

# **Report on the 2002-2003 Faculty and Staff Survey**

## **Results for the Controller's Office**

September 2003

Southeastern Louisiana University  
Office of Institutional Research and Assessment

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## **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 the Controller's Office.

## **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
<b>Total</b>	832	1,197	69.5%
Faculty	356	500	71.2%
Classified Staff	280	451	62.1%
Unclassified Staff	196	246	79.7%
<b>EEO Classification</b>			
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%
<b>Gender</b>			
Female	497	687	72.3%
Male	335	510	65.7%
<b>Race</b>			
Black, Non-Hispanic	74	164	45.1%
White, Non-Hispanic	730	992	73.6%
Other	28	41	68.3%
<b>Rank (Faculty Only)</b>			
Full Professor	59	81	72.8%
Associate Professor	62	93	66.7%
Assistant Professor	116	156	74.4%
Instructor	119	170	70.0%
<b>Tenure Status (Faculty Only)</b>			
Tenured	130	190	68.4%
Non-Tenured, Tenure Track	89	114	78.1%
Non-Tenure Track	137	196	69.9%

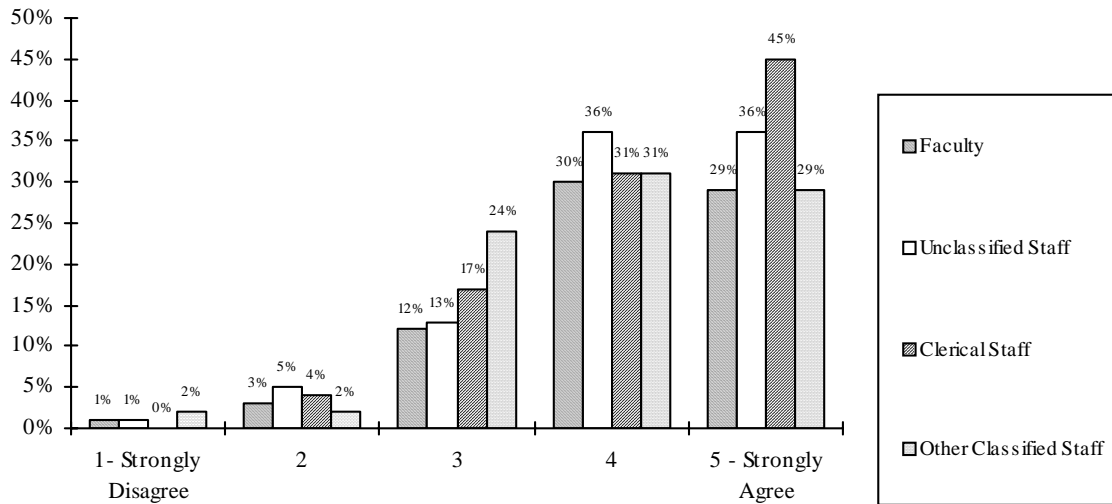
## **Results**

Four items asked faculty and staff how satisfied they were with service and information from the Controller's Office, one asked about accessing the FIS accounts on-line and one asked for improvements to the Monthly Reports. 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, unclassified staff, clerical staff, and other classified staff.

## I receive quality customer service when I contact the Controller’s Office

- Of the 800 faculty and staff who responded, 1% (n=8) strongly disagreed that they received quality customer service when contacting the Controller’s Office and 33% (n=267) strongly agreed. Fifteen percent (15%, n=121) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.10.

