

Report on the 2004-2005 Survey of Faculty & Staff

Results for Administrative Computing

Southeastern Louisiana University
Office of Institutional Research & Assessment

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Background

During the Spring of 2005, the Office of Institutional Research and Assessment (IR&A) 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: Administrative Computing, Purchasing, Property Control, Central Receiving, Student Activity Center, Budget Office, University Counseling Center and Southeastern Channel. This report will provide the results of the section regarding Administrative Computing.

Survey Method

The 2004-2005 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. The exceptions were the staff in Institutional Research and Assessment, the President, and the four Vice Presidents. Thus a total of 1,258 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 926 faculty and staff completed the survey and returned it to IR&A for a return rate of 74%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 8.9 years, and the average age of the respondents is 46.1. 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	916	1,281	71.5%
Faculty	409	498	82.1%
Classified Staff	303	476	63.7%
Unclassified Staff	204	307	66.4%
EEO Classification			
Faculty	372	479	77.7%
Executive/Administrative/Manager	160	173	92.5%
Clerical/ Secretarial	158	195	81.0%
Professional, Non-Faculty	123	203	60.6%
Skilled Craftsman	24	74	32.4%
Service/ Maintenance	43	111	38.7%
Technical/ Paraprofessional	36	46	78.3%
Gender			
Female	581	742	78.3%
Male	335	539	62.2%
Race			
Black, Non-Hispanic	87	184	47.3%
White, Non-Hispanic	799	1,055	75.8%
Other	30	42	71.4%
Rank (Faculty Only)			
Full Professor	61	67	91.0%
Associate Professor	75	85	88.2%
Assistant Professor	122	147	83.0%
Instructor	142	186	76.3%
Tenure Status (Faculty Only)			
Tenured	140	159	88.1%
Non-Tenured, Tenure Track	108	126	83.7%
Non-Tenure Track	152	200	76.0%

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 885 faculty and staff who responded, 1% (n=10) strongly disagreed that academic systems are reliable and 35% (n=307) strongly agreed. Twenty-seven percent (27%, n=239) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.26.

