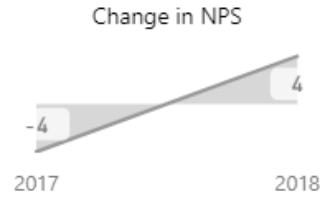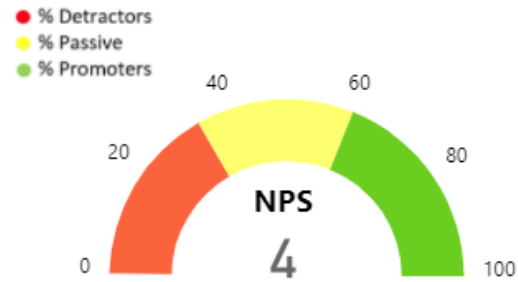# UNT SYSTEM Gallup Engagement Survey 2018

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

NPS
4

Change in NPS

2017   2018

432 Respondents
2017: 422
This is the greatest number of respondents on any one question

3.90 Grand Mean
2017: 3.81
This represents the unit's overall engagement on a scale of 1-5

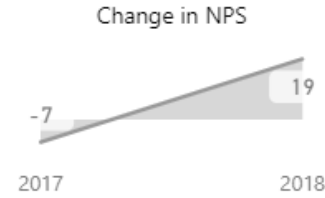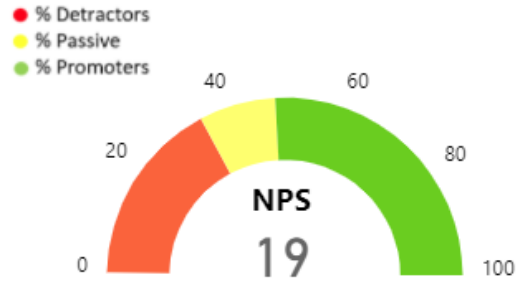| Q. ID	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ	Frequency Distribution
Q01	Know what's expected	432	33	4.21	4.25		Q01 — 14% 28% 52%
Q02	Materials and equipment	432	43	3.91	4.01		Q02 — 7% 18% 32% 41%
Q03	Opportunity to do best	431	45	3.85	3.99		Q03 — 7% 19% 32% 39%
Q04	Recognition	428	38	3.49	3.51		Q04 — 15% 12% 16% 20% 37%
Q05	Cares about me	427	45	4.24	4.20		Q05 — 7% 11% 22% 57%
Q06	Development	431	38	3.75	3.82		Q06 — 8% 10% 18% 21% 43%
Q07	Opinions Count	428	38	3.66	3.72		Q07 — 8% 10% 19% 26% 36%
Q08	Mission/Purpose	428	34	3.91	3.95		Q08 — 7% 18% 27% 43%
Q09	Committed to quality	428	46	3.96	4.14		Q09 — 13% 34% 45%
Q10	Best friend	392	33	3.11	3.45		Q10 — 14% 11% 23% 21% 31%
Q11	Progress	422	37	3.67	3.82		Q11 — 9% 12% 12% 26% 42%
Q12	Learn and Grow	422	39	3.92	3.98		Q12 — 7% 17% 26% 45%

% responded-

- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM 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

NPS
19

Change in NPS

-7 19

2017 2018

15	Respondents
2017: 15	This is the greatest number of respondents on any one question

4.20	Grand Mean
2017: 3.80	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	15	34	4.53	4.27	
Q02	Materials and equipment	15	64	4.13	4.33	
Q03	Opportunity to do best	15	47	4.00	4.07	
Q04	Recognition	15	57	2.87	3.93	
Q05	Cares about me	15	68	4.33	4.53	
Q06	Development	15	53	3.47	4.07	
Q07	Opinions Count	15	63	4.07	4.13	
Q08	Mission/Purpose	15	69	4.53	4.47	
Q09	Committed to quality	15	60	4.20	4.33	
Q10	Best friend	14	42	2.27	3.64	
Q11	Progress	15	62	2.87	4.33	
Q12	Learn and Grow	15	58	4.33	4.27	

Frequency Distribution

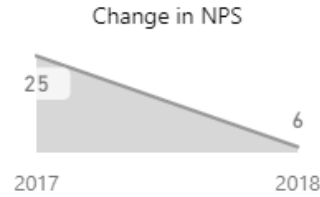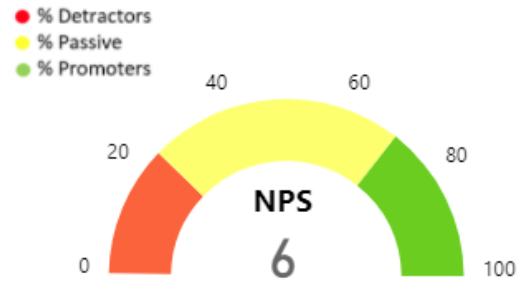| Q. ID	1	2	3	4	5
Q01	7%		13%	27%	53%
Q02			20%	27%	53%
Q03	7%		20%	33%	40%
Q04	7%	13%	7%	27%	47%
Q05			20%	7%	73%
Q06	7%	7%	7%	33%	47%
Q07		20%		27%	53%
Q08			13%	27%	60%
Q09	7%	7%		33%	53%
Q10	14%	7%	21%	14%	43%
Q11	7%	7%		27%	60%
Q12	13%			33%	53%

% responded-

- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM 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

NPS
6

Change in NPS

25 → 6
2017 — 2018

17 Respondents
2017: **16**
This is the greatest number of respondents on any one question

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

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ	Frequency Distribution		
Q01	Know what's expected	17	26	4.44	4.18		Q01 24%	35%	41%
Q02	Materials and equipment	17	91	4.75	4.82		Q02	88%	
Q03	Opportunity to do best	17	63	4.38	4.29		Q03 18%	35%	47%
Q04	Recognition	17	56	4.13	3.88		Q04 12%	47%	29%
Q05	Cares about me	17	51	4.44	4.29		Q05 12% 12% 12%	65%	
Q06	Development	17	72	4.38	4.41		Q06 12% 18%	65%	
Q07	Opinions Count	17	58	4.38	4.00		Q07 12% 18% 29%	41%	
Q08	Mission/Purpose	17	74	4.44	4.53		Q08 12% 24%	65%	
Q09	Committed to quality	17	78	4.63	4.59		Q09 12% 18%	71%	
Q10	Best friend	15	43	3.07	3.67		Q10 7% 40%	27%	27%
Q11	Progress	16	40	4.19	3.88		Q11 19% 56%	19%	
Q12	Learn and Grow	17	77	4.50	4.59		Q12 12%	76%	

% responded-

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

UNT SYSTEM 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

NPS
-22

Change in NPS

12 .... -22

2017 2018

28	Respondents
2017: 26	This is the greatest number of respondents on any one question

3.58	Grand Mean
2017: 3.91	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	28	11	4.23	3.86	▮
Q02	Materials and equipment	28	14	3.58	3.50	▏
Q03	Opportunity to do best	28	17	3.77	3.54	▮
Q04	Recognition	28	18	3.65	3.00	▮
Q05	Cares about me	28	22	4.28	3.79	▮
Q06	Development	28	20	3.84	3.43	▮
Q07	Opinions Count	28	28	3.77	3.50	▮
Q08	Mission/Purpose	28	23	4.15	3.71	▮
Q09	Committed to quality	28	49	4.19	4.18	▏
Q10	Best friend	24	20	2.96	3.13	▮
Q11	Progress	28	32	4.28	3.71	▮
Q12	Learn and Grow	28	21	4.20	3.61	▮

