

Additional Analysis for
2008 Climate Survey Results
Fresno

Department or Grouping:
Information Technology Services

Prepared by

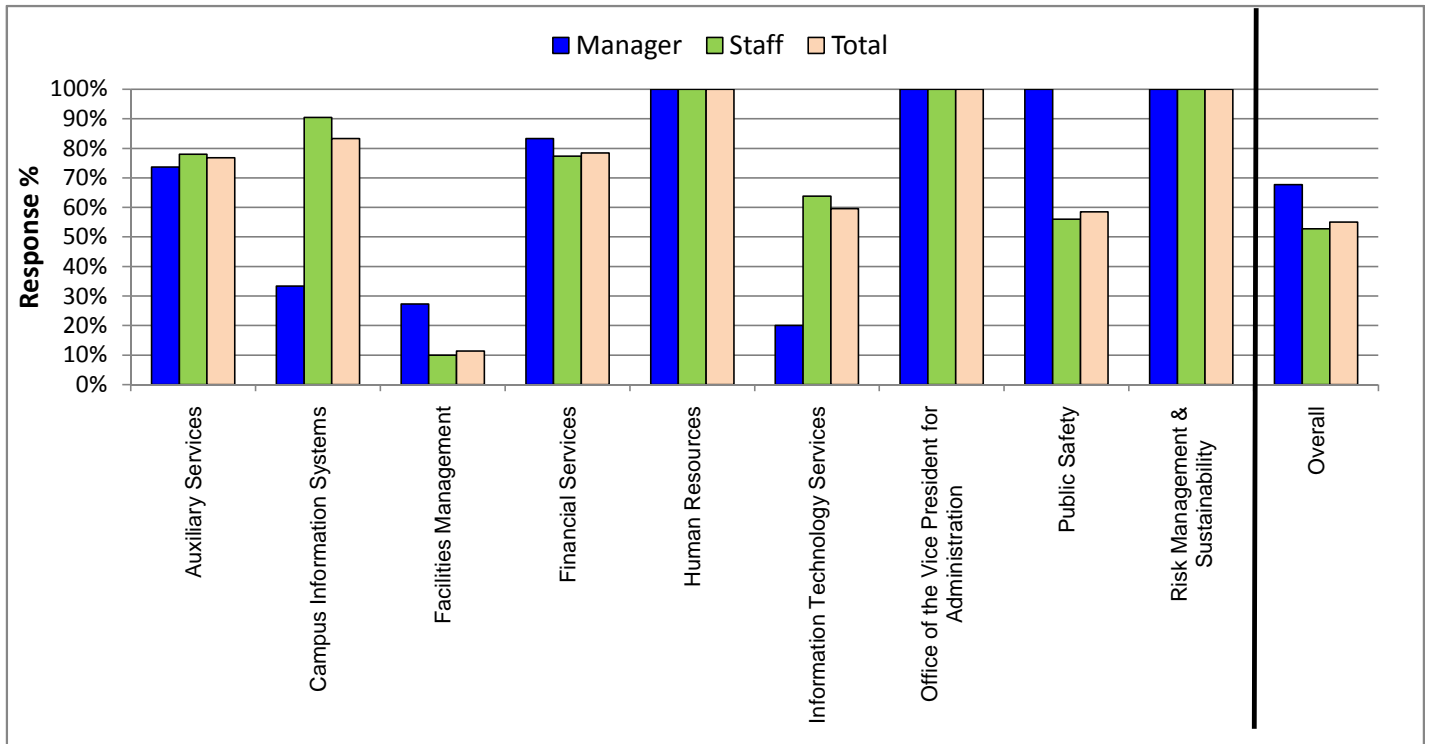
Ken DeVane
Business Solutions Services
Office of the Chancellor

Date
7/23/2009

2008 Fresno Climate Survey
 Survey Administered 10/6/08 to 10/20/08



Department	Manager			Staff			Total		
	Population	Response	%	Population	Response	%	Population	Response	%
Auxiliary Services	19	14	74%	50	39	78%	69	53	77%
Campus Information Systems	3	1	33%	21	19	90%	24	20	83%
Facilities Management	11	3	27%	121	12	10%	132	15	11%
Financial Services	12	10	83%	53	41	77%	65	51	78%
Human Resources	5	5	100%	13	13	100%	18	18	100%
Information Technology Services	5	1	20%	47	30	64%	52	31	60%
Office of the Vice President for Administration	3	3	100%	5	5	100%	8	8	100%
Public Safety	3	3	100%	50	28	56%	53	31	58%
Risk Management & Sustainability	4	4	100%	6	6	100%	10	10	100%
Overall	65	44	68%	366	193	53%	431	237	55%



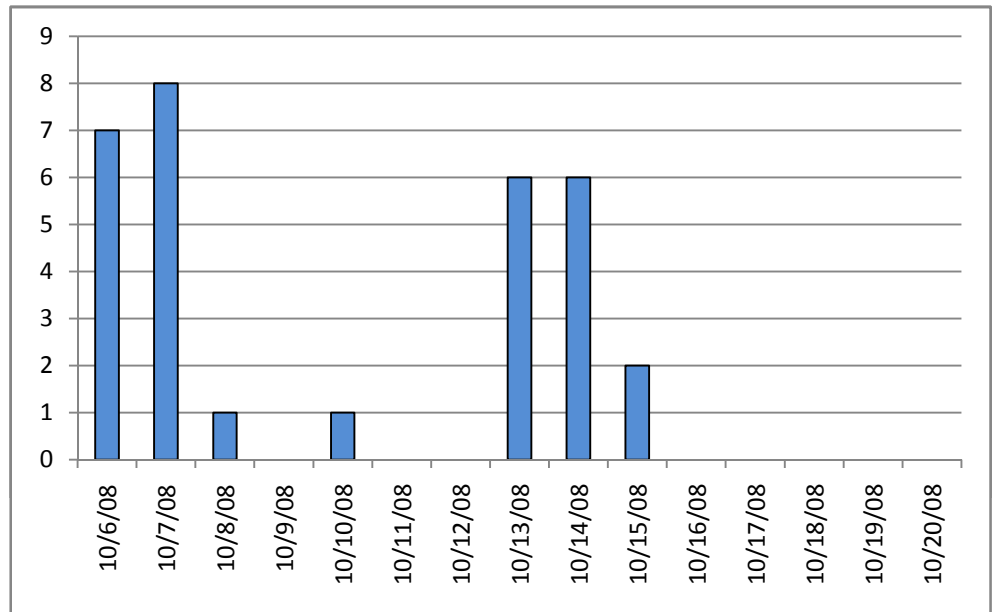
2008 Climate Survey Results
Fresno
Information Technology Services

Total Number Responding for Group **31**

Responses to Survey

Date of Response	Count
10/6/08	7
10/7/08	8
10/8/08	1
10/9/08	0
10/10/08	1
10/11/08	0
10/13/08	6
10/14/08	6
10/15/08	2
10/16/08	0
10/17/08	0
10/20/08	0
Total	31

(Not including manually input responses from paper surveys)

