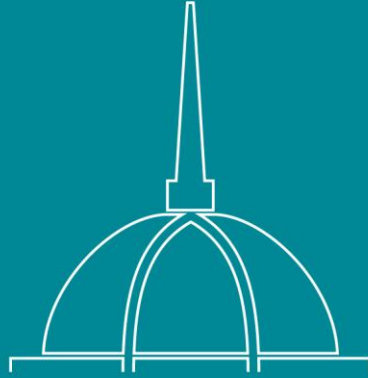




OIEP

OFFICE OF INSTITUTIONAL EFFECTIVENESS
AND PLANNING





FACULTY SATISFACTION SURVEY

2022



OFFICE OF INSTITUTIONAL EFFECTIVENESS AND PLANNING

Highlights of Survey Findings

I would recommend AUK as a place for employment.	I enjoy working at AUK.
 <p style="text-align: center;">● 5-Strongly Agree ● 4-Agree ● 3-Neutral</p>	 <p style="text-align: center;">● 5-Strongly Agree ● 4-Agree ● 3-Neutral</p>
44.8% of the faculty members strongly agree and recommend AUK as a place for employment, 41.3% agree, and 13.9% are neutral. None of the respondents disagreed.	55.1% of the faculty members strongly agree that AUK is an enjoyable workplace, 41.3% agree, and 3.6% are neutral. None of the respondents disagreed.
93.2% of faculty members reported they agreed or strongly agreed that their interactions with students are characterized by mutual respect.	79.2% of faculty members agreed or strongly agreed that their work with AUK has made an impact in Duhok and in Kurdistan as a whole.
78.4% of the faculty members are neutral, disagree, or strongly disagree with the idea that quality research is being done at AUK. 64.4% of the faculty members agree that there is a lack of research, motivation, and professional development opportunities. 67.9% of the faculty members are neutral, disagree, or strongly disagree with the research requirements at AUK.	82.8% of the faculty members are familiar with AUK's initiative for institutional accreditation. 75.9% of the faculty members are familiar with the requirements and standards of accreditation. 82.7% of the faculty believe that the Faculty Senate is representative of the faculty and there is a sense of democracy in decision-making.
<ul style="list-style-type: none"> ● The 3 things faculty members like MOST about working at AUK. <ul style="list-style-type: none"> ○ Interactions with Deans of Colleges (average score of 4.67 on a scale of 1 to 5) ○ Interactions with Chairs of Departments (average score of 4.62 on a scale of 1 to 5) ○ Interactions with students (average score of 4.51 on a scale of 1 to 5) ● The 3 things faculty members like LEAST about working at AUK <ul style="list-style-type: none"> ○ Lack of research, motivation, and professional development opportunities (64.4% agreement) ○ Too many teaching requirements (55.3% agreement) ○ Too many administrative tasks alongside teaching requirements (51.7% agreement) ● The 3 things faculty members like MOST about the AUK workplace. <ul style="list-style-type: none"> ○ "I feel safe on campus at AUK." (average score of 4.7 on a scale of 1 to 5) ○ "I am treated with respect at AUK." (average score of 4.6 on a scale of 1 to 5) ○ "I am proud to be working at AUK." (average score of 4.5 on a scale of 1 to 5) 	

Methodology

Instrument Design and Timeline

The American University of Kurdistan (AUK) conducted the 2022 AUK Faculty Satisfaction Survey from September 18, 2022 to September 28, 2022. The survey was carried out by the university's Office of Institutional Effectiveness and Planning.

The objectives of the survey were to gather information from faculty about their academic workload and research activities, satisfaction with AUK, the work environment and services, decision-making and communication at AUK, and to identify areas of possible improvement.

Sample, Procedures, Response Rate

The survey was sent to all 58 faculty members, be they full-time or adjunct. A total of 29 faculty members (50% of the total) participated in the survey. In terms of the respondents' genders, 7% of the recorded respondents were female, 14% preferred not to say, and 79% were male. In terms of respondents' age groups, 37% of the respondents were over 50, 33% were between 41 and 50, 22% were between 31 and 40, and 8% were 30 or younger. As for years of working experience at AUK, 22% of the respondents had worked with AUK for less than 1 year, 46% of the respondents had worked with AUK from 1 to 3 years, 28% had worked with AUK from 3 to 5 years, and 4% had worked with AUK for over 5 years.

Graphical Summary

About the respondents

The respondents of the 2022 Faculty Satisfaction Survey include 23 male faculty members, 2 female faculty members, and 4 faculty members of unspecified gender. There are many more male faculty members at AUK, and this was reflected in the identities of the respondents to this survey.

