

# **Shared Governance & Communication Survey:**

## **Summary of Survey Results**

**Strategic Planning and Resources Council**

**University of Central Arkansas**

**2013-14**

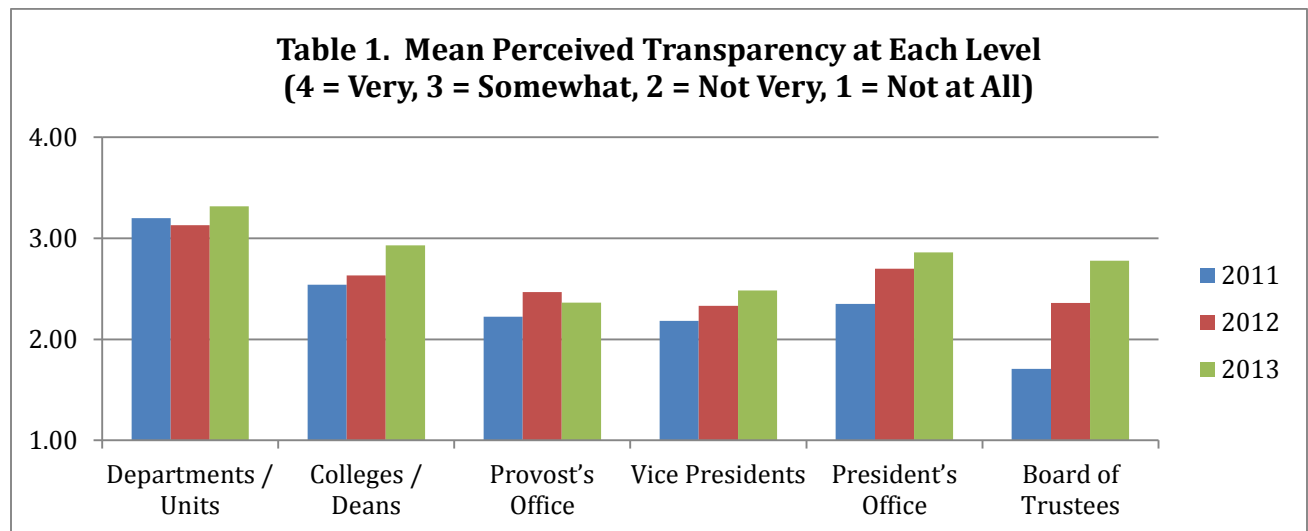
The 2013 Shared Governance and Communication Survey (SGCS) was sent to the UCA campus community in December 2013. Items contained in this year’s survey were repetitive of those from the surveys of the past two years. A total of 302 people responded to the 2013 survey, as compared to 312 respondents in 2012 and 209 respondents in 2011. Not all respondents answered every survey question. What follows is a summary of the results of the 2013 SGCS and a comparison of the 2013 results with those obtained in 2012 and 2011. A complete set of numerical data from all three years of the survey may be viewed beginning on page 6 of this document.

### Major Survey Findings

**The perceived transparency of decision-making continued to be significantly higher in 2013 than in 2012 and 2011 at the Board of Trustees’ level, and was significantly higher in 2013 as compared to 2012 at the levels of the Departments / Units and Colleges / Deans.**

When asked the question “How transparent is the decision making process at the following levels?”, there was a statistically significant increase ( $p < 0.05$ ) in the average reported level of transparency at the level of the Board of Trustees for the second year in a row (Table 1). The perceived level of transparency in decision making also was significantly higher in 2013 than in 2012 ( $p < 0.05$ ) at the department / unit and dean / college levels. While there continued to be an upward trend in perceived level of transparency at the level of the vice-presidents and president, these increases were not significant as compared to 2012 levels. The highest level of transparency in decision making on campus continued to be at the level of the department or unit, with the college / dean level a close second. The area receiving the lowest score for transparent decision making was the Provost’s office, where the average score for transparency declined, although not significantly, from 2012 to 2013.

When asked how to make decision-making more transparent, the majority (57%) of the responses centered around communicating effectively and involving stakeholders in decision-making.



**Satisfaction with the shared governance process continued to be significantly higher in 2013 than in 2012 and 2011 at the Board of Trustees’ level, and was significantly higher in 2013 as compared to 2012 at the levels of the Departments / Units, Colleges / Deans, and Vice-Presidents.**

When asked the questions “How satisfied are you with the shared governance process at the following levels?”, there was a statistically significant increase ( $p < 0.05$ ) in the average reported level of satisfaction at the level of the Board of Trustees for the second year in a row (see Table 2). Satisfaction with the shared governance process was significantly higher in 2013 as compared to 2012 for the departments / units, colleges / deans, and vice-presidents ( $p < 0.05$ ). As was seen with transparency, the highest level of satisfaction with shared governance continued to be at the level of the department / unit with the colleges / deans a close second. Also as seen with transparency, the area receiving the lowest score for shared governance was the Provost’s office, where the average score declined, although not significantly, from 2012 to 2013.

