

**2008
Quality Improvement Program**

**Employee Climate Survey
Fresno**

**Department:
Campus Information Systems**

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Business Solutions Services
Office of the Chancellor
Report Date: 12/16/08

**2008 Satisfaction Survey Results
Employee Climate: Campus Information Systems**

Fresno

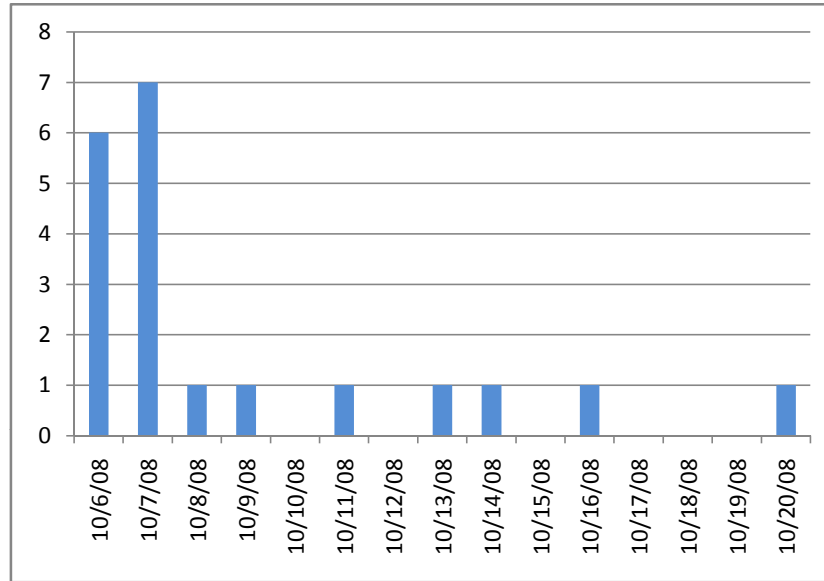
Total Number Responding for Campus

20

Responses to Survey

Date of Response	Count
10/6/08	6
10/7/08	7
10/8/08	1
10/9/08	1
10/10/08	0
10/11/08	1
10/13/08	1
10/14/08	1
10/15/08	0
10/16/08	1
10/17/08	0
10/20/08	1
Total	20

(Not including manually input responses from paper surveys)



2008 Satisfaction Survey Results

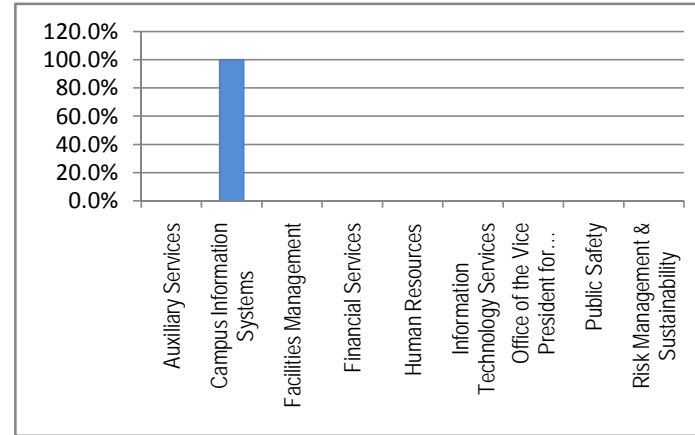
Employee Climate: Campus Information Systems

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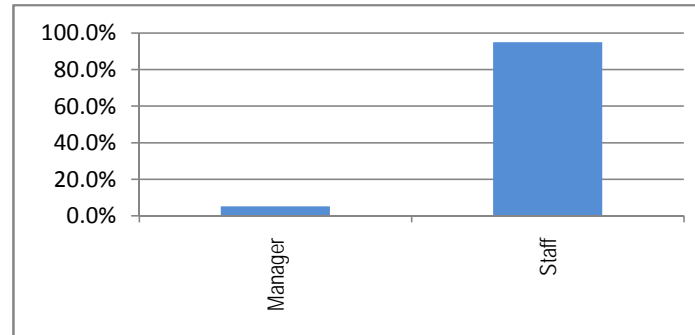
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Please select your department	Total	Percent
Auxiliary Services	0	0.0%
Campus Information Systems	20	100.0%
Facilities Management	0	0.0%
Financial Services	0	0.0%
Human Resources	0	0.0%
Information Technology Services	0	0.0%
Office of the Vice President for Administration	0	0.0%
Public Safety	0	0.0%
Risk Management & Sustainability	0	0.0%
Grand Total	20	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	1	5.0%
Staff	19	95.0%
Grand Total	20	100.0%
Did not respond to this question	0	



