

Report on the 2002-2003 Faculty and Staff Survey

Results for Records & Registration

Southeastern Louisiana University
Office of Institutional Research and Assessment

Table of Contents

Background	1
Survey Method	1
Respondent and Population Characteristics	2
Results	3
Records & Registration staff are knowledgeable regarding academic policies and rules	5
Records & Registration staff respond to my inquiries, phone calls or email in a timely manner	7
Records & Registration promotes a professional atmosphere	9
The LEO “How Do I...” website is useful to me	13
I am satisfied with the overall level of service I receive from Records & Registraton	15
Appendix A - 2002-2003 Survey of Faculty and Staff	17

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 Records & Registration.

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

Five items asked faculty and staff how many events they attend, their satisfaction with Fanfare/Columbia Theatre, the type of cultural events they want to attend, and whether they encourage/require students to attend performing arts events. 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 by age, EEO Classification, gender, college/division, home parish, race.

Following are definitions for EEO classification.

- Executive, Administrative, Managerial:
Persons whose assignments require primary (and major) responsibility for management of the institution, or a customarily recognized department or subdivision thereof. Assignments require the performance of work directly related to management policies or general business operations of the institution, department, or subdivision. Included in this category are all officers holding titles such as president, vice president, dean, director, or the equivalent, as well as officers subordinate to any of these administrators with such titles as associate dean, assistant dean, executive officer of academic departments (department heads, or the equivalent) if their principal activity is administrative. (Note: Includes supervisors of professional employees, while supervisors of nonprofessional employees (technical, clerical, craft, and service/maintenance force) are included within the specific categories of the personnel they supervise.)
- Clerical
Persons whose assignments typically are associated with clerical activities or are specifically of a secretarial nature. Includes personnel who are responsible for internal and external communications, recording and retrieval of data (other than computer programmers) and/or information and other paperwork required in an office, such as bookkeepers, stenographers, clerk-typists, office-machine operators, statistical clerks, and payroll clerks. Also includes sales clerks such as those employed full time in the bookstore, and library clerks who are not recognized as librarians.
- Professional
Persons employed for the primary purpose of performing academic support, student services, and institutional support activities, whose assignments would require either college graduation or experience of such kind and amount as to provide a comparable background. Includes employees such as librarians, accountants, student personnel workers, counselors, systems analysts, computer programmers and coaches.
- Skilled Craftsman

Persons whose assignments typically require special manual skills and a thorough and comprehensive knowledge of the processes involved in the work, acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes mechanics and repairers, electricians, stationary engineers, skilled machinists, upholsterers, carpenters, compositors, and typesetters.

- Service/Maintenance

Persons whose assignments result in or contribute to the comfort, convenience, and hygiene of personnel and students or that contribute to the upkeep and care of buildings, facilities, or grounds of the institutional property. Includes chauffeurs, laundry and dry cleaning operatives, cafeteria and restaurant workers, truck drivers, bus drivers, garage laborers, custodial personnel, gardeners and grounds keepers, refuse collectors, construction laborers, and security personnel.

- Technical

Persons whose assignments require specialized knowledge or skills which may be acquired through experience or academic work, such as offered in many 2-year technical institutes, junior colleges, or through equivalent on-the-job training. Includes computer programmers (with less than a bachelor's degree) and operators, drafters, engineering aides, junior engineers, mathematical aides, licensed practical or vocational nurses, dieticians, photographers, radio operators, scientific assistants, technical illustrators, technicians (medical, dental, electronic, physical sciences), and similar occupational categories which are institutionally defined as technical assignments.

Records & Registration staff are knowledgeable regarding academic policies and rules.

- Of the 811 faculty and staff who responded, 1% (n=10) strongly disagreed that Records & Registration staff are knowledgeable regarding academic policies and rules, and 25% (n=208) strongly agreed. Twenty-one percent (21%, n=169) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.97.

