

8/11

Administrative Functions Survey

Last Modified: 02/25/2013





1. Please indicate whether you are faculty or staff:

#	Answer		Response	%
1	Faculty		15	63%
2	Staff		9	38%
	Total		24	100%

2. Please indicate if you are a full-time or adjunct faculty member:

#	Answer		Response	%
1	full-time faculty		15	100%
2	adjunct faculty		0	0%
	Total		15	100%

3. Please indicate your program area:

#	Answer		Response	%
1	Radio - Television		2	13%
2	Advertising - Public Relations		2	13%
3	Journalism		1	7%
4	Interpersonal - Organizational (Human) Communication		10	67%
	Total		15	100%

Amanda






4. Please indicate your preferred methods to receive necessary communication from the school, college, or university. The items listed below (left) can be moved/dragged and placed in a rank order of preference in the boxes (right).

#	Answer	Most effective methods of communication (in rank order with most preferred at the top of the list):	Methods of communication that I do not find effective:
1	eUpdate (regular, weekly)	20	1
2	NSC announcement board	8	9
3	Email	21	0
4	Nicholson Resource website	7	9
5	NSC Website	6	9
6	Intercom (NSC newsletter)	6	9
7	Communication via Area Coordinator	10	6
8	Faculty meetings	13	3
9	eUpdate (external funding focus)	6	7
10	Faculty forum	3	9
11	Special topical meetings	7	6

Answer	Most effective methods of communication (in rank order with most preferred at the top of the list): - Mean Rank	Methods of communication that I do not find effective: - Mean Rank
eUpdate (regular, weekly)	1.70	1.00
NSC announcement board	4.50	2.00
Email	1.86	0.00
Nicholson Resource website	4.71	2.56
NSC Website	4.17	2.11
Intercom (NSC newsletter)	5.83	3.33
Communication via Area Coordinator	3.10	2.50
Faculty meetings	3.54	3.67
eUpdate (external funding focus)	3.83	3.00
Faculty forum	6.00	4.44
Special topical meetings	5.29	4.17

Amanda

5. This year, the NSC eUpdate has been the primary mode of communication. How effective has it been?

#	Answer		Response	%
1	Very Ineffective		2	10%
2	Ineffective		1	5%
3	Neither Effective nor Ineffective		4	19%
4	Effective		13	62%
5	Very Effective		1	5%
	Total		21	100%

6. What suggestions do you have to improve the eUpdate?

Text Response

It's got so much in it that I can't always get through everything. Some of the campus-wide events that are included might be left off.

If new info is added on the Schedule in the end, it would help if the newly added info as well as any corrected info is in bold or red color.

Too long and too much information included in each email

I would suggest eliminating things about UCF in general, like blood drives and so forth. We already are well aware of that stuff if we care about it. Those announcements just clutter up the NSC update.

You are killing with redundant and excessive items

n/a

add a tldr (a Too Long Didn't Read--this is a one or two sentence summary that conveys important information without wasting time on inessential information like an abstract for a paper)

Make them shorter, make sure the information (dates) are accurate

7. What suggestions do you have to improve communication and information sharing?

Text Response

Frequently I receive communication from the University and/or the College and then later will receive the same e-mail forwarded from the NSC office. It would be nice to not receive 2-3 of the same notification and I imagine there is a way to determine when something has been sent to faculty.

Reduce redundancy with faculty meetings

iCal option

eUpdate is very good

Too many sources cause confusion; I would suggest to minimize or centralize 1 key physical place and one electronic so ppl are not innundated with updates or places to defer to for info

shorten

Highlight important issues. Not all items are equally important

Amanda

8. From time to time, changes in meeting time, date and location will occur. What suggestions do you have regarding the best way for the administrative staff to indicate that a meeting time, date or location has changed?

Text Response

E-mail announcement

email

email updates

email.

e-mail or text

Can we use the meeting function in Outlook for these meetings instead of an email list? That way, it shows up on our calendars.

email is fine

E-mail the message.

