

Report on the 2010-2011 Survey of Faculty & Staff

Results for Records & Registration



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 Records & Registration. 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.

Information provided by Records and Registration personnel is accurate and beneficial

- Of the 789 faculty and staff who responded, 1% (n=6) strongly disagreed that information is accurate and beneficial and 30% (n=238) strongly agreed. Eleven percent (23%, n=183) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.09.

Table 2

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	1.4% (1)	2.9% (2)	8.6% (6)	34.3% (24)	40.0% (28)	14.3% (10)	4.30
Faculty	0.7% (2)	4.0% (12)	17.5% (52)	31.6% (94)	29.0% (86)	17.2% (51)	4.02
Professional Staff	0.5% (1)	1.6% (3)	11.1% (21)	27.4% (52)	32.1% (61)	27.4% (52)	4.22
Clerical	2.3% (3)	6.2% (8)	9.3% (12)	29.5% (38)	35.7% (46)	17.1% (22)	4.08
Technical	0.0%	6.5% (2)	16.1% (5)	16.1% (5)	19.4% (6)	41.9% (13)	3.83
Skilled Crafts	0.0%	3.1% (1)	15.6% (5)	15.6% (5)	9.4% (3)	56.2% (18)	3.71
Service Maintenance	0.0%	7.5% (3)	10.0% (4)	20.0% (8)	20.0% (8)	42.5% (17)	3.91
Total	0.8% (6)	3.9% (31)	13.3% (105)	28.6% (226)	30.2% (238)	23.2% (183)	4.09

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

The personnel in Records and Registration are knowledgeable

- Of the 792 faculty and staff who responded, 1% (n=8) strongly disagreed that personnel are knowledgeable and 32% (n=250) strongly agreed. Twenty-four percent (24%, n=190) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.12.

Table 3

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	1.4% (1)	2.9% (2)	7.1% (5)	31.4% (22)	40.0% (28)	17.1% (12)	4.28
Faculty	0.7% (2)	5.7% (17)	14.1% (42)	29.0% (86)	30.3% (90)	20.2% (60)	4.03
Professional Staff	0.0%	1.1% (2)	8.4% (16)	32.6% (62)	31.1% (59)	26.8% (51)	4.28
Clerical	3.1% (4)	5.3% (7)	10.7% (14)	25.2% (33)	41.2% (54)	14.5% (19)	4.13
Technical	0.0%	0.0%	19.4% (6)	22.6% (7)	19.4% (6)	38.7% (12)	4.00
Skilled Crafts	0.0%	3.1% (1)	12.5% (4)	18.8% (6)	9.4% (3)	56.2% (18)	3.79
Service Maintenance	2.4% (1)	9.8% (4)	7.3% (3)	12.2% (5)	24.4% (10)	43.9% (18)	3.83
Total	1.0% (8)	4.2% (33)	11.4% (90)	27.9% (221)	31.6% (250)	24.0% (190)	4.12

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

The personnel in Records and Registration are courteous

- Of the 792 faculty and staff who responded, 2% (n=12) strongly disagreed that personnel are courteous and 35% (n=275) strongly agreed. Twenty-three percent (23%, n=181) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.12.

Table 4

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	0.0%	2.9% (2)	10.0% (7)	37.1% (26)	32.9% (23)	17.1% (12)	4.21
Faculty	2.0% (6)	3.7% (11)	13.1% (39)	25.9% (77)	35.7% (106)	19.5% (58)	4.11
Professional Staff	1.0% (2)	2.6% (5)	12.0% (23)	25.1% (48)	34.6% (66)	24.6% (47)	4.19
Clerical	3.1% (4)	7.6% (10)	10.7% (14)	20.6% (27)	45.0% (59)	13.0% (17)	4.11
Technical	0.0%	3.2% (1)	22.6% (7)	12.9% (4)	22.6% (7)	38.7% (12)	3.89
Skilled Crafts	0.0%	0.0%	12.5% (4)	18.8% (6)	12.5% (4)	56.2% (18)	4.00
Service Maintenance	0.0%	10.0% (4)	7.5% (3)	15.0% (6)	25.0% (10)	42.5% (17)	3.96
Total	1.5% (12)	4.2% (33)	12.2% (97)	24.5% (194)	34.7% (275)	22.9% (181)	4.12

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

The personnel in Records & Registration are helpful concerning student and faculty needs

- Of the 792 faculty and staff who responded, 1% (n=11) strongly disagreed that personnel are helpful, while 33% (n=259) strongly agreed. Twenty-four percent (24%, n=192) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.10.

