#### **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
63% 5 responses   8 invited	40% 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  ↑	09
1	Collaborate Well with Coworkers	1	Adequate Staffing	1	Adequate Staffing	+
2	Collaborate Well with Supervisor	2	Faculty Value Contributions	2	Leadership Interested in Staff's Ideas	•
3	Collaborate with Units Outside	3	Appropriate Stress	3	Work Assigned Equitably	•
4	Gives Praise for Work	4	Have Tools	4	Total Compensation	+
5	Suggestions for Improvement	5	Total Compensation	5	Measures Customer Satisfaction	•

LARGEST DRIVERS OF SATISFACTION								
INFLUENTIAL STRENGTHS PRIMARY OPPORTUNITIES								
Communicates Essential Info	Adequate Staffing							
Evaluated Fairly	Appropriate Stress							
Recommends without Fear	Have Tools							
Sufficient Freedom	Total Compensation							
Work Assigned Equitably	Manage Workload							

# **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 Triton/ytics™ Organizational Assessments and Strategy, UC San Diego



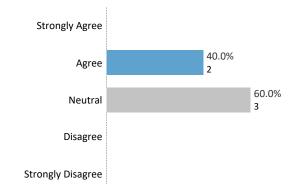
# Procurement and Contracts - 42000

2022 5 respondents 63% of 8 invited

2 respondents \*2021 29% of 7 invited 7 respondents 2020

78% of 9 invited

Overall, I am a satisfied FAS employee.



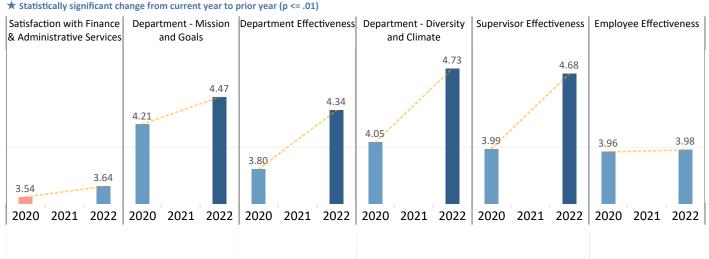
Mean = 3.40, Std Dev = 0.55

37 questions in the excellent range (4.3 or greater)

Strengths	Opportunities
23 Collaborate Well with Coworkers	17 Adequate Staffing
24 Collaborate Well with Supervisor	49 Appropriate Stress
25 Collaborate with Units Outside	18 Have Tools
41 Gives Praise for Work	50 Total Compensation
42 Suggestions for Improvement	54 Manage Workload

<sup>\*</sup> Data is included only for years with 5 or more respondents

Dimension Mean Score Trending Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent



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

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

40 eNPS\* (40.0% - 0.0%)

Below 40 - Low 40 to 59 - Marginal 60 to 79 - Good 80 & above - Excellent

						Likeliho	od to Reco	mmend					Total
		0	1	2	3	4	5	6	7	8	9	10	Total
	5												
	4										1	1	2
Satisfied Employee	3			1			1			1			3
	2												
	1												
Total				1			1			1	1	1	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.

<sup>4.29</sup> mean score for 56 questions (scale 1-5)

