



2021 - FAS Employee Engagement Survey

VPFAS & Travel Office - 11000

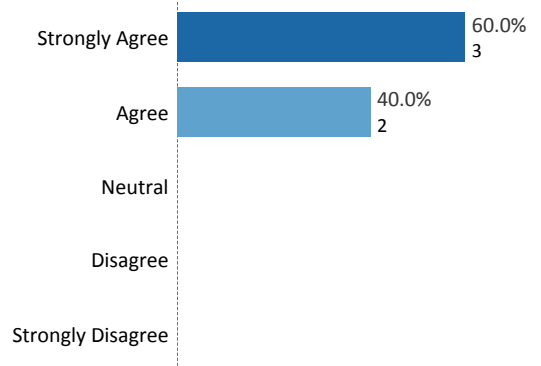
2021
5 respondents
100% of 5 invited

2020 5 respondents
100% of 5 invited
*2019 3 respondents
100% of 3 invited

Overall, I am a satisfied FAS employee.

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

| Strengths | Opportunities |
|--------------------------------|---------------------------------|
| 20 Safe Environment | 4 Faculty Value Contributions |
| 37 Recommends without Fear | 50 Total Compensation |
| 38 Sufficient Freedom | 17 Adequate Staffing |
| 39 Communicates Essential Info | 6 Understand University Mission |
| 40 Work Assigned Equitably | 9 Career Advancement |

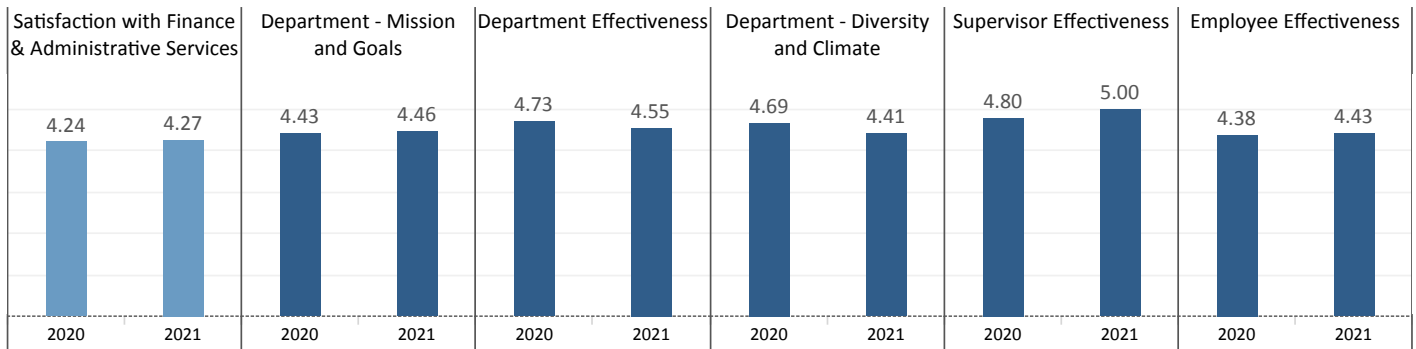


* Data is included only for years with 5 or more respondents

Mean = 4.60, Std Dev = 0.55

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..."

100 eNPS*
(100.0% - 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 | | | | | | | | | | | 3 | 3 |
| | 4 | | | | | | | | 1 | | 1 | | 2 |
| | 3 | | | | | | | | | | | | |
| | 2 | | | | | | | | | | | | |
| | 1 | | | | | | | | | | | | |
| Total | | | | | | | | | 1 | | 1 | 3 | 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.

