

2008 Campus Quality Survey



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UNIVERSITY OF NORTH DAKOTA

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 2006, 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.

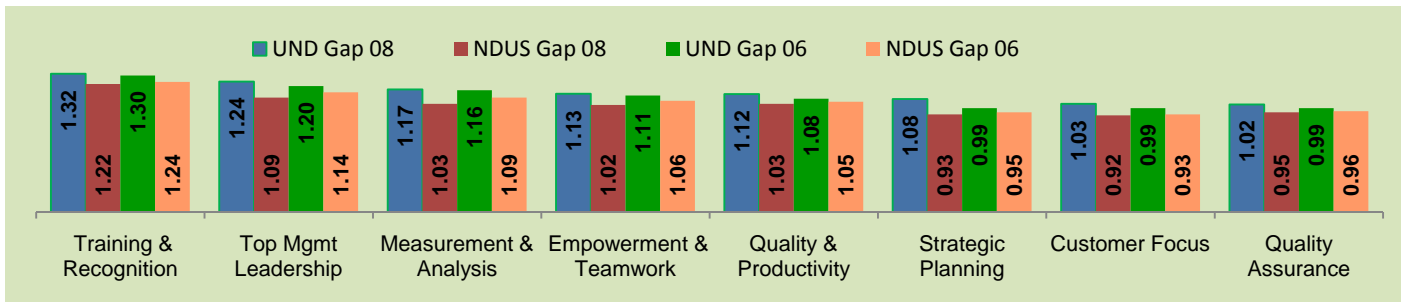
(These same 10 items had smallest gaps in 2006)

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)

Overall Performance Gap on Eight Quality Scales Performance Gap = How it should be (expectation) – How it is now (satisfaction)



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%