



EXECUTIVE SUMMARY

BACKGROUND

- 2022 is the 6th year of the FAS Employee Engagement Survey
- Survey Period: October 25 - November 18, 2022
- 332 individuals were invited to take the survey; 223 (67%) 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

YOUR UNIT OR DEPARTMENT SUMMARY

RESPONSE RATE	OVERALL SATISFACTION	RETENTION DEPARTMENT	RETENTION UNIVERSITY
<p>94%</p> <p>16 responses 17 invited</p>	<p>88%</p> <p>Satisfied or Extremely Satisfied</p>	No data if your survey did not ask this question.	No data if your survey did not ask this question.

TOP SATISFACTION SCORES	LOWEST SATISFACTION SCORES	LARGEST CHANGES IN SCORES <small>↑ ↓ change of .09 or more, ● less than .09</small>
1 Supportive of Personal Issues	1 Adequate Staffing	1 Adequate Staffing ↓
2 Enjoy Working with Coworkers	2 Total Compensation	2 Communicates Essential Info ↑
3 Treated in a Professional Manner	3 Faculty Value Contributions	3 Enjoy Working with Coworkers ↑
4 Treats with Respect	4 Measures Dept Goals	4 Total Compensation ↑
5 Ethical Conduct	5 Valuable Training	5 Department Diversity Programs ↓

LARGEST DRIVERS OF SATISFACTION	
INFLUENTIAL STRENGTHS	PRIMARY OPPORTUNITIES
Evaluated Fairly	Adequate Staffing
Understand Dept's Mission	Measures Dept Goals
Spirit of Cooperation	Appropriate Stress
Enjoy Working with Coworkers	Work Assigned Equitably
Treated in a Professional Manner	Advancement Opportunities

NEXT STEPS

- Encourage directors to discuss the results with their teams and have a facilitated session to discuss the results and actions they can take to make improvements.
- Develop an action plan based on the opportunities and share this plan with all staff.
- Widely communicate the results and action plans of the survey. Email staff recognized for their exceptional work and contributions to a positive work environment.
- Regularly communicate the linkage between the actions taken throughout the year and the survey ("we heard you").

¹ Survey and analytics powered by Tritonlytics™ Organizational Assessments and Strategy, UC San Diego



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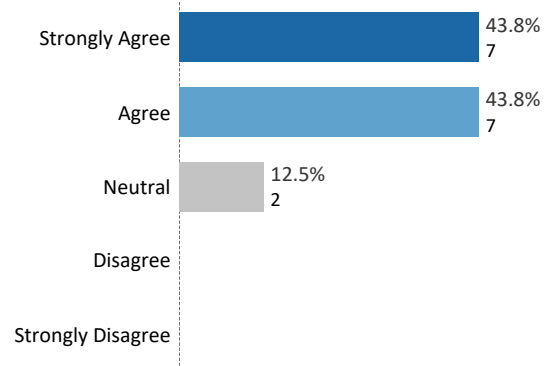
2022
16 respondents
94% of 17 invited

