



# 2021 - FAS Employee Engagement Survey

## FAS Administration - 10000

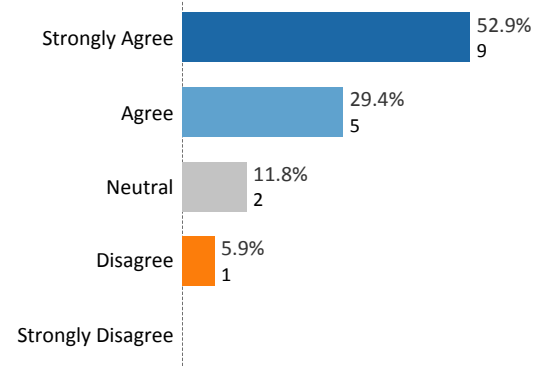
2021  
18 respondents  
90% of 20 invited

2020 19 respondents  
100% of 19 invited  
2019 16 respondents  
100% of 16 invited

4.43 mean score for 56 questions (scale 1-5)  
41 questions in the excellent range (4.3 or greater)

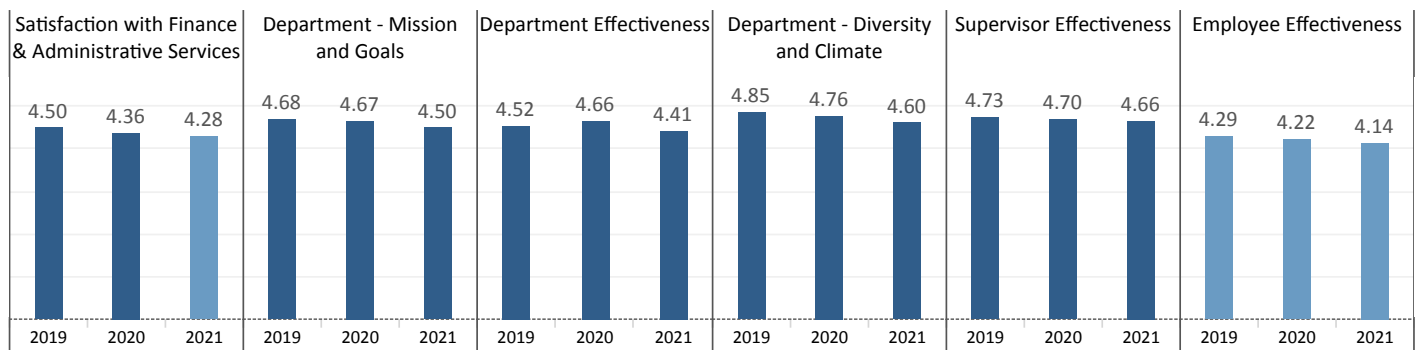
Strengths	Opportunities
47 Treats with Respect	50 Total Compensation
48 Supportive of Personal Issues	17 Adequate Staffing
41 Gives Praise for Work	4 Faculty Value Contributions
20 Safe Environment	49 Appropriate Stress
37 Recommends without Fear	9 Career Advancement

Overall, I am a satisfied FAS employee.



Mean = 4.29, Std Dev = 0.92

### Dimension Mean Score Trending Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent



### Employee Net Promoter Score (eNPS)

"Overall, I am a satisfied employee...." by "How likely is it that you would recommend..."

82 eNPS\*  
(82.4% - 0.0%)

Below 40 - Low  
40 to 59 - Marginal  
60 to 79 - Good  
80 & above - Excellent

		Likelihood to Recommend											Total	
		0	1	2	3	4	5	6	7	8	9	10		
Satisfied Employee	5											2	7	9
	4								1	2	2			5
	3						1	1						2
	2								1					1
	1													
Total							1	1	2	2	4	7	17	

\*How eNPS Works ►

Satisfied Promoters score 4-5 on the "Satisfied" item and 7-10 on the "Recommend" item. Dissatisfied Non-Promoters score 1-2 on the "Satisfied" item and 0-4 on the "Recommend" item. Subtract the percentage of Dissatisfied Non-Promoters from the percentage of Satisfied Promoters to calculate eNPS. Passives score 3 on the "Satisfied" item and 5-6 on the "Recommend" item.

