

# Slate Faculty Survey

The following document provides some initial insights into the **Slate Faculty Survey** data. We received a total of **43** completed responses, with as many as 57 recorded responses for questions at the beginning of the survey. The completion rate was 75%. This analysis *does not include* process-based questions (3 in total), which were omitted from the initial survey and which will be analyzed separately once that data is collected.

## Summary

- Key Themes / Insights
  - **Mastery ≠ Satisfaction**
    - **70% of respondents had a less than favorable experience** with Slate for the 2020 admissions cycle (neutral to negative response options). **Zero respondents reported being very satisfied.**
    - In contrast, **37% of respondents felt somewhat to highly confident in their mastery of Slate.**
    - Insight: This 7 point delta could indicate that ***perceived mastery does not equate to satisfaction.***
  - **Use ≠ Utility**
    - Respondents sometimes reported using features (for example, the Queue) at least half of the time or everytime they use Slate, *despite* finding the utility of the feature lacking.
    - Insight: This could indicate feature use that is ***not tied to desire to use, but rather a means to an end*** – that is, it's the only option the system provides to them.
  - **Contextual Learning**
    - Regarding respondents' Slate learning process, **learning by doing was their most valuable resource**, with attending training and working with departmental staff tied for second.
    - Insight: This could indicate that ***a more tailored approach to learning Slate by departmental needs may increase overall mastery and confidence in the platform.***
  - **Frequency as a Magnifier**
    - **Lack of feature utility is strongly correlated to lack of overall satisfaction** with Slate for the 2020 admissions cycle. In particular, beliefs that Filters, Bins, and Widgets were **not useful** to respondents applicant review process were most strongly tied to diminishing satisfaction with Slate.



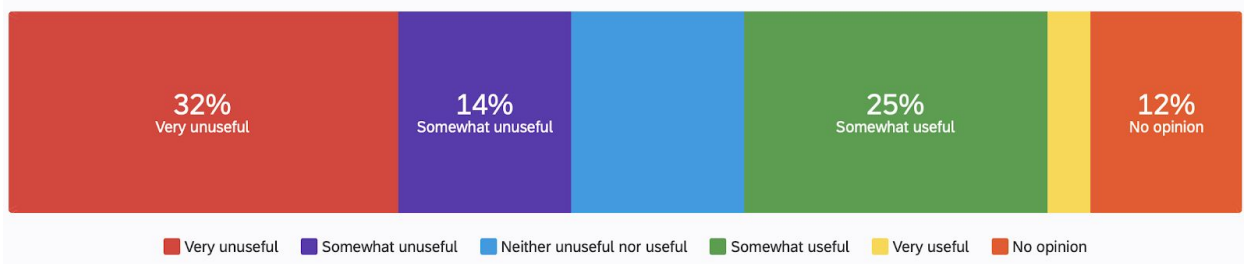
- In contrast, **37%** of respondents felt ***somewhat to highly confident in their mastery of Slate***. This 7 point delta could indicate that perceived mastery does not equate to satisfaction.
- Regarding respondents' Slate learning process, **learning by doing** was their most valuable resource, with attending training and working with departmental staff tied for second. This could indicate that a **more tailored approach to learning Slate by departmental needs** may increase overall mastery and confidence in the platform.
- **Lack of feature utility is strongly correlated to lack of overall satisfaction** with Slate for the 2020 admissions cycle. In particular, we saw that:
  - 100% of respondents who found Filters to be very unuseful were also very dissatisfied with Slate
  - 100% of respondents who found Bins to be very unuseful were also dissatisfied with Slate (very or somewhat)
  - 73% of those very dissatisfied with Slate found Widgets to be very unuseful
- Respondents who had **“no opinion” of the features are strongly correlated to lack of use** (either never or rarely). For Queries and Bins this was 100% and 71%, respectively. In addition, there's a secondary correlation between **never using a feature and finding it very unuseful**. Together, these data could indicate that **respondents either don't know how to use the feature or that they've found another workaround that suits their needs**.
  - Furthermore, there could be a lack of perceived need to *“need to know”* how to use the feature in question
  - As an example, respondents who had “no opinion” of Queries were most likely to **never** have used the Queries feature, and in turn were more likely to be somewhat satisfied with Slate.
  - Filters was an outlier here, wherein of those who reported Filters to be somewhat useful, a third of respondents also reported never using the feature
- The following feature **challenges** were most strongly correlated with **lack of overall satisfaction** (neutral to negative sentiment) with Slate for the 2020 review cycle:
  - The **Queue's lack of support for cross-faculty collaboration** (58%)
  - **Having to reset Filters** with every browse or search activity (76%)
  - **Review Forms do not reflect the departmental ratings criteria** used by faculty (74%)
- The following features are ranked by perceived **lack of utility** (calculated by neutral to negative response selection):