Gender of respondents

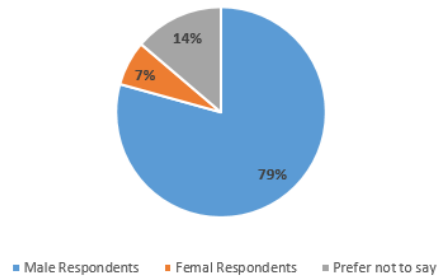


Figure 1: Gender of respondents

In terms of years of working experience at AUK, 22% of the respondents had worked with AUK for less than 1 year, 46% of the respondents had worked with AUK from 1 to 3 years, 28% had worked with AUK from 3 to 5 years, and 4% had worked with AUK for over 5 years. 78% of AUK faculty members have been with the university for over a year, but because AUK is still a young institution it remains premature to analyze the long-term faculty retention rate



Figure 2: Work experience at AUK

On the matter of respondents' age groups, 37% of the respondents were over 50, 33% of them were between 41 and 50, 22% fell between the ages of 31 and 40, and only 8% of the respondents were 30 or younger. AUK has two or more faculty members from each age group, so it represents an age-diverse workplace.

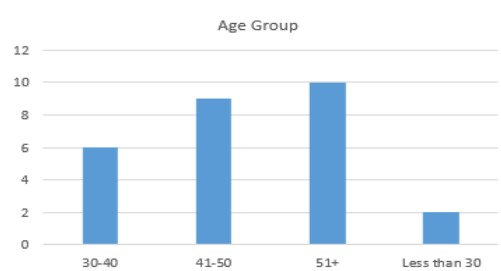


Figure 3: Age groups of the respondents

What do you like about working at AUK?

Figure 4 shows the summary of all the questions under the heading “What do you like about working at AUK?” In the graph below, questions are listed to the left of the bars, and each bar is broken up into color-coded sections to show the percentages of respondents reporting a certain level of satisfaction. 71.4% of the respondents were satisfied with their interactions with Deans of Colleges, tops in this category, followed by 70.3% satisfaction with department chair interactions and 58.6% satisfaction with student interactions.

The following areas require the attention of concerned departments. They are marked as falling below the defined threshold of 60% and an average score of 3.55 on a scale of 1 to 5. The respondents reported very low satisfaction with the quality of research done at AUK (21.6%, average score of 3.04), the research requirement at AUK (32.1%, average score of 3.18), AUK salaries (34.3%, average score of 3.03), quality of students (55.4%, average score of 3.41), annual teaching requirements at AUK (46.6%, average score of 3.43), and work stability and job security (48.1%, average score of 3.52). There is a clear relationship between teaching load and research activities; the higher the teaching load, the lower the research engagement is.