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Agreement: Count of Responses

Weighting Value	1	2	3	4	5		Total	Did Not Answer	Average Score
Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree				
I know how my job directly supports the division's goals	0	1	6	8	5		20	0	3.85
I have guidelines to assist me in making decisions that affect my work	0	4	4	7	5		20	0	3.65
My direct supervisor is accessible to me	0	0	3	9	8		20	0	4.25
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	1	4	2	10	3		20	0	3.50
I take pride in my work	0	0	0	6	14		20	0	4.70
There is a direct connection between the work I do and the success of the university	0	1	1	11	7		20	0	4.20
I receive constructive feedback from my supervisor about the quality of my work	3	4	3	5	5		20	0	3.25
I would recommend Fresno State as a good place to work	0	1	5	8	6		20	0	3.95
I would recommend The California State University as a good place to work	0	0	8	7	5		20	0	3.85
My department is one of the best places to work	1	7	6	2	4		20	0	3.05
My division is one of the best places to work	0	2	11	4	3		20	0	3.40
I feel like my ideas and opinions are listened to by my supervisor	2	5	2	6	5		20	0	3.35
Employees in my work group respect each others' differences	0	0	4	13	3		20	0	3.95
My supervisor, or someone at work, seem to care about me as a person	0	3	4	8	5		20	0	3.75
I see career growth and advancement opportunities for myself at Fresno State	7	6	4	1	2		20	0	2.25
I am encouraged to be creative to resolve problems or accomplish assignments	0	4	6	5	5		20	0	3.55
My work group is receptive to my suggestions for improving our work	0	0	4	10	6		20	0	4.10
Employees in my work group resolve conflicts directly with each other	0	1	4	10	5		20	0	3.95
Teamwork is encouraged in my department	2	3	5	7	3		20	0	3.30
My opinions are valued in my work group	0	1	3	11	5		20	0	4.00

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Agreement: Count of Responses, Continued

Question	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	Total	Did Not Answer	Average Score
There is cooperation between the work groups in my department	0	1	5	12	2	20	0	3.75
There is cooperation between departments in the division	0	2	8	8	2	20	0	3.50
I have access to sufficient information to do my job well	0	2	4	11	3	20	0	3.75
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0	1	1	14	4	20	0	4.05
My department has provided me with opportunities to broaden my skills and knowledge	1	3	8	7	1	20	0	3.20
I am empowered to make decisions that help me provide better	0	3	5	7	5	20	0	3.70
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0	4	7	5	4	20	0	3.45
Meetings are well planned and executed at Fresno State	0	4	6	9	1	20	0	3.35
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0	1	4	13	2	20	0	3.80
I handle the resources of the university as if they were my own	0	0	3	12	5	20	0	4.10
I generally feel informed about changes that affect me	1	3	6	7	3	20	0	3.40
An explanation is provided to me for short deadlines	1	6	4	6	3	20	0	3.20
My supervisor fairly evaluates my performance	7	3	7	0	3	20	0	2.45
I trust the employees in my work group	0	0	5	12	3	20	0	3.90
I am satisfied with the leadership in my department	5	2	5	5	3	20	0	2.95
My work contributes to the division's mission and vision	0	0	3	13	4	20	0	4.05
The mission and vision of the division make me feel that my job is important	0	0	5	12	3	20	0	3.90
I have someone at work who encourages my professional development	5	4	5	5	1	20	0	2.65
The Division clearly communicates its goals and strategies to me	0	2	5	11	2	20	0	3.65
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0	3	2	13	2	20	0	3.70
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	5	3	5	6	1	20	0	2.75
My direct supervisor involves me in determining performance goals	5	5	7	2	1	20	0	2.45
Disagreements among employees in my work group are managed effectively	1	2	11	5	1	20	0	3.15
I receive recognition for my good work	2	5	7	4	2	20	0	2.95
I feel my safety on campus is a priority	0	0	8	7	5	20	0	3.85

