



May 12, 2015

To the Stevens Community:

Earlier this year, I encouraged your participation in a survey to gauge the perceptions and perspectives of the campus community of the operations and services of the major units and sub-units that comprise our administrative and academic enterprise. This was the second administration of *the Excellence in All We Do* survey, the results of which allow us to understand where we have made progress or may have lost ground across a variety of qualitative measures related to user satisfaction.

Response to the 2015 survey included 402 members of the Stevens community: 68 full time tenured/tenure track faculty, 70 full time non-tenure track faculty, and 264 staff/administration. Overall, the number of Stevens faculty and staff who responded increased from 321 in 2013 to 402 in 2015. Similarly, the percentage of faculty and staff who responded increased from 42% in 2013 to 50% in 2015.

As you may recall from the survey, respondents were asked to rate their level of agreement with seven statements related to each unit's timeliness, accuracy, service-orientation, and professional expertise, and to provide an overall rating of satisfaction with the unit. In addition, respondents rated their level of interaction as well as their level of overall satisfaction with the unit.

Averaged across all 65 divisions and sub-units and across all respondents, the Overall Level of Satisfaction improved slightly in comparison with the 2013 results. Specifically, of the 65 divisions and sub-units rated:

- For Overall Level of Satisfaction, 27 units had improved positive ratings (Very Satisfied and Somewhat Satisfied) over 2013, while 33 units declined. There was no change for 5 units.
- For Overall Level of Satisfaction, 48 improved in negative ratings (Dissatisfied and Very Dissatisfied) while 9 further declined in the negative ratings. There was no change for 8 units.
- Finally, the number of units with a 20% or greater rating of Dissatisfied or Very Dissatisfied was 13 in 2013. I am very pleased to report that this number declined to only 3 in 2015. I consider this a significant improvement.

We have shared the results of this survey in more detail with the Faculty Senate. We continue to analyze these results with the goal of understanding the cause(s) of dissatisfaction at all levels and improving effectiveness, efficiency, and satisfaction of units. I will be discussing the ratings for each division and individual units within the divisions with the respective Vice President in order to develop improvement plans.

For those units with a high dissatisfaction rating, we will put measures in place to better understand the nature of the dissatisfaction and to develop plans to improve users' experiences with the unit. In the near term, we will focus on the three units that have received a larger than 20% dissatisfaction rating in order to help them improve their customer satisfaction. In parallel, we will find opportunities to recognize and reward those units that have excelled in this survey.

We will also make some improvements to the survey instrument itself and will shorten its length before the next administration in two years.

I want to thank you for taking the time to complete this survey in February. Your input provides valuable information to aid our community in making progress toward *Excellence in All We Do*.

Per aspera ad astra,

A handwritten signature in black ink that reads "N. Farvardin". The signature is written in a cursive style.

Nariman Farvardin
President

