Internal Campus Customer Survey Gives Division Good Scores

During May, a cross section of WSU faculty, staff, and students were given the opportunity to express their feelings regarding the quality of service offered by the departments in Administrative Services. This opportunity was presented through a newly developed, web-based Internal Customer Satisfaction Survey.

Two hundred eighty (280) of the 1,000 individuals contacted responded to the survey. Each respondent had the opportunity to rate 32 different groups/departments on nine different parameters. The performance parameters were rated on a 1 to 5 scale, with 5 equaling “excellent” and 1 equaling “poor.” All performance parameters were deemed important by the respondents. The chart below shows the rating for each parameter. The overall average rating for the Division is 4.32. For more details about this survey, go to page two of this newsletter or visit this website: http://departments.weber.edu/adminservices/results/Customers%20Survey/PHR021HHM

What’s a Lynx?

WSU, along with seven other Utah higher education institutions, has signed an agreement with SCT Corporation to install a new administrative computing system. The new system is called “Lynx,” which is Latin for wildcat. Lynx spelled another way (link) conjures up images of joining different systems together. Lynx includes four features:

- Finance (will replace HRS)
- Human Resources (will replace HRS)
- Student Services (will replace STARSS)
- Alumni/Development

Lynx also includes a state-of-the-art “package” of integrated software applications and supporting hardware. The applications will efficiently support the university’s existing and future core applications and supporting hardware. The performance parameters were rated on a 1.0 to 5.0 scale, with 5.0 equaling “excellent” and 1.0 equaling “poor.” All performance parameters were deemed important by the respondents. The chart below shows the rating for each parameter. The overall average rating for the Division is 4.32. For more details about this survey, go to page two of this newsletter or visit this website: http://departments.weber.edu/adminservices/results/Customers%20Survey/PHR021HHM

Summary of Comments

<table>
<thead>
<tr>
<th>Type of Comment</th>
<th>Number of Comments</th>
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<tbody>
<tr>
<td>Slow Responses</td>
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</tr>
<tr>
<td>Poor Work</td>
<td>3</td>
</tr>
<tr>
<td>Contact Problems</td>
<td>8</td>
</tr>
<tr>
<td>Great Service/ Program</td>
<td>8</td>
</tr>
<tr>
<td>Facilities-problems</td>
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</tbody>
</table>

Legend (Parameter)

1. Understands my needs
2. Easy to contact
3. Responds to my requests within an acceptable time
4. Takes care of problems
5. Provides effective advice, support, and guidance
6. Provides what was requested knowledgeable
7. Courteous
8. Plans for my future needs

H.E. Academy "Under Construction"

WSU is in the process of developing a Higher Education Academy. No... this isn’t a new building, it’s a new development program for WSU employees.

Under the guidance of President’s Council, a group of employees are developing an academy that will provide a better understanding of the world we work in (higher education). The academy will be geared toward supervisors, those who aspire to be supervisors, and those who are interested in life-long learning or professional development.

This academy should help WSU faculty and staff develop the skills to be successful in responding to today’s dynamic higher education setting. It may also help prepare individuals for advancement. Additionally, it should be a great opportunity to network with peers and top administrators who teach the courses.

The development team has identified a tentative agenda (see box to right) and plans to have the academy running after the first of next year. The following employees are involved in the development effort. Please call them with questions or suggestions.

- Forrest Crawford, Academic Affairs
- Barry Comberg, EEO/AA
- Shelley Herson, Univer. Relations
- Julianina Larsen, Student Affairs
- Cherrie Nelson, Admin. Services
- Karen Stock, Info. Technology
- Peg Wherry, University Relations

New Look for WSU Website

On November 4th, WSU will have a new look for its website. You can preview this new site at http://new.weber.edu. Suggestions or comments about the site can be directed to Jodi Kilcup, ext. 6571 or Alan Livingston at ext. 7576.

Tentative Agenda -- Higher Education Academy

I. What We Do and Why We Do It
   A. History and philosophy
   B. Student development
   C. Governance, especially the Utah System

II. Getting the Job Done
   A. Funding and accounting
   B. Grants and development
   C. Technology
   D. Assessment and accountability

III. Leading Change in Higher Education
   A. Managing change
   B. Problem solving
   C. Promoting creativity and innovation
   D. Facilitating teambuilding and communication

E. Ethics

F. Networking, mentoring, and resources for personal/professional development

Visit us at http://departments.weber.edu/qsupport&training