



# 2022 - FAS Employee Engagement Survey

## Energy Management & Utility Services - 52000

### 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><b>82%</b></p> <p>9 responses   11 invited</p> | <p><b>89%</b></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<br>↑ ↓ change of .09 or more, ● less than .09 |
|---------------------------------|-----------------------------------|---|
| 1 Advancement Opportunities     | 1 Adequate Staffing               | 1 Leadership Interested in Staff's Ideas ↑                              |
| 2 Contributes to Dept's Mission | 2 Total Compensation              | 2 Total Compensation ↑  |
| 3 Enjoy Working with Coworkers  | 3 Physical Work Environment       | 3 Resolves Staff Issues ↑   |
| 4 Evaluated Fairly              | 4 Collaborate Well with Coworkers | 4 Gives Praise for Work ↑   |
| 5 Gives Praise for Work         | 5 Have a Voice                    | 5 Understand Dept's Mission ↓   |

| LARGEST DRIVERS OF SATISFACTION |                                 |
|---------------------------------|---------------------------------|
| INFLUENTIAL STRENGTHS           | PRIMARY OPPORTUNITIES           |
| Contributes to Dept's Mission   | Adequate Staffing               |
| Enjoy Working with Coworkers    | Better Ways Recognized          |
| Support Diversity               | Appropriate Stress              |
| Improve Services Products       | Have Tools                      |
| Measures Customer Satisfaction  | Collaborate Well with Coworkers |

#### 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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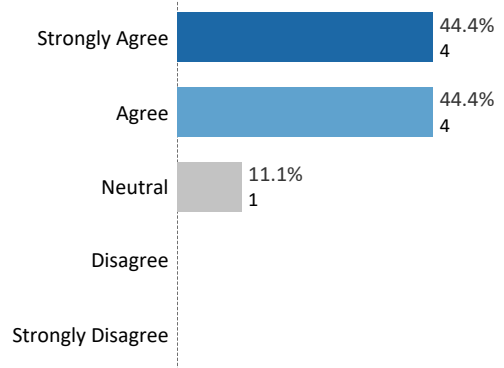
### Energy Management & Utility Services - 52000

2022  
9 respondents  
82% of 11 invited

2021 13 respondents  
100% of 13 invited

2020 14 respondents  
93% of 15 invited

Overall, I am a satisfied FAS employee.



Mean = 4.33, Std Dev = 0.71

#### Strengths

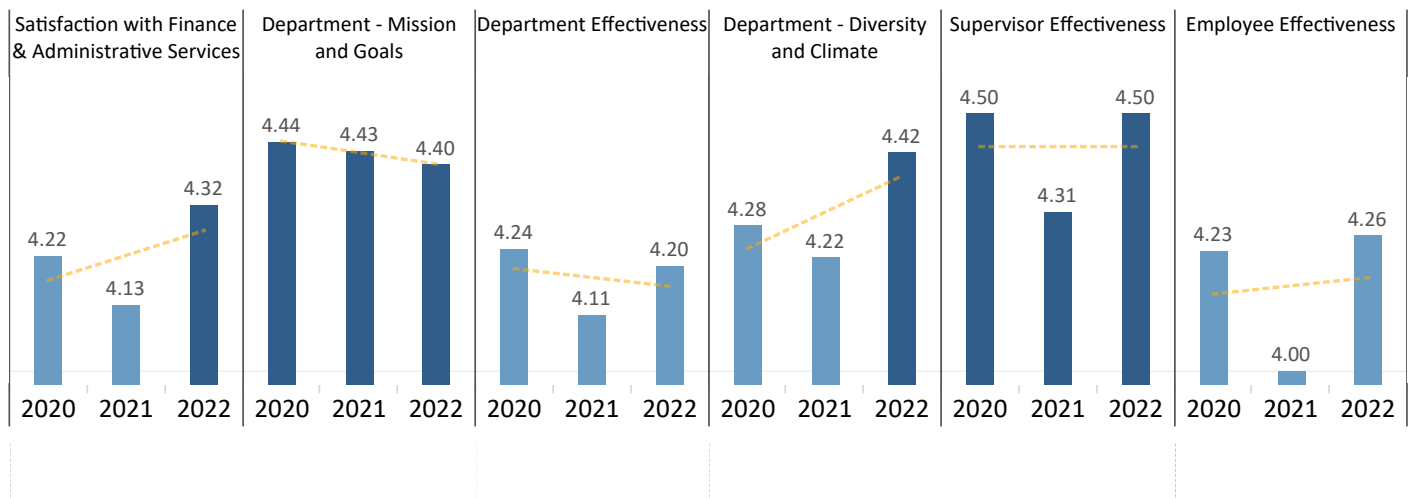
- 12 Contributes to Dept's Mission
- 38 Sufficient Freedom
- 41 Gives Praise for Work
- 43 Evaluated Fairly
- 44 Performance Evaluation