Frequency Distribution

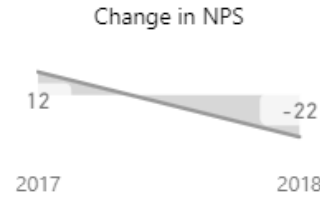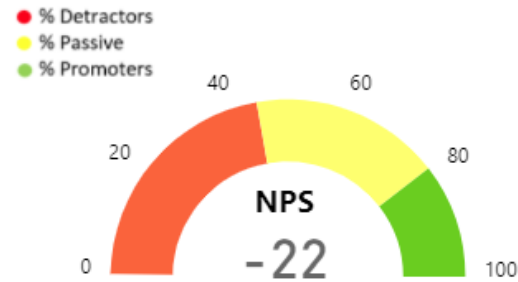|	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
Q01			18%	54%	21%
Q02		14%	25%	43%	14%
Q03	7%	11%	18%	50%	14%
Q04	21%	21%	18%	14%	25%
Q05	7%	14%	14%	21%	43%
Q06	11%	11%	32%	18%	29%
Q07	7%	11%	36%	18%	29%
Q08	7%		32%	25%	32%
Q09	7%	7%		46%	39%
Q10	17%	17%	29%	13%	25%
Q11	7%	11%	21%	25%	36%
Q12	7%		32%	46%	14%

% responded-
- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM 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

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS
-18

Change in NPS

11 ————— -18

2017 ————— 2018
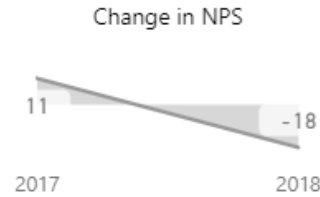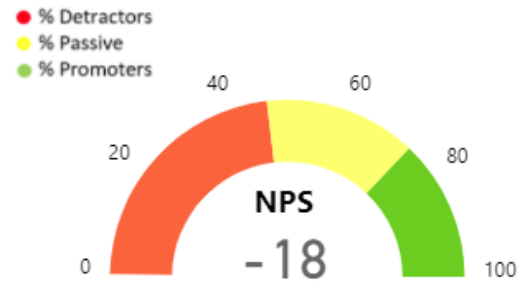
18	Respondents
2017: **19**	This is the greatest number of respondents on any one question

3.40	Grand Mean
2017: **3.86**	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	18	5	4.11	3.61	■
Q02	Materials and equipment	18	7	3.32	3.22	▏
Q03	Opportunity to do best	18	8	3.63	3.28	■
Q04	Recognition	18	7	3.53	2.50	■
Q05	Cares about me	18	11	4.17	3.44	■
Q06	Development	18	13	3.72	3.22	■
Q07	Opinions Count	18	20	3.63	3.33	■
Q08	Mission/Purpose	18	21	4.16	3.67	■
Q09	Committed to quality	18	60	4.32	4.33	
Q10	Best friend	16	20	3.11	3.13	▏
Q11	Progress	18	28	4.37	3.61	■
Q12	Learn and Grow	18	17	4.26	3.50	■

Frequency Distribution

| Q	Distribution
Q01	28% · 44% · 17%
Q02	17% · 33% · 39%
Q03	11% · 17% · 17% · 44% · 11%
Q04	33% · 28% · 17% · 22%
Q05	11% · 22% · 17% · 11% · 39%
Q06	17% · 11% · 33% · 11% · 28%
Q07	11% · 17% · 28% · 17% · 28%
Q08	11% · 28% · 17% · 39%
Q09	39% · 50%
Q10	25% · 13% · 19% · 13% · 31%
Q11	11% · 11% · 17% · 28% · 33%
Q12	11% · 33% · 39% · 17%

% responded-

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

UNT SYSTEM 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

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS
2

Change in NPS

2017 — 2018
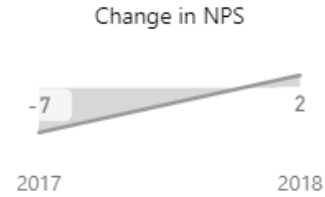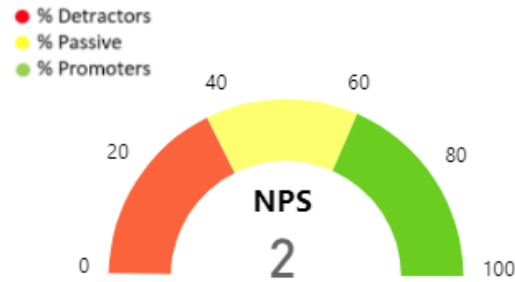
358 Respondents
2017: **349**
This is the greatest number of respondents on any one question

3.88 Grand Mean
2017: **3.76**
This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	358	34	4.17	4.27	
Q02	Materials and equipment	358	36	3.86	3.97	
Q03	Opportunity to do best	357	45	3.81	3.99	
Q04	Recognition	354	36	3.45	3.48	
Q05	Cares about me	353	43	4.20	4.19	
Q06	Development	357	37	3.73	3.81	
Q07	Opinions Count	354	36	3.57	3.69	
Q08	Mission/Purpose	355	33	3.81	3.90	
Q09	Committed to quality	354	42	3.89	4.08	
Q10	Best friend	325	32	3.14	3.43	
Q11	Progress	350	35	3.63	3.79	
Q12	Learn and Grow	350	36	3.83	3.95	

Frequency Distribution

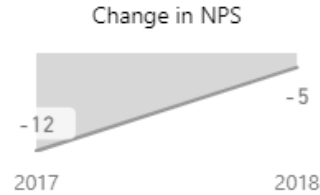| Q. ID	Distribution
Q01	14% / 26% / 54%
Q02	7% / 18% / 32% / 39%
Q03	7% / 20% / 31% / 40%
Q04	16% / 12% / 16% / 18% / 37%
Q05	11% / 24% / 55%
Q06	8% / 10% / 18% / 21% / 43%
Q07	9% / 9% / 20% / 26% / 35%
Q08	8% / 17% / 28% / 41%
Q09	14% / 34% / 43%
Q10	14% / 11% / 22% / 22% / 31%
Q11	9% / 13% / 11% / 25% / 43%
Q12	7% / 17% / 25% / 44%

% responded-

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

UNT SYSTEM — 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
- ● % Passive
- ● % Promoters

NPS -5

Change in NPS

2017: -12   2018: -5

37	Respondents
2017: 34	This is the greatest number of respondents on any one question

3.75	Grand Mean
2017: 3.73	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	37	39	4.18	4.35	
Q02	Materials and equipment	37	25	4.09	3.76	
Q03	Opportunity to do best	37	36	3.94	3.95	
Q04	Recognition	37	34	3.59	3.43	
Q05	Cares about me	37	26	4.09	3.86	
Q06	Development	37	36	3.85	3.78	
Q07	Opinions Count	36	24	3.47	3.44	
Q08	Mission/Purpose	37	24	3.74	3.73	
Q09	Committed to quality	37	31	3.38	3.92	
Q10	Best friend	33	13	2.66	2.94	
Q11	Progress	36	44	4.13	3.97	
Q12	Learn and Grow	36	30	3.70	3.81	

Frequency Distribution

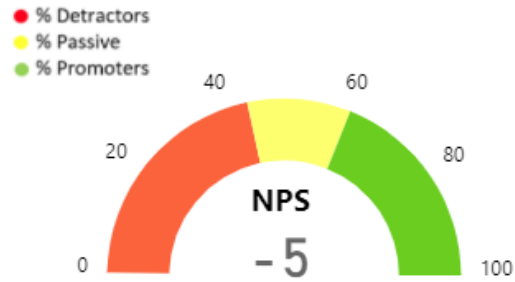| Q. ID	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
Q01		8%		41%	49%
Q02			27%	32%	30%
Q03			19%	41%	32%
Q04	16%	16%	11%	22%	35%
Q05	8%	11%	16%	16%	49%
Q06	16%		22%	19%	41%
Q07	17%	8%	19%	25%	31%
Q08	14%	14%		30%	38%
Q09	11%	11%		32%	41%
Q10	15%	21%	33%	15%	15%
Q11			19%	25%	44%
Q12		8%	22%	28%	36%

% responded-

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

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ▸ ■ - UNT System Overall Report
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  - ▸ ☐ - 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
    - ▸ ☐ - IT Shared Services - Dhuwaraha
    - ▸ ☐ - System Controller - LeMay

