

Warriner 312
Academic Affairs
08-09 Satisfactory
Survey

The survey conducted was sent out to 268 staff, faculty and students who have used Warriner 312 Academic Affairs in one or more activities in the year of 08-09. The survey received 65 respondents. All comment sections remain unchanged and percentages have been rounded for viewing convenience.

Please check one activity for which you will answer the satisfaction questions below.		
Answer Options	Response Percent	Response Count
Academic Planning Council	4.6%	3
Academic Program Review	0.0%	0
Affiliation Agreements, MOUs, MOAs, and Articulation Agreements	20.0%	13
Assessment of Student Learning	9.2%	6
Bulletins	13.8%	9
CMU 2010 Committees (ISPC, Priority Committees, Communication Committee)	12.3%	8
CMU 2010 Funding Proposals	6.2%	4
Curricular Items	9.2%	6
Department Chair Orientation	1.5%	1
Interdisciplinary Programs	4.6%	3
New Program Approval Process/State Presidents Council	0.0%	0
Oral English Competency Examination	4.6%	3
Technology Projects (eg. OFIS/Digital Measures, Degree Audit)	7.7%	5
Other (please specify)	6.2%	4
	<i>answered question</i>	65
	<i>skipped question</i>	0

Other:

- Advising discussion with Denise Webster
- Reconciled 2010 Account
- Candidate Search
- Meetings/Schedules

For the activity you checked above, please rate the quality.								
Answer Options	Excellent	Very Good	Good	Fair	Poor	N/A	Rating Average	Response Count
Overall service provided	33	23	6	3	0	0	4.32	65
Timeliness of service and follow-through	29	26	4	3	3	0	4.15	65
Care with which you were treated	44	14	2	3	0	2	4.57	65
Knowledge of task and/or accuracy of information received	35	21	5	4	0	0	4.34	65
Personalized service	39	11	5	5	1	4	4.34	65
Trustworthiness	43	16	4	1	0	1	4.58	65
Overall professionalism	41	18	5	1	0	0	4.52	65
answered question								65
skipped question								0

Is there something the Warriner 312 Academic Affairs staff did particularly well that you would like to call to our attention?	
Answer Options	Response Count
	30
answered question	30
skipped question	35

Comments:

- Yes. Denise Webster came to a follow-up curriculum meeting and explained the SAP portion of the items for approval.
- Laura McGuire was very helpful and accommodating in helping me update the DHA portion of the 2009-10 Graduate Bulletin
- My questions are always handled promptly and courteously.
- The encouraging notes that Anne put on the files as she mailed them back made my day.
- Kara Beery is very quick to respond and able to answer (or find answers for) all sorts of questions. We work with her primarily and she is able to find other people as necessary for our work.
- Nancy Fox was outstanding.
- Kara is an excellent individual to work with.
- Both Nancy Fox and Anne Miller have been a pleasure to work with.
- They were great at responding to inquiries quickly, whether via email or telephone.
- Leslie is always able to find the answer to my question in a timely manner and in a personable way.
- The staffs are always friendly and professional. The office environment does not appear to be "stuffy" but relaxed and warm.
- Carole Richardson does a wonderful job of taking messy tasks and "fixing things." She is a terrific writer, grasps the issues quickly and thoroughly. She is a very good contract write and editor
- Very good follow through and quick response to inquiries.
- Listened well; treated us with respect
- Great attention to committee details
- I am so grateful for the quick turn-around on getting agreements signed. It makes my job easier.

Thank you!

