



FACULTY ORIENTATION PROGRAM SATISFACTION EVALUATION REPORT

FALL 2020

THE OFFICE OF STRATEGY MANAGEMENT AND INSTITUTIONAL EFFECTIVENESS

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Introduction & Methodology

For the second year in a row, the orientation program traditionally held for students under the First Year Program (FYP) has been expanded to welcome all new and incoming members of the AUC community, including recently-joined faculty members. The extensive program included several tracks for each constituent in addition to the main plenaries and events open for all.

This survey was designed and conducted by the Office of Strategy Management and Institutional Effectiveness in collaboration with the Office of the Provost. It aims to measure satisfaction levels with all program elements to help design more-streamlined future programs for incoming members.

Administrative Summary

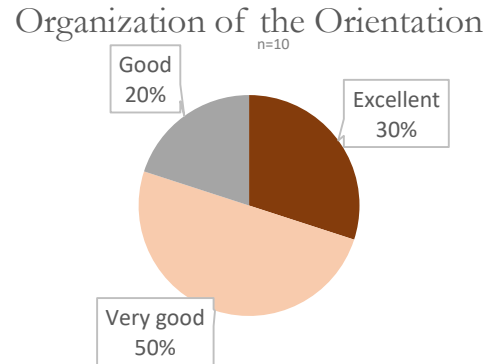
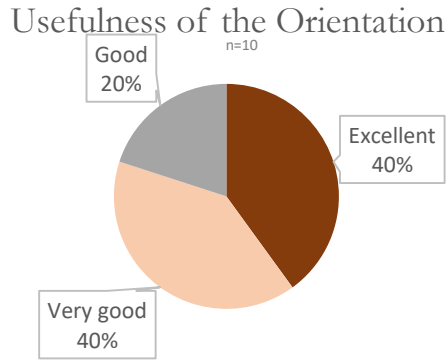
The 33 recently-joined faculty members were invited to participate in the survey on September 6th, 2020, and a follow-up email was sent on September 16th, 2020, to faculty members who had not completed it. A total of 10 survey responses were recorded, representing a response rate of 30%.

Report Structure

In alignment with the survey structure, this report starts by providing an overview of the faculty satisfaction with the orientation program in general, followed by an analysis of their satisfaction with the pre-recorded and live sessions. Afterwards, satisfaction levels with institutional support are demonstrated, before presenting the most-prominent strengths and recommendations. Finally, the appendix contains verbatim responses to open-ended questions.

Faculty Satisfaction with the Orientation¹

In general, faculty members are quite satisfied with the orientation, with an average rating of 4.15 out of 5.0. They are slightly more satisfied with the degree of usefulness (4.2) than the organization (4.1). It is important to note that no faculty members were dissatisfied (with zero choices of 'fair' or 'poor').



