	Percentage
ALL Employees	2718	1460	54%
SAAO TIER 1	13	11	85%
SAAO TIER 2	99	71	72%
SHRA EXEMPT	190	136	72%
EHRA IRPS	371	223	60%
SHRA NON-EXEMPT	1041	535	51%
FACULTY	1004	484	48%

*Paper survey respondents are included under "ALL Employees," if applicable.

Survey Definitions

Throughout the survey, several different terms are consistently referenced. Below are the definitions that appeared on Appalachian State University's survey to clarify these terms:

Definitions:

Institution *refers to the entire University or College.*
Department *refers to your most immediate workgroup or team.*
Senior Leadership *refers to the most senior members of the institution (e.g. Chancellor or President and those who report directly to them).*
Supervisor/Department Chair *refers to the individual to whom you directly report.*

Survey Data Spreadsheets

The ModernThink Higher Education Insight Survey© comprises 60 statements designed to assess key dynamics and relationships that are influencing your institution's culture and performance. In the survey, employees were asked to respond to each statement using a five-point rating scale *(Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree).* Additionally, there is a *Not Applicable* response option.

In addition, faculty and staff were asked to respond to 10 voluntary, self-selected demographic questions, with faculty alone responding to an additional 2. Each email address submitted for those invited to take the survey was tagged with 4 pre-loaded demographics. The emails and the pre-loaded demographics were supplied by the System Office. Paper surveys were not tagged with pre-loaded demographics, but respondents were given the option of providing self-selected demographics.

Your three sets of spreadsheets are based on those demographics categories:

General Demographics Spreadsheets	Job Role Spreadsheets	Organizational Level Spreadsheets
• Gender • Age • Ethnicity • Race • Pre-Loaded Employee Group • Pre-Loaded Employee Appointment Period • Supervisory Status • Years at Institution • Expect to Stay • Annual Salary	• Pre-Loaded UNC Job Category • Pre-Loaded Job Role • Faculty Appointment *(Faculty Only)* • Tenure Status *(Faculty Only)* • Years in Current Job Position	• *Specific demographic choices varied by campus*

In addition to your institution's data, we've also provided you with six columns of comparative benchmark data. Your benchmarks include:

- The Great Colleges "Honor Roll" (institutions most frequently recognized across the 12 Recognition Categories in that program and of your Enrollment Size)
- Carnegie Classification (specific to your institution)
- Public Institutions
- Enrollment Size (specific to your institution)
- Southeast Region
- 2018 UNC Core Population Aggregate

Both the Honor Roll and Enrollment Size benchmarks are stratified into Small, Medium and Large categories based on the following:

- **Small** is fewer than 3,000 students
- **Medium** is 3,000-9,999 students
- **Large** is 10,000 students or more

All benchmarks are composed of 2017 data, except the 2018 UNC Core Population Aggregate. Each benchmark comprises the average percent positive (the percentage of faculty/staff who responded with "*Strongly Agree"* or "*Agree"*) responses of those institutions from the ModernThink database that share that defining attribute. For example, your Southeast Region benchmark contains all 2017 ModernThink clients located in the southeast.

To protect the anonymity of your faculty/staff, we do not report data for demographic categories with fewer than five respondents. If fewer than five responded, you will see asterisks in that column. The survey dimension average is the average positive response across all the statements in that particular dimension (ie. "Job Satisfaction/Support," etc.). All statements are weighted equally.

There is some variation by theme/dimension in what makes a "good" score. For example, most schools tend to score lower on Compensation, Benefits & Work/Life Balance as well as Fairness. Even with those differences, the following guidelines should help you interpret your scores.

