



## AUB Institutional Self Study- Staff Survey

I. Mission of the University							AUB Mission Statement											
<b>Rate your agreement with the following statements on AUB's mission statement:</b>							<p>AUB is a teaching-centered research university, convinced that excellence in teaching and research go hand-in-hand. Its mission is to enhance education, primarily the education of the peoples of the Middle East, to serve society through its educational functions, and to participate in the advancement of knowledge. AUB bases its educational perspective and methods and its academic organization on the American model of higher education. The university emphasizes scholarship that enables students to think for themselves, stresses academic excellence, and promotes high principles of character. It aims to produce men and women who are not only technically competent in their professional fields but also life-long learners who have breadth of vision, a sense of civic and moral responsibility, and devotion to the fundamental values of human life. The university believes in and encourages freedom of thought and expression. It expects, however, that this freedom will be enjoyed in a spirit of integrity and with a full sense of responsibility.</p>											
1	I am aware of AUB mission statement.	SD	D	N	A	SA								DK				
2	The mission statement is clear and transparent in language and content.																	
3	The mission statement is realistic and achievable.																	
4	The mission statement is consistently being applied																	
5	The mission statement is shared with and properly communicated to AUB community.																	
6	The mission statement reflects AUB's role in the region.																	
7	AUB has been successful in achieving its mission.																	
8	I participated in the development of the mission statement.																	
II. Planning & Resource Allocation: Rate your agreement with the following statements																		
							SD	D	N	A	SA			SD	D	N	A	SA
I am aware of the <b>content</b> of the following plans							I have been involved/informed of <b>operating budget discussions</b> in any of the following											
9. campus-wide plans (the Master Plan, the AUB 2004 Vision Statement, etc.)							18. campus-wide budgets (the Master Plan, the AUB 2004 Vision Statement, etc.)											
10. formal plans in my faculty or division (A&S, Personnel, etc.)							19. budgets in my faculty or division (A&S, Personnel, etc.)											
11. specific plans for my department or unit (Geology, OIRA)							20. operating budgets for my department or unit (Geology, OIRA)											
I provided <b>input</b> (advice, data) into any of the following plans:							I have received performance targets/outcome statements related to any of the following											
12. campus-wide plans (the Master Plan, the AUB 2004 Vision Statement, etc.)							21. campus-wide plans (the Master Plan, the AUB 2004 Vision Statement, etc.)											
13. formal plans in my faculty or division (A&S, Personnel, etc.)							22. formal plans in my faculty or division (A&S, Personnel, etc.)											
14. specific plans for my department or unit (Geology, OIRA)							23. specific plans for my department or unit (Geology, OIRA)											
I know who makes <b>key decisions</b> about the following							24. Budget allocation at my school/dep't. is guided by AUB's mission & objectives											
15. campus-wide plans (the Master Plan, the AUB 2004 Vision Statement, etc.)							25. I have witnessed/contributed to efforts for cost reduction/ increase revenues in my department in the past five years. Illustrate with examples(s)											
16. formal plans in my faculty or division (A&S, Personnel, etc.)							26. I have witnessed/contributed in efforts to improve budget control in my department in the past five years? Illustrate with example(s)											
17. specific plans for my department or unit (Geology, OIRA)																		

\* SD = Strongly Disagree, D = Disagree, N =Neutral, A = Agree, SA = Strongly Agree, DK=Don't Know

**III. Administrative Services**  
Evaluate following services

Communication Systems						Internet						
	27. Frequency of Use	28. Quality of Service		29. Frequency of Use	30. Quality of Service		31. Frequency of Use	32. Quality of Service		33. You primarily use the web for	34. Speed/availability of internet access	35. Services available to users (chat, messaging, ftp)
E-mail	Do not use	Poor	Telephone	Do not use	Poor	Post Office	Do not use	Poor		Education (Teaching, Reference)	Poor	Poor
	Seldom	Fair		Seldom	Fair		Seldom	Fair		Business (looking up vendors, Equipment, Spare parts)	Fair	Fair
	Occasionally	Good		Occasionally	Good		Occasionally	Good		Both	Good	Good
	Frequently	Very Good		Frequently	Very Good		Frequently	Very Good		I don't use it for AUB work, I just use it for personal matters.	Very Good	Very Good
		Excellent			Excellent			Excellent			Excellent	Excellent
	DK		DK		DK		DK		DK		DK	

