



2022 - FAS Employee Engagement Survey

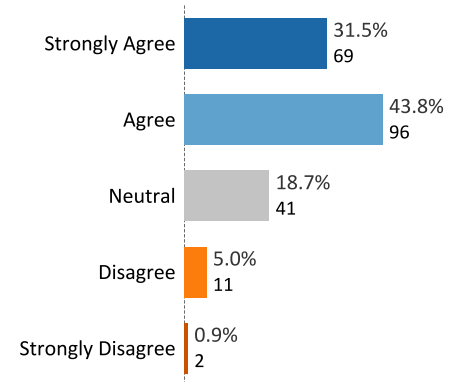
Finance and Administrative Services

2022
223 respondents
67% of 332 invited

2021 137 respondents
55% of 247 invited

2020 177 respondents
70% of 254 invited

Overall, I am a satisfied FAS employee.

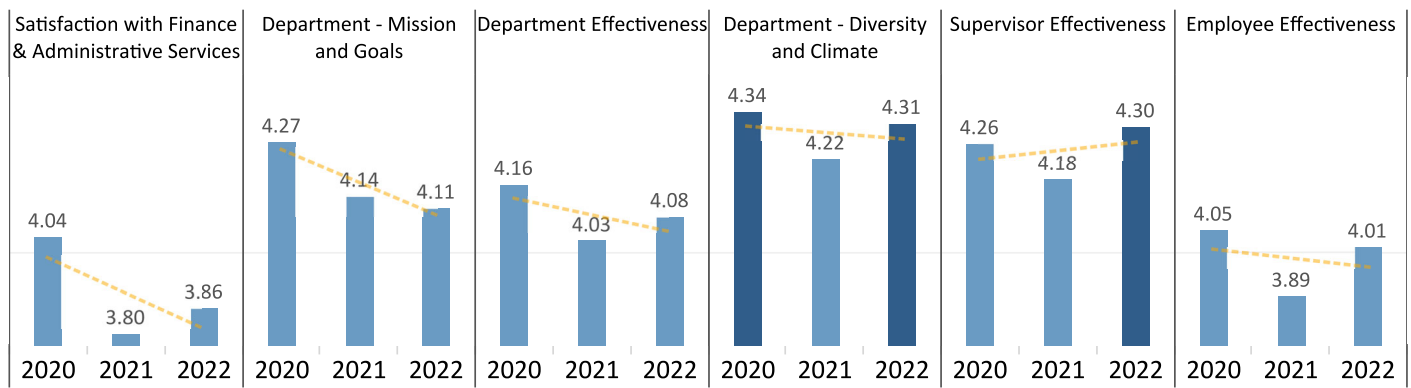


Mean = 4.00, Std Dev = 0.89

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

Influential Strengths at Department Level	Primary Opportunities at Department Level
35 Treated in a Professional Manner	50 Total Compensation
52 Good Use of Skills	49 Appropriate Stress
34 Support Diversity	36 Feel Valued
32 All Cultures - Fair	30 Better Ways Recognized
46 Supports Training	55 Valuable Training

Dimension Mean Score Trending **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**
★ Statistically significant change from current year to prior year (p <= .01)



Employee Net Promoter Score (eNPS)

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

65 eNPS*
(69.5% - 4.5%)

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								1	5	11	48	65
	4					2	8	2	12	21	12	29	86
	3	2		1	1	3	7	10	6	3	2	3	38
	2	1	1	1	2	2		1		1			9
	1	1	1										2
Total		4	2	2	3	7	15	13	19	30	25	80	200

eNPS Trend

2020 2021 2022
76 65 65

*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.