#### Opportunities

- 17 Adequate Staffing
- 50 Total Compensation
- 19 Physical Work Environment
- 23 Collaborate Well with Coworkers
- 18 Have Tools

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..."

75 eNPS\*  
(75.0% - 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 |
| Satisfied Employee | 5 |                         |   |   |   |   |   |   |   |   | 1 | 2     | 3  |
|                    | 4 |                         |   |   |   |   |   | 1 | 1 |   |   | 2     | 4  |
|                    | 3 |                         |   |   |   |   |   |   | 1 |   |   |       | 1  |
|                    | 2 |                         |   |   |   |   |   |   |   |   |   |       |    |
|                    | 1 |                         |   |   |   |   |   |   |   |   |   |       |    |
| Total              |   |                         |   |   |   |   |   | 1 | 2 |   | 1 | 4     | 8  |

\*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 Facilities Dev and Mgmt. (rounded to two decimal places)

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

↓ 10   ● 8   ↑ 37

Facilities Dev and Mgmt.

107 Invited (N)

80 Responded (n)

75% Response Rate

|   |  | 2020 | 2021 | 2022 |  | 2022 |   |
|---|--|------|------|------|--|------|---|
|   | 1 Overall Satisfaction                   | 4.25 | 4.00 | 4.33 |  | 3.91 | ● |
|   | 2 Valued Member                          | 4.25 | 3.69 | 4.11 |  | 3.69 | ● |
|   | 3 Leadership Interested in Staff's Ideas | 4.08 | 3.69 | 4.22 |  | 3.47 | ● |
|   | 4 Faculty Value Contributions            | 3.91 | 4.00 | 4.33 |  | 3.88 | ● |
| Satisfaction with Finance & Administrative Services | 5 Staff Value Contributions              | 4.50 | 4.15 | 4.44 |  | 3.99 | ● |
|   | 6 Understand University Mission          | 4.50 | 4.54 | 4.33 |  | 3.94 | ● |
|   | 7 Contributes to FAS Mission             | 4.58 | 4.69 | 4.44 |  | 4.29 | ● |
|   | 8 Have a Voice                           | 4.08 | 4.15 | 4.11 |  | 3.62 | ● |
|   | 9 Career Advancement                     | 3.83 | 3.92 | 4.44 |  | 3.60 | ● |
|   | 10 University All Welcomed               | 4.25 | 4.31 | 4.44 |  | 3.94 | ● |
| Department - Mission and Goals                      | 11 Understand Dept's Mission             | 4.67 | 4.69 | 4.44 |  | 4.23 | ● |
|   | 12 Contributes to Dept's Mission         | 4.67 | 4.69 | 4.56 |  | 4.42 | ● |
|   | 13 Annual Dept Goals                     | 4.58 | 4.38 | 4.33 |  | 4.04 | ● |
|   | 14 Measures Dept Goals                   | 4.25 | 4.31 | 4.29 |  | 3.93 | ● |
|   | 15 Measures Customer Satisfaction        | 4.33 | 4.15 | 4.38 |  | 3.96 | ● |
|   | 16 Improve Services Products             | 4.17 | 4.33 | 4.38 |  | 3.93 | ● |
| Department Effectiveness                            | 17 Adequate Staffing                     | 3.08 | 2.92 | 2.78 |  | 2.74 | ● |
|   | 18 Have Tools                            | 4.42 | 4.08 | 4.11 |  | 4.01 | ● |
|   | 19 Physical Work Environment             | 4.33 | 3.69 | 3.89 |  | 3.93 | ● |
|   | 20 Safe Environment                      | 4.50 | 4.69 | 4.44 |  | 4.17 | ● |
|   | 21 Spirit of Cooperation                 | 4.25 | 4.23 | 4.33 |  | 3.87 | ● |