Library Systems & Facilities (OLIB Databases)												
36. How frequently do you use OLIB to do Library search	Never	Seldom	Occasionally	Frequently		37. The OLIB Search features can be rated as	Poor	Fair	Good	Very Good	Excellent	DK
38. How frequently do you use Library Bibliographic Databases? (Articles, Journals)	Never	Seldom	Occasionally	Frequently		39. Rate the on-line tutorials on using library services	Poor	Fair	Good	Very Good	Excellent	DK
40. Does the Library Databases include topics of interest to you ?	None	Some	Many									

AUB Museum								IV. Clarity of Roles											
Rate your agreement with the following statements:								SD	D	N	A	SA	DK	SD	D	N	A	SA	DK
41. I often visit AUB museum														44. My job description is current					
42. AUB owns important museum-quality regional natural history & ME cultural collections														45. My job description has been recently updated					
43. AUB should invest resources in providing centralized space for housing, displaying and expanding its collections.														46. My job description reflects my duties					
																Yes	No		
47. I received a job description from my employer at the start of my employment at AUB.																			
48. The job description was discussed with me.																			
49. I have been made aware of recent added duties and responsibilities																			
50. I have regular meetings with my supervisor to discuss my duties																			

**V. Institutional Assessment: Mark the response that best describes assessment in your unit**

Does your Unit have				55. Who participated in the development of your Unit mission statement?				56. Who is the Unit mission statement being shared with?		57. Rate the degree of consistency of your Unit's mission statement with the university.	
51. mission statement	52. goal statement	53. stated objectives	54. outcomes statement	AUB-wide staff	Administration	Non academics	Alumni	Staff	AUB community	Inconsistent	Very consistent
• Yes	• Yes	• Yes	• Yes	Unit staff	Chairpersons of other depts.	Affiliates	Collaborators	Students	Other depts.	Fairly consistent	Don't know
• No	• No	• No	• No	Students	Academics	Clients	Professional association	Others, specify ----- -			
If No, omit # 55-58 & 62	If No, omit # 59 & 63	If No, omit # 60 & 64	If No, omit # 61 & 65	Others, specify -----							
<b>If Yes, please attach a copy or reference a Web site and/or catalog for retrieval of this information</b>											

Rate the degree of clarity of your Unit's				Rate the degree of achievability (realistic) of your Unit's				Is there alignment (agreement) between the:		
58. mission statement	59. goal statement	60. stated objectives	61. outcomes statement	62. mission statement	63. goal statement	64. stated objectives	65. outcomes statement	66. Outcomes and objectives	67. Objectives and goals	68. Goals and the mission
• Not clear	• Not clear	• Not clear	• Not clear	• Not achievable	• Not achievable	• Not achievable	• Not achievable	• Yes	• Yes	• Yes
• Fairly clear	• Fairly clear	• Fairly clear	• Fairly clear	• Fairly achievable	• Fairly achievable	• Fairly achievable	• Fairly achievable	• To some extent	• To some extent	• To some extent
• Clear	• Clear	• Clear	• Clear	• Achievable	• Achievable	• Achievable	• Achievable	• No	• No	• No
• Very clear	• Very clear	• Very clear	• Very clear	• Very achievable	• Very achievable	• Very achievable	• Very achievable	• Don't know	• Don't know	• Don't know
• Don't know	• Don't know	• Don't know	• Don't know	• Don't know	• Don't know	• Don't know	• Don't know			

