

Report on the 2010-2011 Survey of Faculty & Staff

Results for Administrative Computing



Southeastern Louisiana University
Office of Institutional Research

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Background

During the Spring of 2011, the Office of Institutional Research conducted a survey of faculty and staff. The purposes of the survey were 1) to assess progress toward meeting the University's strategic planning benchmarks; and 2) to evaluate certain non-instructional units. The non-instructional units included in this year's survey were: Sims Memorial Library, Administrative Computing, Records & Registration, Athletics, and Lion's Roar. This report will provide the results of the section regarding Sims Memorial Library.

Survey Method

The 2010-2011 Survey of Faculty and Staff, along with a cover letter from the Provost and the Chair of the Institutional Effectiveness Committee, was sent to all full-time faculty and staff, with the exception of the President, the Vice Presidents, and the IR Director. A total of 1,206 faculty and staff were included in the survey and received survey forms via campus mail. The information provided by the respondents was treated with strict confidentiality. A master list was maintained for purposes of follow-up only, this list was securely maintained. The master list was destroyed after data was collected. The information gained from the survey is reported for the entire survey group and individuals can not be identified with any response. Reminders to return the survey was distributed via e-mail. A second mailing was then sent to those faculty and staff who had not returned the survey. A total of 811 faculty and staff completed the survey and returned it to IR for a return rate of 67%.

The average term of employment at Southeastern for respondents is 10.3 years. These numbers reflect values nearly identical to the population as a whole. Table 1 presents other characteristics of the respondents as compared to the population.

Table 1
Respondents and Population Characteristics

	Respondents	Population	% of Population Responding
Total	811	1,206	67.3%
Faculty	321	527	60.9%
Classified Staff	275	414	66.4%
Unclassified Staff	215	265	81.1%
EEO Classification			
Faculty	304	506	60.1%
Executive/Administrative/Manager	71	82	86.6%
Clerical/ Secretarial	135	165	81.8%
Professional, Non-Faculty	194	245	79.2%
Skilled Craftsman	33	79	41.8%
Service/ Maintenance	43	90	47.8%
Technical/ Paraprofessional	31	39	79.5%
Gender			
Female	491	73	69.8%
Male	320	503	63.6%
Race			
Black, Non-Hispanic	95	164	57.9%
White, Non-Hispanic	684	991	69.0%
Other	32	51	62.8%
Rank (Faculty Only)			
Full Professor	73	103	70.9%
Associate Professor	77	116	66.4%
Assistant Professor	59	96	61.5%
Instructor	112	212	52.8%
Tenure Status (Faculty Only)			
Tenured	151	223	67.7%
Non-Tenured, Tenure Track	55	86	64.0%
Non-Tenure Track	115	218	52.8%

Results

Four items asked faculty and staff how satisfied they were with various aspects of Administrative Computing at Southeastern. The results for each item are presented with a set of summary points describing the data as a total group. This is followed by tables which present frequencies and mean for four groups of faculty and staff: faculty, administrative/professional staff, clerical and technical staff, and skilled craftsmen and service/maintenance staff.

Academic systems, such as Blackboard, are reliable

- Of the 801 faculty and staff who responded, 3% (n=20) strongly disagreed that academic systems are reliable and 31% (n=246) strongly agreed. Eleven percent (11%, n=91) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.98.