|   | 22 Ethical Conduct                       | 4.33 | 4.08 | 4.44 |  | 4.07 | ● |
|   | 23 Collaborate Well with Coworkers       |      | 3.92 | 4.00 |  | 4.10 | ● |
|   | 24 Collaborate Well with Supervisor      |      | 4.18 | 4.50 |  | 4.29 | ● |
|   | 25 Collaborate with Units Outside        | 4.67 | 4.23 | 4.44 |  | 4.05 | ● |
|   | 26 Perform Responsibilities              | 4.42 | 4.31 | 4.44 |  | 3.88 | ● |
| Department - Diversity and Climate                  | 27 Participate in Decisions              | 4.50 | 4.50 | 4.38 |  | 3.84 | ● |
|   | 28 Balance Work Life                     | 4.67 | 4.62 | 4.44 |  | 4.05 | ● |
|   | 29 Resolves Staff Issues                 | 3.83 | 4.08 | 4.44 |  | 3.79 | ● |
|   | 30 Better Ways Recognized                | 3.83 | 4.00 | 4.22 |  | 3.74 | ● |
|   | 31 Department Diversity Programs         | 4.18 | 4.25 | 4.38 |  | 4.04 | ● |
|   | 32 All Cultures - Fair                   | 4.25 | 4.23 | 4.44 |  | 4.16 | ● |
|   | 33 Sexual Orientation - Fair             | 4.42 | 4.46 | 4.44 |  | 4.24 | ● |
|   | 34 Support Diversity                     | 4.25 | 4.23 | 4.50 |  | 4.18 | ● |
|   | 35 Treated in a Professional Manner      | 4.33 | 4.08 | 4.44 |  | 4.05 | ● |
|   | 36 Feel Valued                           | 4.25 | 4.08 | 4.33 |  | 3.86 | ● |
| Supervisor Effectiveness                            | 37 Recommends without Fear               | 4.50 | 4.31 | 4.44 |  | 4.13 | ● |
|   | 38 Sufficient Freedom                    | 4.75 | 4.62 | 4.56 |  | 4.22 | ● |
|   | 39 Communicates Essential Info           | 4.42 | 4.23 | 4.44 |  | 4.21 | ● |
|   | 40 Work Assigned Equitably               | 4.25 | 4.31 | 4.44 |  | 3.97 | ● |
|   | 41 Gives Praise for Work                 | 4.33 | 4.23 | 4.56 |  | 4.11 | ● |
|   | 42 Suggestions for Improvement           | 4.50 | 4.08 | 4.33 |  | 4.07 | ● |
|   | 43 Evaluated Fairly                      | 4.58 | 4.08 | 4.56 |  | 4.17 | ● |
|   | 44 Performance Evaluation                | 4.42 | 4.00 | 4.56 |  | 4.06 | ● |
|   | 45 Advancement Opportunities             | 4.25 | 4.23 | 4.56 |  | 3.95 | ● |
|   | 46 Supports Training                     | 4.50 | 4.38 | 4.56 |  | 4.09 | ● |
| Employee Effectiveness                              | 47 Treats with Respect                   | 4.67 | 4.54 | 4.44 |  | 4.36 | ● |
|   | 48 Supportive of Personal Issues         | 4.83 | 4.69 | 4.56 |  | 4.34 | ● |
|   | 49 Appropriate Stress                    | 3.79 | 3.75 | 4.22 |  | 3.54 | ● |
|   | 50 Total Compensation                    | 3.50 | 3.00 | 3.44 |  | 2.76 | ● |
|   | 51 Get Information                       | 4.64 | 4.31 | 4.44 |  | 4.18 | ● |
|   | 52 Good Use of Skills                    | 4.36 | 4.00 | 4.44 |  | 4.13 | ● |
|   | 53 Know How to Use Tools                 | 4.64 | 4.46 | 4.44 |  | 4.34 | ● |
|   | 54 Manage Workload                       | 4.00 | 4.08 | 4.33 |  | 4.21 | ● |
|   | 55 Valuable Training                     | 4.21 | 4.00 | 4.22 |  | 3.92 | ● |
|   | 56 Enjoy Working with Coworkers          | 4.71 | 4.38 | 4.56 |  | 4.39 | ● |



