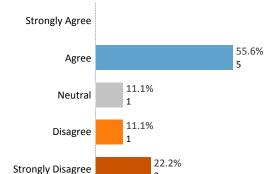


# Parking and Commuter Services - 22000

2021 10 respondents 83% of 12 invited 2020 5 respondents 45% of 11 invited 2019 9 respondents

9 respondents 60% of 15 invited

# Overall, I am a satisfied FAS employee.



Mean = 3.00, Std Dev = 1.32

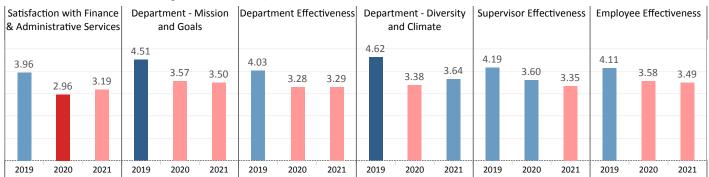
2

# 3.37 mean score for 56 questions (scale 1-5)

o questions in the excellent range (4.3 or greater)

ortunities
Total Compensation
Career Advancement
All Welcomed
Resolves Staff Issues
Better Ways Recognized

#### 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..."

**22** eNPS\* (44.4% - 22.2%)

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	Total
	5												
	4						1			1	1	2	5
Satisfied Employee	3								1				1
	2							1					1
	1		1	1									2
Total	•		1	1			1	1	1	1	1	2	9

\*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
- Survey and analytics powered by Tritonlytics™ Organizational Assessments and Strategy, UC San Diego



# Parking and Commuter Services - 22000

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 University Police (rounded to two decimal places)

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

38 Invited (N)

**University Police** 

**25** 21 Responded (n) 55% Response Rate

		2019	2020	2021		2021
	1 Overall Satisfaction	3.89	3.00	3.00	)	3.63
	2 Valued Member	3.78	2.80	3.00	<b>=</b>	3.60
	3 Leadership Interested in Staff's Ide		2.80	3.20	-	3.60
	4 Faculty Value Contributions	3.75	2.60	3.00	<b>—</b>	3.14
Satisfaction with Finance	5 Staff Value Contributions	3.56	3.00	3.20	<b>⊨</b>	3.67
& Administrative Services	6 Understand University Mission	4.44	3.40	4.00	-	4.15
	7 Contributes to FAS Mission	4.22	2.80	3.70	1	4.05
	8 Have a Voice	3.67	3.00	3.10	•	3.60
	9 Career Advancement	3.50	2.60	2.60		3.38
	10 All Welcomed	4.67	3.60	2.89	<b>—</b>	3.65
	11 Understand Dept's Mission	4.78	4.00	4.00		4.38
	12 Contributes to Dept's Mission	4.78	4.00	3.50	-	4.14
Department - Mission and	13 Annual Dept Goals	4.63	3.60	3.50		4.00
Goals	14 Measures Dept Goals	4.00	3.20	3.10		3.71
	15 Measures Customer Satisfaction	4.33	3.20	3.40	<b>⊨</b>	3.86
	16 Improve Services Products	4.56	3.40	3.50	<b>i</b> •	3.95
	17 Adequate Staffing	3.56	2.80	3.20	<b>—</b>	3.33
	18 Have Tools	4.11	3.80	3.70		4.00
	19 Physical Work Environment	4.44	3.80	3.20	<b>+</b>	3.86
	20 Safe Environment	4.11	3.40	3.90	<b>—</b>	4.10
	21 Spirit of Cooperation	3.67	2.60	3.00	<b>—</b>	3.57
	22 Ethical Conduct	4.44	3.40	3.70	<b>=</b>	4.14
Description of Effective	23 Collaborate Well with Coworkers			3.14		3.83
Department Effectiveness	24 Collaborate Well with Supervisor			3.43		4.00
	25 Collaborate with Units Outside	4.11	3.40	3.50	*	3.90
	26 Perform Responsibilities	4.11	3.40	3.00	<b>+</b>	3.57
	27 Participate in Decisions	4.11	2.80	3.10	<b>=</b>	3.71
	28 Balance Work Life	4.67	4.20	3.40	+	3.90
	29 Resolves Staff Issues	3.13	2.80	2.90	1	3.45
	30 Better Ways Recognized	3.78	3.00	2.90		3.57
	31 Department Diversity Programs		3.20	3.67	-	4.11
	32 All Cultures - Fair	5.00	3.60	4.00	<b>—</b>	4.29
Department - Diversity	33 Sexual Orientation - Fair	5.00	3.60	3.80	<b>=</b>	4.24
and Climate	34 Support Diversity	4.67	3.40	3.90	<b>—</b>	4.29
	35 Treated in a Professional Manner	4.44	3.40	3.60	<b>=</b>	4.05
	36 Feel Valued	4.00		2.90		3.67
	37 Recommends without Fear	4.44	4.00	3.50	<b>—</b>	3.95
	38 Sufficient Freedom	4.33	3.40	3.20	<b>+</b>	3.81
	39 Communicates Essential Info	3.89	3.60	3.30	<b>—</b>	3.90
	40 Work Assigned Equitably	4.11	3.40	3.10	<b>—</b>	3.71
	41 Gives Praise for Work	3.89	3.00	3.00		3.67
Supervisor Effectiveness	42 Suggestions for Improvement	4.11	3.40	3.50	<b>★</b>	3.95
Supervisor Effectiveness	43 Evaluated Fairly	4.11	3.80	3.40	<b>—</b>	4.00
	44 Performance Evaluation	4.11	3.60	3.38	<b>!</b>	4.06
	45 Advancement Opportunities	3.89	3.00	2.90		3.71
	46 Supports Training	4.22	4.00	3.10	-	3.81
	47 Treats with Respect	4.44	4.00	3.90		4.24
	48 Supportive of Personal Issues	4.67	4.00	3.90		4.29
	49 Appropriate Stress	4.22	4.00	2.90	+	3.57
	50 Total Compensation	3.50	2.60	2.20	<b>+</b>	2.67
	51 Get Information	4.33	4.00	3.80	<b>+</b> =	4.19
Employee Effectiveness	52 Good Use of Skills	4.00	3.20	3.30	•	3.86
Employee Ellectivelless	53 Know How to Use Tools	4.38	4.00	4.10	•	4.33
	54 Manage Workload	4.33	4.00	3.90		4.30
	55 Valuable Training	3.89	3.80	3.60	<b>↓</b> =	4.00
	56 Enjoy Working with Coworkers	4.22	3.00	4.10	1	4.29



