

*Custom Report with Additional Analysis for*  
**2011 Climate Survey Results**  
**Fresno**

**Department or Grouping:**

**Public Safety**

Prepared by

Ken DeVane, Project Manager  
Quality Initiatives  
Office of the Chancellor

Date

9/7/2011

# 2011 Climate Survey Results

## Fresno

### Public Safety

Total Number Responding

47

| Department                    | Group                 | Numer Responding |           |          | Total     |
|-------------------------------|-----------------------|------------------|-----------|----------|-----------|
|                               |                       | Manager          | Staff     | Unk      |           |
| Administration                | Aux                   | 0                | 0         | 0        | 0         |
| Auxiliary Services            | Aux                   | 0                | 0         | 0        | 0         |
| Bookstore                     | Aux                   | 0                | 0         | 0        | 0         |
| Courtyard                     | Aux                   | 0                | 0         | 0        | 0         |
| Dining Services               | Aux                   | 0                | 0         | 0        | 0         |
| Foundation Financial Services | Aux                   | 0                | 0         | 0        | 0         |
| HR/PR                         | Aux                   | 0                | 0         | 0        | 0         |
| MIS                           | Aux                   | 0                | 0         | 0        | 0         |
| Campus Information Systems    | CIS ITS               | 0                | 0         | 0        | 0         |
| Information Technology Svcs   | CIS ITS               | 0                | 0         | 0        | 0         |
| Facilities                    | Facilities            | 0                | 0         | 0        | 0         |
| Financial Services            | Financial Services    | 0                | 0         | 0        | 0         |
| Human Resources               | Human Resources       | 0                | 0         | 0        | 0         |
| Public Safety                 | Public Safety         | 4                | 43        | 0        | 47        |
| VP for Administration         | VP for Administration | 0                | 0         | 0        | 0         |
| Unk                           | Unk                   | 0                | 0         | 0        | 0         |
| <b>Grand Total</b>            |                       | <b>4</b>         | <b>43</b> | <b>0</b> | <b>47</b> |

# 2011 Climate Survey Results

## Fresno

### Public Safety

#### Agreement: Count of Responses

| Weighting Value  | 1                 | 2        | 3       | 4     | 5              |       |               |                        |                          |
|--|-------------------|----------|---------|-------|----------------|-------|---------------|------------------------|--------------------------|
| Question   | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Total | Average Score | Percent Adverse (SD,D) | Percent Adverse (SD,D,N) |
| 1.a. I know how my job directly supports the division's goals.   | 0                 | 3        | 3       | 26    | 15             | 47    | 4.13          | 6.4%                   | 12.8%                    |
| 1.b. I have guidelines to assist me in making decisions that affect my work.   | 1                 | 4        | 7       | 23    | 12             | 47    | 3.87          | 10.6%                  | 25.5%                    |
| 1.c. My direct supervisor is accessible to me.   | 1                 | 4        | 6       | 14    | 22             | 47    | 4.11          | 10.6%                  | 23.4%                    |
| 1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with. | 4                 | 3        | 9       | 19    | 12             | 47    | 3.68          | 14.9%                  | 34.0%                    |
| 1.e. I take pride in my work.  | 0                 | 0        | 2       | 9     | 36             | 47    | 4.72          | 0.0%                   | 4.3%                     |
| 1.f. There is a direct connection between the work I do and the success of the university.                             | 0                 | 0        | 8       | 17    | 22             | 47    | 4.30          | 0.0%                   | 17.0%                    |
| 1.g. I receive constructive feedback from my supervisor about the quality of my work.                                  | 6                 | 8        | 8       | 11    | 14             | 47    | 3.40          | 29.8%                  | 46.8%                    |
| 2.a. I would recommend Fresno State as a good place to work.   | 2                 | 2        | 9       | 19    | 15             | 47    | 3.91          | 8.5%                   | 27.7%                    |
| 2.b. I would recommend The California State University as a good place to work.  | 2                 | 3        | 11      | 20    | 11             | 47    | 3.74          | 10.6%                  | 34.0%                    |

**2011 Climate Survey Results**  
**Fresno**  
**Public Safety**

|  |    |    |    |    |    |    |      |       |       |
|--|----|----|----|----|----|----|------|-------|-------|
| 2.c. My department is one of the best places to work.                              | 4  | 6  | 11 | 11 | 15 | 47 | 3.57 | 21.3% | 44.7% |
| 2.d. My division is one of the best places to work.                                | 4  | 2  | 14 | 15 | 12 | 47 | 3.62 | 12.8% | 42.6% |
| 2.e. I feel like my ideas and opinions are listened to by my supervisor.           | 5  | 6  | 8  | 15 | 13 | 47 | 3.53 | 23.4% | 40.4% |
| 2.f. Employees in my work group respect each others' differences.                  | 6  | 6  | 5  | 20 | 10 | 47 | 3.47 | 25.5% | 36.2% |
| 2.g. My supervisor, or someone at work, seems to care about me as a person.        | 4  | 1  | 11 | 17 | 14 | 47 | 3.77 | 10.6% | 34.0% |
| 2.h. I see career growth and advancement opportunities for myself at Fresno State. | 10 | 11 | 10 | 10 | 6  | 47 | 2.81 | 44.7% | 66.0% |
| 3.a. I am encouraged to be creative to resolve problems or accomplish assignments. | 6  | 4  | 6  | 19 | 12 | 47 | 3.57 | 21.3% | 34.0% |
| 3.b. My work group is receptive to my suggestions for improving our work.          | 5  | 5  | 12 | 14 | 11 | 47 | 3.45 | 21.3% | 46.8% |
| 3.c. Employees in my work group resolve conflicts directly with each other.        | 5  | 9  | 13 | 15 | 5  | 47 | 3.13 | 29.8% | 57.4% |
| 3.d. Teamwork is encouraged in my department.                                      | 1  | 4  | 6  | 23 | 13 | 47 | 3.91 | 10.6% | 23.4% |
| 3.e. My opinions are valued in my work group.                                      | 5  | 3  | 10 | 17 | 12 | 47 | 3.60 | 17.0% | 38.3% |

**2011 Climate Survey Results**  
**Fresno**  
**Public Safety**

|  |   |   |    |    |    |    |      |       |       |
|--|---|---|----|----|----|----|------|-------|-------|
| 3.f. There is cooperation between the work groups in my department.  | 5 | 8 | 12 | 15 | 7  | 47 | 3.23 | 27.7% | 53.2% |
| 3.g. There is cooperation between departments in the division.   | 3 | 5 | 11 | 19 | 9  | 47 | 3.55 | 17.0% | 40.4% |
| 4.a. I have access to sufficient information to do my job well.  | 3 | 6 | 3  | 21 | 14 | 47 | 3.79 | 19.1% | 25.5% |
| 4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available. | 3 | 6 | 7  | 16 | 15 | 47 | 3.72 | 19.1% | 34.0% |
| 4.c. My department has provided me with opportunities to broaden my skills and knowledge.                                | 8 | 2 | 5  | 20 | 12 | 47 | 3.55 | 21.3% | 31.9% |
| 4.d. I am empowered to make decisions that help me provide better service.   | 6 | 4 | 1  | 22 | 14 | 47 | 3.72 | 21.3% | 23.4% |
| 4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.           | 5 | 6 | 13 | 15 | 8  | 47 | 3.32 | 23.4% | 51.1% |
| 4.f. Meetings are well planned and executed at Fresno State.   | 2 | 4 | 17 | 15 | 9  | 47 | 3.53 | 12.8% | 48.9% |
| 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.         | 3 | 7 | 9  | 19 | 9  | 47 | 3.51 | 21.3% | 40.4% |
| 5.b. I handle the resources of the university as if they were my own.  | 2 | 1 | 6  | 19 | 19 | 47 | 4.11 | 6.4%  | 19.1% |
| 6.a. I generally feel informed about changes that affect me.   | 6 | 6 | 12 | 15 | 8  | 47 | 3.28 | 25.5% | 51.1% |

**2011 Climate Survey Results**  
**Fresno**  
**Public Safety**

|  |   |   |    |    |    |    |      |       |       |
|--|---|---|----|----|----|----|------|-------|-------|
| 6.b. An explanation is provided to me for short deadlines.   | 4 | 5 | 12 | 15 | 11 | 47 | 3.51 | 19.1% | 44.7% |
| 6.c. My supervisor fairly evaluates my performance.  | 7 | 6 | 11 | 13 | 10 | 47 | 3.28 | 27.7% | 51.1% |
| 6.d. I trust the employees in my work group.   | 5 | 4 | 8  | 17 | 13 | 47 | 3.62 | 19.1% | 36.2% |
| 7.a. I am satisfied with the leadership in my department.  | 6 | 5 | 12 | 13 | 11 | 47 | 3.38 | 23.4% | 48.9% |
| 7.b. My work contributes to the division's mission and vision.   | 1 | 0 | 8  | 23 | 15 | 47 | 4.09 | 2.1%  | 19.1% |
| 7.c. The mission and vision of the division make me feel that my job is important.   | 1 | 2 | 10 | 18 | 16 | 47 | 3.98 | 6.4%  | 27.7% |
| 7.d. I have someone at work who encourages my professional development.  | 5 | 4 | 7  | 19 | 12 | 47 | 3.62 | 19.1% | 34.0% |
| 7.e. The division clearly communicates its goals and strategies to me.   | 4 | 1 | 12 | 17 | 13 | 47 | 3.72 | 10.6% | 36.2% |
| 7.f. Employees in my work group consistently put in extra effort beyond what is expected.                                    | 5 | 5 | 11 | 15 | 11 | 47 | 3.47 | 21.3% | 44.7% |
| 7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department. | 7 | 5 | 11 | 12 | 12 | 47 | 3.36 | 25.5% | 48.9% |
| 7.h. My direct supervisor involves me in determining performance goals.  | 6 | 7 | 14 | 11 | 9  | 47 | 3.21 | 27.7% | 57.4% |

## 2011 Climate Survey Results

### Fresno

### Public Safety

|   |    |   |    |    |    |    |      |       |       |
|---|----|---|----|----|----|----|------|-------|-------|
| 7.i. Disagreements among employees in my work group are managed effectively.  | 10 | 5 | 13 | 11 | 8  | 47 | 3.04 | 31.9% | 59.6% |
| 7.j. I receive recognition for my good work.  | 7  | 5 | 14 | 13 | 8  | 47 | 3.21 | 25.5% | 55.3% |
| 10.a. I feel my safety is a priority on campus.   | 1  | 1 | 2  | 15 | 28 | 47 | 4.45 | 4.3%  | 8.5%  |
| 10.b. Physically the campus is well maintained?   | 4  | 7 | 4  | 20 | 12 | 47 | 3.62 | 23.4% | 31.9% |
| 10.c. I find the Division-Wide Meetings useful for communicating information.   | 4  | 5 | 10 | 19 | 9  | 47 | 3.51 | 19.1% | 40.4% |
| 10.d. I am encouraged to participate in Learning for Excellence And Development (LEAD) workshops.                           | 11 | 7 | 10 | 10 | 9  | 47 | 2.98 | 38.3% | 59.6% |
| 10.e. The Learning for Excellence and Development (LEAD) program offers workshops relevant to the skills I need to progress | 6  | 2 | 22 | 9  | 8  | 47 | 3.23 | 17.0% | 63.8% |
| 10.f. I am encouraged to participate in Employee Assistance/Wellness@Work programs and events.                              | 11 | 5 | 12 | 14 | 5  | 47 | 2.94 | 34.0% | 59.6% |
| 10.g. The Wellness@Work program offers workshops and activities of benefit to me:   | 7  | 5 | 16 | 14 | 5  | 47 | 3.11 | 25.5% | 59.6% |

