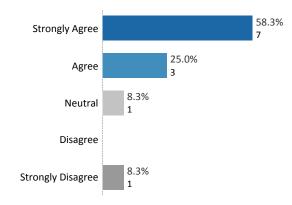
4.32 mean score for 54 questions (scale 1-5)

31 questions in the excellent range (4.3 or greater)

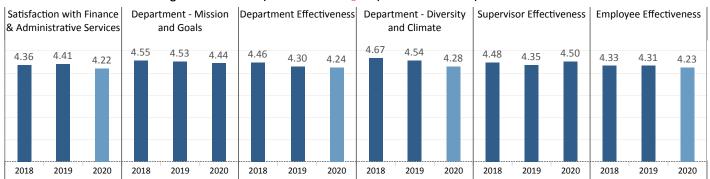
Strengths	Opportunities
46 Supportive of Personal Issues	16 Adequate Staffing
36 Sufficient Freedom	48 Total Compensation
54 Enjoy Working with Coworkers	47 Appropriate Stress
10 Understand Dept's Mission	26 Resolves Staff Issues
11 Contributes to Dept's Mission	27 Better Ways Recognized

Overall, I am a satisfied FAS employee.



Mean = 4.25, Std Dev = 1.22

#### 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..."

**70** eNPS\* 80.0% - **10.0%** 

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	Iotai
	5								1	1		3	5
	4								1	1		1	3
Satisfied Employee	3											1	1
	2												
	1				1								1
Total					1				2	2		5	10

<sup>\*</sup>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

- . 2020 is the fourth year of the FAS Employee Engagement Survey
- Survey Period: September 15 October 2, 2020
- 254 individuals were invited to take the survey; 177 (70%) responded
- Survey consisted of 54 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

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

Change from 2019 to 2020 Arrows indicate change of .09 or greater

111 Invited (N) 15 80 Responded (n) 72% Response Rate

Facilities Dev & Mgmt

Mean score greater than that of Facilities Dev & Mgmt (rounded to two decimal places)

