

# **Survey of Organizational Effectiveness Cycle 2017 – 2018**



**Prepared by Francisco J. Ramos**

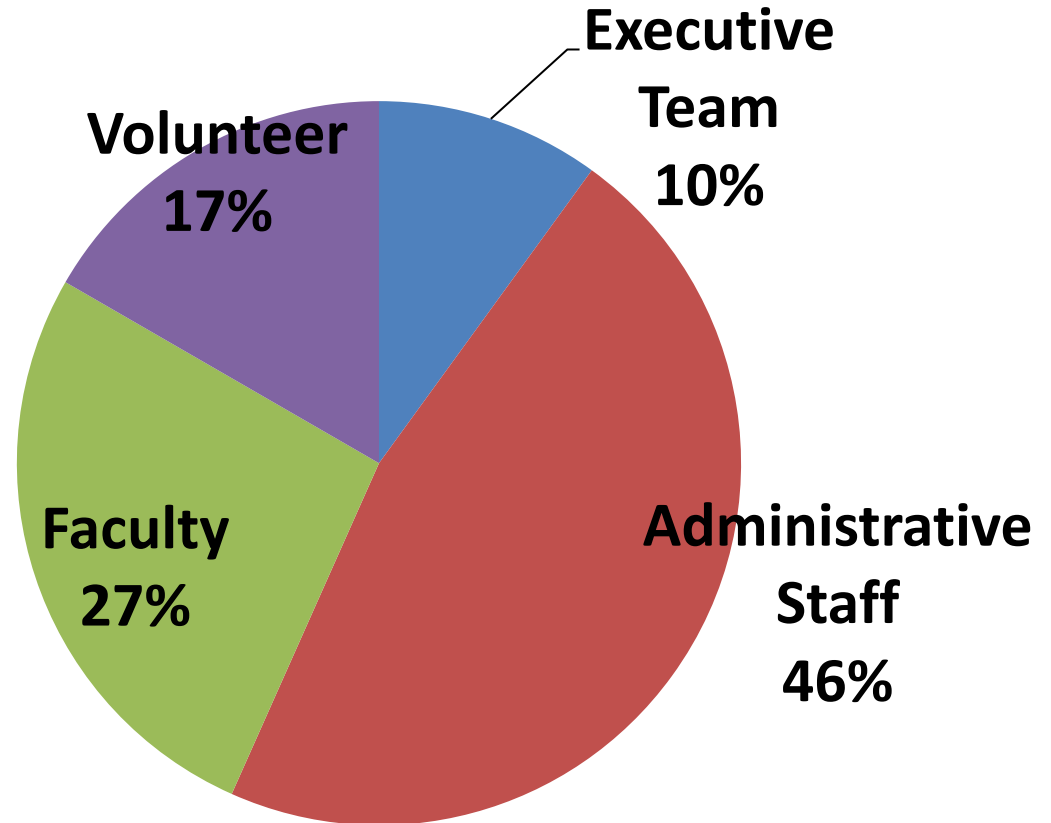
**Distance Education and Institutional Effectiveness Director**

## Survey of Organizational Effectiveness Methodology

The Survey of Organizational Effectiveness is one of several tools used to evaluate University effectiveness. This cycle, the survey was conducted during the fall semester. Executives, faculty, part-time and full-time employees were encouraged to participate in the survey. To facilitate their participation, hard copies of the format were placed in each employee's mailbox. Also, all employees were encouraged to participate by e-mail. Whenever necessary, electronic copies of the format were sent via e-mail to anyone who requested it.