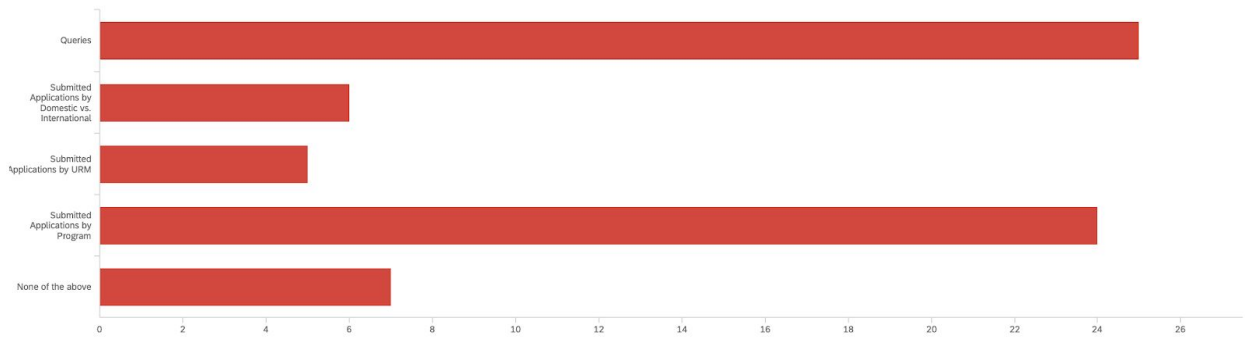
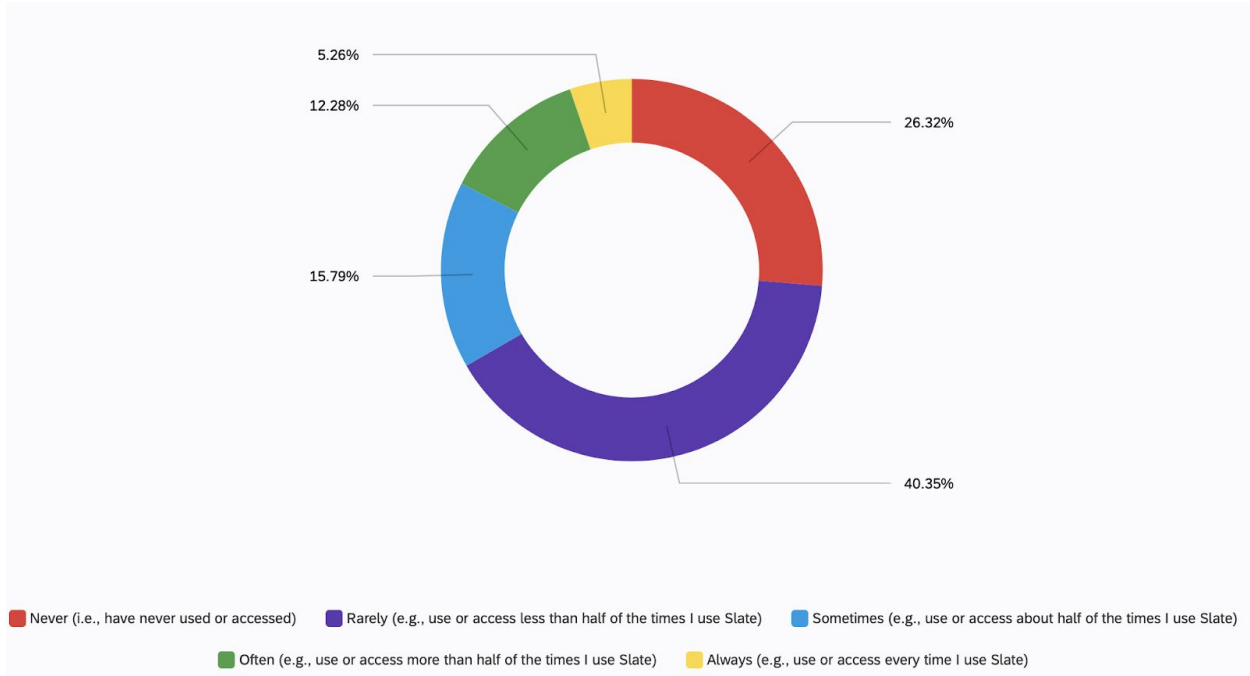
- Bins (77%)
- Widgets (60%)
- Review Forms (59%)
- Queue (58%)
- Queries (48%)
- The following features are ranked by lack of opinion or perceived utility
  - Queries (19%)
  - Review Forms (16%)
  - Bins (14%)
  - Widgets (12%)
  - Filters (9%)
  - Queue (7%)

