

Report on the 2007-2008 Survey of Faculty & Staff

Results for Public Information



Southeastern Louisiana University
Office of Institutional Research and Assessment

September 2008

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Background

During the Spring of 2008, 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: Physical Plant, Internal Audit, Testing Office, Public Information, and the Alumni Office. This report will provide the results of the section regarding the Budget Office.

Survey Method

The 2007-2008 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, with the exception of the President, the Vice Presidents, and the IR Director. A total of 1,377 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 1,014 faculty and staff completed the survey and returned it to IR&A for a return rate of 74%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 9.4 years, and the average age of the respondents is 44.8. These numbers reflect values very close 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	1,014	1,388	73.1%
Faculty	439	582	75.4%
Classified Staff	317	477	66.5%
Unclassified Staff	258	329	78.4%
EEO Classification			
Faculty	407	541	75.2%
Executive/Administrative/Manager	182	217	83.9%
Clerical/ Secretarial	170	190	89.5%
Professional, Non-Faculty	147	197	74.6%
Skilled Craftsman	28	95	29.5%
Service/ Maintenance	45	102	44.1%
Technical/ Paraprofessional	35	46	76.1%
Gender			
Female	650	808	80.4%
Male	364	580	62.8%
Race			
Black, Non-Hispanic	105	196	53.6%
White, Non-Hispanic	867	1,137	76.3%
Other	42	55	76.4%
Rank (Faculty Only)			
Full Professor	78	97	80.4%
Associate Professor	96	124	77.4%
Assistant Professor	102	130	48.5%
Instructor	157	222	70.7%
Tenure Status (Faculty Only)			
Tenured	170	219	77.6%
Non-Tenured, Tenure Track	95	118	80.5%
Non-Tenure Track	168	236	71.2%

Results

Four items asked faculty and staff how satisfied they were with various aspects of Public Information. 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 each of the four divisions, and by college within Academic Affairs.

Have you or your department ever used the services of the Office of Public Information?

- Of the 964 faculty and staff who responded to this item, 60% (n=577) have used the services, and 40% (n=387) indicated they have not.