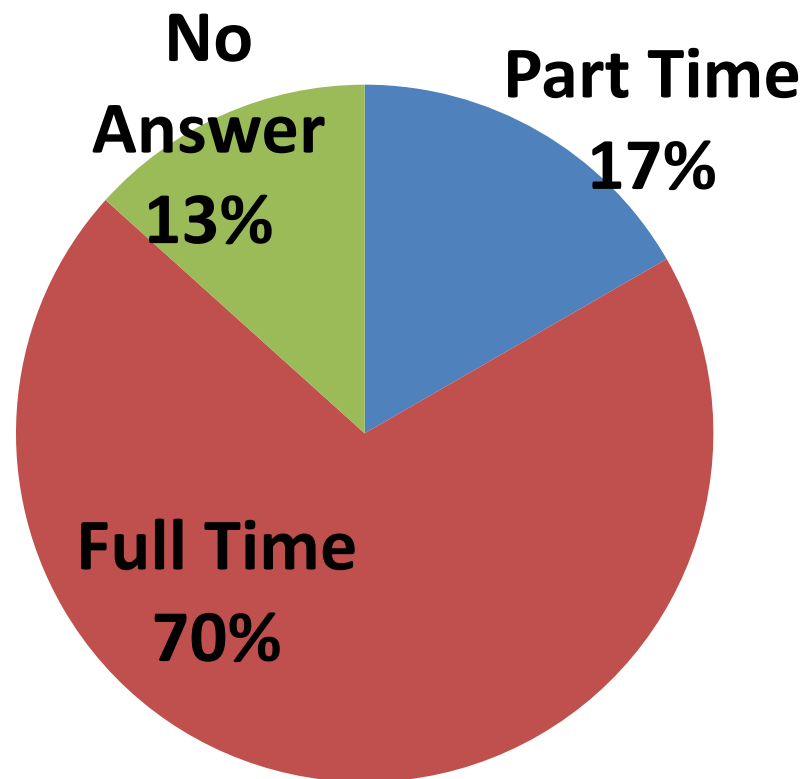
After two weeks, the answered surveys were captured and analyzed. The number of participants in this survey was 30.

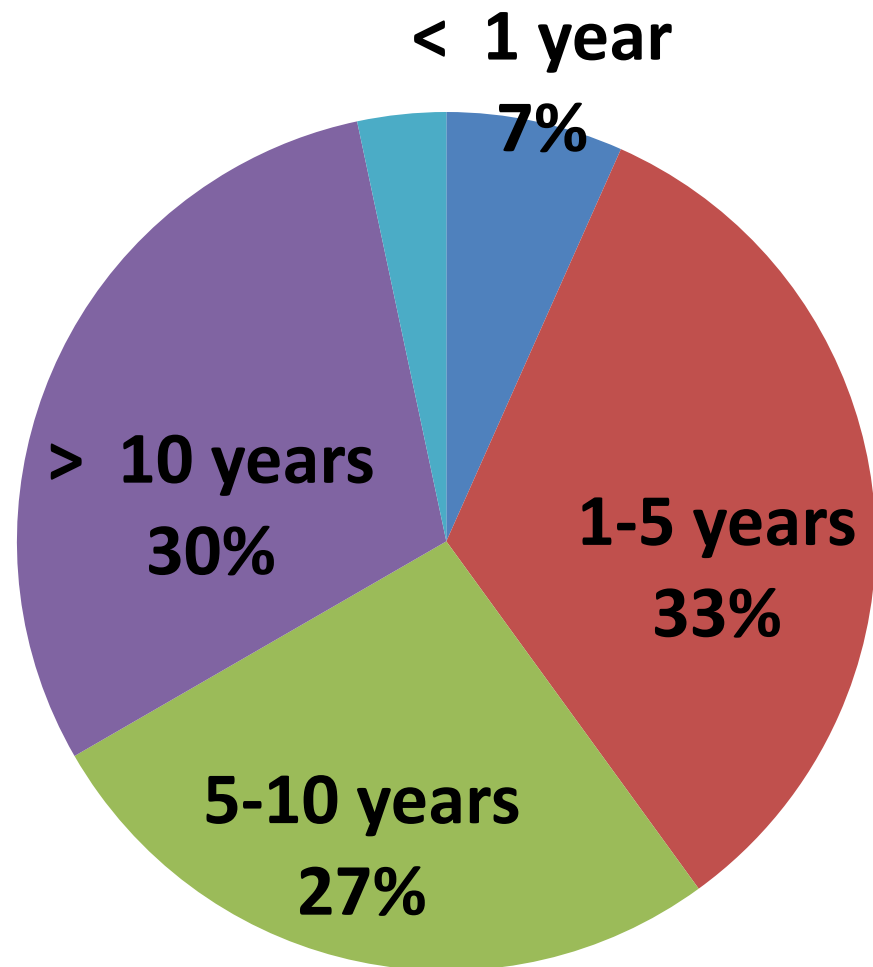
This surveys use the 5-points Likert scale to provide an evaluation. This is a scale that is represented "0 – 4" (0,1,2,3, and 4) or "A-F" (A,B,C,D and F), where the higher rate (higher level of satisfaction) corresponds to an evaluation of "4" or "A", and the lowest rate corresponds to "0" or "F".

