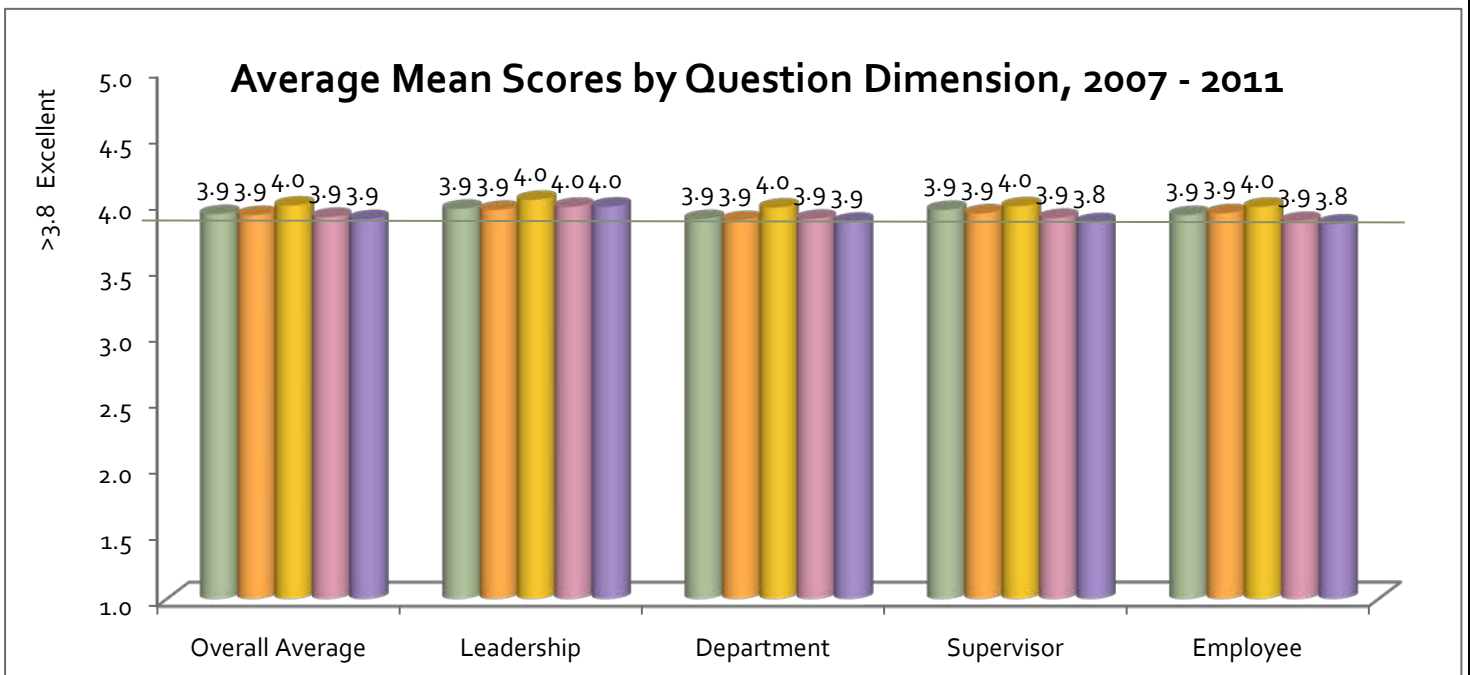
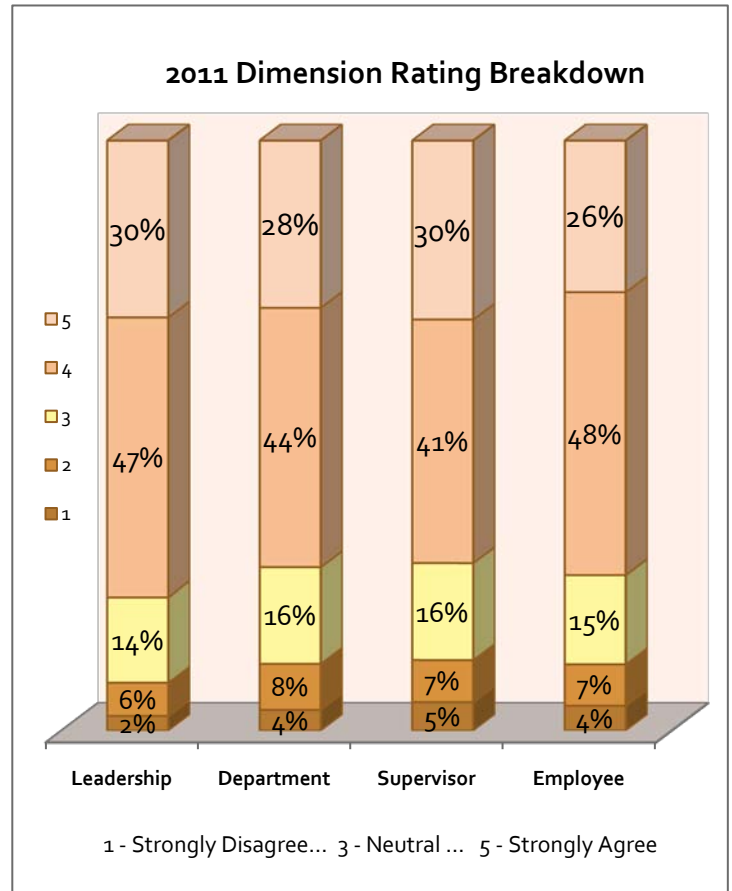
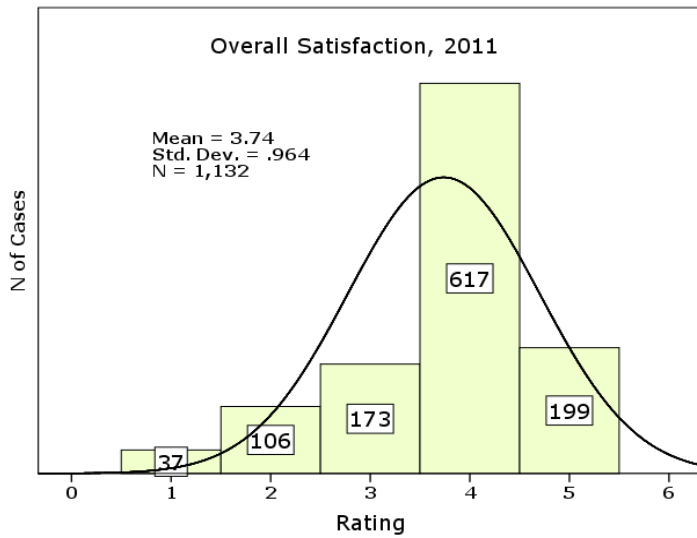




