



**The California State University**  
QUALITY IMPROVEMENT PROGRAM

**2008**  
**Quality Improvement Program**

**Employee Climate Survey**  
**Fresno**

**Department:**  
**Risk Management & Sustainability**

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# 2008 Satisfaction Survey Results

## Employee Climate: Risk Management & Sustainability

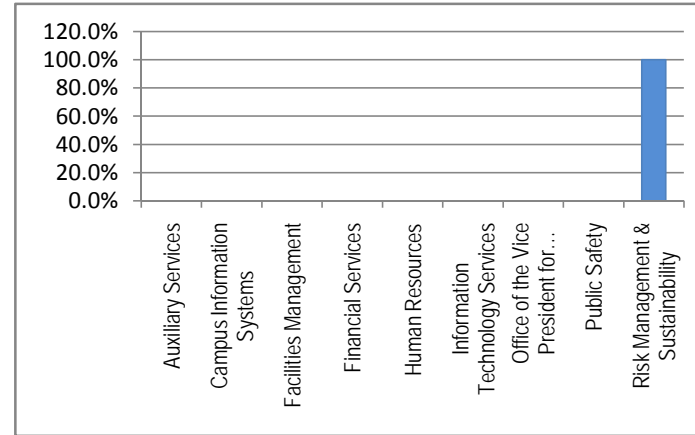
### Fresno

Total Number Responding for Campus

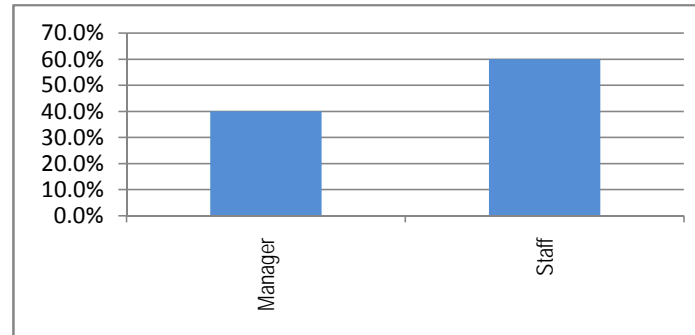
10



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	0	0.0%
Public Safety	0	0.0%
Risk Management & Sustainability	10	100.0%
Grand Total	10	100.0%
Did not respond to this question	0	



Please select whether you are MPP or staff	Total	Percent
Manager	4	40.0%
Staff	6	60.0%
Grand Total	10	100.0%
Did not respond to this question	0	



## 2008 Satisfaction Survey Results

### Employee Climate: Risk Management & Sustainability

#### Fresno

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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	1	4	4		10	0	4.10
I have guidelines to assist me in making decisions that affect my work	1	0	1	6	2		10	0	3.80
My direct supervisor is accessible to me	0	0	1	4	5		10	0	4.40
In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	0	1	4	2	3		10	0	3.70
I take pride in my work	0	0	0	4	6		10	0	4.60
There is a direct connection between the work I do and the success of the university	0	0	1	4	5		10	0	4.40
I receive constructive feedback from my supervisor about the quality of my work	0	1	0	6	3		10	0	4.10
I would recommend Fresno State as a good place to work	1	0	0	3	6		10	0	4.30
I would recommend The California State University as a good place to work	1	0	1	2	6		10	0	4.20
My department is one of the best places to work	0	0	1	2	7		10	0	4.60
My division is one of the best places to work	0	0	1	3	6		10	0	4.50
I feel like my ideas and opinions are listened to by my supervisor	0	1	0	4	5		10	0	4.30
Employees in my work group respect each others' differences	0	1	0	6	3		10	0	4.10
My supervisor, or someone at work, seem to care about me as a person	0	1	1	2	6		10	0	4.30
I see career growth and advancement opportunities for myself at Fresno State	1	2	3	3	1		10	0	3.10
I am encouraged to be creative to resolve problems or accomplish assignments	0	0	1	4	5		10	0	4.40
My work group is receptive to my suggestions for improving our work	0	0	1	6	3		10	0	4.20
Employees in my work group resolve conflicts directly with each other	0	1	2	4	3		10	0	3.90
Teamwork is encouraged in my department	0	1	0	6	3		10	0	4.10
My opinions are valued in my work group	0	1	1	3	5		10	0	4.20

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## Employee Climate: Risk Management & Sustainability

