

# **Shared Governance & Communication Survey:**

## **Summary of Survey Results**

**Strategic Planning and Resources Council**

**University of Central Arkansas**

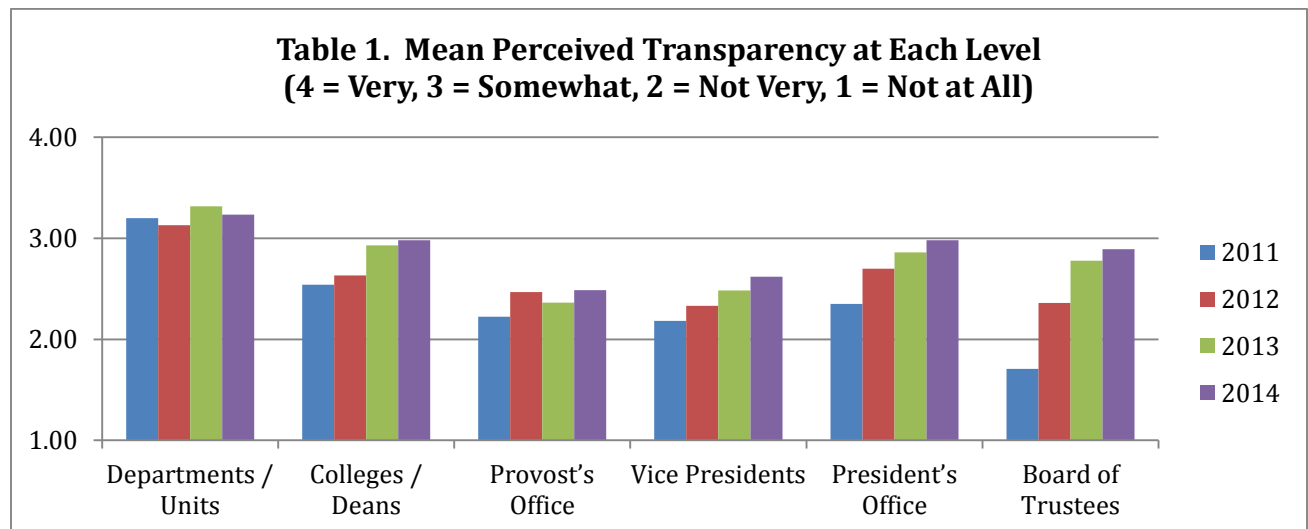
**2014-15**

The 2014-15 Shared Governance and Communication Survey (SGCS) was sent to the UCA campus community in the spring of 2015. Items contained in this year’s survey were repetitive of those from the surveys of the past three years. A total of 328 people responded to the 2014-15 survey, as compared to 302 respondents in 2013-14, 312 respondents in 2012-13, and 209 respondents in 2011-12. Not all respondents answered every survey question. What follows is a summary of the results of the 2014-15 SGCS and a comparison of the current results with those obtained over the previous three years. A complete set of numerical data from all four years of the survey may be viewed on the SPARC website in MyUCA.

### Major Survey Findings

**The perceived transparency of decision-making in 2014-15 was not significantly different than that reported in 2013-14 at any level of the university.** When asked the question “How transparent is the decision making process at the following levels?”, there were no statistically significant changes ( $p < 0.05$ ) in the average reported level of transparency in 2014-15 as compared to 2013-14 at any level (Table 1). While there continued to be an upward trend in perceived level of transparency at the level of the colleges/deans, vice-presidents, president’s office, and Board of Trustees, these increases were not significant as compared to 2013-14 levels. The highest level of transparency in decision making on campus continued to be at the level of the department or unit, with the colleges / deans and president’s office tie for second. The area receiving the lowest score for transparent decision making was again the Provost’s office. However, the average score for transparency in this office increased, although not significantly, from 2013-14 to 2014-15.

When asked how to make decision-making more transparent, the majority (64%) of the responses centered around communicating effectively and involving stakeholders in decision-making. Suggestions in these two areas also constituted the majority of suggestions for improving transparency in last year’s survey.



