

University of North Alabama
Fall 2005 Campus Climate Survey Results

On February 5, 2003, the University of North Alabama's shared governance Institutional Effectiveness Committee recommended a three-year cycle of stakeholder surveys to assess the satisfaction of students, alumni, employers of UNA graduates, and UNA employees. The survey cycle, which also includes a survey of advisors/advisees, was approved by the Board of Trustees for the University of North Alabama on March 7, 2003, and the Office of Research, Planning, and Institutional Effectiveness was charged with administering the surveys. Results of completed surveys are posted on the department's web page, <http://www2.una.edu/research/>, for use by the University's administration, departments, and individuals in assessment, planning, and decision-making. As part of the stakeholder survey cycle, an electronic survey is disseminated to faculty and staff to measure the "campus climate" at UNA. "Campus climate" refers to the way that students, faculty, staff, and administrators perceive the campus. Fall 2005 was established as the beginning date of the cycle for the administration of the Campus Climate Survey.

During Fall 2004, a pilot campus climate survey, approved by the shared governance Institutional Effectiveness Committee, was administered to UNA's faculty and staff in order to establish a baseline and initially measure the climate for the purpose of identifying the University's strengths, weaknesses, and areas needing change. The survey instrument was approved by the shared governance Human Subjects Committee. Results of the survey were disseminated University-wide during Spring 2005. The 2004 Survey contained a section for respondents to select from a list of topics those additional topics that they wished to be included on the 2005 Survey. Of the 15 topics listed, "Employee Benefits" and "Professional Development" were selected by the highest percentage of respondents.

The **Fall 2005 Campus Climate Survey** was disseminated to all University of North Alabama employees by e-mail on November 30, 2005. Supervisors of employees without access to e-mail were asked to print a paper copy of the survey and make it available to all employees. Response to the survey was voluntary and anonymous. Participants were given the option of leaving the answer to any question blank. A total of **186** faculty, staff, administrators and service personnel responded, with 10 paper surveys being submitted by campus mail; all others were submitted electronically.

The survey was divided into five sections: 1) General Information about Respondents; 2) Overall Campus Atmosphere; 3) Selected Topics, with a Comments section following each of these five topics: Quality of Work Life, Diversity, Communication and Decision Making, Employee Benefits, and Professional Development; 4) Future Topics; and 5) Other Comments. Page 3 of this Campus Climate Survey Results Report contains demographic data about survey respondents by classification, full-time/part-time status, area/division employed, gender, age, years employed, ethnicity, and disability status.

The Overall Campus Atmosphere section included 11 sets of descriptive words with respondents asked to rate which word in the set best describes the general climate at UNA. A high rating (5) indicated a positive assessment of the campus climate and a low rating (1) indicated a negative assessment of the campus climate. The overall mean for **Campus Atmosphere** was **3.62** on the

Fall 2005 Survey compared to **3.49** on the Fall 2004 Survey. See page 4 of this report for complete responses to the campus atmosphere question with comparisons to Fall 2004 Survey results.

Section 3 was divided into 5 selected topics with respondents asked to rate their level of agreement with 81 statements about Quality of Work Life, Diversity, Communication and Decision Making, Employee Benefits, and Professional Development. Respondents' opinions were entered as (5) Strongly agree, (4) Agree, (3) Neither agree nor disagree, (2) Disagree, or (1) Strongly disagree. "Strongly agree" represented a positive assessment and "strongly disagree" represented a negative assessment. Pages 7 through 11 of this report contain complete results for Section 3, including the overall mean for each of the five topics. Responses to the **Quality of Work Life**, **Diversity**, and **Communication and Decision Making** questions are compared to responses from the Fall 2004 Survey. Following are results of selected items in Section 3; see page 3 for complete results on these items.

Of the selected topics in the Quality of Work Life section, "*I am proud to be a part of UNA.*" received the highest rating, with 89.8% of those responding to this item answering either "Strongly agree" or "Agree". The lowest rating in this section was recorded to the statement, "*My department has sufficient budget to adequately fulfill its mission*", with 46.7% of those responding answering either "Strongly disagree" or "Disagree".

In the Diversity section, the statement "*A staff member may take an entry position at UNA without fear that he/she will be classified as in a "dead end job" and ineligible for promotion, because staff promotions are made on the basis of qualifications and experience*" received only a 2.65 mean rating on the 5 point scale, the only item in this section with a mean below 3.10. Only 3.2% of faculty and staff responding to this question answered "Strongly agree" to this statement.