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS
-27

Change in NPS

10

-27

2017   2018

11	Respondents
2017: **10**	This is the greatest number of respondents on any one question

3.46	Grand Mean
2017: **3.86**	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ	Frequency Distribution
Q01	Know what's expected	11	17	4.30	4.00	▮	Q01 9% 9% 55% 27%
Q02	Materials and equipment	11	16	3.90	3.55	▮	Q02 9% 9% 18% 45% 18%
Q03	Opportunity to do best	11	21	4.10	3.64	▮	Q03 9% 36% 27% 27%
Q04	Recognition	11	27	4.20	3.27	▮	Q04 9% 27% 18% 18% 27%
Q05	Cares about me	11	9	4.40	3.36	▮	Q05 18% 9% 18% 27% 27%
Q06	Development	11	29	3.90	3.64	▮	Q06 9% 9% 18% 36% 27%
Q07	Opinions Count	11	12	3.70	3.09	▮	Q07 18% 9% 36% 18% 18%
Q08	Mission/Purpose	11	13	3.80	3.45	▮	Q08 18% 9% 9% 36% 27%
Q09	Committed to quality	11	14	3.50	3.55	⋮	Q09 9% 9% 27% 27% 27%
Q10	Best friend	11	5	2.80	2.55	▮	Q10 27% 18% 36% 9% 9%
Q11	Progress	11	29	3.88	3.64	▮	Q11 9% 9% 18% 36% 27%
Q12	Learn and Grow	11	25	3.89	3.73	▮	Q12 9% 27% 36% 27%

% responded-
- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

Gallup Engagement Survey 2018

UNT SYSTEM

Select Department

- ■ - UNT System Overall Report
  - □ - Gen Counsel - Footer
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  - □ - Sys Facilities/VC Facilities - Maguire
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      - ■ - Business Services-Gen - Saxon
    - □ - Human Resources - Lewin
    - □ - IT Shared Services - Dhuwaraha
    - □ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS
51
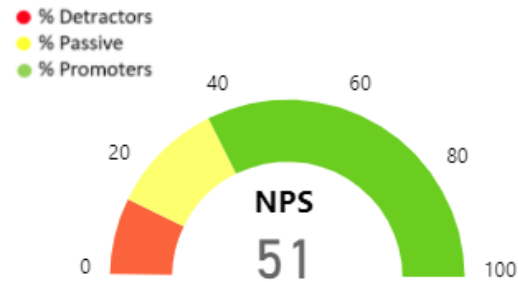
14 2017: null	**Respondents** This is the greatest number of respondents on any one question
4.31 2017: null	**Grand Mean** This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	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		4.29	▬

Frequency Distribution

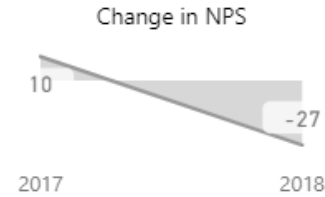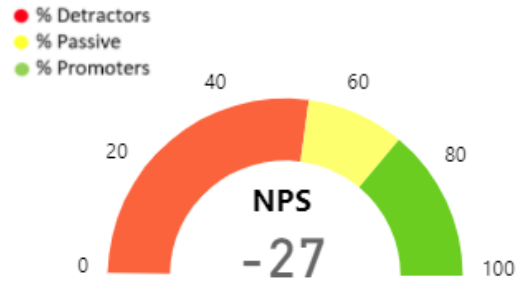| Q. ID	Distribution
Q01	21% / 79%
Q02	7% / 7% / 36% / 50%
Q03	7% / 50% / 43%
Q04	21% / 7% / 14% / 57%
Q05	7% / 14% / 79%
Q06	21% / 7% / 71%
Q07	14% / 29% / 57%
Q08	7% / 14% / 29% / 50%
Q09	7% / 7% / 21% / 64%
Q10	8% / 17% / 25% / 25% / 25%
Q11	21% / 7% / 71%
Q12	7% / 14% / 21% / 57%

% responded-

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

UNT SYSTEM 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
    - ▶ ☐ - IT Shared Services - Dhuwaraha
    - ▶ ☐ - System Controller - LeMay

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS 12

Change in NPS

2017 — 2018 — 12

56	Respondents
2017: 56	This is the greatest number of respondents on any one question

4.03	Grand Mean
2017: 3.81	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	56	28	4.38	4.20	
Q02	Materials and equipment	56	23	3.89	3.71	
Q03	Opportunity to do best	56	36	3.86	3.93	
Q04	Recognition	55	54	3.52	3.85	
Q05	Cares about me	54	62	4.30	4.46	
Q06	Development	56	40	3.70	3.84	
Q07	Opinions Count	56	46	3.65	3.84	
Q08	Mission/Purpose	56	53	3.79	4.23	
Q09	Committed to quality	56	58	3.80	4.29	
Q10	Best friend	50	53	3.06	3.88	
Q11	Progress	55	48	3.89	4.00	
Q12	Learn and Grow	55	46	3.89	4.11	

Frequency Distribution

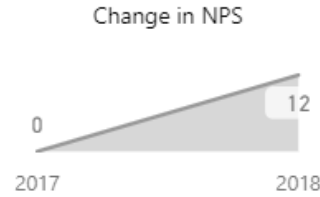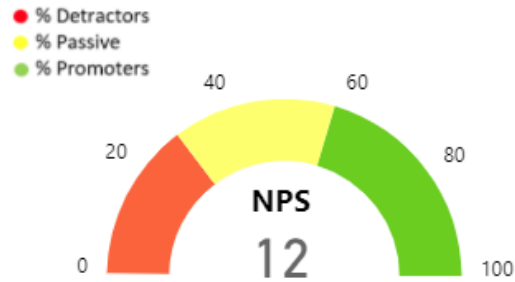| Q. ID	Distribution
Q01	23% / 18% / 54%
Q02	18% / 18% / 32% / 30%
Q03	11% / 23% / 29% / 38%
Q04	7% / 11% / 15% / 24% / 44%
Q05	7% / 28% / 61%
Q06	13% / 18% / 21% / 43%
Q07	7% / 29% / 23% / 38%
Q08	16% / 27% / 52%
Q09	16% / 34% / 48%
Q10	8% / 16% / 32% / 38%
Q11	9% / 18% / 22% / 47%
Q12	9% / 13% / 29% / 47%

% 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
      - ☐ - Business Services-Gen - Abernethy
      - ☐ - Business Services-Gen - Saxon
    - ▪ - Human Resources - Lewin
      - ■ - Human Resources - DeClerk
      - ☐ - Human Resources - Gray
    - ☐ - IT Shared Services - Dhuwaraha
    - ☐ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS
21

Change in NPS

-44 → 21

2017 — 2018

19	Respondents
2017: **16**	This is the greatest number of respondents on any one question

4.09	Grand Mean
2017: **3.70**	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	19	40	4.50	4.37	
Q02	Materials and equipment	19	27	3.69	3.79	
Q03	Opportunity to do best	19	45	3.81	4.00	
Q04	Recognition	18	65	3.50	4.06	
Q05	Cares about me	18	46	4.44	4.22	
Q06	Development	19	57	3.63	4.16	
Q07	Opinions Count	19	34	3.38	3.63	
Q08	Mission/Purpose	19	46	3.69	4.11	
Q09	Committed to quality	19	67	3.63	4.42	
Q10	Best friend	18	53	2.73	3.89	
Q11	Progress	19	49	3.25	4.05	
Q12	Learn and Grow	19	60	4.13	4.32	

Frequency Distribution

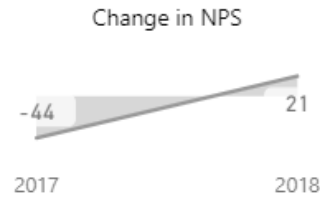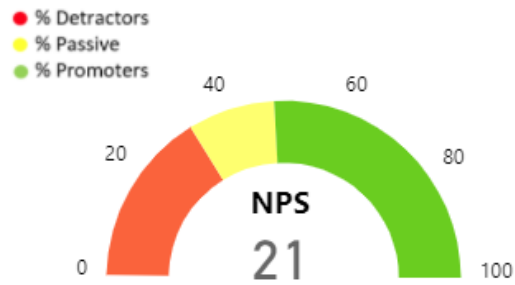| Q. ID	Distribution
Q01	21% / 68%
Q02	16% / 16% / 21% / 42%
Q03	26% / 32% / 37%
Q04	11% / 28% / 50%
Q05	11% / 33% / 50%
Q06	16% / 32% / 47%
Q07	11% / 32% / 21% / 32%
Q08	11% / 47% / 37%
Q09	16% / 26% / 58%
Q10	17% / 39% / 33%
Q11	11% / 11% / 21% / 53%
Q12	11% / 32% / 53%