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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	0	6	3	10	0	4.10
There is cooperation between departments in the division	0	1	5	2	2	10	0	3.50
I have access to sufficient information to do my job well	0	0	2	4	4	10	0	4.20
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0	0	0	6	4	10	0	4.40
My department has provided me with opportunities to broaden my skills and knowledge	1	1	1	4	3	10	0	3.70
I am empowered to make decisions that help me provide better	0	1	0	5	4	10	0	4.20
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0	0	2	4	4	10	0	4.20
Meetings are well planned and executed at Fresno State	0	1	0	9	0	10	0	3.80
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0	1	2	5	2	10	0	3.80
I handle the resources of the university as if they were my own	0	0	2	2	6	10	0	4.40
I generally feel informed about changes that affect me	0	2	1	6	1	10	0	3.60
An explanation is provided to me for short deadlines	0	1	2	5	2	10	0	3.80
My supervisor fairly evaluates my performance	0	0	2	5	3	10	0	4.10
I trust the employees in my work group	0	1	0	6	3	10	0	4.10
I am satisfied with the leadership in my department	0	1	1	7	1	10	0	3.80
My work contributes to the division's mission and vision	0	0	3	3	4	10	0	4.10
The mission and vision of the division make me feel that my job is important	1	0	3	4	2	10	0	3.60
I have someone at work who encourages my professional development	1	0	4	1	4	10	0	3.70
The Division clearly communicates its goals and strategies to me	1	0	2	5	2	10	0	3.70
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0	0	2	6	2	10	0	4.00
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	0	1	2	4	3	10	0	3.90
My direct supervisor involves me in determining performance goals	0	1	2	3	4	10	0	4.00
Disagreements among employees in my work group are managed effectively	1	1	2	3	3	10	0	3.60
I receive recognition for my good work	0	1	3	3	3	10	0	3.80
I feel my safety on campus is a priority	1	0	0	5	4	10	0	4.10

