



2019 - FAS Employee Engagement Survey Facilities Development & Management - 50000

2019 77 respondents
82% of 94 invited

2018 74 respondents
90% of 82 invited
2017 46 respondents
78% of 59 invited

Overall, I am a satisfied FAS employee.

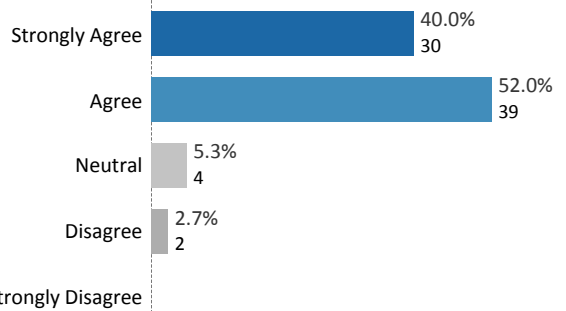
4.25 mean score for 52 questions (scale 1-5)
22 questions in the excellent range (4.3 or greater)

Influential Strengths

33	Recommends without Fear
5	Understand University Mission
44	Supportive of Personal Issues
10	Contributes to Dept's Mission
18	Safe Environment

Primary Opportunities

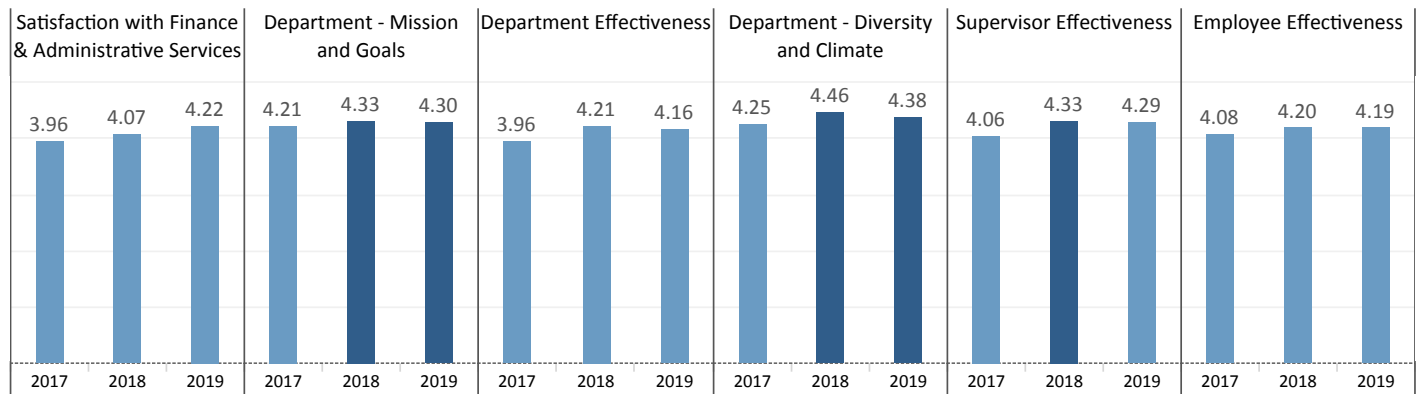
2	Valued Member
7	Have a Voice
8	Career Advancement
45	Appropriate Stress
46	Total Compensation



Mean = 4.29, Std Dev = 0.69

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 working..."

85 eNPS*
85.2% - 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					3	17	21
	4					1	1		4	8	8	6	28
	3		1				1		1				3
	2								1			1	2
	1												
Total			1			2	2		6	8	11	24	54

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.

*How eNPS Works ►

Background

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-
-
-
-
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- One positive work environment question to highlight co leagues who have made an impact on creating a positive work environment



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

★ Change from 2018 to 2019 is statistically significant (p<0.01)