# Details

## Widgets

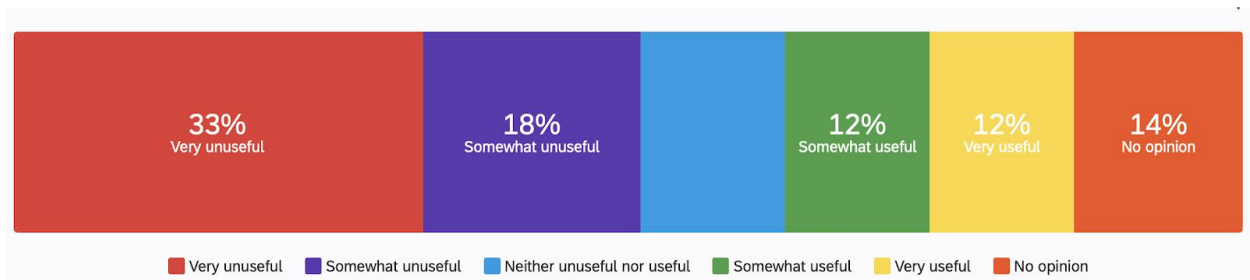
- Widgets were by and large found to be unuseful for faculty members' typical applicant review process (neutral to negative) ~60%
- More than a quarter of faculty respondents reported *never* using the widgets on the homepage, and 40% reported *rarely* using them
- Of the respondents who *did* use widgets, queries and submitted applicants by program were the most often used, by far