Figure 1

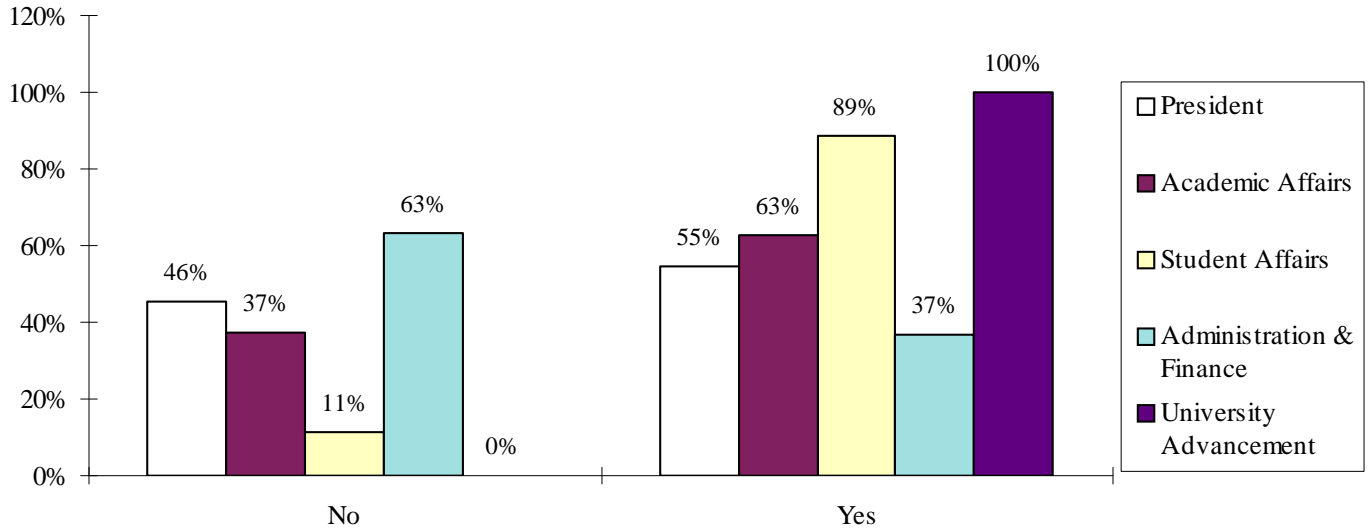


Table 2

	Yes	No
President's Office	55% (18)	46% (15)
Academic Affairs	64% (144)	36% (80)
Arts, Humanities & Social Sciences	80% (115)	20% (28)
Business	49% (27)	50% (28)
Education & Human Development	54% (43)	46% (37)
General Studies	82% (9)	18% (2)
Nursing & Health Sciences	57% (43)	43% (32)
Science & Technology	52% (62)	48% (57)
Student Affairs	89% (47)	11% (6)
Administration & Finance	37% (59)	63% (102)
University Advancement	100% (10)	0% (0)
Total	60% (577)	40% (387)

Which of the following services have you used?

- The most commonly used service were news releases/publicity, while the least commonly used was advertising design and/or media placement.

