

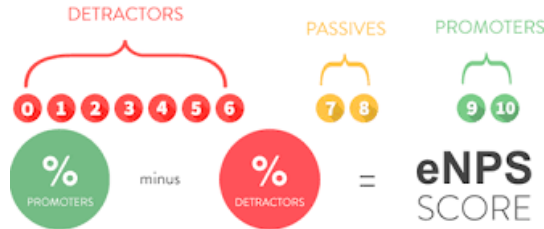
College of Micronesia

Employee Engagement Survey Results--All Campuses

Definition: Employee engagement is when an employee is motivated, involved and has an emotional commitment to the organization and its goals.

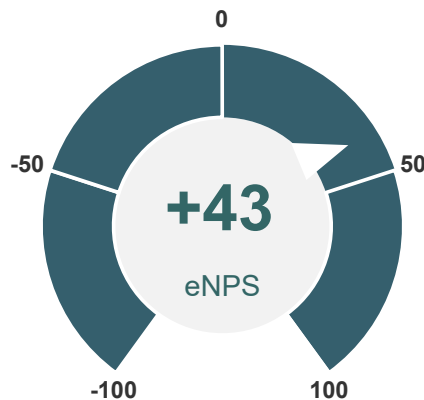
How we Measure Employee Engagement: Our approach to measuring employment engagement is known as the Employee Net Promoter Score (eNPS). The eNPS is a powerful way to understand the overall level of engagement of your workforce and the strongest drivers of that engagement.

Results of the survey are divided into three groups: *promoters* (engaged), *passives* (disengaged) and *detractors* (actively disengaged). A score is then derived which ranges between -100 and +100. This score, in addition to providing your current level of employee engagement, serves to benchmark improvements over time.



Q.1 On a scale of zero to 10 how likely is it you would recommend COM-FSM as a place to work?

Answered: 343 Skipped: 3



Detractors (0-6)	Passives (7-8)	Promoters (9-10)	e-Net Promoter Score
15%	27%	58%	+43

Explanation of Employee Net Promoter Scores—Percentage and Number Responding

- **Promoters (58%) 207**— Loyal employees who will recommend working at your company, and who are more engaged in the workplace. Promoters are happy employees who create happy customers, in turn driving company growth.
- **Passives (27%) 84** – Employees who are satisfied, but could be lured away by the competition easily; Passives are not enthused about your company; they are not engaged and do not drive business growth.
- **Detractors (15%) 55** – Unhappy employees are actively disengaged and are detrimental to business growth as they spread negative word-of-mouth. They will not provide the level of customer experience required to create satisfied customers.

An eNPS is reported for each campus, including a breakdown by position and/or department. Open responses, including number of responses are reported. The key to improving scores--shifting *Detractors to Passives* or *Passives to Promoters*--is in making changes, within reason based on what respondents say need to be changed. As eNPS scores increase, so will the level of customer/student service at COM-FSM--see The Promoter Flywheel graphic below.

Summary of eNPS Results by Campus

This table compares scores from individual campuses with campus-wide scores.

Number Responding	Campus	Promoters (engaged)	Passives (disengaged)	Detractors (actively disengaged)	eNPS
39	Chuuk	82%	10%	3%	+79
76	CTEC	48%	31%	21%	+27
18	FSM-FMI	61%	33%	6%	+55
34	Kosrae	76%	21%	3%	+73
135	National	56%	21%	23%	+33
37	Yap	62%	30%	8%	+54

Number Responding		Promoters (engaged)	Passives (disengaged)	Detractors (actively disengaged)	e-NPS*
346*	All Campuses	58%	27%	15%	+43

*Six respondents did not identify their campus which caused the ALL CAMPUS score to be six more than the number reported for individual campuses above.

Average Scores Across All Industries in the United States (Watson-Wyatt World Human Capital Index®) (Gallup Organization)	Promoters (engaged)	Passives (disengaged)	Detractors (actively disengaged)	e-NPS*
	26%	55%	19%	+7