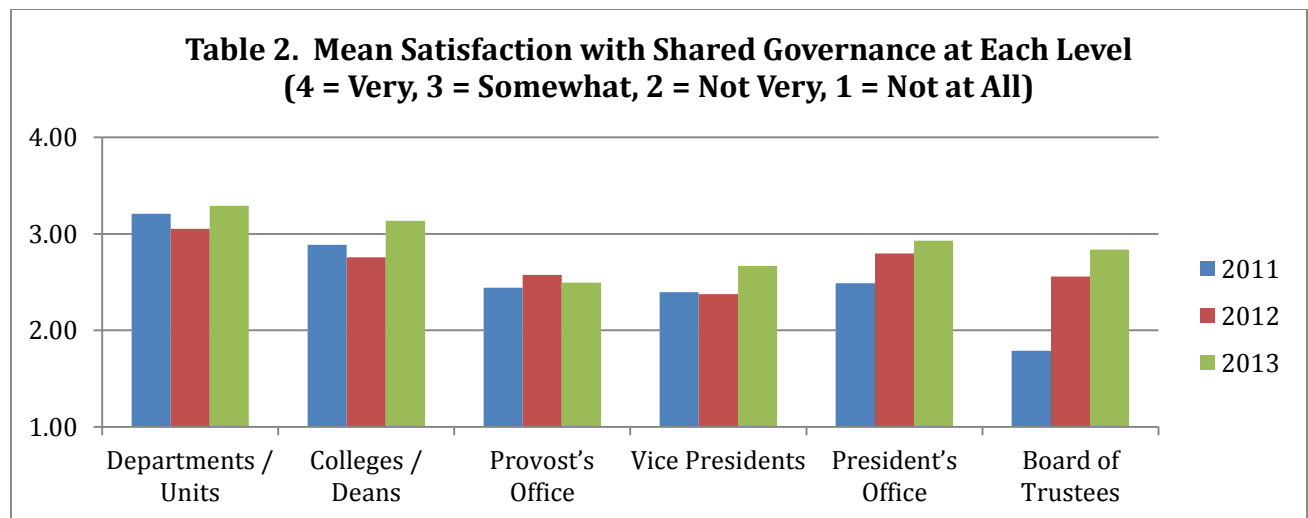
When asked how to improve the shared governance process, the majority of respondents (66%) cited a need to involve stakeholders, communicate effectively, and improve trust and honesty. When asked in what areas UCA is best and worst able to demonstrate shared governance, the majority of comments (56-57%) fell into the following categories:

**Best Demonstrations**

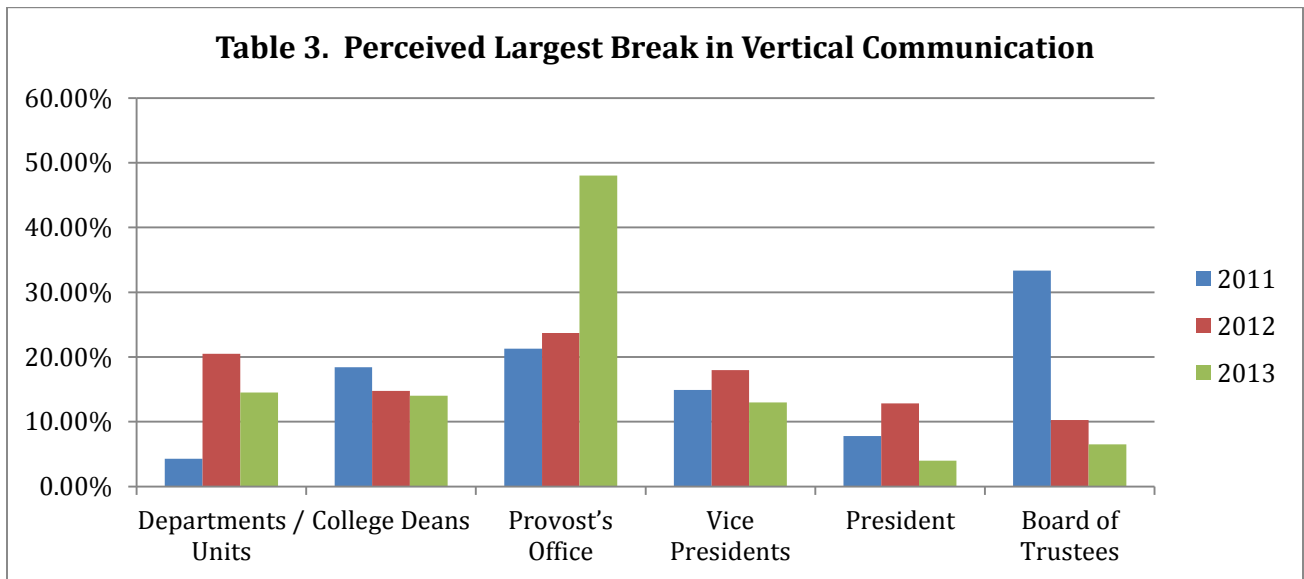
- Department level
- Curriculum
- Faculty hiring, tenure, promotion
- Strategic planning / budgeting
- Faculty Senate

**Worst Demonstrations**

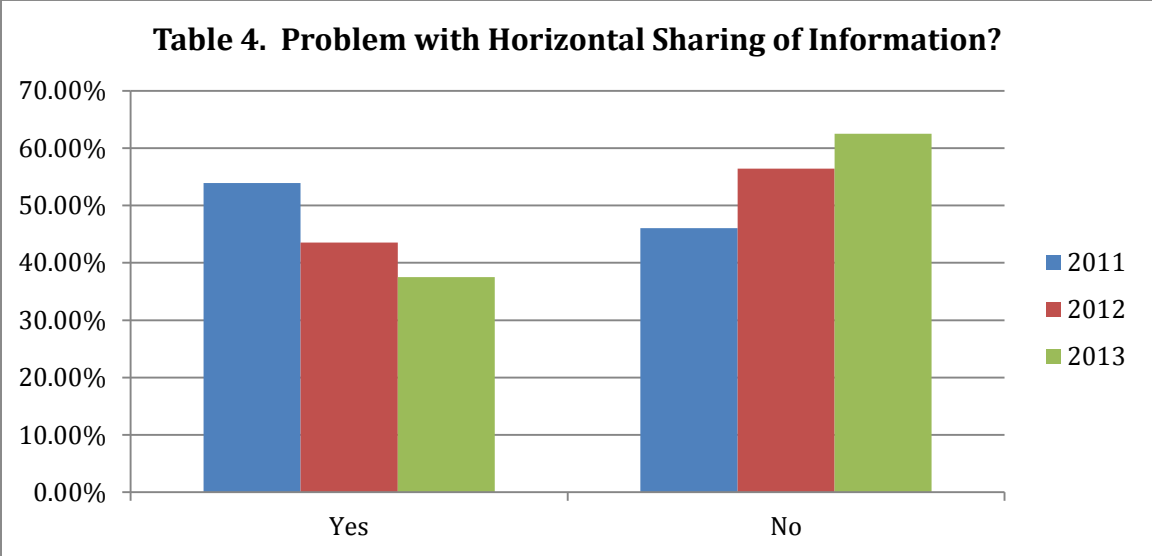
- Budget, salaries, fund allocation
- Administrative hiring
- President, Provost, BOT