Please indicate to w with the following st	•		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
applicable or you do		ct N/A II It IS NOt	5	4	3	2	1	
	1 Overall	, I am a satisfied FA	S employee.					
Satisfaction with Finance & Administrative Services	3 Senior le 4 Faculty r 5 Staff me 6 Lunderst 7 Lunderst 8 Leel Lha 9 Lam sati	nembers at CSUSM val mbers at CSUSM val and the FAS mission and how my job pe we a voice to provice offied with my oppor	genuinely interest value my contribu' lue my contributio n. rformance positive de ideas and sugge tunities for career	tions.  ns.  ely contributes to the stions on how to in advancement at C.	nprove FAS. SUSM.	staff members.		
Department - Mission and Goals	11 I underst 12 I underst 13 My depa 14 My depa 15 My depa	rtment establishes rtment routinely mo rtment routinely mo	t's mission. rformance positive annual departmen easures departmen easures customer	ely contributes to m tal performance go ntal performance g satisfaction with se	y department's missi als.	elivered.		
Department Effectiveness	18 I have th 19 My phys 20 I feel phy 21 There is 22 Most per 23 While wr 24 While wr 25 People ir 26 Most per 27 I have th 28 My depa 29 My depa	a spirit of cooperation of the properation of the p	nent and technologent (e.g., office, cular working onsite. on within my deparent conduct thems are been able to coave the encouraged to we ent perform their ricipate in making exible environment esolves staff-related	gy) needed to perfo bicle) is adequate fo . (Check N/A if you artment. selves in an ethical collaborate well with orlaborate well with york collaboratively responsibilities. g decisions that affet t that allows me to ed issues (i.e., staff	or the job that I do. worked entirely off-si manner. I co-workers as needed my supervisor as new with departments out the work. I balance my work and work interactions).	eded. itside of my immediat		
Department - Diversity and Climate	31 I am sati 32 People o 33 People o 34 My depa 35 My depa	f all sexual orientati rtment actively sup	sity related initiativ cultures, and back ions are treated fa ports a diverse wo environment whe	ves and efforts with grounds are treated irly in my departme ork environment.	in my department. I fairly in my departm			
Supervisor Effectiveness	37 I can ma 38 I have su 39 My supe 40 Work is a 41 My supe 42 My supe 43 My perfo 44 My last p 45 My supe 46 My supe 47 My supe	ke recommendatior fficient freedom to rvisor communicate assigned equitably in rvisor gives me prairvisor gives me useformance is evaluate erformance evaluarvisor gives me opprvisor gives me opprvisor gives me oppr	as to my supervisor decide how to best essential information my department. See for my work. Ful suggestions for d fairly. It too provided me wortunities that suports my participation respect.	at perform my work ation on a timely ba improvement. with information I coport my career adv on in training and e	ould use to improve r ancement.		nsibilities.	
Employee Effectiveness	49 I feel tha 50 I am sati 51 I know h 52 My job n 53 I know h 54 I am able 55 The train	t the amount of structions the struction of the struction	ess associated with compensation, incl nation I need to be ny skills and abilitie that I have (i.e., ec k load effectively. CSUSM is valuable	n my job is appropr luding salary and be e effective in my job es. quipment and techr	o. nology) to do my work	<b>c</b> .		
eNPS		orking with my cow ly is it that you wou		rking in the Finance	& Administrative Se	rvices (FAS) Division?		

