

WIT Communication Survey Results

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Agenda

- Timeline
- Baseline
- Results
- Demographics
- Q&A
- Next Steps



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Timeline

- Open February 2 - March 3
- Used Survey Monkey - 9 questions (3 demographics)
- Posters and QR code
- Survey Button on WPC.WA.GOV website
- Pushed at meetings, townhalls, lots of emails, and links in chat



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Ponder

What about these results surprise you?



Is there a question you wish we would have asked?

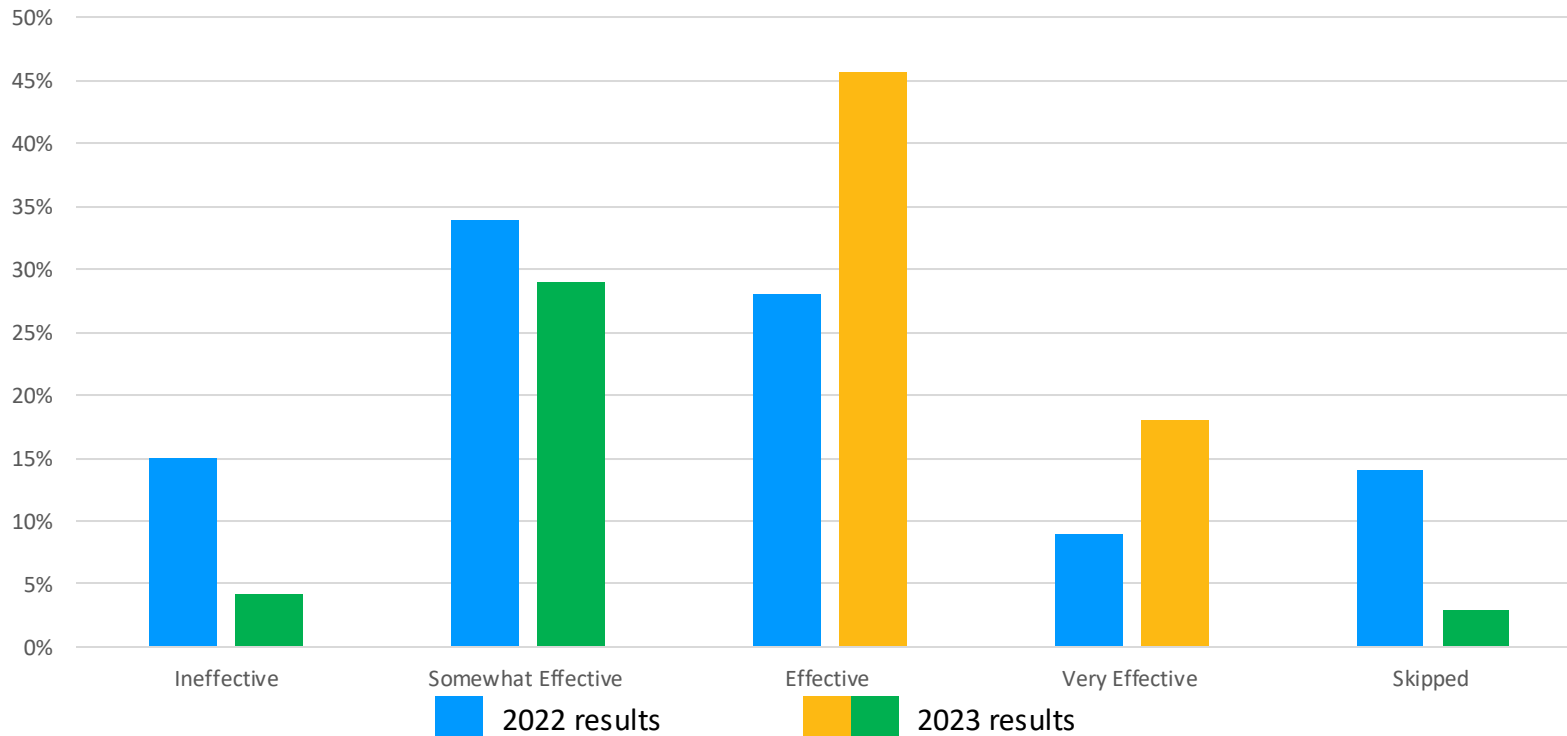


What question(s) would you like on the next survey?

Great news story

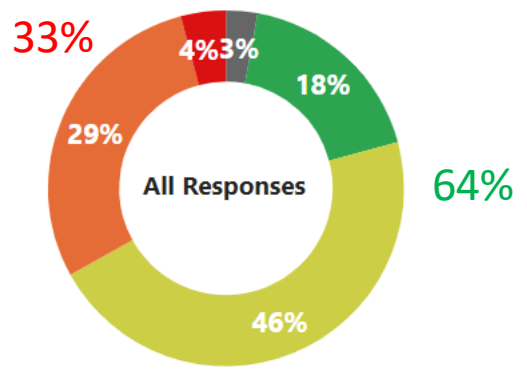
How effective has communication been at keeping you informed about the project?

Communication Effectiveness

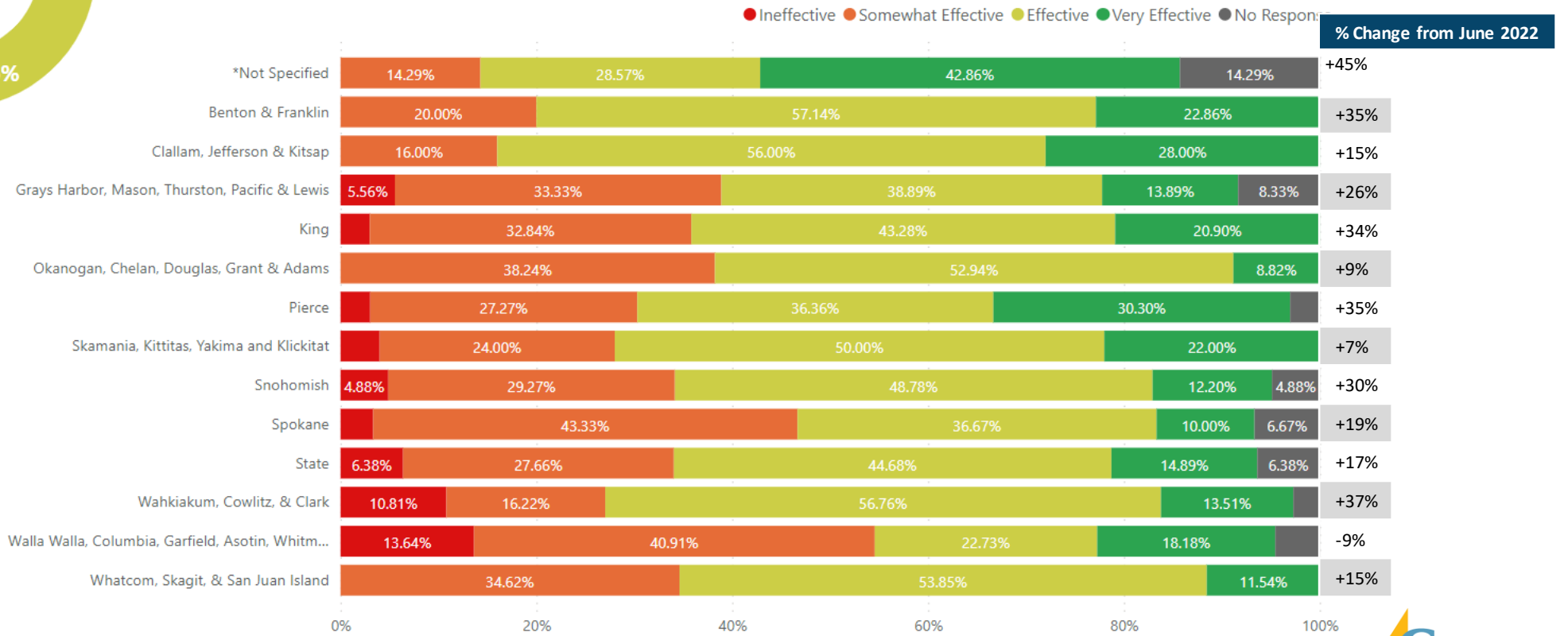


We saw a 27% improvement (demarked in yellow) in the 2023 survey from the 2022 benchmark

Ineffective 20 Somewhat Effective 142 Effective 226 Very Effective 88 No Response 14 **Total 490**



Q1: How effective has communication been at keeping you informed about the project?



February 2023 Results



How we got here.

Re-designed WPC WIT webpages (WPC.WA.GOV)

Created and shared Town Hall Key Takeaways slide

Assembled and disseminated communication packets

Sent Townhall reminders & follow up messaging to active ETO users

Established designated “Communicators” in each WDA/ESD Division to share project announcements

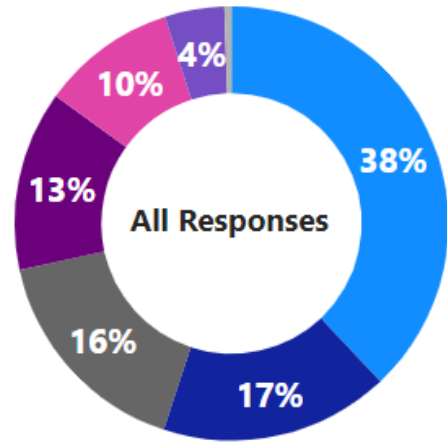
Dedicated Project Communications Manager

Developed and posted OCM Change plans



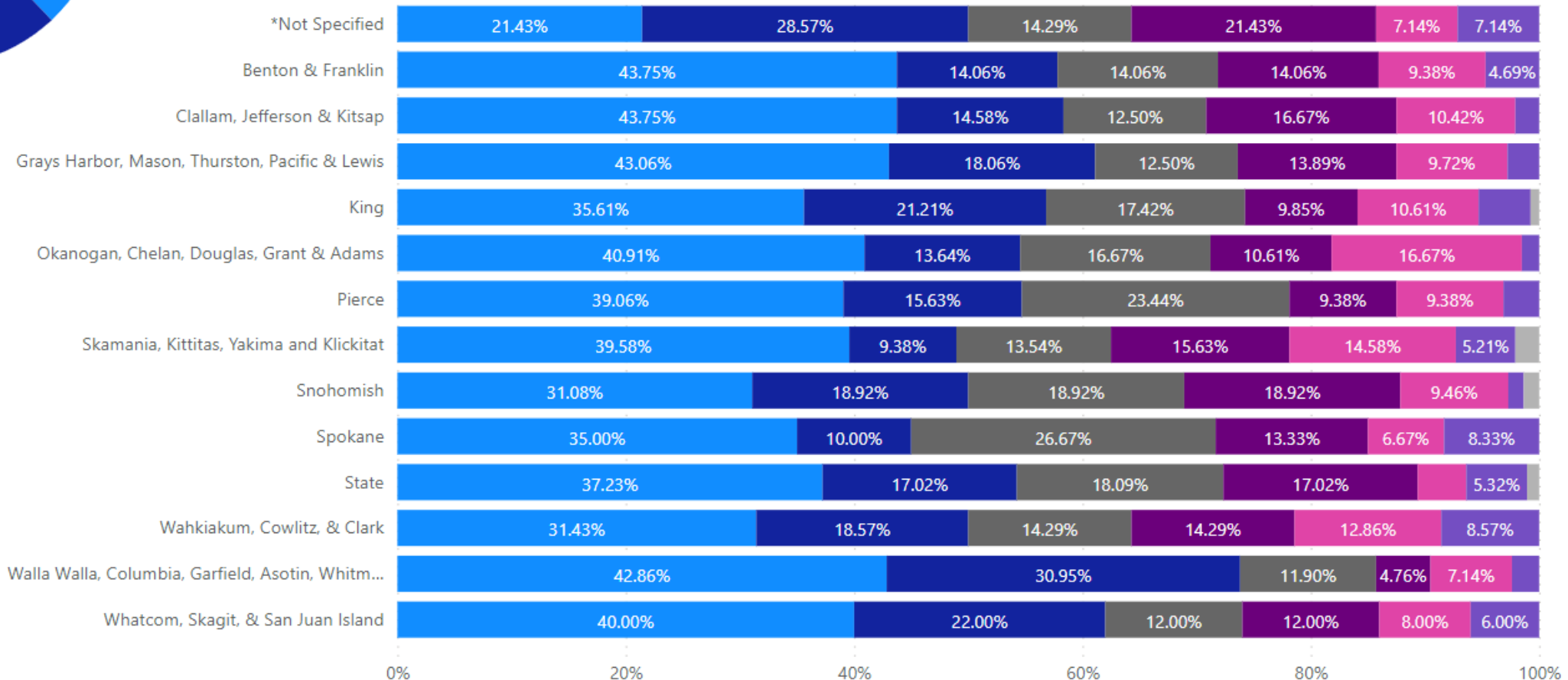
Email Newsletter Website Town hall Supervisor Sponsor Other

359 162 156 127 95 42 5



Q2: What would be the most effective way for you to receive project updates?

