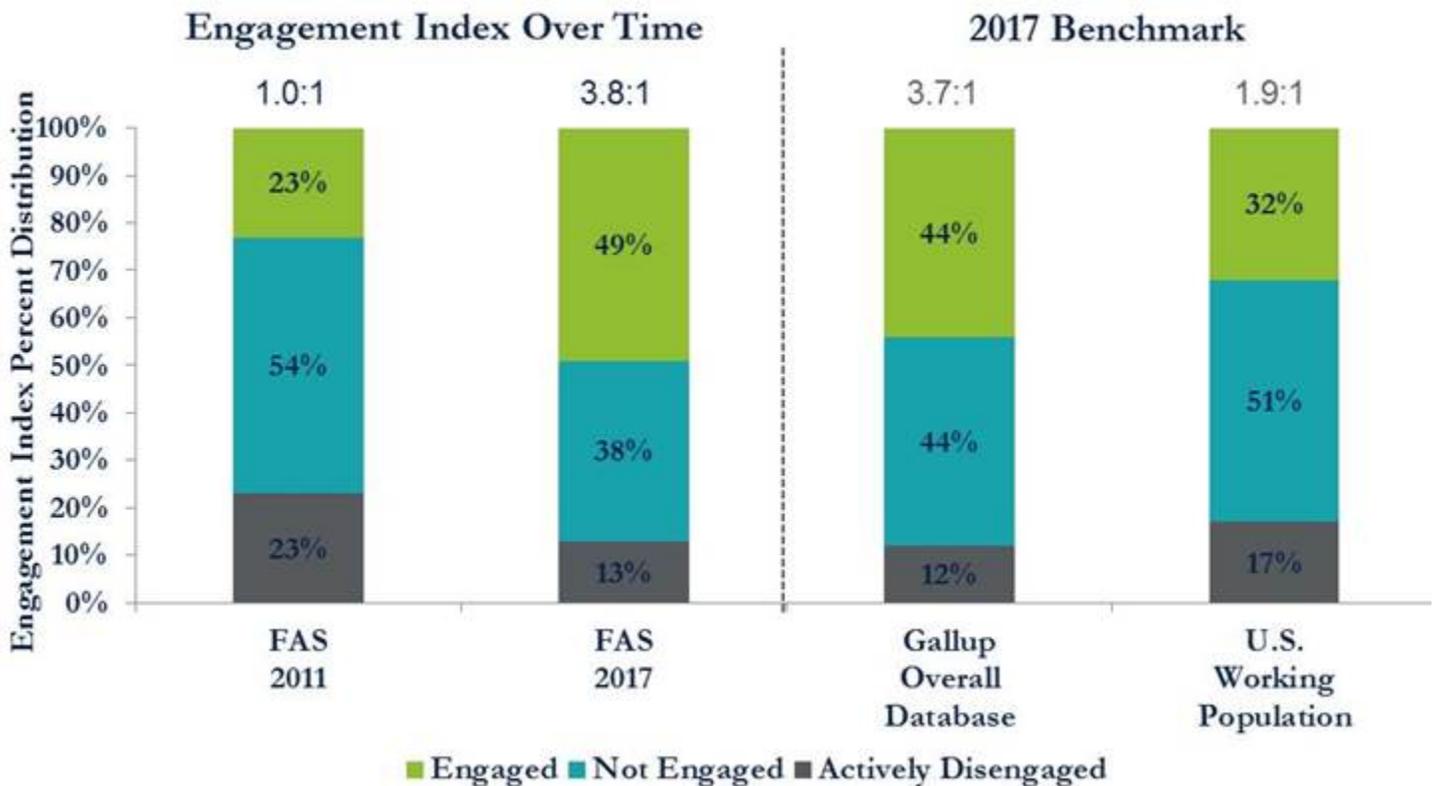


**From:** Senior Vice Chancellor Paul Jenny <SVC@UCSF.EDU>  
**Sent:** Thursday, May 18, 2017 3:11 PM  
**To:** FAS-STAFF@LISTSRV.UCSF.EDU  
**Subject:** FAS Results from 2017 Staff Engagement Survey  
**Attachments:** Management Engagement Survey Training 2017 Schedule.pdf

Dear FAS Community,

All UCSF managers have received results from the recent staff engagement survey and have been asked to share results with their teams by May 30<sup>th</sup>. Trainings (attached schedule) are underway to provide guidance on effective action planning which all UCSF organizations will complete over the summer months. The evidence continues to tell us that making meaningful progress on engagement plans at the local work group level has a strong connection to improving staff engagement.