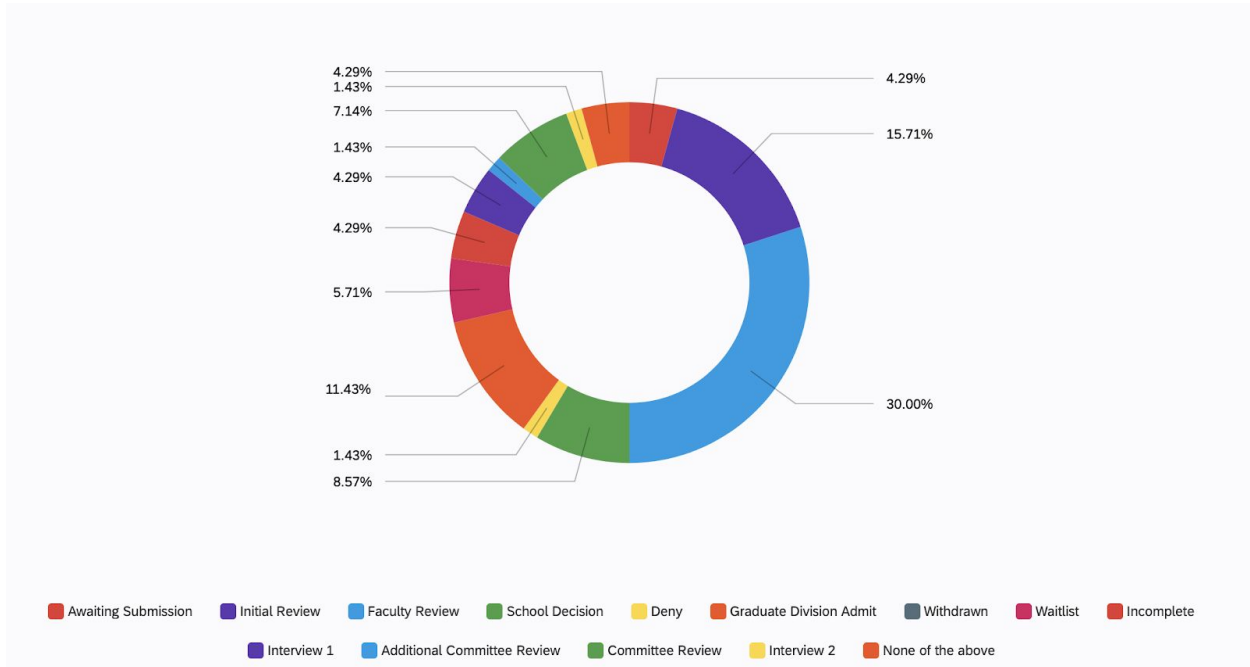
## Bins

- Bins were also found to be unuseful to faculty member’s typical applicant review process (neutral to negative), with only 23% reporting utility



- 22% reported **never** having used Bins, and another 22% *rarely* use them
- About 24% use them often (more than half) to every time they use Slate

- Faculty review and initial review and Grad Division Admit were top three, the rest were only used by ten% or less of faculty members
- About 25% of respondents had the following challenges w/ Slate:
  - It's hard to keep track of where applicants are within the Bins
  - I don't know what happens to applicants after I've submitted my review
  - The way in which Bins are organized doesn't make sense to me
  - I want to see all applicants regardless of where they are in the review process
  - **No one** said that none of these challenges were present

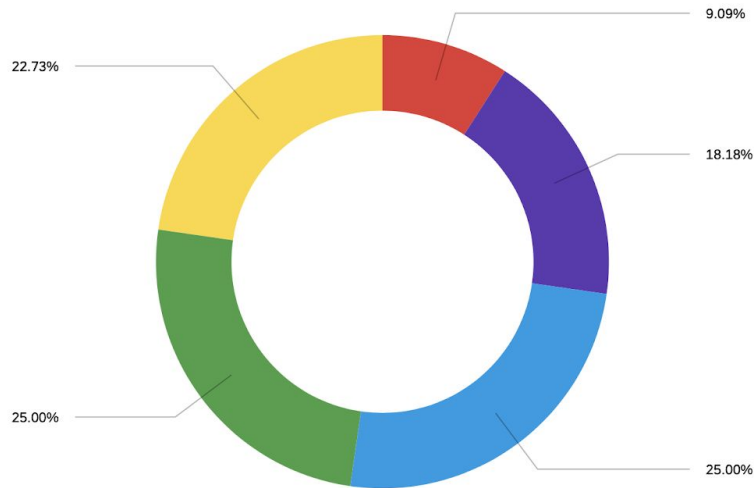


## Queue

- Relative to Bins and Widgets, the Queue provided a few % points *more* utility, however over half of respondents still reported it to be unuseful for their typical applicant review process



- That said, nearly half of respondents reported using the Queue at least half of the time they use Slate, with 22% therein reporting *always* using the Queue when they login to Slate

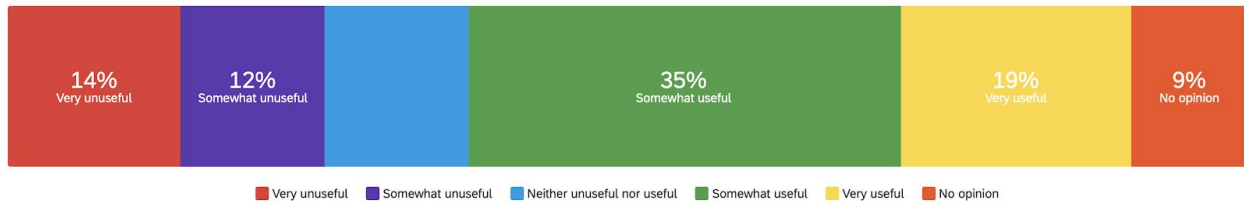


■ Never (i.e., have never used or accessed) 
 ■ Rarely (e.g., use or access less than half of the times I use Slate) 
 ■ Sometimes (e.g., use or access about half of the times I use Slate) 
 ■ Often (e.g., use or access more than half of the times I use Slate) 
 ■ Always (e.g., use or access every time I use Slate)