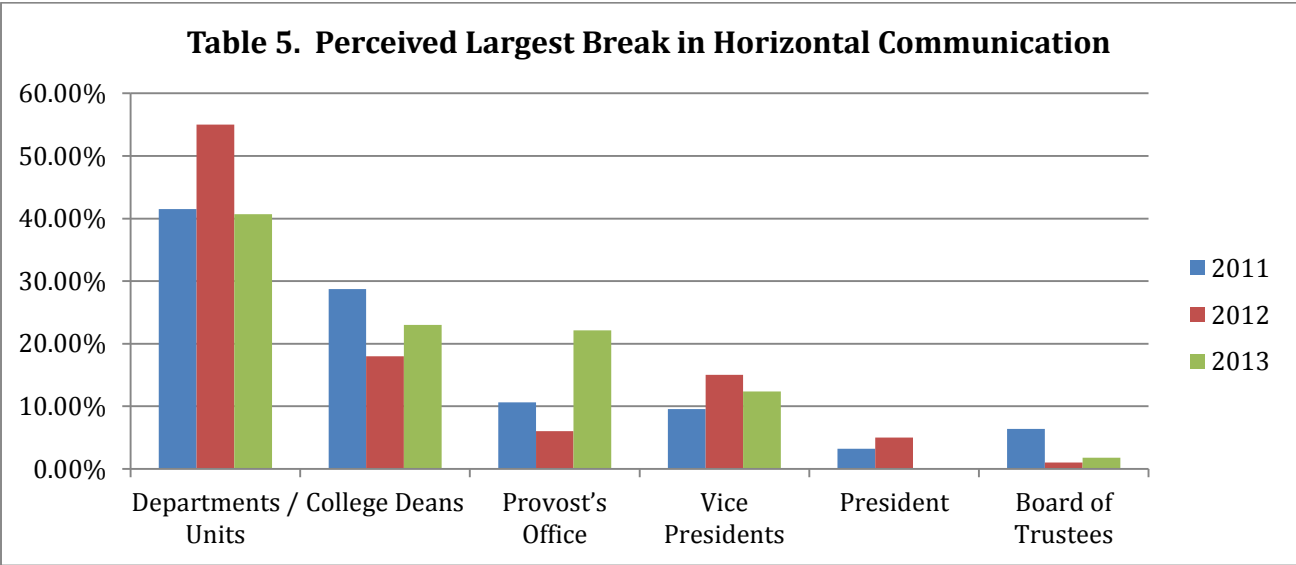
**While there was no significant change in the percentage of respondents reporting a break in vertical communication, there was a significant change in where respondents reported the largest break in vertical communication.** In 2011, the largest break in vertical communication was perceived to occur at the level of the Board of Trustees, with 33% of respondents reporting the largest break at that level. Respondents reporting problems at the Board of Trustees’ level have declined over the two years to a current level of 7%. In 2012, respondents pointed to the department / unit (21%) and Provost’s office (24%) as the areas where the largest break in vertical communication occurred. In 2013, the percentage of respondents reporting problems at the Provost’s level doubled to 48%. All other areas showed a decline in reported problems with vertical communication (see Table 3).



**For the second year in a row, there was a statistically significant ( $p < 0.05$ ) decrease in the percentage of respondents answering “yes” when asked “Do you think there is a problem with the sharing of information horizontally on campus?”.** In 2011, 54% of respondents answered “yes” to this question. The percentage of respondents answering “yes” declined significantly in 2012 and again in 2013. For 2013, 37.5% of respondents reported a problem with horizontal communication while 62.5% reported no problem (see Table 4).



**For those reporting a perceived break in horizontal communication, there was a significant change in where that break in communication was occurring.** When asked “At what level do you identify the largest break in horizontal information?” the department or unit level was identified as the largest break in all three years, although the percentage of respondents reporting a problem at this level declined significantly in 2013. The percentage of respondents who reported a problem with horizontal communication also changed in other areas from 2012 to 2013. Declines in reported problems were seen at the levels of the vice-presidents and president, while increases were seen at the levels of the college deans, Provost’s office, and Board of Trustees (see Table 5).



**Some changes occurred in the reported means by which respondents obtained information about campus happenings.** The top four means of obtaining information reported in over the three years were as follows:

<u>2011</u>	<u>2012</u>	<u>2013</u>
1) Administrative e-mails	1) Administrative e-mails	1) Department meetings
2) Newspapers	2) Word of mouth*	2) Administrative e-mails
3) UCA website	3) UCA website	3) Word of mouth
4) Department meetings	4) Newspapers	4) UCA website

A significant decline ( $p < 0.05$ ) occurred from 2012 to 2013 in the percentage of people who reported obtaining information “sometimes” or “often” from newspapers, while significant increases occurred in the percentage of people who reported using the Bear Ledger and UCA website to obtain information.

**Some changes occurred in the sources reported to be effective at sharing information.** The sources reported to be most effective at sharing information over the three years were as follows:

<u>2011</u>	<u>2012</u>	<u>2013</u>
1) Faculty Senate minutes	1) Administrative e-mails	1) Department meetings
2) Staff Senate minutes	2) Newspapers	2) Administrative e-mails
3) Administrative e-mails	3) UCA website	3) UCA website
4) Faculty Senate e-mails	4) Word of mouth*	4) Senate e-mails / websites†

A significant decline ( $p < 0.05$ ) occurred from 2012 to 2013 in the percentage of people who reported newspapers as effective at sharing information. Significant increases occurred in the percentage of people who reported the Bear Ledger and Senate minutes and e-mails as effective at sharing information.