Figure 1

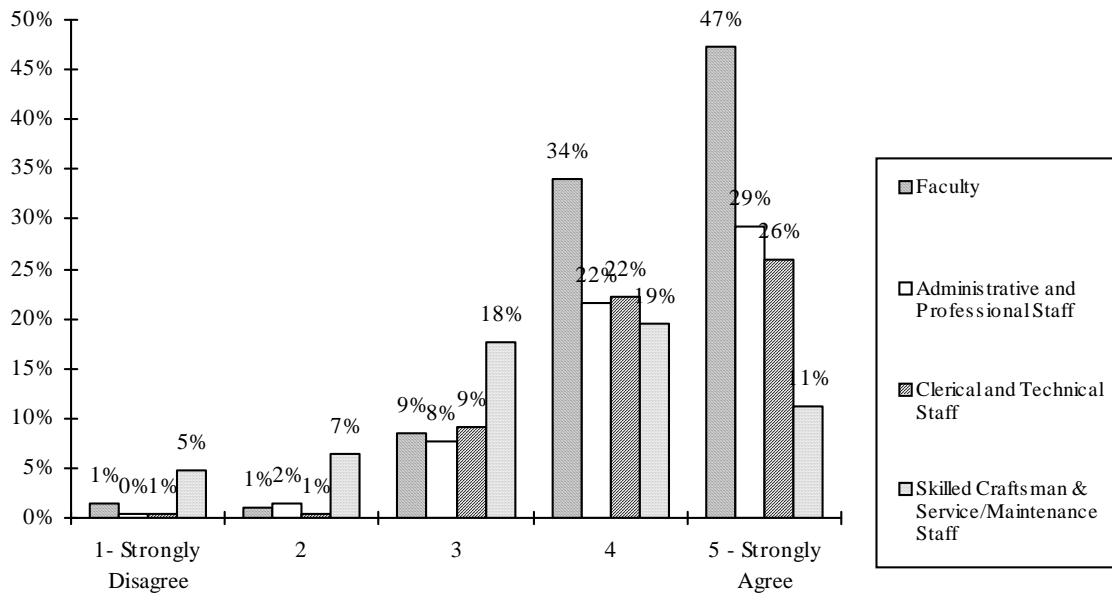


Table 2

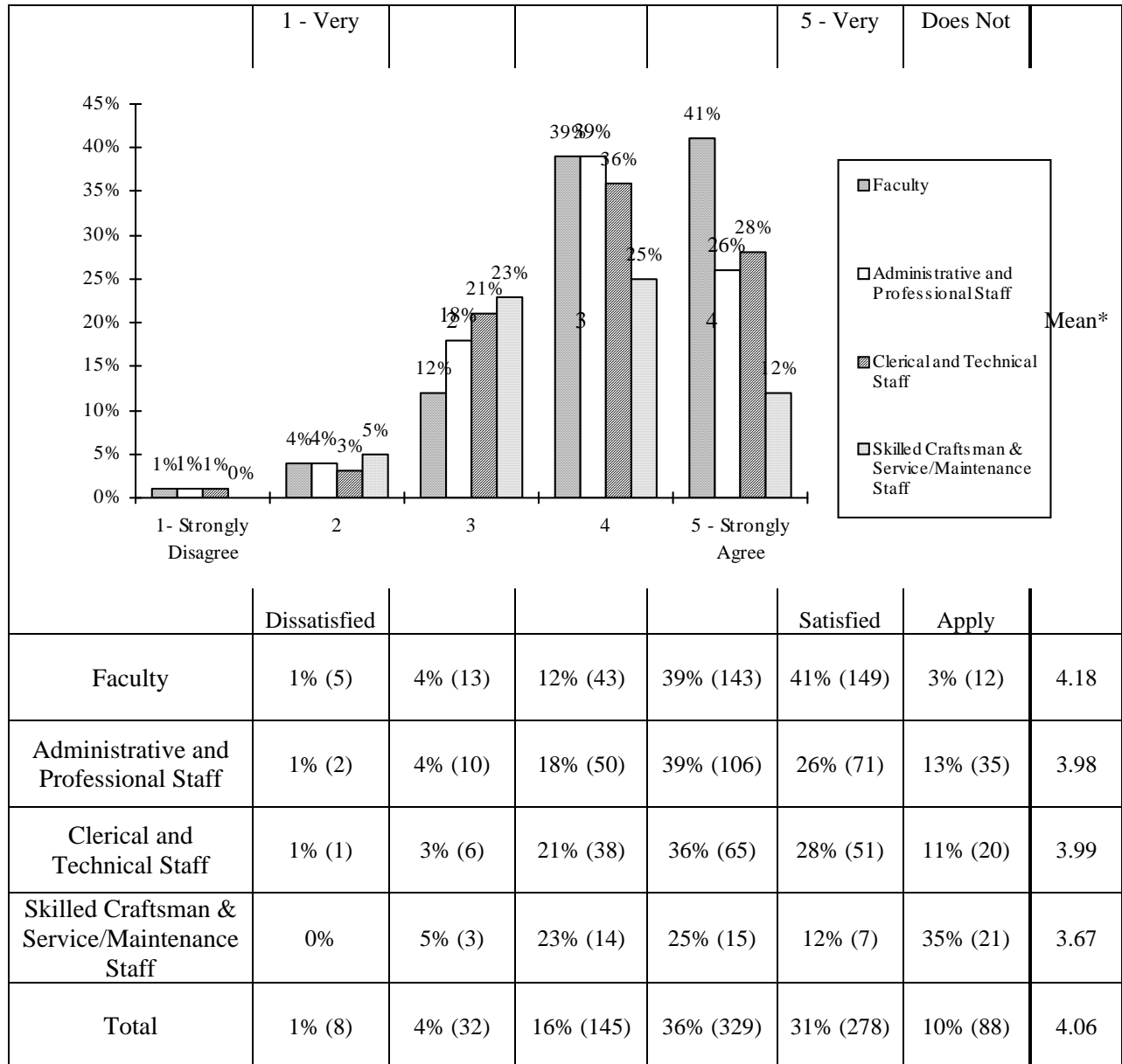
	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	1% (5)	1% (4)	9% (31)	34% (124)	47% (172)	8% (28)	4.35
Administrative and Professional Staff	0% (1)	2% (4)	8% (21)	22% (59)	29% (80)	40% (109)	4.29
Clerical & Technical Staff	1% (1)	1% (1)	9% (17)	22% (41)	26% (48)	42% (77)	4.24
Skilled Craftsman & Service/Maintenance Staff	5% (3)	7% (4)	18% (11)	19% (12)	11% (7)	40% (25)	3.43
Total	1% (10)	1% (13)	9% (80)	26% (236)	34% (307)	26% (239)	4.26