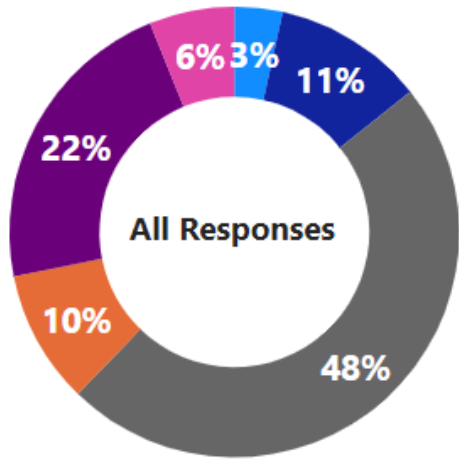
● Email ● Newsletter ● Website ● Town Hall ● Supervisor ● Sponsor ● Other



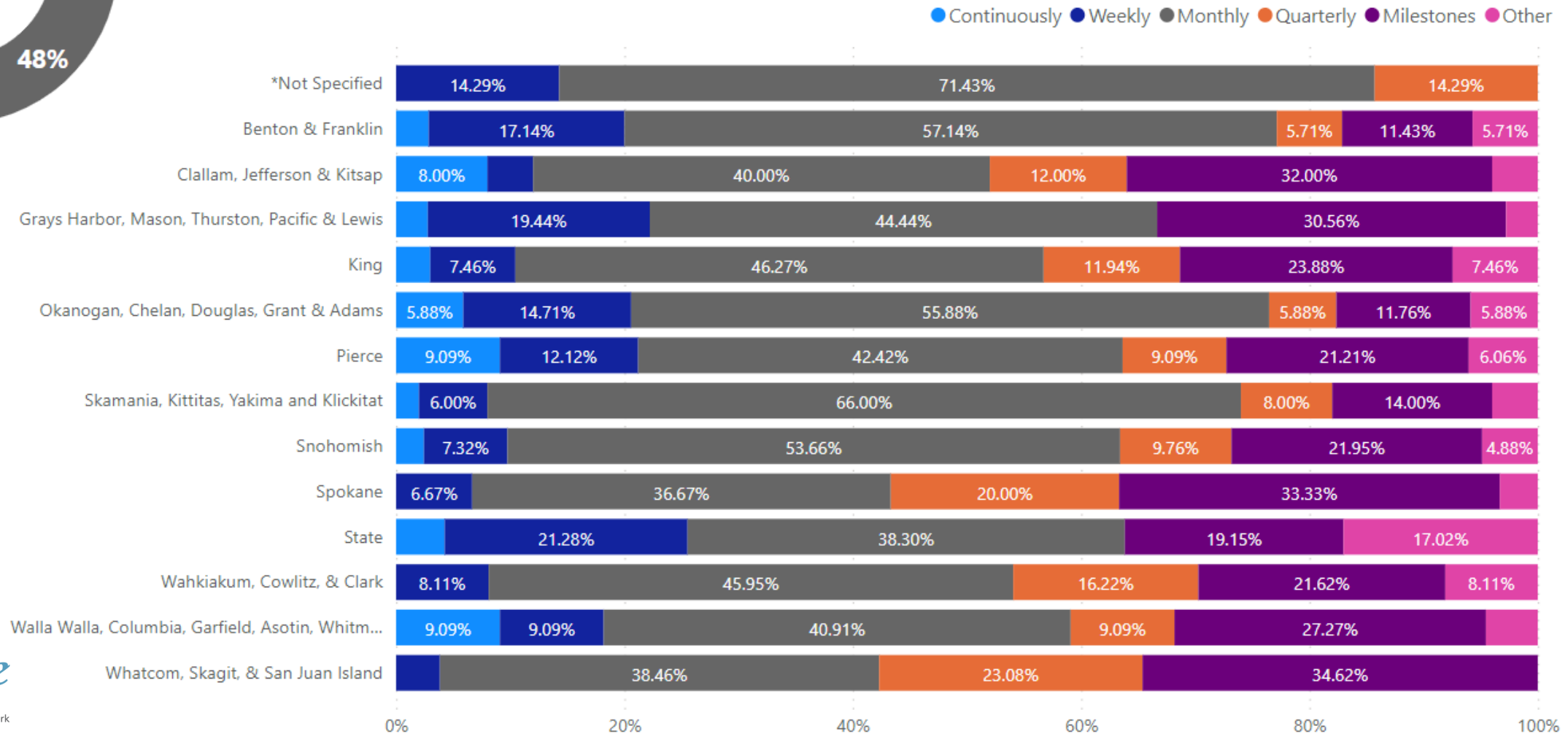
**Most Preferred
Ranked #1 or #2**



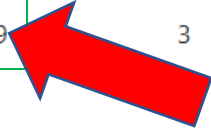
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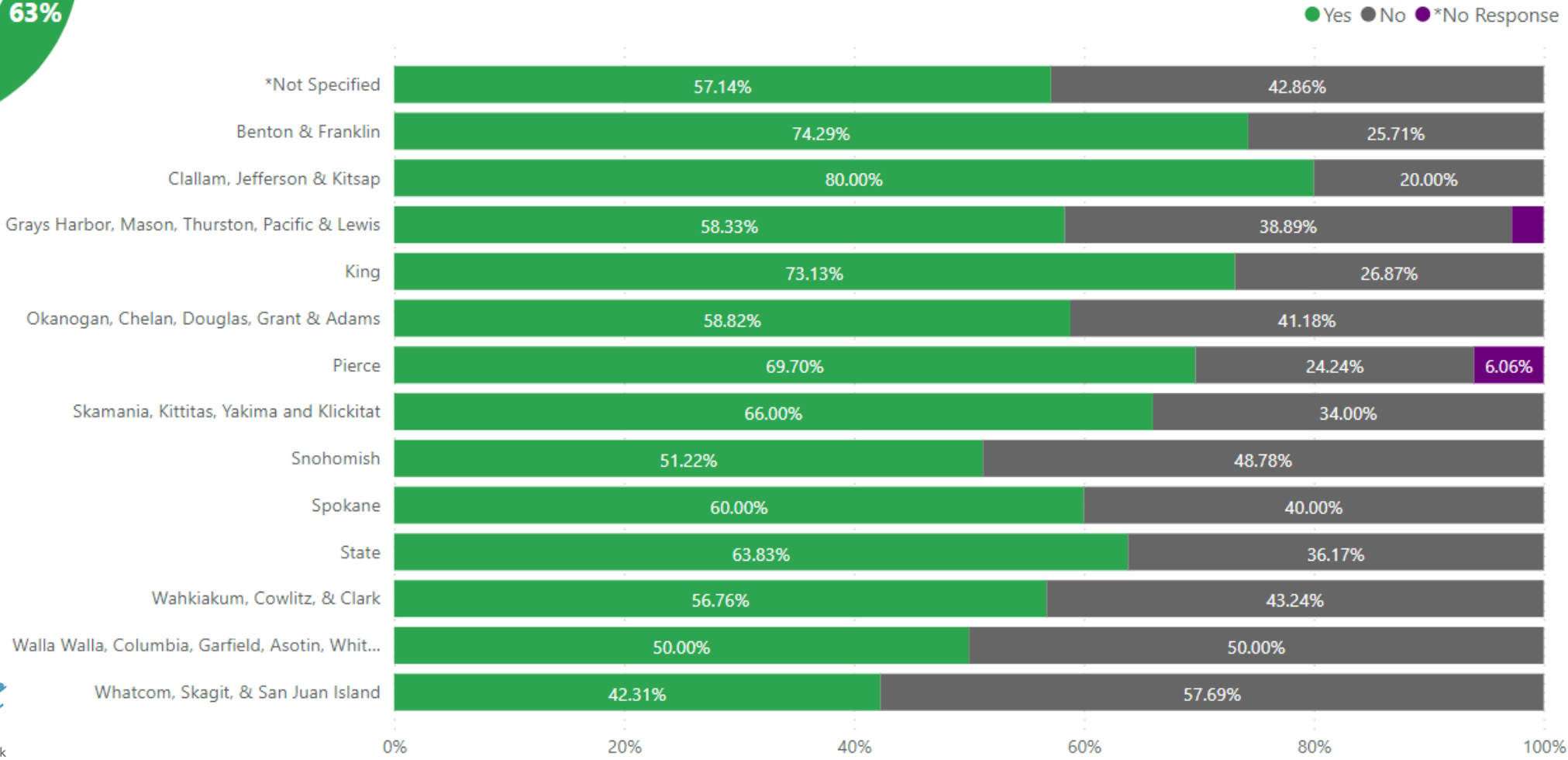
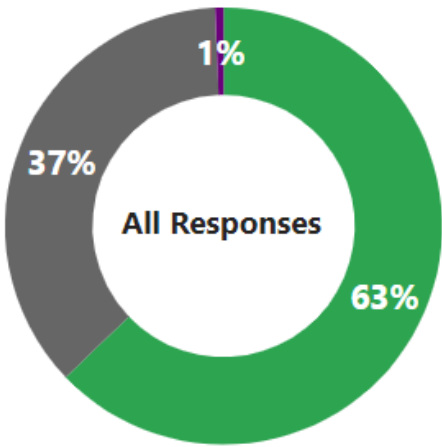
Q3: What frequency do you want to hear project updates?



