

2002 Campus Quality Survey

University of North Dakota

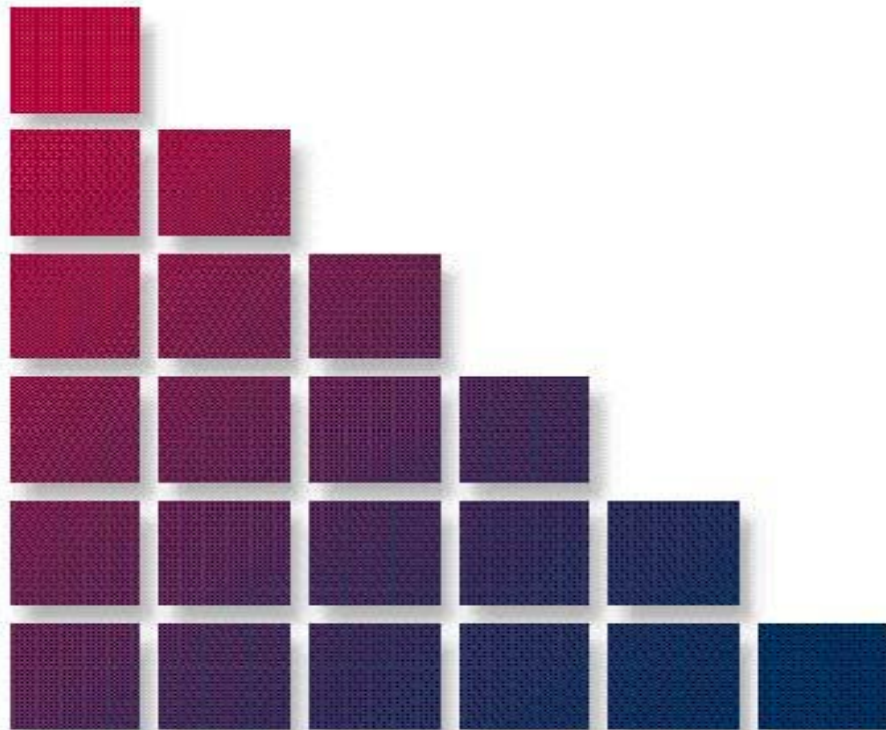
Institutional Report

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2002 Campus Quality Survey

Personnel Level

Support/Classified	216 (35.4%)
Faculty/Instructor	160 (26.2%)
Department Chair	21 (3.5%)
Administrative/Professional	210 (34.4%)
Unknown	3 (0.5%)
Total	610

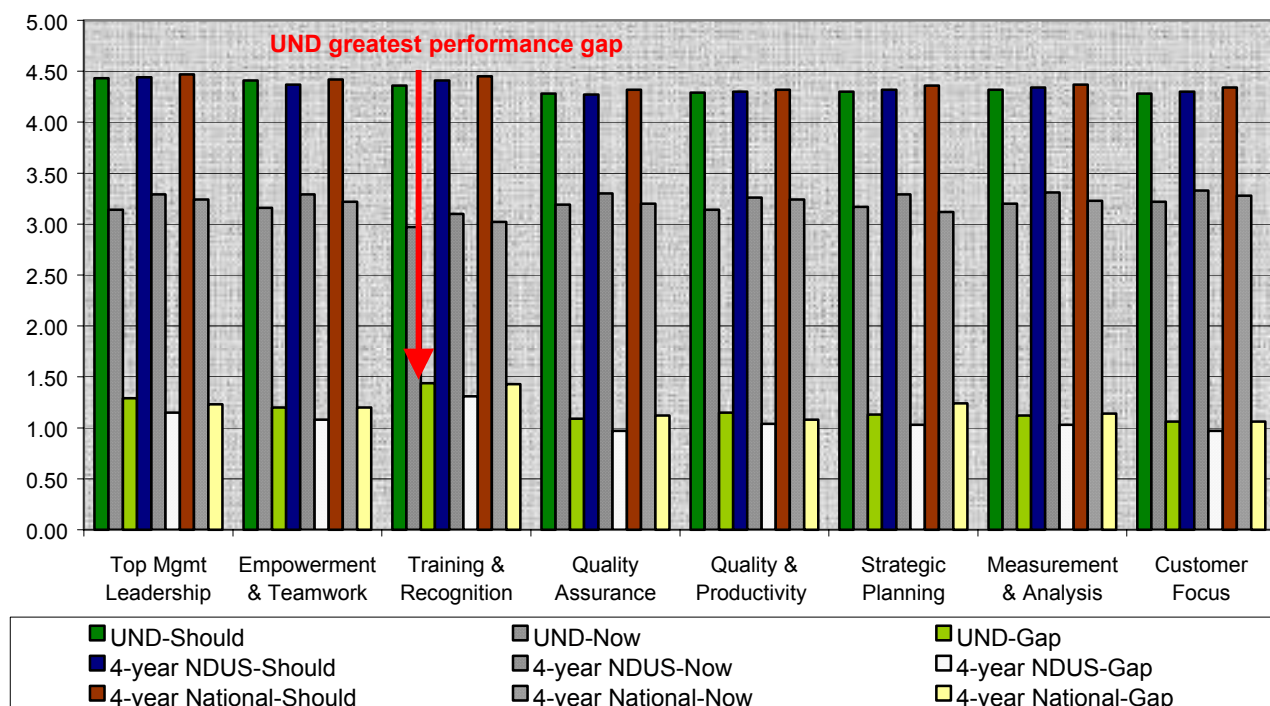
Employment Status

Full-time	93.6%
Part-time	6.3%

Ten Smallest Performance Gaps

1. I know what is expected of me.
2. The institution uses state and national data to compare its performance with that of other institutions.
3. Professional development training programs are available to assist employees in improving their job performance.
4. Faculty and staff take pride in their work.
5. This institution listens to its students.
6. Administrators have confidence and trust in me.
7. Our services to students are "user-friendly".
8. This institution believes in continuous quality improvement.
9. The mission, purpose, and values of this institution are familiar to employees.
10. Guarantees of satisfaction are offered to students to ensure quality service.

