



2022 - FAS Employee Engagement Survey

FDM Administration (includes AVP FDMOffice) - 53000

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>91%</p> <p>10 responses 11 invited</p>	<p>60%</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 ↑ ↓ change of .09 or more, ● less than .09
1 Collaborate Well with Supervisor	1 Adequate Staffing	1 Supportive of Personal Issues ↑
2 Treats with Respect	2 Total Compensation	2 Total Compensation ↑
3 Contributes to FAS Mission	3 Appropriate Stress	3 Adequate Staffing ↓
4 Annual Dept Goals	4 Have a Voice	4 Resolves Staff Issues ↑
5 Gives Praise for Work	5 Career Advancement	5 Gives Praise for Work ↑

LARGEST DRIVERS OF SATISFACTION	
INFLUENTIAL STRENGTHS	PRIMARY OPPORTUNITIES
Good Use of Skills	Valuable Training
Treats with Respect	Feel Valued
Collaborate with Units Outside	Advancement Opportunities
Safe Environment	Support Diversity
Measures Customer Satisfaction	Treated in a Professional Manner

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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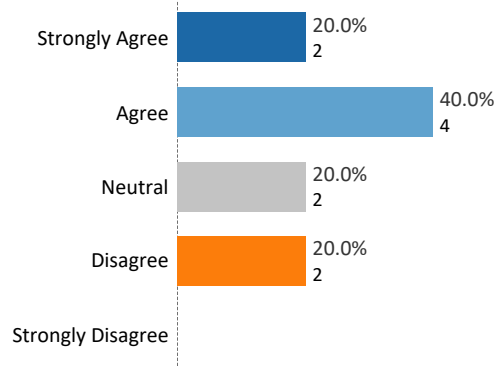
2022
10 respondents
91% of 11 invited

2021 7 respondents
70% of 10 invited
2020 6 respondents
100% of 6 invited

Overall, I am a satisfied FAS employee.

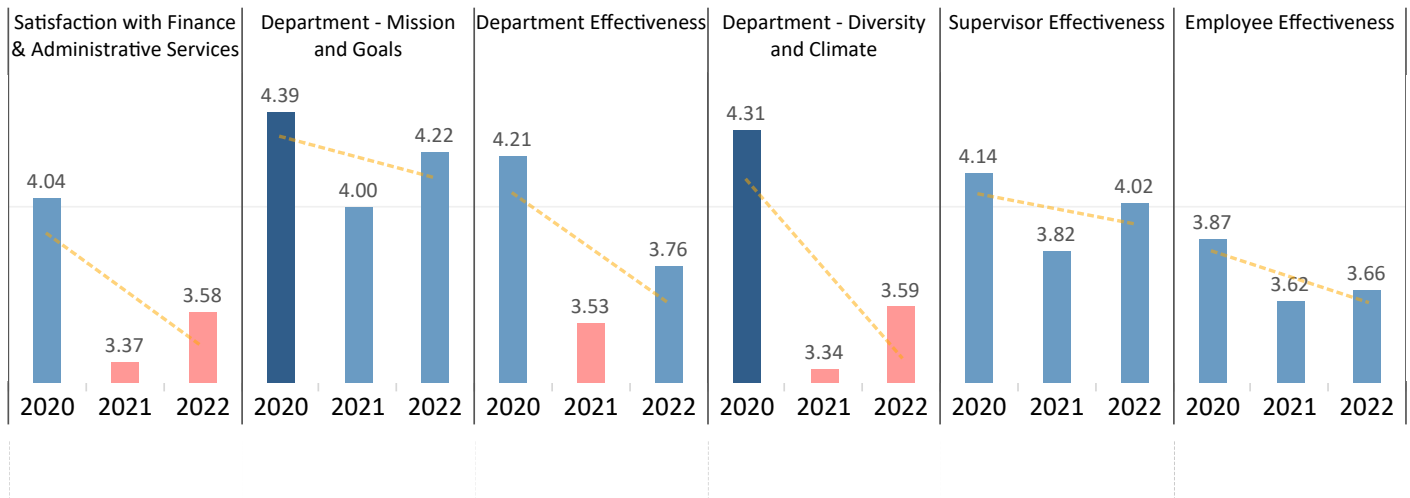
3.80 mean score for 56 questions (scale 1-5)
9 questions in the excellent range (4.3 or greater)

Strengths	Opportunities
24 Collaborate Well with Supervisor	17 Adequate Staffing
47 Treats with Respect	50 Total Compensation
13 Annual Dept Goals	49 Appropriate Stress
41 Gives Praise for Work	21 Spirit of Cooperation
48 Supportive of Personal Issues	29 Resolves Staff Issues



Mean = 3.60, Std Dev = 1.07

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..."