Percent Positive

SCORE	INTERPRETATION
75% +	Very Good to Excellent
65% - 74%	Good
55% - 64%	Fair to Mediocre
45% - 54%	Warrants Attention
< 45%	Poor

Percent Negative

SCORE	INTERPRETATION
< 10%	Excellent to Very Good
10% - 14%	Fair to Good
15% - 19%	Yellow Flag
20% - 29%	Red Flag
> 30%	Acute

General Demographics Spreadsheets

Results in the first column reflect your institution's average percent positive for each survey statement, that is, the percentage of your employees who responded with "*Strongly Agree"* or "*Agree.*" The second column of data on the spreadsheet reflects the percentage of negative responses, that is, the percentage of your faculty/staff who responded with "*Disagree"* or "*Strongly Disagree.*"

Following the six benchmarks (see above) are the data for your demographic choices. Each column shows the positive data (i.e., percentage of faculty/staff who responded with a "*Strongly Agree"* or "*Agree"*) for every statement, stratified by demographic choice:

- Gender
- Age
- Ethnicity
- Race
- Pre-Loaded Employee Group
- Pre-Loaded Employee Appointment Period
- Supervisory Status
- Years at Institution
- Expect to Stay
- Annual Salary

ModernThink **2018 UNC System Employee Engagement Survey** **SAMPLE** **General Demographics Spreadsheet**	Overall		Benchmarks						Gen	
	Positive Response	Negative Response	2017 Honor Roll >10,000	2017 Carnegie Master's	2017 Control Public	2017 Enrollment Size >10,000	2017 Region Southeast	2018 UNC Core Population Aggregate	Female	Male
Total number of survey respondents (22661)									10768	7274
Job Satisfaction/Support										
My job makes good use of my skills and abilities.	77	6	85	80	80	80	81	77	77	79
I am given the responsibility and freedom to do my job.	82	5	86	83	83	83	83	82	82	83
I am provided the resources I need to be effective in my job.	60	13	75	60	60	64	63	60	62	58
Job Satisfaction/Support - Average	73	8	82	74	74	76	76	73	74	73
Teaching Environment										
There is a good balance of teaching, service and research at this institution.	70	11	82	65	65	69	68	70	72	70
Teaching is appropriately recognized in the evaluation and promotion process.	60	15	81	75	71	70	75	60	60	62
There is appropriate recognition of innovative and high quality teaching.	64	12	82	68	67	69	69	64	66	65
Teaching Environment - Average	65	13	82	69	68	69	71	65	66	66
Professional Development										
I am given the opportunity to develop my skills at this institution.	71	10	84	72	73	75	75	71	71	73
I understand the necessary requirements to advance my career.	63	15	77	70	71	70	73	63	63	66
Professional Development - Average	67	13	81	71	72	73	74	67	67	70

Job Role Spreadsheets

Like the General Demographics spreadsheets, the first two columns of data on your Job Role Spreadsheets will contain the overall positive and negative responses from your employees, followed by the six standard benchmarks. The subsequent columns are stratified by demographic choices related to job role, including:

- Pre-loaded UNC Job Category
- Pre-loaded Job Role
- Faculty Appointment *(Faculty Only)*
- Tenure Status *(Faculty Only)*
- Years in Current Job Position

ModernThink
Report Overview

The spreadsheets are organized so that demographics like Pre-loaded Job Role, Faculty Appointment, etc. are located near the job categories to which they correspond to help facilitate analysis.

UNC JOB CATEGORIES	JOB ROLE
SAAO Tier 1; SAAO Tier 2	None
Faculty	• Faculty Appointment • Tenure Status
EHRA IRPS; SHRA Exempt	• IRPS • Administrative/Managerial • Engineering/Architecture • Human Services • Information/Education • Information Technology • Institutional Services • Law Enforcement/Public Safety • Medical/Health • Natural Resources/Scientific • Operations/Trades
SHRA Non-exempt	• IRPS • Administrative/Managerial • Engineering/Architecture • Human Services • Information/Education • Information Technology • Institutional Services • Law Enforcement/Public Safety • Medical/Health • Natural Resources/Scientific • Operations/Trades

ModernThink
Report Overview

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2018 UNC System Employee Engagement Survey
SAMPLE
Job Role Spreadsheet