1. urgent day of email 2. automated voice mail that goes to each attendee, much like an email distribution list -- capturing both traditional and non traditional users. 3. posting an actual location change flyer on the location door with the new information

NOTICE: in an email

e-mail

An email when you know that the meeting time/date has changed, and if the time/date has been moved closer in time, a reminder in the AM about the meeting change would also be helpful.

All venues possible for maximum distribution

email

Multiple notifications when outlook refreshes: first creating the calendar event, deleting the event, recreating the event, changing the time and/or location of the event seems to work pretty well.

email; fliers in mailboxes; eUpdate

Try to ensure that there aren't very many changes and if unavoidable, communicate them quickly in an email

Hook Calendar-??

Bob

9. Please indicate your agreement with the following statements as they relate to administrative leadership:

#	Question	Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree		Mean
1	Ease of access to the director (Dr. Chandler) met my expectations.	9	8	2	2	1	22	2.00
2	NSC director (Dr. Chandler) accurately answered my questions about university, college and school requirements, procedures and policies.	9	10	1	3	0	23	1.91
3	NSC director (Dr. Chandler) responded to my email requests in a timely manner.	10	8	2	1	0	21	1.71
4	NSC director (Dr. Robert Chandler) responded to requests promptly.	10	7	3	1	0	21	1.76

10. What suggestions do you have to improve your experience with the NSC director (Dr. Chandler)?

Text Response

n/a

I am never sure who to talk to if I need to schedule an appointment w/ Bob.

There are so many staff people upstairs that it is impossible to interact directly with Bob. When I do manage to make it by the guards, I feel as though my presence is an imposition. There have been many times I've had a question that could not be directly answered. I had to wait for a response because he needed to consult with one of the 25 or so staff people first.

FYI - In the most recent staff duties "cheat sheet" I removed Danielle's name ~~and~~ from the "Dr. Chandler's calendar/schedule" item. Danielle can still schedule meetings as needed/appropriate, but he ~~can~~ have one person as a contact. ~~for~~ ^{for} ~~him~~ ^{him} ~~himself~~ ^{himself}.

Albie

13. Please rate your level of agreement with the following statements related to general administrative support function of the NSC administration:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	Curriculum and instruction (clerical) support is offered in order for me to deliver my classes.	4	3	4	2	0	9	22	3.82
2	Basic office supplies are easily accessed.	6	8	5	2	0	1	22	2.32
3	Necessary work materials in the mail/copy room are adequately stocked.	6	9	2	4	0	1	22	2.36
4	Necessary work materials in the mail/copy room are adequately organized.	7	10	3	0	1	1	22	2.14
5	Textbook ordering process is easy to execute.	6	7	0	1	0	8	22	3.27
6	Staff are courteous, professional and helpful.	16	5	0	0	0	1	22	1.45
7	Staff are proactive.	10	7	4	0	0	1	22	1.91

14. What suggestions do you have to improve the effectiveness of general administrative support?

Text Response

I sometimes feel that work is handed off to someone else before the person receiving the request had determined whether or not they are the person responsible for handling the particular request that is being asked of them.

The administrative suite staff has been much more positive and helpful.

n/a

Debbie

18. Please rate your agreement with following statements related to the human resources (HR) support function of the NSC administration:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The NSC HR staff member (Ms. Debbie Doyle) accurately answered my questions about university and college requirements, policies and procedures.	10	4	2	0	0	4	20	2.40
2	The NSC HR staff member (Ms. Debbie Doyle) acted in a professional and courteous manner when answering my questions about HR-related items.	15	2	0	0	0	3	20	1.85
3	The NSC HR staff member (Ms. Debbie Doyle) scheduled my meetings with Dr. Chandler proficiently.	8	2	1	0	0	9	20	3.45
4	The NSC HR staff member scheduled available conference rooms proficiently when requested.	15	3	0	0	0	2	20	1.65
5	The NSC HR staff member responded to email requests within 2 business days.	17	2	1	0	0	0	20	1.20
6	The NSC HR staff member is proactive in assisting me with a problem/issue.	14	1	3	0	0	2	20	1.85