25 eNPS*
(50.0% - 25.0%)

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	2
	4								1	1			2
	3							1				1	2
	2	1	1										2
	1												
Total		1	1					1	1	1		3	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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● 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 ● 11 ↑ 34

Facilities Dev and Mgmt.

107 Invited (N)

80 Responded (n)

75% Response Rate

		2020	2021	2022		2022
	1 Overall Satisfaction	3.83	3.14	3.60		3.91
	2 Valued Member	4.00	3.00	3.56		3.69
	3 Leadership Interested in Staff's Ideas	4.00	3.57	3.40		3.47
	4 Faculty Value Contributions	3.80	3.50	3.38		3.88
Satisfaction with Finance & Administrative Services	5 Staff Value Contributions	4.17	3.43	4.00		3.99
	6 Understand University Mission	4.33	4.00	3.40		3.94
	7 Contributes to FAS Mission	4.33	3.71	4.44		4.29
	8 Have a Voice	3.83	2.71	3.20		3.62
	9 Career Advancement	3.33	2.86	3.30		3.60
	10 University All Welcomed	4.50	3.57	3.60		3.94
	11 Understand Dept's Mission	4.33	4.14	4.20		4.23
Department - Mission and Goals	12 Contributes to Dept's Mission	4.67	4.14	4.33		4.42
	13 Annual Dept Goals	4.50	4.14	4.40		4.04
	14 Measures Dept Goals	4.33	3.86	4.30		3.93
	15 Measures Customer Satisfaction	4.00	3.83	4.10		3.96
	16 Improve Services Products	4.50	3.86	4.00		3.93
	17 Adequate Staffing	2.17	2.86	2.30		2.74
	18 Have Tools	4.33	4.00	3.78		4.01
	19 Physical Work Environment	4.33	3.43	4.00		3.93
	20 Safe Environment	4.50	4.00	4.00		4.17
	21 Spirit of Cooperation	4.67	2.71	3.40		3.87
Department Effectiveness	22 Ethical Conduct	4.67	3.71	3.90		4.07
	23 Collaborate Well with Coworkers		4.00	4.33		4.10
	24 Collaborate Well with Supervisor		4.29	4.70		4.29
	25 Collaborate with Units Outside	4.50	3.71	4.00		4.05
	26 Perform Responsibilities	4.67	3.71	3.80		3.88
	27 Participate in Decisions	4.33	3.29	3.50		3.84
	28 Balance Work Life	4.00	3.57	3.90		4.05
	29 Resolves Staff Issues	4.17	2.86	3.40		3.79
	30 Better Ways Recognized	4.17	3.29	3.70		3.74
Department - Diversity and Climate	31 Department Diversity Programs	4.00	3.43	3.50		4.04
	32 All Cultures - Fair	4.33	3.00	3.50		4.16
	33 Sexual Orientation - Fair	4.60	3.83	3.78		4.24
	34 Support Diversity	4.17	3.29	3.60		4.18
	35 Treated in a Professional Manner	4.33	3.43	3.60		4.05
	36 Feel Valued	4.50	3.14	3.60		3.86
	37 Recommends without Fear	4.33	3.71	4.00		4.13
	38 Sufficient Freedom	4.50	4.14	4.00		4.22
	39 Communicates Essential Info	4.17	3.71	3.90		4.21
	40 Work Assigned Equitably	3.50	3.57	3.40		3.97
Supervisor Effectiveness	41 Gives Praise for Work	4.17	4.00	4.40		4.11
	42 Suggestions for Improvement	4.00	4.00	4.00		4.07
	43 Evaluated Fairly	4.33	3.86	4.20		4.17
	44 Performance Evaluation	4.00	3.71	4.00		4.06
	45 Advancement Opportunities	3.67	3.71	3.60		3.95
	46 Supports Training	4.33	3.86	3.80		4.09
	47 Treats with Respect	4.50	3.86	4.50		4.36
	48 Supportive of Personal Issues	4.17	3.71	4.40		4.34
	49 Appropriate Stress	3.50	3.14	3.20		3.54
	50 Total Compensation	2.40	2.14	2.80		2.76
Employee Effectiveness	51 Get Information	4.17	3.86	4.00		4.18
	52 Good Use of Skills	4.00	3.67	4.00		4.13
	53 Know How to Use Tools	4.50	4.43	4.20		4.34
	54 Manage Workload	4.00	4.29	3.60		4.21
	55 Valuable Training	3.67	3.57	3.60		3.92
	56 Enjoy Working with Coworkers	4.60	3.86	3.90		4.39