When asked about the types of information UCA is best and worst able to share, the majority of comments (60%) fell into the following categories:

Best Able to Share

Campus events  
Faculty and academic notices  
Athletics  
Administrative / BOT

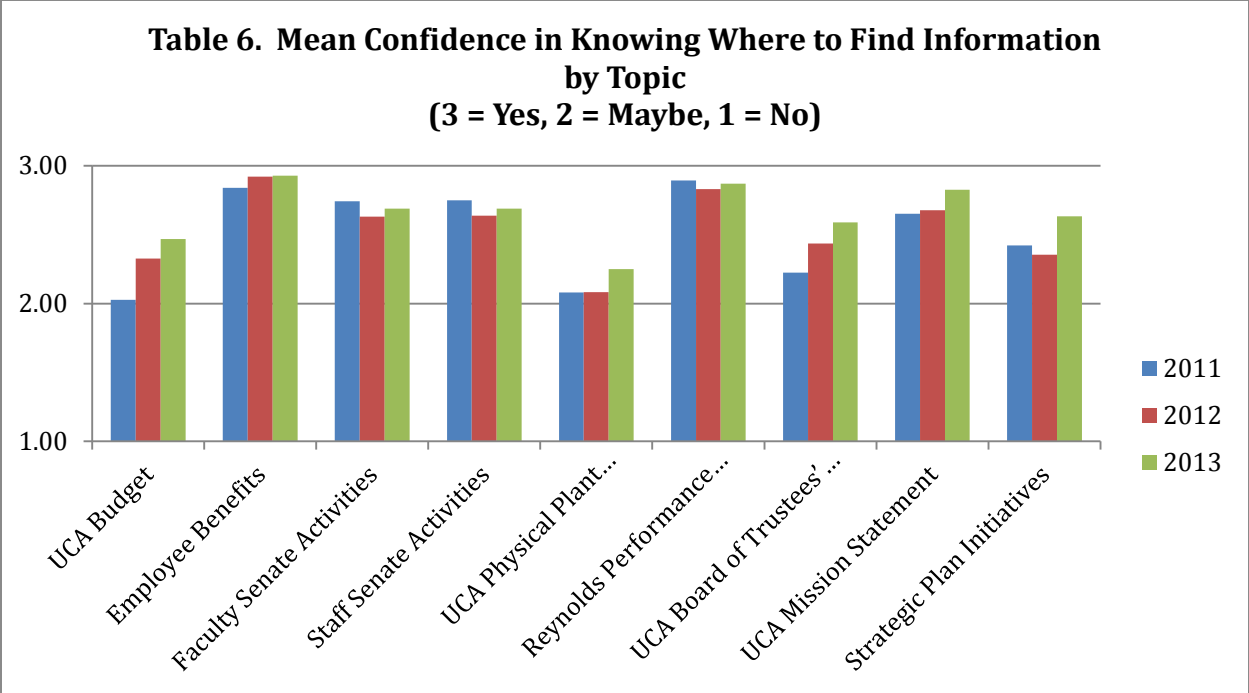
Worst Able to Share

Finances, fund allocation, budget  
Administrative hiring  
Administrative priorities / rationales  
Academics

**Changes occurred in the percentage of respondents reporting familiarity with where to find information on a variety of topics.** Many of these changes were significant ( $p < 0.05$ ), including an increase in the percentage of respondents familiar with where to find information on the budget, UCA Physical Plant activities, UCA Board of Trustees’ policies, UCA mission statement, and strategic plan initiatives (see Table 6).

\* Not an option on 2011 survey

† Ratings for Faculty and Staff Senates were virtually identical



**Acknowledgement:**

The Strategic Planing and Resources Council would like to express deep gratitude to Drs. Kurt Boniecki, Donna Bowman, and Julie Meaux for their assistance in analyzing the results of the 2013-14 survey. Dr. Boniecki performed the quantitative analysis on the numerical responses, while Dr. Bowman and Meaux did the qualitative analysis of respondent comments from the open-ended survey questions. Categories used for survey comments are a result of their careful work. Since these categories are new this year, open-ended comments from 2013 are not compared to those of previous years.

UCA Shared Governance and Communication Survey Results  
 Fall 2011, 2012, and 2013  
 Frequencies and Percentages

1. How transparent is the decision-making process at the following levels?

	VT (1)			ST (2)			NVT (3)			NAAT (4)			DA		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
Departments / Units	39.1%	35.8%	50.9%	41.1%	41.0%	32.8%	9.7%	9.4%	9.6%	5.3%	7.2%	5.1%	1.4%	1.6%	.02%
	(81)	(110)	(149)	(85)	(126)	(96)	(20)	(29)	(28)	(11)	(22)	(15)	(3)	(5)	(5)
Colleges / Deans	9.7%	11.6%	22.9%	36.4%	34.3%	43.5%	23.8%	18.5%	18.1%	11.7%	10.2%	5.5%	5.8%	8.3%	10%
	(20)	(35)	(62)	(75)	(104)	(118)	(49)	(56)	(49)	(24)	(31)	(15)	(12)	(25)	(27)
Provost's Office	2.9%	10.8%	10.8%	32.4%	30.4%	35.3%	26.6%	22.5%	23.0%	19.8%	15.0%	23.4%	3.4%	5.2%	7.4%
	(6)	(33)	(29)	(67)	(93)	(95)	(55)	(69)	(62)	(41)	(46)	(63)	(7)	(16)	(20)
Vice Presidents	3.4%	8.8%	14.8%	28.0%	25.4%	36.3%	25.1%	21.2%	24.1%	20.8%	18.6%	19.8%	1.4%	4.2%	.05%
	(7)	(27)	(35)	(58)	(78)	(86)	(52)	(65)	(57)	(43)	(57)	(47)	(3)	(13)	(12)
President's Office	9.7%	19.3%	27.5%	34.3%	36.9%	42.3%	17.9%	15.4%	14.7%	23.7%	15.0%	13.2%	0.5%	2.0%	.02%
	(20)	(59)	(73)	(71)	(113)	(112)	(37)	(47)	(39)	(49)	(46)	(35)	(1)	(6)	(6)
Board of Trustees	1.9%	11.6%	22.1%	18.4%	33.1%	44.3%	18.8%	13.9%	18.4%	47.8%	25.8%	12.7%	0.5%	2.3%	.02%
	(4)	(35)	(54)	(38)	(100)	(108)	(39)	(42)	(45)	(99)	(78)	(31)	(1)	(7)	(6)

