

FAS True North Metrics Measure Our Progress



FAS True North Measures

OUR PEOPLE

- ➔ M1. FAS Employee Engagement
- M2. FAS Voluntary Turnover Rate
- ➔ M3. FAS Internal Hiring Rate

CUSTOMER EXPERIENCE

- ➔ M4. FAS Customer Satisfaction Index

SAFETY

- ➔ M5. Campus Workplace Injuries
- ➔ M6. IT Security Profile Score

RESOURCE MANAGEMENT AND STEWARDSHIP

- ➔ { M7. Number of FAS Units with Long Term Structural Deficits (Plan to close gap)
- M8. FAS Change in Net Position (Gap this year)
- M9. FAS Variance from Plan Change in Net Position (Execute the Plan)
- M10. Carbon Neutrality Index
- M11. % ICAMP Building Assessment Program Complete

INNOVATION

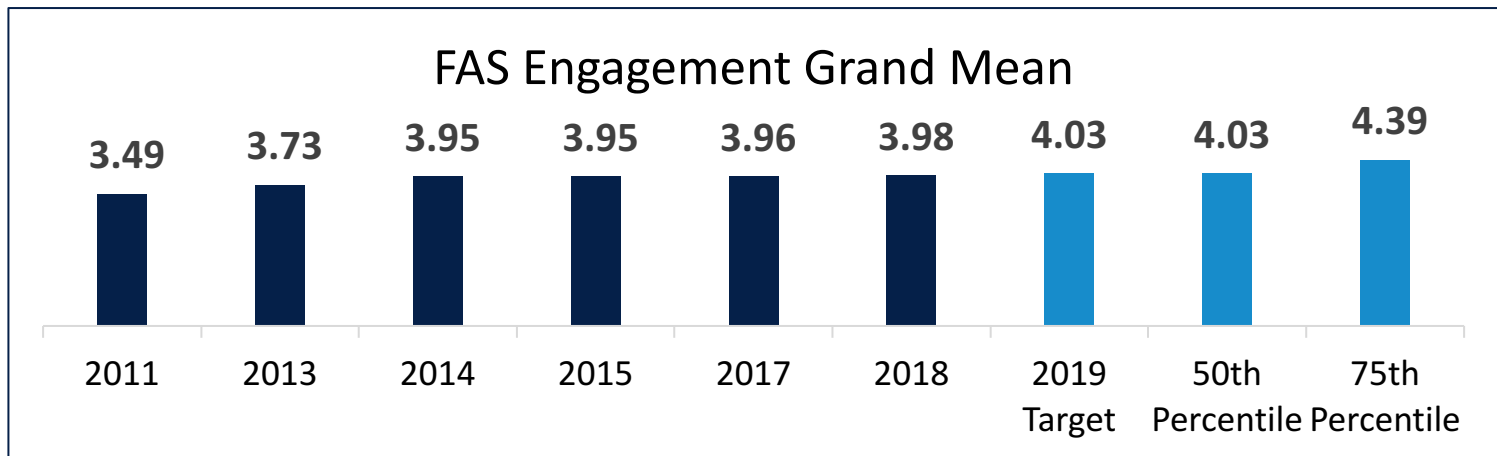
- ➔ M12. FAS Units Tracking KPIs

Our People

Create an optimal work experience

Metric 1

Achieve 50th percentile
FAS staff engagement



- Next Gallup staff engagement survey April 30 – May 25
- Results expected week of June 3rd

Our People

- HR L&OD team has revamped programs to support three main drivers of engagement

Organization

- Focus Groups and Town Hall to encourage open dialog
- Organization-wide action plan

Peers

- Ambassador summit
- Peer mentoring program

Manager

- Simple approach to action planning
- Caring through supervision self-assessment
- Strengths discovery discussion guide

<https://learning.ucsf.edu/employee-engagement>

Our People

Going forward, Gallup plans to assess UCSF's progress through the creation of a customized 'Inclusivity Index'

The Inclusivity Index will consist of:

- The 4 engagement questions that differentiate the core and periphery groups.
 - Q07 – Opinions Count
 - Q05 – Someone Cares
 - Q12 – Learn & Grow
 - Q04 - Recognition
- 4-8 additional questions to be tied to specific actions/initiatives launched by UCSF around Roadmap, Advocacy and Unconscious Bias.

