Overall, I am a satisfied UC San Diego employee.

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<th>Neutral</th>
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Mean = 3.99, Std Dev = 0.85

Dimension Mean Score 3 Year Trending

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<th>Supervisor Effectiveness</th>
<th>Employee Effectiveness</th>
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Employee Net Promoter Score (eNPS)

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

72 eNPS*

75.1% - 3.1%

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

Likelihood to Recommend

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*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

- 2017 was the 21st annual Staff@Work Survey
- 8,211 individuals from 10 Vice Chancellor areas were invited to take the survey; 5,161 (63%) responded
- Survey Period: August 21 to September 22, 2017
- Survey consisted of 54 satisfaction questions, 1 eNPS item, 7 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 saws@ucsd.edu if you have any questions about this report or would like additional in-depth analysis of your survey data.

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego
## Dimension # Question | 2015 | 2016 | 2017 | Change from 2016 to 2017 | 2017 |
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List of Strengths & Opportunities by Dimension

**Strengths & Opportunities Scatterplot by Dimension**
Correlation Coefficient Average = 0.61, Mean Average = 3.95

**List of Strengths & Opportunities by Dimension**

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<th>Corr</th>
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List of Strengths & Opportunities by Question

**Strengths & Opportunities Scatterplot by Question**
Correlation Coefficient Average = 0.47, Mean Average = 3.95

**List of Strengths & Opportunities by Question**

| SAT         | 4. Staff Value Contributions                                             | 4.01 | 0.51 | IS      |
| DIV         | 50. Committed to Diversity                                               | 4.02 | 0.48 | IS      |
| SUP         | 33. Evaluated Fairly                                                     | 4.04 | 0.47 | IS      |
| DEP         | 24. Balance Work/Life                                                    | 4.06 | 0.52 | IS      |
| SUP         | 27. Recommendations Without Fear                                         | 4.08 | 0.48 | IS      |
| DEP         | 20. Ethical Conduct                                                      | 4.14 | 0.47 | IS      |
| SUP         | 28. Sufficient Freestream                                                  | 4.15 | 0.48 | IS      |
| DIV         | 49. All Welcomed                                                          | 4.18 | 0.50 | IS      |
| DIV         | 54. Practices Principles Of Community                                    | 4.22 | 0.47 | IS      |
| EMP         | 40. Salary & Benefits                                                    | 3.08 | 0.51 | PO      |
| SAT         | 8. Career Advancement                                                    | 3.22 | 0.56 | PO      |
| SAT         | 7. Have Voice on Campus                                                   | 3.40 | 0.54 | PO      |
| DEP         | 26. Better Ways Recognized                                               | 3.59 | 0.52 | PO      |
| MIS         | 12. Measures Dept Goals                                                  | 3.63 | 0.47 | PO      |
| DEP         | 25. Resolves Staff Issues                                                | 3.63 | 0.52 | PO      |
| EMP         | 39. Appropriate Stress                                                   | 3.68 | 0.51 | PO      |
| SUP         | 35. Advancement Opportunities                                            | 3.75 | 0.47 | PO      |
| EMP         | 45. Valuable Training                                                    | 3.76 | 0.47 | PO      |
| SAT         | 2. Valued Member of UC San Diego                                         | 3.79 | 0.78 | PO      |
| DIV         | 47. Feel Valued by Department                                            | 3.79 | 0.60 | PO      |
| SAT         | 3. Faculty Value Contributions                                           | 3.83 | 0.59 | PO      |
| DEP         | 23. Participate In Decisions                                             | 3.84 | 0.52 | PO      |
| DEP         | 19. Spirit Of Cooperation                                                | 3.84 | 0.47 | PO      |
| SUP         | 30. Work Assigned Equitably                                              | 3.89 | 0.50 | PO      |
| SUP         | 29. Communicates Essential Info                                           | 3.95 | 0.47 | PO      |
| DEP         | 15. Adequate Staffing                                                    | 3.04 | 0.47 | IS      |
| MIS         | 13. Measures Customer Satisfaction                                        | 3.65 | 0.43 | SO      |
| MIS         | 11. Annual Dept Goals                                                    | 3.70 | 0.43 | SO      |
| MIS         | 14. Improves Services/Products                                            | 3.70 | 0.44 | SO      |
| SUP         | 34. Performance Evaluation                                               | 3.86 | 0.44 | SO      |
| SUP         | 32. Suggestions For Improvement                                          | 3.93 | 0.46 | SO      |
| DEP         | 21. Collaborate with Units Outside                                       | 3.97 | 0.41 | ST      |
| DEP         | 16. Have Tools                                                           | 3.99 | 0.41 | ST      |
| EMP         | 42. Good Use Of Skills                                                   | 4.01 | 0.43 | ST      |
| SUP         | 31. Gives Praise for Work                                                | 4.01 | 0.44 | ST      |
| SUP         | 36. Supports Training                                                    | 4.02 | 0.45 | ST      |
| DIV         | 48. Satisfied with Diversity Programs                                     | 4.03 | 0.46 | ST      |
| DEP         | 17. Physical Work Environment                                            | 4.03 | 0.39 | ST      |
| DEP         | 22. Most Perform Responsibilities                                        | 4.08 | 0.46 | ST      |
| EMP         | 44. Manage Workload                                                      | 4.11 | 0.38 | ST      |
| EMP         | 41. Get Information                                                      | 4.18 | 0.43 | ST      |
| MIS         | 9. Understand Dept’s Mission                                             | 4.18 | 0.41 | ST      |
| SAT         | 5. Understand UCSD’s Mission                                             | 4.23 | 0.37 | ST      |
| DIV         | 53. Supports Diverse Environment                                         | 4.25 | 0.46 | ST      |
| DEP         | 18. Physically Safe Environment                                          | 4.28 | 0.41 | ST      |
| DIV         | 51. All Cultures Treated Fairly                                          | 4.29 | 0.45 | ST      |
| SAT         | 6. Contribution to UCSD’s Mission                                        | 4.29 | 0.38 | ST      |
| MIS         | 10. Contribution to Dept’s Mission                                       | 4.30 | 0.40 | ST      |
| EMP         | 46. Enjoy working with coworkers                                        | 4.31 | 0.40 | ST      |
| SUP         | 37. Treats With Respect                                                  | 4.34 | 0.46 | ST      |
| DIV         | 52. Sexual Orientations Treated Fairly                                   | 4.35 | 0.43 | ST      |
| EMP         | 43. Know How To Use Tools                                                | 4.40 | 0.34 | ST      |
| SUP         | 38. Supportive of Personal Issues                                       | 4.41 | 0.42 | ST      |