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

Change from 2021 to 2022
Arrows indicate change of .09 or greater

↓ 3 ● 22 ↑ 30

Finance and Admin Svcs

332 Invited (N)

223 Responded (n)

67% Response Rate

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

		2020	2021	2022		2022
Satisfaction with Finance & Administrative Services	1 Overall Satisfaction	4.12	3.86	4.00	↑	4.00
	2 Valued Member	4.05	3.66	3.82	↑	3.82
	3 Leadership Interested in Staff's Ideas	3.94	3.65	3.79	↑	3.79
	4 Faculty Value Contributions	3.72	3.50	3.56	●	3.56
	5 Staff Value Contributions	4.09	3.82	3.96	↑	3.96
	6 Understand University Mission	4.24	4.15	4.02	↓	4.02
	7 Contributes to FAS Mission	4.35	4.22	4.26	●	4.26
	8 Have a Voice	3.95	3.69	3.70	●	3.70
	9 Career Advancement	3.57	3.50	3.57	●	3.57
	10 University All Welcomed	4.36	3.99	4.05	●	4.05
Department - Mission and Goals	11 Understand Dept's Mission	4.41	4.40	4.33	●	4.33
	12 Contributes to Dept's Mission	4.49	4.38	4.44	●	4.44
	13 Annual Dept Goals	4.23	4.05	3.98	●	3.98
	14 Measures Dept Goals	4.04	3.85	3.82	●	3.82
	15 Measures Customer Satisfaction	4.16	3.99	4.00	●	4.00
	16 Improve Services Products	4.25	4.12	4.06	●	4.06
	17 Adequate Staffing	3.15	3.05	2.78	↓	2.78
Department Effectiveness	18 Have Tools	4.21	4.11	3.97	↓	3.97
	19 Physical Work Environment	4.21	4.07	4.20	↑	4.20
	20 Safe Environment	4.37	4.28	4.23	●	4.23
	21 Spirit of Cooperation	4.26	3.98	4.13	↑	4.13
	22 Ethical Conduct	4.43	4.30	4.37	●	4.37
	23 Collaborate Well with Coworkers		4.15	4.45	★	4.45
	24 Collaborate Well with Supervisor		4.30	4.51	↑	4.51
	25 Collaborate with Units Outside	4.40	4.17	4.23	●	4.23
	26 Perform Responsibilities	4.28	4.09	4.21	↑	4.21
	27 Participate in Decisions	4.13	4.02	4.11	↑	4.11
Department - Diversity and Climate	28 Balance Work Life	4.35	4.16	4.34	↑	4.34
	29 Resolves Staff Issues	4.08	3.85	3.89	●	3.89
	30 Better Ways Recognized	4.11	3.91	3.93	●	3.93
	31 Department Diversity Programs	4.17	4.14	4.15	●	4.15
	32 All Cultures - Fair	4.40	4.27	4.41	↑	4.41
	33 Sexual Orientation - Fair	4.47	4.42	4.46	●	4.46
	34 Support Diversity	4.37	4.26	4.39	↑	4.39
Supervisor Effectiveness	35 Treated in a Professional Manner	4.41	4.23	4.35	↑	4.35
	36 Feel Valued	4.23	4.02	4.12	↑	4.12
	37 Recommends without Fear	4.42	4.24	4.39	↑	4.39
	38 Sufficient Freedom	4.46	4.30	4.47	↑	4.47
	39 Communicates Essential Info	4.15	4.16	4.30	↑	4.30
	40 Work Assigned Equitably	3.99	3.91	4.00	↑	4.00
	41 Gives Praise for Work	4.24	4.14	4.29	↑	4.29
Employee Effectiveness	42 Suggestions for Improvement	4.20	4.16	4.20	●	4.20
	43 Evaluated Fairly	4.22	4.17	4.31	↑	4.31
	44 Performance Evaluation	4.10	3.97	4.13	↑	4.13
	45 Advancement Opportunities	3.99	3.98	4.09	↑	4.09
	46 Supports Training	4.29	4.18	4.27	↑	4.27
	47 Treats with Respect	4.50	4.44	4.55	↑	4.55
	48 Supportive of Personal Issues	4.60	4.44	4.59	↑	4.59
Employee Effectiveness	49 Appropriate Stress	3.58	3.45	3.60	↑	3.60
	50 Total Compensation	3.37	2.75	3.02	↑	3.02
	51 Get Information	4.29	4.24	4.30	●	4.30
	52 Good Use of Skills	4.15	4.09	4.23	↑	4.23
	53 Know How to Use Tools	4.49	4.41	4.41	●	4.41
	54 Manage Workload	4.06	3.96	4.11	↑	4.11
	55 Valuable Training	3.97	3.84	3.89	●	3.89
	56 Enjoy Working with Coworkers	4.49	4.37	4.50	↑	4.50



