



2016 - UC San Diego Staff@Work Survey
VC-EDI/CAMPUS COMMUNITY CTRS

2016 19 respondents
 73% of 26 invited

2015 16 respondents
 76% of 21 invited

2014 11 respondents
 69% of 16 invited

3.96 mean score for 52 questions (scale 1-5)
 12 questions in the excellent range (4.3 or greater)

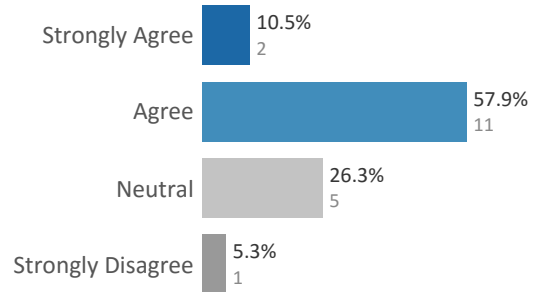
Influential Strengths

- 17 Physical Work Environment
- 19 Spirit Of Cooperation
- 52 Enjoy working with coworkers
- 40 Performance Evaluation
- 33 Recommendations Without Fear

Primary Opportunities

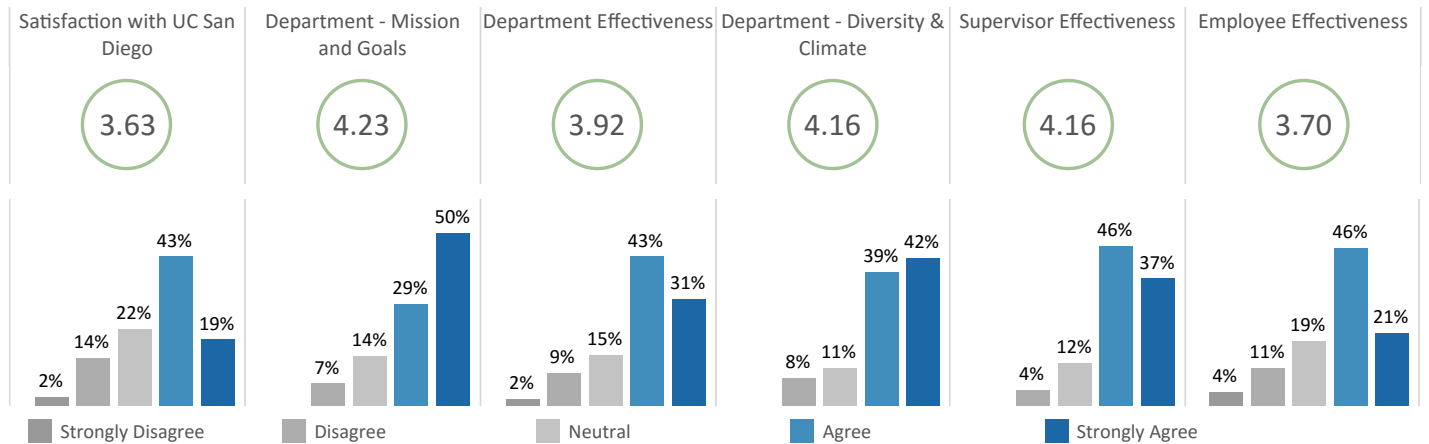
- 2 Valued Member of UC San Diego
- 46 Salary & Benefits
- 45 Appropriate Stress
- 7 Have Voice on Campus
- 4 Staff Value Contributions

Overall, I am a satisfied UC San Diego employee.



Mean = 3.68, Std Dev = 0.89, N = 19

Dimension Mean Scores and Frequency Breakdown Below 3.0 - Low | 3.0 to 3.5 - Marginal | 3.6 to 4.2 - Good | 4.3 & above - Excellent



Employee Net Promoter Score (eNPS)

"Overall, I am a satisfied employee...." by "How likely is it that you would recommend..."

