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	OVERALL	RETENTION	RETENTION
RATE	SATISFACTION	DEPARTMENT	UNIVERSITY
100% 5 responses 5 invited	100% Satisfied or Extremely Satisfied	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 ↑
1	Annual Dept Goals	1	Total Compensation		
2	Contributes to Dept's Mission	2	Adequate Staffing		
3	Enjoy Working with Coworkers	3	Career Advancement	1	Leadership Interested in Staff's Ideas
4	Improve Services Products	4	Collaborate Well with Coworkers		
5	Measures Customer Satisfaction	5	Collaborate Well with Supervisor		

LARGEST DRIVERS OF SATISFACTION							
INFLUENTIAL STRENGTHS	PRIMARY OPPORTUNITIES						
	Have Tools						
No information is displayed if there if there is not enough data to calculate	Physical Work Environment						
overall correlation to Overall Satisfaction. Please refer to Strengths and Opportunites listed on Page 2.	Balance Work Life						
	Resolves Staff Issues						
	Department Diversity Programs						

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").
 - $1 \qquad \text{Survey and analytics powered by Triton} \textit{lytics} \\ ^{\text{\tiny{M}}} \text{ Organizational Assessments and Strategy, UC San Diego} \\$



Distribution and Property Control Services - 44000

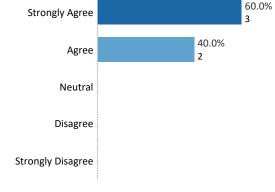
2022 5 respondents 100% of 5 invited *2021 $\frac{1 \text{ respondents}}{20\% \text{ of 5 invited}}$

*2020 ^{1 respondents} 20% of 5 invited

Overall, I am a satisfied FAS employee.

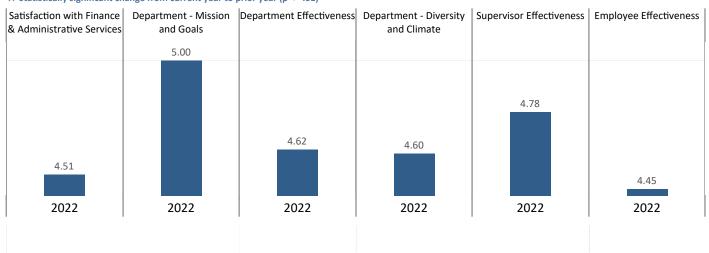






Mean = 4.60, Std Dev = 0.55

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..."

100 eNPS* (100.0% - 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	Total
	5											3	3
	4									1		1	2
Satisfied Employee	3												
	2												
	1												
Total										1		4	5

*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.

^{*} Data is included only for years with 5 or more respondents

Satisfaction Mean Scores

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

Distribution and Property Control 107 Invited (N) Svcs

Facilities Dev and Mgmt. 80 Responded (n)

75% Response Rate

Mean score greater than that of Facilities Dev and Mgmt. (rounded to two decimal places)

