Workplace Environment Survey

NEXT STEPS - STRATEGIC PLAN

Office of Information Technology
Ball State University
Workplace Environment Survey

• The survey was fielded during late September and October 2012
• 2,966 faculty and staff were contacted
• Overall response rate was 72.5%
• Faculty and academic administrator response rate was 66.5%, professional, service, staff response rate was 75.8%
What we heard from staff across campus: climate

• The majority of faculty and staff members felt the climate in both their department/work unit and overall in the University was positive in all categories.
Good

People care
Technologically advanced campus
Amount of support for campus technology
Help is always a phone call or email away

Bad

Confusion: defined by organizational unit and not service

Ugly

Lack of support for ERP changes
Speed of banner implementation too fast
All

89% Proud
87% Safe
85% BSU as a place to work
78% Satisfied with Job
74% Unit as a place to work

Us

88% Proud
89% Safe
92% BSU as a place to work
79% Satisfied with Job
75% Unit as a place to work

*satisfied - neutral - dissatisfied
professional, staff and service employees
All
78% Free to express
77% Ability to influence
74% Supervisor listens
69% Opportunities for development
64% Supervisor is fair

Us
85% Free to express
73% Ability to influence
83% Supervisor listens
70% Opportunities for development
74% Supervisor is fair

*satisfied - neutral - dissatisfied
professional, staff and service employees
All

88% My work supports mission
79% Receive help
78% Understand goals

Us

88% My work supports mission
82% Receive help
74% Understand goals

*satisfied - neutral - dissatisfied
professional, staff and service employees
All

33% ERP transition
35% Effective communication
41% How low performance is addressed
49% Salary compared to responsibilities
54% Enough people to get work done

Us

30% ERP transition
37% Effective communication
46% How low performance is addressed
53% Salary compared to responsibilities
70% Enough people to get work done

*satisfied - neutral - dissatisfied
professional, staff and service employees
All

35% Chance of promotion
43% Sense of teamwork
55% Work-life balance
56% How BSU is run

Us

27% Chance of promotion
41% Sense of teamwork
67% Work-life balance
56% How BSU is run

*satisfied - neutral - dissatisfied
professional, staff and service employees
All

95% Staff vs. 87% overall - Safe
81% Staff vs. 70% overall - Policies are followed
73% Staff vs. 64% overall - Treated in department
70% Staff vs. 63% overall - Fairness of supervisor
78% Staff vs. 71% overall - Sharing concerns with supervisor

Us

89% Staff vs. 87% overall - Safe
73% Staff vs. 70% overall - Policies are followed
72% Staff vs. 64% overall - Treated in department
74% Staff vs. 63% overall - Fairness of supervisor
80% Staff vs. 71% overall - Sharing concerns with supervisor

ALL PROFESSIONAL DIVERGED
*satisfied - neutral - dissatisfied
professional, staff and service employees
All

81% staff vs. 69% overall - Training and development
83% staff vs. 76% overall - Department working with others
70% staff vs. 64% overall - Enough time for work
66% staff vs. 55% overall - Work-life balance
63% staff vs. 54% overall - Enough workers

Us

70% staff vs. 69% overall - Training and development
73% staff vs. 76% overall - Department working with others
78% staff vs. 64% overall - Enough time for work
55% staff vs. 55% overall - Work-life balance
54% staff vs. 54% overall - Enough workers

ALL STAFF DIVERGED
*satisfied - neutral - dissatisfied
professional, staff and service employees
24% staff vs. 46% overall - ERP transition
26% staff vs. 43% overall - Chance of promotion
37% staff vs. 34% overall - Salary

30% staff vs. 46% overall - ERP transition
28% staff vs. 43% overall - Chance of promotion
47% staff vs. 34% overall - Salary

ALL STAFF DIVERGED
*satisfied - neutral - dissatisfied
professional, staff and service employees
NEXT STEPS - STRATEGIC PLAN
107 Performance Indicators

Of 107
75% deal with providing DATA/INFORMATION/CONTENT SERVICES for institutional mission
DIGRESSION: Higher Education State-of-MInd

60% of U.S. population with a post-secondary degree by 2025
1 million additional graduates a year
350% cost in tuition/fees since 1982
$1.3 trillion in student loan debt

TRANSLATION: COMMISSION FOR HIGHER EDUCATION FUNDING METRICS

Overall degree completion
“At risk” degree completion
“High Impact” (STEM) degree completion
“On time” graduation rate
5 [out of 107] INSTITUTIONAL KEY PERFORMANCE INDICATORS

Increase four-year graduation rate to 50%
Increase STEM and other high-impact degrees
Increase fully online student FTE by 35%
Increase by 125% external funding for scholarship
Increase by 10% annually the number of companies impacting university
OUR KEY PERFORMANCE INDICATORS

100% Blackboard use
Portal/Intranet implementation
4-year degree map with alerts
Data Management plans
Implement Analytics and Outcomes
Increase by 60% technical help call with remote assist
Increase by 30% number of unique digital learning assets
Increase by 40% number of unique digital assets held by University
Digital Libraries
Increase offering of custom-built, technology-mediated learning content
Expand ERP/Banner training for end users
next steps strategic plan

Initiative building within units
Summer timeframe

Formulation of unit groups to develop initiatives

Initiative Components:

Identify Personnel
Scope
Plan
Timeline
Benchmarks
Budget