

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

All

24% staff vs. 46% overall - ERP transition

26% staff vs. 43% overall - Chance of promotion

37% staff vs. 34% overall - Salary

Us

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