44 eNPS*
 50.0% - 6.3%

		Likelihood to Recommend											Total
		0	1	2	3	4	5	6	7	8	9	10	
Satisfied Employee	5											2	2
	4					1	1	2	2	3	1		10
	3				1		1		1				3
	2												
	1				1								
Total					2	1	2	2	3	3	1	2	16

*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.
 Below 40 - Low | 40 to 59 - Marginal | 60 to 79 - Good | 80 & above - Excellent

Background

- 2016 was the 20th annual Staff@Work Survey
 - 8,079 individuals from 10 Vice Chancellor areas were invited to take the survey; 5,139 (64%) responded
 - Survey Period: August 29 to September 30, 2016
 - Survey consisted of 52 satisfaction questions, 1 eNPS item, 19 EDI items, and 24 conduct/behavioral questions
- In addition, the following open-ended questions were asked: Overall, EDI, conduct/behavioral, & general comment

Contact us at sawsurvey@ucsd.edu if you have any questions about this report or would like additional in-depth analysis of your survey data.





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★ Change from 2015 to 2016 is statistically significant (p<0.01)
 ● Mean score greater than that of UC SAN DIEGO

VC-EDI/CAMPUS COMMUNITY CTRS
 26 Invited (N)
 19 Responded (n)
 73% Response Rate

UC SAN DIEGO
 8,079 Invited (N)
 5,139 Responded (n)
 64% Response Rate

Dimension	#	Question	2014	2015	2016	(Chg - difference of 0.09 or greater) Chg from 2015 to 2016	2016
Satisfaction with UC San Diego	1	Satisfied Employee	3.64	3.69	3.68		3.98
	2	Valued Member of UC San Diego	3.27	3.56	3.47		3.75
	3	Faculty Value Contributions	3.55	3.00	2.84	↓	3.66
	4	Staff Value Contributions	4.09	3.81	3.79		3.95
	5	Understand UCSD's Mission		4.19	4.16		4.20
	6	Contribution to UCSD's Mission		4.19	4.39	↑	4.28
	7	Have Voice on Campus		3.75	3.63	↓	3.46
	8	Career Advancement	3.00	3.13	3.16		3.29
Department - Mission and Goals	9	Understand Dept's Mission	4.73	4.63	4.37	↓	4.26
	10	Contribution to Dept's Mission	4.82	4.69	4.37	↓	4.36
	11	Annual Dept Goals	3.90	4.00	4.17	↑	3.83
	12	Measures Dept Goals	3.89	4.00	4.22	↑	3.69
	13	Measures Customer Satisfaction	4.00	4.08	4.13		3.73
	14	Improves Services/Products	3.88	4.20	4.06	↓	3.79
	15	Adequate Staffing	2.00	2.19	2.63	↑	2.99
	16	Have Tools	3.73	3.75	4.00	↑	3.90
Department Effectiveness	17	Physical Work Environment	3.82	4.06	4.11		4.00
	18	Physically Safe Environment	3.82	4.25	3.89	↓	4.21
	19	Spirit Of Cooperation	4.82	4.44	4.21	↓	3.81
	20	Ethical Conduct	4.27	4.50	4.32	↓	4.09
	21	Collaborate with Units Outside		4.44	4.11	↓	3.96
	22	Most Perform Responsibilities	4.00	4.25	4.11	↓	4.02
	23	Participate In Decisions	4.27	4.38	4.21	↓	3.85
	24	Balance Work/Life	4.00	4.06	3.95	↓	4.07
Department - Diversity & Climate	25	Resolves Staff Issues	4.10	4.00	3.83	↓	3.62
	26	Better Ways Recognized	3.60	3.81	3.72	↓	3.63
	27	All Cultures Treated Fairly	4.64	4.69	4.47	↓	4.25
	28	Sexual Orientations Treated Fairly	4.64	4.75	4.16	↓	4.32
	29	All Welcomed	3.09	3.50	3.58		4.26
	30	Supports Diverse Environment	4.82	4.75	4.47	↓	4.22
	31	Practices Principles Of Community	4.73	4.69	4.26	↓	4.19
	32	Feel Valued by Department	3.91	4.50	4.00	↓	3.90
Supervisor Effectiveness	33	Recommendations Without Fear	3.80	4.19	4.32	↑	4.15
	34	Sufficient Freedom	4.18	4.25	4.32		4.21
	35	Communicates Essential Info	3.55	3.69	3.68		3.96
	36	Work Assigned Equitably	4.00	3.63	3.63		3.69
	37	Gives Praise for Work	3.91	4.38	4.16	↓	4.02
	38	Suggestions For Improvement	3.91	3.94	4.05	↑	3.94
	39	Evaluated Fairly	4.00	3.94	4.21	↑	4.00
	40	Performance Evaluation	3.30	4.13	4.00	↓	3.86
Employee Effectiveness	41	Advancement Opportunities	3.64	4.25	4.16	↓	3.82
	42	Supports Training	4.18	4.50	4.21	↓	4.07
	43	Treats With Respect	4.45	4.50	4.58		4.32
	44	Supportive of Personal Issues	4.40	4.31	4.58	↑	4.40
	45	Appropriate Stress	3.18	3.44	3.42		3.59
	46	Salary & Benefits	2.55	2.69	2.42	↓	2.99
	47	Get Information	4.27	4.19	4.11		4.11
	48	Good Use Of Skills	4.18	4.25	3.74	↓	3.96
Employee Effectiveness	49	Know How To Use Tools	4.27	4.13	4.37	↑	4.37
	50	Manage Workload	4.00	3.81	3.79		4.07
	51	Valuable Training	3.64	3.25	3.39	↑	3.75
	52	Enjoy working with coworkers	3.91	4.44	4.32	↓	4.28