			2018	2019	2020		2020	
	1	Overall Satisfaction	4.46	4.50	4.25	-	4.23	
	2	Valued Member	4.38	4.40	4.25	<b>+</b> =	4.22	
	3	Leadership Interested in Staff's Ideas			4.08		4.08	
	4	Faculty Value Contributions	4.38	4.40	3.91	-	4.12	
Satisfaction with Finance	5	Staff Value Contributions	4.38	4.36	4.50	<b>=</b>	4.28	
& Administrative Services	6	Understand University Mission	4.38	4.64	4.50	<b>—</b>	4.32	
	7	Contributes to FAS Mission	4.69	4.64	4.58	=	4.43	
	8	Have a Voice	4.23	4.45	4.08	-	4.00	
	9	Career Advancement	4.08	4.00	3.83	<b>—</b>	3.82	
	10	Understand Dept's Mission	4.54	4.73	4.67	<u> </u>	4.40	
	11	Contributes to Dept's Mission	4.69	4.73	4.67	_	4.51	
Department - Mission and	12	Annual Dept Goals	4.62	4.55	4.58	-	4.18	
Goals	13	Measures Dept Goals	4.46	4.45	4.25	<b>—</b>	4.07	
	14	Measures Customer Satisfaction	4.50	4.36	4.33	•	4.17	
	15	Improve Services Products	4.46	4.36	4.17	-	4.22	
	16	Adequate Staffing	3.77	3.36	3.08	-	3.36	
	17	Have Tools	4.23	4.45	4.42	•	4.36	
	18	Physical Work Environment	4.46	4.27	4.33	-	4.25	
	19	Safe Environment	4.54	4.45	4.50	-	4.32	
	20	Spirit of Cooperation	4.46	4.09	4.25	<b>—</b>	4.18	
Department Effectiveness	21	Ethical Conduct	4.62	4.45	4.33	<b>!</b>	4.30	
Department Effectiveness	22	Collaborate with Units Outside	4.62	4.55	4.67	<b>=</b>	4.27	
	23	Perform Responsibilities	4.38	4.45	4.42	•	4.15	
	24	Participate in Decisions	4.69	4.55	4.50	-	4.07	
	25	Balance Work Life	4.77	4.36	4.67	<b>—</b>	4.30	
	26	Resolves Staff Issues	4.54	4.27	3.83	-	3.89	
	27	Better Ways Recognized	4.46	4.36	3.83	-	4.10	
	28	Department Diversity Programs			4.18		4.22	
	29	All Cultures - Fair	4.69	4.55	4.25	-	4.25	
Department - Diversity	30	Sexual Orientation - Fair	4.69	4.73	4.42	-	4.34	
and Climate	31	All Welcomed	4.62	4.64	4.25	-	4.41	
and Chinate	32	Support Diversity	4.77	4.55	4.25	<b>-</b>	4.31	
	33	Treated in a Professional Manner	4.62	4.45	4.33	<b>!</b>	4.29	
	34	Feel Valued	4.62	4.30	4.25		4.21	
	35	Recommends without Fear	4.46	4.18	4.50		4.29	
	36	Sufficient Freedom	4.69	4.64	4.75	<b>—</b>	4.43	
	37	Communicates Essential Info	4.54	4.18	4.42		4.05	
	38	Work Assigned Equitably	4.31	4.27	4.25		3.89	
	39	Gives Praise for Work	4.54	4.36	4.33		4.21	
Supervisor Effectiveness	40	Suggestions for Improvement	4.23	4.27	4.50	<b>—</b>	4.19	
Supervisor Effectiveness	41	Evaluated Fairly	4.38	4.09	4.58	1	4.20	
	42	Performance Evaluation	4.38	4.27	4.42	<b>—</b>	4.15	
	43	Advancement Opportunities	4.46	4.18	4.25	=	4.11	
	44	Supports Training	4.62	4.55	4.50		4.32	
	45	Treats with Respect	4.54	4.45	4.67	<b>—</b>	4.44	
	46	Supportive of Personal Issues	4.58	4.73	4.83	<b>—</b>	4.50	
	47	Appropriate Stress	4.23	3.82	3.79	•	3.72	
	48	Total Compensation	3.31	3.82	3.50	-	3.60	
	49	Get Information	4.54	4.64	4.64		4.32	
Employee Effectiveness	50	Good Use of Skills	4.46	4.18	4.36	<b>—</b>	4.25	
,	51	Know How to Use Tools	4.69	4.73	4.64		4.51	
	52	Manage Workload	4.69	4.64	4.00	+	4.13	
	53	Valuable Training	4.00	4.09	4.21	<b>—</b>	4.14	
	54	Enjoy Working with Coworkers	4.69	4.55	4.71		4.59	

