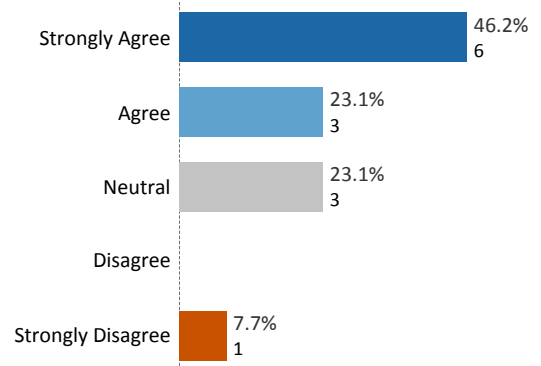# 2021 - FAS Employee Engagement Survey
Energy Management & Utility Services - 52000

2021
13 respondents
100% of 13 invited

2020
14 respondents
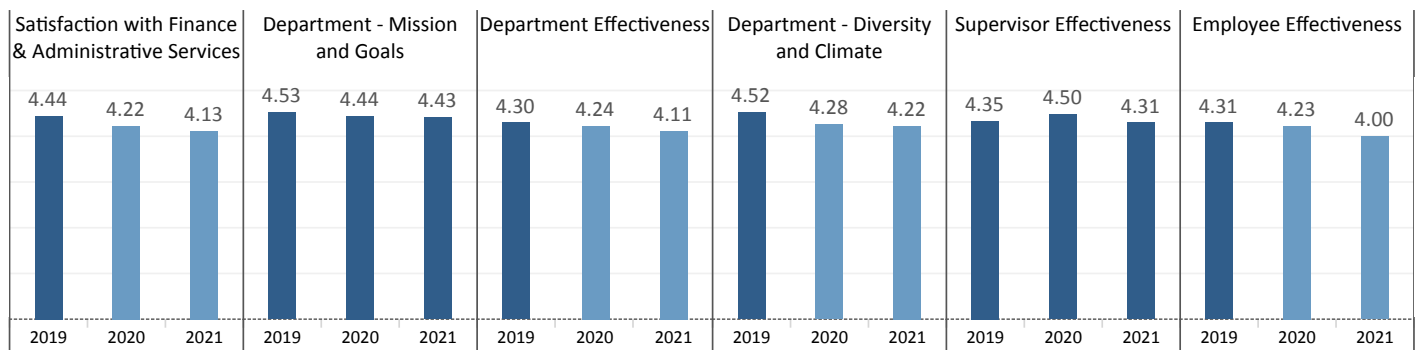93% of 15 invited

2019
11 respondents
79% of 14 invited

Overall, I am a satisfied FAS employee.

- Strongly Agree — 46.2% / 6
- Agree — 23.1% / 3
- Neutral — 23.1% / 3
- Disagree — (none)
- Strongly Disagree — 7.7% / 1

Mean = 4.00, Std Dev = 1.22

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

Strengths		Opportunities	
7	Contributes to FAS Mission	17	Adequate Staffing
11	Understand Dept's Mission	50	Total Compensation
12	Contributes to Dept's Mission	2	Valued Member
20	Safe Environment	3	Leadership Interested in Staff's Ideas
48	Supportive of Personal Issues	19	Physical Work Environment

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

Dimension	2019	2020	2021
Satisfaction with Finance & Administrative Services	4.44	4.22	4.13
Department - Mission and Goals	4.53	4.44	4.43
Department Effectiveness	4.30	4.24	4.11
Department - Diversity and Climate	4.52	4.28	4.22
Supervisor Effectiveness	4.35	4.50	4.31
Employee Effectiveness	4.31	4.23	4.00

Employee Net Promoter Score (eNPS)

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

64 eNPS*

(72.7% - 9.1%)

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	6
	4								2				2
	3						1		1				2
	2												
	1		1										1
Total			1				1		2	2	2	3	11

*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.

Background

- 2021 is the fifth year of the FAS Employee Engagement Survey
- Survey Period: October 19 - November 12, 2021
- 247 individuals were invited to take the survey; 137 (55%) 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

2021 - FAS Employee Engagement Survey
Energy Management & Utility Services - 52000

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 & Mgmt (rounded to two decimal places)

