2020 6 respondents 100% of 6 invited 2019 6 respondents 100% of 6 invited 2018 6 respondents

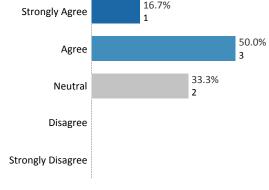
6 respondents 100% of 6 invited

Overall, I am a satisfied FAS employee.

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

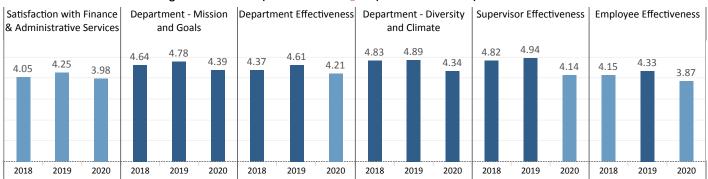
27 questions in the excellent range (4.3 or greater)

Strengths	Opportunities				
11 Contributes to Dept's Mission	16 Adequate Staffing				
20 Spirit of Cooperation	48 Total Compensation				
21 Ethical Conduct	9 Career Advancement				
23 Perform Responsibilities	38 Work Assigned Equitably				
30 Sexual Orientation - Fair	47 Appropriate Stress				



Mean = 3.83, Std Dev = 0.75

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..."

67 eNPS*

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											1	1
	4								1	1		1	3
Satisfied Employee	3						1					1	2
, , , ,	2												
	1												
Total							1		1	1		3	6

*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



FDM Administration (includes AVP FDMOffice) - 53000

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 Facilities Dev & Mgmt

111 Invited (N)

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

47 4 1

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

			2018	2019	2020		2020	
	1	Overall Satisfaction	4.17	4.33	3.83	+	4.23	
	2	Valued Member	4.17	4.17	4.00	-	4.22	
	3	Leadership Interested in Staff's Ideas			4.00		4.08	
	4	Faculty Value Contributions	3.40	3.50	3.80		4.12	
Satisfaction with Finance	5	Staff Value Contributions	4.00	4.17	4.17		4.28	
& Administrative Services	6	Understand University Mission	4.50	4.67	4.33	-	4.32	
	7	Contributes to FAS Mission	4.33	4.67	4.33	-	4.43	
	8	Have a Voice	3.83	4.33	3.83	-	4.00	
	9	Career Advancement	4.00	4.00	3.33	+	3.82	
	10	Understand Dept's Mission	4.67	4.83	4.33		4.40	
	11	Contributes to Dept's Mission	4.67	4.83	4.67	-	4.51	
Department - Mission and	12	Annual Dept Goals	4.83	5.00	4.50	-	4.18	
Goals	13	Measures Dept Goals	4.67	4.83	4.33	+	4.07	
	14	Measures Customer Satisfaction	4.50	4.33	4.00	-	4.17	
	15	Improve Services Products	4.50	4.83	4.50	+	4.22	
	16	Adequate Staffing	2.83	3.50	2.17	+	3.36	
	17	Have Tools	4.33	4.33	4.33		4.36	
	18	Physical Work Environment	4.00	4.50	4.33	-	4.25	
	19	Safe Environment	4.17	4.50	4.50	_	4.32	
	20	Spirit of Cooperation	4.83	5.00	4.67	-	4.18	
	21	Ethical Conduct	4.67	5.00	4.67		4.30	
Department Effectiveness	22	Collaborate with Units Outside	4.83	5.00	4.50		4.27	
	23	Perform Responsibilities	4.67	4.67	4.67		4.15	
	24	Participate in Decisions	4.17	4.50	4.33		4.07	
	25	Balance Work Life	4.83	4.83	4.00	-	4.30	
	26	Resolves Staff Issues	4.60	4.80	4.17	-	3.89	
	27	Better Ways Recognized	4.60	4.83	4.17	i i	4.10	
	28	Department Diversity Programs			4.00	Ť	4.22	
	29	All Cultures - Fair	5.00	5.00	4.33		4.25	
	30	Sexual Orientation - Fair	5.00	5.00	4.60	-	4.34	
Department - Diversity	31	All Welcomed	4.50	4.67	4.50	1	4.41	
and Climate	32	Support Diversity	5.00	4.83	4.17	1	4.31	
	33	Treated in a Professional Manner	5.00	5.00	4.33	<u>i</u>	4.29	1
	34	Feel Valued	4.50	4.83	4.50		4.21	
	35	Recommends without Fear	4.83	5.00	4.33		4.29	
	36	Sufficient Freedom	4.67	5.00	4.50	1	4.43	
	37	Communicates Essential Info	4.83	5.00	4.17		4.05	
	38	Work Assigned Equitably	4.67	4.83	3.50		3.89	
	39	Gives Praise for Work	4.83	5.00	4.17	1	4.21	
	40	Suggestions for Improvement	4.83	5.00	4.00	ı i	4.19	
Supervisor Effectiveness	41	Evaluated Fairly	4.83	5.00	4.33	1	4.20	
	42	Performance Evaluation	4.50	4.83	4.00		4.15	
	43	Advancement Opportunities	5.00	4.83	3.67		4.11	
	44	Supports Training	5.00	4.83	4.33	<u> </u>	4.32	
	45	Treats with Respect	5.00	5.00	4.50	· ·	4.44	
	46	Supportive of Personal Issues	4.80	5.00	4.17		4.50	
	47	Appropriate Stress	4.00	4.33	3.50	<u> </u>	3.72	
	48	Total Compensation	2.67	3.00	2.40		3.60	
	49	Get Information	4.17	4.67	4.17		4.32	
	50	Good Use of Skills	4.33	4.17	4.00		4.32	
Employee Effectiveness	51	Know How to Use Tools	4.67	4.17	4.50		4.25	
	52	Manage Workload	4.33	4.83	4.00		4.13	
		ITIGITAGE VVOI KIOUU	7.55	7.00	7.00		413	
	53	Valuable Training	4.17	4.17	3.67	-	4.14	

