

Report on the 2002-2003 Faculty and Staff Survey

Results for Office of Technology

August 2003

Southeastern Louisiana University
Office of Institutional Research and Assessment

Table of Contents

Background	1
Survey Method	1
Respondent and Population Characteristics	2
Results	3
The computer hardware available to me meets my needs	4
The computer software available to me meets my needs	5
My connection to the mainframe and/or Internet is sufficient	6
The Help Desk provides timely and efficient support	7
Appendix A - 2002-2003 Survey of Faculty and Staff	8

Background

During the Spring of 2003, 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: Facilities Planning, Office of Technology, Office of Safety and Hazardous Materials Management, Controller's Office, Records & Registration, Office of Sponsored Research & Programs, and Fanfare/Columbia Theatre. This report will provide the results of the section regarding the Office of Technology.

Survey Method

The 2002-2003 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 1,197 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 832 faculty and staff completed the survey and returned it to IR&A for a return rate of 70%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 8.5 years, and the average age of the respondents is 45. 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	832	1,197	69.5%
Faculty	356	500	71.2%
Classified Staff	280	451	62.1%
Unclassified Staff	196	246	79.7%
EEO Classification			
Faculty	325	461	70.5%
Executive/Administrative/Manager	110	125	88.0%
Clerical/ Secretarial	133	170	78.2%
Professional, Non-Faculty	149	198	75.3%
Skilled Craftsman	28	79	35.4%
Service/ Maintenance	44	113	38.9%
Technical/ Paraprofessional	43	51	84.3%
Gender			
Female	497	687	72.3%
Male	335	510	65.7%
Race			
Black, Non-Hispanic	74	164	45.1%
White, Non-Hispanic	730	992	73.6%
Other	28	41	68.3%
Rank (Faculty Only)			
Full Professor	59	81	72.8%
Associate Professor	62	93	66.7%
Assistant Professor	116	156	74.4%
Instructor	119	170	70.0%
Tenure Status (Faculty Only)			
Tenured	130	190	68.4%
Non-Tenured, Tenure Track	89	114	78.1%
Non-Tenure Track	137	196	69.9%

Results

Four items asked faculty and staff how satisfied they were with various aspects of technology 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.

The computer hardware available to me meets my needs

- Of the 820 faculty and staff who responded, 3% (n=26) strongly disagreed that the available computer hardware met their needs and 38% (n=309) strongly agreed. Four percent (4%, n=30) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.99.

Figure 1

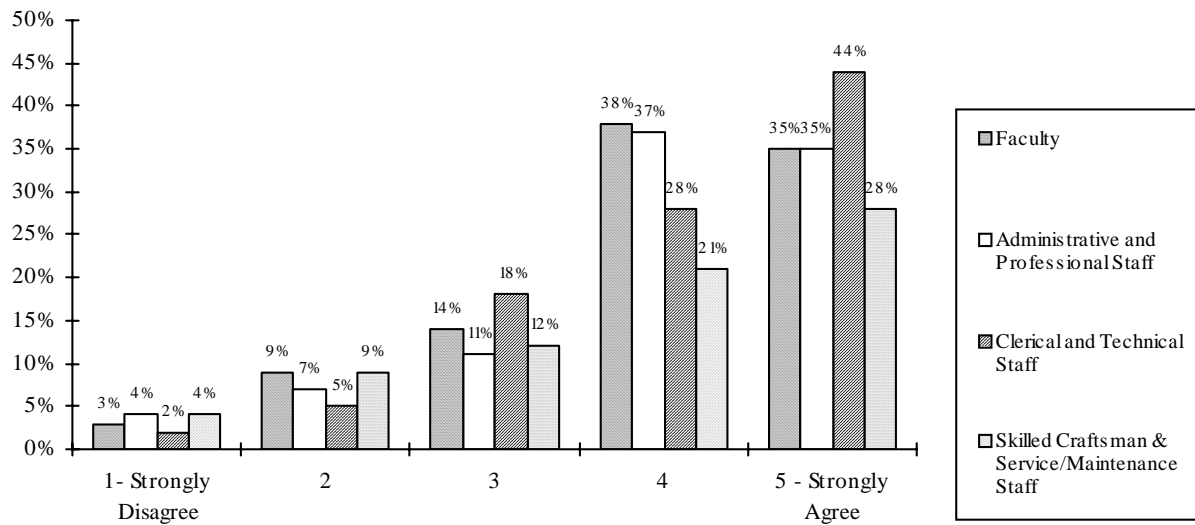


Table 2

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	3% (9)	9% (30)	14% (45)	38% (124)	35% (113)	1% (2)	3.94
Administrative and Professional Staff	4% (11)	7% (18)	11% (28)	37% (95)	39% (101)	2% (4)	4.02
Clerical and Technical Staff	2% (3)	5% (8)	18% (31)	28% (48)	44% (76)	4% (6)	4.12
Skilled Craftsman & Service/Maintenance Staff	4% (3)	9% (6)	12% (8)	21% (14)	28% (19)	27% (18)	3.80
Total	3% (26)	8% (62)	14% (112)	34% (281)	37% (309)	4% (30)	3.99

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

The computer software available to me meets my needs.