Change from 2020 to 2021
Arrows indicate change of .09 or greater

⬇ 30   ■ 18   ⬆ 6

Facilities Dev & Mgmt

101 Invited (N)
54 Responded (n)
53% Response Rate

		2019	2020	2021		2021	
Satisfaction with Finance & Administrative Services	1 Overall Satisfaction	4.50	4.25	4.00		3.94	●
	2 Valued Member	4.40	4.25	3.69		3.64	●
	3 Leadership Interested in Staff's Ideas		4.08	3.69		3.53	●
	4 Faculty Value Contributions	4.40	3.91	4.00		3.88	●
	5 Staff Value Contributions	4.36	4.50	4.15		3.85	●
	6 Understand University Mission	4.64	4.50	4.54		4.17	●
	7 Contributes to FAS Mission	4.64	4.58	4.69		4.25	●
	8 Have a Voice	4.45	4.08	4.15		3.66	●
	9 Career Advancement	4.00	3.83	3.92		3.64	●
	10 All Welcomed	4.64	4.25	4.31		4.02	●
Department - Mission and Goals	11 Understand Dept's Mission	4.73	4.67	4.69		4.30	●
	12 Contributes to Dept's Mission	4.73	4.67	4.69		4.42	●
	13 Annual Dept Goals	4.55	4.58	4.38		4.06	●
	14 Measures Dept Goals	4.45	4.25	4.31		3.88	●
	15 Measures Customer Satisfaction	4.36	4.33	4.15		3.94	●
	16 Improve Services Products	4.36	4.17	4.33		4.10	●
Department Effectiveness	17 Adequate Staffing	3.36	3.08	2.92		3.10	
	18 Have Tools	4.45	4.42	4.08		4.27	
	19 Physical Work Environment	4.27	4.33	3.69		3.94	
	20 Safe Environment	4.45	4.50	4.69		4.29	●
	21 Spirit of Cooperation	4.09	4.25	4.23		3.83	●
	22 Ethical Conduct	4.45	4.33	4.08		3.98	●
	23 Collaborate Well with Coworkers			3.92		3.93	
	24 Collaborate Well with Supervisor			4.18		4.14	●
	25 Collaborate with Units Outside	4.55	4.67	4.23		3.90	●
	26 Perform Responsibilities	4.45	4.42	4.31		3.94	●
	27 Participate in Decisions	4.55	4.50	4.50		3.86	●
	28 Balance Work Life	4.36	4.67	4.62		3.92	●
	29 Resolves Staff Issues	4.27	3.83	4.08		3.65	●
	30 Better Ways Recognized	4.36	3.83	4.00		3.69	●
Department - Diversity and Climate	31 Department Diversity Programs		4.18	4.25		3.98	●
	32 All Cultures - Fair	4.55	4.25	4.23		3.94	●
	33 Sexual Orientation - Fair	4.73	4.42	4.46		4.20	●
	34 Support Diversity	4.55	4.25	4.23		4.00	●
	35 Treated in a Professional Manner	4.45	4.33	4.08		3.94	●
	36 Feel Valued	4.30	4.25	4.08		3.77	●
Supervisor Effectiveness	37 Recommends without Fear	4.18	4.50	4.31		4.04	●
	38 Sufficient Freedom	4.64	4.75	4.62		4.23	●
	39 Communicates Essential Info	4.18	4.42	4.23		4.10	●
	40 Work Assigned Equitably	4.27	4.25	4.31		3.92	●
	41 Gives Praise for Work	4.36	4.33	4.23		4.06	●
	42 Suggestions for Improvement	4.27	4.50	4.08		4.06	●
	43 Evaluated Fairly	4.09	4.58	4.08		4.04	●
	44 Performance Evaluation	4.27	4.42	4.00		3.94	●
	45 Advancement Opportunities	4.18	4.25	4.23		4.00	●
	46 Supports Training	4.55	4.50	4.38		4.19	●
	47 Treats with Respect	4.45	4.67	4.54		4.29	●
	48 Supportive of Personal Issues	4.73	4.83	4.69		4.21	●
Employee Effectiveness	49 Appropriate Stress	3.82	3.79	3.75		3.50	●
	50 Total Compensation	3.82	3.50	3.00		2.77	●
	51 Get Information	4.64	4.64	4.31		4.13	●
	52 Good Use of Skills	4.18	4.36	4.00		3.98	●
	53 Know How to Use Tools	4.73	4.64	4.46		4.38	●
	54 Manage Workload	4.64	4.00	4.08		3.87	●
	55 Valuable Training	4.09	4.21	4.00		3.85	●
	56 Enjoy Working with Coworkers	4.55	4.71	4.38		4.21	●

Survey and analytics powered by Triton*lytics*™ Organizational Assessments and Strategy, UC San Diego

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	

	1	Overall, I am a satisfied FAS employee.
Satisfaction with Finance & Administrative Services	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.
	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.
Department - Diversity and Climate	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.
	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.
Supervisor Effectiveness	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.
	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.
Employee Effectiveness	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.
	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.
	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?

