Condensed Item Analysis Report

1. Do you know what a Shared Service Center or Shared Support Center (SSC) is?

Response	Frequency	Percent	Mean: 1.38
Yes	173	61.79	
No	106	37.86	
Missing	1	0.36	

2. Have you been asked to be part of planning an SSC?

Response	Frequency	Percent	Mean: 1.89
Yes	30	10.71	
No	249	88.93	
Missing	1	0.36	

3. Have you been asked to be part of implementing an SSC?

Response	Frequency	Percent	Mean: 1.90
Yes	28	10.00	
No	252	90.00	
Missing	0	0.00	

4. Has anyone consulted you about the impact that an SSC would have in your area?

Response	Frequency	Percent	Mean: 1.84
Yes	45	16.07	
No	234	83.57	
Missing	1	0.36	

5. If you answered yes to question 4, have your views been responded to in a thoughtful and collegial fashion?

Response	Frequency	Percent	Mean: 2.69
Yes	21	7.50	
No	24	8.57	
N/A	170	60.71	
Missing	65	23.21	

6. The Dean's Office or other responsible administrator has done a good job of explaining and implementing SSCs in my unit

Response	Frequency	Percent	Mean: 5.72
1 strongly agree	7	2.50	
2	5	1.79	
3	8	2.86	
4 neutral	59	21.07	
5	15	5.36	
6	29	10.36	
7 strongly disagree	138	49.29	
Missing	19	6.79	

7. What are the main reasons given for implementing an SSC in your area?

Response	Frequency	Percent	Mean: 3.19
Greater efficiency in use of administrative resources	69	24.64	
Specialized skills assigned to administrative staff will improve competence	17	6.07	
Improved services to students	3	1.07	
Cost-savings through attrition	48	17.14	
Other please explain	73	26.07	
Missing	70	25.00	

8. What effect do you expect an SSC will have on services to students in your unit, department, or program?

Response	Frequency	Percent	Mean: 5.39
1 strong improvement	2	0.71	
2	8	2.86	
3	8	2.86	
4 neutral	61	21.79	
5	27	9.64	
6	42	15.00	
7 very harmful	77	27.50	
Missing	55	19.64	

9. What effect do you expect an SSC will have on the efficiency of administrative staff in your unit?

Response	Frequency	Percent	Mean: 5.32
1 strong improvement	3	1.07	
2	11	3.93	
3	8	2.86	
4 neutral	54	19.29	
5	35	12.50	
6	39	13.93	
7 very harmful	74	26.43	
Missing	56	20.00	

10. What effect do you expect an SSC will have on the efficiency of chairs, directors, and program officers in your unit?

Response	Frequency	Percent	Mean: 5.31
1 strong improvement	2	0.71	
2	7	2.50	
3	8	2.86	
4 neutral	66	23.57	
5	30	10.71	
6	34	12.14	
7 very harmful	73	26.07	
Missing	60	21.43	

11. What effect do you expect an SSC in your area will have on collegiality, loyalty, and conviviality among students, staff, and faculty?

Response	Frequency	Percent	Mean: 5.34
1 very helpful	4	1.43	
2	2	0.71	
3	7	2.50	
4 neutral	67	23.93	
5	39	13.93	
6	30	10.71	
7 very harmful	75	26.79	
Missing	56	20.00	

12. I support the incorporation of my unit, or certain functions now undertaken in my unit, into an SSC.

Response	Frequency	Percent	Mean: 5.18
1 Yes if there are demonstrable cost savings and/or increase in efficiency	26	9.29	
2 Yes	6	2.14	
3	5	1.79	
4 neutral	38	13.57	
5 no strong opinion	23	8.21	
6 oppose	43	15.36	
7 strongly oppose	84	30.00	
Missing	55	19.64	

16. Has there been pressure, overt or otherwise, to accept a SSC in your unit?

Response	Frequency	Percent	Mean: 1.60
Yes	83	29.64	
No	122	43.57	
Missing	75	26.79	

17. If there has been any resistance to a proposed SSC in your unit, has the Dean's Office or any other administrator responded in a constructive and collegial way? If yes, how?

Response	Frequency	Percent	Mean: 1.72
Yes	37	13.21	
No	96	34.29	
Missing	147	52.50	

18. Have alternatives to the proposed SSCs been considered and discussed? If so explain.

Response	Frequency	Percent	Mean: 1.85
Yes	24	8.57	
No	137	48.93	
Missing	119	42.50	

21. Has there been an assessment on how students in your area will be affected by a SSC?

Response	Frequency	Percent	Mean: 2.07
Yes	15	5.36	
No	168	60.00	
Choose Not to Answer	29	10.36	
Missing	68	24.29	

22. I am

Response	Frequency	Percent	Mean: 4.56
Administrative Staff	69	24.64	
A Chair Program Director or other Administrative Officer	34	12.14	
Lecturer	11	3.93	
Adjunct or PartTime Faculty	4	1.43	
Graduate Student	1	0.36	
Tenured Faculty	84	30.00	
TenureTrack Faculty	14	5.00	
Other	34	12.14	
Choose Not to Answer	18	6.43	
Missing	11	3.93	

23. I am a member of

Response	Frequency	Percent	Mean: 9.10
Humanities	41	14.64	
Fine Arts	14	5.00	
Social and Behavioral Sciences	32	11.43	
Biological Sciences	15	5.36	
School of Marine and Atmospheric Sciences	10	3.57	
Journalism	0	0.00	
Library	5	1.79	
Physical Sciences	17	6.07	
Mathematics	3	1.07	
College of Business	2	0.71	
Engineering and Applied Sciences	11	3.93	
Health and Science	1	0.36	
School of Nursing	10	3.57	
School of Social Welfare	1	0.36	
School of Dental Medicine	11	3.93	
School of Medicine	42	15.00	
School of Health Technology and Management	6	2.14	
Other please specify	34	12.14	
Missing	25	8.93	