	Overall		Benchmarks						Pre-loaded UNC Job Category	Pre-loaded UNC Job Category	Pre-loaded UNC Job Category	Faculty Appointment					
	Positive Response	Negative Response	2017 Honor Roll > 10,000	2017 Carnegie Research	2017 Control Public	2017 Enrollment Size > 10,000	2017 Region Southeast	2018 UNC Core Population Aggregate	SAAO Tier 1	SAAO Tier 2	Faculty	Department Chair	Professor	Associate Professor	Assistant Professor	Other	Decline to answer
Total number of survey respondents (4633)									191	1214	6000	217	1242	1281	1167	933	685
Job Satisfaction/Support																	
My job makes good use of my skills and abilities.	77	6	85	80	80	80	81	77	91	89	81	89	83	79	87	84	70
I am given the responsibility and freedom to do my job.	82	5	86	84	83	83	83	82	91	85	84	82	85	84	88	87	73
I am provided the resources I need to be effective in my job.	60	13	75	64	60	64	63	60	56	62	48	41	44	42	55	64	37
Job Satisfaction/Support - Average	73	8	82	76	74	76	76	73	79	79	71	71	71	68	77	78	60
Teaching Environment																	
There is a good balance of teaching, service and research at this institution.	70	11	82	71	65	69	68	70	77	79	56	62	60	47	61	67	42
Teaching is appropriately recognized in the evaluation and promotion process.	60	15	81	69	71	70	75	60	86	77	58	78	63	55	62	57	43
There is appropriate recognition of innovative and high quality teaching.	64	12	82	71	67	69	69	64	82	79	56	65	59	51	62	56	44
Teaching Environment - Average	65	13	82	70	68	69	71	65	82	78	57	68	61	51	62	60	43
Professional Development																	
I am given the opportunity to develop my skills at this institution.	71	10	84	75	73	75	75	71	85	82	71	81	73	68	76	74	59
I understand the necessary requirements to advance my career.	63	15	77	70	71	70	73	63	86	72	75	87	86	75	77	66	66
Professional Development - Average	67	13	81	73	72	73	74	67	86	77	73	84	80	72	77	70	63

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Organizational Level Spreadsheets

The remaining reports in the "Survey Data Spreadsheets" folder in your Results Suite file are your Organizational Level Spreadsheets. Most campuses will find a combination of spreadsheets containing two and three tiers of data, as their organizational structures contain varying tiers in varying areas of their campuses. In some cases, multiple folders have been used to organize your data so that you can quickly and easily locate specific areas of your organizational structure. For example, you might have a folder that groups together all your "School/College" data, and a separate folder that contains all your "Area/Division" data.

Your Organizational Level spreadsheets have the same benchmarking as your General Demographics and Job Role spreadsheets, but they are generally larger sets of reports. The data in these are oriented to correspond with the organizational levels/structure you submitted to ModernThink for your survey demographics. In the sections of your organizational structure where there are only two tiers/levels, your level two demographics (generally departments) will be located next to the first level of demographics (generally colleges/schools or divisions), much like your job roles are situated next to your job categories on your Job Role Spreadsheets.

School/College	College of Life Sciences					School/College	College of Design (COD)		School/College	College of Education		
College of Life Sciences	Academic Departments	Center, Institute or Laboratory	District and County Extension Offices	Dean's Office/College Administration	Other CALS units not listed above	College of Design	Academic Departments	Dean's Office/College administration and other units in Design	College of Education	Academic Departments	The Friday Institute	Dean's Office/College Administration and other CED units (i.e. Diagnostic Teaching Clinic, NILIE, SUCCEED)
722	321	82	255	31	147	53	18	35	233	57	35	49
91	83	79	87	84	70	89	77	6	81	89	83	79
91	85	84	88	87	73	85	82	5	84	82	85	84
56	44	42	55	64	37	62	60	13	48	41	44	42
79	71	68	77	78	60	79	73	8	71	71	71	68
77	60	47	61	67	42	79	70	11	56	62	60	47
86	63	55	62	57	43	77	60	15	58	78	63	55
82	59	51	62	56	44	79	64	12	56	65	59	51
82	61	51	62	60	43	78	65	13	57	68	61	51

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Report Overview

For the sections of your organizational structure where there are three tiers/levels you will find whole spreadsheets **filtered** by the first tier, with the second and third tiers displaying in accordance with the above screen shot. Filtering by a demographic means that only the organizational levels wholly contained within the filtered level will display on the spreadsheet. If a spreadsheet is filtered, that filtered demographic will always be in the file name of the spreadsheet. All spreadsheets containing data for just two tiers will be called "Organizational Level."