**Satisfaction with the shared governance process was higher in 2014-15 than in 2013-14 at almost all levels.** 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 provost’s office and president’s offices (see Table 2). 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 and president’s office nearly tied (.02 points apart) for second. Also as seen with transparency, the area receiving the lowest score for shared governance was the Provost’s office, although this score increased (not significantly) from 2013-14 to 2014-15.

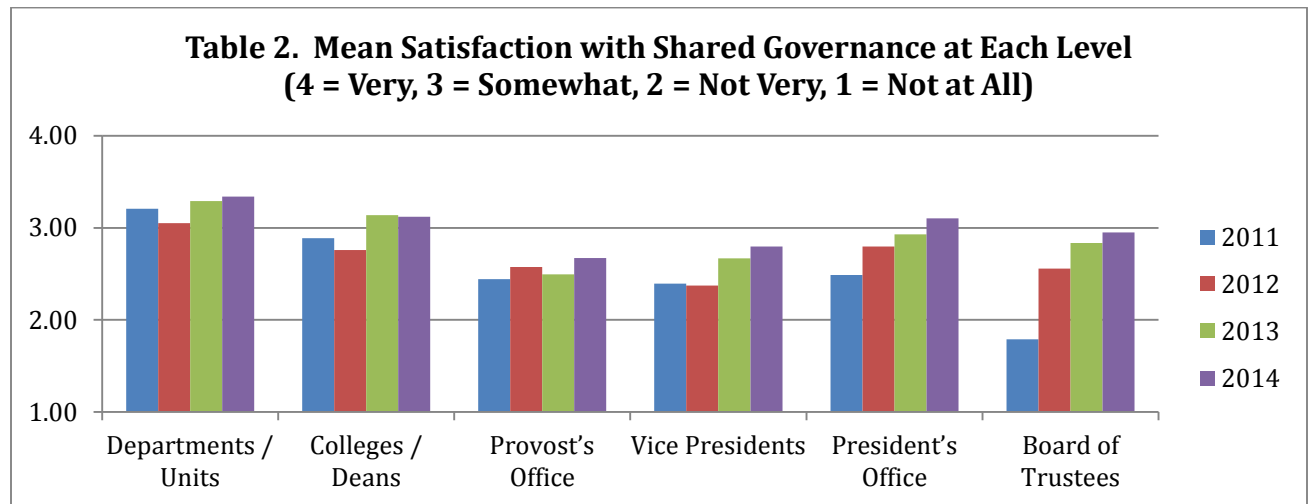
When asked how to improve the shared governance process, the majority of respondents (72%) cited a need to involve stakeholders, communicate effectively, and improve trust and honesty. When asked in what areas UCA is best and worst able to demonstrate shared governance, the majority of comments (55-63%) fell into the following categories:

Best Demonstrations

- Department level
- Curriculum
- Faculty Senate
- Other

Worst Demonstrations

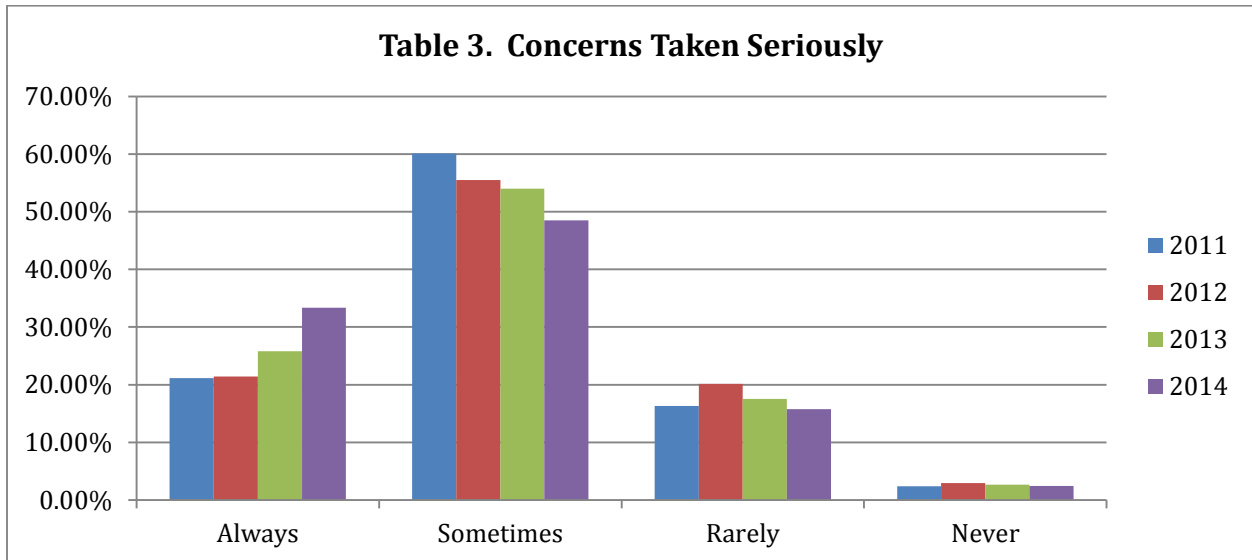
- Budget, salaries, fund allocation
- President, Provost, BOT
- Infrastructure and building
- Other



