Callan

2020 - FAS Employee Engagement Survey

University Police (includes Emergency Management) - 21000

2020 2019 ^{12 respondents}
44% of 27 invited Overall, I am a satisfied FAS employee.

18 respondents

11 respondents
44% of 25 invited

2018

18 respondents
64% of 28 invited

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

23 questions in the excellent range (4.3 or greater)

Strengths	Opportunities
29	16
36	47
38	48
45	4
51	9

Strongly Agree 36.4%

Agree 36.4%

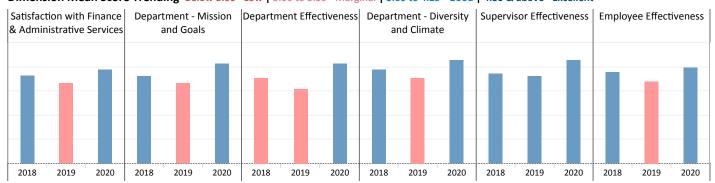
Neutral

Disagree

Strongly Disagree

Mean = 4.00, Std Dev = 1.00

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..."

44 eNPS* 55.6% - **11.1%**

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

- . 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

CSUSM

2020 - FAS Employee Engagement Survey

University Police (includes Emergency Management) - 21000

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 2019 to 2020 Arrows indicate change of .09 or greater

University Police
36 Invited (N)

36 Invited (N)

1 0 16 Responded (n)
44% Response Rate

			2018	2019	2020		2020
	1	Overall Satisfaction	3.63	3.30	4.00		3.69
	2	Valued Member	3.59	3.10	3.64	—	3.38
Satisfaction with Finance	3	Leadership Interested in Staff's Ideas			4.00		3.63
	4	Faculty Value Contributions	3.38	3.30	3.45	<u> </u>	3.19
	5	Staff Value Contributions	3.65	3.30	3.91	—	3.63
& Administrative Services	6	Understand University Mission	4.00	4.00	4.18	*	3.94
	7	Contributes to FAS Mission	4.12	3.70	4.36	—	3.88
	8	Have a Voice	3.35	3.10	3.90		3.60
	9	Career Advancement	3.47	2.90	3.64		3.31
	10	Understand Dept's Mission	4.18	4.00	4.30	—	4.20
	11	Contributes to Dept's Mission	4.12	4.00	4.40	=1	4.27
Department - Mission and	12	Annual Dept Goals	3.41	2.92	4.00	—	3.87
Goals	13	Measures Dept Goals	3.24	2.92	4.00		3.73
	14	Measures Customer Satisfaction	3.25	3.17	4.00		3.73
	15	Improve Services Products	3.47	2.92	4.20	1	3.93
	16	Adequate Staffing	3.29	3.58	2.90	+	2.87
	17	Have Tools	3.65	3.67	4.40		4.20
	18	Physical Work Environment	4.06	3.83	4.20	—	4.07
	19	Safe Environment	4.13	3.50	4.22	—	3.93
	20	Spirit of Cooperation	2.71	2.00	4.20	1	3.67
Department Effectiveness	21	Ethical Conduct	3.53	2.58	4.30		4.00
Department Enectiveness	22	Collaborate with Units Outside	3.71	3.42	4.40		4.07
	23	Perform Responsibilities	3.53	2.92	4.40		4.07
	24	Participate in Decisions	3.47	3.00	4.30		3.80
	25	Balance Work Life	4.29	3.58	4.22		4.21
	26	Resolves Staff Issues	2.88	2.08	4.20	1	3.73
	27	Better Ways Recognized	3.18	3.00	4.10		3.73
	28	Department Diversity Programs			4.10		3.80
	29	All Cultures - Fair	4.29	3.83	4.50	—	4.20
Department - Diversity	30	Sexual Orientation - Fair	4.24	4.17	4.40	*	4.13
and Climate	31	All Welcomed	4.18	3.83	4.30	—	4.07
and Chinate	32	Support Diversity	4.13	4.00	4.33	—	4.00
	33	Treated in a Professional Manner	3.47	2.67	4.30	1	4.00
	34	Feel Valued	3.18	2.83	4.00		3.71
	35	Recommends without Fear	3.69	3.64	4.40		4.27
	36	Sufficient Freedom	4.12	4.00	4.50	—	4.13
	37	Communicates Essential Info	3.29	3.45	4.20		4.00
	38	Work Assigned Equitably	3.47	3.09	4.50	1	4.13
	39	Gives Praise for Work	3.65	3.73	4.10	—	3.73
Supervisor Effectiveness	40	Suggestions for Improvement	3.65	3.55	4.10		3.87
Supervisor Effectiveness	41	Evaluated Fairly	3.82	3.55	4.30		4.13
	42	Performance Evaluation	3.63	3.73	4.11	<u> </u>	3.93
	43	Advancement Opportunities	3.53	3.55	3.90	=	3.60
	44	Supports Training	3.76	3.55	4.30		4.20
	45	Treats with Respect	3.82	3.64	4.50		4.33
	46	Supportive of Personal Issues	4.29	3.91	4.40	—	4.27
	47	Appropriate Stress	3.56	3.00	3.30	—	3.53
	48	Total Compensation	3.22	3.08	3.30	*	3.07
	49	Get Information	4.06	3.83	4.40	-	4.27
Employee Effectiveness	50	Good Use of Skills	3.67	3.67	4.10	—	3.80
	51	Know How to Use Tools	4.17	3.67	4.50	—	4.33
	52	Manage Workload	4.11	3.92	4.30	—	4.20
	53	Valuable Training	3.67	3.25	3.80	-	3.80
	54	Enjoy Working with Coworkers	3.78	2.83	4.00	—	3.67