Figure 2

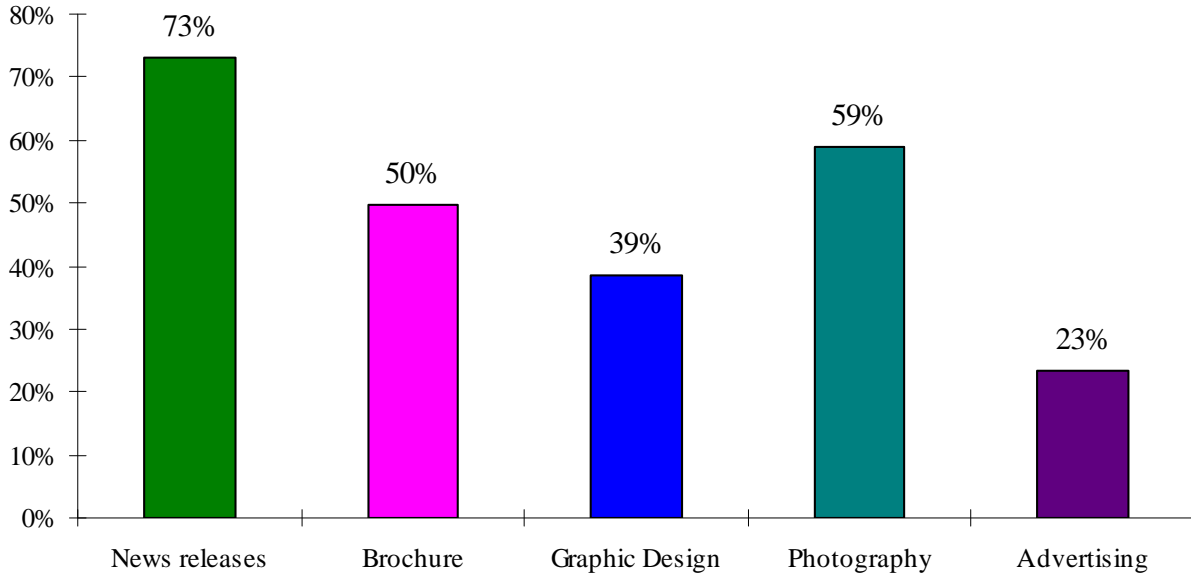


Table 4

	News Releases/ publicity	Brochure/ publication assistance	Graphic design services	Photography	Advertising design and/or media placement
President's Office	89% (16)	67% (12)	56% (10)	94% (17)	33% (6)
Academic Affairs	75% (331)	52% (228)	38% (167)	59% (263)	23% (103)
Arts, Humanities & Social Sciences	86% (99)	51% (59)	44% (50)	58% (67)	30% (35)
Business	78% (21)	48% (13)	48% (13)	70% (19)	37% (10)
Education & Human Development	86% (37)	51% (22)	33% (14)	67% (29)	14% (6)
General Studies	44% (4)	78% (7)	33% (3)	67% (6)	11% (1)
Nursing & Health Sciences	77% (33)	61% (26)	28% (12)	67% (29)	19% (8)
Science & Technology	71% (44)	47% (29)	24% (15)	52% (32)	13% (8)
Student Affairs	70% (33)	51% (24)	30% (14)	55% (26)	19% (9)
Administration & Finance	54% (32)	24% (14)	39% (23)	41% (24)	20% (12)
University Advancement	100% (10)	80% (8)	90% (9)	100% (10)	50% (5)
Total	73% (422)	50% (286)	39% (223)	59% (340)	23% (135)

Other services cited as being used are:

- printing
- videography
- School Releases
- Request for printing brochures, stationary, envelopes, etc
- general help with marketing out program
- DVD Production
- Stationary & Business cards
- giveaways (PR)
- By-Lion, Lion's Roar, LeSouvenir
- large screen set up
- large screen set up
- use as a std. w/information.
- Billboards, archive information
- my dept. has used it; I personally have not.
- commercials - TV
- all calls from outside news media to our office are referred to Public Information.
- business cards
- payment of ads
- referred calls
- business cards
- logo usage
- Ordering business cards, letterhead, envelopes, etc.
- ordered business cards
- approval purposes
- approvals
- website
- Logo designs
- ordering business cards, etc.
- Southeastern logos
- Resource
- creative concept
- contact source at another org.
- Business card printing
- ME
- web
- Business cards
- Business cards/envelopes
- Faculty Excellence
- Reports
- logo

How satisfied were you with the quality of the service?

- Of the 557 faculty and staff who responded, 5% (n=27) indicated that they were very unsatisfied with the service and 61% (n=340) were very satisfied with the service.
- The average level of satisfaction across all faculty and staff was 4.34.

