



# Institutional Research Briefs

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The purpose of *Institutional Research Briefs* is to inform others of the types of information available from the Office of Institutional Research and to provide a brief summary of some of the projects we're working on along with the findings. *Institutional Research Briefs* will be published four times a year and distributed to the campus community as well as archived on our website. This will be the last *Briefs* for this academic year.

### Departmental Annual Reports – New Look

The AR template is currently under construction. When it becomes available, sometime in late April, it will have a new and improved look and functionality. The template will include formatting tools and also the ability to copy and paste tables and graphs. EERC is moving this project to another database application and adding the text editor. Although with the increased functionality, comes decreased response time. It will take longer to save each component of the annual report – but any of the formatting, bullets, bolding, etc., will remain intact.

### The Survey Says...

The highlighted survey for this issue is the 2004 Campus Quality Survey (CQS). This is a national survey which uses the basic structure, format, and criteria of the Annual Presidential Award for Quality. The CQS is used for institutional assessment as well as a state accountability measure. It was the second time it has been administered at all eleven of the North Dakota University System campuses. The survey asked participants a series of questions in which they ranked their expectations and levels of satisfaction of the characteristics related to campus climate, policies, and practices. The 2004 Campus Quality Survey along with 10 NDUS-developed questions were mailed to 2,382 full and part-time faculty and staff who were employed by the UND campus for at least one year. A total of 698 employees participated in this survey and the return rate was 30 percent. Included in this newsletter are the executive summary and the graphic highlights.

The complete report is available on our website. It contains additional information on how UND employees compare to other NDUS schools as well as comparisons to national norms. For questions about this survey, please contact Jean Chen or Carmen Williams.

### It's a Fact...

Located on the Annual Report website are the Department Annual Summary (core datasets). This core data is consistent across departments as it is retrieved from one source and is made up of:

- Enrollment - Enrollment info, credit hours, class size
- Resources - Human & Financial Resources
- Grant & Contract - Number and amount of proposals/awards
- Completions - Number of student graduates

Not all departments will contain all four pages, as in some areas a section may not be relevant. The core pages continue to be updated as information becomes available for departments to incorporate into their 2005 Annual Report.



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## 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. Each survey item relates to one of eight quality elements and the data provides more specific information about certain aspects of UND.
- CQS was initially administered at all eleven of the North Dakota University System campuses in 2002. There are both positive and negative factors revealed by the findings, providing much opportunity for analysis, reflection, and action. The results allow UND to focus precisely on areas of need in its continuous quality improvement process.
- This is the second time CQS has been used on all NDUS campuses. In early September 2004 the UND Office of Institutional Research (OIR) mailed out the 2004 Campus Quality Survey along with 10 NDUS-developed questions to 2,382 full and part-time faculty and staff whom had employed by the UND campus for at least one year. A total of 698 completed surveys were collected in October 2004. UND's adjusted return rate is 30%.
- 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
  - 7) Comparative UND results between 2002 and 2004
- Items with small performance gaps indicate areas within UND where employees' expectations are close to being met while items with large performance gaps indicate areas within UND where employees' expectations may not be adequately met. At UND, the largest performance gap in 2004 was observed on the statement of "*There are effective lines of communication between departments*" compared to the largest performance gap in 2002, "*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 during both 2002 and 2004 surveys as needing greatest attention.
- At UND, the five programs, services, and activities that received the **highest** overall satisfaction ratings are: 1) Student activities, 2) Health and nursing services, 3) Continuing Education, 4) Switchboard and telephone services, and 5) Library and learning resources. The five that received the **lowest** overall satisfaction ratings are: 1) Parking for faculty and staff, 2) Communication with other departments, 3) Bookstore services, 4) Communicating with legislators and other politicians, and 5) Relations with other educational institutions.
- Five items among the ten NDUS survey questions received satisfaction mean scores below 3 (1 = strongly disagree, 5 = strong agree) from UND employees, they 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 mission, purpose, and values of the NDUS are familiar to employees, and 5) The NDUS plans carefully.
- Overall, the majority (76%) of UND respondents are satisfied (47%) or very satisfied (29%) with their employment at UND. In addition, the majority (78%) of the respondents rate their overall impression of quality at UND as either good (52%) or excellent (26%).