Average Usefulness & Organization

n=10

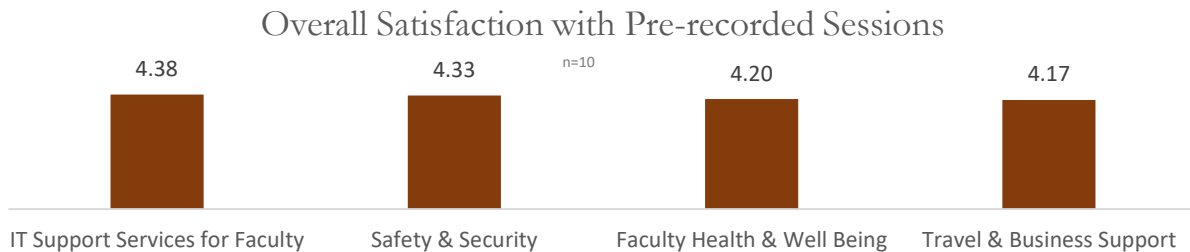
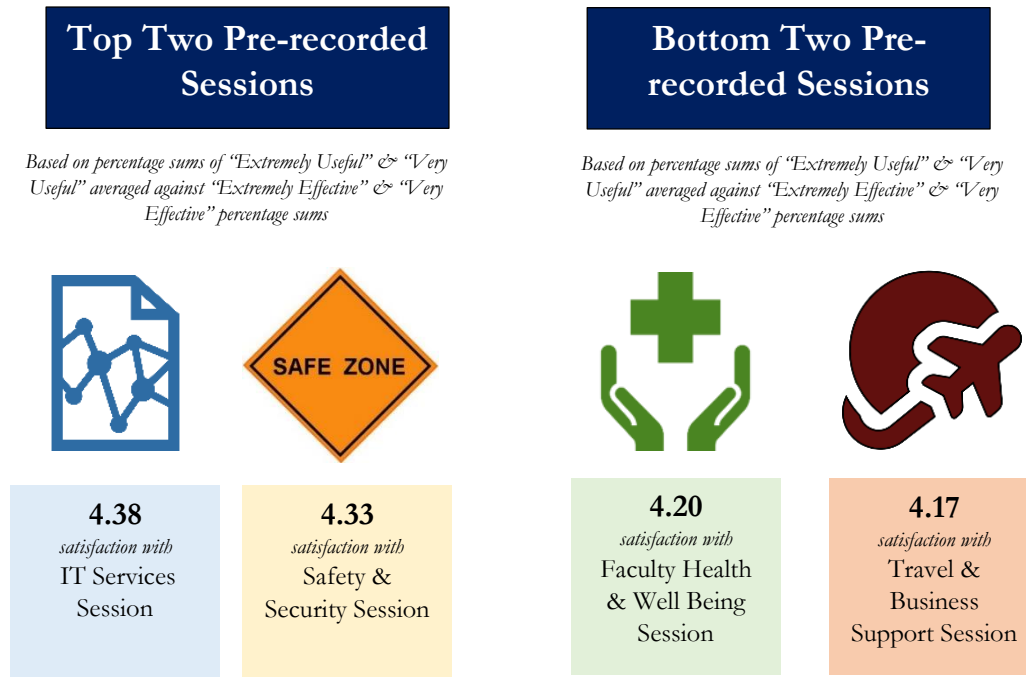
4.15

Overall Satisfaction	Excellent		Very Good		Good		Fair		Poor		WA	Combined Average
	C	%	C	%	C	%	C	%	C	%		
Usefulness of the orientation	4	40%	4	40%	2	20%	0	0%	0	0%	4.2	4.15
Organization of the orientation	3	30%	5	50%	2	20%	0	0%	0	0%	4.1	

¹ All figures in graphs and tables are arranged in descending order according to the corresponding weighted averages.

Faculty Satisfaction with Pre-recorded Sessions

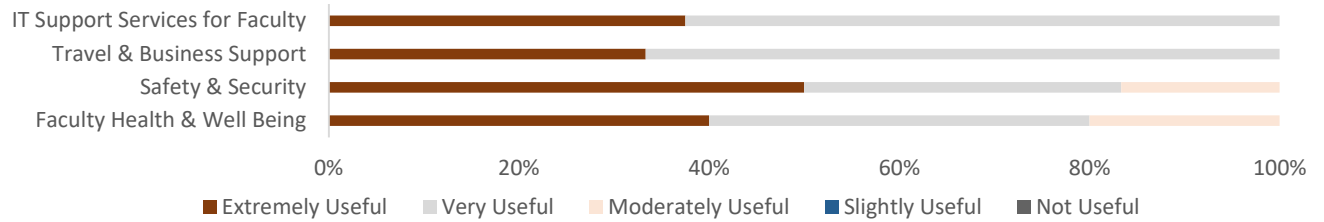
All pre-recorded sessions received weighted averages above 4.0 (on a 5.0 scale), reflecting the general satisfaction of faculty members with them. From a comparative viewpoint, the session on IT support services was the most-highly rated (4.38), followed by the safety and security session (4.33) and faculty health/well-being (4.20). Meanwhile, the lowest-rated was the travel and business support session (4.17). Survey questions on pre-recorded sessions asked respondents to evaluate two aspects thereof, namely their usefulness and effectiveness. As such, following the overall satisfaction (which is represented in weighted averages), responses to both usefulness and effectiveness are presented separately.