# 2011 Climate Survey Results

## Fresno

### Public Safety

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





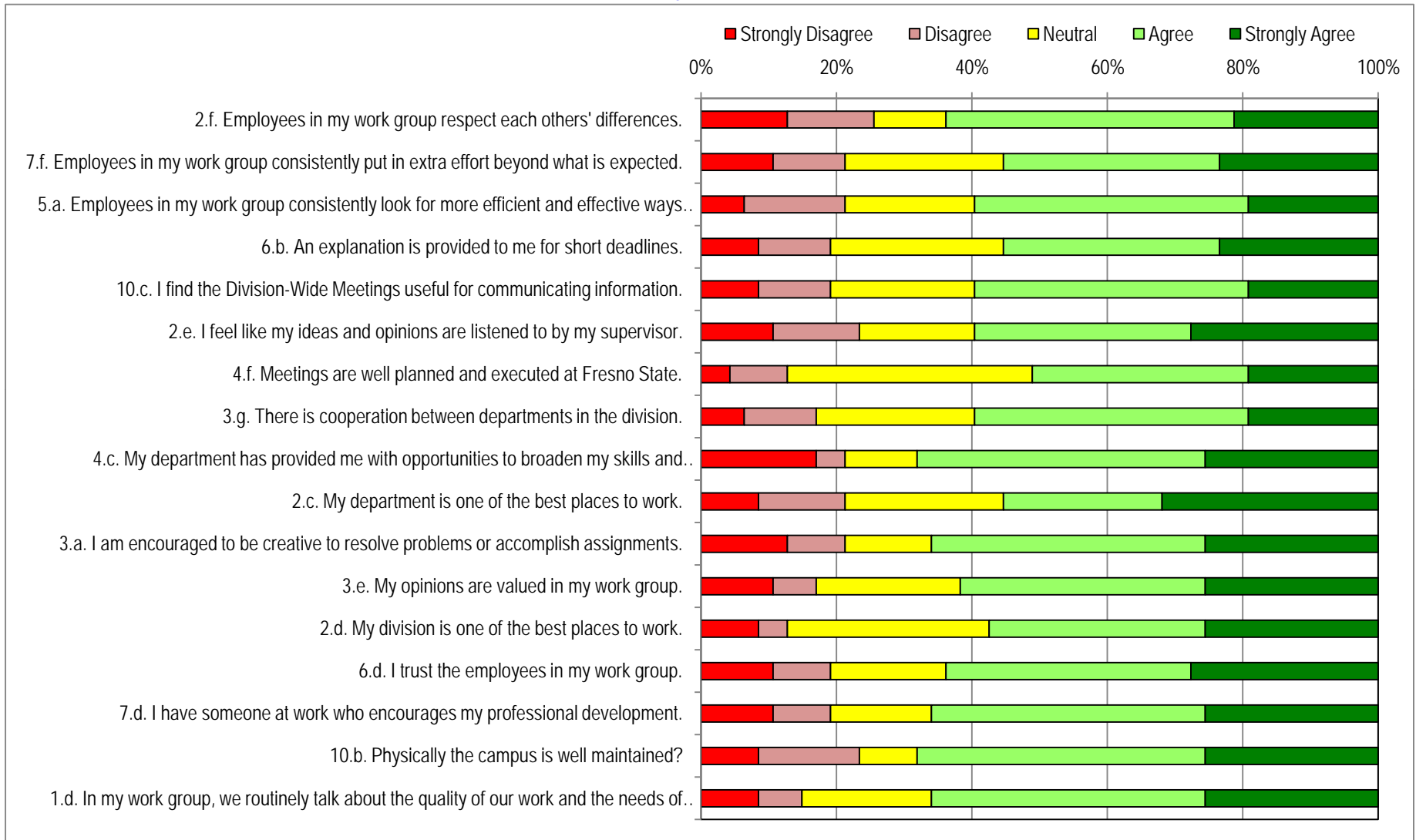
# 2011 Climate Survey Results

## Fresno

### Public Safety

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

Public Safety



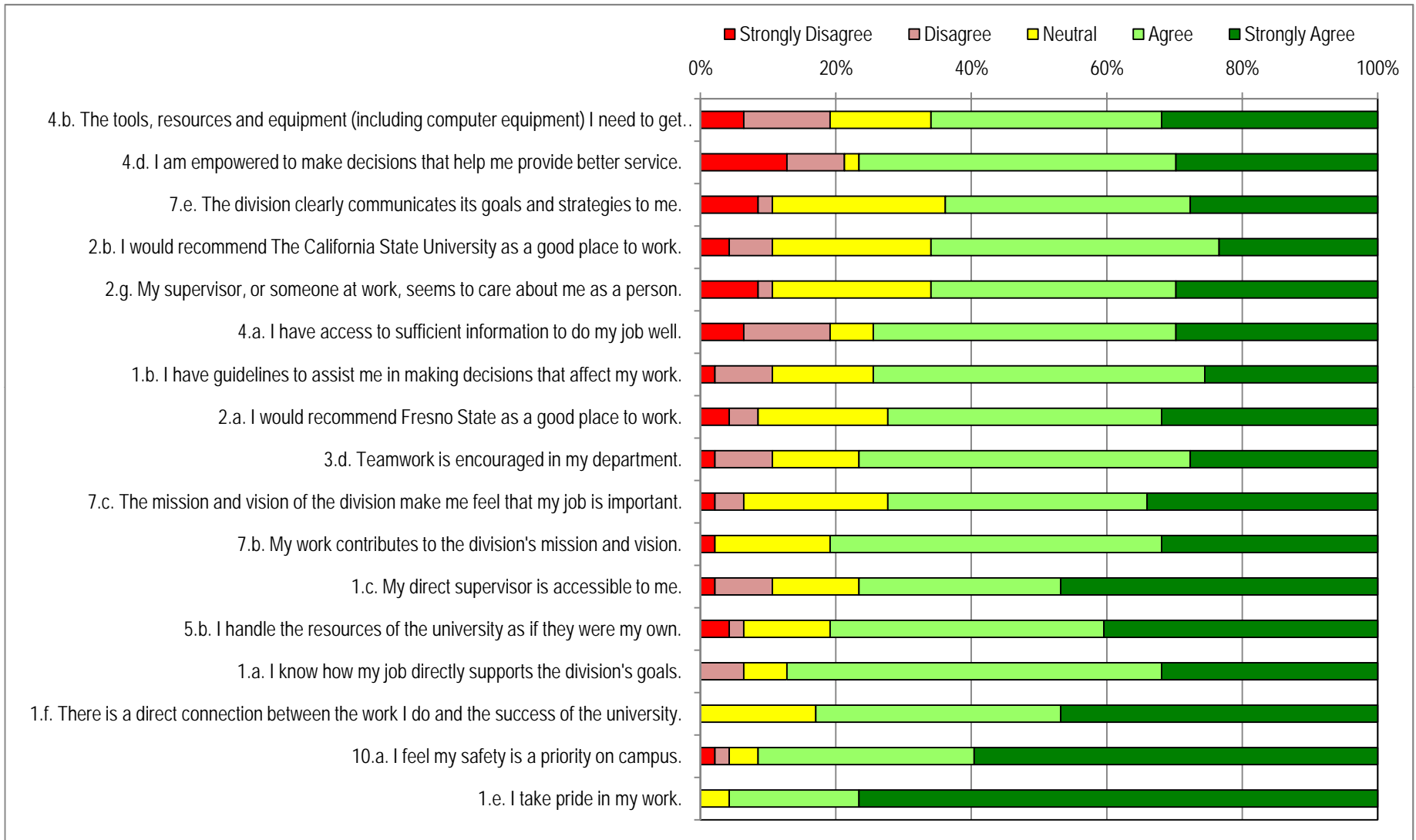
# 2011 Climate Survey Results

## Fresno

### Public Safety

Chart # 3: Continued Responses Sorted with Most Adverse at Top of Chart

Public Safety



# 2011 Climate Survey Results

## Fresno

### Public Safety

#### Average Score & Derived Importance (Correlation ^2)

Correlations based on data for all staff, all departments.

Using correlation to all staff members/all depts response to Question 7a, "I am satisfied with the leadership in my department."

| Question   | Label Number | This Group  | All                           | Agreement Quadrant | Correl^2 Quadrant |
|--|--------------|-------------|-------------------------------|--------------------|-------------------|
|  |              | Performance | Correl^2                      |                    |                   |
|  |              | Average     | Re 7.a. sat w/ ldrshp in dept |                    |                   |
| 1.a. I know how my job directly supports the division's goals.   | 1a           | 4.128       | 0.060                         | Better             | Lower             |
| 1.b. I have guidelines to assist me in making decisions that affect my work.   | 1b           | 3.872       | 0.213                         | Better             | Lower             |
| 1.c. My direct supervisor is accessible to me.   | 1c           | 4.106       | 0.297                         | Better             | Lower             |
| 1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with. | 1d           | 3.681       | 0.209                         | Better             | Lower             |
| 1.e. I take pride in my work.  | 1e           | 4.723       | 0.093                         | Better             | Lower             |
| 1.f. There is a direct connection between the work I do and the success of the university.                             | 1f           | 4.298       | 0.056                         | Better             | Lower             |
| 1.g. I receive constructive feedback from my supervisor about the quality of my work.                                  | 1g           | 3.404       | 0.410                         | Worse              | Higher            |
| 2.a. I would recommend Fresno State as a good place to work.   | 2a           | 3.915       | 0.259                         | Better             | Lower             |
| 2.b. I would recommend The California State University as a good place to work.  | 2b           | 3.745       | 0.198                         | Better             | Lower             |
| 2.c. My department is one of the best places to work.  | 2c           | 3.574       | 0.507                         | Better             | Higher            |
| 2.d. My division is one of the best places to work.  | 2d           | 3.617       | 0.428                         | Better             | Higher            |
| 2.e. I feel like my ideas and opinions are listened to by my supervisor.   | 2e           | 3.532       | 0.508                         | Worse              | Higher            |
| 2.f. Employees in my work group respect each others' differences.  | 2f           | 3.468       | 0.239                         | Worse              | Lower             |
| 2.g. My supervisor, or someone at work, seems to care about me as a person.  | 2g           | 3.766       | 0.447                         | Better             | Higher            |
| 2.h. I see career growth and advancement opportunities for myself at Fresno State.                                     | 2h           | 2.809       | 0.283                         | Worse              | Lower             |
| 3.a. I am encouraged to be creative to resolve problems or accomplish assignments.                                     | 3a           | 3.574       | 0.463                         | Better             | Higher            |
| 3.b. My work group is receptive to my suggestions for improving our work.  | 3b           | 3.447       | 0.363                         | Worse              | Higher            |

## 2011 Climate Survey Results

### Fresno

### Public Safety

|  |    |       |       |        |        |
|--|----|-------|-------|--------|--------|
| 3.c. Employees in my work group resolve conflicts directly with each other.  | 3c | 3.128 | 0.165 | Worse  | Lower  |
| 3.d. Teamwork is encouraged in my department.  | 3d | 3.915 | 0.395 | Better | Higher |
| 3.e. My opinions are valued in my work group.  | 3e | 3.596 | 0.379 | Better | Higher |
| 3.f. There is cooperation between the work groups in my department.  | 3f | 3.234 | 0.366 | Worse  | Higher |
| 3.g. There is cooperation between departments in the division.   | 3g | 3.553 | 0.234 | Worse  | Lower  |
| 4.a. I have access to sufficient information to do my job well.  | 4a | 3.787 | 0.298 | Better | Higher |
| 4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available.     | 4b | 3.723 | 0.221 | Better | Lower  |
| 4.c. My department has provided me with opportunities to broaden my skills and knowledge.                                    | 4c | 3.553 | 0.371 | Worse  | Higher |
| 4.d. I am empowered to make decisions that help me provide better service.   | 4d | 3.723 | 0.343 | Better | Higher |
| 4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.               | 4e | 3.319 | 0.328 | Worse  | Higher |
| 4.f. Meetings are well planned and executed at Fresno State.   | 4f | 3.532 | 0.250 | Worse  | Lower  |
| 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.             | 5a | 3.511 | 0.250 | Worse  | Lower  |
| 5.b. I handle the resources of the university as if they were my own.  | 5b | 4.106 | 0.162 | Better | Lower  |
| 6.a. I generally feel informed about changes that affect me.   | 6a | 3.277 | 0.405 | Worse  | Higher |
| 6.b. An explanation is provided to me for short deadlines.   | 6b | 3.511 | 0.345 | Worse  | Higher |
| 6.c. My supervisor fairly evaluates my performance.  | 6c | 3.277 | 0.393 | Worse  | Higher |
| 6.d. I trust the employees in my work group.   | 6d | 3.617 | 0.258 | Better | Lower  |
| 7.a. I am satisfied with the leadership in my department.  | 7a | 3.383 | 1.000 | Worse  | Higher |
| 7.b. My work contributes to the division's mission and vision.   | 7b | 4.085 | 0.163 | Better | Lower  |
| 7.c. The mission and vision of the division make me feel that my job is important.   | 7c | 3.979 | 0.316 | Better | Higher |
| 7.d. I have someone at work who encourages my professional development.  | 7d | 3.617 | 0.419 | Better | Higher |
| 7.e. The division clearly communicates its goals and strategies to me.   | 7e | 3.723 | 0.336 | Better | Higher |
| 7.f. Employees in my work group consistently put in extra effort beyond what is expected.                                    | 7f | 3.468 | 0.175 | Worse  | Lower  |
| 7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department. | 7g | 3.362 | 0.476 | Worse  | Higher |
| 7.h. My direct supervisor involves me in determining performance goals.  | 7h | 3.213 | 0.505 | Worse  | Higher |

