

Great Colleges to Work For 2020

Academic Affairs Results

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Survey Overview

- 60 statements designed to assess key dynamics and relationships that are influencing JCU's culture and performance.
- Employees were asked to respond to each statement using a five-point rating scale from Strongly Agree to Strongly Disagree.
- There was a Not Applicable response option.
- Questions fall into 15 themes, plus additional custom questions.
- Results are grouped into positive, neutral, and negative responses
- Comparisons are provided for our previous survey results (2017) and schools in our Carnegie class.

Respondent Overview

- Administered March 9 to March 30, 2020.
- 349 responses of 764 invites (46% response rate).
- 163 responses from Academic Affairs

Job Category	Total	# Responded	% Responded
All Employees	764	349	46%
Administration	124	71	57%
Exempt Professional Staff	123	63	51%
Faculty	182	91	50%
Non-Exempt Staff	148	73	49%
Adjunct Faculty	187	51	27%

Institution Results

Results Legend

according to ModernThink

Positive Responses		Negative Responses
<i>Strongly Agree, Agree</i>		<i>Disagree, Strongly Disagree</i>
Guideline Score	Description	Guideline Score
75% +	Excellent to Very Good	< 10%
65 - 74%	Good	10 - 14%
55 - 64%	Fair to Mediocre	15 - 19%
45 - 54%	Warrants Attention	20 - 29%
< 45%	Acute	30% +

Top 10 Items

based on the overall percentage of positive responses

Question	2020	2017	2020 Carnegie
5. I understand how my job contributes to this institution's mission.	91	85	90
24. I have a good relationship with my supervisor/department chair.	90	80	86
47. My supervisor/department chair supports my efforts to balance my work and personal life.	88	78	84
2. I am given the responsibility and freedom to do my job.	88	81	84
49. This institution actively contributes to the community.	87	80	85
25. Overall, my department is a good place to work.	87	76	83
68. I would be comfortable reporting an incident of bias, discrimination or harassment.	84		72
15. My supervisor/department chair regularly models this institution's values.	84	74	81
12. I believe what I am told by my supervisor/department chair.	84	70	78
19. My supervisor/department chair is consistent and fair.	83	72	77

This table shows the ten items with the greatest percentage of positive responses compared to our 2017 administration of the same survey, and a benchmark from the 2020 administration.

Items Showing Greatest Improvement

based on the overall percentage of positive responses

Question	2020	Change from 2017	2020 Carnegie
58. There's a sense that we're all on the same team at this institution.	55	+23	57
57. This institution is well run.	47	+22	62
32. Our senior leadership has the knowledge, skills and experience necessary for institutional success.	56	+21	68
60. All things considered, this is a great place to work.	74	+19	75
27. Senior leadership provides a clear direction for this institution's future.	48	+19	60
62. Our Jesuit, Catholic values guide decision-making throughout the university.	64	+18	64
41. Senior leadership communicates openly about important matters.	57	+17	60
37. Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	53	+16	63

This table shows the eight items with the biggest improvement in positive responses between 2017 and 2020 and a benchmark from the 2020 administration.

Bottom 10 Items

based on the overall percentage of negative responses

Question	2020	2017	2020 Carnegie
11. I am paid fairly for my work.	42	46	28
28. My department has adequate faculty/staff to achieve our goals.	38	44	32
35. Our recognition and awards programs are meaningful to me.	29	33	25
27. Senior leadership provides a clear direction for this institution's future.	22	38	20
18. Issues of low performance are addressed in my department.	21	28	21
17. Our review process accurately measures my job performance.	21	26	17
66. I trust our senior leadership.	20		21
37. Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	20	31	17
58. There's a sense that we're all on the same team at this institution.	19	31	20
50. This institution places sufficient emphasis on having diverse faculty, administration and staff.	19	16	12

This table shows the ten items with the greatest percentage of negative responses compared to our 2017 administration of the same survey, and a benchmark from the 2020 administration.

Items Showing Greatest Decline

based on the overall percentage of negative responses

Question	2020	Change from 2017	2020 Carnegie
50. This institution places sufficient emphasis on having diverse faculty, administration and staff.	19	-3	12
54. This institution has clear and effective procedures for dealing with discrimination.	10	-3	10
2. I am given the responsibility and freedom to do my job.	4	-1	5
29. The institution takes reasonable steps to provide a safe and secure environment for the campus.	5	-1	6

This table includes all the items showing an increase in negative responses between 2017 and 2020 and a benchmark from the 2020 administration.