Yes	No	*No Response	Total
308	179	3	490

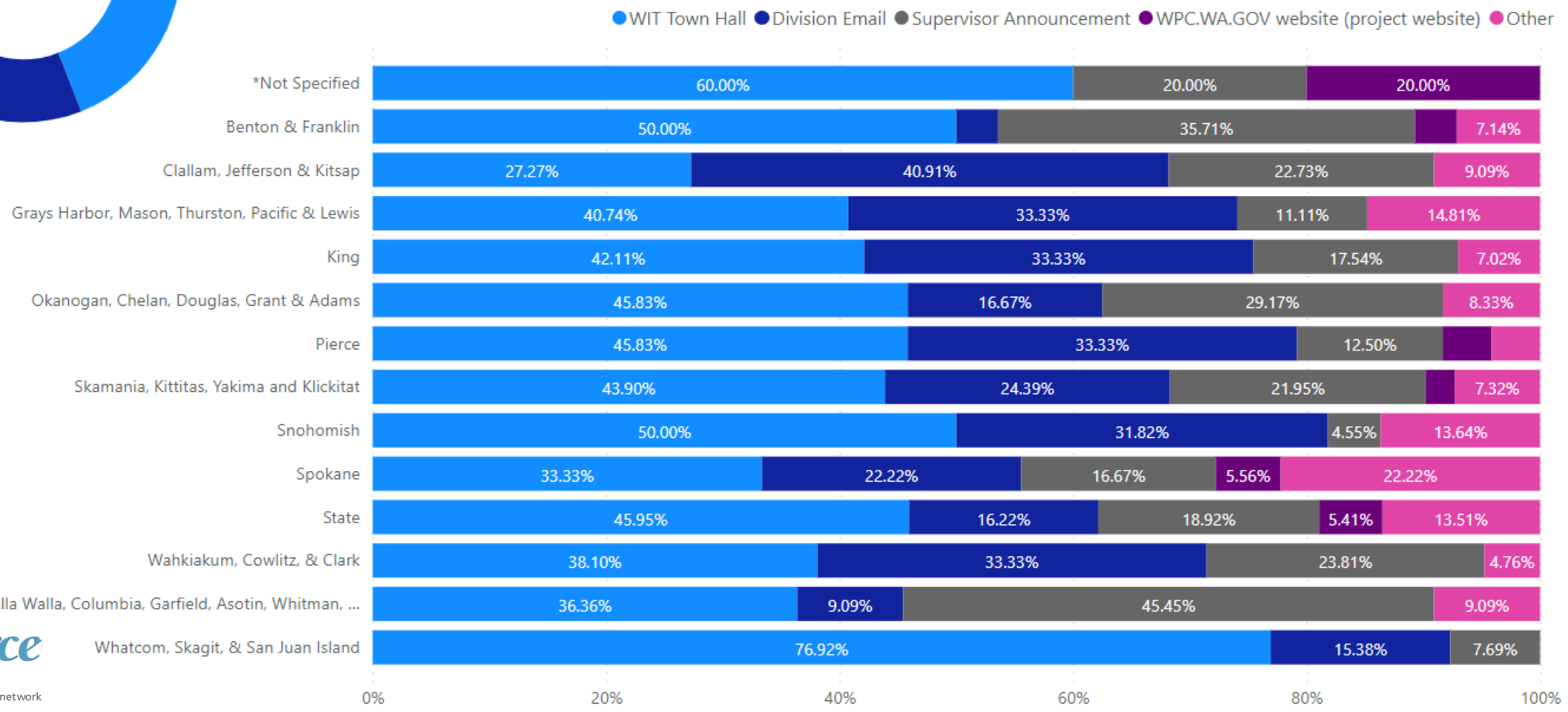
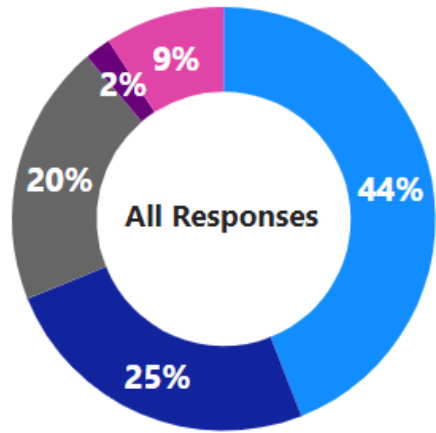


Q4: Did you hear about the selection of the vendor (in late 2022)?

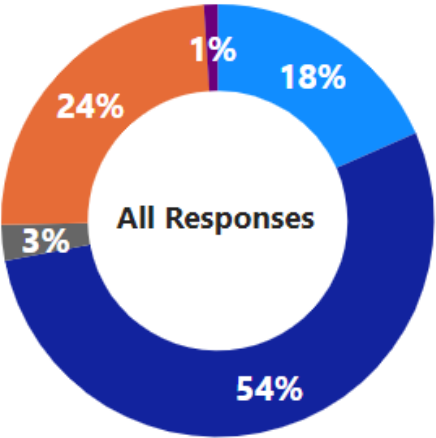


WIT Town Hall 154
 Division email 87
 Supervisor announcement 70
 WPC.WA.GOV website (project website) 7
 Other 32

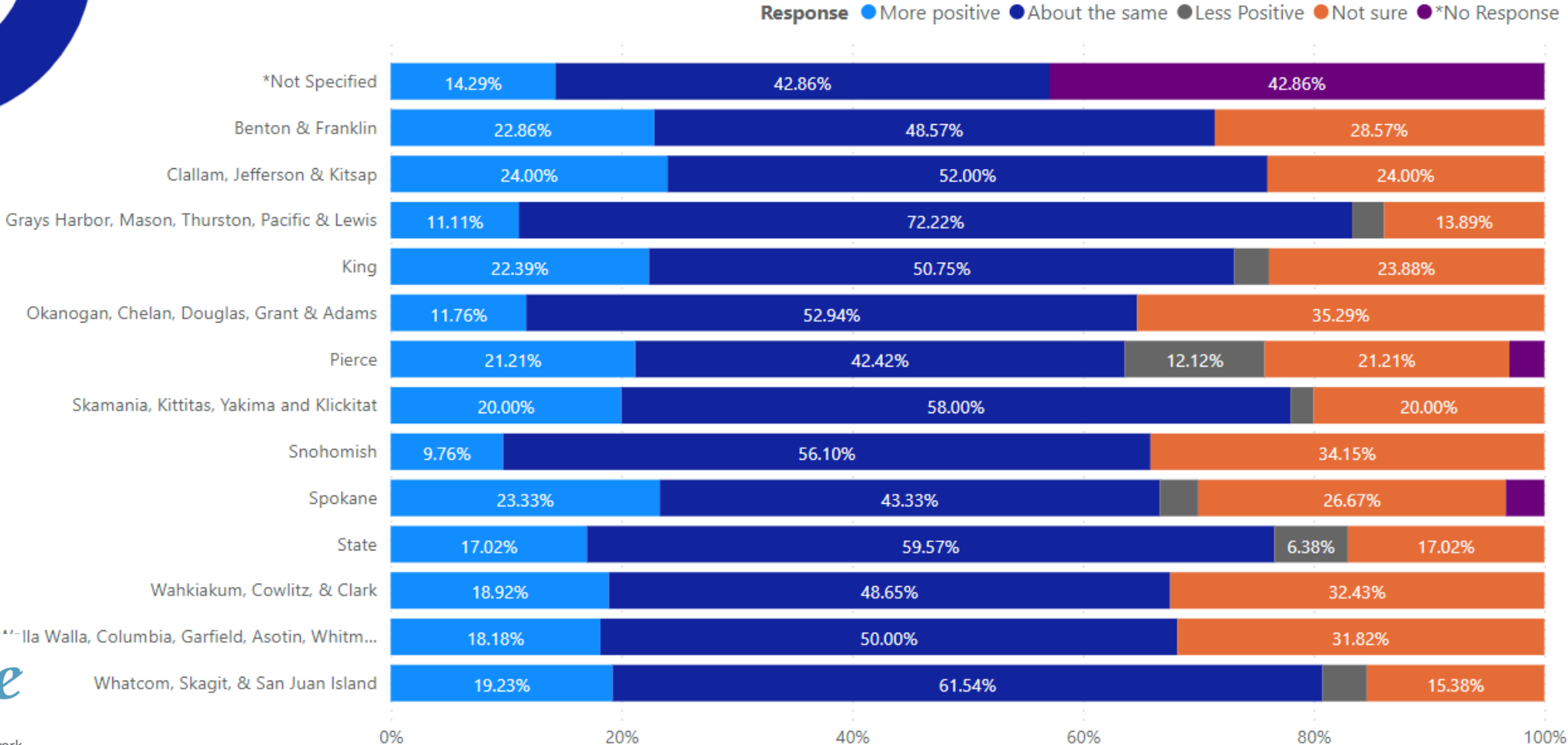
Q5: How did you hear about it?



More positive 90 About the same 263 Less Positive 13 Not sure 119 *No Response 5 Total 490

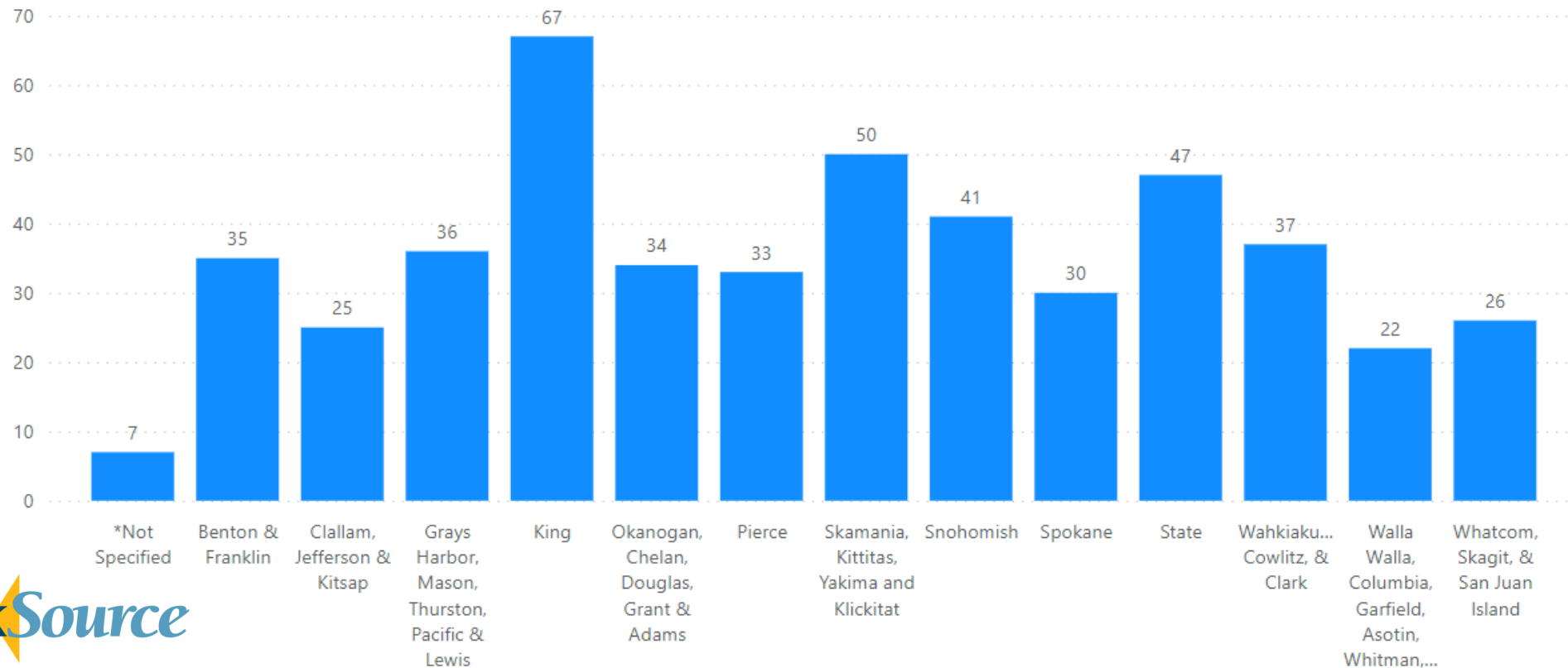


Q6: Has your outlook on the WIT replacement process changed over the last three months?