**Results:****N= 30**

“N” stands for the number of respondents in this survey

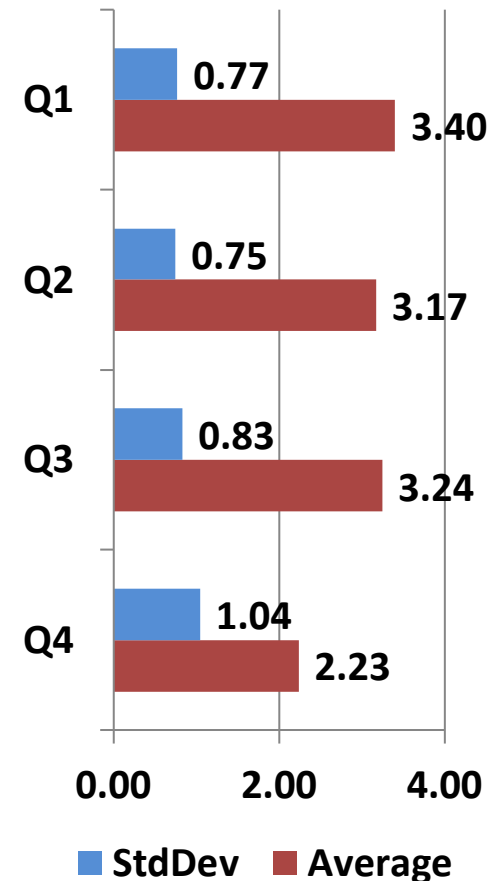
**N= 30**





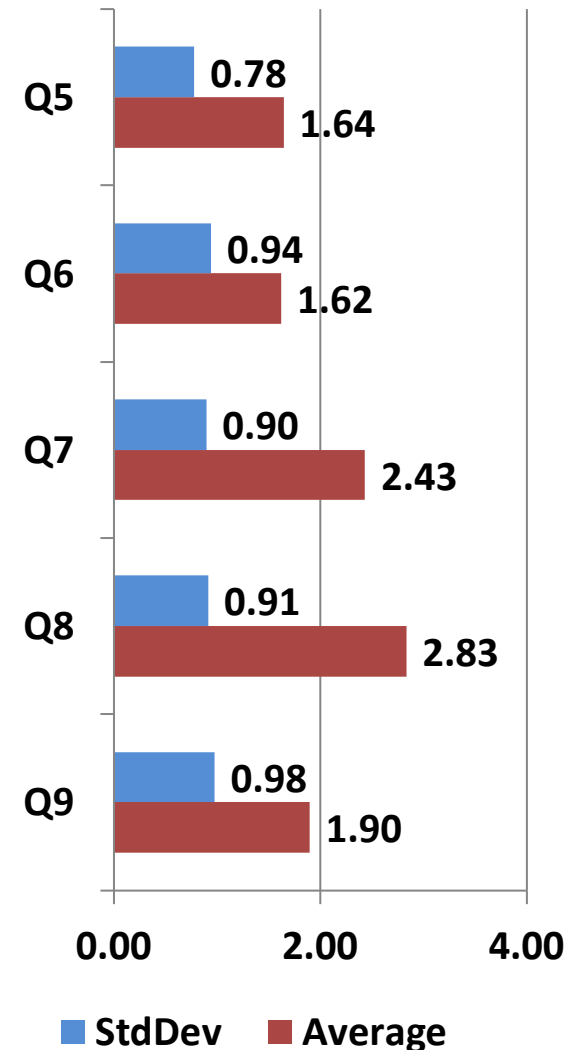
## Role, Scope, and Mission

1. The unique role, scope, and mission of Baptist University of the Americas is widely understood by all employees of the institution.
2. The role, scope, and mission of the institution is regularly communicated throughout the organization.
3. The various instructional programs and student services offered by BUA are appropriate to its role, scope, and mission.
4. BUA's organizational structure enables the institution to accomplish effectively its role, scope, and mission.