## 2011 Climate Survey Results

### Fresno

### Public Safety

|  |          |              |              |        |        |
|--|----------|--------------|--------------|--------|--------|
| 7.i. Disagreements among employees in my work group are managed effectively.   | 7i       | 3.043        | 0.350        | Worse  | Higher |
| 7.j. I receive recognition for my good work.   | 7j       | 3.213        | 0.418        | Worse  | Higher |
| 10.a. I feel my safety is a priority on campus.  | 10a      | 4.447        | 0.083        | Better | Lower  |
| 10.b. Physically the campus is well maintained?  | 10b      | 3.617        | 0.107        | Better | Lower  |
| 10.c. I find the Division-Wide Meetings useful for communicating information.  | 10c      | 3.511        | 0.180        | Worse  | Lower  |
| 10.d. I am encouraged to participate in Learning for Excellence And Development (LEAD) workshops.                                      | 10d      | 2.979        | 0.291        | Worse  | Lower  |
| 10.e. The Learning for Excellence and Development (LEAD) program offers workshops relevant to the skills I need to progress my career: | 10e      | 3.234        | 0.133        | Worse  | Lower  |
| 10.f. I am encouraged to participate in Employee Assistance/Wellness@Work programs and events.   | 10f      | 2.936        | 0.187        | Worse  | Lower  |
| 10.g. The Wellness@Work program offers workshops and activities of benefit to me:  | 10g      | 3.106        | 0.081        | Worse  | Lower  |
| <b>Median</b>  | <b>M</b> | <b>3.553</b> | <b>0.297</b> |        |        |

# 2011 Climate Survey Results

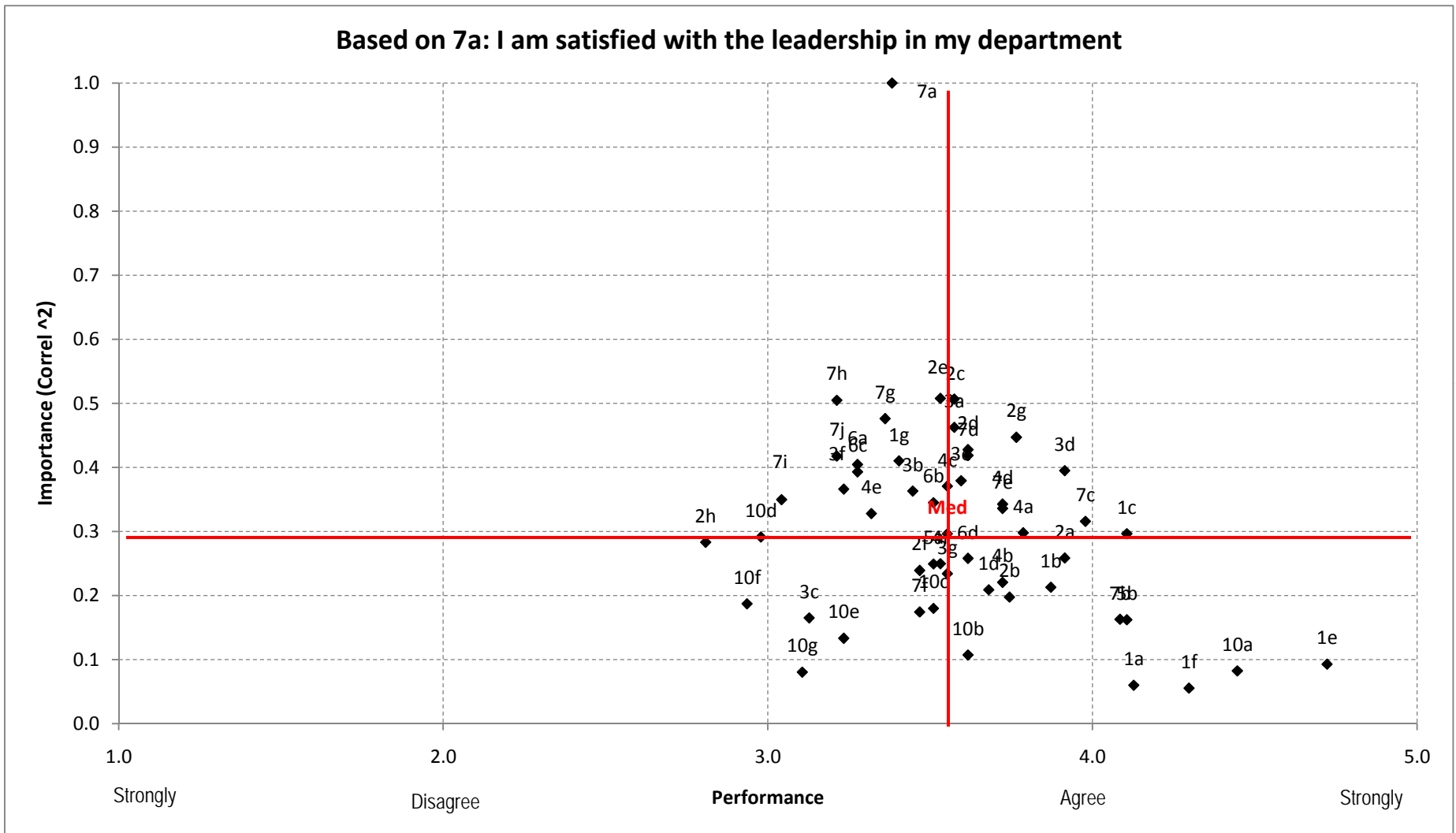
Fresno

Public Safety

## Comparison of Performance and Importance (Correlation $\wedge 2$ )

Full Scale Shown (-0.1 to 1, 1 to 5)

Using correlation to all staff members/all depts response to Question 7a, "I am satisfied with the leadership in my department."



# 2011 Climate Survey Results

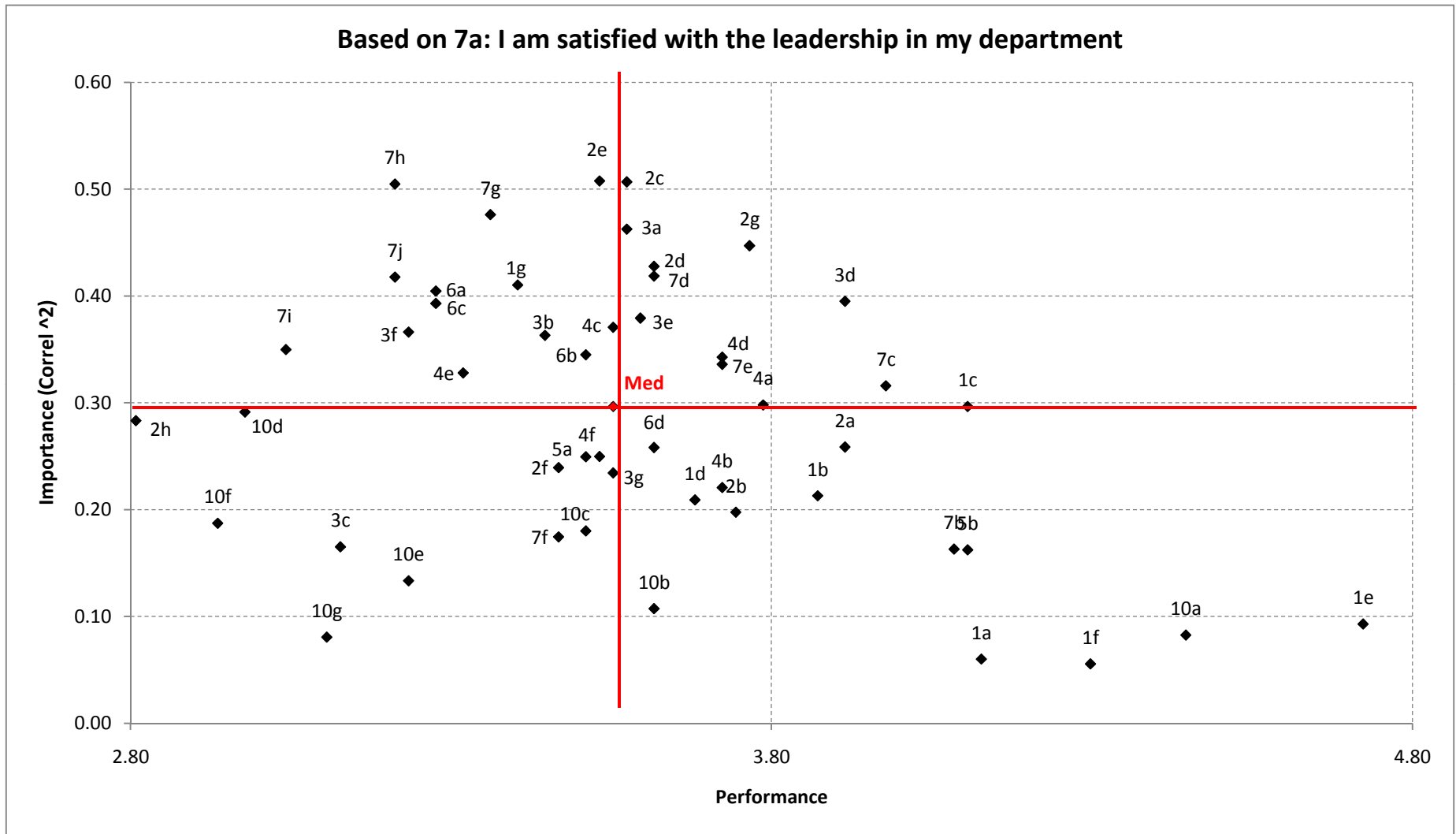
## Fresno

### Public Safety

#### Comparison of Performance and Importance (Correlation $\wedge 2$ )

Limited Scale Shown

Using correlation to all staff members/all depts response to Question 7a, "I am satisfied with the leadership in my department."



# 2011 Climate Survey Results

## Fresno

### Public Safety

#### Average Score & Derived Importance (Correlation ^2)

\*\*\*\* Sorted by Quadrant \*\*\*\*

Using correlation to all staff members/all depts response to Question 7a, "I am satisfied with the leadership in my department."

Correlations for all staff and managers combined.

| Question   | Label Number | This Group  | All                           | Agreement Quadrant | Correl^2 Quadrant |
|--|--------------|-------------|-------------------------------|--------------------|-------------------|
|  |              | Performance | Correl^2                      |                    |                   |
|  |              | Average     | Re 7.a. sat w/ ldrshp in dept |                    |                   |
| 1.g. I receive constructive feedback from my supervisor about the quality of my work.  | 1g           | 3.404       | 0.410                         | Worse              | Higher            |
| 2.e. I feel like my ideas and opinions are listened to by my supervisor.   | 2e           | 3.532       | 0.508                         | Worse              | Higher            |
| 3.b. My work group is receptive to my suggestions for improving our work.  | 3b           | 3.447       | 0.363                         | Worse              | Higher            |
| 3.f. There is cooperation between the work groups in my department.  | 3f           | 3.234       | 0.366                         | Worse              | Higher            |
| 4.c. My department has provided me with opportunities to broaden my skills and knowledge.                                    | 4c           | 3.553       | 0.371                         | Worse              | Higher            |
| 4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.               | 4e           | 3.319       | 0.328                         | Worse              | Higher            |
| 6.a. I generally feel informed about changes that affect me.   | 6a           | 3.277       | 0.405                         | Worse              | Higher            |
| 6.b. An explanation is provided to me for short deadlines.   | 6b           | 3.511       | 0.345                         | Worse              | Higher            |
| 6.c. My supervisor fairly evaluates my performance.  | 6c           | 3.277       | 0.393                         | Worse              | Higher            |
| 7.a. I am satisfied with the leadership in my department.  | 7a           | 3.383       | 1.000                         | Worse              | Higher            |
| 7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department. | 7g           | 3.362       | 0.476                         | Worse              | Higher            |
| 7.h. My direct supervisor involves me in determining performance goals.  | 7h           | 3.213       | 0.505                         | Worse              | Higher            |
| 7.i. Disagreements among employees in my work group are managed effectively.   | 7i           | 3.043       | 0.350                         | Worse              | Higher            |
| 7.j. I receive recognition for my good work.   | 7j           | 3.213       | 0.418                         | Worse              | Higher            |
| 2.f. Employees in my work group respect each others' differences.  | 2f           | 3.468       | 0.239                         | Worse              | Lower             |
| 2.h. I see career growth and advancement opportunities for myself at Fresno State.   | 2h           | 2.809       | 0.283                         | Worse              | Lower             |
| 3.c. Employees in my work group resolve conflicts directly with each other.  | 3c           | 3.128       | 0.165                         | Worse              | Lower             |
| 3.g. There is cooperation between departments in the division.   | 3g           | 3.553       | 0.234                         | Worse              | Lower             |