Comparative Analysis on Eight Quality Scales (1 = strongly disagree, 2 = disagree, 3 = uncertain, 4 = agree, 5 = strongly agree)



Five Highest-Rated UND Services

1. Payroll services
2. Health/nursing services
3. Security/police services
4. Student activities
5. Switchboard/phone services

Five Lowest-Rated UND Services

1. Parking for employees
2. Communication with other dept
3. Budget planning/coordination
4. Communicating with legislators or politicians
5. Relations with other edu. institutions

Overall Satisfaction with Employment

Very satisfied	18.0%
Satisfied	51.0%
Neutral	12.0%
Somewhat dissatisfied	16.0%
Not satisfaction at all	3.0%

Overall Impression of Quality

Excellent	18.0%
Good	54.0%
Average	21.0%
Below Average	5.0%
Inadequate	2.0%

Five Positively-Rated NDUS Services

1. NDUS administrators are committed to providing quality service
2. The NDUS has positive relationships with the private sector and business community
3. NDUS administrators cultivate positive relationships with students
4. The NDUS provided flexibility/responsibility at the campus level
5. The NDUS listens to students

Five Negatively-Rated NDUS Services

1. The NDUS involves employees in planning for the future
2. NDUS employees are empowered to resolve problems quickly
3. There are effective lines of communication between campuses
4. The NDUS plans carefully
5. The mission, purpose, and values of the NDUS are familiar to employees

Executive Summary

- The Campus Quality Survey (CQS) is a unique instrument that uses the basic structure, format, and criteria of the Annual Presidential Award for Quality. There is also a strong link to elements of the Malcolm Baldrige National Quality Award. Each survey item relates to one of the eight quality elements and the data provides more specific information about certain areas of UND. Staff are viewed as internal customers investing in continuous quality improvement at our organization.
 - This is the first time the Campus Quality Survey has been used at all eleven of the North Dakota University System campuses. There are both positive and negative factors revealed by the findings, providing much opportunity for analysis, reflection, and action. It also allows UND to focus precisely on areas of need in its continuous quality improvement process.
 - In late August 2002 the Office of Institutional Research (OIR) mailed out the 2002 Campus Quality Survey along with 10 NDUS-developed questions to 2,214 full and part-time faculty and staff whom had been on UND campus for at least one year. A total of 610 completed surveys have been collected in October 2002. An adjusted return rate is 28%.
 - Data obtained from the survey responses is reviewed. This includes analyses of the
 - 1) Smallest and largest performance gap items
 - 2) Results of the composite averages of survey items related to the eight quality categories
 - 3) Results of survey data showing satisfaction ratings of UND programs, services, and activities
 - 4) Results of survey data showing satisfaction ratings of NDUS programs, policies, and services
 - 5) Staff ratings for employee satisfaction and impression of quality
 - 6) Employee comments and suggestions
 - Items with small performance gaps indicate areas in UND where employees' expectations are close to being met while items with large performance gaps indicate areas in UND where employees' expectations may not be adequately met. At UND, the largest performance gap was observed on the statement of "*Employees are rewarded for outstanding job performance*".
 - The eight quality categories are: 1) Top management leadership and support, 2) Employee Training and Recognition, 3) Employee Empowerment and Teamwork, 4) Measurement and Analysis, 5) Strategic Quality Planning, 6) Quality and Productivity Improvement Results, 7) Customer Focus, and 8) Quality Assurance. At UND, *Employee Training and Recognition* has been identified as needing greatest attention.
 - At UND, five programs, services, and activities that received the highest overall satisfaction ratings are: 1) Payroll services, 2) Health and nursing services, 3) Security/police services, 4) Student activities, and 5) Switchboard and telephone services while another five that received the lowest overall satisfaction ratings are: 1) Parking for faculty and staff, 2) Communication with other departments, 3) Budget planning and coordination, 4) Communicating with legislators and other politicians, and 5) Relations with other educational institutions.
 - Five items among the ten NDUS survey questions received the mean scores below 3 (1 = strongly disagree, 5 = strong agree) from UND employees are: 1) The NDUS involves employees in planning for the future, 2) NDUS employees are empowered to resolve problems quickly, 3) There are effective lines of communication between campuses, 4) The NDUS plans carefully, and 5) The mission, purpose, and values of the NDUS are familiar to employees.
 - Overall, the majority (69%) of the UND respondents are satisfied (51%) or very satisfied (18%) with their employment at the UND. In addition, the majority (72%) of the respondents rate their overall impression of quality at UND as either good (54%) or excellent (18%).
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