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



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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 2020 to 2021
Arrows indicate change of .09 or greater

↓ 20 ↓ 13 ↑ 21

FAS Admin

20 Invited (N)

18 Responded (n)

90% Response Rate

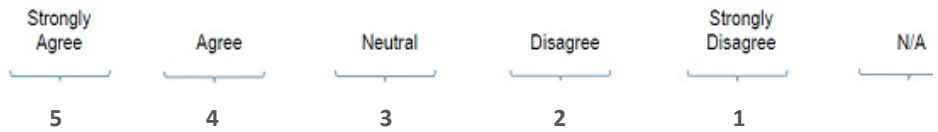
| | | 2019 | 2020 | 2021 | | 2021 | |
|--|--|------|------|------|---|------|---|
| * Data is included only for years with 5 or more respondents | | | | | | | |
| | 1 Overall Satisfaction | | 4.20 | 4.60 | | 4.29 | ● |
| | 2 Valued Member | | 4.40 | 4.60 | | 4.28 | ● |
| | 3 Leadership Interested in Staff's Ideas | | 4.00 | 4.60 | | 4.53 | ● |
| Satisfaction with Finance & Administrative Services | 4 Faculty Value Contributions | | 3.33 | 3.00 | ↓ | 3.71 | |
| | 5 Staff Value Contributions | | 4.20 | 4.40 | ↑ | 4.33 | ● |
| | 6 Understand University Mission | | 4.20 | 4.20 | | 4.39 | |
| | 7 Contributes to FAS Mission | | 4.60 | 4.40 | ↓ | 4.61 | |
| | 8 Have a Voice | | 4.60 | 4.40 | ↓ | 4.44 | |
| | 9 Career Advancement | | 4.00 | 4.20 | ↑ | 3.88 | ● |
| Department - Mission and Goals | 10 All Welcomed | | 4.40 | 4.40 | | 4.33 | ● |
| | 11 Understand Dept's Mission | | 4.40 | 4.60 | ↑ | 4.72 | |
| | 12 Contributes to Dept's Mission | | 4.40 | 4.60 | ↑ | 4.67 | |
| | 13 Annual Dept Goals | | 4.60 | 4.25 | ↓ | 4.41 | |
| | 14 Measures Dept Goals | | 4.40 | 4.25 | ↓ | 4.18 | ● |
| | 15 Measures Customer Satisfaction | | 4.40 | 4.40 | | 4.44 | |
| Department Effectiveness | 16 Improve Services Products | | 4.40 | 4.60 | ↑ | 4.56 | ● |
| | 17 Adequate Staffing | | 4.20 | 4.00 | ↓ | 3.11 | ● |
| | 18 Have Tools | | 4.60 | 4.60 | | 4.28 | ● |
| | 19 Physical Work Environment | | 4.40 | 4.20 | ↓ | 4.28 | |
| | 20 Safe Environment | | 4.80 | 5.00 | ↑ | 4.81 | ● |
| | 21 Spirit of Cooperation | | 5.00 | 4.60 | ↓ | 4.56 | ● |
| | 22 Ethical Conduct | | 5.00 | 4.80 | ↓ | 4.72 | ● |
| | 23 Collaborate Well with Coworkers | | | 4.50 | | 4.31 | ● |
| | 24 Collaborate Well with Supervisor | | | 4.50 | | 4.60 | |
