

## **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%	<b>86%</b>	No data if your survey did not	No data if your survey did not
14 responses   14 invited	Satisfied or Extremely Satisfied	ask this question.	ask this question.

	TOP SATISFACTION SCORES	SA	LOWEST FISFACTION SCORES	1	LARGEST CHANGES IN SCORES	09
1	Sexual Orientation - Fair	1 Total Cor	npensation	1	Adequate Staffing	+
2	Sufficient Freedom	2 Faculty V	alue Contributions	2	Measures Customer Satisfaction	+
3	Supportive of Personal Issues	3 Appropri	ate Stress	3	Gives Praise for Work	+
4	Recommends without Fear	4 Adequate	e Staffing	4	Department Diversity Programs	+
5	Support Diversity	5 Manage	Workload	5	Total Compensation	+

#### LARGEST DRIVERS OF SATISFACTION

INFLUENTIAL STRENGTHS	PRIMARY OPPORTUNITIES
Treated in a Professional Manner	Performance Evaluation
Support Diversity	Evaluated Fairly
All Cultures - Fair	Resolves Staff Issues
Treats with Respect	Work Assigned Equitably
Advancement Opportunities	Suggestions for Improvement

#### **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").



Strengths

33 Sexual Orientation - Fair

48 Supportive of Personal Issues

37 Recommends without Fear

38 Sufficient Freedom

34 Support Diversity

## 2022 - FAS Employee Engagement Survey

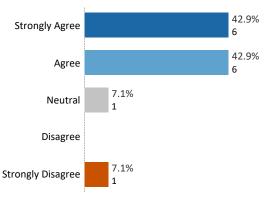
Opportunities

## Safety, Health and Sustainability - 12000

2022	2021	11 respondents 92% of 12 invited
14 respondents 100% of 14 invited	2020	11 respondents 100% of 11 invited
4.30 mean score for 56 questions (scal	e 1-5)	

29 questions in the excellent range (4.3 or greater)

#### Overall, I am a satisfied FAS employee.



Mean = 4.14, Std Dev = 1.10

#### 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)

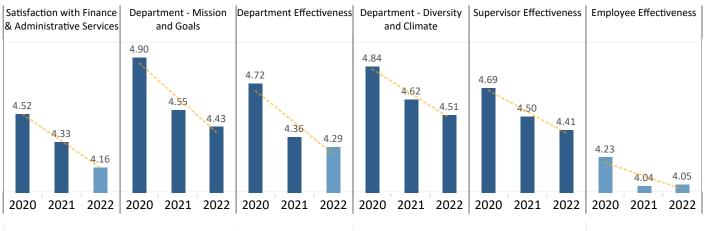
50 Total Compensation

49 Appropriate Stress

17 Adequate Staffing

29 Resolves Staff Issues

54 Manage Workload



#### **Employee Net Promoter Score (eNPS)**

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

							Likeliho	od to Reco	mmend					Total
			0	1	2	3	4	5	6	7	8	9	10	TOLAI
<b>79</b> eNPS*		5									1	2	3	6
(85.7% - 7.1%)		4								1	1	2	2	6
	Satisfied Employee	3											1	1
Delaw 10 Jaw		2												
Below 40 - Low 40 to 59 - Marginal 60 to 79 - Good		1		1										1
80 & above - Excellent	Total			1						1	2	4	6	14

