



## Academic & Institutional Projects

A RESEARCH BRIEF FOR FACULTY, STAFF, AND STUDENTS PREPARED BY THE  
ACADEMIC & INSTITUTIONAL PROJECTS (AIP) OFFICE.

### 2008 Campus Quality Survey

The Campus Quality Survey (CQS) is a unique survey developed from the criteria of the Presidential Award for Quality and from elements of the Malcolm Baldrige National Quality Award. The survey collects information pertaining to how Minot State University (MSU) employees work together using practices, policies, procedures and attitudes relating to ongoing quality improvement. In addition, the survey assesses services provided to students, faculty and staff. Overall, the results serve as an aid in assessing quality improvements at MSU.

The CQS includes eight main categories that signify a number of items representing various programs, services, and activities generally available on campus to both students and personnel. The respondents are asked to rate the items based on how they perceive the programs, services, and activities are currently meeting their needs. The eight main categories are:

- *Top Management Leadership and Support*
- *Employee Training and Recognition*
- *Employee Empowerment and Teamwork*
- *Strategic Quality Planning*
- *Quality and Productivity-Improvement Results*
- *Measurement and Analysis*
- *Customer Focus*
- *Quality Assurance*

The respondents were asked to indicate their level of agreement with specific items as to "how it should be" and "how it is now" on a scale of 1-5. The mean values for each item, as well as a calculated performance gap, were provided in a report format to the Office of Academic & Institutional Projects Office (AIP). In addition, the respondents were prompted to rate their level of satisfaction with their employment and their overall impression of the quality at MSU.

#### SAMPLE AND METHODOLOGY

Funding for the CQS was provided by the North Dakota University System (NDUS). To obtain a sample for the CQS, AIP contacted MSU's Office of Human Resources (HR) to gather an exhaustive list of all full-time faculty and staff personnel. The HR office provided a list of 418 personnel. In early September 2008, each individual received a cover letter describing the importance of the survey in guiding improvement efforts; the letter was signed by NDUS Chancellor William Goetz and MSU president David Fuller. An e-mail notice was also sent from the MSU president urging personnel to complete and return to AIP by the Sept. 22, 2008 deadline. To ensure the highest return rate, a reminder e-mail was sent through the Office of Public Information (PI) as well. By the deadline, 151 completed surveys were returned, yielding a response rate of 36 percent. The participants in the CQS were primarily faculty and administrative personnel (93; 64.1%).

#### OFFICE OF ACADEMIC AND INSTITUTIONAL PROJECTS

The Office of Academic and Institutional Projects serves as a resource to Minot State University by evaluating and disseminating a wide range of data and conducting institutional research to support and foster efficient campus planning and administration. The use of this information will help improve the quality of education at Minot State.

AIP has the responsibility for coordinating and integrating data and planning analytical support for the Office of the Vice President of Academic Affairs and the university as a whole.

AIP develops and maintains a campus data warehouse that serves as the source of official MSU data. It is responsible for developing systems to ensure that campus-analytical and planning-data requirements are met, as well as providing the necessary information to support executive level decision-making.

Institutional data such as the annual Factbook and College Portrait data derived from the Voluntary System of Accountability is available on the AIP Web site.

#### ACADEMIC & INSTITUTIONAL PROJECTS (AIP)

<http://www.minotstateu.edu/instplan/>

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**PERFORMANCE GAPS**

Performance Horizons consulting group analyzed the data collected and provided a detailed report of performance gaps and graphs suggesting areas of needs. Specifically, the items with the least performance gaps were items that were closest to meeting the expectations of the participants. Those items with the largest performance gaps were the farthest from meeting expectations of participants. The tables below provide the five smallest and five largest performance gaps.