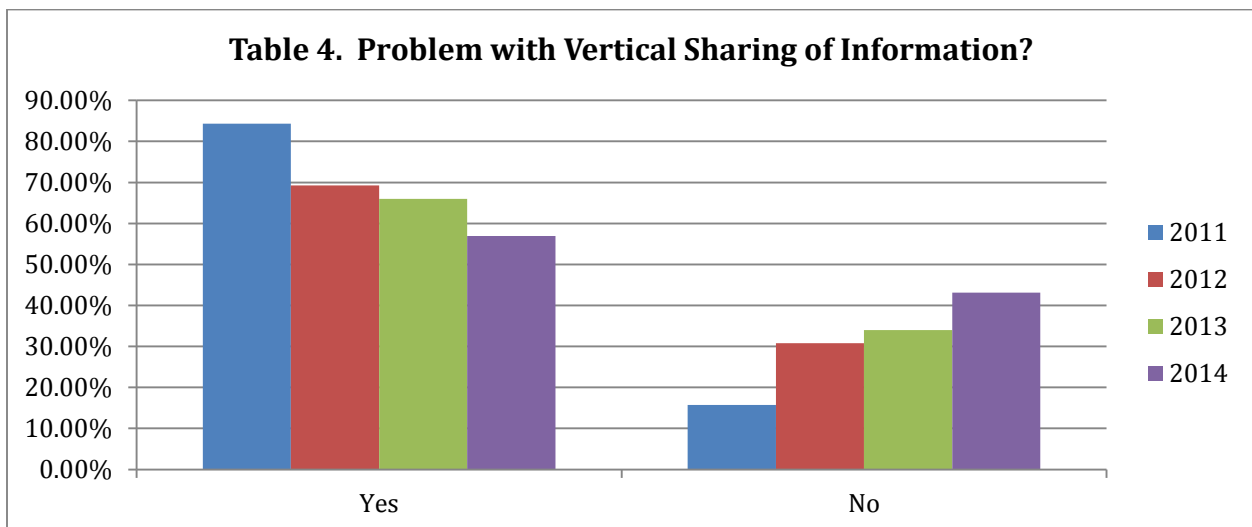
**A significantly higher percentage of respondents in the 2014-15 survey believed that their concerns are *always* taken seriously as compared to those in 2013-14.**

When asked to respond to the statement “Concerns expressed by my colleagues or me are taken seriously.”, 33% of respondents in 2014-15 indicated “Always” as compared to 26% who answered the same in 2013-14. This increase was statistically significant