| | 25 Collaborate with Units Outside | | 4.80 | | ↓ | 4.76 | ● |
| Department - Diversity and Climate | 26 Perform Responsibilities | | 5.00 | 4.60 | ↓ | 4.44 | ● |
| | 27 Participate in Decisions | | 4.80 | 4.60 | ↓ | 4.44 | ● |
| | 28 Balance Work Life | | 4.80 | 4.80 | | 4.72 | ● |
| | 29 Resolves Staff Issues | | 4.80 | 4.50 | ↓ | 4.12 | ● |
| | 30 Better Ways Recognized | | 4.60 | 4.60 | | 4.61 | |
| | 31 Department Diversity Programs | | 4.00 | 4.40 | ↑ | 4.44 | |
| | 32 All Cultures - Fair | | 4.80 | 4.40 | ↓ | 4.65 | |
| | 33 Sexual Orientation - Fair | | 4.80 | 4.50 | ↓ | 4.76 | |
| | 34 Support Diversity | | 4.40 | 4.20 | ↓ | 4.63 | |
| | 35 Treated in a Professional Manner | | 5.00 | 4.40 | ↓ | 4.59 | |
| Supervisor Effectiveness | 36 Feel Valued | | 5.00 | 4.60 | ↓ | 4.56 | ● |
| | 37 Recommends without Fear | | 5.00 | 5.00 | | 4.78 | ● |
| | 38 Sufficient Freedom | | 4.80 | 5.00 | ↑ | 4.78 | ● |
| | 39 Communicates Essential Info | | 4.60 | 5.00 | ↑ | 4.61 | ● |
| | 40 Work Assigned Equitably | | 4.80 | 5.00 | ↑ | 4.22 | ● |
| | 41 Gives Praise for Work | | 4.80 | 5.00 | ↑ | 4.83 | ● |
| | 42 Suggestions for Improvement | | 4.60 | 5.00 | ↑ | 4.67 | ● |
| | 43 Evaluated Fairly | | 4.60 | 5.00 | ↑ | 4.65 | ● |
| | 44 Performance Evaluation | | 5.00 | 5.00 | | 3.92 | ● |
| | 45 Advancement Opportunities | | 4.80 | 5.00 | ↑ | 4.53 | ● |
| Employee Effectiveness | 46 Supports Training | | 4.80 | 5.00 | ↑ | 4.78 | ● |
| | 47 Treats with Respect | | 5.00 | 5.00 | | 5.00 | |
| | 48 Supportive of Personal Issues | | 5.00 | 5.00 | | 4.89 | ● |
| | 49 Appropriate Stress | | 4.40 | 4.40 | | 3.71 | ● |
| | 50 Total Compensation | | 3.80 | 3.60 | ↓ | 2.94 | ● |
| | 51 Get Information | | 4.40 | 4.60 | ↑ | 4.56 | ● |
| Employee Effectiveness | 52 Good Use of Skills | | 4.20 | 4.60 | ↑ | 4.33 | ● |
| | 53 Know How to Use Tools | | 4.60 | 4.60 | | 4.67 | |
| | 54 Manage Workload | | 4.40 | 4.40 | | 4.06 | ● |
| | 55 Valuable Training | | 4.20 | 4.60 | ↑ | 4.18 | ● |
| | 56 Enjoy Working with Coworkers | | 5.00 | 4.60 | ↓ | 4.61 | ● |



