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CUNYfirst Project Community Survey

A Study of Attitudes about CUNYfirst

By the Baruch Survey Research Unit
Allen I. Kraut, Ph. D., Principal
Investigator
June 6, 2008



Fully Integrated Resources & Services Tool

●●● Serving our Students, Faculty & Staff

Proposed Model of Attitude Influence

(Seven Dimensions Based on Factor Analyses)

Inputs

Outputs

Customer Orientation

Leadership

Communications

Training & Support

Efficiency

Personal Growth

Benefits of Change

How Data are Shown

An Example

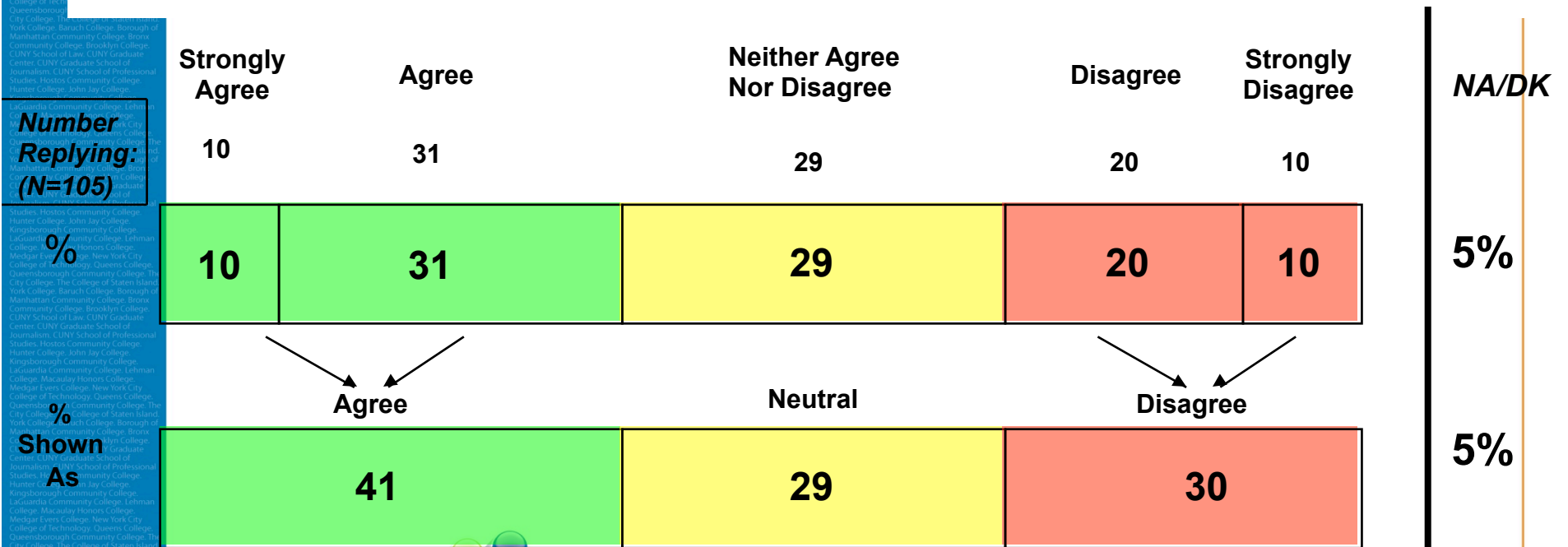
Instructions:

The following question asks to what extent you agree or disagree with each statement. Please choose the answer that comes closest to the way you feel.

If a question does Not Apply (NA) to you , or if you Don't Know (DK) enough to answer, mark the response *NA / DK*.

Question 1h)

I am satisfied with the communications I have received about CUNYfirst.



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Inputs



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Leadership

Growing Majority are Positive

Change from 2007, % Agree

3h. I believe my immediate supervisor/manager has been (or will be) willing to allow me to take part in CUNYfirst planning and training activities.

3g. I believe my immediate supervisor/manager will commit the time and energy to make CUNYfirst succeed.

3b. My Senior Campus Leadership is committed to the success of this project.