2021 6 respondents
40% of 15 invited
2020 10 respondents
67% of 15 invited

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

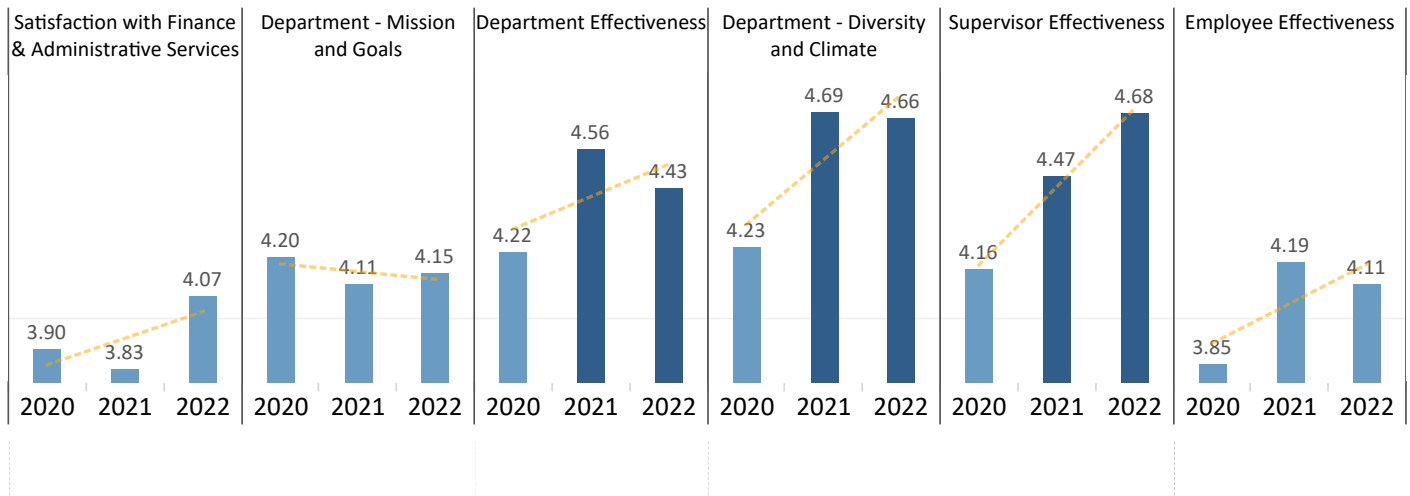
Strengths	Opportunities
48 Supportive of Personal Issues	17 Adequate Staffing
35 Treated in a Professional Manner	50 Total Compensation
47 Treats with Respect	14 Measures Dept Goals
56 Enjoy Working with Coworkers	55 Valuable Training
22 Ethical Conduct	54 Manage Workload

Overall, I am a satisfied FAS employee.



Mean = 4.31, Std Dev = 0.70

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..."

93 eNPS*
(93.3% - 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	
Satisfied Employee	5								1	1	5	7
	4							1	1		5	7
	3						1					1
	2											
	1											
Total							1	1	2	1	10	15

