

ModernThink LLC, is a management consulting firm specializing in organization culture and workplace excellence. The ModernThink Higher Education Insight Survey® is a faculty/staff survey based on the ModernThink Insight Survey®, an assessment tool that has been used in over fifty-five “Best Place to Work” programs with more than 4,000 organizations. The ModernThink Insight Survey® was developed after a meta-analysis of “best workplaces” and engagement surveys and ModernThink’s on-going research studying organizations that have been successful in building special and unique cultures. The survey instrument measures the extent to which employees are involved/engaged in the organization and ultimately, the quality of the employees’ workplace experience. The ModernThink Insight Survey® is tested annually by an independent survey research firm.

The ModernThink Higher Education Insight Survey® consists of 55 core survey statements for faculty and staff and then an additional 5 statements that capture the faculty experience, posed to faculty and adjuncts only, using a five-point agreement scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a Not Applicable response option. The survey instrument also includes a twenty-item benefits satisfaction component and two open-ended questions.

There are eight self-selected demographic questions at the end of the survey. Respondents are encouraged to provide responses however they had the option of omitting a response if they had concerns regarding the anonymity of their responses. Two other demographics are pre-loaded (that is, respondents are tagged with this information) and do not require a response from the survey takers.

The Higher Education Insight Survey® has been specifically tailored to measure the organizational dynamics and competencies unique to institutions of higher education. The survey instrument is used to provide insight into the following ten core survey dimensions:

1. Collaboration
2. Communication
3. Confidence in Senior Leadership
4. Diversity, Inclusion & Belonging
5. Faculty & Staff Well-being
6. Job Satisfaction & Support
7. Mission & Pride
8. Performance Management
9. Professional Development
10. Supervisors/Department Chair Effectiveness

The instrument also includes a Faculty Experience theme composed of faculty/adjunct statements only.

## Sample Survey Statements

1. I am provided the resources I need to be effective in my job.
2. I understand the necessary requirements to advance my career.
3. This institution actively contributes to the community.
4. There are sufficient opportunities to participate in institutional planning.
5. I am proud to be part of this institution.
6. My supervisor/department chair is consistent and fair.
7. Senior leadership communicates openly about important matters.
8. I receive feedback from my supervisor/department chair that helps me.
9. People in my department work well together.
10. I am regularly recognized for my contributions.
11. The work I do is meaningful to me.
12. Changes that affect me are discussed prior to being implemented.
13. Senior leadership shows genuine interest in the well-being of faculty, administrators and staff.
14. At this institution, diversity in all of its forms is valued.
15. This institution has clear and effective procedures for dealing with discrimination.

## Open-ended Questions

1. What do you appreciate most about working at this institution?
2. What would make this institution a better place to work?

## Sample Benefit Items

The benefit satisfaction component of the survey includes twenty items to which respondents are asked to respond using a five-point satisfaction scale (Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied). Here also, there is a Not Applicable response option. These items include, for example: Medical Insurance, Vacation/PTO, Tuition Reimbursement/Remission for Employees, Maternity Leave, and Employee Recognition Programs, etc.

## Demographic Categories

To provide meaningful data to participants and to further the research capabilities, the survey includes eight voluntary and two pre-loaded (that is, respondents are tagged with this information) demographic categories. Demographic categories include: *Years at Institution, Remote Work, College/School and Division/Department, Gender Identity, Age, Race/Ethnicity, Academic Role (Faculty only), and Tenure Status (Faculty at four-year colleges only)*. The pre-loaded demographics are *Job Category and Employment Status (Part-time or Full-time)*.