#### \*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.



Safety, Health and Sustainability - 12000

### 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 FAS Admin (rounded to two decimal places)

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

**↓** 26 **●** 21 **↑** 8

29 Invited (N) 25 Responded (n) 86% Response Rate

FAS Admin

			2020	2021	2022		2022
	1	Overall Satisfaction	4.36	4.40	4.14	+	4.16
	2	Valued Member	4.55	4.36	4.31		4.35
	3	Leadership Interested in Staff's Ideas	4.36	4.50	4.36		4.36
	4	•	4.45	3.91	3.57	+	3.24
atisfaction with Finance	5	Staff Value Contributions	4.45	4.27	4.21		4.04
Administrative Services	6	Understand University Mission	4.82	4.45	4.29		4.36
	7	Contributes to FAS Mission	4.82	4.64	4.43		4.48
	8	Have a Voice	4.45	4.55	4.21		4.16
	9	Career Advancement	4.00	3.90	3.86		3.84
	10	University All Welcomed	4.80	4.36	4.21		4.24
	11	Understand Dept's Mission	4.90	4.73	4.64		4.72
	12	Contributes to Dept's Mission	4.90	4.64	4.57		4.64
epartment - Mission and	13	Annual Dept Goals	5.00	4.55	4.64	-	4.52
oals	14	Measures Dept Goals	4.90	4.27	4.15		4.25
	15	Measures Customer Satisfaction	4.80	4.55	4.14	- <b>-</b>	4.28
	16	Improve Services Products	4.90	4.55	4.43		4.52
	17	Adequate Staffing	3.70	2.91	3.71	<b>•••••</b>	3.44
		Have Tools	4.80	4.27	4.36	-	4.16
	19		4.70	4.36	4.29		4.24
	20		5.00	4.73	4.57		4.64
	21		4.89	4.45	4.43		4.56
	22	· · ·	4.90	4.64	4.43		4.56
	23	Collaborate Well with Coworkers		4.30	4.36		4.62
epartment Effectiveness		Collaborate Well with Supervisor		4.67	4.55	<b>1</b>	4.70
		Collaborate with Units Outside	5.00	4.82	4.69	<u>i</u>	4.79
		Perform Responsibilities	4.70	4.27	4.29		4.52
		Participate in Decisions	4.80	4.55	4.46		4.58
	28	•	4.70	4.64	4.14		4.44
	29		4.60	4.00	3.79		4.13
	30		4.90	4.55	4.15		4.46
	31	• •	4.44	4.33	4.07		4.32
		All Cultures - Fair	5.00	4.70	4.64		4.72
epartment - Diversity	33		5.00	4.82	4.79		4.83
nd Climate	34		5.00	4.78	4.71		4.76
	35		4.80	4.60	4.57		4.68
	36	Feel Valued	4.75	4.45	4.29		4.52
	37		4.90	4.64	4.71		4.80
		Sufficient Freedom	4.80	4.64	4.79		4.84
		Communicates Essential Info	4.50	4.45	4.29		4.56
	40	Work Assigned Equitably	4.00	3.73	3.93		4.32
	40		4.90	4.73	4.43	1 Alexandre	4.68
		Suggestions for Improvement	4.70	4.55	4.15		4.50
upervisor Effectiveness		Evaluated Fairly	4.70	4.73	4.14		4.44
		Performance Evaluation	4.25	3.67	3.93		4.20
		Advancement Opportunities	4.60	4.27	4.36		4.40
		Supports Training	4.00	4.64	4.30		4.72
		Treats with Respect		4.64 5.00	4.71		4.72
	47	•	5.00 5.00	4.82	4.64		4.80
	48		3.40	3.30	3.64		3.72
		Total Compensation					
		•	3.30	2.70	2.93		3.24 4.48
		Get Information	4.60	4.64	4.29		
mployee Effectiveness		Good Use of Skills	4.60	4.45	4.50		4.52
	53		4.80	4.73	4.57		4.60
		Manage Workload	3.90	3.91	3.79		4.00
		Valuable Training	4.40	3.80	4.15		4.21
	56	Enjoy Working with Coworkers	4.80	4.55	4.54		4.67