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.
		Most people in my department perform their responsibilities.
		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. My department effectively resolves staff-related issues (i.e., staff work interactions).
		People in my department are recognized for finding better ways of doing things. I am satisfied with the diversity related initiatives and efforts within my department.
	29	
Department -		People of all sexual orientations are treated fairly in my department.
Diversity and		FAS promotes a work environment where all people are welcomed.
Climate		My department actively supports a diverse work environment.
Cilifiate		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		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.
	44	My supervisor actively supports my participation in training and education programs related to my job responsibilities.
	45	My supervisor treats me with respect.
	46	My supervisor is supportive when personal issues arise.
	47	I feel that the amount of stress associated with my job is appropriate for my position.
	48	I am satisfied with my total compensation, including salary and benefits.
	49	I know how to get the information I need to be effective in my job.
Employee	50	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.
	54	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 FDM Administration (includes AVP FDMOffice) - 53000 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).

FDM-Administration (includes AVP FDMOffice) - 53000

	CSUSM	4.12	● 3.83
Overall	CSUCO	4.03	
Satisfaction -	UCSD	4.00	
Satisfaction	UCANR	3.80	
	CSLA	3.66	
	CSUSM	4.05	• 4.00
	CSUCO	3.78	
Valued Member	UCSD	3.77	
ivieilibei	UCANR	3.60	
	CSLA	3.40	
Leadership	CSUSM	3.94	• 4.00
Interested in	CSUCO	3.56	
Staff's Ideas	UCSD	3.51	
	CSUCO	4.18	
_	UCANR	3.74	
Campus - Faculty Value -	CSUSM	3.72	● 3.80
racuity value	UCSD	3.67	
	CSLA	3.45	
	CSUCO	4.10	
Staff Value	CSUSM	4.09	• 4.17
Staπ value Contributions	UCSD	3.98	
Contributions -	UCANR	3.95	
	CSLA	3.79	
	CSUCO	4.49	
Contribute to	CSUSM	4.35	• 4.33
University	UCSD	4.31	
Mission	CSLA	4.29	
	UCANR	4.18	

	CSUCO	4.49		
ontribute to	CSUSM	4.35		4.33
niversity	UCSD	4.31		
ssion	CSLA	4.29		
	UCANR	4.18		
	CSUSM	3.95		3.83
	UCSD	3.51		
ave a Voice	CSUCO	3.43		
	UCANR	3.18		
	CSLA	3.09		
	CSUSM	3.57	● 3.33	3
	UCSD	3.26		
eer vancement	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



$Comparison\ of\ FDM\ Administration\ (includes\ AVP\ FDMOffice)\ -\ 53000\ to\ other\ Universities\ Overall$

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).