Figure 3

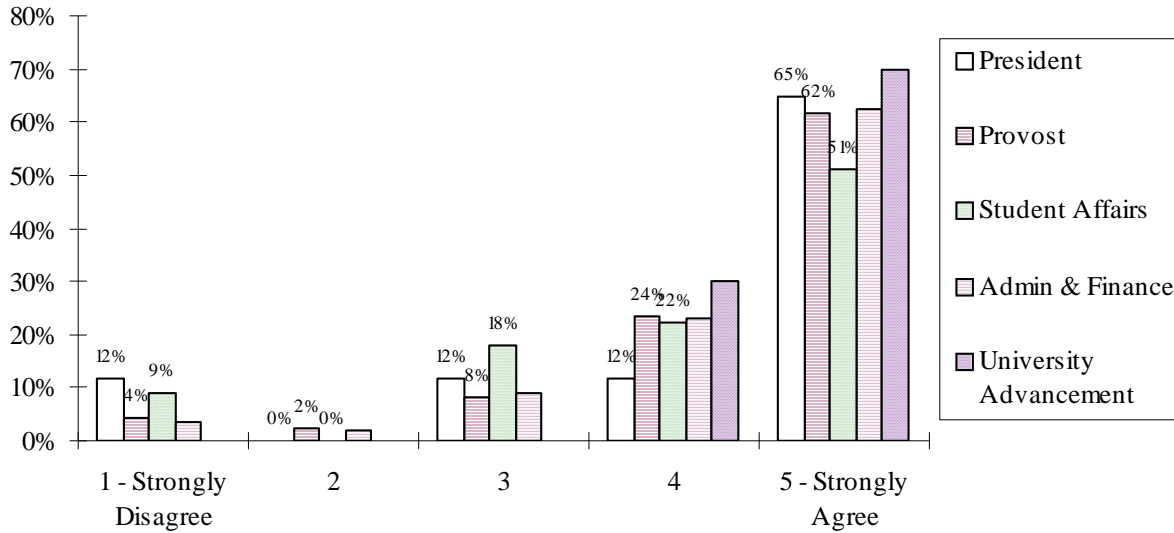


Table 4

	1 - Very Unsatisfied	2	3	4	5 - Very Satisfied	Mean
President's Office	12% (8)	0% (0)	12% (8)	12% (2)	65% (11)	4.18
Academic Affairs	4% (19)	2% (10)	8% (35)	24% (101)	62% (264)	4.35
Arts, Humanities & Social Sciences	6% (6)	1% (1)	7% (8)	19% (21)	67% (73)	4.41
Business	7% (2)	0% (0)	22% (6)	22% (6)	48% (13)	4.04
Education & Human Development	9% (4)	2% (1)	5% (2)	9% (4)	74% (32)	4.37
General Studies	13% (1)	0% (0)	0% (0)	38% (3)	50% (4)	4.13
Nursing & Health Sciences	8% (3)	3% (1)	3% (1)	33% (13)	54% (21)	4.23
Science & Technology	3% (2)	2% (1)	7% (4)	25% (15)	63% (38)	4.43
Student Affairs	9% (4)	0% (0)	18% (8)	22% (10)	51% (23)	4.07
Administration & Finance	0% (0)	2% (1)	9% (5)	23% (13)	63% (35)	4.39
University Advancement	12% (2)	0% (0)	0% (0)	30% (3)	70% (7)	4.70
Total	5% (27)	2% (11)	9% (50)	23% (129)	61% (340)	4.34

How satisfied were you with the response time?

- Of the 556 faculty and staff who responded, 6% (n=33) indicated that they were very unsatisfied with the response time and 50% (n=276) were very satisfied with the response time.
- The average rating across all faculty and staff was 4.10.