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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					
	6					
	7					
	8					
	9					
	10					
Department - Mission and Goals	11					
	12					
	13					
	14					
	15					
	16					
Department Effectiveness	17					
	18					
	19					
	20					
	21					
	22					
	23					
	24					
	25					
	26					
	27					
	28					
	29					
	30					
Department - Diversity and Climate	31					
	32					
	33					
	34					
	35					
	36					
Supervisor Effectiveness	37					
	38					
	39					
	40					
	41					
	42					
	43					
	44					
	45					
	46					
	47					
	48					
Employee Effectiveness	49					
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	55					
	56					
eNPS	57					

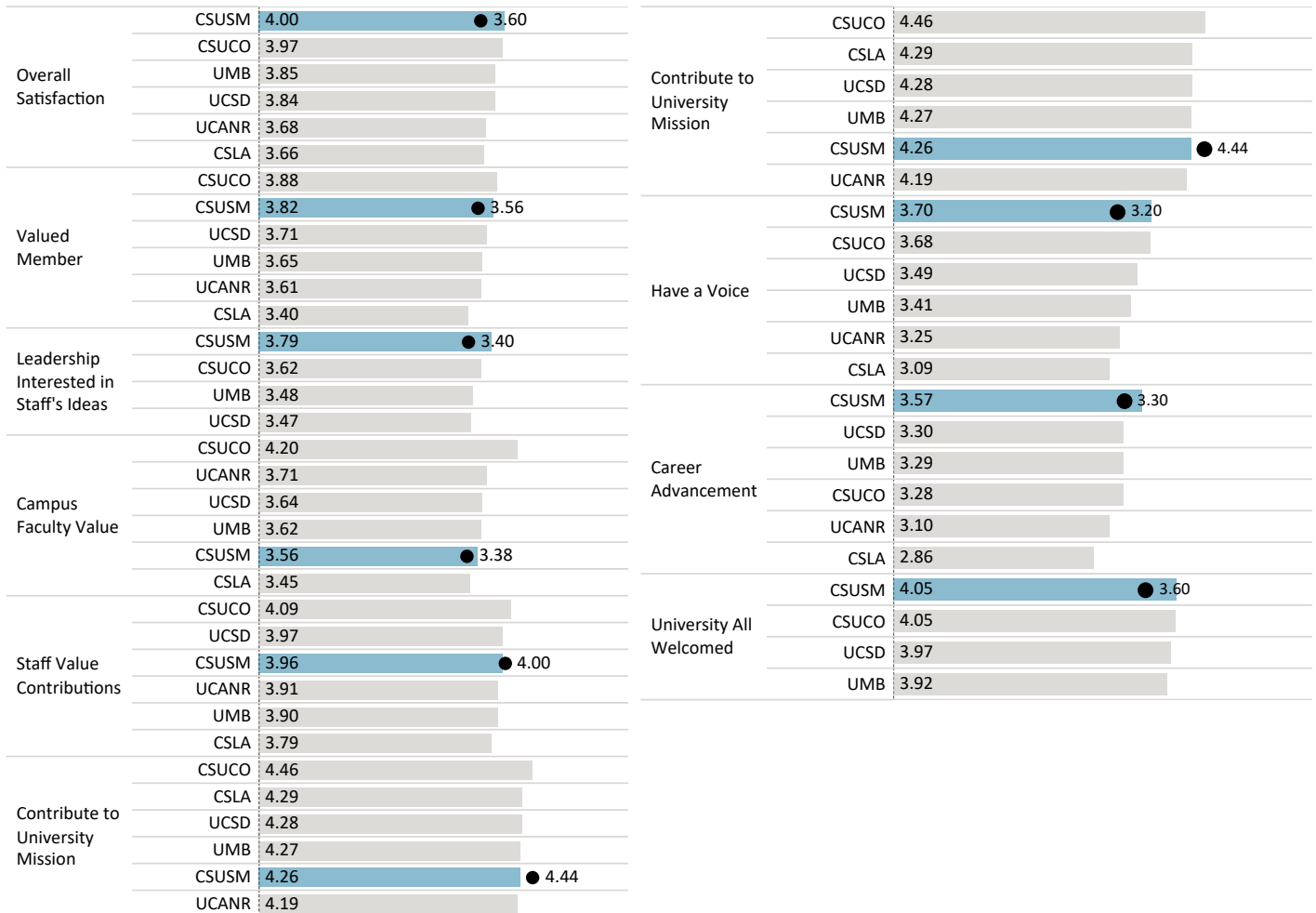
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Comparison of FDM Administration (includes AVP FDMOffice) - 53000 to other Universities Overall