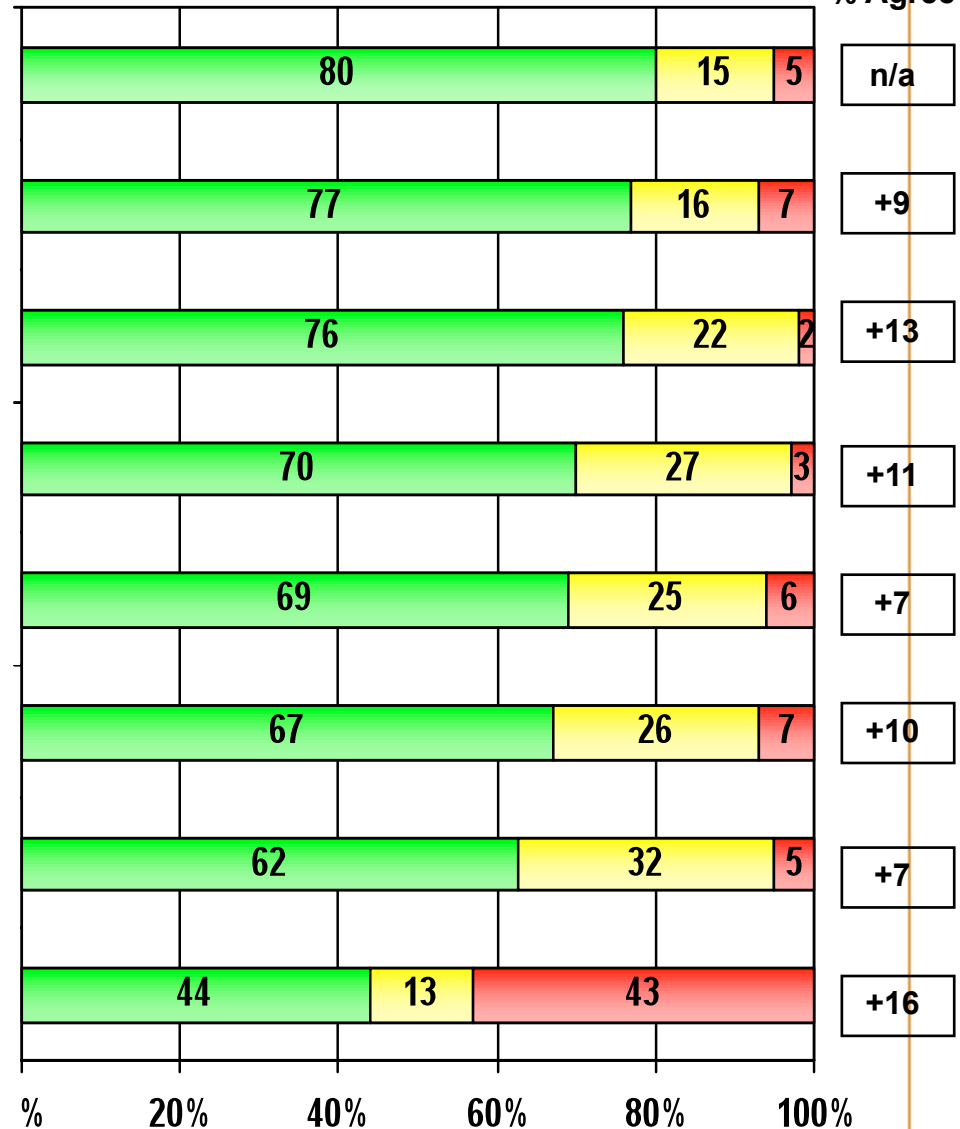
3a. My Senior Campus Leadership is eager to move forward with CUNYfirst.

3d. I am confident that my Senior Campus Leadership can guide us to success.

3e. My Senior Campus Leadership understands the effects CUNYfirst will have on our organization.

3c. My Senior Campus Leadership will remove any campus barriers which could cause project failure.

3f. I have attended staff meetings or planning sessions about the CUNYfirst implementation in my work unit.



Write-in Comments: Desired CUNYfirst Information (Cont'd.)

More communications to all levels of Results

8%

"A write up of the points conveyed at the open forum some weeks back plus more specifics about my involvement and timeline."

"I would like town hall-style meetings twice a semester to provide information about the project's scope and status, followed by a Q&A session."