Average Usefulness & Organization	Usefulness WA	Effectiveness WA	Combined Average
IT Support Services for Faculty	4.38	4.38	4.38
Safety & Security	4.33	4.33	4.33
Faculty Health & Well Being	4.20	4.20	4.20
Travel & Business Support	4.33	4.0	4.17

Usefulness of Pre-recorded Sessions

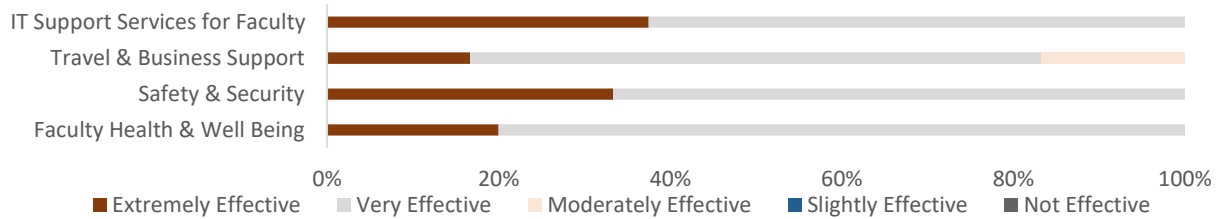
n=9



Overall Usefulness of Pre-recorded Sessions	Extremely Useful		Very Useful		Moderately Useful		Slightly Useful		Not Useful		N/A	
	C	%	C	%	C	%	C	%	C	%	C	%
IT Support Services for Faculty	3	33%	5	56%	0	0%	0	0%	0	0%	1	11%
Safety & Security	3	33%	2	22%	1	11%	0	0%	0	0%	3	33%
Faculty Health & Well Being	2	22%	2	22%	1	11%	0	0%	0	0%	4	44%
Travel & Business Support	2	22%	4	44%	0	0%	0	0%	0	0%	3	33%

Effectiveness of Pre-recorded Sessions

n=9



Overall Effectiveness of Pre-recorded Sessions	Extremely Effective		Very Effective		Moderately Effective		Slightly Effective		Not Effective		N/A	
	C	%	C	%	C	%	C	%	C	%	C	%
IT Support Services for Faculty	3	33%	5	56%	0	0%	0	0%	0	0%	1	11%
Safety & Security	2	22%	4	44%	0	0%	0	0%	0	0%	3	33%
Faculty Health & Well Being	1	11%	4	44%	0	0%	0	0%	0	0%	4	44%
Travel & Business Support	1	11%	4	44%	1	11%	0	0%	0	0%	3	33%

Faculty Satisfaction with Live Sessions

Responses indicate the faculty members' satisfaction with the 17 sessions of the orientation program. As with the pre-recorded sessions, respondents were asked to rate the live sessions based on their degrees of usefulness and effectiveness, which will be presented separately. In general, these are the four highest- and lowest-rated sessions according to the combined weighted averages and percentages:

Most-Satisfying Live Sessions



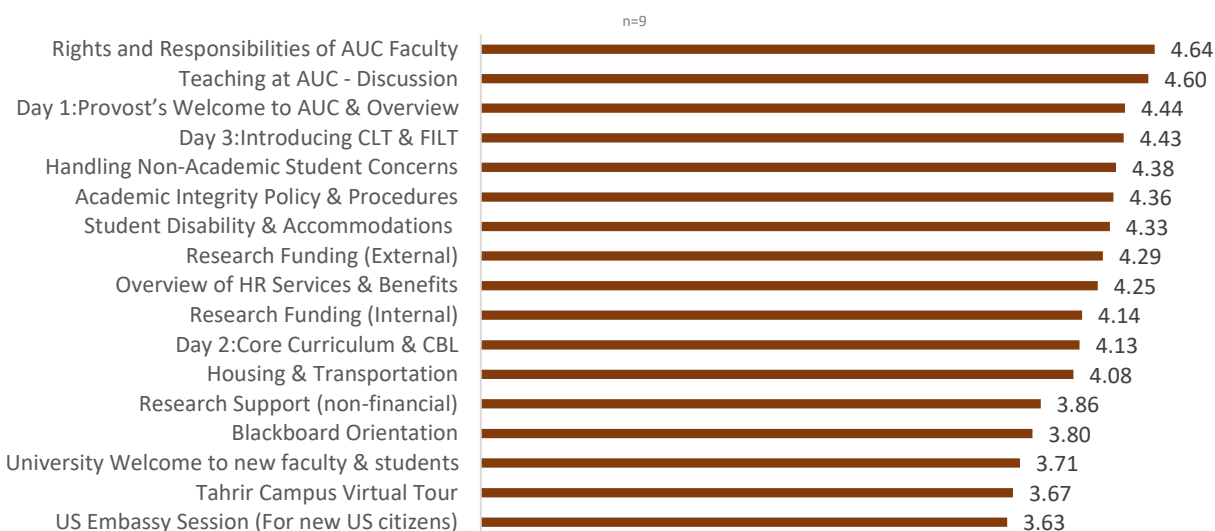
Based on percentage sums of "Extremely Useful" & "Very Useful" averaged against "Extremely Effective" & "Very Effective" percentage sums

Least-Satisfying Live Sessions



Based on percentage sums of "Extremely Useful" & "Very Useful" averaged against "Extremely Effective" & "Very Effective" percentage sums