*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

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

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

↓ 14 ● 17 ↑ 24

Finance and Admin Svcs

332 Invited (N)
223 Responded (n)
67% Response Rate

		2020	2021	2022		2022	
	1 Overall Satisfaction	4.10	4.00	4.31	→	4.00	●
	2 Valued Member	4.30	3.67	4.06	→	3.82	●
	3 Leadership Interested in Staff's Ideas	3.80	3.83	4.07	→	3.79	●
Satisfaction with Finance & Administrative Services	4 Faculty Value Contributions	3.38	3.50	3.46	●	3.56	
	5 Staff Value Contributions	4.00	3.83	4.07	→	3.96	●
	6 Understand University Mission	4.00	4.33	4.00	←	4.02	
	7 Contributes to FAS Mission	4.30	4.50	4.44	●	4.26	●
	8 Have a Voice	3.70	3.50	4.13	→	3.70	●
	9 Career Advancement	3.30	3.17	3.71	→	3.57	●
	10 University All Welcomed	4.20	4.17	4.56	→	4.05	●
	11 Understand Dept's Mission	4.50	4.50	4.56	●	4.33	●
	12 Contributes to Dept's Mission	4.60	4.50	4.69	→	4.44	●
Department - Mission and Goals	13 Annual Dept Goals	4.40	3.83	3.87	●	3.98	
	14 Measures Dept Goals	3.60	3.83	3.60	←	3.82	
	15 Measures Customer Satisfaction	3.78	3.83	4.07	→	4.00	●
	16 Improve Services Products	4.30	4.17	4.07	↓	4.06	●
	17 Adequate Staffing	3.50	4.17	2.38	←	2.78	
Department Effectiveness	18 Have Tools	4.00	4.50	3.94	←	3.97	
	19 Physical Work Environment	4.30	4.50	4.56	●	4.20	●
	20 Safe Environment	4.40	4.50	4.71	→	4.23	●
	21 Spirit of Cooperation	4.50	4.67	4.81	→	4.13	●
	22 Ethical Conduct	4.60	4.83	4.88	●	4.37	●
	23 Collaborate Well with Coworkers		4.80	4.71	●	4.45	●
	24 Collaborate Well with Supervisor		4.80	4.79	●	4.51	●
	25 Collaborate with Units Outside	4.60	4.67	4.69	●	4.23	●
	26 Perform Responsibilities	4.40	4.67	4.81	→	4.21	●
	27 Participate in Decisions	3.90	4.50	4.53	●	4.11	●
	28 Balance Work Life	4.30	4.67	4.81	→	4.34	●
	29 Resolves Staff Issues	4.00	4.33	4.08	←	3.89	●
	30 Better Ways Recognized	4.10	4.33	4.38	●	3.93	●
	Department - Diversity and Climate	31 Department Diversity Programs	3.90	4.67	4.27	←	4.15
32 All Cultures - Fair		4.40	4.67	4.75	●	4.41	●
33 Sexual Orientation - Fair		4.40	4.80	4.63	←	4.46	●
34 Support Diversity		4.40	4.67	4.50	←	4.39	●
35 Treated in a Professional Manner		4.30	4.67	4.94	→	4.35	●
36 Feel Valued		4.00	4.67	4.88	→	4.12	●
Supervisor Effectiveness	37 Recommends without Fear	4.40	4.17	4.69	→	4.39	●
	38 Sufficient Freedom	4.30	4.67	4.81	→	4.47	●
	39 Communicates Essential Info	4.00	4.00	4.69	→	4.30	●
	40 Work Assigned Equitably	4.00	4.50	4.29	←	4.00	●
	41 Gives Praise for Work	4.10	4.67	4.88	→	4.29	●
	42 Suggestions for Improvement	4.00	4.50	4.56	●	4.20	●
	43 Evaluated Fairly	3.90	4.33	4.71	→	4.31	●
	44 Performance Evaluation	4.13	4.60	4.57	●	4.13	●
	45 Advancement Opportunities	3.80	4.50	4.29	←	4.09	●
	46 Supports Training	4.30	4.67	4.62	●	4.27	●
	47 Treats with Respect	4.20	4.50	4.94	→	4.55	●
Employee Effectiveness	48 Supportive of Personal Issues	4.80	4.60	5.00	→	4.59	●
	49 Appropriate Stress	3.50	4.33	3.93	←	3.60	●
	50 Total Compensation	3.10	2.50	2.93	→	3.02	
	51 Get Information	4.00	4.50	4.50	●	4.30	●
	52 Good Use of Skills	3.90	4.50	4.56	●	4.23	●
	53 Know How to Use Tools	4.50	4.50	4.56	●	4.41	●
	54 Manage Workload	3.90	4.50	3.73	←	4.11	
	55 Valuable Training	3.60	4.17	3.63	←	3.89	
	56 Enjoy Working with Coworkers	4.30	4.50	4.94	→	4.50	●



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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
5

Agree
4

Neutral
3

Disagree
2

Strongly Disagree
1

N/A

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
	5	4	3	2	1	
Satisfaction with Finance & Administrative Services	1	2	3	4	5	
	2	3	4	5		
	3	4	5			
	4	5				
	5					
	6					
	7					
	8					
	9					
	10					
Department - Mission and Goals	11	12	13	14	15	16
	12	13	14	15	16	
	13	14	15	16		
	14	15	16			
	15	16				
	16					
Department Effectiveness	17	18	19	20	21	22
	18	19	20	21	22	
	19	20	21	22		
	20	21	22			
	21	22				
	22					
	23					
	24					
	25					
	26					
	27					
	28					
	29					
	30					
Department - Diversity and Climate	31	32	33	34	35	36
	32	33	34	35	36	
	33	34	35	36		
	34	35	36			
	35	36				
	36					
Supervisor Effectiveness	37	38	39	40	41	42
	38	39	40	41	42	
	39	40	41	42		
	40	41	42			
	41	42				
	42					
	43					
	44					
	45					
	46					
	47					
	48					
Employee Effectiveness	49	50	51	52	53	54
	50	51	52	53	54	55
	51	52	53	54	55	56
	52	53	54	55	56	
	53	54	55	56		
	54	55	56			
eNPS	57					