## Communication

5. Employees have access to and are informed about Board Policy.
6. Employees have access to and are informed about the operational procedures of the institution.
7. Employees are made aware of the major institutional initiatives, overall direction, and strategic vision of the institution.
8. I am kept aware of the events, activities, and special programs sponsored by various departments of the institution.
9. Lines of authority and responsibility are clearly defined and understood at BUA.



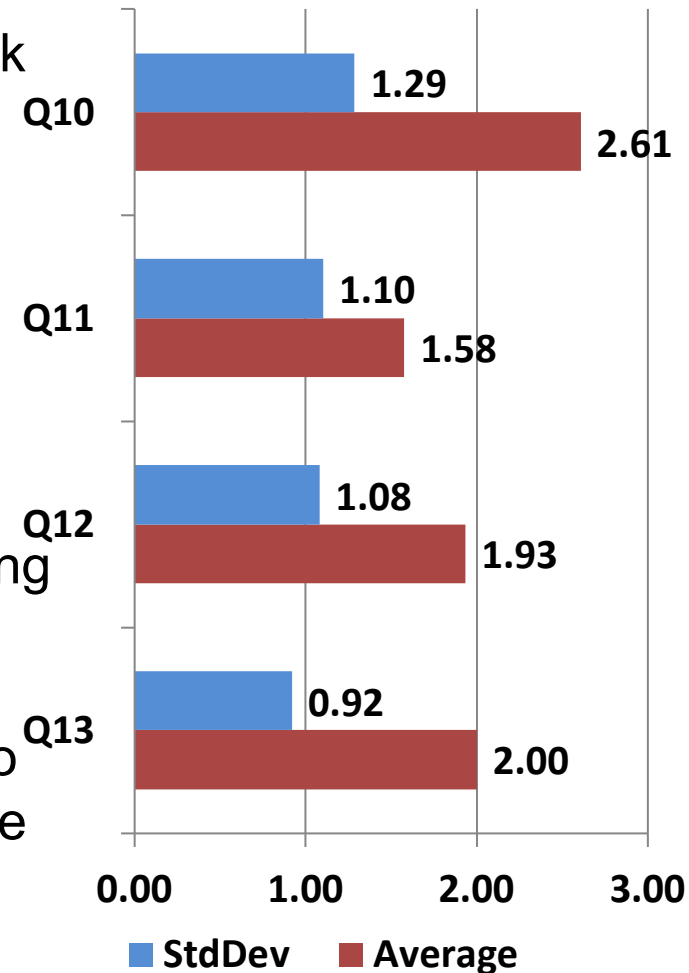
# Participation

10. I am involved and participate in the decision-making process of the institution (committees, task forces, meetings, class scheduling efforts, etc.).