# **2022 - FAS Employee Engagement Survey** Safety, Health and Sustainability - 12000

		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 employed	ee.										
	2	2 I feel valued as a member of FAS.											
	3	Senior leadership in FAS are genuine	ely interested in he	earing the ideas and	opinions of staff membe	ers.							
Satisfaction with	4	Faculty members at CSUSM value m	y contributions.										
Finance &	5	Staff members at CSUSM value my contributions.											
Administrative	6	I understand the FAS mission.											
Services	7	I understand how my job performan	ice positively cont	ributes to the FAS mi	ssion.								
	8	I feel I have a voice to provide ideas	and suggestions o	on how to improve FA	S.								
	9	I am satisfied with my opportunities											
	10	FAS promotes a work environment v	where all people a	re welcomed.									
		I understand my department's mission.											
Department -		I understand how my job performan			ment's mission.								
Mission and		My department establishes annual departmental performance goals.											
Goals		My department routinely measures departmental performance goal achievements. My department routinely measures customer satisfaction with services and products delivered											
	15	My department routinely measures customer satisfaction with services and products delivered.											
		My department routinely takes action to improve services and products based on customer feedback.											
			Ay department has adequate staffing to handle our workload.										
		have the tools (i.e., equipment and technology) needed to perform my work.											
		My physical work environment (e.g., office, cubicle) is adequate for the job that I do.											
		feel physically safe while I am working onsite. (Check N/A if you worked entirely off-site during the last 12 months)											
			There is a spirit of cooperation within my department.										
		Most people in my department conduct themselves in an ethical manner.											
Department	23	While working remotely, I have been able to collaborate well with co-workers as needed.											
Effectiveness	24	While working remotely, I have been able to collaborate well with my supervisor as needed. People in my department are encouraged to work collaboratively with departments outside of my immediate area.											
	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												
	28					e.							
	29 30	My department effectively resolves People in my department are recognised and the recognised of the re											
		I am satisfied with the diversity relat			-								
		People of all ethnic groups, cultures											
Department -		People of all sexual orientations are	-		iny department.								
Diversity and		My department actively supports a											
Climate		My department provides an environ			rofessional manner.								
		I feel valued by my department.		, one is created in a p									
		I can make recommendations to my	supervisor withou	ut fear of negative co	nsequences.								
		, I have sufficient freedom to decide h	•	•	·								
	39	My supervisor communicates essent	tial information or	n a timely basis.									
	40	Work is assigned equitably in my de	partment.										
	41	My supervisor gives me praise for m	y work.										
Supervisor	42	My supervisor gives me useful sugge	estions for improve	ement.									
Effectiveness	43	My performance is evaluated fairly.											
	44	My last performance evaluation pro	vided me with info	ormation I could use	to improve my perform	ance.							
	45	My supervisor gives me opportunitie	es that support my	y career advancemen	t.								
	46	My supervisor actively supports my	participation in tra	aining and education	programs related to my	job responsibilities.							
	47	My supervisor treats me with respec	ct.										
	48	My supervisor is supportive when pe	ersonal issues arise	e.									
	49	I feel that the amount of stress asso	ciated with my job	o is appropriate for m	y position.								
	50	I am satisfied with my total compension	sation, including s	alary and benefits.									
	51	I know how to get the information I	need to be effecti	ve in my job.									
Employee	52	My job makes good use of my skills	and abilities.										
Effectiveness	53	I know how to use the tools that I have	ave (i.e., equipmer	nt and technology) to	do my work.								
	54	1 am able to manage my work load effectively.											
	55	5 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 recor	nmend working in	the Finance & Admin	nistrative Services (FAS)	Division?							

Comparison of Safety, Health and Sustainability - 12000 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).

#### • Safety, Health and Sustainability - 12000

	CSUSM	4.00	• 4.14		CSUCO	4.46	
	CSUCO	3.97			CSLA		
Overall	UMB			Contribute to	UCSD		
Satisfaction	UCSD	3.84		University	UMB		
	UCANR			Mission			
	CSLA				CSUSM		• 4.43
	CSUCO				UCANR	4.19	
	CSUSM		• 4.31		CSUSM	3.70	• 4.21
Valued	UCSD	1			CSUCO	3.68	
Member	UMB				UCSD		
	UCANR			Have a Voice —	UMB		
	CSLA						
Leadership	CSUSM		• 4.36		UCANR		
Interested in	CSUCO				CSLA	3.09	
Staff's Ideas	UMB				CSUSM	3.57	• 3.86
	UCSD	1		Career Advancement	UCSD	3.30	
	CSUCO				UMB	3.29	
	UCANR	i .			CSUCO	3.28	
Campus Faculty Value	UCSD				UCANR		
	UMB CSUSM		• 3.57				
	CSLA		• 5.57		CSLA		
	CSUCO				CSUSM		• 4.21
	UCSD			University All	CSUCO	4.05	
Staff Value	CSUSM		• 4.21	Welcomed	UCSD	3.97	
Contributions	UCANR		4.21		UMB	3.92	
	UMB						
	CSLA						
	CSUCO						
	CSLA						
Contribute to	UCSD	1					
University Mission	UMB						
111351011	CSUSM	4.26	● 4.43				
	UCANR	4.19					

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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

Comparison of Safety, Health and Sustainability - 12000 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).