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Agreement: % of Responses

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
I know how my job directly supports the division's goals	0.0%	5.0%	30.0%	40.0%	25.0%	100.0%	5.0%	65.0%
I have guidelines to assist me in making decisions that affect my work	0.0%	20.0%	20.0%	35.0%	25.0%	100.0%	20.0%	60.0%
My direct supervisor is accessible to me	0.0%	0.0%	15.0%	45.0%	40.0%	100.0%	0.0%	85.0%
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	5.0%	20.0%	10.0%	50.0%	15.0%	100.0%	25.0%	65.0%
I take pride in my work	0.0%	0.0%	0.0%	30.0%	70.0%	100.0%	0.0%	100.0%
There is a direct connection between the work I do and the success of the university	0.0%	5.0%	5.0%	55.0%	35.0%	100.0%	5.0%	90.0%
I receive constructive feedback from my supervisor about the quality of my work	15.0%	20.0%	15.0%	25.0%	25.0%	100.0%	35.0%	50.0%
I would recommend Fresno State as a good place to work	0.0%	5.0%	25.0%	40.0%	30.0%	100.0%	5.0%	70.0%
I would recommend The California State University as a good place to work	0.0%	0.0%	40.0%	35.0%	25.0%	100.0%	0.0%	60.0%
My department is one of the best places to work	5.0%	35.0%	30.0%	10.0%	20.0%	100.0%	40.0%	30.0%
My division is one of the best places to work	0.0%	10.0%	55.0%	20.0%	15.0%	100.0%	10.0%	35.0%
I feel like my ideas and opinions are listened to by my supervisor	10.0%	25.0%	10.0%	30.0%	25.0%	100.0%	35.0%	55.0%
Employees in my work group respect each others' differences	0.0%	0.0%	20.0%	65.0%	15.0%	100.0%	0.0%	80.0%
My supervisor, or someone at work, seem to care about me as a person	0.0%	15.0%	20.0%	40.0%	25.0%	100.0%	15.0%	65.0%
I see career growth and advancement opportunities for myself at Fresno State	35.0%	30.0%	20.0%	5.0%	10.0%	100.0%	65.0%	15.0%
I am encouraged to be creative to resolve problems or accomplish assignments	0.0%	20.0%	30.0%	25.0%	25.0%	100.0%	20.0%	50.0%
My work group is receptive to my suggestions for improving our work	0.0%	0.0%	20.0%	50.0%	30.0%	100.0%	0.0%	80.0%
Employees in my work group resolve conflicts directly with each other	0.0%	5.0%	20.0%	50.0%	25.0%	100.0%	5.0%	75.0%
Teamwork is encouraged in my department	10.0%	15.0%	25.0%	35.0%	15.0%	100.0%	25.0%	50.0%
My opinions are valued in my work group	0.0%	5.0%	15.0%	55.0%	25.0%	100.0%	5.0%	80.0%