		2022	2022
	1 Overall Satisfaction	4.60	3.91
	2 Valued Member	4.60	3.69
	3 Leadership Interested in Staff's Ideas	4.60	3.47
	4 Faculty Value Contributions	4.40	3.88
tisfaction with Finance &	5 Staff Value Contributions	4.40	3.99
Iministrative Services	6 Understand University Mission	4.60	3.94
	7 Contributes to FAS Mission	4.80	4.29
	8 Have a Voice	4.60	3.62
	9 Career Advancement	4.00	3.60
	10 University All Welcomed	4.60	3.94
	11 Understand Dept's Mission	5.00	4.23
	12 Contributes to Dept's Mission	5.00	4.42
wastenant Missian and Caala	13 Annual Dept Goals	5.00	4.04
epartment - Mission and Goals	14 Measures Dept Goals	5.00	3.93
	15 Measures Customer Satisfaction	5.00	3.96
	16 Improve Services Products	5.00	3.93
	17 Adequate Staffing	4.00	2.74
	18 Have Tools	4.60	4.01
	19 Physical Work Environment	4.60	3.93
	20 Safe Environment	4.80	4.17
	21 Spirit of Cooperation	4.80	3.87
	22 Ethical Conduct	4.80	4.07
	23 Collaborate Well with Coworkers	4.00	4.10
epartment Effectiveness	24 Collaborate Well with Supervisor	4.00	4.29
	25 Collaborate with Units Outside	4.80	4.05
	26 Perform Responsibilities	4.80	3.88
	27 Participate in Decisions	4.75	3.84
	28 Balance Work Life	4.60	4.05
	29 Resolves Staff Issues	4.60	3.79
	30 Better Ways Recognized	4.80	3.74
	31 Department Diversity Programs	4.60	4.04
	32 All Cultures - Fair	4.60	4.16
	33 Sexual Orientation - Fair	4.60	4.24
epartment - Diversity and Climate	34 Support Diversity	4.60	4.18
	35 Treated in a Professional Manner	4.60	4.05
	36 Feel Valued	4.60	3.86
		4.80	4.13
	37 Recommends without Fear		
	38 Sufficient Freedom	4.80	4.22
	39 Communicates Essential Info	4.80	4.21
	40 Work Assigned Equitably	4.75	3.97
	41 Gives Praise for Work	4.80	4.11
pervisor Effectiveness	42 Suggestions for Improvement	4.60	4.07
	43 Evaluated Fairly	4.80	4.17
	44 Performance Evaluation	4.80	4.06
	45 Advancement Opportunities	4.80	3.95
	46 Supports Training	4.80	4.09
	47 Treats with Respect	4.80	4.36
	48 Supportive of Personal Issues	4.80	4.34
	49 Appropriate Stress	4.60	3.54
	50 Total Compensation	3.00	2.76
	51 Get Information	4.60	4.18
nployee Effectiveness	52 Good Use of Skills	4.60	4.13
inproyee Effective fiess	53 Know How to Use Tools	4.60	4.34
	54 Manage Workload	4.60	4.21
	55 Valuable Training	4.60	3.92
	56 Enjoy Working with Coworkers	5.00	4.39