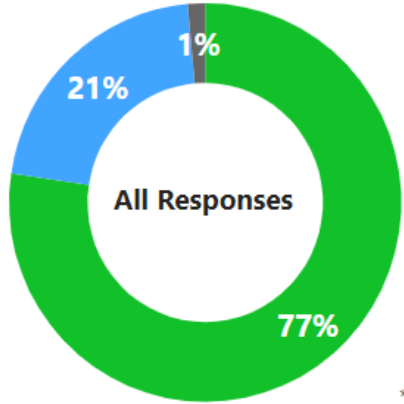
Demographics

Q7: What county do you support?



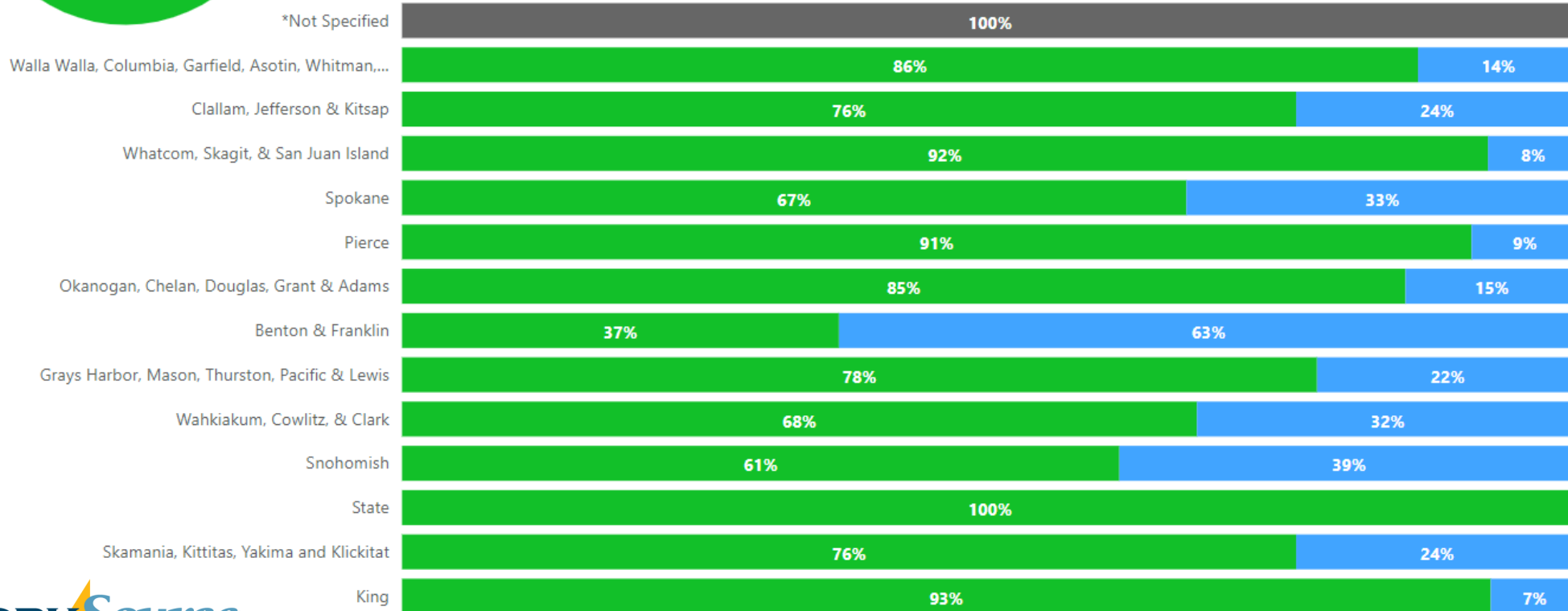
2023 Results

Yes	No	*Not Specified	Total
379	104	7	490



Q8: Are you an ESD Employee?

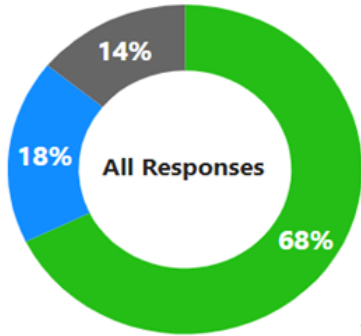
● Yes ● No ● *Not Specified



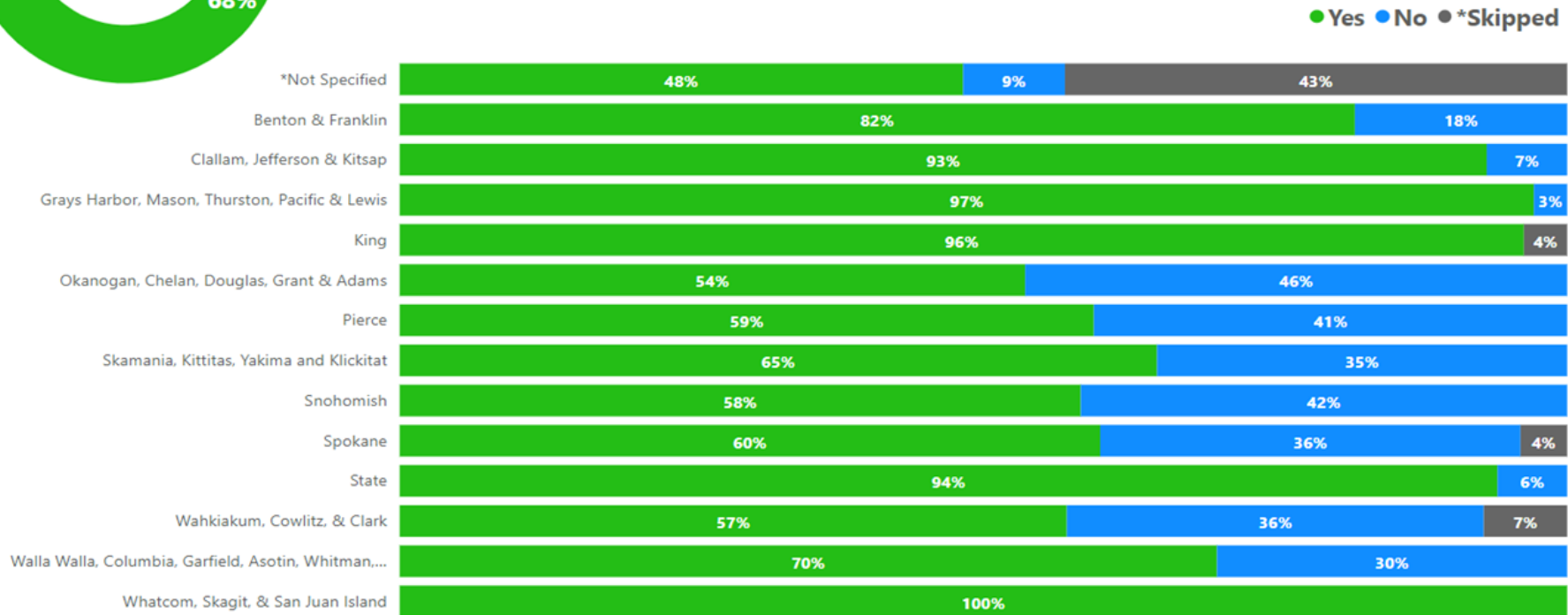
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2022 Results

Yes	No	*Skipped	Total
374	100	78	552



Q26: Are you an ESD Employee?



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2023

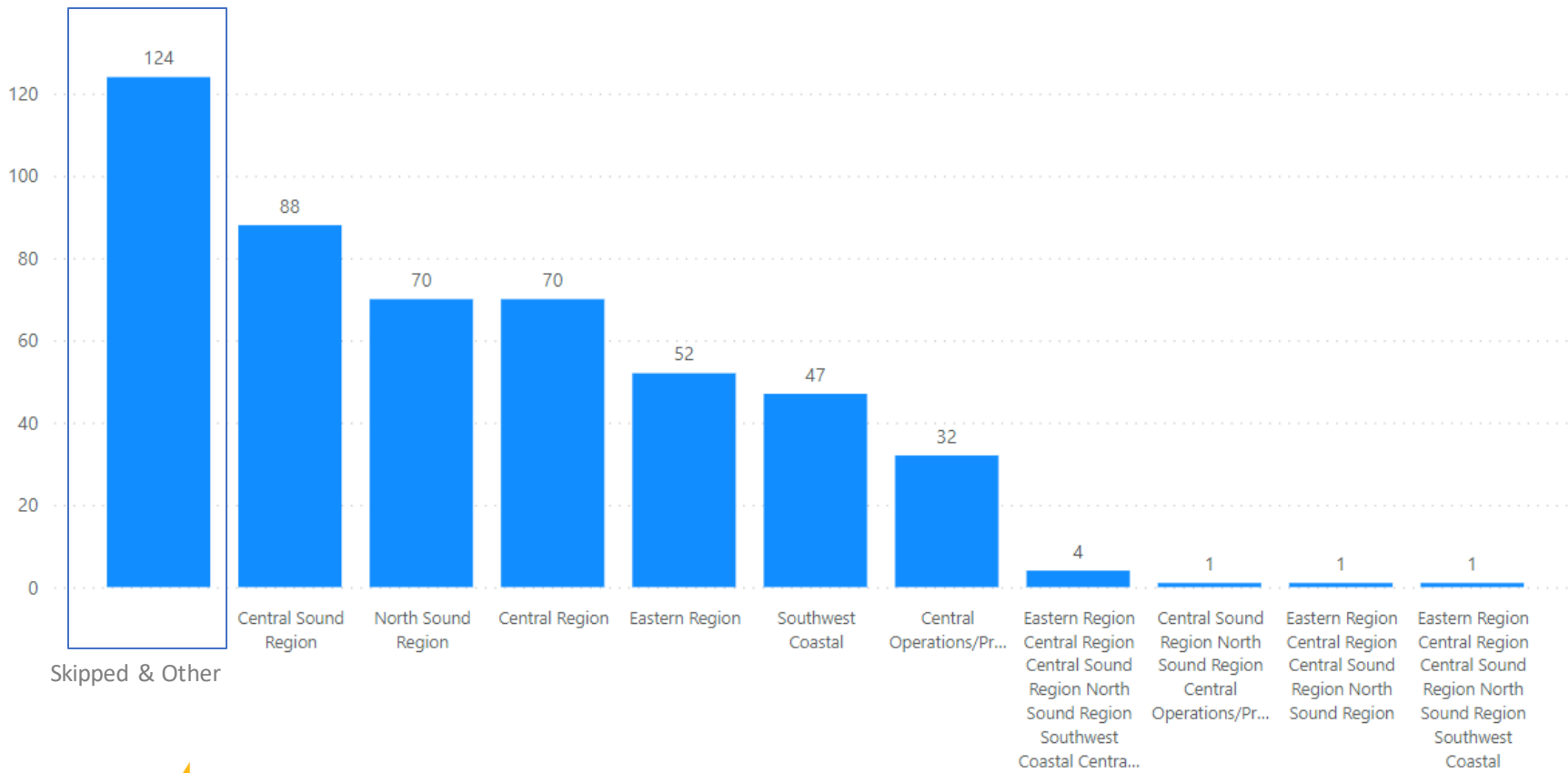
Yes	No	*Not Specified	Total
379	104	7	490

2022

Yes	No	*Skipped	Total
374	100	78	552



Q9: What region do you support?



