

Faculty Feedback on Administrative Offices 2016-2017

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Overview: One of the charges of Faculty Council is to “Provide the President/Provost with faculty feedback on performance of administrative offices”. We evaluated three administrative offices during the 2016-2017 academic year:

The Academic Success Center

The Dean of Students Office

The Office of Information Resources

Participants

All faculty members (N = 172) were invited to participate and received follow-up invitations during the open period of the survey.

- ❖ 93 invites opened (54.1%)
- ❖ 75 unopened (43.6%)
- ❖ 2 opted out (1.2%)
- ❖ 2 undeliverable (1.2%)
- ❖ **37 (21.5%) completed the survey.**

Procedure

The survey was created by members of Faculty Council in consultation with the leaders of the three administrative offices assessed: The Academic Success Center (Megan Mills, Director), The Dean of Students Office (Henry Humphreys, Dean), and the Office of Information Resources (Jeff Cepull, Vice President and Chief Information Officer). The survey was delivered and completed on Survey Monkey during the time period of April 23, 2017 to May 3, 2017.

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Academic Success Center: Results at a Glance

General Contact and Satisfaction

- ❖ Less than half of faculty respondents (43.2%) have regular contact with the ASC.
- ❖ Over two-thirds (65.7%) report overall satisfaction with the ASC.
- ❖ Over half (54.3%) consider students to be satisfied or very satisfied with the ASC.
- ❖ Over half (57.1%) are satisfied with the quality and quantity of staffing and service hours.

Service	Percentage Satisfied or Very Satisfied	Identified Concerns
Peer Tutoring	54.3%	Limited Subjects. No help for graduate students or other campus locations. Limited hours.
Professional Tutoring	47.1%	Need for advisors to receive writing feedback. Reach out to program advisors.
Writing Assistance	42.9%	Overburdened staff. No help for other campus locations. Program is not well identified.
Individual Skill-Building	31.4%	No help for graduate students or other campus locations. Program is not well identified.
First-Year Advising	70.1%	Program is not well identified.

Academic Success Center: Results at a Glance

Priorities and Recommendations

❖ **Expand Services**

- ❖ Second-Year Advising
- ❖ Graduate Students
- ❖ Other Campus Locations (ex., Bucks).

❖ **Increase Resources**

- ❖ Evening Hours
- ❖ Move to online system for data recording
- ❖ Increase staffing
- ❖ Update computer systems

❖ **Increase Visibility**

- ❖ High Percentage (60%) of “Not Sure” responses to Individual Skill Building, suggesting lack of faculty awareness of these offered services
- ❖ 21.6% of faculty report no contact at all with the Academic Success Center

Dean of Students Office: Results at a Glance

General Contact and Satisfaction

- ❖ Only 16.2% of faculty respondents have regular contact with the Dean of Students Office.
- ❖ Over two-thirds (69.4%) report overall satisfaction with the Dean of Students Office.
- ❖ Over half (51.4%) consider students to be satisfied or very satisfied with the Dean of Students Office.
- ❖ Over half (52.8%) are satisfied with the quality and quantity of staffing and service hours.

Service	% Satisfied or Very Satisfied	Identified Concerns
Counseling Services	22.2%	Limited hours. Difficulties in getting appointments. Not enough counselors. Poor student feedback. Lacking in quality.
Residence Life	38.2%	Not aware of services.
Health Services	22.9%	Overworked/understaffed. Outdated facilities.
Judicial Services	11.4%	The handling of racial slurs incident. Not transparent.
Title IX	28.6%	System requires excessive burden from victims to function properly
Student Engagement	48.6%	Grad students largely ignored. Other campus locations neglected.
Career Services	55.6%	Not all majors are well represented. Grad students largely ignored. Other campus locations neglected.

Dean of Students Office: Results at a Glance

Priorities and Recommendations

❖ Expand Services

- ❖ Graduate Students
- ❖ Other Campus Locations (ex., Bucks).
- ❖ Overworked/Understaffed Personnel.

❖ Examine Approach and Personnel of Counseling Services

- ❖ Lowest percentage of satisfaction (22.2%) and highest percentage of dissatisfaction (27.8%) of any office surveyed with at least a 50% response rate other than “Not Sure”.
- ❖ Several faculty report reluctance to recommend counseling services to students
- ❖ Need for expanded hours and increased personnel

❖ Increase Visibility

- ❖ High Percentage of “Not Sure” responses for several departments, suggesting lack of faculty awareness of offered services. These include Counseling (50.0%), Residence Life (61.8%), Health Services (68.6%), Judicial Hearings (77.1%), and Title IX (65.7%).
 - ❖ 18.9% of faculty report no contact at all with the Academic Success Center
 - ❖ More visible support for vulnerable student groups.
 - ❖ Willingness to weigh in publicly on sensitive issues.
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Office of Information Resources : Results at a Glance

General Contact and Satisfaction

- ❖ Over half (59.5%) of faculty respondents have regular contact with OIR. No one reported “No contact at all”.
- ❖ Three-quarters (75.7%) report overall satisfaction with OIR.
- ❖ Just under half (45.7%) consider students to be satisfied or very satisfied with OIR.
- ❖ Over two-thirds (68.6%) are satisfied with the quality and quantity of staffing and service hours.

Service	% Satisfied or Very Satisfied	Identified Concerns
Technology Help Desk (M-F)	75.7%	Some requests not completed. Understaffed. Other campus locations neglected.
Technology Help Desk (evening/weekend)	13.9%	Not aware of services. International call center. Are not always helpful.
Instructional Design	58.3%	Tools are largely for passive-learning lecture courses.
Administrative Computing	61.1%	AdAstra is difficult to use and not user friendly. Difficult using with Mac-based systems. WebAdvisor is dated.
Network & Systems	59.5%	Spotty wifi. Conference calling is unsatisfactory. Adobe Connect is poor. Other campus locations neglected.
Technology Support Services I	64.9%	Computing resources are old and outdated. Overworked and overallocated. Other campus locations neglected.
Technology Support Services II	50.0%	Equipment does not work consistently. Overworked and overallocated.

Office of Information Resources : Results at a Glance

Priorities and Recommendations

❖ Expand Services

- ❖ Additional staffing and additional resources.
- ❖ Update equipment campus-wide, especially in faculty offices.
- ❖ Enhanced capability for remote meetings.
- ❖ Other Campus Locations (ex., Bucks).

❖ Expand Student Resources

- ❖ Update equipment and add new printing and computing resources.
- ❖ Provide additional support for other campus locations (ex., Bucks).