

# 2006 Campus Quality Survey

**Jean Chen  
Carmen Williams  
Melissa Ficek  
Office of Institutional Research  
University of North Dakota**



**April 2, 2007**

# 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\*.

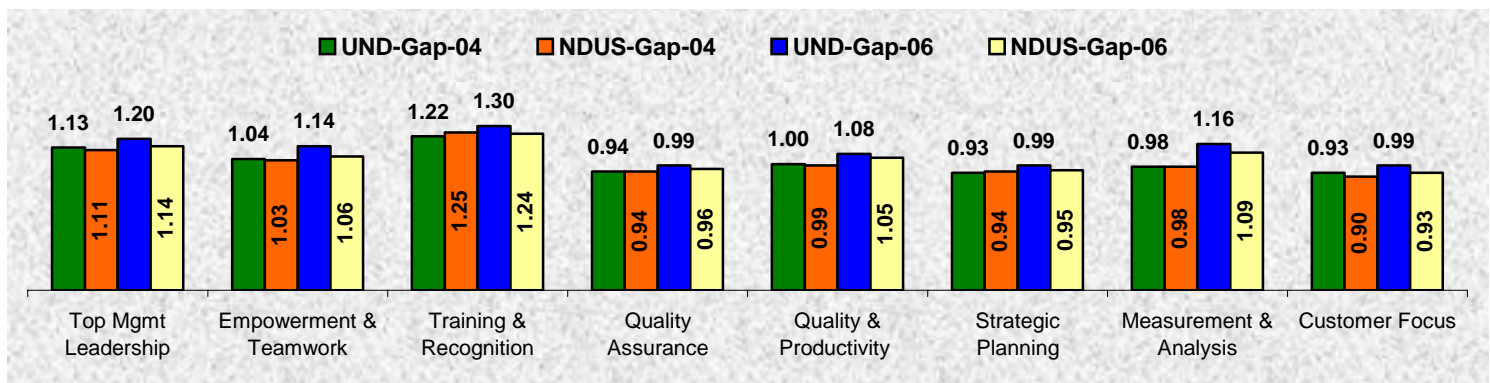
## Ten Largest Performance Gaps (Challenges)

(\*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>

## 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.