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

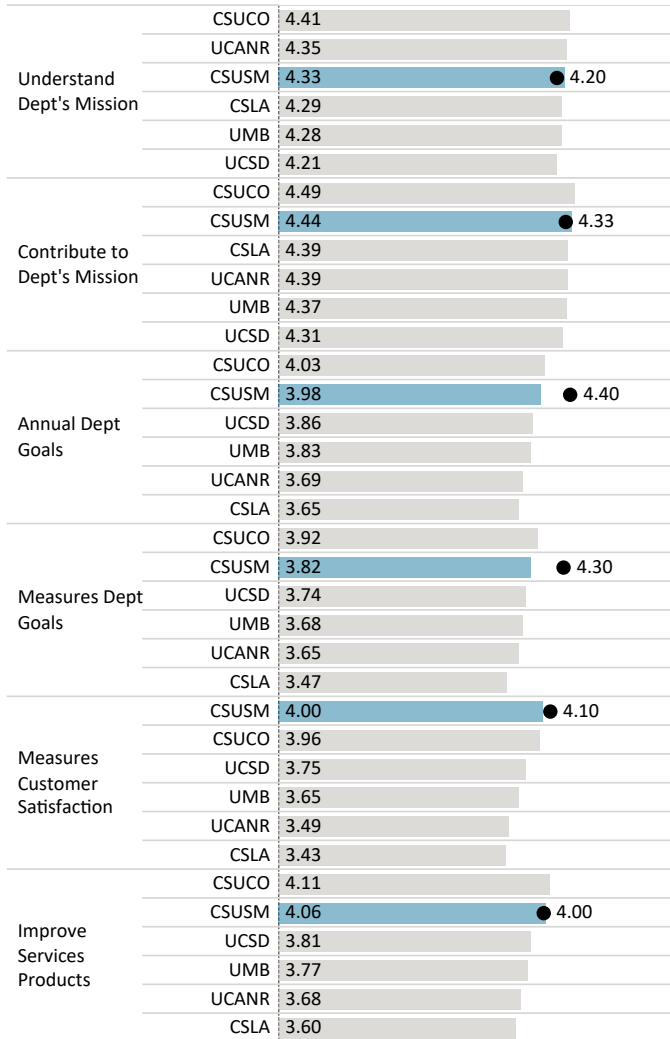
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Department - Mission and Goals