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego
<table>
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<th>Female 2017</th>
<th>Male 2016</th>
<th>Male 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was condescending to you.</td>
<td>2.09</td>
<td>2.02</td>
<td>1.85</td>
<td>1.72</td>
</tr>
<tr>
<td>Paid little attention to your statement or showed little interest in your opinion.</td>
<td>2.04</td>
<td>2.01</td>
<td>1.95</td>
<td>1.83</td>
</tr>
<tr>
<td>Made demeaning or derogatory remarks about you.</td>
<td>1.53</td>
<td>1.42</td>
<td>1.42</td>
<td>1.30</td>
</tr>
<tr>
<td>Made jokes at your expense.</td>
<td>1.35</td>
<td>1.31</td>
<td>1.42</td>
<td>1.29</td>
</tr>
<tr>
<td>Interrupted or spoke over you.</td>
<td>2.04</td>
<td>2.01</td>
<td>1.92</td>
<td>1.79</td>
</tr>
<tr>
<td>Talked about you behind your back.</td>
<td>1.94</td>
<td>1.77</td>
<td>1.78</td>
<td>1.61</td>
</tr>
<tr>
<td>Excluded you.</td>
<td>1.77</td>
<td>1.76</td>
<td>1.55</td>
<td>1.56</td>
</tr>
<tr>
<td>Kept you out-of-the-loop on information that is important.</td>
<td>2.05</td>
<td>1.96</td>
<td>1.90</td>
<td>1.79</td>
</tr>
<tr>
<td>Gave you the cold shoulder.</td>
<td>1.70</td>
<td>1.58</td>
<td>1.62</td>
<td>1.44</td>
</tr>
<tr>
<td>Treated you as if you are invisible.</td>
<td>1.66</td>
<td>1.53</td>
<td>1.61</td>
<td>1.42</td>
</tr>
<tr>
<td>Treated you “differently” because of your gender.</td>
<td>1.32</td>
<td>1.26</td>
<td>1.18</td>
<td>1.17</td>
</tr>
<tr>
<td>Repeatedly told sexual stories or jokes that were offensive to you.</td>
<td>1.13</td>
<td>1.10</td>
<td>1.12</td>
<td>1.07</td>
</tr>
<tr>
<td>Said that you are a credit to your gender.</td>
<td>1.09</td>
<td>1.06</td>
<td>1.08</td>
<td>1.07</td>
</tr>
<tr>
<td>Made derogatory comments about your gender.</td>
<td>1.13</td>
<td>1.09</td>
<td>1.10</td>
<td>1.12</td>
</tr>
<tr>
<td>Excluded you from social interactions during or after work because of your gender.</td>
<td>1.10</td>
<td>1.04</td>
<td>1.08</td>
<td>1.07</td>
</tr>
<tr>
<td>Made you feel as if you have to give up your gender identity to get along at work.</td>
<td>1.08</td>
<td>1.04</td>
<td>1.10</td>
<td>1.06</td>
</tr>
<tr>
<td>Treated you “differently” because of your race/ethnicity.</td>
<td>1.23</td>
<td>1.18</td>
<td>1.20</td>
<td>1.17</td>
</tr>
<tr>
<td>Repeatedly told racial stories or jokes that were offensive to you.</td>
<td>1.13</td>
<td>1.10</td>
<td>1.09</td>
<td>1.06</td>
</tr>
<tr>
<td>Said that you are a credit to your race/ethnicity.</td>
<td>1.09</td>
<td>1.06</td>
<td>1.06</td>
<td>1.05</td>
</tr>
<tr>
<td>Made derogatory comments about your race/ethnicity.</td>
<td>1.13</td>
<td>1.08</td>
<td>1.11</td>
<td>1.07</td>
</tr>
<tr>
<td>Excluded you from social interactions during or after work because of your race/ethnicity.</td>
<td>1.12</td>
<td>1.06</td>
<td>1.07</td>
<td>1.07</td>
</tr>
<tr>
<td>Made you feel as if you have to give up your race/ethnicity to get along at work.</td>
<td>1.10</td>
<td>1.06</td>
<td>1.08</td>
<td>1.08</td>
</tr>
<tr>
<td>At UC San Diego, I feel the need to minimize various characteristics of my culture (e.g., language, dress) to fit in.</td>
<td>1.30</td>
<td>1.20</td>
<td>1.35</td>
<td>1.24</td>
</tr>
</tbody>
</table>
### Conduct and Behavioral Mean Scores by Ethnicity

