

Appendix B

Instrument

Perception of Quality

Directions – Please read each statement and then circle/write the appropriate response based on **Your** personal perceptions of the quality efforts at UW Stout. If you wish to contact me, please do so at Pdettmann@vt.edu. Please return this survey to “**Dettmann 210 Memorial Student Center**”

Part A: Personal Information

1. How would you best describe your primary position with UW Stout? (select one only)
 - a. Administrator (*examples: chancellor, provost, dean, assistant dean, director, assistant director*)
 - b. Faculty (*primary duty is teaching classroom curriculum*)
 - c. Staff/ Support Staff (*primary duties other than teaching classroom curriculum*)

2. How long have you been employed full-time with UW Stout? Year(s)_____ Month(s)_____

3. Have you been employed full-time by an industry or business(non-academic setting) prior to being employed at UW Stout?

Yes No

If **YES** how long were you employed full-time by business or industry?

Year(s)_____ Month(s)_____

Part B: Personal Perception of Quality Efforts at UW Stout

Category 1: Leadership		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1.	<u>Senior Leadership Direction</u> Senior (Top) leadership is actively involved in quality related activities (example: goal setting, planning, reviewing institutional performance, communicating, and recognizing employee contributions).	1	2	3	4	5
2.	<u>Organization Performance Review</u> Senior (Top) leadership actively reviews the organizational performance and capabilities of the university to assess the progress/successes relative to short and long-term goals.	1	2	3	4	5
3.	<u>Public Responsibility and Citizenship</u> Opportunities for organizational leadership to key external communities (outside the university organizations) are identified by university leaders and encouragement is given to me to participate in or support them.	1	2	3	4	5

**Category 2:
Strategic Planning & Deployment**

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
4.	<u>Strategy Development</u> The university has an effective process in place for goal setting/strategic planning to improve the overall universities ability to make possible student achievement.	1	2	3	4	5
5.	<u>Quality Goals & Plans</u> The university actively develops and implements plans to achieve its goals/strategic plans.	1	2	3	4	5

**Category 3:
Student, Stakeholder, & Market Focus**

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
6.	<u>Knowledge of student, stakeholder, & Market Needs & Expectations</u> There is an effective process to determine student needs and market expectation, that is used to create an active learning environment and promotes student well-being and satisfaction.	1	2	3	4	5
7.	<u>Student & Stakeholder Relationships & Satisfaction</u> Feedback for continuous improvement of my work is sought from students and stakeholders (people directly or indirectly involved with the university) to determine their satisfaction or dissatisfaction with my performance.	1	2	3	4	5
8.	<u>Knowledge of Student, Stakeholder, & Market Needs & Expectations</u> The university targets specific student markets and/or segments (example: high schools & middle schools) and monitors student populations in other educational markets (ex.: technical colleges, business and industry).	1	2	3	4	5

Category 4 Information & Analysis		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
9.	<u>Performance Measurement</u> The university actively gathers and combines data/information from multiple sources regarding the performance of the university (example: surveys, focus groups, national comparisons).	1	2	3	4	5
10.	<u>Performance Analysis</u> Data/information from university wide analysis (reviews) are available to support the decision making process for performance improvements.	1	2	3	4	5
11.	<u>Data Availability</u> Information is made available (via websites, or paper copies) to me as how the university is doing regarding the organization's performance in accomplishing its goals/strategic objectives.	1	2	3	4	5
12.	<u>Hardware & Software Quality</u> The university has a process to evaluate the hardware/software that it uses in order to ensure it is reliable, user friendly and up-to-date.	1	2	3	4	5

Category 5 Faculty and Staff Focus		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
13.	<u>Work Systems</u> Administrators /supervisors encourage my development to its fullest potential so I can improve my contribution to the university community (example: recruitment, work flow, development, recognition).	1	2	3	4	5
14.	<u>Work Systems</u> My colleagues work cooperatively as a team across the department(s) or job(s) through effective communication and or sharing of knowledge.	1	2	3	4	5
15.	<u>Faculty & Staff Education, Training & Development</u> The university asks me and or my supervisor what formal/ informal education/training is needed for me to improve my job performance and the knowledge/skills learned are reinforced on the job (example: observations, application of skills on the job).	1	2	3	4	5
16.	<u>Faculty and Staff well-being & Satisfaction</u> The university is concerned about and regularly inquires formally or informally about my well-being, job satisfaction and motivation.	1	2	3	4	5

Category 6 Process Management		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
17.	<u>Education Design Process</u> Individual differences in student learning styles and learning rates are considered in the development and delivery of course curriculum.	1	2	3	4	5
18.	<u>Educational Delivery Process</u> Education programs and offerings are evaluated on a regular basis to facilitate improvements to key delivery and design requirements.	1	2	3	4	5
19.	<u>Student Services</u> Feedback from students, faculty/staff, and stakeholders (people directly or not directly involved with the university) is used to improve student services in order to keep them current and effective.	1	2	3	4	5
20.	<u>Support Processes</u> The university offers appropriate support services (technical and non technical) to assist me in the daily operations of my job.	1	2	3	4	5

Category 7 Organizational Performance Results		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
21.	<u>Student Learning Results</u> The university measures student learning and improvements in order to determine their current level.	1	2	3	4	5
22.	<u>Student & Stakeholder Focused Results</u> The university actively measures student/stakeholders (people directly or not directly involved with the university) perceived value of their affiliation with the university (ex: graduate follow up surveys).	1	2	3	4	5
23.	<u>Budgetary, Financial & Market Results</u> Data (information) is available, showing how me how well the university is doing in its market share (example: type of students, types of majors, size of the university).	1	2	3	4	5
24.	<u>Faculty & Staff Results</u> The university is actively concerned about the faculty and staffs well-being.	1	2	3	4	5
25.	<u>Organizational Effectiveness</u> The university creates an educational climate that leads to improved student performance/development.	1	2	3	4	5