### Background

- 2021 is the fifth year of the FAS Employee Engagement Survey
- Survey Period: October 19 - November 12, 2021
- 247 individuals were invited to take the survey; 137 (55%) responded
- Survey consisted of 56 satisfaction questions, eNPS question, open-ended question for feedback regarding work environment, and the opportunity to highlight colleague(s) who have made an impact on creating a positive work environment



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Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

● Mean score greater than that of Finance and Administrative Services (rounded to two decimal places)

Change from 2020 to 2021  
Arrows indicate change of .09 or greater  
↓ 26    □ 25    ↑ 3

**Finance and Administrative Services**  
247 Invited (N)  
137 Responded (n)  
55% Response Rate

		2019	2020	2021		2021	
	1 Overall Satisfaction	4.44	4.26	4.29		3.86	●
	2 Valued Member	4.63	4.42	4.28	↓	3.66	●
	3 Leadership Interested in Staff's Ideas		4.11	4.53	↑	3.65	●
Satisfaction with Finance & Administrative Services	4 Faculty Value Contributions	4.46	4.19	3.71	↓	3.50	●
	5 Staff Value Contributions	4.56	4.32	4.33		3.82	●
	6 Understand University Mission	4.56	4.63	4.39	↓	4.15	●
	7 Contributes to FAS Mission	4.56	4.74	4.61	↓	4.22	●
	8 Have a Voice	4.38	4.37	4.44		3.69	●
	9 Career Advancement	4.06	3.83	3.88		3.50	●
	10 All Welcomed	4.75	4.61	4.33	↓	3.99	●
	11 Understand Dept's Mission	4.69	4.67	4.72		4.40	●
	12 Contributes to Dept's Mission	4.75	4.72	4.67		4.38	●
Department - Mission and Goals	13 Annual Dept Goals	4.69	4.83	4.41	↓	4.05	●
	14 Measures Dept Goals	4.69	4.67	4.18	↓	3.85	●
	15 Measures Customer Satisfaction	4.63	4.56	4.44	↓	3.99	●
	16 Improve Services Products	4.63	4.56	4.56		4.12	●
	17 Adequate Staffing	3.20	3.89	3.11	↓	3.05	●
Department Effectiveness	18 Have Tools	4.31	4.61	4.28	↓	4.11	●
	19 Physical Work Environment	4.63	4.44	4.28	↓	4.07	●
	20 Safe Environment	4.63	4.89	4.81		4.28	●
	21 Spirit of Cooperation	4.63	4.82	4.56	↓	3.98	●
	22 Ethical Conduct	4.81	4.89	4.72	↓	4.30	●
	23 Collaborate Well with Coworkers			4.31		4.15	●
	24 Collaborate Well with Supervisor			4.60		4.30	●
	25 Collaborate with Units Outside	4.81	4.83	4.76		4.17	●
	26 Perform Responsibilities	4.69	4.78	4.44	↓	4.09	●
	27 Participate in Decisions	4.69	4.78	4.44	↓	4.02	●
Department - Diversity and Climate	28 Balance Work Life	4.63	4.72	4.72		4.16	●
	29 Resolves Staff Issues	4.60	4.56	4.12	↓	3.85	●
	30 Better Ways Recognized	4.56	4.67	4.61		3.91	●
	31 Department Diversity Programs		4.31	4.44	↑	4.14	●
	32 All Cultures - Fair	4.94	4.89	4.65	↓	4.27	●
	33 Sexual Orientation - Fair	4.94	4.89	4.76	↓	4.42	●
	34 Support Diversity	4.80	4.76	4.63	↓	4.26	●
	35 Treated in a Professional Manner	4.88	4.83	4.59	↓	4.23	●
	36 Feel Valued	4.69	4.81	4.56	↓	4.02	●
	37 Recommends without Fear	4.81	4.89	4.78	↓	4.24	●
Supervisor Effectiveness	38 Sufficient Freedom	4.69	4.78	4.78		4.30	●
	39 Communicates Essential Info	4.63	4.56	4.61		4.16	●
	40 Work Assigned Equitably	4.38	4.22	4.22		3.91	●
	41 Gives Praise for Work	4.88	4.83	4.83		4.14	●
	42 Suggestions for Improvement	4.69	4.67	4.67		4.16	●
	43 Evaluated Fairly	4.69	4.67	4.65		4.17	●
	44 Performance Evaluation	4.64	4.33	3.92	↓	3.97	●
	45 Advancement Opportunities	4.63	4.61	4.53		3.98	●
	46 Supports Training	4.88	4.83	4.78		4.18	●
	47 Treats with Respect	4.94	4.94	5.00		4.44	●
Employee Effectiveness	48 Supportive of Personal Issues	4.94	4.94	4.89		4.44	●
	49 Appropriate Stress	3.94	3.72	3.71		3.45	●
	50 Total Compensation	3.73	3.39	2.94	↓	2.75	●
	51 Get Information	4.50	4.50	4.56		4.24	●
	52 Good Use of Skills	4.53	4.22	4.33	↑	4.09	●
	53 Know How to Use Tools	4.63	4.67	4.67		4.41	●
	54 Manage Workload	4.00	4.06	4.06		3.96	●
	55 Valuable Training	4.27	4.39	4.18	↓	3.84	●
	56 Enjoy Working with Coworkers	4.69	4.78	4.61	↓	4.37	●



