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# Repeat University Culture Profile™ Survey Findings: Total

Prepared for:  
**West Virginia University**

Prepared by:  
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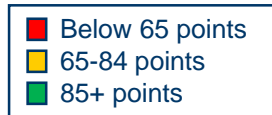
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**HEIDRICK & STRUGGLES**

- The Senn Delaney Repeat University Culture Profile™ Survey was available to every benefits eligible employee employed on payroll as of August 20, 2018, and after on WVU Main, Potomac State, and WV Technology campuses from October 1 through October 29, 2018.
- Of the 6,112 people invited, 3,161 (52%) completed the survey.
- Average scores (1-7 scale where 1 is 'strongly disagree' and 7 is 'strongly agree') on survey items are standardized out of 100 points and represented as follows:

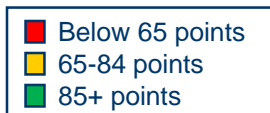


# the University Culture Profile™: view of the overall university

Points out of 100	WVU Total 2016	WVU Total 2017	Faculty 2017	Staff 2017	WVU Total 2018	Faculty 2018	Staff 2018	WVU Total Change since 2017
We have high levels of feedback and coaching.	54	54	53	55	57	54	58	2.6
We have two-way, frequent and open communications.	58	59	57	60	60	57	62	1.5
There is a high level of openness and trust among people.	57	57	57	57	58	59	58	1.4
High performance is recognized and rewarded.	56	54	58	51	61	63	59	6.9
People feel appreciated and valued.	54	53	54	52	57	57	56	3.4
People are fun to be around.	72	71	70	71	73	72	73	1.5
People are flexible.	64	65	64	66	66	65	67	1.3
People are willing to put in effort beyond what is normally expected.	69	68	70	67	70	71	69	1.6
Teamwork, mutual support /cooperation is the norm.	64	64	62	64	66	64	66	1.9
There is an environment which is optimistic and forgiving.	62	62	61	62	64	62	64	1.7
There is a sense of pride.	74	73	72	74	75	74	75	1.7
There is a healthy environment.	62	62	60	63	63	62	64	1.5
People are encouraged to innovate, creativity is welcomed	66	65	65	65	67	66	67	1.8
There is great openness to change.	56	56	54	56	57	55	59	1.7
There is a bias for action / urgency to move forward.	64	64	62	64	65	62	66	1.4
People are empowered.	56	57	57	57	59	58	60	2.4
There is a positive fast-paced environment.	62	62	60	63	64	62	65	1.9
People are continually improving/growing in positive ways.	63	63	64	62	63	63	63	0.4
There is a high level of student service consciousness.	76	76	74	78	77	75	78	0.5
There is a high level of quality awareness, focus on students.	65	64	62	65	66	63	68	2.1
Core values/ethics are very important.	70	71	69	71	72	69	73	1.3
There is a sense of honesty.	64	63	64	63	65	65	65	1.5
There is a high level of integrity when dealing with employees.	63	63	62	63	64	64	64	1.3
We respect diversity - healthy differences are a strength.	72	72	70	74	72	70	74	0.0
Decisions are made for the greater good of the overall university.	62	62	61	62	64	63	65	2.5
There are high expectations for performance.	73	73	72	74	75	73	76	1.6
Our people are highly accountable for their actions and results.	60	60	59	61	62	61	63	1.9
We have an environment where people are self starters with high initiative.	64	63	66	62	65	66	64	1.6

# highest scoring essential behaviors: view of the overall university

The Highest Scoring Essential Behaviors - Points out of 100	WVU Total 2016	WVU Total 2017	Faculty 2017	Staff 2017	WVU Total 2018	Faculty 2018	Staff 2018	WVU Total Change since 2017
There is a high level of student service consciousness.	76	76	74	78	77	75	78	0.5
There is a sense of pride.	74	73	72	74	75	74	75	1.7
There are high expectations for performance.	73	73	72	74	75	73	76	1.6



# lowest scoring essential behaviors: view of the overall university

The Lowest Scoring Essential Behaviors - Points out of 100	WVU Total 2016	WVU Total 2017	Faculty 2017	Staff 2017	WVU Total 2018	Faculty 2018	Staff 2018	WVU Total Change since 2017
There is great openness to change.	56	56	54	56	57	55	59	1.7
We have high levels of feedback and coaching.	54	54	53	55	57	54	58	2.6
People feel appreciated and valued.	54	53	54	52	57	57	56	3.4



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