The purpose of Institutional Research Briefs is to inform others of the types of information available from the Office of Institutional Research and to provide a brief summary of some of the projects we’re working on along with the findings. Institutional Research Briefs will be published two to three times a year and distributed to the campus community as well as archived on our website.

ACT Scores
Did you know that 95% of entering UND freshmen take the ACT test? In the graph below, ACT Composite scores are charted for the last three years. The average ACT for UND freshmen has increased while national and North Dakota test-takers have either slightly decreased or remained the same.

Over the last five years, similar to the enrollment patterns, the proportion of (enrolled) in-state and out-of-state test-takers has significantly changed.

Average ACT Composite scores of both in-state and out-of-state test-takers are on the rise.

The Survey Says . . .
The 2010 Campus Quality Survey was administered to all UND employees this past fall. Thank you for your participation!

Overall, 76% of employees indicate they are satisfied or very satisfied overall with employment at UND. This same percentage had been recorded in the 2008 survey. At all four-year NDUS institutions, 79% of employees responding report being satisfied or very satisfied with their employment. Three institutions report higher levels of satisfaction than UND, while two report lower levels of satisfaction.

Seventy-eight percent of employees indicate they have an excellent or good impression of quality at UND. In 2008, 74% reported such. At four-year NDUS institutions, 79% of employees responding indicate they have an excellent or good impression of quality at their institution.

Pages 2-3 of this newsletter include additional highlights from this survey; the full report is available online at http://www.und.edu/dept/datacol/reports/subFolder/cqs-2010/cqs2010.html
The Campus Quality Survey (CQS) is an instrument using the basic structure, format, and criteria of the Presidential Award for Quality. Each item relates to one of eight quality elements included in the Award. The CQS is administered at all eleven North Dakota University System institutions of higher education as directed by state accountability measures. 2010 was the fifth administration of CQS at UND. In August, 2010, UND’s Office of Institutional Research mailed the survey to 2,667 regular, benefitted employees; 790 surveys were returned for a response rate of 30%.

The survey asks employees to rate their level of agreement with fifty items with regard to “how it should be” and as to “how it is now” on a scale of 1-5; the difference between these two scores are calculated as the “performance gap.” These fifty items are summarized into eight quality benchmark areas. The survey also asks employees to rate their impression and satisfaction with thirty programs and service areas on campus as well as ten items related to NDUS.

- When the rated survey items are summarized into benchmark areas, UND employees report highest satisfaction, as indicated by lowest performance gap, for Customer Focus, with a gap of 0.937 points. Conversely, the area of lowest satisfaction is Employee Training and Recognition, with a performance gap of 1.230 points. Customer Focus centers on items tied to listening to students needs and providing students high-quality service. Employee Training and Recognition, as the title implies, looks at items related to both employee training and employees feeling they are valued by the institution.

- When compared to other NDUS campuses, UND reports just slightly lower satisfaction for all eight benchmark areas. On the other hand, when compared to national norms for four-year institutions, UND employees report higher levels of satisfaction for all eight benchmark areas.

- UND shows improvement for all eight benchmark areas in the 2010 CQS when compared to the 2008 CQS administration, indicating employees tend to be happier with their employment.

- Of the fifty survey items, I know what is expected of me is rated second highest for “how it should be” and highest for “how it is now,” leading to a small performance gap. This indicates UND employees are quite content they are receiving leadership from their direct supervisors.

- The largest performance gaps are seen in the areas of There are effective lines of communication between departments, Employees are rewarded for outstanding job performance, and Employees receive special training in improving customer service. The NDUS will ask UND in the fall of 2011 to provide a list of action items that have taken place to improve scores in these areas. It is noteworthy, however, that these items have historically always been the items with large performance gaps.

- With regard to performance areas, nearly all receive generally high marks. The exceptions are Parking for faculty and staff, which scored a mean of 2.565 on the 5-point scale and Communication with other departments, which scored a mean of 2.797.