## 2004 Campus Quality Survey

### Ten Smallest Performance Gaps (Strengths) (\* for both 2004 and 2002)

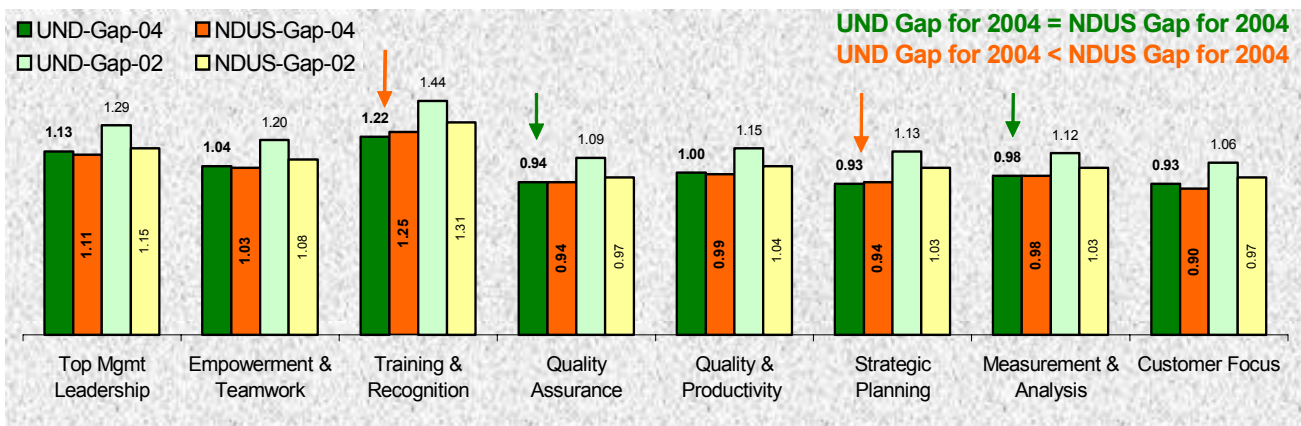
1. Professional development training program are available to assist employees in improving their job performance\*
2. This institution uses state and national data to compare its performance\*
3. I know what is expected of me\*
4. This institution regularly conducts surveys to evaluate the quality of its programs and services
5. Faculty and staff take pride in their work\*
6. This institution believes in continuous quality improvement\*
7. Our services to students are "user-friendly"\*
8. Administrators have confidence and trust in me\*
9. This institution continually evaluates and upgrades its processes for collecting data.
10. The mission, purpose, & values of this institution are familiar to employees\*

### Ten Largest Performance Gaps (Challenges) (\* for both 2004 and 2002)

1. There are effective lines of communication between departments\*
2. Employees are rewarded for outstanding job performance\*
3. Administrators recognize faculty & staff when they do a good job\*
4. Employees are empowered to resolve problems quickly\*
5. This institution analyzed complaints to determine appropriate remedial actions
6. Administrators pay attention to what I have to say
7. Administrators share information at this institution\*
8. Employees receive special training in improving customer service\*
9. Each department or work unit has written, up-to-date service expectations\*
10. Processes for selecting, orienting, training, empowering, and recognizing employees are carefully planned\*

### Overall Performance Gap on Eight Quality Scales

Performance Gap = How it should be (expectation) – How it is now (satisfaction)



#### Five Highest-Rated UND Services (\* for both 2002 & 2004)

1. Student activities\*
2. Health/nursing services\*
3. Continuing education
4. Switchboard and phone services\*
5. Library/learning resources

#### Five Lowest-Rated UND Services (\* for both 2002 & 2004)

1. Parking for employees\*
2. Communication with other dept\*
3. Bookstore services
4. Communicating with legislators or politicians\*
5. Relations with other edu. Inst.\*

#### Overall Satisfaction with Employment (2004 & 2002)

Very satisfied	29%	18%
Satisfied	47%	51%
Neutral	11%	12%
Somewhat dissatisfied	10%	16%
Not satisfied at all	2%	3%
<b>OVERALL SATISFACTION</b>	<b>76%</b>	<b>69%</b>