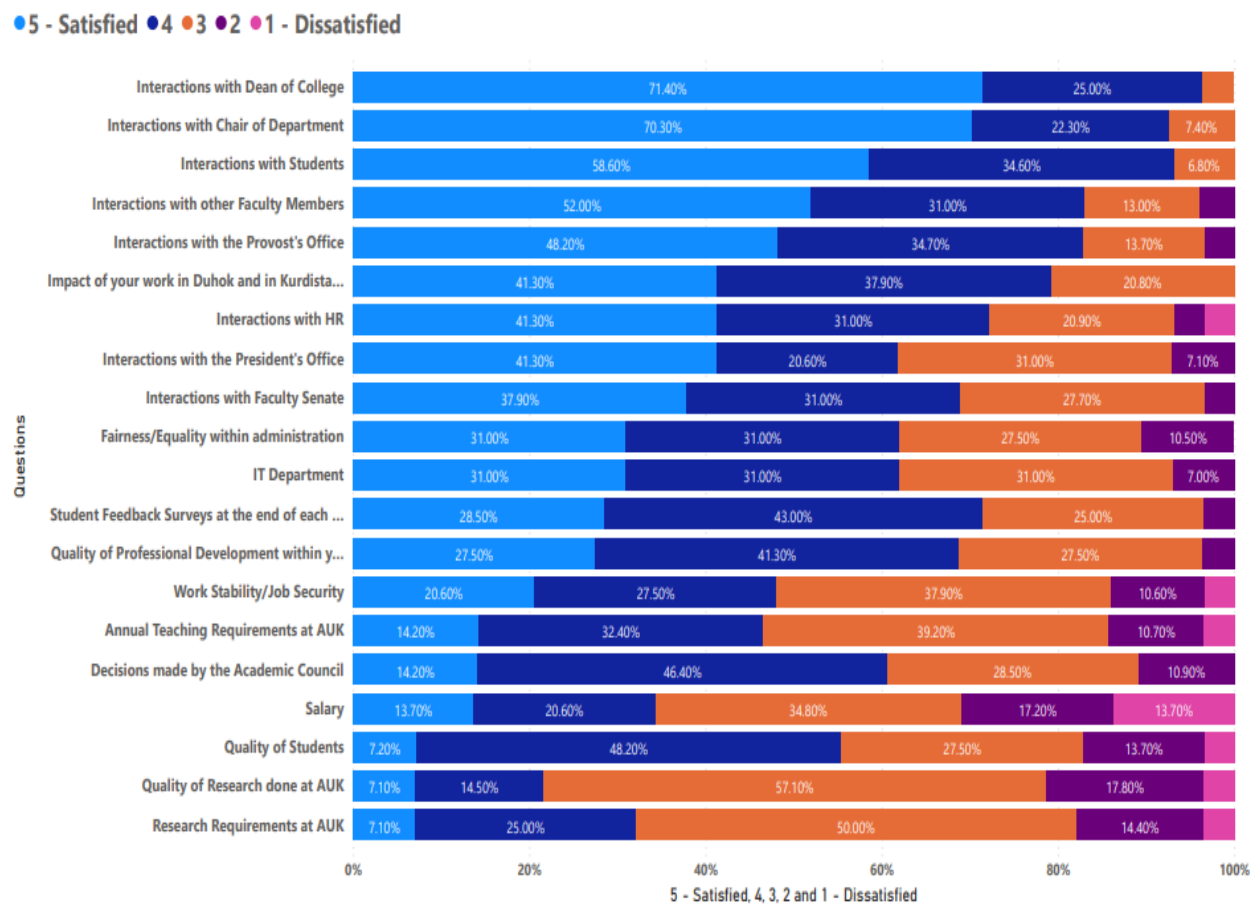


Figure 4: What do you like about working at AUK?

Interactions with academic units and administrative units

Faculty members' impressions of their interactions with AUK's academic units and administrative units are shown in Figure 5. 71.4% of the respondents were satisfied with their interactions with the Deans of the Colleges, 70.3% of the respondents were satisfied with their interactions with department chairs, and 58.6% of the respondents were satisfied with their interactions with students.

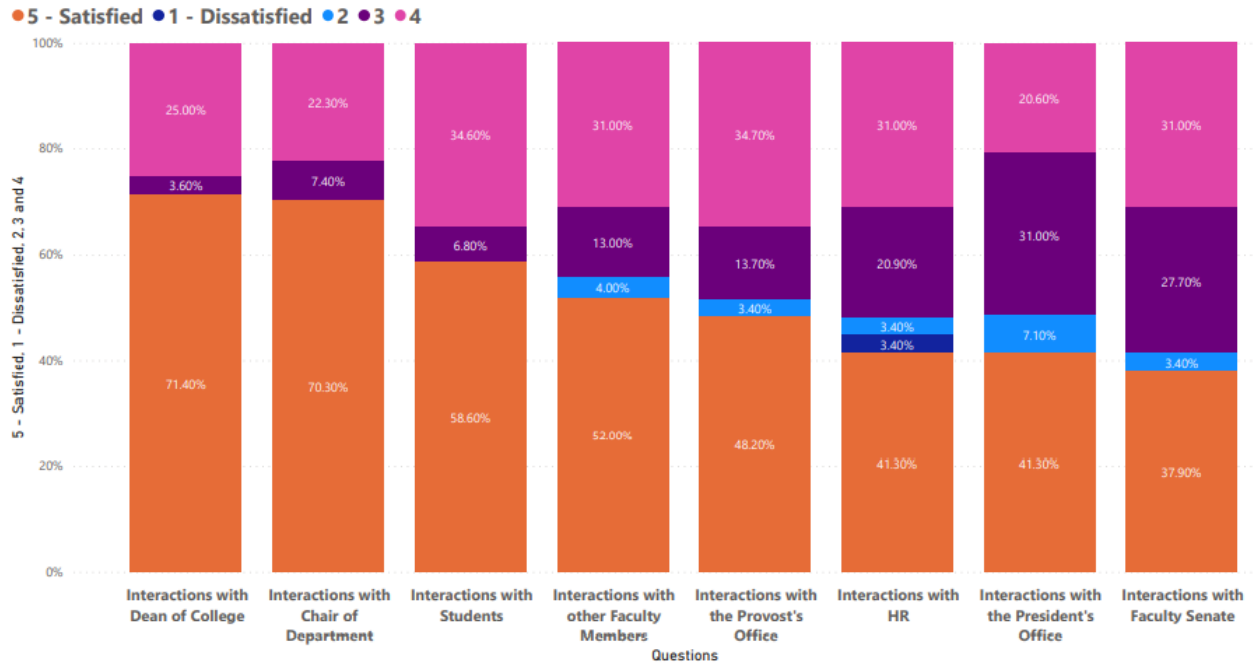


Figure 5: Faculty interaction with different academic and administrative units

What do you least like about working at AUK?

Figure 6 shows the graph-based summary of all questions of a certain type: “What do you least like about working at AUK?” In the graph below, questions are again listed to the left of the bars, each bar indicating, with color coding, the respective percentages for agreement, disagreement, and having no opinion. 72.4% disagree with the notion that there is a lack of internal unity at AUK, 65.5% expressed disagreement that management makes promises they don’t keep, and 86.2% disagree that there is discrimination in the work-place (registering the highest percentage of disagreement for any question in this category).

Here are the concerns:

- 64.4% of the respondents agreed there is a lack of research, motivation, and professional development opportunities. It is worth mentioning that respondents reported the least satisfaction on research-related questions in part one, as well.
- 55.3% agreed there are too many teaching requirements, in another repeat of dissatisfaction from part one, and another majority, 51.6%, agreed there is at least a partial lack of proper facilities (parking, recreation, etc.).
- In response to questions about students' skills, 48.4% of the respondents agreed that some students have poor IT skills, and 44.9% of the respondents agreed that the students do not have a sufficient level of English proficiency. The Chair of General Education should be consulted on how to improve these figures.
- 31% of the respondents agreed that the students frequently engage in cheating and plagiarism. In response to this alarming observation, employees related to overseeing academic affairs may circulate information on university policies on cheating and may arrange awareness sessions on cheating and plagiarism for students.