Figure 1

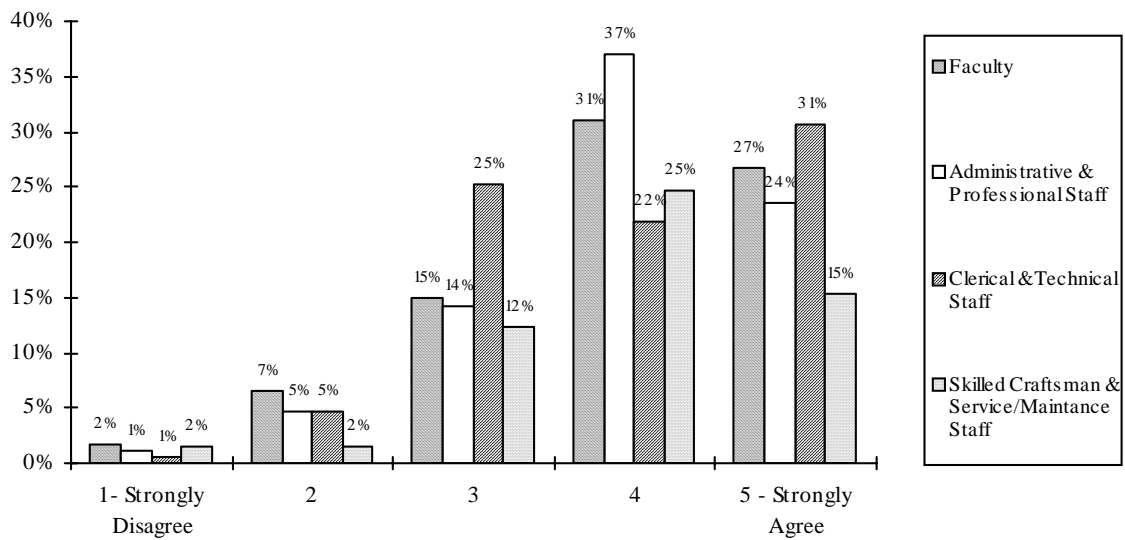


Table 2

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Executive/Administrative /Managerial	1% (1)	4% (4)	13% (14)	36% (39)	30% (32)	16% (17)	4.08
Faculty	2% (5)	7% (21)	15% (48)	31% (100)	27% (86)	19% (62)	3.93
Professional Non-Faculty	1% (2)	5% (8)	15% (22)	37% (55)	19% (28)	22% (32)	3.86
Secretarial/Clerical	1% (1)	6% (7)	23% (30)	25% (32)	34% (43)	12% (15)	3.96
Technical/ Paraprofessional	0%	2% (1)	31% (13)	12% (5)	21% (9)	33% (4)	3.79
Skilled Crafts	4% (1)	0%	11% (3)	19% (5)	19% (5)	48% (13)	3.93
Service/Maintenance Workers	0%	3% (1)	13% (5)	29% (11)	13% (5)	42% (16)	3.91
Total	1% (10)	5% (42)	16% (135)	30% (247)	25% (208)	21% (169)	3.94
College/Division							
President's Office	3% (1)	9% (3)	31% (11)	23% (8)	20% (7)	14% (5)	3.57
Academic Affairs	1% (1)	5% (6)	19% (22)	27% (32)	29% (34)	20% (24)	3.97
Arts & Sciences	2% (4)	9% (17)	18% (35)	27% (53)	26% (51)	18% (34)	3.81
Basic Studies	0%	5% (3)	20% (12)	41% (24)	25% (15)	9% (5)	3.94
Business & Technology	3% (2)	0%	13% (9)	32% (4)	32% (4)	19% (13)	4.13
Education & Human Development	0%	7% (5)	13% (10)	34% (26)	30% (23)	16% (12)	4.05
Nursing & Health Sciences	2% (1)	8% (5)	13% (8)	30% (19)	30% (19)	18% (11)	3.96
Student Affairs	0%	2% (1)	15% (10)	52% (35)	13% (9)	18% (12)	3.95
Administration & Finance	1% (1)	2% (2)	15% (17)	21% (25)	20% (23)	42% (49)	3.99
University Advancement	0%	0%	8% (1)	23% (3)	39% (5)	32% (4)	4.44

Records & Registration staff respond to my inquiries, phone calls or email in a timely manner.

- Of the 813 faculty and staff who responded, 3% (n=21) strongly disagreed that Records & Registration staff respond in a timely manner, and 26% (n=213) strongly agreed. Twenty-one percent (21%, n=169) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.93.