Responses for the Communication and Decision-Making section, showed that UNA employees who responded to the survey did not rate highly the University's effective use of assessment results for decision-making as only 3.2% responded "Strongly agree" to the statement "*Results of assessments are used for decision-making at the University level.*"; however, that percentage increased to 14% in response on the statement "*Results of assessments are used for decision-making at my Unit level.*" An additional area of low satisfaction was noted in response to the statement "*The University's policy for addressing grievances and other problems is effective and efficient*", with only 27.5% answering "Strongly agree" or "Agree, and almost half of respondents (49.5%) answering "Neither agree nor disagree". "*UNA's administration encourages decision-making at the lowest possible level*" was rated either "Strongly agree" or "Agree" by 22.1% and a combined 29.6% answered either "Disagree" or "Strongly disagree".

The most positive response in the Employee Benefits section was to the statement "*I am satisfied with the University's policies of accrual and use of vacation and sick leave*", with 73.6% answering either "Strongly agree" or "Agree". The lowest response in this section was recorded to the statement "*The University's policies for advancement and promotion are clearly articulated and correctly applied*", with only 2.2% of respondents answering "Strongly agree".

Positive responses in the Professional Development section were led by “*I participated in professional development activities during the last year*”, with a combined 72.1% answering either “Strongly agree” or “Agree”. The positive effectiveness of feedback after evaluation are noted in the responses of 59.8% of UNA employees who answered either “Strongly agree” or “Agree” to the statement “*My supervisor provides helpful feedback about my performance.*” The lowest rating in this section was recorded in response to the statement “*Quality job performance is rewarded at UNA*”; only 4.3% answered “Strongly agree”.

Selected Results – Section 3

Q#	Item	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
20	I am proud to be a part of UNA	48.4%	41.4%	5.9%	2.7%	1.6%
36	My department has sufficient budget to adequately fulfill its mission.	3.8%	24.7%	23.1%	30.6%	16.1%
43	A staff member may take an entry position at UNA without fear that he/she will be classified as in a “dead end job” and ineligible for promotion, because staff promotions are made on the basis of qualifications and experience.	3.2%	11.8%	42.5%	19.9%	15.6%
66	The University’s policy for addressing grievances and other problems is effective and efficient.	3.8%	23.7%	49.5%	12.4%	4.8%
69	UNA’s administration encourages decision-making at the lowest possible level.	3.8%	18.3%	43%	19.9%	9.7%
81	Results of assessments are used for decision-making at the University level.	3.2%	20.4%	54.3%	9.7%	5.4%
82	Results of assessments are used for decision-making at my Unit level	14%	32.8%	37.6%	8.1%	3.2%
88	I am satisfied with the University’s policies of accrual and use of vacation and sick leave.	14.5%	59.1%	16.7%	3.8%	0.5%
90	The University’s policies for advancement and promotion are clearly articulated and correctly applied.	2.2%	18.8%	24.7%	26.9%	22%
91	I participated in professional development activities during the last year.	31.2%	40.9%	8.1%	12.9%	2.2%
93	Quality job performance is rewarded at UNA.	4.3%	16.1%	28%	32.8%	14%
96	My supervisor provides helpful feedback about my performance.	24.6%	35.2%	24%	12.8%	3.4%

Complete statistical results for all items in section 3, Selected Topics, are available upon request.

Section 4 contained a list from which respondents were asked to select additional topics to be included in future administrations of the Campus Climate Survey. All 13 of the topics received requests for inclusion in the future, with the greatest percentage of respondents selecting “Parking and Security” (41.9%), “Physical Plant and Facilities” (36.6%), “Administration” (35.5%), and “University Purpose and Opportunities” (32.8%) as the areas they wanted to see included in the next survey. “Financial Services” (11.3%) and “Institutional Research, Institutional Effectiveness, Grant and Contract Services” (13.4%) received the fewest number of requests. Page 12 contains the percentage of respondents requesting each of the 13 topics.

Section 5 provided an opportunity for respondents to enter other comments and included a specific request for suggestions regarding any question to which the respondent answered “strongly disagree”. A total of 232 comments were entered on the following topics: Quality of Work Life (46), Diversity (38), Communication and Decision Making (35), Employee Benefits (53), Professional Development (25), and Other Comments (35). Comments and suggestions will also be considered in preparing a survey instrument for future Campus Climate Surveys.

