

Are We Making Progress?

2008 Survey Results for
Academic Affairs

Background

- ❖ Survey administered online to faculty, staff and administrators in April 2008
- ❖ Follow up to survey administered in May 2006
- ❖ Developed in conjunction with the Staff Congress Executive Committee and the Faculty Senate Evaluation Committee ('05-'06)
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 - Dr. Wesley White
 - Dr. Ron Spangler
 - Dr. Mark Blankenbuehler
 - Dr. Ahmad Assan
 - Dr. Cynthia Faulkner
 - Dr. Beverly Klecker

Background

- ❖ Utilizes the 7 categories of Baldrige Criteria for Performance Excellence
 - Leadership
 - Strategic Planning
 - Student and Stakeholder Focus
 - Measurement, Analysis & Knowledge Management
 - Human Resource Focus
 - Process Management
 - Business Results

- ❖ 5-point rating scale: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree

Respondents

- ❖ 473 Faculty and Staff respondents
 - 128 Faculty – 27% of respondents
 - 339 Staff – 72% of respondents
 - ✓ 79 Academic Affairs Staff respondents
 - 6 “Other” (*could not be categorized*)
 - Fewer Faculty participated this year – yielding survey results that are somewhat less reflective of faculty perceptions than 2006 results
- ❖ Primarily from Morehead campus (96%)
- ❖ Represent every college and administrative division

Overall Satisfaction

All Respondents

❖ “I am satisfied with my job”

- **72.1%** of faculty and staff combined agreed or strongly agreed
 - *a decline from 76.6% in 2006*
- **9.8%** disagreed or strongly disagreed
 - *also down from 11.8% in 2006*
- Average score of **3.86**
 - *compared to 3.89 in 2006*
- *None of these changes are statistically significant*



Overall Satisfaction

Academic Affairs

*“I am
satisfied with
my job”*

- ❖ Faculty continue to report lower job satisfaction than staff; but the gap has narrowed, primarily due to lower staff ratings
 - **75.6%** of Academic Affairs staff agreed or strongly agreed vs. **68.5%** of faculty
 - ✓ Tenured Faculty – **64.9%** agreed or strongly agreed
 - ✓ Tenure Track Faculty – **62.1%**
 - ✓ Non-Tenure Track Faculty – **90.5%**



Faculty Commitment to Student Focus/Mission

- ❖ Highest rated items include:
 - “I ask if my students/stakeholders are satisfied or dissatisfied with my work” (95% strongly agree or agree)
 - “I keep in touch with my students/stakeholders” (94%)
 - “My students/stakeholders are satisfied with my work” (93%)
 - “I know who my most important students/stakeholders are” (88%)

- ❖ Strong agreement that understand what MSU is trying to accomplish
 - 89% agreed or strongly agreed with “I know our organization’s mission” (*up slightly from 87% in 2006*)



Faculty Commitment to Quality Work

- ❖ Highest rated areas for faculty include:
 - “My work product and/or services meet all requirements” (92%)
 - “I know how to analyze (review) the quality of my work to see if changes are needed” (91%)
 - “I know how to measure the quality of my work” (91% strongly agree or agree)
 - “I use these analyses for making decisions about my work” (90%)
 - “I have good processes for doing my work” (87%)

Barriers to Progress

- ❖ Faculty and Staff still point to barriers to progress.
 - **26%** of all respondents disagreed or strongly disagreed with the statement **“my organization removes things that get in the way of progress”**
 - *fewer than previous results of 35%*
 - ✓ **41%** of all Faculty (*down from 54%*)
 - ✓ **49%** of Tenured Faculty (*down from 64%*)
 - ✓ **31%** of Tenure Track Faculty (*down from 47%*)
 - ✓ **25%** of Non-Tenure Track Faculty (*down from 32%*)
 - ✓ **23%** of Academic Affairs Staff (*down from 30%*)

Barriers to Progress

- ❖ **28%** of all respondents disagreed or strongly disagreed that they **can get everything they need to do their job**
 - *fewer than the 33% in 2006*
 - ✓ **37%** of all Faculty (*down from 46%*)
 - ✓ **46%** of Tenured Faculty (*down from 52%*)
 - ✓ **31%** of Tenure Track Faculty (*down from 42%*)
 - ✓ **14%** of Non-Tenure Track Faculty (*down from 33%*)
 - ✓ **15%** of Academic Affairs Staff (*down from 31%*)
- So, the magnitude of dissatisfaction seems to have lessened somewhat...But, we still have much room for improvement.

Lack of Engagement

- ❖ Survey results also point to some areas where faculty don't feel that they are involved.
 - **26%** disagreed or strongly disagreed with the statement “**my organization asks what I think**”
 - Considerable improvement was made on this metric when compared with 2006:
 - Average score improved from 3.01 to 3.40
 - Top scores improved from 42% to 59%
 - Disagreement lessened from 35% to 26%
 - **24%** of faculty said that their organization **does not ask for their ideas as it plans for the future** (*a decline from 29%*)

Lack of Engagement

- ❖ Faculty indicate dissatisfaction on other areas of involvement:
 - “My organization uses my time and talents well”
 - 34.6% of faculty disagreed or strongly disagreed
 - 12.8% of Academic Affairs staff
 - “I know the parts of my organization’s plans that will affect me and my work”
 - 28.3% of faculty disagreed or strongly disagreed
 - 19.2% of Academic Affairs staff
 - “I know how to tell if we are making progress on my work group’s part of the plan”
 - 26.4% of faculty disagreed or strongly disagreed
 - 17.9% of Academic Affairs staff