## 2008 Satisfaction Survey Results Employee Climate: Risk Management & Sustainability

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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%	10.0%	10.0%	40.0%	40.0%	100.0%	10.0%	80.0%
I have guidelines to assist me in making decisions that affect my work	10.0%	0.0%	10.0%	60.0%	20.0%	100.0%	10.0%	80.0%
My direct supervisor is accessible to me	0.0%	0.0%	10.0%	40.0%	50.0%	100.0%	0.0%	90.0%
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%	10.0%	40.0%	20.0%	30.0%	100.0%	10.0%	50.0%
I take pride in my work	0.0%	0.0%	0.0%	40.0%	60.0%	100.0%	0.0%	100.0%
There is a direct connection between the work I do and the success of the university	0.0%	0.0%	10.0%	40.0%	50.0%	100.0%	0.0%	90.0%
I receive constructive feedback from my supervisor about the quality of my work	0.0%	10.0%	0.0%	60.0%	30.0%	100.0%	10.0%	90.0%
I would recommend Fresno State as a good place to work	10.0%	0.0%	0.0%	30.0%	60.0%	100.0%	10.0%	90.0%
I would recommend The California State University as a good place to work	10.0%	0.0%	10.0%	20.0%	60.0%	100.0%	10.0%	80.0%
My department is one of the best places to work	0.0%	0.0%	10.0%	20.0%	70.0%	100.0%	0.0%	90.0%
My division is one of the best places to work	0.0%	0.0%	10.0%	30.0%	60.0%	100.0%	0.0%	90.0%
I feel like my ideas and opinions are listened to by my supervisor	0.0%	10.0%	0.0%	40.0%	50.0%	100.0%	10.0%	90.0%
Employees in my work group respect each others' differences	0.0%	10.0%	0.0%	60.0%	30.0%	100.0%	10.0%	90.0%
My supervisor, or someone at work, seem to care about me as a person	0.0%	10.0%	10.0%	20.0%	60.0%	100.0%	10.0%	80.0%
I see career growth and advancement opportunities for myself at Fresno State	10.0%	20.0%	30.0%	30.0%	10.0%	100.0%	30.0%	40.0%
I am encouraged to be creative to resolve problems or accomplish assignments	0.0%	0.0%	10.0%	40.0%	50.0%	100.0%	0.0%	90.0%
My work group is receptive to my suggestions for improving our work	0.0%	0.0%	10.0%	60.0%	30.0%	100.0%	0.0%	90.0%
Employees in my work group resolve conflicts directly with each other	0.0%	10.0%	20.0%	40.0%	30.0%	100.0%	10.0%	70.0%
Teamwork is encouraged in my department	0.0%	10.0%	0.0%	60.0%	30.0%	100.0%	10.0%	90.0%
My opinions are valued in my work group	0.0%	10.0%	10.0%	30.0%	50.0%	100.0%	10.0%	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%	10.0%	0.0%	60.0%	30.0%	100.0%	10.0%	90.0%
There is cooperation between departments in the division	0.0%	10.0%	50.0%	20.0%	20.0%	100.0%	10.0%	40.0%
I have access to sufficient information to do my job well	0.0%	0.0%	20.0%	40.0%	40.0%	100.0%	0.0%	80.0%
The tools, resources and equipment (including computer equipment I need to get my work done are readily available	0.0%	0.0%	0.0%	60.0%	40.0%	100.0%	0.0%	100.0%
My department has provided me with opportunities to broaden my skills and knowledge	10.0%	10.0%	10.0%	40.0%	30.0%	100.0%	20.0%	70.0%
I am empowered to make decisions that help me provide better	0.0%	10.0%	0.0%	50.0%	40.0%	100.0%	10.0%	90.0%
Employees in my immediate work unit are highly motivated to contribute to the success of the university	0.0%	0.0%	20.0%	40.0%	40.0%	100.0%	0.0%	80.0%
Meetings are well planned and executed at Fresno State	0.0%	10.0%	0.0%	90.0%	0.0%	100.0%	10.0%	90.0%
Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	0.0%	10.0%	20.0%	50.0%	20.0%	100.0%	10.0%	70.0%
I handle the resources of the university as if they were my own	0.0%	0.0%	20.0%	20.0%	60.0%	100.0%	0.0%	80.0%
I generally feel informed about changes that affect me	0.0%	20.0%	10.0%	60.0%	10.0%	100.0%	20.0%	70.0%
An explanation is provided to me for short deadlines	0.0%	10.0%	20.0%	50.0%	20.0%	100.0%	10.0%	70.0%
My supervisor fairly evaluates my performance	0.0%	0.0%	20.0%	50.0%	30.0%	100.0%	0.0%	80.0%
I trust the employees in my work group	0.0%	10.0%	0.0%	60.0%	30.0%	100.0%	10.0%	90.0%
I am satisfied with the leadership in my department	0.0%	10.0%	10.0%	70.0%	10.0%	100.0%	10.0%	80.0%
My work contributes to the division's mission and vision	0.0%	0.0%	30.0%	30.0%	40.0%	100.0%	0.0%	70.0%
The mission and vision of the division make me feel that my job is important	10.0%	0.0%	30.0%	40.0%	20.0%	100.0%	10.0%	60.0%
I have someone at work who encourages my professional development	10.0%	0.0%	40.0%	10.0%	40.0%	100.0%	10.0%	50.0%
The Division clearly communicates its goals and strategies to me	10.0%	0.0%	20.0%	50.0%	20.0%	100.0%	10.0%	70.0%
Employees in my immediate work unit consistently put in extra effort beyond what is expected	0.0%	0.0%	20.0%	60.0%	20.0%	100.0%	0.0%	80.0%
My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	0.0%	10.0%	20.0%	40.0%	30.0%	100.0%	10.0%	70.0%
My direct supervisor involves me in determining performance goals	0.0%	10.0%	20.0%	30.0%	40.0%	100.0%	10.0%	70.0%
Disagreements among employees in my work group are managed effectively	10.0%	10.0%	20.0%	30.0%	30.0%	100.0%	20.0%	60.0%
I receive recognition for my good work	0.0%	10.0%	30.0%	30.0%	30.0%	100.0%	10.0%	60.0%
I feel my safety on campus is a priority	10.0%	0.0%	0.0%	50.0%	40.0%	100.0%	10.0%	90.0%