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Please indicate to what extent you agree or disagree with the following statements. Select 'N/A' if it is not applicable or you do not know.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
	5	4	3	2	1	

		1 Overall, I am a satisfied FAS employee.	
Satisfaction with Finance & Administrative Services	2 I feel valued as a member of FAS.		
	3 Senior leadership in FAS are genuinely interested in hearing the ideas and opinions of staff members.		
	4 Faculty members at CSUSM value my contributions.		
	5 Staff members at CSUSM value my contributions.		
	6 I understand the FAS mission.		
	7 I understand how my job performance positively contributes to the FAS mission.		
	8 I feel I have a voice to provide ideas and suggestions on how to improve FAS.		
	9 I am satisfied with my opportunities for career advancement at CSUSM.		
	10 FAS promotes a work environment where all people are welcomed.		
	Department - Mission and Goals	11 I understand my department's mission.	
12 I understand how my job performance positively contributes to my department's mission.			
13 My department establishes annual departmental performance goals.			
14 My department routinely measures departmental performance goal achievements.			
15 My department routinely measures customer satisfaction with services and products delivered.			
16 My department routinely takes action to improve services and products based on customer feedback.			
Department Effectiveness		17 My department has adequate staffing to handle our workload.	
		18 I have the tools (i.e., equipment and technology) needed to perform my work.	
		19 My physical work environment (e.g., office, cubicle) is adequate for the job that I do.	
		20 I feel physically safe while I am working onsite. (Check N/A if you worked entirely off-site during the last 12 months)	
	21 There is a spirit of cooperation within my department.		
	22 Most people in my department conduct themselves in an ethical manner.		
	23 While working remotely, I have been able to collaborate well with co-workers as needed.		
	24 While working remotely, I have been able to collaborate well with my supervisor as needed.		
	25 People in my department are encouraged to work collaboratively with departments outside of my immediate area.		
	26 Most people in my department perform their responsibilities.		
Department - Diversity and Climate	27 I have the opportunity to participate in making decisions that affect my work.		
	28 My department creates a flexible environment that allows me to balance my work and personal life.		
	29 My department effectively resolves staff-related issues (i.e., staff work interactions).		
	30 People in my department are recognized for finding better ways of doing things.		
	31 I am satisfied with the diversity related initiatives and efforts within my department.		
	32 People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.		
	33 People of all sexual orientations are treated fairly in my department.		
	34 My department actively supports a diverse work environment.		
	35 My department provides an environment where everyone is treated in a professional manner.		
	36 I feel valued by my department.		
Supervisor Effectiveness	37 I can make recommendations to my supervisor without fear of negative consequences.		
	38 I have sufficient freedom to decide how to best perform my work.		
	39 My supervisor communicates essential information on a timely basis.		
	40 Work is assigned equitably in my department.		
	41 My supervisor gives me praise for my work.		
	42 My supervisor gives me useful suggestions for improvement.		
	43 My performance is evaluated fairly.		
	44 My last performance evaluation provided me with information I could use to improve my performance.		
	45 My supervisor gives me opportunities that support my career advancement.		
	46 My supervisor actively supports my participation in training and education programs related to my job responsibilities.		
	47 My supervisor treats me with respect.		
	48 My supervisor is supportive when personal issues arise.		
Employee Effectiveness	49 I feel that the amount of stress associated with my job is appropriate for my position.		
	50 I am satisfied with my total compensation, including salary and benefits.		
	51 I know how to get the information I need to be effective in my job.		
	52 My job makes good use of my skills and abilities.		
	53 I know how to use the tools that I have (i.e., equipment and technology) to do my work.		
	54 I am able to manage my work load effectively.		
	55 The training that I receive at CSUSM is valuable for improving my job performance.		
	56 I enjoy working with my coworkers.		
eNPS	57 How likely is it that you would recommend working in the Finance & Administrative Services (FAS) Division?		

