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 Fouron
- 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

<table>
<thead>
<tr>
<th>Unit</th>
<th># Responses 2016</th>
<th># Responses 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAS</td>
<td>336</td>
<td>166</td>
</tr>
<tr>
<td>CEAS</td>
<td>108</td>
<td>18</td>
</tr>
<tr>
<td>School of Dental Medicine</td>
<td>82</td>
<td>19</td>
</tr>
<tr>
<td>School of Health Technology &amp; Management</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>SoMAS</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>School of Medicine</td>
<td>243</td>
<td>54</td>
</tr>
<tr>
<td>School of Nursing</td>
<td>39</td>
<td>7</td>
</tr>
<tr>
<td>University Libraries</td>
<td>48</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>607</td>
<td></td>
</tr>
</tbody>
</table>

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
- 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
  - Dean – School of Nursing
  - Dean – University Libraries

Only 2 Dean results published in 2013 Senate Survey Report

No indication of problems in unpublished results

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Positive %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership</td>
<td>32.5</td>
</tr>
<tr>
<td>Administration</td>
<td>29.3</td>
</tr>
<tr>
<td>Appointments</td>
<td>37.7</td>
</tr>
<tr>
<td>Collaboration</td>
<td>37.2</td>
</tr>
<tr>
<td>Research infrastructure</td>
<td>27.6</td>
</tr>
<tr>
<td>Recruitment</td>
<td>37.9</td>
</tr>
<tr>
<td>Retention</td>
<td>32.7</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Question</th>
<th>President</th>
<th>Provost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision</td>
<td>55.8%</td>
<td>39.6%</td>
</tr>
<tr>
<td>Leadership</td>
<td>49.5%</td>
<td>36.5%</td>
</tr>
<tr>
<td>Appointments</td>
<td>39.5%</td>
<td>35.5%</td>
</tr>
<tr>
<td>Administration</td>
<td>32.6%</td>
<td>28.0%</td>
</tr>
<tr>
<td>Outside representation</td>
<td>58.8%</td>
<td></td>
</tr>
<tr>
<td>Collaboration</td>
<td>28.5%</td>
<td>32.8%</td>
</tr>
</tbody>
</table>
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
Questions