2020
 2019
 21 respondents 50% of 42 invited

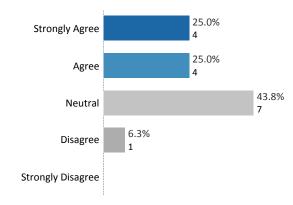
 16 respondents 44% of 36 invited
 2018
 25 respondents 60% of 42 invited

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

2 questions in the excellent range (4.3 or greater)

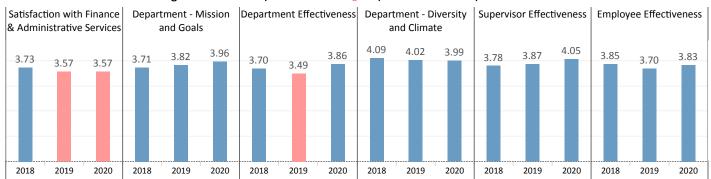
Opportunities
16 Adequate Staffing
48 Total Compensation
4 Faculty Value Contributions
9 Career Advancement
2 Valued Member

Overall, I am a satisfied FAS employee.



Mean = 3.69, Std Dev = 0.95

## 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..."

29 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	3	4
	4						1					1	2
Satisfied Employee	3					1	4	1	1				7
' '	2		1										1
	1												
Total			1			1	5	1	1		1	4	14

\*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

# **2020 - FAS Employee Engagement Survey** University Police - 20000

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 Finance and Administrative Services (rounded to two decimal places)

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

254 Invited (N)

Services

**Finance and Administrative** 

**1**0 **177** Responded (n) 70% Response Rate

			2018	2019	2020		2020
	1	Overall Satisfaction	3.68	3.58	3.69	<b>+</b>	4.12
	2	Valued Member	3.79	3.42	3.38	#	4.05
	3	Leadership Interested in Staff's Ideas			3.63		3.94
	4	Faculty Value Contributions	3.50	3.50	3.19	-	3.72
atisfaction with Finance	5	Staff Value Contributions	3.79	3.42	3.63	=1	4.09
& Administrative Services	6	Understand University Mission	4.08	4.24	3.94	<b>+</b>	4.24
	7	Contributes to FAS Mission	4.13	3.95	3.88	•	4.35
	8	Have a Voice	3.50	3.37	3.60	=+	3.95
	9	Career Advancement	3.29	3.17	3.31	*	3.57
	10	Understand Dept's Mission	4.21	4.33	4.20	<b></b>	4.41
	11	Contributes to Dept's Mission	4.17	4.33	4.27		4.49
Department - Mission and		Annual Dept Goals	3.50	3.60	3.87	-	4.23
Goals	13	Measures Dept Goals	3.29	3.38	3.73	-	4.04
	14	Measures Customer Satisfaction	3.48	3.67	3.73		4.16
	15	Improve Services Products	3.63	3.62	3.93	-	4.25
	16	Adequate Staffing	3.50	3.57	2.87	-	3.15
	17	Have Tools	3.88	3.86	4.20	-	4.21
	18	Physical Work Environment	4.25	4.10	4.07	•	4.21
	19	Safe Environment	4.30	3.76	3.93	•	4.37
	20	Spirit of Cooperation	3.00	2.71	3.67		4.26
	21	Ethical Conduct	3.83	3.38	4.00		4.43
Department Effectiveness	22	Collaborate with Units Outside	3.88	3.71	4.07		4.40
	23	Perform Responsibilities	3.54	3.43	4.07	-	4.28
	24	Participate in Decisions	3.58	3.48	3.80	-	4.13
	25	Balance Work Life	4.29	4.05	4.21	•	4.35
	26	Resolves Staff Issues	3.04	2.50	3.73	•	4.08
	27	Better Ways Recognized	3.33	3.33	3.73	_	4.11
	28	Department Diversity Programs	3.33	3.33	3.80		4.17
	29	All Cultures - Fair	4.38	4.33	4.20		4.40
	30	Sexual Orientation - Fair	4.38	4.52	4.13		4.47
Department - Diversity	31	All Welcomed	4.29	4.19	4.07	1	4.36
and Climate	32	Support Diversity	4.26	4.29	4.00		4.37
	33	Treated in a Professional Manner	3.83	3.43	4.00		4.41
	34	Feel Valued	3.42	3.33	3.71		4.23
	35	Recommends without Fear	3.70	4.00	4.27		4.42
	36	Sufficient Freedom	4.17	4.15	4.13		4.46
	37	Communicates Essential Info	3.33	3.65	4.00		4.15
	38	Work Assigned Equitably	3.38	3.55	4.13		3.99
	39	Gives Praise for Work	3.61	3.80	3.73		4.24
	40	Suggestions for Improvement	3.67	3.80	3.87		4.20
Supervisor Effectiveness	41	Evaluated Fairly	3.92	3.80	4.13		
	41				3.93		4.22
		Performance Evaluation	3.70	3.90	3.60		4.10
	43	Advancement Opportunities Supports Training	3.96	3.85	4.20		3.99
	45	Treats with Respect	4.04	4.00	4.20		4.29
		•					4.50
	46	Supportive of Personal Issues	4.38	4.25 3.52	4.27 3.53		4.60
	47	Appropriate Stress	3.68				3.58
	48	Total Compensation	3.21	3.25	3.07	<b>₩</b>	3.37
	49	Get Information	4.08	4.05	4.27	<b>—</b>	4.29
Employee Effectiveness	50	Good Use of Skills	3.88	3.81	3.80		4.15
	51	Know How to Use Tools	4.13	3.95	4.33		4.49
	52	Manage Workload	4.20	4.10	4.20	1	4.06
	53	Valuable Training	3.76	3.52	3.80		3.97
	54	Enjoy Working with Coworkers	3.84	3.43	3.67	<b>=</b>	4.49