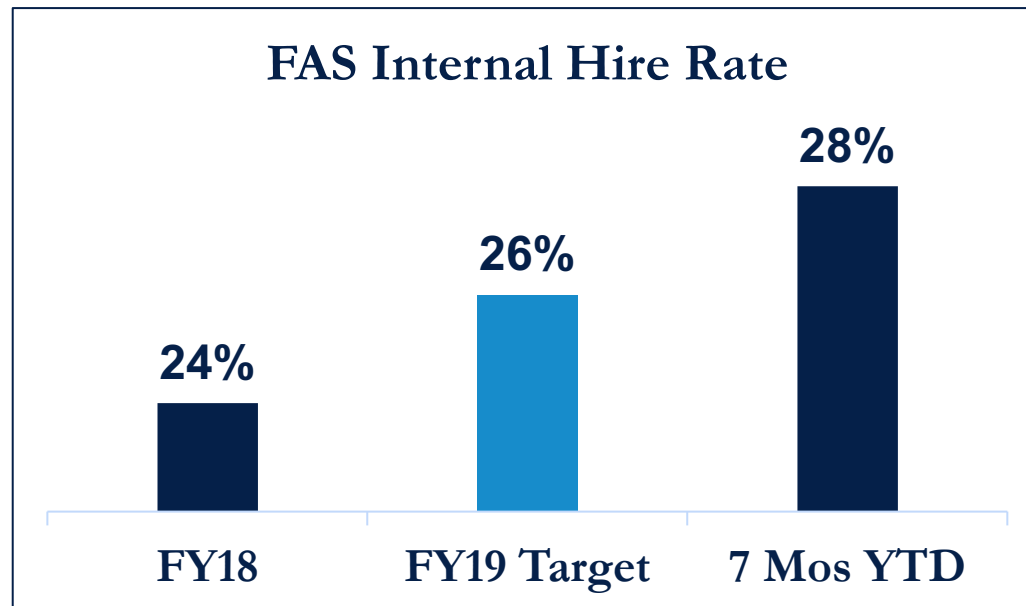
The additional questions will be customized and created in conjunction with UCSF.