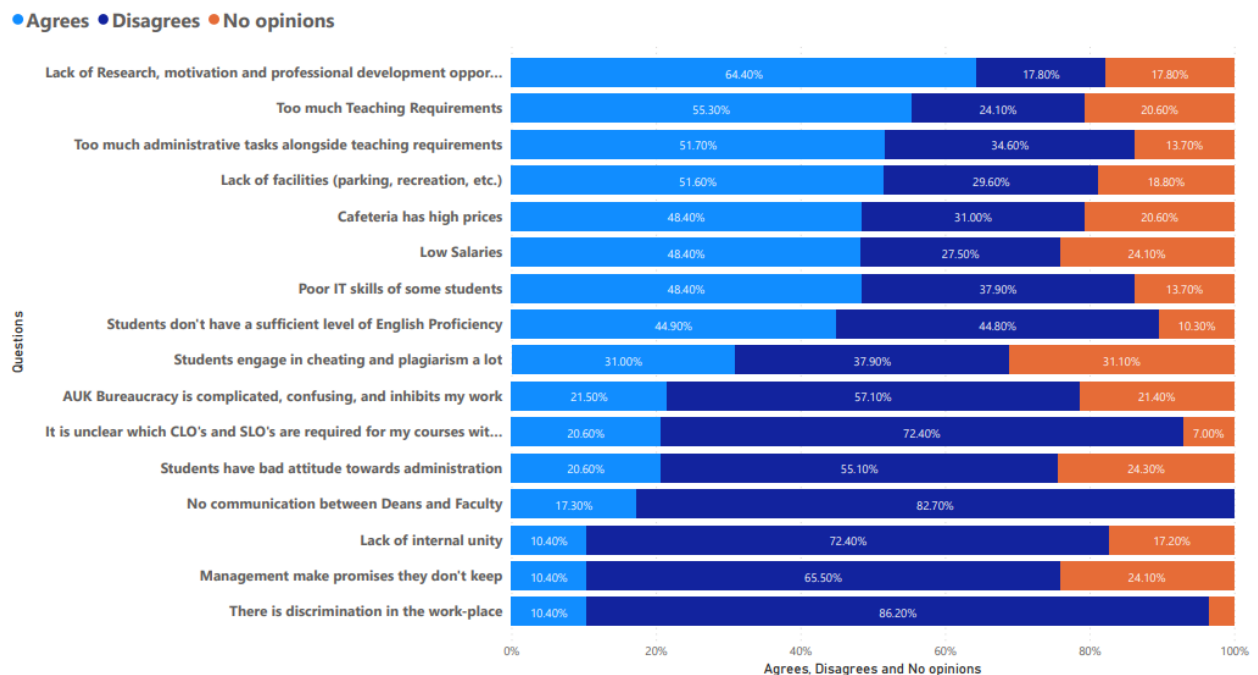


Figure 6: What do you least like about working at AUK?

What is ONE thing that you would change at AUK?

In this section, the participants in the survey were asked about the *ONE thing they would change at AUK if they could change only one thing*. Figure 7 shows that 28% of the respondents opted for increased salaries, 24% voiced a preference for organizational change/reduced bureaucracy/an improved decision-making process, and 24% went for decreased teaching requirements.

When multiple parts of the survey are taken into account, it becomes clear that satisfaction with salary is fairly rare among members of AUK's faculty.

