



# Institutional Research Briefs

Volume IV, Issue 1

September 2007

## In this issue:

Welcome to new staff member

Departmental Annual Reports

The Survey Says...

Requesting Information

Projects in Progress

It's a Fact...

## Carmen Williams

Director  
777-2456

## Carol Drechsel

Information Technology  
Specialist  
777-2487

## Sue Erickson

Research Analyst  
777-2265

## Nancy Krom

Administrative Assistant  
777-4358

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.

### Welcome to Sue Erickson!

Sue joined our staff in May 2007 as the research analyst (Jean Chen's position). She was formerly in the Budget Office - just next door! Sue will mainly be working with survey administration and analysis, but also with financial and human resource queries and reports. She brings knowledge and expertise as a PeopleSoft query writer to the position. Please join us in welcoming her to OIR.

### Departmental Annual Reports What's New?

The annual report template is available for entry at [www.und.edu/dept/dataacol/annualreports/](http://www.und.edu/dept/dataacol/annualreports/). Core data can be accessed at this site as well as instructions and guidelines. Password questions can be directed to our office at 7-4358.

New for this cycle is a new indicator added to Action Area B (research). It is B0302 and asks departments to "List publications and/or scholarships..." of a) faculty, b) undergraduate students, and c) graduate students. To see a sample of the layout refer to the above website and go to "What's New for Annual Reporting 2006-2007?"

The annual reports have been instrumental for many different purposes. For example, information has been gathered from these reports for the annual UND Progress Report. Also, the University Assessment Committee reviews the assessment areas each year.

### The Survey Says...

The highlighted survey for our first 2007-08 issue is the 2006 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 administered for the third time (initially in 2002, and again in 2004) last fall semester at all eleven NDUS campuses. The survey asked employees 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 2006 CQS, along with 10 NDUS-developed questions were mailed to 2,586 full and part-time faculty and staff who were employed by UND for at least one year. A total of 581 employees participated in the survey which represented an adjusted response rate of nearly 23%.

Overall, the majority (74%) of UND respondents are satisfied (47%) or very satisfied (29%) with their employment at UND. This compares to 76% satisfied/very satisfied from the 2004 survey. In addition, the majority (78%) of the respondents rate their overall impression of quality at UND as either good (52%) or excellent (26%), which is up from the 2004 rating of 76%.

Pages 2-3 include the executive summary and the graphic highlights from the survey. 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 counterparts.



### Office of Institutional Research

University of North Dakota  
Twamley Hall Room 403  
264 Centennial Drive Stop 7106  
Grand Forks, ND 58202  
701-777-4358 - [www.und.edu/dept/dataacol/](http://www.und.edu/dept/dataacol/)

## 2006 Campus Quality Survey 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. This is the third time CQS has been used on all NDUS campuses.
- ◆ In August 2006 the UND Office of Institutional Research (OIR) mailed out the 2006 Campus Quality Survey along with 10 NDUS-developed questions to 2,586 full and part-time faculty and staff whom had employed by the UND campus for at least one year. A total of 581 completed surveys were collected in October 2006. UND's adjusted return rate is nearly 23%.
- ◆ There are both positive and negative factors revealed by the findings, providing much opportunity for analysis, reflection, and action. 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 among 2002, 2004, and 2006
- ◆ 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 2006 was observed on the statement of *"This institution has "user-friendly" computer systems to assist employees and students"* compared to the largest gap in 2004, *"There are effective lines of communication between departments"* and 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 all 2002, 2004, and 2006 surveys as needing greatest attention.
- ◆ At UND, the five programs, services, and activities that received the **highest** overall satisfaction ratings are: 1) Health and nursing services, 2) Student activities, 3) Security & police services, 4) Cafeteria and food 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) Relations with other educational institutions, 4) Communicating with legislators and other politicians, and 5) Financial aid assistance and services.
- ◆ Eight 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, 5) The NDUS plans carefully, 6) The NDUS provided flexibility and responsibility at the campus level, 7) The NDUS listens to students, and 8) NDUS administrators cultivate positive relationships with students.
- ◆ Overall, the majority (74%) of UND respondents are satisfied (46%) or very satisfied (28%) with their employment at UND. In addition, the majority (76%) of the respondents rate their overall impression of quality at UND as either good (51%) or excellent (25%).
- ◆ The results allow UND to focus precisely on areas of need in its continuous quality improvement process.