Procurement and Contracts - 42000

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 **6** 

**4** 27

29 Invited (N) **22** 25 Responded (n) 86% Response Rate

**FAS Admin** 

	ars with 5 or more respondents	2020	2022		2022
	1 Overall Satisfaction	3.86	3.40		4.16
	2 Valued Member	3.43			4.35
	3 Leadership Interested in Staff's Ideas	3.57	4.00		4.36
	4 Faculty Value Contributions	2.86	2.40		3.24
Satisfaction with Finance	5 Staff Value Contributions	3.71	3.60	1	4.04
& Administrative Services	6 Understand University Mission	4.14	4.20	<u> </u>	4.36
	7 Contributes to FAS Mission	4.14	4.40	<b> </b>	4.48
	8 Have a Voice	3.57	3.40	<u> </u>	4.16
	9 Career Advancement	2.71	3.20	<b>——</b>	3.84
	10 University All Welcomed	3.71	3.80		4.24
	11 Understand Dept's Mission	4.43	4.80	•	4.72
	12 Contributes to Dept's Mission	4.43	4.80	<u> </u>	4.64
Department - Mission and	13 Annual Dept Goals	4.29	4.20	•	4.52
Goals	14 Measures Dept Goals	4.00	4.00	<b>↓</b>	4.25
	15 Measures Customer Satisfaction	4.00	4.40	<b>—</b>	4.28
	16 Improve Services Products	4.14	4.60		4.52
	17 Adequate Staffing	2.14	1.80	<b>*</b>	3.44
	18 Have Tools	3.29	3.00		4.16
	19 Physical Work Environment	3.71	4.00		4.24
	20 Safe Environment	4.00	4.67	<u>*</u>	4.64
	21 Spirit of Cooperation	4.29	4.60	<u></u>	4.56
	22 Ethical Conduct	4.43	4.60	-	4.56
Department Effectiveness	23 Collaborate Well with Coworkers		5.00		4.62
	25 Collaborate with Units Outside	4.43	5.00		4.70
	26 Perform Responsibilities	4.00	4.80	-	4.79
	27 Participate in Decisions	3.71	4.60	1	4.52
	28 Balance Work Life	3.86	4.60	<u> </u>	4.58
	29 Resolves Staff Issues	4.00	4.60		4.44
-	30 Better Ways Recognized	3.71	4.80	<u> </u>	4.13
	31 Department Diversity Programs	3.71	4.40		4.46
-	32 All Cultures - Fair	3.86	4.80	<u>.*</u>	4.32
Department - Diversity	33 Sexual Orientation - Fair	4.43	4.80	*	4.72
and Climate	34 Support Diversity	4.14	4.80	*	4.83
-	35 Treated in a Professional Manner	4.29	4.80	*	4.76
-	36 Feel Valued	3.86	4.80		4.68
	37 Recommends without Fear	4.14	4.80	*	4.52
-	38 Sufficient Freedom	4.43	4.80	*	4.80 4.84
-	39 Communicates Essential Info	4.43	4.80	<u> </u>	4.84
-	40 Work Assigned Equitably	3.86	4.80	<b>*</b>	4.32
-	41 Gives Praise for Work	4.14	5.00		4.68
	42 Suggestions for Improvement	4.00	5.00		4.50
Supervisor Effectiveness	43 Evaluated Fairly	3.71	4.80		4.44
-	44 Performance Evaluation	3.57	4.60		4.20
-	45 Advancement Opportunities	3.29	4.00		4.40
-	46 Supports Training	3.57	4.40		4.72
-	47 Treats with Respect	4.29	4.60		4.72
-	48 Supportive of Personal Issues	4.43	4.60	<u> </u>	4.80
	49 Appropriate Stress	3.17	2.60		3.72
-	50 Total Compensation	3.17	3.00		3.72
-	51 Get Information	4.33	4.60		4.48
-	52 Good Use of Skills	4.17	4.60	<u>I</u>	4.52
Employee Effectiveness	53 Know How to Use Tools	4.33	4.60		4.60
	54 Manage Workload	4.00	3.60		4.00
	55 Valuable Training	4.00	4.00	_	4.21
-	56 Enjoy Working with Coworkers	4.50	4.80		4.67