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

Category	University	Score	Dot
Overall Satisfaction	CSUCO	4.00	
	CSUSM	3.86	⬤ 4.00
	UCANR	3.83	
	UCSD	3.82	
	CSLA	3.66	
Valued Member	CSUCO	3.83	
	UCSD	3.69	
	UCANR	3.67	
	CSUSM	3.66	⬤ 3.69
	CSLA	3.40	
Leadership Interested in Staff's Ideas	CSUSM	3.65	⬤ 3.69
	CSUCO	3.49	
	UCSD	3.44	
Campus Faculty Value	CSUCO	4.12	
	UCANR	3.80	
	UCSD	3.66	
	CSUSM	3.50	⬤ 4.00
	CSLA	3.45	
Staff Value Contributions	CSUCO	4.09	
	UCANR	4.03	
	UCSD	3.97	
	CSUSM	3.82	⬤ 4.15
	CSLA	3.79	
Contribute to University Mission	CSUCO	4.40	
	CSLA	4.29	
	UCSD	4.27	
	CSUSM	4.22	⬤ 4.69
	UCANR	4.19	

Category	University	Score	Dot
Contribute to University Mission	CSUCO	4.40	
	CSLA	4.29	
	UCSD	4.27	
	CSUSM	4.22	⬤ 4.69
	UCANR	4.19	
Have a Voice	CSUSM	3.69	⬤ 4.15
	CSUCO	3.56	
	UCSD	3.49	
	UCANR	3.36	
	CSLA	3.09	
Career Advancement	CSUSM	3.50	⬤ 3.92
	UCSD	3.27	
	CSUCO	3.23	
	UCANR	3.09	
	CSLA	2.86	
All Welcomed	CSUCO	4.06	
	CSUSM	3.99	⬤ 4.31

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
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 Energy Management & Utility Services - 52000 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).

● Energy Management & Utility Services - 52000

Category	University	Mean	Dot
Understand Dept's Mission	CSUSM	4.40	● 4.69
	UCANR	4.40	
	CSUCO	4.38	
	CSLA	4.29	
	UCSD	4.22	
Contribute to Dept's Mission	CSUCO	4.45	
	UCANR	4.44	
	CSLA	4.39	
	CSUSM	4.38	● 4.69
	UCSD	4.32	
Annual Dept Goals	CSUCO	4.08	
	CSUSM	4.05	● 4.38
	UCSD	3.81	
	UCANR	3.73	
	CSLA	3.65	
Measures Dept Goals	CSUCO	3.95	
	CSUSM	3.85	● 4.31
	UCSD	3.71	
	UCANR	3.64	
	CSLA	3.47	
Measures Customer Satisfaction	CSUSM	3.99	● 4.15
	CSUCO	3.93	
	UCSD	3.74	
	UCANR	3.45	
	CSLA	3.43	
Improve Services Products	CSUSM	4.12	● 4.33
	CSUCO	4.07	
	UCSD	3.79	
	UCANR	3.68	
	CSLA	3.60	

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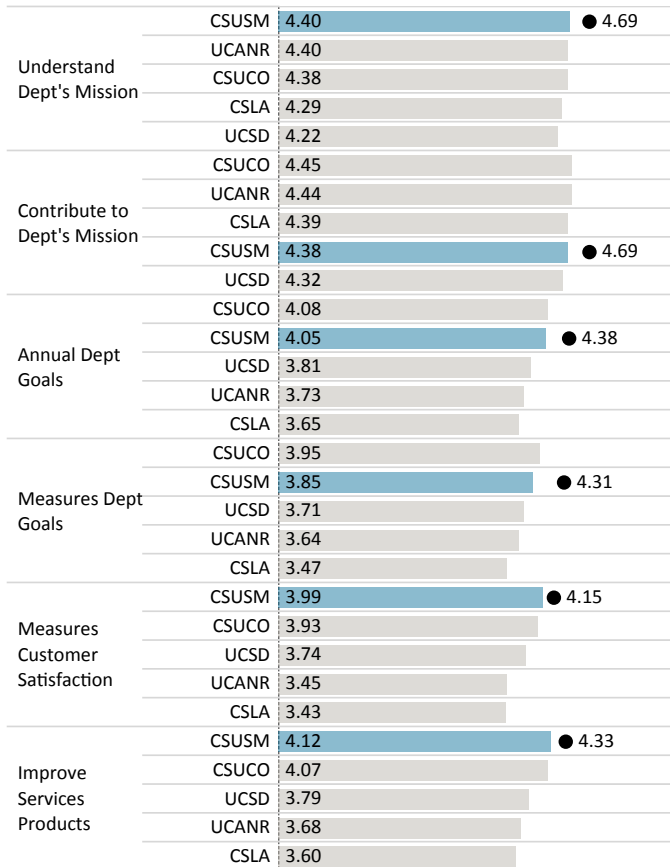
Comparison of Energy Management & Utility Services - 52000 to other Universities Overall

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).

