

THE CHRONICLE

2013

GREAT  
COLLEGES  
TO WORK FOR.®

## Overview of Program and Participation Reports

*Prepared by:*

**ModernThink**

4519 Weldin Road | Wilmington, DE 19803

Phone: 888.684.4658 | Fax: 888.684.4659

[www.modernthink.com](http://www.modernthink.com)

© 2013 ModernThink LLC. All rights reserved.

Thank you for participating in the 2013 Chronicle Great Colleges to Work For program. We are pleased to present you with your Participation Reports for this year. This overview provides a summary of the Great Colleges program as well as descriptions of the three Topline Reports included:

1. Topline Survey Results
2. Topline Results by Job Category
3. Topline Higher Education Workplace Trend Report (excerpt)

We hope that your participation in the program has been rewarding and that these reports will provide you with insight and guidance as you work toward creating the best workplace possible.

### Program Background

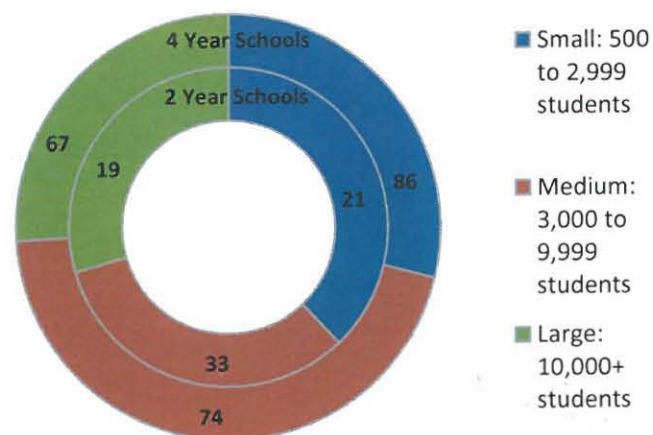
The Chronicle Great Colleges to Work For program is designed to recognize institutions that have been successful in creating great workplaces and to further research and understanding of the factors, dynamics and influences that have the most impact on organizational culture at higher education institutions.

Since its inaugural year in 2008, the Chronicle Great Colleges to Work For program has grown from 89 participants to a high of 310 in 2011. This year the program included 300 schools, 227 four-years and 73 two-years.

At the core of the program is a two-part assessment process. The first component is a faculty/staff survey (The ModernThink Higher Education Insight Survey<sup>®</sup>). Surveys were sent to 125,389 faculty and staff nationwide. Of those, nearly 44,700 responded: 19,054 faculty and 25,634 staff (Administrators, Exempt Professional Staff and Non-Exempt Staff).

The second part of the assessment process is an institutional audit (The ModernThink Institution Questionnaire<sup>®</sup> or "IQ") which captures information detailing various institution demographics, policies and practices.

Recognition is primarily determined through the feedback provided by faculty/staff and collected from the ModernThink Higher Education Insight Survey<sup>®</sup>. For analysis and recognition purposes, ModernThink first segments the participating schools into four-year and two-year categories. Schools within each of these categories are further classified into three groups based on student enrollment.



### The ModernThink Higher Education Insight Survey<sup>®</sup>

The ModernThink Higher Education Insight Survey<sup>®</sup> has been specifically designed to assess workplace quality at institutions of higher education. The survey statements measure critical organizational dynamics and managerial competencies. Additionally, the instrument provides insight into the quality and health of various relationships that ultimately have direct impact on your institution's culture and the daily experiences of your employees.

The 60-statement survey utilizes a five-point agreement scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a *Not Applicable* response option. The survey instrument also includes an 18-item benefits satisfaction component and two open-ended questions.

The ModernThink Higher Education Insight Survey<sup>®</sup> measures 15 dimensions reflecting managerial and organizational competencies. These dimensions were determined and confirmed through a series of factor analyses and provide the basis for the recognition categories.

### ModernThink Institution Questionnaire<sup>®</sup>

A blue ribbon panel of higher education experts weighed in on the ModernThink Institution Questionnaire<sup>®</sup> which captures important demographic data as well as details regarding institution policies and practices. This information enables us to examine which benefits and programs are most effective, identify best practices and compile benchmark data based on different categorizations of the program participants. Benchmark data is compiled across Carnegie Classification, Geographic Region, Enrollment and Public/Private status. The information collected through the Institution Questionnaire<sup>®</sup> was reviewed and analyzed to support both the recognition analysis and our continuing research.