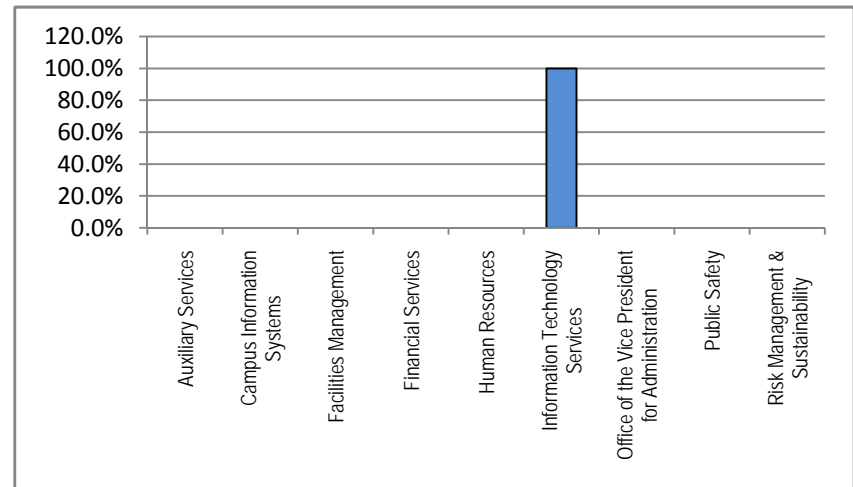


2008 Climate Survey Results

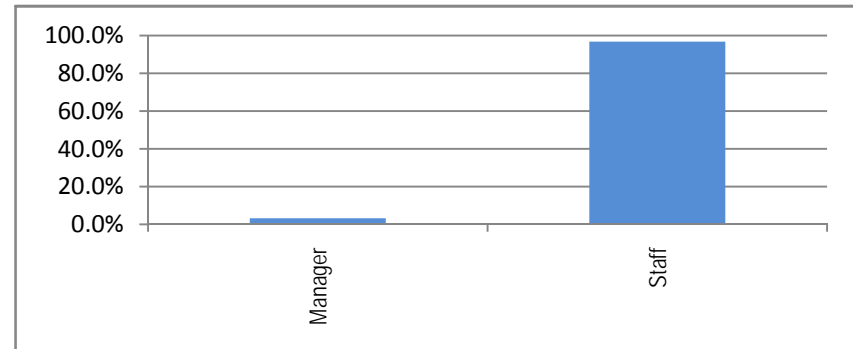
Fresno

Information Technology Services

49_Please select your department	Count	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	31	100.0%
Office of the Vice President for Administration	0	0.0%
Public Safety	0	0.0%
Risk Management & Sustainability	0	0.0%
Grand Total	31	100.0%

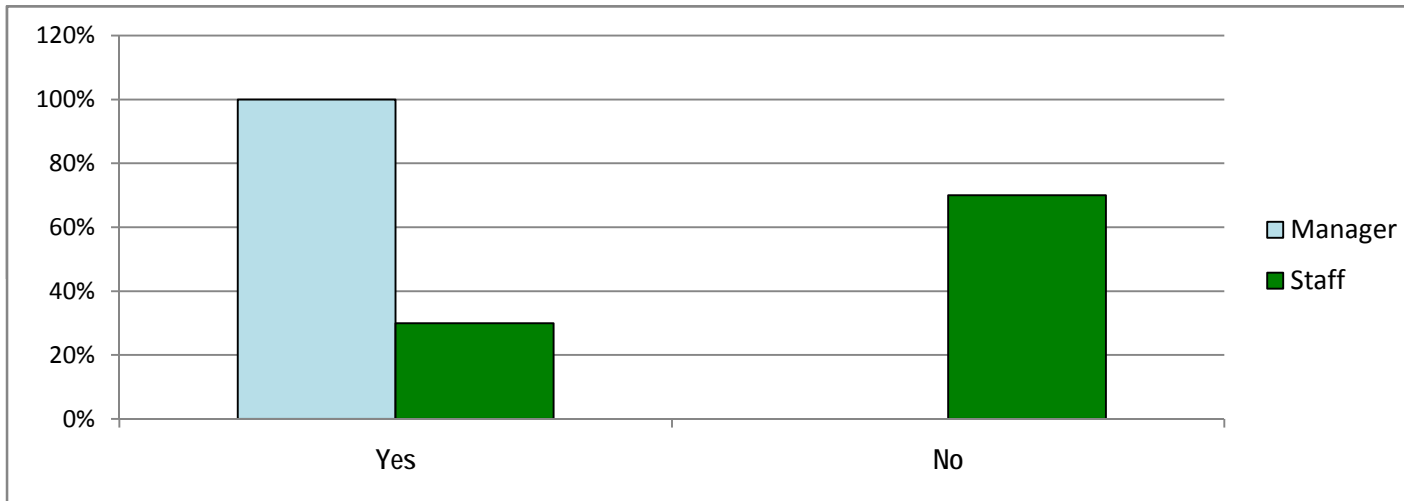


50_Please select whether you are MPP or staff	Count	Percent
Manager	1	3.2%
Staff	30	96.8%
Grand Total	31	100.0%



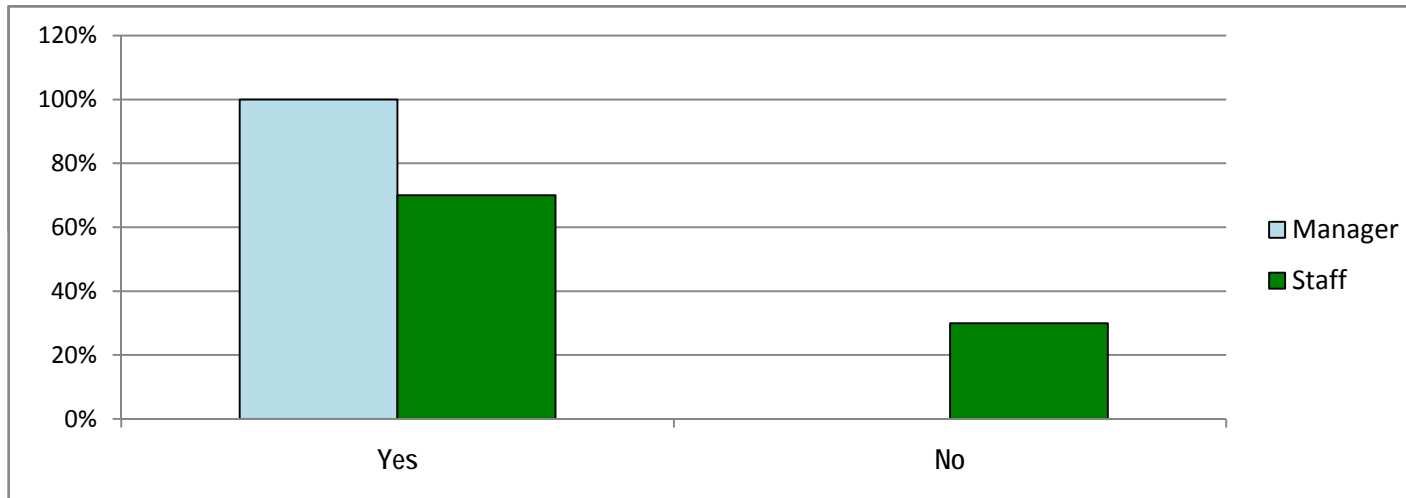
2008 Climate Survey Results
Fresno
Information Technology Services