● Mean score greater than that of Finance and Administrative Services

Finance and Administrative Services

240 Invited (N)

179 Responded (n)

75% Response Rate

Change from 2018 to 2019
Arrows indicate change of .09 or greater

↓ 10 33 ↑ 9

			2017	2018	2019			2019	
Satisfaction with Finance & Administrative Services	1	Overall Satisfaction	3.96	4.18	4.29			4.15	●
	2	Valued Member	3.80	4.11	4.23			4.09	●
	3	Faculty Value Contributions	3.85	4.06	4.19			3.84	●
	4	Staff Value Contributions	4.04	4.08	4.15			4.04	●
	5	Understand University Mission	4.29	4.21	4.36			4.36	●
	6	Contributes to FAS Mission	4.33	4.30	4.51			4.43	●
	7	Have a Voice	3.87	3.89	4.13			3.98	●
	8	Career Advancement	3.51	3.84	3.96			3.76	●
Department - Mission and Goals	9	Understand Dept's Mission	4.42	4.42	4.42			4.48	●
	10	Contributes to Dept's Mission	4.47	4.49	4.49			4.53	●
	11	Annual Dept Goals	4.25	4.36	4.31			4.24	●
	12	Measures Dept Goals	3.95	4.22	4.14			4.09	●
	13	Measures Customer Satisfaction	4.05	4.23	4.16			4.19	●
	14	Improve Services Products	4.11	4.23	4.27			4.24	●
Department Effectiveness	15	Adequate Staffing	2.56	3.35	3.44			3.38	●
	16	Have Tools	3.93	4.30	4.27			4.11	●
	17	Physical Work Environment	4.13	4.18	4.18			4.16	●
	18	Safe Environment	4.49	4.42	4.42			4.21	●
	19	Spirit of Cooperation	3.98	4.26	4.13			4.06	●
	20	Ethical Conduct	4.22	4.42	4.27			4.29	●
	21	Collaborate with Units Outside	4.29	4.32	4.36			4.32	●
	22	Perform Responsibilities	4.22	4.19	4.21			4.25	●
	23	Participate in Decisions	3.82	4.15	4.07			4.07	●
	24	Balance Work Life	4.37	4.53	4.38			4.30	●
Department - Diversity and Climate	25	Resolves Staff Issues	3.78	4.22	4.01			3.89	●
	26	Better Ways Recognized	3.78	4.17	4.16			4.07	●
	27	All Cultures - Fair	4.32	4.45	4.44			4.54	●
	28	Sexual Orientation - Fair	4.41	4.54	4.48			4.59	●
	29	All Welcomed	4.23	4.42	4.43			4.46	●
	30	Supports Diversity	4.34	4.56	4.46			4.47	●
	31	Treated in a Professional Manner	4.14	4.42	4.30			4.29	●
	32	Feel Valued	4.04	4.34	4.19			4.13	●
	33	Recommends without Fear	4.20	4.41	4.34			4.35	●
	34	Sufficient Freedom	4.27	4.47	4.41			4.39	●
Supervisor Effectiveness	35	Communicates Essential Info	4.16	4.32	4.22			4.19	●
	36	Work Assigned Equitably	3.89	4.18	4.03			4.02	●
	37	Gives Praise for Work	3.87	4.37	4.29			4.25	●
	38	Suggestions for Improvement	3.81	4.26	4.18			4.20	●
	39	Evaluated Fairly	3.91	4.26	4.29			4.25	●
	40	Performance Evaluation	3.81	4.19	4.24			4.19	●
	41	Advancement Opportunities	3.93	4.24	4.21			4.14	●
	42	Supports Training	4.23	4.36	4.35			4.36	●
	43	Treats with Respect	4.24	4.49	4.42			4.47	●
	44	Supportive of Personal Issues	4.33	4.44	4.54			4.54	●
Employee Effectiveness	45	Appropriate Stress	3.80	3.96	3.82			3.70	●
	46	Total Compensation	3.07	3.58	3.56			3.49	●
	47	Get Information	4.31	4.30	4.41			4.33	●
	48	Good Use of Skills	4.11	4.23	4.19			4.20	●
	49	Know How to Use Tools	4.53	4.49	4.53			4.46	●
	50	Manage Workload	4.31	4.37	4.34			4.20	●
	51	Valuable Training	3.98	4.11	4.14			4.01	●
	52	Enjoy Working with Coworkers	4.51	4.53	4.54			4.46	●



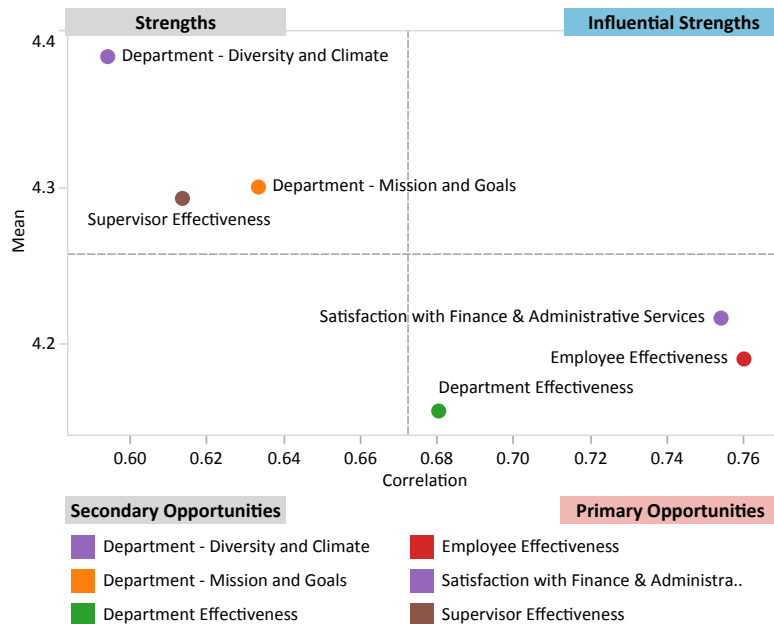
2019 - FAS Employee Engagement Survey Facilities Development & Management - 50000

ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

Strengths and Opportunities by Survey Question With Axes at the Average Dimension Mean and Average Dimension by Overall Satisfaction Correlation