### The Recognition Categories

All of the analysis was conducted by ModernThink, an organizational development firm with particular survey and "Best Place to Work" expertise. The principal factor in deciding whether an institution receives recognition was the feedback collected from the ModernThink Higher Education Insight Survey<sup>®</sup>, assuming a sufficient response rate. Given the wide range of faculty/staff populations at the participating institutions, there was no minimum response rate threshold that institutions had to achieve to be eligible for consideration. However, in analyzing the data we reviewed confidence levels and confidence intervals to ensure statistical significance. As previously mentioned, the information collected through the IQ was reviewed and analyzed both for completeness and content.

Recognition categories are based on the 15 survey dimensions and responses to the benefits component of the survey:

#### Collaborative Governance

This survey factor captures information specifically related to collaborative governance and the quality of faculty, administration and staff relations. Five statements comprise this dimension including Statement 38: *The role of faculty in shared governance is clearly stated and publicized.*

#### Professional/Career Development Programs

Support for faculty/staff professional development is critical both in terms of building organizational capacity and acknowledging and supporting individual development needs. There

are four statements/questions in this dimension (e.g. Statement 6: *I am given the opportunity to develop my skills at this institution*).

**Teaching Environment (Faculty Only)**

Three statements provide insight into the teaching environment. Only responses of faculty were considered in the analysis (e.g. Statement 51: *There is appropriate recognition of innovative and high quality teaching*).

**Compensation & Benefits**

Separate statements capture information about the effectiveness of the benefits offered (e.g. Statement 34: *This institution's benefits meet my needs*) and the perception that one is compensated fairly (e.g. Statement 11: *I am paid fairly for my work*) as well as one satisfaction question.

**Facilities, Workspace and Security**

Three statements comprise this category, notably Statement 29: *The institution takes reasonable steps to provide a safe and secure environment of the campus*.

**Job Satisfaction**

One of the more self-explanatory categories, this includes three statements related to job fit, autonomy and resources (e.g. Statement 4: *I am provided the resources I need to be effective in my job*).

**Work/Life Balance**

This recognition category is based on two factors: (1) the combined results of three specific survey statements (notably Statement 53: *This institution's policies and practices give me the flexibility to manage my personal and family life*) along with (2) responses to the Institution Questionnaire concerning Work/Life Balance programs (e.g. Flex-scheduling, Compressed Work Weeks, Summer Hours).

**Confidence in Senior Leadership**

Senior leadership was defined as the most senior members of the institution (e.g. Chancellor or President and those who directly report to them). There are six statements on the survey that directly reference senior leadership, one example being Statement 27: *Senior leadership provides a clear direction for this institution's future*.

**Supervisor/Department Chair Relationship**

There has been significant research measuring the importance of the relationship an employee has with his or her supervisor or direct report. Accordingly, there are seven statements that measure managerial competencies and the health of this important relationship (e.g. Statement 3: *My supervisor/department chair makes his/her expectations clear*).

**Respect & Appreciation**

Four statements on the survey provide insight into the degree employees feel valued. Additionally, we collect information regarding both informal and formal systems that ultimately impact to what extent employees feel appreciated and respected. Among the survey statements in this dimension is Statement 9: *I am regularly recognized for my contributions*.

**Tenure Clarity & Process (Faculty Only)**

Like the Teaching Environment category, only the responses of faculty are evaluated. Four statements/questions comprise this dimension including Statement 10: *I understand the necessary requirements to advance my career*.

**Diversity**

This category is based on the responses across three statements including Statement 54: *This institution has clear and effective procedures for dealing with discrimination*. We evaluate the responses across specific demographic groups (e.g. Race/Ethnicity) and also review the various systems, policies and infrastructure detailed in the Institution Questionnaire®.

