



Institutional Research Briefs

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Did You Know?

According to the Noel-Levitz Student Satisfaction Inventory (SSI) in 2008, cost is ranked as the item most important when deciding to enroll at UND.

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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 two to three times a year and distributed to the campus community as well as archived on our website.

Collegiate Learning Assessment Measures Student Learning



The Collegiate Learning Assessment (CLA) is an assessment tool designed to assist colleges across the United States with directly measuring student learning outcomes. UND is utilizing the CLA test for the first time this year. Approximately 100 freshmen will take the CLA in the fall and 100 seniors will test in the spring.

During the CLA, students complete either a performance task, where they are given a "library" of information from which they draw various conclusions, or a writing task where they complete two essays. Student responses are graded for critical thinking, analytic reasoning, problem solving, and written communication. Upon completion, CLA provides each student with their score, an expected score based on their entering academic level (ACT), and whether they are above, at, or below their expected level of performance. UND will receive a report comparing the freshman scores to the senior scores, with a "value-added" component. This value-added score indicates gains made throughout the undergraduate experience.

Since critical thinking and writing skills are included in UND's Essential Studies goals, we hope these findings will guide improvements to programs ensuring UND students develop strong skills in these areas.

Departmental Annual Report Reminder

The final due date for the FY09 Annual Reports is Wed., Oct. 15. However, earlier submittal dates may be established by your respective college, unit, and/or division.



The Survey Says...

UND employees may recall being invited to complete the Performance Horizons Campus Quality Survey this past fall.

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 is administered at all eleven of the North Dakota University System campuses. This is the fourth time the instrument has been administered. In August 2008 the UND Office of Institutional Research (OIR) mailed out the Campus Quality Survey along with 10 NDUS-developed questions to 2,437 full and part-time faculty and staff whom had been employed by the UND campus for at least one year. A total of 500 completed surveys were collected by October 2008. UND's adjusted return rate is nearly 21%.

Pages 2-3 of this newsletter include other highlights from this survey; the full report is available online at <http://www.und.edu/dept/datacol/reports/subFolder/cqs2008/cqs2008.htm>



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2008 Campus Quality Survey Executive Summary

As part of state mandated accountability measures, the North Dakota University System contracted with Performance Horizons to administer the Campus Quality Survey (CQS) to determine the level of satisfaction and overall quality of institutions of higher education in the state. In the fall of 2008, UND administered the CQS to 2,437 benefitted employees who have been employed for at least one year. 500 employees completed the survey, for a response rate of 21%.

In the survey, employees are asked to indicate their level of agreement with 50 items as to "how it should be" and as to "how it is now" on a scale of 1-5. The 50 items are combined into eight major scales representing areas of overall quality. The survey also asks employees to rate their level of satisfaction with 30 programs and service areas common to higher education campuses. Finally, employees are asked their overall satisfaction with their employment and their overall impression of quality at the institution.

- UND shows increasing levels of expectation (increasing mean scores in the "how it should be" category) for all eight quality scales. The highest ranked scale is *Top Management Leadership & Support* with a mean score of 4.459, while the lowest ranked scale is *Customer Focus* with a mean of 4.317. UND's "how it should be" mean scores are slightly lower than comparable mean scores for national 4-year institutions and for NDUS institutions.
- When evaluating "how it is now", the highest ranked scale by UND employees is *Quality Assurance* with a mean score of 3.298 and the lowest ranked scale is *Employee Training & Recognition* with a mean score of 3.099. Just one mean score had a slight increase over the 2006 CQS survey administration: *Employee Empowerment & Teamwork* increased from 3.250 in 2006 to 3.260 in 2008. UND employees score lower "how it should be" ratings for all eight scales than their counterparts at other North Dakota institutions.
- When evaluating service areas on campus, UND employees rate highest levels of satisfaction with *Health and nursing service*, *Student activities*, and *Payroll services*. The lowest rated services include *Communication with other departments* and *Parking for faculty and staff*. Since 2008, the areas seeing the largest increase in reported satisfaction are *Parking for faculty and staff*, *Payroll services*, and *Computer information systems and services*.
- Overall, three-quarters of UND employees (76%) report being satisfied or very satisfied with their employment. When evaluating satisfaction by employee type, faculty report the lowest levels of satisfaction, with just 64% reporting being satisfied or very satisfied.
- Three-quarters of UND employees (74%) report their overall impression of quality at UND as being excellent or good. Once again, faculty employees have a lower impression of overall quality with 62% rating UND as excellent or good.