A campus-wide e-mail notification was sent to all UNA employees informing them that statistical results of the survey are posted on the web page of the Office of Research, Planning, and Institutional Effectiveness at <http://www2.una.edu/research/>. A complete list of comments and suggestions is available upon request to individuals and departments for use in identifying strengths, weaknesses, and areas needing improvement.

To request a copy of all comments and suggestions, please visit the web site listed above and click on “Request Data From Us”.

SECTION I.
GENERAL INFORMATION ABOUT SURVEY RESPONDENTS

CLASSIFICATION	FA05	FA04
Staff	49%	49%
Faculty	45%	42%
Administration	4%	6%
Service	2%	3%
Total Respondents	186	201

ETHNICITY	FA05	FA04
Black	4%	3%
Hispanic	1%	1%
Other	1%	1%
White	82%	88%
Did Not Answer	12%	7%

STATUS	FA05	FA04
Full-time	96%	93%
Part-time	4%	6%
Did Not Answer	0%	1%

GENDER	FA05	FA04
Female	57%	60%
Male	41%	39%
Did Not Answer	2%	1%

AREA	FA05	FA04
Academic Affairs	72%	65%
Student Affairs	13%	19%
Advancement/Admin.	10%	12%
Business/Fin. Affairs	3%	3%
Athletics	1%	1%
Did Not Answer	1%	0%

YEARS AT UNA	FA05	FA04
Less than 3	22%	21%
>3 but <6	15%	14%
>6 but <9	14%	10%
>9 but <12	9%	9%
>12	39%	42%
Did Not Answer	1%	4%

AGE	FA05	FA04
18-24	2%	2%
25-34	13%	18%
35-44	27%	22%
45-54	31%	28%
55+	21%	23%
Did Not Answer	6%	7%

DISABILITY	FA05	FA04
No	90%	87%
Yes, hearing	2%	3%
Yes, mobility	2%	2%
Yes, learning disability	2%	0%
Did Not Answer	4%	8%

SECTION II.
OVERALL CAMPUS ATMOSPHERE QUESTIONS*

Describe your feeling about the overall “campus climate” at UNA by marking the appropriate number. The higher rating indicates that you perceive the climate is more like the descriptive word on the right. The lower rating indicates that you perceive the climate to be more like the description on the left. (*Circle one number 1 through 5 to rate each question.*)

Question #	Left (1)	Right (5)	FA05 Mean	FA04 Mean
11	Hostile	Friendly	3.91	3.76
13	Disrespectful	Respectful	3.84	3.68
15	Uncomfortable	Comfortable	3.82	3.75
14	Intolerant	Tolerant	3.73	3.59
9	Tense	Relaxed	3.61	3.47
10	Unsupportive	Supportive	3.54	3.44
12	Competitive	Cooperative	3.52	3.51
18	Indifferent	Interested	3.49	3.29
19	Artificial	Sincere	3.48	3.28
16	Closed	Open	3.48	3.39
17	Much conflict	Harmonious	3.46	3.27
Overall Campus Mean			3.62	3.49

* All items are sorted by FA05 descending mean.

SECTION III.
SELECTED TOPICS

On a scale of one to 5, with “1” meaning Strongly Disagree and “5” meaning Strongly Agree, please mark the number which best describes your opinion about the following statements.

QUALITY OF WORK LIFE QUESTIONS*

(Strongly Disagree = 1, Disagree = 2, Neither Agree nor Disagree = 3, Agree = 4, Strongly Agree = 5)