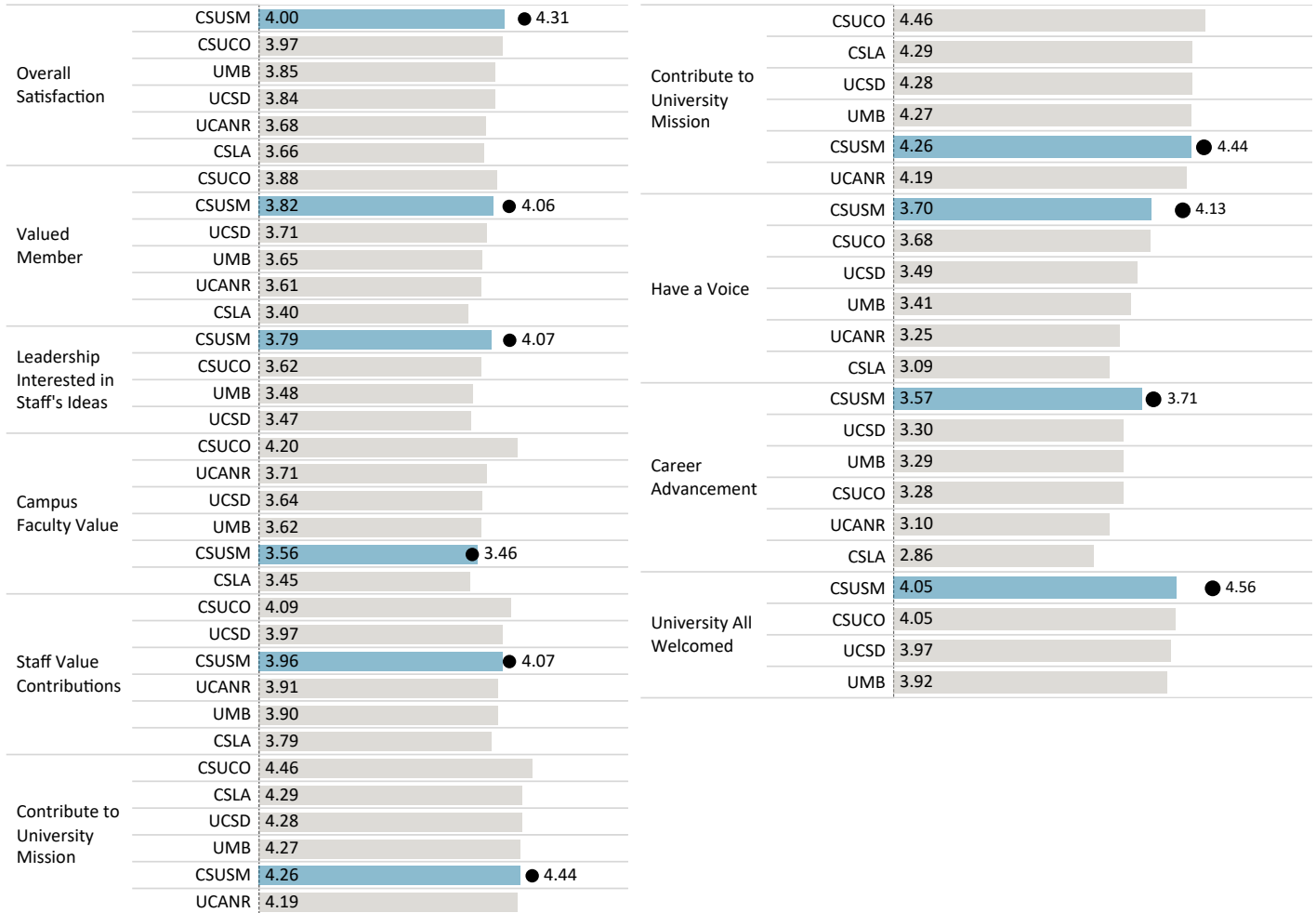
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Comparison of CSUSM Corporation - 40000 to other Universities Overall

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).