11. Employees are involved and participate in the budgetary process of the institution.

12. The organizational structure of the institution facilitates consensus building and teamwork among employees.

13. Students are provided adequate opportunity to participate in the decision making processes of the institution.





## Planning and Improvement

14. The institutional effectiveness process is systematic and broad-based.

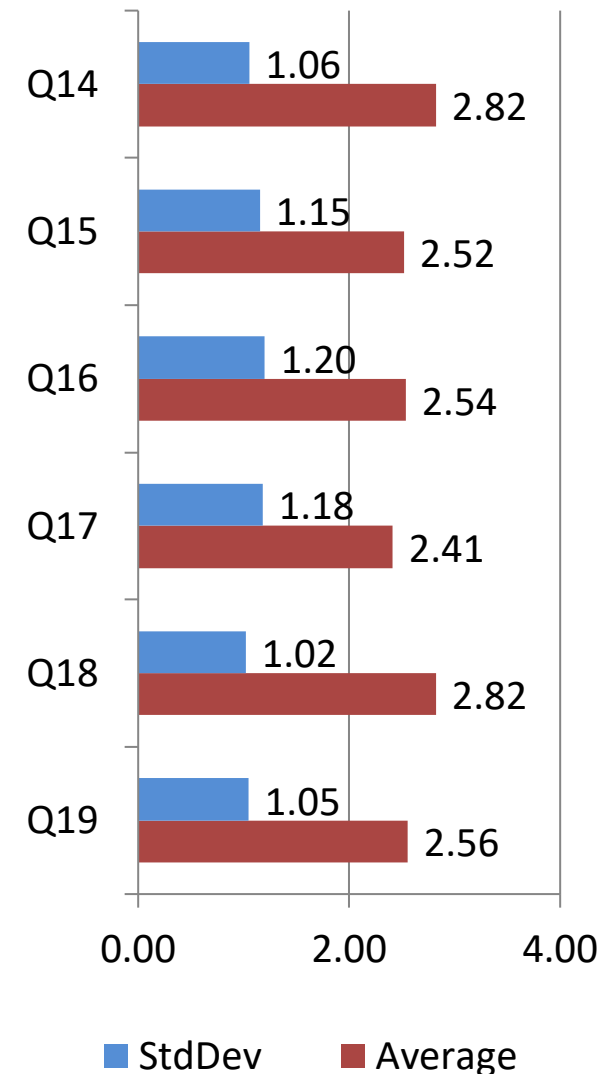
15. The institutional effectiveness process provides accurate and timely access to data required to do my job.