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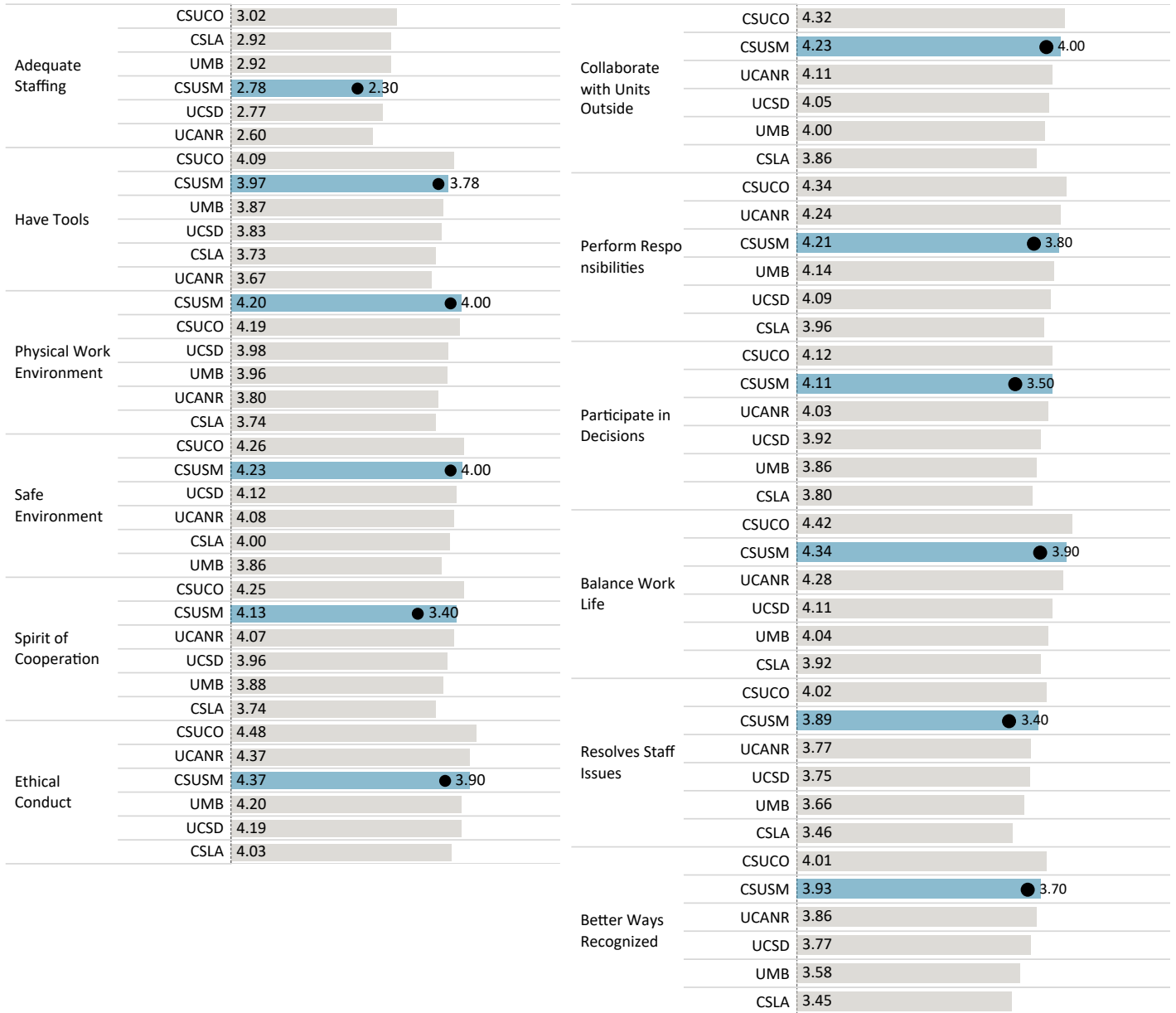
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Department Effectiveness

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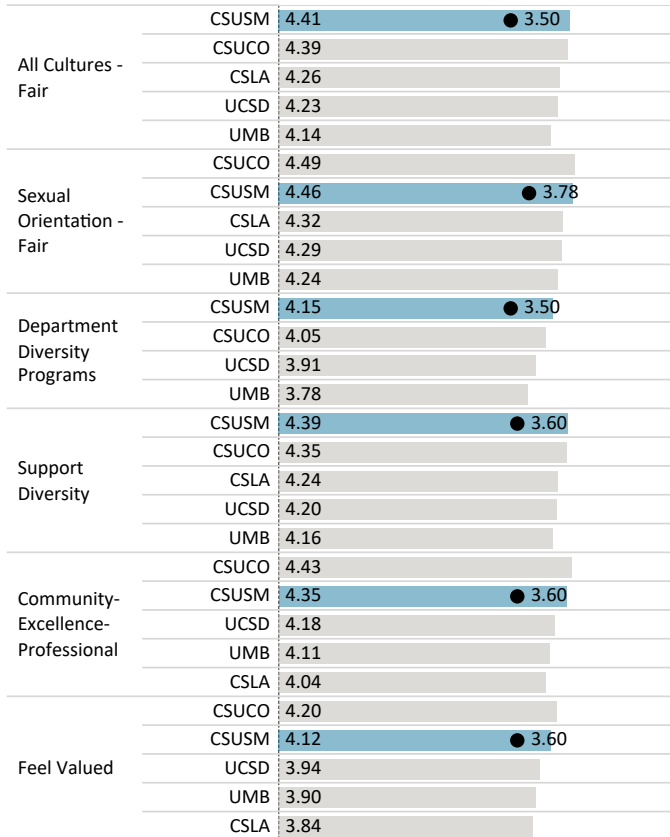
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Department - Diversity and Climate