# 2008 Satisfaction Survey Results

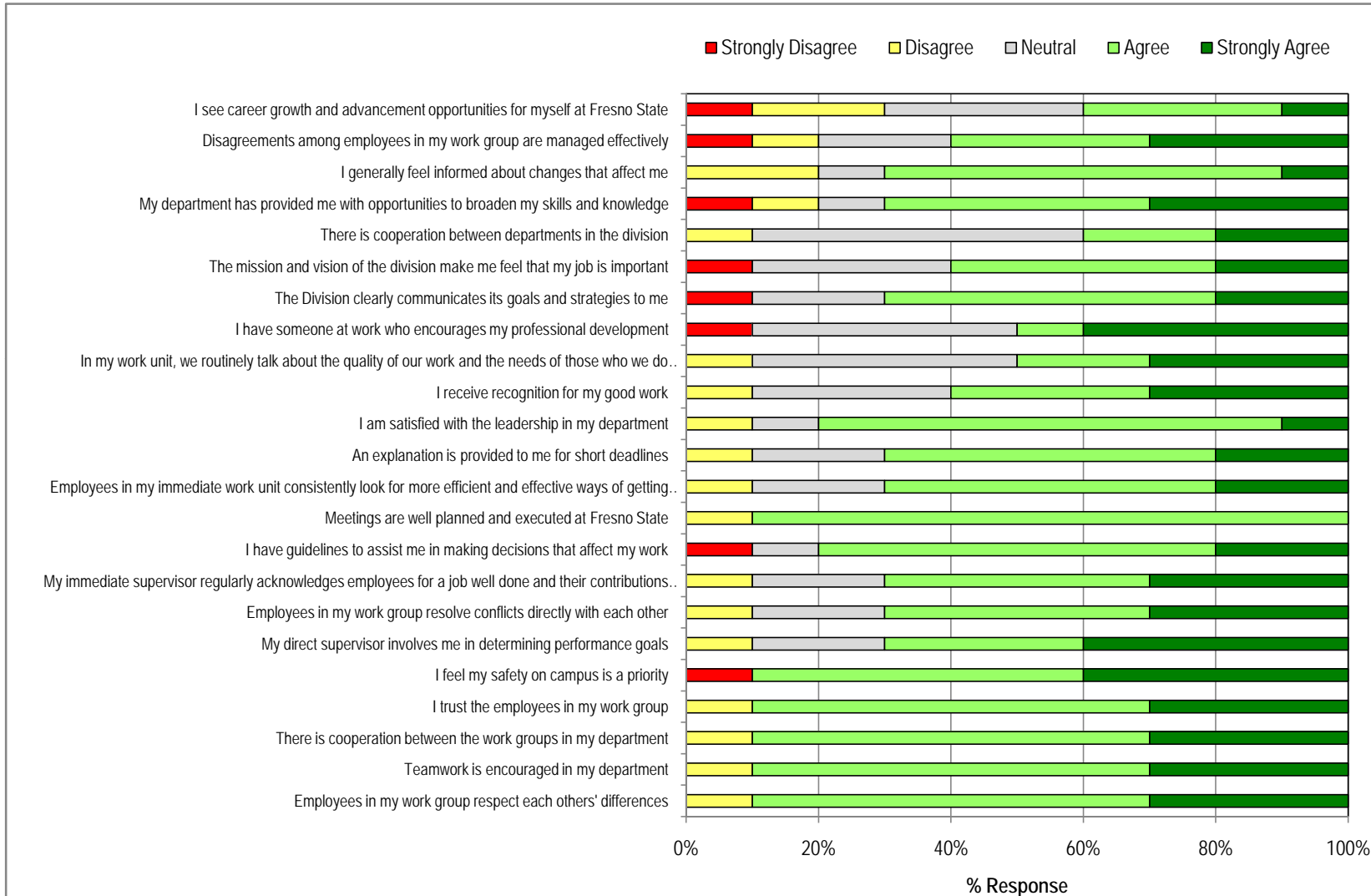
## Employee Climate: Risk Management & Sustainability