Figure 4

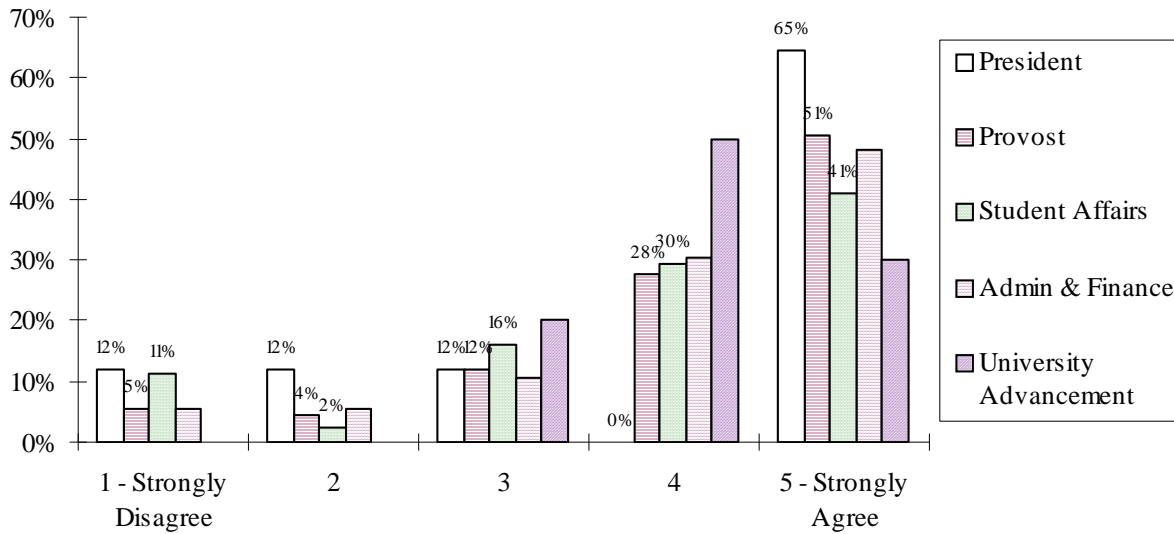


Table 5

	1 - Very Unsatisfied	2	3	4	5 - Very Satisfied	Mean
President's Office	12% (2)	12% (2)	12% (2)	0%	65% (11)	3.94
Academic Affairs	5% (23)	4% (19)	12% (52)	28% (118)	51% (217)	4.14
Arts, Humanities & Social Sciences	6% (6)	1% (1)	7% (8)	19% (21)	67% (73)	4.21
Business	7% (2)	0%	22% (6)	22% (6)	48% (13)	3.81
Education & Human Development	9% (4)	2% (1)	5% (2)	9% (4)	74% (32)	4.21
General Studies	13% (1)	0%	0%	38% (3)	50% (4)	4.00
Nursing & Health Sciences	8% (3)	3% (1)	3% (1)	33% (13)	54% (21)	4.10
Science & Technology	3% (2)	2% (1)	7% (4)	25% (15)	63% (38)	4.07
Student Affairs	11% (5)	2% (1)	16% (7)	30% (13)	41% (18)	3.86
Administration & Finance	5% (3)	5% (3)	11% (6)	30% (17)	48% (27)	4.11
University Advancement	0%	0%	20% (2)	50% (5)	30% (3)	4.10
Total	6% (33)	5% (25)	12% (69)	28% (153)	50% (276)	4.10

Overall Satisfaction

- Of the 968 faculty and staff who responded, 1% (n=12) indicated that they were very dissatisfied with Public Information and 36% (n=346) were very satisfied.
- The average rating across all faculty and staff was 4.34.

