

REPORT OF 2016 UNIVERSITY SENATE SURVEY

Rob Kelly

Chair, Senate Administrative Review Committee

February 2017

Administrative Review Committee

- ARC
- Standing committee of the University Senate
- “Chief body of the Senate for reviewing and evaluating administrative performance and proposed reorganizations”



ARC Members Responsible for Report

- Paula DiPasquale
- Georges Fournon
- Robert Harvey
- Tracey Iorio
- Rob Kelly
- Martin Kaczocha
- Andreas Koenig
- Jennifer Lyon
- Lori Scarlatos
- Roger Shek
- Madeline Turan
- Stephen Walker

Faculty/Staff Survey

- Occurrences – every few years (over the past 20)
- Current process
 - On-line
 - All faculty and staff (defined by University message system)
 - One person, one vote
- Approximately 100 questions (about 15-20 minutes to complete) organized into 27 question groups
- Comments field – for each group
- First year with ARC administering the survey (using University Qualtrics system) with support from DoIT

2016 Survey

- Revised question set and screening questions, compared with 2013
- Respondents self-define
 - Unit
 - Location
 - Active status
 - Faculty/staff
- Questions
 - Multiple options for each question
 - Respondents can opt out of questions and/or groups

Reporting Approach

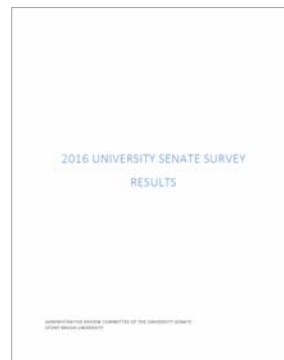
- Responses to a given question grouped as
 - Positive (e.g., excellent/good) and
 - Negative (e.g., fair/poor)
- Results reported as percent positive
 - Number of positive responses divided by number of actual responses
- Thresholds
 - Outstanding – greater than 75% positive
 - Concerns – less than 37% positive

Question Style

- Based on historical question set
- Somewhat subjective
- Mostly not outcome-based
- Measures perception more than results

Report

- Available on-line at the Senate Web site on February 6th
- Contents
 - Scores (scores not published where number of responses is below a threshold of 30)
 - Listing of accolades and concerns
 - Comment analysis
 - Filtered to remove identifying information
 - Critical component of the analysis of survey results
 - Comments selected for report to align with survey results



Responses

- 1,582 responses
 - 719 faculty (123 clinical faculty)
 - 660 staff (557 UUP)
 - 91 research
 - 112 other
- Well over 50% more responses than previous surveys
- Respondent locations
 - 1,033 west campus
 - 484 east campus
 - 147 other
- East campus participation evolving

Respondent Units

Unit	# Responses 2016	# Responses 2013
CAS	336	166
CEAS	108	18
School of Dental Medicine	82	19
School of Health Technology & Management	88	
SoMAS	31	
School of Medicine	243	54
School of Nursing	39	7
University Libraries	48	5
Other	607	

Note: 2013 response numbers are only for faculty

Evaluation of Deans

- Faculty asked to evaluate their own Dean
- Results not published for units with fewer than 30 respondents **Only 2 Dean results published in 2013 Senate Survey Report**
- Published results
 - Dean – College of Engineering & Applied Sciences
 - Dean – College of Arts & Sciences
 - Dean – School of Dental Medicine
 - Dean – School of Health Technology & Management
 - Dean - SoMAS
 - Dean – School of Medicine **No indication of problems in unpublished results**
 - Dean – School of Nursing
 - Dean – University Libraries **Marked improvement in scores for School of Social Welfare**

High Overall Scores

- University services (Child Care Services, Career Center, University Police, DSS, Google Apps)
- Campus grounds
- HSC Library
- Library electronic resources
- Dean, Graduate School
- Office of Undergraduate Education
- VP, Economic Development
- VP, Finance
- VP, Advancement
- VP, Student Affairs
- Office of Sponsored Programs
- OVPR grant management
- Office of Research Compliance

Areas of Concern

- Academic administration
 - 5 Deans with significant negative scores
 - Large number of critical comments concerning academic administration in various question groups
 - Low scores for President and Provost on academic administration questions
- Building maintenance

Low-Scoring Deans

- Most units in this category for at least 15 years
- Unit
 - College of Arts & Sciences
 - School of Dental Medicine
 - School of Medicine
 - School of Nursing
 - University Libraries
- Recommend east campus follow-up mini-surveys

Dean, College of Arts & Sciences

- 331 responses to Dean questions, 88 comments
- Decline in scores relative to 2013 survey
- Overwhelming majority of comments were negative

Question	Positive %
Leadership	32.5
Administration	29.3
Appointments	37.7
Collaboration	37.2
Research infrastructure	27.6
Recruitment	37.9
Retention	32.7

2013 positive scores
60%-80%

Detailed comparison
in the report

Senior Administration

- Provost questions intended to measure perception of the Office of the Provost (to assist new Provost)
- President scores for administration about 15% higher than scores for questions among only CAS respondents

Question	President	Provost
Vision	55.8%	39.6%
Leadership	49.5%	36.5%
Appointments	39.5%	35.5%
Administration	32.6%	28.0%
Outside representation	58.8%	
Collaboration	28.5%	32.8%

Buildings & Infrastructure

- Score - 36.5%
- Comments
 - 674 comments (more than 50 pages if published)
 - Many detailed and negative
 - Long list of buildings
 - Heating, AC, leaks, disrepair, etc.
- Once a day bathroom maintenance in busy buildings appears a problem

Future Plans

- Details on any subject available to administration (after comment filtering)
- Possible 2017 mini-survey focusing on target areas
- Next full survey – 2018-2019

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Questions