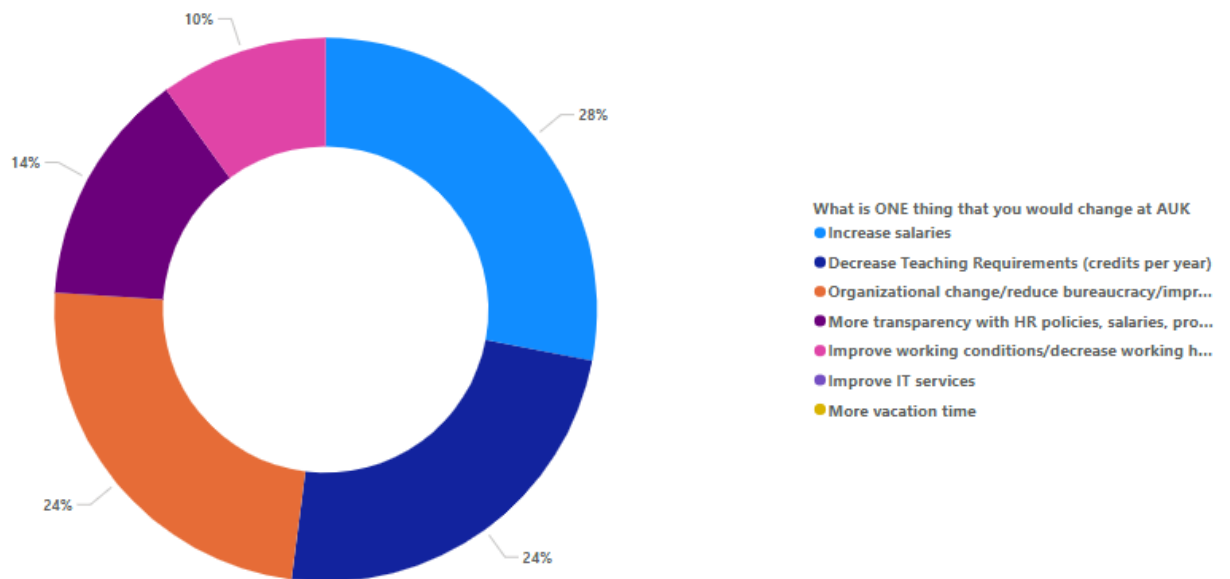


Figure 7: What is ONE thing that you would change at AUK?

Working Knowledge

58.7% of the respondents are very familiar with institutional accreditation, the highest percentage in this category. This is followed by 55.3% high familiarity with AUK’s vision and mission. Furthermore, 44.9% of the respondents were very familiar with requirements and standards of accreditation.

At the other extreme, only 14% of the respondents said that they were very familiar with the decision-making process, which is the lowest percentage for any question in this category. Because there was a suitable level of confidence in AUK’s decision-makers expressed elsewhere in the survey, it is the process of making decisions itself that was not very clear to the faculty members.

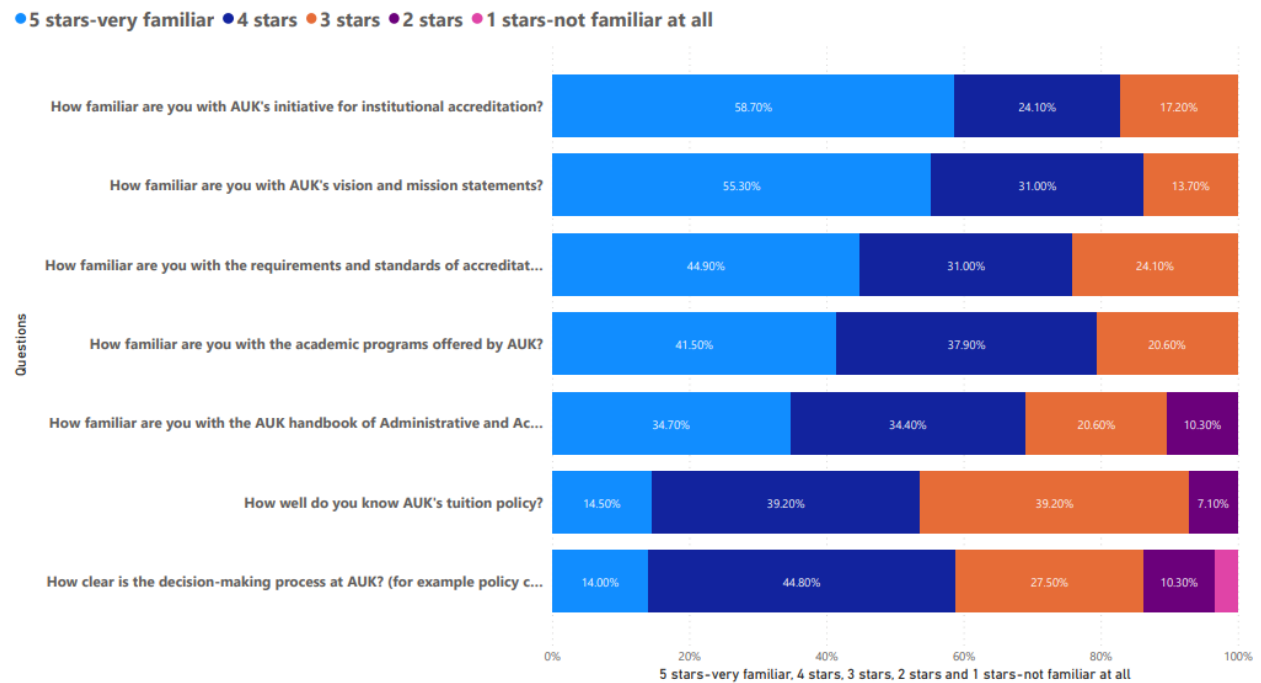


Figure 8: Working Knowledge

AUK Workplace

Figure 9 shows the graphical summary of all questions related to the topic “AUK Workplace.” 72.4% of the respondents strongly agree that they feel safe on campus at AUK, 68.9% strongly agree they are treated with respect at AUK, and 62% strongly agree that they are treated in a friendly manner by colleagues.

Once again, satisfaction with salary was remarkably low, with only about one-third of the faculty finding it adequate. Less than half of that number even understand how AUK salaries are determined. As for the benefits, under 30% of AUK faculty members reported satisfaction.