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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, Audit & Advisory Services, Business & Finance, Human Resources, University Relations & Advancement
 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

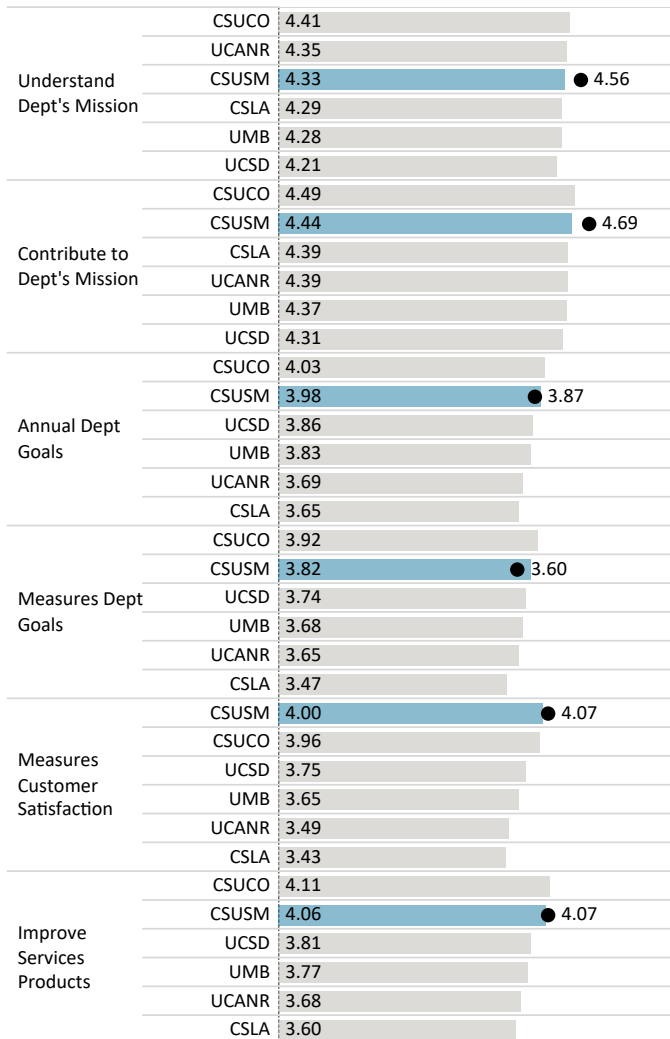
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Department - Mission and Goals