46_Have you participated in any of our Wellness at Work programs?	Manager		Staff		Total	
	Count	Percent	Count	Percent	Count	Percent
Yes	1	100.0%	9	30.0%	10	32.3%
No	0	0.0%	21	70.0%	21	67.7%
Grand Total	1	100.0%	30	100.0%	31	100.0%



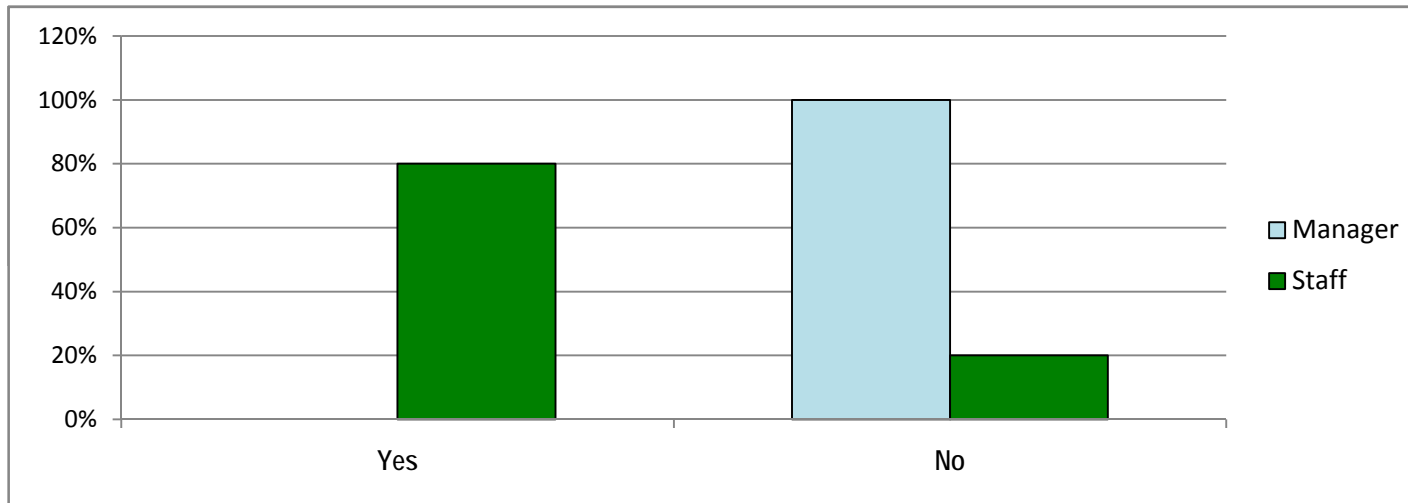
2008 Climate Survey Results
Fresno
Information Technology Services

47_As expanded programs become available, are you interested in participating in alternative transportation (bus, carpool, biking) programs?	Manager		Staff		Total	
	Count	Percent	Count	Percent	Total	Percent
Yes	1	100.0%	21	70.0%	22	71.0%
No	0	0.0%	9	30.0%	9	29.0%
Grand Total	1	100.0%	30	100.0%	31	100.0%



2008 Climate Survey Results
Fresno
Information Technology Services

48_I would be interested in working four 10-hour workdays during the summer	Manager		Staff		Total	
	Count	Percent	Count	Percent	Total	Percent
Yes	0	0.0%	24	80.0%	24	77.4%
No	1	100.0%	6	20.0%	7	22.6%
Grand Total	1	100.0%	30	100.0%	31	100.0%



The following tables and charts are for Staff Only in this department group

2008 Climate Survey Results
Fresno
Information Technology Services

Agreement: Count of Responses

Staff

For this group

Question	Weighting Value	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	Total	Average Score	Correlation to	
									"10...best places to work"	35...satisfied w/ leadership
1_I know how my job directly supports the division's goals		0	1	3	19	7	30	4.07	0.348	0.412
2_I have guidelines to assist me in making decisions that affect my work		2	1	6	16	5	30	3.70	0.472	0.352
3_My direct supervisor is accessible to me		0	1	4	9	16	30	4.33	0.223	0.213
4_In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with		0	2	5	11	12	30	4.10	0.162	0.126
5_I take pride in my work		0	0	3	6	21	30	4.60	0.284	0.277
6_There is a direct connection between the work I do and the success of the university		1	1	9	12	7	30	3.77	0.338	0.168
7_I receive constructive feedback from my supervisor about the quality of my work		2	1	6	14	7	30	3.77	0.490	0.416
8_I would recommend Fresno State as a good place to work		2	3	7	12	6	30	3.57	0.721	0.563
9_I would recommend The California State University as a good place to work		1	1	7	14	7	30	3.83	0.628	0.472
10_My department is one of the best places to work		3	5	9	8	5	30	3.23	1.000	0.631
11_My division is one of the best places to work		2	2	9	11	6	30	3.57	0.818	0.553
12_I feel like my ideas and opinions are listened to by my supervisor		3	3	3	17	4	30	3.53	0.345	0.450
13_Employees in my work group respect each others' differences		1	4	6	16	3	30	3.53	0.153	0.103
14_My supervisor, or someone at work, seem to care about me as a person		0	3	4	16	7	30	3.90	0.564	0.381
15_I see career growth and advancement opportunities for myself at Fresno State		8	4	7	8	3	30	2.80	0.583	0.779
16_I am encouraged to be creative to resolve problems or accomplish assignments		0	5	6	15	4	30	3.60	0.599	0.656
17_My work group is receptive to my suggestions for improving our work		1	3	7	17	2	30	3.53	0.510	0.489
18_Employees in my work group resolve conflicts directly with each other		2	6	11	11	0	30	3.03	0.175	0.154
19_Teamwork is encouraged in my department		0	6	4	15	5	30	3.63	0.580	0.642
20_My opinions are valued in my work group		2	2	7	16	3	30	3.53	0.511	0.465