## 2011 Climate Survey Results

### Fresno

### Public Safety

|  |     |       |       |        |        |
|--|-----|-------|-------|--------|--------|
| 4.f. Meetings are well planned and executed at Fresno State.   | 4f  | 3.532 | 0.250 | Worse  | Lower  |
| 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.                       | 5a  | 3.511 | 0.250 | Worse  | Lower  |
| 7.f. Employees in my work group consistently put in extra effort beyond what is expected.  | 7f  | 3.468 | 0.175 | Worse  | Lower  |
| 10.c. I find the Division-Wide Meetings useful for communicating information.  | 10c | 3.511 | 0.180 | Worse  | Lower  |
| 10.d. I am encouraged to participate in Learning for Excellence And Development (LEAD) workshops.                                      | 10d | 2.979 | 0.291 | Worse  | Lower  |
| 10.e. The Learning for Excellence and Development (LEAD) program offers workshops relevant to the skills I need to progress my career: | 10e | 3.234 | 0.133 | Worse  | Lower  |
| 10.f. I am encouraged to participate in Employee Assistance/Wellness@Work programs and events.   | 10f | 2.936 | 0.187 | Worse  | Lower  |
| 10.g. The Wellness@Work program offers workshops and activities of benefit to me:  | 10g | 3.106 | 0.081 | Worse  | Lower  |
| 2.c. My department is one of the best places to work.  | 2c  | 3.574 | 0.507 | Better | Higher |
| 2.d. My division is one of the best places to work.  | 2d  | 3.617 | 0.428 | Better | Higher |
| 2.g. My supervisor, or someone at work, seems to care about me as a person.  | 2g  | 3.766 | 0.447 | Better | Higher |
| 3.a. I am encouraged to be creative to resolve problems or accomplish assignments.   | 3a  | 3.574 | 0.463 | Better | Higher |
| 3.d. Teamwork is encouraged in my department.  | 3d  | 3.915 | 0.395 | Better | Higher |
| 3.e. My opinions are valued in my work group.  | 3e  | 3.596 | 0.379 | Better | Higher |
| 4.a. I have access to sufficient information to do my job well.  | 4a  | 3.787 | 0.298 | Better | Higher |
| 4.d. I am empowered to make decisions that help me provide better service.   | 4d  | 3.723 | 0.343 | Better | Higher |
| 7.c. The mission and vision of the division make me feel that my job is important.   | 7c  | 3.979 | 0.316 | Better | Higher |
| 7.d. I have someone at work who encourages my professional development.  | 7d  | 3.617 | 0.419 | Better | Higher |
| 7.e. The division clearly communicates its goals and strategies to me.   | 7e  | 3.723 | 0.336 | Better | Higher |
| 1.a. I know how my job directly supports the division's goals.   | 1a  | 4.128 | 0.060 | Better | Lower  |
| 1.b. I have guidelines to assist me in making decisions that affect my work.   | 1b  | 3.872 | 0.213 | Better | Lower  |
| 1.c. My direct supervisor is accessible to me.   | 1c  | 4.106 | 0.297 | Better | Lower  |

## 2011 Climate Survey Results

### Fresno

### Public Safety

|  |          |              |              |        |       |
|--|----------|--------------|--------------|--------|-------|
| 1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with.   | 1d       | 3.681        | 0.209        | Better | Lower |
| 1.e. I take pride in my work.  | 1e       | 4.723        | 0.093        | Better | Lower |
| 1.f. There is a direct connection between the work I do and the success of the university.                               | 1f       | 4.298        | 0.056        | Better | Lower |
| 2.a. I would recommend Fresno State as a good place to work.   | 2a       | 3.915        | 0.259        | Better | Lower |
| 2.b. I would recommend The California State University as a good place to work.  | 2b       | 3.745        | 0.198        | Better | Lower |
| 4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available. | 4b       | 3.723        | 0.221        | Better | Lower |
| 5.b. I handle the resources of the university as if they were my own.  | 5b       | 4.106        | 0.162        | Better | Lower |
| 6.d. I trust the employees in my work group.   | 6d       | 3.617        | 0.258        | Better | Lower |
| 7.b. My work contributes to the division's mission and vision.   | 7b       | 4.085        | 0.163        | Better | Lower |
| 10.a. I feel my safety is a priority on campus.  | 10a      | 4.447        | 0.083        | Better | Lower |
| 10.b. Physically the campus is well maintained?  | 10b      | 3.617        | 0.107        | Better | Lower |
| <b>Median</b>  | <b>M</b> | <b>3.553</b> | <b>0.297</b> |        |       |

# 2011 Climate Survey Results

## Fresno

### Public Safety

#### Average Score & Derived Importance (Correlation ^2)

\*\*\*\* Not Sorted \*\*\*\*

Using correlation to all staff members/all depts response to Question 2.c. "My department is one of the best places to work."

Correlations for all staff and managers combined.

| Question   | Label Number | This Group  | All                           | Agreement Quadrant | Correl^2 Quadrant |
|--|--------------|-------------|-------------------------------|--------------------|-------------------|
|  |              | Performance | Correl^2                      |                    |                   |
|  |              | Average     | Re 2c. My dept one of best... |                    |                   |
| 1.a. I know how my job directly supports the division's goals.   | 1a           | 4.128       | 0.064                         | Better             | Lower             |
| 1.b. I have guidelines to assist me in making decisions that affect my work.   | 1b           | 3.872       | 0.226                         | Better             | Lower             |
| 1.c. My direct supervisor is accessible to me.   | 1c           | 4.106       | 0.188                         | Better             | Lower             |
| 1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with. | 1d           | 3.681       | 0.182                         | Better             | Lower             |
| 1.e. I take pride in my work.  | 1e           | 4.723       | 0.076                         | Better             | Lower             |
| 1.f. There is a direct connection between the work I do and the success of the university.                             | 1f           | 4.298       | 0.075                         | Better             | Lower             |
| 1.g. I receive constructive feedback from my supervisor about the quality of my work.                                  | 1g           | 3.404       | 0.335                         | Worse              | Higher            |
| 2.a. I would recommend Fresno State as a good place to work.   | 2a           | 3.915       | 0.346                         | Better             | Higher            |
| 2.b. I would recommend The California State University as a good place to work.  | 2b           | 3.745       | 0.293                         | Better             | Lower             |
| 2.c. My department is one of the best places to work.  | 2c           | 3.574       | 1.000                         | Better             | Higher            |
| 2.d. My division is one of the best places to work.  | 2d           | 3.617       | 0.606                         | Better             | Higher            |
| 2.e. I feel like my ideas and opinions are listened to by my supervisor.   | 2e           | 3.532       | 0.415                         | Worse              | Higher            |
| 2.f. Employees in my work group respect each others' differences.  | 2f           | 3.468       | 0.249                         | Worse              | Lower             |
| 2.g. My supervisor, or someone at work, seems to care about me as a person.  | 2g           | 3.766       | 0.359                         | Better             | Higher            |
| 2.h. I see career growth and advancement opportunities for myself at Fresno State.                                     | 2h           | 2.809       | 0.332                         | Worse              | Higher            |
| 3.a. I am encouraged to be creative to resolve problems or accomplish assignments.                                     | 3a           | 3.574       | 0.392                         | Better             | Higher            |
| 3.b. My work group is receptive to my suggestions for improving our work.  | 3b           | 3.447       | 0.313                         | Worse              | Higher            |

## 2011 Climate Survey Results

### Fresno

### Public Safety

|  |    |       |       |        |        |
|--|----|-------|-------|--------|--------|
| 3.c. Employees in my work group resolve conflicts directly with each other.  | 3c | 3.128 | 0.194 | Worse  | Lower  |
| 3.d. Teamwork is encouraged in my department.  | 3d | 3.915 | 0.307 | Better | Higher |
| 3.e. My opinions are valued in my work group.  | 3e | 3.596 | 0.331 | Better | Higher |
| 3.f. There is cooperation between the work groups in my department.  | 3f | 3.234 | 0.349 | Worse  | Higher |
| 3.g. There is cooperation between departments in the division.   | 3g | 3.553 | 0.252 | Worse  | Lower  |
| 4.a. I have access to sufficient information to do my job well.  | 4a | 3.787 | 0.264 | Better | Lower  |
| 4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available.     | 4b | 3.723 | 0.166 | Better | Lower  |
| 4.c. My department has provided me with opportunities to broaden my skills and knowledge.                                    | 4c | 3.553 | 0.411 | Worse  | Higher |
| 4.d. I am empowered to make decisions that help me provide better service.   | 4d | 3.723 | 0.343 | Better | Higher |
| 4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.               | 4e | 3.319 | 0.321 | Worse  | Higher |
| 4.f. Meetings are well planned and executed at Fresno State.   | 4f | 3.532 | 0.215 | Worse  | Lower  |
| 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.             | 5a | 3.511 | 0.205 | Worse  | Lower  |
| 5.b. I handle the resources of the university as if they were my own.  | 5b | 4.106 | 0.126 | Better | Lower  |
| 6.a. I generally feel informed about changes that affect me.   | 6a | 3.277 | 0.254 | Worse  | Lower  |
| 6.b. An explanation is provided to me for short deadlines.   | 6b | 3.511 | 0.299 | Worse  | Higher |
| 6.c. My supervisor fairly evaluates my performance.  | 6c | 3.277 | 0.290 | Worse  | Lower  |
| 6.d. I trust the employees in my work group.   | 6d | 3.617 | 0.279 | Better | Lower  |
| 7.a. I am satisfied with the leadership in my department.  | 7a | 3.383 | 0.507 | Worse  | Higher |
| 7.b. My work contributes to the division's mission and vision.   | 7b | 4.085 | 0.153 | Better | Lower  |
| 7.c. The mission and vision of the division make me feel that my job is important.   | 7c | 3.979 | 0.246 | Better | Lower  |
| 7.d. I have someone at work who encourages my professional development.  | 7d | 3.617 | 0.347 | Better | Higher |
| 7.e. The division clearly communicates its goals and strategies to me.   | 7e | 3.723 | 0.284 | Better | Lower  |
| 7.f. Employees in my work group consistently put in extra effort beyond what is expected.                                    | 7f | 3.468 | 0.127 | Worse  | Lower  |
| 7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department. | 7g | 3.362 | 0.365 | Worse  | Higher |
| 7.h. My direct supervisor involves me in determining performance goals.  | 7h | 3.213 | 0.362 | Worse  | Higher |

## 2011 Climate Survey Results

### Fresno

### Public Safety

|  |          |              |              |        |        |
|--|----------|--------------|--------------|--------|--------|
| 7.i. Disagreements among employees in my work group are managed effectively.   | 7i       | 3.043        | 0.275        | Worse  | Lower  |
| 7.j. I receive recognition for my good work.   | 7j       | 3.213        | 0.373        | Worse  | Higher |
| 10.a. I feel my safety is a priority on campus.  | 10a      | 4.447        | 0.065        | Better | Lower  |
| 10.b. Physically the campus is well maintained?  | 10b      | 3.617        | 0.093        | Better | Lower  |
| 10.c. I find the Division-Wide Meetings useful for communicating information.  | 10c      | 3.511        | 0.158        | Worse  | Lower  |
| 10.d. I am encouraged to participate in Learning for Excellence And Development (LEAD) workshops.                                      | 10d      | 2.979        | 0.200        | Worse  | Lower  |
| 10.e. The Learning for Excellence and Development (LEAD) program offers workshops relevant to the skills I need to progress my career: | 10e      | 3.234        | 0.099        | Worse  | Lower  |
| 10.f. I am encouraged to participate in Employee Assistance/Wellness@Work programs and events.   | 10f      | 2.936        | 0.167        | Worse  | Lower  |
| 10.g. The Wellness@Work program offers workshops and activities of benefit to me:  | 10g      | 3.106        | 0.073        | Worse  | Lower  |
| <b>Median</b>  | <b>M</b> | <b>3.553</b> | <b>0.275</b> |        |        |

