



AUB Institutional Self Study – Non Academic Heads Survey

I. Mission of the University							AUB Mission Statement				
Rate your agreement with the following statements	SD	D	N	A	SA	DK	<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 breath 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.											
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 it.											
8 I participated in the development of the Mission statement.											

* SD = Strongly Disagree, D = Disagree, N =Neutral, A = Agree, SA = Strongly Agree, DK=Don’t know

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 content of the following plans						I have received performance targets/outcome statements related to any of the following					
9. 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.)					
10. formal plans in my faculty or division (A&S, Personnel, etc.)						22.formal plans in my faculty or division (A&S, Personnel, etc.)					
11. specific plans for my department or unit (Geology, OIRA)						23.specific plans for my department or unit (Geology, OIRA)					
I provided input (advice, data) into any of the following plans:						24. Budget allocation at my school/dep’t. is guided by AUB’s mission & objectives					
12. 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)					
13. 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)					
14. specific plans for my department or unit (Geology, OIRA)						27. There a regular periodic plan for upkeep and/or replacement of facilities and equipment					
I know who makes key decisions about the following						28. AUB exercises space planning on a regular basis					
15. campus-wide plans (the Master Plan, the AUB 2004 Vision Statement, etc.)						29. AUB undertakes regular physical/ financial resource planning procedures to determine the adequacy of existing physical and financial resources					
16. formal plans in my faculty or division (A&S, Personnel, etc.)						30. AUB systematically uses information obtained through its evaluation activities.					
17. specific plans for my department or unit (Geology, OIRA)						31.Institutional effectiveness, as it relates to resources, is achieved.					
I have been involved/informed of operating budget discussions in any of the following						32. AUB periodically evaluates its achievements in terms of resource allocations					
18. campus-wide budgets (the Master Plan, the AUB 2004 Vision Statement, etc.)						33. AUB periodically re-evaluates all set policies related to resource alignment and prioritization.					
19. budgets in my faculty or division (A&S, Personnel, etc.)											
20. operating budgets for my department or unit (Geology, OIRA)											

	Yes	No	Do not know						
34. Do you know of current strategies to assess the level of university resources? If yes, please name.					37. To which degree are you involved in the alignment and allocation of university resources?	Not involved	Involved	Highly involved	
35. Do you know of current allocation approaches used by Departments and Faculties to ensure adequate faculty, staff and administration for expected outcomes?					38. To which degree are you involved in the ongoing assessment plans, if any, to determine the efficiency and effectiveness of the use of all institutional resources?	Not involved	Involved	Highly involved	Not aware of any ongoing assessment plans
36. Do you know of current assessment bodies reviewing, analyzing and monitoring the effectiveness of the use of university resources? If yes, please name.									

Rank how would you prioritize University spending in your department from 1=high to 9 =low priority .									
	1	2	3	4	5	6	7	8	9
39. Physical facilities/ Classrooms and offices									
40. Technology									
41. Faculty members compensation									
42. Faculty members Development									
43. Laboratories									
44. Libraries									
45. Staff compensation									
46. Staff development									
47. Other									

III. Administrative Services: Evaluate following services													
System	48. System Usage	49. Frequency of Use	50. Quality of Data Content	51. Ease of Use	System	52. System Usage	53. Frequency of Use	54. Quality of Data Content	55. Ease of Use	System	56. Supported by	57. Quality of Support	58. Ease of importing data
Financial System	Operational	Daily	Poor	Poor	Payroll system	Operational	Daily	Poor	Poor	Personal decision support system	Yourself	Poor	Poor
	Decision making	Weekly	fair	fair		Decision making	Weekly	fair	fair		IT Dep't	fair	fair
	Both	Monthly	Good	Good		Both	Monthly	Good	Good		Outside contract	Good	Good
		5 times/yr	Very Good	Very Good			5 times/yr	Very Good	Very Good		No support	Very Good	Very Good
		Never	Excellent	Excellent			Never	Excellent	Excellent			Excellent	Excellent
			DK	DK				DK	DK			DK	DK

Internet			Intranet (Web within AUB)			
59. You primarily use the web for	60. Speed/availability of internet access	61. Services available to users (chat, messaging, ftp)	62. The main purpose for visiting AUB web site	63. The content on AUB site /Home page is	64. The presentation and ease of searching for Information on the AUB site is	
Education	Poor	Poor	Education (Teaching, Reference, course publishing)	Poor	Poor	
Business (looking up vendors, Equipment, Spare parts)	fair	Fair	Policies, Forms/Information (e.g. Vacation, Leave Forms, Social Events, Directory, etc.)	fair	fair	
Both	Good	Good	Use and download software	Good	Good	
I don't use it for AUB work, I just use it for personal matters.	Very Good	Very Good	All of the above	Very Good	Very Good	
	Excellent	Excellent		Excellent	Excellent	
	DK	DK		DK	DK	