- Denise Webster is extremely helpful, caring, and knowledgeable.
- Nancy Fox and Anne Miller had a very good understanding of affiliation agreements. Both were also committed to ensuring CMU's best interest, legally and liability wise. Very service oriented. Always timely, responsive and easy to work with.
- They were extremely professional and made me very at ease when completing the English Competency Exam.
- Developed a process that helped the Digital Measures project to be diffused on a quicker time frame.
- Assistance in proposal development was excellent.
- When the issue of program review for the social science programs came up in a year which made no sense, we talked with Dr. Reardon and rescheduled.
- They are always prepared for all meetings and send out materials early enough to review.
- They are always good at follow-through.
- I so appreciate how thorough Laura McGuire is and how quickly she follows up.
- Denise Webster went above and beyond to help our department with a curricular issue. She is to be commended for her professionalism, helpfulness, and friendliness.
- Denise was exceedingly responsive to questions and provided excellent guidance on assessment.
- They are all very efficient and willing to do what they can to assist you.
- notified social work promptly with discrepancies in Affiliation Agreement
- Kept after me to keep me current and on target; not an easy task!

Do you have any suggestions for how we might improve the overall quality of our service?	
Answer Options	Response Count
	12
<i>answered question</i>	12
<i>skipped question</i>	53

Comments:

- More timely response. Had an issue before the APC in early fall of 2008 and did not get formal approval letter until sometime in late January 2009
- pre printed envelopes
- Stability in the office for the person handling affiliation agreements.
- Online bulletin must be a mirror of paper bulletin except for corrections.
- Be more prepared for a meeting; if you agree to come to a department to discuss assessment, know the issues related to that topic so 2 meetings don't go by with the same issues still needing input to be settled!
- I can't think of anything.
- The advising form revision was, and is, a disaster. It is increasing paper work and decreasing the usefulness and effectiveness of the advising process. Despite widespread criticism there has (as far as I can tell) been no effort to revise the forms while still taking advantage of an online self-check system.
- Not at this time.
- If every person at every stage of the curricular process was as helpful as Denise Webster has been, the process wouldn't be nearly as painful as it is.

- Keep up the good work!
- Less flow charts, paperwork and more in-depth discussion of issues.....
- Hold orientation sooner for new chairs. Include more practical activities, like sorting through an inbox, strategies for organizing email/phone calls/regular mail, following up on delegated jobs....

Are there any additional services that you feel Academic Affairs should offer?	
Answer Options	Response Count
	4
<i>answered question</i>	4
<i>skipped question</i>	61

Comments:

- Maybe review your current processes for curriculum changes, etc. to see if they can be done electronically.
- I have no idea if this would be under Academic Affairs - but I feel strongly that faculty are asked to do things they are not prepared to do. I am constantly asked to write reports or serve on committees to accomplish stuff for which I had no training. I know how to asses my course goals; program assessment in a subject area where few courses "build" on each other (i.e., most courses are independent topics) is still a mystery to me. I'd love to see the experts lead the way with INPUT from us - not the other way around!
- Possibly greater involvement with the Graduate Council.
- Someone (one person) should be in charge of formatting all Master Course Syllabi and Curricular forms so that departments can get on with the business of planning and implementing the curriculum and less time focused on nitpicking the forms. I attended an Academic Senate meeting in which at least 50 highly-paid professionals sat in a room and conducted a 20-minute editing session. How much did that editing session cost, when you add up the pay per person per minute? It had to have been an impressive amount. Given the number of such sessions that must occur in one academic year, think of the amount of time that we could free for much more important matters if there was a person hired to do this work! It would be a significant savings of time, money, and frustration. If CMU wants to be a cutting-edge institution, it has to be able to move quickly to adapt to opportunities when they're presented -- which is very difficult to do when the smallest curricular change requires a solid academic year to move through the curricular process. It's beyond ridiculous and cripples CMU in terms of being able to offer innovative teaching and educational opportunities.

Background Information:		
Answer Options	Response Percent	Response Count
Faculty	30.8%	20
OP	21.5%	14
P&A/ST	32.3%	21
Senior Officer	10.8%	7
Student	4.6%	3
Other (please specify)	0.0%	0
answered question		65
skipped question		0

Length of time associated with CMU:		
Answer Options	Response Percent	Response Count
0-5 years	23.1%	15
6-10 years	23.1%	15
11-15 years	16.9%	11
16+ years	36.9%	24
answered question		65
skipped question		0