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## Human Resources releases satisfaction survey results

### *Satisfaction high, but online-only methods questioned*

**Slavyan Stefanov**

**Staff Writer**

Guilford announced the results of the college's staff and faculty satisfaction survey for the 2005-06 academic year.

The Group Management Questionnaire (GMQ) - an anonymous, first-time online survey according to Guilford's Strategic Long-Range Plan - assessed the satisfaction with management and group effectiveness of 130 faculty and staff - about 25 percent of the whole body.

The results show a 6.99 overall satisfaction level on a 9-point scale (1 being lowest), with the highest-scoring categories being "Purpose and Direction" and "Group Climate," and the lowest being "Reward, Appreciation, and Recognition" and "Supervision." Males are generally more satisfied than females in all eight categories, and Guilford is still short of the target minimum of 7.5 in each category.

"This is what I call taking the temperature of the college," said President Kent Chabotar, who proposed the survey. "The surprising thing about [the survey] was how high the scores were."

As for the areas of concern, Guilford has introduced two teaching and one staff award this year. "People were also talking about the need for people to say 'thank you,' to be recognized for outstanding service, orally or with notes," said Chabotar.

To improve supervision, Guilford will

start a mandatory First-Year Experience class for new employees instead of the current one-day orientation, as well as extra training for faculty and staff in management positions. "In every area we need to do better because we are not at our goal yet," said Chabotar.

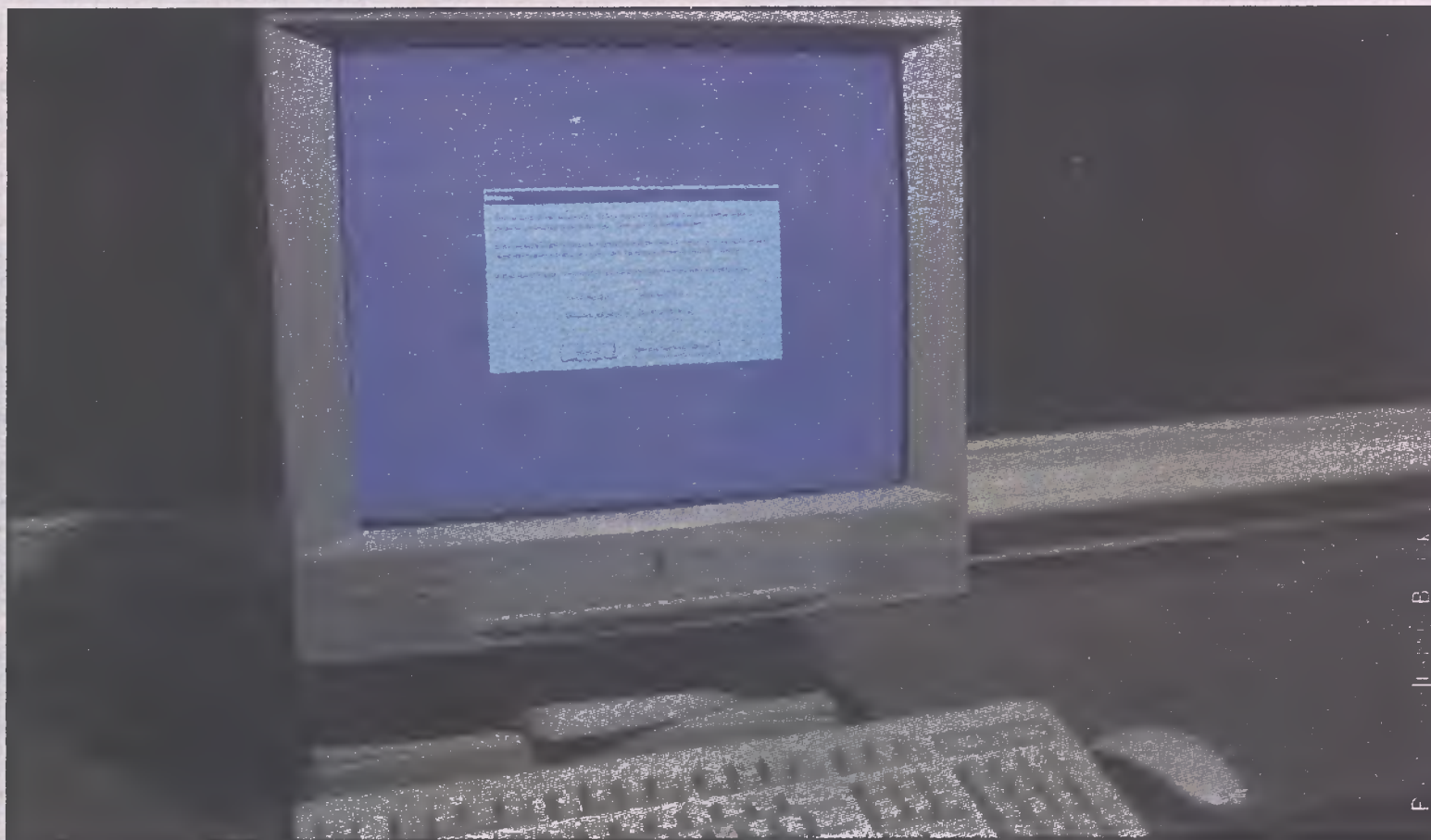
"I'm glad they are willing to get our opinions in a survey and open the door to discussing the issues further," said Sonya Mitchell-Duffy, Information Systems Specialist with IT&S.

