2020 - FAS Employee Engagement Survey Procurement and Contracts - 42000

9 respondents 2020 2019 7 respondents 7 respondents 78% of 9 invited 2018 78% of 9 invited

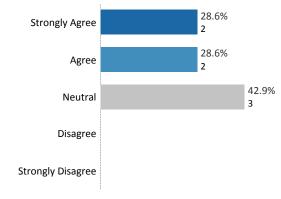
100% of 9 invited

Overall, I am a satisfied FAS employee.

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

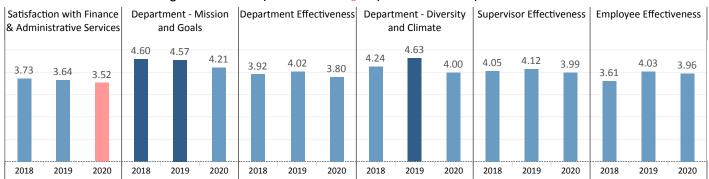
11 questions in the excellent range (4.3 or greater)

Strengths	Opportunities				
54 Enjoy Working with Coworkers	16 Adequate Staffing				
10 Understand Dept's Mission	9 Career Advancement				
11 Contributes to Dept's Mission	4 Faculty Value Contributions				
21 Ethical Conduct	47 Appropriate Stress				
22 Collaborate with Units Outside	48 Total Compensation				



Mean = 3.86, Std Dev = 0.90

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..."

50 eNPS* 50.0% - 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	Total
	5											2	2
	4								1				1
Satisfied Employee	3				1		1	1					3
	2												
	1												
Total					1		1	1	1			2	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
- 1 Survey and analytics powered by Tritonlytics™ Organizational Assessments and Strategy, UC San Diego

2020 - FAS Employee Engagement Survey Procurement and Contracts - 42000

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 Business and Financial Services (rounded to two decimal places)

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

Services 50 Invited (N)