16. The institutional effectiveness process fosters a culture of continuous improvement within the institution.

17. The strategic planning process is systematic and broad-based.

18. The strategies within the Strategic Plan support the institution's role, scope, and mission.

19. The Facilities Master Plan is appropriate for meeting the institution's role, scope, and mission.



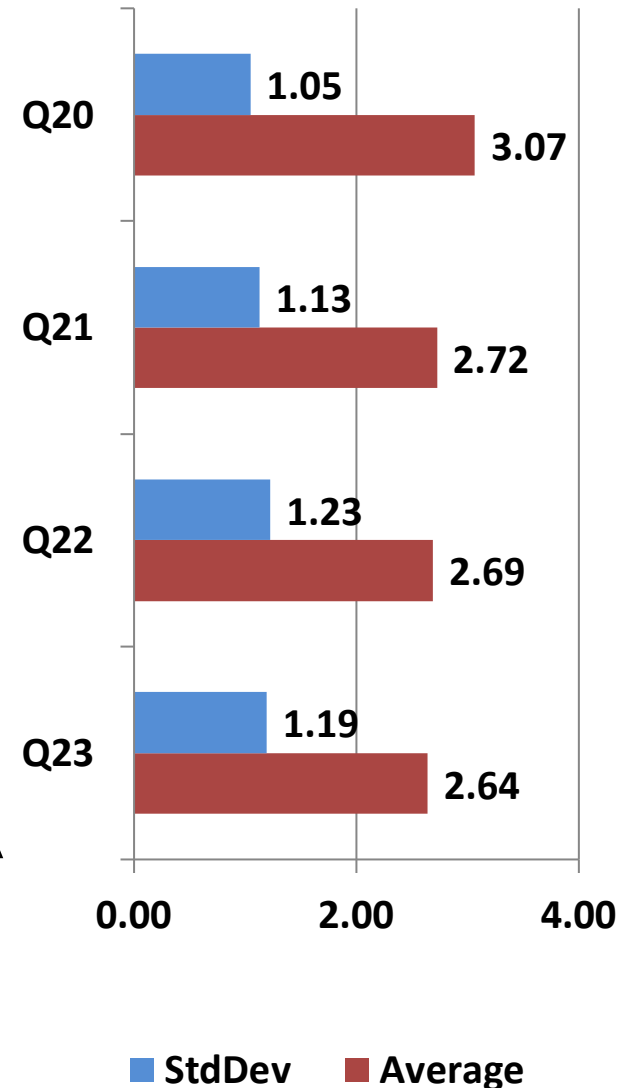
## Technology

20. I am provided adequate technical support to accomplish effectively my work.

21. I am provided the current software required to accomplish effectively my work.

22. I am provided adequate computer hardware to accomplish effectively my work.

23. The level of technology related professional development is sufficient to meet the needs of BUA employees.

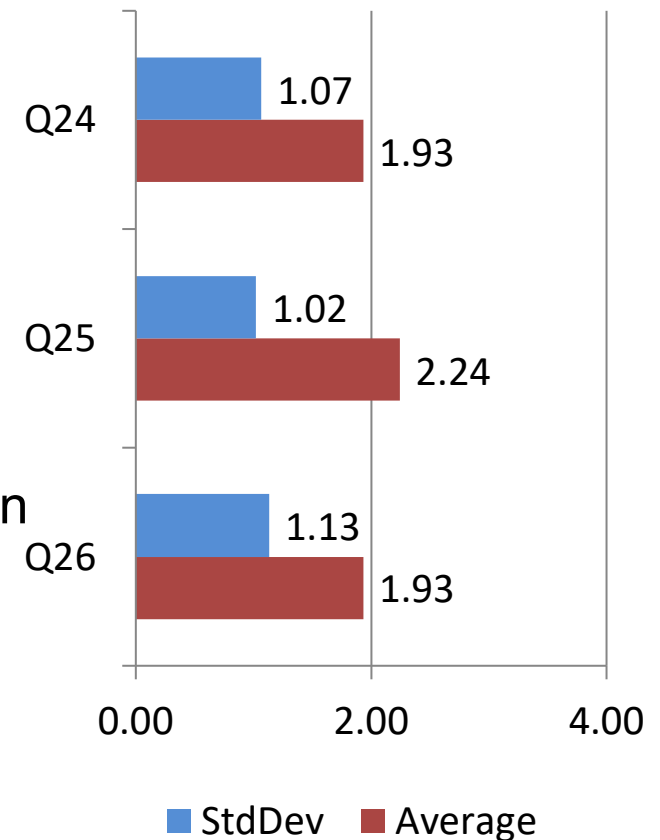


## Personnel

24. BUA actively facilitates the recruitment and employment of qualified personnel.

25. The BUA workplace is conducive to the retention of qualified personnel.

26. Employees are provided appropriate recognition for their service to the institution.



# General

27. The essential work of the institution is completed on time.

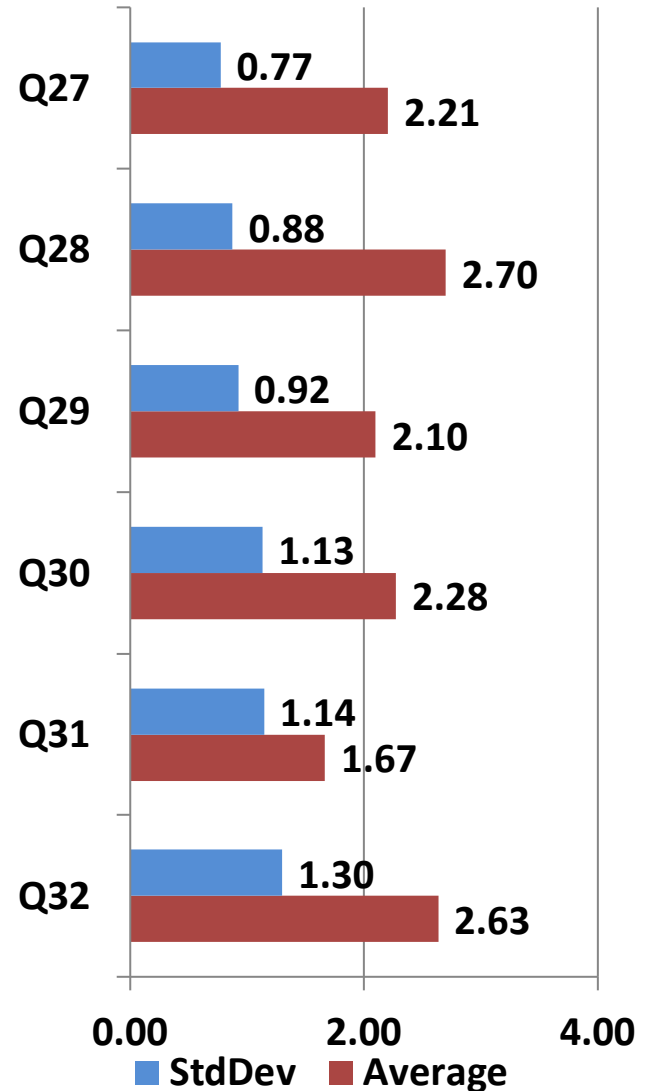
28. I have access to the information, facilities, and equipment required to accomplish effectively my work.

