

**2008
Quality Improvement Program**

**Employee Climate Survey
Fresno**

**Department:
Office of the Vice President for Administration**

Prepared by
Ken DeVane
Business Solutions Services
Office of the Chancellor
Report Date: 12/16/08

2008 Satisfaction Survey Results

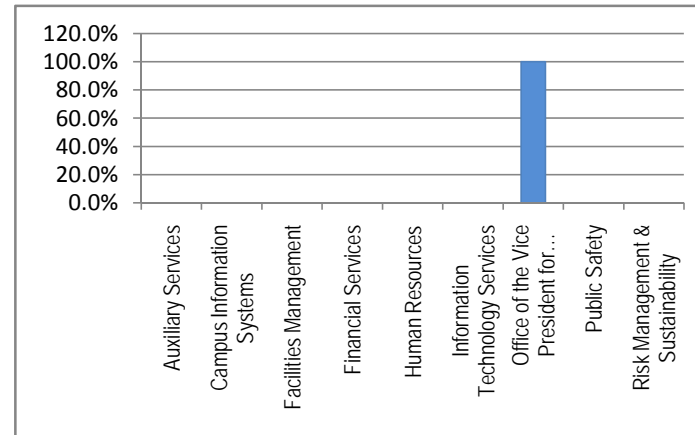
Employee Climate: Office of the VP for Administration

Fresno

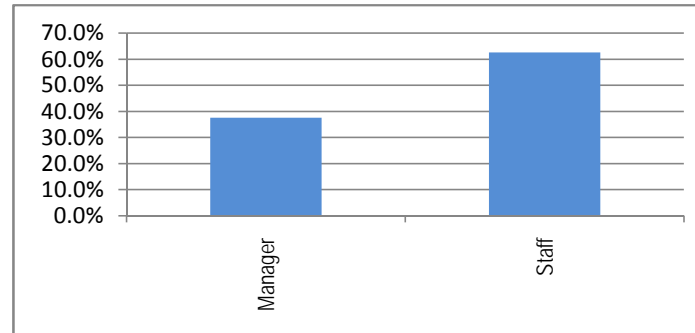
Total Number Responding for Campus

8

Please select your department	Total	Percent
Auxiliary Services	0	0.0%
Campus Information Systems	0	0.0%
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	8	100.0%
Public Safety	0	0.0%
Risk Management & Sustainability	0	0.0%
Grand Total	8	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	3	37.5%
Staff	5	62.5%
Grand Total	8	100.0%
Did not respond to this question	0	



2008 Satisfaction Survey Results

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Fresno

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8

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	0	0	4	4		8	0	4.50
I have guidelines to assist me in making decisions that affect my work	0	1	3	2	2		8	0	3.63
My direct supervisor is accessible to me	0	0	0	2	6		8	0	4.75
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	0	0	2	4	2		8	0	4.00
I take pride in my work	0	0	0	1	7		8	0	4.88
There is a direct connection between the work I do and the success of the university	0	0	2	0	6		8	0	4.50
I receive constructive feedback from my supervisor about the quality of my work	0	0	3	2	3		8	0	4.00
I would recommend Fresno State as a good place to work	0	0	0	4	4		8	0	4.50
I would recommend The California State University as a good place to work	0	0	1	4	3		8	0	4.25
My department is one of the best places to work	0	0	0	4	4		8	0	4.50
My division is one of the best places to work	0	0	0	3	5		8	0	4.63
I feel like my ideas and opinions are listened to by my supervisor	0	1	1	2	4		8	0	4.13
Employees in my work group respect each others' differences	0	0	0	3	5		8	0	4.63
My supervisor, or someone at work, seem to care about me as a person	0	0	2	2	4		8	0	4.25
I see career growth and advancement opportunities for myself at Fresno State	0	1	2	4	1		8	0	3.63
I am encouraged to be creative to resolve problems or accomplish assignments	0	0	2	2	4		8	0	4.25
My work group is receptive to my suggestions for improving our work	0	0	1	3	4		8	0	4.38
Employees in my work group resolve conflicts directly with each other	0	0	0	6	2		8	0	4.25
Teamwork is encouraged in my department	0	0	0	2	6		8	0	4.75
My opinions are valued in my work group	0	1	0	4	3		8	0	4.13