**The 2013 Honor Roll**

While recognition in any category is indeed noteworthy, a special distinction is awarded to those institutions that are cited most often across all of the recognition categories. This Honor Roll recognition was given to ten four-year institutions in each size, and four two-year institutions in each size:

**The 2013 Honor Roll for two-year schools:**

Small (500-2,999 Students)	Medium (3,000-9,999 Students)	Large (10,000 or more Students)
Lake Area Technical Institute	Lord Fairfax Community College	Howard Community College
Mitchell Technical Institute	Sandhills Community College	Miami Dade College
Morgan Community College	Somerset Community College	Rio Salado College
Panola College	Southside Virginia Community College	Santa Rosa Junior College

**The 2013 Honor Roll for four-year schools:**

Small (500-2,999 Students)	Medium (3,000-9,999 Students)	Large (10,000 or more Students)
Frontier Nursing University	Belhaven University	Austin Peay State University
Gettysburg College	Endicott College	Baylor University
Juniata College	Francis Marion University	Saint Leo University
Manchester University	Lee University	Sam Houston State University
Milligan College	Nyack College	Southern New Hampshire University
Mississippi University for Women	Quinnipiac University	Stanford University
Nebraska Methodist College	Rollins College	University of Maryland Baltimore County
New York Chiropractic College	Texas Christian University	University of Michigan
Southwestern Assemblies of God University	The College of Saint Rose	University of Mississippi
Texas Lutheran University	University of the Incarnate Word	University of Notre Dame

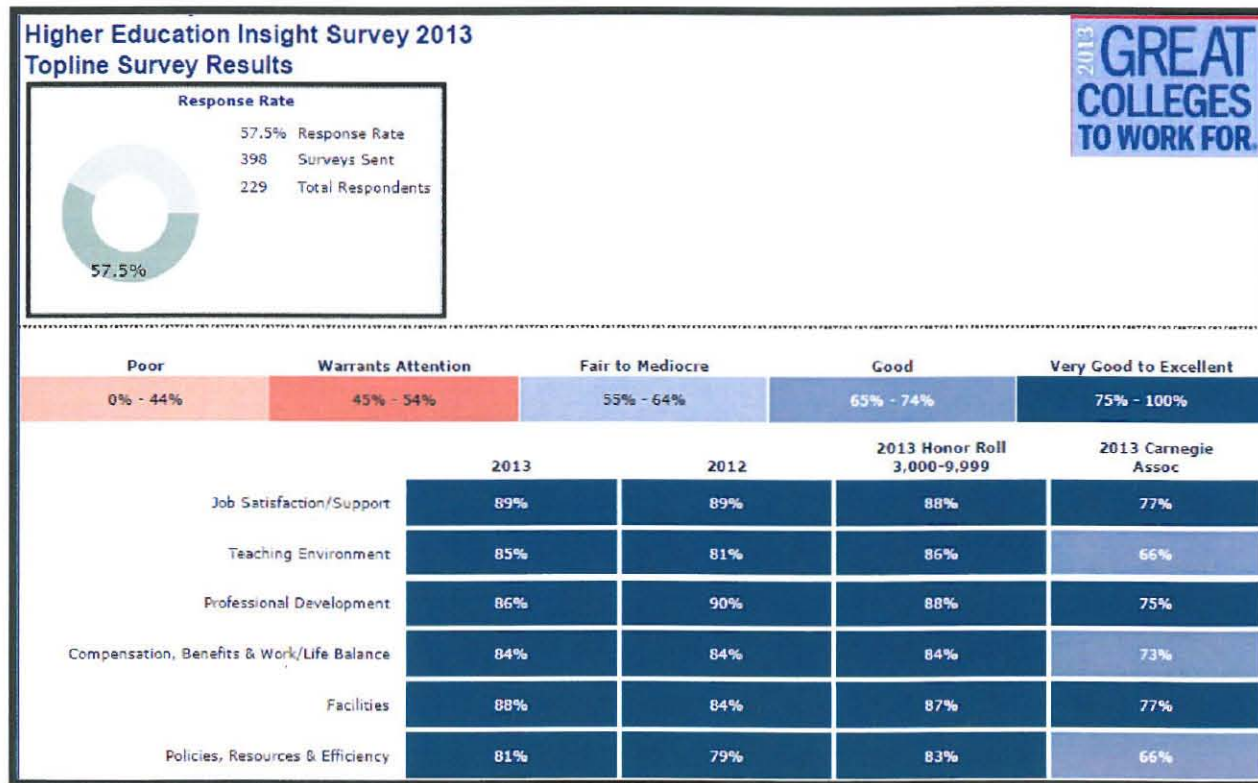
**Report Overviews**

The opportunity for national recognition is certainly exciting, but the most valuable part of participation in this program is the survey data you receive. It's our goal to help participating institutions understand the dynamics and influences that are having the greatest impact on their own campus cultures, and that ultimately are shaping the future of the higher education community. To that end, we are pleased to present you with the following three Topline Reports, summarizing key results from your faculty/staff survey as well as aggregate results from the Institution Questionnaire® submissions:

