KEY HIGHLIGHTS

- 36% RESPONSE RATE (1,786 responses)
- GOOD REPRESENTATION ACROSS LOCATIONS
- GOOD REPRESENTATION BY POSITION
  - Clinical Faculty 18%
  - Non-Clinical Faculty 10%
  - Staff 58%
  - Administration 14%
Q1 Does TTUHSC have a clearly defined set of core values?

Answered: 1,786   Skipped: 0

- Yes and I can recite the core values: 2.41%
- Yes we have a clearly defined set of core values: 47.37%
- We have core values but they are not well articulated: 23.12%
- We do not have core values: 5.60%
- I do not know if we have core values: 21.50%
Q2 How often are TTUHSC values demonstrated by my manager.

- Frequently demonstrated: 39.08%
- Somewhat demonstrated: 25.08%
- Seldom demonstrated: 11.25%
- Never demonstrated: 4.09%
- Not sure or I don't know with whom: 20.49%

Answered: 1,786  Skipped: 0

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Q3 The values and behaviors displayed by others in my workplace are closely aligned with mine.

Answered: 1,786   Skipped: 0

- Strongly agree: 14.95%
- Agree: 41.27%
- Neither agree nor disagree: 23.35%
- Disagree: 16.13%
- Strongly Disagree: 4.31%
Q4 I feel free to live my core values at work every day.

Answered: 1,786    Skipped: 0

- Strongly agree: 28.84%
- Agree: 44.85%
- Neither agree nor disagree: 16.35%
- Disagree: 7.56%
- Strongly disagree: 2.41%
Q5 Decisions about hiring, firing, and promotion are based on values.

Answered: 1,786   Skipped: 0

- Strongly agree: 8.96%
- Agree: 25.92%
- Neither agree nor disagree: 30.63%
- Disagree: 20.94%
- Strongly disagree: 13.55%
Q6 The values demonstrated in our culture support employee performance and well being.

Answered: 1,786  Skipped: 0

- Strongly agree: 11.25%
- Agree: 36.06%
- Neither agree nor disagree: 25.76%
- Disagree: 19.43%
- Strongly disagree: 7.50%
Q7 Our culture fosters trust.

Answered: 1,786   Skipped: 0

- Strongly agree: 10.25%
- Agree: 33.37%
- Neither agree nor disagree: 26.09%
- Disagree: 20.66%
- Strongly disagree: 9.63%
Q8 What three words would you use to describe our culture?
Q9 I receive recognition for living my values.

Answered: 1,786    Skipped: 0

- Strongly agree: 9.69%
- Agree: 31.19%
- Neither agree nor disagree: 33.15%
- Disagree: 18.53%
- Strongly disagree: 7.45%
Q10 My ideas get serious consideration by supervisors.

Answered: 1,786   Skipped: 0

- Strongly agree: 19.37%
- Agree: 38.35%
- Neither agree nor disagree: 24.08%
- Disagree: 11.93%
- Strongly disagree: 6.27%
Q11 How many people in my team/department demonstrate favorable values/behaviors.

Answered: 1,786   Skipped: 0

- Everyone demonstrates... 14.17%
- Most people demonstrate... 49.38%
- Some people demonstrate... 31.41%
- Hardly anyone demonstrates... 3.98%
- No one demonstrates... 1.06%
Q12 My team and I would benefit by introducing and reinforcing a clear set of values/behaviors expectations.

Answered: 1,786   Skipped: 0

- Strongly agree: 29.40%
- Agree: 44.96%
- Neither agree nor disagree: 21.84%
- Disagree: 2.63%
- Strongly disagree: 1.18%
Q13 I have opportunities for growth within TTUHSC.

Answered: 1,786   Skipped: 0

- Strongly agree: 16.35%
- Agree: 37.96%
- Neither agree nor disagree: 21.28%
- Disagree: 16.57%
- Strongly disagree: 7.84%
Q14 I would recommend TTUHSC as a great place to work.

Answered: 1,786   Skipped: 0

- Strongly agree: 27.60%
- Agree: 43.45%
- Neither agree nor disagree: 21.11%
- Disagree: 5.38%
- Strongly disagree: 2.46%
Q15 Which best describes your position.

Answered: 1,786  Skipped: 0

- Clinical Faculty: 18.42%
- Non-Clinical Faculty: 9.80%
- Staff: 58.23%
- Administration: 13.55%
Q17 Where is your primary work group or location?

Answered: 1,786    Skipped: 0

- Abilene: 3.86%
- Amarillo: 17.97%
- CMHC: 4.93%
- Dallas: 1.62%
- Lubbock: 61.76%
- Permian Basin: 9.85%
KEY FINDINGS – Positive

50-60% FAVORABLE RESPONSE TO THREE OF THE QUESTIONS
KEY FINDINGS – Very Positive

OVER 60% FAVORABLE RESPONSE TO FIVE OF THE QUESTIONS
Over 70% Favorable Response

<table>
<thead>
<tr>
<th>Q#</th>
<th>Question</th>
<th>% Favorable Response</th>
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<tbody>
<tr>
<td>Q12</td>
<td>My team and I would benefit by introducing and reinforcing a clear set of Values/Behaviors.</td>
<td>75%</td>
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<tr>
<td>Q4</td>
<td>I feel free to live my core Values at work every day.</td>
<td>73%</td>
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<tr>
<td>Q14</td>
<td>I would recommend TTUHSC as a great place to work.</td>
<td>70%</td>
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Summary of Survey Comments

Current State

- Lack of Clarity & Focus
- Legacy Cultures Prevail – Silos - Insular
- Stressed - Dysfunctional
- High Velocity Change - Reactive
- Lack of Accountability
- Low Employee Engagement
- Low Customer Focus
- Risk Averse/Fearful

Future State

- Clear Strategy/Direction
- Values-based Culture
- High Customer Focus
- High Employee Engagement
- Collaborative
- Agile and Adaptable
- Efficient and Productive
- Trusted and Empowered
- Proactive
- Continuous Improvement

Bridge the Gap

Provide Focus and Clarity
Effective Leadership
Effective Communication
Break Down Silos
Improve Processes and Systems
Accountable for Values and Behaviors