Distribution and Property Control Services - 44000

he following state		extent you agree or disagree with s. Select 'N/A' if it is not applicable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N					
or you do not know			5	4	3	2	1						
	1	Overall, I am a satisfied FAS employe	e.										
		I feel valued as a member of FAS.											
	3	Senior leadership in FAS are genuine	ly interested in he	earing the ideas and o	pinions of staff member	rs.							
Satisfaction with	4	Faculty members at CSUSM value m		0									
Finance &		Staff members at CSUSM value my c											
Administrative		I understand the FAS mission.											
Services		I understand how my job performan	ce positively cont	ributes to the FAS mis	sion.								
		I feel I have a voice to provide ideas											
		I am satisfied with my opportunities											
		FAS promotes a work environment v											
		I understand my department's mission											
		I understand how my job performan		ributes to my departr	nent's mission.								
Department -		My department establishes annual d											
Mission and		My department routinely measures		-	ements.								
Goals		My department routinely measures		_									
		My department routinely takes action				ack							
		My department has adequate staffin			ica on castomer recast	ion.							
		I have the tools (i.e., equipment and	-		rk								
		My physical work environment (e.g.,											
		I feel physically safe while I am work				e last 12 months)							
		There is a spirit of cooperation withi	•		itilely on-site during th	e last 12 months							
		Most people in my department cond											
Donartmant	23				are as pandad								
Department Effectiveness	24	While working remotely, I have been able to collaborate well with co-workers as needed. While working remotely, I have been able to collaborate well with my supervisor as needed.											
Litectiveness	25												
		People in my department are encouraged to work collaboratively with departments outside of my immediate area. Most people in my department perform their responsibilities											
	26	Most people in my department perform their responsibilities. I have the opportunity to participate in making decisions that affect my work											
	27	I have the opportunity to participate in making decisions that affect my work. My department creates a flexible environment that allows me to balance my work and personal life.											
	28	My department effectively resolves				e.							
	29 30	People in my department are recogn											
		I am satisfied with the diversity relat											
		People of all ethnic groups, cultures,											
Department -		People of all sexual orientations are	_		ny department.								
Diversity and		•	•										
Climate		My department actively supports a diverse work environment. My department provides an environment where everyone is treated in a professional manner.											
		I feel valued by my department.	ment where every	yone is treated in a pi	oressional manner.								
		I can make recommendations to my	supervisor withou	it fear of negative co	seguiences								
		I have sufficient freedom to decide h	•	•	isequerices.								
		My supervisor communicates essent	•	•									
		Work is assigned equitably in my dep		i a tilllely basis.									
	41	My supervisor gives me praise for m	y work.										
Communication	42	Mar aumanticar airea ma usaful arras	stions for improv	omont	My supervisor gives me useful suggestions for improvement.								
Supervisor			stions for improv	ement.									
Supervisor Effectiveness	43	My performance is evaluated fairly.	·		o improvo my porfo	ance							
	43 44	My performance is evaluated fairly. My last performance evaluation pro-	vided me with info	ormation I could use t		ance.							
	43 44 45	My performance is evaluated fairly. My last performance evaluation prov My supervisor gives me opportunitie	vided me with info	ormation I could use t career advancemen									
	43 44 45 46	My performance is evaluated fairly. My last performance evaluation prov My supervisor gives me opportunitie My supervisor actively supports my	vided me with info es that support my participation in tra	ormation I could use t career advancemen									
•	43 44 45 46 47	My performance is evaluated fairly. My last performance evaluation proving supervisor gives me opportunities. My supervisor actively supports my law supervisor treats me with respect	vided me with info es that support my participation in tra tt.	ormation I could use to career advancement aining and education									
	43 44 45 46 47 48	My performance is evaluated fairly. My last performance evaluation prov My supervisor gives me opportunitie My supervisor actively supports my l My supervisor treats me with respec My supervisor is supportive when per	vided me with info es that support my participation in tra tt. ersonal issues aris	ormation I could use to career advancemen aining and education e.	programs related to my								
	43 44 45 46 47 48	My performance is evaluated fairly. My last performance evaluation proving the supervisor gives me opportunities. My supervisor actively supports my proving the supervisor treats me with respect the support of supervisor is supportive when performed that the amount of stress associations.	vided me with info es that support my participation in tra t. ersonal issues aris ciated with my job	ormation I could use to career advancement aining and education e.	programs related to my								
	43 44 45 46 47 48 49 50	My performance is evaluated fairly. My last performance evaluation provided by supervisor gives me opportunitienthy supervisor actively supports my limit of the supervisor treats me with respect My supervisor is supportive when performed that the amount of stress association and satisfied with my total compensions.	vided me with info	ormation I could use to career advancement aining and education e. b is appropriate for malary and benefits.	programs related to my								
Effectiveness	43 44 45 46 47 48 49 50 51	My performance is evaluated fairly. My last performance evaluation provided by the My supervisor gives me opportunities. My supervisor actively supports my ly My supervisor treats me with respect My supervisor is supportive when performed by the My supervisor is supported by the My supervisor is supervisor in the My	vided me with info	ormation I could use to career advancement aining and education e. b is appropriate for malary and benefits.	programs related to my								
Effectiveness	43 44 45 46 47 48 49 50 51 52	My performance is evaluated fairly. My last performance evaluation provided by supervisor gives me opportunities. My supervisor actively supports my limit with respective models. My supervisor treats me with respective when performed by supervisor is supportive when performed that the amount of stress associal am satisfied with my total compensed know how to get the information of the management of the models.	vided me with information of the strategy of t	ormation I could use to a career advancement aining and education e. b is appropriate for malary and benefits. ve in my job.	programs related to my position.								
Effectiveness	43 44 45 46 47 48 49 50 51 52 53	My performance is evaluated fairly. My last performance evaluation provided by supervisor gives me opportunities. My supervisor actively supports my limit My supervisor treats me with respect My supervisor is supportive when perfect that the amount of stress associal am satisfied with my total compensible know how to get the information I My job makes good use of my skills at I know how to use the tools that I had	wided me with information in transfer in the series arise. The series arise in the series are abilities. It is not a series and abilities.	ormation I could use to a career advancement aining and education e. b is appropriate for malary and benefits. ve in my job.	programs related to my position.								
Effectiveness	43 44 45 46 47 48 49 50 51 52 53 54	My performance is evaluated fairly. My last performance evaluation provided by supervisor gives me opportunitied by supervisor actively supports my limit My supervisor actively supports my limit My supervisor treats me with respect My supervisor is supportive when perfect that the amount of stress associal manastisfied with my total compension when we will be supported by said the supervisor of my skills at know how to use the tools that I had I am able to manage my work load experience.	vided me with information of the strain of t	ormation I could use to a career advancement aining and education e. b is appropriate for malary and benefits. we in my job. ht and technology) to	orograms related to my position. do my work.								
Effectiveness	43 44 45 46 47 48 49 50 51 52 53 54 55	My performance is evaluated fairly. My last performance evaluation provided by supervisor gives me opportunities. My supervisor actively supports my limit My supervisor treats me with respect My supervisor is supportive when perfect that the amount of stress associal am satisfied with my total compensible know how to get the information I My job makes good use of my skills at I know how to use the tools that I had	vided me with information of the strain of t	ormation I could use to a career advancement aining and education e. b is appropriate for malary and benefits. we in my job. ht and technology) to	orograms related to my position. do my work.								