"Although the information about CUNYfirst is available on CUNY web-site but most people consider this as not really related to them directly. I believe it is imperative that for (our school) faculty and staff to be closely associated with CUNYfirst (our) administration should appear to own CUNYfirst. In order to educate, (our school) should hold seminars or workshops as they hold for other important issues related to its employees."

Training available and planned

7%

"More formal department training by someone with first hand knowledge."

"I'd like to know the wave my campus will be in. I'd also like to know how and when we'll be trained."

"I would appreciate the following: a. Crystal Reports training, b. A more complete 'sandbox', c. BI training, d. More information on data mapping."

No information requested

4%

"I am satisfied with the information that I have received."

"I have all the information I need."

Don't know/Unsure

1%

"As of now i have no idea what i would like because so far everything is there already."

"Not sure."

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Outputs



Fully Integrated Resources & Services Tool

Training & Support

Improved Anticipation

Change from 2007, % Agree

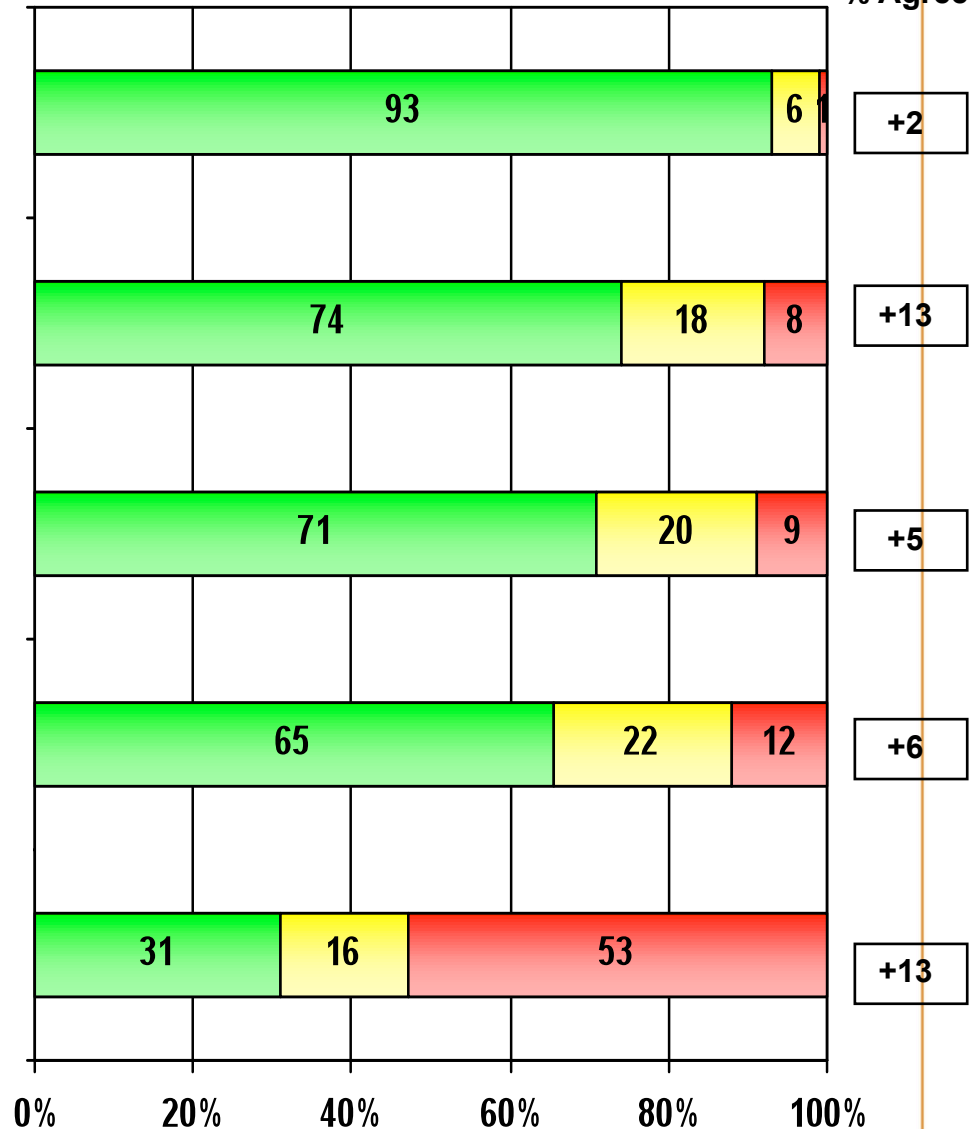
8d. I am confident that I can learn a new way of doing things.