Table 6

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	1.4% (1)	2.9% (2)	8.6% (6)	40.0% (28)	28.6% (20)	18.6% (13)	4.12
Faculty	2.0% (6)	3.4% (10)	16.2% (48)	26.9% (80)	32.7% (97)	18.9% (56)	4.05
Professional Staff	0.5% (1)	3.7% (7)	10.5% (20)	24.7% (47)	31.1% (59)	29.5% (56)	4.16
Clerical	2.3% (3)	9.2% (12)	8.4% (11)	20.6% (27)	44.3% (58)	15.3% (20)	4.13
Technical	0.0%	6.5% (2)	12.9% (4)	19.4% (6)	22.6% (7)	38.7% (12)	3.95
Skilled Crafts	0.0%	3.1% (1)	9.4% (3)	15.6% (5)	18.8% (6)	53.1% (17)	4.07
Service Maintenance	0.0%	2.4% (1)	12.2% (5)	12.2% (5)	29.3% (12)	43.9% (18)	4.22
Total	1.4% (11)	4.4% (35)	12.2% (97)	25.0% (198)	32.7% (259)	24.2% (192)	4.10

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

Information regarding registration procedures is easily accessible

- Of the 791 faculty and staff who responded, 2% (n=15) strongly disagreed that information is accessible, while 28% (n=219) strongly agreed. Twenty-seven percent (27%, n=210) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.99.

Table 7

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	0.0%	2.9% (2)	14.3% (10)	40.0% (28)	25.7% (18)	17.1% (12)	4.07
Faculty	2.0% (6)	5.4% (16)	16.6% (49)	26.4% (78)	25.7% (76)	24.0% (71)	3.90
Professional Staff	1.0% (2)	2.1% (4)	12.5% (24)	27.1% (52)	30.2% (58)	27.1% (52)	4.14
Clerical	4.6% (6)	5.4% (7)	10.0% (13)	22.3% (29)	34.6% (45)	23.1% (30)	4.00
Technical	0.0%	9.7% (3)	12.9% (4)	22.6% (7)	19.4% (6)	35.5% (11)	3.80
Skilled Crafts	0.0%	3.1% (1)	12.5% (4)	15.6% (5)	12.5% (4)	56.2% (18)	3.86
Service Maintenance	2.5% (1)	5.0% (2)	10.0% (4)	12.5% (5)	30.0% (12)	40.0% (16)	4.04
Total	1.9% (15)	4.4% (35)	13.7% (108)	25.8% (204)	27.7% (219)	26.5% (210)	3.99

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

The Office of Records and Registration is easy to locate

- Of the 795 faculty and staff who responded, 1% (n=7) strongly disagreed that the office is easy to locate, while 40% (n=314) strongly agreed. Twenty-one percent (21%, n=163) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.24.

Table 8

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	0.0%	5.7% (4)	7.1% (5)	30.0% (21)	42.9% (30)	14.3% (10)	4.28
Faculty	1.7% (5)	3.7% (11)	14.1% (42)	26.2% (78)	37.2% (111)	17.1% (51)	4.13
Professional Staff	0.0%	1.6% (3)	11.5% (22)	23.6% (45)	42.4% (81)	20.9% (40)	4.35
Clerical	0.8% (1)	3.8% (5)	9.1% (12)	21.2% (28)	52.3% (69)	12.9% (17)	4.38
Technical	0.0%	0.0%	9.7% (3)	38.7% (12)	19.4% (6)	32.3% (10)	4.14
Skilled Crafts	0.0%	3.1% (1)	15.6% (5)	15.6% (5)	12.5% (4)	53.1% (17)	3.80
Service Maintenance	2.4% (1)	2.4% (1)	7.3% (3)	12.2% (5)	31.7% (13)	43.9% (18)	4.22
Total	0.9% (7)	3.1% (25)	11.6% (92)	24.4% (194)	39.5% (314)	20.5% (163)	4.24

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

Overall, I am pleased with the service I receive from Records and Registration

- Of the 791 faculty and staff who responded, 1% (n=7) strongly disagreed that information is accessible, while 34% (n=268) strongly agreed. Twenty-seven percent (21%, n=165) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.15.

Table 9

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Administrative Staff	0.0%	1.4% (1)	4.3% (3)	40.0% (28)	38.6% (27)	15.7% (11)	4.37
Faculty	1.0% (3)	4.0% (12)	14.8% (44)	34.0% (101)	30.0% (89)	16.2% (48)	4.05
Professional Staff	0.5% (1)	2.1% (4)	13.1% (25)	26.7% (51)	34.0% (65)	23.6% (45)	4.20
Clerical	2.3% (3)	7.0% (9)	10.1% (13)	21.7% (28)	46.5% (60)	12.4% (16)	4.18
Technical	0.0%	3.2% (1)	6.5% (2)	22.6% (7)	32.3% (10)	35.5% (11)	4.30
Skilled Crafts	0.0%	3.1% (1)	6.2% (2)	18.8% (6)	18.8% (6)	53.1% (17)	4.13
Service Maintenance	0.0%	2.4% (1)	17.1% (7)	12.2% (5)	26.8% (11)	41.5% (17)	4.08
Total	0.9% (7)	3.7% (29)	12.1% (96)	28.6% (226)	33.9% (268)	20.9% (165)	4.15

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

Respondents were asked how Records & Registration could better accommodate needs. Fifty (50) people responded to the question. Almost half (44%) made some comment about responding to phone calls, including being more courteous, providing accurate information, and not transferring phone calls all over campus. An additional 14% requested that information be maintained and updated in a more timely manner. Below are all the comments provided.