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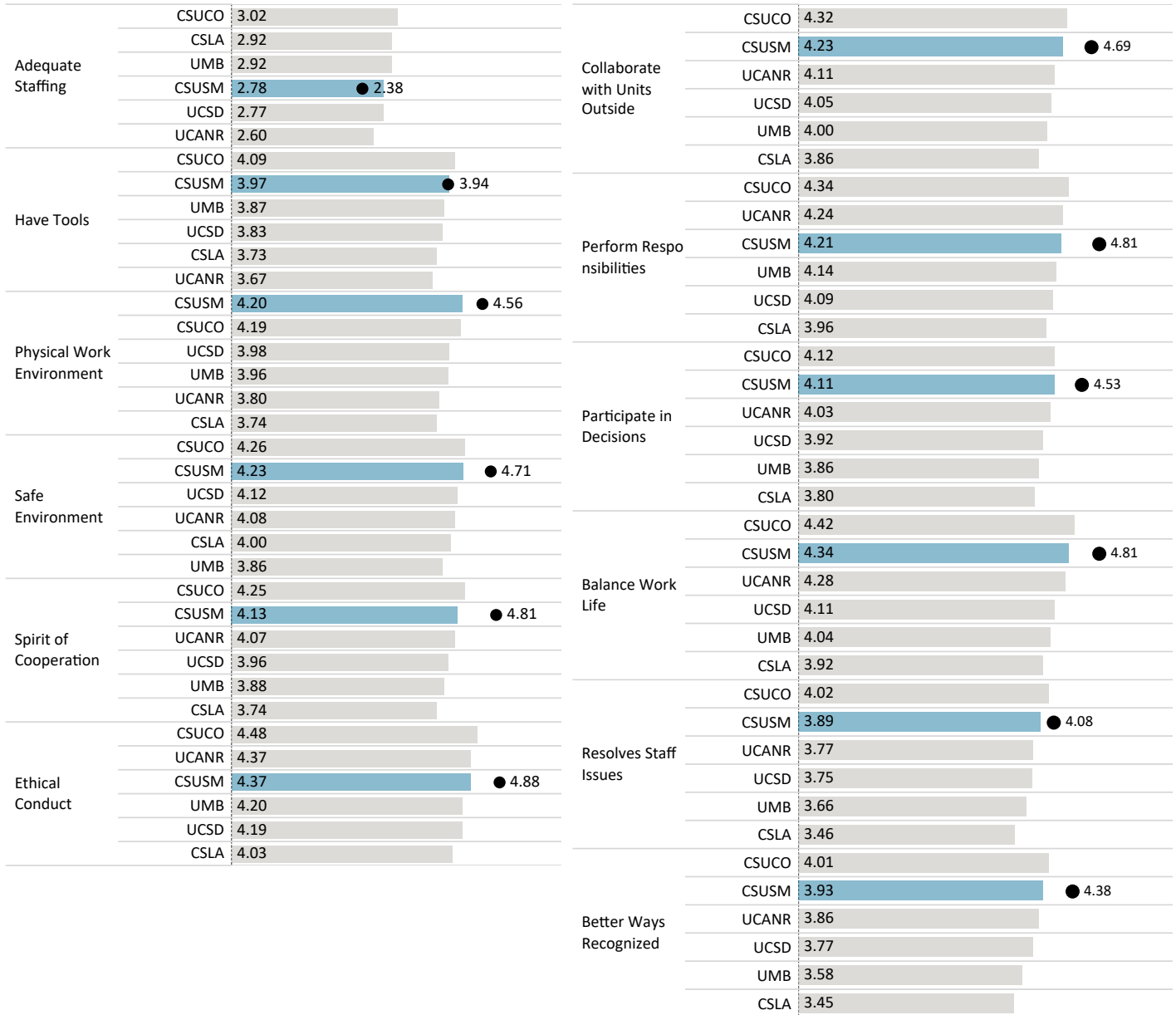
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Department Effectiveness

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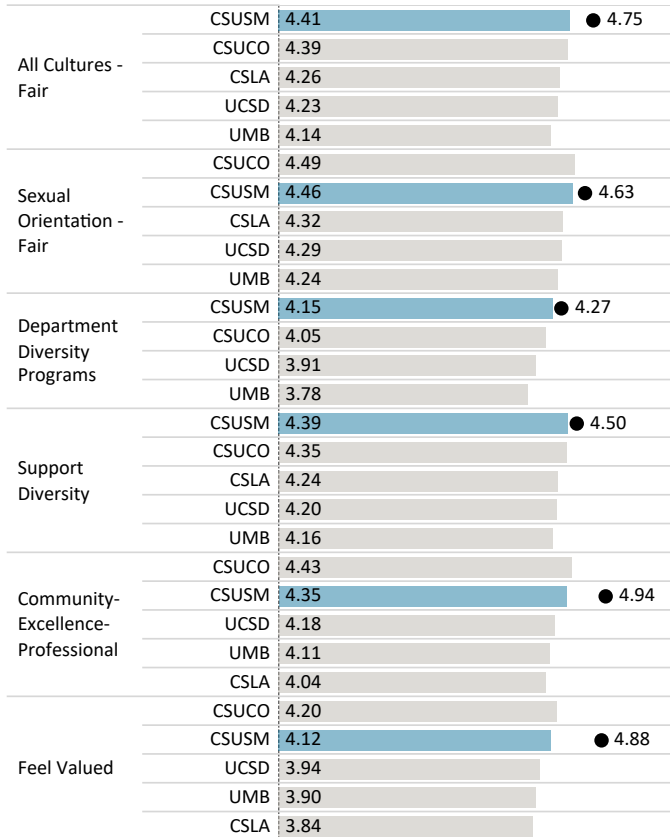
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Department - Diversity and Climate