36 Responded (n)
72% Response Rate

Business and Financial

♣ 31 **■** 13 **♠** 8

			2018	2019	2020		2020
	1	Overall Satisfaction	3.71	3.89	3.86	i i	4.19
	2	Valued Member	3.43	3.78	3.43	+	4.00
	3	Leadership Interested in Staff's Ideas			3.57		4.06
	4	Faculty Value Contributions	3.33	2.71	2.86	*	3.33
Satisfaction with Finance	5	Staff Value Contributions	3.86	3.67	3.71		4.00
& Administrative Services	6	Understand University Mission	4.57	4.33	4.14	+	4.25
	7	Contributes to FAS Mission	4.14	4.33	4.14	+	4.31
	8	Have a Voice	3.43	3.33	3.57	—	4.03
	9	Career Advancement	3.29	3.11	2.71	+	3.36
	10	Understand Dept's Mission	5.00	4.67	4.43	-	4.39
	11	Contributes to Dept's Mission	5.00	4.78	4.43	-	4.42
Department - Mission and	12	Annual Dept Goals	4.57	4.56	4.29	-	4.11
Goals	13	Measures Dept Goals	4.29	4.44	4.00	-	3.97
	14	Measures Customer Satisfaction	4.43	4.67	4.00	1	4.25
	15	Improve Services Products	4.29	4.33	4.14	-	4.33
	16	Adequate Staffing	1.86	3.00	2.14	+	2.86
	17	Have Tools	2.86	3.33	3.29		4.00
	18	Physical Work Environment	4.14	3.67	3.71		4.20
	19	Safe Environment	4.57	4.00	4.00		4.39
	20	Spirit of Cooperation	4.29	4.56	4.29	-	4.19
Donartment Effectiveness	21	Ethical Conduct	4.57	4.67	4.43	—	4.53
Department Effectiveness	22	Collaborate with Units Outside	4.57	4.67	4.43	-	4.50
	23	Perform Responsibilities	4.43	4.56	4.00	+	4.31
	24	Participate in Decisions	3.86	3.89	3.71		4.14
	25	Balance Work Life	4.29	3.89	3.86		4.36
	26	Resolves Staff Issues	3.86	3.89	4.00		4.29
	27	Better Ways Recognized	3.71	4.11	3.71	-	4.11
	28	Department Diversity Programs			3.71		4.27
	29	All Cultures - Fair	4.71	4.89	3.86	+	4.42
Department - Diversity	30	Sexual Orientation - Fair	4.43	4.89	4.43	-	4.60
and Climate	31	All Welcomed	4.14	4.78	3.71	+	4.36
and omnace	32	Support Diversity	4.29	4.67	4.14	—	4.42
	33	Treated in a Professional Manner	4.00	4.56	4.29	+	4.56
	34	Feel Valued	3.86	4.00	3.86	—	4.28
	35	Recommends without Fear	4.14	4.00	4.14	=1	4.47
	36	Sufficient Freedom	4.14	4.00	4.43		4.53
	37	Communicates Essential Info	4.00	4.44	4.43		4.22
	38	Work Assigned Equitably	3.57	4.22	3.86	-	4.03
	39	Gives Praise for Work	4.43	4.22	4.14		4.28
Supervisor Effectiveness	40	Suggestions for Improvement	4.00	4.00	4.00		4.28
	41	Evaluated Fairly	3.71	3.89	3.71		4.11
	42	Performance Evaluation	3.57	3.75	3.57	. *	4.03
	43	Advancement Opportunities	3.57	3.89	3.29		3.71
	44	Supports Training	4.29	4.33 4.44	3.57 4.29	-	4.03
	45	Treats with Respect	4.57			*	4.50
	46 47	Supportive of Personal Issues Appropriate Stress	4.67	4.22 3.22	4.43 3.17		4.64
	47	Total Compensation	2.86	3.22	3.17		3.54
	49	Get Information	4.00	4.22	4.33		3.20
	50	Good Use of Skills	4.00	4.22	4.33		4.29
Employee Effectiveness	51	Know How to Use Tools	4.00	4.00	4.17		4.23
	52	Manage Workload	3.57	4.33	4.33		4.43
	53	Valuable Training	3.29	4.00	4.00	-	4.14
	54	Enjoy Working with Coworkers	4.71	4.78	4.50		3.76
	J4	Enjoy Working with COWOLKERS	4./I	4.70	4.50		4.44

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

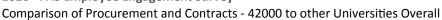
Neutral

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.
	10	l understand my department's mission.
	11	I understand how my job performance positively contributes to my department's mission.
Department -	12	My department establishes annual departmental performance goals.
Mission and Goals	13	My department routinely measures departmental performance goal achievements.
	14	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.
	17	I have the tools (i.e., equipment and technology) needed to perform my work.
	18	
	19	
	20	There is a spirit of cooperation within my department.
Department	21	
Effectiveness		People in my department are encouraged to work collaboratively with departments outside of my immediate area.
	23	
	24	
	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).
		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 -	30	, , ,
Diversity and Climate		FAS promotes a work environment where all people are welcomed.
Cililate		My department actively supports a diverse work environment.
		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	40	
Effectiveness		My performance is evaluated fairly.
2		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.
		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	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?





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).

atisfaction and Contracts - 42000

	CSUSM	4.12		● 3.86
Overall	CSUCO	4.03		
Satisfaction	UCSD	4.00		
Satisfaction	UCANR	3.80		
	CSLA	3.66		
	CSUSM	4.05	•	3.43
Valued	CSUCO	3.78		
Member	UCSD	3.77		
Wichiber	UCANR	3.60		
	CSLA	3.40		
Leadership Interested in Staff's Ideas	CSUSM	3.94		3.57
	CSUCO	3.56		
	UCSD	3.51		
	CSUCO	4.18		
Commune	UCANR	3.74		
Campus Faculty Value	CSUSM	3.72	● 2.86	
raculty value	UCSD	3.67		
	CSLA	3.45		
	CSUCO	4.10		
Staff Value	CSUSM	4.09		● 3.71
Contributions	UCSD	3.98		
Contributions	UCANR	3.95		
	CSLA	3.79		
	CSUCO	4.49		
Contribute to University Mission	CSUSM	4.35		4.14
	UCSD	4.31		
	CSLA	4.29		
	UCANR	4.18		