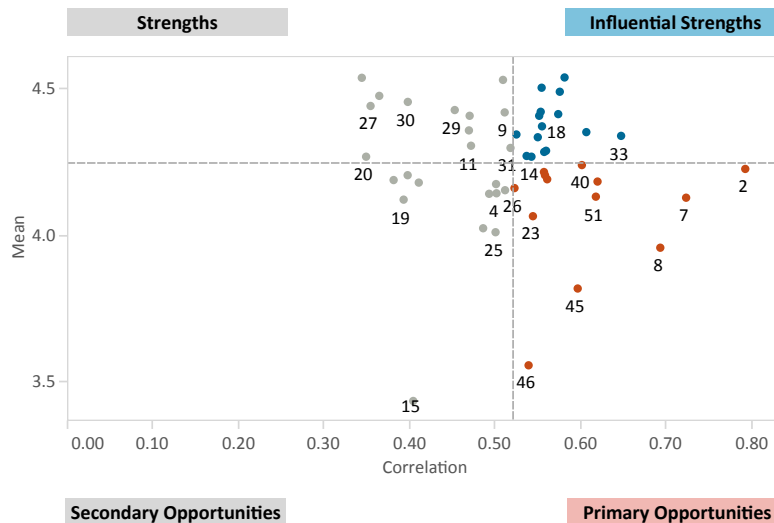
Correlation Coefficient Average = 0.67, Mean Average = 4.26

n/N = 77/94



Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.52, Mean Average = 4.25



Strengths	Influential Strengths
Higher than average mean score, lower than average correlation. "Keep up the good work"	Higher than average mean score, higher than average correlation "Keep an eye on"
Secondary Opps	Primary Opps
Lower than average mean score, lower than average correlation. "Low Priority"	Lower than average mean score, higher than average correlation. "Concentrate Efforts"

List of Strengths & Opportunities by Dimension

Dim	Question	Mean	Corr	Str/Opps
DEP	Department Effectiveness	4.16	0.68	PO
DIV	Department - Diversity and Climate	4.38	0.59	ST
EMP	Employee Effectiveness	4.19	0.76	PO
MIS	Department - Mission and Goals	4.30	0.63	ST
SAT	Satisfaction with Finance & Administrativ..	4.22	0.75	PO
SUP	Supervisor Effectiveness	4.29	0.61	ST

List of Strengths & Opportunities by Question

MIS	14. Improve Services Products	4.27	0.54	IS
DEP	16. Have Tools	4.27	0.54	IS
SUP	37. Gives Praise for Work	4.29	0.56	IS
SUP	39. Evaluated Fairly	4.29	0.56	IS
EMP	50. Manage Workload	4.34	0.55	IS
SUP	33. Recommends without Fear	4.34	0.65	IS
SUP	42. Supports Training	4.35	0.52	IS
SAT	5. Understand University Mission	4.36	0.61	IS
DEP	24. Balance Work Life	4.38	0.55	IS
EMP	47. Get Information	4.41	0.55	IS
DEP	18. Safe Environment	4.42	0.57	IS
SUP	43. Treats with Respect	4.42	0.55	IS
MIS	10. Contributes to Dept's Mission	4.49	0.58	IS
SAT	6. Contributes to FAS Mission	4.51	0.55	IS
SUP	44. Supportive of Personal Issues	4.54	0.58	IS
EMP	46. Total Compensation	3.56	0.54	PO
EMP	45. Appropriate Stress	3.82	0.60	PO
SAT	8. Career Advancement	3.96	0.69	PO
DEP	23. Participate in Decisions	4.07	0.54	PO
SAT	7. Have a Voice	4.13	0.72	PO
EMP	51. Valuable Training	4.14	0.62	PO
DEP	26. Better Ways Recognized	4.16	0.52	PO
EMP	48. Good Use of Skills	4.19	0.62	PO
DIV	32. Feel Valued	4.19	0.56	PO
SUP	41. Advancement Opportunities	4.21	0.56	PO
SUP	35. Communicates Essential Info	4.22	0.56	PO
SAT	2. Valued Member	4.23	0.79	PO
SUP	40. Performance Evaluation	4.24	0.60	PO
DEP	15. Adequate Staffing	3.44	0.40	SO
DEP	25. Resolves Staff Issues	4.01	0.50	SO
SUP	36. Work Assigned Equitably	4.03	0.49	SO
DEP	19. Spirit of Cooperation	4.13	0.39	SO
MIS	12. Measures Dept Goals	4.14	0.49	SO
SAT	4. Staff Value Contributions	4.15	0.50	SO
MIS	13. Measures Customer Satisfaction	4.16	0.51	SO
SUP	38. Suggestions for Improvement	4.18	0.50	SO
DEP	17. Physical Work Environment	4.18	0.41	SO
SAT	3. Faculty Value Contributions	4.19	0.38	SO
DEP	22. Perform Responsibilities	4.21	0.40	SO
DEP	20. Ethical Conduct	4.27	0.35	ST
DIV	31. Treated in a Professional Manner	4.30	0.52	ST
MIS	11. Annual Dept Goals	4.31	0.47	ST
DEP	21. Collaborate with Units Outside	4.36	0.47	ST
SUP	34. Sufficient Freedom	4.41	0.47	ST
MIS	9. Understand Dept's Mission	4.42	0.51	ST
DIV	29. All Welcomed	4.43	0.45	ST
DIV	27. All Cultures - Fair	4.44	0.35	ST
DIV	30. Support Diversity	4.46	0.40	ST
DIV	28. Sexual Orientation - Fair	4.48	0.36	ST
EMP	49. Know How to Use Tools	4.53	0.51	ST
EMP	52. Enjoy Working with Coworkers	4.54	0.34	ST