Figure 4

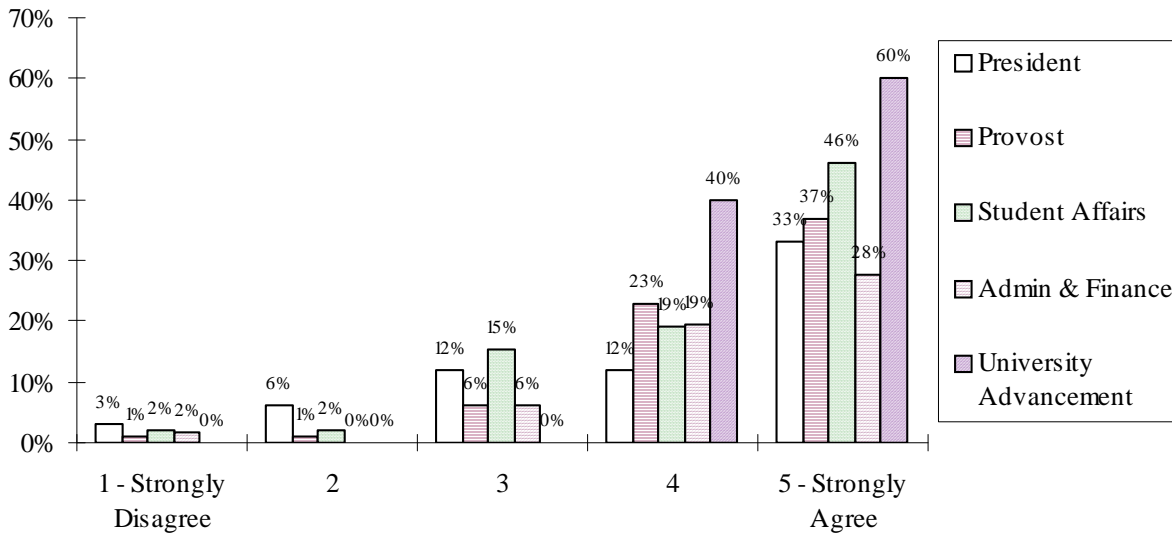


Table 5

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	NA	Mean*
President's Office	3% (1)	6% (2)	12% (4)	12% (4)	33% (11)	33% (11)	4.00
Academic Affairs	1% (7)	1% (10)	6% (43)	23% (165)	37% (259)	32% (223)	4.36
Arts, Humanities & Social Sciences	1% (2)	1% (1)	5% (7)	26% (37)	49% (70)	19% (27)	4.47
Business	4% (2)	1% (1)	9% (5)	16% (9)	29% (16)	42% (23)	4.16
Education & Human Development	0%	0%	1% (1)	15% (12)	41% (32)	42% (33)	4.69
General Studies	0%	0%	0%	9% (1)	64% (7)	27% (3)	4.88
Nursing & Health Sciences	1% (1)	3% (2)	4% (3)	24% (17)	29% (21)	39% (28)	4.25
Science & Technology	0%	3% (3)	11% (13)	26% (31)	23% (28)	38% (45)	4.12
Student Affairs	2% (1)	2% (1)	15% (8)	19% (10)	46% (24)	15% (8)	4.25
Administration & Finance	2% (3)	0%	6% (10)	19% (32)	28% (46)	45% (75)	4.30
University Advancement	0%	0%	0%	40% (4)	60% (6)	0%	4.60
Total	1% (12)	1% (13)	7% (65)	22% (215)	36% (346)	33% (317)	4.34

* Mean does not include NA responses.

Appendix A

2007-2008 Survey of Faculty and Staff

MARKING INSTRUCTIONS

- Use a No. 2 pencil or a blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the response completely.
- Make no stray marks on this form.

CORRECT: ● **INCORRECT:** ✓ ✗ ○ ●

Survey of Faculty and Staff

2007-2008

Please indicate your level of agreement with the following statements regarding campus support units.

Physical Plant

Strongly Disagree

Strongly Agree

Not Applicable

- My building is comfortable during the summer months. (1-6)
- My building is comfortable during the winter months. (1-6)
- Physical Plant responds to physical work requests in a timely manner. (1-6)
- Physical Plant has provided quality service over the past year. (1-6)
- Overall, I am satisfied with the level of service I receive from Physical Plant. (1-6)

In the past year, how many times have you contacted Physical Plant for a room temperature change?

- Never
- 1-2
- 3-5
- 6-9
- 10-12
- More than 12

How often did the change of temperature request cause the room temperature to become comfortable?

- Never
- 0%-20%
- 21%-40%
- 41%-60%
- 61%-80%
- 81%-100%

Strongly Disagree

Strongly Agree

Not Applicable

Internal Audit

- Internal Audit's website is informative as to their mission, staffing, and definitions. (1-6)
- I understand the term "internal control" as it relates to financial management. (1-6)
- Internal Audit can provide advice on questions related to internal controls in my department. (1-6)
- I would be able to recognize a potential fraud situation in my department. (1-6)
- Internal Audit can assist in identifying and dealing with potential fraud in my department. (1-6)
- Internal Audit's staff is professional and helpful. (1-6)

Testing Office

- Information provided by testing personnel is accurate and beneficial. (1-6)
- The Testing Office is able to provide my students with their required accommodation. (1-6)
- The Testing Office is knowledgeable, courteous, and helpful concerning student testing needs. (1-6)
- Student exams begin on time. (1-6)
- Student exams are scheduled in a timely and efficient manner. (1-6)
- Information regarding Testing Office procedures is easily accessible. (1-6)
- The Testing Office returns exams in a timely manner. (1-6)
- Utilizing the Testing Office is easy and user friendly. (1-6)
- The Testing Office was easy to locate. (1-6)
- Overall, I am satisfied with the Testing Office. (1-6)

How did you first hear about Southeastern's Testing Office?

How can the Testing Office staff better accommodate you and your students testing needs?

Public Information

Have you or your department ever used the services of the Office of Public Information?
 No (Skip to the section on the Alumni Office) Yes

Which of the following services have you used? (Please mark all that apply)

- News releases/publicity
- Brochure/publication assistance
- Graphic design services
- Photography
- Advertising design and/or media placement
- Other _____

PLEASE DO NOT WRITE IN THIS AREA



[SERIAL]

How satisfied were you with the quality of the service?