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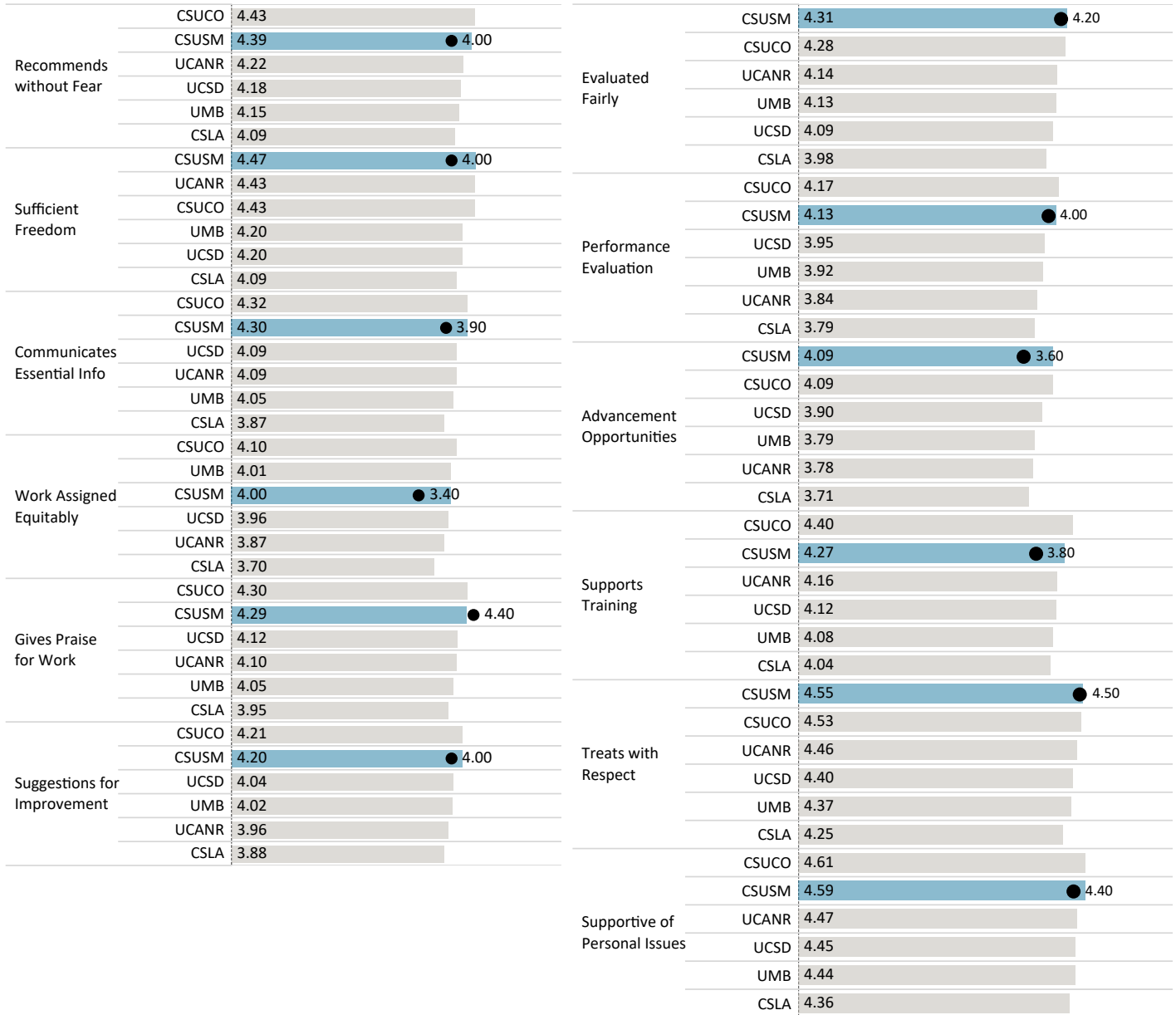
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Supervisor Effectiveness