#### Below 2 - Excellent | 2.0 to 2.3 - Good | 2.4 to 2.6 - Marginal | 2.70 & above - Low

**During the past year, how often have you experienced the following conduct where someone:**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Was condescending to you.</td>
<td>2.14</td>
<td>1.96</td>
<td>1.77</td>
<td>1.93</td>
<td>1.92</td>
<td>1.96</td>
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<td>3.20</td>
<td>2.33</td>
<td>2.01</td>
</tr>
<tr>
<td>Paid little attention to your statement or showed little interest in your opinion.</td>
<td>2.16</td>
<td>1.99</td>
<td>1.81</td>
<td>1.88</td>
<td>1.88</td>
<td>1.93</td>
<td>1.80</td>
<td>1.91</td>
<td>2.40</td>
<td>3.00</td>
<td>2.30</td>
<td>2.03</td>
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<tr>
<td>Made demeaning or derogatory remarks about you.</td>
<td>1.55</td>
<td>1.36</td>
<td>1.40</td>
<td>1.33</td>
<td>1.47</td>
<td>1.34</td>
<td>1.40</td>
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<td>1.00</td>
<td>2.40</td>
<td>1.67</td>
<td>1.46</td>
</tr>
<tr>
<td>Made jokes at your expense.</td>
<td>1.38</td>
<td>1.27</td>
<td>1.33</td>
<td>1.21</td>
<td>1.31</td>
<td>1.29</td>
<td>1.33</td>
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<td>1.25</td>
<td>1.60</td>
<td>1.48</td>
<td>1.47</td>
</tr>
<tr>
<td>Interrupted or spoke over you.</td>
<td>2.13</td>
<td>2.06</td>
<td>1.69</td>
<td>1.60</td>
<td>1.83</td>
<td>1.81</td>
<td>1.86</td>
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<td>2.20</td>
<td>3.20</td>
<td>2.23</td>
<td>1.99</td>
</tr>
<tr>
<td>Talked about you behind your back.</td>
<td>1.95</td>
<td>1.71</td>
<td>1.78</td>
<td>1.74</td>
<td>1.91</td>
<td>1.82</td>
<td>1.67</td>
<td>1.64</td>
<td>2.20</td>
<td>3.00</td>
<td>2.20</td>
<td>1.68</td>
</tr>
<tr>
<td>Excluded you.</td>
<td>1.82</td>
<td>1.70</td>
<td>1.81</td>
<td>1.63</td>
<td>1.68</td>
<td>1.72</td>
<td>1.47</td>
<td>1.73</td>
<td>1.60</td>
<td>3.00</td>
<td>1.92</td>
<td>1.61</td>
</tr>
<tr>
<td>Kept you out-of-the-loop on information that is important.</td>
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<td>1.98</td>
<td>1.96</td>
<td>1.78</td>
<td>1.87</td>
<td>1.89</td>
<td>1.74</td>
<td>1.81</td>
<td>2.20</td>
<td>2.80</td>
<td>2.32</td>
<td>1.79</td>
</tr>
<tr>
<td>Gave you the cold shoulder.</td>
<td>1.76</td>
<td>1.52</td>
<td>1.67</td>
<td>1.47</td>
<td>1.56</td>
<td>1.62</td>
<td>1.49</td>
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<td>1.60</td>
<td>2.40</td>
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<td>1.43</td>
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<tr>
<td>Treated you as if you are invisible.</td>
<td>1.70</td>
<td>1.46</td>
<td>1.74</td>
<td>1.47</td>
<td>1.59</td>
<td>1.57</td>
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<tr>
<td>Treated you “differently” because of your gender.</td>
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<td>1.20</td>
<td>1.23</td>
<td>1.12</td>
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<td>1.20</td>
<td>2.33</td>
<td>2.00</td>
<td>1.55</td>
<td>1.24</td>
</tr>
<tr>
<td>Repeatedly told sexual stories or jokes that were offensive to you.</td>
<td>1.13</td>
<td>1.10</td>
<td>1.04</td>
<td>1.05</td>
<td>1.15</td>
<td>1.09</td>
<td>1.10</td>
<td>1.10</td>
<td>1.00</td>
<td>1.20</td>
<td>1.26</td>