DEDM-Administration line Hed Goals P FDMOffice) - 53000

•			
	CSUCO	4.45	
	CSUSM	4.41	• 4.33
Understand Dept's Mission	UCANR	4.34	
Dept's Mission	CSLA	4.29	
	UCSD	4.24	
	CSUCO	4.54	
Contailente	CSUSM	4.49	● 4.67
Contribute to Dept's Mission	CSLA	4.39	
Dept 3 Wilssion	UCANR	4.38	
	UCSD	4.33	
	CSUSM	4.23	● 4.50
A I D t	UCSD	3.83	
Annual Dept Goals	CSUCO	3.76	
Goals	UCANR	3.73	
	CSLA	3.65	
	CSUSM	4.04	● 4.33
Manageman Dant	UCSD	3.71	
Measures Dept Goals	CSUCO	3.69	
Goals	UCANR	3.62	
	CSLA	3.47	
	CSUSM	4.16	4.00
Measures	UCSD	3.76	
Customer	CSUCO	3.75	
Satisfaction	UCANR	3.44	
	CSLA	3.43	
	CSUSM	4.25	● 4.50
Improve	CSUCO	3.95	
Services	UCSD	3.83	
Products	UCANR	3.65	
	CSLA	3.60	

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Comparison of FDM Administration (includes AVP FDMOffice) - 53000 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).

Eparthenieiettaveinelsdes AVP FDMOffice) - 53000

	CSUSM				CSUSM	4.40	● 4.50
Adequate	CSUCO			Collaborate	UCANR	4.10	
taffing —	UCSD			with Units	CSUCO	4.10	
	CSLA			Outside	UCSD		
	UCANR				CSLA		
	CSUSM		● 4.33				
	CSUCO				CSUCO		
lave Tools	UCSD			Perform Respo	CSUSM		4.67
	UCANR CSLA			nsibilities	UCANR	4.21	
	CSUSM		• 4.33		UCSD	4.08	
	CSUCO		4.55		CSLA	3.96	
hysical Work —	UCSD				CSUCO	4.17	
nvironment —	UCANR		_		CSUSM	4.13	4.33
	CSLA	3.74		Participate in	UCANR	3.99	
C	CSUCO	4.39		Decisions	UCSD		
	CSUSM	4.37	● 4.50				
afe — nvironment —	UCANR	4.24			CSLA		
iiviioiiiieiit	UCSD	4.18			CSUSM		● 4.00
	CSLA	4.00		Balance Work	UCANR	4.25	
	CSUSM		4.67	Life	CSUCO	4.16	
pirit of	CSUCO			Liic	UCSD	4.10	
ooperation —	UCANR				CSLA	3.92	
	UCSD				CSUSM	4.08	4.17
	CSLA				CSUCO		
	CSUCO		● 4.67	Resolves Staff	UCANR		
thical	UCANR		4.67	Issues			
onduct —	UCSD				UCSD		
	CSLA				CSLA		
	33271				CSUSM	4.11	4.17
				D - H W	CSUCO	3.90	
				Better Ways Recognized	UCANR	3.79	
				necognized	UCSD	3.76	
					CSLA	3.45	

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$Comparison\ of\ FDM\ Administration\ (includes\ AVP\ FDMOffice)\ -\ 53000\ to\ other\ Universities\ Overall$

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).