A key distinction between these two versions of the organizational level spreadsheets is the data shown in the overall columns. In the first instance, where we are reporting only two levels of data, the overall columns will reflect your institution's overall percent positive and percent negative data. These will sometimes be grouped in a folder labeled "CAMPUS Overall Data." In the second instance, where we are reporting three tiers of data, and the spreadsheet is filtered by the first tier, the overall column of data will reflect the overall percent positive and negative data for the **filtered demographic**. These will sometimes be grouped in a folder labeled "FILTERED Overall Data."

The sample organizational level spreadsheet below was filtered by "Academic Affairs," so the overall columns of data show the overall percent positive and overall percent negative data for Academic Affairs. For example, 33% of those who selected "Academic Affairs" as their organizational division on the survey responded with either "*Agree*" or "*Strongly Agree*" to Statement 4: "*I am provided the resources I need to be effective in my job.*"

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	Overall	
2018 UNC System Employee Engagement Survey SAMPLE **Organizational Level Spreadsheet** **Division: Academic Affairs**	Positive Response	Negative Response
Total number of survey respondents (698)		
Job Satisfaction/Support		
1 My job makes good use of my skills and abilities.	50	67
2 I am given the responsibility and freedom to do my job.	67	83
4 I am provided the resources I need to be effective in my job.	33	67
Job Satisfaction/Support - Average	50	72

Because there is so much data to report in the organizational level spreadsheets, and ModernThink does not report data for demographic areas where there are fewer than five respondents, we have suppressed columns of demographics where there were not enough respondents to report the data. Please see your Profile of Survey Respondents (described in the next section) to identify which tiers contained demographic areas with fewer than five respondents.

Profile of Survey Respondents

This report shows your overall response rate and the profile of the respondents across your pre-loaded and self-selected demographic categories. You can use this report as a quick reference guide to see the number and percentage of respondents for each of your demographic choices, including Gender, Pre-loaded UNC Job Category, Pre-loaded Employee Appointment Period, etc. Demographics that were pre-loaded, meaning the email addresses for your campus were tagged with this information before the survey was administered, are clearly labeled; all other demographics were self-selected, or voluntarily chosen by respondents while they were taking the survey.

Note that the "Demographic Category" column represents demographic **questions** while the "Response Options" column represents demographic **choices**. In many cases, the same terms are used in both, but the n-values will be different because they represent different sections of demographics. For example, a question on your survey might ask, *"What is your VC Area/Divison?"* with "Provost" as one of the response options. A subsequent question might then request, *"Please select your organizational level under the Provost."* The former example will show under "Response Options" as "Provost" with one n-value, representing the number of respondents who chose "Provost" as their VC Area/Division, while the latter will show under "Demographic Category" as "Provost" with a different n-value, representing the number of people who responded to the **question** about selecting an organizational level under the Provost.

2018 UNC System Employee Engagement Survey
SAMPLE

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Profile of Survey Respondents

Number of surveys sent to your organization: 45450

Number of respondents: 22661

Survey response rate: 50%

Demographic Category	Response Options	Number of Respondents	Percentage of Respondents
Gender n=19463	Female	10768	55%
	Male	7274	37%
	Transgender	49	0%
	Decline to answer	1372	7%
Race n=20931	American Indian or Alaska Native	366	2%
	Asian	659	3%
	Black or African American	3216	15%
	Native Hawaiian or Other Pacific Islander	43	0%
	White	14120	67%
	Decline to answer	2882	14%
Pre-Loaded Employee Group n=22266	SHRA	10989	49%
	EHRA	11277	51%
	Other	0	0%

Response Distribution Report

As previously noted, your faculty and staff responded to each statement in the survey using a five-point agreement scale *(Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree,* and *Not Applicable).* In the Response Distribution Report, you will find the percentages of all possible response options for each survey statement. You can compare your overall results to those within each of your Pre-loaded UNC Job Categories.

