

# Improve<sup>[ND]</sup>

COMMUNICATIONS BRIEF

January 4, 2018

## BACKGROUND INFORMATION FOR MANAGERS AND SUPERVISORS

The University is once again administering the biennial, comprehensive, internal services survey called ImproveND. The purpose of this survey is to offer **all regular faculty and staff** an opportunity to express views regarding the quality of a wide variety of services at the University – from expense reimbursements and renovations to communications, and from hospitality and dining to the Wellness Center.

The results of the survey will be used to confirm areas of strength as well as to identify opportunities for improvement as Notre Dame strives for service excellence.

**Please encourage staff in your department to participate in this important survey.** It is critical to achieve high participation rates to ensure the validity and significance of the results. Led by the Office of Strategic Planning and Institutional Research, the ImproveND questionnaire was developed in consultation with numerous campus divisions and departments. It has been completely redesigned this year, and respondents have the ability to select the relevant services that they review. The survey is available in English, Spanish, Vietnamese, Cambodian, and Bosnian.

The survey will be administered from Wednesday, January 10, to Wednesday, January 31, 2018. **On January 10, all regular faculty and staff will receive an email invitation from John Affleck-Graves, executive vice president, requesting their participation in the survey.**

### FOUR THINGS TO SHARE WITH YOUR DEPARTMENT

**Purpose:** The purpose of this survey is to offer **all regular faculty and staff** an opportunity to express views regarding the quality of a wide variety of internal services at the University. The results of the survey will be used to confirm areas of strength as well as to identify opportunities for improvement as Notre Dame strives for service excellence. It is administered every two years in order to track data and progress over time.

**When and How:** Wednesday, Jan. 10, to Wednesday, Jan. 31. An email will be sent to all regular faculty and staff with a link to the survey on Jan. 10; reminder email messages will be sent periodically thereafter. Please complete the survey, which may take 10-25 minutes, during the three-week time period. Please do not share your personal link.

**Results:** The key findings of the survey will be shared in the Spring 2018 Town Hall meetings.

**Questions:** Any additional questions can be directed to the Office of Strategic Planning and Institutional Research at 1-1097 or [irsurvey@nd.edu](mailto:irsurvey@nd.edu).

### MANAGER AND SUPERVISOR EXPECTATIONS

- Inform your team about ImproveND.
- Encourage staff in your department to take the survey.
- Allow time and space for your employees without computer access to take the survey.
- Take the survey yourself, but do not forward your personal link to others.
- Answer any questions your employees have.

### STRIVING FOR SERVICE EXCELLENCE

“ImproveND is about how you experience the services we offer. We want to hear your perspective. You are a consumer of services across campus, and we need your feedback. It’s the only way we can get better.”

*John Affleck-Graves, Executive Vice President*

➤ If you have any questions about the survey administration, please contact Tatiana Combs (1-3549, [tcombs@nd.edu](mailto:tcombs@nd.edu)) or Kathryn Valenti (1-0392, [kvalenti1@nd.edu](mailto:kvalenti1@nd.edu)).

Thank you for your partnership in this effort!