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### Energy Management & Utility Services - 52000

| 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                 |     |
| Satisfaction with Finance & Administrative Services  | 1 Overall, I am a satisfied FAS employee.  |                |       |         |          |                   |     |
|  | 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.                             |                |       |         |          |                   |     |
| Supervisor Effectiveness   | 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.   |                |       |         |          |                   |     |
|  | 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.  |                |       |         |          |                   |     |
| Employee Effectiveness   | 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.   |                |       |         |          |                   |     |
|  | 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.   |                |       |         |          |                   |     |
| enPS   | 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.   |                |       |         |          |                   |     |
| Employee Effectiveness   | 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?              |                |       |         |          |                   |     |

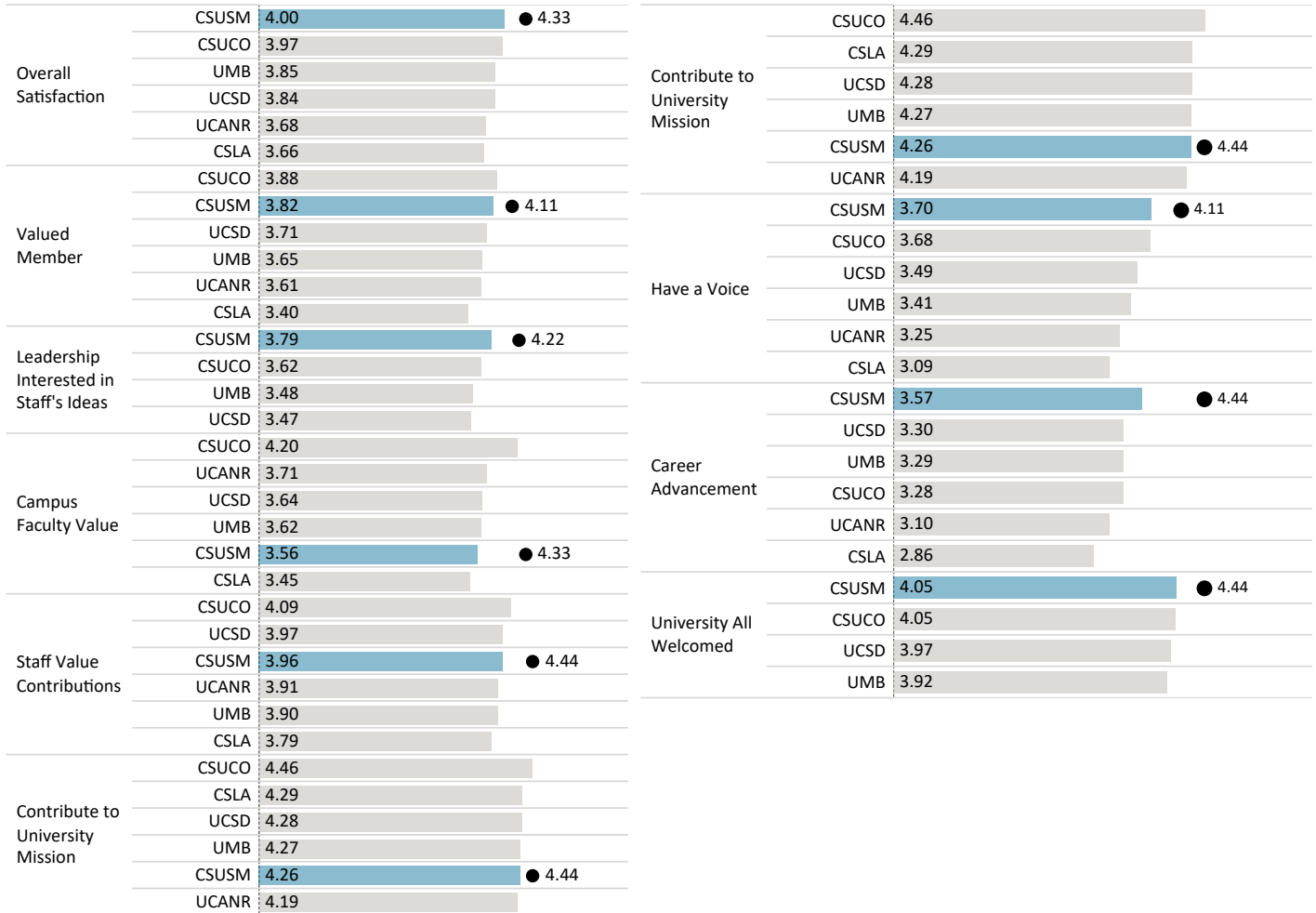
## 2022 - FAS Employee Engagement Survey