# 2011 Climate Survey Results

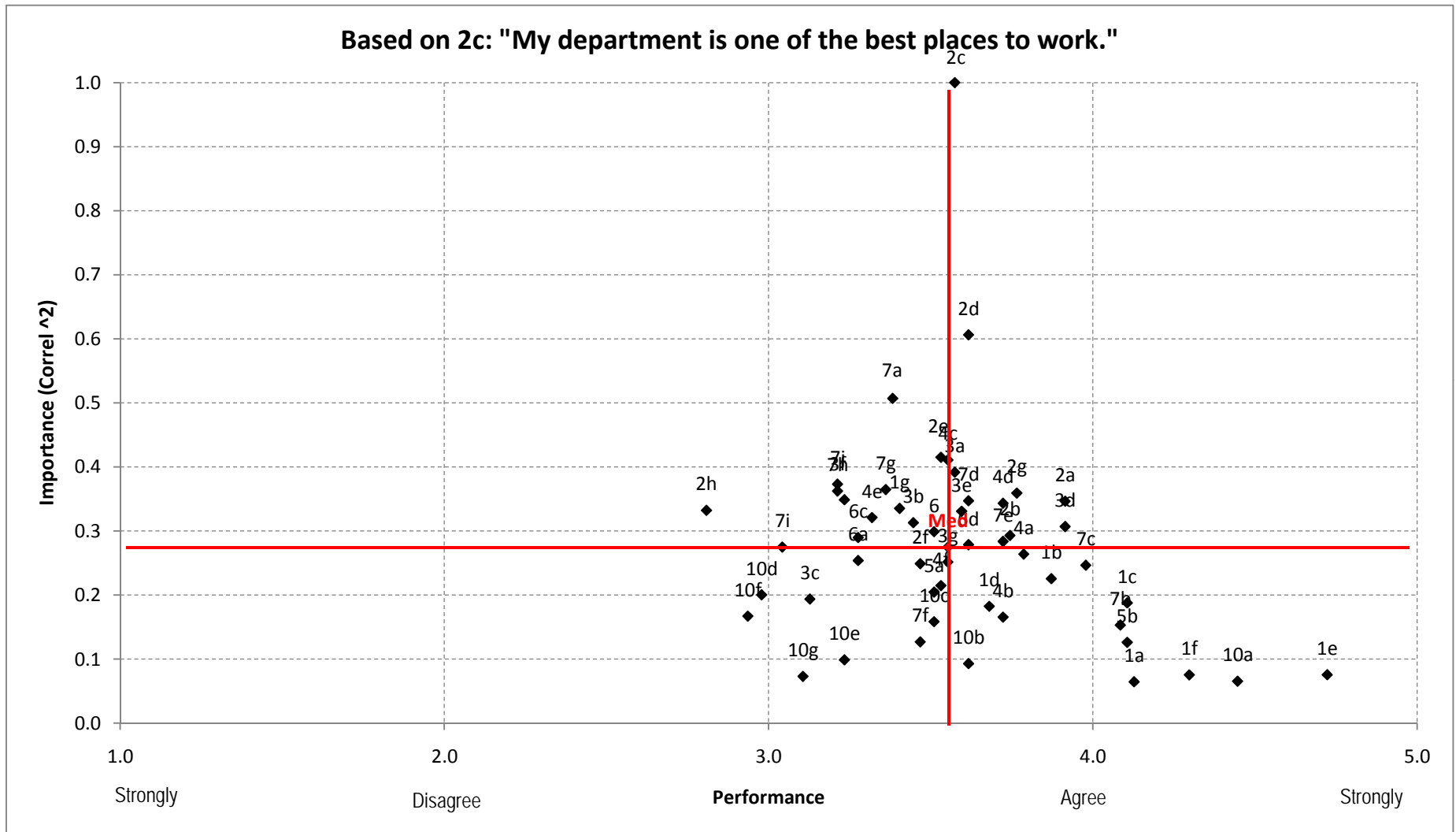
Fresno

Public Safety

## Comparison of Performance and Importance (Correlation $\wedge 2$ )

Full Scale Shown (-0.1 to 1, 1 to 5)

Using correlation to all staff members/all depts response to Question 2c, "My department is one of the best places to work."



# 2011 Climate Survey Results

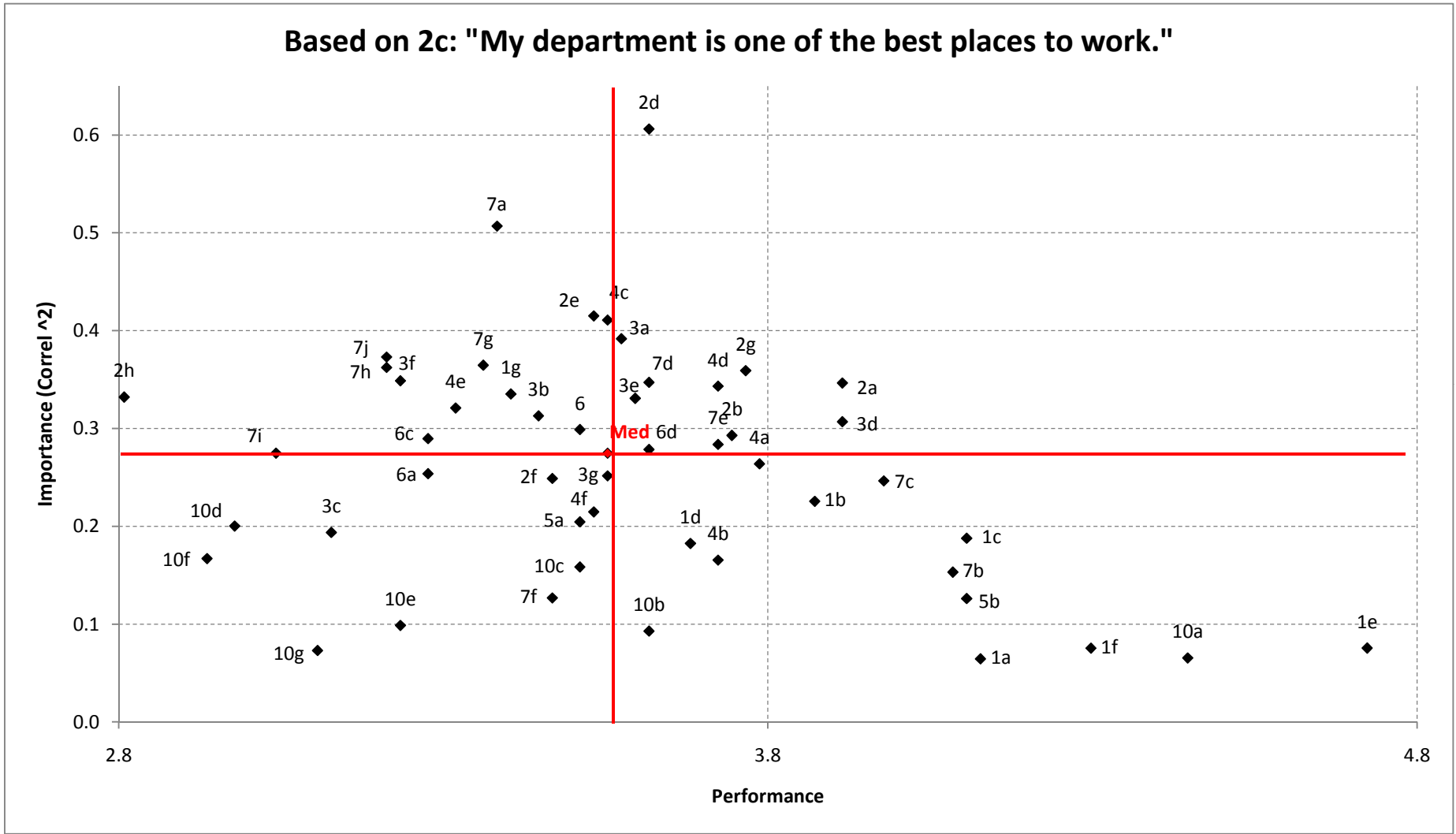
## Fresno

### Public Safety

#### Comparison of Performance and Importance (Correlation $\wedge 2$ )

Limited Scale Shown

Using correlation to all staff members/all depts response to Question 2c, "My department is one of the best places to work."



# Compare Climate Survey Results

## Fresno

### Public Safety

#### Average Scores in Question Order

| 2011 Question  | Average Score |      |             |
|--|---------------|------|-------------|
|  | 2008          | 2011 | Dif (11-08) |
| 1.a. I know how my job directly supports the division's goals.   | 4.13          | 4.13 | 0.00        |
| 1.b. I have guidelines to assist me in making decisions that affect my work.   | 4.13          | 3.87 | -0.26       |
| 1.c. My direct supervisor is accessible to me.   | 4.13          | 4.11 | -0.02       |
| 1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with. | 3.90          | 3.68 | -0.22       |
| 1.e. I take pride in my work.  | 4.65          | 4.72 | 0.08        |
| 1.f. There is a direct connection between the work I do and the success of the university.                             | 4.16          | 4.30 | 0.14        |
| 1.g. I receive constructive feedback from my supervisor about the quality of my work.                                  | 3.81          | 3.40 | -0.40       |
| 2.a. I would recommend Fresno State as a good place to work.   | 4.06          | 3.91 | -0.15       |
| 2.b. I would recommend The California State University as a good place to work.  | 4.16          | 3.74 | -0.42       |
| 2.c. My department is one of the best places to work.  | 3.45          | 3.57 | 0.12        |
| 2.d. My division is one of the best places to work.  | 3.71          | 3.62 | -0.09       |

| Adverse (SD&D) |       |             |
|----------------|-------|-------------|
| 2008           | 2011  | Dif (11-08) |
| 6.5%           | 6.4%  | -0.1%       |
| 0.0%           | 10.6% | 10.6%       |
| 12.9%          | 10.6% | -2.3%       |
| 16.1%          | 14.9% | -1.2%       |
| 0.0%           | 0.0%  | 0.0%        |
| 9.7%           | 0.0%  | -9.7%       |
| 19.4%          | 29.8% | 10.4%       |
| 9.7%           | 8.5%  | -1.2%       |
| 3.2%           | 10.6% | 7.4%        |
| 25.8%          | 21.3% | -4.5%       |
| 19.4%          | 12.8% | -6.6%       |



# Compare Climate Survey Results

## Fresno

### Public Safety

|  |      |      |       |
|--|------|------|-------|
| 2.e. I feel like my ideas and opinions are listened to by my supervisor.   | 3.52 | 3.53 | 0.02  |
| 2.f. Employees in my work group respect each others' differences.  | 3.42 | 3.47 | 0.05  |
| 2.g. My supervisor, or someone at work, seems to care about me as a person.  | 3.68 | 3.77 | 0.09  |
| 2.h. I see career growth and advancement opportunities for myself at Fresno State.                                       | 3.16 | 2.81 | -0.35 |
| 3.a. I am encouraged to be creative to resolve problems or accomplish assignments.                                       | 3.61 | 3.57 | -0.04 |
| 3.b. My work group is receptive to my suggestions for improving our work.  | 3.81 | 3.45 | -0.36 |
| 3.c. Employees in my work group resolve conflicts directly with each other.  | 3.32 | 3.13 | -0.19 |
| 3.d. Teamwork is encouraged in my department.  | 3.90 | 3.91 | 0.01  |
| 3.e. My opinions are valued in my work group.  | 3.74 | 3.60 | -0.15 |
| 3.f. There is cooperation between the work groups in my department.  | 3.68 | 3.23 | -0.44 |
| 3.g. There is cooperation between departments in the division.   | 3.58 | 3.55 | -0.03 |
| 4.a. I have access to sufficient information to do my job well.  | 3.87 | 3.79 | -0.08 |
| 4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available. | 3.55 | 3.72 | 0.18  |

|       |       |       |
|-------|-------|-------|
| 29.0% | 23.4% | -5.6% |
| 25.8% | 25.5% | -0.3% |
| 19.4% | 10.6% | -8.7% |
| 32.3% | 44.7% | 12.4% |
| 19.4% | 21.3% | 1.9%  |
| 16.1% | 21.3% | 5.1%  |
| 32.3% | 29.8% | -2.5% |
| 12.9% | 10.6% | -2.3% |
| 16.1% | 17.0% | 0.9%  |
| 22.6% | 27.7% | 5.1%  |
| 12.9% | 17.0% | 4.1%  |
| 9.7%  | 19.1% | 9.5%  |
| 22.6% | 19.1% | -3.4% |

# Compare Climate Survey Results

## Fresno

### Public Safety

|  |      |      |       |
|--|------|------|-------|
| 4.c. My department has provided me with opportunities to broaden my skills and knowledge.                        | 3.52 | 3.55 | 0.04  |
| 4.d. I am empowered to make decisions that help me provide better service.                                       | 3.74 | 3.72 | -0.02 |
| 4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.   | 3.19 | 3.32 | 0.13  |
| 4.f. Meetings are well planned and executed at Fresno State.   | 3.48 | 3.53 | 0.05  |
| 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done. | 3.68 | 3.51 | -0.17 |
| 5.b. I handle the resources of the university as if they were my own.  | 4.32 | 4.11 | -0.22 |
| 6.a. I generally feel informed about changes that affect me.   | 3.23 | 3.28 | 0.05  |
| 6.b. An explanation is provided to me for short deadlines.   | 3.42 | 3.51 | 0.09  |
| 6.c. My supervisor fairly evaluates my performance.  | 3.81 | 3.28 | -0.53 |
| 6.d. I trust the employees in my work group.   | 3.48 | 3.62 | 0.13  |
| 7.a. I am satisfied with the leadership in my department.  | 3.19 | 3.38 | 0.19  |
| 7.b. My work contributes to the division's mission and vision.   | 4.06 | 4.09 | 0.02  |
| 7.c. The mission and vision of the division make me feel that my job is important.                               | 3.74 | 3.98 | 0.24  |

|       |       |        |
|-------|-------|--------|
| 22.6% | 21.3% | -1.3%  |
| 19.4% | 21.3% | 1.9%   |
| 25.8% | 23.4% | -2.4%  |
| 19.4% | 12.8% | -6.6%  |
| 22.6% | 21.3% | -1.3%  |
| 3.2%  | 6.4%  | 3.2%   |
| 29.0% | 25.5% | -3.5%  |
| 22.6% | 19.1% | -3.4%  |
| 6.5%  | 27.7% | 21.2%  |
| 19.4% | 19.1% | -0.2%  |
| 35.5% | 23.4% | -12.1% |
| 9.7%  | 2.1%  | -7.5%  |
| 12.9% | 6.4%  | -6.5%  |