Figure 2

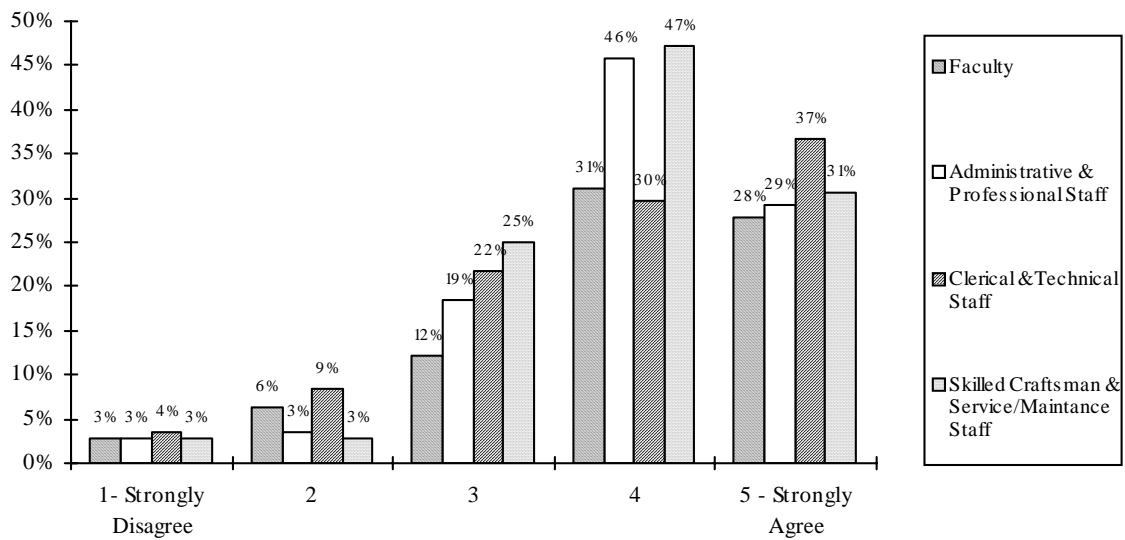


Table 3

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Executive/Administrative /Managerial	2% (2)	1% (1)	16% (17)	34% (36)	32% (34)	16% (17)	4.10
Faculty	3% (9)	6% (20)	12% (39)	31% (100)	28% (90)	20% (65)	3.94
Professional Non-Faculty	3% (4)	4% (6)	14% (21)	40% (58)	18% (26)	21% (31)	3.83
Secretarial/Clerical	2% (3)	8% (10)	15% (19)	29% (37)	35% (45)	11% (14)	3.97
Technical/ Paraprofessional	5% (2)	5% (2)	27% (12)	12% (5)	17% (7)	33% (4)	3.46
Skilled Crafts	4% (1)	0%	11% (3)	22% (6)	15% (4)	48% (13)	3.86
Service/Maintenance Workers	0%	3% (1)	15% (6)	28% (11)	18% (7)	38% (15)	3.96
Total	3% (21)	5% (40)	14% (117)	31% (253)	26% (213)	21% (169)	3.93
College/Division							
President's Office	6% (2)	6% (2)	26% (9)	31% (11)	20% (7)	11% (4)	3.61
Academic Affairs	3% (3)	8% (9)	17% (20)	24% (29)	27% (32)	22% (26)	3.84
Arts & Sciences	4% (7)	6% (11)	13% (26)	27% (52)	31% (60)	20% (38)	3.94
Basic Studies	2% (1)	5% (3)	19% (11)	36% (21)	31% (18)	9% (5)	3.96
Business & Technology	2% (1)	7% (5)	9% (6)	32% (22)	32% (22)	18% (12)	4.05
Education & Human Development	3% (2)	4% (3)	12% (9)	39% (30)	29% (22)	14% (11)	4.02
Nursing & Health Sciences	6% (4)	5% (3)	10% (6)	33% (21)	24% (15)	22% (14)	3.82
Student Affairs	0%	3% (2)	20% (13)	49% (32)	17% (11)	12% (8)	3.90
Administration & Finance	1% (1)	2% (2)	13% (15)	24% (29)	19% (23)	41% (49)	4.01
University Advancement	0%	0%	15% (2)	46% (6)	23% (3)	15% (2)	4.09

Records & Registration promotes a professional atmosphere.

- Of the 808 faculty and staff who responded, 3% (n=21) strongly disagreed that Records & Registration promotes a professional atmosphere, and 23% (n=193) strongly agreed. Nineteen percent (19%, n=157) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.89.