29. BUA can be characterized as a healthy and productive organization.

30. The administration and governing board of the institution are committed to improving working conditions for all employees.

31. The administration and governing board of the institution are committed to improving salaries for all employees.

32. I am confident that the BUA campus environment is safe and secure.



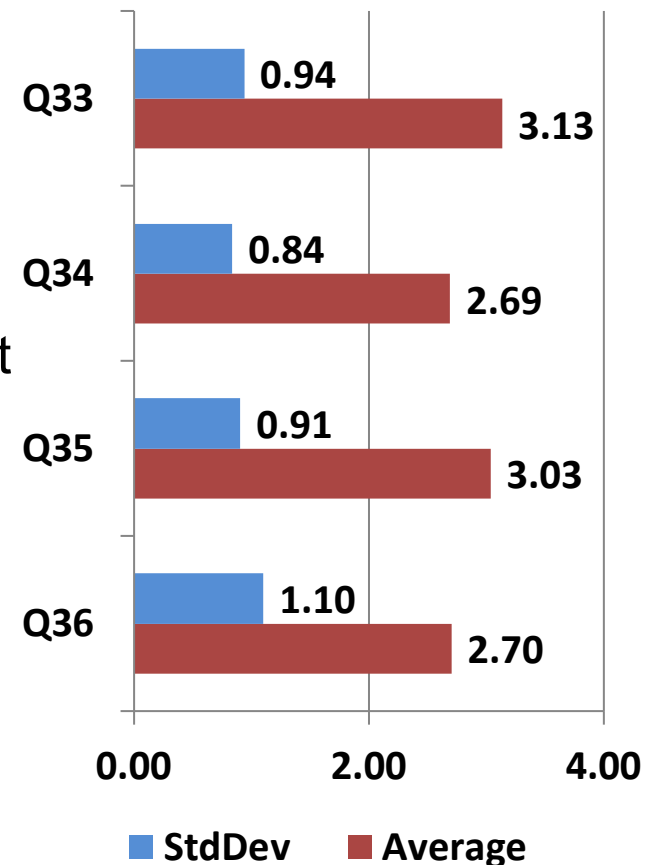
## Facilities and Grounds

33. Campus facilities and grounds are adequately and attractively maintained

34. Hours of operation of maintenance department

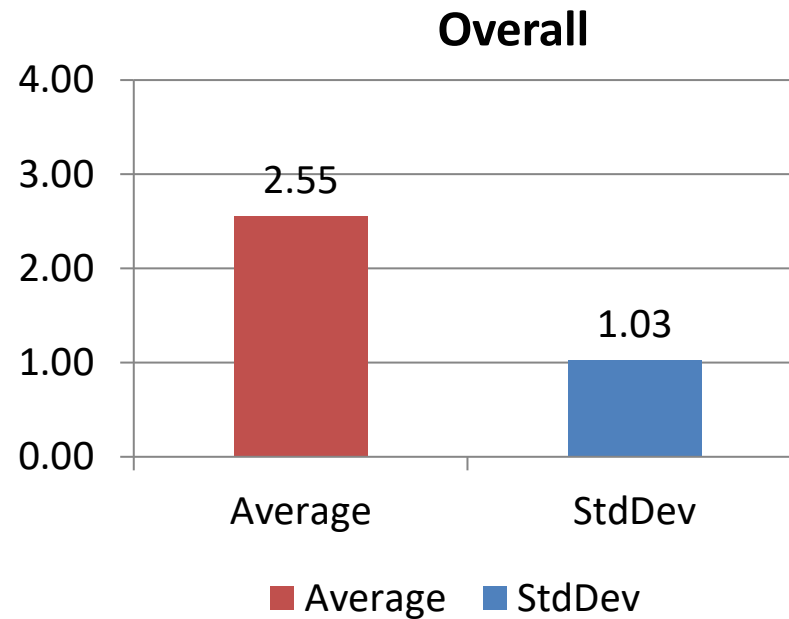
35. Assistance provided by maintenance staff