Comparison of Distribution and Property Control Services - 44000 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).

Distribution and Property Control Services - 44000

CSUCC Overall UMB	CSUSM		● 4.60		CSUCO	4.46		
	CSUCO	3.97			CSLA	4.29		
	UMB			Contribute to	UCSD	4.28		
Satisfaction	UCSD			University	UMB			
	UCANR			Mission				A 4.00
	CSLA				CSUSM			● 4.80
	CSUCO				UCANR			
	CSUSM		● 4.60		CSUSM	3.70		4.60
/alued	UCSD				CSUCO	3.68		
Леmber	UMB				UCSD	3.49		
	UCANR			Have a Voice	UMB			
	CSLA				UCANR			
_eadership	CSUSM		● 4.60	Career Advancement				
Interested in	CSUCO				CSLA			
Staff's Ideas	UMB				CSUSM	3.57	• 4	.00
	UCSD				UCSD	3.30		
	CSUCO				UMB	3.29		
	UCANR				CSUCO	3.28		
Campus Faculty Value	UCSD UMB				UCANR		_	
-acuity value	CSUSM		● 4.40					
	CSUSIVI		4.40		CSLA			
	CSUCO				CSUSM	4.05		● 4.60
	UCSD			University All	CSUCO	4.05		
Staff Value	CSUSM		● 4.40	Welcomed	UCSD	3.97		
Contributions	UCANR		₩ 7.70		UMB	3.92		
	UMB							
	CSLA							
	CSUCO							
	CSLA							
Contribute to	UCSD							
Jniversity —	UMB							
Mission	CSUSM		● 4.80					
	UCANR							

UC ANR (UC Division of Agriculture & Natural Resources) - Agricultural Experiment Station & UC Cooperative Extension CSU San Marcos (FAS CSUSM) - Finance & Administrative Services

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Comparison of Distribution and Property Control Services - 44000 to other Universities Overall

Department - Mission and Goals

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).