Figure 3

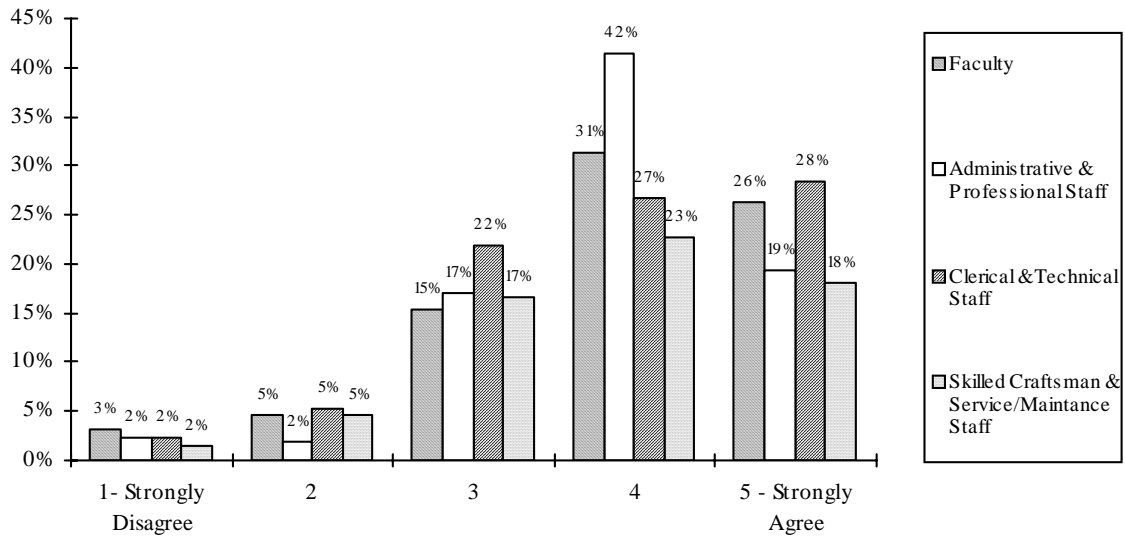


Table 4

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Executive/Administrative /Managerial	3% (3)	0%	17% (18)	45% (48)	22% (23)	14% (15)	3.96
Faculty	3% (10)	5% (15)	15% (49)	31% (100)	26% (84)	19% (62)	3.90
Professional Non-Faculty	2% (3)	3% (5)	17% (25)	39% (57)	18% (26)	30% (21)	3.84
Secretarial/Clerical	2% (3)	7% (9)	20% (25)	28% (36)	33% (42)	9% (12)	3.91
Technical/ Paraprofessional	2% (1)	0%	29% (12)	21% (6)	14% (6)	33% (14)	3.68
Skilled Crafts	4% (1)	0%	15% (4)	22% (6)	15% (4)	44% (12)	3.80
Service/Maintenance Workers	0%	8% (3)	18% (7)	23% (9)	21% (8)	31% (12)	3.81
Total	3% (21)	4% (32)	17% (140)	32% (265)	23% (193)	19% (157)	3.89
College/Division							
President's Office	3% (1)	9% (3)	29% (10)	31% (11)	17% (6)	11% (4)	3.58
Academic Affairs	3% (3)	3% (4)	18% (21)	35% (41)	22% (26)	20% (24)	3.87
Arts & Sciences	5% (9)	3% (6)	18% (34)	29% (55)	28% (53)	19% (36)	3.87
Basic Studies	3% (2)	2% (1)	24% (14)	33% (19)	29% (17)	9% (5)	3.91
Business & Technology	3% (2)	5% (3)	10% (7)	36% (24)	27% (13)	19% (13)	3.98
Education & Human Development	1% (1)	7% (5)	17% (13)	32% (24)	32% (24)	12% (9)	3.97
Nursing & Health Sciences	3% (2)	8% (5)	10% (6)	38% (24)	24% (15)	18% (11)	3.87
Student Affairs	0%	3% (2)	21% (14)	46% (31)	16% (11)	13% (9)	3.88
Administration & Finance	1% (1)	3% (3)	16% (19)	27% (32)	16% (19)	37% (43)	3.88
University Advancement	0%	0%	15% (2)	31% (4)	31% (4)	23% (3)	4.20

The LEO “How Do I...” website is useful to me.

- Of the 807 faculty and staff who responded, 3% (n=24) strongly disagreed that the LEO “How Do I...” website is useful, and 28% (n=231) strongly agreed. Twenty percent (20%, n=165) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.94.