36. Reliability of mechanical equipment

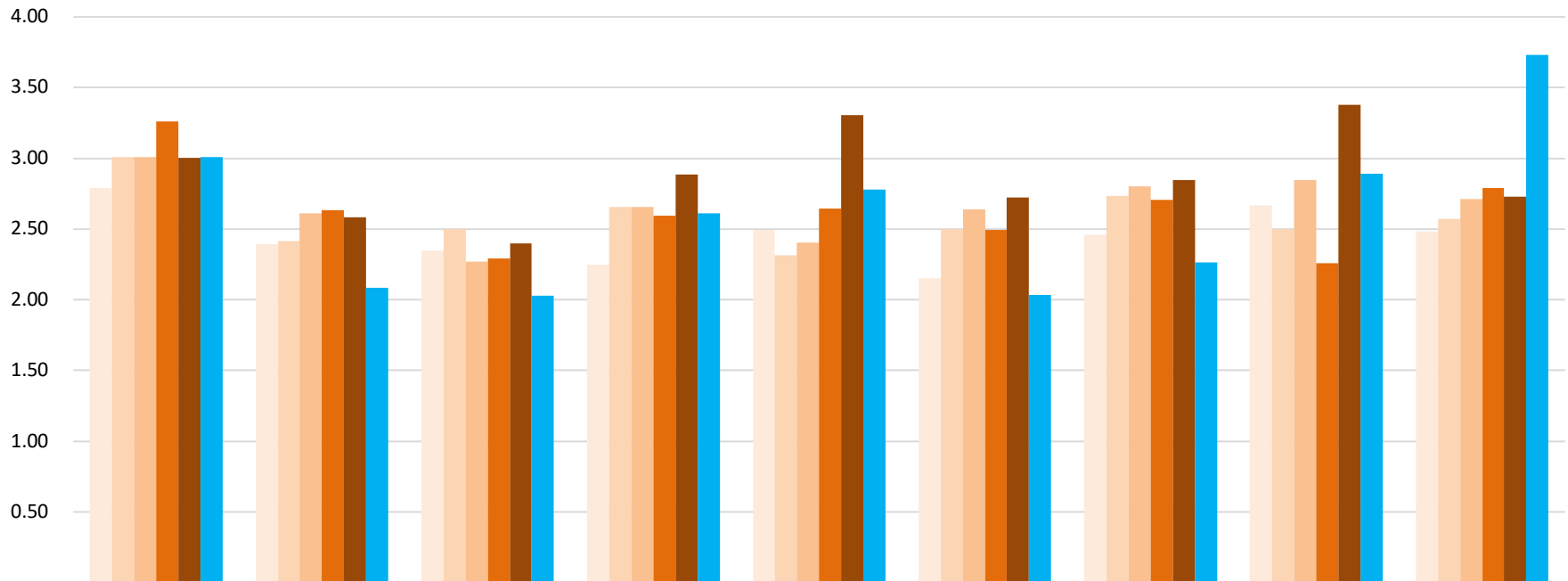


## Overall

37. Overall, the organizational structure of the institution is sound and effective.



## Survey of Organizational Effectiveness Trend Analysis



	Role, Scope and Mission	Communication	Participation	Planning and Improvement	Technology	Personnel	General	Facilities and Grounds	Summary
2012-2013	2.79	2.39	2.35	2.25	2.49	2.15	2.46	2.67	2.48
2013-2014	3.01	2.42	2.50	2.66	2.31	2.50	2.73	2.50	2.57
2014-2015	3.01	2.61	2.27	2.66	2.40	2.64	2.80	2.84	2.71
2015-2016	3.26	2.63	2.29	2.59	2.65	2.49	2.71	2.26	2.79
2016-2017	3.00	2.58	2.40	2.88	3.30	2.73	2.85	3.38	2.73
2017-2018	3.01	2.09	2.03	2.61	2.78	2.03	2.26	2.89	3.73