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

System response time is adequate

- Of the 880 faculty and staff who responded, 1% (n=8) strongly disagreed that system response time is adequate and 31% (n=278) strongly agreed. Ten percent (10%, n=88) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.06.

Figure 2
Table 3

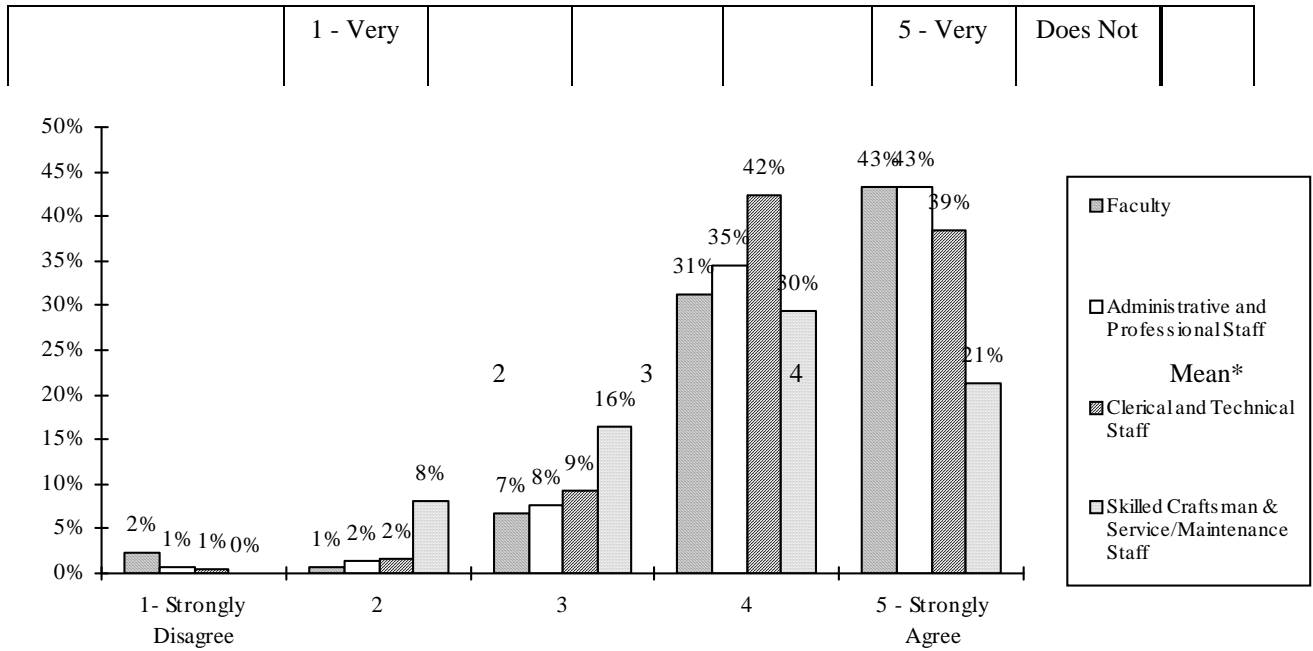


* The mean does not include those respondents who answered Does Not Apply.

Login and password problems are resolved in a timely manner.