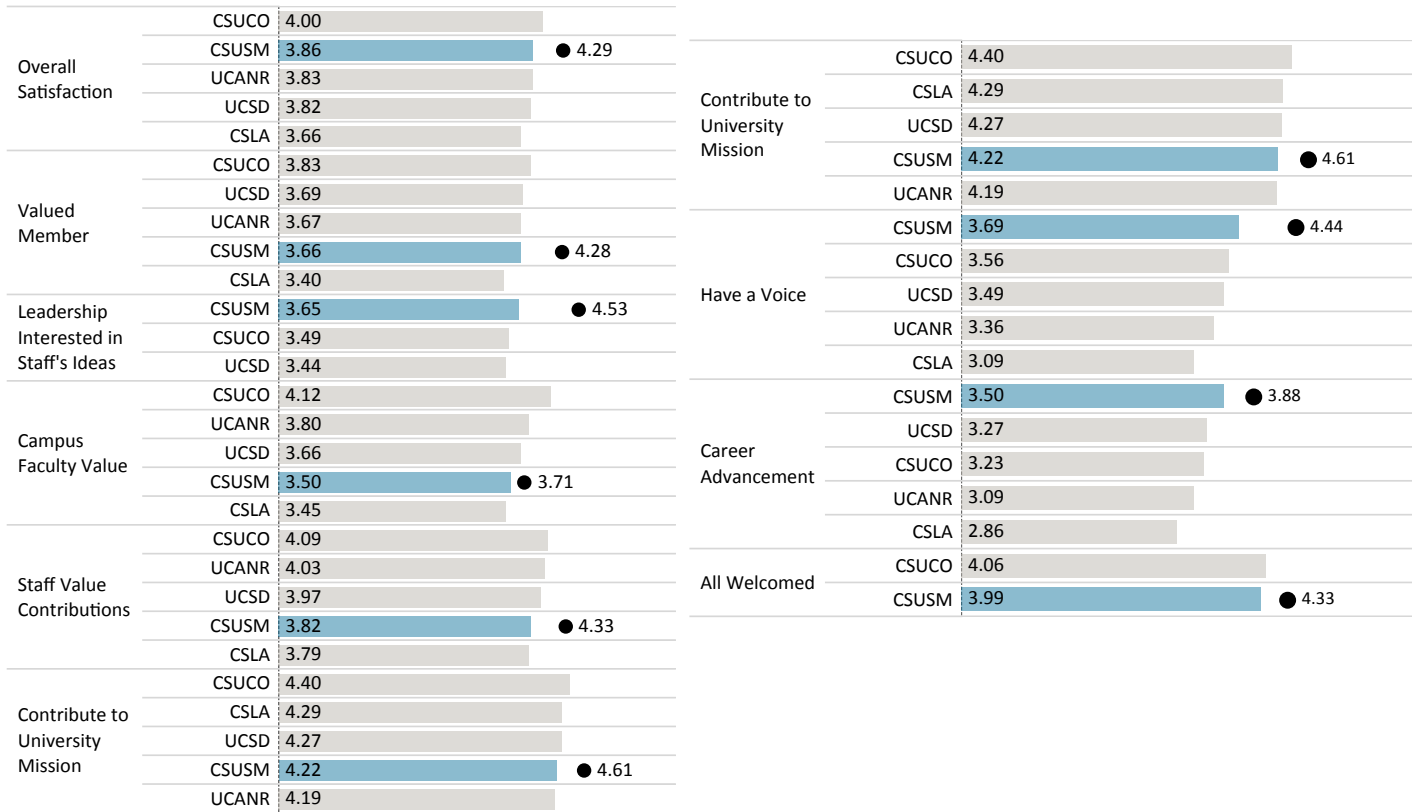
## 2021 - FAS Employee Engagement Survey

### Comparison of FAS Administration - 10000 to other Universities Overall

#### Satisfaction with Finance & Administrative Services

Reading this visualization: Your department/unit's mean scores (black dots) are displayed with the overall means of CSUSM (blue bars) and other participating universities (see list on the bottom of page).