8c. I believe that I will get the training I may need to work in the new system.

8a. I believe that I will get the support I need to learn the new CUNYfirst system.

8b. I am sure that the Help Desk on my campus will do a good job of supporting people like me.

8e. I have already been offered some CUNYfirst-related training.



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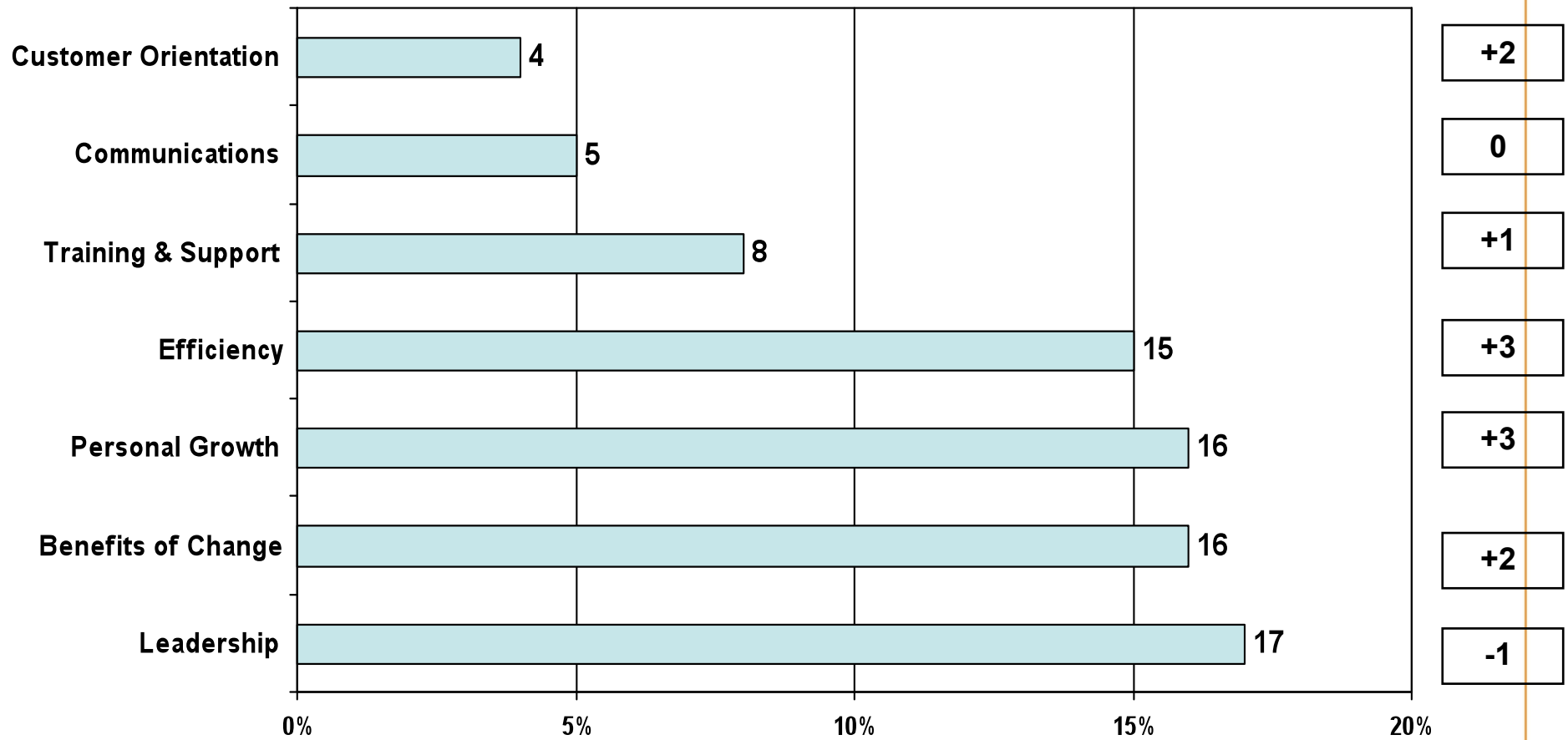
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Major Dimensions