- Of the 883 faculty and staff who responded, 1% (n=11) strongly disagreed that problems are resolved in a timely manner and 43% (n=390) strongly agreed. Ten percent (10%, n=91) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.32.

Figure 3
Table 4



	Dissatisfied				Satisfied	Apply	
Faculty	2% (8)	1% (3)	7% (24)	31% (114)	52% (188)	8% (28)	4.40
Administrative and Professional Staff	1% (2)	2% (4)	8% (21)	35% (95)	43% (119)	12% (34)	4.35
Clerical and Technical Staff	1% (1)	2% (3)	9% (17)	42% (77)	39% (70)	8% (14)	4.26
Skilled Craftsman & Service/Maintenance Staff	0%	8% (5)	16% (10)	30% (18)	21% (13)	25% (15)	4.85
Total	1% (11)	2% (15)	8% (72)	34% (304)	43% (390)	10% (91)	4.32

* 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 877 faculty and staff who responded, 1% (n=7) strongly disagreed that students are satisfied with assistance, while 21% (n=194) strongly agreed. Twenty-nine percent (29%, n=266) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.04.

Figure 5

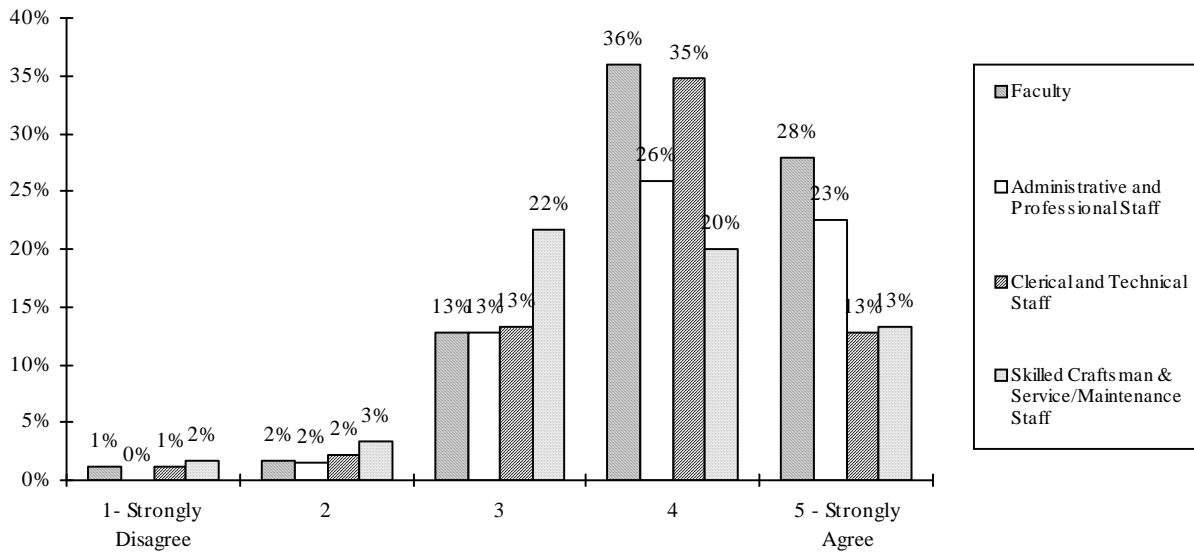


Table 6

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	1% (4)	2% (6)	13% (46)	26% (130)	28% (101)	21% (75)	4.11
Administrative and Professional Staff	0%	2% (4)	13% (35)	26% (71)	23% (62)	37% (102)	4.11
Clerical and Technical Staff	2% (1)	2% (4)	13% (24)	35% (63)	13% (23)	36% (65)	3.87
Skilled Craftsman & Service/Maintenance Staff	2% (1)	3% (2)	22% (13)	20% (12)	13% (8)	40% (24)	3.67
Total	1% (7)	2% (16)	13% (118)	31% (276)	21% (194)	29% (266)	4.04

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

Appendix A

2004-2005 Survey of Faculty and Staff

MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ballpoint, or felt tip pens.
- Make solid marks that fill the response completely.