#### ● FAS Administration - 10000



UC ANR (UC Division of Agriculture & Natural Resources) - Agricultural Experiment Station & UC Cooperative Extension

CSU San Marcos (FAS CSUSM) - Finance & Administrative Services

CSU Chancellor's Office (CSUCO) - Academic & Student Affairs

CAL State LA (CSLA) - President, Provost & VP for Academic Affairs, VP for Admin & CFO, CIO & AVP ITS, VP for Student Life, VP for University Advancement, Auxiliaries

UC San Diego (UCSD) - Academic Affairs, Marine Sciences, Health Sciences, CFO, Student Affairs, Resource Management & Planning, Advancement, Chancellor's Unit, EDI, Research Affairs

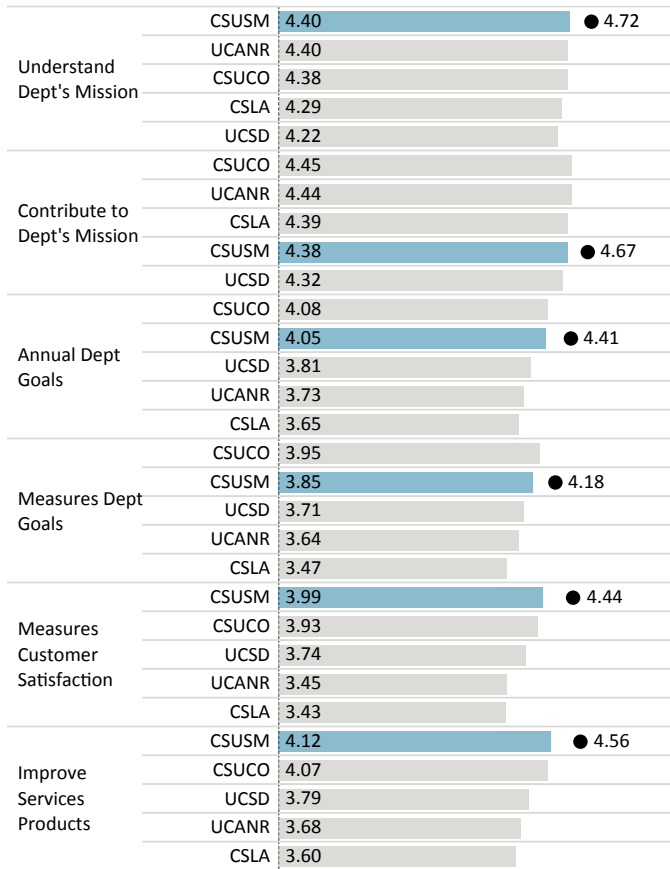
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### Comparison of FAS Administration - 10000 to other Universities Overall

#### Department - Mission and Goals

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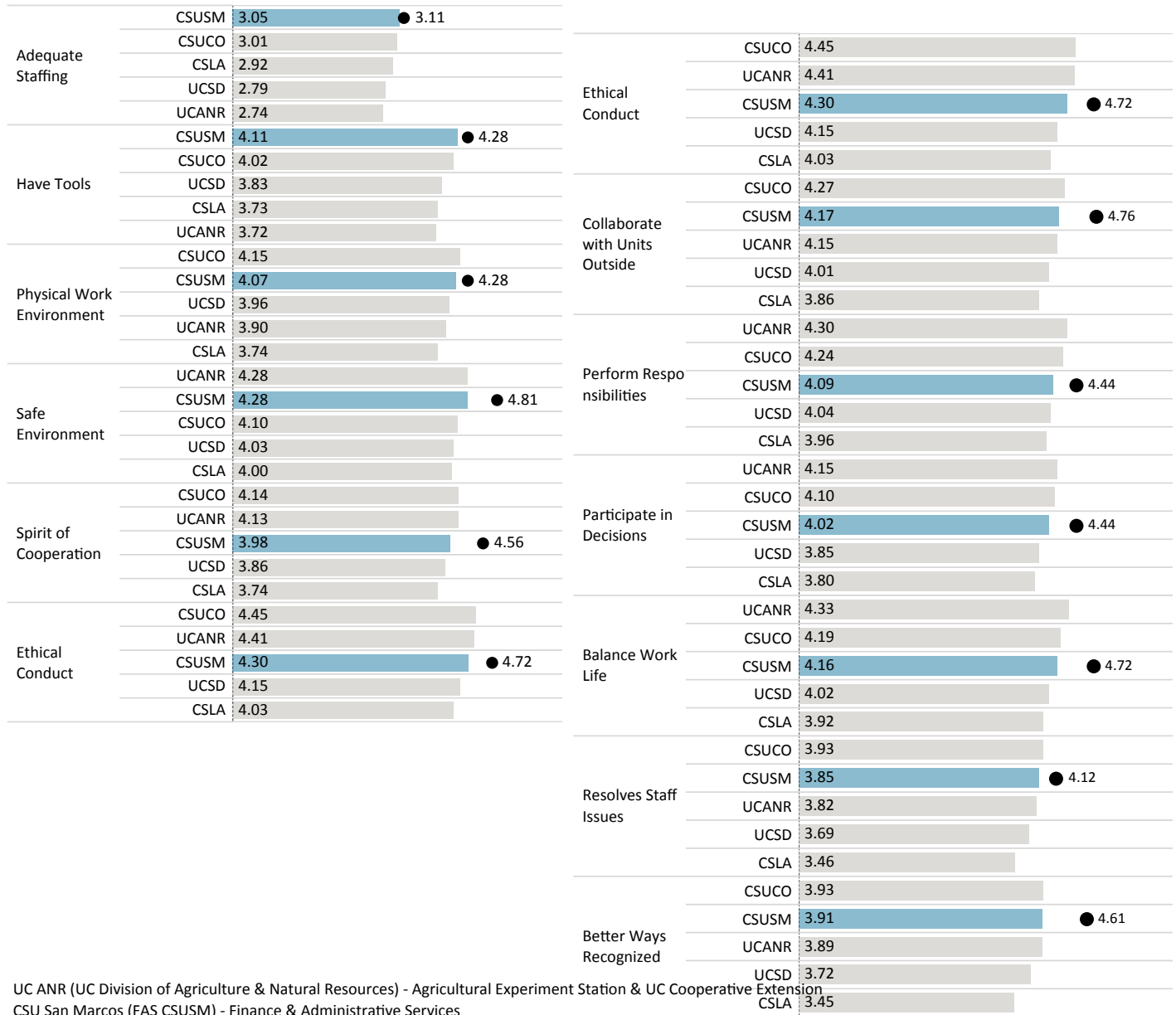
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### Comparison of FAS Administration - 10000 to other Universities Overall