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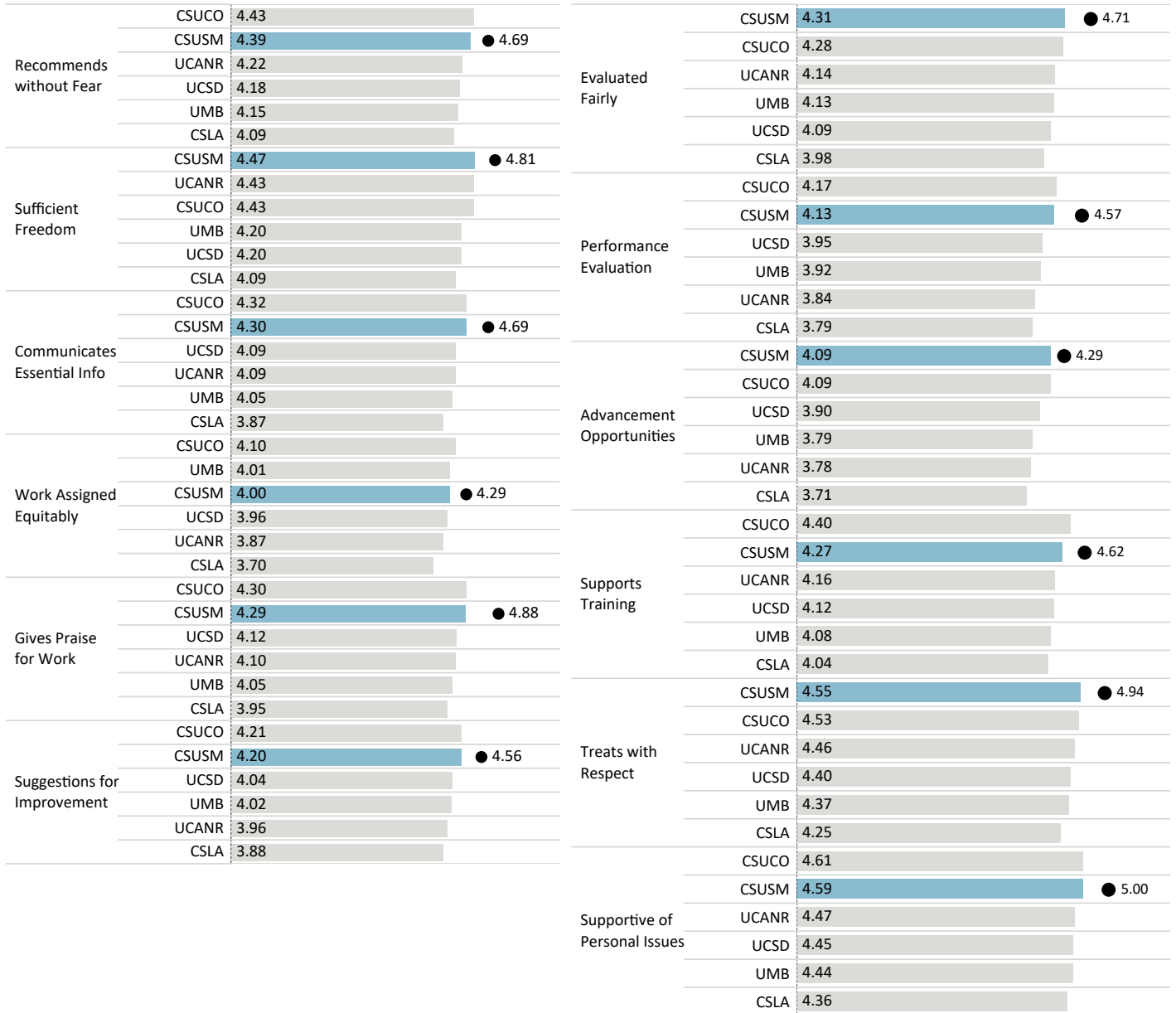
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Supervisor Effectiveness