**Figure 1**



**Table 2**

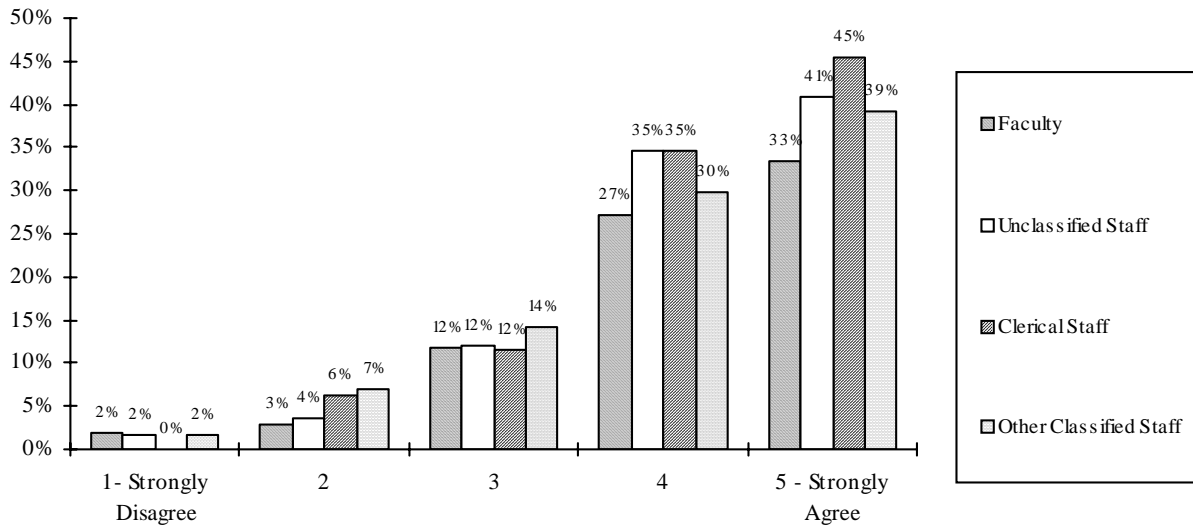
	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	1% (4)	3% (12)	41% (12)	30% (107)	29% (102)	24% (86)	4.09
Unclassified Staff	1% (2)	5% (10)	13% (25)	36% (69)	36% (69)	8% (16)	4.10
Clerical Staff	0%	4% (5)	17% (22)	32% (41)	45% (59)	2% (3)	4.21
Other Classified Staff	2% (2)	3% (2)	24% (30)	31% (39)	29% (37)	13% (16)	3.95
<b>Total</b>	<b>1% (8)</b>	<b>4% (30)</b>	<b>15% (118)</b>	<b>32% (256)</b>	<b>33% (267)</b>	<b>15% (121)</b>	<b>4.10</b>

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

**The staff in the Controller’s Office are professional and courteous.**

- Of the 800 faculty and staff who responded, 2% (n=12) strongly disagreed that the Controller’s Office staff are professional and courteous and 37% (n=304) strongly agreed. Thirteen percent (13%, n=107) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.14.