2019 - FAS Employee Engagement Survey

Facilities Development & Management - 50000

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

Satisfaction with Finance & Administrative Services	1	Overall, I am a satisfied FAS employee.
	2	I feel valued as a member of FAS.
	3	Faculty members at CSUSM value my contributions.
	4	Staff members at CSUSM value my contributions.
	5	I understand the FAS mission.
	6	I understand how my job performance positively contributes to the FAS mission.
	7	I feel I have a voice to provide ideas and suggestions on how to improve FAS.
	8	I am satisfied with my opportunities for career advancement at CSUSM.
Department - Mission and Goals	9	I understand my department's mission.
	10	I understand how my job performance positively contributes to my department's mission.
	11	My department establishes annual departmental performance goals.
	12	My department routinely measures departmental performance goal achievements.
	13	My department routinely measures customer satisfaction with services and products delivered.
	14	My department routinely takes action to improve services and products based on customer feedback.
Department Effectiveness	15	My department has adequate staffing to handle our workload.
	16	I have the tools (i.e., equipment and technology) needed to perform my work.
	17	My physical work environment (e.g., office, cubicle) is adequate for the job that I do.
	18	I feel physically safe in my work environment.
	19	There is a spirit of cooperation within my department.
	20	Most people in my department conduct themselves in an ethical manner.
	21	People in my department are encouraged to work collaboratively with departments outside of my immediate area.
	22	Most people in my department perform their responsibilities.
	23	I have the opportunity to participate in making decisions that affect my work.
	24	My department creates a flexible environment that allows me to balance my work and personal life.
	25	My department effectively resolves staff-related issues (i.e., staff work interactions).
	26	People in my department are recognized for finding better ways of doing things.
Department - Diversity and Climate	27	People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.
	28	People of all sexual orientations are treated fairly in my department.
	29	FAS promotes a work environment where all people are welcomed.
	30	My department actively supports a diverse work environment.
	31	My department provides an environment where everyone is treated in a professional manner.
	32	I feel valued by my department.
Supervisor Effectiveness	33	I can make recommendations to my supervisor without fear of negative consequences.
	34	I have sufficient freedom to decide how to best perform my work.
	35	My supervisor communicates essential information on a timely basis.
	36	Work is assigned equitably in my department.
	37	My supervisor gives me praise for my work.
	38	My supervisor gives me useful suggestions for improvement.
	39	My performance is evaluated fairly.
	40	My last performance evaluation provided me with information I could use to improve my performance.
	41	My supervisor gives me opportunities that support my career advancement.
	42	My supervisor actively supports my participation in training and education programs related to my job responsibilities.
	43	My supervisor treats me with respect.
	44	My supervisor is supportive when personal issues arise.
Employee Effectiveness	45	I feel that the amount of stress associated with my job is appropriate for my position.
	46	I am satisfied with my total compensation, including salary and benefits.
	47	I know how to get the information I need to be effective in my job.
	48	My job makes good use of my skills and abilities.
	49	I know how to use the tools that I have (i.e., equipment and technology) to do my work.
	50	I am able to manage my work load effectively.
	51	The training that I receive at CSUSM is valuable for improving my job performance.
	52	I enjoy working with my coworkers.
	53	How likely is it that you would recommend working in the Finance & Administrative Services (FAS) Division?