#### Department Effectiveness

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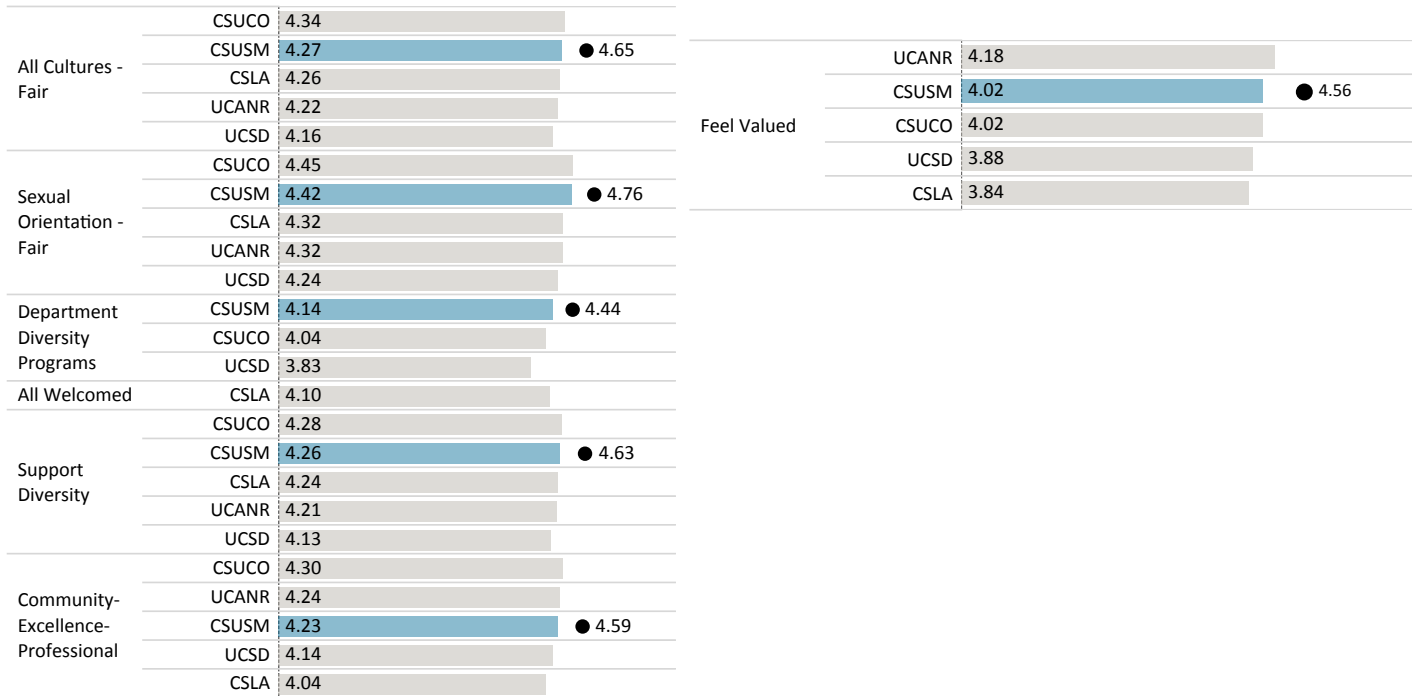
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### Comparison of FAS Administration - 10000 to other Universities Overall