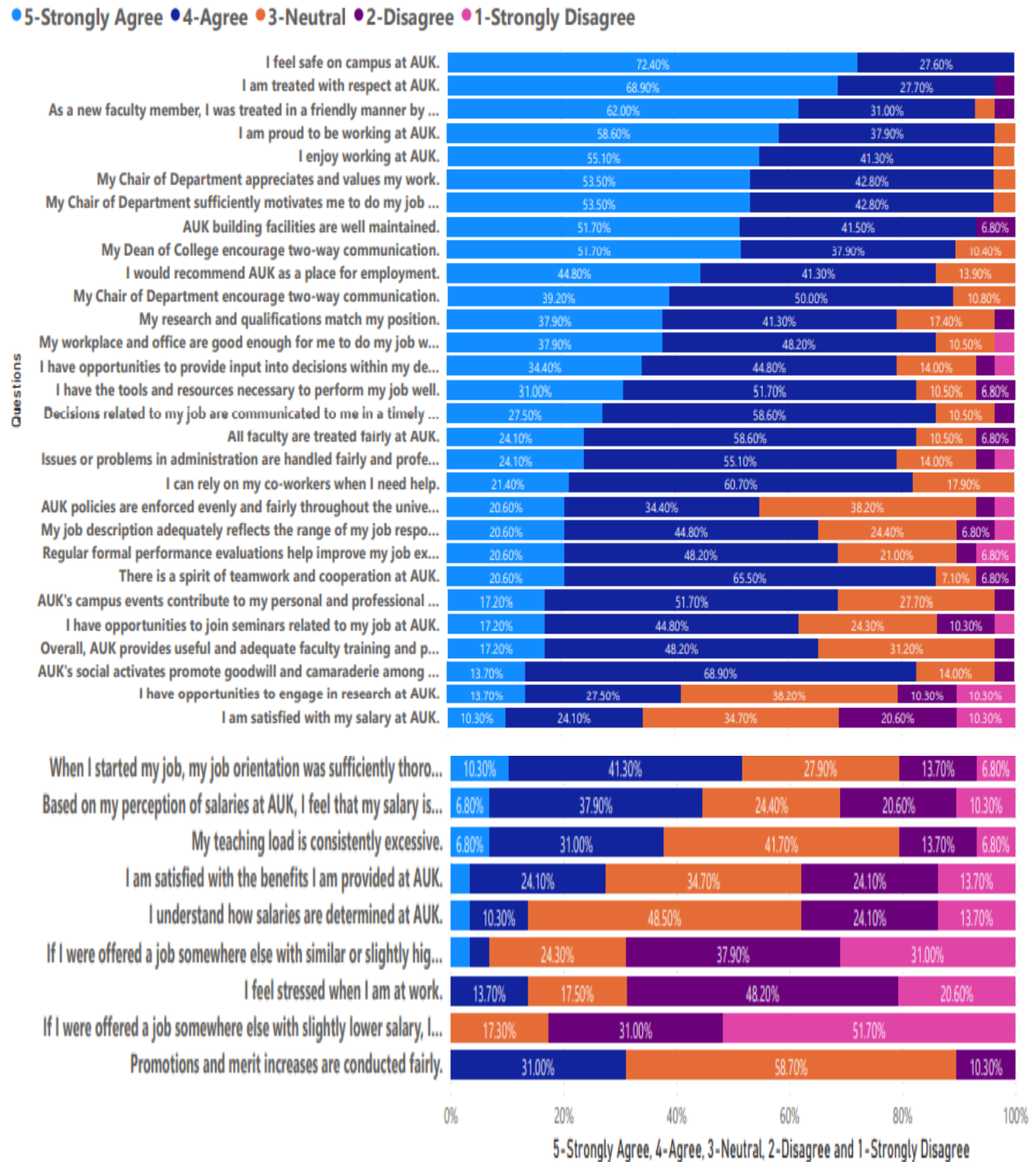


Figure 9: AUK Workplace

A series of yes/no questions, regarding professional development, promotion, rewards, and discrimination

The chart associated with Figure 10 shows the respective percentages of “yes” answers and “no” answers to a series of yes/no questions. 66% say “yes” to “*Since AUK does not provide adequate support for professional development, I invest in my own professional development,*” with the remaining 34% saying “no.” 69% reported in the negative for “*Since being employed at AUK, have you experienced university-wide recognition for outstanding performance/achievement related to your job and/or for service outside of your job responsibilities?*” The exact same figure of 69% stated they have never been promoted during their stints at AUK. On a much more positive note, 86% of respondents claimed never to have observed or experienced discrimination as AUK employees.

All in all, the takeaways from this portion of the survey are discouraging. More than two-thirds of faculty members reported never having been publicly recognized or promoted for their efforts at AUK.