# Procurement and Contracts - 42000

		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		S. Select 19, v. II tels list applicable	5	4	3	2	1	
	1	Overall, I am a satisfied FAS employe	ee.					
	2	I feel valued as a member of FAS.						
	3	Senior leadership in FAS are genuine	ly interested in h	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 c	ontributions.					
Administrative	6	I understand the FAS mission.						
Services	7	I understand how my job performan	ce positively con	tributes to the FAS m	ssion.			
		I feel I have a voice to provide ideas						
	9	I am satisfied with my opportunities	for career advan	cement at CSUSM.				
	10	FAS promotes a work environment v	where all people	are welcomed.				
	11	I understand my department's mission	on.					
	12	I understand how my job performan	ce positively con	tributes to my depart	ment's mission.			
Department -	13	My department establishes annual d	lepartmental per	formance goals.				
Mission and	14	My department routinely measures	departmental pe	rformance goal achie	vements.			
Goals		My department routinely measures						
	16	My department routinely takes action	n to improve ser	vices and products ba	sed on customer feedb	ack.		
		My department has adequate staffin						
		I have the tools (i.e., equipment and	-		ork.			
	19	My physical work environment (e.g.,	077					
		I feel physically safe while I am work				ne last 12 months)		
		There is a spirit of cooperation withi			,	,		
		Most people in my department cond						
Department	23				ers as needed.			
Effectiveness	24	While working remotely, I have been						
	25	People in my department are encour				/ immediate area.		
	26	Most people in my department perfe	-		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
		I have the opportunity to participate	•		ork.			
	28	My department creates a flexible en	_			fe.		
	29	My department effectively resolves						
	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	_		, ,			
Diversity and		My department actively supports a c	•					
Climate	35				rofessional manner.			
		I feel valued by my department.		,				
		I can make recommendations to my	supervisor witho	out fear of negative co	nsequences.			
			•	J				
		My supervisor communicates essent	•	•				
	40	Work is assigned equitably in my dep		,				
		My supervisor gives me praise for m						
Supervisor		My supervisor gives me useful sugge		/ement				
Effectiveness		My performance is evaluated fairly.	stions for impro-	vernent.				
		My last performance evaluation prov	vided me with in	formation Loculd use	to improve my perform	ance		
		My supervisor gives me opportunitie				idilee.		
		My supervisor actively supports my	• •	•		v inh responsibilities		
		My supervisor treats me with respec		anning and cadeation	programs related to m	y job responsionities.		
		My supervisor is supportive when pe		Se.				
		I feel that the amount of stress associ			ny nosition			
	75	I am satisfied with my total compens			., 200.0011.			
	50		acion, including					
		I know how to get the information !	need to be affect	ive in my ich				
Employee	51	I know how to get the information I		ive in my job.				
Employee Effectiveness	51 52	My job makes good use of my skills a	and abilities.		n da my wark			
Employee Effectiveness	51 52 53	My job makes good use of my skills a I know how to use the tools that I ha	and abilities. ve (i.e., equipme		o do my work.			
	51 52 53 54	My job makes good use of my skills a I know how to use the tools that I ha I am able to manage my work load e	and abilities. ve (i.e., equipme ffectively.	ent and technology) to				
	51 52 53 54 55	My job makes good use of my skills a I know how to use the tools that I ha	and abilities. ve (i.e., equipme ffectively.	ent and technology) to				

# Comparison of Procurement and Contracts - 42000 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).

#### Procurement and Contracts - 42000

	CSUSM	4.00	<b>●</b> 3.40		CSUCO	4.46		
	CSUCO	3.97			CSLA	4.29		
Overall	UMB			Contribute to	UCSD	4.28		
Satisfaction	UCSD			University	UMB			
	UCANR			Mission	CSUSM			<b>A</b> 4 40
	CSLA							• 4.40
	CSUCO				UCANR			
	CSUSM		● 3.75		CSUSM		● 3.4	0
Valued	UCSD				CSUCO	3.68		
Member	UMB				UCSD	3.49		
	UCANR CSLA			Have a Voice	UMB	3.41		
	CSUSM		● 4.00		UCANR			
Leadership	CSUCO		4.00		CSLA			
Interested in —	UMB						0.2.20	
Staff's Ideas	UCSD				CSUSM		● 3.20	
	CSUCO	!		Career Advancement	UCSD			
	UCANR				UMB			
Campus	UCSD	3.64			CSUCO	3.28		
Faculty Value	UMB				UCANR	3.10		
	CSUSM	3.56 • 2.40			CSLA	2.86		
	CSLA	3.45			CSUSM	4.05	•	3.80
	CSUCO	4.09			CSUCO			
	UCSD	3.97		University All Welcomed		!		
Staff Value	CSUSM	3.96	<b>3</b> .60	Velconica	UCSD			
Contributions	UCANR				UMB	3.92		
	UMB							
	CSLA							
	CSUCO							
Contribute to	CSLA							
University —	UCSD							
Mission	UMB							
	CSUSM		● 4.40					
	UCANR	4.19						

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# Comparison of Procurement and Contracts - 42000 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).