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

	1	Overall, I am a satisfied FAS employee.
	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.
Satisfaction with	4	Faculty members at CSUSM value my contributions.
Finance &	5	Staff members at CSUSM value my contributions.
Administrative	6	I understand the FAS mission.
Services	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.
		I understand my department's mission.
		I understand how my job performance positively contributes to my department's mission.
Department -		My department establishes annual departmental performance goals.
Mission and Goals	13	, , , , , , , , , , , , , , , , , , , ,
		My department routinely measures customer satisfaction with services and products delivered.
		My department routinely takes action to improve services and products based on customer feedback.  My department has adequate staffing to handle our workload.
		I have the tools (i.e., equipment and technology) needed to perform my work.
		My physical work environment (e.g., office, cubicle) is adequate for the job that I do.
		I feel physically safe in my work environment.
		There is a spirit of cooperation within my department.
Department		Most people in my department conduct themselves in an ethical manner.
Effectiveness		People in my department are encouraged to work collaboratively with departments outside of my immediate area.
	23	
		I have the opportunity to participate in making decisions that affect my work.
	25	My department creates a flexible environment that allows me to balance my work and personal life.
	26	My department effectively resolves staff-related issues (i.e., staff work interactions).
	27	People in my department are recognized for finding better ways of doing things.
	28	I am satisfied with the diversity related initiatives and efforts within my department.
	29	People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.
Department -	30	People of all sexual orientations are treated fairly in my department.
Diversity and	31	FAS promotes a work environment where all people are welcomed.
Climate	32	My department actively supports a diverse work environment.
	33	My department provides an environment where everyone is treated in a professional manner.
		I feel valued by my department.
		I can make recommendations to my supervisor without fear of negative consequences.
		I have sufficient freedom to decide how to best perform my work.
		My supervisor communicates essential information on a timely basis.
		Work is assigned equitably in my department.
		My supervisor gives me praise for my work.
Supervisor Effectiveness	40	My supervisor gives me useful suggestions for improvement.
Effectiveness		My performance is evaluated fairly.  My last performance evaluation provided me with information I could use to improve my performance.
		My supervisor gives me opportunities that support my career advancement.
		My supervisor actively supports my participation in training and education programs related to my job responsibilities.
		My supervisor treats me with respect.
		My supervisor is supportive when personal issues arise.
		I feel that the amount of stress associated with my job is appropriate for my position.
		I am satisfied with my total compensation, including salary and benefits.
		I know how to get the information I need to be effective in my job.
Employee		My job makes good use of my skills and abilities.
Effectiveness	51	I know how to use the tools that I have (i.e., equipment and technology) to do my work.
	52	I am able to manage my work load effectively.
	53	The training that I receive at CSUSM is valuable for improving my job performance.
		I enjoy working with my coworkers.
eNPS	55	How likely is it that you would recommend working in the Finance & Administrative Services (FAS) Division?

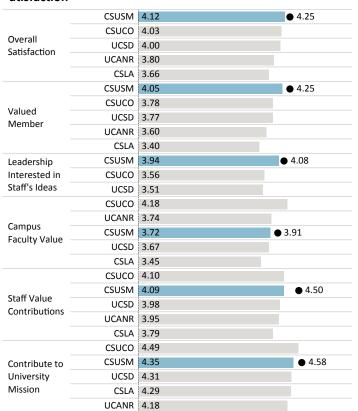


## $Comparison\ of\ Energy\ Management\ \&\ Utility\ Services\ -\ 52000\ to\ other\ Universities\ Overall$

#### **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



	CSUCO	4.49	
Contribute to	CSUSM	4.35	● 4.58
University	UCSD	4.31	
Mission	CSLA	4.29	
	UCANR	4.18	
	CSUSM	3.95	● 4.08
	UCSD	3.51	
Have a Voice	CSUCO	3.43	
	UCANR	3.18	
	CSLA	3.09	
	CSUSM	3.57	● 3.83
_	UCSD	3.26	
Career Advancement	UCANR	3.13	
	CSUCO	2.99	
	CSLA	2.86	

#### 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



## 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).

# DEPARTMENT AND SALVICES - 52000

	CSUCO	4.45	
	CSUSM		● 4.67
Understand	UCANR	4.34	
Dept's Mission —	CSLA	4.29	
	UCSD	4.24	
	CSUCO	4.54	
	CSUSM	4.49	● 4.67
Contribute to	CSLA	4.39	
Dept's Mission —	UCANR	4.38	
	UCSD	4.33	
	CSUSM	4.23	● 4.58
	UCSD	3.83	
Annual Dept Goals	CSUCO	3.76	
Goals	UCANR	3.73	
	CSLA	3.65	
	CSUSM	4.04	● 4.25
Manage David	UCSD	3.71	
Measures Dept Goals	CSUCO	3.69	
Goals	UCANR	3.62	
	CSLA	3.47	
	CSUSM	4.16	● 4.33
Measures	UCSD	3.76	
Customer	CSUCO	3.75	
Satisfaction	UCANR	3.44	
	CSLA	3.43	
	CSUSM	4.25	• 4.17
Improve	CSUCO	3.95	
Services	UCSD	3.83	
Products	UCANR	3.65	
	CSLA	3.60	

