

2004 Campus Quality Survey and 2004 College Student Survey

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Campus Quality Survey at UND

UND Respondents	2004		2002	
Survey Population	2,383		2,214	
Respondents	698		610	
Response Rate	30%		28%	
Support/Classified staff	247	35.6%	216	35.6%
Admin/Professional staff	249	35.9%	210	34.6%
Faculty/instructors	180	25.9%	160	26.3%
Department chairs	18	2.6%	21	3.5%
Position unknown	4	-	3	-

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Campus Quality Survey at Six NDUS 4-year Campuses

Respondents	2004		2002	
Total	1563	100%	1657	100%
Dickinson State University	70	4%	76	5%
Valley City State University	82	5%	87	5%
Mayville State University	110	7%	114	7%
Minot State University	171	11%	216	13%
North Dakota State University	432	28%	554	33%
UND	698	45%	610	37%

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Campus Quality Survey at Six NDUS 4-year Campuses

Respondents	2004		2002	
Staff (%) vs. Faculty (%)	Staff	Faculty	Staff	Faculty
Dickinson State University	41%	59%	50%	50%
Valley City State University	58%	42%	63%	37%
Mayville State University	64%	36%	62%	38%
Minot State University	61%	39%	38%	62%
North Dakota State University	66%	34%	64%	36%
UND	71%	29%	70%	30%

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2004 Campus Quality Survey Instrument

- Perceptions (50 items)
 $\text{Importance}^* - \text{Satisfaction}^* = \text{Performance Gap}$
 - NDUS Local questions (10 items)
 $\text{Importance}^* - \text{Satisfaction}^* = \text{Performance Gap}$
 - Assessment of 30 programs, services, activities
 Satisfaction^*
 - Two overall satisfaction items*
- *on a Five-point Likert Scale (1 = strongly disagree, 5 = strongly agree or 1 = poor or inadequate, 5 = Excellent or 1 = not satisfied at all 5 = very satisfied)

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Top Ten Areas-Rated by Importance

1. Faculty and staff take pride in their work
2. Employees are rewarded for outstanding job performance
3. Administrators recognize faculty & staff when they do a good job
4. Administrators set examples of quality services in their day-to-day performance
5. I know what is expected of me
6. Job responsibilities are communicated clearly to employees
7. It is easy to get information at UND
8. Professional development training programs are available to assist employees in improving their job performance
9. There is a spirit of team work and cooperation in UND
10. Administrators are committed to providing quality service

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Ranking on High Satisfaction	All	SC Staff	AP Staff	Fac	Chair
Professional development training programs	1	1	1	2	2
Faculty/staff take pride in their work	2	3	2	1	1
I know what is expected of me	3	2	3	6	3
Campus services are "user-friendly"	4	6	6	9	8
Administrators have confidence/trust in me	5	7	4	13	10
UND believes in continuous quality improvement	6	4	7	12	30
The mission, purpose & values of UND are familiar to employees	7	5	12	10	18
State/national data used to compare the UND performance	8	11	10	8	4
UND listens to its students	9	12	11	7	9
My department meets as a team to plan & coordinate work	10	22	5	3	7
Students provide feedback on satisfaction with UND programs & services	12	17	14	5	14
Conduct surveys to evaluate the program & services quality	13	15	18	4	15
Establish standards/procedures to define job expectations	23	23	23	29	5

Ranking on Lower Satisfaction	All	SC Staff	AP Staff	Fac	Chair
There are effective lines of communication between departments	50	50	50	50	50
Employees are rewarded for outstanding job performance	49	49	47	47	49
Employees receive special training in improving customer service	48	48	46	49	46
Guarantees of satisfaction are offered to students to ensure quality service	47	42	49	45	47
Employees are empowered to resolve problems quickly	46	47	44	48	43
Each department (work unit) has written, up-to-date service expectations	45	41	48	43	17
Student survey results are published and posted regularly	43	40	45	34	23
Administrators pay attention to what I have to say	40	46	33	42	41
Quality improvement teams have been established in UND	38	33	42	38	48
UND analyzes relevant data before making decisions	42	36	39	46	32
Use quality improvement tools & methods to solve problems	35	27	37	39	45