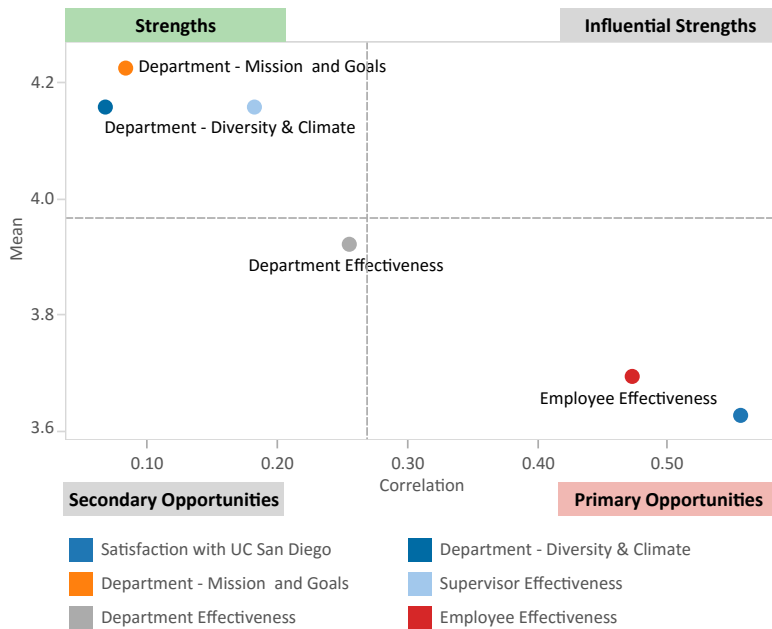


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ST - Strength IS - Influential Strength PO - Primary Opportunity SO - Secondary Opportunity

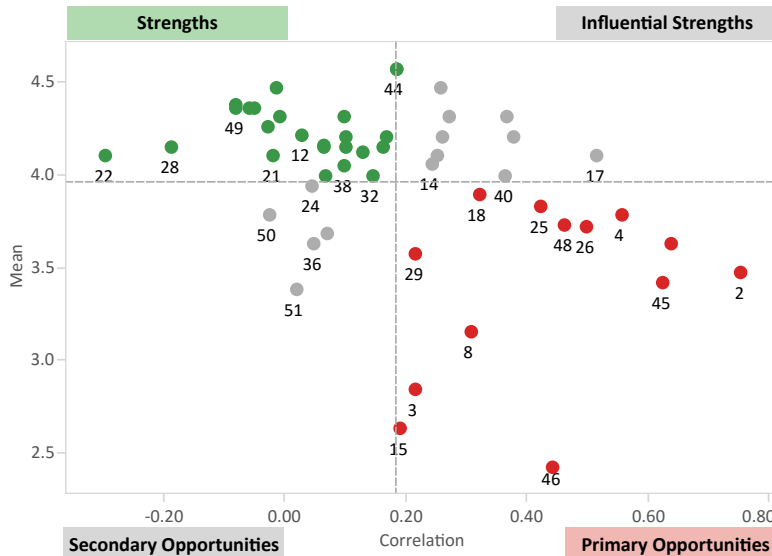
Strengths & Opportunities Scatterplot by Dimension
Correlation Coefficient Average = 0.27, Mean Average = 3.97

n/N = 19/26



Strengths & Opportunities Scatterplot by Question
Correlation Coefficient Average = 0.18, Mean Average = 3.97

n/N = 19/26



Strengths (High mean score, low correlation with overall sat) - don't need to worry about these this year as they are already scoring high and they don't have a strong relationship with increased satisfaction. Just keep it up!