2008 Climate Survey Results
Fresno
Information Technology Services

Agreement: Count of Responses, Continued

Staff

For this group

Question	Weighting Value	1	2	3	4	5	Total	Average Score	Correlation to	
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	"10...best places to work"			35...satisfied w/ leadership	
21_There is cooperation between the work groups in my department	2	5	12	11	0	30	3.07	0.296	0.502	
22_There is cooperation between departments in the division	2	3	18	6	1	30	3.03	0.291	0.501	
23_I have access to sufficient information to do my job well	1	4	10	13	2	30	3.37	0.499	0.561	
24_The tools, resources and equipment (including computer equipment I need to get my work done are readily available	3	0	8	13	6	30	3.63	0.339	0.442	
25_My department has provided me with opportunities to broaden my skills and knowledge	2	5	12	8	3	30	3.17	0.344	0.569	
26_I am empowered to make decisions that help me provide better	1	4	7	15	3	30	3.50	0.217	0.305	
27_Employees in my immediate work unit are highly motivated to contribute to the success of the university	4	5	8	13	0	30	3.00	0.547	0.471	
28_Meetings are well planned and executed at Fresno State	3	6	16	5	0	30	2.77	0.514	0.487	
29_Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	2	2	8	16	2	30	3.47	0.340	0.305	
30_I handle the resources of the university as if they were my own	0	1	6	15	8	30	4.00	-0.215	0.036	
31_I generally feel informed about changes that affect me	1	5	13	10	1	30	3.17	0.220	0.362	
32_An explanation is provided to me for short deadlines	5	4	9	11	1	30	2.97	0.322	0.635	
33_My supervisor fairly evaluates my performance	2	5	9	10	4	30	3.30	0.350	0.514	
34_I trust the employees in my work group	1	6	4	16	3	30	3.47	0.399	0.448	
35_I am satisfied with the leadership in my department	5	6	5	13	1	30	2.97	0.631	1.000	
36_My work contributes to the division's mission and vision	0	1	8	15	6	30	3.87	0.216	0.324	
37_The mission and vision of the division make me feel that my job is important	2	1	14	12	1	30	3.30	0.415	0.688	
38_I have someone at work who encourages my professional development	2	7	9	7	5	30	3.20	0.561	0.530	
39_The Division clearly communicates its goals and strategies to me	1	5	7	15	2	30	3.40	0.617	0.714	
40_Employees in my immediate work unit consistently put in extra effort beyond what is expected	3	4	12	9	2	30	3.10	0.061	0.003	

2008 Climate Survey Results
Fresno
Information Technology Services

Agreement: Count of Responses, Continued

Staff

For this group

Question	Weighting Value	1	2	3	4	5	Total	Average Score	Correlation to	
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	"10...best places to work"			35...satisfied w/ leadership	
41_My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department		4	6	4	14	2	30	3.13	0.301	0.443
42_My direct supervisor involves me in determining performance goals		5	4	9	10	2	30	3.00	0.281	0.518
43_Disagreements among employees in my work group are managed effectively		7	0	15	8	0	30	2.80	0.551	0.460
44_I receive recognition for my good work		7	4	9	10	0	30	2.73	0.478	0.694
45_I feel my safety on campus is a priority		1	0	11	11	7	30	3.77	0.592	0.538

2008 Climate Survey Results
Fresno
Information Technology Services

Agreement: % of Responses

Staff

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
1_I know how my job directly supports the division's goals	0.0%	3.3%	10.0%	63.3%	23.3%	100.0%	3.3%	86.7%
2_I have guidelines to assist me in making decisions that affect my work	6.7%	3.3%	20.0%	53.3%	16.7%	100.0%	10.0%	70.0%
3_My direct supervisor is accessible to me	0.0%	3.3%	13.3%	30.0%	53.3%	100.0%	3.3%	83.3%
4_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%	6.7%	16.7%	36.7%	40.0%	100.0%	6.7%	76.7%
5_I take pride in my work	0.0%	0.0%	10.0%	20.0%	70.0%	100.0%	0.0%	90.0%
6_There is a direct connection between the work I do and the success of the university	3.3%	3.3%	30.0%	40.0%	23.3%	100.0%	6.7%	63.3%
7_I receive constructive feedback from my supervisor about the quality of my work	6.7%	3.3%	20.0%	46.7%	23.3%	100.0%	10.0%	70.0%
8_I would recommend Fresno State as a good place to work	6.7%	10.0%	23.3%	40.0%	20.0%	100.0%	16.7%	60.0%
9_I would recommend The California State University as a good place to work	3.3%	3.3%	23.3%	46.7%	23.3%	100.0%	6.7%	70.0%
10_My department is one of the best places to work	10.0%	16.7%	30.0%	26.7%	16.7%	100.0%	26.7%	43.3%
11_My division is one of the best places to work	6.7%	6.7%	30.0%	36.7%	20.0%	100.0%	13.3%	56.7%
12_I feel like my ideas and opinions are listened to by my supervisor	10.0%	10.0%	10.0%	56.7%	13.3%	100.0%	20.0%	70.0%
13_Employees in my work group respect each others' differences	3.3%	13.3%	20.0%	53.3%	10.0%	100.0%	16.7%	63.3%
14_My supervisor, or someone at work, seem to care about me as a person	0.0%	10.0%	13.3%	53.3%	23.3%	100.0%	10.0%	76.7%
15_I see career growth and advancement opportunities for myself at Fresno State	26.7%	13.3%	23.3%	26.7%	10.0%	100.0%	40.0%	36.7%
16_I am encouraged to be creative to resolve problems or accomplish assignments	0.0%	16.7%	20.0%	50.0%	13.3%	100.0%	16.7%	63.3%
17_My work group is receptive to my suggestions for improving our work	3.3%	10.0%	23.3%	56.7%	6.7%	100.0%	13.3%	63.3%
18_Employees in my work group resolve conflicts directly with each other	6.7%	20.0%	36.7%	36.7%	0.0%	100.0%	26.7%	36.7%
19_Teamwork is encouraged in my department	0.0%	20.0%	13.3%	50.0%	16.7%	100.0%	20.0%	66.7%
20_My opinions are valued in my work group	6.7%	6.7%	23.3%	53.3%	10.0%	100.0%	13.3%	63.3%