**Compare Climate Survey Results**  
**Fresno**  
**Public Safety**

|  |      |      |       |
|--|------|------|-------|
| 7.d. I have someone at work who encourages my professional development.  | 3.52 | 3.62 | 0.10  |
| 7.e. The division clearly communicates its goals and strategies to me.   | 3.45 | 3.72 | 0.27  |
| 7.f. Employees in my work group consistently put in extra effort beyond what is expected.                                    | 3.71 | 3.47 | -0.24 |
| 7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department. | 3.26 | 3.36 | 0.10  |
| 7.h. My direct supervisor involves me in determining performance goals.  | 3.13 | 3.21 | 0.08  |
| 7.i. Disagreements among employees in my work group are managed effectively.   | 2.90 | 3.04 | 0.14  |
| 7.j. I receive recognition for my good work.   | 3.29 | 3.21 | -0.08 |
| 10.a. I feel my safety is a priority on campus.  | 4.35 | 4.45 | 0.09  |

|       |       |        |
|-------|-------|--------|
| 19.4% | 19.1% | -0.2%  |
| 25.8% | 10.6% | -15.2% |
| 16.1% | 21.3% | 5.1%   |
| 29.0% | 25.5% | -3.5%  |
| 29.0% | 27.7% | -1.4%  |
| 32.3% | 31.9% | -0.3%  |
| 29.0% | 25.5% | -3.5%  |
| 0.0%  | 4.3%  | 4.3%   |

# Compare Climate Survey Results

## Fresno

### Public Safety

*Average Scores in Sorted with Largest Decrease in Score at Top*

| 2011 Question  | Average Score |           |             |
|--|---------------|-----------|-------------|
|  | Year 2008     | Year 2011 | Dif (11-08) |
| 6.c. My supervisor fairly evaluates my performance.  | 3.81          | 3.28      | -0.53       |
| 3.f. There is cooperation between the work groups in my department.  | 3.68          | 3.23      | -0.44       |
| 2.b. I would recommend The California State University as a good place to work.  | 4.16          | 3.74      | -0.42       |
| 1.g. I receive constructive feedback from my supervisor about the quality of my work.                                  | 3.81          | 3.40      | -0.40       |
| 3.b. My work group is receptive to my suggestions for improving our work.  | 3.81          | 3.45      | -0.36       |
| 2.h. I see career growth and advancement opportunities for myself at Fresno State.                                     | 3.16          | 2.81      | -0.35       |
| 1.b. I have guidelines to assist me in making decisions that affect my work.   | 4.13          | 3.87      | -0.26       |
| 7.f. Employees in my work group consistently put in extra effort beyond what is expected.                              | 3.71          | 3.47      | -0.24       |
| 1.d. In my work group, we routinely talk about the quality of our work and the needs of those who we do business with. | 3.90          | 3.68      | -0.22       |
| 5.b. I handle the resources of the university as if they were my own.  | 4.32          | 4.11      | -0.22       |
| 3.c. Employees in my work group resolve conflicts directly with each other.  | 3.32          | 3.13      | -0.19       |
| 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done.       | 3.68          | 3.51      | -0.17       |

| Adverse (SD&D) |           |             |
|----------------|-----------|-------------|
| Year 2008      | Year 2011 | Dif (11-08) |
| 6.5%           | 27.7%     | 21.2%       |
| 22.6%          | 27.7%     | 5.1%        |
| 3.2%           | 10.6%     | 7.4%        |
| 19.4%          | 29.8%     | 10.4%       |
| 16.1%          | 21.3%     | 5.1%        |
| 32.3%          | 44.7%     | 12.4%       |
| 0.0%           | 10.6%     | 10.6%       |
| 16.1%          | 21.3%     | 5.1%        |
| 16.1%          | 14.9%     | -1.2%       |
| 3.2%           | 6.4%      | 3.2%        |
| 32.3%          | 29.8%     | -2.5%       |
| 22.6%          | 21.3%     | -1.3%       |

## Compare Climate Survey Results

### Fresno

### Public Safety

|  |      |      |       |
|--|------|------|-------|
| 2.a. I would recommend Fresno State as a good place to work.                       | 4.06 | 3.91 | -0.15 |
| 3.e. My opinions are valued in my work group.                                      | 3.74 | 3.60 | -0.15 |
| 2.d. My division is one of the best places to work.                                | 3.71 | 3.62 | -0.09 |
| 4.a. I have access to sufficient information to do my job well.                    | 3.87 | 3.79 | -0.08 |
| 7.j. I receive recognition for my good work.                                       | 3.29 | 3.21 | -0.08 |
| 3.a. I am encouraged to be creative to resolve problems or accomplish assignments. | 3.61 | 3.57 | -0.04 |
| 3.g. There is cooperation between departments in the division.                     | 3.58 | 3.55 | -0.03 |
| 1.c. My direct supervisor is accessible to me.                                     | 4.13 | 4.11 | -0.02 |
| 4.d. I am empowered to make decisions that help me provide better service.         | 3.74 | 3.72 | -0.02 |
| 1.a. I know how my job directly supports the division's goals.                     | 4.13 | 4.13 | 0.00  |
| 3.d. Teamwork is encouraged in my department.                                      | 3.90 | 3.91 | 0.01  |
| 2.e. I feel like my ideas and opinions are listened to by my supervisor.           | 3.52 | 3.53 | 0.02  |
| 7.b. My work contributes to the division's mission and vision.                     | 4.06 | 4.09 | 0.02  |

|       |       |       |
|-------|-------|-------|
| 9.7%  | 8.5%  | -1.2% |
| 16.1% | 17.0% | 0.9%  |
| 19.4% | 12.8% | -6.6% |
| 9.7%  | 19.1% | 9.5%  |
| 29.0% | 25.5% | -3.5% |
| 19.4% | 21.3% | 1.9%  |
| 12.9% | 17.0% | 4.1%  |
| 12.9% | 10.6% | -2.3% |
| 19.4% | 21.3% | 1.9%  |
| 6.5%  | 6.4%  | -0.1% |
| 12.9% | 10.6% | -2.3% |
| 29.0% | 23.4% | -5.6% |
| 9.7%  | 2.1%  | -7.5% |

## Compare Climate Survey Results

### Fresno

### Public Safety

|  |      |      |      |
|--|------|------|------|
| 4.c. My department has provided me with opportunities to broaden my skills and knowledge.                                    | 3.52 | 3.55 | 0.04 |
| 4.f. Meetings are well planned and executed at Fresno State.   | 3.48 | 3.53 | 0.05 |
| 2.f. Employees in my work group respect each others' differences.  | 3.42 | 3.47 | 0.05 |
| 6.a. I generally feel informed about changes that affect me.   | 3.23 | 3.28 | 0.05 |
| 1.e. I take pride in my work.  | 4.65 | 4.72 | 0.08 |
| 7.h. My direct supervisor involves me in determining performance goals.  | 3.13 | 3.21 | 0.08 |
| 2.g. My supervisor, or someone at work, seems to care about me as a person.  | 3.68 | 3.77 | 0.09 |
| 6.b. An explanation is provided to me for short deadlines.   | 3.42 | 3.51 | 0.09 |
| 10.a. I feel my safety is a priority on campus.  | 4.35 | 4.45 | 0.09 |
| 7.d. I have someone at work who encourages my professional development.  | 3.52 | 3.62 | 0.10 |
| 7.g. My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department. | 3.26 | 3.36 | 0.10 |
| 2.c. My department is one of the best places to work.  | 3.45 | 3.57 | 0.12 |
| 4.e. Employees in my immediate work group are highly motivated to contribute to the success of the university.               | 3.19 | 3.32 | 0.13 |

|       |       |       |
|-------|-------|-------|
| 22.6% | 21.3% | -1.3% |
| 19.4% | 12.8% | -6.6% |
| 25.8% | 25.5% | -0.3% |
| 29.0% | 25.5% | -3.5% |
| 0.0%  | 0.0%  | 0.0%  |
| 29.0% | 27.7% | -1.4% |
| 19.4% | 10.6% | -8.7% |
| 22.6% | 19.1% | -3.4% |
| 0.0%  | 4.3%  | 4.3%  |
| 19.4% | 19.1% | -0.2% |
| 29.0% | 25.5% | -3.5% |
| 25.8% | 21.3% | -4.5% |
| 25.8% | 23.4% | -2.4% |

**Compare Climate Survey Results**  
**Fresno**  
**Public Safety**

|  |      |      |      |
|--|------|------|------|
| 6.d. I trust the employees in my work group.   | 3.48 | 3.62 | 0.13 |
| 1.f. There is a direct connection between the work I do and the success of the university.                               | 4.16 | 4.30 | 0.14 |
| 7.i. Disagreements among employees in my work group are managed effectively.   | 2.90 | 3.04 | 0.14 |
| 4.b. The tools, resources and equipment (including computer equipment) I need to get my work done are readily available. | 3.55 | 3.72 | 0.18 |
| 7.a. I am satisfied with the leadership in my department.  | 3.19 | 3.38 | 0.19 |
| 7.c. The mission and vision of the division make me feel that my job is important.                                       | 3.74 | 3.98 | 0.24 |
| 7.e. The division clearly communicates its goals and strategies to me.   | 3.45 | 3.72 | 0.27 |

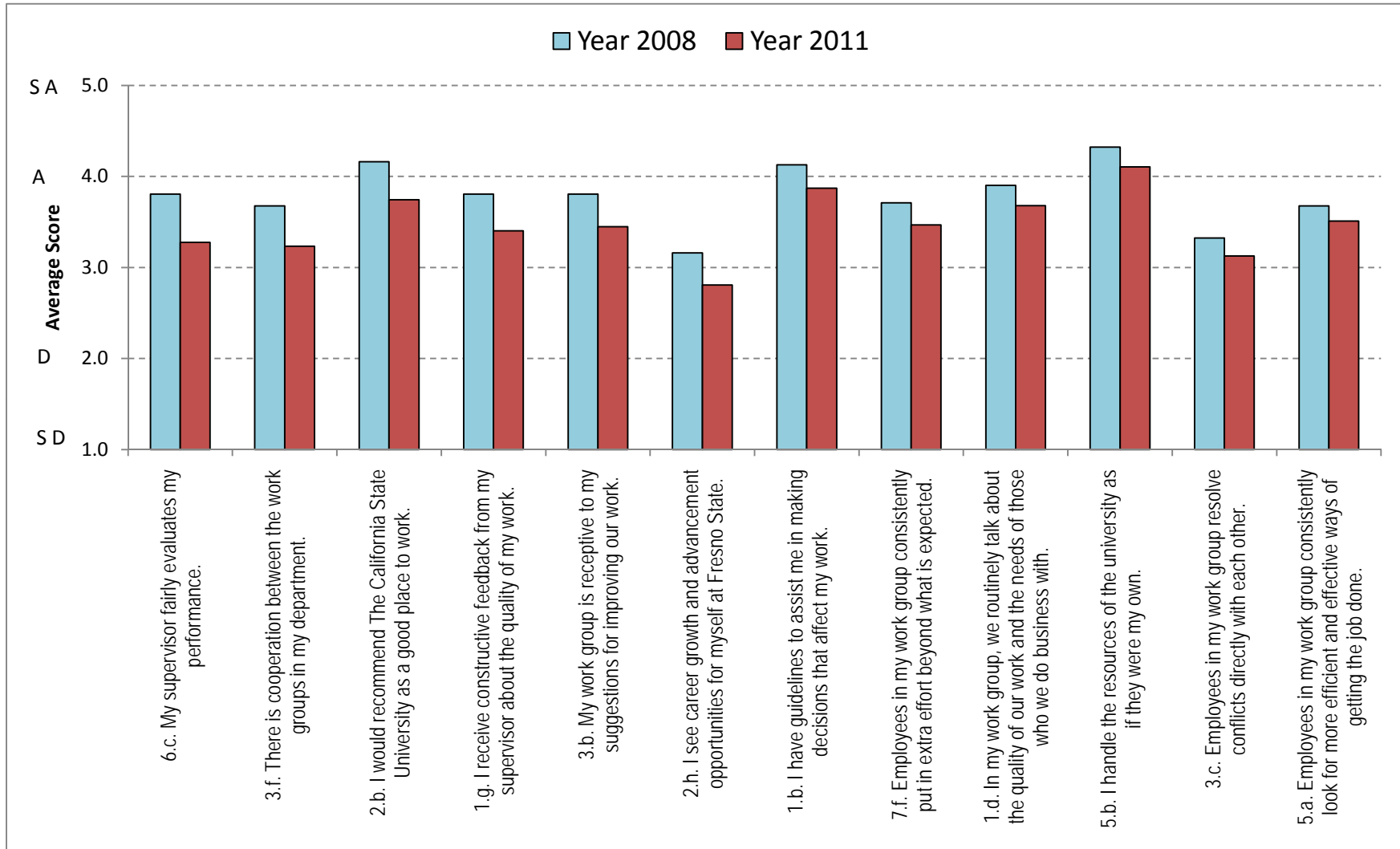
|       |       |        |
|-------|-------|--------|
| 19.4% | 19.1% | -0.2%  |
| 9.7%  | 0.0%  | -9.7%  |
| 32.3% | 31.9% | -0.3%  |
| 22.6% | 19.1% | -3.4%  |
| 35.5% | 23.4% | -12.1% |
| 12.9% | 6.4%  | -6.5%  |
| 25.8% | 10.6% | -15.2% |