2008 Satisfaction Survey Results

Employee Climate: Office of the VP for Administration

Fresno

Total Number Responding for Campus

8

Agreement: Count of Responses, Continued

Question	Weighting Value					Total	Did Not Answer	Average Score
	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree			
There is cooperation between the work groups in my department	0	0	2	4	2	8	0	4.00
There is cooperation between departments in the division	0	0	3	4	1	8	0	3.75
I have access to sufficient information to do my job well	0	0	2	3	3	8	0	4.13
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0	2	1	1	4	8	0	3.88
My department has provided me with opportunities to broaden my skills and knowledge	0	1	2	3	2	8	0	3.75
I am empowered to make decisions that help me provide better	0	1	2	3	2	8	0	3.75
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0	0	4	0	4	8	0	4.00
Meetings are well planned and executed at Fresno State	0	0	2	5	1	8	0	3.88
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0	0	2	4	2	8	0	4.00
I handle the resources of the university as if they were my own	0	0	1	3	4	8	0	4.38
I generally feel informed about changes that affect me	0	2	2	2	2	8	0	3.50
An explanation is provided to me for short deadlines	0	2	2	2	2	8	0	3.50
My supervisor fairly evaluates my performance	0	0	2	2	4	8	0	4.25
I trust the employees in my work group	0	0	0	6	2	8	0	4.25
I am satisfied with the leadership in my department	0	0	0	5	3	8	0	4.38
My work contributes to the division's mission and vision	0	0	2	2	4	8	0	4.25
The mission and vision of the division make me feel that my job is important	0	0	3	2	3	8	0	4.00
I have someone at work who encourages my professional development	0	1	3	1	3	8	0	3.75
The Division clearly communicates its goals and strategies to me	0	2	1	3	2	8	0	3.63
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0	0	1	4	3	8	0	4.25
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	0	1	3	1	3	8	0	3.75
My direct supervisor involves me in determining performance goals	0	0	2	4	2	8	0	4.00
Disagreements among employees in my work group are managed effectively	0	1	1	4	2	8	0	3.88
I receive recognition for my good work	0	2	1	2	3	8	0	3.75
I feel my safety on campus is a priority	0	0	2	3	3	8	0	4.13

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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%	0.0%	0.0%	50.0%	50.0%	100.0%	0.0%	100.0%
I have guidelines to assist me in making decisions that affect my work	0.0%	12.5%	37.5%	25.0%	25.0%	100.0%	12.5%	50.0%
My direct supervisor is accessible to me	0.0%	0.0%	0.0%	25.0%	75.0%	100.0%	0.0%	100.0%
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%	0.0%	75.0%
I take pride in my work	0.0%	0.0%	0.0%	12.5%	87.5%	100.0%	0.0%	100.0%
There is a direct connection between the work I do and the success of the university	0.0%	0.0%	25.0%	0.0%	75.0%	100.0%	0.0%	75.0%
I receive constructive feedback from my supervisor about the quality of my work	0.0%	0.0%	37.5%	25.0%	37.5%	100.0%	0.0%	62.5%
I would recommend Fresno State as a good place to work	0.0%	0.0%	0.0%	50.0%	50.0%	100.0%	0.0%	100.0%
I would recommend The California State University as a good place to work	0.0%	0.0%	12.5%	50.0%	37.5%	100.0%	0.0%	87.5%
My department is one of the best places to work	0.0%	0.0%	0.0%	50.0%	50.0%	100.0%	0.0%	100.0%
My division is one of the best places to work	0.0%	0.0%	0.0%	37.5%	62.5%	100.0%	0.0%	100.0%
I feel like my ideas and opinions are listened to by my supervisor	0.0%	12.5%	12.5%	25.0%	50.0%	100.0%	12.5%	75.0%
Employees in my work group respect each others' differences	0.0%	0.0%	0.0%	37.5%	62.5%	100.0%	0.0%	100.0%
My supervisor, or someone at work, seem to care about me as a person	0.0%	0.0%	25.0%	25.0%	50.0%	100.0%	0.0%	75.0%
I see career growth and advancement opportunities for myself at Fresno State	0.0%	12.5%	25.0%	50.0%	12.5%	100.0%	12.5%	62.5%
I am encouraged to be creative to resolve problems or accomplish assignments	0.0%	0.0%	25.0%	25.0%	50.0%	100.0%	0.0%	75.0%
My work group is receptive to my suggestions for improving our work	0.0%	0.0%	12.5%	37.5%	50.0%	100.0%	0.0%	87.5%
Employees in my work group resolve conflicts directly with each other	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%	0.0%	100.0%
Teamwork is encouraged in my department	0.0%	0.0%	0.0%	25.0%	75.0%	100.0%	0.0%	100.0%
My opinions are valued in my work group	0.0%	12.5%	0.0%	50.0%	37.5%	100.0%	12.5%	87.5%