Q#	Item	FA05 Mean	FA04 Mean
20	I am proud to be a part of UNA.	4.32	4.28
25	My work is interesting.	4.21	4.25
26	My work is challenging.	4.16	4.15
34	Overall, I am satisfied with my relationship with my co-workers.	4.06	4.05
35	Overall, I am satisfied with my relationship with my immediate supervisor.	4.02	4.16
32	Knowing this job now, I would take it all over again.	3.88	3.92
21	If I had the opportunity to get another job at equal pay, I would still stay at UNA.	3.83	3.89
29	I would encourage a prospective employee to accept a position at UNA.	3.78	3.93
27	My skills/abilities are being used effectively in my job.	3.66	3.85
31	Equipment and materials in my area are adequate for my job requirements.	3.48	3.41
23	The time pressures of my job are reasonable.	3.46	3.41
30	My work area is suitable for my job requirements.	3.46	3.53
22	My workload is reasonable.	3.43	3.43
33	At this point in my career, I feel my present position satisfies my professional goals and aspirations.	3.27	3.37
28	I feel appreciated at UNA.	3.24	3.17
24	I have a job description that clearly and adequately defines my responsibilities.	3.16	3.17
36	My department has sufficient budget to adequately fulfill its mission.	2.69	2.60
Overall Quality of Work Life Mean		3.65	3.68

Comments regarding “Quality of Work Life” are available upon request.

* All items are sorted by FA05 descending mean.

DIVERSITY QUESTIONS*

(Strongly Disagree = 1, Disagree = 2, Neither Agree nor Disagree = 3, Agree = 4, Strongly Agree = 5)

Q#	Item	FA05 Mean	FA04 Mean
37	At UNA, I feel comfortable when I participate in campus activities that focus on cultures other than my own.	3.87	3.72
46	Both women and men are adequately represented on important University committees.	3.60	3.65
49	Students who are not proficient in English are able to benefit from educational experiences at UNA.	3.59	3.46
38	I am satisfied with the diversity of the ethnic backgrounds of the faculty at UNA.	3.51	3.53
39	I am satisfied with the diversity of the ethnic backgrounds of the staff at UNA.	3.48	3.59
40	I am satisfied with the diversity of the ethnic backgrounds of administrators at UNA.	3.46	3.61
45	Racial/ethnic minorities are adequately represented on important University committees.	3.44	3.53
47	Prejudice among faculty and staff is not a problem on campus.	3.35	3.39
44	UNA's administrators are genuinely committed to equal opportunities for prospective and current employees regardless of race or gender.	3.29	3.17
51	Disability support services for employees are adequate.	3.24	3.22
48	Prejudice among students is not a problem on campus.	3.21	3.25
41	Women faculty members are given the same respect, recognition and opportunities for promotion as male faculty members.	3.20	3.18
50	UNA's campus is adequately accessible to people with disabilities.	3.15	3.00
42	Women staff members are given the same respect, recognition and opportunities for advancement as male staff members.	3.10	3.06
43	A staff member may take an entry position at UNA without fear that he/she will be classified as in a "dead end job" and ineligible for promotion, because staff promotions are made on the basis of qualifications and experience.	2.65	2.82
Overall Diversity Mean		3.34	3.35

Comments regarding "Diversity" are available upon request.

* All items are sorted by FA05 descending mean.

COMMUNICATION AND DECISION MAKING QUESTIONS

(Strongly Disagree = 1, Disagree = 2, Neither Agree nor Disagree = 3, Agree = 4, Strongly Agree = 5)

Q#	Item	FA05 Mean	FA04 Mean
72	E-mail is very important to me as a source of information about campus issues.	4.46	4.36
78	Retention of all enrolled students should be a priority at UNA.	4.16	n/a
52	I have easy access to information/data necessary to do my job.	3.87	3.77
65	There is a sense of mutual respect between supervision and faculty/staff in my department or unit.	3.87	3.86
56	The person to whom I report values and often uses my suggestions or ideas.	3.83	3.93
58	There is a sense of teamwork among those who work in my area.	3.79	3.80
77	Students who are receptive to new ideas are able to benefit from educational experiences at UNA	3.78	n/a
55	I am encouraged to make suggestions for improvement in my department/unit.	3.77	3.85
59	Communication is good between faculty and/or staff in my department/unit.	3.77	3.75
79	Retention of students who are initially unprepared for college level work should be important to UNA.	3.77	n/a
64	In my department we focus on understanding how we can provide better service to internal and/or external stakeholders.	3.71	3.78
67	I am encouraged to participate in the planning and evaluation activities in my unit.	3.70	3.73
71	Written correspondence is very important to me as a source of information about campus issues.	3.70	3.70
54	I am kept well informed about what is happening in my division or unit.	3.65	3.76
68	When a decision affecting me is being made, I have the opportunity to provide input.	3.65	3.63
57	I am aware of appropriate and effective channels for making my suggestions heard at the institutional level.	3.56	3.65
82	Results of assessments are used for decision-making at my Unit level.	3.48	n/a
62	I am optimistic about what can be achieved through consensus-based decision-making and shared governance.	3.45	3.34
74	Campus publications are very important to me as a source of information about campus issues.	3.45	3.23
61	People from different departments or units at UNA often work cooperatively to achieve a common goal.	3.42	3.29
80	UNA is responsive to meeting the changing needs of students as well as the requirements of employers of UNA graduates.	3.42	n/a
75	The University's web site is very important to me as a source of information about campus issues.	3.39	3.38
53	I am kept well informed about what is happening at UNA.	3.37	3.20
70	Information from evaluations in my unit is used to make improvements.	3.31	3.39
<i>Communication and Decision Making Continued on Next Page.</i>			