#### Procurement and Contracts - 42000

	CSUCO	4.41	
	UCANR		
Understand	CSUSM		● 4.80
Dept's Mission	CSLA		
	UMB		
	UCSD	4.21	
	CSUCO	4.49	
	CSUSM	4.44	● 4.80
Contribute to	CSLA	4.39	
Dept's Mission	UCANR	4.39	
	UMB	4.37	
	UCSD	4.31	
	CSUCO	4.03	
	CSUSM	3.98	● 4.20
Annual Dept	UCSD	3.86	
Goals	UMB	3.83	
	UCANR	3.69	
	CSLA	3.65	
	CSUCO	3.92	
	CSUSM	3.82	● 4.00
Measures Dept	UCSD	3.74	
Goals	UMB	3.68	
	UCANR	3.65	
	CSLA	3.47	
	CSUSM	4.00	<b>•</b> 4.40
	CSUCO	3.96	
Measures Customer	UCSD	3.75	
Satisfaction	UMB	3.65	
	UCANR	3.49	
	CSLA	3.43	
	CSUCO	4.11	
	CSUSM	4.06	● 4.60
Improve Services	UCSD	3.81	
Products	UMB	3.77	
	UCANR	3.68	
	CSLA	3.60	

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# Comparison of Procurement and Contracts - 42000 to other Universities Overall

#### **Department 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).

#### Procurement and Contracts - 42000

		1						
	CSUCO					CSUCO	4.32	
	CSLA					CSUSM	4.23	● 5.00
Adequate	UMB		20		Collaborate	UCANR	4.11	
taffing	CSUSM				with Units —	UCSD	4.05	
	UCSD	!			Outside		4.00	
	UCANR					CSLA		
	CSUCO CSUSM		● 3.00					
	UMB		3.00				4.34	
Have Tools UCSD CSLA UCANR						4.24		
				Perform Respo	CSUSM	4.21	● 4.80	
				nsibilities	UMB	4.14		
	CSUSM		● 4.00			UCSD	4.09	
	CSUCO					CSLA	3.96	
hysical Work	UCSD						4.12	
invironment	UMB	3.96					4.11	● 4.60
	UCANR	3.80						4.00
	CSLA	3.74			Participate in		4.03	
	CSUCO	4.26			Decisions	UCSD	3.92	
	CSUSM	4.23	• 4	4.67		UMB	3.86	
afe	UCSD	4.12				CSLA	3.80	
nvironment	UCANR					CSUCO	4.42	
	CSLA					CSUSM	4.34	● 4.60
	UMB				Balance Work	UCANR	4.28	
	CSUCO	!			Life	UCSD		
	CSUSM		• 4	1.60				
pirit of Cooperation	UCANR					UMB		
.оорегацоп	UCSD UMB					CSLA	i	
	CSLA					CSUCO	4.02	
	CSUCO	!				CSUSM	3.89	<b>4.60</b>
	UCANR				Resolves Staff	UCANR	3.77	
thical	CSUSM		• 4	1.60	Issues	UCSD	3.75	
Conduct	UMB					UMB	3.66	
	UCSD					CSLA		
	CSLA	4.03					4.01	1
								<b>A</b> 100
						CSUSM		● 4.80
					Better Ways		3.86	
					Recognized	UCSD	3.77	
						UMB	3.58	
						CSLA	3.45	

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7 Survey and analytics powered by Triton/ytics™ Organizational Assessments and Strategy, UC San Diego