#### • Safety, Health and Sustainability - 12000

	CSUCO	4.41	
	UCANR	4.35	
Understand	CSUSM	4.33	• 4.64
Dept's Mission	CSLA	4.29	
	UMB	4.28	
	UCSD	4.21	
	CSUCO	4.49	
	CSUSM	4.44	• 4.57
Contribute to	CSLA	4.39	
Dept's Mission	UCANR	4.39	
	UMB	4.37	
	UCSD	4.31	
	CSUCO	4.03	
	CSUSM	3.98	• 4.64
Annual Dept	UCSD	3.86	
Goals	UMB	3.83	
	UCANR	3.69	
	CSLA	3.65	
	CSUCO	3.92	
	CSUSM	3.82	• 4.15
Measures Dept	UCSD	3.74	
Goals	UMB	3.68	
	UCANR	3.65	
	CSLA	3.47	
	CSUSM	4.00	• 4.14
Maaauraa	CSUCO	3.96	
Measures Customer	UCSD	3.75	
Satisfaction	UMB	3.65	
	UCANR	3.49	
	CSLA		
	CSUCO	4.11	
	CSUSM	4.06	• 4.43
Improve Services	UCSD	3.81	
Products	UMB	3.77	
	UCANR		
	CSLA	3.60	

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Comparison of Safety, Health and Sustainability - 12000 to other Universities Overall

#### **Department Effectiveness**

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#### • Safety, Health and Sustainability - 12000

	CSUCO	3.02			CSUCO	4.32	
	CSLA				CSUSM	1	• 4.69
Adequate	UMB			Collaborate			4.09
Staffing	CSUSM	2.78	• 3.71	with Units	UCANR		
	UCSD	2.77		Outside	UCSD		
	UCANR	2.60			UMB	4.00	
	CSUCO	4.09			CSLA	3.86	
	CSUSM	3.97	• 4.36		CSUCO	4.34	
Have Tools	UMB	1			UCANR	4.24	
	UCSD	1		Perform Respo	CSUSM	1	• 4.29
	CSLA			nsibilities		4.14	
	UCANR					1	
	CSUSM		• 4.29		UCSD	1	
	CSUCO					3.96	
Physical Work	UCSD				CSUCO	4.12	
Environment	UMB				CSUSM	4.11	• 4.46
	UCANR CSLA			Participate in	UCANR	4.03	
	CSUCO	i		Decisions	UCSD	3.92	
	CSUSM		• 4.57			3.86	
Safe	UCSD	1	4.57			3.80	
Environment	UCANR					1	
	CSLA				CSUCO		
	UMB				CSUSM		• 4.14
	CSUCO	4.25		Balance Work	UCANR	4.28	
	CSUSM	4.13	• 4.43	Life	UCSD	4.11	
Spirit of	UCANR	4.07			UMB	4.04	
Cooperation	UCSD	3.96			CSLA	3.92	
	UMB	3.88			CSUCO		
	CSLA	3.74			CSUSM	1	• 3.79
	CSUCO					1	5.75
	UCANR	1		Resolves Staff	UCANR		
Ethical	CSUSM		• 4.43	Issues	UCSD		
Conduct	UMB	1			UMB		
	UCSD	{			CSLA	3.46	
	CSLA	4.03			CSUCO	4.01	
					CSUSM	3.93	• 4.15
				Better Ways	UCANR		
				Recognized	UCSD	1	
				-		3.58	
						3.45	
					CSLA	5.45	

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Comparison of Safety, Health and Sustainability - 12000 to other Universities Overall

#### **Department - Diversity and Climate**

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).