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 9	Senior leadership in FAS are genuinely interested in hearing the ideas and opinions of staff members.
Satisfaction with	4 F	Faculty members at CSUSM value my contributions.
Finance &	5 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 I	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		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.
		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.
		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.
		have the opportunity to participate in making decisions that affect my work.
		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.
		am satisfied with the diversity related initiatives and efforts within my department.
		People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.
Department -		People of all sexual orientations are treated fairly in my department.
Diversity and Climate		FAS promotes a work environment where all people are welcomed.  My department actively supports a diverse work environment.
Climate		My department actively supports a diverse work environment. My department provides an environment where everyone is treated in a professional manner.
		feel valued by my department. can make recommendations to my supervisor without fear of negative consequences.
		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.
2.1.000.701.000		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.
		ý 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 N	My job makes good use of my skills and abilities.
Effectiveness	51 l	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 1	The training that I receive at CSUSM is valuable for improving my job performance.
	54 I	enjoy working with my coworkers.
eNPS	55 H	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).

# University Police - 20000

	CSUSM	4.12	<b>3.69</b>
Overall	CSUCO	4.03	
Satisfaction —	UCSD	4.00	
Jatistaction	UCANR	3.80	
	CSLA	3.66	
	CSUSM	4.05	● 3.38
Valued	CSUCO	3.78	
Member —	UCSD	3.77	
Wichiber	UCANR	3.60	
	CSLA	3.40	
Leadership	CSUSM	3.94	● 3.63
Interested in	CSUCO	3.56	
Staff's Ideas	UCSD	3.51	
	CSUCO	4.18	
Campus	UCANR	3.74	
Campus — Faculty Value —	CSUSM	3.72	● 3.19
racarty value	UCSD	3.67	
	CSLA	3.45	
	CSUCO	4.10	
Staff Value	CSUSM	4.09	<b>●</b> 3.63
Contributions —	UCSD	3.98	
Contributions	UCANR	3.95	
	CSLA	3.79	
	CSUCO	4.49	
Contribute to	CSUSM	4.35	● 3.88
University	UCSD	4.31	
Mission	CSLA	4.29	
	UCANR	4.18	