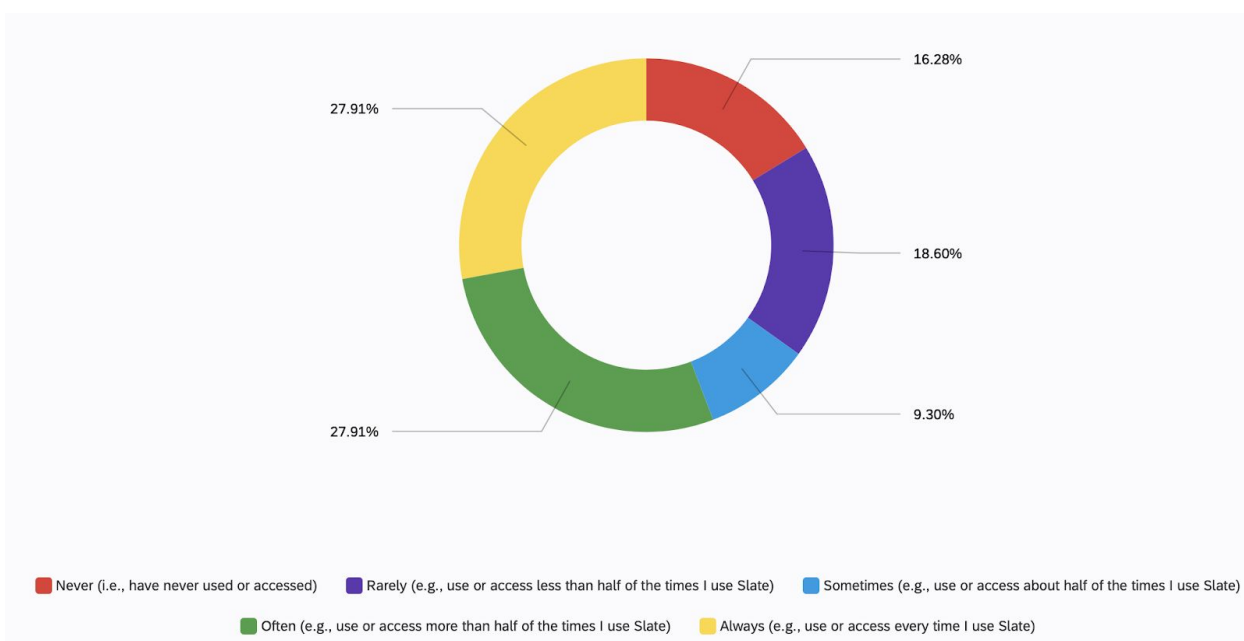
- Of respondents who use the Queue, they're mostly split by actively placing applicants in their own Queues, OR having someone else do it for them.
- Top challenges with the Queue are the lack of ability to concurrently review applicants as well as keeping track of where applicants are in the process

## Filters

- Filters were a stand out of the features we investigated, providing the most relative utility. 54% found them somewhat useful or higher.