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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%	0.0%	25.0%	50.0%	25.0%	100.0%	0.0%	75.0%
There is cooperation between departments in the division	0.0%	0.0%	37.5%	50.0%	12.5%	100.0%	0.0%	62.5%
I have access to sufficient information to do my job well	0.0%	0.0%	25.0%	37.5%	37.5%	100.0%	0.0%	75.0%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0.0%	25.0%	12.5%	12.5%	50.0%	100.0%	25.0%	62.5%
My department has provided me with opportunities to broaden my skills and knowledge	0.0%	12.5%	25.0%	37.5%	25.0%	100.0%	12.5%	62.5%
I am empowered to make decisions that help me provide better	0.0%	12.5%	25.0%	37.5%	25.0%	100.0%	12.5%	62.5%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0.0%	0.0%	50.0%	0.0%	50.0%	100.0%	0.0%	50.0%
Meetings are well planned and executed at Fresno State	0.0%	0.0%	25.0%	62.5%	12.5%	100.0%	0.0%	75.0%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%	0.0%	75.0%
I handle the resources of the university as if they were my own	0.0%	0.0%	12.5%	37.5%	50.0%	100.0%	0.0%	87.5%
I generally feel informed about changes that affect me	0.0%	25.0%	25.0%	25.0%	25.0%	100.0%	25.0%	50.0%
An explanation is provided to me for short deadlines	0.0%	25.0%	25.0%	25.0%	25.0%	100.0%	25.0%	50.0%
My supervisor fairly evaluates my performance	0.0%	0.0%	25.0%	25.0%	50.0%	100.0%	0.0%	75.0%
I trust the employees in my work group	0.0%	0.0%	0.0%	75.0%	25.0%	100.0%	0.0%	100.0%
I am satisfied with the leadership in my department	0.0%	0.0%	0.0%	62.5%	37.5%	100.0%	0.0%	100.0%
My work contributes to the division's mission and vision	0.0%	0.0%	25.0%	25.0%	50.0%	100.0%	0.0%	75.0%
The mission and vision of the division make me feel that my job is important	0.0%	0.0%	37.5%	25.0%	37.5%	100.0%	0.0%	62.5%
I have someone at work who encourages my professional development	0.0%	12.5%	37.5%	12.5%	37.5%	100.0%	12.5%	50.0%
The Division clearly communicates its goals and strategies to me	0.0%	25.0%	12.5%	37.5%	25.0%	100.0%	25.0%	62.5%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0.0%	0.0%	12.5%	50.0%	37.5%	100.0%	0.0%	87.5%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	0.0%	12.5%	37.5%	12.5%	37.5%	100.0%	12.5%	50.0%
My direct supervisor involves me in determining performance goals	0.0%	0.0%	25.0%	50.0%	25.0%	100.0%	0.0%	75.0%
Disagreements among employees in my work group are managed effectively	0.0%	12.5%	12.5%	50.0%	25.0%	100.0%	12.5%	75.0%
I receive recognition for my good work	0.0%	25.0%	12.5%	25.0%	37.5%	100.0%	25.0%	62.5%
I feel my safety on campus is a priority	0.0%	0.0%	25.0%	37.5%	37.5%	100.0%	0.0%	75.0%