	CSUCO	4.49	
Contribute to	CSUSM	4.35	● 3.88
University	UCSD	4.31	
Mission	CSLA	4.29	
	UCANR	4.18	
	CSUSM	3.95	● 3.60
	UCSD	3.51	
Have a Voice	CSUCO	3.43	
	UCANR	3.18	
	CSLA	3.09	
	CSUSM	3.57	● 3.31
_	UCSD	3.26	
Career Advancement	UCANR	3.13	
	CSUCO	2.99	
	CSLA	2.86	

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## **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 olivisision and Goals

- cpartificite		Couls	
	CSUCO	4.45	
	CSUSM	4.41	<ul><li>4.20</li></ul>
Understand —	UCANR	4.34	
Dept's Mission –	CSLA	4.29	
	UCSD	4.24	
	CSUCO	4.54	
	CSUSM	4.49	• 4.27
Contribute to — Dept's Mission —	CSLA	4.39	
Debt 2 Mission –	UCANR	4.38	
	UCSD	4.33	
	CSUSM	4.23	<b>● 3</b> .87
	UCSD	3.83	
Annual Dept — Goals —	CSUCO	3.76	
Goals	UCANR	3.73	
	CSLA	3.65	
	CSUSM	4.04	<b>● 3</b> .73
	UCSD	3.71	
Measures Dept Goals	CSUCO	3.69	
Goals	UCANR	3.62	
	CSLA	3.47	
	CSUSM	4.16	<b>●</b> 3.73
Measures	UCSD	3.76	
Customer	CSUCO	3.75	
Satisfaction	UCANR	3.44	
	CSLA	3.43	
	CSUSM	4.25	<b>● 3</b> .93
Improve	CSUCO	3.95	
Services	UCSD	3.83	
Products	UCANR	3.65	
	CSLA	3.60	

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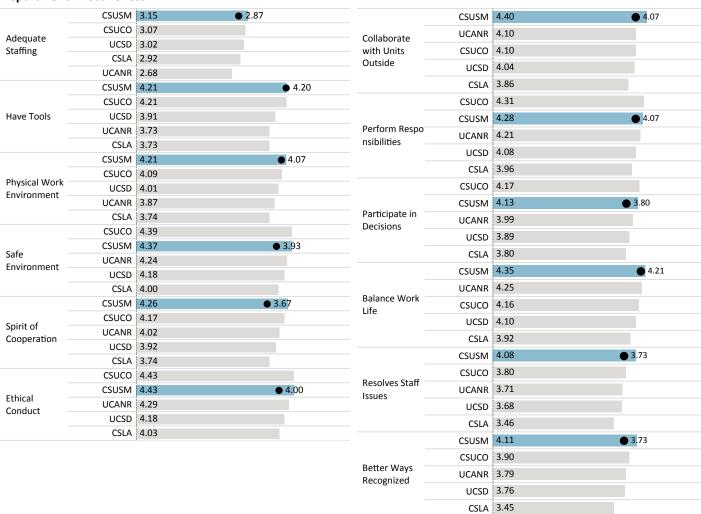




#### **Department Effectiveness**

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# epäytmient elifectiveness



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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 of breasty and Climate

	CSUSM	4.40	● 4.20
	CSLA	4.26	
All Cultures - ———————————————————————————————————	CSUCO	4.25	
all —	UCANR	4.19	
	UCSD	4.14	
epartment	CSUSM	4.17	● 3.80
versity	CSUCO	3.99	
ograms	UCSD	3.94	
	CSUSM	4.47	● 4.13
exual	CSUCO	4.36	
rientation -	CSLA	4.32	
nir	UCANR	4.27	
	UCSD	4.25	
	CSUSM	4.36	<b>4.07</b>
Welcomed	CSUCO	4.26	
	CSLA	4.10	
	CSUSM	4.37	● 4.00
	CSUCO	4.27	
pport — versity —	CSLA	4.24	
versity	UCANR	4.13	
	UCSD	4.13	
	CSUSM	4.41	● 4.00
mmunity-	CSUCO	4.22	
cellence-	UCSD	4.16	
rofessional	UCANR	4.14	
	CSLA	4.04	

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

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## **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).