% responded-

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

UNT SYSTEM 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
    - ☐ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS
31

Change in NPS

9 → 31

2017 — 2018

16 Respondents
2017: 11
This is the greatest number of respondents on any one question

4.17 Grand Mean
2017: 3.58
This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	16	42	4.36	4.38	
Q02	Materials and equipment	16	45	3.91	4.06	
Q03	Opportunity to do best	16	36	3.82	3.94	
Q04	Recognition	16	52	3.36	3.81	
Q05	Cares about me	15	85	4.00	4.80	
Q06	Development	16	30	3.18	3.69	
Q07	Opinions Count	16	58	3.50	4.00	
Q08	Mission/Purpose	16	80	3.45	4.63	
Q09	Committed to quality	16	68	4.00	4.44	
Q10	Best friend	14	67	2.60	4.21	
Q11	Progress	15	51	3.33	4.13	
Q12	Learn and Grow	15	43	3.40	4.00	

Frequency Distribution

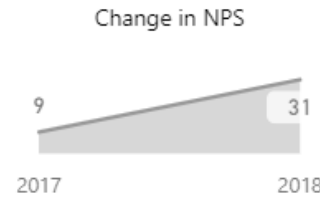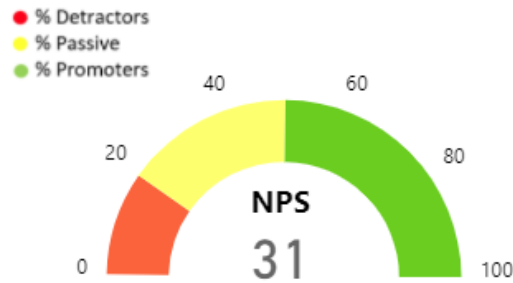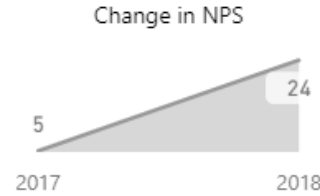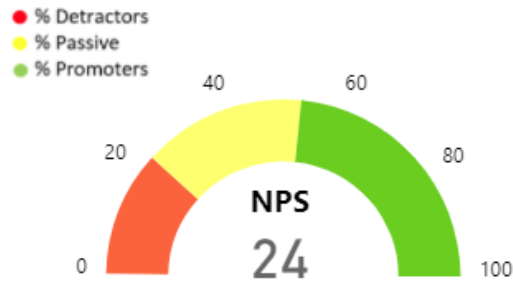| Q. ID	1	2	3	4	5
Q01			19%	25%	56%
Q02	13%			44%	38%
Q03	13%		13%	44%	31%
Q04			31%	13%	44%
Q05			20%		80%
Q06	19%		19%	13%	44%
Q07			25%	25%	44%
Q08	13%		13%		75%
Q09			13%	31%	56%
Q10			21%	36%	43%
Q11	7%		20%	20%	53%
Q12	13%		13%	33%	40%

% responded-

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

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ▪ - UNT System Overall Report
  - ☐ - Gen Counsel - Footer
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    - ☐ - 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
    - ☐ - System Controller - LeMay

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS 24

Change in NPS — 2017: 5 → 2018: 24

162 Respondents
2017: 165
This is the greatest number of respondents on any one question

4.10 Grand Mean
2017: 3.84
This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ	Frequency Distribution
Q01	Know what's expected	162	45	4.15	4.41	▮	Q01 9% 23% 62%
Q02	Materials and equipment	162	60	3.90	4.28	▮	Q02 10% 32% 52%
Q03	Opportunity to do best	162	59	3.88	4.25	▮	Q03 14% 30% 51%
Q04	Recognition	160	41	3.37	3.59	▮	Q04 15% 9% 18% 18% 40%
Q05	Cares about me	161	55	4.35	4.34		Q05 10% 21% 61%
Q06	Development	161	52	3.80	4.02	▮	Q06 7% 7% 14% 21% 51%
Q07	Opinions Count	160	51	3.68	3.96	▮	Q07 8% 16% 29% 43%
Q08	Mission/Purpose	161	48	3.94	4.14	▮	Q08 14% 26% 50%
Q09	Committed to quality	161	58	4.05	4.29	▮	Q09 9% 34% 51%
Q10	Best friend	148	46	3.43	3.74	▮	Q10 8% 9% 22% 24% 38%
Q11	Progress	158	43	3.58	3.96	▮	Q11 11% 9% 27% 50%
Q12	Learn and Grow	160	51	3.95	4.18	▮	Q12 15% 24% 53%

% responded-

- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

Gallup Engagement Survey 2018

UNT SYSTEM

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 - Graham Jr.
      - ▸ ☐ - IT Shared Services - Ketchum
  - ▸ ☐ - System Controller - LeMay

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

NPS 18

Change in NPS

2017: 17   2018: 18

69	Respondents
2017: 70	This is the greatest number of respondents on any one question

4.07	Grand Mean
2017: 3.89	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	69	42	4.23	4.38	▮
Q02	Materials and equipment	69	62	4.13	4.30	▮
Q03	Opportunity to do best	69	52	3.94	4.16	▮
Q04	Recognition	68	36	3.25	3.47	▮
Q05	Cares about me	68	62	4.40	4.46	▮
Q06	Development	68	46	3.73	3.97	▮
Q07	Opinions Count	68	51	3.74	3.93	▮
Q08	Mission/Purpose	69	48	4.10	4.14	▮
Q09	Committed to quality	69	42	3.99	4.09	▮
Q10	Best friend	63	37	3.44	3.54	▮
Q11	Progress	68	49	3.72	4.07	▮
Q12	Learn and Grow	69	59	4.03	4.30	▮

Frequency Distribution

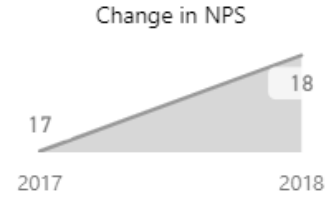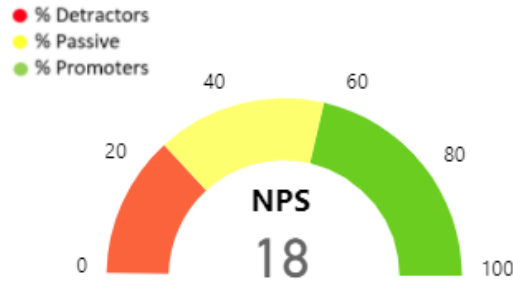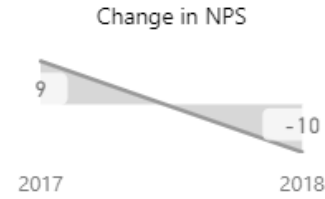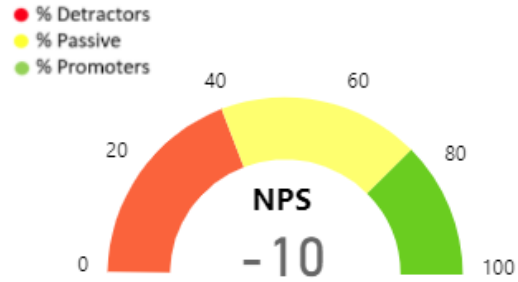| Q. ID	1	2	3	4	5
Q01	7%	7%	26%		59%
Q02			38%		51%
Q03	7%	12%	33%		46%
Q04	13%	12%	25%	15%	35%
Q05		12%	26%		60%
Q06	9%	15%	24%		47%
Q07	7%	16%	35%		37%
Q08		14%	28%		49%
Q09	9%	10%	33%		45%
Q10	8%	11%	32%	17%	32%
Q11	7%	7%	35%		47%
Q12		14%	30%		52%