- I do not work with students ordinarily.
- Update information, especially calendars
- Be more willing to help and courteous to parents of students.
- Accurate and updated records in PeopleSoft
- Update records/transcripts in timely fashion (maintain)
- Phone bank people more aware of transferring a call incorrectly and more care in directing students.
- Update calendar/class schedule in timely manner on webpage
- They're doing a GREAT job already.
- Better info. when students transfer courses from other colleges.
- More friendly and helpful front-line human contact
- Fix Y2K Glitch '99 year ending instead of '10, '11, etc. Keep more detailed, current information available to all in a timely manner, thanks - update personnel files to reflect information more accurately.
- Student workers need to be more informed.
- Be more accessible. Answer the phone.
- Do not run us around endlessly & uselessly!
- Teach staff + students phone etiquette + proper diction. Courtesy + welcome can go a long way.
- Less abrasive, better listening skills, more respectful
- Respond to specific student concerns in a timely fashion + with knowledge of the individuals needs + history.
- More phone lines during busy registration periods.
- Speak clearly instead of mumbling - answer question accurately. Admit when they make a mistake and not blame on someone else.
- Sometimes student workers cannot help.
- If possible, add notification to Leonet/blackboard alerting students of deadlines to withdraw/resign from University.
- Let students pay the bill as soon as possible. Why the delay in posting charges to accounts after the student has tried to enroll in the classes?
- It would be helpful if Study Abroad students could be enrolled more quickly given deadlines for payment and need for access to Blackboard for Study Abroad courses prior to students departing for courses.
- Hire more staff.
- Don't transfer them to 14 different places or send them to Depts. who only send them back to Records & Registration.
- Student workers often have no idea about what is going on or phone etiquette. Provide with more "people" training.

- People answering phone need to be more friendly and better informed.
- Minimize transferring to another department - this tends to frustrate people when they are transferred to several different departments.
- get transfer hours loaded quicker
- We need modifications regarding certain rules differentiating graduate from undergraduate students.
- Student workers should be more polite and prompt. Left on hold too long. Student workers should not give information they do not know.
- Be more pleasant to talk with. Answer their phone & emails.
- Publish next year's calendar much earlier. (2 years out would be great).
- I'm not certain because I often go through my dept office manager to access Records & Registration
- They can be very rude at times.
- Not sure if I have ever interacted with R & R. But if like other SELU offices, depts there seems to be an abundance of tedious paperwork to try & accomplish the usual normally simplistic tasks. In positive note, SELU is a convenient, less expensive, but good university.
- I tried to assist my daughter in locating short term summer classes. It was a nightmare, and no one I asked knew how to extract that information.
- By training all personnel well, especially the student workers!!
- Make acceptable transfer credits more obvious.
- Answer room requests in a timely manner. I had to wait several months for a meeting room.
- By dispensing more accurate information.
- Help solve problems better. Especially when they refer you to the Admissions office. They just pass you off without even a name of someone who could help.
- Be more organized & more helpful to students.
- More complete knowledge. Be courteous + helpful.
- Leonet - accessible transcript of student available to faculty (not on a term-by-term basis)
- When I email a question, answer it.
- more accurate at putting people in the system
- Not lose my application every time.
- Process transfer student records in a timely manner! (Faster!)
- Communicate more clearly + try to help find answers for students rather than sending them to someone else.

Overall Satisfaction

- Of the 777 faculty and staff who responded, 1% (n=10) were Very Dissatisfied with Records & Registration, while 28% (n=221) were Very Satisfied.
- The average rating across all faculty and staff was 4.04.

Table 10

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Administrative Staff	0.0%	4.5% (3)	9.0% (6)	31.3% (21)	35.8% (24)	19.4% (13)	4.22
Faculty	1.7% (5)	4.2% (12)	12.9% (37)	29.7% (85)	25.9% (74)	25.5% (73)	3.99
Professional Staff	1.1% (2)	4.3% (8)	13.8% (26)	29.3% (55)	27.7% (52)	23.9% (45)	4.03
Clerical	2.3% (3)	5.3% (7)	12.1% (16)	22.0% (29)	39.4% (52)	18.9% (25)	4.12
Technical	0.0%	3.3% (1)	20.0% (6)	23.3% (7)	20.0% (6)	33.3% (10)	3.90
Skilled Crafts	0.0%	0.0%	18.8% (6)	12.5% (4)	12.5% (4)	56.2% (18)	3.86
Service Maintenance	0.0%	0.0%	21.4% (9)	7.1% (3)	21.4% (9)	50.0% (21)	4.00
Total	1.3% (10)	4.0% (31)	13.6% (106)	26.3% (204)	28.4% (221)	26.4% (205)	4.04

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