● Energy Management & Utility Services - 52000

Category	University	Mean (bar)	Dept dot
Adequate Staffing	CSUSM	3.05	2.92
	CSUCO	3.01	
	CSLA	2.92	
	UCSD	2.79	
	UCANR	2.74	
Have Tools	CSUSM	4.11	4.08
	CSUCO	4.02	
	UCSD	3.83	
	CSLA	3.73	
	UCANR	3.72	
Physical Work Environment	CSUCO	4.15	
	CSUSM	4.07	3.69
	UCSD	3.96	
	UCANR	3.90	
	CSLA	3.74	
Safe Environment	UCANR	4.28	
	CSUSM	4.28	4.69
	CSUCO	4.10	
	UCSD	4.03	
	CSLA	4.00	
Spirit of Cooperation	CSUCO	4.14	
	UCANR	4.13	
	CSUSM	3.98	4.23
	UCSD	3.86	
	CSLA	3.74	
Ethical Conduct	CSUCO	4.45	
	UCANR	4.41	
	CSUSM	4.30	4.08
	UCSD	4.15	
	CSLA	4.03	

Category	University	Mean (bar)	Dept dot
Ethical Conduct	CSUCO	4.45	
	UCANR	4.41	
	CSUSM	4.30	4.08
	UCSD	4.15	
	CSLA	4.03	
Collaborate with Units Outside	CSUCO	4.27	
	CSUSM	4.17	4.23
	UCANR	4.15	
	UCSD	4.01	
	CSLA	3.86	
Perform Responsibilities	UCANR	4.30	
	CSUCO	4.24	
	CSUSM	4.09	4.31
	UCSD	4.04	
	CSLA	3.96	
Participate in Decisions	UCANR	4.15	
	CSUCO	4.10	
	CSUSM	4.02	4.50
	UCSD	3.85	
	CSLA	3.80	
Balance Work Life	UCANR	4.33	
	CSUCO	4.19	
	CSUSM	4.16	4.62
	UCSD	4.02	
	CSLA	3.92	
Resolves Staff Issues	CSUCO	3.93	
	CSUSM	3.85	4.08
	UCANR	3.82	
	UCSD	3.69	
	CSLA	3.46	
Better Ways Recognized	CSUCO	3.93	
	CSUSM	3.91	4.00
	UCANR	3.89	
	UCSD	3.72	
	CSLA	3.45	