19. What suggestions do you have to improve your experiences with the HR support?

Text Response

n/a

Kim

20. Please rate your agreement with following statements related to the academic support function of the NSC administration:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The NSC coordinator of academic programs (Ms. Kim Tuorto) accurately answered my questions about college and university requirements, procedures and policies.	13	3	1	0	0	3	20	2.00
2	The NSC coordinator of academic programs (Ms. Kim Tuorto) acted in a courteous and professional manner when answering my questions.	16	2	0	0	0	2	20	1.60
3	The NSC coordinator of academic programs (Ms. Kim Tuorto) was knowledgeable about accreditation, program review and program evaluation policies and procedures.	13	3	1	0	0	3	20	2.00
4	Components of the program review were clearly explained.	9	4	0	0	0	7	20	2.95
5	The NSC coordinator of academic programs (Ms. Kim Tuorto) is knowledgeable about global communication studies/programs.	11	5	1	0	0	3	20	2.10
6	The process established to collect syllabi is appropriate.	8	3	2	1	1	5	20	2.95
7	The office hours held by the NSC coordinator of academic programs (Ms. Kim Tuorto) meet my needs.	10	2	0	0	0	8	20	3.10
8	The NSC coordinator of academic programs (Ms. Kim Tuorto) responded to email requests within 2 business days.	13	6	0	0	0	1	20	1.55
9	The NSC coordinator of academic programs (Ms. Kim Tuorto) was proactive	10	2	1	0	0	7	20	2.95

Kim

	in assisting me with a problem/issue.								
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21. What suggestions do you have to improve your experiences with the NSC academic program support?

Text Response

n/a

Kirsten

22. Please rate your agreement with following statements related to the graduate studies support function of the NSC administration:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The NSC coordinator of academic advising for the graduate program (Ms. Kirsten Seitz) accurately answered my questions about college and university requirements, procedures and policies.	11	5	0	0	0	4	20	2.25
2	The NSC coordinator of academic advising for the graduate program (Ms. Kirsten Seitz) acted in a courteous and professional manner when answering my questions.	10	8	0	0	0	2	20	1.90
3	The office hours held by the NSC coordinator of academic advising for the graduate program (Ms. Kirsten Seitz) met my needs.	6	5	0	0	0	9	20	3.50
4	The NSC coordinator of academic advising for the graduate program (Ms. Kirsten Seitz) responded to my email within two business days.	10	6	1	0	0	2	19	1.95
5	The NSC coordinator of academic advising for the graduate program (Ms. Kirsten Seitz) was proactive in assisting me with program or curricular requirements.	10	4	0	0	0	6	20	2.70

Kirsten/Rebecca/Laurel

23. What suggestions do you have to improve your experiences with the NSC graduate studies program support?

Text Response

n/a

Kirsten has been very helpful with explaining administrative things and with the general graduate student culture. I am not sure who it falls to but having an official communication about GTA's would be helpful - and it would be helpful hearing from them before the 2nd/3rd week of the semester.

24. Please rate your agreement with following statements related to the undergraduate studies support function of the NSC administration:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The undergraduate advising support staff (Ms. Rebecca Morales and Ms. Laurel Anderson) answered my questions about college and university requirements, procedures and policies.	14	2	0	0	0	4	20	2.10
2	The undergraduate advising support staff (Ms. Rebecca Morales and Ms. Laurel Anderson) acted in a courteous and professional manner when answering my questions.	15	2	0	0	0	3	20	1.85
3	The undergraduate advising support staff (Ms. Rebecca Morales and Ms. Laurel Anderson) accurately answered my questions about the program.	13	1	0	0	0	6	20	2.55
4	The undergraduate advising support staff (Ms. Rebecca Morales and Ms. Laurel Anderson) were proactive.	13	1	0	0	0	6	20	2.55

Roberta/Laurel/Some

25. What suggestions do you have to improve your experiences with the NSC undergraduate support?

Text Response

n/a

They are both extremely helpful - their advising session was informative.