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Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
There is cooperation between the work groups in my department	0.0%	5.0%	25.0%	60.0%	10.0%	100.0%	5.0%	70.0%
There is cooperation between departments in the division	0.0%	10.0%	40.0%	40.0%	10.0%	100.0%	10.0%	50.0%
I have access to sufficient information to do my job well	0.0%	10.0%	20.0%	55.0%	15.0%	100.0%	10.0%	70.0%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0.0%	5.0%	5.0%	70.0%	20.0%	100.0%	5.0%	90.0%
My department has provided me with opportunities to broaden my skills and knowledge	5.0%	15.0%	40.0%	35.0%	5.0%	100.0%	20.0%	40.0%
I am empowered to make decisions that help me provide better	0.0%	15.0%	25.0%	35.0%	25.0%	100.0%	15.0%	60.0%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0.0%	20.0%	35.0%	25.0%	20.0%	100.0%	20.0%	45.0%
Meetings are well planned and executed at Fresno State	0.0%	20.0%	30.0%	45.0%	5.0%	100.0%	20.0%	50.0%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0.0%	5.0%	20.0%	65.0%	10.0%	100.0%	5.0%	75.0%
I handle the resources of the university as if they were my own	0.0%	0.0%	15.0%	60.0%	25.0%	100.0%	0.0%	85.0%
I generally feel informed about changes that affect me	5.0%	15.0%	30.0%	35.0%	15.0%	100.0%	20.0%	50.0%
An explanation is provided to me for short deadlines	5.0%	30.0%	20.0%	30.0%	15.0%	100.0%	35.0%	45.0%
My supervisor fairly evaluates my performance	35.0%	15.0%	35.0%	0.0%	15.0%	100.0%	50.0%	15.0%
I trust the employees in my work group	0.0%	0.0%	25.0%	60.0%	15.0%	100.0%	0.0%	75.0%
I am satisfied with the leadership in my department	25.0%	10.0%	25.0%	25.0%	15.0%	100.0%	35.0%	40.0%
My work contributes to the division's mission and vision	0.0%	0.0%	15.0%	65.0%	20.0%	100.0%	0.0%	85.0%
The mission and vision of the division make me feel that my job is important	0.0%	0.0%	25.0%	60.0%	15.0%	100.0%	0.0%	75.0%
I have someone at work who encourages my professional development	25.0%	20.0%	25.0%	25.0%	5.0%	100.0%	45.0%	30.0%
The Division clearly communicates its goals and strategies to me	0.0%	10.0%	25.0%	55.0%	10.0%	100.0%	10.0%	65.0%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0.0%	15.0%	10.0%	65.0%	10.0%	100.0%	15.0%	75.0%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	25.0%	15.0%	25.0%	30.0%	5.0%	100.0%	40.0%	35.0%
My direct supervisor involves me in determining performance goals	25.0%	25.0%	35.0%	10.0%	5.0%	100.0%	50.0%	15.0%
Disagreements among employees in my work group are managed effectively	5.0%	10.0%	55.0%	25.0%	5.0%	100.0%	15.0%	30.0%
I receive recognition for my good work	10.0%	25.0%	35.0%	20.0%	10.0%	100.0%	35.0%	30.0%
I feel my safety on campus is a priority	0.0%	0.0%	40.0%	35.0%	25.0%	100.0%	0.0%	60.0%

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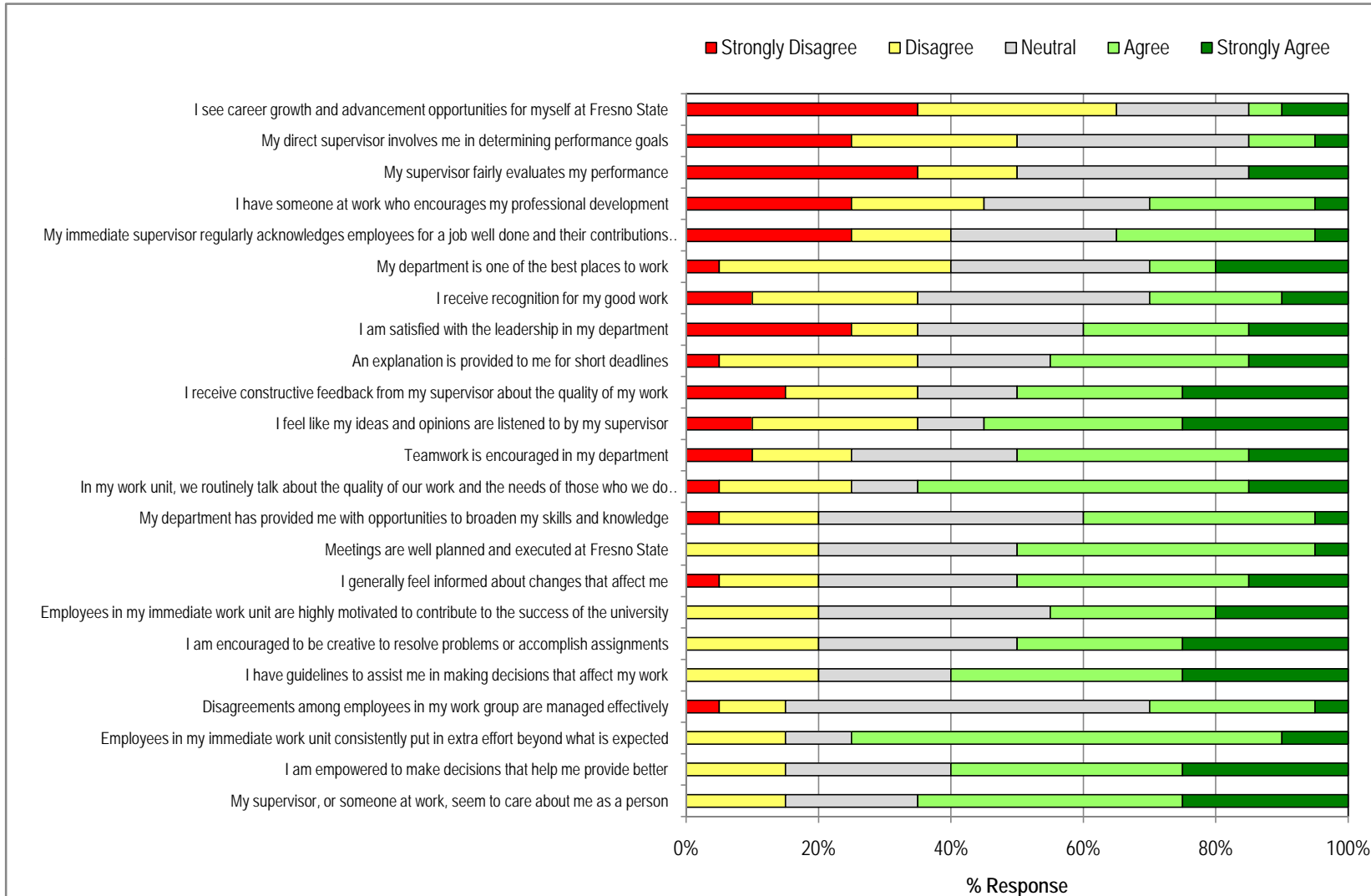
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Chart # 1: Responses Sorted with Most Adverse at Top of Chart