KEY: VT = Very Transparent; ST = Somewhat Transparent; NVT = Not Very Transparent; NAAT = Not At All Transparent; DA = Doesn't Apply



<b>2. What could be done to make the decision-making more transparent?</b>	<b><i>f</i></b>	<b>%</b>	<b><i>c%</i></b>
Communicate effectively	35	29.41%	29.41%
Involve stakeholders	33	27.73%	57.14%
Timeliness of feedback/response -- Provost	10	8.40%	65.55%
Follow policy/procedures in searches and hiring	9	7.56%	73.11%
Establish clear priorities/rationales	8	6.72%	79.83%
Improve trust/honesty	7	5.88%	85.71%
Delegate to appropriate levels	7	5.88%	91.60%
Fair treatment	2	1.68%	93.28%
Other	7	5.88%	99.16%
Don't know	1	0.84%	100.00%
Total	119	100.00%	

3. How satisfied are you with the shared governance process at the following levels?

	VS (1)			SS (2)			NVS (3)			NAAS (4)			DA		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
Departments / Units	44.4%	40.5%	50.3%	35.7%	35.2%	33.2%	10.6%	9.9%	7.6%	4.3%	3.3%	6.9%	2.4%	2.3%	1.7%
	(92)	(123)	(144)	(74)	(107)	(95)	(22)	(30)	(22)	(14)	(39)	(20)	(10)	(7)	(5)
Colleges / Deans	20.8%	18.7%	30.5%	37.7%	37.5%	44.2%	16.4%	12.4%	1.4%	6.8%	13.0%	3.4%	7.2%	10.0%	10.3%
	(43)	(56)	(80)	(78)	(112)	(116)	(34)	(37)	(30)	(14)	(39)	(9)	(15)	(30)	(27)
Provost's Office	6.4%	14.7%	15.8%	36.6%	33.7%	33.2%	25.2%	23.0%	23.9%	13.4%	14.0%	19.3%	4.5%	6.0%	7.7%
	(13)	(44)	(41)	(74)	(101)	(86)	(51)	(69)	(62)	(27)	(42)	(50)	(9)	(18)	(20)
Vice Presidents	6.9%	11.0%	19.4%	29.9%	31.2%	38.4%	27.0%	20.6%	22.5%	13.2%	21.6%	14.1%	2.9%	5.0%	5.3%
	(14)	(33)	(44)	(61)	(94)	(87)	(55)	(62)	(51)	(27)	(65)	(32)	(6)	(15)	(12)
President's Office	12.9%	23.0%	31%	35.6%	34.7%	40.3%	19.8%	17.3%	13.7%	18.8%	11.7%	2.1%	1.5%	2.7%	2.7%
	(26)	(69)	(79)	(72)	(104)	(103)	(40)	(52)	(35)	(38)	(35)	(31)	(3)	(8)	(7)
Board of Trustees	2.9%	12.6%	23.8%	17.6%	32.7%	45.1%	24.9%	18.7%	14.8%	42.0%	14.3%	12.3%	2.4%	3.4%	3.8%
	(6)	(37)	(56)	(36)	(96)	(106)	(51)	(55)	(35)	(86)	(42)	(29)	(5)	(10)	(9)

KEY: VS = Very Satisfied; SS = Somewhat Satisfied; NVS = Not Very Satisfied; NAAS = Not At All Satisfied; DA = Doesn't Apply

<b>4. What could be done to increase your level of satisfaction with the governance process?</b>	<b>f</b>	<b>%</b>	<b>c%</b>
Involve stakeholders	37	37.76%	37.76%
Communicate effectively	16	16.33%	54.08%
Improve trust/honesty	12	12.24%	66.33%
Delegate and empower	9	9.18%	75.51%
Follow policy/procedures in searches and hiring	9	9.18%	84.69%
Improve efficiency	4	4.08%	88.78%
Don't know	1	1.02%	89.80%
Other	10	10.20%	100.00%
Total	98	100.00%	

5. Concerns expressed by my colleagues or me are taken seriously.

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Always	44	66	78	21.2%	21.4%	25.8%
Sometimes	125	171	163	60.1%	55.5%	54.0%
Rarely	34	62	53	16.3%	20.1%	17.5%
Never	5	9	8	2.4%	2.9%	2.7%
Total	208	308	302	100%	99.9%	100%

<b>6. In what area is UCA best able to demonstrate shared governance?</b>	<b>f</b>	<b>%</b>	<b>c%</b>
Department level	26	24.07%	24.07%
Curriculum	9	8.33%	32.41%
Faculty hiring, tenure, promotion	9	8.33%	40.74%
Strategic planning/budgeting	9	8.33%	49.07%
Faculty senate	7	6.48%	55.56%
President, Provost, BoT	6	5.56%	61.11%
Staff senate	6	5.56%	66.67%
Academics	4	3.70%	70.37%
Faculty committees	3	2.78%	73.15%
Student-related issues	2	1.85%	75.00%
Technology	2	1.85%	76.85%
All	4	3.70%	80.56%
None	8	7.41%	87.96%
Don't know	5	4.63%	92.59%
Other	8	7.41%	100.00%
Total	108	100.00%	

<b>7. In what area is UCA worst able to demonstrate shared governance?</b>	<b>f</b>	<b>%</b>	<b>c%</b>
Budget, salaries, fund allocation	29	25.66%	25.66%
Administrative hiring	17	15.04%	40.71%
President, Provost, BoT	18	15.93%	56.64%
Strategic planning	5	4.42%	61.06%
Program reorganization	5	4.42%	65.49%
Athletics	3	2.65%	68.14%
Assessment	2	1.77%	69.91%
Faculty senate	2	1.77%	71.68%
All	5	4.42%	76.11%
None	3	2.65%	78.76%
Don't know	7	6.19%	84.96%
Other	17	15.04%	100.00%
Total	113	100.00%	