2008 Climate Survey Results
Fresno
Information Technology Services

Agreement: % of Responses, continued

Staff

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
21_ There is cooperation between the work groups in my department	6.7%	16.7%	40.0%	36.7%	0.0%	100.0%	23.3%	36.7%
22_ There is cooperation between departments in the division	6.7%	10.0%	60.0%	20.0%	3.3%	100.0%	16.7%	23.3%
23_ I have access to sufficient information to do my job well	3.3%	13.3%	33.3%	43.3%	6.7%	100.0%	16.7%	50.0%
24_ The tools, resources and equipment (including computer equipment I need to get my work done are readily available	10.0%	0.0%	26.7%	43.3%	20.0%	100.0%	10.0%	63.3%
25_ My department has provided me with opportunities to broaden my skills and knowledge	6.7%	16.7%	40.0%	26.7%	10.0%	100.0%	23.3%	36.7%
26_ I am empowered to make decisions that help me provide better	3.3%	13.3%	23.3%	50.0%	10.0%	100.0%	16.7%	60.0%
27_ Employees in my immediate work unit are highly motivated to contribute to the success of the university	13.3%	16.7%	26.7%	43.3%	0.0%	100.0%	30.0%	43.3%
28_ Meetings are well planned and executed at Fresno State	10.0%	20.0%	53.3%	16.7%	0.0%	100.0%	30.0%	16.7%
29_ Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	6.7%	6.7%	26.7%	53.3%	6.7%	100.0%	13.3%	60.0%
30_ I handle the resources of the university as if they were my own	0.0%	3.3%	20.0%	50.0%	26.7%	100.0%	3.3%	76.7%
31_ I generally feel informed about changes that affect me	3.3%	16.7%	43.3%	33.3%	3.3%	100.0%	20.0%	36.7%
32_ An explanation is provided to me for short deadlines	16.7%	13.3%	30.0%	36.7%	3.3%	100.0%	30.0%	40.0%
33_ My supervisor fairly evaluates my performance	6.7%	16.7%	30.0%	33.3%	13.3%	100.0%	23.3%	46.7%
34_ I trust the employees in my work group	3.3%	20.0%	13.3%	53.3%	10.0%	100.0%	23.3%	63.3%
35_ I am satisfied with the leadership in my department	16.7%	20.0%	16.7%	43.3%	3.3%	100.0%	36.7%	46.7%
36_ My work contributes to the division's mission and vision	0.0%	3.3%	26.7%	50.0%	20.0%	100.0%	3.3%	70.0%
37_ The mission and vision of the division make me feel that my job is important	6.7%	3.3%	46.7%	40.0%	3.3%	100.0%	10.0%	43.3%
38_ I have someone at work who encourages my professional development	6.7%	23.3%	30.0%	23.3%	16.7%	100.0%	30.0%	40.0%
39_ The Division clearly communicates its goals and strategies to me	3.3%	16.7%	23.3%	50.0%	6.7%	100.0%	20.0%	56.7%
40_ Employees in my immediate work unit consistently put in extra effort beyond what is expected	10.0%	13.3%	40.0%	30.0%	6.7%	100.0%	23.3%	36.7%

2008 Climate Survey Results
Fresno
Information Technology Services

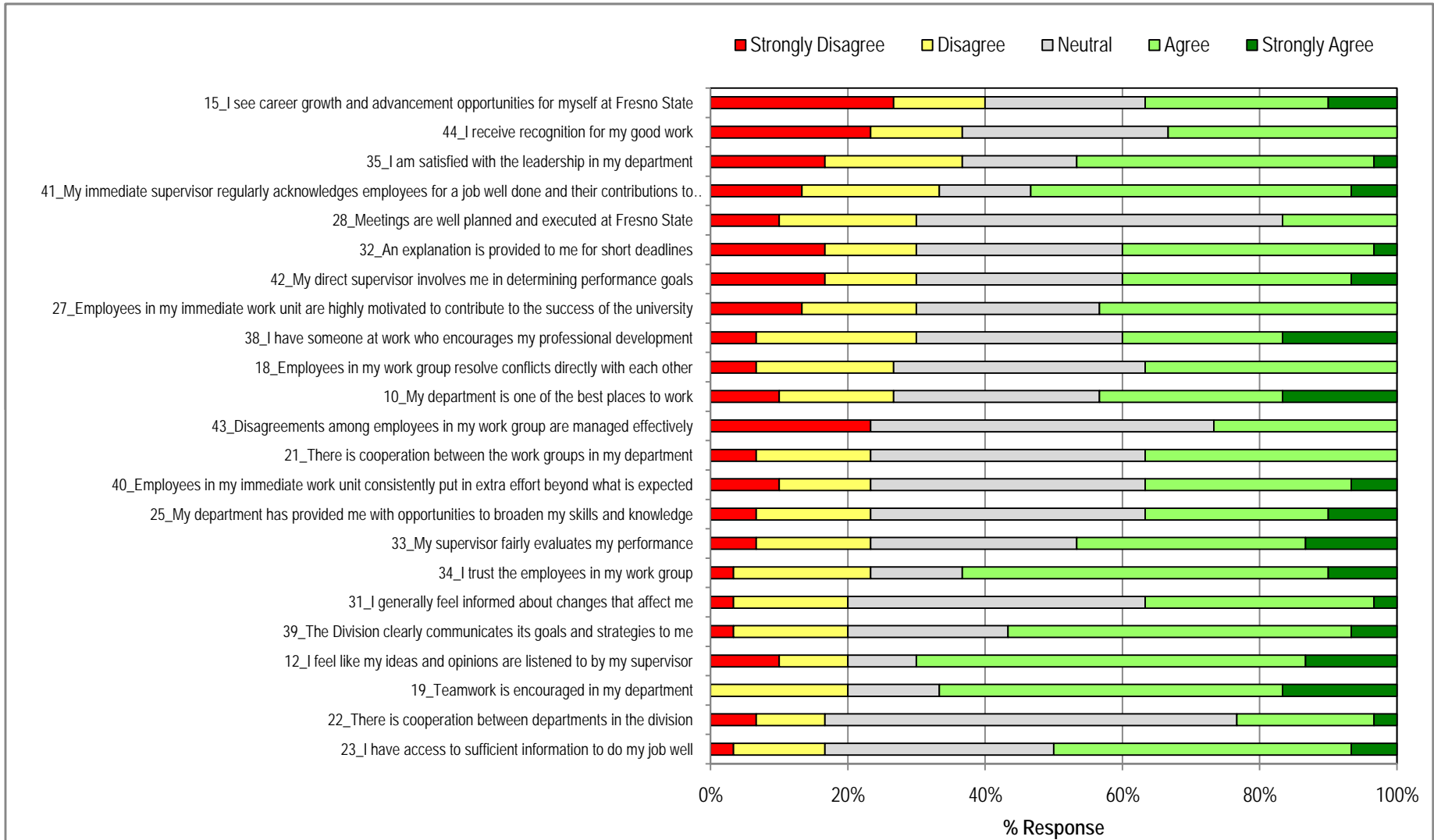
Agreement: % of Responses, continued

Staff

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Sum of Adverse (SD + D)	Sum of Positive (A + SA)
41_My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	13.3%	20.0%	13.3%	46.7%	6.7%	100.0%	33.3%	53.3%
42_My direct supervisor involves me in determining performance goals	16.7%	13.3%	30.0%	33.3%	6.7%	100.0%	30.0%	40.0%
43_Disagreements among employees in my work group are managed effectively	23.3%	0.0%	50.0%	26.7%	0.0%	100.0%	23.3%	26.7%
44_I receive recognition for my good work	23.3%	13.3%	30.0%	33.3%	0.0%	100.0%	36.7%	33.3%
45_I feel my safety on campus is a priority	3.3%	0.0%	36.7%	36.7%	23.3%	100.0%	3.3%	60.0%