Smallest Performance Gaps (Strengths)

- Professional development training programs are available to assist employees in improving their job performance
- UND uses state and national data to compare its performance with that of other institutions
- I know what is expected of me
- UND regularly conducts surveys to evaluate the quality of its programs & services
- Faculty and staff take pride in their work
- Campus services are "user-friendly"
- UND believes in continuous quality improvement
- Administrators have confidence and trust in me
- UND continually evaluates & upgrades its processes for collecting data
- The mission, purpose, & values of UND are familiar to employees

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Largest Performance Gaps (Challenges)

- Employees are rewarded for outstanding job performance
- There are effective lines of communication between departments
- Administrators recognize faculty and staff when they do a good job
- Employees receive special training in improving customer service
- Processes for selecting, orienting, training, empowering, & recognizing employees are carefully planned
- Employees are empowered to resolve problems quickly
- Each department (work unit) has written, up-to-date service expectations
- Administrators share information at UND
- UND analyzes all relevant data before making decisions
- There is a spirit of team work & cooperation at UND

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Performance Gap on Eight Quality Categories	2004 UND	2004 NDUS	2002 UND	2002 NDUS
Employee Training & Recognition	1.22	1.25	1.44	1.31
Top Management Leadership &	1.13	1.11	1.29	1.15
Employee Empowerment & Teamwork	1.04	1.03	1.20	1.08
Quality & Productivity Improvement Results	1.00	0.99	1.15	1.04
Measurement & Analysis	0.98	0.98	1.12	1.03
Quality Assurance	0.94	0.94	1.09	0.97
Strategic Quality Planning	0.93	0.94	1.13	1.03
Customer Focus	0.93	0.90	1.06	0.97

Ten Highest Rated UND Programs, Services, and Activities

- Student activities
- Health and nursing services
- Continuing education
- Switchboard and telephone services
- Library and learning resources
- Counseling and student advisement services
- Security and police services
- Media, audio visual, technology services
- Cafeteria and food services
- Student admission and registration services

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Ten Lowest Rated UND Programs, Services, and Activities

- Parking for faculty and staff
- Communication with other departments
- Bookstore services
- Communicating with legislators and other politicians
- Relations with other educational institutions
- Financial aid assistance & services
- Recruitment and orientation of new employees
- Budget planning and coordination
- Computer information systems and services
- Career information and planning services

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Performance Gaps on Ten NDUS Questions

- The NDUS involves employees in planning for the future **(largest)**
- The NDUS plans carefully
- NDUS employees are empowered to solve problems quickly
- There are effective lines of communication between campuses
- The mission, purpose, & values of the NDUS are familiar to employees
- NDUS administrator cultivate positive relationships with students
- The NDUS listens to students
- NDUS administrators are committed to providing quality service
- The NDUS provided flexibility & responsibility at the campus level
- The NDUS has positive relationships with the private sector and business community **(smallest)**