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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.



| | 5 | 4 | 3 | 2 | 1 | N/A |
|--|--|--|---|---|---|-----|
| | 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. | | | | | | |
| 17 My department has adequate staffing to handle our workload. | | | | | | |
| Department Effectiveness | 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? | | | | | |

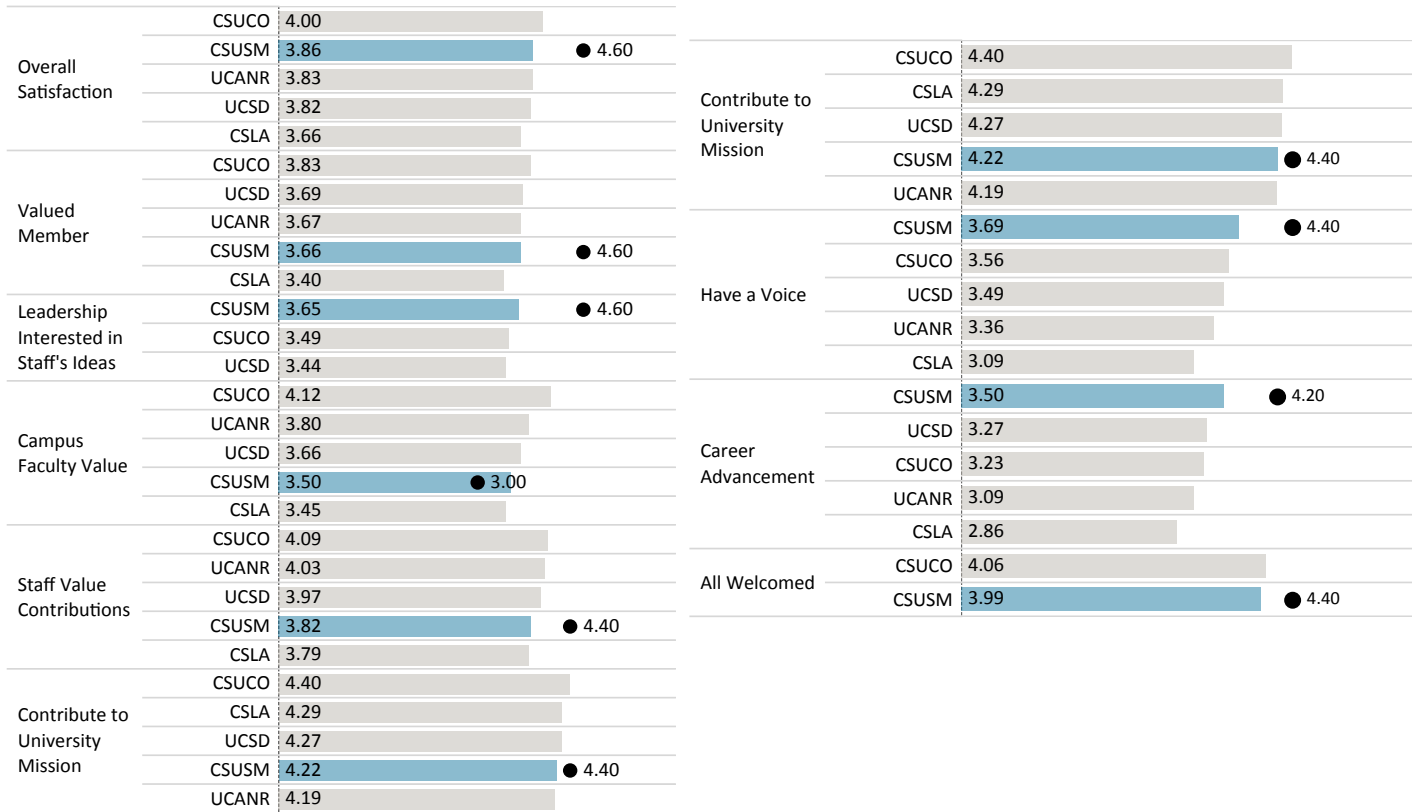
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Comparison of VPFAS & Travel Office - 11000 to other Universities Overall

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).

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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

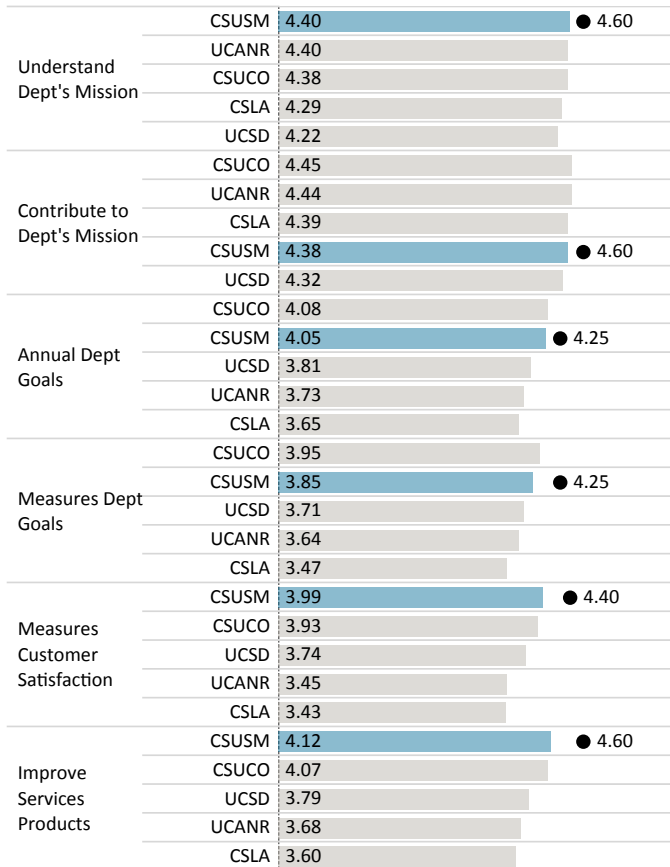
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Department - Mission and Goals