2008 Satisfaction Survey Results

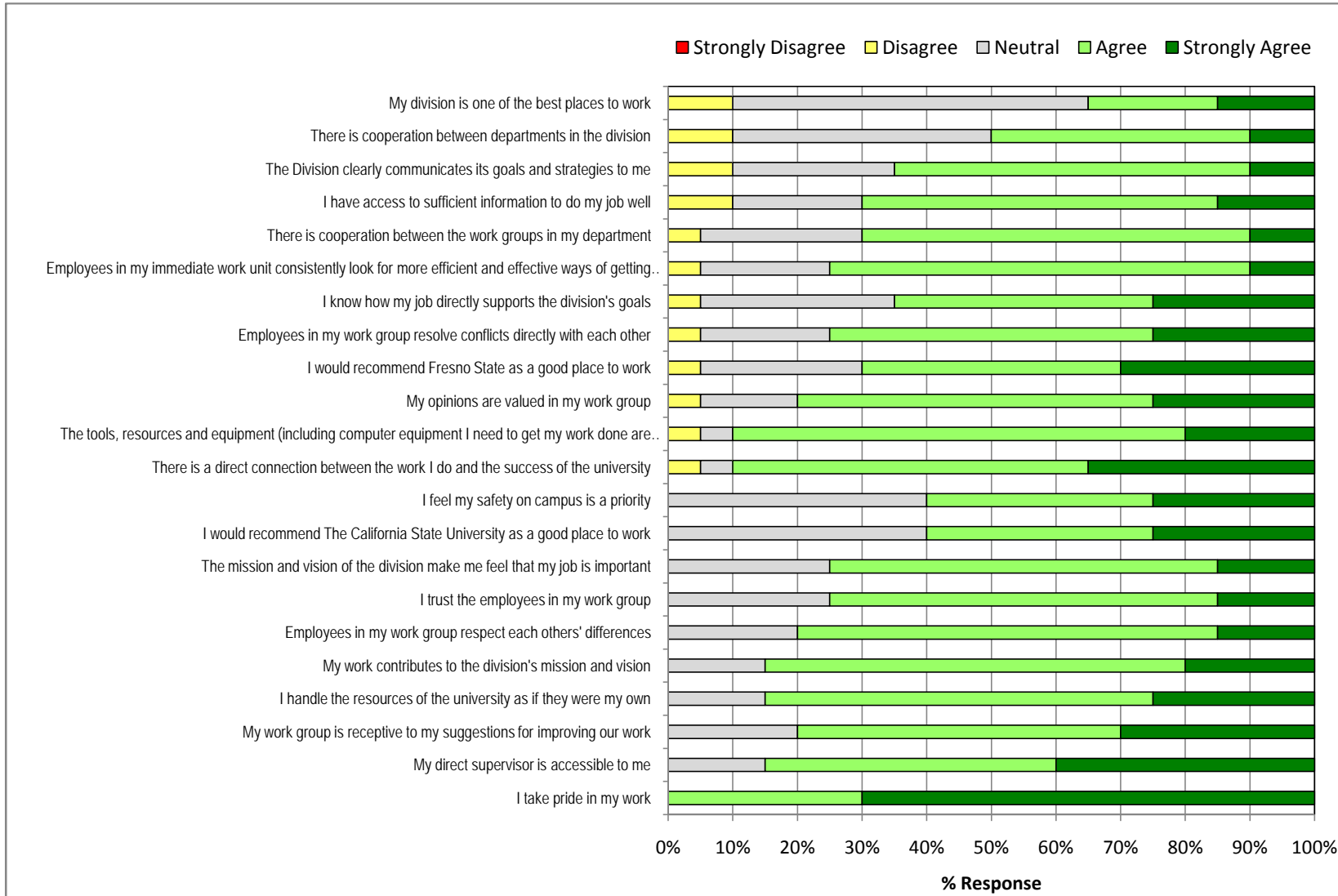
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Chart # 2: Continued Responses Sorted with Most Adverse at Top of Chart