# VC - Academic Affairs Staff@Work Survey Analysis, 2007 - 2011



## Highlights

- ° Response rates: 2011 - 55%, 2010 - 48%
- ° Overall (average) mean scores : 2011 - 3.9 , 2010- 3.9
- ° Mean score changes (2010 to 2011): None
- ° Attributes reached the "excellent " range (3.9 or higher): 68% (36/53)
- ° Primary Opportunities: 42 Salary and Benefits 49 Advancement Opportunities 31 Appropriate Stress 30 Work Assigned Equitably 40 Resolves Staff Issues 35 Annual Appraisals 22 Better Ways Recognized 12 Receive Timely Information 4 Leadership Communicates



**VC - Academic Affairs Staff@Work Survey Mean Score Trend Analysis, 2007 to 2011**

	2007	2008	2009	2010	2011	10 vs 11*	UCSD 2011 Tot	
Leadership	1 Overall Satisfaction	3.9	3.9	4.0	3.70	3.74	→	3.8
	2 Understands Mission	4.2	4.2	4.2	4.24	4.27	→	4.2
	3 Understands Contribution	4.3	4.3	4.3	4.32	4.32	→	4.3
	4 Leadership Communicates	3.6	3.6	3.7	3.60	3.64	→	3.6
	5 Recommendations Without Fear	4.0	3.9	4.0	3.96	3.91	→	3.8
	6 Sufficient Freedom	4.2	4.1	4.2	4.12	4.11	→	4.1
	7 Faculty Respect	3.9	3.9	4.0	3.99	4.04	→	4.0
	8 Staff Respect	4.2	4.1	4.2	4.22	4.17	→	4.1
	9 Valued Member	3.7	3.7	3.9	3.65	3.67	→	3.7
	10 Faculty Value Contributions	3.8	3.8	3.8	3.82	3.83	→	3.8
	11 Staff Value Contributions	4.1	4.0	4.1	4.10	4.05	→	4.0
	12 Receive Timely Information	3.6	3.6	3.7	3.60	3.62	→	3.6
Department	13 Annual Dept Goals	3.6	3.6	3.7	3.55	3.55	→	3.6
	14 Measures Dept Goals	3.4	3.5	3.6	3.46	3.47	→	3.5
	15 Measures Customer Satisfaction	3.4	3.4	3.5	3.46	3.45	→	3.6
	16 Improves Services Products	3.7	3.6	3.7	3.65	3.67	→	3.7
	17 Adequate Staffing	3.0	3.0	3.2	2.89	2.88	→	2.8
	18 Have Tools	3.9	3.9	4.0	3.95	3.87	→	3.9
	19 Physical Environment	4.0	4.0	4.1	4.06	3.99	→	4.0
	20 Safe Environment	4.3	4.2	4.3	4.23	4.19	→	4.2
	21 Participate in Decisions	4.0	3.9	4.0	3.90	3.92	→	3.8
	22 Better Ways Recognized	3.7	3.6	3.7	3.64	3.60	→	3.5
	23 Balance Work Life	4.1	4.1	4.1	4.07	4.03	→	4.0
	24 All Cultures Treated Fairly	4.3	4.3	4.4	4.36	4.32	→	4.2
	25 Sexual Orientations Treated Fairly	4.4	4.3	4.4	4.40	4.36	→	4.3
	26 All Welcomed	4.1	4.1	4.3	4.19	4.16	→	4.1
	27 Diverse Environment	4.1	4.1	4.2	4.15	4.13	→	4.1
	28 Spirit of Cooperation	3.8	3.8	3.9	3.85	3.85	→	3.7
	29 Principles of Community	4.0	4.0	4.1	4.04	4.03	→	3.9
Supervisor	30 Work Assigned Equitably	3.6	3.6	3.6	3.52	3.54	→	3.4
	31 Appropriate Stress	3.6	3.6	3.7	3.57	3.53	→	3.5
	32 Praise Work	4.0	4.0	4.0	3.95	3.92	→	3.8
	33 Suggestions for Improvement	4.0	3.9	3.9	3.87	3.82	→	3.8
	34 Evaluated Fairly	4.0	4.0	4.0	3.95	3.92	→	3.9
	35 Annual Appraisals	3.8	3.8	3.8	3.65	3.58	→	3.6
	36 Career Advancement	4.0	4.0	4.1	3.97	3.90	→	3.8
	37 Supports Training	4.1	4.1	4.2	4.07	4.04	→	3.9
	38 Treats With Respect	4.3	4.3	4.3	4.27	4.22	→	4.1
	39 Supportive	4.4	4.4	4.4	4.36	4.30	→	4.2
	40 Resolves Staff Issues	3.5	3.5	3.6	3.51	3.54	→	3.5
Employee	41 Influence Community	4.2	4.2	4.3	4.23	4.19	→	4.2
	42 Salary and Benefits	2.8	2.9	2.9	2.54	2.61	→	2.8
	43 Ethical Conduct	4.1	4.1	4.1	4.11	4.08	→	4.0
	44 Most Perform	4.0	4.0	4.0	4.03	4.02	→	3.9
	45 Get Information	4.2	4.2	4.3	4.22	4.19	→	4.2
	46 Good Use of Skills	4.0	4.0	4.0	3.96	3.95	→	4.0
	47 Know How To Use Tools	4.4	4.3	4.4	4.36	4.34	→	4.3
	48 Manage Workload	4.1	4.1	4.1	4.09	4.05	→	4.0
	49 Advancement Opportunities	3.4	3.4	3.5	3.21	3.23	→	3.3
	50 Valuable Training	3.8	3.8	3.9	3.72	3.69	→	3.7
	51 Feel Valued	3.9	3.9	4.0	3.85	3.82	→	3.7
	52 Recommend UCSD	4.0	4.0	4.1	3.84	3.84	→	3.9
	53 Friends at Work				4.03	3.98	→	4.0
<b>Average Score of 53 Questions</b>		3.9	3.9	4.0	3.89	3.87	→	3.8
Total Surveyed (N)		2127	2187	2211	2182	2086		8446
Total Responded (n)		942	1019	1002	1040	1149		4776
		44%	47%	45%	48%	55%		57%