5 SMALLEST PERFORMANCE GAPS	GAP
The mission, purpose and values of this institution are familiar to employees	.331
This institution uses state and national data to compare its performance with that of other institutions	.412
This institution regularly conducts surveys to evaluate the quality of its programs and services	.592
My department meets as a team to plan and coordinate work	.649
I know what is expected of me	.713

5 LARGEST PERFORMANCE GAPS	GAP
Employees are rewarded for outstanding job performance	1.95
Processes for selecting, orientating, training, empowering and recognizing employees are carefully planned	1.81
There are effective lines of communication between departments	1.72
Employees are empowered to resolve problems quickly	1.58
Administrators recognize faculty and staff when they do a good job	1.53

**RESPONSE BY EMPLOYEE GROUP**

Performance gaps were provided by the four employee groups: support/classified, faculty/instructor, department chair and administrative/professional. Of the eight main categories, employee training and recognition had the largest performance gap (1.538) among respondents who were support/classified personnel. Among faculty/instructor personnel, the largest performance gap among the eight main categories was also employee training and recognition (1.669). A large performance gap was evident in this category among the department chairs (1.575) and administrative personnel (1.353) employee groups.

Respondents were asked to rate a list of programs currently offered at MSU, using the rating scale ranging from 1 (poor and inadequate) to 5 (excellent). Respondents rated each item based on their use and knowledge of the program, service or activity offered at MSU. The tables above right indicate the five lowest-rated programs, services and activities by employee group. The five programs listed by employee group identify priority-focus areas for improvement efforts in the future. Three employee groups identified MSU’s cafeteria and food services as the lowest ranked service currently offered. All five employee groups indicated low satisfaction with security/police services at MSU and the communication with other departments on campus offered at MSU. Overall, employees indicated satisfaction with their employment at MSU (77% very satisfied/satisfied). While, 73 percent of employees had an overall impression of quality as excellent (22%) or good (51%).



Minot State University and the Office of Academic and Institutional Projects require the submission of a Data Request form for **ALL** data requests. Data requested may be readily available on the AIP Website, please verify **PRIOR** to submitting the Data Request Form. The link for the Data Request form is below.  
[www.minotstateu.edu/instolan/forms.shtml](http://www.minotstateu.edu/instolan/forms.shtml)

**THE FIVE LOWEST-RATED PROGRAMS, SERVICES, AND ACTIVITIES BY EMPLOYEE GROUP.**

**All Campus Staff**

- Cafeteria and food services
- Security/police services
- Communication with other departments
- Recruitment and orientation of new employees
- Basic skills/developmental/alternative programs

**Support /Classified Staff**

- Cafeteria and food services
- Security/police services
- Switchboard and telephone services
- Communication with other departments
- Recruitment and orientation of new employees

**Faculty/Instructor**

- Research and planning services
- Security/police services
- Communication with other departments
- Basic skills/developmental/alternative programs
- Relations with other educational institutions

**Department Chairs**

- Security/police services
- Affirmative action
- Budget planning and coordination
- Communicating with legislators and other politicians
- Basic skills/developmental/alternative programs
- Relations with other educational institutions

**Administrative/Professional Staff**

- Cafeteria and food services
- Security/police services
- Communication with other departments
- Recruitment and orientation of new employees
- Basic skills/developmental/alternative programs

**NORTH DAKOTA UNIVERSITY SYSTEM SPECIFIC QUESTIONS**

The NDUS included 10 additional questions in relation to programs and services provided to determine areas of in need of improvement. Specific questions were included during the administration of the Campus Quality Survey. The statements were provided to employees, the employees were asked to rate their satisfaction on a one-to-five scale, with one being the lowest. The overall campus indicated the least satisfaction (2.918) with the statement that NDUS employees are empowered by State Board of Higher Education policy and system procedure to resolve problems quickly. The second-lowest satisfaction ranking was the statement that the NDUS involves employees in planning for the future (3.000). Employees indicated dissatisfaction with careful planning by the NDUS as well (3.020).

**ACADEMIC & INSTITUTIONAL PROJECTS WEBSITE**

The Office of Academic and Institutional Projects serves as a resource to Minot State University by evaluating and disseminating a wide range of data, as well as conducting institutional support to foster efficient campus planning and administration. Access to the specific data collected by AIP is found at [www.minotstateu.edu/instplan/](http://www.minotstateu.edu/instplan/).