

# Perceptions of Administration, Work Load, and Academic and Campus Services at USC Aiken

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# Campus Administration

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- The Chancellor was viewed very positively
- Communication
  - Area for improvement among senior administrators
  - “They listen but they don’t hear you”
- Organizational structure
  - Less flat
- Implementation
  - Leadership is “reactive rather than proactive”
  - Some leaders are not “champions for their divisions”



# Academics & Teaching

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- Size & Overall Quality
- Student Abilities and Academic Standards
- Quality of Teaching
- Academic Advising

# Size and Overall Quality

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- All participants conceptualized academic quality as related to small class size. “Small” was almost used as a shorthand or proxy for “good.”
- When participants mentioned institutional growth, they typically made the qualification that small class size should be maintained.

# Student Abilities & Academic Standards

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- Faculty and Staff:
  - Critical of student ability levels
  - Critical of grade inflation, esp. in some Departments.
- Students:
  - USCA is hard work, some said harder than Columbia
  - Wanted fewer requirements, out-of-class projects
  - Very critical of Junior Writing Portfolio

# Quality of Teaching

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- Quality of teaching was source of pride for most faculty and also recognized by students.
- Both groups acknowledged there were some poor teachers on the faculty.
  - Student: even if a faculty member “has earned tenure and has been here forever...if evaluations come back and they are bad, they need to go!”

# Academic Advising

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- Students:
  - Complaints about misinformation in advising sessions.
  
- Faculty:
  - Advising loads are too heavy
  - Support from Advisement Office does not meet faculty needs.

# Work Environment

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- Faculty and Staff called work environment:
  - Cooperative
  - Collaborative
  - Faculty: “I don’t hear the word ‘no’ a lot”
- Work Load is heavy
  - Staff: more compensation  
(adding staff was also mentioned)
  - Faculty: lighter teaching load, less advising  
(faculty did not once mention salary levels)



# Work Environment (cont')

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- The role of research in faculty life:
  - Opinions varied:
    - Some maintained additional research expectations would damage teaching.
    - Others indicated research should have a more prominent role at USCA
  - Most agreed pressure for research came from USC System
  - Most agreed there should be more emphasis on and support for Scholarship of Teaching and Learning.

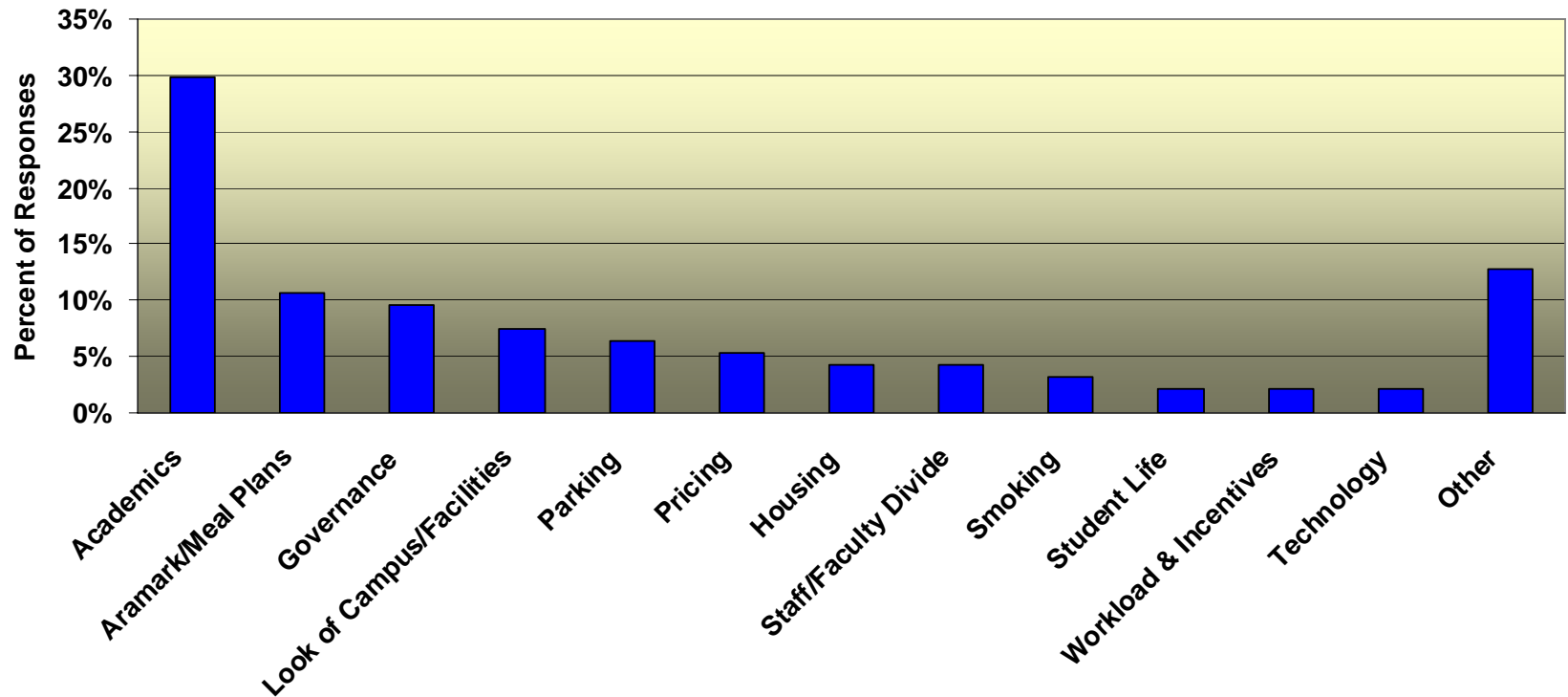
# Campus Services

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- Faculty and Staff generally praised availability of wide range of services
- Students praised some services, but offered numerous critiques as well