2008 Campus Quality Survey

Ten Smallest Performance Gaps (Strengths)

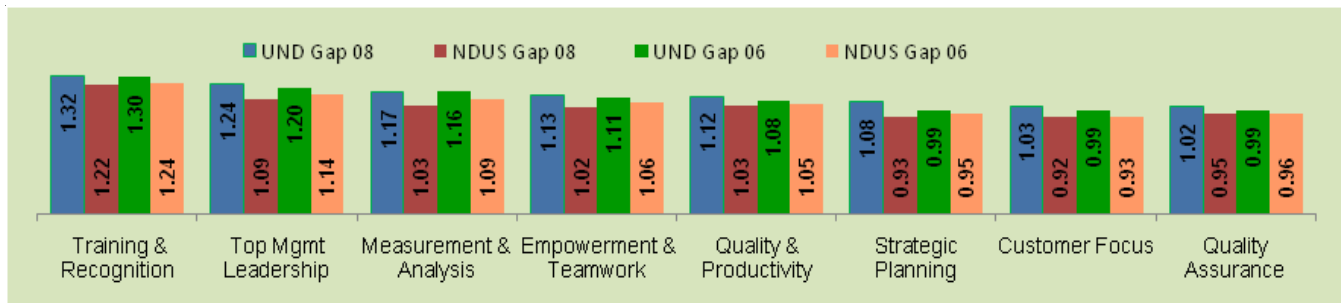
1. This institution regularly conducts surveys to evaluate the quality of its programs and services.
2. Professional development training program are available to assist employees in improving their job performance.
3. This institution uses state and national data to compare its performance.
4. I know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

(These same 10 items had smallest gaps in 2006)

Ten Largest Performance Gaps (Challenges)

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

(* This item was not in top 10 largest gap list in 2006)



Five Highest-Rated UND Services

1. Health/nursing services
2. Student activities
3. Payroll*
4. Security & police services
5. Library/learning resources

* New in 2008 over 2006

Five Lowest-Rated UND Services

1. Communication with other depts
2. Parking for employees
3. Relations with other ed. inst
4. Financial aid assistance & services
5. Communicating with legislators or politicians

(All 5 the same as in 2006)

Overall Satisfaction with

Employment (2008 & 2006)

Very satisfied	25%	28%
Satisfied	51%	46%
Neutral	11%	12%
Somewhat dissatisfied	11%	11%
Not satisfied at all	2%	3%

OVERALL SATISFACTION 76% 74%

Overall Impression of

Quality (2008 & 2006)

Excellent	22%	25%
Good	52%	51%
Average	20%	20%
Below Average	6%	4%
Inadequate	<1%	1%

OVERALL QUALITY 74% 76%

Positively-Rated NDUS Services

Satisfaction mean score >3

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 listens to students.*

* New in 2008 over 2006

Negatively-Rated NDUS Services

Satisfaction mean score <3

1. The NDUS involves employees in planning for the future
2. There are effective lines of communication between campuses
3. The mission, purpose, and values of the NDUS are familiar to employees
4. NDUS employees are empowered to resolve problems quickly
5. The NDUS plans carefully
6. The NDUS provided flexibility/responsibility at the campus level
7. 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

	UND Overall			Support or Classified Staff			Faculty or Instructor			Department Chair			Administrative or Professional Staff		
	2008	2006	2004	2008	2006	2004	2008	2006	2004	2008	2006	2004	2008	2006	2004
4 respondents did not report their professional level															
N =	500	581	698	155	193	247	135	164	180	13	20	18	193	199	249
Overall Satisfaction	76%	74%	76%	79%	68%	74%	64%	71%	70%	83%	90%	83%	82%	82%	82%
Overall Impression of Quality	74%	76%	78%	74%	74%	74%	62%	70%	76%	77%	90%	88%	81%	81%	83%

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USAT Forms

New this fall semester....

Please request the USAT forms from Institutional Research rather than your Dean's office as previously done. We will now have the USAT forms in our office in Twamley Room 403.



Also new, get envelope labels from our website at <http://www.und.edu/dept/datacol/usat/labels.htm>



Please call our office for your USAT forms at 7-4358.

The Office of Institutional Research produces Research Clips to provide the university community with a brief report on a single theme or topic. In most cases the "clips" are a subset from a more detailed research project or survey analysis.

Institutional Research "CLIPS"



Three Institutional Research Clips are available online at <http://www.und.edu/dept/datacol/newsletter/index.htm> and include the following:

- What can we learn from non-returning students?
- What matters to international students?
- The journey from freshman to senior – "clips" from various surveys.

Projects Underway

- Fact Book
- Official 4th week enrollment reports
- Degree tabulations
- 2009 Delaware Study
- Study Abroad analysis

Recent Surveys Now Available Online

- 2008 Campus Quality Survey (CQS)
UND employees completed this survey in fall 2008. The CQS asks "how it should be" and "how it is now" on a number of items as well as overall satisfaction with UND employment.
- 2008-09 Placement Survey
UND-developed survey which asks recent baccalaureate graduates about their current or future plans of education and employment. The findings also produce average salary information by major.

Available Soon

- 2009 College Senior Survey (CIRP-CSS)
- 2008-09 National Survey of Student Engagement (NSSE)
- 2009 Freshman Survey (CIRP)
- 2009 College Student Inventory (CSI)

Surveys Underway

- 2009 Withdrawing/Non-returning Student Survey
- 2009-10 Placement Survey
- 2009 National Internship & Co-op Study

To find out more information please go to <http://www.und.edu/dept/datacol/reports/surveydesc.html>.