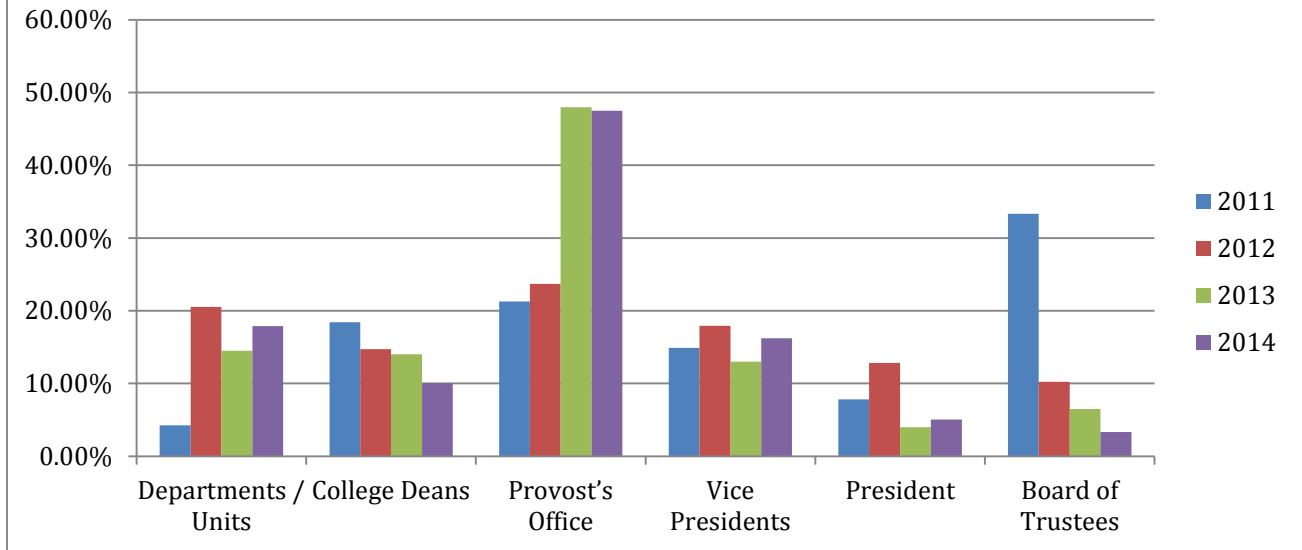
and was accompanied by a decrease (although not statistically significant) of those responding “Sometimes”, “Rarely”, or “Never” (see Table 3).



**A significantly lower percentage of respondents in 2014-15 reported a problem with sharing information vertically on campus as compared to respondents in 2013-14.** For the fourth year in a row, the percent of respondents reporting a break in vertical communication declined. The percent of respondents reporting a break has decreased from a high of 84% in 2011-12 to 57% in 2014-15. The current percentage is significantly lower than that seen in last year’s survey (66%). Of those reporting a break in vertical communication, For the third year in a row, the largest break in vertical communication was perceived to be at the level of the provost’s office while the smallest break was perceived to be at the level of the Board of Trustees. (see Tables 4 and 5).