Figure 1

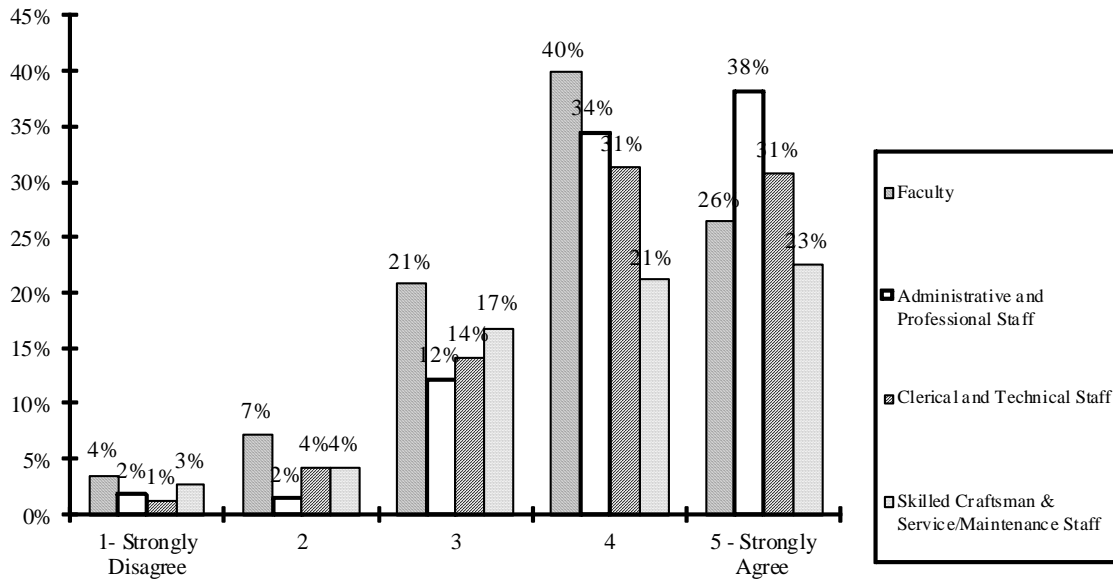


Table 2

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	1.4% (1)	0.0%	10.1% (7)	47.8% (33)	33.3% (23)	7.2% (7)	4.20
Faculty	3.6% (11)	7.2% (22)	20.7% (63)	39.8% (121)	26.3% (80)	2.3% (79)	3.80
Professional Staff	2.1% (4)	2.1% (4)	13.0% (25)	29.5% (57)	39.9% (77)	13.5% (26)	4.19
Clerical	1.5% (2)	3.8% (5)	13.6% (18)	31.8% (42)	31.1% (41)	18.2% (24)	4.06
Technical	0.0%	6.5% (2)	16.1% (5)	29.0% (9)	29.0% (9)	19.4% (6)	4.00
Skilled Crafts	3.1% (1)	3.1% (1)	18.8% (6)	25.0% (8)	6.2% (2)	43.8% (14)	3.50
Service Maintenance	2.5% (1)	5.0% (2)	15.0% (6)	17.5% (7)	35.0% (14)	22.5% (9)	4.03
Total	2.5% (20)	4.5% (36)	16.2% (130)	34.6% (277)	30.7% (246)	11.4% (91)	3.98

* The mean does not include those respondents who answered Does Not Apply.

System response time is adequate

- Of the 800 faculty and staff who responded, 3% (n=21) strongly disagreed that system response time is adequate and 29% (n=235) strongly agreed. Eight percent (8%, n=63) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.91.