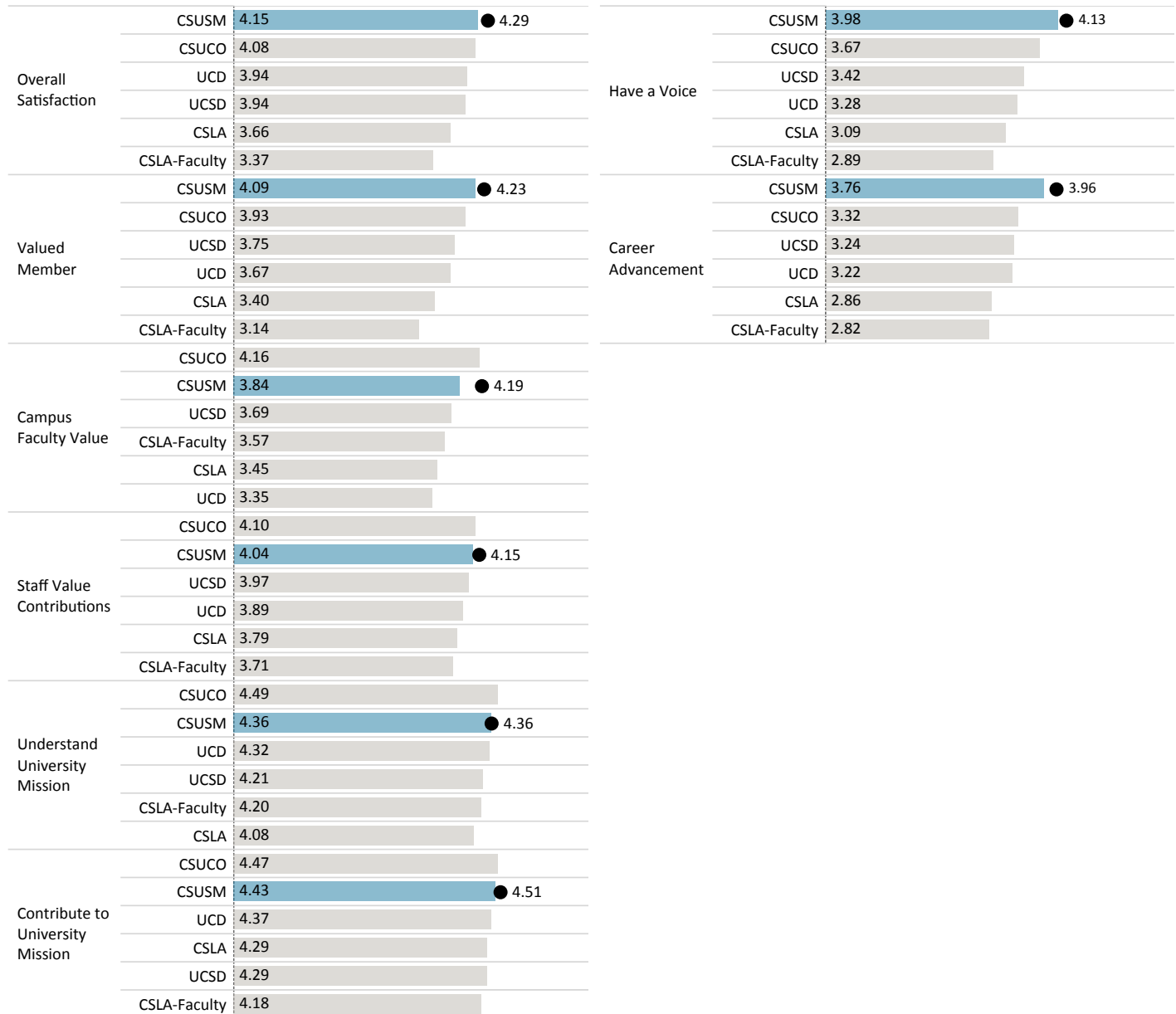
2019 - FAS Employee Engagement Survey

Comparison of Facilities Development & Management - 50000 to other Universities Overall

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*

● Facilities Development & Management - 50000

Satisfaction



*CSU San Marcos (FAS CSUSM) - Finance & Administrative Services

CSU Chancellor's Office (CSUCO) - Business & Finance, Academic & Student Affairs, Human Resources, University Relations & Advancement

Cal State LA (CSLA-Faculty) - President, Provost & VP for Academic Affairs, VP for Student Life

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

UC Davis (UCD) - Finance, Administrative IT, Supply Chain Management, Human Resources



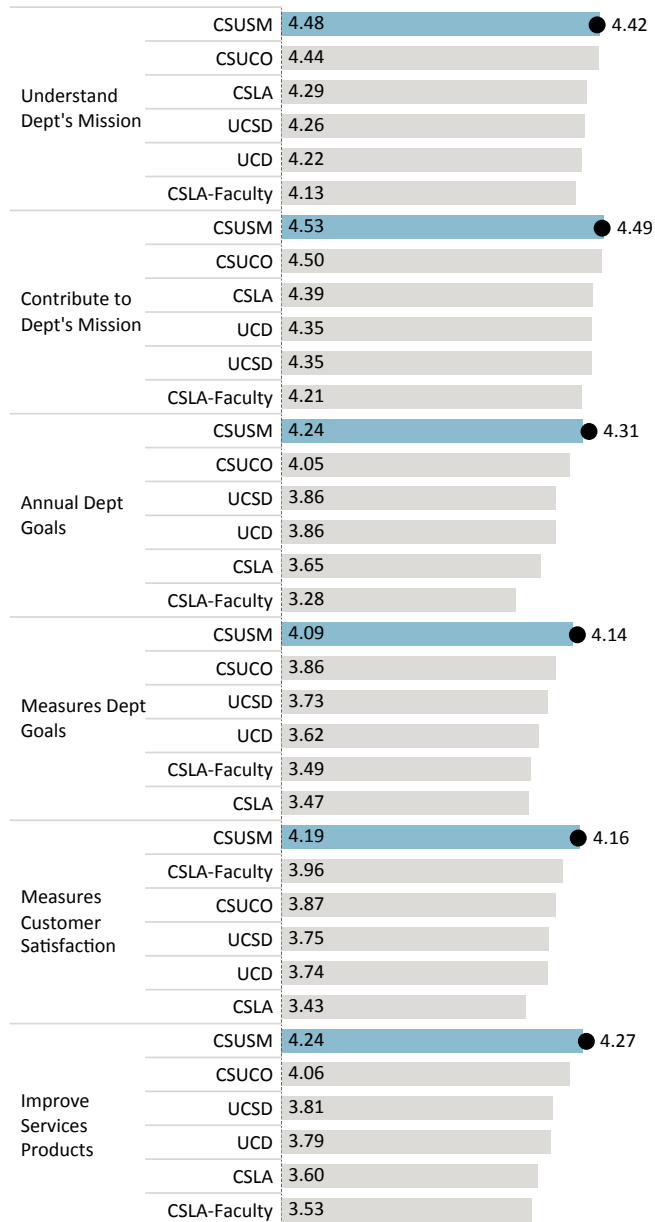
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Department - Mission and Goals