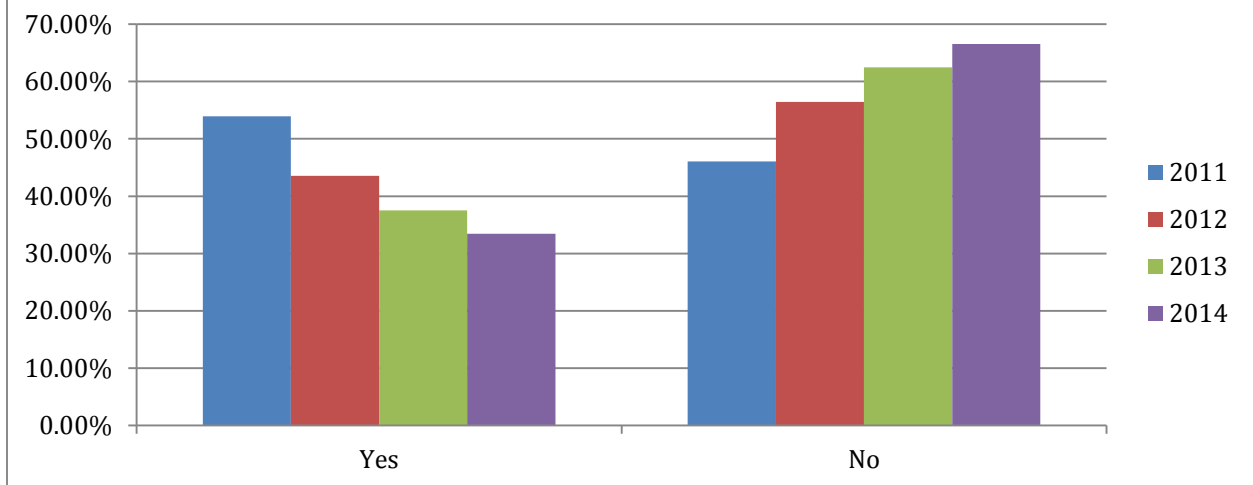


**Table 5. Perceived Largest Break in Vertical Communication**



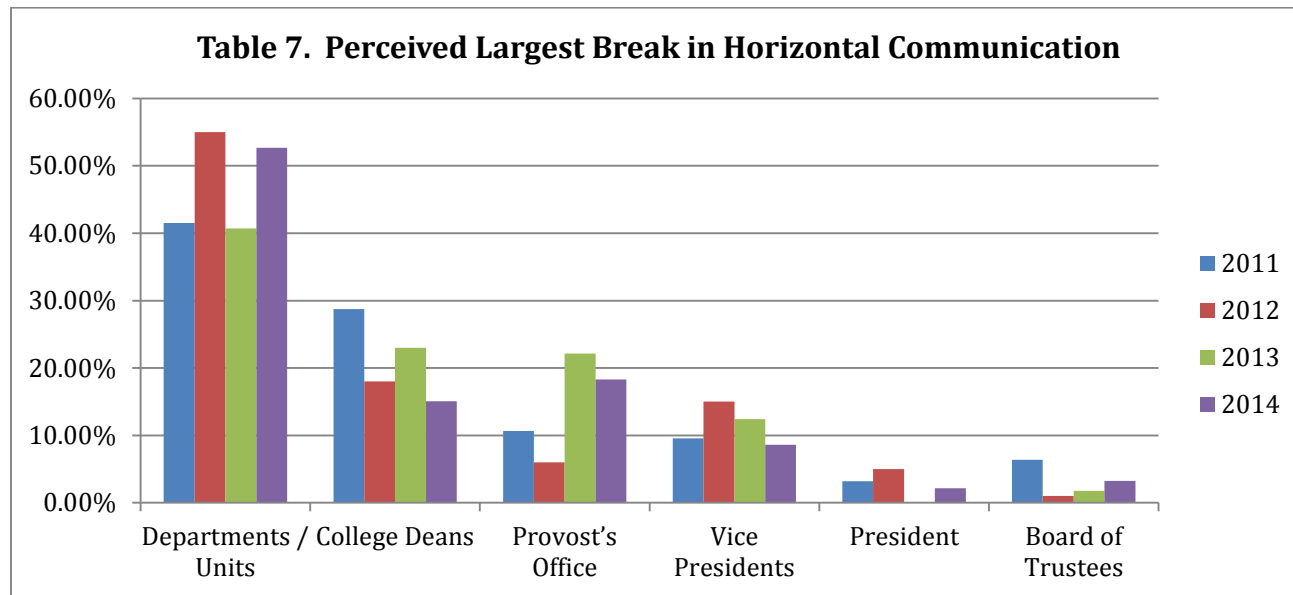
**For the fourth year in a row, there was an increase in the percentage of respondents answering “no” when asked “Do you think there is a problem with the sharing of information horizontally on campus?”.** In 2011-12, 46% of respondents answered “no” to this question. The percentage of respondents answering “no” increased significantly in 2012-13 and again in 2013-14. For 2014-15, 67% of respondents reported no problem with horizontal communication (see Table 6).

**Table 6. Problem with Horizontal Sharing of Information?**



**For those reporting a perceived break in horizontal communication, there was no 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 four years. While there were small changes in the frequency with which respondents cited other areas for

break in horizontal communication, none of the changes were statistically significant. (see Table 7).