Figure 2

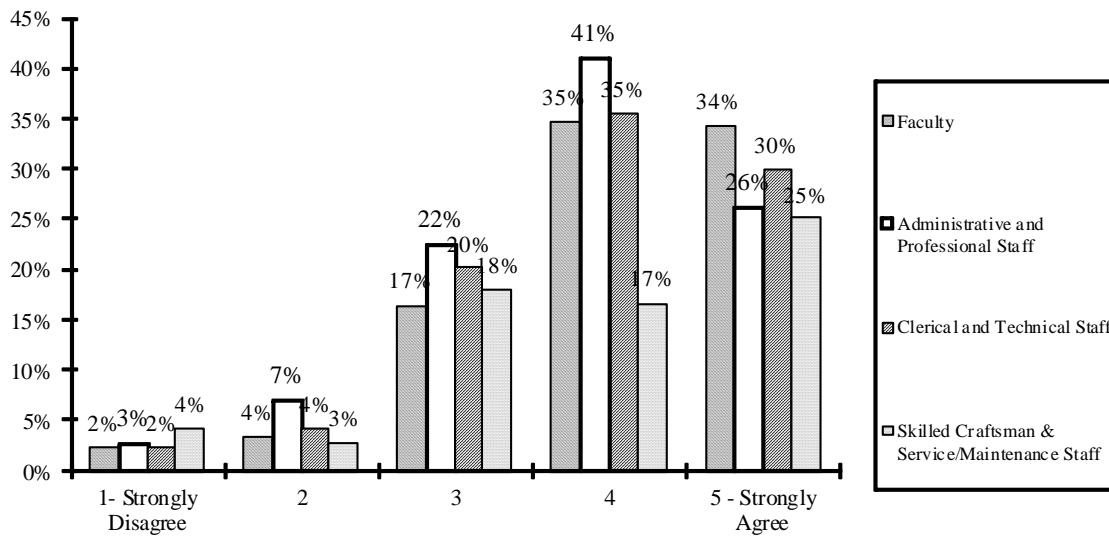


Table 3

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	2.9% (2)	4.3% (3)	20.0% (14)	44.3% (31)	22.9% (16)	5.7% (4)	3.85
Faculty	2.6% (8)	6.9% (21)	22.4% (68)	40.9% (124)	26.1% (79)	1.0% (3)	3.82
Professional Staff	2.1% (4)	3.2% (6)	15.3% (29)	31.1% (59)	38.4% (73)	10.0% (19)	4.12
Clerical	3.0% (4)	3.8% (5)	18.8% (25)	32.3% (43)	33.8% (45)	8.3% (11)	3.98
Technical	0.0%	6.5% (2)	25.8% (8)	48.4% (15)	12.9% (4)	6.5% (2)	3.72
Skilled Crafts	6.2% (2)	3.1% (1)	21.9% (7)	15.6% (5)	12.5% (4)	40.6% (13)	3.42
Service Maintenance	2.4% (1)	2.4% (1)	14.6% (6)	17.1% (7)	34.1% (14)	26.8% (11)	4.10
Total	2.6% (21)	4.9% (39)	19.6% (157)	35.5% (284)	35.5% (284)	7.9% (63)	3.91

* The mean does not include those respondents who answered Does Not Apply.

Login and password problems are resolved in a timely manner.

- Of the 799 faculty and staff who responded, 1% (n=7) strongly disagreed that problems are resolved in a timely manner and 43% (n=357) strongly agreed. Twelve percent (10%, n=98) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.33.