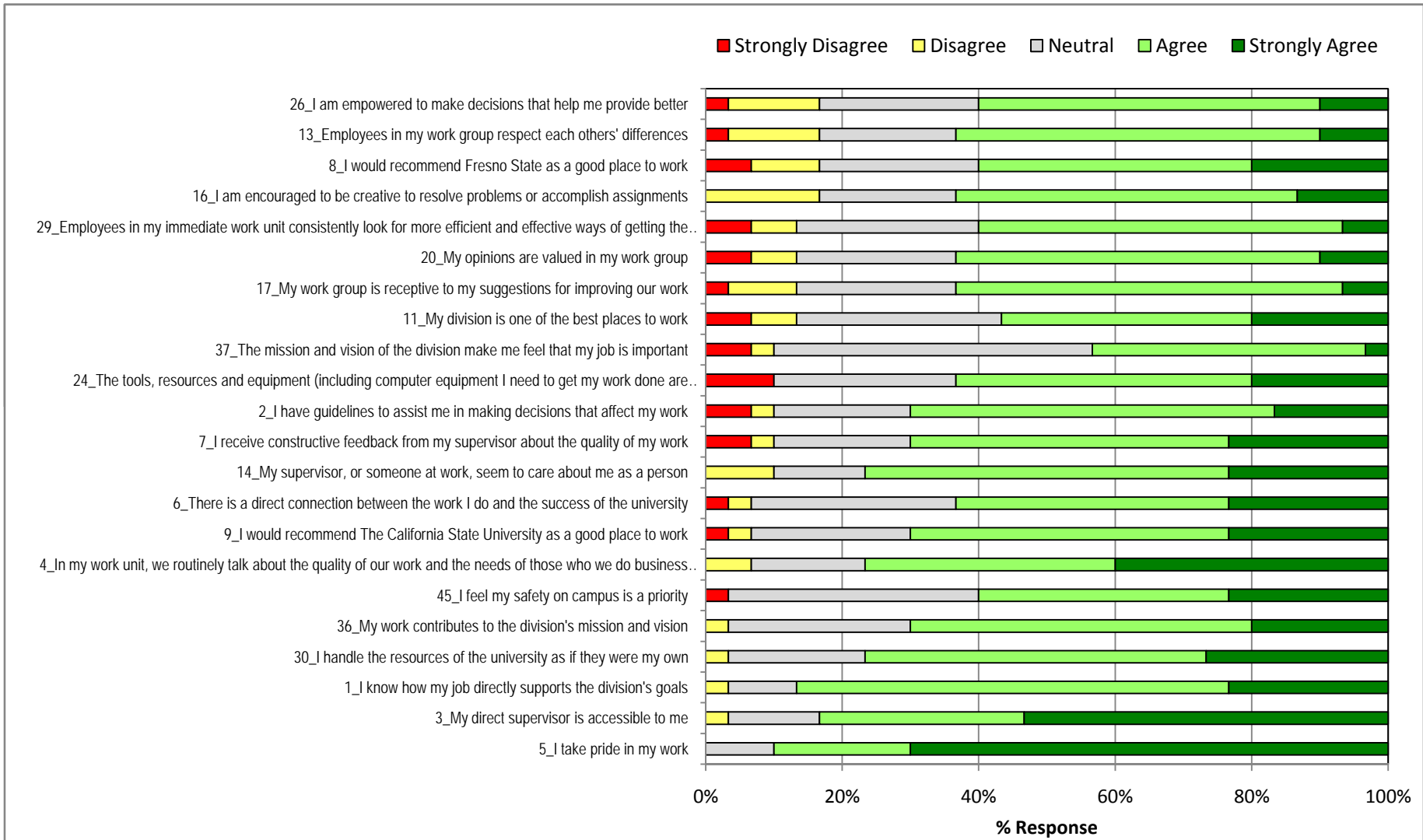
2008 Climate Survey Results
Fresno
Information Technology Services

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



2008 Climate Survey Results
Fresno
Information Technology Services

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



2008 Climate Survey Results
Fresno
Information Technology Services

Comparison of Performance and Importance (Correlation)

Staff

Used for Scatter Chart
 Correlations for all staff.

For Comparison Only
 Correlations for this dept.

Question	Label Number	This Group	All Staff	All Staff
		Performance	Correlation	Correlation
		Average	10_best places to work	35_satisfied w/ leadership
1_I know how my job directly supports the division's goals	1	4.067	0.456	0.469
2_I have guidelines to assist me in making decisions that affect my work	2	3.700	0.481	0.500
3_My direct supervisor is accessible to me	3	4.333	0.399	0.470
4_In my work unit, we routinely talk about the quality of our work and the needs of those who we do business with	4	4.100	0.460	0.497
5_I take pride in my work	5	4.600	0.416	0.346
6_There is a direct connection between the work I do and the success of the university	6	3.767	0.320	0.308
7_I receive constructive feedback from my supervisor about the quality of my work	7	3.767	0.562	0.597
8_I would recommend Fresno State as a good place to work	8	3.567	0.699	0.645
9_I would recommend The California State University as a good place to work	9	3.833	0.589	0.506
10_My department is one of the best places to work	10	3.233	1.000	0.786
11_My division is one of the best places to work	11	3.567	0.813	0.662
12_I feel like my ideas and opinions are listened to by my supervisor	12	3.533	0.603	0.635
13_Employees in my work group respect each others' differences	13	3.533	0.486	0.445
14_My supervisor, or someone at work, seem to care about me as a person	14	3.900	0.595	0.542
15_I see career growth and advancement opportunities for myself at Fresno State	15	2.800	0.587	0.605
16_I am encouraged to be creative to resolve problems or accomplish assignments	16	3.600	0.617	0.628
17_My work group is receptive to my suggestions for improving our work	17	3.533	0.564	0.535
18_Employees in my work group resolve conflicts directly with each other	18	3.033	0.443	0.380
19_Teamwork is encouraged in my department	19	3.633	0.637	0.670
20_My opinions are valued in my work group	20	3.533	0.552	0.508
21_There is cooperation between the work groups in my department	21	3.067	0.598	0.606
22_There is cooperation between departments in the division	22	3.033	0.454	0.551
23_I have access to sufficient information to do my job well	23	3.367	0.498	0.537

This Dept	This Dept
Correlation	Correlation
10_best places to work	35_satisfied w/ leadership
0.348	0.412
0.472	0.352
0.223	0.213
0.162	0.126
0.284	0.277
0.338	0.168
0.490	0.416
0.721	0.563
0.628	0.472
1.000	0.631
0.818	0.553
0.345	0.450
0.153	0.103
0.564	0.381
0.583	0.779
0.599	0.656
0.510	0.489
0.175	0.154
0.580	0.642
0.511	0.465
0.296	0.502
0.291	0.501
0.499	0.561