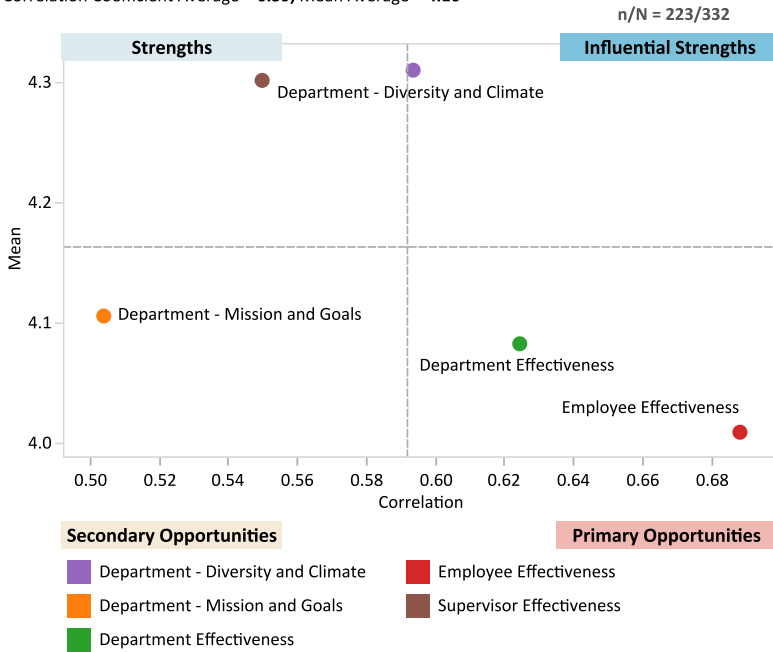
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Finance and Administrative Services

ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

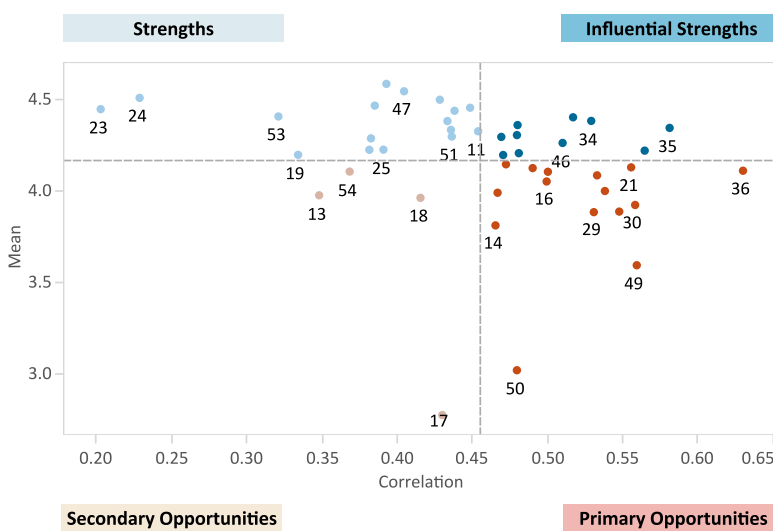
Strengths and Opportunities by Survey Question With Axes at the Average Dimension Mean and Average Dimension by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.59, Mean Average = 4.16



Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.46, Mean Average = 4.16



Strengths Higher than average mean score, lower than average correlation. "Keep up the good work"	Influential Strengths Higher than average mean score, higher than average correlation "Keep an eye on"
Secondary Opps Lower than average mean score, lower than average correlation. "Low Priority"	Primary Opps Lower than average mean score, higher than average correlation. "Concentrate Efforts"