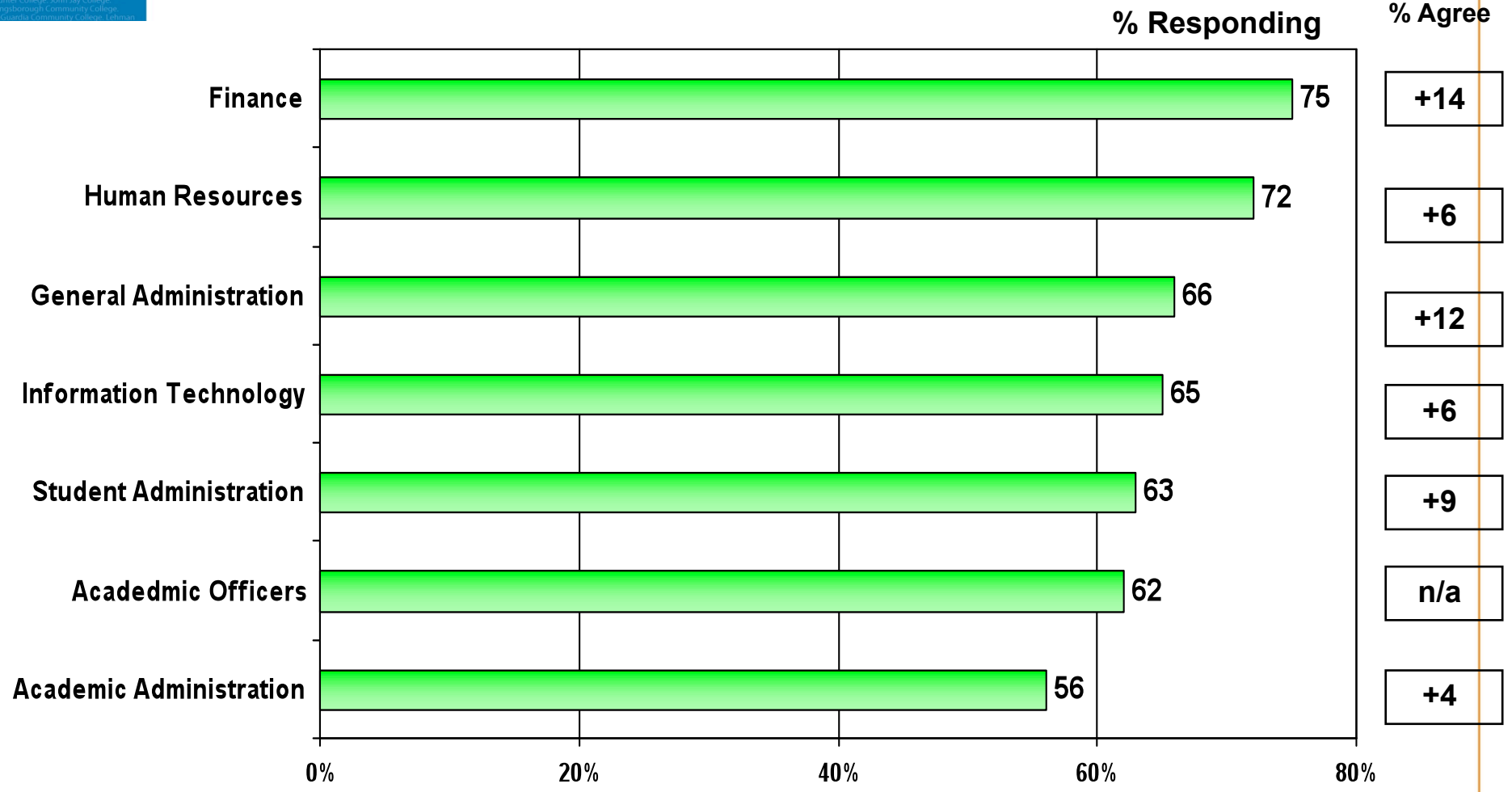
Overall "Does Not Apply/ Don't Know"

Change from 2007, % Agree



Overall Percent Favorable, By Function

(Average of 40 Items)