26. Please rate your agreement with following statements related to the Nicholson Academic Student Service Center (NASSC) function of the NSC administration:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The NASSC receptionist who answered the phone satisfactorily addressed my question/concern, or directed me to the correct person.	5	5	0	0	0	10	20	3.75
2	The NASSC student mentor who greeted me in the reception area was knowledgeable and friendly.	8	4	0	0	0	7	19	3.05
3	NASSC procedures (i.e. grade changes) are clear and easy to follow.	6	3	1	0	0	10	20	3.75

Statistic	The NASSC receptionist who answered the phone satisfactorily addressed my question/concern, or directed me to the correct person.	The NASSC student mentor who greeted me in the reception area was knowledgeable and friendly.	NASSC procedures (i.e. grade changes) are clear and easy to follow.
Min Value	1	1	1
Max Value	6	6	6
Mean	3.75	3.05	3.75
Variance	5.46	5.50	5.57
Standard Deviation	2.34	2.34	2.36
Total Responses	20	19	20

Rebecca/Lamuel/Sane

27. If you contacted NASSC by email, did you receive a response from staff within two business days?

#	Answer	Response	%
1	yes	12	100%
2	No	0	0%
	Total	12	100%

28. What suggestions do you have to improve your experiences with NASSC?

Text Response

n/a

29. Please rate your agreement with following statements related to school checkout and school facility ("R-TV"):

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The school checkout staff/student who answered the phone satisfactorily addressed my question/concern, or directed me to the correct person.	2	2	0	1	0	14	19	4.95
2	The student worker who greeted me in the check out area was knowledgeable and friendly.	2	4	1	1	0	11	19	4.37
3	The facility hours of operation met my needs.	2	5	0	0	0	11	18	4.33
4	The school checkout staff were proactive in assisting me with a problem/issue.	2	4	1	0	0	10	17	4.29
5	The school checkout staff provides adequate opportunity for hands-on experience.	2	2	0	1	0	13	18	4.89

Rebecca / Laurel / Jane

30. What suggestions do you have to improve your experiences with the school checkout facility?

Text Response

n/a

Danielle

31. Please rate your agreement with following statements related to the NSC administrative support function of the NSC administration?

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The NSC coordinator of administrative services (Dr. Danielle Franco) accurately answered my questions about college and university requirements, procedures and policies.	5	8	1	1	0	4	19	2.74
2	The NSC coordinator of administrative services (Dr. Danielle Franco) acted in a courteous and professional manner when answering my questions.	11	7	0	0	0	1	19	1.63
3	The NSC coordinator of administrative services (Dr. Danielle Franco) accurately answered my questions about administrative functions.	7	7	0	1	0	3	18	2.39
4	The NSC coordinator of administrative services (Dr. Danielle Franco) was proactive.	9	5	1	1	0	3	19	2.32
5	The NSC coordinator of administrative services (Dr. Danielle Franco) responded to email requests within two business days.	12	6	0	0	0	1	19	1.58
6	The NSC coordinator of administrative services (Dr. Danielle Franco) scheduled my meetings with Dr. Chandler proficiently.	5	7	1	1	0	5	19	2.95

Danielle

32. What suggestions do you have to improve your experiences with the administrative support?

Text Response

n/a

33. Please rate your agreement with following statements related to the NSC information gathering and dissemination function of the NSC administration?

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A		Mean
1	The NSC information specialist (Ms. Amanda Nethero) accurately answered my questions about college and university requirements, procedures and policies.	7	3	0	0	0	9	19	3.53
2	The NSC information specialist (Ms. Amanda Nethero) acted in a courteous and professional manner when answering my questions.	13	1	0	0	0	4	18	2.17
3	The NSC information specialist (Ms. Amanda Nethero) was proactive.	11	1	1	0	0	5	18	2.56

34. What suggestions do you have to improve your experiences with the NSC information gathering and dissemination?

Text Response

n/a