# Comparison of Procurement and Contracts - 42000 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).

#### ● Procurement and Contracts - 42000

	CSUSM	4.41	● 4.80
All Cultures -	CSUCO	4.39	
Fair —	CSLA	4.26	
	UCSD	4.23	
	UMB	4.14	
	CSUCO	4.49	
Sexual	CSUSM	4.46	● 4.80
Orientation -	CSLA	4.32	
Fair	UCSD	4.29	
	UMB	4.24	
D	CSUSM	4.15	● 4.40
Department Diversity	CSUCO	4.05	
Programs	UCSD	3.91	
	UMB	3.78	
	CSUSM	4.39	● 4.80
Cupport	CSUCO	4.35	
Support — Diversity —	CSLA	4.24	
Diversity	UCSD	4.20	
	UMB	4.16	
	CSUCO	4.43	
Community-	CSUSM	4.35	● 4.80
Excellence-	UCSD	4.18	
Professional	UMB	4.11	
	CSLA	4.04	
	CSUCO	4.20	
	CSUSM	4.12	● 4.80
Feel Valued	UCSD	3.94	
	UMB	3.90	
	CSLA	3.84	

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# Comparison of Procurement and Contracts - 42000 to other Universities Overall

#### **Supervisor 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).

#### Procurement and Contracts - 42000

	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						
	CSLA						
	CSUSM		● 4.80		CSLA	1	
	UCANR				CSUCO		
Sufficient Freedom	CSUCO				CSUSM	4.13	● 4.60
Freedom UMB UCSD CSLA CSUCO			Performance	UCSD	3.95		
			Evaluation	UMB	3.92		
	CSUSM		● 4.80		CSLA		
Communicates	UCSD		4.00				4.00
Essential Info	UCANR						● 4.00
	UMB				CSUCO		
	CSLA			Advancement	UCSD		
	CSUCO	4.10		Opportunities	UMB	3.79	
	UMB				UCANR	3.78	
Nork Assigned	CSUSM	4.00	<b>●</b> 4.80		CSLA	3.71	
quitably	UCSD	3.96				-	
	UCANR	3.87					● 4.40
	CSLA	3.70		_	UCANR		4.40
	CSUCO			Supports Training			
	CSUSM		● 5.00	Trailling			
Gives Praise	UCSD					4.08	
or Work	UCANR				CSLA	4.04	
	UMB				CSUSM	4.55	• 4.60
	CSLA				CSUCO	4.53	
	CSUCO		<b>A</b> F 22	Treats with	UCANR	4.46	
	CSUSM		● 5.00	Respect			
Suggestions for mprovement	UMB						
	UCANR						
	CSLA				CSLA		
	COLA	0.00			CSUCO		
					CSUSM	4.59	4.60
				Supportive of	UCANR	4.47	
				Personal Issues	UCSD	4.45	
					UMB	1	
						4.36	

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# Comparison of Procurement and Contracts - 42000 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).

#### Procurement and Contracts - 42000

Appropriate Stress	CSUCO	3.76			
	CSUSM	3.60	<b>2.60</b>		
	UCSD	3.55			
	CSLA	3.49			
	UMB	3.46			
	UCANR	3.32			
Total Compensation	UMB	3.08			
	CSUCO	3.03			
	CSUSM	3.02	• 3	.00	
	UCSD	2.98			
	UCANR	2.85			
	CSLA	2.67			
Get Information	CSUSM	4.30			<b>4.60</b>
	CSUCO	4.23			
	UMB	4.11			
	UCSD	4.06			
	CSLA	4.01			
	UCANR	4.00			
Good Use of	CSUSM	4.23			<b>4.60</b>
	CSUCO	4.10			
	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			
Manage Workload	CSUCO	4.23			
	CSLA	4.19			
	CSUSM	4.11		● 3.60	)
	UMB	4.11			
	UCSD	3.98			
	UCANR	3.79			

Valuable Training	CSUSM	3.89	● 4.00
	CSUCO	3.80	
	UCSD	3.71	
	UMB	3.65	
	UCANR	3.58	
	CSLA	3.54	
Enjoy Working with Coworkers	CSUSM	4.50	● 4.80
	CSUCO	4.49	
	UCANR	4.42	
	UCSD	4.32	
	UMB	4.31	
	CSLA	4.23	

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