COMMUNICATION AND DECISION MAKING (Continued)		FA05 Mean	FA04 Mean
60	There is an atmosphere of cooperation between departments/operational units on campus.	3.27	3.05
76	Students are asked for their ideas when decisions are made on campus that affect them.	3.26	3.14
63	I have the opportunity to participate meaningfully in shared governance at UNA.	3.22	3.27
66	The University's policy for addressing grievances and other problems is effective and efficient.	3.10	3.08
81	Results of assessments are used for decision-making at the University level.	3.07	n/a
69	UNA's administration encourages decision-making at the lowest possible level.	2.86	2.79
73	"The rumor mill" is very important to me as a source of information about campus issues.	2.55	2.67
Overall Communication and Decision Making Mean		3.54	3.50

Comments regarding "Communication and Decision Making" are available upon request.

EMPLOYEE BENEFITS QUESTIONS

(Strongly Disagree = 1, Disagree = 2, Neither Agree nor Disagree = 3, Agree = 4, Strongly Agree = 5)

Q#	Item	FA05 Mean
88	I am satisfied with the University's policies of accrual and use of vacation and sick leave.	3.88
87	I am satisfied with UNA's retirement plan.	3.75
83	I am satisfied with UNA's life insurance program.	3.61
84	I am satisfied with UNA's health insurance program.	3.49
86	I am satisfied with UNA's dental insurance.	3.41
85	I am satisfied with UNA's prescription drug program.	3.18
89	The salary scale for my classification is in line with similar positions at other universities in the region.	2.53
90	The University's policies for advancement and promotion are clearly articulated and correctly applied.	2.49
Overall Employee Benefits Mean		3.29

Comments regarding "Employee Benefits" are available upon request.

PROFESSIONAL DEVELOPMENT QUESTIONS

(Strongly Disagree = 1, Disagree = 2, Neither Agree nor Disagree = 3, Agree = 4, Strongly Agree = 5)

Q#	Item	FA05 Mean
91	I participated in professional development activities during the last year.	3.90
94	I am aware of educational resources available at UNA.	3.89
97	My supervisor encourages my career growth and development.	3.74
92	My job performance has improved as a result of participation in professional development activities.	3.71
96	My supervisor provides helpful feedback about my performance.	3.65
99	My requests for professional development opportunities are almost always approved.	3.60
98	I have received training and support for new technologies.	3.50
95	I have taken advantage of the University's remission of course hour fees for University or Continuing Education courses.	3.48
100	Opportunities available through UNA's Continuing Studies and Outreach Department are pertinent to many UNA employees.	3.46
93	Quality job performance is rewarded at UNA.	2.62
Overall Professional Development Mean		3.55

Comments regarding "Professional Development" are available upon request.

SECTION IV.

TOPICS THAT SHOULD BE CONSIDERED IN NEXT CLIMATE SURVEY

These additional topics should be considered in development of the next Campus Climate Survey: *(Check all areas for which you think questions should be included on the next survey.)*

Percentage of Respondents Who Checked Each Topic

Topic	Percentage of Respondents
Parking and Security	41.94%
Physical Plant and Facilities	36.56%
Administration	35.48%
University Purpose and Opportunities	32.80%
Personnel Services	29.03%
Information Technologies and Library Services	26.88%
Campus/Employee Services	26.88%
Fundraising and Scholarships	23.12%
Student Services	19.89%
Food Services	18.28%
Campus Bookstore	16.13%
Institutional Research, Institutional Effectiveness, Grant and Contract Services	13.44%
Financial Services	11.29%

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