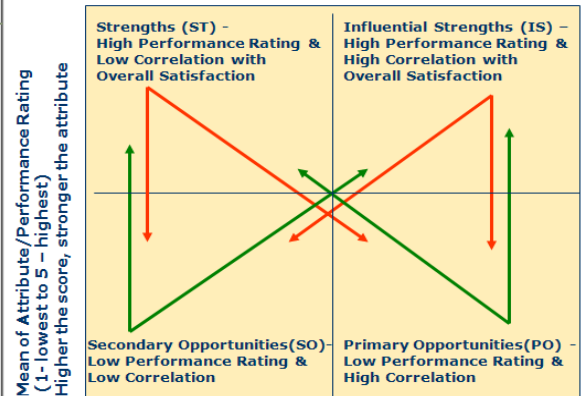
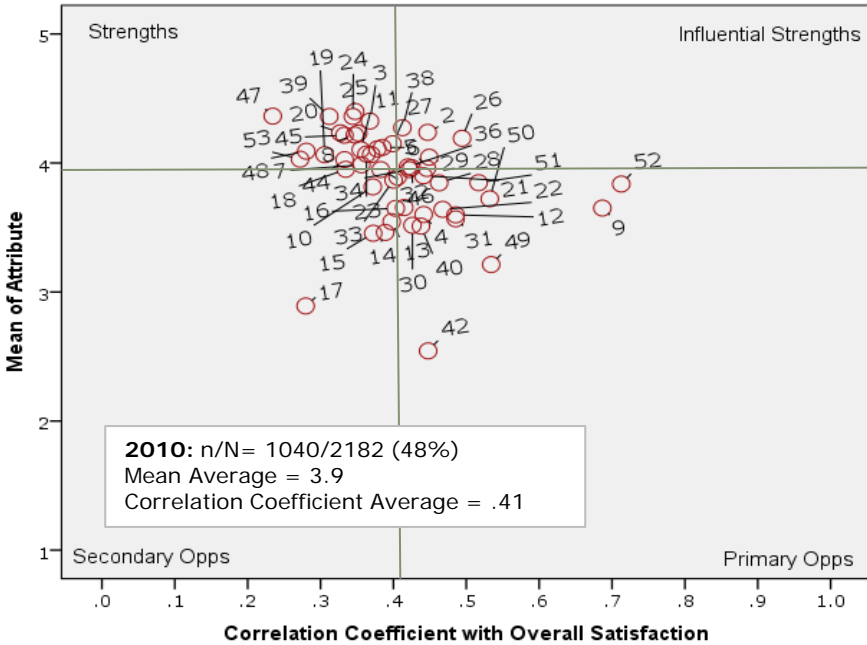
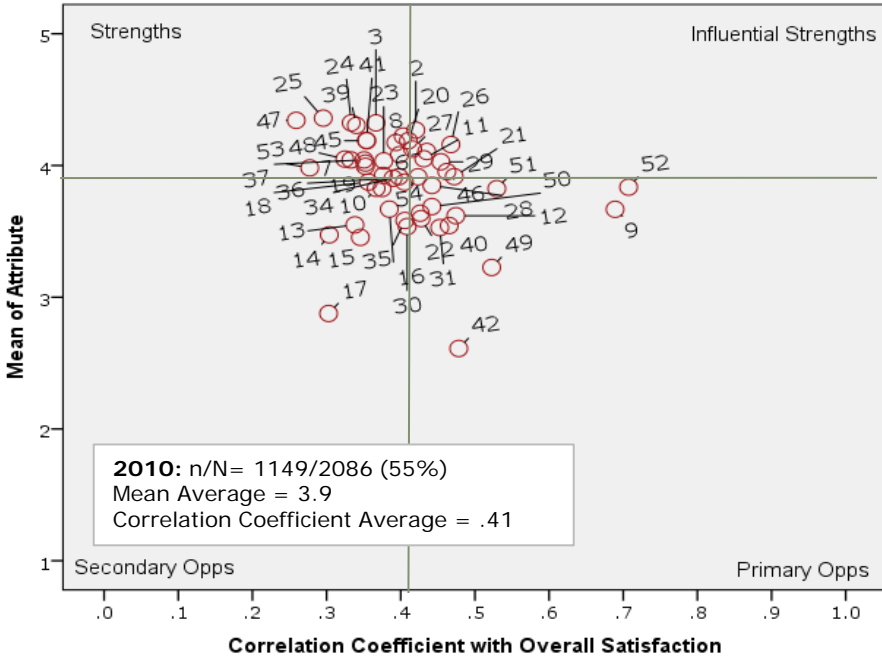
	Mean score change from the prior year statistically significant (P < 0.05)	Increase	0	Highest	4.4
	2011 Mean Score higher than that of the UCSD Overall	Decrease	0	Lowest	2.6
*Increase/Decrease: a change of more than 0.09		Excellent >3.8 -		36 (68%)	