1. Topline Survey Results
2. Topline Results by Job Category
3. Topline Higher Education Workplace Trend Report (Excerpt)

### Topline Survey Results

This color-coded report lets you see at a glance how your institution scored overall, where your strengths lay, where barriers exist, as well as how you compare with your peers. If you participated in the program last year, you will see your data for 2012 listed as well. A sample report is provided below. Your school's actual results are enclosed separately.



Results in the first one or two columns (two if you participated in the program last year) of the table reflect your school's average percent positive for each survey dimension, that is, the percentage of your employees who responded with "Strongly Agree" or "Agree" to the statements comprising each specific theme. For example, there are seven statements that make up the Supervisors/Department Chairs dimension. All statements are weighted equally.

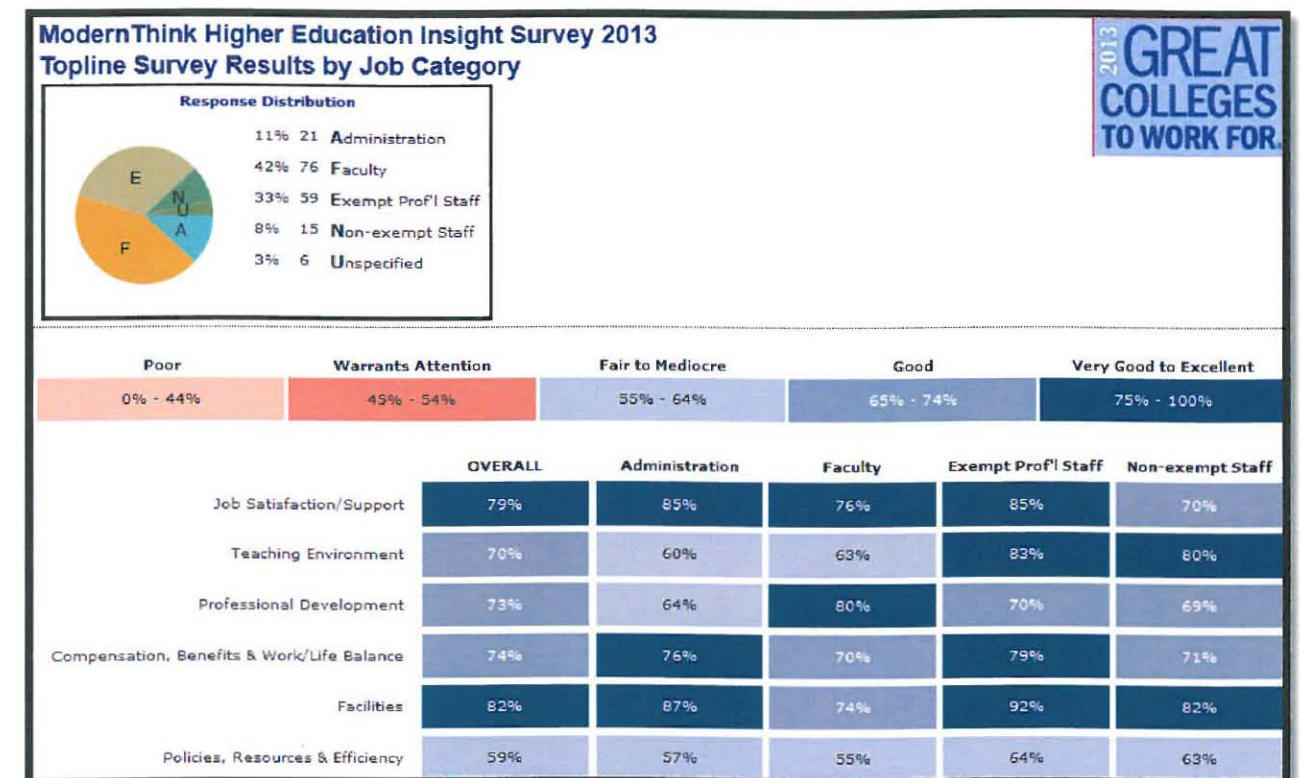
In addition to your institution's data, we've also provided you with comparative benchmark data based on your Honor Roll (third column in the above example) and Carnegie Classification (fourth column in the above example). The Honor Roll benchmark is comprised of the average percent positive of those institutions recognized on the Honor Roll in your Enrollment Size. The Carnegie benchmark reflects the average percent positive of all institutions in your Carnegie classification.