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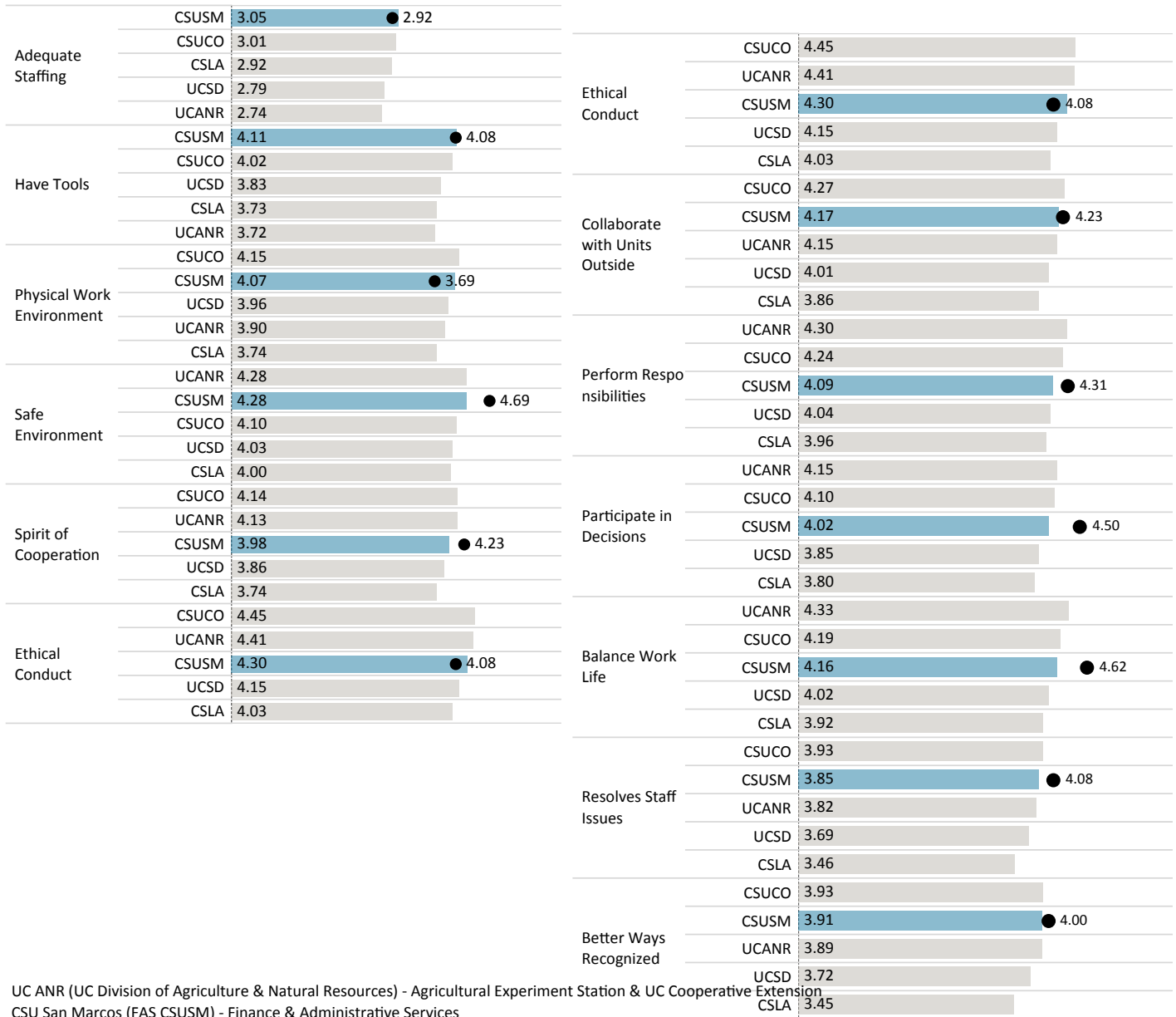
Comparison of Energy Management & Utility Services - 52000 to other Universities Overall

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).

● Energy Management & Utility Services - 52000

Category	University	Score		Category	University	Score
All Cultures - Fair	CSUCO	4.34		Feel Valued	UCANR	4.18
	CSUSM	4.27 ● 4.23			CSUSM	4.02 ● 4.08
	CSLA	4.26			CSUCO	4.02
	UCANR	4.22			UCSD	3.88
	UCSD	4.16			CSLA	3.84
Sexual Orientation - Fair	CSUCO	4.45				
	CSUSM	4.42 ● 4.46				
	CSLA	4.32				
	UCANR	4.32				
	UCSD	4.24				
Department Diversity Programs	CSUSM	4.14 ● 4.25				
	CSUCO	4.04				
	UCSD	3.83				
All Welcomed	CSLA	4.10				
Support Diversity	CSUCO	4.28				
	CSUSM	4.26 ● 4.23				
	CSLA	4.24				
	UCANR	4.21				
	UCSD	4.13				
Community-Excellence-Professional	CSUCO	4.30				
	UCANR	4.24				
	CSUSM	4.23 ● 4.08				
	UCSD	4.14				
	CSLA	4.04				