- Of the 817 faculty and staff who responded, 3% (n=24) strongly disagreed that the computer software available met their needs and 35% (n=289) strongly agreed. Four percent (4%, n=29) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.94.

Figure 2

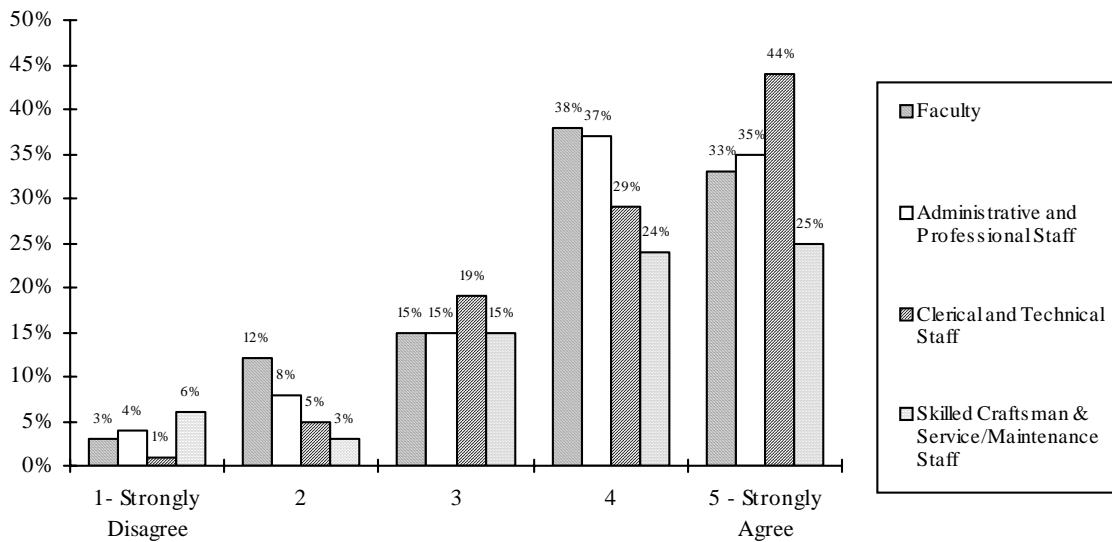


Table 3

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	3% (9)	12% (38)	15% (47)	38% (121)	33% (106)	1% (2)	3.86
Administrative and Professional Staff	4% (10)	8% (19)	15% (38)	37% (94)	35% (90)	2% (4)	3.94
Clerical and Technical Staff	1% (1)	5% (9)	19% (32)	29% (49)	44% (76)	3% (5)	4.14
Skilled Craftsman & Service/Maintenance Staff	6% (4)	3% (2)	15% (10)	24% (16)	25% (17)	27% (18)	3.82
Total	3% (24)	8% (68)	16% (127)	34% (280)	35% (289)	4% (29)	3.94

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

My connection to the mainframe and/or Internet is sufficient.

- Of the 815 faculty and staff who responded, 3% (n=22) strongly disagreed that their mainframe and/or Internet connection was sufficient and 39% (n=320) strongly agreed. Three percent (3%, n=22) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.01.