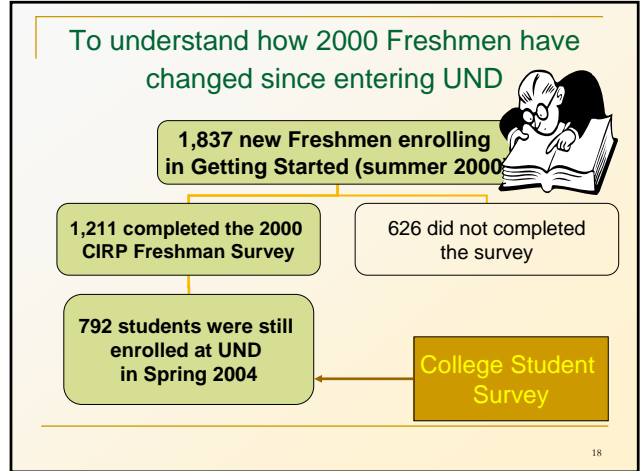
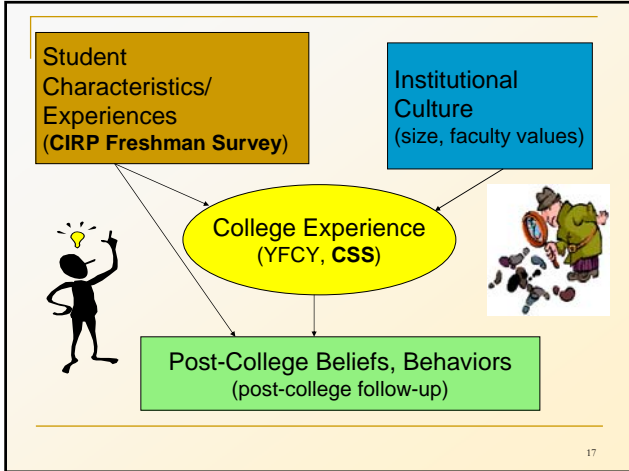
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Comments

- UND is a wonderful place to work – no matter how much is offered to employees (SC Staff)
- I like my job. I like the security & benefit package. I take pride in my job (SC Staff)
- UND is an outstanding institution of higher learning (AP Staff)
- The strategic planning process helps to focus our mission, personnel and budget (AP Staff)
- Many of my ratings of “Good” or “Very Good” are made with consideration of the relatively limited resources. (Faculty)