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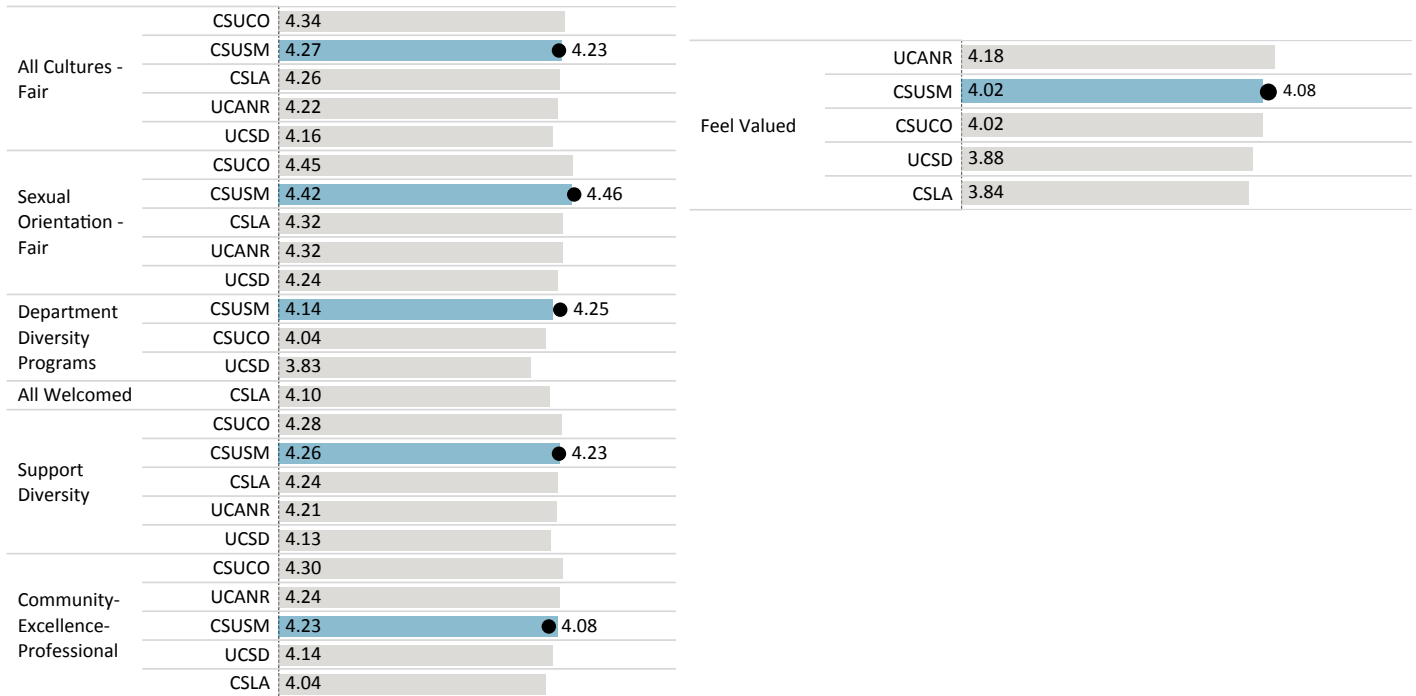
Comparison of Energy Management & Utility Services - 52000 to other Universities Overall

Supervisor Effectiveness

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● Energy Management & Utility Services - 52000

Recommends without Fear		
CSUCO	4.41	
UCANR	4.25	
CSUSM	4.24	● 4.31
UCSD	4.12	
CSLA	4.09	

Sufficient Freedom		
UCANR	4.41	
CSUCO	4.35	
CSUSM	4.30	● 4.62
UCSD	4.12	
CSLA	4.09	

Communicates Essential Info		
CSUCO	4.23	
CSUSM	4.16	● 4.23
UCANR	4.08	
UCSD	4.05	
CSLA	3.87	

Work Assigned Equitably		
UCANR	3.94	
UCSD	3.93	
CSUSM	3.91	● 4.31
CSUCO	3.91	
CSLA	3.70	

Gives Praise for Work		
CSUCO	4.24	
CSUSM	4.14	● 4.23
UCANR	4.10	
UCSD	4.09	
CSLA	3.95	

Suggestions for Improvement		
CSUCO	4.23	
CSUSM	4.16	● 4.08
UCSD	3.99	
UCANR	3.96	
CSLA	3.88	

Evaluated Fairly		
CSUCO	4.25	
CSUSM	4.17	● 4.08
UCANR	4.12	
UCSD	4.09	
CSLA	3.98	

Performance Evaluation		
CSUCO	4.18	
CSUSM	3.97	● 4.00
UCSD	3.92	
CSLA	3.79	
UCANR	3.75	

Advancement Opportunities		
CSUCO	4.00	
CSUSM	3.98	● 4.23
UCSD	3.84	
UCANR	3.78	
CSLA	3.71	

Supports Training		
CSUCO	4.38	
UCANR	4.27	
CSUSM	4.18	● 4.38
UCSD	4.10	
CSLA	4.04	

Treats with Respect		
CSUCO	4.51	
UCANR	4.48	
CSUSM	4.44	● 4.54
UCSD	4.39	
CSLA	4.25	

Supportive of Personal Issues		
CSUCO	4.63	
UCANR	4.54	
UCSD	4.44	
CSUSM	4.44	● 4.69
CSLA	4.36	