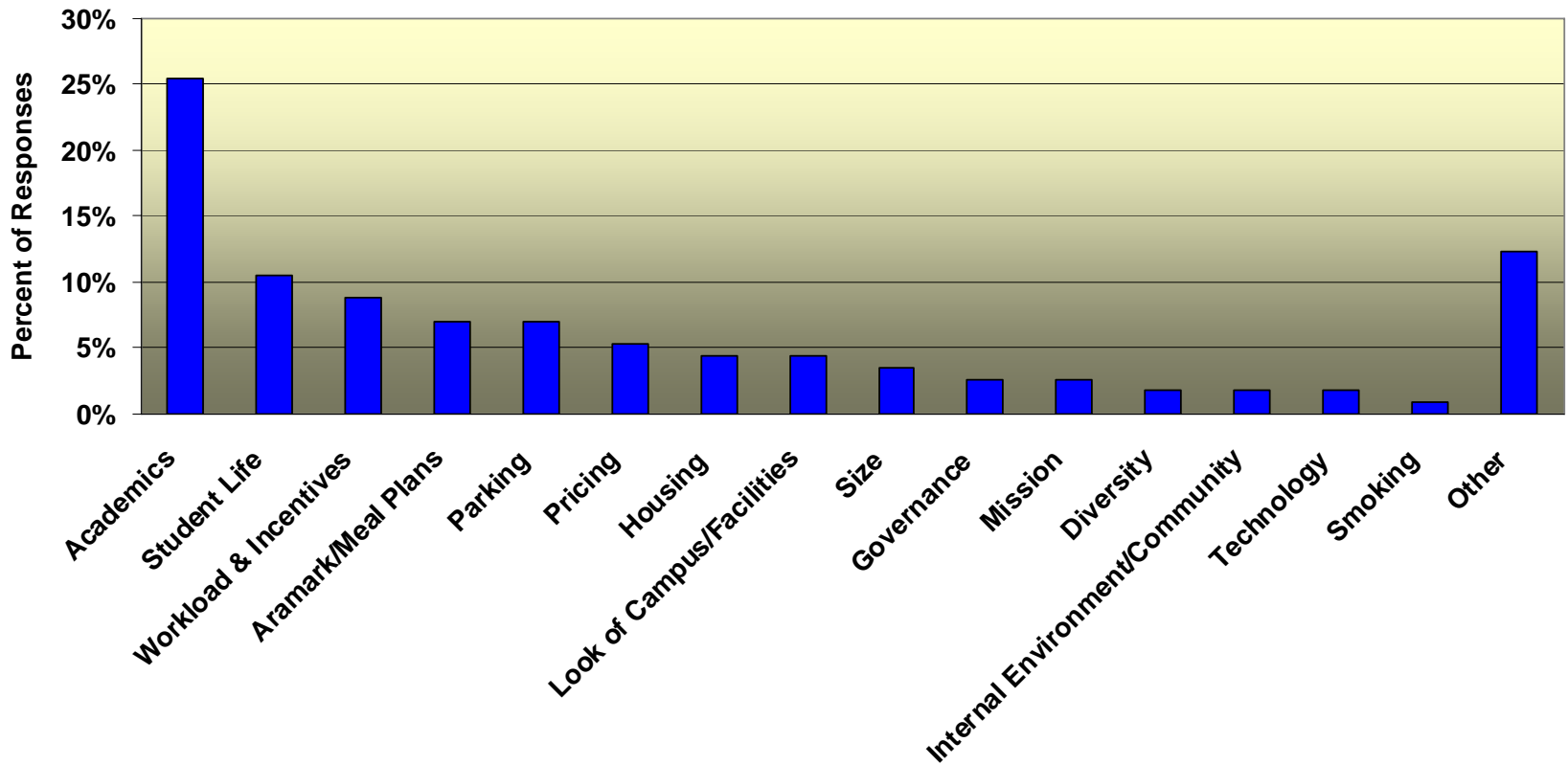
# Aspects to Discontinue

**Aspects or Elements of USC Aiken to Discontinue  
by Category**



# Aspects to Change

## Aspects or Elements of USC Aiken to Change



# Campus Services (cont')

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- Positive Characterizations of Services
  - Housing Style
  - Number of Student Activities
  - Grounds/Housekeeping
  - Career Services

# Campus Services (cont')

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- Negative Characterizations of Services
  - Housing Rules
  - Parking
  - Dining Services
  - Academic Advising
  - Finance Office
  - Bookstore
  - Coffee Shop
  - Technology