Communication

- ❖ Communication and information sharing is another area where there remains room for improvement.
 - **25%** of faculty said they do not know how well their organization is doing financially (*31.5% during last survey*)
 - **17%** of Academic Affairs staff
 - **24%** said that they do not get the information they need to know about how the organization is doing (*34%*)
 - **17%** of Academic Affairs staff
 - **23%** of faculty said that they disagreed that their organization's leaders share information about the organization (*25%*)
 - **21.5%** of Academic Affairs staff



Assessment of Improvement

All Respondents

- ❖ Respondents were asked to assess the degree of improvement since 2006 in two key areas:
 - **Communications**
 - 79.5% indicated some degree of improvement
 - 15% = Very much improved
 - 37% = Somewhat improved
 - **Removing Barriers to Progress**
 - 75% indicated some degree of improvement
 - 12% = Very much improved
 - 36% = Somewhat improved



Assessment of Improvement

Academic Affairs

❖ Communications

- **79.5%** of all respondents indicated some degree of improvement (20.5% = no improvement)
 - 15% = Very much improved
 - 37% = Somewhat improved

- **76.6%** of all faculty indicated some improvement (23.4% said no improvement)
 - 15% = Very much improved
 - 33% = Somewhat improved
 - **No improvement:**
 - ✓ 31% of Tenured Faculty saw no improvement
 - ✓ 17% of Tenure Track Faculty saw no improvement
 - ✓ 5% of Non-Tenure Track Faculty saw no improvement



Assessment of Improvement

Academic Affairs

❖ Removing Barriers to Progress

- 75% of all respondents indicated some degree of improvement (25% = no improvement)
 - 12% = Very much improved
 - 36% = Somewhat improved

- 62% of faculty indicated some improvement (38% said no improvement)
 - 10% = Very much improved
 - 31% = Somewhat improved
 - **No improvement:**
 - ✓ 46% of Tenured Faculty saw no improvement
 - ✓ 31% of Tenure Track Faculty saw no improvement
 - ✓ 19% of Non-Tenure Track Faculty saw no improvement

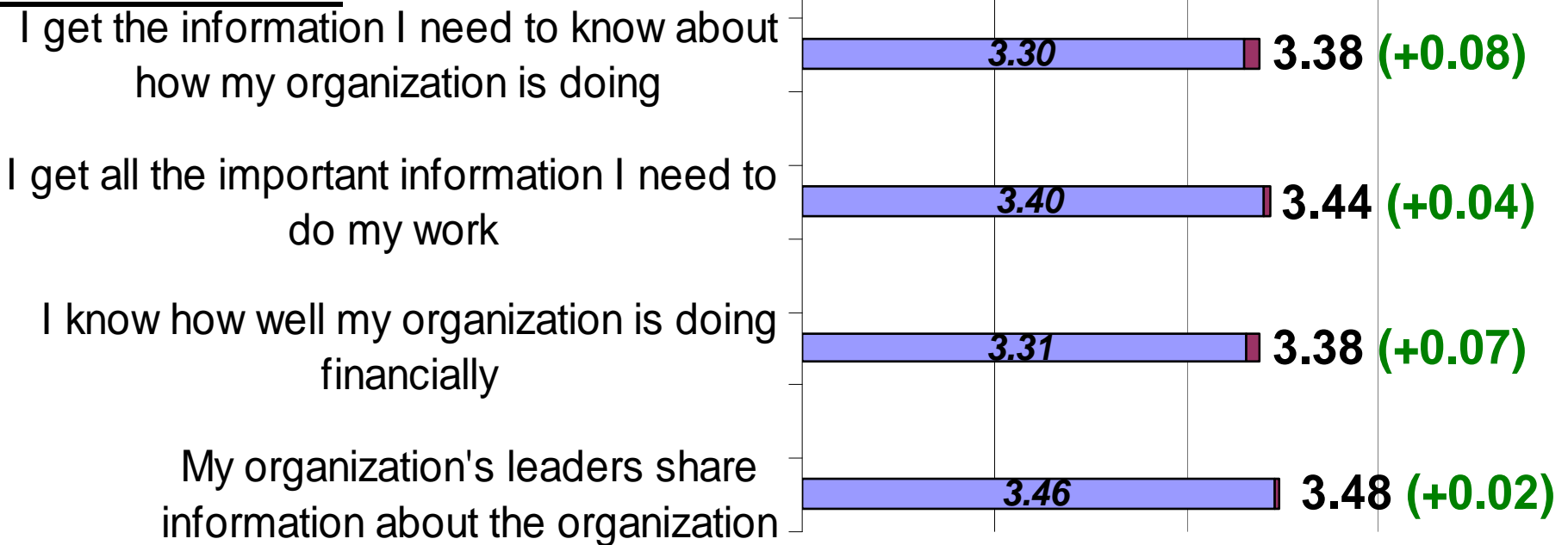
Are We Making Progress?

Areas Highlighted as Problem Areas

Barriers to Progress



Communication



All Respondents

2006 2008



Ratings Improvement

All Respondents

- ❖ Items of significant improvement since 2006:
 - Faculty
 - “I know our organization’s mission”
 - “My organization asks what I think”
 - “I can make changes that will improve my work”
 - “My organization obeys laws and regulations”
 - “My organization helps me help my community”
 - Staff
 - “I can make changes that will improve my work”
 - Faculty & Staff combined
 - “My organization asks what I think”
 - “I know how to measure the quality of my work”
 - “I know how to analyze (review) the quality of my work to see if changes are needed”
 - “I can make changes that will improve my work”



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Questions?

~Discussion~