Please note, the number ranging between 1 and 5 provided next to the number of respondents for each demographic subset represents the average with each response on the Likert Scale assigned a numerical weight:

Likert Scale Response	Numerical Weight
Strongly Agree	5
Agree	4
Sometimes Agree/Sometimes Disagree	3
Disagree	2
Strongly Disagree	1

Thus the 3.61 provided in the example below would represent an average response of partway between *Agree* (4) and *Sometimes Agree/Sometimes Disagree* (3) for those tagged "Faculty" as their Pre-loaded UNC Job Category.

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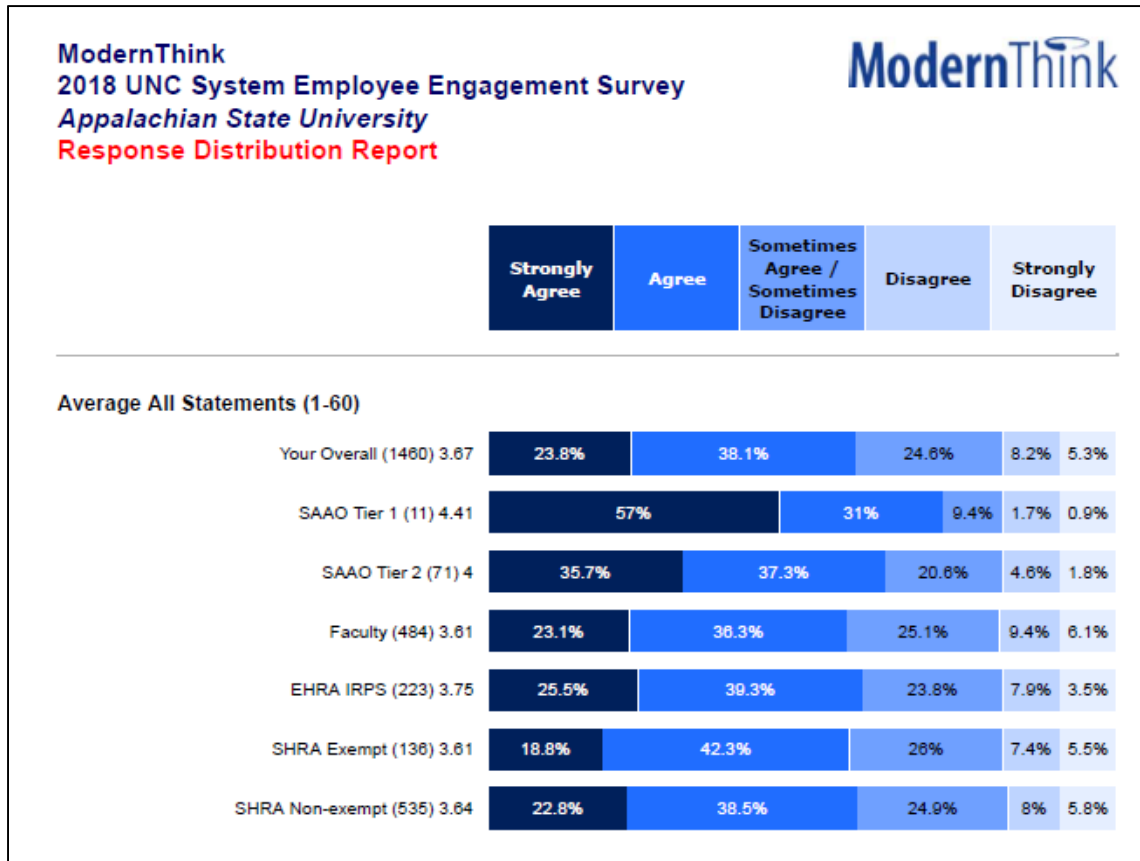
Benefit Satisfaction Report