### Topline Results by Job Category

Your faculty and staff were asked 15 demographic questions at the end of the survey (*Gender, Age, Ethnicity, Race, Relationship Status, Annual Salary, Job Status, Years at Institution, Tenure Status, Supervisory Status, Years in Current Role, Job Category, Job Role, School/College and Department*).

Your Topline by Job Category report shows you both the overall positive responses (percent who "Strongly Agree" or "Agree") and the Honor Roll benchmark for your Enrollment Size broken out by your Administration, Faculty, Exempt Professional Staff and Non-Exempt Staff. A sample report is provided below. Your school's actual results are enclosed separately.

Additionally, we've provided the distribution for your survey responses stratified by Job Category. *NOTE: Please note that these distributions have been truncated and thus the percentages may not total 100%.*



### Higher Education Workplace Trend Report (Excerpt)

The Topline Trend Report provides comparative data for some of the most relevant demographics and policies. It includes data from the 150+ questions asked on the IQ and is an excerpt from our comprehensive 2013 Higher Education Workplace Trend Report. Summarized in both chart and graphical form, we highlight in aggregate what schools are doing so that you can see trends as well as where you stand relative to your peers. The report includes information that profiles the applicant pool as well as information about select programs and policies.

## Questions & Feedback

We continue to receive terrific feedback about the Great Colleges initiative and how this program is helping advance workplace quality issues at individual schools across the country, and influencing the future of the academic workplace. Registration for the 2014 program is now open, and we expect yet another strong applicant pool in what has become one of the nation's premier recognition programs. You can register now at [ChronicleGreatColleges.com](http://ChronicleGreatColleges.com).

After you have had the opportunity to review your reports and reflect on your participation in the Great Colleges program, we would welcome your feedback. In fact, to help ensure the continued improvement of the program we will be sending out a brief evaluation so that you can provide us with any ideas you might have on how we can make the program even better.

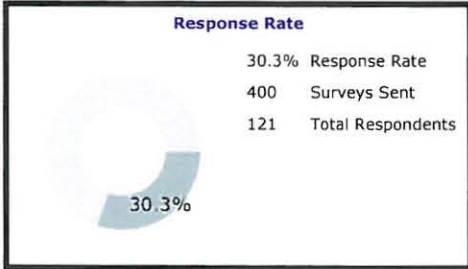
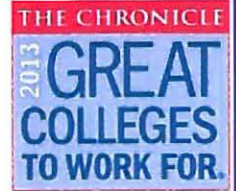
In the meantime, if you have any questions about the program and/or the reports please don't hesitate to email us at [chronicle@modernthink.com](mailto:chronicle@modernthink.com) or call us at 888.684.4658.

## Learning More

For those institutions wanting assistance interpreting and acting on their data, ModernThink higher education specialists are available to analyze survey results in detail and present findings and recommendations to leadership groups, HR teams, Boards, faculty senates and the like. We can also help you leverage this data as part of your accreditation self studies and other evaluation/accountability processes. Please contact us at [chronicle@modernthink.com](mailto:chronicle@modernthink.com) or 888.684.4658 to learn more.

Best wishes in your continued good work.