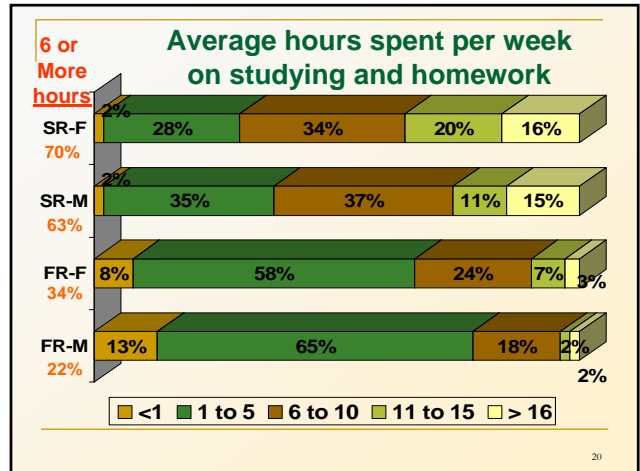
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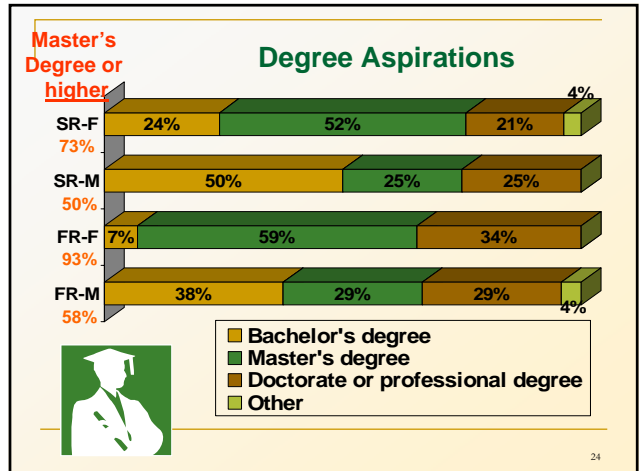
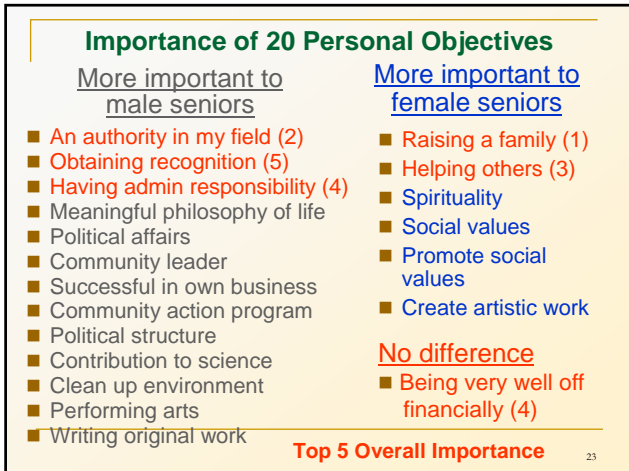
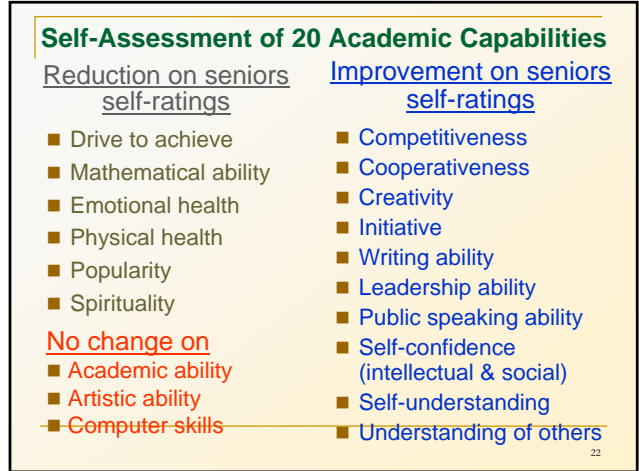
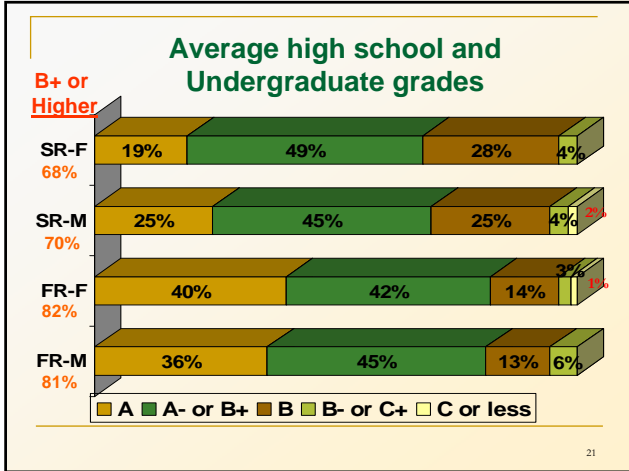
Employee Satisfaction (698 on 2004 and 610 on 2002)	Overall Satisfaction with Employment		Overall Impression of Quality	
	2004	2002	2004	2002
Six NDUS 4-yr Campuses: Range	68% to 82%	69% to 83%	68% to 83%	65% to 84%
Six NDUS 4-yr Campuses: Average	76%	75%	78%	75%
Classified Staff	74%	60%	74%	72%
Professional Staff	82%	75%	83%	81%
Faculty	70%	68%	76%	59%
Department Chair	83%	95%	88%	80%
UND Overall (rank)	76% (2)	69% (6)	78% (4)	72% (4)