In addition to the survey statements, employees were asked to rate their satisfaction with a selection of benefits using a Satisfaction Scale (*Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, Not Applicable*). Instructions on the survey asked employees to select *Not Applicable* if a particular benefit was not offered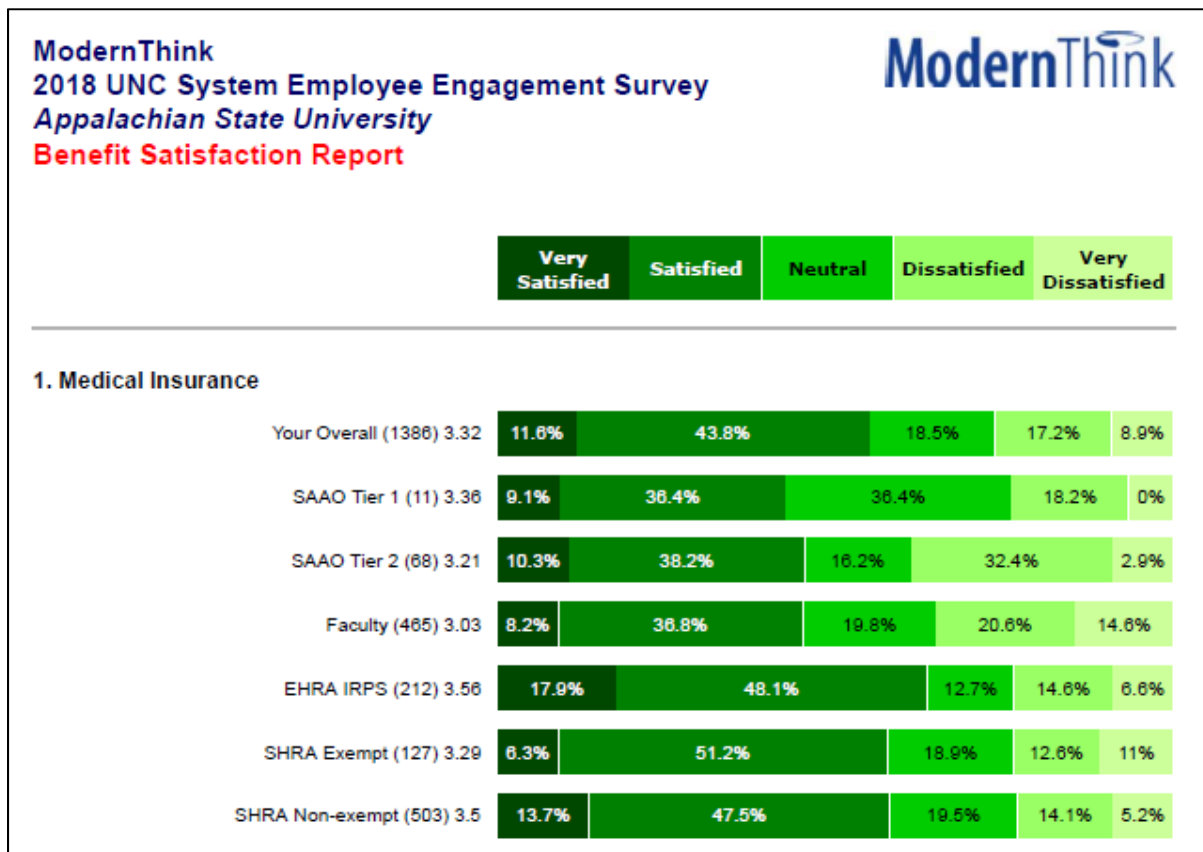, or the respondent didn't feel they could appropriately evaluate the item. Like the Response Distribution Report, you can compare your overall results to those within each of your Pre-loaded UNC Job Categories.