Distribution and Property Control Services - 44000

	CSUCO	4.41	
	UCANR	4.35	
Understand	CSUSM	4.33	● 5.00
Dept's Mission	CSLA	4.29	
	UMB	4.28	
	UCSD	4.21	
	CSUCO	4.49	
	CSUSM	4.44	● 5.00
Contribute to	CSLA	4.39	
Dept's Mission	UCANR	4.39	
	UMB	4.37	
	UCSD	4.31	
	CSUCO	4.03	
	CSUSM	3.98	● 5.00
Annual Dept	UCSD	3.86	
Goals	UMB	3.83	
	UCANR	3.69	
	CSLA	3.65	
	CSUCO	3.92	
	CSUSM	3.82	● 5.00
Measures Dept	UCSD	3.74	
Goals	UMB	3.68	
	UCANR	3.65	
	CSLA	3.47	
	CSUSM	4.00	● 5.00
	CSUCO	3.96	
Measures Customer	UCSD	3.75	
Satisfaction	UMB	3.65	
541.51461.611	UCANR	3.49	
	CSLA	3.43	
	CSUCO	4.11	
	CSUSM	4.06	● 5.00
Improve Services	UCSD	3.81	
Products	UMB	3.77	
	UCANR	3.68	
	CSLA	3.60	

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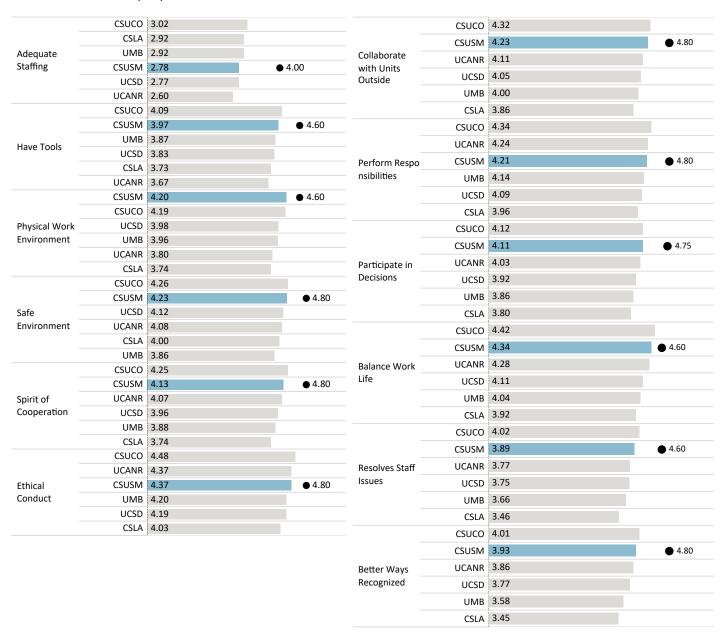
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Comparison of Distribution and Property Control Services - 44000 to other Universities Overall

Department Effectiveness

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

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

Comparison of Distribution and Property Control Services - 44000 to other Universities Overall

Department - Diversity and Climate

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Distribution and Property Control Services - 44000

	CSUSM	4.41	◆ 4.60
All Cultures -	CSUCO	4.39	
Fair —	CSLA	4.26	
raii	UCSD	4.23	
	UMB	4.14	
	CSUCO	4.49	
Sexual	CSUSM	4.46	● 4.60
Orientation -	CSLA	4.32	
Fair	UCSD	4.29	
	UMB	4.24	
	CSUSM	4.15	4.60
Department	CSUCO	4.05	
Diversity — Programs —	UCSD	3.91	
	UMB	3.78	
	CSUSM	4.39	● 4.60
Cupport	CSUCO	4.35	
Support — Diversity —	CSLA	4.24	
Diversity	UCSD	4.20	
	UMB	4.16	
	CSUCO	4.43	
Community-	CSUSM	4.35	● 4.60
Excellence-	UCSD	4.18	
Professional	UMB	4.11	
	CSLA	4.04	
	CSUCO	4.20	
	CSUSM	4.12	4.60
Feel Valued	UCSD	3.94	
	UMB	3.90	
	CSLA	3.84	

