
From: Senior Vice Chancellor John Plotts <SVC@UCSF.EDU>
Sent: Wednesday, August 03, 2011 3:27 PM
To: FAS-STAFF@LISTSRV.UCSF.EDU
Subject: Employee Engagement Survey Results

FINANCE AND ADMINISTRATIVE SERVICES (FAS) COMMUNITY

Thank you for responding to the Gallup staff engagement survey. Seventy-eight percent of us working in FAS took the survey - we heard from nearly eight out of ten FAS employees. Shortly, the results will be made available for our managers' review and we will begin to work together to ensure your opinions count as we move forward in the process.

FAS' Grand Mean - an average of the twelve questions designed to measure engagement - is included as a part of the campus score of 3.62 on a 5-point scale. The two areas where FAS scored the highest were in having the materials and equipment to do our work right, and the mission/purpose of our organization making us feel our jobs are important.

These results provide a baseline measurement from which we can improve. We will be using Gallup's proven process to move forward in our efforts to further engage all of us working together as a team. I want to be clear that I do not view this as another program with templates and deadlines. Although we do need to implement a consistent process, the real impact to engagement will come through:

- Listening to what is important to individuals on your team
- Developing an actionable plan based on your team's unique priorities
- Being mindful of the twelve aspects of engagement in our ongoing interactions with colleagues

To gauge our progress, a short follow-up survey will be conducted in the spring and another full survey will take place in 2013. The timeline for team meetings, where managers will share your team results and you will develop a plan, will be determined by your department.

Gallup has provided UCSF with training materials to help managers understand results and build a team plan. Managers are strongly encouraged to attend the training before meeting with their teams to discuss results. More information will be forthcoming from Human Resources on times and dates for manager training sessions. For additional help and questions on the process, please contact Development and Training Manager Don Diettinger at don.diettinger@ucsf.edu or Becky Daro in the FAS Office of Strategy Management at rebecca.daro@ucsf.edu.

Employee engagement is a meaningful measurement of our being a great place to work. Your investment in this survey process to date was only the starting point. Now each of us must listen to our team mates to understand what actions we can take to improve our environment for the benefit of all of us as individuals, as well as UCSF. Together, let's commit to making UCSF an outstanding place to work. It's really up to us.

John E. Plotts
Senior Vice Chancellor—Finance and Administration