### Fresno

Total Number Responding for Campus

10

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





# 2008 Satisfaction Survey Results

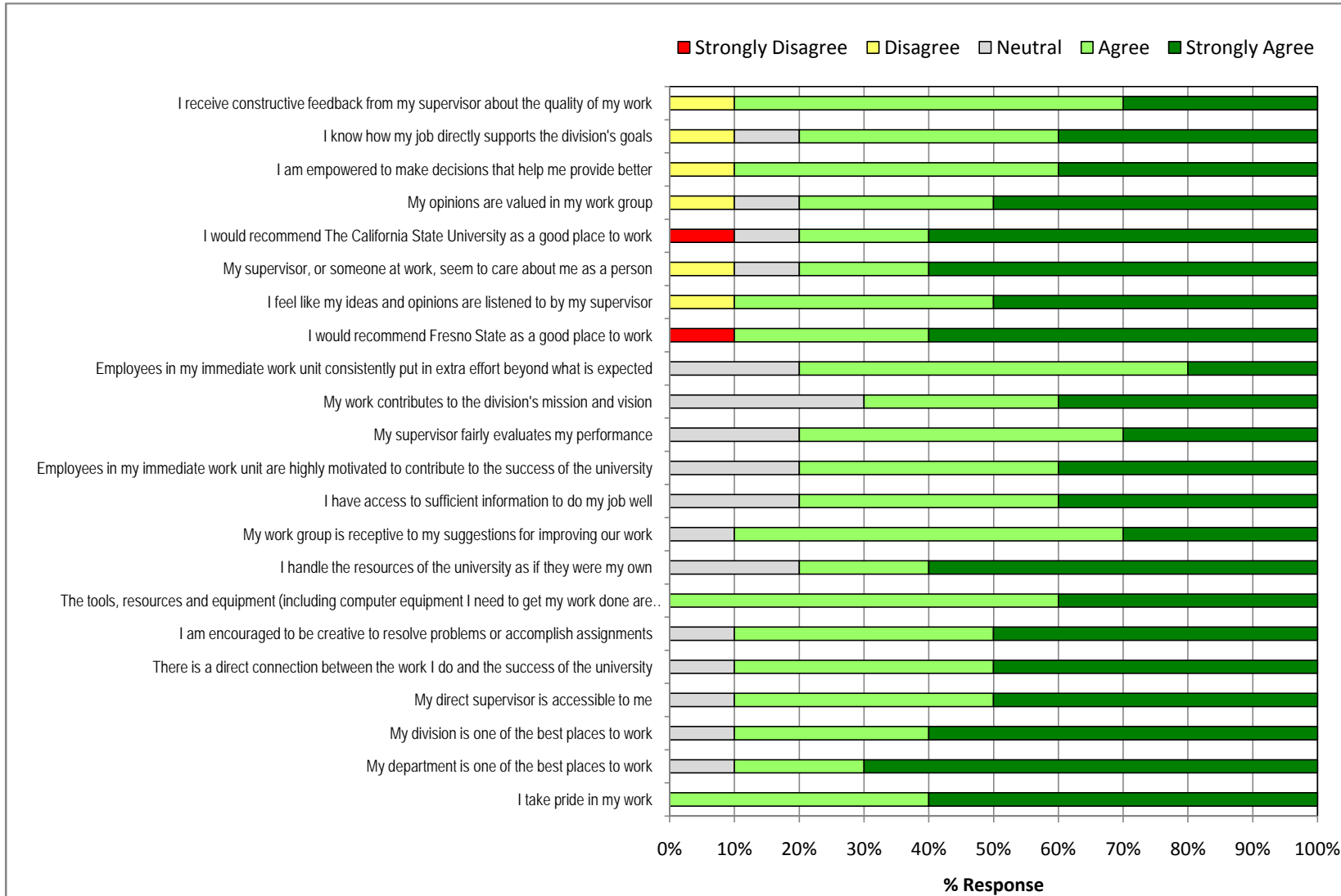
## Employee Climate: Risk Management & Sustainability

**Fresno**

Total Number Responding for Campus

10

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



## 2008 Satisfaction Survey Results

### Employee Climate: Risk Management & Sustainability

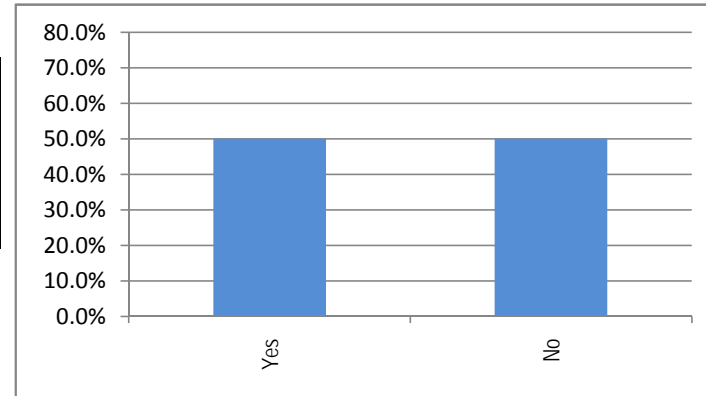
#### Fresno

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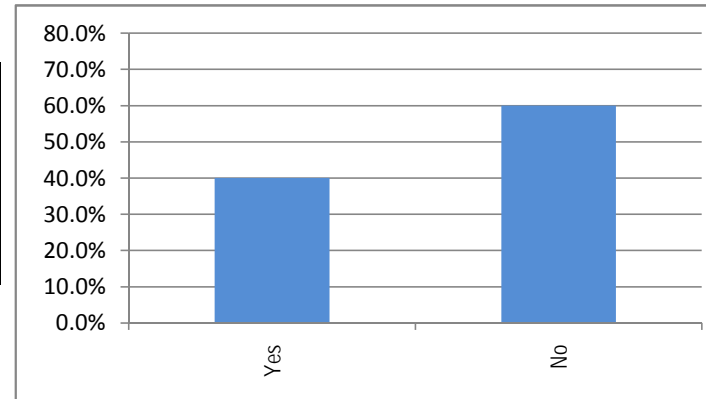
Have you participated in any of our Wellness at Work programs?	Total	Percent
Yes	5	50.0%
No	5	50.0%
Grand Total	10	100.0%

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	4	40.0%
No	6	60.0%
Grand Total	10	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	8	80.0%
No	2	20.0%
Grand Total	10	100.0%
Did not respond to this question	0	