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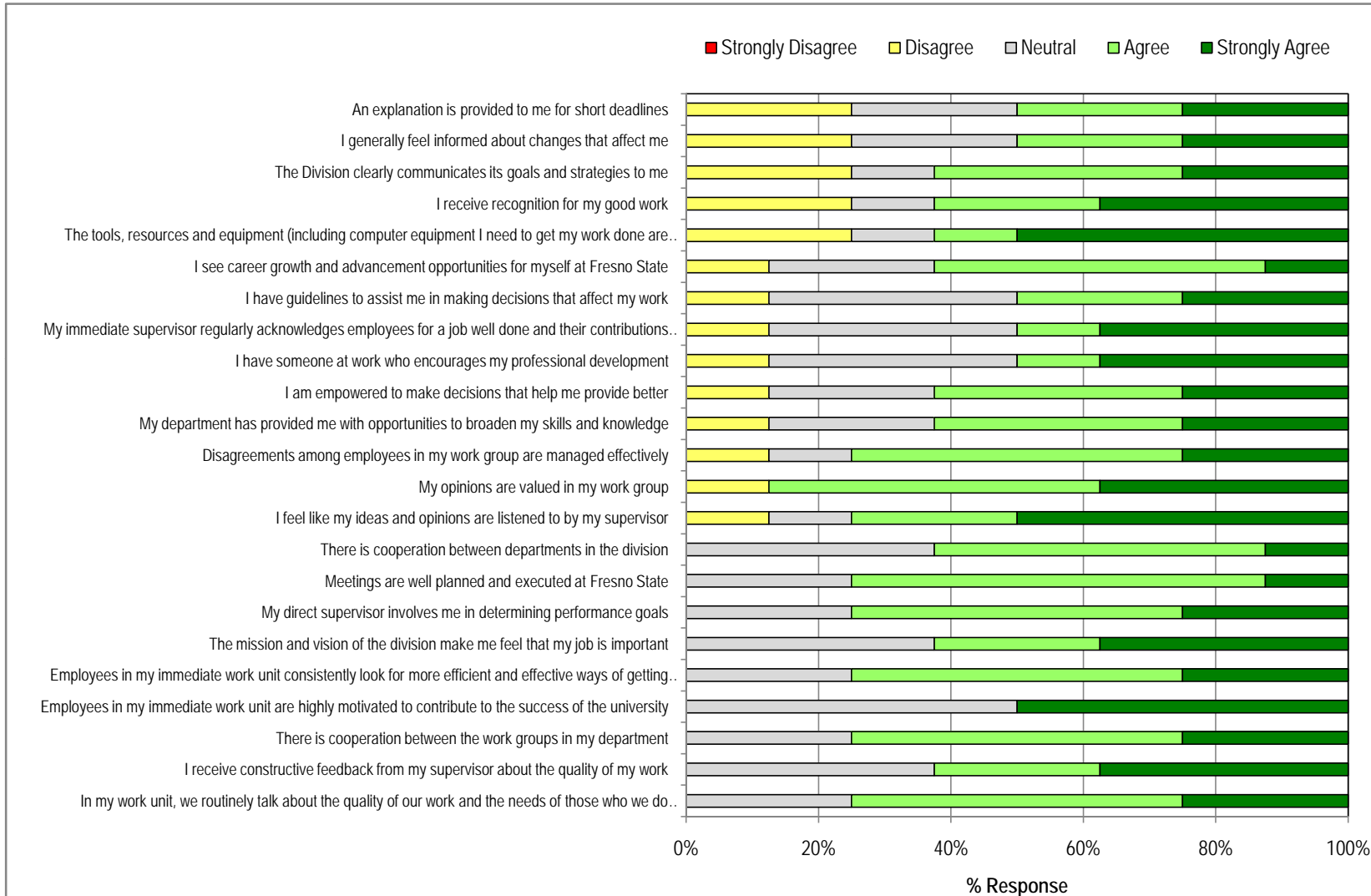
Employee Climate: Office of the VP for Administration