#### Department - Diversity and Climate

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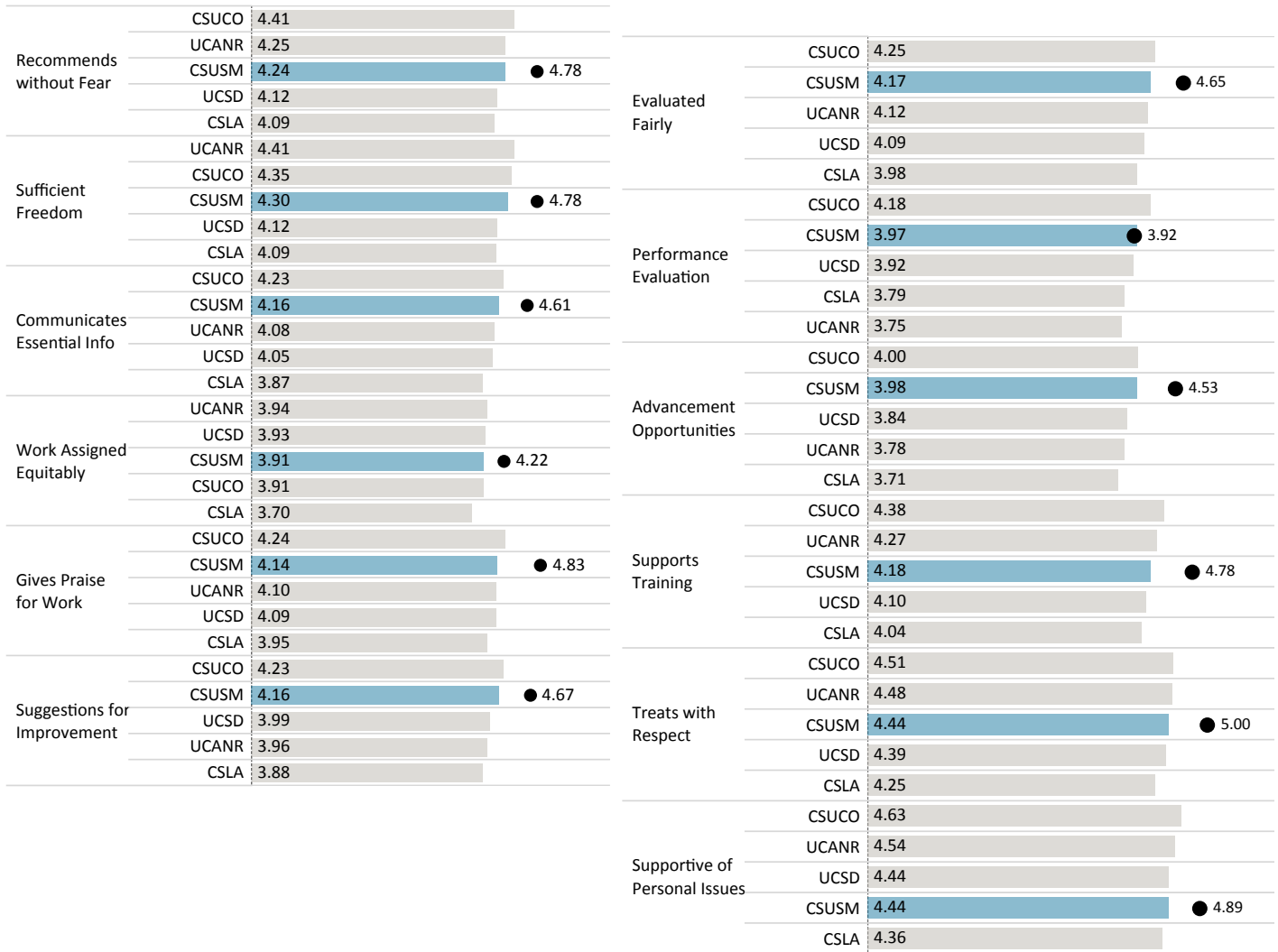
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### Comparison of FAS Administration - 10000 to other Universities Overall