<td>1.12</td>
</tr>
<tr>
<td>Said that you are a credit to your gender.</td>
<td>1.09</td>
<td>1.07</td>
<td>1.04</td>
<td>1.02</td>
<td>1.08</td>
<td>1.06</td>
<td>1.07</td>
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<td>1.00</td>
<td>1.00</td>
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<td>1.05</td>
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<tr>
<td>Made derogatory comments about your gender.</td>
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<td>1.11</td>
<td>1.13</td>
<td>1.07</td>
<td>1.07</td>
<td>1.05</td>
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<td>2.00</td>
<td>1.20</td>
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<tr>
<td>Excluded you from social interactions during or after work because of your gender.</td>
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<td>1.04</td>
<td>1.00</td>
<td>1.00</td>
<td>1.07</td>
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<td>1.07</td>
<td>1.00</td>
<td>1.00</td>
<td>1.31</td>
<td>1.01</td>
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<tr>
<td>Made you feel as if you have to give up your gender identity to get along at work.</td>
<td>1.07</td>
<td>1.05</td>
<td>1.09</td>
<td>1.00</td>
<td>1.11</td>
<td>1.04</td>
<td>1.05</td>
<td>1.05</td>
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<td>1.00</td>
<td>1.23</td>
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<td>Treated you “differently” because of your race/ethnicity.</td>
<td>1.14</td>
<td>1.11</td>
<td>1.62</td>
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<td>1.09</td>
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<td>1.60</td>
<td>1.24</td>
<td>1.10</td>
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<td>1.04</td>
<td>1.15</td>
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<td>1.00</td>
<td>1.29</td>
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<td>1.06</td>
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<td>1.18</td>
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<td>1.11</td>
<td>1.25</td>
<td>1.00</td>
<td>1.32</td>
<td>1.10</td>
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<tr>
<td>Excluded you from social interactions during or after work because of your race/ethnicity.</td>
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<td>1.05</td>
<td>1.15</td>
<td>1.00</td>
<td>1.10</td>
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<td>1.00</td>
<td>1.00</td>
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<td>1.04</td>
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<tr>
<td>Made you feel as if you have to give up your race/ethnicity to get along at work.</td>
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<td>1.05</td>
<td>1.31</td>
<td>1.19</td>
<td>1.09</td>
<td>1.07</td>
<td>1.07</td>
<td>1.08</td>
<td>1.25</td>
<td>1.00</td>
<td>1.27</td>
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</tr>
<tr>
<td>At UC San Diego, I feel the need to minimize various characteristics of my culture (e.g., language, dress) to fit in.</td>
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<td>1.16</td>
<td>1.57</td>
<td>1.40</td>
<td>1.32</td>
<td>1.24</td>
<td>1.38</td>
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<td>1.25</td>
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