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

UNT SYSTEM 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 - Graham Jr.
      - ▸ ☐ - IT Shared Services - Ketchum
  - ▸ ☐ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS -10

Change in NPS

2017 — 2018

22	Respondents
2017: 23	This is the greatest number of respondents on any one question

3.66	Grand Mean
2017: 3.76	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	22	12	4.04	3.91	▮
Q02	Materials and equipment	22	34	4.04	3.91	▮
Q03	Opportunity to do best	22	27	3.65	3.77	▮
Q04	Recognition	22	25	3.22	3.23	
Q05	Cares about me	22	69	4.48	4.55	▮
Q06	Development	22	25	3.83	3.55	▮
Q07	Opinions Count	22	19	3.35	3.32	▮
Q08	Mission/Purpose	22	20	4.00	3.64	▮
Q09	Committed to quality	22	12	3.57	3.50	▮
Q10	Best friend	21	30	3.48	3.38	▮
Q11	Progress	21	18	3.61	3.29	▮
Q12	Learn and Grow	22	30	3.91	3.82	▮

Frequency Distribution

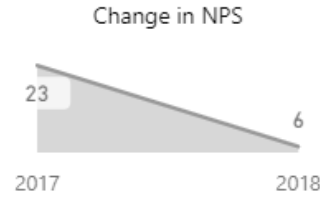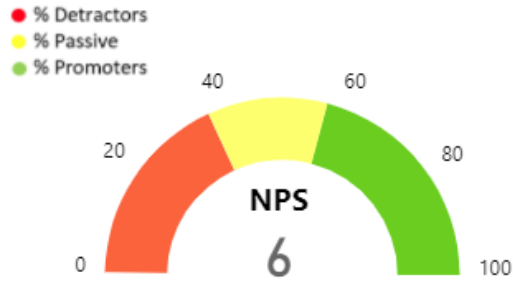| Q	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
Q01	18%		14%	27%	41%
Q02	9%	9%	41%		36%
Q03	14%		18%	27%	36%
Q04	18%	14%	23%	18%	27%
Q05			14%	18%	68%
Q06	9%	14%	23%	23%	32%
Q07	14%	18%	14%	32%	23%
Q08	9%	9%	27%	18%	36%
Q09	9%	18%	14%	32%	27%
Q10		24%	33%		33%
Q11	19%		14%	43%	19%
Q12			23%	41%	27%

% responded-

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

UNT SYSTEM — 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 - Graham Jr.
    - ☐ - IT Shared Services - Ketchum
  - ☐ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS 6

Change in NPS

2017: 23 → 2018: 6

19	Respondents
2017: 22	This is the greatest number of respondents on any one question

3.97	Grand Mean
2017: 3.86	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	19	37	4.27	4.32	
Q02	Materials and equipment	19	55	4.09	4.21	
Q03	Opportunity to do best	19	34	4.14	3.89	
Q04	Recognition	19	20	2.90	3.05	
Q05	Cares about me	19	34	4.14	4.00	
Q06	Development	19	33	3.41	3.74	
Q07	Opinions Count	19	64	4.00	4.16	
Q08	Mission/Purpose	19	46	4.14	4.11	
Q09	Committed to quality	19	51	4.23	4.21	
Q10	Best friend	18	19	3.10	3.11	
Q11	Progress	19	67	3.76	4.42	
Q12	Learn and Grow	19	66	4.10	4.42	

Frequency Distribution

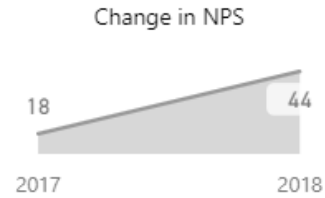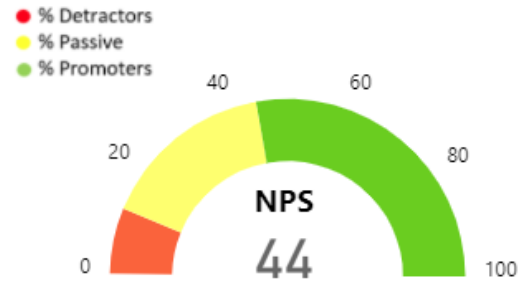| Q. ID	Distribution
Q01	42% / 47%
Q02	53% / 37%
Q03	11% / 16% / 47% / 26%
Q04	21% / 16% / 26% / 11% / 26%
Q05	21% / 42% / 32%
Q06	11% / 16% / 37% / 32%
Q07	16% / 53% / 32%
Q08	11% / 16% / 26% / 47%
Q09	11% / 42% / 42%
Q10	22% / 28% / 28% / 17%
Q11	37% / 58%
Q12	16% / 26% / 58%

% responded -

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

UNT SYSTEM 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 - Graham Jr.
      - ▸ ☐ - IT Shared Services - Ketchum
    - ▸ ☐ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS 44

Change in NPS

18 → 44

2017 → 2018

25 Respondents
2017: 22
This is the greatest number of respondents on any one question

4.41 Grand Mean
2017: 3.95
This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	25	78	4.32	4.76	
Q02	Materials and equipment	25	84	4.23	4.68	
Q03	Opportunity to do best	25	81	3.95	4.60	
Q04	Recognition	24	54	3.41	3.83	
Q05	Cares about me	24	76	4.50	4.67	
Q06	Development	24	73	3.77	4.42	
Q07	Opinions Count	24	65	3.73	4.17	
Q08	Mission/Purpose	25	74	4.05	4.52	
Q09	Committed to quality	25	66	4.18	4.40	
Q10	Best friend	22	58	3.71	4.00	
Q11	Progress	25	64	3.64	4.36	
Q12	Learn and Grow	25	75	3.95	4.56	

Frequency Distribution

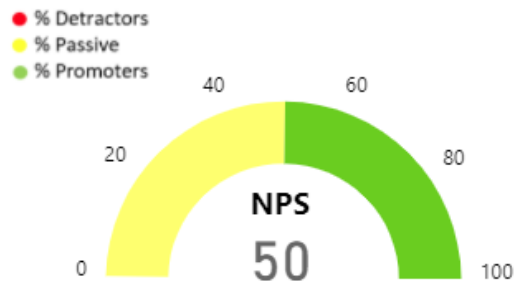| Q. ID	Distribution
Q01	16% / 80%
Q02	24% / 72%
Q03	32% / 64%
Q04	8% / 29% / 17% / 42%
Q05	25% / 71%
Q06	8% / 8% / 17% / 67%
Q07	21% / 29% / 46%
Q08	40% / 56%
Q09	8% / 32% / 56%
Q10	32% / 23% / 41%
Q11	8% / 32% / 56%
Q12	8% / 28% / 64%

% responded-

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

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ▣ - UNT System Overall Report
  - ☐ - Gen Counsel - Footer
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    - ☐ - Sys Fac Construction-Gen - Nash
    - ☐ * End of Hierarchy *
  - ▣ - VP Finance & Admin - Brown Jr
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      - ☐ - 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 50

10 Respondents
2017: **null**
This is the greatest number of respondents on any one question

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

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	10	82		4.80	
Q02	Materials and equipment	10	85		4.70	
Q03	Opportunity to do best	10	86		4.70	
Q04	Recognition	10	78		4.40	
Q05	Cares about me	10	90		4.90	
Q06	Development	10	90		4.80	
Q07	Opinions Count	10	77		4.40	
Q08	Mission/Purpose	10	83		4.70	
Q09	Committed to quality	10	84		4.70	
Q10	Best friend	9	63		4.11	
Q11	Progress	10	77		4.60	
Q12	Learn and Grow	10	78		4.60	

