

# Are We Making Progress?

## 2008 Survey Results

# Background

---

- ❖ Survey administered online to faculty, staff and administrators in April 2008
- ❖ Follow up to survey administered in May 2006
- ❖ Utilizes the 7 categories of Baldrige Criteria for Performance Excellence
- ❖ 5-point rating scale: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree



# Respondents

---

- ❖ 473 Faculty and Staff respondents
  - 128 Faculty – 27% of respondents
  - 339 Staff – 72% of respondents
  - 6 “Other” (*could not be categorized*)
  - Fewer Faculty participated this year – yielding survey results that are more reflective of staff perceptions than 2006 results
- ❖ Primarily from Morehead campus (96%)
- ❖ Represent every college and administrative division

# Overall Satisfaction

---

- ❖ “I am satisfied with my job”
  - **72.1%** of faculty and staff combined agreed or strongly agreed; *a decline from 76.6% in 2006*
  - 9.8% disagreed or strongly disagreed; *also down from 11.8% in 2006*
  - Average score of 3.86; *compared to 3.89 in 2006*
  - *None of these changes are statistically significant*
- ❖ Staff still reported higher satisfaction than faculty; but the gap has narrowed, primarily due to lower staff ratings
  - 73.3% of staff agreed or strongly agreed vs. 68.5% of faculty (*not statistically significant*)

# Commitment to Quality Work

---

## ❖ Highest rated areas include:

- “I know how to measure the quality of my work” (95% strongly agree or agree)
- “I know how to analyze (review) the quality of my work to see if changes are needed” (94%)
- “I have good processes for doing my work” (87%)
- “I use these analyses for making decisions about my work” (91%)
- “My work product and/or services meet all requirements” (92%)



# Commitment to Student Focus/Mission

---

- ❖ Highest rated items include:
  - “My students/stakeholders are satisfied with my work” (89% strongly agree or agree)
  - “I keep in touch with my students/stakeholders” (86%)
  - “I know who my most important students/stakeholders are” (84%)
- ❖ Strong agreement that they understand what we are trying to accomplish at MSU
  - 81.7% agreed or strongly agreed with “I know our organization’s mission” (*down slightly from 84% in 2006*)

# Barriers to Progress

---

- ❖ Survey respondents still point to barriers to progress.
  - 26% disagreed or strongly disagreed with the statement “my organization removes things that get in the way of progress”
    - *fewer than previous results of 35%*
    - *but still 41% of all faculty & 49% of tenured faculty*
  - 28% disagreed or strongly disagreed that they can get everything they need to do their job
    - *fewer than the 33% in 2006*
    - *but still 37% of faculty & 46% of tenured faculty*
- So, the magnitude of dissatisfaction seems to have lessened somewhat...
- But, we still have much room for improvement.



# Lack of Engagement in Decision-Making

---

- ❖ Survey results also point to some areas where faculty and staff don't feel that they are involved.
  - 26.6% disagreed or strongly disagreed with the statement “my organization asks what I think”
    - Significant improvement was made on this metric when compared with 2006:
      - Average score improved from 3.09 to 3.31
      - Top scores improved from 46.5% to 53.8%
      - Disagreement lessened from 33% to 26.6%
  - 26.2% said that their organization does not ask for their ideas as it plans for the future (*a decline from 32%*)

# Communication

---

- ❖ Communication and information sharing is another area where there remains room for improvement.
  - 22% said that they disagreed that University leaders share information about the organization (*23% during last survey*)
  - 25% said they do not know how well their organization is doing financially (*24%*)
  - 24% said that they do not get the information they need to know about how the organization is doing (*26%*)
  - 21% said that they do not know the parts of the organization's plans that affect them and their work (*21%*)

# Assessment of Improvement

---

- ❖ Respondents were asked to assess the degree of improvement since 2006 in two key areas:
  - Communications
    - 79.5% indicated some degree of improvement
      - 15% = Very much improved
      - 37% = Somewhat improved
  - Removing Barriers to Progress
    - 75% indicated some degree of improvement
      - 12% = Very much improved
      - 36% = Somewhat improved
      - 46% of tenured faculty said “No improvement”

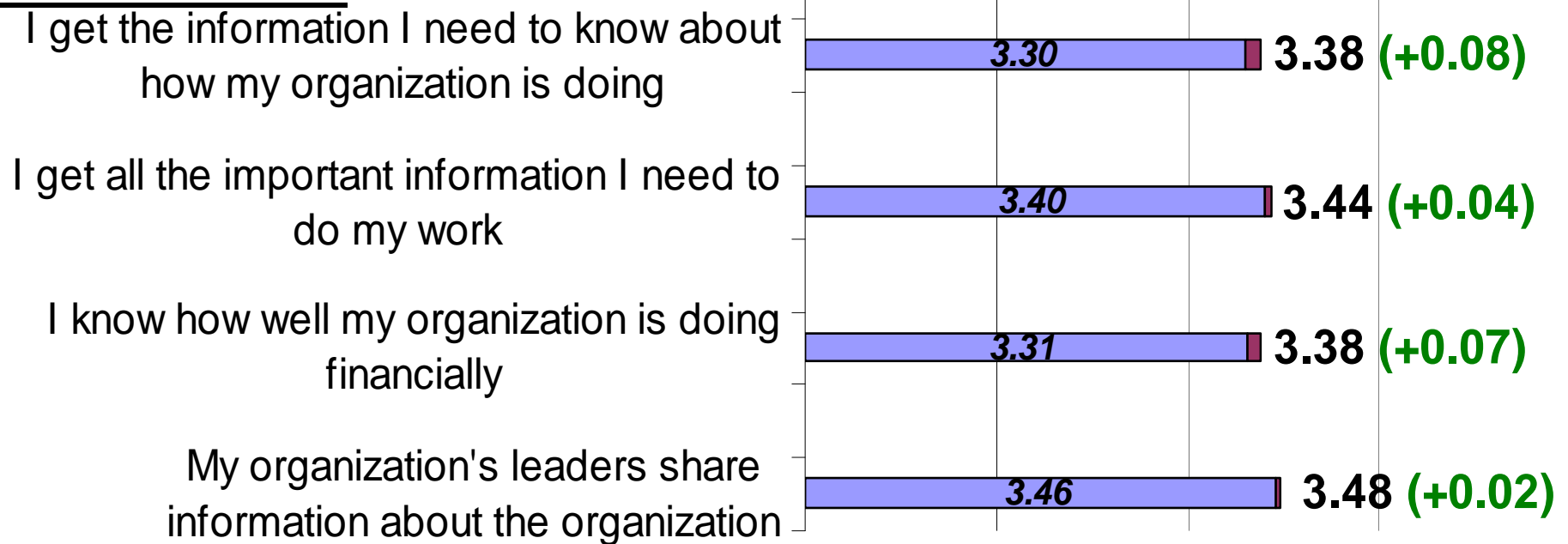
# Are We Making Progress?

## Areas Highlighted as Problem Areas

### Barriers to Progress



### Communication



2006 2008

# Ratings Improvement

---

- ❖ Items of significant improvement since 2006:
  - Faculty
    - “I know our organization’s mission”
    - “My organization asks what I think”
    - “I can make changes that will improve my work”
    - “My organization obeys laws and regulations”
    - “My organization helps me help my community”
  - Staff
    - “I can make changes that will improve my work”
  - Faculty & Staff combined
    - “My organization asks what I think”
    - “I know how to measure the quality of my work”
    - “I know how to analyze (review) the quality of my work to see if changes are needed”
    - “I can make changes that will improve my work”



Questions?