# 2006 Campus Quality Survey

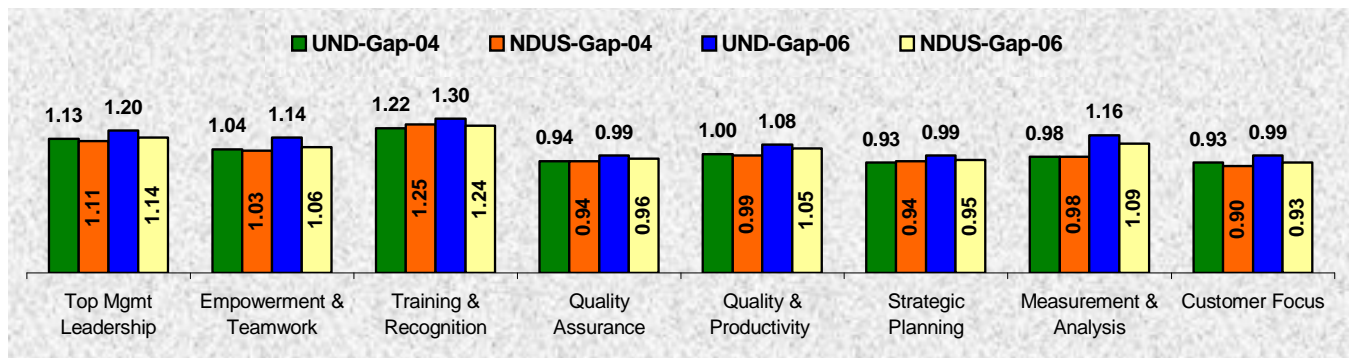
## Ten Smallest Performance Gaps (Strengths) (\*for both 2006 and 2004)

1. This institution regularly conducts surveys to evaluate the quality of its programs and services\*
2. This institution uses state and national data to compare its performance\*
3. Professional development training program are available to assist employees in improving their job performance\*
4. I know what is expected of me\*
5. Faculty and staff take pride in their work\*
6. This institution continually evaluates and upgrades its processes for collecting data \*
7. My department meets as a team to plan and coordinate work.
8. This institution believes in continuous quality improvement\*
9. Students have a way to provide feedback on their level of satisfaction with school programs and services
10. Administrators have confidence and trust in me\*.

## Ten Largest Performance Gaps (Challenges) (\*for both 2006 and 2004)

1. This institution has "user-friendly" computer systems to assist employees and students
2. There are effective lines of communication between departments\*
3. Employees are rewarded for outstanding job performance\*
4. Employees are empowered to resolve problems quickly\*
5. Employees receive special training in improving customer service\*
6. This institution analyzes all relevant data before making decisions
7. Administrators recognize faculty & staff when they do a good job\*
8. Administrators pay attention to what I have to say\*
9. This institution analyzed complaints to determine appropriate remedial actions
10. There is a spirit of team work and cooperation in this organization

## 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 2006 & 2004)

1. Health/nursing services\*
2. Student activities\*
- 3 tie. Security & police services\*
- 3 tie. Cafeteria & food services\*
5. Library/learning resources

### Five Lowest-Rated UND Services (\* for both 2006 & 2004)

1. Parking for employees\*
2. Communication with other dept\*
3. Relations with other edu. inst\*
4. Communicating with legislators or politicians\*
5. Financial aid assistance & services

### Overall Satisfaction with Employment (2006 & 2004)

Very satisfied	28%	29%
Satisfied	46%	47%
Neutral	12%	11%
Somewhat dissatisfied	11%	10%
Not satisfied at all	3%	3%
<b>OVERALL SATISFACTION</b>	<b>74%</b>	<b>76%</b>

### Overall Impression of Quality (2006 & 2004)

Excellent	25%	26%
Good	51%	52%
Average	20%	19%
Below Average	4%	3%
Inadequate	1%	1%
<b>OVERALL QUALITY</b>	<b>76%</b>	<b>78%</b>