#### Overall Impression of Quality (2004 & 2002)

Excellent	26%	18%
Good	52%	54%
Average	19%	21%
Below Average	3%	5%
Inadequate	1%	2%
<b>OVERALL QUALITY</b>	<b>78%</b>	<b>72%</b>

#### Five Positively-Rated NDUS Services

Satisfaction mean score >3 (\* for both 2002 & 2004)

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

#### Five Negatively-Rated NDUS Services

Satisfaction mean score <3 (\* for both 2002 & 2004)

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 mission, purpose, and values of the NDUS are familiar to employees\*
5. The NDUS plans carefully\*

(Five-point satisfaction scale: 5 = strongly agree, 4 = agree, 3 = uncertain, 2 = disagree, 1 = strongly disagree)

Satisfaction by the Employee Groups (2004 and 2002) 4 respondents did not report their professional level	UND Overall N = 698	Support or Classified Staff N = 247	Faculty or Instructor N = 180	Department Chair N = 18	Administrative or Professional Staff N = 249
<b>Overall Satisfaction</b>	<b>76% (69%)</b>	<b>74% (60%)</b>	<b>70% (68%)</b>	<b>83% (95%)</b>	<b>82% (75%)</b>
<b>Overall Impression of Quality</b>	<b>78% (72%)</b>	<b>74% (72%)</b>	<b>76% (59%)</b>	<b>88% (80%)</b>	<b>83% (81%)</b>

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### Announcement to Academic Offices

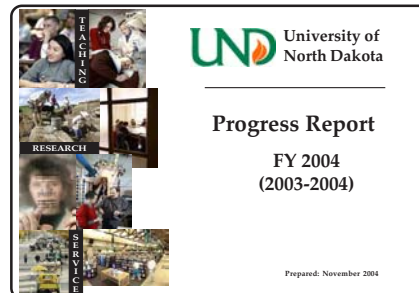
The image shows a screenshot of the Student Assessment of Teaching (USAT) forms. The forms are organized into sections: 'Section 1: General Information', 'Section 2: Student Assessment of Teaching', 'Section 3: Student Assessment of Learning', 'Section 4: Student Assessment of Learning', and 'Section 5: Student Assessment of Learning'. Each section contains a list of questions and a grid for recording responses.

The UND Assessment of Teaching (USAT) forms for Spring evaluation are available for your faculty at your college Dean's Office. Please estimate the number of forms you need and request them from their office.

Results/reports will be mailed out the end of June. Please let us know, in advance, if there are faculty which need earlier reports. We'll certainly do the best we can to accommodate all special requests.

### Progress Report

The Progress Report is a publication which consists of graphs and charts illustrating selected indicators from each of the priority action areas. This report, now it's third year, has been produced out of IR with the help of the Annual Reporting Team. The FY2004 report was published in November 2004.



To view copies of the Progress Reports please see our website at <http://www.und.edu/dept/datacol/prreport/>

### Surveys in Progress

Currently, we have two surveys underway. **The National Survey of Student Engagement (NSSE)**, which is being administered at all NDUS campuses as one of several measures of state and institutional accountability, asks freshmen and seniors questions about their college experience. We've expanded the number of students that will be asked for their feedback from 700 (the 2003 NSSE) to 3,000. That is, there have been 1,500 randomly selected freshmen and 1,500 randomly selected seniors invited to participate in this national web survey. The national response rate has been at 40%, so we are working actively to encourage a strong and representative response from our UND students.

The **Sophomore Satisfaction Survey**, which is a UND-developed web survey, has been sent via email to 500 randomly selected sophomores. This survey is done every three years, but this is the first time it is being administered as an e-survey. The sophomore survey asks about students' college-related goals and various services and is scheduled to end on April 15, 2005.

If students happen to ask you questions regarding either of these surveys, please do not hesitate to direct them to IR, as we welcome their inquiries and feedback.

*For both assessment and accountability purposes we administer several surveys throughout the year. You might consider using some of this survey data when doing a program evaluation or other departmental assessment. Feel free to contact our office to see what we have available.*