#### • Safety, Health and Sustainability - 12000

	CSUSM	4.41	• 4.64
All Cultures	CSUCO	4.39	
Fair –	CSLA	4.26	
T dil	UCSD	4.23	
	UMB	4.14	
	CSUCO	4.49	
Sexual	CSUSM	4.46	• 4.79
Orientation -	CSLA	4.32	
Fair	UCSD	4.29	
	UMB	4.24	
	CSUSM	4.15	• 4.07
Department	CSUCO	4.05	
Diversity Programs	UCSD	3.91	
	UMB	3.78	
	CSUSM	4.39	• 4.71
Cupport	CSUCO	4.35	
Support — Diversity —	CSLA	4.24	
Diversity	UCSD	4.20	
	UMB	4.16	
	CSUCO	4.43	
Community-	CSUSM	4.35	• 4.57
Excellence-	UCSD	4.18	
Professional	UMB	4.11	
	CSLA	4.04	
	CSUCO	4.20	
	CSUSM	4.12	• 4.29
Feel Valued	UCSD	3.94	
	UMB	3.90	
	CSLA	3.84	

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Comparison of Safety, Health and Sustainability - 12000 to other Universities Overall

#### Supervisor Effectiveness

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#### • Safety, Health and Sustainability - 12000

	CSUCO	4 43			CSUSM	1 21	• 4.14
	CSUSM		● 4.71				4.14
Recommends	UCANR		• 1.71		CSUCO		
without Fear	UCSD	1		Evaluated	UCANR		
	UMB	1		Fairly	UMB	4.13	
	CSLA	1			UCSD	4.09	
	CSUSM	4.47	• 4.79		CSLA	3.98	
	UCANR	4.43			CSUCO	4.17	
Sufficient	CSUCO	4.43			CSUSM	4.13	<b>3</b> .93
Freedom	UMB	4.20		Dorformonoo	UCSD		
	UCSD	1		Performance			
	CSLA					3.92	
	CSUCO	1			UCANR		
	CSUSM		• 4.29			3.79	
Communicates	UCSD	1			CSUSM	4.09	• 4.36
Essential Info	UCANR				CSUCO	4.09	
				Advancement	UCSD	1	
	CSLA	1		Opportunities		3.79	
	CSUCO UMB	1			UCANR	1	
Work Assigned	CSUSM	1	• 3.93			3.71	
Equitably	UCSD		5.55				
	UCANR	1			CSUCO	1	
	CSLA				CSUSM		• 4.71
	CSUCO	1		Supports	UCANR	4.16	
	CSUSM	1	• 4.43	Training	UCSD	4.12	
Gives Praise	UCSD	4.12			UMB	4.08	
for Work	UCANR	4.10			CSLA	4.04	
	UMB	4.05			CSUSM		• 4.64
	CSLA	3.95			CSUCO		
	CSUCO	4.21					
	CSUSM	4.20	• 4.15	Treats with	UCANR		
Suggestions for	UCSD	4.04		Respect	UCSD		
Improvement	UMB	1			UMB	4.37	
	UCANR	{			CSLA	4.25	
	CSLA	3.88		Supportive of	CSUCO	4.61	
					CSUSM		• 4.79
					UCANR		
				Personal Issues	UCSD		
						4.44	
					CSLA	4.36	

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

Comparison of Safety, Health and Sustainability - 12000 to other Universities Overall

#### **Employee Effectiveness**

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).

#### • Safety, Health and Sustainability - 12000

	CCU CO	2.70					2.00	
Appropriate Stress		0 3.76			CSUSM		• 4.15	
	CSUSM UCSD		• 3.64			CSUCO		
				Valuable	UCSD	3.71		
	CSLA			Training	UMB	3.65		
	UMB				UCANR			
	UCANR							
Total Compensation	UMB					CSLA		
	CSUCO	1	<b>2</b> .93			CSUSM		• 4.54
	CSUSM					CSUCO	4.49	
	UCSD				Enjoy Working with Coworkers	UCANR	4.42	
	UCANR	1				UCSD	4.32	
Get Information	CSLA			• 4 20		UMB		
	CSUSM CSUCO			• 4.29				
	UMB					CSLA	4.23	
	UCSD							
	CSLA							
	UCANR	1						
Good Use of Skills	CSUSM			• 4.50				
	CSUCO			4.50				
	UCANR							
	UCSD							
	UMB							
	CSLA							
Know How to Use Tools	CSUCO							
	CSUSM			● 4.57				
	UMB							
	CSLA							
	UCSD							
	UCANR							
Manage Workload	CSUCO	1						
	CSLA							
	CSUSM	4.11	•	3.79				
	UMB							
	UCSD	3.98						
	UCANR	1						

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