

2004 Campus Quality Survey

University of North Dakota

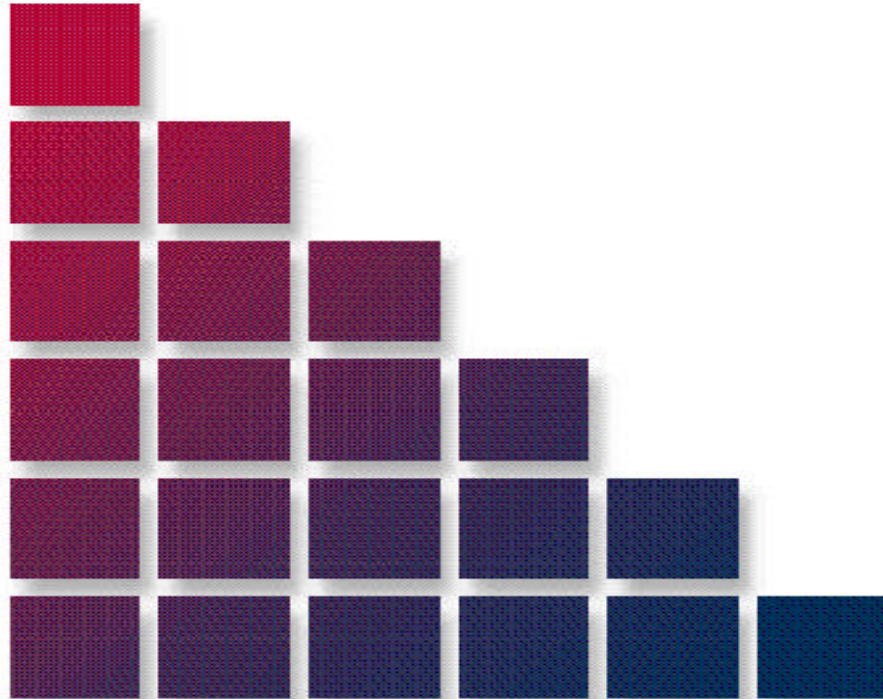
Institutional Report

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February 4, 2005



2004 Campus Quality Survey

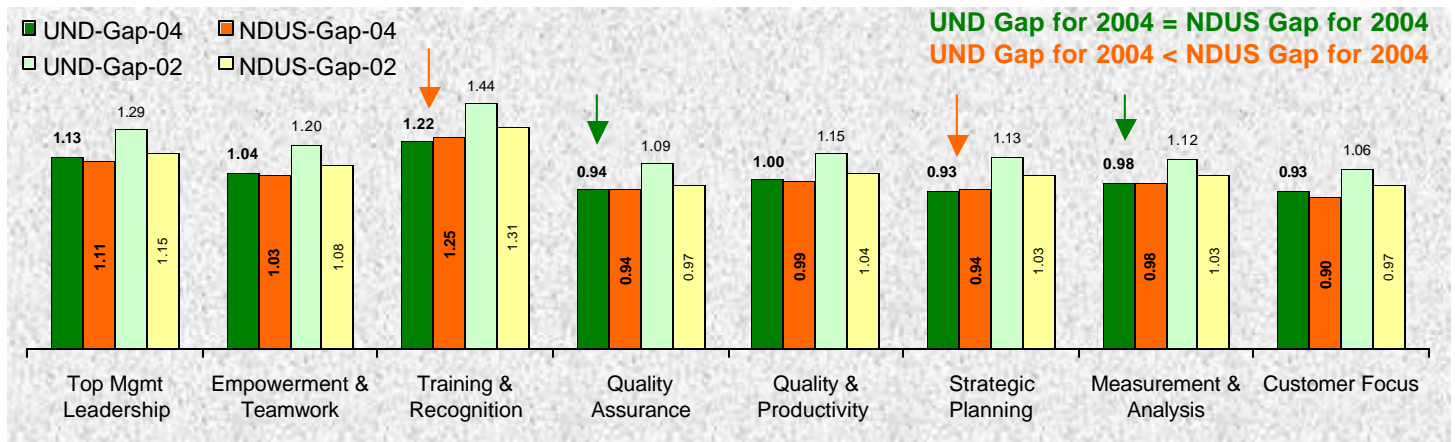
Ten Smallest Performance Gaps (Strengths) (* for both 2004 and 2002)

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%
OVERALL SATISFACTION	76%	69%

Overall Impression of Quality (2004 & 2002)

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

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

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%).