#### 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

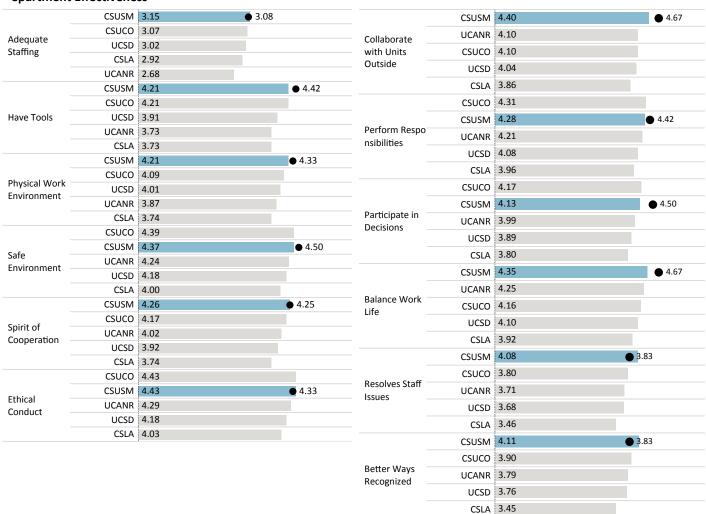


## Comparison of Energy Management & Utility Services - 52000 to other Universities Overall

#### **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).

## Eparement & Utility Services - 52000



 ${\tt UC\ ANR\ (UC\ Division\ of\ Agriculture\ \&\ Natural\ Resources)-Agricultural\ Experiment\ Station\ \&\ UC\ Cooperative\ Extension\ Agricultural\ Experiment\ Station\ \&\ UC\ Cooperative\ Extension\ Station\ Barrier (Cooperative\ Extension\ Barrier (Cooperative\$ 

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



## 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).

# DEPENERAL PROPERTY WHILE CHARACTERS - 52000

exual CSUCO 4.36 rientation - CSLA 4.32	1.25
Cultures -   CSUCO   4.25	
CSUCO   4.25	
UCANR 4.19 UCSD 4.14  epartment CSUSM 4.17	
epartment CSUSM 4.17 • 4.1 iversity CSUCO 3.99 rograms UCSD 3.94 CSUSM 4.47 • 4 exual CSUCO 4.36 rientation - CSLA 4.32	
versity CSUCO 3.99 rograms UCSD 3.94 CSUSM 4.47 • 4 exual CSUCO 4.36 rientation - CSLA 4.32	
CSUSM 4.47 • 4  exual CSUCO 4.36 rientation - CSLA 4.32	.18
CSUSM 4.47 • 4  exual	
exual CSUCO 4.36 rientation - CSLA 4.32	
rientation - CSLA 4.32	4.42
DIF LICAND 4.37	
ucanr 4.27	
UCSD 4.25	
CSUSM 4.36 • 4.2	1.25
l Welcomed CSUCO 4.26	
CSLA 4.10	
CSUSM 4.37 ● 4.2	1.25
CSUCO 4.27	
upport CSLA 4.24	
UCANR 4.13	
UCSD 4.13	
CSUSM 4.41	4.33
ommunity- CSUCO 4.22	
ccellence- UCSD 4.16	
ofessional UCANR 4.14	
CSLA 4.04	

	CSUSM	4.23	4.25
	CSUCO	4.08	
Feel Valued	UCANR	4.04	
	UCSD	3.90	
	CSLA	3.84	

 ${\tt UC\ ANR\ (UC\ Division\ of\ Agriculture\ \&\ Natural\ Resources)-Agricultural\ Experiment\ Station\ \&\ UC\ Cooperative\ Extension\ Cooperative\ Ex$ 