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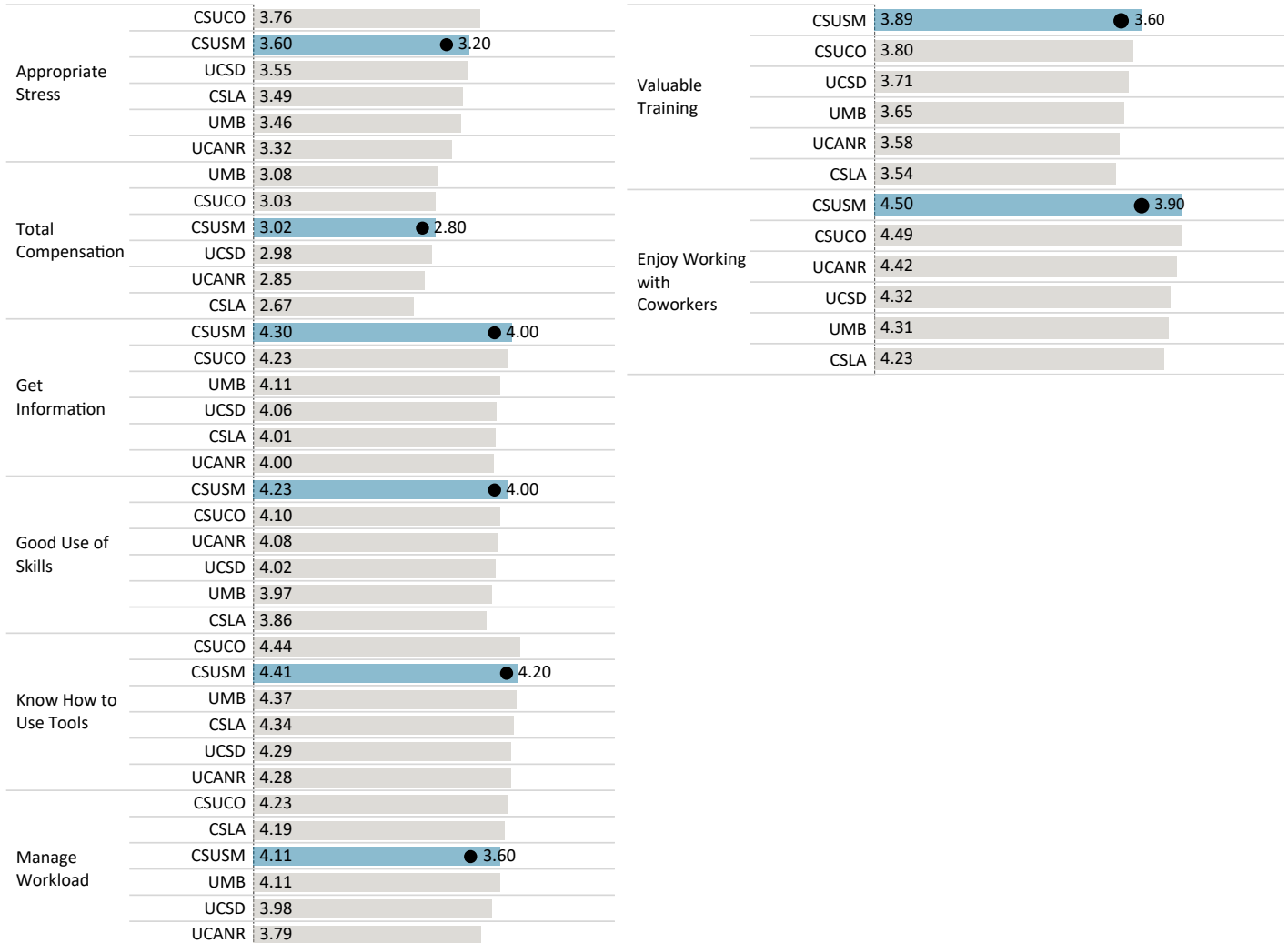
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Employee Effectiveness

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