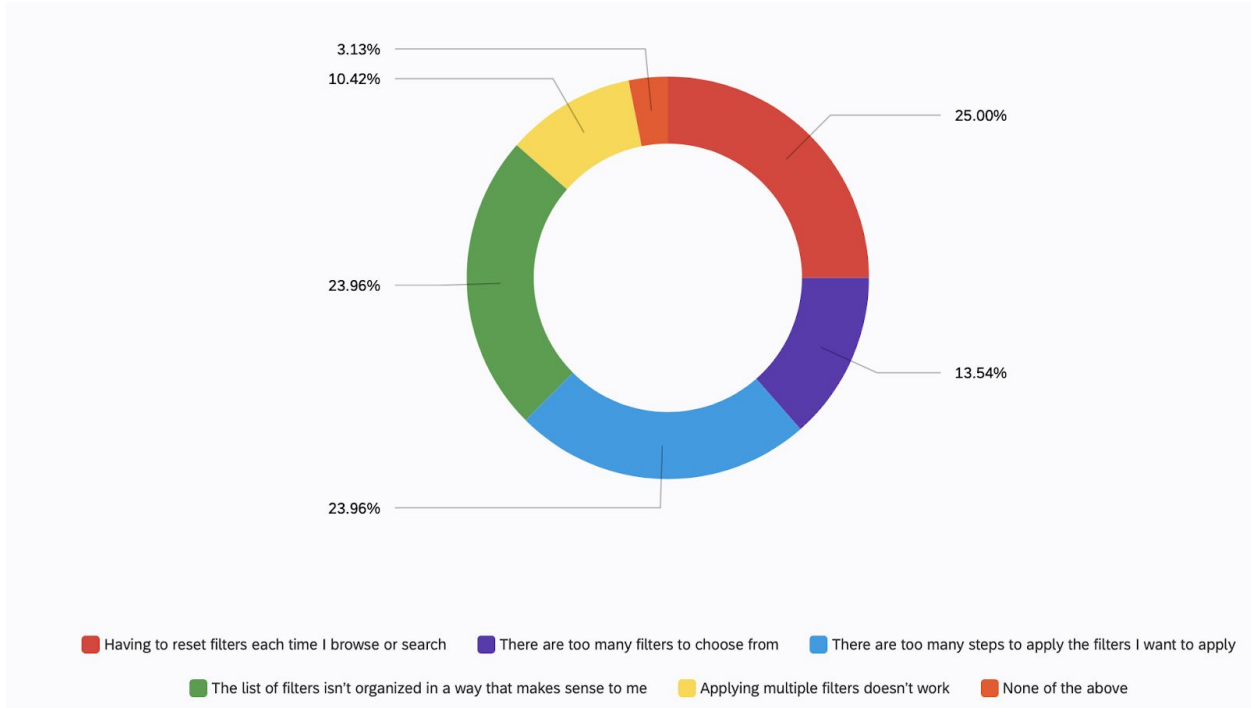


- Again, more than half of respondents are using the Filters feature fairly frequently, we believe this is often used when exporting data by CSV for further filtering and sorting (to be validated with additional process questions).



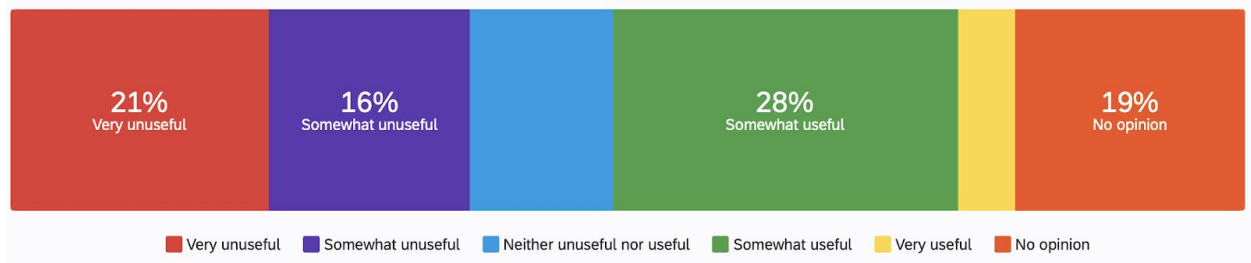
- Top three challenges were:
  - Having to reset filters each time I browse or search
  - There are too many steps to apply the filters I want to apply
  - The list of filters isn't organized in a way that makes sense to me