# Comparison of Parking and Commuter Services - 22000 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).

#### Parking and Commuter Services - 22000

	CSUCO	4.00				
0	CSUSM	3.86 ● 3.00		CSUCO	4.40	
Overall Satisfaction —	UCANR	3.83		CSLA		
Jatistaction	UCSD	3.82	Contribute to	UCSD		
	CSLA	3.66	University  Mission			_
	CSUCO	3.83		CSUSM		● 3.70
Valued	UCSD			UCANR	4.19	
Member —	UCANR			CSUSM	3.69	● 3.10
	CSUSM			CSUCO	3.56	
	CSLA		Have a Voice	UCSD		
Leadership	CSUSM		11476 4 70166	UCANR		
Interested in	CSUCO					
Staff's Ideas	UCSD			CSLA		
	CSUCO			CSUSM	3.50	<b>2.60</b>
Campus	UCANR			UCSD	3.27	
Faculty Value —	UCSD		Career	CSUCO	3.23	
,	CSUSM		Advancement _	UCANR	3.09	
	CSLA			CSLA		
	CSUCO					
Staff Value	UCANR		All Welcomed	CSUCO		
Contributions —	UCSD			CSUSM	3.99	● 2.89
	CSUSM					
	CSLA					
	CSUCO					
Contribute to	CSLA					
University	UCSD					
Mission	CSUSM					
	UCANR	4.19				

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

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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

# Comparison of Parking and Commuter Services - 22000 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).

# Parking and Commuter Services - 22000

	CSUSM	4.40	● 4.00
	UCANR	4.40	
Understand Dept's Mission	CSUCO	4.38	
Dept's Mission	CSLA	4.29	
	UCSD	4.22	
	CSUCO	4.45	
Cartallanta	UCANR	4.44	
Contribute to  Dept's Mission	CSLA	4.39	
Dept's Mission	CSUSM	4.38	● 3.50
	UCSD	4.32	
	CSUCO	4.08	
A	CSUSM	4.05	● 3.50
Annual Dept Goals	UCSD	3.81	
Goals	UCANR	3.73	
	CSLA	3.65	
	CSUCO	3.95	
Manage Bank	CSUSM	3.85	● 3.10
Measures Dept Goals	UCSD	3.71	
Goals	UCANR	3.64	
	CSLA	3.47	
	CSUSM	3.99	● 3.40
Measures	CSUCO	3.93	
Customer	UCSD	3.74	
Satisfaction	UCANR	3.45	
	CSLA	3.43	
	CSUSM	4.12	● 3.50
Improve	CSUCO	4.07	
Services	UCSD	3.79	
Products	UCANR	3.68	
	CSLA	3.60	

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# Comparison of Parking and Commuter Services - 22000 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).

# Parking and Commuter Services - 22000

	CSUSM	3.05	● 3.20				
dequate	CSUCO				CSUCO	4.45	
Staffing —		2.92			UCANR		
	UCSD 2.79 Ethical	Ethical	CSUSM	!	● 3.70		
	UCANR			Conduct		ļ	3.70
	CSUSM		<b>●</b> 3.70		UCSD		
	CSUCO				CSLA	4.03	
Have Tools	UCSD				CSUCO	4.27	
	CSLA			Collaborate	CSUSM	4.17	● 3.50
	UCANR			with Units	UCANR	4.15	
	CSUCO			Outside	UCSD		
Physical Work	CSUSM		● 3.20		CSLA		
invironment —	UCSD						
	UCANR				UCANR		
	CSLA			Daufaum Daar -	CSUCO	4.24	
	UCANR		2.20	Perform Respo nsibilities	CSUSM	4.09	● 3.00
afe —	CSUSM		● 3.90	ווטוטווונוכט	UCSD	4.04	
nvironment —	CSUCO				CSLA		
	UCSD CSLA				UCANR		
	CSUCO						
	UCANR			Participate in	CSUCO		
pirit of	CSUSM		● 3.00	Decisions	CSUSM		● 3.10
ooperation —	UCSD		5.00		UCSD	3.85	
	CSLA				CSLA	3.80	
	CSUCO				UCANR	4.33	
	UCANR				CSUCO		
thical	CSUSM		● 3.70	Balance Work	CSUSM	!	● 3.40
Conduct —	UCSD			Life			3.40
	CSLA				UCSD		
					CSLA		
					CSUCO		
					CSUSM	3.85	● 2.90
				Resolves Staff	UCANR	3.82	
				Issues	UCSD	3.69	
					CSLA		
					CSUCO	!	
				Better Ways	CSUSM	!	● 2.90
				Recognized	UCANR	3.89	
C ANR (UC Division of Agricult				UCSD	2 72		

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# Comparison of Parking and Commuter Services - 22000 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).