Frequency Distribution

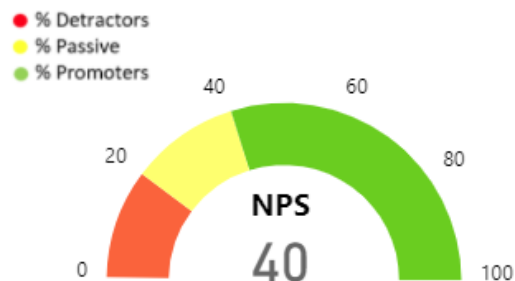| Q			
Q01	20%	80%	
Q02	30%	70%	
Q03	30%	70%	
Q04	20%	20%	60%
Q05	10%	90%	
Q06	20%	80%	
Q07	10%	40%	50%
Q08	30%	70%	
Q09	30%	70%	
Q11	40%	60%	
Q12	10%	20%	70%

% responded-

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

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ◢ ▣ - UNT System Overall Report
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      - ◢ ☐ - 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

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

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

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	10	82		4.80	▇
Q02	Materials and equipment	10	91		4.80	▇
Q03	Opportunity to do best	10	81		4.60	▇
Q04	Recognition	9	40		3.56	▇
Q05	Cares about me	9	54		4.33	▇
Q06	Development	9	49		4.00	▇
Q07	Opinions Count	9	35		3.67	▇
Q08	Mission/Purpose	10	59		4.30	▇
Q09	Committed to quality	10	66		4.40	▇
Q10	Best friend	9	53		3.89	▇
Q11	Progress	10	50		4.10	▇
Q12	Learn and Grow	10	65		4.40	▇

Frequency Distribution

Q01 20% 80%
Q02 20% 80%
Q03 40% 60%
Q08 10% 50% 40%
Q09 10% 40% 50%
Q11 10% 10% 40% 40%
Q12 10% 40% 50%

% responded-

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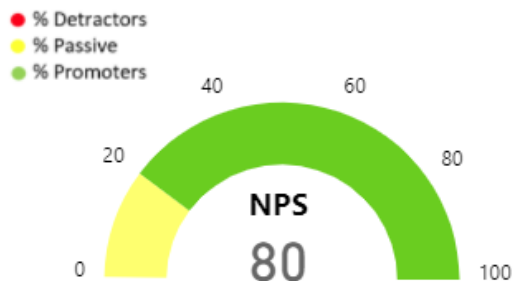- ● 3-Neutral
- ● 4-Agree
- ● 5-Strongly Agree

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

UNT SYSTEM — Gallup Engagement Survey 2018

Select Department

- ▲ ▣ - UNT System Overall Report
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      - ▲ ☐ - Business Services-Gen - Abernethy
      - ▲ ☐ - Business Services-Gen - Saxon
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      - ▲ ☐ - Human Resources - DeClerk
      - ▲ ☐ - Human Resources - Gray
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      - ▲ ☐ - 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 **80**

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

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

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	10	99		5.00	
Q02	Materials and equipment	10	91		4.80	
Q03	Opportunity to do best	10	94		4.90	
Q04	Recognition	10	89		4.70	
Q05	Cares about me	10	85		4.80	
Q06	Development	10	82		4.60	
Q07	Opinions Count	10	89		4.70	
Q08	Mission/Purpose	10	77		4.60	
Q09	Committed to quality	10	84		4.70	
Q10	Best friend	10	66		4.20	
Q11	Progress	10	87		4.80	
Q12	Learn and Grow	10	92		4.90	

Frequency Distribution

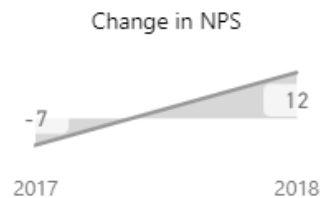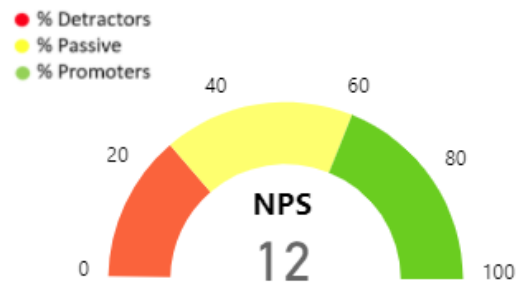| Q. ID	Distribution
Q01	100%
Q02	10% / 90%
Q03	10% / 90%
Q04	30% / 70%
Q05	20% / 80%
Q06	10% / 10% / 80%
Q07	10% / 10% / 80%
Q08	40% / 60%
Q09	30% / 70%
Q10	20% / 40% / 40%
Q11	20% / 80%
Q12	10% / 90%

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

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ◢ ▣ - UNT System Overall Report
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      - ◢ ☐ - 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 12

Change in NPS: -7 → 12 (2017 → 2018)

66 Respondents
2017: 69
This is the greatest number of respondents on any one question

3.93 Grand Mean
2017: 3.69
This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	66	36	4.01	4.30	▮
Q02	Materials and equipment	66	51	3.64	4.17	▮
Q03	Opportunity to do best	66	51	3.75	4.15	▮
Q04	Recognition	65	33	3.36	3.40	┊
Q05	Cares about me	66	38	4.23	4.09	▮
Q06	Development	66	41	3.82	3.86	┊
Q07	Opinions Count	65	38	3.46	3.72	▮
Q08	Mission/Purpose	66	41	3.71	3.98	▮
Q09	Committed to quality	66	60	3.96	4.33	▮
Q10	Best friend	59	45	3.28	3.73	▮
Q11	Progress	63	27	3.29	3.59	▮
Q12	Learn and Grow	64	34	3.77	3.89	┊

Frequency Distribution

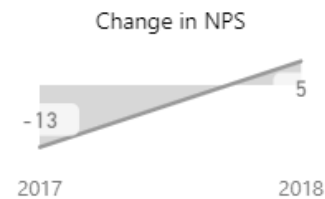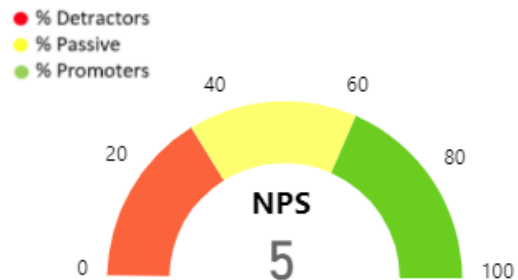| Q. ID					
Q01		14%	27%	55%	
Q02		15%	33%	45%	
Q03		18%	33%	44%	
Q04	20%	9%	17%	18%	35%
Q05	9%	12%	21%	53%	
Q06	8%	20%	26%	41%	
Q07	11%	20%	31%	32%	
Q08	8%	20%	27%	42%	
Q09	12%	36%	50%		
Q10	10%	10%	12%	32%	36%
Q11	16%	16%	24%	41%	
Q12	8%	22%	22%	44%	

% responded-
- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ◢ ■ - UNT System Overall Report
  - ◢ □ - Gen Counsel - Footer
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      - ◢ □ - Business Services-Gen - Saxon
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      - ◢ □ - 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 - Galiopoulos
  - ▸ □ - System Controller - LeMay

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS
5

Change in NPS

-13 ... 5

2017 ... 2018

38	Respondents
2017: 39	This is the greatest number of respondents on any one question

3.77	Grand Mean
2017: 3.56	This represents the unit's overall engagement on a scale of 1-5

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	37	22	3.31	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	3.87	4.29	
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

Q. ID	Distribution
Q01	18% / 26% / 47%
Q02	8% / 18% / 26% / 45%
Q03	24% / 32% / 37%
Q04	27% / 11% / 16% / 11% / 35%
Q05	16% / 13% / 16% / 50%
Q06	11% / 11% / 18% / 18% / 42%
Q07	8% / 16% / 16% / 34% / 26%
Q08	26% / 21% / 45%
Q09	13% / 34% / 50%
Q10	11% / 14% / 11% / 31% / 31%
Q11	22% / 22% / 19% / 35%
Q12	11% / 24% / 16% / 43%

% responded-

- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ▸ ■ - UNT System Overall Report
  - ▸ □ - Gen Counsel - Footer
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          - ▸ □ - 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 - Galiopoulos