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.

	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 Lunderstand 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 I understand my department's mission.
	11 Lunderstand how my job performance positively contributes to my department's mission.
Department -	12 My department establishes annual departmental performance goals.
lission and Goals	13 My department routinely measures departmental performance goal achievements.
	14 My department routinely measures customer satisfaction with services and products delivered.
	15 My department routinely takes action to improve services and products based on customer feedback.
	16 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 My physical work environment (e.g., office, cubicle) is adequate for the job that I do.
	19 I feel physically safe in my work environment.
	20 There is a spirit of cooperation within my department.
Department	21 Most people in my department conduct themselves in an ethical manner.
Effectiveness	22 People in my department are encouraged to work collaboratively with departments outside of my immediate area.
	23 Most people in my department perform their responsibilities.
	24 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.
	34 I feel valued by my department.
	35 I can make recommendations to my supervisor without fear of negative consequences.
	36 I have sufficient freedom to decide how to best perform my work.
	37 My supervisor communicates essential information on a timely basis.
	38 Work is assigned equitably in my department.
	39 My supervisor gives me praise for my work.
Supervisor	40 My supervisor gives me useful suggestions for improvement.
Effectiveness	41 My performance is evaluated fairly.
	42 My last performance evaluation provided me with information I could use to improve my performance.
	43 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.
	 The training that I receive at CSUSM is valuable for improving my job performance. I enjoy working with my coworkers.

Neutral

Disagree

Strongly

Disagree

N/A



Comparison of University Police (includes Emergency Management) - 21000 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).

History Police (includes Emergency Management) - 21000

	CSUSM	4.12	• 4.00	
Overall	CSUCO	4.03		
Satisfaction –	UCSD	4.00		
Satisfaction	UCANR	3.80		
	CSLA	3.66		
	CSUSM	4.05	● 3.64	
Valued	CSUCO	3.78		
Valued Member –	UCSD	3.77		
Weilibei	UCANR	3.60		
	CSLA	3.40		
Leadership	CSUSM	3.94	• 4.00	
Interested in Staff's Ideas	CSUCO	3.56		
	UCSD	3.51		
	CSUCO	4.18		
•	UCANR	3.74		
Campus – Faculty Value –	CSUSM	3.72	● 3.45	
racuity value =	UCSD	3.67		
	CSLA	3.45		
	CSUCO	4.10		
Staff Value	CSUSM	4.09	● 3.91	
Contributions –	UCSD	3.98		
Contributions	UCANR	3.95		
	CSLA	3.79		
	CSUCO	4.49		
Contribute to	CSUSM	4.35	• 4.3	36
University	UCSD	4.31		
Mission	CSLA	4.29		
	UCANR	4.18		