Library Systems & Facilities (OLIB Databases)	65. How frequently do you use OLIB to do Library search	Never	Seldom	Occasionally	Frequently	66. The OLIB Search features can be rated as	Poor	Fair	Good	Very Good	Excellent	DK
	67. How frequently do you use Library Bibliographic Databases.	Never	Seldom	Occasionally	Frequently	68. Rate the on-line tutorials on using library services	Poor	Fair	Good	Very Good	Excellent	DK
	69. Does the Library Databases include topics of interest to you ?	None	Some	Many								
OIRA	70. How frequently do you use OIRA services for surveys and statistical studies?	Never	Seldom	Occasionally	Frequently	71. Please rate the quality of this service, if you use it	Poor	Fair	Good	Very Good	Excellent	DK
Computing Facilities	72. Do you Have Access to peripherals when needed (Printers, Scanners, CD Writers)?	Never	Sometimes	Always		73. Rate the level of software support (training, installation, help)	Poor	Fair	Good	Very Good	Excellent	DK
	74. What type of PC do you have in your office?	None	Old Model with limited usage	Earlier Model with sufficient power	Latest model with up-to-date features & good processing power	75. Rate the PC hardware maintenance support	Poor	Fair	Good	Very Good	Excellent	DK
	76. Do you have access to software packages which are not available on AUB	Few	Some	Most		77. Rate the public computers at AUB	Poor	Fair	Good	Very Good	Excellent	DK
						Office Space						
						78. My department has adequate office space to accommodate all personnel appropriately	SD	D	N	A	SA	DK

IV. Clarity of Roles						
Rate your agreement with the following:	SD	D	N	A	SA	DK
79. My job description reflects my duties.						
80. My job description has been recently updated.						
81. My job description is current.						
	Yes	No				
82. I received a job description from my employer at the start of my employment at AUB.						
83. The job description was discussed with me.						
84. I have regular meetings with my supervisor to discuss my duties.						
85. I have been made aware of recent added duties and responsibilities.						

V. Institutional Assessment : Mark the response that best answers the question with respect to assessment practices in your unit											
Does your Unit have				90. Who participated in the development of your Unit mission statement?				91. Who is the Unit mission statement being shared with?		92. Rate the degree of consistency of your Unit's mission statement with that of the university.	
86.mission statement	87.goal statement	88.stated objectives	89.outcomes statement	AUB-wide staff	Administration	Non academics	Alumni	Staff	AUB community	Very consistent	Inconsistent
• 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 90-93 & 97	If No, omit 94 & 98	If No, omit 95 & 99	If No, omit 96 & 100	Others, specify -----							
If Yes, please attach a copy or reference a Web site and/or catalog for retrieval of this information											

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:		
93.mission statement	94.goal statement	95.stated objectives	96.outcomes statement	97.mission statement	98.goal statement	99.stated objectives	100. outcomes statement	101.Outcomes and objectives	102.Objectives and goals	103.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
104. Y N NA	Measures of volume of activity e.g. number of clients served, circulation data.	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 Unit staff Immediate supervisor Self	110. Quarterly Semiannually Annually Biannually Other
111. Y N NA	Measures of efficiency e.g. average turnaround time for filling requests, timely service/prompt response, budget information.	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 Unit staff Immediate supervisor Self	117. Quarterly Semiannually Annually Biannually Other
118. Y N NA	Measures of service quality e.g. error rates, accuracy of the information provided.	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 Unit staff Immediate supervisor Self	124. Quarterly Semiannually Annually Biannually Other
125. Y N NA	Client satisfaction surveys e.g. student survey, alumni survey, employer survey, customer survey.	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 Unit staff Immediate supervisor Self	131. Quarterly Semiannually Annually Biannually Other
132. Y N NA	Staff discussions/evaluations of services to clients	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 Unit staff Immediate supervisor Self	138. Quarterly Semiannually Annually Biannually Other

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
139. Y N NA	Review of existing data e.g. dept. routine records/reports, institutional data, audits.	140. mission goals objectives outcomes None	141. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	142. Yes No Don't know	143. Quarterly Semiannually Annually Biannually Other	144. AUB administration Unit Chairperson Unit staff Immediate supervisor Self	145. Quarterly Semiannually Annually Biannually Other
146. Y N NA	External evaluators/auditors.	147. mission goals objectives outcomes None	148. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	149. Yes No Don't know	150. Quarterly Semiannually Annually Biannually Other	151. AUB administration Unit Chairperson Unit staff Immediate supervisor Self	152. Quarterly Semiannually Annually Biannually Other
153. Y N NA	Benchmarks/ comparisons with peer institutions.	154. mission goals objectives outcomes None	155. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	156. Yes No Don't know	157. Quarterly Semiannually Annually Biannually Other	158. AUB administration Unit Chairperson Unit staff Immediate supervisor Self	159. Quarterly Semiannually Annually Biannually Other
160. Y N NA	Other methods to obtain client feedback e.g. focus groups, comments via email, evaluation forms, suggestion box.	161. mission goals objectives outcomes None	162. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	163. Yes No Don't know	164. Quarterly Semiannually Annually Biannually Other	165. AUB administration Unit Chairperson Unit staff Immediate supervisor Self	166. Quarterly Semiannually Annually Biannually Other
167. Y N NA	Others specify.	168. mission goals objectives outcomes None	169. AUB administration Unit Chairperson Unit staff Internal expert (specify) External expert (specify)	170. Yes No Don't know	171. Quarterly Semiannually Annually Biannually Other	172. AUB administration Unit Chairperson Unit staff Immediate supervisor Self	173. Quarterly Semiannually Annually Biannually Other

174. What are the results used for?		175. Who makes use of the results?		176. Are the results shared with members of the Unit?	177. If yes in what form is the information shared?	178. Are there monetary resources allocated for assessment of institutional outcomes?	179. 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						
180. Gender	181. Age		182. Highest level of education you have completed		183. Number of years at AUB	
Male	Under 25	45-54	Some High School or less		1-4 years	
Female	25-34	55-64	Completed High School	Completed College	5-9 years	
	35-44	65 or older	Some College	Graduate School	10-19 years	