- Region - Other
- all
 - hahaha i just put that im in Benton Franklin County... why is this here?
 - ITSD
 - None
 - Partner Agency
 - Programs
 - South Central Region
 - State Wide
 - statewide
 - statewide workshops
 - the entire state
 - Virtual services team-all
 - VST
 - Yes



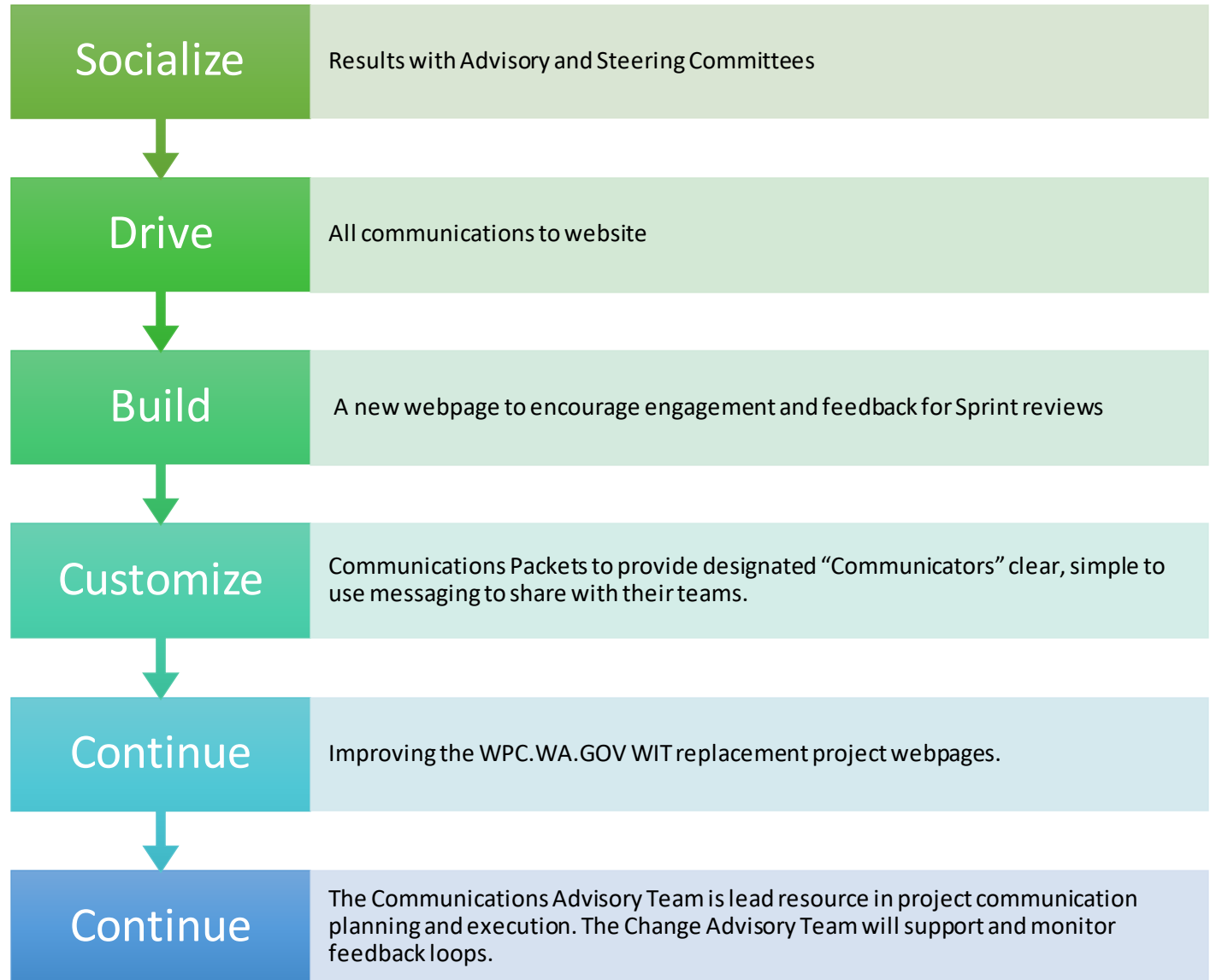
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What about these results surprise you?

Is there a question you wish we would have asked?

What question(s) would you like on the next survey?

Next Steps



2023 Communication Survey Questions

1. How effective has communication been to date to keep you informed about this project?
2. What would be the most effective way for you to receive project updates?
3. What frequency do you want to hear project updates?
4. Did you hear about the selection of the vendor (in late 2022)?
5. How did you hear about it?
6. Has your outlook on the WIT replacement process changed over the last three months?

Demographics

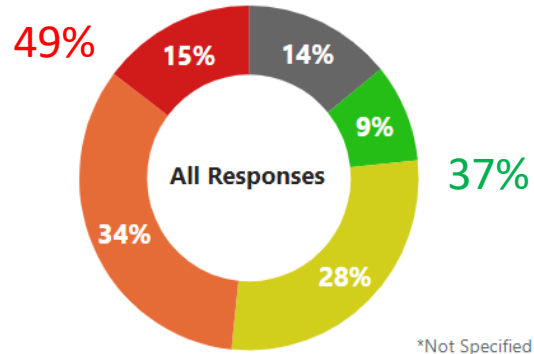
7. What county do you support?
8. Are you an ESD Employee?
9. What Region do you support?

OVERALL

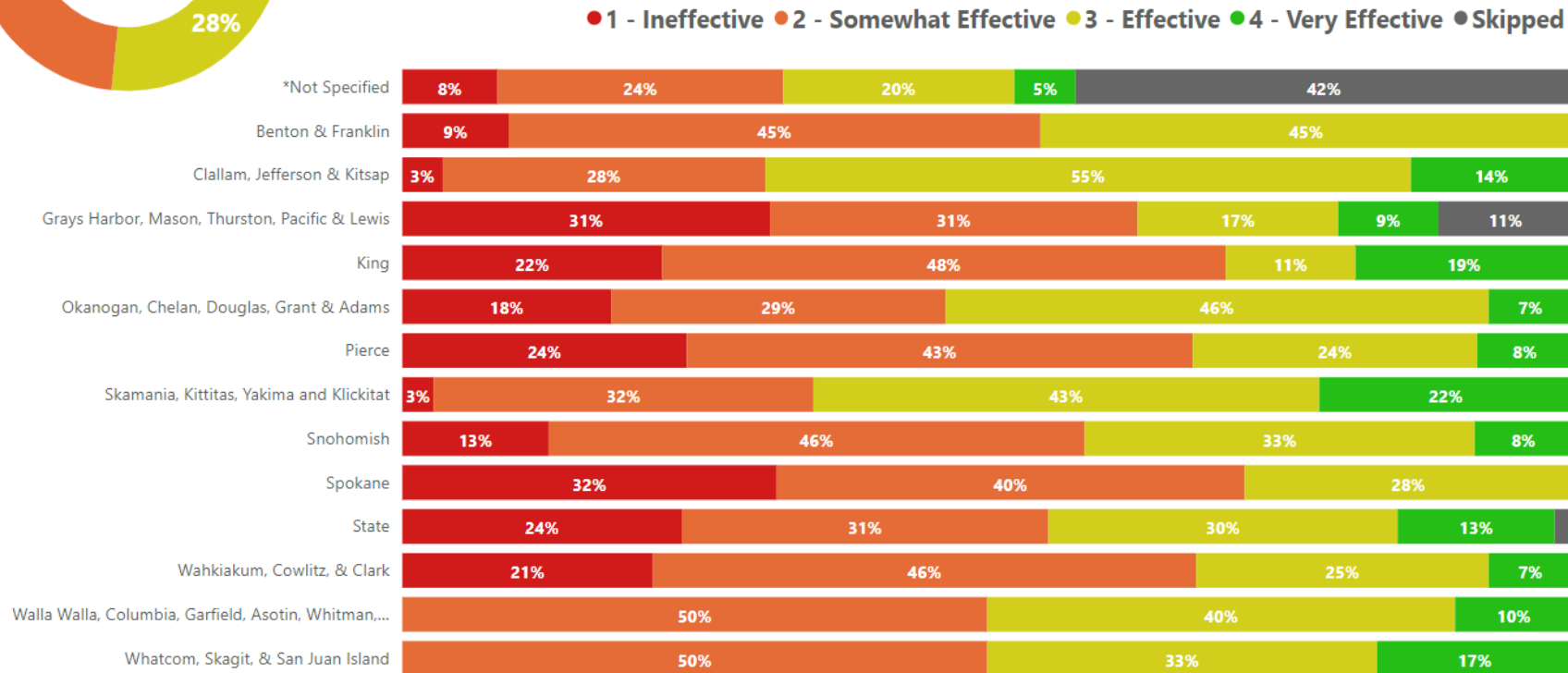
WIT Replacement Communication - Change Readiness Survey (2023)

Friday, March 03, 2023

1 - Ineffective 2 - Somewhat Effective 3 - Effective 4 - Very Effective Skipped Total
 81 186 156 51 78 552



Q20: How effective has communication been to date to keep you informed about the project?

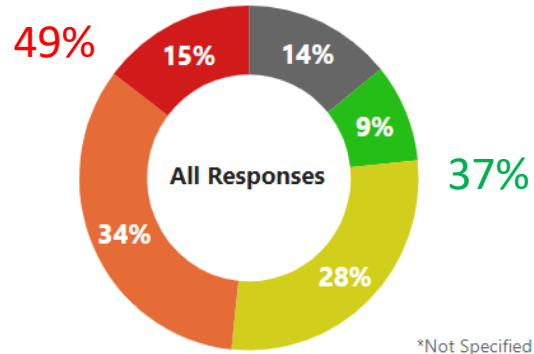


Baseline 2022 Results

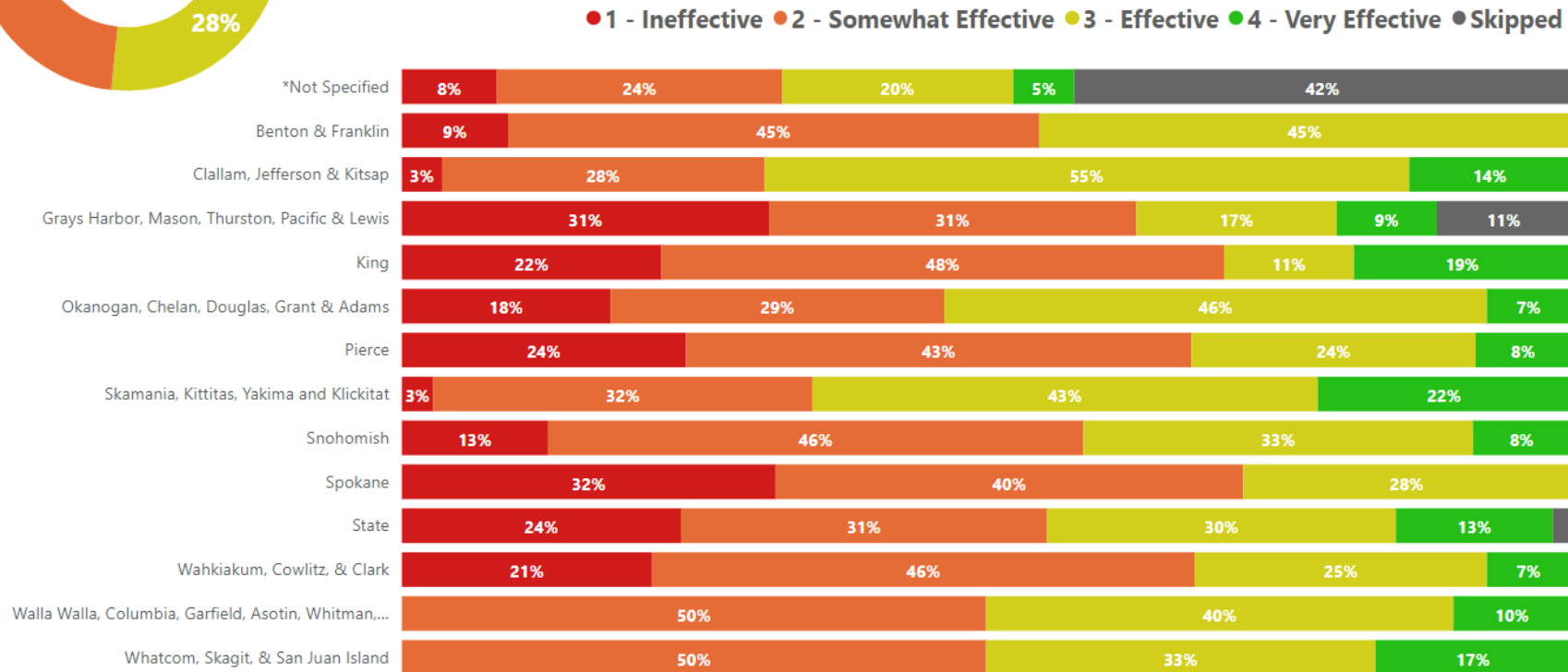


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1 - Ineffective 2 - Somewhat Effective 3 - Effective 4 - Very Effective Skipped Total
 81 186 156 51 78 552



