

**From:** [Senior Vice Chancellor John Plotts](#)  
**To:** [FAS-STAFF@LISTSRV.UCSF.EDU](mailto:FAS-STAFF@LISTSRV.UCSF.EDU)  
**Subject:** FAS Employee Engagement Survey  
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Dear Finance and Administrative Services (FAS) Community,

Fiscal year 2011-12 was busy for FAS with many significant accomplishments to exemplify our collective efforts to push forward UCSF's 2014-15 Plan. Given how busy we have all been, I would like to express how pleased I am with FAS's results from the employee engagement pulse survey – the three-question survey conducted in April to measure UCSF progress on rolling out the Gallup survey results and developing action plans toward improving employee engagement. UCSF and FAS consolidated survey results are shown below and indicate we are off to a good start. Your work group results will be communicated to you by managers within your department.

	UCSF	FAS
<b>Response Rate</b>	16%	59%
<b>% Yes:</b>		
<b>1. Gallup results were reviewed with employees in my organization</b>	75%	88%
<b>2. My work group developed an action plan(s) to address survey findings</b>	64%	84%
<b>3. I have seen progress on our action plan(s)</b>	50%	73%

The goal of the Chancellor's Executive Committee (CEC) and FAS Leadership is to improve employee engagement as an important metric in showing progress on our People goal: Be the workplace of choice for diverse, top tier talent. Gallup data shows that there is a high correlation between doing well on the third question of the pulse survey - "I have seen progress on our action plan(s)" - and an improvement in employee engagement scores. The next full employee engagement survey is planned for the Spring of 2013.

It is clear that FAS managers, supervisors and employees have taken this process seriously and I am grateful for your efforts. I encourage each of you to continue to support your work group's action plan(s) to fully engage yourself and your colleagues. Thank you for helping create an environment where each of us can contribute to UCSF's success.

Sincerely,

John E. Plotts  
Senior Vice Chancellor—Finance and Administration

Below you will find the additional updates and links:

- 2012 FAS Customer Satisfaction Survey to launch September 17<sup>th</sup>
- [June 14<sup>th</sup> FAS Managers' Town Hall presentation](#)
- [Year-end FAS Strategic Priorities status report](#)
- [Selected FY12 accomplishments](#)

### **2012 FAS Customer Satisfaction Survey to Launch September 17th**

Delivering customer service with C.A.R.E. remains an important priority for FAS and is a driver of the UCSF People strategy to “Create an environment where faculty and staff can thrive.” Our goal is continuous improvement in customer satisfaction and our survey is an important way to measure this trend. The 2012 FAS Customer Satisfaction Survey will be conducted from September 17<sup>th</sup> – October 5<sup>th</sup>.

The survey remains basically the same as in prior years and is used to track our trends and identify improvement opportunities in delivering customer satisfaction based on the four FAS service values of C.A.R.E.: Collaboration, Accountability, Responsiveness and Efficiency.

An addition to the survey this year is a section which solicits feedback on major campus wide business tools, for example BearBuy and HBS Time Reporting. Another change is that UCSF Human Resources will not be included in our 2012 FAS survey. Human Resources will conduct its own survey process to capture more frequent and detailed feedback during organizational transition.

### **June 14<sup>th</sup> FAS Managers' Town Hall Presentation**

At the [June FAS Managers' Town Hall](#), John Plotts emphasized two aspects of employee engagement which are important to his own engagement: (1) Knowing what's expected of him and (2) Knowing that what he does matters. To these points, John presented the FAS 3-year plan and how it clearly demonstrates that all of our collective efforts and resources are focused on pushing forward the UCSF Vision and Plan “To be the world's preeminent health sciences innovator.” John explained that the FAS Plan is a combination of FAS owned CEC tactics & metrics taken from the UCSF Plan (top-down) and FAS Department developed initiatives (bottom up) that support the UCSF Plan.

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