Influential Strengths (High mean score, high correlation with overall sat) - although they are scoring high, these items are strongly related to increased satisfaction so keep an eye on these to maintain high satisfaction.

Secondary Opps (Low mean score, low correlation with overall sat) - although they are not strongly related to increased satisfaction now, they are still scoring relatively low so keep an eye on these.

Primary Opps (Low mean score, high correlation with sat) - these items score low and are strongly related to increased satisfaction. This is where we should be driving deeper, putting our focus, and creating targeted action plans for the year.

List of Strengths & Opportunities by Dimension

Dim	Question	Mean	Corr	Str/Opps
SAT	Satisfaction with UC San Diego	3.63	0.56	PO
MIS	Department - Mission and Goals	4.23	0.08	ST
DEP	Department Effectiveness	3.92	0.26	SO
DIV	Department - Diversity & Climate	4.16	0.07	ST
SUP	Supervisor Effectiveness	4.16	0.18	ST
EMP	Employee Effectiveness	3.70	0.47	PO

List of Strengths & Opportunities by Question

SUP	40. Performance Evaluation	4.00	0.36	IS
MIS	14. Improves Services/Products	4.06	0.24	IS
DEP	17. Physical Work Environment	4.11	0.51	IS
EMP	47. Get Information	4.11	0.25	IS
DEP	19. Spirit Of Cooperation	4.21	0.38	IS
SUP	42. Supports Training	4.21	0.26	IS
SUP	33. Recommendations Without Fear	4.32	0.27	IS
EMP	52. Enjoy working with coworkers	4.32	0.36	IS
DIV	27. All Cultures Treated Fairly	4.47	0.26	IS
EMP	46. Salary & Benefits	2.42	0.44	PO
DEP	15. Adequate Staffing	2.63	0.19	PO
SAT	3. Faculty Value Contributions	2.84	0.21	PO
SAT	8. Career Advancement	3.16	0.31	PO
EMP	45. Appropriate Stress	3.42	0.62	PO
SAT	2. Valued Member of UC San Diego	3.47	0.75	PO
DIV	29. All Welcomed	3.58	0.21	PO
SAT	7. Have Voice on Campus	3.63	0.64	PO
DEP	26. Better Ways Recognized	3.72	0.50	PO
EMP	48. Good Use Of Skills	3.74	0.46	PO
SAT	4. Staff Value Contributions	3.79	0.56	PO
DEP	25. Resolves Staff Issues	3.83	0.42	PO
DEP	18. Physically Safe Environment	3.89	0.32	PO
EMP	51. Valuable Training	3.39	0.02	SO
SUP	36. Work Assigned Equitably	3.63	0.05	SO
SUP	35. Communicates Essential Info	3.68	0.07	SO
EMP	50. Manage Workload	3.79	-0.03	SO
DEP	24. Balance Work/Life	3.95	0.04	SO
DEP	16. Have Tools	4.00	0.07	ST
DIV	32. Feel Valued by Department	4.00	0.14	ST
SUP	38. Suggestions For Improvement	4.05	0.10	ST
DEP	21. Collaborate with Units Outside	4.11	-0.02	ST
DEP	22. Most Perform Responsibilities	4.11	-0.30	ST
MIS	13. Measures Customer Satisfaction	4.13	0.13	ST
SAT	5. Understand UCSD's Mission	4.16	0.06	ST
DIV	28. Sexual Orientations Treated Fairly	4.16	-0.19	ST
SUP	37. Gives Praise for Work	4.16	0.10	ST
SUP	41. Advancement Opportunities	4.16	0.16	ST
MIS	11. Annual Dept Goals	4.17	0.06	ST
DEP	23. Participate In Decisions	4.21	0.17	ST
SUP	39. Evaluated Fairly	4.21	0.10	ST
MIS	12. Measures Dept Goals	4.22	0.03	ST
DIV	31. Practices Principles Of Community	4.26	-0.03	ST
DEP	20. Ethical Conduct	4.32	-0.01	ST
SUP	34. Sufficient Freedom	4.32	0.10	ST
MIS	9. Understand Dept's Mission	4.37	-0.06	ST
MIS	10. Contribution to Dept's Mission	4.37	-0.05	ST
EMP	49. Know How To Use Tools	4.37	-0.08	ST
SAT	6. Contribution to UCSD's Mission	4.39	-0.08	ST
DIV	30. Supports Diverse Environment	4.47	-0.01	ST
SUP	43. Treats With Respect	4.58	0.18	ST
SUP	44. Supportive of Personal Issues	4.58	0.18	ST