Satisfaction with University-level dimension is excluded from this analysis

Dim	Question	Mean	Corr	Str/Opps
DEP	Department Effectiveness	4.08	0.62	PO
DIV	Department - Diversity and Climate	4.31	0.59	IS
EMP	Employee Effectiveness	4.01	0.69	PO
MIS	Department - Mission and Goals	4.11	0.50	SO
SUP	Supervisor Effectiveness	4.30	0.55	ST

SUP	42. Suggestions for Improvement	4.20	0.47	IS
DEP	26. Perform Responsibilities	4.21	0.48	IS
EMP	52. Good Use of Skills	4.23	0.56	IS
SUP	46. Supports Training	4.27	0.51	IS
SUP	39. Communicates Essential Info	4.30	0.47	IS
SUP	43. Evaluated Fairly	4.31	0.48	IS
DIV	35. Treated in a Professional Manner	4.35	0.58	IS
DEP	22. Ethical Conduct	4.37	0.48	IS
DIV	34. Support Diversity	4.39	0.53	IS
DIV	32. All Cultures - Fair	4.41	0.52	IS
EMP	50. Total Compensation	3.02	0.48	PO
EMP	49. Appropriate Stress	3.60	0.56	PO
MIS	14. Measures Dept Goals	3.82	0.46	PO
DEP	29. Resolves Staff Issues	3.89	0.53	PO
EMP	55. Valuable Training	3.89	0.55	PO
DEP	30. Better Ways Recognized	3.93	0.56	PO
MIS	15. Measures Customer Satisfaction	4.00	0.47	PO
SUP	40. Work Assigned Equitably	4.00	0.54	PO
MIS	16. Improve Services Products	4.06	0.50	PO
SUP	45. Advancement Opportunities	4.09	0.53	PO
DEP	27. Participate in Decisions	4.11	0.50	PO
DIV	36. Feel Valued	4.12	0.63	PO
SUP	44. Performance Evaluation	4.13	0.49	PO
DEP	21. Spirit of Cooperation	4.13	0.56	PO
DIV	31. Department Diversity Programs	4.15	0.47	PO
DEP	17. Adequate Staffing	2.78	0.43	SO
DEP	18. Have Tools	3.97	0.41	SO
MIS	13. Annual Dept Goals	3.98	0.35	SO
EMP	54. Manage Workload	4.11	0.37	SO
DEP	19. Physical Work Environment	4.20	0.33	ST
DEP	20. Safe Environment	4.23	0.38	ST
DEP	25. Collaborate with Units Outside	4.23	0.39	ST
SUP	41. Gives Praise for Work	4.29	0.38	ST
EMP	51. Get Information	4.30	0.44	ST
MIS	11. Understand Dept's Mission	4.33	0.45	ST
DEP	28. Balance Work Life	4.34	0.44	ST
SUP	37. Recommends without Fear	4.39	0.43	ST
EMP	53. Know How to Use Tools	4.41	0.32	ST
MIS	12. Contributes to Dept's Mission	4.44	0.44	ST
DEP	23. Collaborate Well with Coworkers	4.45	0.20	ST
DIV	33. Sexual Orientation - Fair	4.46	0.45	ST
SUP	38. Sufficient Freedom	4.47	0.38	ST
EMP	56. Enjoy Working with Coworkers	4.50	0.43	ST
DEP	24. Collaborate Well with Supervisor	4.51	0.23	ST
SUP	47. Treats with Respect	4.55	0.40	ST
SUP	48. Supportive of Personal Issues	4.59	0.39	ST



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Finance and Administrative Services

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.						
	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.						
Department - Diversity and Climate	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.						
eNPS	55 The training that I receive at CSUSM is valuable for improving my job performance.						
	56 I enjoy working with my coworkers.						
	57 How likely is it that you would recommend working in the Finance & Administrative Services (FAS) Division?						