Our People

Create an optimal work experience

**Metric
3**

Increase FAS internal hiring rate to 26%

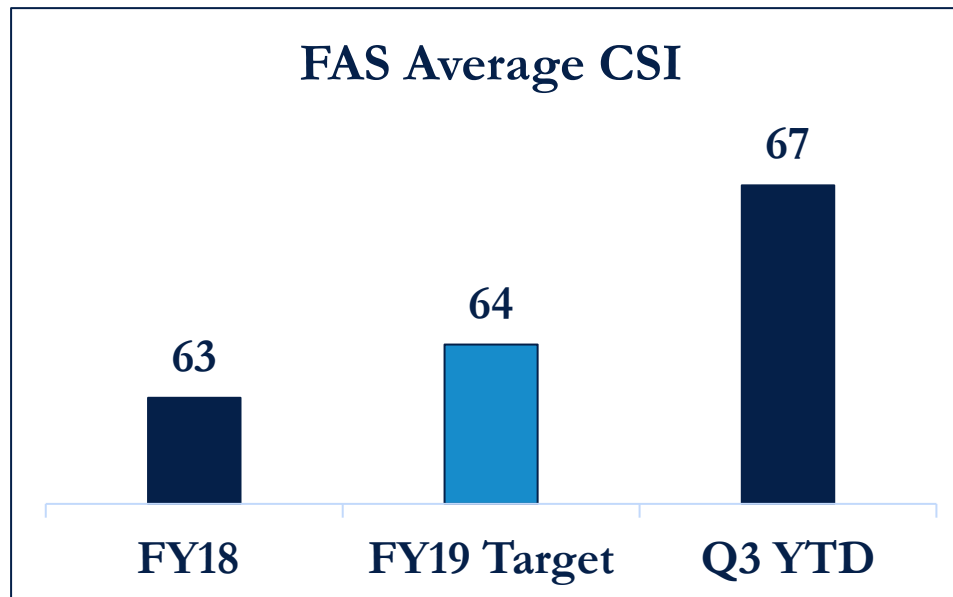


Customer Experience

Create exceptional customer experience

**Metric
4**

Increase FAS customer satisfaction index

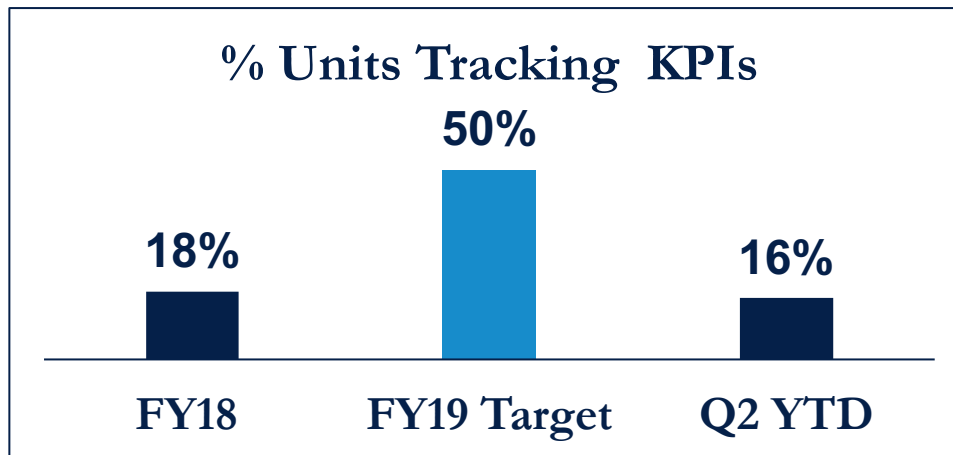


Innovation

Invest in transformation and continuous improvement

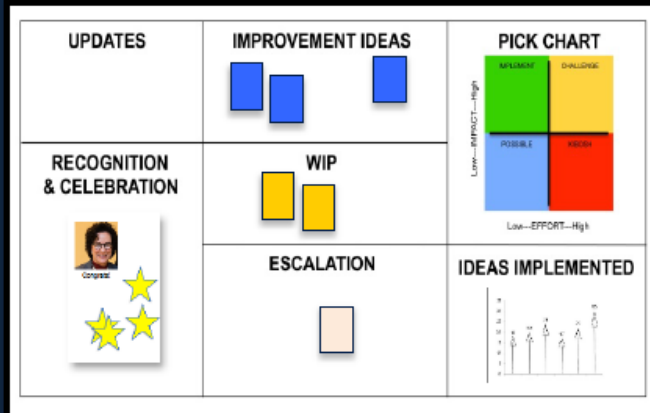
Metric 12

Increase FAS units tracking KPIs to 50%

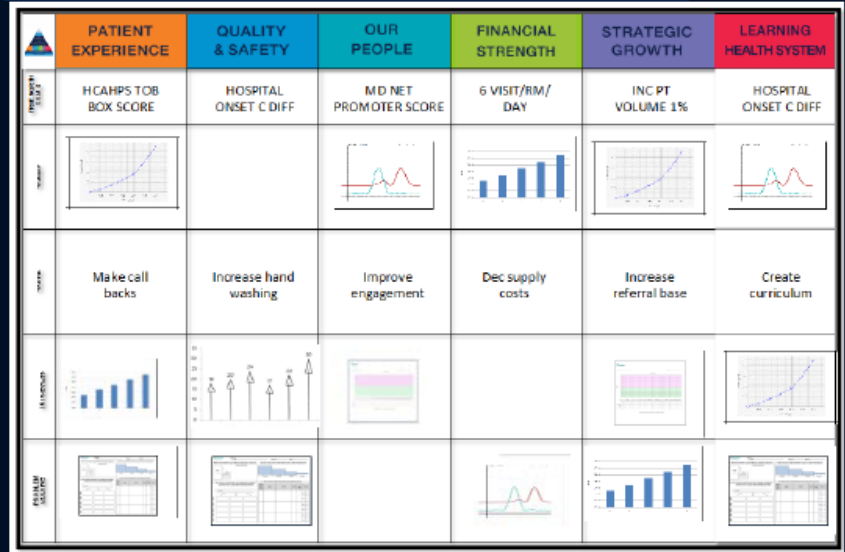


Innovation

Active Daily Engagement



True North Board



ENGAGE

ALIGN