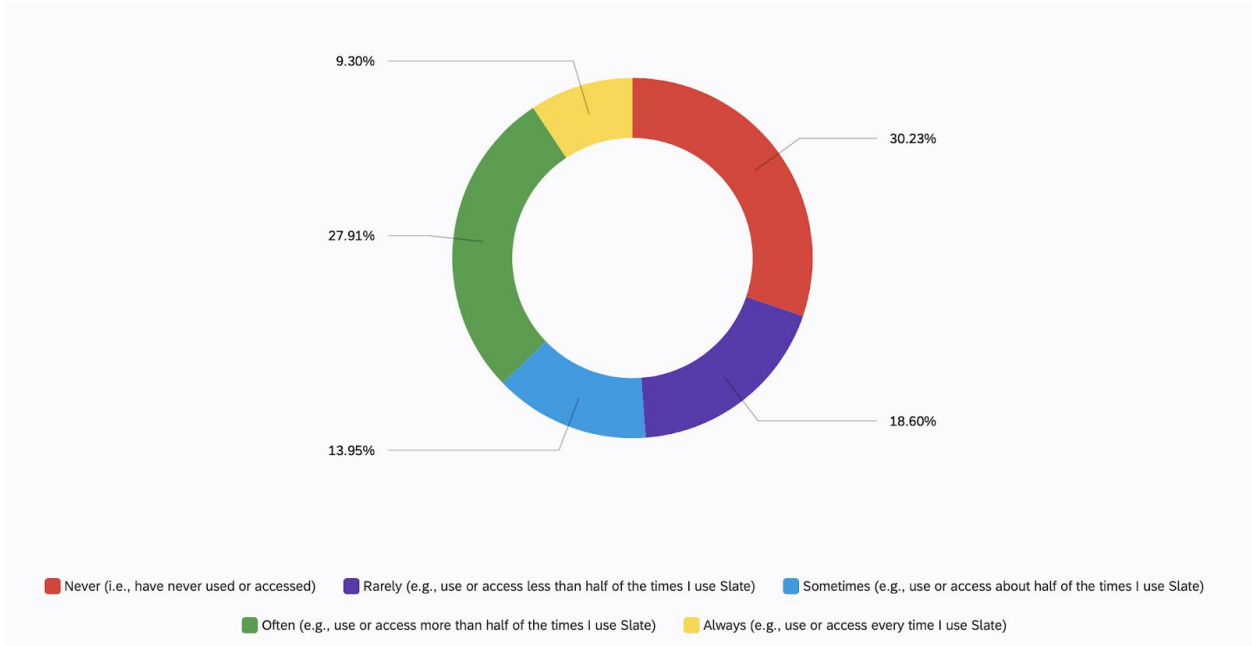


## Queries

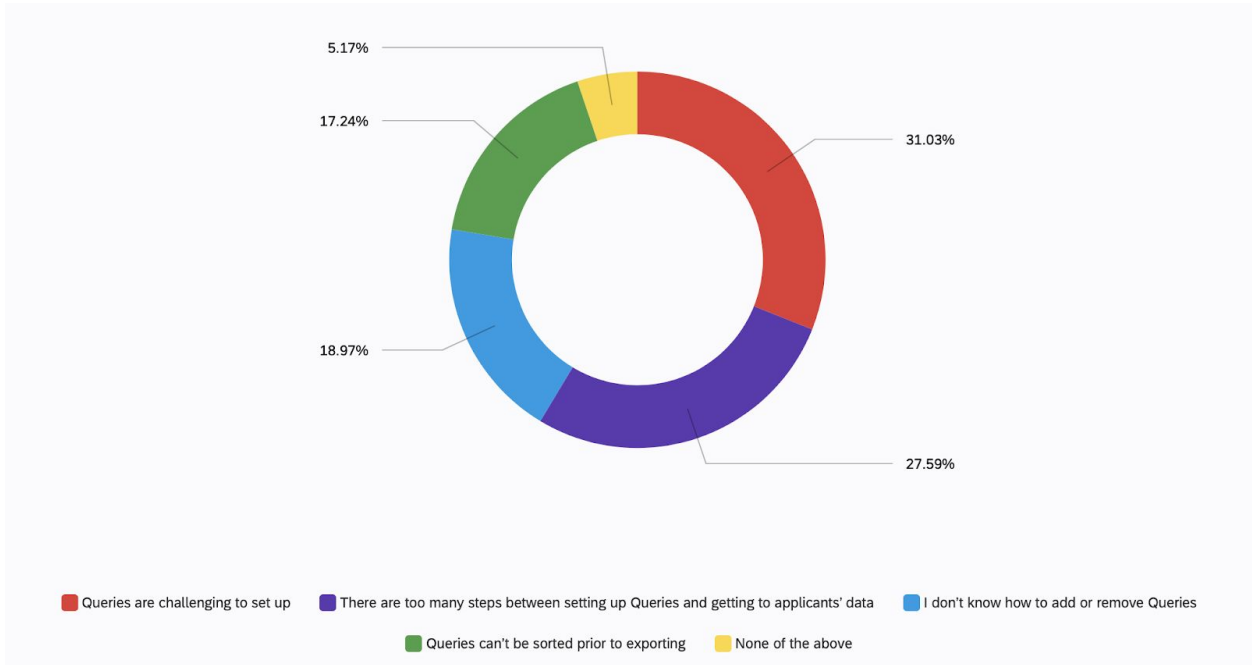
- Largest representation of “no opinion,” again, likely due to a larger population not needing to use Queries due to workarounds or intra-departmental collaboration.
- More split, with either polarity towards negative extreme or soft positive