Net Promoter Score
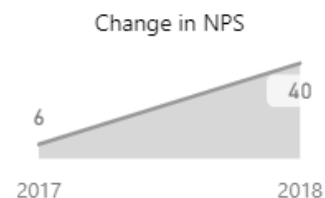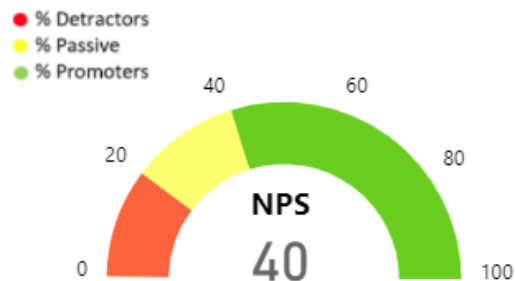
- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS 40

Change in NPS

2017 → 2018 : 6 → 40

10	Respondents
2017: 16	This is the greatest number of respondents on any one question

3.97	Grand Mean
2017: 3.58	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	10	53	3.75	4.50	▉
Q02	Materials and equipment	10	62	3.50	4.30	▉
Q03	Opportunity to do best	10	81	3.69	4.60	▉
Q04	Recognition	9	25	3.19	3.22	▏
Q05	Cares about me	10	38	4.13	4.10	
Q06	Development	10	27	3.38	3.60	▍
Q07	Opinions Count	10	32	3.25	3.60	▊
Q08	Mission/Purpose	10	45	3.75	4.10	▍
Q09	Committed to quality	10	74	3.81	4.50	▉
Q10	Best friend	10	27	3.56	3.30	🟥
Q11	Progress	9	40	3.25	3.89	▉
Q12	Learn and Grow	9	34	3.75	3.89	▏

Frequency Distribution

Q01	10% / 30% / 60%
Q02	10% / 10% / 20% / 60%
Q03	10% / 20% / 70%
Q05	20% / 10% / 10% / 60%
Q06	10% / 20% / 10% / 20% / 40%
Q07	10% / 10% / 20% / 30% / 30%
Q08	10% / 10% / 30% / 50%
Q09	10% / 30% / 60%
Q10	10% / 10% / 30% / 40% / 10%

% responded-
- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

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

UNT SYSTEM Gallup Engagement Survey 2018

Select Department

- ▸ ▣ - UNT System Overall Report
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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 - Chevli
        - ▸ ☐ * End of Hierarchy *
    - ▸ ■ - IT Shared Services - Galiopoulos
  - ▸ ☐ - System Controller - LeMay

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS 22

Change in NPS -11 → 22 (2017 → 2018)

24 Respondents
2017: 18
This is the greatest number of respondents on any one question

4.08 Grand Mean
2017: 3.88
This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	24	57	4.33	4.54	
Q02	Materials and equipment	24	61	3.94	4.29	
Q03	Opportunity to do best	24	68	4.06	4.38	
Q04	Recognition	24	43	3.56	3.63	
Q05	Cares about me	24	51	4.28	4.29	
Q06	Development	24	49	4.00	4.00	
Q07	Opinions Count	23	50	3.89	3.91	
Q08	Mission/Purpose	24	32	3.67	3.88	
Q09	Committed to quality	24	60	4.00	4.33	
Q10	Best friend	20	49	3.72	3.80	
Q11	Progress	22	42	3.22	3.95	
Q12	Learn and Grow	23	37	3.83	3.96	

Frequency Distribution

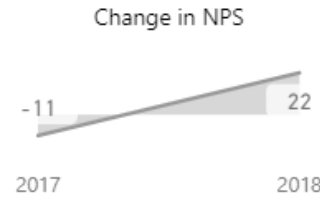| Q. ID	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
Q01			8%	29%	63%
Q02			13%	46%	42%
Q03			13%	38%	50%
Q04	13%	8%	17%	29%	33%
Q05	13%			29%	54%
Q06			21%	42%	33%
Q07			26%	26%	39%
Q08	17%		13%	38%	33%
Q09			13%	42%	46%
Q10	10%		15%	35%	35%
Q11	9%	9%		32%	45%
Q12			22%	30%	39%

% responded-
- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM 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
        - ▸ ☐ - IT Shared Services - Albury
          - ▸ ☐ - IT Shared Services - Chevli
            - ▸ ☐ * End of Hierarchy *
      - ▸ ☐ - IT Shared Services - Galiopoulos
  - ▸ ■ - System Controller - LeMay

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS
-36

Change in NPS

-36   -36

2017   2018

86	Respondents
2017: 70	This is the greatest number of respondents on any one question

3.38	Grand Mean
2017: 3.53	This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	86	16	4.13	3.99	▮
Q02	Materials and equipment	86	17	3.53	3.56	▮
Q03	Opportunity to do best	86	16	3.61	3.50	▮
Q04	Recognition	86	19	3.42	3.01	▮
Q05	Cares about me	85	26	3.81	3.86	▮
Q06	Development	86	17	3.49	3.33	▮
Q07	Opinions Count	85	13	3.24	3.14	▮
Q08	Mission/Purpose	84	7	3.54	3.24	▮
Q09	Committed to quality	84	14	3.86	3.56	▮
Q10	Best friend	78	10	2.82	2.77	▮
Q11	Progress	84	15	3.41	3.21	▮
Q12	Learn and Grow	82	13	3.48	3.37	▮

Frequency Distribution

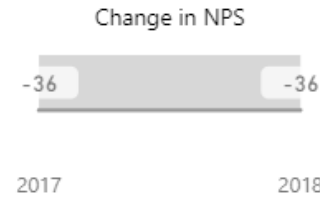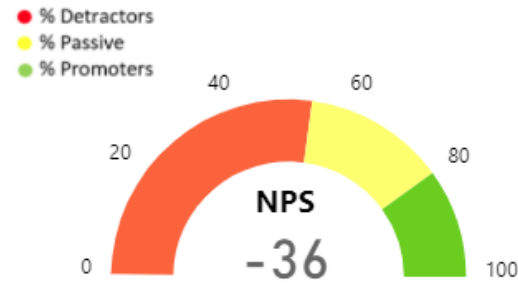| Q. ID	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
Q01	6%		21%	28%	42%
Q02	10%		30%	34%	21%
Q03	6%	12%	31%	29%	22%
Q04	23%	19%	16%	17%	24%
Q05	9%	6%	14%	31%	40%
Q06	15%	13%	24%	20%	28%
Q07	16%	15%	25%	25%	19%
Q08	11%	14%	29%	33%	13%
Q09	7%	10%	25%	37%	21%
Q10	28%	17%	24%	12%	19%
Q11	11%	25%	17%	27%	20%
Q12	11%	15%	26%	24%	24%

% 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 - 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 - Galiopoulos
  - ▲ ◼ - System Controller - LeMay
    - ▶ ◼ - Controller Operations - Mohammad
    - ▶ ☐ - Student Finance - Olson

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS −9

Change in NPS: −35 → −9 (2017 → 2018)

33 2017: **31**	**Respondents** This is the greatest number of respondents on any one question
3.63 2017: **3.61**	**Grand Mean** This represents the unit's overall engagement on a scale of 1-5

Q. ID ▲	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	33	29	4.19	4.21	
Q02	Materials and equipment	33	22	3.65	3.70	▮
Q03	Opportunity to do best	33	21	3.58	3.64	▮
Q04	Recognition	33	32	3.65	3.39	🟥
Q05	Cares about me	32	37	4.03	4.06	▮
Q06	Development	33	36	3.61	3.79	🟩
Q07	Opinions Count	32	28	3.29	3.50	🟩
Q08	Mission/Purpose	31	16	3.45	3.52	▮
Q09	Committed to quality	32	21	4.00	3.75	🟥
Q10	Best friend	30	11	2.90	2.83	🟥
Q11	Progress	31	19	3.55	3.35	🟥
Q12	Learn and Grow	30	29	3.43	3.80	🟩