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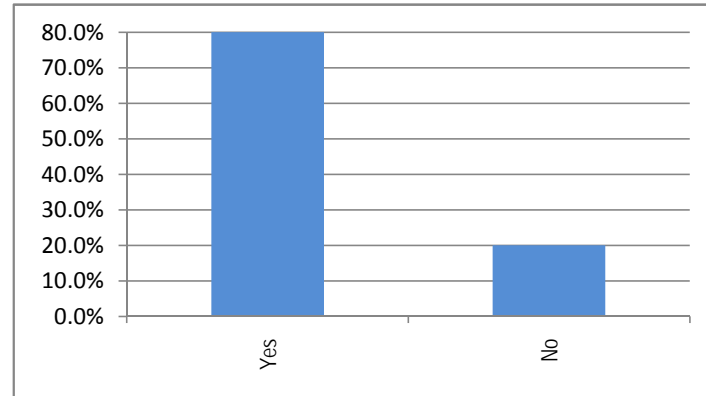
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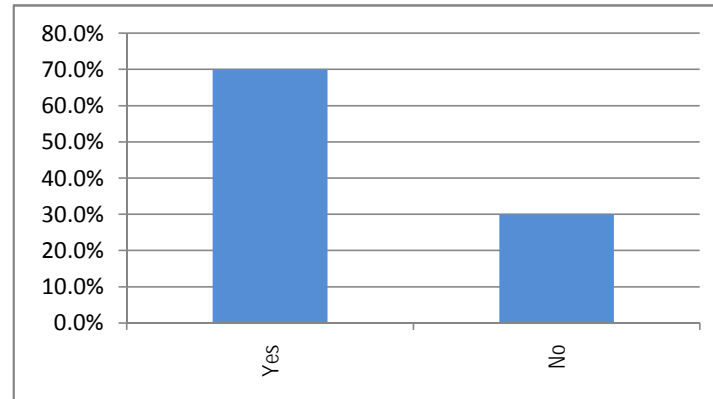
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	16	80.0%
No	4	20.0%
Grand Total	20	100.0%

Did not respond to this question 0



As expanded programs become available, are you interested in participating in alternative transportation (bus, carpool, biking) programs?	Total	Percent
Yes	14	70.0%
No	6	30.0%
Grand Total	20	100.0%

Did not respond to this question 0



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I would be interested in working four 10-hour workdays during the summer	Total	Percent
Yes	17	85.0%
No	3	15.0%
Grand Total	20	100.0%

Did not respond to this question 0