# Compare Climate Survey Results

## Fresno

### Public Safety

Chart # 1: Responses Sorted with Largest Decrease at Left Side of Chart  
Public Safety



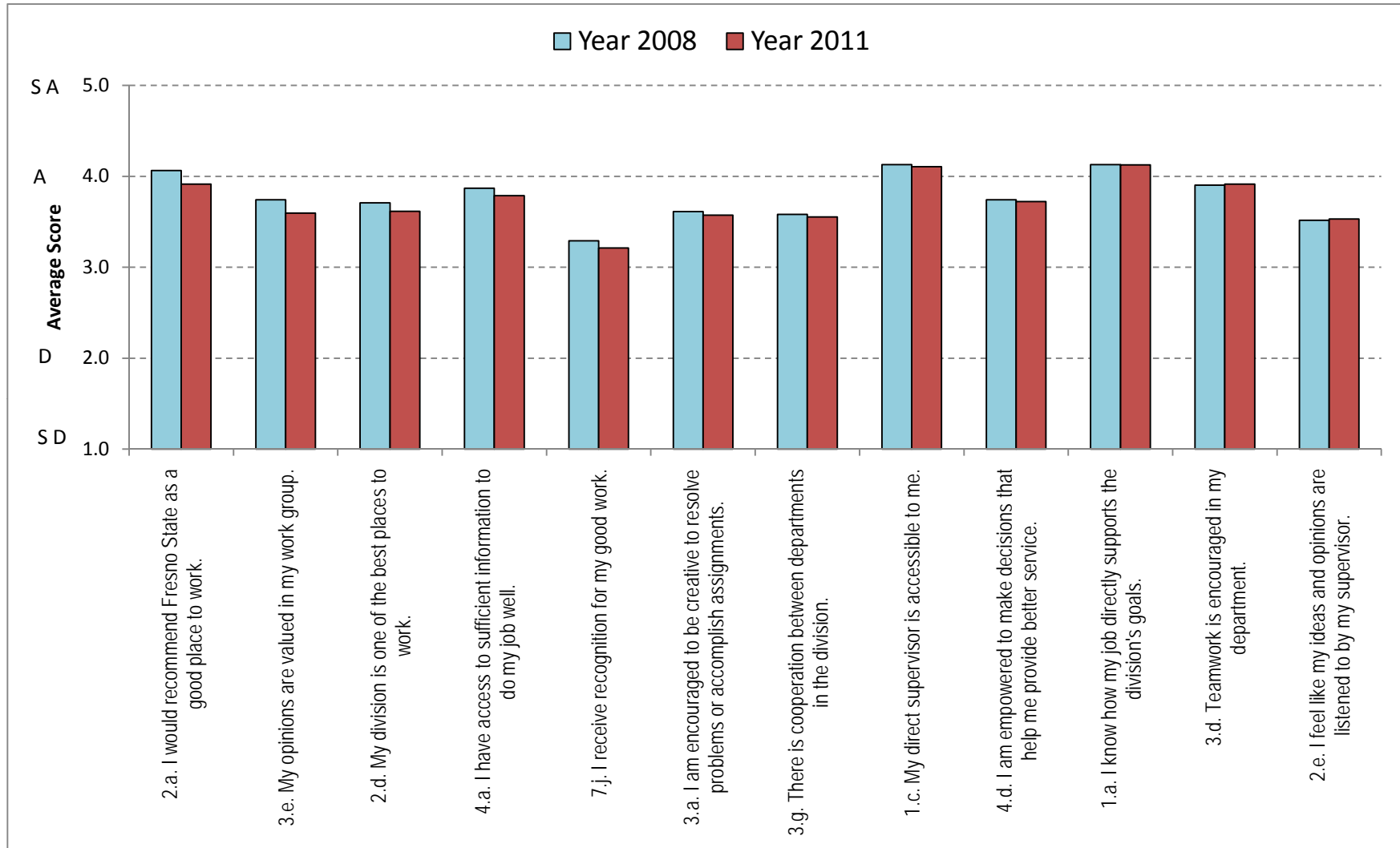


# Compare Climate Survey Results

## Fresno

### Public Safety

Chart # 2: Responses Sorted with Largest Decrease at Left Side of Chart  
Public Safety

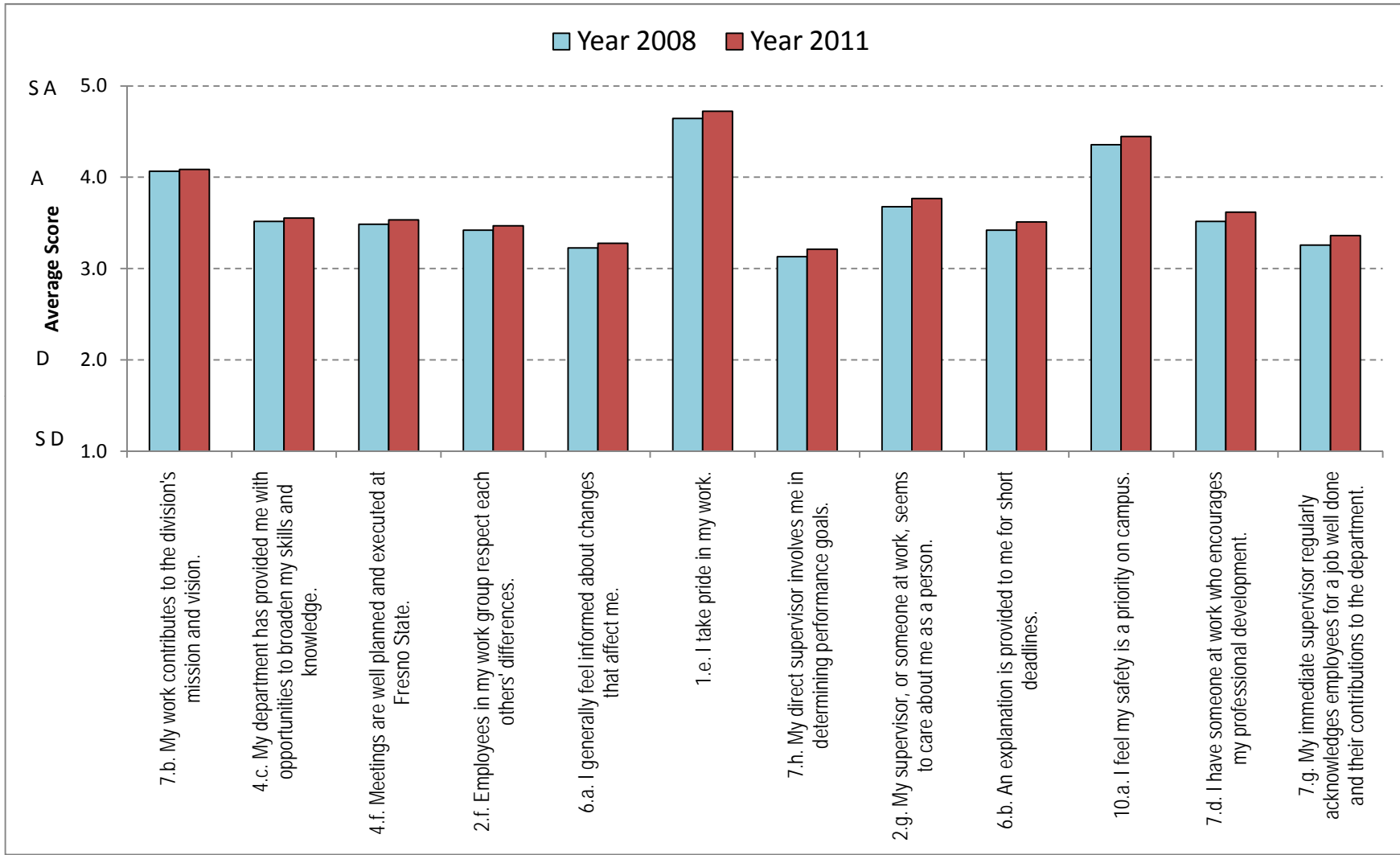


# Compare Climate Survey Results

## Fresno

### Public Safety

Chart # 3: Responses Sorted with Largest Decrease at Left Side of Chart  
Public Safety

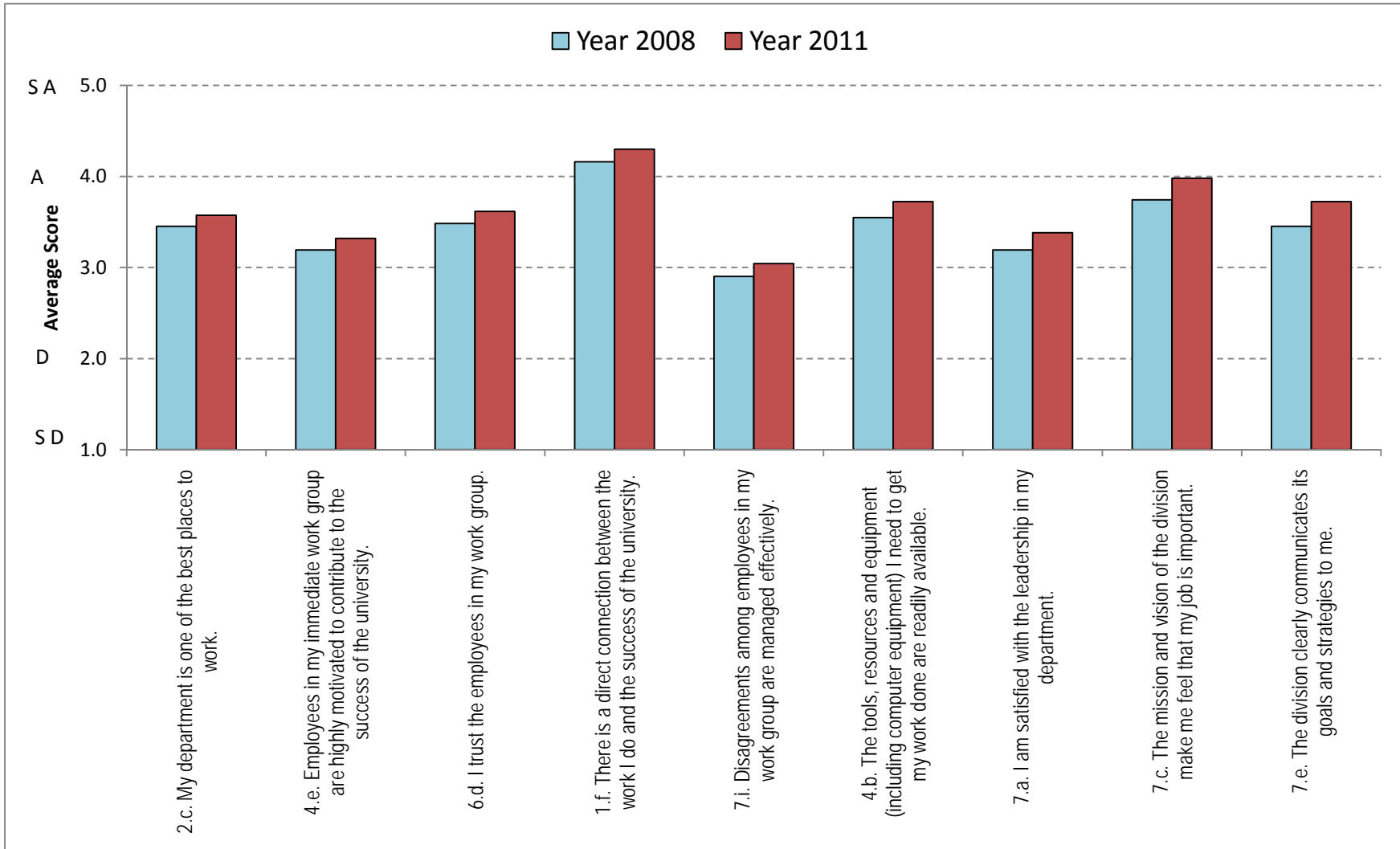


# Compare Climate Survey Results

## Fresno

### Public Safety

Chart # 4: Responses Sorted with Largest Decrease at Left Side of Chart  
Public Safety