Fresno

Total Number Responding for Campus

8

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



2008 Satisfaction Survey Results

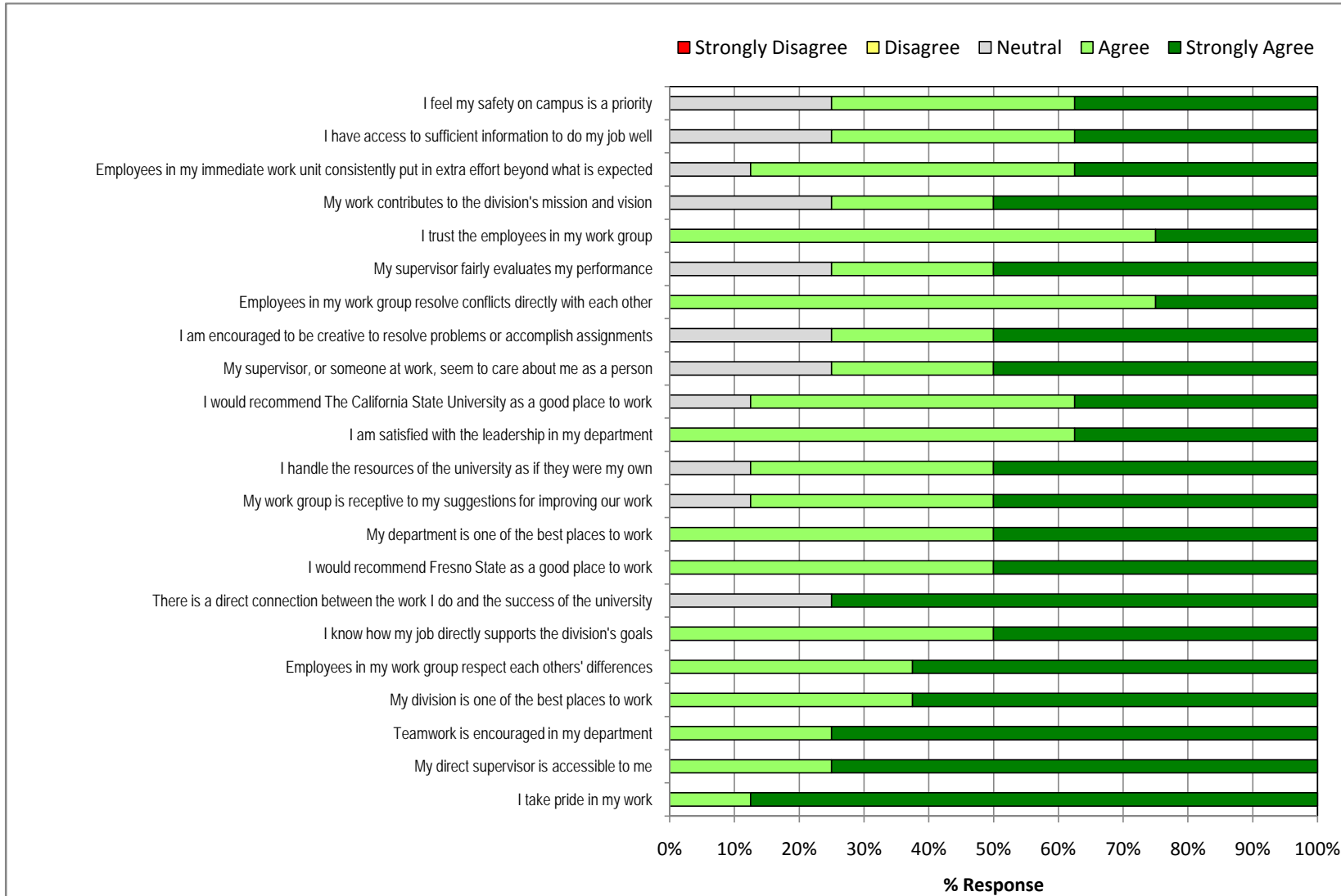
Employee Climate: Office of the VP for Administration

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



2008 Satisfaction Survey Results

Employee Climate: Office of the VP for Administration

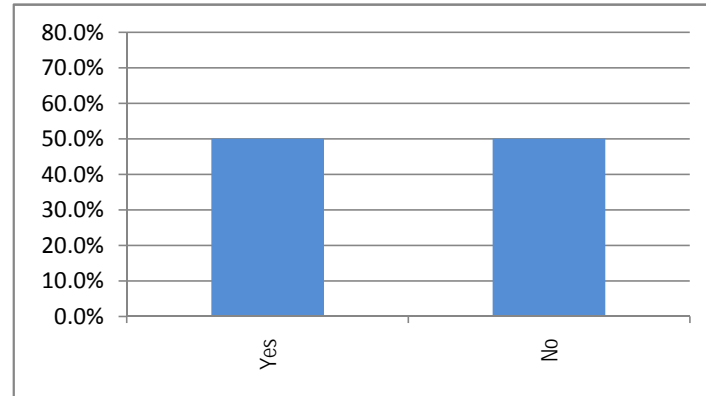
Fresno

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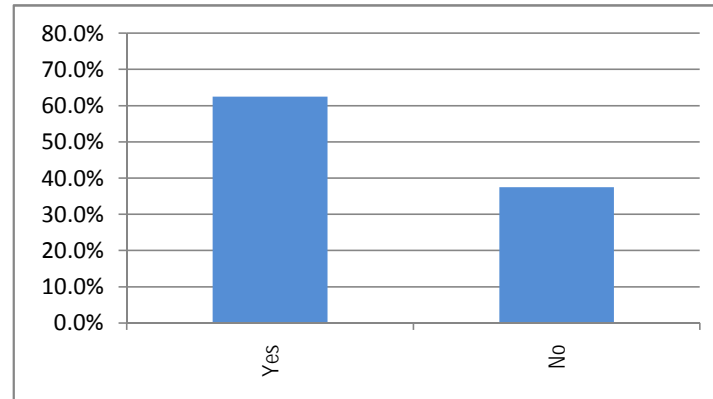
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	4	50.0%
No	4	50.0%
Grand Total	8	100.0%

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	5	62.5%
No	3	37.5%
Grand Total	8	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	7	87.5%
No	1	12.5%
Grand Total	8	100.0%
Did not respond to this question	0	

