

Memo randum

From: Jim S.C. Tom
Associate Vice Chancellor for Information Technology

Date: January 11, 2006

Hello all.

Thank you to everyone who participated in the survey. Folks have asked me to share the results. It's taken some time for me to get around to summarizing the results, but here they are.

First, a general answer to the question "who gets to see the survey results?" The respondents were indeed kept anonymous, so I have no idea who said what. In addition, I am the only person in ITS who has seen the detailed responses. I did share a printed version of the results with Dr. Jim Krueger. However, I thought that it would be instructive to share summary with everyone in ITS.

Some of the statistical info is presented below, but here are some general points that I gathered from the survey.

- 1) Reflecting my usual "Pollyanna" attitude, I'd say that the survey results are quite good – many more "strongly agree" than "strongly disagree," and more "agree" than "disagree."
- 2) People seem to be pretty positive about the institutional objectives.
- 3) Although generally positive, opinions seem to vary about the organizational objectives, and if you look at the statistics that's an area that has the most variation in responses. This indicates to me that I (and we) need to work harder on openness, consistency, clear objectives and teamwork.
- 4) People are generally positive about the workplace, but we do need to pay continued attention to helping staff be successful and making this a good place to work.
- 5) The answers to the open-ended questions were very helpful – many good and thoughtful comments. The comments were generally positive about skilled and hardworking staff and the work environment; most people had a good sense of UMSL's and ITS's mission. Some specific comments echoed the numerical results; if I may paraphrase, we need to:
 - a. continue to develop management skills in folks who have supervisory responsibility
 - b. ensure that we treat staff consistently across the organization
 - c. communicate better within ITS as well as with the rest of campus (and beyond!)
 - d. continue to provide training opportunities
 - e. provide ways for people to take calculated risks
 - f. improve the job performance evaluation process

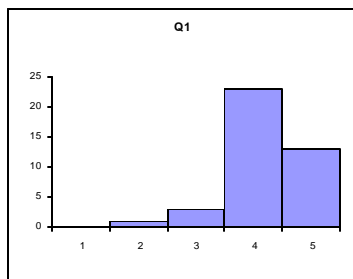
I'll be working with you to address these concerns as well as concerns that arise over time. Meanwhile, I am serious about having an "open door." Please come by to talk about concerns that you might have.

Thank you again for the time and thought that you put into your responses.

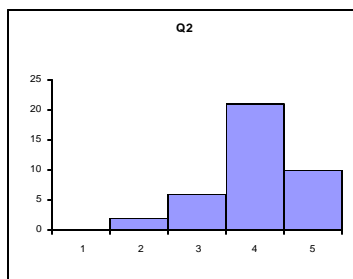
Statistics

Institutional Objectives

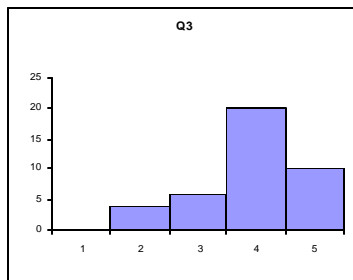
1. ITS direction is aligned with the University's mission (mean=4.2; median=4)



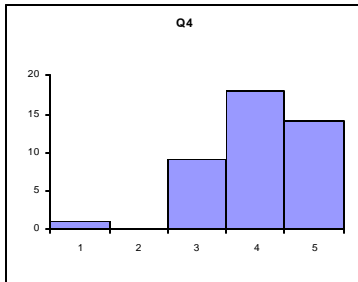
2. ITS meets the current needs of campus (mean=4; median=4)



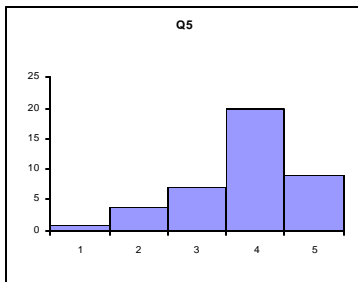
3. ITS anticipates the future needs of campus (mean=3.9; median=4)



4. Promote teamwork between ITS and other units across campus (mean=4.05; median=4)

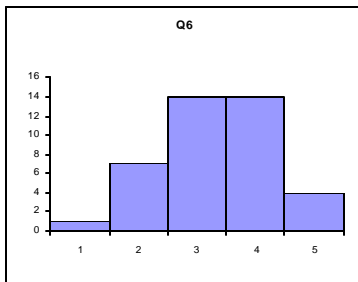


5. ITS is flexible in its approach to serving the needs of campus (mean=3.78; median=4)

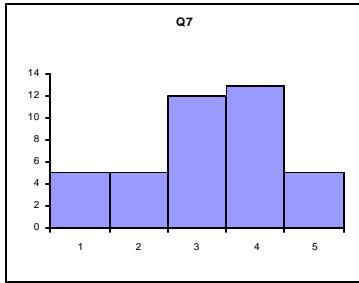


Organizational Objectives

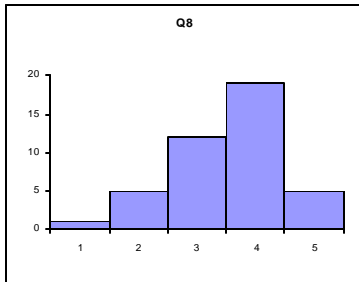
6. Create an open and transparent organization (mean=3.33; median=3)



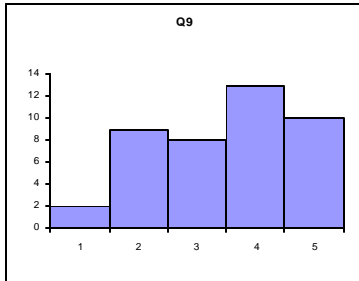
7. Consistent in applying policies (mean=3.2; median=3)



8. Set clear objectives (mean=3.52; median=4)

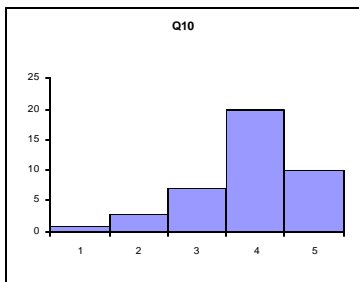


9. Promote teamwork between the subgroups within ITS (mean=3.48; median=4)

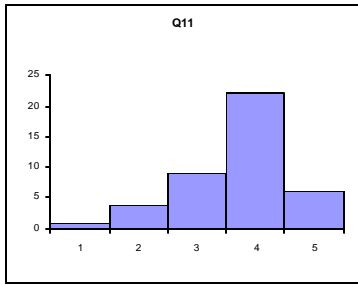


Creating a good workplace

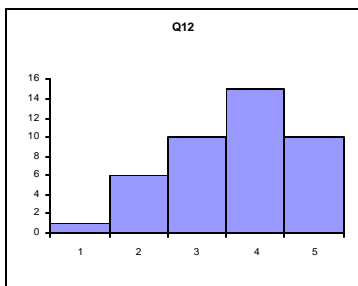
10. Challenges you to be creative and forward-looking (mean=3.85; median=4)



11. Help you be successful in your job (mean=3.67; median=4)



12. Make ITS an enjoyable place to work (mean=3.64; median=4)



13. Have an "open-door" policy (mean=3.83; median=4)