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Please indicate to what extent you agree or disagree with the following statements. Results will be summarized to ensure anonymity. Please select 'N/A' if it is not applicable or you don't know.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

N/A

Satisfaction with UC San Diego	1 Overall, I am a satisfied UC San Diego employee.
	2 I feel valued as a member of the UC San Diego community.
	3 Faculty members at UC San Diego value my contributions.
	4 Staff members at UC San Diego value my contributions.
	5 I understand UC San Diego's Mission.
	6 I understand how my job performance positively contributes to UC San Diego's Mission.
	7 I feel I have voice on campus to provide my ideas and suggestions on how to improve UC San Diego.
	8 I am satisfied with my opportunities for career advancement at UC San Diego.
Department - Mission and Goals	9 I understand my department's mission.
	10 I understand how my job performance positively contributes to my department's mission.
	11 My department establishes annual departmental performance goals.
	12 My department routinely measures departmental performance goal achievements.
	13 My department routinely measures customer satisfaction with services and products delivered.
	14 My department routinely takes action to improve services and products based on customer feedback.
Department Effectiveness	15 My department has adequate staffing to handle our workload.
	16 I have the tools (i.e., equipment and technology) needed to perform my work.
	17 My physical work environment (e.g., office, lab) is adequate for the job that I do.
	18 I feel physically safe in my work environment.
	19 There is a spirit of cooperation within my department.
	20 Most people in my department conduct themselves in an ethical manner.
	21 People in my department are encouraged to work collaboratively with units outside of my immediate area.
	22 Most people in my department perform their responsibilities.
	23 I have the opportunity to participate in making decisions that affect my work.
	24 My department creates a flexible environment that allows me to balance my work and personal life.
Department - Diversity & Climate	25 My department effectively resolves staff-related issues (i.e., staff work interactions).
	26 People in my department are recognized for finding better ways of doing things.
	27 People of all ethnic groups, cultures, and backgrounds are treated fairly in my department.
	28 People of all sexual orientations are treated fairly in my department.
	29 UC San Diego promotes a work environment where all people are welcomed.
	30 My department actively supports a diverse work environment.
Supervisor Effectiveness	31 My department practices UC San Diego's Principles of Community.
	32 I feel valued by my department.
	33 I can make recommendations to my supervisor without fear of negative consequences.
	34 I have sufficient freedom to decide how to best perform my work.
	35 My supervisor communicates essential information on a timely basis.
	36 Work is assigned equitably in my department.
	37 My supervisor gives me praise for my work.
	38 My supervisor gives me useful suggestions for improvement.
	39 My performance is evaluated fairly.
	40 My last performance evaluation provided me with information I could use to improve my performance.
Employee Effectiveness	41 My supervisor gives me opportunities that support my career advancement.
	42 My supervisor actively supports my participation in training and education programs related to my job responsibilities.
	43 My supervisor treats me with respect.
	44 My supervisor is supportive when personal issues arise.
	45 I feel that the amount of stress associated with my job is appropriate for my position.
	46 I am satisfied with my total compensation, including salary and benefits.
	47 I know how to get the information I need to be effective in my job.
	48 My job makes good use of my skills and abilities.
	49 I know how to use the tools that I have (i.e., equipment and technology) to do my work.
	50 I am able to manage my work load effectively.
51 The training that I receive at UC San Diego is valuable for improving my job performance.	
52 I enjoy working with my coworkers.	
53 I would recommend UC San Diego to others as a good place to work.	