Health Care Benefits	Other Benefits	General Satisfaction
1 Medical Insurance 2 Dental Insurance 3 Vision Insurance 4 Disability Benefits 5 Employee Assistance Program (EAP) 6 Life Insurance 7 Post-retirement Medical Benefits	8 Leave & Holidays (Vacation, Sick, Bonus, Community Service, etc.) 9 Retirement Savings (TSERS, ORP, 403(b), 401(k), 457) 10 Educational Assistance Programs (Tuition Waiver, Educational Leave, etc.) 11 Overall Satisfaction with Benefits	12 Professional/Career Development Programs 13 Tenure Clarity and Process 14 Wellness Programs 15 Physical Work Space Conditions 16 Flexible Work Arrangements (Telecommuting, Compressed Work Weeks, etc.) 17 Work/Life Balance Programs (Relocation Services, Discount Programs, Child Care Programs/Support, etc.)

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2018 UNC System Employee Engagement Survey
Appalachian State University
Benefit Satisfaction Report

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. Medical Insurance					
Your Overall (1386) 3.32	11.6%	43.8%	18.5%	17.2%	8.9%
SAAO Tier 1 (11) 3.36	9.1%	36.4%	36.4%	18.2%	0%
SAAO Tier 2 (68) 3.21	10.3%	38.2%	16.2%	32.4%	2.9%
Faculty (465) 3.03	8.2%	36.8%	19.8%	20.6%	14.6%
EHRA IRPS (212) 3.56	17.9%	48.1%	12.7%	14.6%	6.6%
SHRA Exempt (127) 3.29	6.3%	51.2%	18.9%	12.6%	11%
SHRA Non-exempt (503) 3.5	13.7%	47.5%	19.5%	14.1%	5.2%

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Report Overview

Overall Benchmark ScoreCard

The Overall Benchmark Scorecard compares the responses from your faculty and staff across the 60-statement ModernThink Higher Education Insight Survey© against a series of higher education benchmarks selected by the System Office:

- The Great Colleges "Honor Roll" (institutions most frequently recognized across the 12 Recognition Categories in that program and of your Enrollment Size)
- Carnegie Classification (specific to your institution)
- Public Institutions
- Enrollment Size (specific to your institution)
- Southeast Region
- 2018 UNC Core Population Aggregate

Results in the first column reflect your school's average percent positive for each survey statement, that is, the percentage of your faculty/staff who responded with "*Strongly Agree*" or "*Agree.*" Results in the second column reflect your school's average percent negative for each survey statement, that is, the percentage of your faculty/staff who responded with "*Disagree*" or "*Strongly Disagree.*"

All benchmarks contain 2017 data, except the 2018 UNC Core Population Aggregate. Each benchmark comprises the average percent positive responses of those institutions from the ModernThink database that share that defining attribute. For example, your Southeast Region benchmark contains all 2017 ModernThink clients located in the southeast.

UNC System Employee Engagement Survey

ModernThink
2018 UNC System Employee Engagement Survey
SAMPLE
Overall Benchmark ScoreCard

	Positive Response	Negative Response	2017 Honor Roll > 10,000	2017 Carnegie Master's	2017 Control Public	2017 Enrollment Size > 10,000	2017 Region Southeast	2018 UNC Core Population Aggregate
Total number of survey respondents (22661)								
Job Satisfaction/Support								
1 My job makes good use of my skills and abilities.	79	5	85	80	80	80	81	77
2 I am given the responsibility and freedom to do my job.	84	4	86	83	83	83	83	82
4 I am provided the resources I need to be effective in my job.	58	14	75	60	60	64	63	60
Job Satisfaction/Support - Average	74	8	82	74	74	76	76	73
Teaching Environment								
33 There is a good balance of teaching, service and research at this institution.	69	11	82	65	65	69	68	70
40 Teaching is appropriately recognized in the evaluation and promotion process.	66	10	81	75	71	70	75	60
51 There is appropriate recognition of innovative and high quality teaching.	63	11	82	68	67	69	69	64
Teaching Environment - Average	66	11	82	69	68	69	71	65
Professional Development								
6 I am given the opportunity to develop my skills at this institution.	75	7	84	72	73	75	75	71
10 I understand the necessary requirements to advance my career.	70	11	77	70	71	70	73	63
Professional Development - Average	73	9	81	71	72	73	74	67

Multi-Select Report

Your faculty and staff were asked one multi-select question on your engagement survey:

Which of the following job opportunities would influence you the most to leave your current position (either to a position within the state system or to a position outside the state system)? Please select up to four responses.