Public Safety

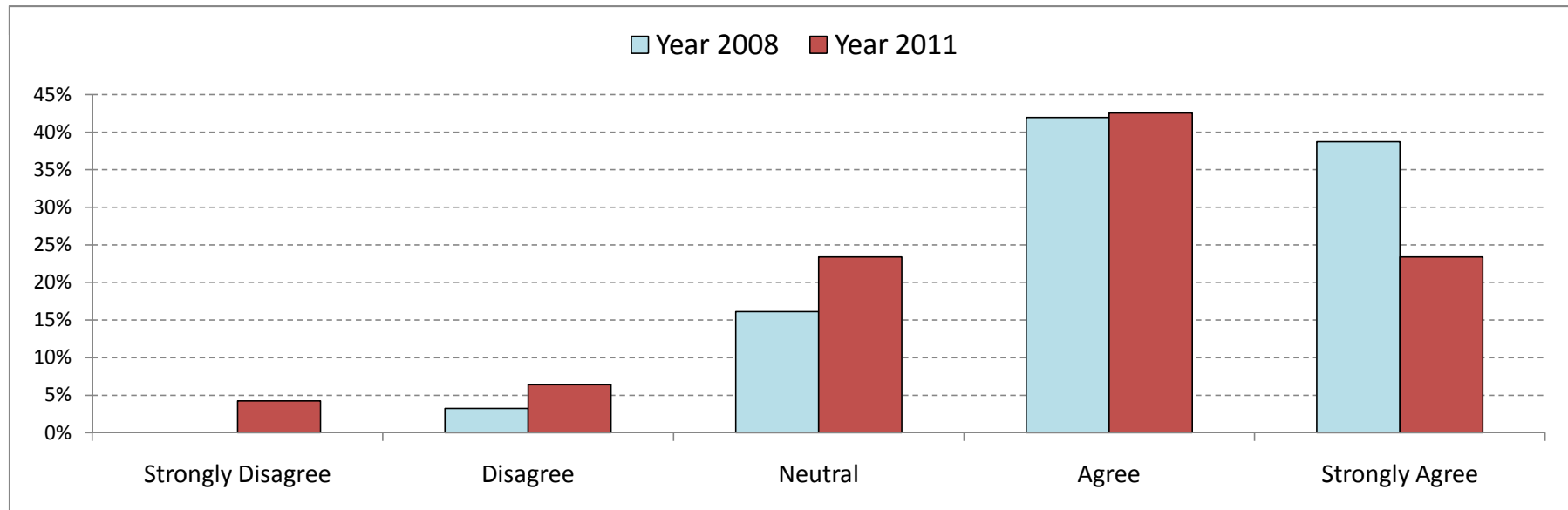
Example Change in Distribution

Compare Question 2b

I would recommend The California State University as a good place to work

|      |   | Weighting Value   |          |         |       |                |       |               |                        |
|------|---|-------------------|----------|---------|-------|----------------|-------|---------------|------------------------|
| Year | Question  | 1                 | 2        | 3       | 4     | 5              | Total | Average Score | Percent Adverse (SD&D) |
|      |   | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |       |               |                        |
| 2008 | 9_I would recommend The California State University as a good place to work | 0                 | 1        | 5       | 13    | 12             | 31    | 4.16          | 3.2%                   |
|      |   | 0%                | 3%       | 16%     | 42%   | 39%            |       |               |                        |

|      |   |    |    |     |     |     |    |      |       |
|------|---|----|----|-----|-----|-----|----|------|-------|
| 2011 | 2.b. I would recommend The California State University as a good place to work. | 2  | 3  | 11  | 20  | 11  | 47 | 3.74 | 10.6% |
|      |   | 4% | 6% | 23% | 43% | 23% |    |      |       |



Public Safety

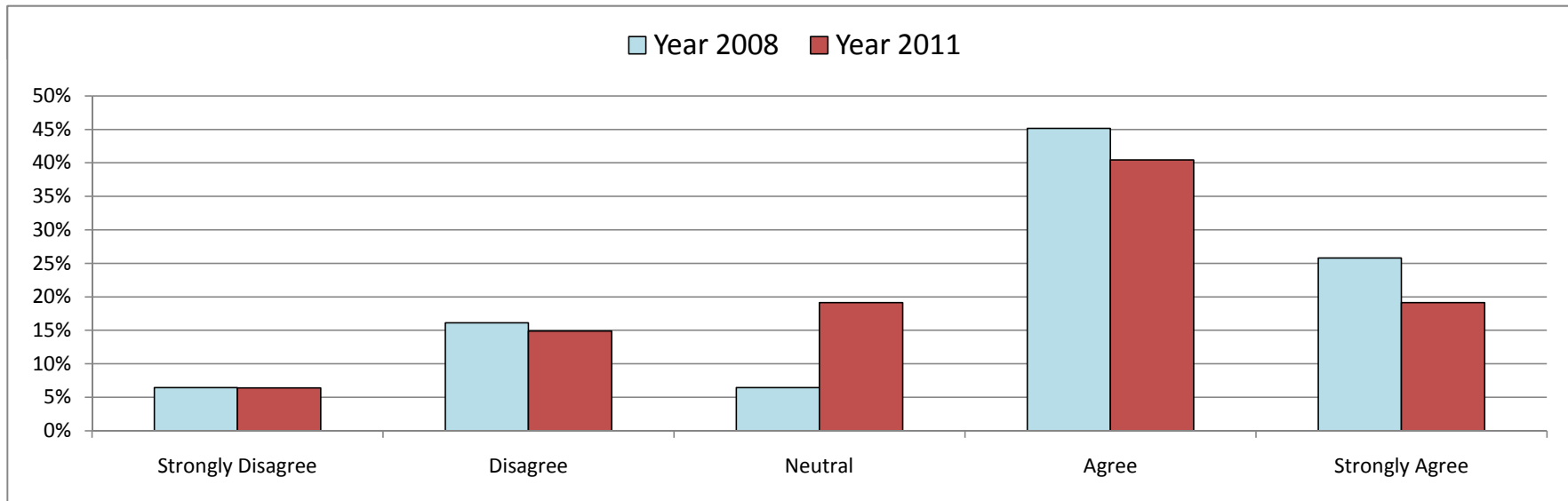
Example Change in Distribution

Compare Question 5a

Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done

|      |  | Weighting Value        |               |              |            |                     |       |               |                        |
|------|--|------------------------|---------------|--------------|------------|---------------------|-------|---------------|------------------------|
| Year | Question   | 1<br>Strongly Disagree | 2<br>Disagree | 3<br>Neutral | 4<br>Agree | 5<br>Strongly Agree | Total | Average Score | Percent Adverse (SD&D) |
| 2008 | 29_Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done | 2                      | 5             | 2            | 14         | 8                   | 31    | 3.68          | 22.6%                  |
|      |  | 6%                     | 16%           | 6%           | 45%        | 26%                 |       |               |                        |

|      |  |    |     |     |     |     |    |      |       |
|------|--|----|-----|-----|-----|-----|----|------|-------|
| 2011 | 5.a. Employees in my work group consistently look for more efficient and effective ways of getting the job done. | 3  | 7   | 9   | 19  | 9   | 47 | 3.51 | 21.3% |
|      |  | 6% | 15% | 19% | 40% | 19% |    |      |       |



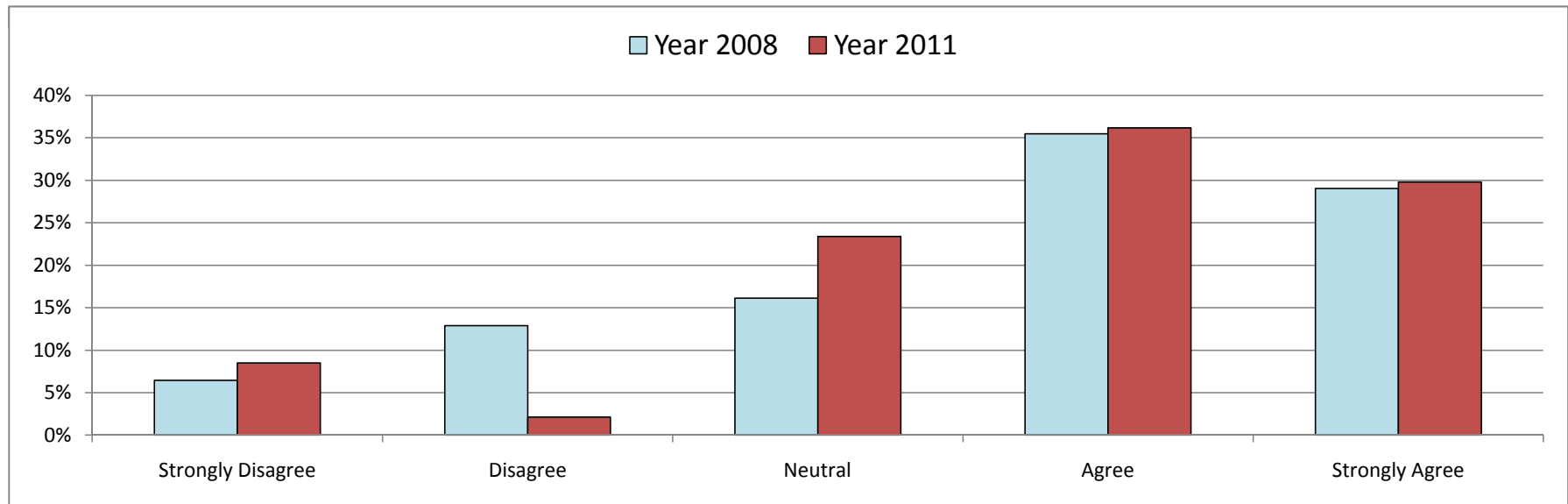
Public Safety

Example Change in Distribution

Compare Question 2g

My supervisor, or someone at work, seem to care about me as a person

|      |   | Weighting Value        |               |              |            |                     |       |               |                        |  |
|------|---|------------------------|---------------|--------------|------------|---------------------|-------|---------------|------------------------|--|
| Year | Question  | 1<br>Strongly Disagree | 2<br>Disagree | 3<br>Neutral | 4<br>Agree | 5<br>Strongly Agree | Total | Average Score | Percent Adverse (SD&D) |  |
| 2008 | 14_My supervisor, or someone at work, seem to care about me as a person     | 2                      | 4             | 5            | 11         | 9                   | 31    | 3.68          | 19.4%                  |  |
|      |   | 6%                     | 13%           | 16%          | 35%        | 29%                 |       |               |                        |  |
| 2011 | 2.g. My supervisor, or someone at work, seems to care about me as a person. | 4                      | 1             | 11           | 17         | 14                  | 47    | 3.77          | 10.6%                  |  |
|      |   | 9%                     | 2%            | 23%          | 36%        | 30%                 |       |               |                        |  |



Public Safety

Example Change in Distribution

Compare Question 2c

My department is one of the best places to work

|      |  | Weighting Value |     |     |     |     | Total | Average Score | Percent Adverse (SD&D) |
|------|--|-----------------|-----|-----|-----|-----|-------|---------------|------------------------|
| Year | Question   | 1               | 2   | 3   | 4   | 5   |       |               |                        |
| 2008 | 10_My department is one of the best places to work | 5               | 3   | 5   | 9   | 9   | 31    | 3.45          | 25.8%                  |
|      |  | 16%             | 10% | 16% | 29% | 29% |       |               |                        |

|      |   |    |     |     |     |     |    |      |       |
|------|---|----|-----|-----|-----|-----|----|------|-------|
| 2011 | 2.c. My department is one of the best places to work. | 4  | 6   | 11  | 11  | 15  | 47 | 3.57 | 21.3% |
|      |   | 9% | 13% | 23% | 23% | 32% |    |      |       |