Q20: How effective has communication been to date to keep you informed about the project?

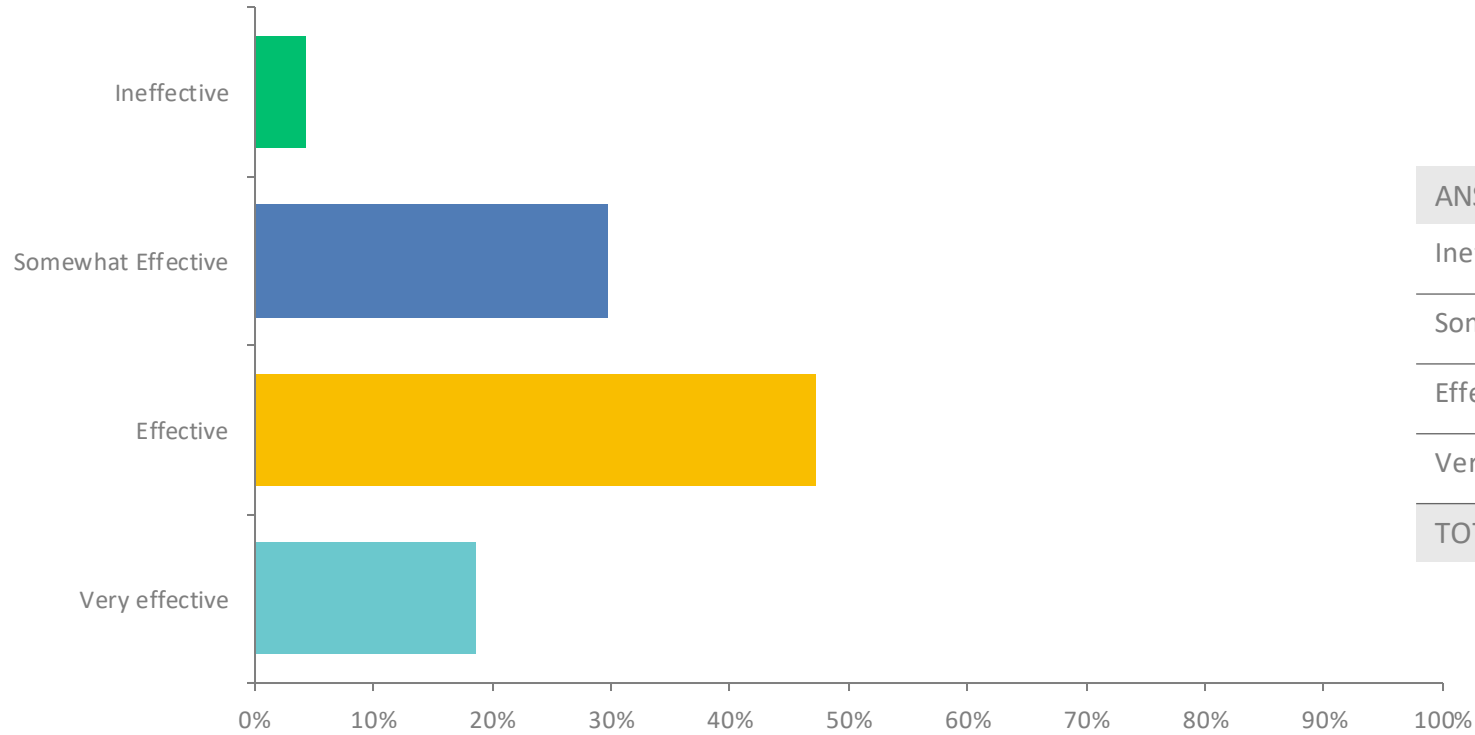


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Baseline 2022 Results

Q1: How effective has communication been at keeping you informed about the project?

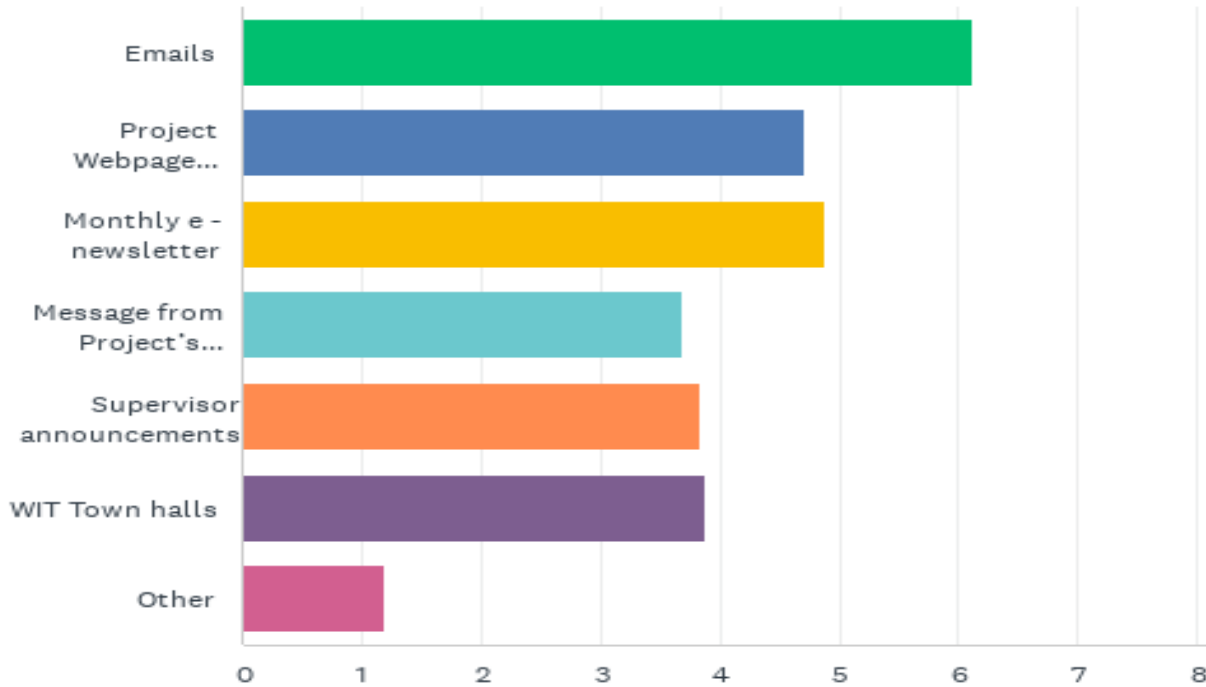
Answered: 470 Skipped: 14



ANSWER CHOICES	RESPONSES	
Ineffective	4.26%	20
Somewhat Effective	29.79%	140
Effective	47.23%	222
Very effective	18.72%	88
TOTAL		470

Q2: What would be the most effective way for you to receive project updates? Please rank your top 3.

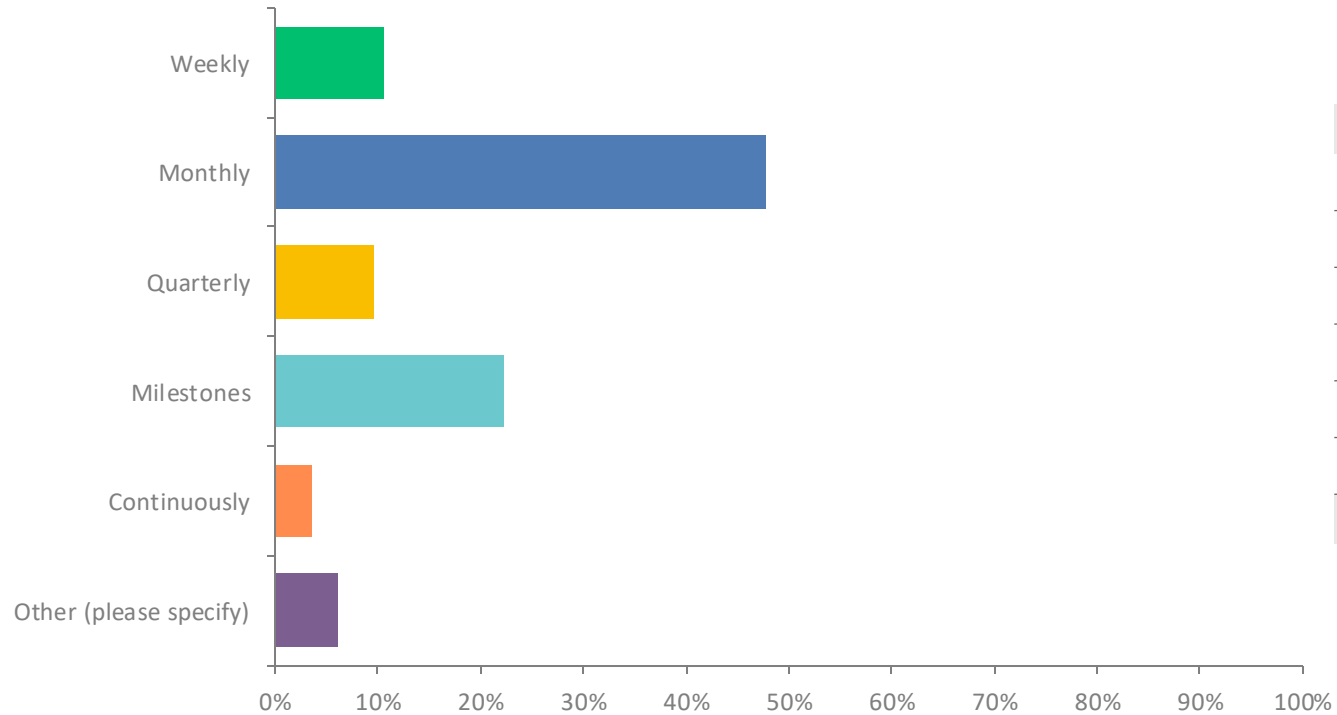
Answered: 470 Skipped: 14



	1	2	3	4	5	6	7	TOTAL	SCORE
Emails	55.51% 257	21.17% 98	11.66% 54	6.70% 31	2.38% 11	2.16% 10	0.43% 2	463	6.13
Project Webpage (wpc.wa.gov)	11.94% 53	22.97% 102	16.22% 72	29.95% 133	11.49% 51	6.53% 29	0.90% 4	444	4.71
Monthly e-newsletter	8.55% 39	26.54% 121	32.02% 146	14.47% 66	14.91% 68	3.51% 16	0.00% 0	456	4.89
Message from Project's Executive Sponsor	2.92% 13	6.29% 28	14.83% 66	27.64% 123	30.34% 135	16.18% 72	1.80% 8	445	3.68
Supervisor announcements	9.44% 42	11.91% 53	14.38% 64	9.89% 44	27.19% 121	25.84% 115	1.35% 6	445	3.84
WIT Town halls	13.75% 62	14.41% 65	13.97% 63	7.32% 33	8.43% 38	37.92% 171	4.21% 19	451	3.87
Other	0.69% 3	0.46% 2	0.69% 3	0.69% 3	2.29% 10	4.59% 20	90.60% 395	436	1.20

Q3: What frequency do you want to hear project updates?