Does your Unit use any of the following assessment procedures for assessment of its outcomes? Indicate “Y” if currently being used; and “N” if not currently being used and “NA” if not applicable, then fill out respective information for those answered with a “Y”.							
Y, N, NA	Specify tool	The assessment tool reflects	Who developed the tool?	Are results of assessment used?	Frequency of use	Evaluator	Frequency of tool revision
69. Y N NA	Measures of volume of activity e.g. number of clients served, circulation data.	70. mission goals objectives outcomes None	71. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	72. Yes No Don't know	73. Quarterly Semiannually Annually Biannually Other	74. AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	75. Quarterly Semiannually Annually Biannually Other
76. Y N NA	Measures of efficiency e.g. average turnaround time for filling requests, timely service/prompt response, budget information.	77. mission goals objectives outcomes None	78. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	79. Yes No Don't know	80. Quarterly Semiannually Annually Biannually Other	81. AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	82. Quarterly Semiannually Annually Biannually Other
83. Y N NA	Measures of service quality e.g. error rates, accuracy of the information provided.	84. mission goals objectives outcomes None	85. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	86. Yes No Don't know	87. Quarterly Semiannually Annually Biannually Other	88. AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	89. Quarterly Semiannually Annually Biannually Other
90. Y N NA	Client satisfaction surveys e.g. student survey, alumni survey, employer survey, customer survey.	91 mission goals objectives outcomes None	92 AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	93 Yes No Don't know	94 Quarterly Semiannually Annually Biannually Other	95 AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	96 Quarterly Semiannually Annually Biannually Other
97 Y	Staff discussions/evaluations of services to clients	98 mission goals objectives	99 AUB administration Unit Chairperson Unit staff	100 Yes	101 Quarterly Semiannually Annually	102 AUB administration Unit Chairperson Immediate Supervisor	103 Quarterly Semiannually Annually

N		outcomes None	Internal expert (specify) External expert (specify)	No	Biannually Other	Peers Self External expert (specify)	Biannually Other
NA				Don't know			

Y, N, NA	Specify tool	The assessment tool reflects	Who developed the tool?	Are Results of assessment used?	Frequency of use	Evaluator	Frequency of tool revision
104 Y N NA	Review of existing data e.g. dept. routine records/reports, institutional data, audits.	105 mission goals objectives outcomes None	106 AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	107 Yes  No  Don't know	108 Quarterly Semiannually Annually Biannually Other	109 AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	110. Quarterly Semiannually Annually Biannually Other
111 Y N NA	External evaluators/auditors.	112 mission goals objectives outcomes None	113 AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	114 Yes  No  Don't know	115 Quarterly Semiannually Annually Biannually Other	116 AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	117 Quarterly Semiannually Annually Biannually Other
118 Y N NA	Benchmarks/comparisons with peer institutions.	119 mission goals objectives outcomes None	120. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	121. Yes  No  Don't know	122. Quarterly Semiannually Annually Biannually Other	123. AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	124. Quarterly Semiannually Annually Biannually Other
125. Y N NA	Other methods to obtain client feedback e.g. focus groups, comments via email, evaluation forms, suggestion box.	126. mission goals objectives outcomes None	127. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	128. Yes  No  Don't know	129. Quarterly Semiannually Annually Biannually Other	130. AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	131. Quarterly Semiannually Annually Biannually Other
132. Y N NA	Others, specify.	133. mission goals objectives outcomes None	134. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	135. Yes  No  Don't know	136. Quarterly Semiannually Annually Biannually Other	137. AUB administration Unit Chairperson Immediate Supervisor Peers Self External expert (specify)	138. Quarterly Semiannually Annually Biannually Other

139. Are the results used for?		140. Who makes use of the results?		141. Are the results shared with members of the Unit?	142. If yes in what form is the information shared?	143. Are there monetary resources allocated for assessment of institutional outcomes?	144. Are there human resources allocated for assessment of the institutional outcomes?
• Improvement	• Recruitment	• Chairperson/Director of unit	• University Administration	• Yes	• Written	• Yes	• Yes
• Termination	• Awards/ Promotion	• Unit staff	• Professional association	• No	• Verbal	• No	• No
• Staff Evaluation	• Affiliation	• Funding agency	• Potential employers	• Don't know		• Don't know	• Don't know
• Fund Raising	• Other _____	• Clients (students, patients)	• Others specify				

Background Information								
145. Gender	146. Age		147. Highest level of education you have completed		148. Number of years at AUB		149. Grade Level	
Male	Under 25	45-54	Some High School or less	Graduate School	1-4 years	10 –19 years	Below 4	10-12
Female	25-34	55-64	Completed High School	Completed College	5-9 years	20 years or longer	4-6	Above 12
	35-44	65 or older	Some College				7-9	Academic