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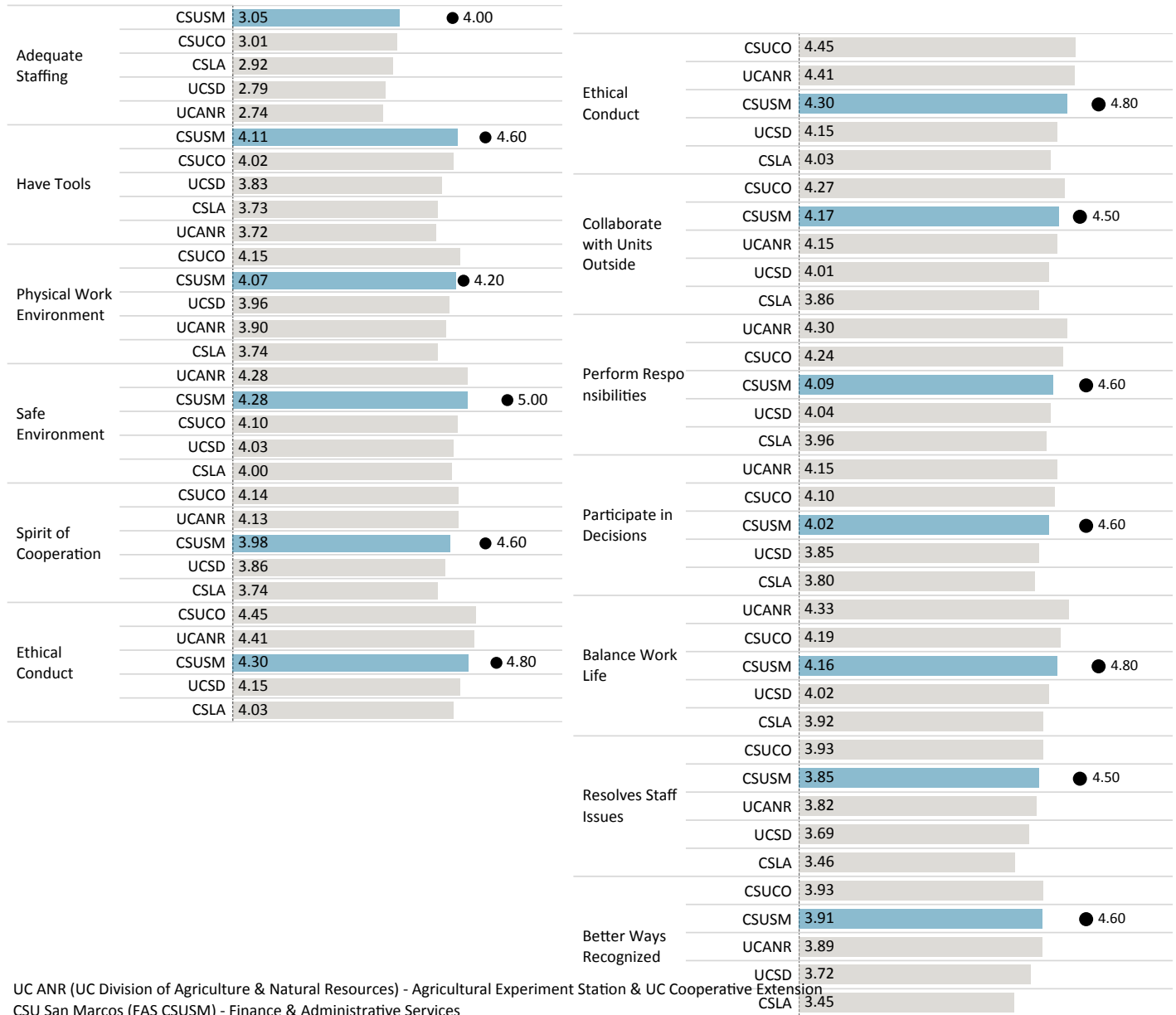
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Comparison of VPFAS & Travel Office - 11000 to other Universities Overall