8. Do you think there is a problem with the sharing of information vertically on campus, that is, up and down the various levels?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Yes	161	189	194	84.3%	69.2%	66.0%
No	30	84	100	15.7%	30.8%	34.0%
Total	191	273	294	100%	100%	100%

9. At what level do you identify the largest break in vertical communication?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Departments / Units	6	32	29	3.6%	15.9%	14.5%
College Deans	26	23	28	15.7%	11.4%	14.0%
Provost's Office	30	37	96	18.1%	18.4%	48.0%
Vice Presidents	21	28	26	12.7%	13.9%	13.0%
President	11	20	8	6.6%	10.0%	4.0%
Board of Trustees	47	16	13	28.3%	8.0%	6.5%
Don't Know	25	45	NAO	15.1%	22.4%	NAO
Total	166	201	200	100%	100%	100%

NAO = Not an option in 2013

10. Do you think the break in communication happens primarily with information being shared downward (from administration to faculty and staff) or upward (from the faculty and staff to the administration)?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Downward	128	97	122	78.5%	47.5%	51.9%
Upward	35	12	24	21.5%	5.9%	10.2%
Both	NAO	82	89	-	40.2%	37.9%
Don't Know	NAO	13	NAO	-	6.4%	NAO
Total	163	204	235	100%	100%	100%

NAO = Not an option on the 2011 and 2013 surveys

11. Do you think there is a problem with the sharing of information horizontally on campus, that is, across membership in the same level?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Yes	103	118	108	53.9%	43.5%	37.5%
No	88	153	180	46.1%	56.5%	62.5%
Total	191	271	288	100%	100%	100%

12. At what level do you identify the largest break in horizontal information?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Departments / Units	39	55	46	36.4%	40.4%	40.7%
College Deans	27	18	26	25.2%	13.2%	23.0%
Provost's Office	10	6	25	9.3%	4.4%	22.1%
Vice Presidents	9	15	14	8.4%	11.0%	12.4%
President	3	5	0	2.8%	3.7%	0%
Board of Trustees	6	1	2	5.6%	0.7%	1.8%
Don't Know	13	36	NAO	12.1%	26.5%	NAO
Total	107	136	113	100%	100%	100%

13. From what means do you obtain information as to what is happening on campus?

	Often			Sometimes			Never			Doesn't Apply		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
Faculty Senate Website	14.2%	10.6%	12%	49.2%	43.3%	44.3%	25.7%	31.1%	33%	10.9%	15.0%	10.5%
	(26)	(27)	(33)	(90)	(110)	(122)	(47)	(79)	(91)	(20)	(38)	(29)
Staff Senate Website	9.9%	8.9%	11.7%	38.6%	32.7%	29.6%	38.6%	44.4%	43.5%	12.9%	14.0%	15%
	(17)	(23)	(33)	(66)	(84)	(83)	(66)	(114)	(122)	(22)	(36)	(42)
Faculty Senate Minutes	31.8%	17.2%	23.2%	46.5%	49.6%	45.8%	11.8%	18.8%	20.7%	10.0%	14.5%	10.3%
	(54)	(44)	(65)	(79)	(127)	(128)	(20)	(48)	(58)	(17)	(37)	(28)
Staff Senate Minutes	24.9%	18.5%	18.3%	41.4%	35.9%	33%	21.9%	32.0%	33%	11.8%	13.5%	15.4%
	(42)	(48)	(51)	(70)	(93)	(92)	(37)	(83)	(92)	(20)	(35)	(43)
Faculty Senate Emails	32.7%	28.3%	37%	41.5%	35.9%	38.9%	11.1%	19.5%	13.8%	14.6%	16.3%	10.1%
	(56)	(71)	(102)	(71)	(90)	(107)	(19)	(49)	(38)	(25)	(41)	(28)
Staff Senate Emails	27.4%	21.0%	23.2%	40.5%	42.4%	40.3%	20.2%	23.7%	22.9%	11.9%	12.8%	13.4%
	(46)	(54)	(64)	(68)	(109)	(111)	(34)	(61)	(63)	(20)	(33)	(37)
Bear Ledger	25.4%	19.9%	31.5%	51.9%	44.8%	49.3%	21.6%	31.4%	18.4%	1.1%	3.8%	.6%
	(47)	(52)	(91)	(96)	(117)	(142)	(40)	(82)	(53)	(2)	(10)	(2)
Campus Forums	25.7%	20.3%	21%	54.1%	61.7%	49%	19.7%	15.2%	28%	0.5%	2.7%	1.8%
	(47)	(52)	(58)	(99)	(158)	(135)	(36)	(39)	(77)	(1)	(7)	(5)
Administrative Emails	60.3%	61.5%	62.5%	36.0%	35.5%	35.7%	3.7%	2.3%	1.7%	0%	0.8%	0
	(114)	(163)	(184)	(68)	(94)	(105)	(7)	(6)	(5)	(0)	(2)	(0)
UCA Website	42.6%	38.6%	51.2%	50.5%	56.1%	45.6%	6.9%	4.5%	2.7%	0%	0.8%	.3%
	(80)	(102)	(148)	(95)	(148)	(132)	(13)	(12)	(8)	(0)	(2)	(1)
Departmental Meetings	64.2%	62.4%	68.5%	25.8%	25.6%	24.2%	7.9%	7.5%	6.2%	2.1%	4.5%	1%
	(122)	(166)	(198)	(49)	(68)	(70)	(15)	(20)	(18)	(4)	(12)	(3)
Echo	26.2%	24.2%	19%	54.6%	51.7%	50.3%	18.0%	22.3%	28.7%	1.1%	1.9%	1.7%
	(48)	(64)	(53)	(100)	(137)	(140)	(33)	(59)	(80)	(2)	(5)	(5)
Newspapers	40.4%	48.7%	30.4%	54.3%	42.7%	57.4%	5.3%	7.1%	10.6%	0%	1.5%	1.4%
	(76)	(130)	(86)	(102)	(114)	(162)	(10)	(19)	(30)	(0)	(4)	(4)
Television	19.6%	21.9%	16.4%	53.3%	48.8%	56.7%	27.2%	26.5%	23.5%	0%	2.7%	3.2%