**Figure 2**



**Table 3**

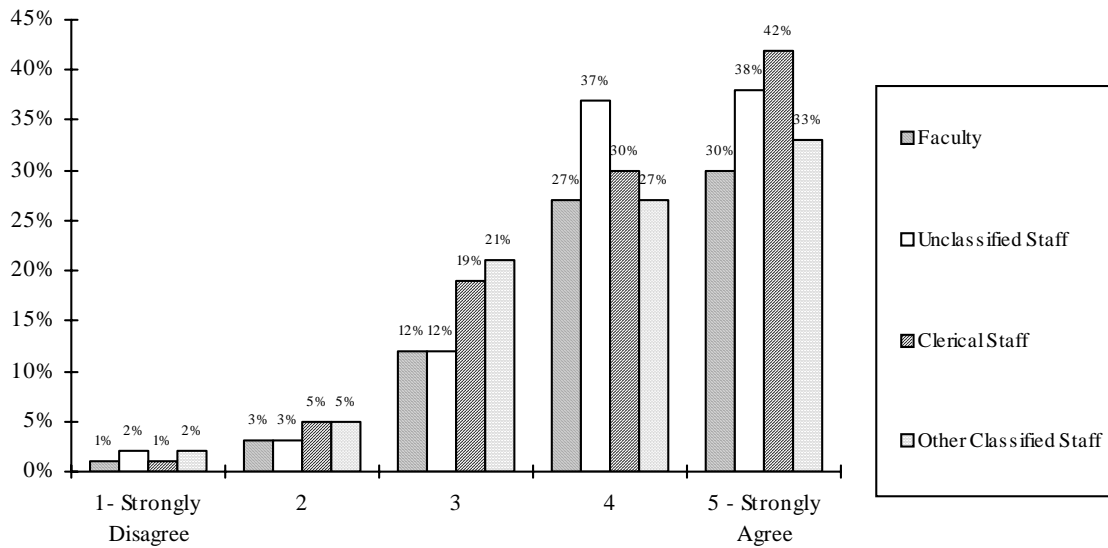
	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	2% (7)	3% (12)	12% (41)	27% (95)	33% (117)	23% (79)	4.11
Unclassified Staff	2% (3)	4% (7)	12% (23)	35% (66)	41% (78)	7% (14)	4.18
Clerical Staff	0%	6% (8)	12% (15)	35% (45)	45% (59)	2% (3)	4.22
Other Classified Staff	2% (2)	7% (9)	14% (18)	30% (38)	39% (50)	9% (11)	4.07
Total	2% (12)	4% (36)	12% (97)	30% (244)	37% (304)	13% (107)	4.14

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

## I receive prompt responses from the Controller's Office.

- Of the 793 faculty and staff who responded, 1% (n=11) strongly disagreed that they receive prompt responses from the Controller's Office and 33% (n=270) strongly agreed. Sixteen percent (16%, n=132) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.10.

**Figure 3**



**Table 4**

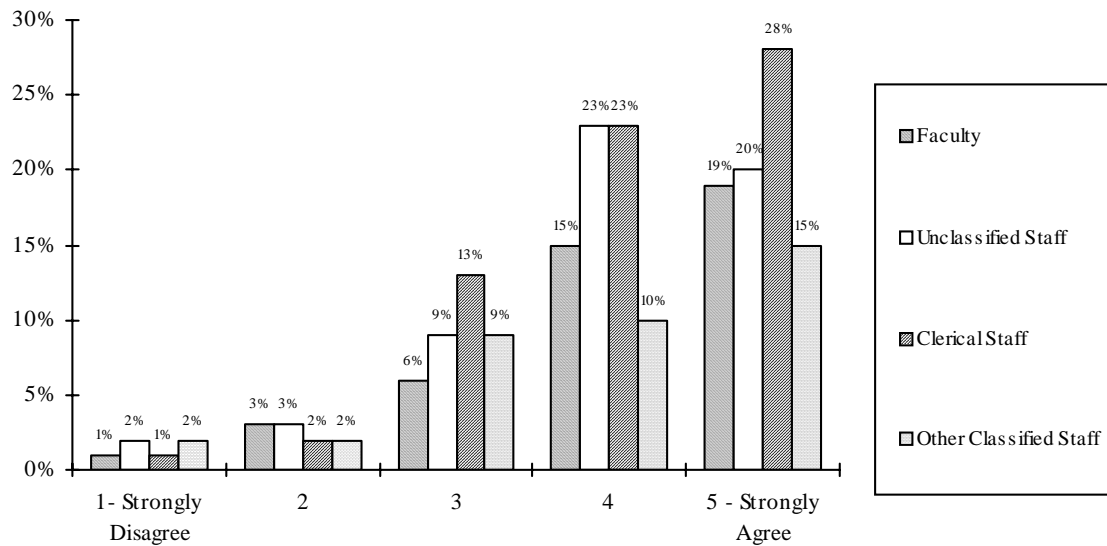
	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	1% (5)	3% (10)	12% (40)	27% (92)	30% (103)	28% (97)	4.11
Unclassified Staff	2% (3)	3% (6)	12% (23)	37% (71)	38% (72)	8% (16)	4.16
Clerical Staff	1% (1)	5% (7)	19% (25)	30% (39)	42% (54)	2% (3)	4.10
Other Classified Staff	2% (2)	5% (6)	21% (27)	27% (34)	33% (41)	13% (16)	3.96
Total	1% (11)	4% (29)	14% (115)	29% (236)	33% (270)	16% (132)	4.10