Overall Satisfaction with Live Sessions



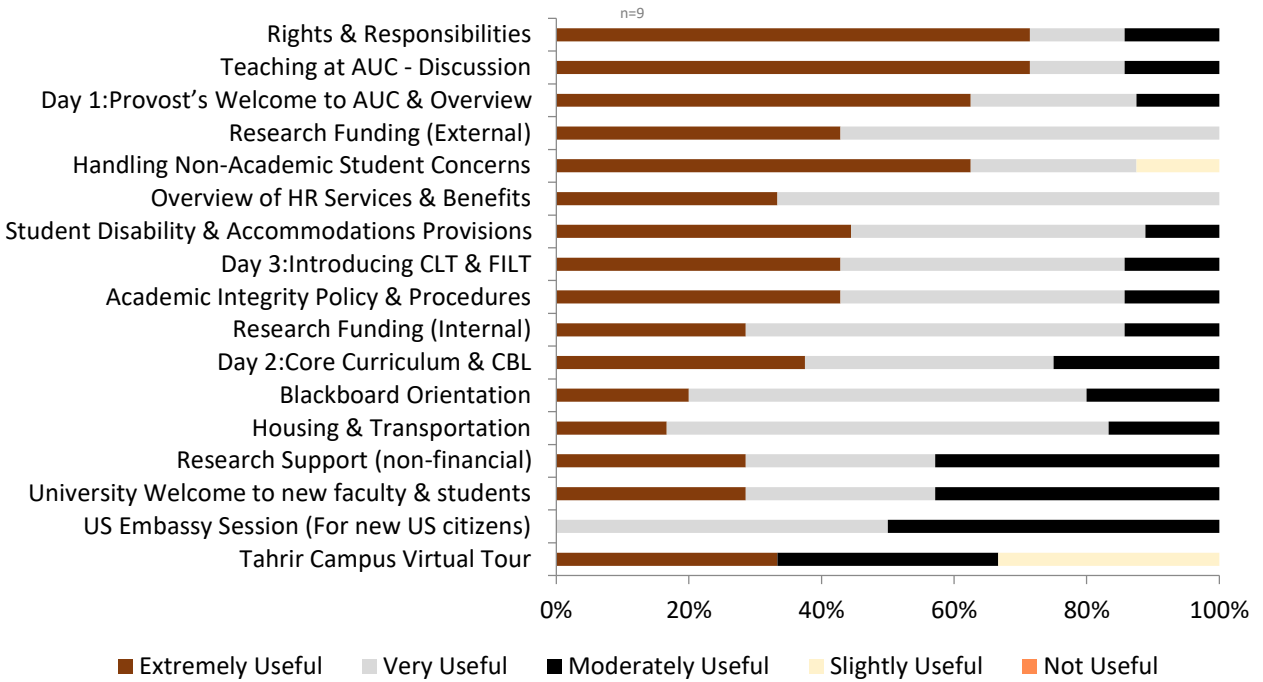
Overall Satisfaction with Live Sessions

WA

Rights and Responsibilities of AUC Faculty	4.64
Teaching at AUC - Open Discussion	4.60
Day 1:Provost's Welcome to AUC & Orientation Overview	4.44
Day 3:Introducing the Center for Learning and Teaching (CLT) and the Faculty Institute of Learning & Teaching (FILT) program	4.43
Handling Non-Academic Student Concerns that Arise in a Course	4.38
Academic Integrity Policy and Procedures	4.36
Disability and Accommodations Provisions for Students	4.33
Research Funding- External Funding	4.29
Overview of HR Services and Benefits	4.25
Research Funding- Internal Funding	4.14
Day 2:Core Curriculum & Community-Based Learning	4.13
Housing & Transportation	4.08
Research Support (non-financial)	3.86
Blackboard: Build Your Course and Orientation	3.80
University Welcome to new faculty & students	3.71
Tahrir Campus Virtual Tour	3.67
US Embassy Session (For new US citizen members of AUC)	3.63

In terms of their usefulness, respondents gave the most weight to both the 'Teaching at AUC' open discussion (4.57) and the session on 'AUC Faculty Rights and Responsibilities' (4.57). The 'Provost's Welcome and Orientation Overview' scored 4.50, followed by the 'External Funding' session (4.43). On the other end of the spectrum, both the 'University Welcome' and 'Non-Financial Research Support' scored 3.86, followed by the 'US Embassy Session,' which scored 3.50. The lowest-rated session in terms of usefulness was the 'Tahrir Campus Virtual Tour,' scoring 3.33.