Figure 3

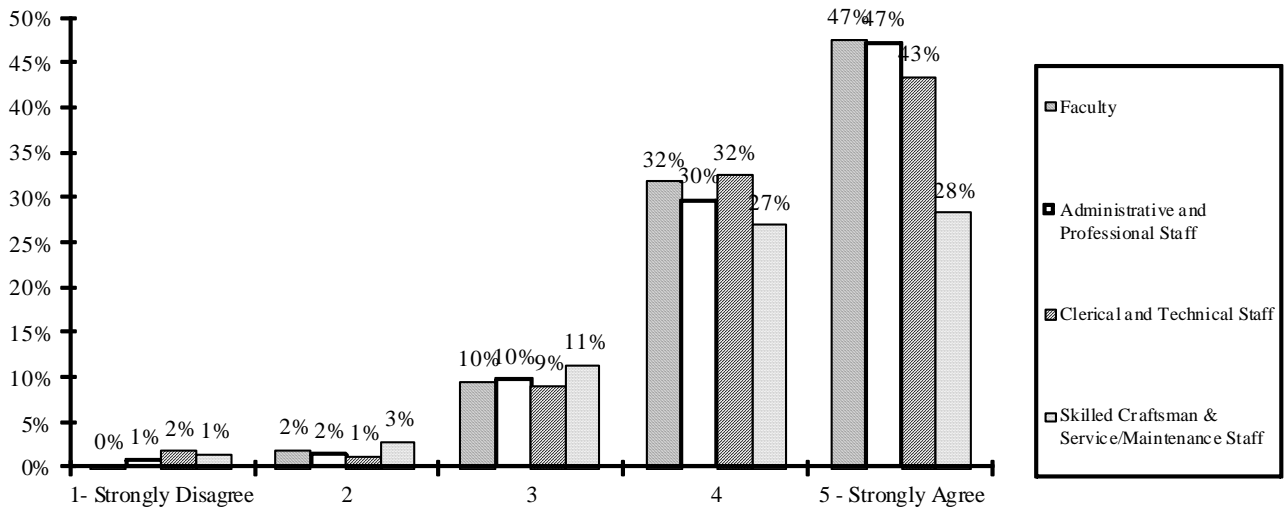


Table 4

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	1.4% (1)	1.4% (1)	15.7% (11)	35.7% (25)	42.9% (30)	2.9% (2)	4.21
Faculty	0.3% (1)	2.0% (6)	9.5% (29)	31.6% (96)	47.4% (144)	9.2% (28)	4.36
Professional Staff	0.5% (1)	1.6% (3)	7.4% (14)	27.5% (52)	48.7% (92)	14.3% (27)	4.43
Clerical	1.5% (2)	0.8% (1)	8.3% (11)	30.1% (40)	46.6% (62)	12.8% (17)	4.37
Technical	3.2% (1)	3.2% (1)	12.9% (4)	41.9% (13)	29.0% (9)	9.7% (3)	4.00
Skilled Crafts	0.0%	3.1% (1)	9.4% (3)	28.1% (9)	25.0% (8)	34.4% (11)	4.14
Service Maintenance	2.5% (1)	2.5% (1)	12.5% (5)	25.0% (10)	30.0% (12)	25.0% (10)	4.07
Total	0.9% (7)	1.8% (14)	9.6% (77)	30.7% (254)	44.7% (357)	12.3% (98)	4.33

* The mean does not include those respondents who answered Does Not Apply.

Students that are assisted appear to be satisfied with the campus computing system.

- Of the 796 faculty and staff who responded, 1% (n=9) strongly disagreed that students are satisfied with assistance, while 26% (n=204) strongly agreed. Twenty-nine percent (26%, n=209) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.01.