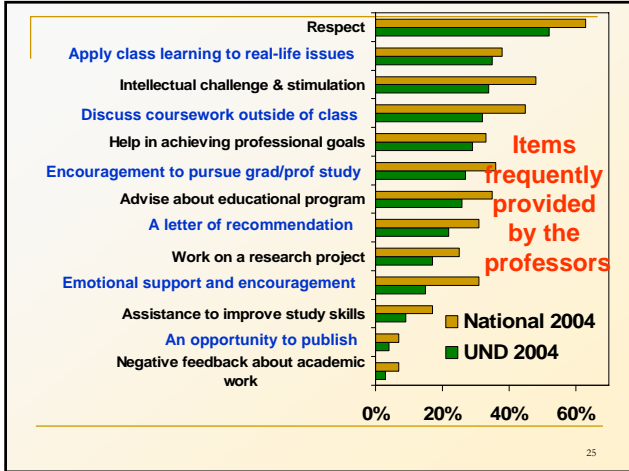


2004 College Student Survey

- The College Student Survey provides measures of academic, social, intellectual, & emotional capabilities of college seniors prior to their graduation and to assess how they have changed since entering college.
- A survey package was mailed to 792 students who had participated the 2000 CIRP Freshman Survey & are still enrolled at UND in the spring of 2004.
- Three waves of follow-up mailings were sent and telephone calls were made to students who had not returned a completed survey.
- A total of 192 seniors (85 males and 107 females) participated and achieved a 25% net response rate.







Description and Timelines of Surveys

The Office of Institutional Research is involved in conducting and analyzing a variety of different surveys and tests designed to provide assessment for different subgroups within the university learning environment and community. The survey information provided can also be accessed by completing the [Secure Web Pages Authorization Form](#) and returning it to the Office of Institutional Research. Please contact [Jean Chen](#) at 701-777-2265 for research methods or statistical analysis. The Institutional Research [Presentations](#), [Progress Report](#), and [Newsletters](#) are also available.

Survey Name (Academic Year)	2000 2001	2001 2002	2002 2003	2003 2004	2004 2005	2005 2006	2006 2007	2007 2008	2008 2009
ACT Withdrawals/Noncompletion Student Survey	NA	NA	NA	YES	YES	YES	TBA	TBA	TBA
ACT Alumni Outcomes Survey	NA	NA	YES	YES	NA	YES	NA	NA	TBA
CDIP Non-Enrollment Survey	YES	YES	YES	YES	YES	YES	NA	NA	NA
CDIP College Student Survey	YES	NA	NA	NA	YES	NA	NA	NA	NA
National Survey of Student Engagement (NSSE)	YES	NA	YES	NA	YES	NA	TBA	TBA	NA
Faculty Survey of Student Engagement (FSSE)	NA	NA	YES	NA	NA	NA	NA	NA	NA
HERI Faculty Survey	NA	YES	NA	NA	NA	NA	NA	NA	NA
College Student Inventory (CSI)	NA	NA	YES	YES	YES	TBA	TBA	TBA	
Cameron Quality Survey	NA	NA	YES	NA	YES	NA	TBA	TBA	NA
Student Satisfaction Inventory (SSI)	NA	NA	YES	YES	NA	YES	NA	NA	TBA
Year-First College Year (FYCY)	NA	NA	YES	NA	NA	NA	NA	NA	NA
Graduation Student Survey *	NA	NA	YES	NA	YES	NA	TBA	NA	NA
Placement Survey *	NA	YES	NA	NA	YES	TBA	NA	NA	TBA
Employer Satisfaction Survey	YES	YES	YES	YES	YES	YES	TBA	TBA	TBA
Employer Satisfaction Survey	NA	NA	NA	NA	YES	TBA	NA	NA	TBA
Environmental Assessment Survey *	NA	NA	YES	NA	YES	NA	NA	NA	TBA

Click on the name of survey to receive more information. Symbols are represented as:

- * Local Developed Survey
- YES The survey is available on the web. Please click it to check more information.
- TBA The survey is scheduled to be conducted.
- NA The survey has not been conducted in this year.

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<http://www.und.nodak.edu/dept/datacol/reports/surveydesc.html>

Thank You

Please contact Jean Chen at
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The presentation material can be viewed at
<http://www.und.nodak.edu/dept/datacol/presentations/index.htm>