#### Supervisor Effectiveness

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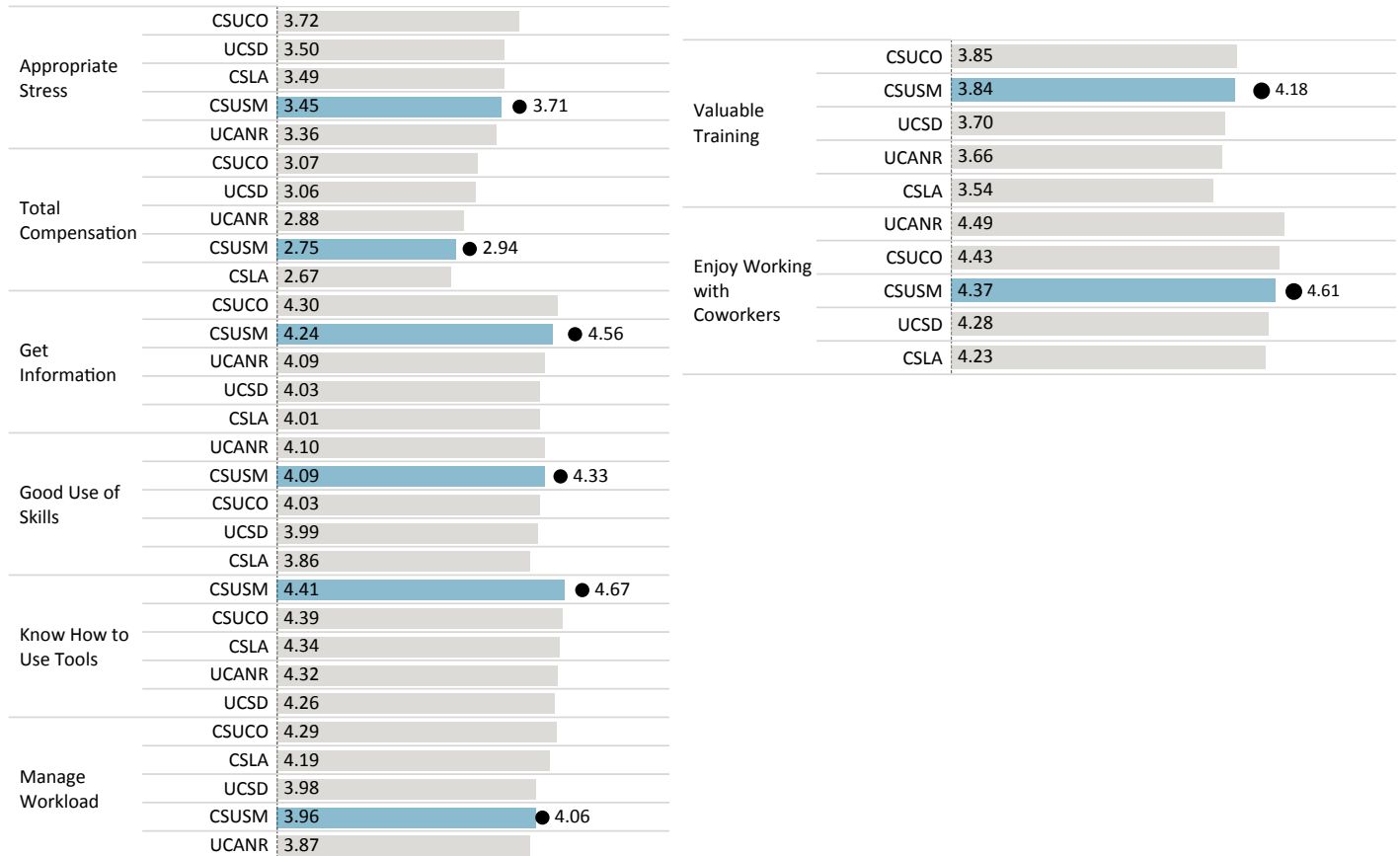
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### Comparison of FAS Administration - 10000 to other Universities Overall

#### Employee Effectiveness

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