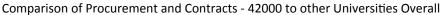
	CSUCO	4.49		
Contribute to	CSUSM	4.35		● 4.14
Jniversity	UCSD	4.31		
lission	CSLA	4.29		
	UCANR	4.18		
	CSUSM	3.95		● 3.57
	UCSD	3.51		
ave a Voice	CSUCO	3.43		
	UCANR	3.18		
	CSLA	3.09		
	CSUSM	3.57	2.7	71
	UCSD	3.26		
reer dvancement	UCANR	3.13		
ivancement —	CSUCO	2.99		
	CSLA	2.86		

UC ANR (UC Division of Agriculture & Natural Resources) - Agricultural Experiment Station & UC Cooperative Extension

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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





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 indsigntands 682800

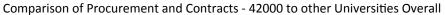
- cpartiment			
	CSUCO	4.45	
	CSUSM	4.41	• 4.43
Understand — Dept's Mission —	UCANR	4.34	
Dept 3 Wilssion	CSLA	4.29	
	UCSD	4.24	
	CSUCO	4.54	
	CSUSM	4.49	• 4.43
Contribute to = Dept's Mission =	CSLA	4.39	
Dept's Mission	UCANR	4.38	
	UCSD	4.33	
	CSUSM	4.23	• 4.29
	UCSD	3.83	
Annual Dept — Goals —	CSUCO	3.76	
	UCANR	3.73	
	CSLA	3.65	
	CSUSM	4.04	• 4.00
	UCSD	3.71	
Measures Dept Goals	CSUCO	3.69	
Juais	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	• 4.14
mprove	CSUCO	3.95	
Services	UCSD	3.83	
Products	UCANR	3.65	
	CSLA	3.60	

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Department Effectiveness

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Brockrement and Contracts - 42000

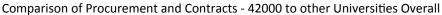
	CSUSM				CSUSM	4.40	• 4.43
Adequate	CSUCO			Collaborate	UCANR	4.10	
Staffing —	UCSD			with Units	CSUCO	4.10	
	CSLA			Outside	UCSD	4.04	
	UCANR				CSLA		
	CSUSM		3.29				
	CSUCO				CSUCO	!	_
Have Tools	UCSD			Perform Respo	CSUSM		● 4.00
	CSLA			nsibilities	UCANR	4.21	
	CSUSM		● 3.71		UCSD	4.08	
	CSUCO		3.7 1		CSLA	3.96	
Physical Work —	UCSD				CSUCO	4.17	
Environment —	UCANR				CSUSM	4.13	● 3.71
	CSLA			Participate in	UCANR		
	CSUCO	4.39		Decisions	UCSD		
	CSUSM	4.37	● 4.00				
Safe Environment —	UCANR	4.24			CSLA		
Liivii Oiliileit	UCSD				CSUSM		● 3.86
	CSLA			Balance Work	UCANR		
	CSUSM		• 4.29	Life	CSUCO	4.16	
Spirit of	CSUCO				UCSD	4.10	
Cooperation —	UCANR				CSLA	3.92	
	UCSD				CSUSM	4.08	4.00
	CSLA CSUCO				CSUCO		
	CSUSM		• 4.43	Resolves Staff	UCANR		
Ethical	UCANR		- 4.4 3	Issues	UCSD		
Conduct —	UCSD						
	CSLA				CSLA		
					CSUSM		● 3.71
				Better Ways	CSUCO	3.90	
				Recognized	UCANR	3.79	
					UCSD	3.76	
					CSLA	3.45	

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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).