Department Effectiveness

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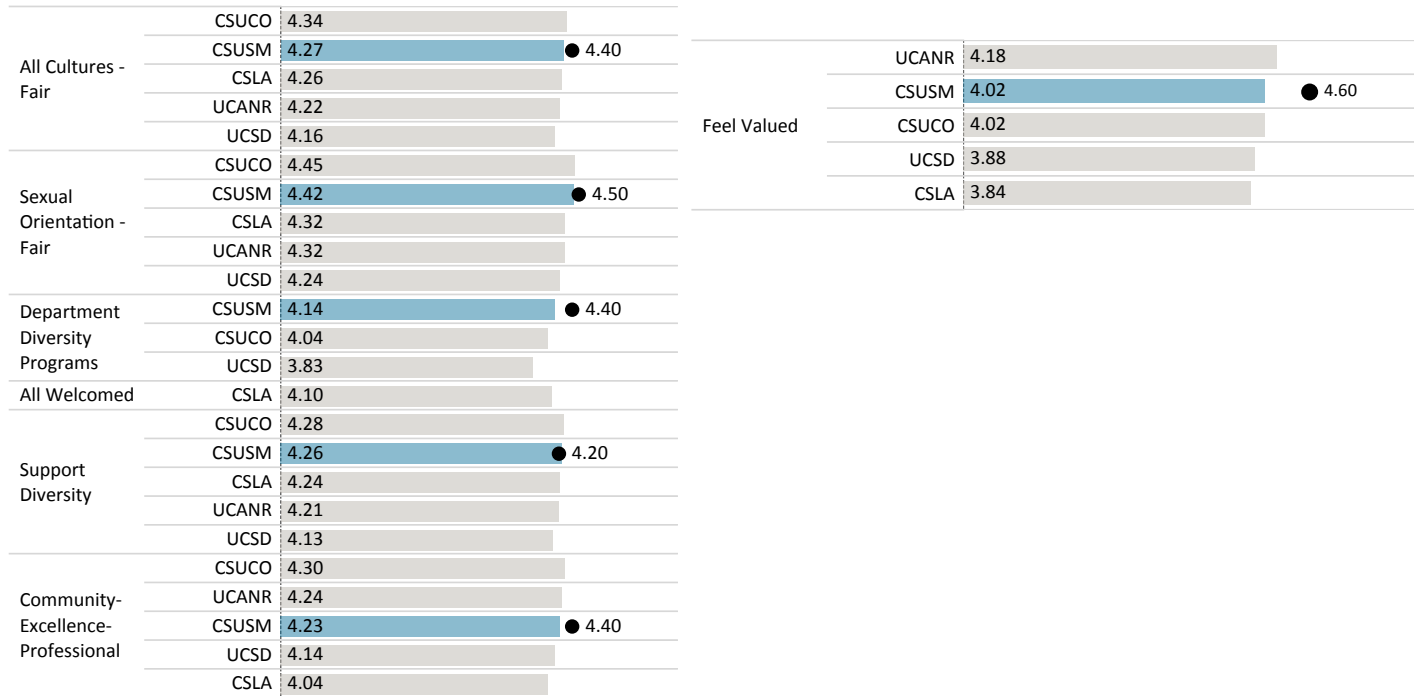
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Department - Diversity and Climate