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Comparison of Distribution and Property Control Services - 44000 to other Universities Overall

Supervisor Effectiveness

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Distribution and Property Control Services - 44000

	CSUCO	4.43			CSUSM	4.31	● 4.80
	CSUSM	4.39	● 4.80		CSUCO	4.28	
Recommends	UCANR			Evaluated	UCANR	4.14	
without Fear	UCSD			Fairly			
	UMB				UCSD		
	CSLA						
	CSUSM		● 4.80		CSLA		
	UCANR				CSUCO		
Sufficient Freedom	CSUCO				CSUSM	4.13	● 4.80
-reedom	UMB	!		Performance	UCSD	3.95	
	UCSD			Evaluation	UMB	3.92	
	CSUCO	į					
	CSUSM		● 4.80		CSLA		
 Communicates	UCSD		4.00				A 4 22
Essential Info	UCANR				CSUSM		● 4.80
	UMB				CSUCO		
	CSLA			Advancement	UCSD	3.90	
	CSUCO	į.		Opportunities	UMB	3.79	
	UMB				UCANR	3.78	
Work Assigned	CSUSM	4.00	4.75		CSLA	3.71	
Equitably	UCSD	3.96					
	UCANR	3.87					● 4.80
	CSLA	3.70		Supports			4.50
	CSUCO	4.30			UCANR		
	CSUSM		4.80	Training	UCSD		
Gives Praise	UCSD				UMB		
or Work	UCANR				CSLA	4.04	
	UMB				CSUSM	4.55	● 4.80
	CSLA				CSUCO	4.53	
	CSUCO		A 4 60	Treats with	UCANR	4.46	
	CSUSM		● 4.60	Respect			
Suggestions for Improvement	UMB						
provement	UCANR						
	CSLA	!			CSLA		
	2227				CSUCO		
					CSUSM	4.59	● 4.80
				Supportive of	UCANR	4.47	
				Personal Issues	UCSD	4.45	
					UMB	1	
					CSLA		

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Comparison of Distribution and Property Control Services - 44000 to other Universities Overall

Employee Effectiveness

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Distribution and Property Control Services - 44000

	CSUCO		
	CSUCU	3.76	
	CSUSM	3.60	4.60
Appropriate	UCSD	3.55	
Stress	CSLA	3.49	
	UMB	3.46	
	UCANR	3.32	
	UMB	3.08	
	CSUCO	3.03	
Total	CSUSM	3.02	3.00
Compensation	UCSD	2.98	
	UCANR	2.85	
	CSLA	2.67	
	CSUSM	4.30	● 4.60
	CSUCO	4.23	
Get	UMB	4.11	
Information	UCSD	4.06	
	CSLA	4.01	
	UCANR	4.00	
	CSUSM	4.23	● 4.60
	CSUCO	4.10	
Good Use of	UCANR	4.08	
Skills	UCSD	4.02	
	UMB	3.97	
	CSLA	3.86	
	CSUCO	4.44	
	CSUSM	4.41	● 4.60
Know How to	UMB	4.37	
Use Tools	CSLA	4.34	
	UCSD	4.29	
	UCANR	4.28	
	CSUCO	4.23	
	CSLA	4.19	
Manage	CSUSM	4.11	● 4.60
Workload	UMB	4.11	
	UCSD	3.98	
	UCANR	3.79	

	CSUSM	3.89	● 4.60
	CSUCO	3.80	
Valuable	UCSD	3.71	
Training	UMB	3.65	
	UCANR	3.58	
	CSLA	3.54	
	CSUSM	4.50	● 5.00
	CSUCO	4.49	
Enjoy Working	UCANR	4.42	
with — Coworkers —	UCSD	4.32	
	UMB	4.31	
	CSLA	4.23	

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