①
②
③
④
⑤

Very Unsatisfied
Very Satisfied

How satisfied were you with the response time?

①
②
③
④
⑤

Very Unsatisfied
Very Satisfied

Alumni Office

Please indicate how satisfied you are with the following events/services of the Alumni Office.

	Very Dissatisfied					Very Satisfied	Never Attended
	①	②	③	④	⑤	⑥	
Convocation Picnic	①	②	③	④	⑤	⑥	
Tailgating	①	②	③	④	⑤	⑥	
Banquet facilities (back room of the Alumni Center)	①	②	③	④	⑤	⑥	
Homecoming	①	②	③	④	⑤	⑥	
Rock-N-Roar	①	②	③	④	⑤	⑥	
Golden Silence	①	②	③	④	⑤	⑥	

Have you joined the Alumni Association at the faculty/staff reduced price? Yes No
 If no, what is the main reason you have not?

What programs would you like to see offered by the Alumni Association?

Following is a list of institutional support programs and offices. Please indicate your overall satisfaction with each office. Please respond based on personal interactions, if you have never interacted with the office, please indicate NA.

	Very Dissatisfied					Very Satisfied	NA		Very Dissatisfied						Very Satisfied	NA
	①	②	③	④	⑤	⑥			①	②	③	④	⑤	⑥		
The Southeastern Channel	①	②	③	④	⑤	⑥		Internal Audit	①	②	③	④	⑤	⑥		
Sponsored Research & Programs	①	②	③	④	⑤	⑥		Athletics	①	②	③	④	⑤	⑥		
Institutional Research & Assessment	①	②	③	④	⑤	⑥		Admissions	①	②	③	④	⑤	⑥		
Campus Activities Board	①	②	③	④	⑤	⑥		Financial Aid	①	②	③	④	⑤	⑥		
Leadership Development	①	②	③	④	⑤	⑥		Records & Registration	①	②	③	④	⑤	⑥		
Multicultural/International Student Affairs	①	②	③	④	⑤	⑥		Testing	①	②	③	④	⑤	⑥		
Recreational Sports & Wellness	①	②	③	④	⑤	⑥		Sims Memorial Library	①	②	③	④	⑤	⑥		
Student Organizations/Greek Affairs	①	②	③	④	⑤	⑥		Technology	①	②	③	④	⑤	⑥		
University Counseling Center	①	②	③	④	⑤	⑥		Career Services	①	②	③	④	⑤	⑥		
Central Receiving & Delivery	①	②	③	④	⑤	⑥		Disability Services	①	②	③	④	⑤	⑥		
Property Control	①	②	③	④	⑤	⑥		Judicial Affairs	①	②	③	④	⑤	⑥		
Purchasing	①	②	③	④	⑤	⑥		Student Publications	①	②	③	④	⑤	⑥		
Safety & Hazardous Materials Manage.	①	②	③	④	⑤	⑥		University Police	①	②	③	④	⑤	⑥		
Auxiliary Services	①	②	③	④	⑤	⑥		Public Information	①	②	③	④	⑤	⑥		
Campus Card Operations	①	②	③	④	⑤	⑥		Budget Office	①	②	③	④	⑤	⑥		
Campus Dining Services	①	②	③	④	⑤	⑥		Controller's	①	②	③	④	⑤	⑥		
Document Source	①	②	③	④	⑤	⑥		Facility Planning	①	②	③	④	⑤	⑥		
Lion's Lagniappe	①	②	③	④	⑤	⑥		Horticultural Services	①	②	③	④	⑤	⑥		
Post Office	①	②	③	④	⑤	⑥		Human Resources	①	②	③	④	⑤	⑥		
University Bookstore	①	②	③	④	⑤	⑥		Physical Plant	①	②	③	④	⑤	⑥		
Columbia Theatre/Fanfare	①	②	③	④	⑤	⑥		Alumni	①	②	③	④	⑤	⑥		