



September 23, 2013

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 various major units and sub-units that comprise our administrative and academic enterprise.

As you may recall, the ***Excellence in All We Do*** survey, which requested input on a variety of qualitative measures (response time; high quality and error free service; helpful, courteous approach; planning and prioritization; and overall level of satisfaction) was administered to the campus community in February 2013. A total of 321 responses were submitted. Of these, 72 (22.4%) were tenured or tenure track faculty; 50 (15.6%) were full-time non-tenured/tenure track faculty; and 199 (62.0%) were members of the administration/staff.

Data from these responses have been compiled to elucidate the level of satisfaction as well as the level of engagement with the units within the administration and the division of academics.

Overall, the survey results yielded some interesting findings. It is clear that, while some units are highly regarded in the metrics we measured with this survey, results were uneven across the university, and there remains substantial room for improvement in some areas.

The findings from the survey have been reviewed and discussed within the President's Cabinet and within the Academic Council. In addition, I have met individually with the Provost and each Vice President to discuss the survey results and review recommendations for addressing areas needing improvement. Further, the survey has led to the identification of key initiatives that comprise the major objectives that the Provost and Vice Presidents are focusing on in FY14.

While the comprehensive results will not be broadly released, I want to assure the campus community that the results for each organizational unit are being shared with the unit leaders and that action plans are being formulated to address weaknesses. I encourage all members of the campus community to speak with their department heads to learn more about their own unit's areas of strength and weakness.

Thank you for dedicating the time to completing the survey last February. We will administer this survey on a biannual basis, and look forward to reporting progress from this baseline administration.

*Per aspera ad astra,*

Nariman Farvardin  
President