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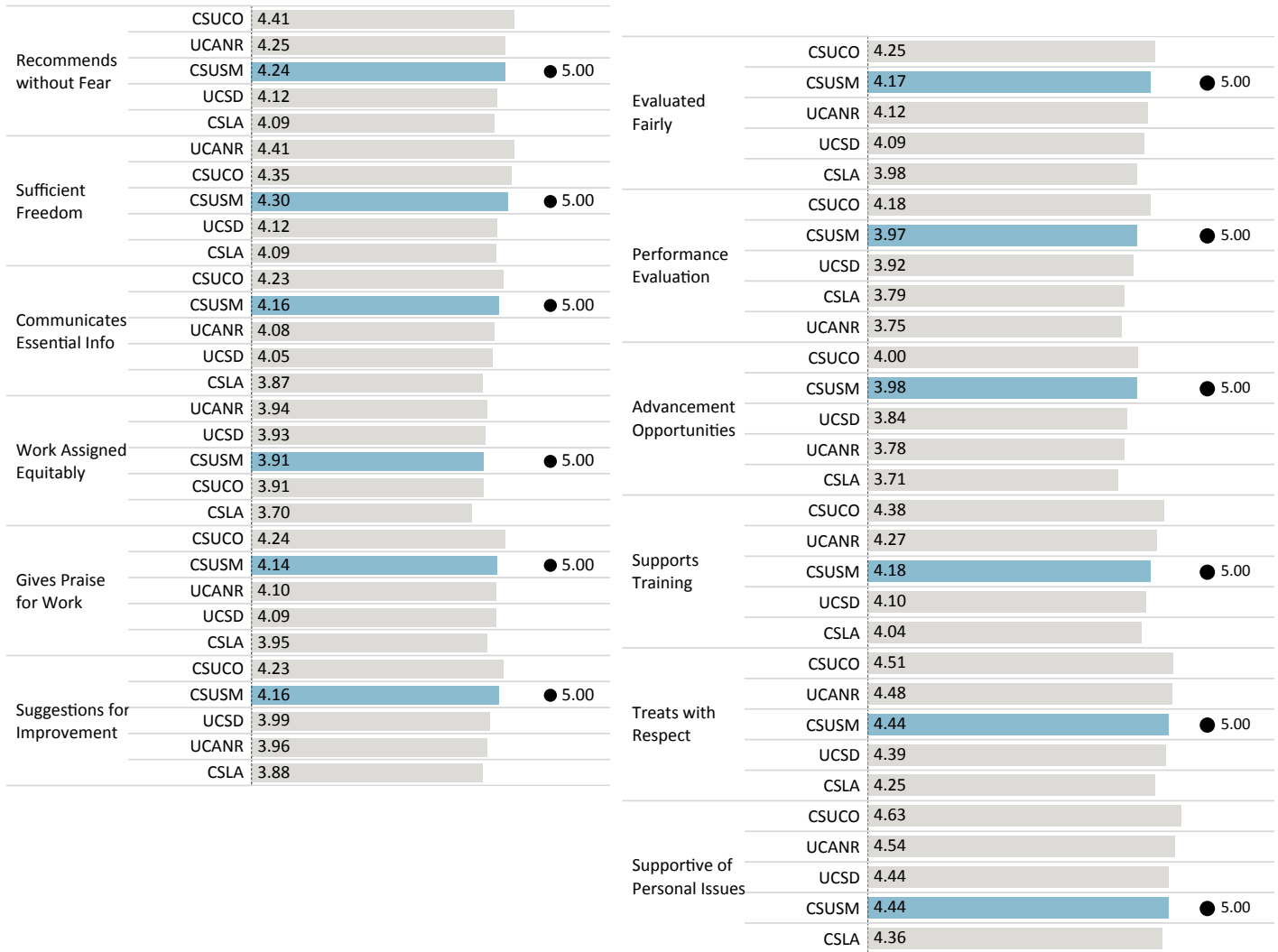
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Supervisor Effectiveness