### Comparison of Energy Management & Utility Services - 52000 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).

#### ● Energy Management & Utility Services - 52000



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

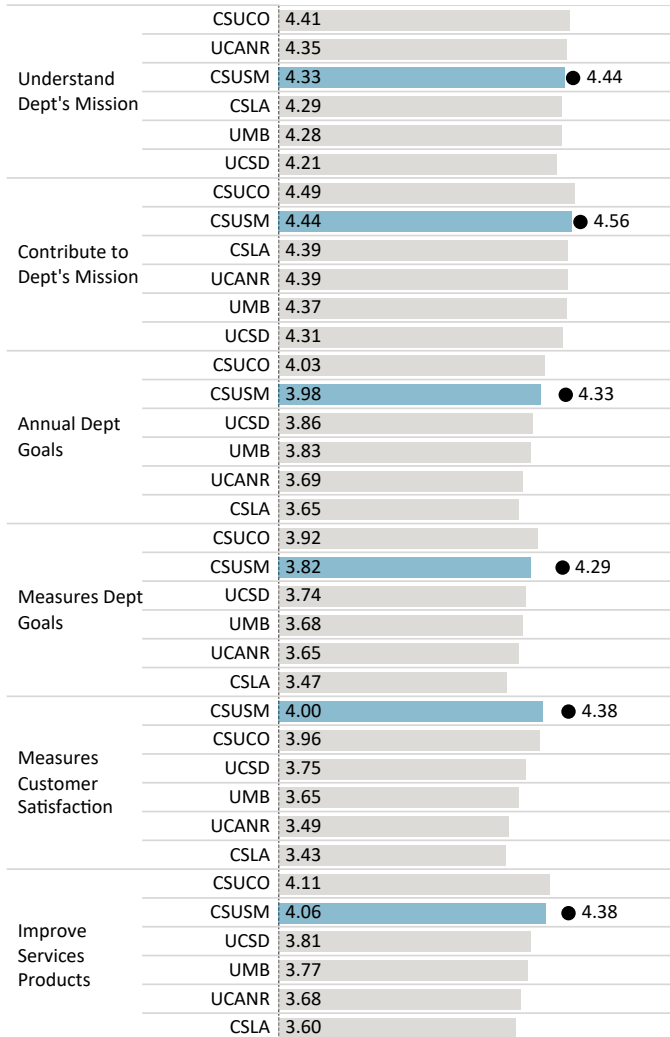
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### Comparison of Energy Management & Utility Services - 52000 to other Universities Overall