2008 Climate Survey Results

Fresno

Information Technology Services

24_The tools, resources and equipment (including computer equipment I need to get my work done are readily available	24	3.633	0.478	0.488
25_My department has provided me with opportunities to broaden my skills and knowledge	25	3.167	0.563	0.652
26_I am empowered to make decisions that help me provide better	26	3.500	0.565	0.615
27_Employees in my immediate work unit are highly motivated to contribute to the success of the university	27	3.000	0.652	0.599
28_Meetings are well planned and executed at Fresno State	28	2.767	0.539	0.551
29_Employees in my immediate work unit consistently look for more efficient and effective ways of getting the job done	29	3.467	0.526	0.444
30_I handle the resources of the university as if they were my own	30	4.000	0.344	0.295
31_I generally feel informed about changes that affect me	31	3.167	0.558	0.662
32_An explanation is provided to me for short deadlines	32	2.967	0.572	0.655
33_My supervisor fairly evaluates my performance	33	3.300	0.575	0.616
34_I trust the employees in my work group	34	3.467	0.495	0.521
35_I am satisfied with the leadership in my department	35	2.967	0.786	1.000
36_My work contributes to the division's mission and vision	36	3.867	0.467	0.449
37_The mission and vision of the division make me feel that my job is important	37	3.300	0.539	0.544
38_I have someone at work who encourages my professional development	38	3.200	0.595	0.572
39_The Division clearly communicates its goals and strategies to me	39	3.400	0.541	0.615
40_Employees in my immediate work unit consistently put in extra effort beyond what is expected	40	3.100	0.415	0.338
41_My immediate supervisor regularly acknowledges employees for a job well done and their contributions to the department	41	3.133	0.503	0.607
42_My direct supervisor involves me in determining performance goals	42	3.000	0.473	0.572
43_Disagreements among employees in my work group are managed effectively	43	2.800	0.549	0.600
44_I receive recognition for my good work	44	2.733	0.569	0.675
45_I feel my safety on campus is a priority	45	3.767	0.379	0.349
Median	M	3.467	0.549	0.551

0.339	0.442
0.344	0.569
0.217	0.305
0.547	0.471
0.514	0.487
0.340	0.305
-0.215	0.036
0.220	0.362
0.322	0.635
0.350	0.514
0.399	0.448
0.631	1.000
0.216	0.324
0.415	0.688
0.561	0.530
0.617	0.714
0.061	0.003
0.301	0.443
0.281	0.518
0.551	0.460
0.478	0.694
0.592	0.538

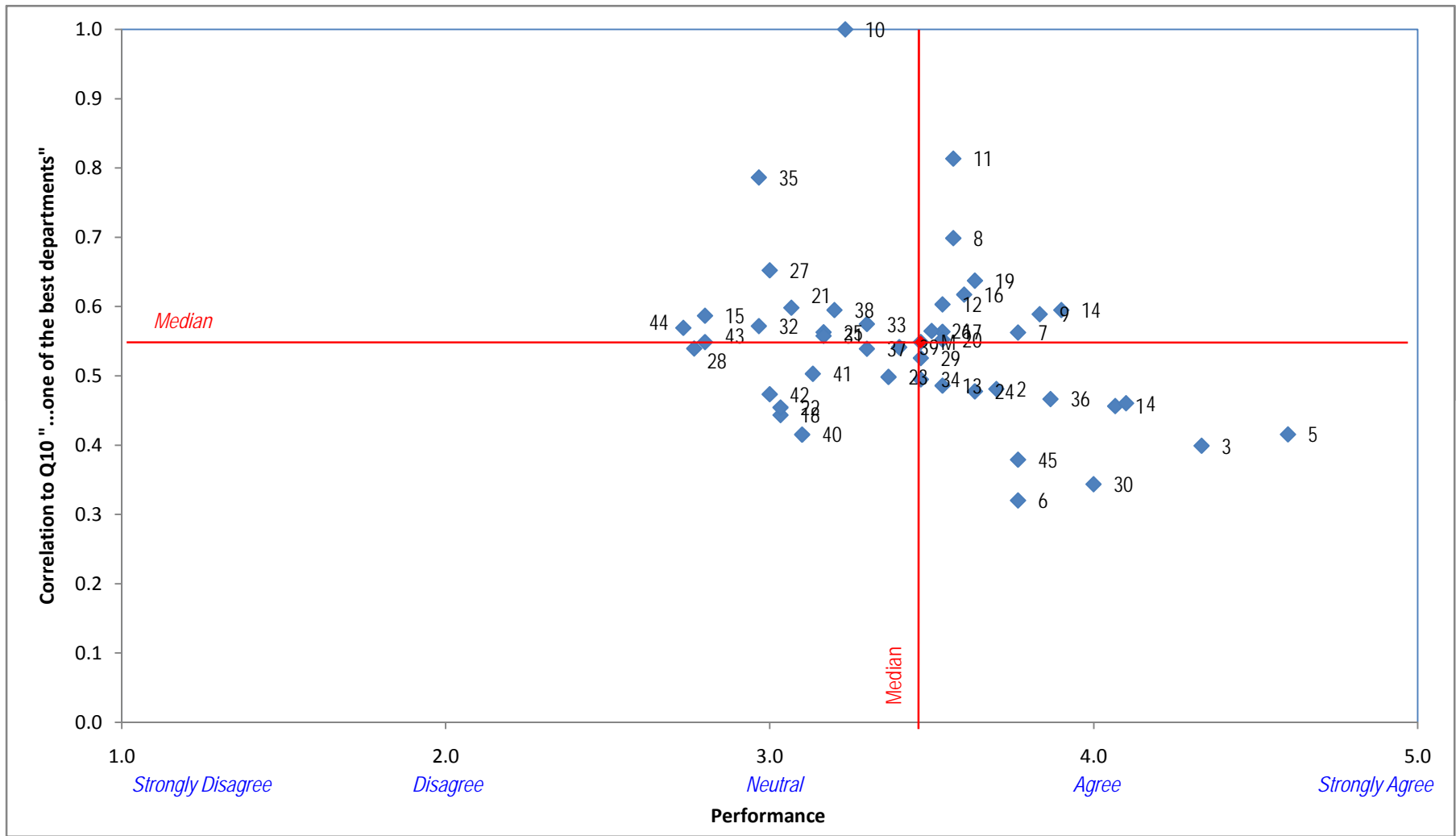
2008 Climate Survey Results
Fresno
Information Technology Services

Comparison of Performance and Importance (Correlation)

Staff

Full Scale Shown (0 to 1, 1 to 5)

Using correlation to all staff members/all depts response fo Question 10, "My department is one of the best places to work."