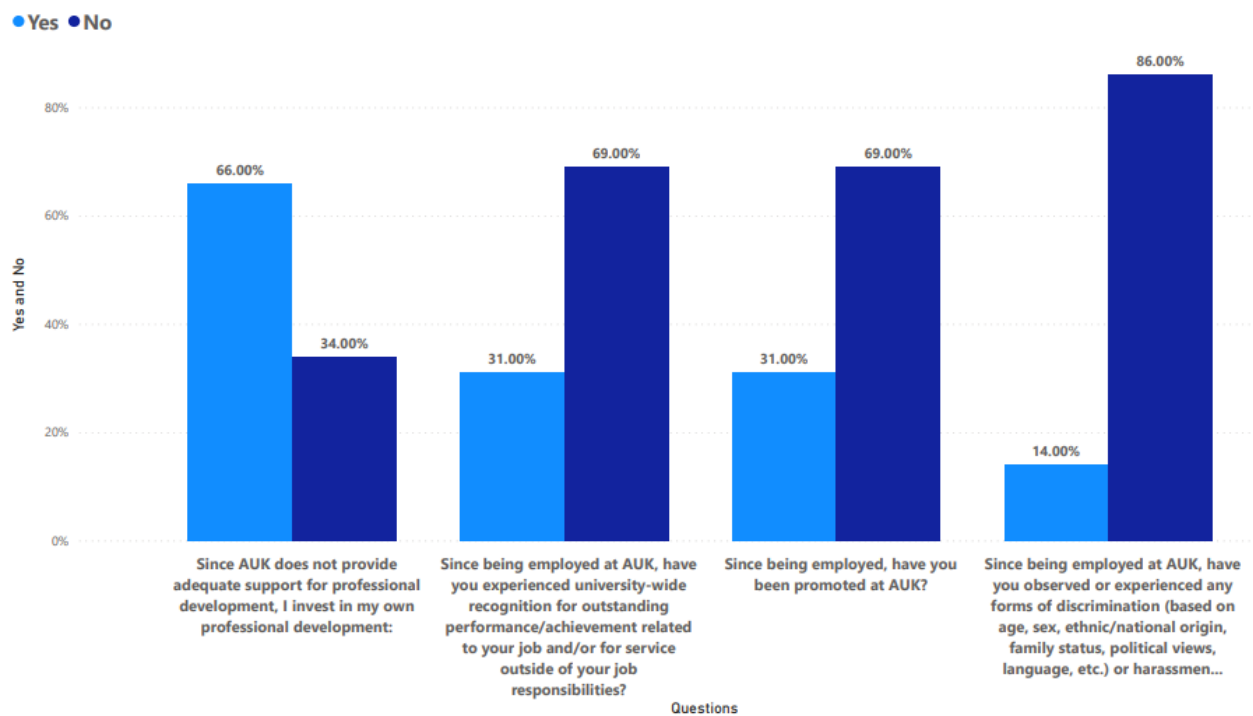


Figure 10: Professional development, promotion, rewards, discrimination

Comparison of years 2021-2022 with previous years

76% of the respondents strongly agree or agree with the following statement: *“Things are starting to improve and I have hope for AUK’s future and developing my career here.”* 58.5% of the respondents strongly agree or agree that professional communication has recently improved: *“When comparing 2021-2022 with previous years, Administrative and Academic policies are better communicated to us”*. 46.5% of the respondents likewise strongly agree or agree that human resources’ expectations are clearer now than they were previously: *“When comparing 2021-2022 with previous years, HR policies are clearer and fairly implemented”*. Only 30% of the respondents, however, strongly agree or agree that there has been a noticeable decrease in red tape: *“When comparing 2021-2022 with previous years, Administrative bureaucracy has decreased”*.