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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
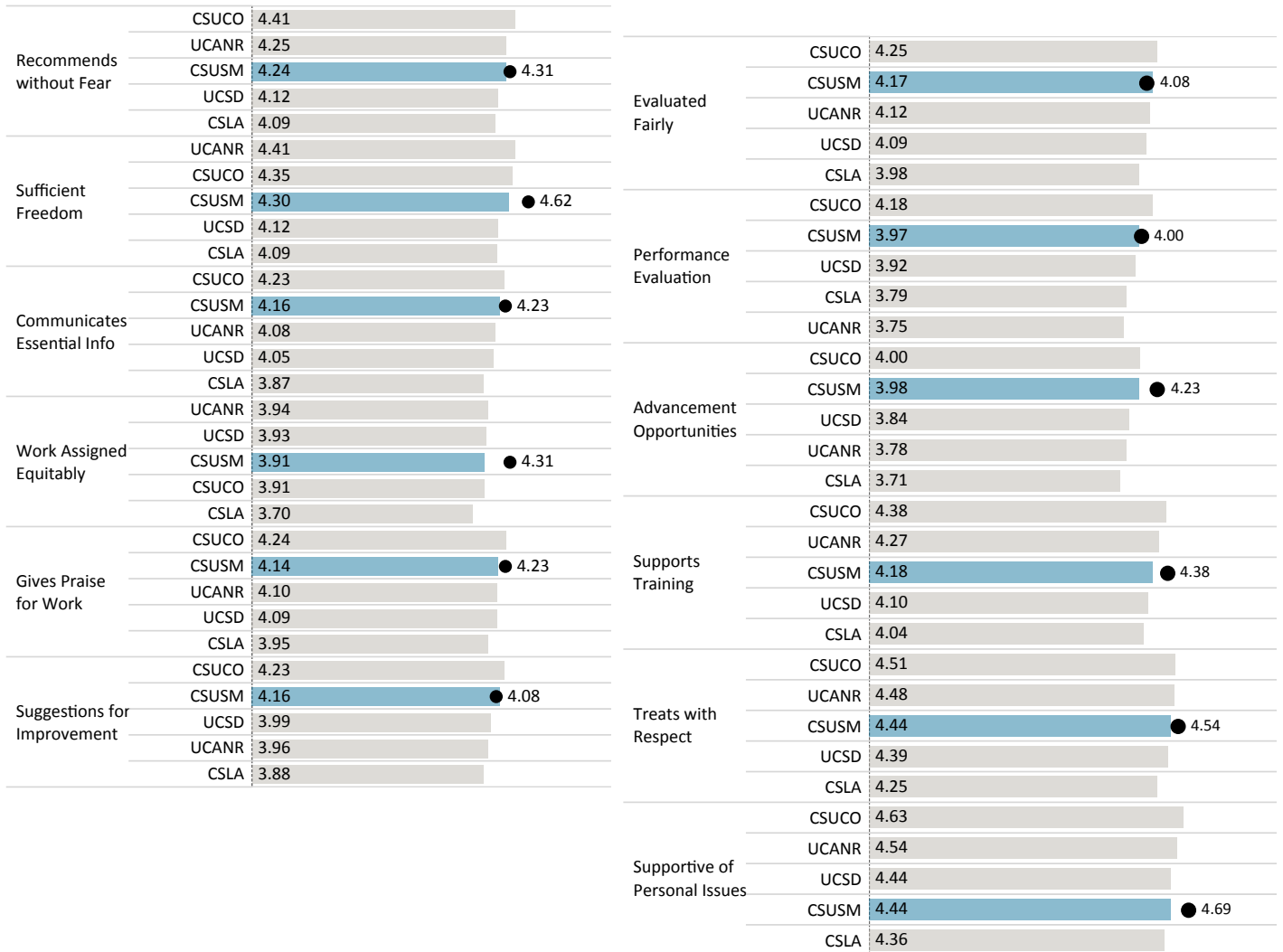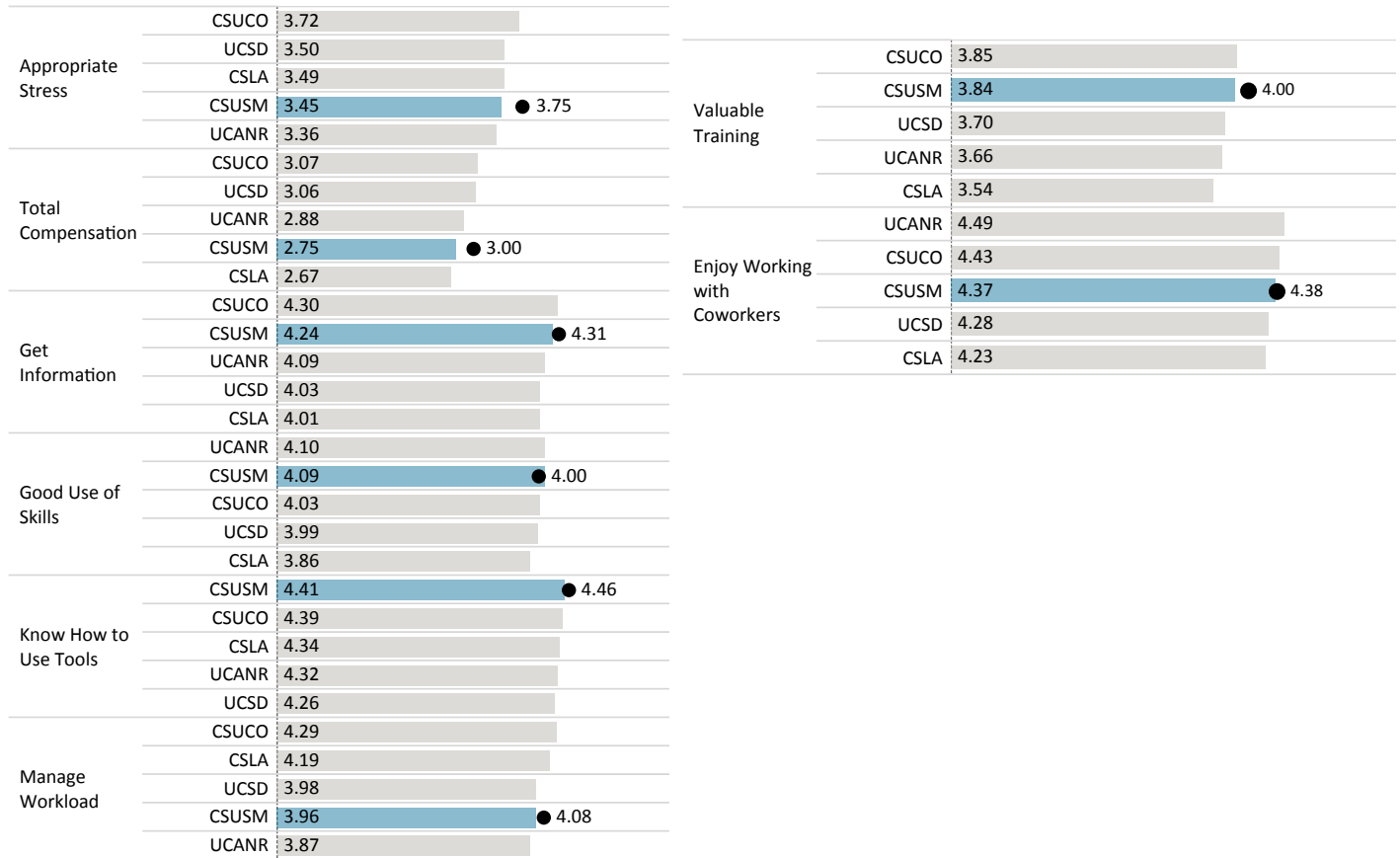
Comparison of Energy Management & Utility Services - 52000 to other Universities Overall
Employee Effectiveness
Reading this visualization: Your department/unit's mean scores (black dots) are displayed with the overall means of CSUSM (blue bars) and other participating universities (see list on the bottom of page).