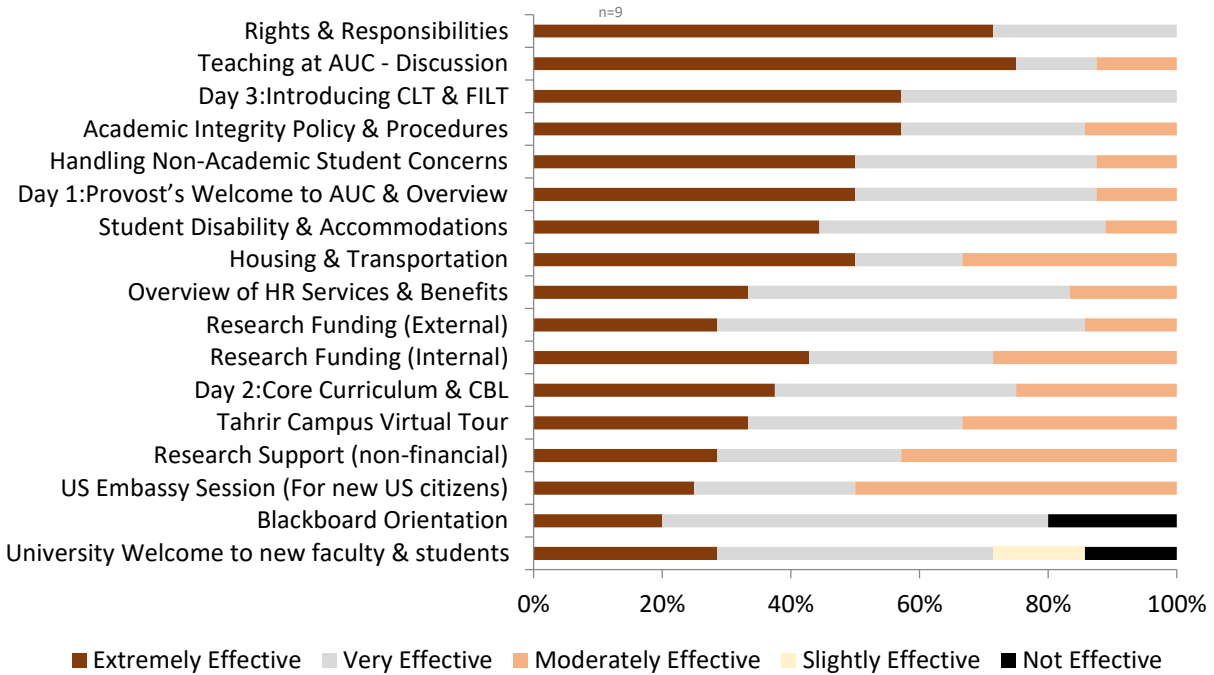
Usefulness of Live Sessions



Overall Usefulness of Live Sessions	Extremely Useful		Very Useful		Moderately Useful		Slightly Useful		Not Useful		N/A		WA
	C	%	C	%	C	%	C	%	C	%	C	%	
Teaching at AUC - Open Discussion	5	56%	1	11%	1	11%	0	0%	0	0%	2	22%	4.57
Rights and Responsibilities of AUC Faculty	5	56%	1	11%	1	11%	0	0%	0	0%	2	22%	4.57
Day 1:Provost's Welcome to AUC & Orientation Overview	5	56%	2	22%	1	11%	0	0%	0	0%	1	11%	4.50
Research Funding-External Funding	3	38%	4	50%	0	0%	0	0%	0	0%	1	13%	4.43
Handling Non-Academic Student Concerns that Arise in a Course	5	56%	2	22%	0	0%	1	11%	0	0%	1	11%	4.38
Disability and Accommodations Provisions for Students	4	44%	4	44%	1	11%	0	0%	0	0%	0	0%	4.33
Overview of HR Services and Benefits	2	25%	4	50%	0	0%	0	0%	0	0%	2	25%	4.33
Academic Integrity Policy and Procedures	3	38%	3	38%	1	13%	0	0%	0	0%	1	13%	4.29
Day 3:Introducing the Center for Learning and Teaching (CLT) and the Faculty Institute of Learning & Teaching (FILT) program	3	38%	3	38%	1	13%	0	0%	0	0%	1	13%	4.29
Research Funding-Internal Funding	2	25%	4	50%	1	13%	0	0%	0	0%	1	13%	4.14
Day 2:Core Curriculum & Community-Based Learning	3	38%	3	38%	2	25%	0	0%	0	0%	0	0%	4.13
Housing & Transportation	1	13%	4	50%	1	13%	0	0%	0	0%	2	25%	4.00
Blackboard: Build Your Course and Orientation	1	13%	3	38%	1	13%	0	0%	0	0%	3	38%	4.00
University Welcome to new faculty & students	2	22%	2	22%	3	33%	0	0%	0	0%	2	22%	3.86
Research Support (non-financial)	2	25%	2	25%	3	38%	0	0%	0	0%	1	13%	3.86
US Embassy Session (For new US citizen members of AUC)	0	0%	2	25%	2	25%	0	0%	0	0%	4	50%	3.50
Tahrir Campus Virtual Tour	1	13%	0	0%	1	13%	1	13%	0	0%	5	63%	3.33

As for the effectiveness of live sessions, respondents gave the most weight to the session on ‘Rights and Responsibilities’ (4.63), followed by the ‘Teaching at AUC Open Discussion’ (4.63) and the ‘CLT/FILT Introductions’ (4.57). Meanwhile, the least-effective sessions according to responses were the ‘US Embassy Session’ (3.75), followed by the ‘Blackboard Orientation’ (3.60) and ‘University Welcome’ (3.57).