	(36)	(57)	(46)	(98)	(127)	(159)	(50)	(69)	(66)	(0)	(7)	(9)
University Media Outlets	NAO	12.1%	16.5%	NAO	54.0%	56.2%	NAO	29.8%	24.2%	NAO	4.0%	2.9%
	NAO	(30)	(45)	NAO	(134)	153	NAO	(74)	(66)	NAO	(10)	(8)
Word of Mouth	NAO	49.2%	52.4%	NAO	45.1%	44.4%	NAO	3.4%	2%	NAO	2.3%	1%
	NAO	(131)	(151)	NAO	(120)	128	NAO	(9)	(6)	NAO	(6)	(3)
Other	27.8%	6.2%	7.5%	8.9%	8.6%	10.6%	12.7%	12.3%	12.1%	50.6%	72.8%	69.6%
	(22)	(5)	(10)	(7)	(7)	(14)	(10)	(10)	(16)	(40)	(59)	(92)

NAO = Not an option on the 2011 survey

<b>14. If you answered "other" to question 13, by what means do you obtain information about what is happening on campus?</b>	<b>f</b>	<b>%</b>	<b>c%</b>
Meetings and minutes	6	37.50%	37.50%
Community	5	31.25%	68.75%
Social media	2	12.50%	81.25%
Students	2	12.50%	93.75%
Other	1	6.25%	100.00%
Total	16	100.00%	



15. How effective at sharing information are the following?

	Often			Sometimes			Never			Doesn't Apply		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
Faculty Senate Website	23.5%	18.3%	26.1%	43.2%	41.7%	40.3%	9.3%	11.1%	11.9%	24.1%	28.9%	21.5
	(38)	(43)	(68)	(70)	(98)	(105)	(15)	(26)	(31)	(39)	(68)	(56)
Staff Senate Website	17.0%	18.0%	26.6%	44.8%	40.8%	29.3%	6.1%	12.0%	11.1%	32.1%	29.2%	32.8%
	(28)	(42)	(69)	(74)	(95)	(76)	(10)	(28)	(29)	(53)	(68)	(85)
Faculty Senate Minutes	37.8%	28.3%	34.2%	42.1%	38.3%	41.4%	3.7%	8.7%	7.2%	16.5%	24.8%	17.1%
	(62)	(65)	(90)	(69)	(88)	(109)	(6)	(20)	(19)	(27)	(57)	(45)
Staff Senate Minutes	30.5%	27.8%	33.8%	42.5%	37.6%	29.6%	3.0%	9.8%	7.3%	24.0%	24.8%	29.2%
	(51)	(65)	(88)	(71)	(88)	(77)	(5)	(23)	(19)	(40)	(58)	(76)
Faculty Senate Emails	35.0%	23.8%	37.3%	38.8%	42.3%	40%	5.0%	10.1%	7.7%	21.3%	23.8%	14.7%
	(56)	(54)	(96)	(62)	(96)	(103)	(8)	(23)	(20)	(34)	(54)	(38)
Staff Senate Emails	31.7%	25.8%	33.4%	39.0%	44.6%	33.4%	5.5%	9.0%	7.3%	23.8%	20.6%	25.7%
	(52)	(60)	(87)	(64)	(104)	(87)	(9)	(21)	(19)	(39)	(48)	(67)
Bear Ledger	27.3%	22.6%	32.1%	50.9%	52.2%	50.5%	12.1%	15.5%	9.1%	9.7%	9.7%	8%
	(45)	(51)	(84)	(84)	(118)	(132)	(20)	(35)	(24)	(16)	(22)	(21)
Campus Forums	33.9%	26.4%	28%	54.5%	58.4%	54.4%	7.3%	7.8%	8.5%	4.2%	7.4%	8.9%
	(56)	(61)	(72)	(90)	(135)	(140)	(12)	(18)	(22)	(7)	(17)	(23)
Administrative Emails	47.9%	49.8%	53.3%	46.7%	46.0%	42.9%	4.8%	2.6%	2.9%	0.6%	1.7%	.7%
	(80)	(117)	(143)	(78)	(108)	(115)	(8)	(6)	(8)	(1)	(4)	(2)
UCA Website	30.5%	31.3%	43%	61.1%	61.8%	50.5%	7.8%	4.7%	4.9%	0.6%	2.1%	1.5%
	(51)	(73)	(114)	(102)	(144)	(134)	(13)	(11)	(13)	(1)	(5)	(4)
Departmental Meetings	55.2%	62.4%	62.3%	33.1%	25.6%	28.3%	6.3%	7.5%	6.3%	5.4%	4.5%	2.9%
	(101)	(132)	(167)	(50)	(79)	(76)	(14)	(15)	(17)	(4)	(13)	(8)
Echo	15.1%	19.0%	19.6%	64.5%	62.5%	57.2%	14.5%	12.5%	14.1%	6.0%	6.0%	9%
	(25)	(44)	(50)	(107)	(145)	(146)	(24)	(29)	(36)	(10)	(14)	(23)
Newspapers	29.4%	34.6%	24.2%	57.1%	55.3%	65.7%	11.7%	5.1%	6.1%	1.8%	5.1%	3.8%
	(48)	(82)	(63)	(93)	(131)	(171)	(18)	(12)	(16)	(3)	(12)	(10)
Television	15.5%	17.1%	14.5%	53.4%	60.3%	64.5%	22.4%	12.0%	11.4%	8.7%	10.7%	9.4%