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



## Comparison of Energy Management & Utility Services - 52000 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).

# EpereysMappermentes Utility Services - 52000

CSUSM		4.42	<b>4.50</b>		CSUSM	4.22	● 4.58
Recommends Without Fear CSUCO	4.35			CSUCO	4.20		
	4.15		Evaluated	UCANR			
	UCSD			Fairly	UCSD		
	CSLA						
	CSUSM		● 4.75		CSLA		
Sufficient	CSUCO				CSUSM		● 4.42
reedom —	UCANR			- 5 (	CSUCO	4.05	
	UCSD	!		Performance Evaluation	UCSD	3.84	
	CSLA			Evaluation	CSLA	3.79	
	CSUSM		● 4.42		UCANR		
Communicates	CSUCO				CSUCO		
ssential Info —	UCANR			Advancement			<b>A</b> 4.25
	UCSD CSLA				CSUSM		● 4.25
	CSUSM		<b>▲</b> 4.25	● 4.25 Opportunities	UCSD		
Work Assigned UCS			4.23		UCANR	i	
	UCSD				CSLA	3.71	
	UCANR				CSUSM	4.29	● 4.50
	CSLA				CSUCO	4.25	
	CSUSM	4.24	● 4.33	Supports Training	UCANR	4.17	
	CSUCO	4.13			UCSD		
Gives Praise or Work	UCSD	4.06			CSLA		
or work —	UCANR	3.96					
	CSLA	3.95			CSUSM		● 4.67
	CSUSM	4.20	● 4.50	Treats with	CSUCO		
	CSUCO	4.09		Respect	UCANR	4.40	
Suggestions for mprovement —	UCSD			пеэресс	UCSD	4.36	
	CSLA	3.88			CSLA	4.25	
	UCANR	3.85				4.60	● 4.83
					CSUCO		4.03
				Supportive of	UCANR		
				Personal Issues	UCSD		
					CSLA		
					COLA		

 ${\tt UC\ ANR\ (UC\ Division\ of\ Agriculture\ \&\ Natural\ Resources)-Agricultural\ Experiment\ Station\ \&\ UC\ Cooperative\ Extension\ Cooperative\ Ex$ 

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



# 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).

# Englished Effectiveness Utility Services - 52000

inployee Em	ectiveness			
	CSUCO	3.65		
	UCSD	3.61		
Appropriate — Stress —	CSUSM	3.58	<b>3</b> .	79
stress –	CSLA	3.49		
	UCANR	3.38		
	CSUSM	3.37	● 3.50	
	CSUCO	3.19		
Total — Compensation —	UCSD	3.17		
Compensation	UCANR	3.01		
	CSLA	2.67		
_	CSUSM	4.29		● 4.64
	CSUCO	4.22		
Get — Information —	UCSD	4.06		
Information —	UCANR	4.05		
	CSLA	4.01		
	CSUSM	4.15		● 4.36
6 111 6	CSUCO	4.12		
Good Use of — Skills —	UCANR	4.02		
SKIIIS	UCSD	4.00		
	CSLA	3.86		
	CSUSM	4.49		● 4.64
	CSUCO	4.47		
Know How to — Use Tools —	CSLA	4.34		
Ose roois	UCANR	4.31		
	UCSD	4.28		
	CSUCO	4.26		
	CSLA	4.19		
Manage — Workload —	CSUSM	4.06	•	4.00
WOI KIDAU —	UCSD	4.03		
	UCANR	3.85		

Valuable Training	CSUSM	3.97	● 4.21
	UCSD	3.74	
	CSUCO	3.64	
Truming	UCANR	3.57	
	CSLA	3.54	
	CSUSM	4.49	● 4.71
Enjoy Working	UCANR	4.40	
with Coworkers	CSUCO	4.39	
	UCSD	4.31	
	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,