I have reviewed FAS staff engagement results and would like to share with you the bigger picture. To me, the most striking observation is the dramatic increase in our staff's engagement over time. Since the survey started in 2011, **FAS has more than doubled the percent of engaged staff** from 23% to 49% and exceeds external benchmarks (see graph below). It is heartening to see that as an organization we have leveraged the engagement survey and action planning process to create a more positive work environment. This is a worthwhile pursuit and a tremendous accomplishment!



That said, our progress has slowed. The FAS grand mean (the average of 12 engagement questions on a scale of 1 to 5) showed a slight **increase of .01** from 3.95 in 2015 to **3.96 in 2017**. Although this does not surprise me given the organizational changes we have been digesting over the past year, I believe we are poised to do better. Over the past six months, FAS leaders have worked hard to develop a shared mission and purpose for FAS (our [True North](#)). **Our mission is to build, support and sustain the workplace to advance the UCSF mission.** During your engagement action planning discussions, I encourage you to revisit your team's purpose and consider what you can do to influence the FAS True North. My hope is that your discussion will reinforce your conviction that all FAS staff has jobs that are important to achieving the mission and purpose of FAS and UCSF.

In addition to reviewing FAS engagement results, I read all of your responses to the open-ended survey question: *What could UCSF do to make this an even better place to work.* Some of what I read was expected, some surprising, and some I would like to dig into more. What struck me most is that reading your thoughtful comments every two years is not enough – an ongoing dialog between staff and leadership is essential to creating a culture where FAS employees are engaged to do their best work. I invite each of you to email me directly at [SVC@ucsf.edu](mailto:SVC@ucsf.edu) any time you have comments or concerns.

Finally, I would like to congratulate our organizational units who achieved **double-digit growth** in their engagement grand means: Housing Services, Controller's Office, Supply Chain Management, Real Estate and Asset Development, and Facilities Services. Thank you for your hard work to make UCSF a great place to work.

I am grateful to each one of you for your continued efforts to improve and promote staff engagement. Let us continue working together to make this an even better place to work.

Sincerely,

Paul Jenny  
Senior Vice Chancellor  
Finance and Administration

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Use this link to [unsubscribe](#) from this mailing list.

# 2017 Staff Engagement Survey - Manager Training Schedule

**For all UCSF managers with staff who participated in the 2017 UCSF Staff Engagement Survey**

Choose **one** of the sessions listed below and **register**: go to [UC Learning Center](#), enter your employee ID, and in the upper left search field enter "Management Engagement 2017"\*

Date	Time	Location
May 10	1-2:30pm	Laurel Heights
May 10	3-4:30pm	Laurel Heights
May 19	9-10:30am	Parnassus
May 19	11am-12:30pm	Parnassus
May 22	1-2:30pm	Laurel Heights
May 22	3-4:30pm	Laurel Heights
May 31	1-2:30pm	Mission Bay
May 31	3-4:30pm	Mission Bay
June 6	9-10:30am	Parnassus
June 6	11am-12:30pm	Parnassus
June 8	9-10:30am	MCB
June 8	11am-12:30pm	MCB
June 12	1-2:30pm	Parnassus
June 12	3-4:30pm	Parnassus
June 14	1-2:30pm	Mission Bay
June 14	3-4:30pm	Mission Bay
June 16	9-10:30am	Laurel Heights
June 16	11am-12:30pm	Laurel Heights

\* If you need more information regarding registering, refer to [Quick Reference Guide: Registering Yourself for Training](#))