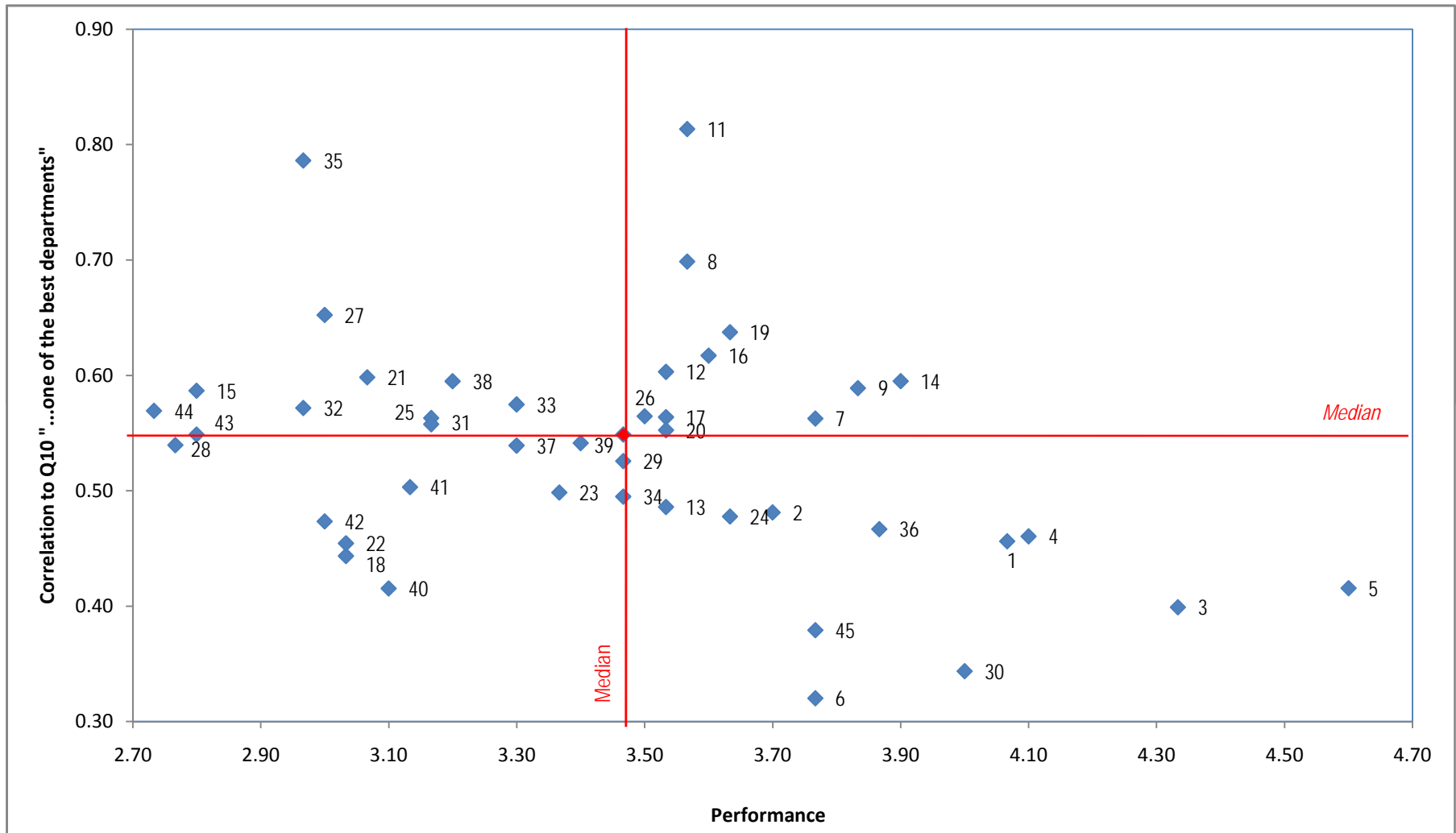
2008 Climate Survey Results
Fresno
Information Technology Services

Comparison of Performance and Importance (Correlation)

Staff

Magnified scale

Using correlation to all staff members/all depts response fo Question 10, "My department is one of the best places to work."



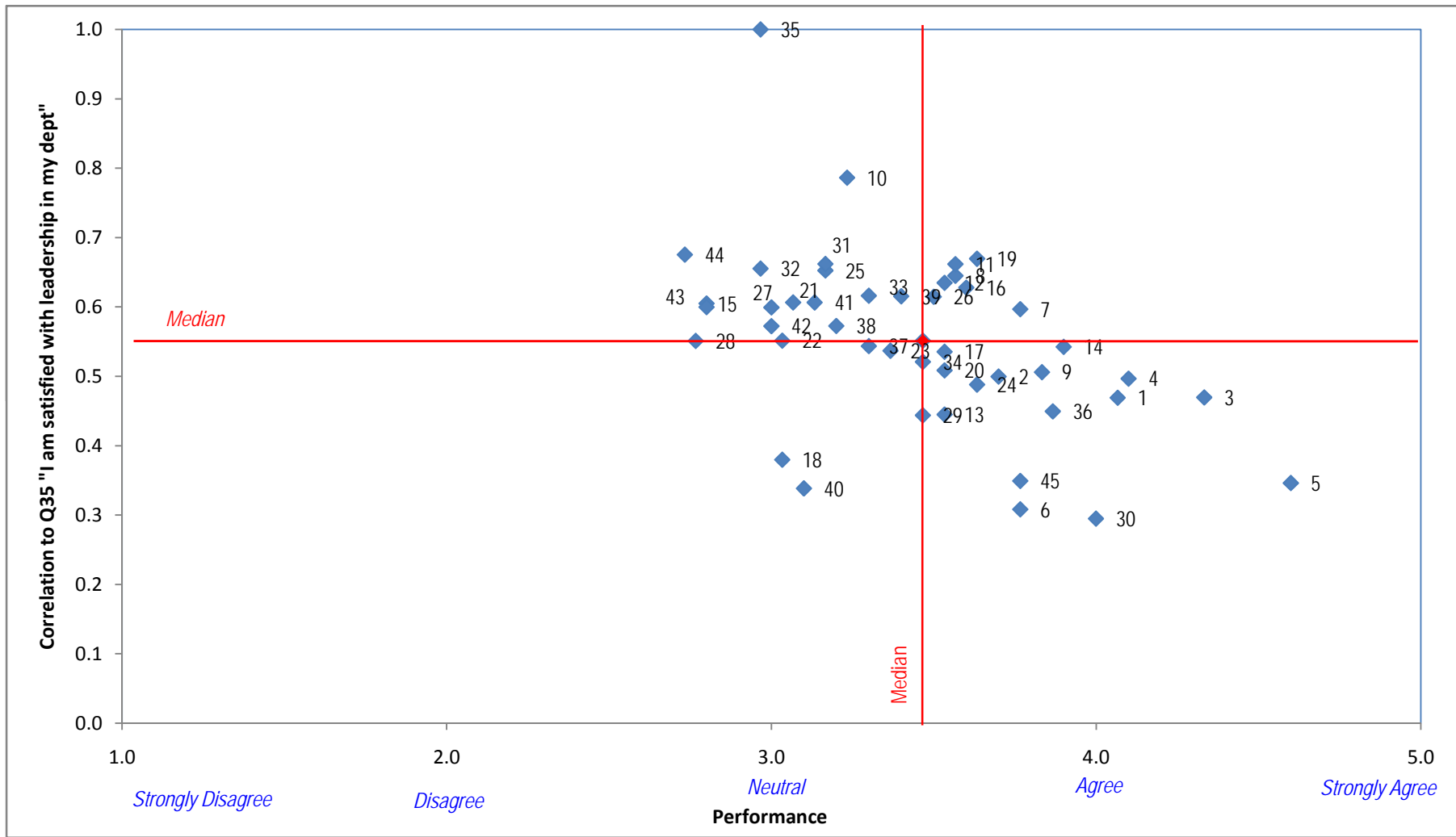
2008 Climate Survey Results
Fresno
Information Technology Services

Comparison of Performance and Importance (Correlation)

Staff

Full Scale Shown (0 to 1, 1 to 5)

Using correlation to all staff members/all depts response fo Question 35, "I am satisfied with the leadership in my department."



Comparison of Performance and Importance (Correlation)

Staff

Magnified scale

Using correlation to all staff members/all depts response fo Question 35, "I am satisfied with the leadership in my department."