	CSUCO	4.49	
ontribute to	CSUSM	4.35	4.36
niversity	UCSD	4.31	
ission	CSLA	4.29	
	UCANR	4.18	
	CSUSM	3.95	● 3.90
	UCSD	3.51	
ve a Voice	CSUCO	3.43	
	UCANR	3.18	
	CSLA	3.09	
	CSUSM	3.57	● 3.64
	UCSD	3.26	
eer vancement	UCANR	3.13	
	CSUCO	2.99	
	CSLA	2.86	

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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 University Police (includes Emergency Management) - 21000 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 of Wissischudes Emergency Management) - 21000

•			
	CSUCO	4.45	
	CSUSM	4.41	• 4.30
Understand Dept's Mission —	UCANR	4.34	
Dept's Wilssion	CSLA	4.29	
	UCSD	4.24	
	CSUCO	4.54	
Cantallantata	CSUSM	4.49	• 4.40
Contribute to Dept's Mission	CSLA	4.39	
Dept 3 Wilssion	UCANR	4.38	
	UCSD	4.33	
	CSUSM	4.23	● 4.00
A	UCSD	3.83	
Annual Dept — Goals —	CSUCO	3.76	
doais	UCANR	3.73	
	CSLA	3.65	
	CSUSM	4.04	• 4.00
Manager David	UCSD	3.71	
Measures Dept Goals	CSUCO	3.69	
doais	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	• 4.20
Improve	CSUCO	3.95	
Services	UCSD	3.83	
Products	UCANR	3.65	
	CSLA	3.60	

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Comparison of University Police (includes Emergency Management) - 21000 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).

University Pelife (includes Emergency Management) - 21000

	CSUSM 3.15			CSUSM	4.40	• 4.40	
Adoquato	CSUCO			Collaborate	UCANR	4.10	
Staffing —	UCSD			with Units	CSUCO	4.10	
	CSLA	į.		Outside	UCSD		
	UCANR				CSLA		
	CSUSM		● 4.40				
	CSUCO				CSUCO		
Have Tools	UCSD	i		Perform Respo	CSUSM		• 4.40
	UCANR			nsibilities	UCANR	4.21	
	CSLA CSUSM	į.	1 20	Historics	UCSD	4.08	
	CSUCO		• 4.20		CSLA	3.96	
Physical Work —	UCSD				CSUCO		
Environment —	UCANR				CSUSM		● 4.30
	CSLA			Participate in	UCANR		<u> </u>
Safe CS	CSUCO	4.39		Decisions	UCSD		
	CSUSM	4.37	• 4.22				
	UCANR	4.24			CSLA		
Environment —	UCSD	4.18			CSUSM		● 4.22
	CSLA	4.00			UCANR	4.25	
	CSUSM	4.26	• 4.20	Balance Work Life	CSUCO	4.16	
Spirit of	CSUCO	4.17		Life	UCSD	4.10	
Cooperation —	UCANR	i			CSLA	3.92	
	UCSD				CSUSM		● 4.20
	CSLA				CSUCO		<u> </u>
	CSUCO		0.4.20	Resolves Staff			
Ethical —	CSUSM		• 4.30	Issues	UCANR		
Conduct —	UCANR				UCSD		
	CSLA				CSLA	3.46	
	CJLA	4.03			CSUSM	4.11	• 4.10
					CSUCO	3.90	
				Better Ways Recognized	UCANR	3.79	
				necognized	UCSD	3.76	
					CSLA	3.45	

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Comparison of University Police (includes Emergency Management) - 21000 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).