Figure 5

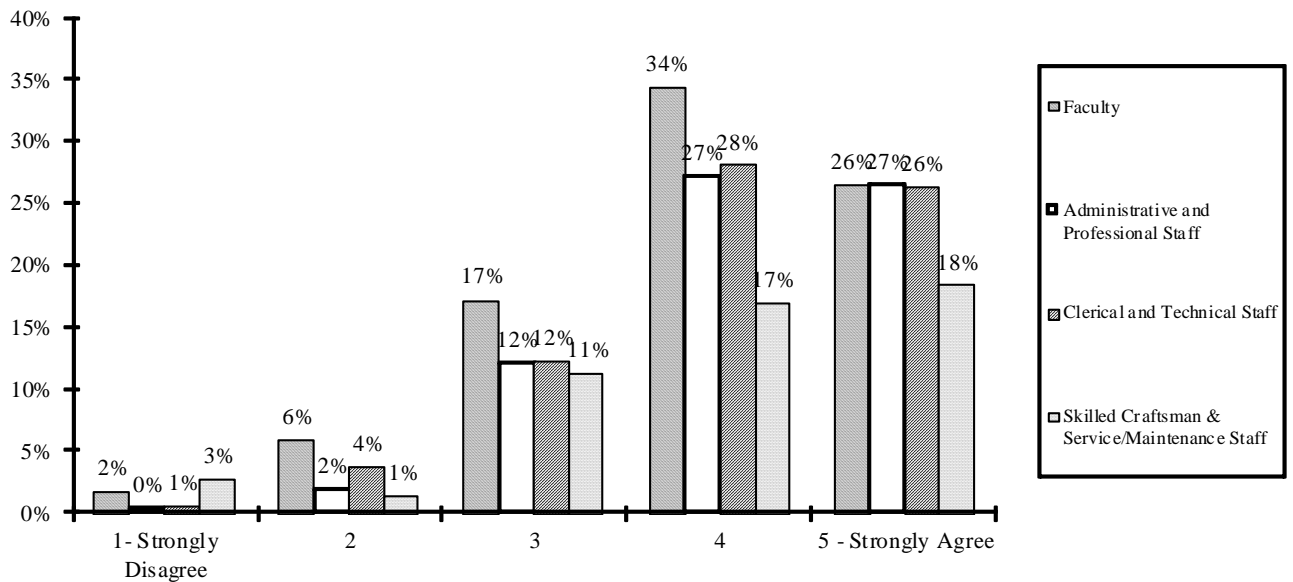


Table 6

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	0.0%	1.5% (1)	16.2% (11)	33.8% (23)	23.5% (16)	25.0% (17)	4.06
Faculty	1.7% (5)	5.9% (18)	17.2% (52)	34.3% (104)	26.4% (80)	14.5% (44)	3.91
Professional Staff	0.5% (1)	2.1% (4)	10.6% (20)	24.9% (47)	27.5% (52)	34.4% (65)	4.17
Clerical	0.8% (1)	2.3% (3)	13.5% (18)	26.3% (35)	27.1% (36)	30.1% (40)	4.10
Technical	0.0%	9.7% (3)	6.5% (2)	35.5% (11)	22.6% (7)	25.8% (8)	3.96
Skilled Crafts	0.0%	3.1% (1)	9.4% (3)	21.9% (7)	6.2% (2)	59.4% (19)	3.77
Service Maintenance	5.0% (2)	0.0%	12.5% (5)	12.5% (5)	27.5% (11)	40.0% (16)	4.00
Total	1.1% (9)	3.8% (30)	13.9% (111)	29.1% (232)	25.6% (204)	26.3% (209)	4.01

* The mean does not include those respondents who answered Does Not Apply.

Wireless network access is adequate throughout campus

- Of the 796 faculty and staff who responded, 14% (n=114) strongly disagreed that wireless access was adequate, while 16% (n=128) strongly agreed. Sixteen percent (16%, n=209) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.11.

Figure 6

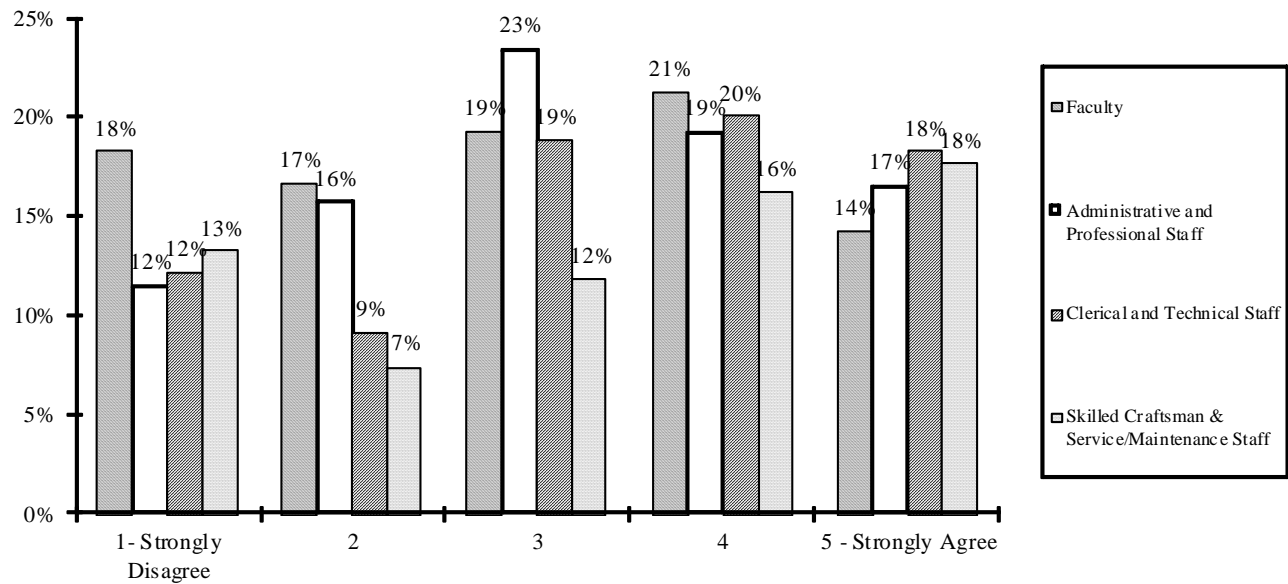


Table 7

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	14.3% (10)	20.0% (14)	21.4% (15)	30.0% (21)	10.0% (7)	4.3% (3)	3.01
Faculty	18.2% (55)	16.6% (50)	19.2% (58)	21.2% (64)	14.2% (43)	10.6% (32)	2.96
Professional Staff	10.5% (20)	14.1% (27)	24.1% (46)	15.2% (29)	18.8% (36)	17.3% (33)	3.22
Clerical	12.7% (17)	7.5% (10)	16.4% (22)	20.1% (27)	23.1% (31)	17.3% (33)	3.36
Technical	9.7% (3)	16.1% (5)	29.0% (9)	19.4% (6)	9.7% (3)	16.1% (5)	3.04
Skilled Crafts	6.5% (2)	9.7% (3)	16.1% (5)	12.9% (4)	16.1% (5)	38.7% (12)	3.37
Service Maintenance	18.4% (7)	5.3% (2)	7.9% (3)	18.4% (7)	18.4% (7)	28.9% (11)	3.19
Total	14.3% (114)	13.9% (111)	19.8% (158)	19.8% (158)	16.1% (128)	15.9% (127)	3.11

* The mean does not include those respondents who answered Does Not Apply.