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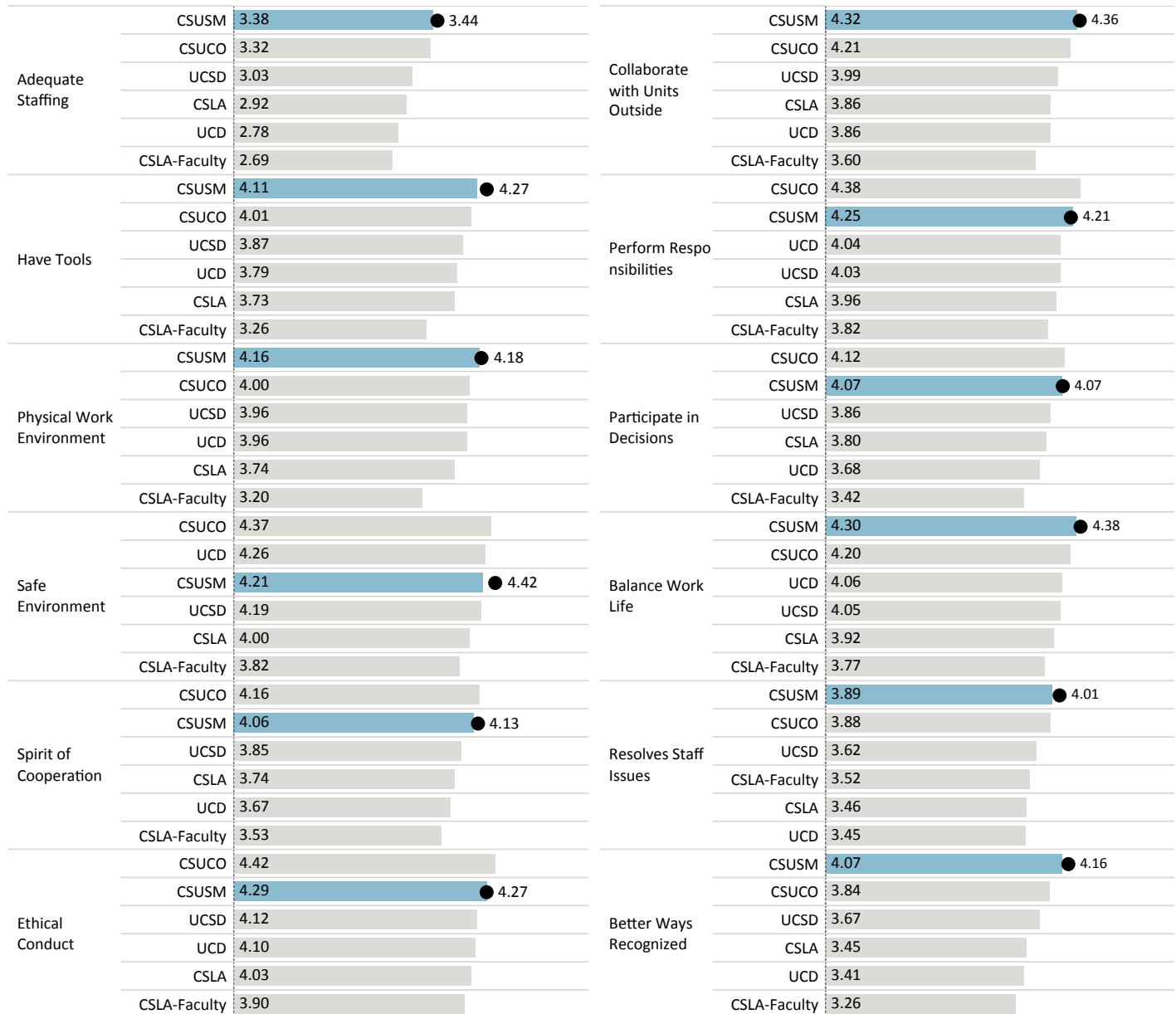
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Department Effectiveness