CORRECT: ● INCORRECT: ✓✗☉⦿

Survey of Faculty and Staff

2004-2005

Please indicate your level of agreement with the following statements regarding campus support units.

Strongly Disagree

Strongly Agree

Does Not Apply

Administrative Computing

- Academic systems, such as Blackboard, are reliable.
- System response time is adequate.
- Login and password problems are resolved in a timely manner.
- Students that are assisted appear to be satisfied with the campus computing systems.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

Purchasing

- I am satisfied with the help given by Procurement Specialist assigned to my budget unit.
- Purchasing's webpage is user friendly in directing me with my product and service needs.
- Purchasing staff are professional in assisting me with my purchases.
- Overall, I am satisfied with the level of service I receive from the Purchasing Department.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

Property Control

- Property Control personnel are helpful in assisting me with our tagged property inventory.
- Overall, I am satisfied with the level of service I receive from the Property Control staff.

1	2	3	4	5	6
1	2	3	4	5	6

Central Receiving

- Usually, Receiving logs in and delivers my packages in a timely manner.
- Delivery personnel are courteous in the delivery of my packages.

1	2	3	4	5	6
1	2	3	4	5	6

Student Activity Center

- I am aware that the Student Activity Center offers faculty and staff memberships.
- I am aware that I can have my membership automatically deducted from my paycheck.
- I exercise regularly.
- I would use the Student Activity Center more if the facility offered a juice bar.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

Budget Office

- I frequently use the Budget Office website for forms and to reference budget policy/procedure.
- I call the Budget Office for information and assistance in understanding financial transactions.
- I get answers to my questions when I call the Budget Office.
- The Budget Office provides solutions to my problems when I contact them.
- I prefer the Budget to be distributed on CD-Rom rather than a paper copy.
- I would be interested in attending budget training sessions.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

What topics would you like the Budget Office to provide training on?

University Counseling Center

Did you know that mental health counseling and psychotherapy are available at the University Counseling Center (UCC)?

- No (Skip to the section on the Southeastern Channel)
- Yes

Did you know that UCC services are available to faculty and staff as well as students?

- No (Skip to back)
- Yes

Have you or a faculty/staff member you know taken advantage of any of the UCC services?

- No (Skip to back)
- Yes

How satisfied were you or your acquaintance with the service(s)?

1 Very Unsatisfied
 2
 3
 4
 5 Very Satisfied
 6 Don't Know

PLEASE DO NOT WRITE IN THIS AREA

[SERIAL]

University Counseling Center Cont.

Have you referred a student to the UCC? No (Skip next question)
 Yes

How satisfied was the with the help he/she received?

1 Very Unsatisfied
 2
 3
 4
 5 Very Satisfied
 6 Don't Know

What additional services would you like available at the UCC?

Southeastern Channel

Have you ever watched the Southeastern Channel? No (Skip next question)
 Yes

What types of programs would you like to see more of on the Southeastern Channel?

- Telecourses Training Programs Lectures Cultural/Entertainment Events
- Talk Shows Documentaries Sports Programs Other _____
- Community Forums

Please provide a description of a program you think would be suitable for the Southeastern Channel.

Please describe a course that you think should be taught on the Southeastern Channel. If possible, please suggest who you think would be a good instructor.

Would you consider teaching a telecourse on the Southeastern Channel? No (Skip to Professional Development Section)
 Yes

Would you prefer to teach a "live" (shown as you lecture in a regular lecture situation) course or a "taped" (taped prior to the airing and delivered without students present) course? Live
 Taped

Professional Development

Please indicate your satisfaction with the following aspects of professional development/training at Southeastern.

- Availability of training through Human Resources
- Type of training available through Human Resources
- Quality of training done by Human Resources
- Availability of training on how to use software through Basic Computing Services
- Type of training available through Basic Computing Services
- Quality of training done by the Basic Computing Services
- Availability of training through the Center for Faculty Excellence
- Type of training available through the Center for Faculty Excellence
- Quality of training done by the Center for Faculty Excellence

Very Dissatisfied
 Very Satisfied
 Does Not Apply

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
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