Figure 3

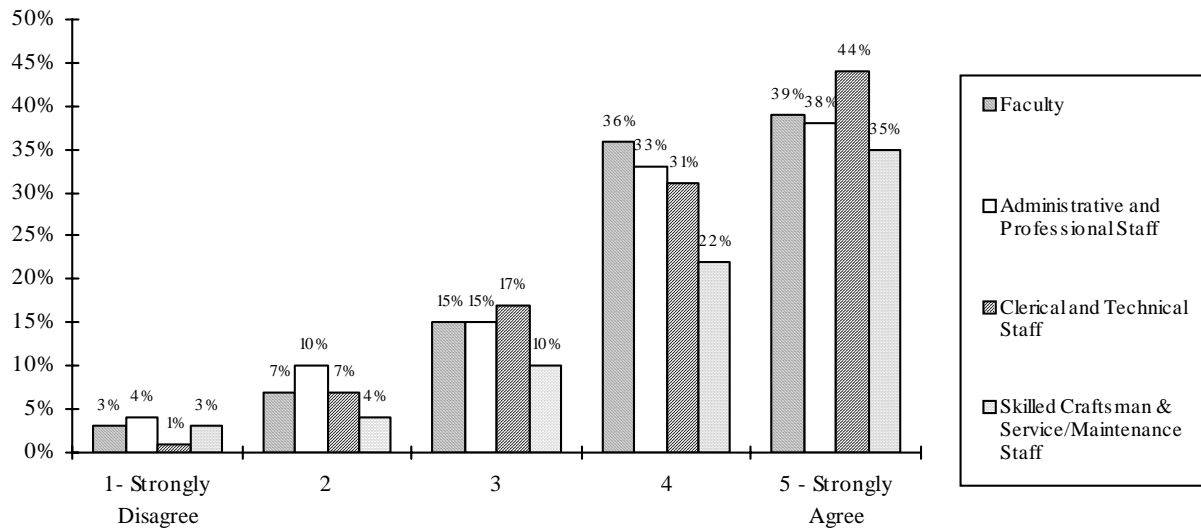


Table 4

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	3% (10)	7% (23)	15% (47)	36% (115)	39% (125)	0% (1)	4.01
Administrative and Professional Staff	4% (9)	10% (25)	15% (37)	33% (84)	38% (96)	1% (3)	3.93
Clerical and Technical Staff	1% (1)	7% (12)	17% (30)	31% (53)	44% (75)	1% (1)	4.11
Skilled Craftsman & Service/Maintenance Staff	3% (2)	4% (3)	10% (7)	22% (15)	35% (24)	25% (17)	4.10
Total	3% (22)	8% (63)	15% (121)	32% (267)	39% (320)	3% (22)	4.01

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

The Help Desk provides timely and efficient support.

- Of the 813 faculty and staff who responded, 3% (n=22) strongly disagreed that the Help Desk provides timely and efficient support 39% (n=320) strongly agreed. Three percent (3%, n=22) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.21.

Figure 5

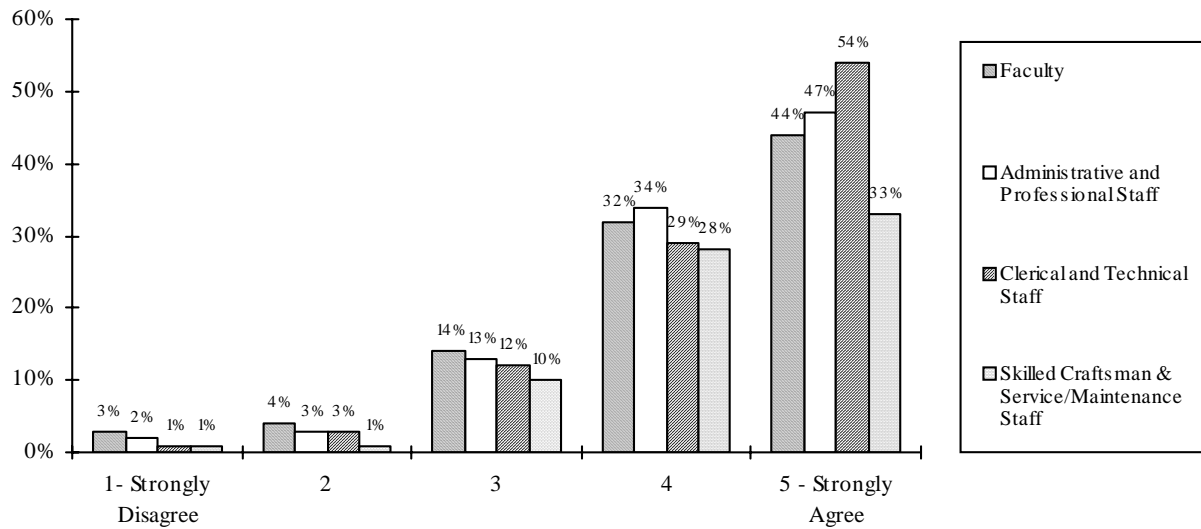


Table 6

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	3% (9)	4% (14)	14% (44)	32% (102)	44% (140)	3% (9)	4.13
Administrative and Professional Staff	2% (5)	3% (8)	13% (33)	34% (86)	47% (119)	2% (5)	4.22
Clerical and Technical Staff	1% (2)	3% (5)	12% (20)	29% (49)	54% (92)	1% (2)	4.33
Skilled Craftsman & Service/Maintenance Staff	1% (1)	1% (1)	10% (7)	28% (19)	33% (23)	26% (18)	4.22
Total	2% (17)	3% (28)	13% (104)	31% (256)	45% (374)	4% (34)	4.21

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

Appendix A

2002-2003 Survey of Faculty and Staff