DEPARTMENT DIVERSITY and CAMAGE

	CSUSM	4.40	● 3.86
	CSLA		- 3.80
All Cultures -	CSUCO		
air —	UCANR		
	UCSD	-	
	CSUSM		● 3.71
Department	CSUCO		5./1
Diversity Programs			
Tograms	UCSD		• 4.43
_	CSUCO		4.43
Sexual			
Orientation -	CSLA	-	
- II	UCANR		
	UCSD		
	CSUSM		● 3.71
All Welcomed	CSUCO		
	CSLA	-	
	CSUSM		• 4.14
upport —	CSUCO		
Diversity —	CSLA	4.24	
	UCANR	4.13	
	UCSD	4.13	
	CSUSM	4.41	• 4.29
Community-	CSUCO	4.22	
xcellence-	UCSD	4.16	
Professional	UCANR	4.14	
	CSLA	4.04	

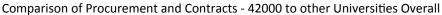
Feel Valued	CSUSM	4.23	● 3.86
	CSUCO	4.08	
	UCANR	4.04	
	UCSD	3.90	
	CSLA	3.84	

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Supervisor Effectiveness

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upervisorenteed ventsects - 42000

CSUSM	4.42	4.14		CSUSM	4.22	● 3.71		
Recommends	CSUCO	4.35			CSUCO	4.20		
without Fear —	UCANR			Evaluated	UCANR			
	UCSD			Fairly	UCSD			
	CSLA							
CSUSM		• 4.43		CSLA		_		
Sufficient	CSUCO				CSUSM		● 3.57	
reedom —	UCANR			Dayfa	CSUCO	4.05		
	UCSD			Performance Evaluation	UCSD	3.84		
	CSLA		2.4.42	Evaluation	CSLA	3.79		
	CSUSM		● 4.43		UCANR	3.71		
Communicates	CSUCO UCANR				CSUCO			
Essential Into	UCSD				CSUSM		● 3.29	
	CSLA			Advancement	UCSD		3.23	
CSI CS Work Assigned	CSUSM		● 3.86	Opportunities				
	CSUCO				UCANR			
	UCSD				CSLA			
Equitably —	UCANR	3.85			CSUSM	4.29	● 3.57	
	CSLA	3.70			CSUCO	4.25		
	CSUSM	4.24	• 4.14	Supports Training	UCANR	4.17		
Si Busins	CSUCO	4.13			UCSD	4.10		
Gives Praise —— for Work ——	UCSD	i			CSLA	4 04		
	UCANR				CSUSM			4.29
	CSLA							4.29
	CSUSM		● 4.00	Treats with	CSUCO			
Suggestions for	CSUCO			Respect	UCANR			
Improvement —	UCSD				UCSD	4.36		
	CSLA				CSLA	4.25		
	UCANR	3.85			CSUSM	4.60		4.43
					CSUCO	4.52		
				Supportive of Personal Issues	UCANR	4.45		
				r ersoriar issues	UCSD	4.43		
					CSLA	4.36		

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Comparison of Procurement and Contracts - 42000 to other Universities Overall

Employee Effectiveness

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Procurementand Contracts - 42000

1 - 7	ctivelless		
	CSUCO	3.65	
	UCSD	3.61	
Appropriate Stress	CSUSM	3.58	● 3.17
311633	CSLA	3.49	
	UCANR	3.38	
	CSUSM	3.37	● 3.17
Total	CSUCO	3.19	
Compensation —	UCSD	3.17	
Compensation	UCANR	3.01	
	CSLA	2.67	
	CSUSM	4.29	• 4.33
Get	CSUCO	4.22	
Information —	UCSD	4.06	
IIIIOIIIIatioii	UCANR	4.05	
	CSLA	4.01	
	CSUSM	4.15	4.17
Good Use of	CSUCO	4.12	
Skills —	UCANR	4.02	
JKIII3	UCSD	4.00	
	CSLA	3.86	
	CSUSM	4.49	● 4.33
Know How to	CSUCO	4.47	
Use Tools	CSLA	4.34	
030 10013	UCANR	4.31	
	UCSD	4.28	
	CSUCO	4.26	
Managa	CSLA	4.19	
Manage — Workload —	CSUSM	4.06	● 4.00
VVOIRIOAU	UCSD	4.03	
	UCANR	3.85	

Valuable Training	CSUSM	3 97	1.00
	UCSD	3.74	
	CSUCO	3.64	
	UCANR	3.57	
	CSLA	3.54	
Enjoy Working with Coworkers	CSUSM	4.49	• 4.50
	UCANR	4.40	
	CSUCO	4.39	
	UCSD	4.31	
	CSLA	4.23	

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