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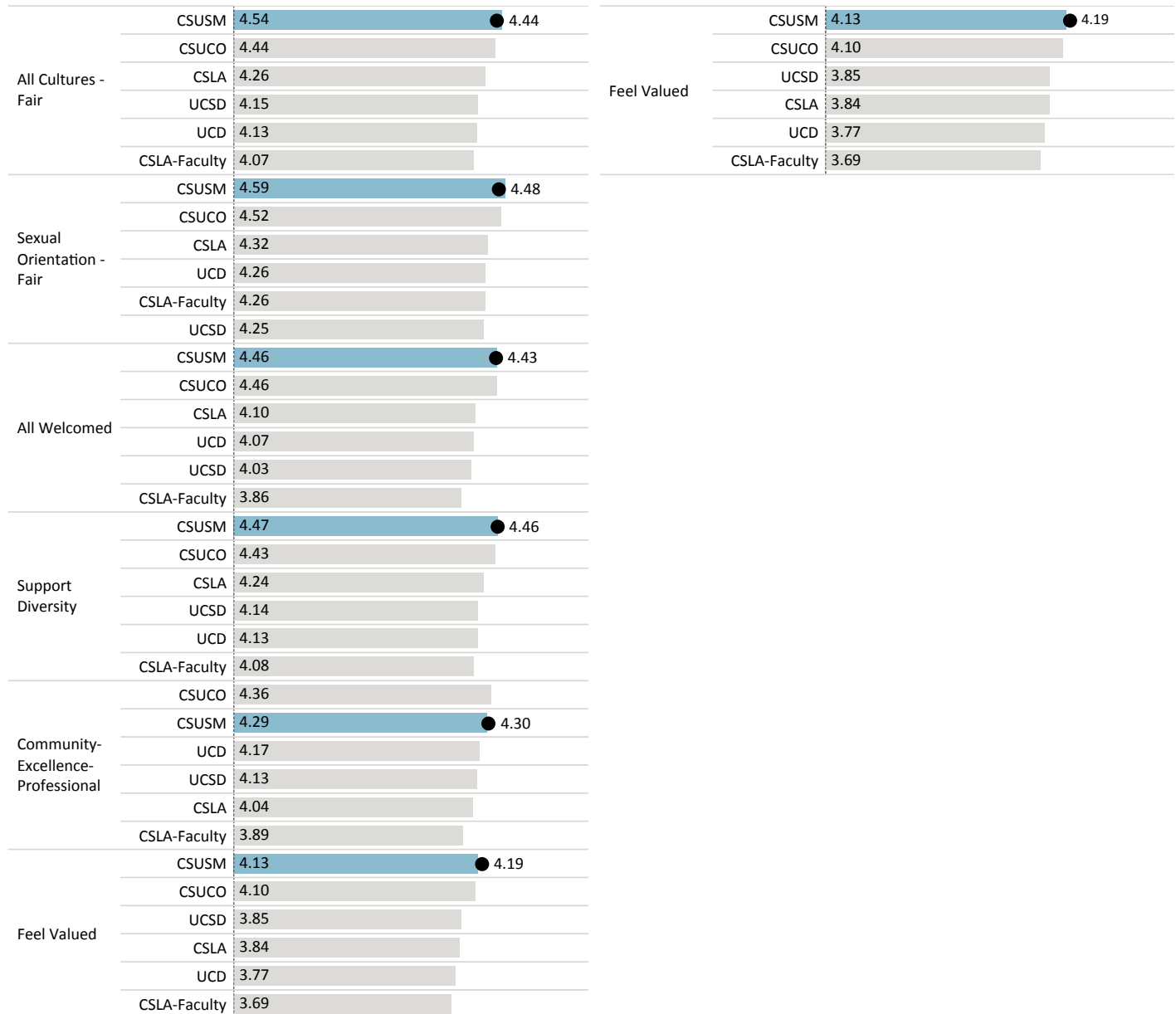
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Department - Diversity and Climate



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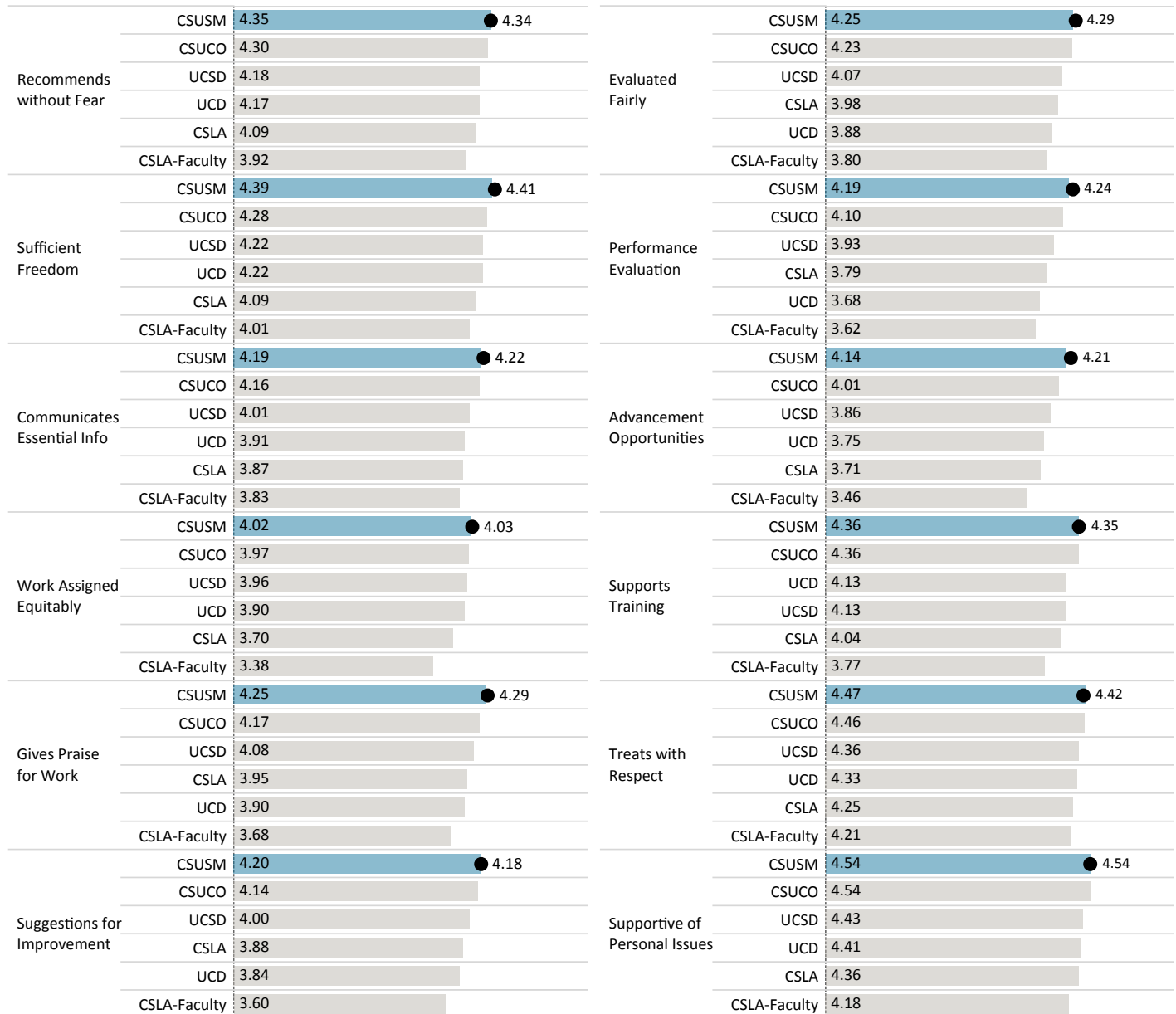
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Supervisor Effectiveness