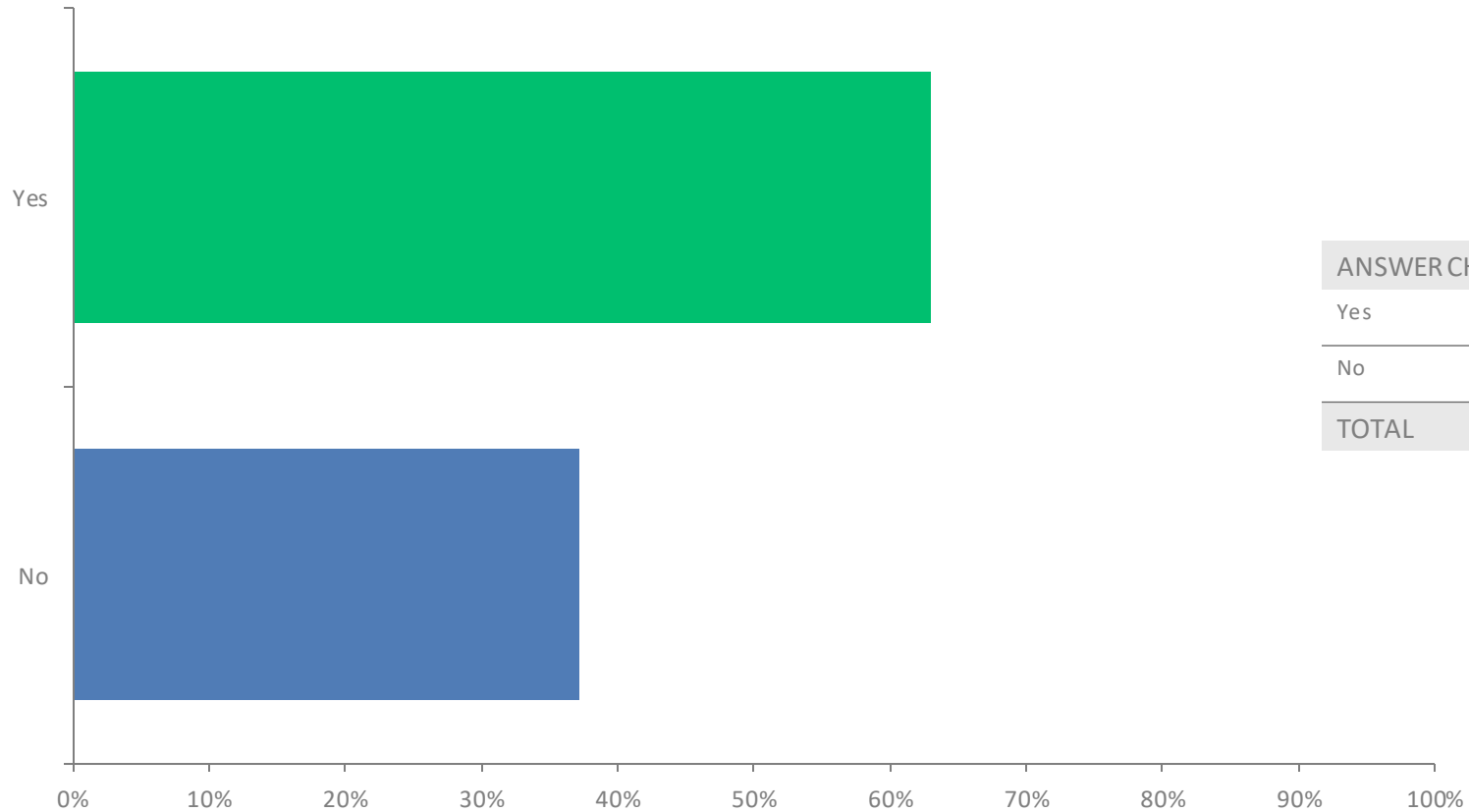
Answered: 484 Skipped: 0



ANSWER CHOICES	RESPONSES
Weekly	10.54% 51
Monthly	47.73% 231
Quarterly	9.71% 47
Milestones	22.31% 108
Continuously	3.51% 17
Other (please specify)	6.20% 30
TOTAL	484

Q4: Did you hear about the selection of the vendor (in late 2022)?

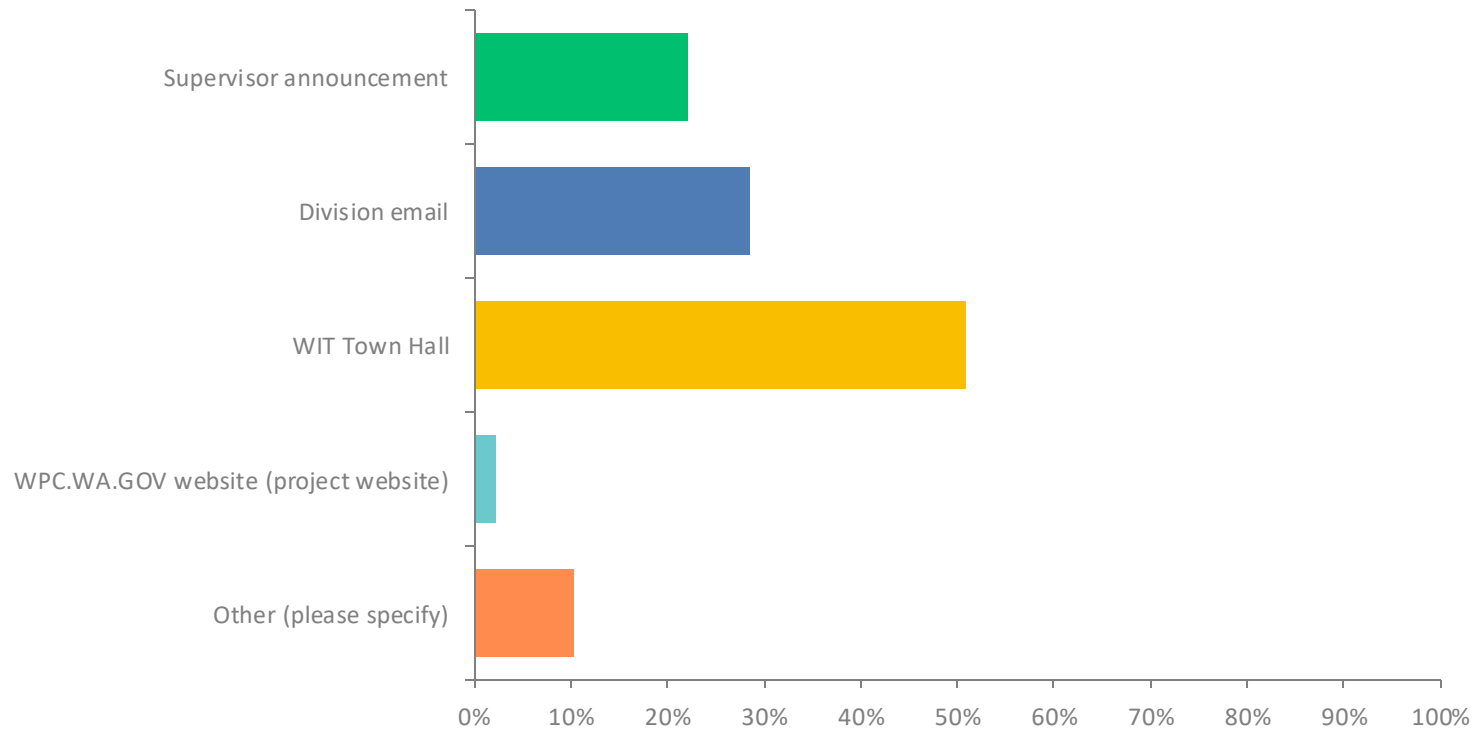
Answered: 481 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	62.99% 303
No	37.21% 179
TOTAL	482

Q5: How did you hear about it?

Answered: 302 Skipped: 182

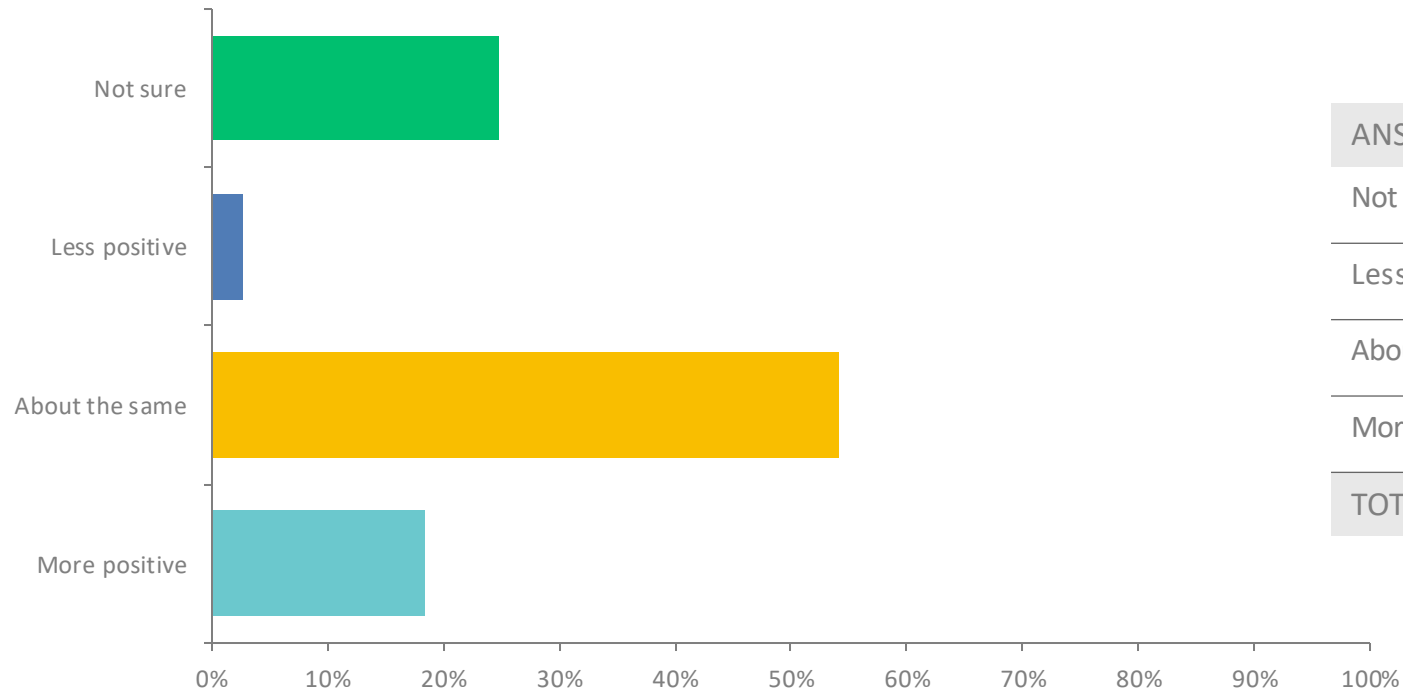


ANSWER CHOICES	RESPONSES	
Supervisor announcement	22.19%	67
Division email	28.48%	86
WIT Town Hall	50.99%	154
WPC.WA.GOV website (project website)	2.32%	7
Other (please specify)	10.26%	31
TOTAL		345

- Other
- Project Meeting
- Peer 2 peer Meeting
- Supervisor and T-12 call
- All Team Meeting
- Word of mouth
- Meeting
- Don't recall/don't remember/I don't know/?**
- Combination Co-worker, WIT meeting and Supervisor
- Village Circle
- Comm. Cami Message
- LWDB Staff
- WIT Meeting
- Nona
- Random update – not under WIT Program

Q6: Now that we have selected a vendor to replace ETO - Has your outlook on the WIT replacement process changed over the last three months?