	(25)	(40)	(37)	(86)	(141)	(164)	(36)	(28)	(29)	(14)	(25)	(24)
University Media Outlets	NAO	10.6%	16.4%	NAO	62.4%	62%	NAO	15.9%	12.4%	NAO	11.1%	9.2%
	NAO	(24)	(41)	NAO	(141)	(155)	NAO	(36)	(31)	NAO	(25)	(23)
Word of Mouth	NAO	33.2%	34.2%	NAO	56.5%	55.5%	NAO	6.0%	7.4%	NAO	4.3%	2.7%
	NAO	(77)	(87)	NAO	(131)	(141)	NAO	(14)	(19)	NAO	(10)	(7)
Other	14.1%	7.4%	7.2%	12.5%	10.3%	14.4%	6.3%	11.8%	9%	67.2%	70.6%	69.3%
	(9)	(5)	(8)	(8)	(7)	(16)	(4)	(8)	(10)	(43)	(48)	(77)

NOA = Not an option on the 2011 survey

<b>17. What types of information is UCA best able to share?</b>	<b><i>f</i></b>	<b>%</b>	<b><i>c%</i></b>
Campus events	21	16.28%	16.28%
Faculty and academic notices	21	16.28%	32.56%
Athletics	18	13.95%	46.51%
Administrative/BoT	18	13.95%	60.47%
Human resources	12	9.30%	69.77%
Emergency, weather, security, police	9	6.98%	76.74%
Good news	4	3.10%	79.84%
Hires/retirements	3	2.33%	82.17%
Training	3	2.33%	84.50%
Finance	3	2.33%	86.82%
Items for sale	2	1.55%	88.37%
Admissions	2	1.55%	89.92%
Don't know	1	0.78%	90.70%
Other	12	9.30%	100.00%
Total	129	100.00%	

<b>18. What types of information is UCA worst able to share?</b>	<b><i>f</i></b>	<b>%</b>	<b>c%</b>
Finances, fund allocation, budget	20	17.24%	17.24%
Administrative hiring	19	16.38%	33.62%
Administrative priorities/rationales	18	15.52%	49.14%
Academics	9	7.76%	56.90%
Faculty hiring/salaries	8	6.90%	63.79%
Campus infrastructure	6	5.17%	68.97%
Strategic planning	5	4.31%	73.28%
Changes	4	3.45%	76.72%
Technology	3	2.59%	79.31%
Achievements	2	1.72%	81.03%
None	3	2.59%	83.62%
Don't know	4	3.45%	87.07%
Other	15	12.93%	100.00%
Total	116	100.00%	

19. Do you know where you would go to find information on the following topics?

	Yes			Maybe			No			Doesn't Apply		
	2011	2012	2013	2011	2012	2013	2011	2012	2013	2011	2012	2013
UCA Budget	36.1%	50.2%	59.6%	20.4%	31.2%	27.1%	33.5%	17.8%	12.8%	0%	0.7%	.3%
	(69)	(135)	(176)	(58)	(84)	(80)	(64)	(48)	(38)	(0)	(2)	(1)
Employee Benefits	85.2%	91.1%	92.9%	13.8%	7.7%	6.3%	1.1%	0%	.3%	0%	1.1%	.3%
	(161)	(247)	(277)	(26)	(21)	(19)	(2)	(0)	(1)	(0)	(3)	(1)
Faculty Senate Activities	73.9%	66.5%	67.0%	10.6%	16.3%	18.3%	6.4%	8.7%	5%	9.0%	8.4%	8.1%
	(139)	(175)	(202)	(20)	(43)	(54)	(12)	(23)	(15)	(17)	(22)	(24)
Staff Senate Activities	67.6%	58.6%	66.4%	18.5%	23.7%	17.6%	1.7%	3.8%	5%	12.1%	13.9%	10.8%
	(117)	(156)	(196)	(32)	(63)	(52)	(3)	(10)	(15)	(21)	(37)	(32)
UCA Physical Plant Activities	32.6%	36.6%	46.8%	41.6%	30.6%	26.2%	24.7%	28.7%	22.8%	1.1%	4.2%	4%
	(62)	(97)	(139)	(79)	(81)	(78)	(47)	(76)	(68)	(2)	(11)	(12)
Reynolds Performance Hall Activities	89.9%	84.1%	89.5%	9.5%	13.0%	7.4%	0.5%	1.9%	2.6%	0%	1.1%	.3%
	(170)	(227)	(266)	(18)	(35)	(22)	(1)	(5)	(8)	(0)	(3)	(1)
UCA Board of Trustees' Policies	42.9%	57.1%	67.1%	36.0%	27.1%	24.1%	20.6%	14.3%	8.3%	0.5%	1.5%	.3%
	(81)	(152)	(200)	(68)	(72)	(72)	(39)	(38)	(25)	(1)	(4)	(1)
UCA Mission Statement	72.1%	72.8%	85.5%	21.1%	19.8%	10.4%	6.8%	6.0%	3.3%	0%	1.5%	.6%
	(137)	(195)	(254)	(40)	(53)	(31)	(13)	(16)	(10)	(0)	(4)	(2)
Strategic Plan Initiatives	54.5%	52.3%	69.9%	33.2%	29.9%	22.9%	12.3%	17.0%	6.7%	0%	0.8%	.3%
	(102)	(138)	(207)	(62)	(79)	(68)	(23)	(45)	(20)	(0)	(2)	(1)

20. What is your employment status?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Full-time	191	269	295	99.5%	98.5%	98.0%
Part-time	1	4	6	0.5%	1.5%	2.0%
Total	192	273	301	100%	100%	100%

21. Are you classified primarily as a faculty member, staff member, or an administrator (Chair or higher administrator)?

	Frequencies			Percentages		
	2011	2012	2013	2011	2012	2013
Faculty	95	137	155	50.3%	51.5%	51.7%
Staff-Classified	36	56	57	19.0%	21.1%	19.0%
Staff-Non-Classified	30	52	55	15.9%	19.5%	18.3%
Administrator	28	21	33	14.8%	7.9%	11.0%
Total	189	266	300	100%	100%	100%