Effectiveness of Live Sessions



Overall Effectiveness of Live Sessions	Extremely Effective		Very Effective		Moderately Effective		Slightly Effective		Not Effective		N/A		WA
	C	%	C	%	C	%	C	%	C	%	C	%	
Rights and Responsibilities of AUC Faculty	5	56%	2	22%	0	0%	0	0%	0	0%	2	22%	4.71
Teaching at AUC - Open Discussion	6	67%	1	11%	1	11%	0	0%	0	0%	1	11%	4.63
Day 3: Introducing the Center for Learning and Teaching (CLT) and the Faculty Institute of Learning & Teaching (FILT) program	4	50%	3	38%	0	0%	0	0%	0	0%	1	13%	4.57
Academic Integrity Policy and Procedures	4	50%	2	25%	1	13%	0	0%	0	0%	1	13%	4.43
Day 1: Provost's Welcome to AUC & Orientation Overview	4	44%	3	33%	1	11%	0	0%	0	0%	1	11%	4.38
Handling Non-Academic Student Concerns that Arise in a Course	4	44%	3	33%	1	11%	0	0%	0	0%	1	11%	4.38
Disability and Accommodations Provisions for Students	4	44%	4	44%	1	11%	0	0%	0	0%	0	0%	4.33
Overview of HR Services and Benefits	2	25%	3	38%	1	13%	0	0%	0	0%	2	25%	4.17
Housing & Transportation	3	38%	1	13%	2	25%	0	0%	0	0%	2	25%	4.17
Research Funding- Internal Funding	3	38%	2	25%	2	25%	0	0%	0	0%	1	13%	4.14
Research Funding- External Funding	2	25%	4	50%	1	13%	0	0%	0	0%	1	13%	4.14
Day 2: Core Curriculum & Community-Based Learning	3	38%	3	38%	2	25%	0	0%	0	0%	0	0%	4.13
Tahrir Campus Virtual Tour	1	13%	1	13%	1	13%	0	0%	0	0%	5	63%	4.00
Research Support (non-financial)	2	25%	2	25%	3	38%	0	0%	0	0%	1	13%	3.86
US Embassy Session (For new US citizen members of AUC)	1	13%	1	13%	2	25%	0	0%	0	0%	4	50%	3.75
Blackboard: Build Your Course and Orientation	1	13%	3	38%	0	0%	0	0%	1	13%	3	38%	3.60
University Welcome to new faculty & students	2	22%	3	33%	0	0%	1	11%	1	11%	2	22%	3.57

Missing Topics²

According to faculty responses to the open-ended questions, some important topics were not covered during the orientation. For example, 20% of faculty members who responded to the survey would have liked to add faculty-related topics, including the faculty handbook, career potential of non-tenure track faculty, leaves and promotions, as well as family life in Egypt. Moreover, 10% of respondents would have liked further hands-on Blackboard training, while another 10% would have appreciated knowledge on LLT and student medical services. Additionally, 30% believe that the orientation was sufficient and have no further recommendations for topics.

² Of the total respondents, 70% answered this question, while 30% skipped it, which indicates their satisfaction with the orientation as it is, without further need for adding recommendations for topics.

Faculty Satisfaction with Institutional Support

Responses indicate the general satisfaction of faculty members with the support they receive (4.67), with more weight on departmental-support (4.78) than that received from the Office of the Provost (4.56).