**Some changes occurred in the reported means by which respondents obtained information about campus happenings.** Although the increases were small, respondents in 2014-15 were significantly more likely to get campus information from the Faculty Senate and Staff Senate minutes, the UCA website, and from television than in 2013-14. Compared to 2013-14, respondents in 2014-15 showed a moderate and significant decrease in the use of the *Bear Ledger* as a source of campus information. The top four means of obtaining information reported in over the last three years were as follows:

<u>2012-13</u>	<u>2013-14</u>	<u>2014-15</u>
1) Administrative e-mails	1) Department meetings	1) Department meetings
2) Department meetings	2) Administrative e-mails	2) Administrative emails
3) Word of mouth	3) Word of mouth	3) UCA Website
4) Newspapers	4) UCA website	4) Word of mouth

**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 past three years were as follows:

<u>2012-13</u>	<u>2013-14</u>	<u>2014-15</u>
1) Administrative e-mails	1) Department meetings	1) Department meetings
2) Newspapers	2) Administrative e-mails	2) Administrative e-mails
3) UCA website	3) UCA website	3) Senate e-mails / websites†
4) Word of mouth	4) Senate e-mails/websites†	4) UCA website

A significant increase ( $p < 0.05$ ) occurred from 2013-14 to 2014-15 in the percentage of people who reported Faculty Senate minutes as effective at sharing information.

When asked about the types of information UCA is best and worst able to share, the majority of comments (55-62%) fell into the following categories:

Best Able to Share

- Campus events
- Emergency, weather security, police
- Athletics
- Faculty and academic notices
- Administrative / BOT

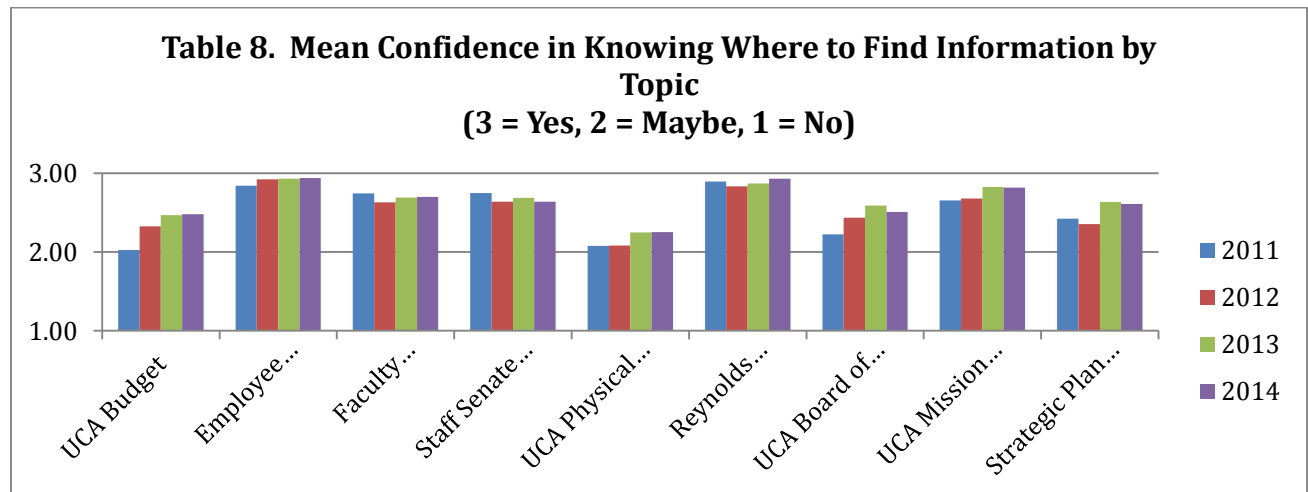
Worst Able to Share

- Achievements
- Finance, fund allocations, budget
- Happenings in other departments
- Administrative priorities / rationales
- Bad news
- Administrative hiring

\* Not an option on 2011 survey

† Ratings for Faculty and Staff Senates were virtually identical

**Only minor changes occurred in the percentage of respondents reporting familiarity with where to find information on a variety of topics.** Respondents in 2014-15 expressed a small but significant increase in their confidence in knowing where to find information about the Reynolds Performance Hall compared to respondents in 2013-14. Other changes in respondent reporting on this topic were too small to reach significance (see Table 6).



Acknowledgements:

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numerical responses, while Drs. 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.