Overall Satisfaction

- Of the 776 faculty and staff who responded, 0% (n=1) were Very Dissatisfied with Administrative Computing, while 40% (n=308) were Very Satisfied.
- The average rating across all faculty and staff was 4.34.

Figure 7

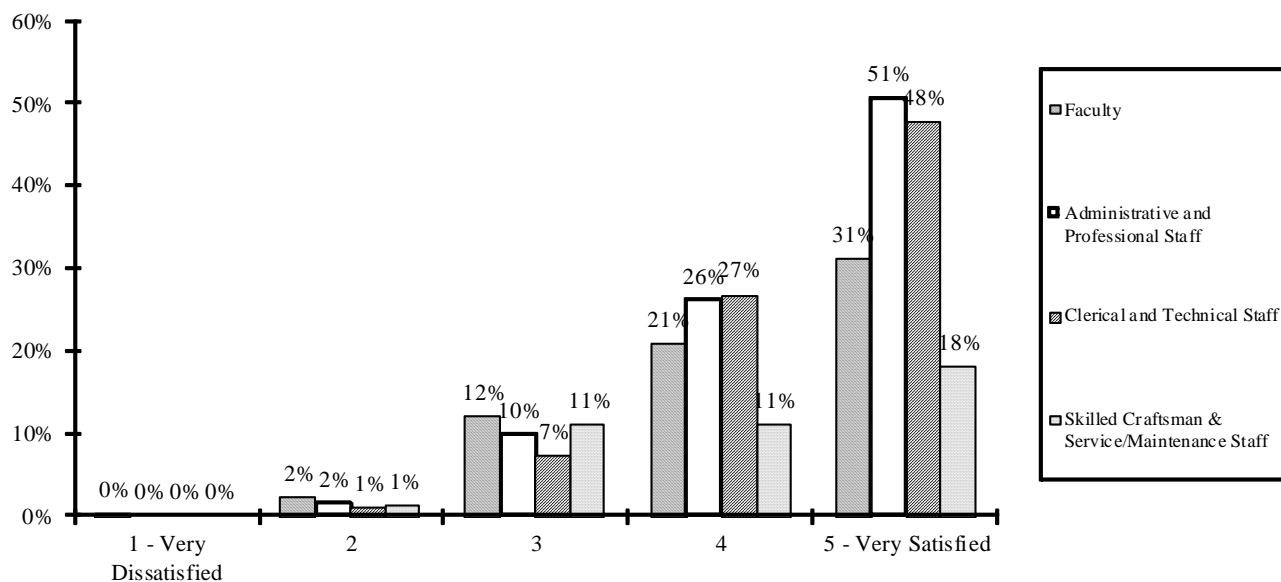


Table 8

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Administrative Staff	0.0%	0.0%	13.2% (9)	38.2% (26)	44.1% (30)	4.4% (3)	4.32
Faculty	0.3% (1)	2.4% (7)	12.2% (35)	21.0% (60)	31.1% (89)	32.9% (94)	4.19
Professional Staff	0.0%	2.2% (4)	8.6% (16)	21.6% (40)	53.0% (98)	14.6% (27)	4.47
Clerical	0.0%	0.8% (1)	6.8% (9)	27.8% (37)	53.4% (71)	11.3% (15)	4.51
Technical	0.0%	3.2% (1)	9.7% (3)	22.6% (7)	22.6% (7)	41.9% (13)	4.11
Skilled Crafts	0.0%	3.2% (1)	12.9% (4)	9.7% (3)	16.1% (5)	58.1% (18)	3.92
Service Maintenance	0.0%	0.0%	9.5% (4)	11.9% (5)	19.0% (8)	59.5% (25)	4.24
Total	0.1% (1)	1.8% (14)	10.3% (80)	22.9% (178)	39.7% (308)	25.1% (195)	4.34

* The mean does not include those respondents who answered Does Not Apply.