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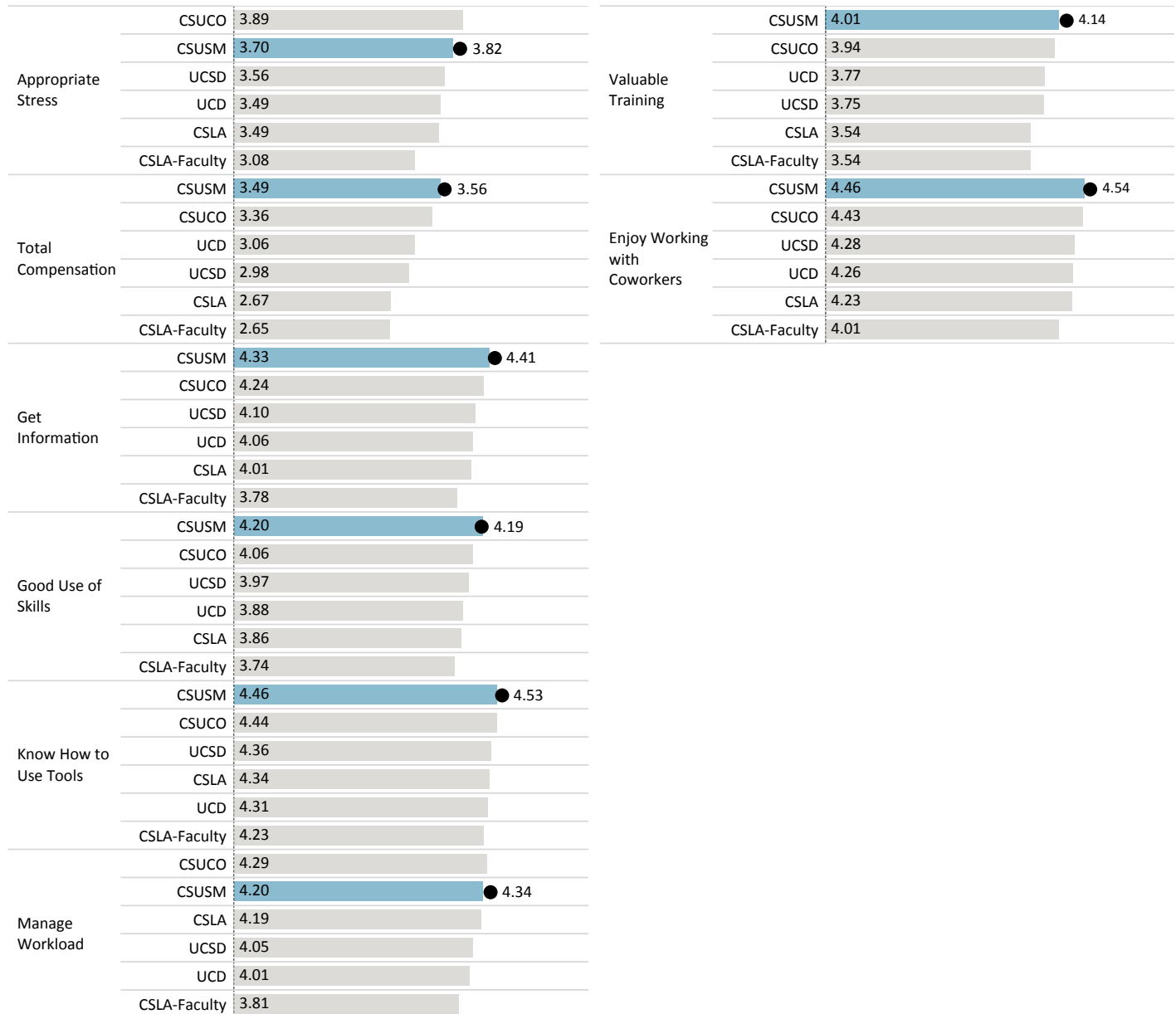
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Employee Effectiveness



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