EPAI-thdeninistrations kip clude en Wate DMOffice) - 53000

-	-		
	CSUSM	4.40	• 4.33
All Colleges	CSLA	4.26	
All Cultures - Fair —	CSUCO	4.25	
raii	UCANR	4.19	
	UCSD	4.14	
Department	CSUSM	4.17	● 4.00
Diversity	CSUCO	3.99	
Programs	UCSD	3.94	
	CSUSM	4.47	● 4.60
Sexual	CSUCO	4.36	
Orientation -	CSLA	4.32	
Fair	UCANR	4.27	
	UCSD	4.25	
	CSUSM	4.36	● 4.50
All Welcomed	CSUCO	4.26	
	CSLA	4.10	
	CSUSM	4.37	4.17
	CSUCO	4.27	
Support Diversity —	CSLA	4.24	
Diversity	UCANR	4.13	
	UCSD	4.13	
	CSUSM	4.41	• 4.33
Community-	CSUCO	4.22	
Excellence-	UCSD	4.16	
Professional	UCANR	4.14	
	CSLA	4.04	

Feel Valued	CSUSM	4.23	4.50
	CSUCO	4.08	
	UCANR	4.04	
	UCSD	3.90	
	CSLA	3.84	

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Comparison of FDM Administration (includes AVP FDMOffice) - 53000 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).

upervisor eintration (includes AVP FDMOffice) - 53000

CSUSM	4.42	4.33		CSUSM	4.22	• 4.33	
Recommends	CSUCO	4.35			CSUCO	4.20	
without Fear —	UCANR			Evaluated	UCANR		
	UCSD			Fairly	UCSD		
	CSLA						
	CSUSM		• 4.50		CSLA		
Sufficient	CSUCO				CSUSM		● 4.00
reedom —	UCANR			Danfa was a sa	CSUCO	4.05	
	UCSD	!		Performance Evaluation	UCSD	3.84	
	CSLA		5 4 4 7	Evaluation	CSLA	3.79	
	CSUSM 4.15	UCANR	3.71				
Communicates	UCANR				CSUCO		
Essential Info —	UCSD				CSUSM		3 .67
		CSLA 3.87 Advancement	Advancement	UCSD		3.07	
	CSUSM		● 3.50	Opportunities			
	CSUCO	3.93			UCANR		
Nork Assigned	UCSD	3.92			CSLA		
Equitably —	UCANR	3.85			CSUSM	4.29	• 4.33
	CSLA	3.70		_	CSUCO	4.25	
	CSUSM	4.24	4.17	Supports Training	UCANR	4.17	
Gives Praise	CSUCO	4.13			UCSD	4.10	
or Work —	UCSD				CSLA	4.04	
	UCANR					4.50	4.50
	CSLA				CSUCO		4.30
	CSUSM		● 4.00	Treats with			
Suggestions for	CSUCO			Respect	UCANR		
mprovement —	UCSD				UCSD		
	CSLA				CSLA	4.25	
	UCANR	3.85			CSUSM	4.60	4.17
					CSUCO	4.52	
				Supportive of	UCANR	4.45	
				Personal Issues	UCSD	4.43	
					CSLA		

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Comparison of FDM Administration (includes AVP FDMOffice) - 53000 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).

FDN oder Effectiven esscludes AVP FDMOffice) - 53000

	CSUCO	3.65			
	UCSD	3.61			
Appropriate Stress	CSUSM	3.58		● 3.50	
301633	CSLA	3.49			
	UCANR	3.38			
	CSUSM	3.37	● 2.40		
Takal	CSUCO	3.19			
Total Compensation	UCSD	3.17			
Compensation	UCANR	3.01			
	CSLA	2.67			
	CSUSM	4.29		•	4.17
	CSUCO	4.22			
Get Information —	UCSD	4.06			
	UCANR	4.05			
	CSLA	4.01			
	CSUSM	4.15		• 4	1.00
	CSUCO	4.12			
Good Use of Skills	UCANR	4.02			
SKIIIS	UCSD	4.00			
	CSLA	3.86			
	CSUSM	4.49			• 4.50
	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	1.00
vvoikiudu	UCSD	4.03			
	UCANR	3.85			

Valuable Training	CSUSM	3.97 • 3.67	
	UCSD	3.74	
	CSUCO	3.64	
	UCANR	3.57	
	CSLA	3.54	
Enjoy Working with Coworkers	CSUSM	4.49 • 4.60	
	UCANR	4.40	
	CSUCO	4.39	
	UCSD	4.31	
	CSLA	4.23	

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