Dear Financial and Administrative Services (FAS) Community,

Please find updates below on the following topics:

- Staff Engagement Survey May 7 through May 29
- FAS Customer Satisfaction Survey Results
- March FAS Managers’ Town Hall Highlights
  - Climate Survey Results and Unconscious Bias Implications
  - Continuous Process Improvement in FAS
- Privacy and Security Briefing Compliance Training
- FAS Strategic Initiative Status Report

**Staff Engagement Survey May 7 through May 29**

The next Gallup Staff Engagement survey is scheduled to take place from May 7th through May 29th. Since the last survey in the spring of 2014, 84 FAS work teams have developed 313 action plans to address items important to improving their work environment. If you are not aware of the progress made on your team’s action plan, please ask your supervisor.

Below is a reminder of the [Gallup Q12](http://www.gallup.com) - the twelve elements of engagement (link provides more detailed definitions).
The 2014 Customer Satisfaction Survey Results are in and the Leadership Team is very pleased to announce that the mean FAS “Overall Satisfaction” score has increased to 4.02 on a 5-point scale. This is an improvement over the 2012 FAS “Overall Satisfaction” mean score of 4.00. Congratulations and thank you to all of you for your hard work to help improve FAS Customer Satisfaction.

The most useful insights from our survey will be experienced at the department and unit level. The Survey Ambassadors are currently analyzing the data to develop targeted improvement-focused Action Plans.

Again...congratulations and thanks to all of you for helping to represent FAS as a quality service organization.

March FAS Managers’ Town Hall Highlights

We had our spring FAS Managers’ Town Hall on March 31st. Below are highlights (link to full presentation):

- **Climate Survey:** Dr. J. Renee Navarro, Vice Chancellor of Diversity and Outreach and Professor of Anesthesia and Perioperative Care, shared with us a presentation on UCSF and FAS Climate Survey Results and the Implications for Unconscious Bias. The goal of the Office of Diversity and Outreach is to increase diversity, equity and inclusion so that everyone at UCSF can work in an environment that allows them to contribute at their best. The programs to improve the UCSF climate work in tandem with our efforts to improve staff engagement in creating a great place to work.

  An important UCSF initiative to advance this goal is the Unconscious Bias Education Initiative. A positive step
every one of us in FAS can take is to improve awareness of our own unconscious biases. To do so, you can take online, confidential Implicate Association Tests (IAT) which rate your individual biases on topics such as race and gender. Go to the "Project implicit" website https://implicit.harvard.edu/implicit/takeatest.html.

- **Continuous Process Improvement:** Our own Program Management Office (PMO) shared work they are leading to enable the acceleration of continuous process improvement across UCSF. In addition to providing examples of real projects with measurable improvements, they have built a Business Process Improvement website (or improve.ucsf.edu) with tested tools, templates, and techniques anyone can use to guide a do-it-yourself improvement effort in your work area. The PMO has also developed a seasoned team of internal experts to help with facilitation and analysis for more complex processes. For more information, contact pmo@ucsf.edu.

**Privacy and Security Briefing Compliance Training**

In 2014, UCSF launched a new online Privacy and Security Training Program to educate our workforce in protecting the University against data breaches involving stolen, unencrypted, personal and desktop devices, as well as informing our employees about the amended 2013 HIPAA regulations. The training deadline for completion by all employees was March 13, 2015. The UCSF Enterprise is currently at 79% compliance with **FAS at 97%**. Congratulations and great job to the FAS Community! We will continue to strive for 100% in the coming weeks.

This training will be mandated for all employees on a bi-annual basis. If you would like additional information, log into the Learning Management System and search for “Privacy and Security Training”.

**Other**

- [February Status Report for FY15 FAS Strategic Initiatives](#)

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