Frequency Distribution

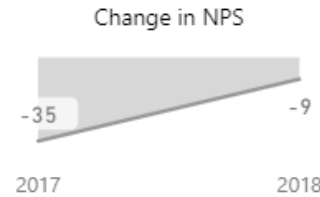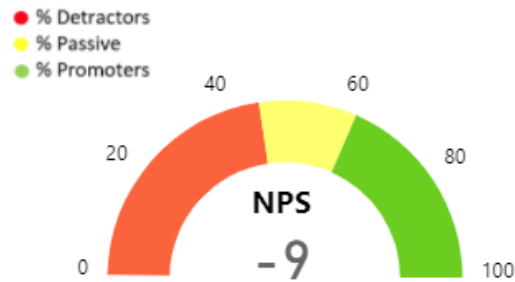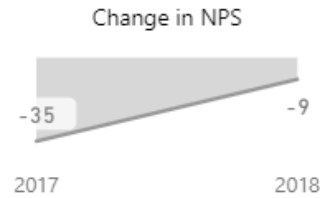| Q. ID	Distribution
Q01	18% / 21% / 55%
Q02	9% / 24% / 30% / 30%
Q03	9% / 27% / 30% / 27%
Q04	18% / 9% / 24% / 12% / 36%
Q05	19% / 25% / 47%
Q06	18% / 9% / 24% / 42%
Q07	9% / 16% / 19% / 28% / 28%
Q08	19% / 26% / 26% / 26%
Q09	16% / 16% / 34% / 31%
Q10	30% / 13% / 23% / 10% / 23%
Q11	13% / 23% / 13% / 19% / 32%
Q12	7% / 10% / 17% / 30% / 37%

% responded-
- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
- 🟢 4-Agree
- 🟢 5-Strongly Agree

UNT SYSTEM — Gallup Engagement Survey 2018

Select Department

- ▸ ☐ * 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
    - ◢ ☐ - IT Shared Services - Albury
      - ◢ ☐ - IT Shared Services - Chevli
      - ▸ ☐ * End of Hierarchy *
    - ◢ ☐ - IT Shared Services - Galiopoulos
  - ◢ ◼ - System Controller - LeMay
    - ◢ ◼ - Controller Operations - Mohammad
    - ▸ ◼ - Controller Operations - Pavero
    - ▸ ◼ * End of Hierarchy *
  - ▸ ☐ - Student Finance - Olson

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS −9

Change in NPS (2017 → 2018): −35 → −9

Respondents: 33 (2017: 31)
This is the greatest number of respondents on any one question

Grand Mean: 3.63 (2017: 3.61)
This represents the unit's overall engagement on a scale of 1-5

Q. ID	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	33	29	4.19	4.21	
Q02	Materials and equipment	33	22	3.65	3.70	
Q03	Opportunity to do best	33	21	3.58	3.64	
Q04	Recognition	33	32	3.65	3.39	◼
Q05	Cares about me	32	37	4.03	4.06	
Q06	Development	33	36	3.61	3.79	◼
Q07	Opinions Count	32	28	3.29	3.50	◼
Q08	Mission/Purpose	31	16	3.45	3.52	
Q09	Committed to quality	32	21	4.00	3.75	◼
Q10	Best friend	30	11	2.90	2.83	◼
Q11	Progress	31	19	3.55	3.35	◼
Q12	Learn and Grow	30	29	3.43	3.80	◼

Frequency Distribution

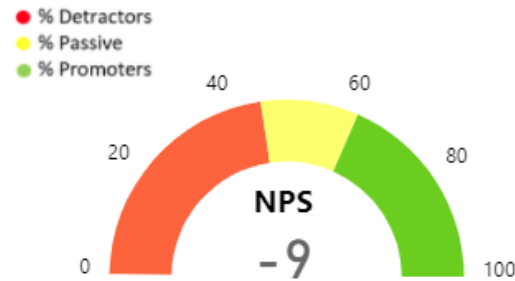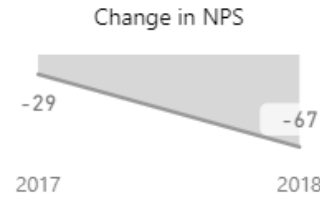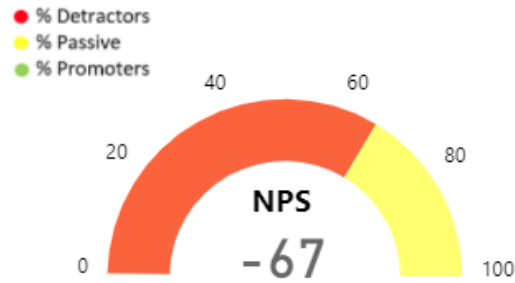| Q. ID	% responded
Q01	18%	21%	55%
Q02	9%	24%	30%	30%
Q03	9%	27%	30%	27%
Q04	18%	9%	24%	12%	36%
Q05	19%	25%	47%
Q06	18%	9%	24%	42%
Q07	9%	16%	19%	28%	28%
Q08	19%	26%	26%	26%
Q09	16%	16%	34%	31%
Q10	30%	13%	23%	10%	23%
Q11	13%	23%	13%	19%	32%
Q12	7%	10%	17%	30%	37%

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

UNT SYSTEM 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 - 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 - Galiopoulos
  - ▲ ■ - System Controller - LeMay
    - ▶ ☐ - Controller Operations - Mohammad
    - ■ - Student Finance - Olson
    - ▶ ☐ - UNT Controller - Former Controller

Net Promoter Score

- 🔴 % Detractors
- 🟡 % Passive
- 🟢 % Promoters

NPS **-67**

Change in NPS

-29 ... -67

2017 — 2018

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

2.91	Grand Mean
2017: 3.31	This represents the unit's overall engagement on a scale of 1-5

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	3.14	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	3.21	2.87	
Q09	Committed to quality	15	7	3.64	3.27	
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

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

% responded-

- 🔴 1-Strongly Disagree
- 🟠 2-Disagree
- 🟡 3-Neutral
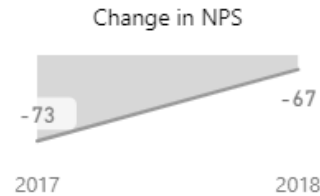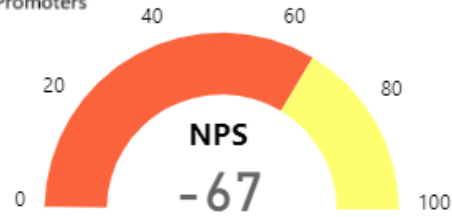- 🟢 4-Agree
- 🟢 5-Strongly Agree

Gallup Engagement Survey 2018

UNT SYSTEM

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 - 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 - Galiopoulos
  - System Controller - LeMay
    - Controller Operations - Mohammad
    - Student Finance - Olson
    - UNT Controller - Former Controller

Net Promoter Score

- ● % Detractors
- ● % Passive
- ● % Promoters

NPS -67

Change in NPS: 2017 -73 → 2018 -67

15 Respondents — 2017: 11
This is the greatest number of respondents on any one question

3.23 Grand Mean — 2017: 3.23
This represents the unit's overall engagement on a scale of 1-5

Q. ID	Question Short	Size	Gallup %ile	Mean 2017	Mean 2018	Δ
Q01	Know what's expected	15	3	3.45	3.47	
Q02	Materials and equipment	15	13	3.09	3.47	
Q03	Opportunity to do best	15	4	3.18	3.00	
Q04	Recognition	15	14	3.09	2.87	
Q05	Cares about me	15	26	3.27	3.87	
Q06	Development	15	15	3.45	3.27	
Q07	Opinions Count	15	6	2.64	2.80	
Q08	Mission/Purpose	15	5	3.73	3.07	
Q09	Committed to quality	14	8	3.82	3.36	
Q10	Best friend	15	13	2.64	2.93	
Q11	Progress	15	22	3.18	3.47	
Q12	Learn and Grow	15	9	3.18	3.20	

Frequency Distribution

Q	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree
Q01	7%	7%	47%	13%	27%
Q02	7%		53%	27%	13%
Q03	7%	20%	40%	33%	
Q04	27%	7%	27%	33%	7%
Q05	7%	27%		33%	33%
Q06	7%	13%	40%	27%	13%
Q07	13%	20%	47%	13%	7%
Q08		27%	47%	20%	7%
Q09		14%	36%	50%	
Q10	20%	20%	27%	13%	20%
Q11	20%		27%	40%	13%
Q12	13%		60%	20%	7%

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