#### Department - Mission and Goals

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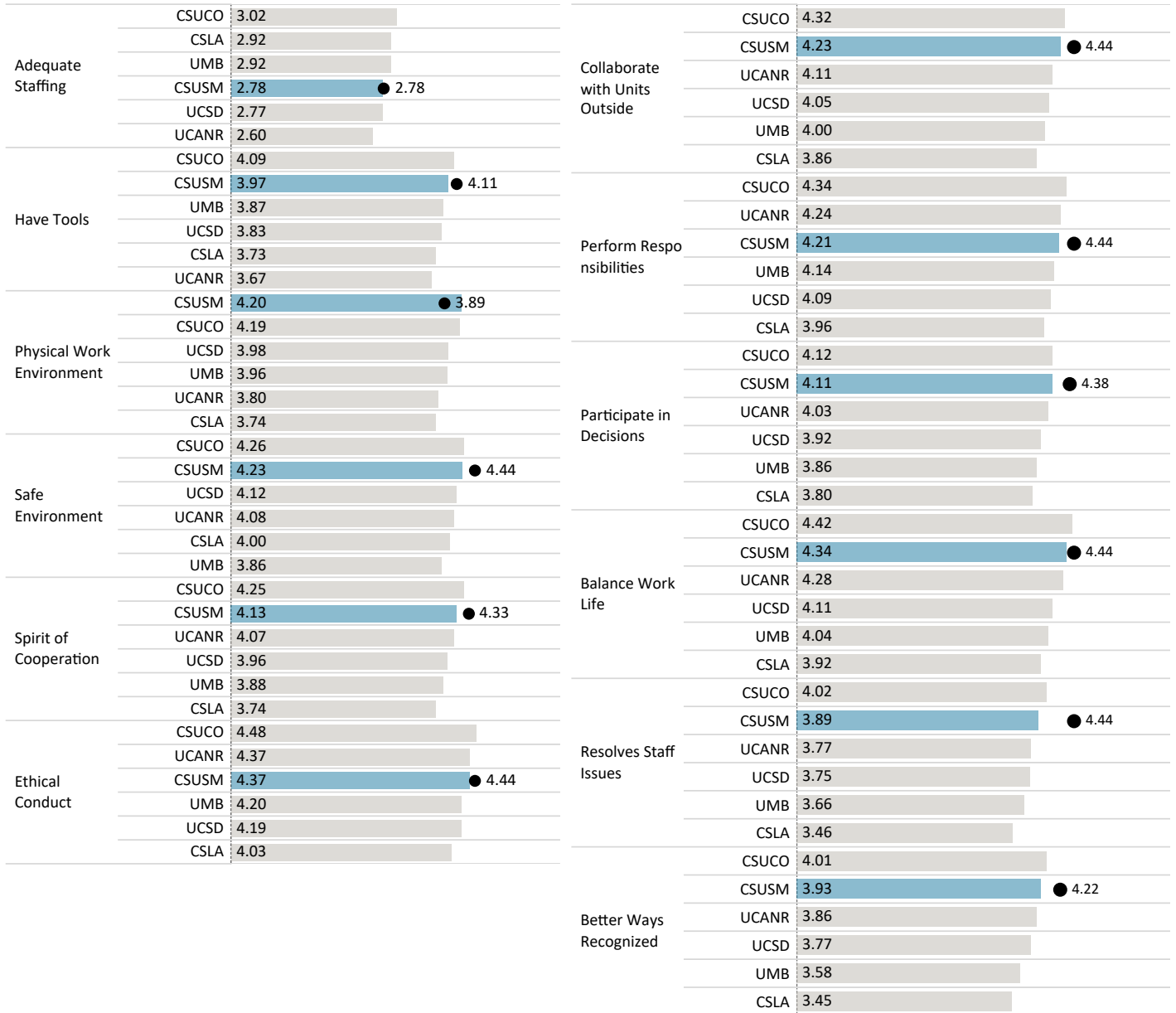
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#### Department Effectiveness

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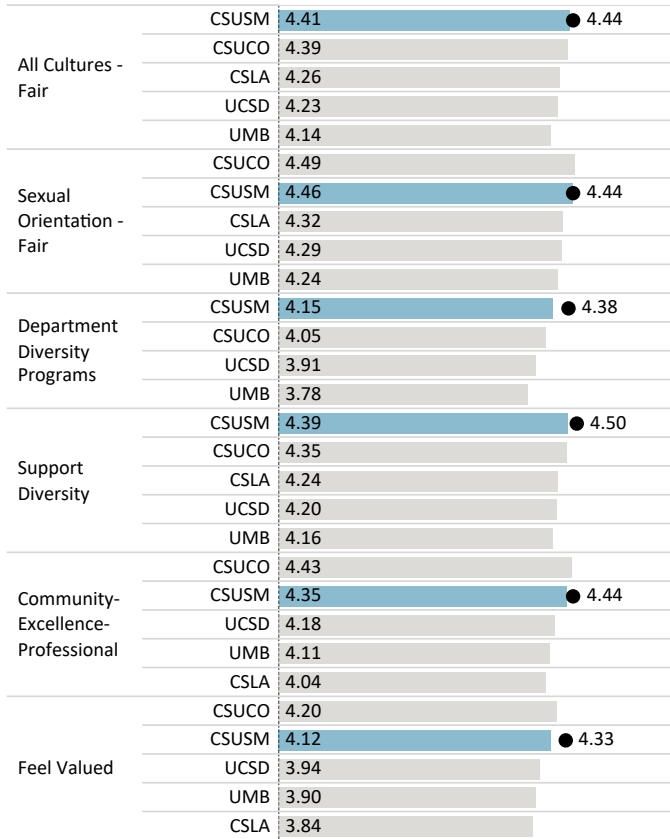
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#### Department - Diversity and Climate