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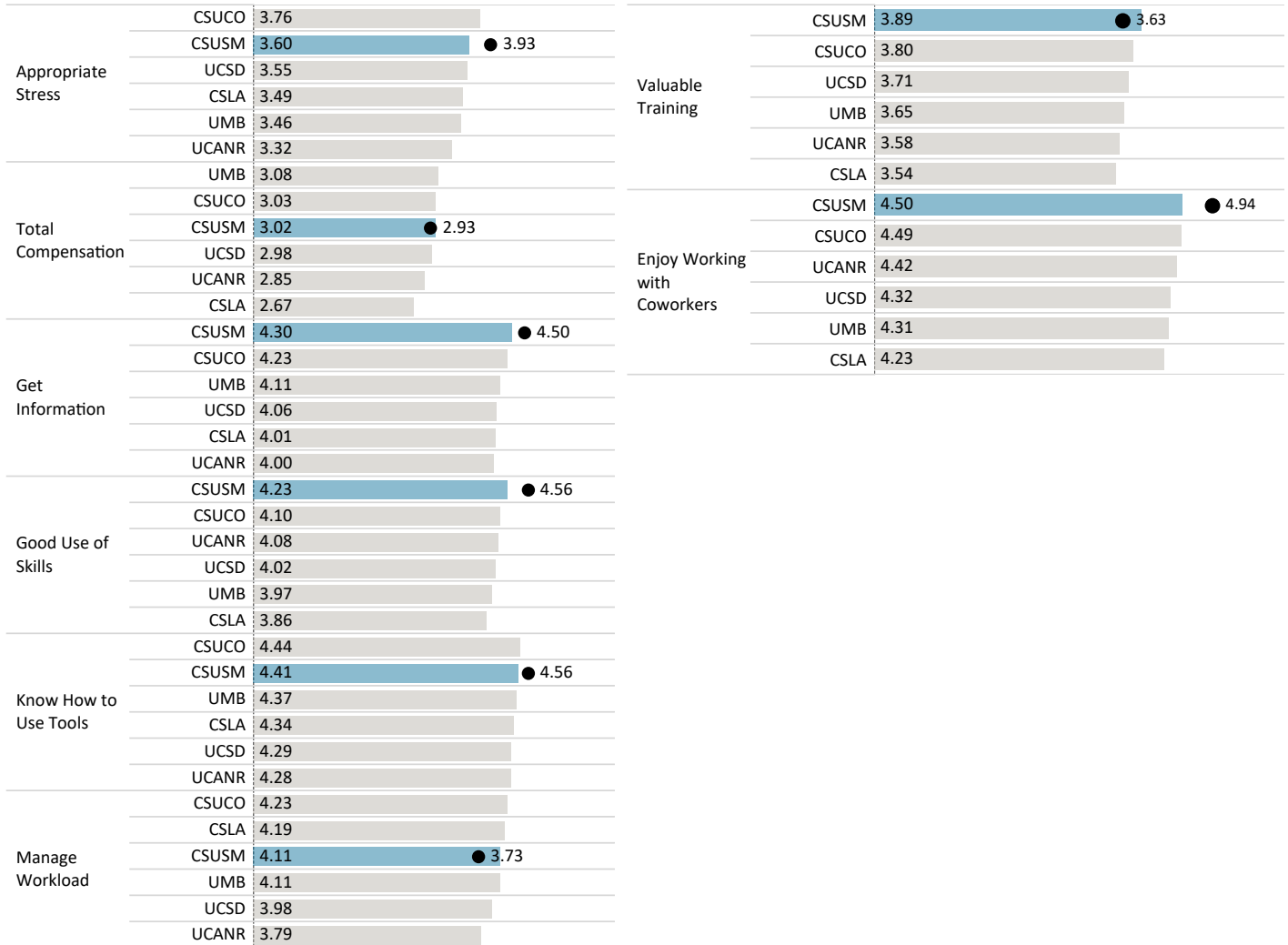
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Employee Effectiveness

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