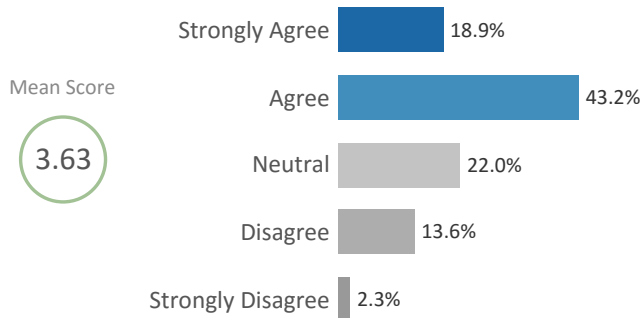
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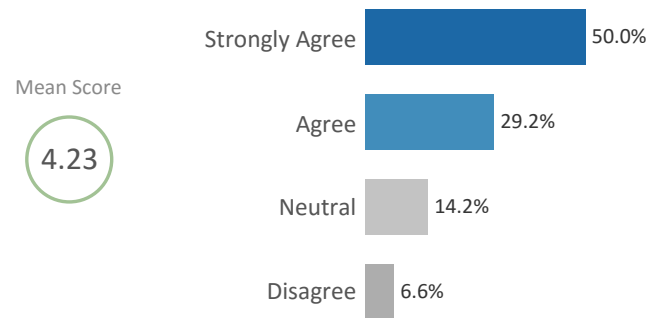
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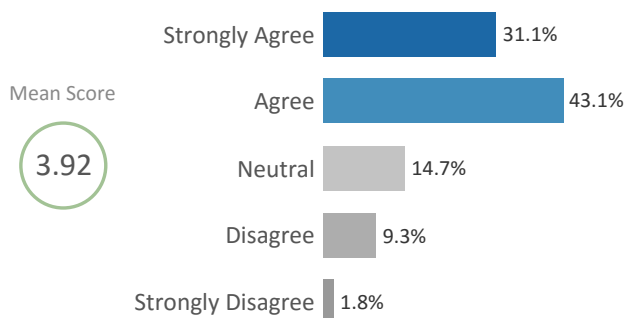
Satisfaction with UC San Diego



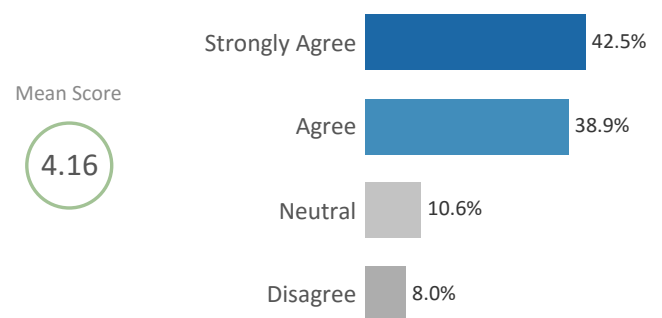
Department - Mission and Goals



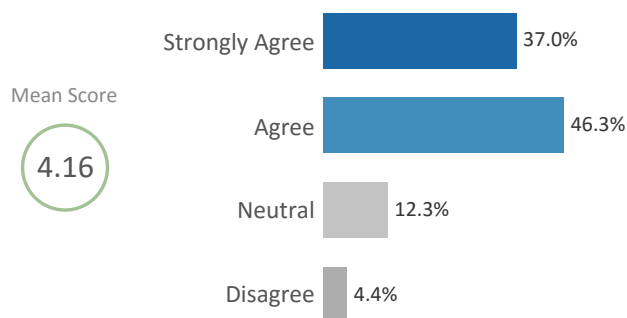
Department Effectiveness



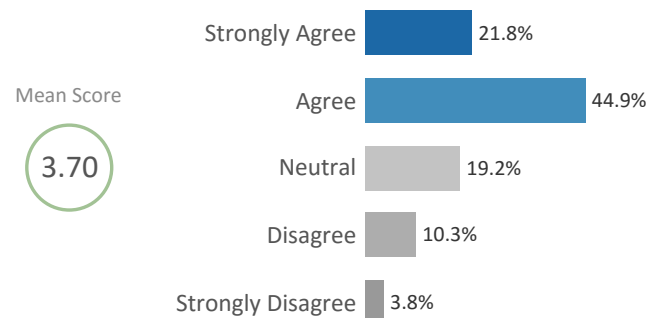
Department - Diversity & Climate



Supervisor Effectiveness



Employee Effectiveness



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