Figure 4

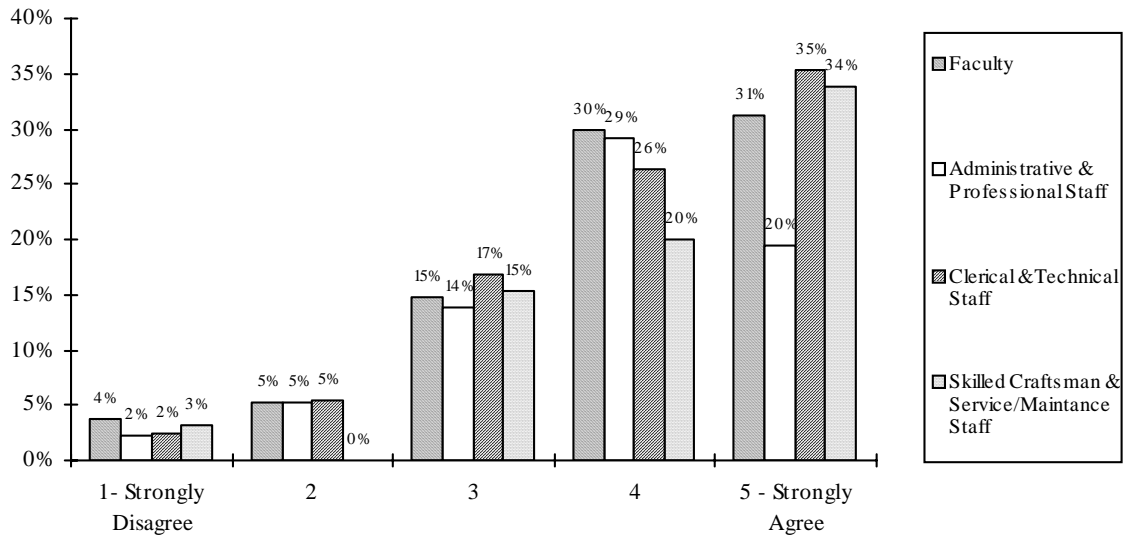


Table 5

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Executive/Administrative /Managerial	2% (2)	7% (7)	18% (19)	29% (31)	21% (22)	24% (25)	3.79
Faculty	4% (12)	5% (17)	15% (48)	30% (97)	31% (101)	15% (49)	3.94
Professional Non-Faculty	3% (4)	4% (6)	11% (16)	29% (42)	19% (27)	35% (50)	3.86
Secretarial/Clerical	0%	6% (8)	17% (21)	30% (38)	40% (50)	7% (9)	4.11
Technical/ Paraprofessional	10% (4)	2% (1)	17% (7)	15% (6)	22% (9)	34% (14)	3.56
Skilled Crafts	8% (2)	0%	8% (2)	16% (4)	32% (8)	36% (9)	4.00
Service/Maintenance Workers	0%	0%	20% (8)	23% (9)	35% (14)	23% (9)	4.19
Total	3% (29)	5% (39)	15% (121)	28% (227)	28% (231)	20% (165)	3.94
College/Division							
President's Office	0%	6% (2)	23% (8)	29% (10)	14% (5)	29% (10)	3.72
Academic Affairs	6% (7)	3% (4)	13% (15)	24% (28)	24% (28)	31% (36)	3.92
Arts & Sciences	5% (9)	7% (14)	16% (31)	28% (55)	28% (55)	16% (30)	3.93
Basic Studies	2% (1)	5% (3)	14% (8)	31% (18)	41% (24)	9% (5)	4.00
Business & Technology	3% (2)	7% (5)	16% (11)	27% (18)	38% (26)	9% (6)	4.12
Education & Human Development	1% (1)	1% (1)	16% (12)	34% (26)	34% (26)	13% (10)	4.03
Nursing & Health Sciences	2% (1)	2% (1)	11% (7)	33% (21)	32% (20)	21% (13)	3.96
Student Affairs	1% (1)	6% (4)	18% (12)	32% (21)	23% (15)	20% (13)	3.93
Administration & Finance	2% (2)	3% (4)	14% (16)	22% (25)	26% (30)	34% (39)	3.99
University Advancement	0%	8% (1)	8% (1)	42% (5)	17% (2)	25% (3)	4.18

I am satisfied with the overall level of service I receive from Records & Registration

- Of the 814 faculty and staff who responded, 2% (n=14) strongly disagreed that they are satisfied with Records & Registration’s overall level of service, and 27% (n=219) strongly agreed. Eighteen percent (18%, n=146) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 3.97.