Key Results by Job Category

Theme	Faculty	Adjunct Faculty	Exempt Staff	Non-exempt Staff
Job Satisfaction/Support	77	90	78	78
Teaching Environment	59	61	71	80
Professional Development	76	70	67	63
Compensation, Benefits & Work/Life Balance	66	65	72	66
Facilities	79	86	79	75
Policies, Resources & Efficiency	53	71	54	62
Shared Governance	59	64	66	65
Pride	76	85	80	81
Supervisors/Department Chairs	81	88	81	91
Senior Leadership	47	67	56	60
Faculty, Administration & Staff Relations	59	66	59	66
Communication	64	64	62	70
Collaboration	68	70	69	71
Fairness	62	62	63	66
Respect & Appreciation	58	69	58	72

This table shows the average percentage of positive responses from each job category by survey theme.

Division Results

Job Satisfaction/Support

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
1. My job makes good use of my skills and abilities.	86	83	78	48	82
2. I am given the responsibility and freedom to do my job.	88	94	93	91	84
4. I am provided the resources I need to be effective in my job.	57	91	52	78	65

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Teaching Environment

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
33. There is a good balance of teaching, service and research at this institution.	59	75	76	76	69
40. Teaching is appropriately recognized in the evaluation and promotion process.	61	46	69	92	75
51. There is appropriate recognition of innovative and high quality teaching.	59	59	53	88	69

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Professional Development

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
6. I am given the opportunity to develop my skills at this institution.	72	77	63	61	74
10. I understand the necessary requirements to advance my career.	77	63	50	35	69

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Compensation, Benefits & Work/Life Balance

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
11. I am paid fairly for my work.	33	29	37	26	50
34. This institution's benefits meet my needs.	72	52	78	55	75
47. My supervisor/department chair supports my efforts to balance my work and personal life.	87	91	89	100	84
53. This institution's policies and practices give me the flexibility to manage my work and personal life.	74	82	63	87	78

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Policies, Resources & Efficiency

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
17. Our review process accurately measures my job performance.	49	62	48	45	59
28. My department has adequate faculty/staff to achieve our goals.	29	63	26	43	45
30. Our orientation program prepares new faculty, administration and staff to be effective.	60	70	48	25	57
49. This institution actively contributes to the community.	87	86	85	82	85
50. This institution places sufficient emphasis on having diverse faculty, administration and staff.	50	72	44	68	70
57. This institution is well run.	38	66	37	39	62

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Shared Governance

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
38. The role of faculty in shared governance is clearly stated and publicized.	59	62	64	76	64
39. Faculty are appropriately involved in decisions related to the education program (e.g., curriculum development, evaluation).	64	56	73	77	71
42. Faculty, administration and staff are meaningfully involved in institutional planning.	47	62	56	52	57

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Senior Leadership

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
27. Senior leadership provides a clear direction for this institution's future.	37	62	33	43	60
32. Our senior leadership has the knowledge, skills and experience necessary for institutional success.	45	70	48	57	68
37. Senior leadership shows a genuine interest in the well-being of faculty, administration and staff.	45	56	44	43	63
41. Senior leadership communicates openly about important matters.	46	54	59	57	60
48. Senior leadership regularly models this institution's values.	49	68	56	65	71
56. I believe what I am told by senior leadership.	42	73	56	48	63

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Faculty, Administration & Staff Relations

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
46. Faculty, administration and staff work together to ensure the success of institution programs and initiatives.	61	69	63	74	69
55. There is regular and open communication among faculty, administration and staff.	50	58	48	48	58

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Communication

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
8. When I offer a new idea, I believe it will be fully considered.	58	74	59	70	66
21. In my department, we communicate openly about issues that impact each other's work.	75	61	78	74	72
22. Changes that affect me are discussed prior to being implemented.	63	54	44	50	53
43. At this institution, we discuss and debate issues respectfully to get better results.	49	57	65	55	58

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Collaboration

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
13. We have opportunities to contribute to important decisions in my department.	85	63	67	68	72
23. People in my department work well together.	75	86	63	91	77
26. I can count on people to cooperate across departments.	59	66	67	43	61
58. There's a sense that we're all on the same team at this institution.	49	57	52	48	57

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Fairness

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
14. I can speak up or challenge a traditional way of doing something without fear of harming my career.	80	68	67	64	67
16. Promotions in my department are based on a person's ability.	73	50	67	61	60
18. Issues of low performance are addressed in my department.	38	46	36	50	54
44. This institution's policies and practices ensure fair treatment for faculty, administration and staff.	57	53	48	48	64
54. This institution has clear and effective procedures for dealing with discrimination.	63	83	68	83	75

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Respect & Appreciation

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
9. I am regularly recognized for my contributions.	54	72	52	83	59
35. Our recognition and awards programs are meaningful to me.	43	37	27	45	49
45. At this institution, people are supportive of their colleagues regardless of their heritage or background.	72	86	63	91	82
52. We celebrate significant milestones and important accomplishments at this institution.	54	78	56	65	72