Rollins College  
 ModernThink Higher Education Insight Survey 2013  
 Topline Survey Results - **Extracted Data Set**

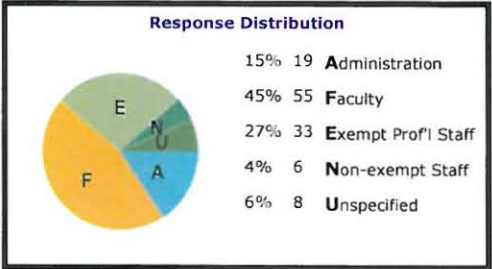
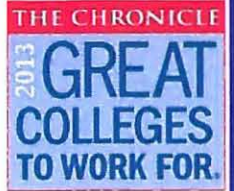


<b>Poor</b> 0% - 44%	<b>Warrants Attention</b> 45% - 54%	<b>Fair to Mediocre</b> 55% - 64%	<b>Good</b> 65% - 74%	<b>Very Good to Excellent</b> 75% - 100%
-------------------------	--	--------------------------------------	--------------------------	---

	2013	2012	2013 Honor Roll 3,000-9,999	2013 Carnegie Master's
Job Satisfaction/Support	84%	81%	82%	73%
Teaching Environment	80%	78%	83%	69%
Professional Development	82%	84%	80%	71%
Compensation, Benefits & Work/Life Balance	80%	78%	80%	69%
Facilities	86%	81%	82%	72%
Policies, Resources & Efficiency	73%	69%	76%	62%
Shared Governance	55%	58%	77%	64%
Pride	83%	80%	88%	78%
Supervisors/Department Chairs	82%	79%	80%	73%
Senior Leadership	59%	55%	77%	62%
Faculty, Administration & Staff Relations	54%	56%	77%	61%
Communication	66%	64%	71%	60%
Collaboration	68%	66%	76%	63%
Fairness	75%	72%	75%	62%
Respect & Appreciation	72%	70%	78%	66%
<b>Survey Average</b>	<b>73%</b>	<b>71%</b>	<b>79%</b>	<b>67%</b>

\*Results in the first one or two columns (two if you participated in the program last year) of the table reflect your school's average percent positive for each survey dimension, that is, the percentage of your faculty and staff that responded with "Strongly Agree" or "Agree" to the statements comprising each theme.

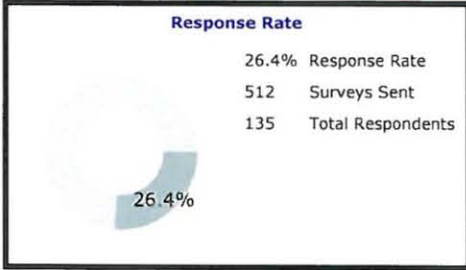
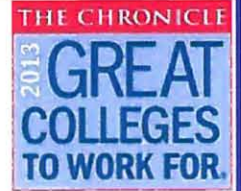
Rollins College  
 ModernThink Higher Education Insight Survey 2013  
 Topline Results by Job Category - **Extracted Data Set**



	Poor 0% - 44%	Warrants Attention 45% - 54%	Fair to Mediocre 55% - 64%	Good 65% - 74%	Very Good to Excellent 75% - 100%	
	<b>2013 Honor Roll 3,000-9,999</b>		<b>Administration</b>	<b>Faculty</b>	<b>Exempt Prof'l Staff</b>	<b>Non-exempt Staff</b>
	<b>OVERALL</b>					
Job Satisfaction/Support	84%	82%	85%	81%	89%	100%
Teaching Environment	80%	83%	93%	71%	91%	100%
Professional Development	82%	80%	86%	81%	82%	83%
Compensation, Benefits & Work/Life Balance	80%	80%	97%	72%	83%	83%
Facilities	86%	82%	89%	78%	94%	100%
Policies, Resources & Efficiency	73%	76%	84%	65%	79%	78%
Shared Governance	55%	77%	71%	42%	68%	71%
Pride	83%	88%	88%	71%	96%	100%
Supervisors/Department Chairs	82%	80%	83%	78%	86%	100%
Senior Leadership	59%	77%	75%	37%	79%	88%
Faculty, Administration & Staff Relations	54%	77%	70%	40%	64%	66%
Communication	66%	71%	70%	58%	79%	85%
Collaboration	68%	76%	75%	60%	77%	70%
Fairness	75%	75%	82%	67%	84%	81%
Respect & Appreciation	72%	78%	79%	66%	78%	90%
<b>Survey Average</b>	<b>73%</b>	<b>79%</b>	<b>82%</b>	<b>64%</b>	<b>82%</b>	<b>87%</b>

\*Job Category distributions have been truncated and may not total 100%.