⬤ Energy Management & Utility Services - 52000

Category	University	Score	Dept. Score
Appropriate Stress	CSUCO	3.72	
	UCSD	3.50	
	CSLA	3.49	
	CSUSM	3.45	⬤ 3.75
	UCANR	3.36	
Total Compensation	CSUCO	3.07	
	UCSD	3.06	
	UCANR	2.88	
	CSUSM	2.75	⬤ 3.00
	CSLA	2.67	
Get Information	CSUCO	4.30	
	CSUSM	4.24	⬤ 4.31
	UCANR	4.09	
	UCSD	4.03	
	CSLA	4.01	
Good Use of Skills	UCANR	4.10	
	CSUSM	4.09	⬤ 4.00
	CSUCO	4.03	
	UCSD	3.99	
	CSLA	3.86	
Know How to Use Tools	CSUSM	4.41	⬤ 4.46
	CSUCO	4.39	
	CSLA	4.34	
	UCANR	4.32	
	UCSD	4.26	
Manage Workload	CSUCO	4.29	
	CSLA	4.19	
	UCSD	3.98	
	CSUSM	3.96	⬤ 4.08
	UCANR	3.87	

Category	University	Score	Dept. Score
Valuable Training	CSUCO	3.85	
	CSUSM	3.84	⬤ 4.00
	UCSD	3.70	
	UCANR	3.66	
	CSLA	3.54	
Enjoy Working with Coworkers	UCANR	4.49	
	CSUCO	4.43	
	CSUSM	4.37	⬤ 4.38
	UCSD	4.28	
	CSLA	4.23	

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
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
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