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Custom Questions

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
61. I understand how my position contributes to the Jesuit, Catholic mission of John Carroll University.	83	88	89	73	84
62. Our Jesuit, Catholic values guide decision-making throughout the university.	59	63	70	64	64
63. Decision-making processes are transparent and occur at the appropriate functional level with input from people who understand and work within the situation.	39	48	38	50	43
64. I am kept well-informed of matters important to my position.	59	66	56	65	65
65. There is sufficient opportunity to participate in University governance.	64	52	59	73	62
66. I trust our senior leadership.	39	62	44	61	49

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

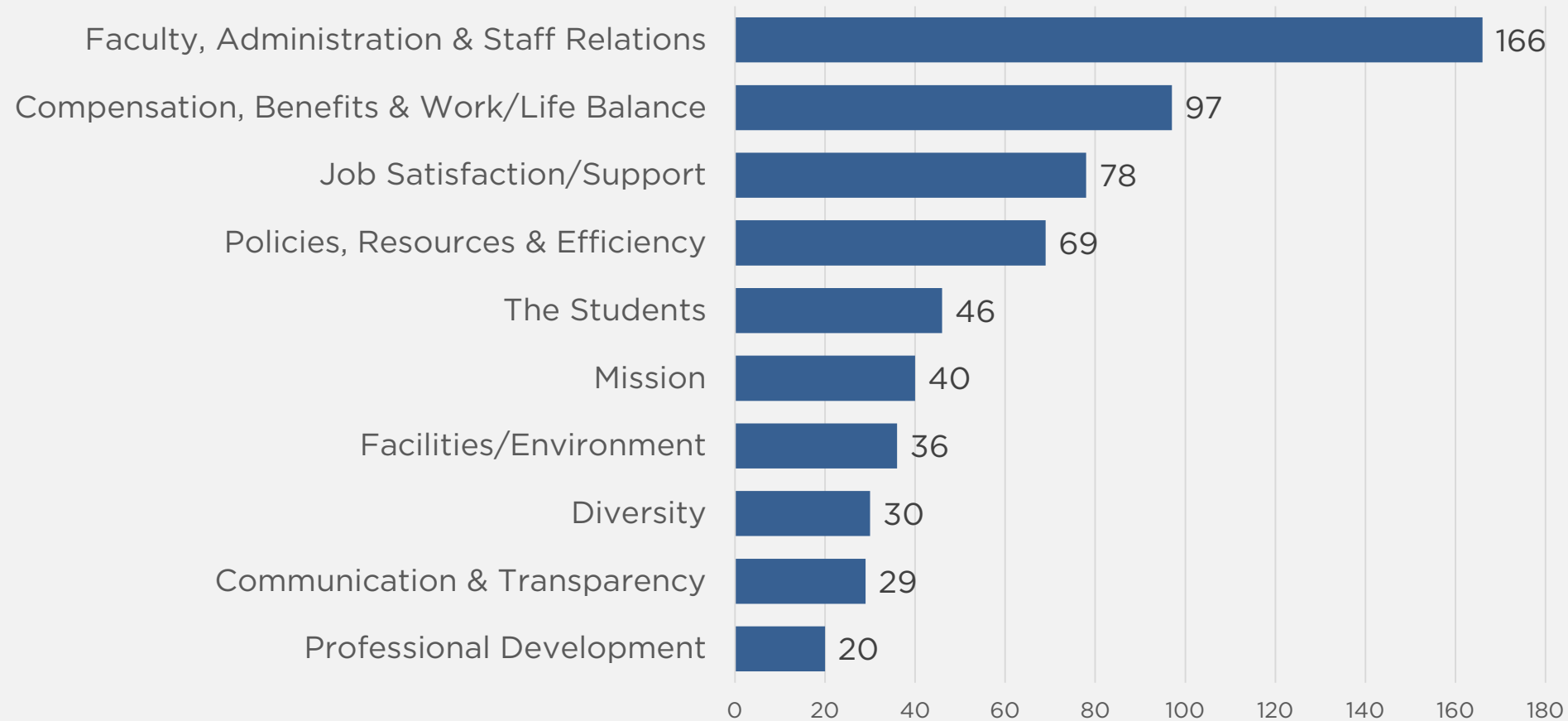
Custom Questions

Question	Faculty	Adjunct Faculty	Exempt Staff	Non-Exempt Staff	2020 Carnegie
67. The environment at this institution is supportive of the expression of different opinions, styles, and perceptions from all racial, ethnic, religious, spiritual, sexual orientation, disability, ideological/philosophical, political, or multiple groups.	51	63	44	70	56
68. I would be comfortable reporting an incident of bias, discrimination or harassment.	78	94	78	78	72
69. I would be willing to attend workshops designed to improve my cultural competency skills.	81	71	85	86	81
70. We are making effective strides in becoming a more diverse and inclusive institution.	51	80	70	78	67

This table shows the percentage of positive responses for staff in Academic Affairs by survey question and a benchmark from the 2020 administration.

Open-Ended Comment Summary

Top 10 Categories



473 comments were submitted by JCU employees. All the comments were reviewed and categorized. Comments could fall into multiple categories.