### Positively-Rated NDUS Services

Satisfaction mean score >3 (\* for both 2006 & 2004)

1. NDUS administrators are committed to providing quality service\*
2. The NDUS has positive relationships with the private sector and business community\*

### Negatively-Rated NDUS Services

Satisfaction mean score <3 (\* for both 2006 & 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\*
6. The NDUS provided flexibility/responsibility at the campus level
7. The NDUS listens to students
8. NDUS administrators cultivate positive relationships with students

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

Satisfaction by the Employee Groups (2006 and 2004)	UND Overall	Support or Classified Staff	Faculty or Instructor	Department Chair	Administrative or Professional Staff
5 respondents did not report their professional level	N = 581 (698)	N = 193 (247)	N = 164 (180)	N = 20 (18)	N = 199 (249)
<b>Overall Satisfaction</b>	<b>74% (76%)</b>	<b>68% (74%)</b>	<b>71% (70%)</b>	<b>90% (83%)</b>	<b>82% (82%)</b>
<b>Overall Impression of Quality</b>	<b>76% (78%)</b>	<b>74% (74%)</b>	<b>70% (76%)</b>	<b>90% (88%)</b>	<b>81% (83%)</b>

Institutional Research Briefs  
Office of Institutional Research  
Twamley Hall Room 403  
264 Centennial Drive Stop 7106  
Grand Forks, ND 58202

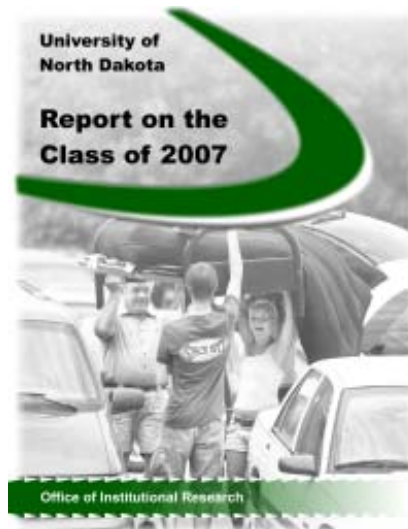
### Requesting Information

The Office of Institutional Research serves as a centralized source of comprehensive information about the institution. Our office makes available numerous facts and figures, survey assessments, core data, and general reports via the web. The office also responds to ad hoc data requests for use in planning, annual reports, program reviews, and assessment. If there is some data that your office may need, on our website we have provided an online *Request for Information* form. If using this form, please fill out the required areas, providing a detailed description of the information needed. We are committed to providing accurate information in a timely manner to help guide data-informed decision making at UND.

### Projects in Progress

**The Class of 2007:** This is a new report that we'll be doing every year which will be an analysis of the characteristics of the new fall freshman class. It includes admission and enrollment trends, demographic characteristics, academic qualities, financial aid data, student opinions and interests, geographic representation, as well as the aspirations of the new incoming freshmen. Many of these indicators are coupled with past data, and in some cases, national data, to give a better sense of the progress. Because we need to wait for data from ACT as well as from a national survey (CIRP), look for this publication coming out at the end of this semester.

**Factbook re-design:** Beginning this fall semester, the UND Factbook will have a new look. Our goal is to provide you with a factbook that is easy to navigate and contains useful information. It has a section of "Quick Facts" along with different options for printing the tables. We have been working on the layout and functionality throughout the summer and during the next few months will be adding information.



### It's a Fact...

All institutions in the North Dakota University System are required to produce a third-week file of enrollment data; these data are considered official for all state and federal reporting. An official third-week report is produced with this detailed data. Below is a listing of reports available on our website:

Headcounts and FTE by College and Institution

Student Data Statistics

Headcounts by Acad Plan(Major/Minor),  
Class and Sex(including second majors/minors)

Credit Hours by Student Academic Level and  
Course level

College/Department Credit Hours by Course Level

Enrollment totals by State/County

Headcounts by Classification & Credits

Enrollment Summary of Students by Age

Residence of First-Time Students