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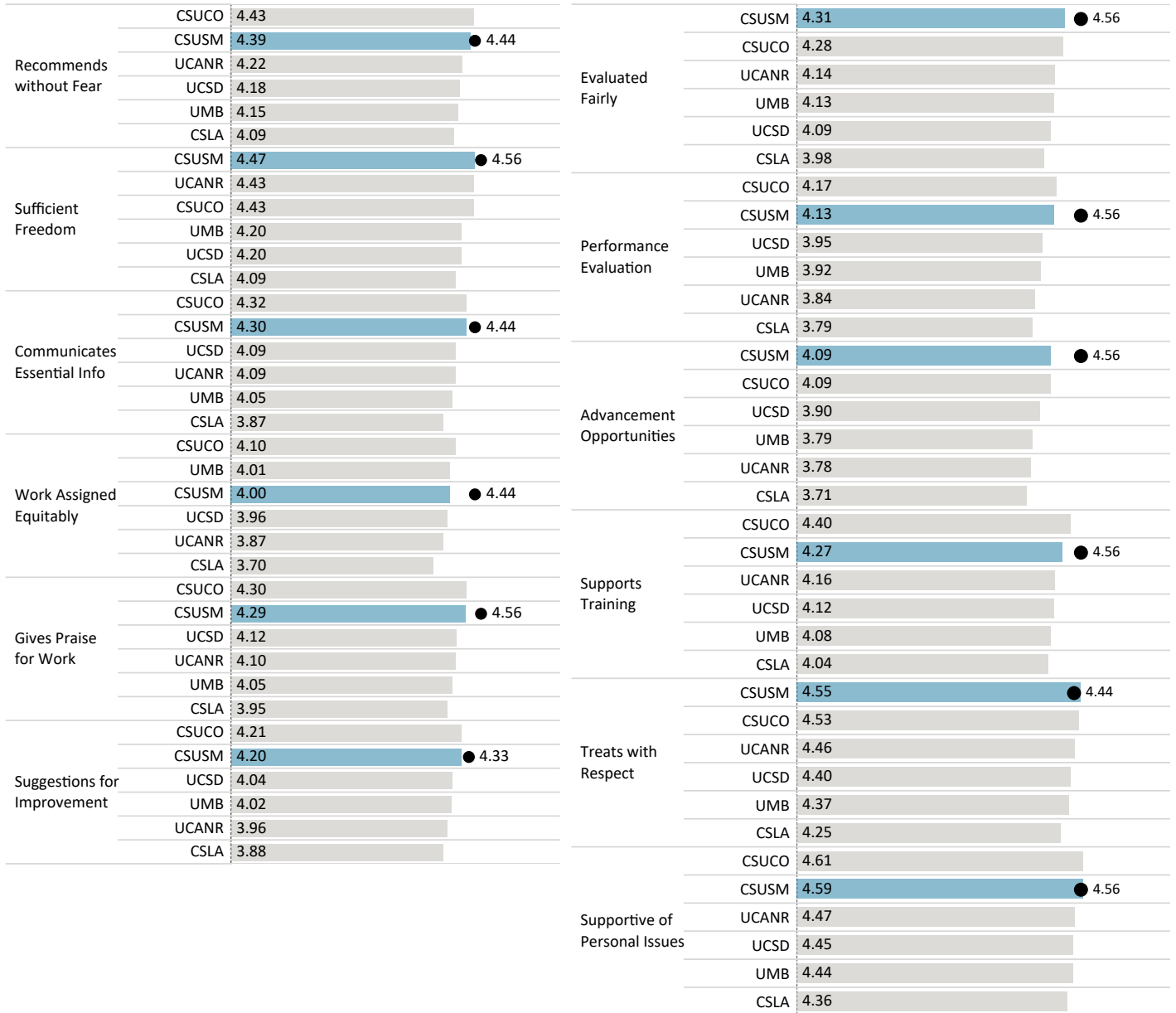
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### Comparison of Energy Management & Utility Services - 52000 to other Universities Overall