**Academic Affairs - All Respondents**

Attribute movements between quadrants from 2010 to 2011  
 Green - Positive, Red - Negative, Black - Neutral or same

Area: E - Employee, D - Department, L - Leadership, S - Supervisor

Area	Attribute	2010	2011	Mean	Corr
L	5 Recommendations Without Fear	IS	IS	3.9	0.4
D	21 Participate in Decisions	IS	IS	3.9	0.5
E	46 Good Use of Skills	IS	IS	4.0	0.5
D	29 Principles of Community	IS	IS	4.0	0.5
L	11 Staff Value Contributions	ST	IS	4.1	0.4
L	6 Sufficient Freedom	ST	IS	4.1	0.4
D	27 Diverse Environment	ST	IS	4.1	0.4
D	26 All Welcomed	IS	IS	4.2	0.5
D	20 Safe Environment	ST	IS	4.2	0.4
L	2 Understands Mission	IS	IS	4.3	0.4
E	42 Salary and Benefits	PO	PO	2.6	0.5
E	49 Advancement Opportunities	PO	PO	3.2	0.5
S	31 Appropriate Stress	PO	PO	3.5	0.5
S	30 Work Assigned Equitably	PO	PO	3.5	0.4
S	40 Resolves Staff Issues	PO	PO	3.5	0.5
S	35 Annual Appraisals	PO	PO	3.6	0.4
D	22 Better Ways Recognized	PO	PO	3.6	0.4
L	12 Receive Timely Information	PO	PO	3.6	0.5
L	4 Leadership Communicates	PO	PO	3.6	0.4
L	9 Valued Member	PO	PO	3.7	0.7
E	50 Valuable Training	PO	PO	3.7	0.4
E	51 Feel Valued	PO	PO	3.8	0.5
E	52 Recommend UCSD	PO	PO	3.8	0.7
D	28 Spirit of Cooperation	PO	PO	3.8	0.4
D	17 Adequate Staffing	SO	SO	2.9	0.3
D	15 Measures Customer Satisfaction	SO	SO	3.5	0.3
D	14 Measures Dept Goals	SO	SO	3.5	0.3
D	13 Annual Dept Goals	SO	SO	3.5	0.3
D	16 Improves Services Products	SO	SO	3.7	0.4
S	33 Suggestions for Improvement	SO	SO	3.8	0.4
L	10 Faculty Value Contributions	SO	SO	3.8	0.4
D	18 Have Tools	ST	ST	3.9	0.4
S	36 Career Advancement	IS	ST	3.9	0.4
S	34 Evaluated Fairly	IS	ST	3.9	0.4
S	32 Praise Work	ST	ST	3.9	0.4
E	53 Friends at Work	ST	ST	4.0	0.3
D	19 Physical Environment	ST	ST	4.0	0.4
E	44 Most Perform	ST	ST	4.0	0.4
D	23 Balance Work Life	ST	ST	4.0	0.4
L	7 Faculty Respect	ST	ST	4.0	0.3
S	37 Supports Training	ST	ST	4.0	0.4
E	48 Manage Workload	ST	ST	4.0	0.3
E	43 Ethical Conduct	ST	ST	4.1	0.4
L	8 Staff Respect	ST	ST	4.2	0.4
E	45 Get Information	ST	ST	4.2	0.4
E	41 Influence Community	ST	ST	4.2	0.4
S	38 Treats With Respect	IS	ST	4.2	0.4
S	39 Supportive	ST	ST	4.3	0.3
L	3 Understands Contribution	ST	ST	4.3	0.4
D	24 All Cultures Treated Fairly	ST	ST	4.3	0.3
E	47 Know How To Use Tools	ST	ST	4.3	0.3
D	25 Sexual Orientations Treated Fair	ST	ST	4.4	0.3



Correlation Coefficient – strength of a linear relationship between an attribute and Overall Satisfaction (-1 to +1. Weak: 0.1, Moderate: 0.3, Strong: 0.5) Higher the coefficient, stronger the relationship between the attribute and Overall Satisfaction. Correlation between two variables does not necessarily imply any causal relationship.

## Staff at Work Survey Questions

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**

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

### Question Dimension:

- Leadership: 2-12  
 Department: 13-29  
 Supervisor: 30-40  
 Employee: 1, 41-53