# ● Parking and Commuter Services - 22000

	CSUCO	4.34	
All Culturas	CSUSM	4.27	● 4.00
All Cultures - Fair —	CSLA	4.26	
raii	UCANR	4.22	
	UCSD	4.16	
	CSUCO	4.45	
Sexual	CSUSM	4.42	● 3.80
Orientation -	CSLA	4.32	
Fair	UCANR	4.32	
	UCSD	4.24	
Department	CSUSM	4.14	● 3.67
Diversity	CSUCO	4.04	
Programs	UCSD	3.83	
All Welcomed	CSLA	4.10	
	CSUCO	4.28	
-	CSUSM	4.26	<b>3</b> .90
Support — Diversity —	CSLA	4.24	
Diversity	UCANR	4.21	
	UCSD	4.13	
	CSUCO	4.30	
Community-	UCANR	4.24	
Excellence-	CSUSM	4.23	● 3.60
Professional	UCSD	4.14	
	CSLA	4.04	

	UCANR	4.18			
	CSUSM	4.02	<b>●</b> 2	2.90	
Feel Valued	CSUCO	4.02			
	UCSD	3.88			
	CSLA	3.84			

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# Comparison of Parking and Commuter Services - 22000 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).

#### Parking and Commuter Services - 22000

	CSUCO	4.41			
Recommends	UCANR			CSUCO	4.25
without Fear	CSUSM			CSUSM	l .
	UCSD		Evaluated	UCANR	
	CSLA		Fairly		4.09
	UCANR				
Sufficient CS	CSUCO			CSLA	
	CSUSM			CSUCO	4.18
	UCSD			CSUSM	3.97
	CSLA		Performance	UCSD	3.92
	CSUCO		Evaluation	CSLA	3.79
Communicates	CSUSM UCANR			UCANR	
Essential Info ——	UCSD		Advancement		4.00
	CSLA			CSUSM	
	UCANR				
	UCSD		Opportunities	UCSD	
Vork Assigned quitably	CSUSM	3.91 • 3.10			3.78
	CSUCO	3.91		CSLA	3.71
	CSLA	3.70		CSUCO	4.38
	CSUCO	4.24		UCANR	4.27
Gives Praise	CSUSM	4.14 ● 3.00	Supports	CSUSM	4.18 • 3.10
or Work —	UCANR		Training	UCSD	
	UCSD				4.04
	CSLA				
	CSUCO			CSUCO	
Suggestions for	CSUSM		Treats with	UCANR	
mprovement —	UCSD		Respect	CSUSM	4.44 ● 3.90
	UCANR			UCSD	4.39
	CSLA	3.88		CSLA	4.25
				CSUCO	4.63
				UCANR	4.54
			Supportive of	UCSD	
			Personal Issues		4.44 • 3.90
				CSLA	4.36
				CSLA	7.50

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# Comparison of Parking and Commuter Services - 22000 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).

# Parking and Commuter Services - 22000

	CSUCO	-		
Appropriate	UCSD			
Stress	CSLA	3.49		
	CSUSM	3.45	● 2.9	0
	UCANR	3.36		
	CSUCO	3.07		
Total	UCSD	3.06		
Compensation —	UCANR	2.88		
Compensation	CSUSM	2.75	<b>2.2</b> 0	
	CSLA	2.67		
	CSUCO	4.30		
C-+	CSUSM	4.24		● 3.80
Get Information	UCANR	4.09		
illiorillation —	UCSD	4.03		
	CSLA	4.01		
	UCANR	4.10		
-	CSUSM	4.09	•	3.30
Good Use of Skills	CSUCO	4.03		
SKIIIS	UCSD	3.99		
	CSLA	3.86		
	CSUSM	4.41		● 4.10
	CSUCO	4.39		
Know How to Use Tools	CSLA	4.34		
USE TOOIS —	UCANR	4.32		
	UCSD	4.26		
	CSUCO	4.29		
	CSLA	4.19		
Manage Workload	UCSD	3.98		
VVOIKIOAU	CSUSM	3.96		● 3.90
	UCANR	3.87		

CSUCO	3.85	
CSUSM	3.84	● 3.60
UCSD	3.70	
UCANR	3.66	
CSLA	3.54	
UCANR	4.49	
CSUCO	4.43	
CSUSM	4.37	<b>4.10</b>
UCSD	4.28	
CSLA	4.23	
	CSUSM UCSD UCANR CSLA UCANR CSUCO CSUSM UCSD	UCSD 3.70 UCANR 3.66 CSLA 3.54 UCANR 4.49 CSUCO 4.43

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