Overall Satisfaction with Institutional Support

n=9

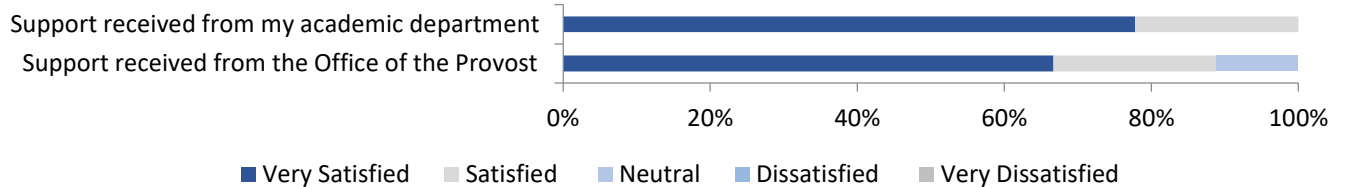


Satisfaction with Support Received	WA	Combined Average
Support received from my academic department	4.78	4.67
Support received from the Office of the Provost	4.56	

There is a 100% satisfaction rate with the support offered by academic departments,³ compared to an 89% satisfaction rate with the support offered by the Provost Office. In both cases, however, no faculty members are dissatisfied (with zero ‘dissatisfied’ or ‘very dissatisfied’ choices). It is worth noting that one faculty member would like to add information resources and research primers.

Detailed Satisfaction with Institutional Support

n=9



Overall Satisfaction with Support Received	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		WA
	C	%	C	%	C	%	C	%	C	%	
Support received from my academic department	7	78%	2	22%	0	0%	0	0%	0	0%	4.78
Support received from the Office of the Provost	6	67%	2	22%	1	11%	0	0%	0	0%	4.56

³ Percentage sum of ‘very satisfied’ and ‘satisfied.’

Strengths

Based on the survey responses, these are the most-prominent strengths:

- High overall satisfaction with the orientation, at an average rating of 4.15 (on a 5.0 scale), with no dissatisfactions indicated.⁴
- All pre-recorded sessions received weighted averages above 4.0 (on a 5.0 scale), reflecting the general satisfaction with these sessions.
- The ‘Teaching at AUC Open Discussion’ and ‘Rights and Responsibilities Session’ were the two highest-scoring live sessions.
- 100% satisfaction rate with department-offered support (4.67).
- No dissatisfactions with institutional support, whether departmental or by the Office of the Provost.⁵

Recommendations

Based on the survey responses, the following recommendations are made to enhance the orientation program in general. Where possible, respondent-made recommendations are identified:

Reschedule the Orientation Program

- Schedule the orientation program earlier, as 20% of faculty responses to the open-ended questions recommend holding the orientation before the first week of the semester.
- 10% of faculty responses to the open-ended questions suggest holding the HR Overview session prior to the date of signing contracts and paperwork.

Improve Sessions

- Increase the engagement of the ‘IT Support for Faculty’ session (which received the lowest weighted average among pre-recorded sessions).
- Enhance the Tahrir Campus Virtual Tour and US Embassy Session, as they were the two lowest-scoring live sessions.
- Solve all foreseeable technical problems beforehand, as 10% of faculty responses to the open-ended questions indicated that the introductory live stream did not function properly.

Add Sessions

- Add hands-on technical experience with Blackboard, as recommended by 10% of respondents.
- Explain the faculty handbook and faculty-related topics such as: the career potential of non-tenure track faculty, faculty leaves and promotions, and family life in Egypt, as suggested by 20% of respondents.
- Discuss student medical services and LLT, as recommended by 10% of respondents.

Increase Institutional Support

- Offer more support to faculty by the Provost Office, as it scored lower weighted average (4.56) compared to department-based support (4.78).

⁴ No faculty members chose ‘fair’ or ‘poor’ in evaluating the overall orientation program.

⁵ No faculty members chose ‘dissatisfied’ or ‘very dissatisfied’ in assessing the institutional support they receive.