Answered: 479 Skipped: 5



ANSWER CHOICES	RESPONSES
Not sure	24.84% 119
Less positive	2.71% 13
About the same	54.07% 259
More positive	18.37% 88
TOTAL	479

Q7: Please indicate which County you support (work in)?

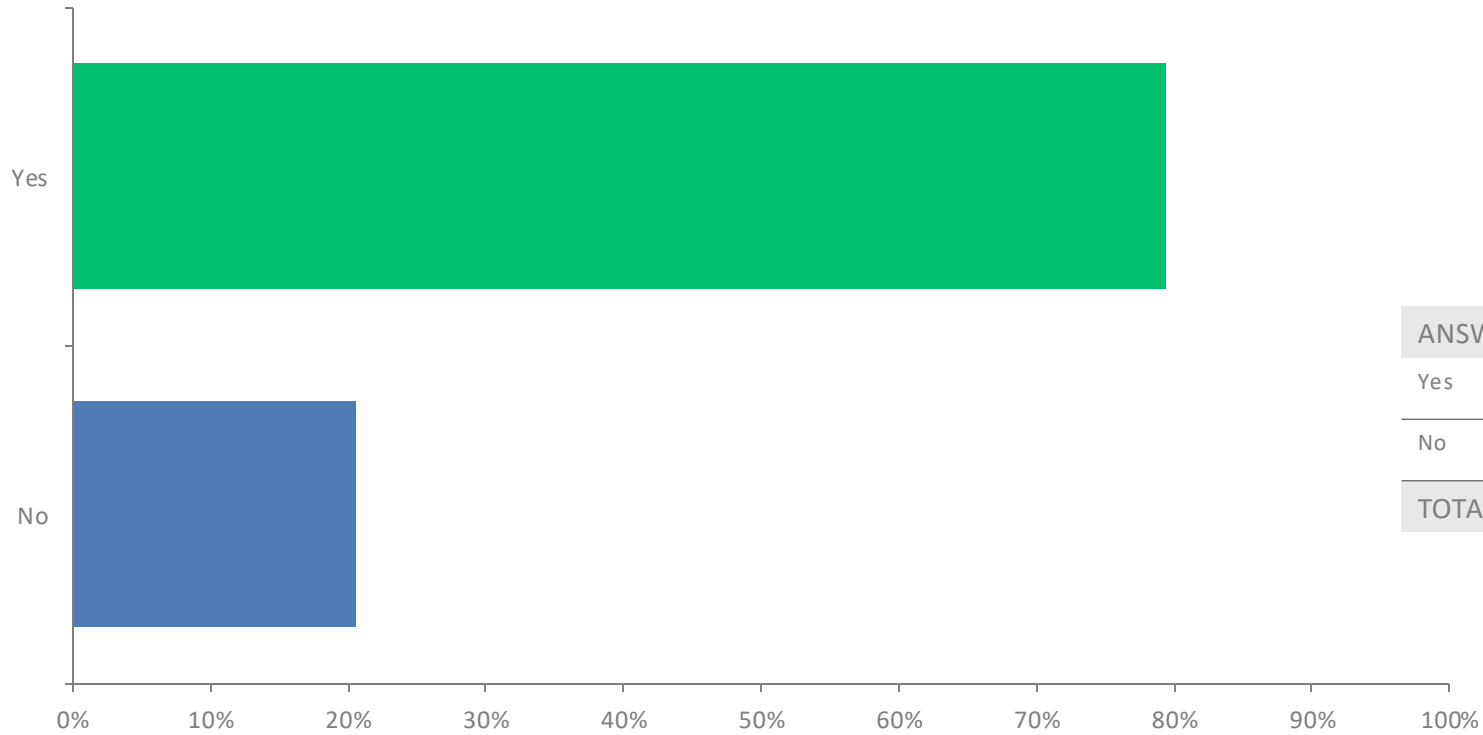
Answered: 477 Skipped: 7



ANSWER CHOICES	RESPONSES	
Clallam, Jefferson & Kitsap	5.24%	25
Grays Harbor, Mason, Thurston, Pacific & Lewis	7.55%	36
Whatcom, Skagit, & San Juan Island	5.45%	26
Snohomish	8.60%	41
King	13.84%	66
Pierce	6.92%	33
Wahkiakum, Cowlitz, & Clark	7.76%	37
Okanogan, Chelan, Douglas, Grant & Adams	7.13%	34
Skamania, Kittitas, Yakima and Klickitat	10.48%	50
Walla Walla, Columbia, Garfield, Asotin, Whitman, Ferry, Stevens, Pend Oreille and Lincoln	4.61%	22
Benton & Franklin	6.29%	30
Spokane	6.29%	30
State	9.85%	47
TOTAL		477

Q8: Are you an ESD employee?

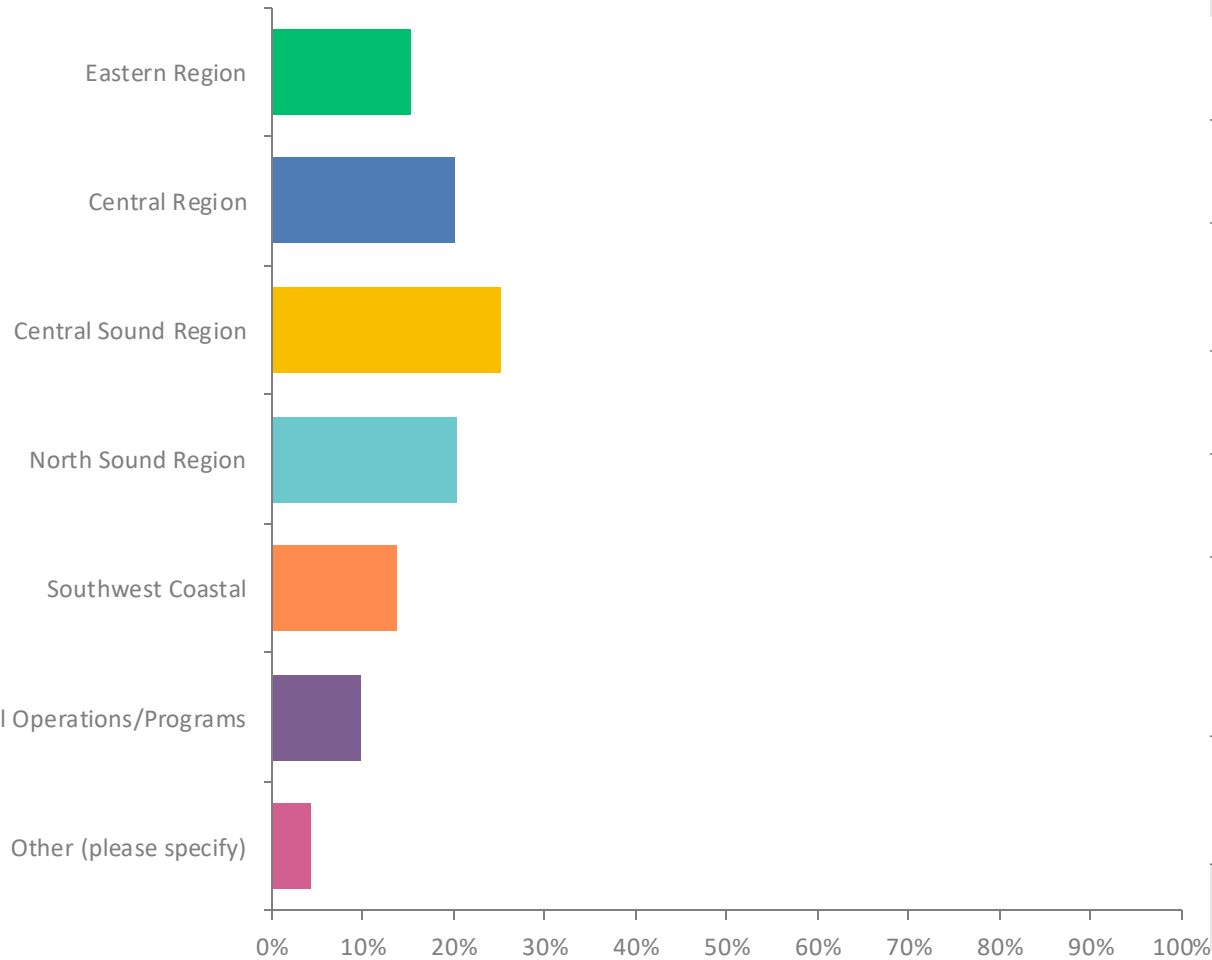
Answered: 477 Skipped: 7



ANSWER CHOICES	RESPONSES
Yes	79.45% 379
No	20.55% 98
TOTAL	477

Q9: Which region do you support?

Answered: 379 Skipped: 105



ANSWER CHOICES	RESPONSES	
Eastern Region	15.30%	58
Central Region	20.05%	76
Central Sound Region	25.07%	95
North Sound Region	20.32%	77
Southwest Coastal	13.72%	52
Central Operations/Programs	9.76%	37
Other (please specify)	4.22%	16
TOTAL		411

Other

Partner agency

YES

VST

Statewide

Statewide workshops

Programs

The entire state

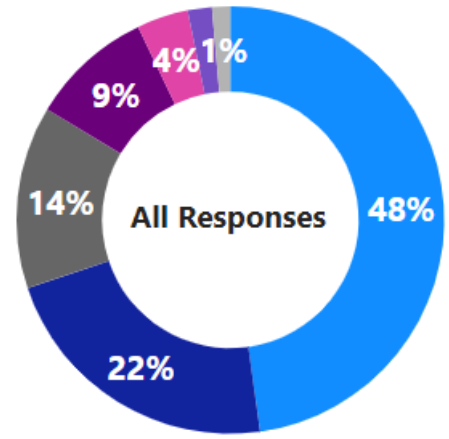
South Central Region

Virtual Services Team

ITSD

All

Other 418 Town Hall 193 Supervisor 121 Sponsor 81 Website 34 Newsletter 16 Email 12



Q2: What would be the most effective way for you to receive project updates?

Least Preferred Ranked #6 or #7