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

## Monthly reports contain all the information I need to manage my budgets.

- Of the 798 faculty and staff who responded, 1% (n=9) strongly disagreed that monthly reports contain the information they need and 20% (n=159) strongly agreed. Fifty percent (50%, n=403) indicated that this item did not apply to them.
- The average rating across all faculty and staff was 4.06.

**Figure 4**



**Table 5**

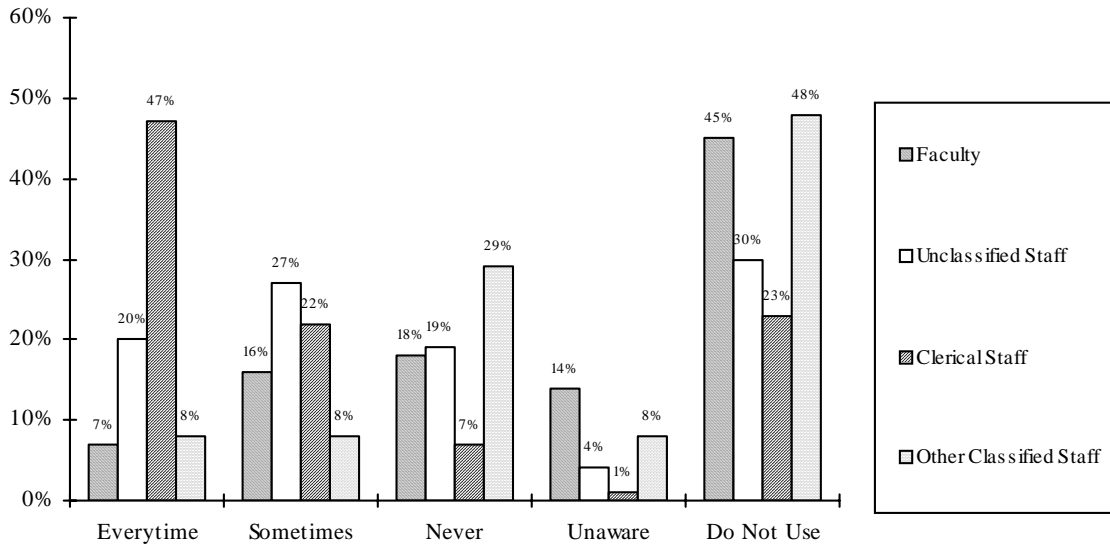
	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	1% (2)	3% (11)	6% (21)	15% (52)	19% (66)	57% (200)	4.11
Unclassified Staff	2% (3)	3% (6)	9% (17)	23% (44)	20% (38)	43% (82)	4.00
Clerical Staff	1% (1)	2% (3)	13% (17)	23% (30)	28% (36)	33% (42)	4.11
Other Classified Staff	2% (3)	2% (2)	9% (11)	10% (13)	15% (19)	62% (79)	3.90
Total	1% (9)	3% (22)	8% (66)	17% (139)	20% (159)	50% (403)	4.06

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

## How often do you access your FIS accounts on-line?

- Of the 768 faculty and staff who responded, 9% (n=68) indicated they did not know the FIS accounts were available on-line and 17% (n=130) access them on-line every time they use them. Thirty-eight percent (38%, n=293) indicated they do not use monthly reports.