Figure 5

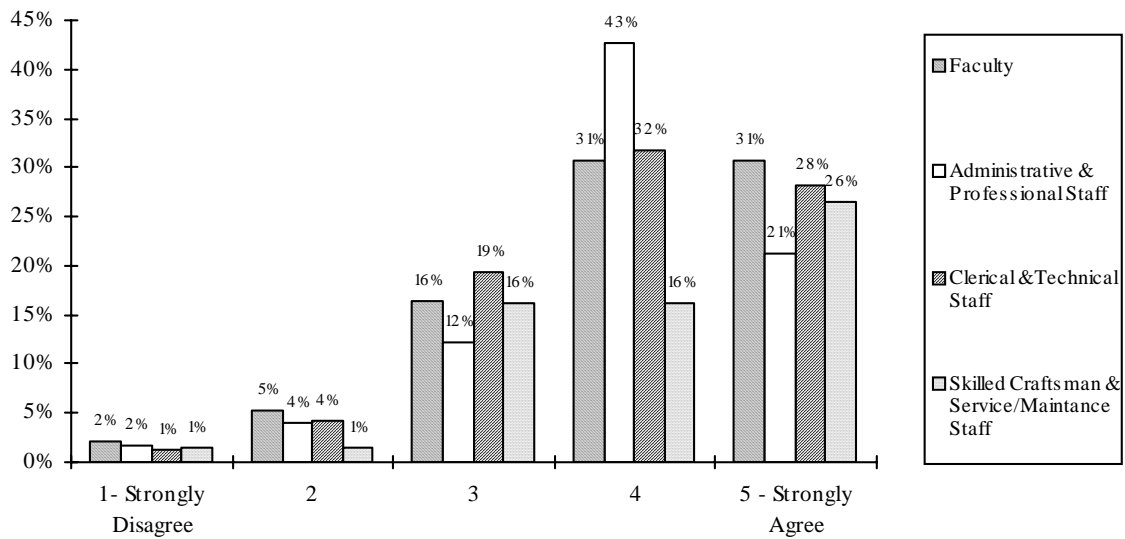


Table 6

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply	Mean*
Executive/Administrative /Managerial	1% (1)	4% (4)	12% (11)	41% (44)	28% (30)	15% (16)	4.08
Faculty	2% (7)	5% (17)	16% (53)	31% (99)	31% (99)	15% (48)	3.97
Professional Non-Faculty	2% (3)	4% (6)	13% (19)	44% (64)	16% (24)	21% (30)	3.86
Secretarial/Clerical	1% (1)	5% (6)	16% (20)	38% (48)	33% (11)	9% (11)	4.06
Technical/ Paraprofessional	2% (1)	2% (1)	31% (13)	14% (6)	14% (6)	36% (15)	3.56
Skilled Crafts	4% (1)	4% (1)	7% (2)	10% (3)	29% (8)	46% (13)	4.07
Service/Maintenance Workers	0%	0%	23% (9)	20% (8)	25% (10)	33% (13)	4.04
Total	2% (14)	4% (35)	16% (128)	33% (272)	27% (219)	18% (146)	3.97
College/Division							
President's Office	3% (1)	3% (1)	23% (8)	31% (11)	20% (7)	20% (7)	3.79
Academic Affairs	3% (3)	4% (5)	14% (17)	33% (39)	24% (29)	22% (26)	3.92
Arts & Sciences	3% (6)	5% (9)	18% (34)	30% (58)	30% (58)	15% (29)	3.93
Basic Studies	2% (1)	2% (1)	22% (13)	36% (21)	31% (18)	9% (5)	4.00
Business & Technology	2% (1)	4% (3)	13% (9)	32% (22)	37% (25)	12% (8)	4.12
Education & Human Development	0%	7% (5)	17% (13)	34% (26)	33% (25)	10% (8)	4.03
Nursing & Health Sciences	2% (1)	8% (5)	10% (6)	38% (24)	27% (17)	16% (10)	3.96
Student Affairs	0%	3% (2)	16% (11)	52% (35)	16% (11)	12% (8)	3.93
Administration & Finance	1% (1)	3% (4)	13% (16)	24% (29)	22% (26)	36% (43)	3.99
University Advancement	0%	0%	8% (1)	54% (7)	23% (3)	15% (2)	4.18

Appendix A

2002-2003 Survey of Faculty and Staff