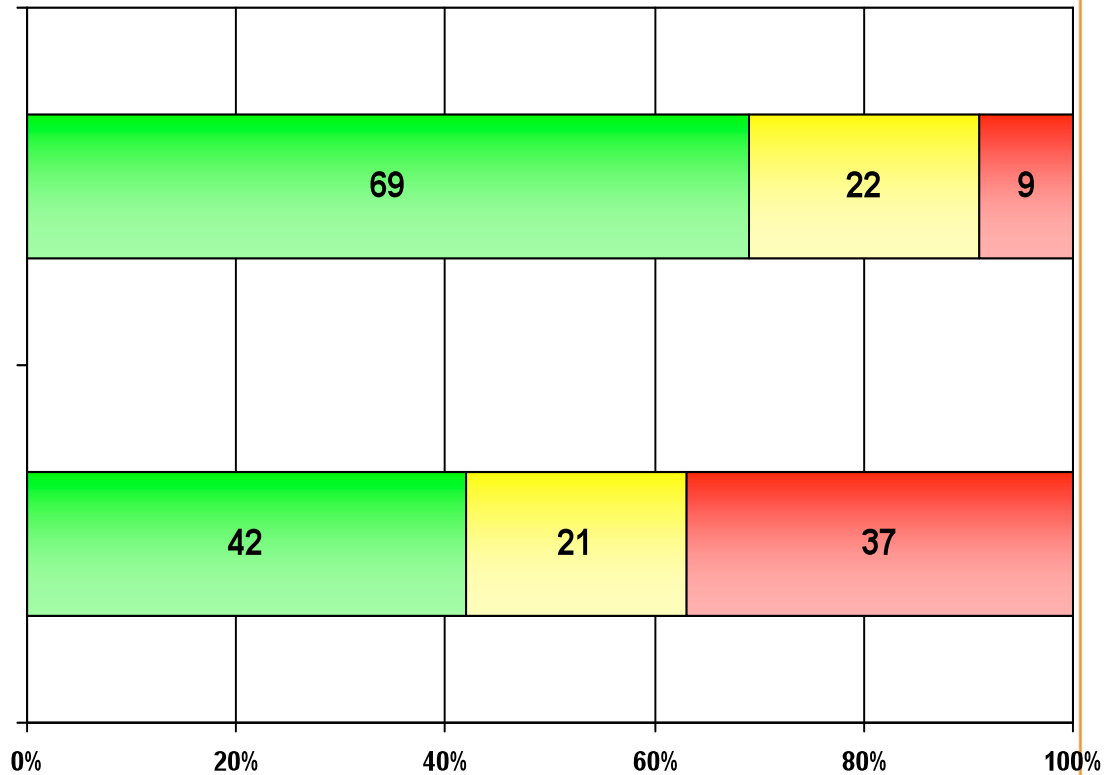


Two Questions Help Us To Look Forward

9b. I believe my senior Campus Leadership will act on problems identified by this survey.

9c. After the 2007 Survey on this project (then called ERP), I learned about the survey findings.

(Leave blank if not at CUNY then.)



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Write-in Comments: Suggestions to Leadership

“...to help implement CUNYfirst successfully on your campus...?”

(Based on 200 comments randomly selected from 736)

Two-way Communication, keep us informed **38%**

“Keep all levels of staff involved; solicit and respond to their questions and ideas.”

“Obtain feedback from those departments that will be impacted in the near future.”

“Convey the information via e-mail to everyone. Many supervisors seem to believe that the information is for him/her only. Send the info individually!!”

Provide Training, related comments **18%**

“Have small group training sessions specific to our job functions.”

“The campus leadership should make sure that all employee get the proper training and a booklet on how to use different function in the system.”

“Adequate training and the time for it!”

Adapt workload and procedures for CUNYfirst Program **13%**

“Give staff needed help for staff to have the time to learn and support CUNYfirst.”

“Make sure that there is adequate staffing in each department implementing the CUNYfirst initiative.”

“It was my understanding the offices that sacrificed employees to go to CUNYfirst meetings would be given additional help to cover the loss. We were not. Our workload just got harder. This is not good for office morale. Also we cannot get cooperation from other offices because they are short staffed.”

Implementation **10%**

“Incremental implementation and by having workshops & materials available.”

“Current system works fine; no need for changes!”

“Select the implementation members carefully and do not focus overly on title and/or area of responsibility. Please select employees that are smart, dependable, capable and hard working.”