- When asked about their overall satisfaction with employment, 76% report they are satisfied or very satisfied, a number that has remained relatively flat over the history of the CQS at UND. One employee group who has shown a noticeable decline in reported overall job satisfaction over time is Department Chairs, who report the lowest level of satisfaction at 67%.
2010 UND Campus Quality Survey Dashboard

Ten Smallest Performance Gaps (Strengths)
1. This institution regularly conducts surveys to evaluate the quality of its programs and services
2. I know what is expected of me
3. This institution uses state and national data to compare its performance with that of other institutions
4. Faculty and staff take pride in their work
5. Professional development training programs are available to assist employees in improving their job performance
6. Administrators have trust and confidence in me
7. This institution believes in continuous quality improvement
8. This institution listens to its students*
9. My department meets as a team to plan and coordinate work
10. Students have a way to provide feedback on their level of satisfaction with school programs and services

Ten Largest Performance Gaps (Challenges)
1. There are effective lines of communication between departments
2. Employees are rewarded for outstanding job performance
3. Employees receive special training in improving customer service
4. Employees are empowered to resolve problems quickly
5. Administrators recognize faculty and staff when they do a good job
6. This institution analyzes all relevant data before making decisions
7. This institution has “user-friendly” computer systems to assist employees and students
8. Each department or work unit has written, up-to-date, service expectations*
9. This institution analyzes complaints to determine appropriate remedial action
10. There is a spirit of teamwork and cooperation in this organization*

Performance Gap on CQS Quality Benchmark Areas
UND scores lower performance gaps for all benchmarks in 2010 than were scored in 2008. This is positive, as performance gap indicates the difference between employee expectation and employee satisfaction.

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2008</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training &amp; Recognition</td>
<td>1.299</td>
<td>1.137</td>
<td>1.123</td>
</tr>
<tr>
<td>Top Mgmt. Leadership</td>
<td>1.102</td>
<td>1.142</td>
<td>1.109</td>
</tr>
<tr>
<td>Measurement &amp; Empowerment &amp; Teamwork</td>
<td>1.161</td>
<td>1.167</td>
<td>1.051</td>
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<tr>
<td>Quality &amp; Productivity</td>
<td>1.118</td>
<td>1.127</td>
<td>1.047</td>
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<tr>
<td>Strategic Planning</td>
<td>1.077</td>
<td>1.123</td>
<td>1.033</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>0.999</td>
<td>1.017</td>
<td>0.956</td>
</tr>
<tr>
<td>Customer Focus</td>
<td>0.987</td>
<td>1.015</td>
<td>0.985</td>
</tr>
</tbody>
</table>

UND Employees Overall Satisfaction
There are generally constant levels of satisfaction seen across the years for UND employees.

% UND Employees with Above Average Impression of Quality

% of UND Employees Satisfied with Overall Employment

<table>
<thead>
<tr>
<th>Employees Reporting Above Average Quality</th>
<th>Employees Reporting Being Satisfied or Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supp.Class Staff</td>
<td>72%</td>
</tr>
<tr>
<td>Admin.Prof Staff</td>
<td>81%</td>
</tr>
<tr>
<td>Faculty</td>
<td>59%</td>
</tr>
<tr>
<td>Dept. Chair</td>
<td>80%</td>
</tr>
<tr>
<td>ALL UND</td>
<td>72%</td>
</tr>
</tbody>
</table>
Announcements

Participate in the 2011 FSSE!
Invites have gone out to faculty for the 2011 Faculty Survey of Student Engagement (FSSE). This is an important faculty survey for UND, in that results can be compared to the NSSE survey that students participated in earlier this spring. Combining the results from these surveys will allow UND to incorporate both faculty and student perspectives in conversations about learning and student engagement. Thank you, in advance, for your feedback!

Need USAT forms?
The Student Assessment of Teaching (USAT) forms are available at 403 Twamley Hall. Please estimate the number of forms you need and request them from our office.

Projects underway
Website Conversion
HERI Faculty Survey
Employer Survey
2010-2011 Employment Survey
Data gathering/external publications (e.g. HLC Annual Data Update)
Strategic National Arts Alumni Project (SNAAP) Survey
National Survey of Student Engagement
Faculty Survey of Student Engagement
Graduating Student Survey
Beginning College Survey of Student Engagement (BCSSE)
2010-2011 Delaware Study (Business and Law)
Retention and Graduation Rate Analysis
College Student Inventory
Freshman Survey (SIQ)

Recent projects now available
2010 Campus Quality Survey
Official Enrollment Reports for Spring 2011
2010 Act Withdrawing/Non-Returning Student Survey
2010 ECAR Study of Undergraduate Students and Information Technology
2010-2011 College Portrait
2010 Transfer Survey

How well do you know UND?
What rank has the largest number of full-time faculty members? The first correct answer that calls our office (7-4358) will get a prize and will be entered into an end-of-year drawing for a UND mug. The answer will be mentioned in the next Institutional Research Briefs.

Last question: What is the most popular class time? Answer: This spring semester the most popular time is Monday at 11:00 AM. A total of 3926 students attend class at this time (excludes med and law courses).