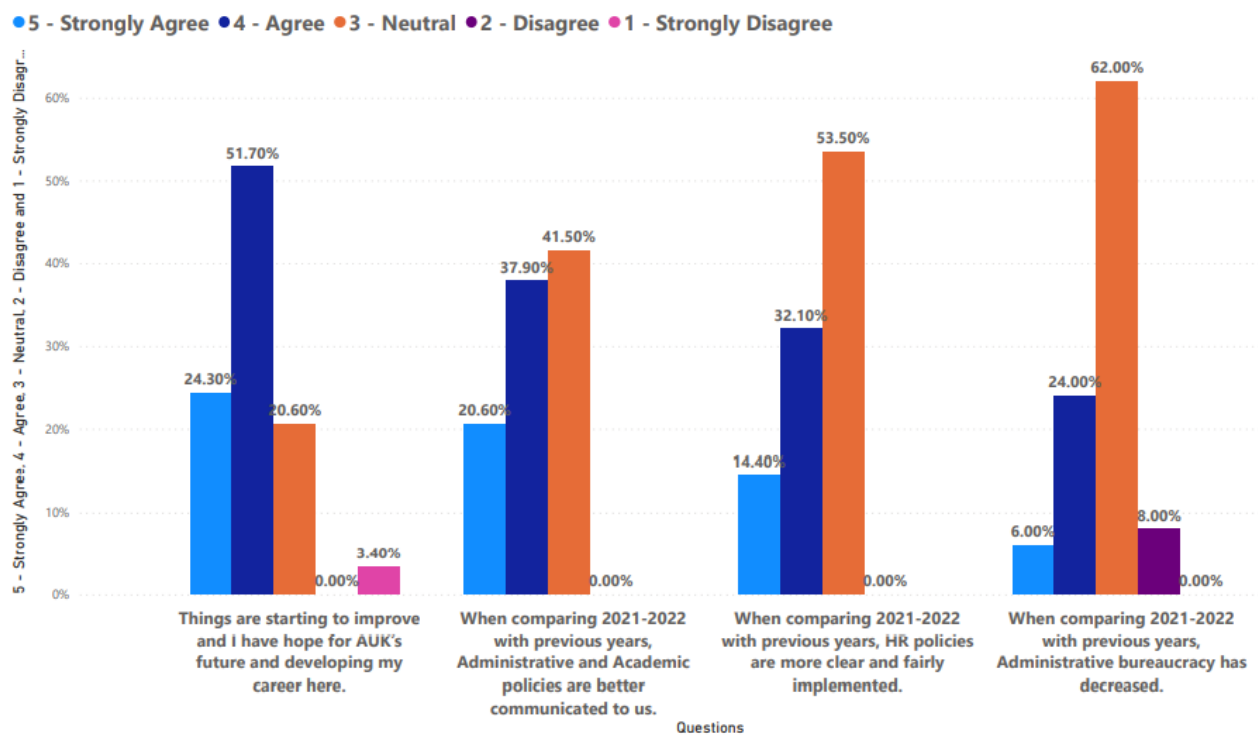


Figure 11: Comparison of 2021-2022 with previous years

Satisfaction with Faculty Senate and Academic Council

82.7% of the respondents are in agreement: “The Academic Council contributes to strategic decision-making at AUK.” The exact same percentage of respondents agree with the following: “The Faculty Senate is representative of the faculty and there is a sense of democracy to decision making”. 75.8% of the respondents agree that the Academic Council makes good decisions. Only 62% felt that the actions taken by the Academic Council were communicated consistently to the teaching staff, however. A slightly higher 68.9% of the respondents agree that the actions of the Faculty Senate are communicated consistently to the entire teaching staff. On another note about the Faculty Senate, 65.5% of the respondents agree: “The Faculty Senate contributes to strategic decision-making at AUK”.

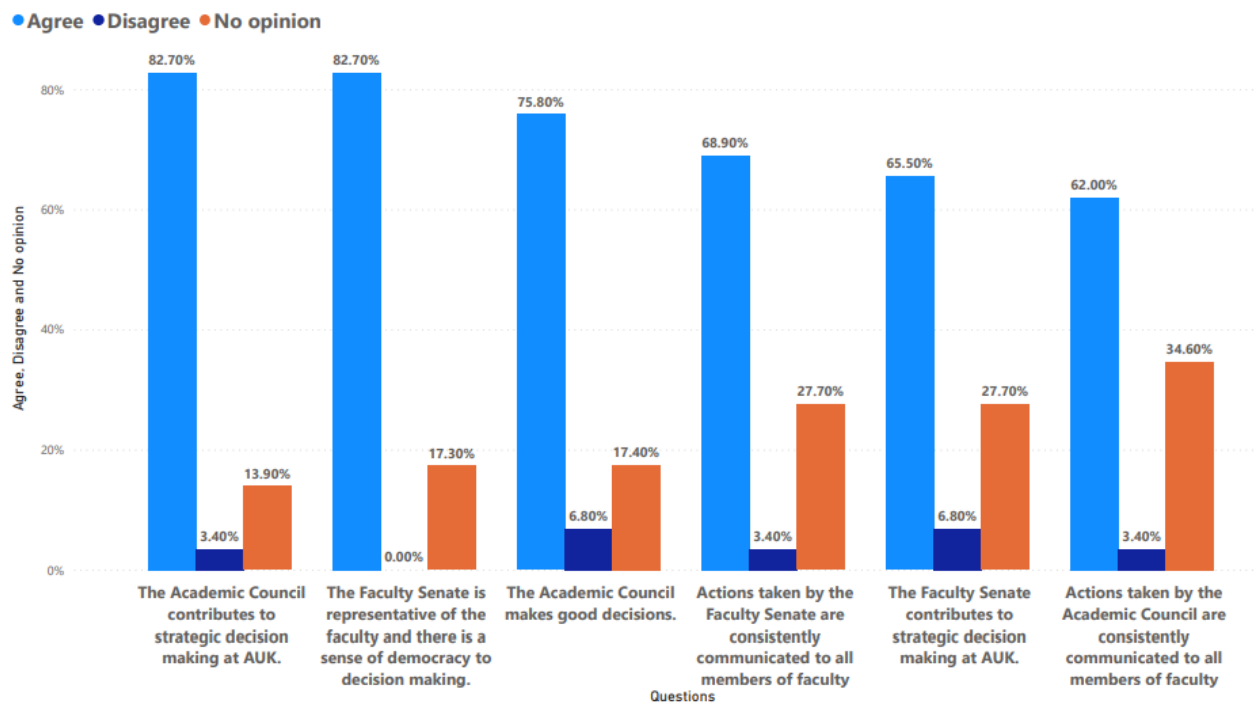


Figure 12: Satisfaction with Faculty Senate and Academic Council