Unlike previous all-faculty-and-staff surveys, the GMQ was done entirely online and without cost, except for the efforts of IT&S, which executed the operation in late November and early December of 2005.

"We have a pretty good return rate for the first time. I think we are going to have a better return rate next time," said Chabotar.

The results showed that 27.6 percent of all faculty and staff responded. However, the return rate varied from 9 percent for all administrative staff (8 respondents) to 66.7 percent for the President's Office (14 respondents).

However, many faculty and staff did not see the results, and a significant number did not hear of the survey to begin with, despite Guilford sending personal e-mail invitations in November and publishing survey results and analysis in the Jan. 20 issue of *The Guilford Beacon*.



Public terminals were available to, but not used by some staff.

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## Campus Life works to improve student retention rate

**Josh Cohen**

**Staff Writer**

In 2002, the first-year class began with 305 students. In 2006, 78 percent of them remain.

With an average retention rate of 75 percent over the last 15 years, Guilford College is close to the mean retention rate for four-

year private institutions. Guilford's administration, however, wants to be better than average.

Randy Doss, Vice President for Enrollment and Campus Life, devotes much of his time to student retention. "I'm constantly poring over information on retention. I try to figure out why we've

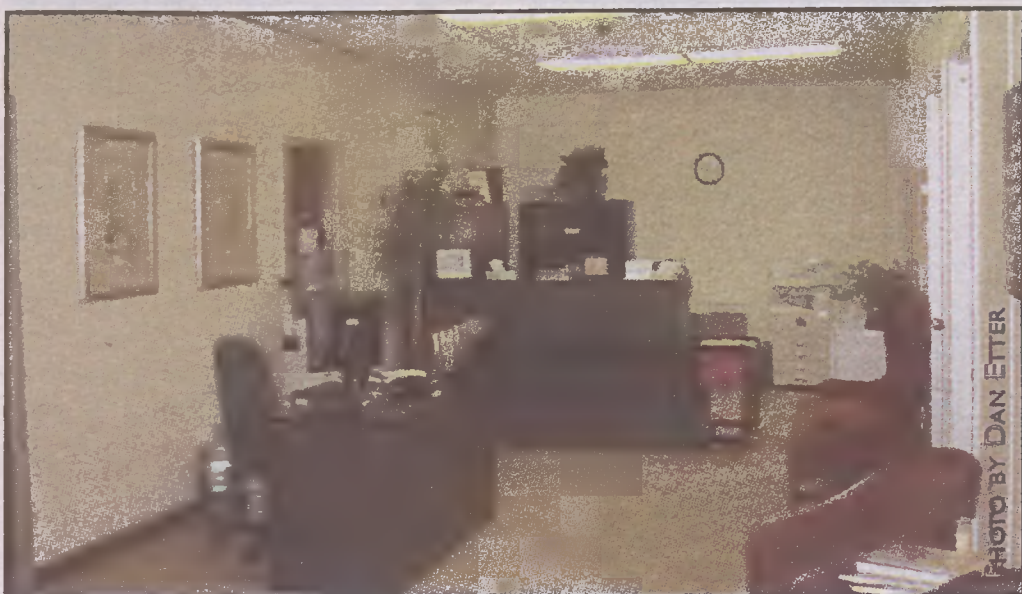
lost students in the past and how to keep students in the future."

One of the difficulties the school faces is figuring out what kinds of students are leaving and why. "There are no silver bullets," Doss explained. "Students leave because of personal, medical or psychological reasons - or the school asks them to leave for academic or disciplinary reasons."

Guilford's strict academic suspension policy plays a big role in the loss of students for two reasons. Guilford chooses to suspend first-year students and suspends students for a full academic year, two things most colleges don't do.

"I couldn't put my life on hold for a year," said Nick Sands, former Guilford student who was suspended for academic reasons. "I moved on. I'm not coming back to Guilford."

Bill Woodward, Associate Dean for Campus Life, plays an



Campus Life strives to improve student experiences at Guilford.

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## Budget juggles salaries and tuition

**Sevilla Trevisani**

**Managing Editor**

*This article concludes the coverage of the Jan. 19 budget meeting, which began in the previous issue of The Guilfordian.*

The Budget Committee met this year to map out the fiscal plan needed to reach the objectives set by Kent Chabotar, President of Guilford College. These objectives were to continue capital projects, raise CCE tuition, and, most importantly, increase faculty and staff salaries - all while balancing the budget.

The Budget Committee held an open forum on Jan. 19 to answer questions pertaining to the 2006-07 budget. Guilford plans to reach the 50th percentile of salaries among members of the American Association of University Professors (AAUP) by 2010; staff salaries are projected to reach the 45th percentile. This means an



Randy Doss

average increase of 6 percent for faculty and 5.5 percent for staff salaries.

The salary increase would bring Guilford to the "middle of the pack" in relation to comparative schools. Unlike past years, there will not be a cost-of-living adjustment.

The salary increases will be

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