# upervisity Effectiveness

	CSUSM	4.42	<b>●</b> 4.27		CSUSM	4.22	• 4.13
Recommends CS	CSUCO	4.35			CSUCO	4.20	
without Fear —	UCANR	į.		Evaluated	UCANR		
	UCSD	į.		Fairly	UCSD		
	CSLA						
CSUSM CSUCO Sufficient		• 4.13		CSLA			
					CSUSM		● 3.93
Freedom —	UCANR			Dorformanco	CSUCO	4.05	
	UCSD			Performance Evaluation	UCSD	3.84	
	CSLA			Lvaluation	CSLA	3.79	
	CSUSM		● 4.00		UCANR		
Communicates	CSUCO				CSUCO		
Essential Info —	UCANR				CSUSM		<b>3</b> .60
	CSLA			Advancement			3.00
	CSUSM		● 4.13	Opportunities	UCSD		
	CSUCO				UCANR	3.74	
Work Assigned Equitably	UCSD				CSLA	3.71	
	UCANR	į.			CSUSM	4.29	• 4.20
	CSLA				CSUCO	4.25	
	CSUSM	4.24	● 3.73	Supports	UCANR	4.17	
	CSUCO	4.13		Training	UCSD		
Gives Praise or Work	UCSD	4.06			CSLA		
OI WOIK —	UCANR	3.96					<b>2</b> 4 22
	CSLA	3.95			CSUSM		● 4.33
	CSUSM	4.20	● 3.87	Treats with	CSUCO		
Suggestions for	CSUCO			Respect	UCANR	4.40	
mprovement —	UCSD	l .		copcot	UCSD	4.36	
	CSLA				CSLA	4.25	
	UCANR	3.85			CSUSM		● 4.27
					CSUCO		
				Supportive of		į	
				Personal Issues	UCANR		
					UCSD		
					CSLA	4.36	

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## **Employee Effectiveness**

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# Hpitoyeeveffelictiveness

IIIpioyeciEiic	Ctiveliess		
	CSUCO	3.65	
	UCSD	3.61	
Appropriate — Stress —	CSUSM	3.58	● 3.53
311633	CSLA	3.49	
	UCANR	3.38	
	CSUSM	3.37	● 3.07
	CSUCO	3.19	
Total — Compensation —	UCSD	3.17	
Compensation	UCANR	3.01	
	CSLA	2.67	
	CSUSM	4.29	• 4.27
-	CSUCO	4.22	
Get — Information —	UCSD	4.06	
illioilliation	UCANR	4.05	
	CSLA	4.01	
	CSUSM	4.15	● 3.80
-	CSUCO	4.12	
Good Use of Skills	UCANR	4.02	
JKIII3	UCSD	4.00	
	CSLA	3.86	
	CSUSM	4.49	● 4.33
	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	● 4.20
vvoi kioaŭ —	UCSD	4.03	
	UCANR	3.85	

CSUSM	3.97	● 3.80
UCSD	3.74	
CSUCO	3.64	
UCANR	3.57	
CSLA	3.54	
CSUSM	4.49	● 3.67
UCANR	4.40	
CSUCO	4.39	
UCSD	4.31	
CSLA	4.23	
	UCSD CSUCO UCANR CSLA CSUSM UCANR CSUCO UCSD	CSUSM 3.97  UCSD 3.74  CSUCO 3.64  UCANR 3.57  CSLA 3.54  CSUSM 4.49  UCANR 4.40  CSUCO 4.39  UCSD 4.31  CSLA 4.23

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