**Figure 5**



**Table 6**

	Every time	Sometimes	Never	Unaware	Do Not Use
Faculty	7 (25)	16% (54)	18% (60)	14% (49)	45% (153)
Unclassified Staff	20% (36)	27% (48)	19% (35)	4% (8)	30% (54)
Clerical Staff	47% (60)	22% (28)	7% (9)	1% (1)	23% (29)
Other Classified Staff	8% (9)	8% (9)	29% (34)	8% (10)	48% (57)
Total	17% (130)	18% (139)	18% (138)	9% (689)	38% (293)

## Changes to Monthly Reports

The last question was an open-ended question which asked respondents to describe one change that would make the Monthly Reports easier for them to use. Sixty-nine respondents answered the question, however 33% (n=23) of the respondents thought the reports were fine as they are, or were not sure what the reports were. Of the remaining forty-six responses, the majority (20%) were about making the reports available on-line or electronically. Additionally, 13% thought the reports should have better documentation or instructions and 11% thought they should be produced more frequently or at least more timely, so that data was up to date. Below are all the responses to the item.

- Not sure ... I do O.K.
- Send more often & more up-to-date.
- Instructions as to what to do.
- FIS ?
- It would be great if all the FY information was printed each month.
- daily, especially this time of year, I use the on-line FIS accounts much more.
- They are O.K. as is.
- Be available on-line.
- Make them web pages so I can click on a sub account name to see details of activity on the sub account.
- So far, everything is available that I use.
- paper version?-rarely
- Do not staple them.
- Documentation
- Salaries should be available for view/broken down by employee (online or printed)
- Have the report less repetitive, and for certain reasons
- I am not sure what this refers to.
- Documentation
- Perhaps knowing what these are would help!
- user friendly
- access on-line with real-time data
- Add a legend that explains each column in words that a non-accountant can understand.
- deliver to correct address.
- I would like to have a running total in each line item. That is, what is my balance in each item, each month
- I would welcome a listing of what information we can obtain and how; i.e, encumbered on P.R. somewhere.
- Expand the name of the account –
- Do not know
- don't know anything about it
- If I can get a print out check stop.
- Let us know they are available on line and how to access them.
- have available on line

- Department Heads & Principal Investigators need more detailed information on payroll charges to be able to determine if Pay, course overloads, & are being charged correctly
- Description of transaction, eg, invoice #1, continuation across fiscal years where applicable, notified when money is transferred in so we don't have to keep checking, notified before money is transferred out instead of after the fact.
- additional information on expense statements.
- once every 2 months
- Daily
- No changes necessary
- The form is not easy to read/understand.
- FIS ?
- Larger print
- Year-to-date track record on monthly report would be useful.
- If there could be a description of what the GJ or BA was, especially when it is done by the Controller or another department, such as physical plant.
- Undecided
- Don't really know
- Does not apply.
- 1. Stop issuing paper reports. The reports are in FIS, and we don't have room to keep all the paper. 2. PeopleSoft student worker funding reports should explicitly indicate the remaining balance available to the student. We don't need all the other dollar figures and should not have the SSNs.
- My grad assistant does that stuff.
- No minus signs for plus balances
- color printing
- What is FIS account?
- D.K.
- They are fine.
- They are fine.
- The monthly reports are adequate.
- Just make sure that the specific Dept. receives them each month. I have several budgets and occasionally I do not get one of my printouts.
- Keep Xerox account up to date.
- Breakdown of pay schedule ie - basic salary, reimbursement, stipend etc
- Less categories - many of these are duplicate of other categories
- Should be designed so that they are easier to read and understand. As they are now, they are very difficult to follow.
- Email electronic versions
- rarely
- Tell me what it is.
- What are FIS accounts?
- Semester reference to People Soft batch number shown in Reference 1 column
- It would help if we could get the reports in a more timely fashion after the end of the month.

- To have People Soft reports
- Detail from PeopleSoft system
- Avoid paper--it is a waste of an important resource
- More descriptions on items that are bought.
- Provide a plain English, commonsense explanation of how to read them, if youre not an accountant

## Appendix A

### 2002-2003 Survey of Faculty and Staff