#### Supervisor Effectiveness

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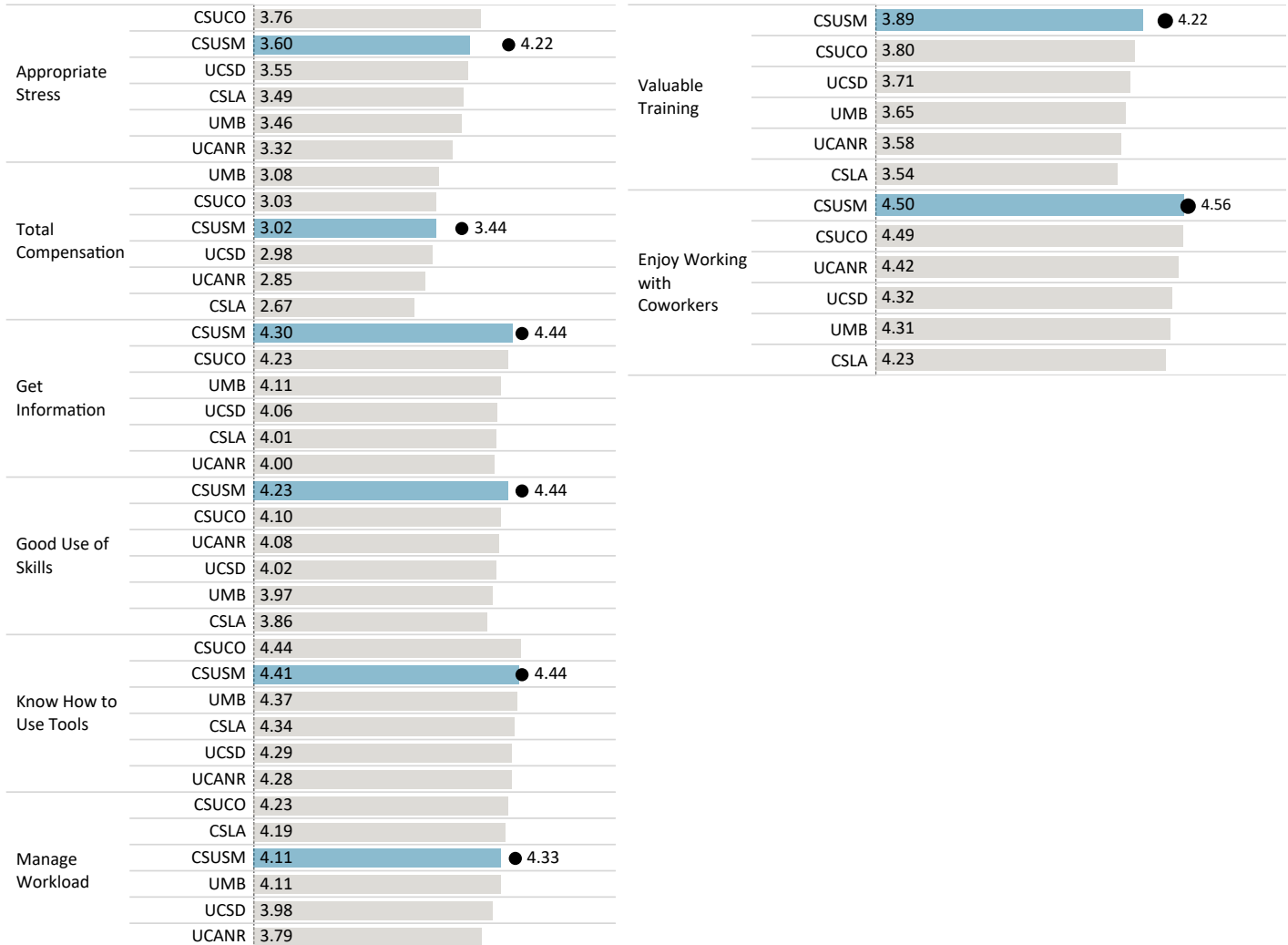
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#### Employee Effectiveness

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