Rollins College  
 ModernThink Higher Education Insight Survey 2013  
 Topline Survey Results - Full Data Set



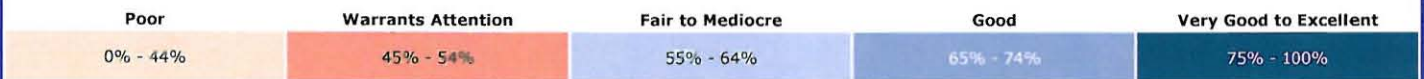
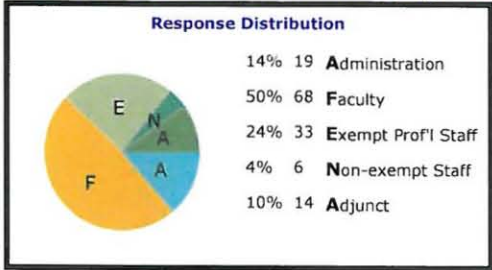
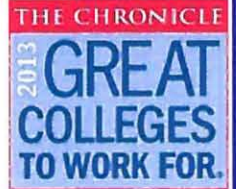
Poor	Warrants Attention	Fair to Mediocre	Good	Very Good to Excellent
0% - 44%	45% - 54%	55% - 64%	65% - 74%	75% - 100%

	2013	2012	2013 FAS+ 4 Year
Job Satisfaction/Support	84%	81%	72%
Teaching Environment	79%	78%	64%
Professional Development	81%	84%	67%
Compensation, Benefits & Work/Life Balance	78%	78%	67%
Facilities	85%	81%	69%
Policies, Resources & Efficiency	72%	69%	60%
Shared Governance	56%	58%	58%
Pride	82%	80%	77%
Supervisors/Department Chairs	82%	79%	71%
Senior Leadership	60%	55%	58%
Faculty, Administration & Staff Relations	55%	56%	56%
Communication	66%	64%	56%
Collaboration	68%	66%	59%
Fairness	74%	72%	58%
Respect & Appreciation	73%	70%	61%
<b>Survey Average</b>	<b>73%</b>	<b>71%</b>	<b>64%</b>

\*Results in the first one or two columns (two if you previously participated in the program since 2010) of the table reflect your school's average percent positive for each survey dimension, that is, the percentage of your faculty and staff that responded with "Strongly Agree" or "Agree" to the statements comprising each theme. The "2013 FAS+" benchmark comprises the average percent positive for schools that oversampled to survey respondents beyond the minimum required for the program.



Rollins College  
 ModernThink Higher Education Insight Survey 2013  
 Topline Results by Job Category - Full Data Set



	OVERALL	Administration	Faculty	Exempt Prof'l Staff	Non-exempt Staff	Adjunct
Job Satisfaction/Support	84%	85%	82%	89%	100%	85%
Teaching Environment	79%	93%	71%	91%	100%	67%
Professional Development	81%	86%	80%	82%	83%	73%
Compensation, Benefits & Work/Life Balance	78%	97%	70%	83%	83%	59%
Facilities	85%	89%	79%	94%	100%	82%
Policies, Resources & Efficiency	72%	84%	66%	79%	78%	69%
Shared Governance	56%	71%	46%	68%	71%	66%
Pride	82%	88%	72%	96%	100%	77%
Supervisors/Department Chairs	82%	83%	79%	86%	100%	83%
Senior Leadership	60%	75%	44%	79%	88%	72%
Faculty, Administration & Staff Relations	55%	70%	45%	64%	66%	67%
Communication	66%	70%	58%	79%	85%	57%
Collaboration	68%	75%	61%	77%	70%	63%
Fairness	74%	82%	67%	84%	81%	69%
Respect & Appreciation	73%	79%	68%	78%	90%	75%
<b>Survey Average</b>	<b>73%</b>	<b>82%</b>	<b>66%</b>	<b>82%</b>	<b>87%</b>	<b>71%</b>

\*Job Category response distributions have been truncated and may not total 100%.