

**From:** [Senior Vice Chancellor John Plotts](#)  
**To:** [FAS-STAFF@LISTSRV.UCSF.EDU](mailto:FAS-STAFF@LISTSRV.UCSF.EDU)  
**Subject:** Spring 2014 Gallup Staff Engagement Survey Results  
**Date:** Friday, June 27, 2014 12:50:38 PM

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Dear Finance and Administrative Services (FAS) Community,

I had the privilege of reviewing in advance results from the recent Staff Engagement Survey which all UCSF staff participated in April. I am pleased to announce that FAS had an exceptional response rate (89% of you took the survey) and our scores increased significantly (see table below).

<b>FAS Staff Engagement Survey Results</b>	<b>2011</b>	<b>2013</b>	<b>2014</b>
<b>Participation Rate</b>	78%	85%	89%
<b>Grand Mean</b> (Average of 12 engagement questions on scale of 1 to 5)	3.49	3.73 (+.24)	3.95 (+.22)
<b>Accountability Index</b> (Average of 3 questions related to making progress on team action plans on a scale of 1 to 5)	NA	3.68	4.10 (+.42)

UCSF set a common strategic goal of increasing the Staff Engagement Campus Accountability Index by .20 from the previous survey. The Accountability Index measures our follow-through on making progress on team engagement action plans which translates to higher staff engagement. This goal was exceeded with the Campus achieving an Accountability Index score increase of +.45 (from 3.21 in 2013 to 3.66 in 2014). Clearly, FAS has made a significant contribution to this UCSF goal.

I am grateful to each one of you for your continued support of this enterprise-wide program to make UCSF a great place to work. The efforts and engagement of our people are fundamental to everything we do to make FAS a well-run business in support of UCSF's strategies.

On Monday, June 30, all managers and supervisors will receive an email from Gallup providing access to their work group's engagement survey results via Gallup Online. I encourage managers to share results with their staff and continue to build on your action plans to integrate engagement into your daily work environment. To support your efforts, the UCSF Learning and Organization Development department will announce training, tools, and resources in an upcoming email.

Please note, if you have not used Gallup Online before, you will need to login and set a password within 48 hours of receiving the invitation. Any questions should be directed to Gallup Client Support at [gohelp@gallup.com](mailto:gohelp@gallup.com) or 1-877-425-5871.

To show our appreciation to the Survey Ambassadors who played a key role in ensuring a high level of participation, I urge you to personally thank them for their hard work. A full list of FAS staff engagement ambassadors is below.

Sincerely,

John E. Plotts  
Senior Vice Chancellor—Finance and Administration

**FAS Staff Engagement Ambassadors**

FAS Coordinators: Becky Daro and Judy Fuller

Audit Services: Tom Poon

Budget and Resource Management and Risk Management: Ann Rodriguez

Campus Life Services and FAS Finance Service Center: Shauna Curtis and Sean Aloise

Campus HR: Amy Foster

Campus Planning: Sharon Priest

Capital Programs: Jodi Soboll and William Silberman

Controller's Office: Ron Norris

Real Estate Services: Rochelle Nieva

Supply Chain Management: Karen Hamblett

UCSF Information Technology: Shelby Dantzler

UCSF Program Management Office: Jill Goldsmith

UCSF Police: James Brock and Augie Zigon, Jr.

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