Duniversity Police Lipsky dan archinate Management) - 21000

•			
	CSUSM	4.40	4.50
	CSLA	4.26	
All Cultures - Fair —	CSUCO	4.25	
rdii —	UCANR	4.19	
	UCSD	4.14	
Department	CSUSM	4.17	• 4.10
Diversity	CSUCO	3.99	
Programs	UCSD	3.94	
	CSUSM	4.47	• 4.40
Sexual	CSUCO	4.36	
Orientation -	CSLA	4.32	
Fair	UCANR	4.27	
	UCSD	4.25	
	CSUSM	4.36	• 4.30
All Welcomed	CSUCO	4.26	
	CSLA	4.10	
	CSUSM	4.37	• 4.33
C	CSUCO	4.27	
Support — Diversity —	CSLA	4.24	
Diversity	UCANR	4.13	
	UCSD	4.13	
	CSUSM	4.41	• 4.30
Community-	CSUCO	4.22	
Excellence-	UCSD	4.16	
Professional	UCANR	4.14	
	CSLA	4.04	

Feel Valued	CSUSM	4.23	● 4.00
	CSUCO	4.08	
	UCANR	4.04	
	UCSD	3.90	
	CSLA	3.84	

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Comparison of University Police (includes Emergency Management) - 21000 to other Universities Overall **Supervisor Effectiveness**

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University Effectiveness Emergency Management) - 21000

Docommondo	4.42	• 4.40		CSUSM	4.22	● 4.30	
	CSUCO	4.35			CSUCO	4.20	
without Fear —	UCANR			Evaluated	UCANR		
	UCSD			Fairly	UCSD		
	CSLA						
	CSUSM		• 4.50		CSLA		
Sufficient	CSUCO				CSUSM		• 4.11
reedom —	UCANR			Danfa was a sa	CSUCO	4.05	
	UCSD	!		Performance Evaluation	UCSD	3.84	
CSLA		- 420	Evaluation	CSLA	3.79		
	CSUSM		● 4.20		UCANR	3.71	
Communicates	CSUCO UCANR				CSUCO		
Essential Info	UCSD				CSUSM		■ 3.90
	CSLA			Advancement	UCSD		3.30
	CSUSM		● 4.50	Opportunities			
	CSUCO				UCANR		
Work Assigned	UCSD	3.92			CSLA		
Equitably —	UCANR	3.85			CSUSM	4.29	• 4.30
	CSLA	3.70		_	CSUCO	4.25	
	CSUSM	4.24	● 4.10	Supports Training	UCANR	4.17	
Gives Praise	CSUCO	4.13		Training	UCSD	4.10	
or Work —	UCSD				CSLA	4.04	
	UCANR					4.50	4.50
	CSLA				CSUCO		4.30
	CSUSM		● 4.10	Treats with			
Suggestions for	CSUCO			Respect	UCANR		
mprovement —	UCSD				UCSD		
	CSLA				CSLA	4.25	
	UCANR	3.85			CSUSM	4.60	4.40
					CSUCO	4.52	
				Supportive of	UCANR	4.45	
				Personal Issues	UCSD	4.43	
					CSLA		

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Comparison of University Police (includes Emergency Management) - 21000 to other Universities Overall **Employee Effectiveness**

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Hniversity Effects vincludes Emergency Management) - 21000

	CSUCO	3.65		
	UCSD	3.61		
Appropriate Stress	CSUSM	3.58	● 3.30	
30.635	CSLA	3.49		
	UCANR	3.38		
	CSUSM	3.37	• 3.30	
Tatal	CSUCO	3.19		
Total Compensation	UCSD	3.17		
Compensation	UCANR	3.01		
	CSLA	2.67		
	CSUSM	4.29		● 4.40
-	CSUCO	4.22		
Get Information	UCSD	4.06		
IIIIOIIIIatioii	UCANR	4.05		
	CSLA	4.01		
	CSUSM	4.15	(▶ 4.10
	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		
Use Tools	UCANR	4.31		
	UCSD	4.28		
	CSUCO	4.26		
-	CSLA	4.19		
Manage Workload	CSUSM	4.06		4.30
workioau -	UCSD	4.03		
	UCANR	3.85		

Valuable Training	CSUSM	3.97	● 3.80
	UCSD	3.74	
	CSUCO	3.64	
	UCANR	3.57	
	CSLA	3.54	
Enjoy Working with Coworkers	CSUSM	4.49	● 4.00
	UCANR	4.40	
	CSUCO	4.39	
	UCSD	4.31	
	CSLA	4.23	

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