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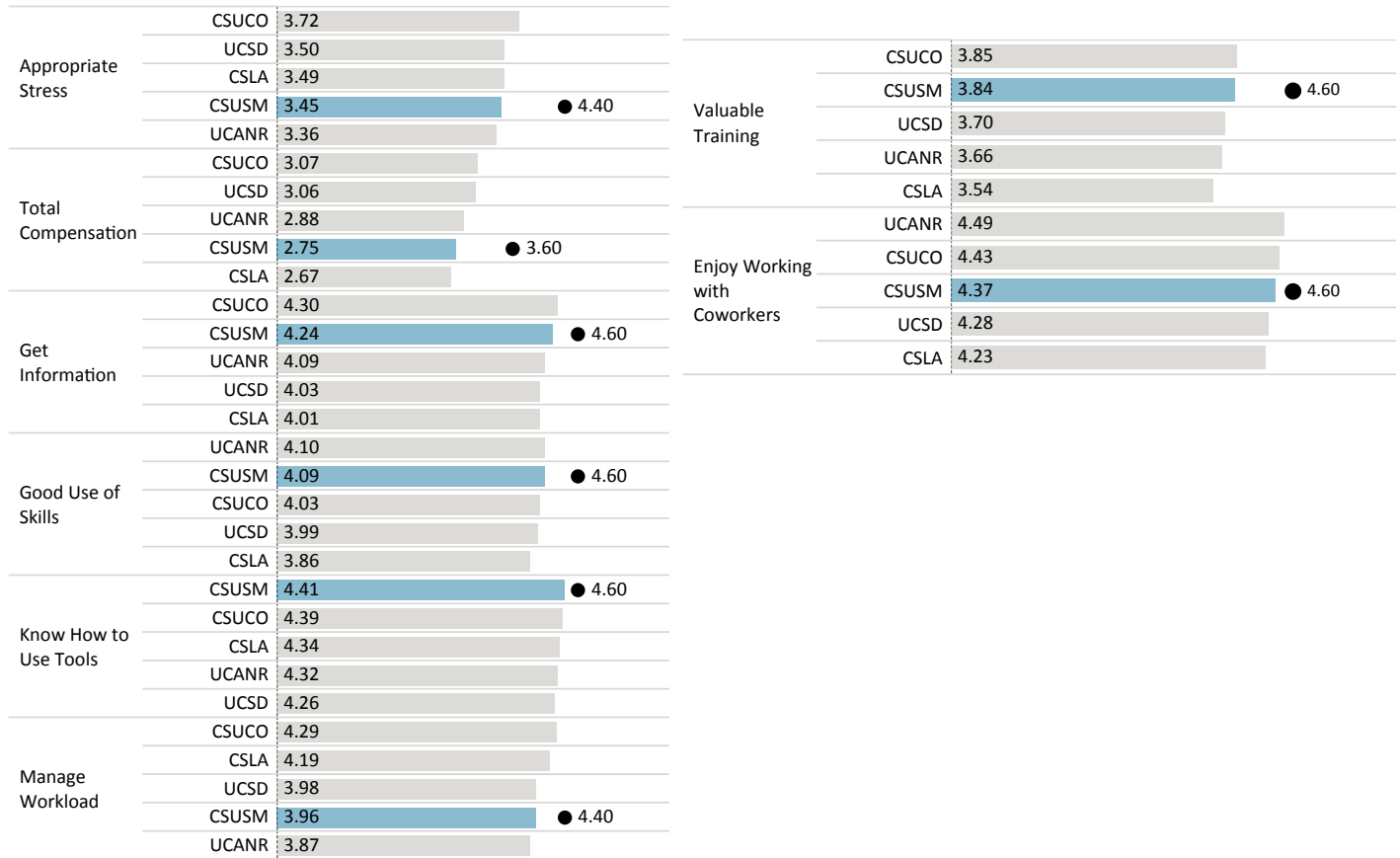
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Employee Effectiveness

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