This report shows the number and percentage of responses for each question choice, ranked from most to least frequently selected.

2018 UNC System Employee Engagement Survey
SAMPLE

ModernThink

Multi-Select Report

Number of surveys sent to your organization:	45450
Number of respondents:	22661
Survey response rate:	50%

Demographic Category	Response Options	Number of Respondents	Percentage of Respondents
Reasons for Leaving n=21281	Better or more competitive salary	14068	66%
	Better opportunities for career advancement	8775	41%
	Better work/life balance	5300	25%
	Better work environment/culture	5087	24%
	Better job duties match to your skill sets/interests	4341	20%
	Better opportunities for professional development	3869	18%
	Satisfied in my current position	3282	15%
	Better supervisory relationship	2579	12%
	Better job security/stability	2336	11%
	Decline to answer	724	3%

Topline Survey Results

Your Topline Survey Results report shows your results for each of the 15 survey dimensions that characterize the ModernThink Higher Education Insight Survey$^©$. In addition to your overall scores, data is broken down by EHRA Non-faculty (NF), Faculty, and SHRA. This **core population**, defined by the System Office, includes all permanent, full-time faculty/staff in the following Pre-loaded UNC Job Categories:

Core Population

- EHRA Non-faculty (NF)
    - SAAO Tier 1
    - SAAO Tier 2
    - EHRA IRPS
- Faculty
- SHRA
    - SHRA Exempt
    - SHRA Non-exempt

There is also a column for "Other" staff who do not fit into one of the above categories. This column will only populate for campuses that included CSS Exempt or CSS Non-exempt Staff, or Adjunct Faculty. The numbers shown represent percent positive responses, or the percentage of respondents who selected *"Strongly Agree"* or *"Agree."*

ModernThink

Appalachian State University
2018 UNC System Employee Engagement Survey
Topline Survey Results

Response Distribution

21%	305	EHRA NF
33%	484	Faculty
46%	671	SHRA
0%	0	Other

Poor	Warrants Attention	Fair to Mediocre	Good	Very Good to Excellent
0% - 44%	45% - 54%	55% - 64%	65% - 74%	75% - 100%

	OVERALL	EHRA NF	Faculty	SHRA	Other
Job Satisfaction/Support	74%	78%	71%	74%	*
Teaching Environment	66%	75%	60%	68%	*

Employee Comments Report

The Employee Comments Report conveys the experiences of your employees, provided by the employees themselves. When your faculty, administration and staff completed the 2018 UNC System Employee Engagement Survey they were asked two open-ended questions:

What do you appreciate most about working at this institution?
What would make this institution a better place to work?

Responses to these two questions are detailed in this report. To encourage honest, candid feedback and protect the anonymity of individual respondents, we advised employees not to include any self-identifying information. Additionally, comments have been suppressed for Pre-loaded UNC Job Categories with fewer than five respondents. We have presented the comments exactly as they were provided to us, ordered alphabetically by first letter to help preserve anonymity.

Additional Reports

If you are interested in diving deeper into your data, or require support for presenting results to your Board or other key stakeholder groups, please contact Suzi Schmittlein at 888.684.4658 or via email at sschmittlein@modernthink.com. ModernThink has a number of additional reports and consulting services available, including, but not limited to, the following:

Report/Service	Price
Custom Benchmarks	$650/Benchmark
CSV File of Employee Comments	$1,500
Report Gateway	$5,000 for 1st 12 months; $2,900 per subsequent year
60-Minute Phone Consultation	$900
Onsite Consultation/Presentation	$5,195/Full Day (travel billed separately)

Further Assistance and Next Steps

Please contact Karen Kukulka with any comments or questions about your Results Suite, or if we can be of any further assistance. Karen can be reached at 888.684.4658 or via email at kkukulka@modernthink.com.