- Still, nearly 1/3 of respondents reported *never* using queries

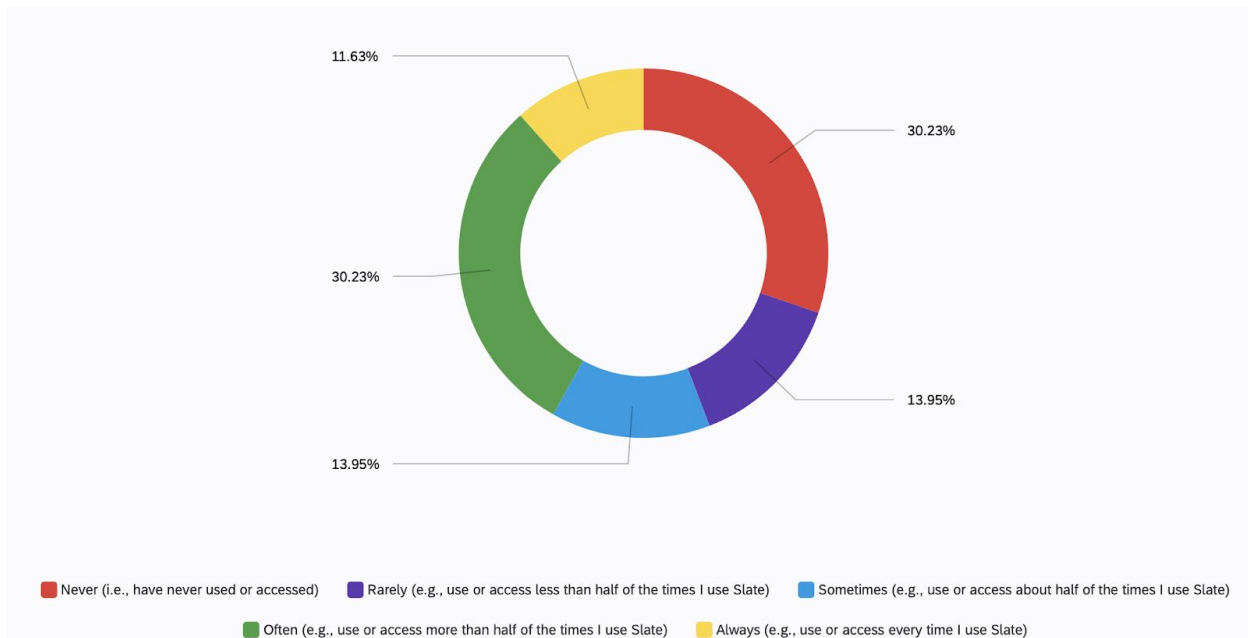
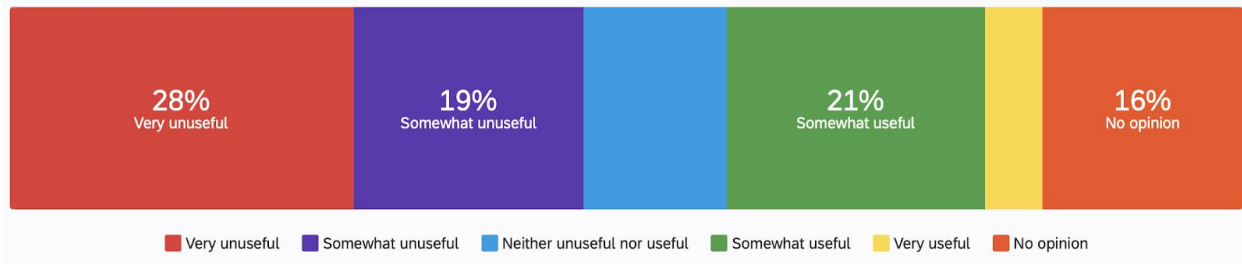


- Queries are challenging for faculty members for a number of reasons:
  - Queries are challenging to set up
  - There are too many steps between setting up Queries and getting to applicants' data
  - I don't know how to add or remove Queries

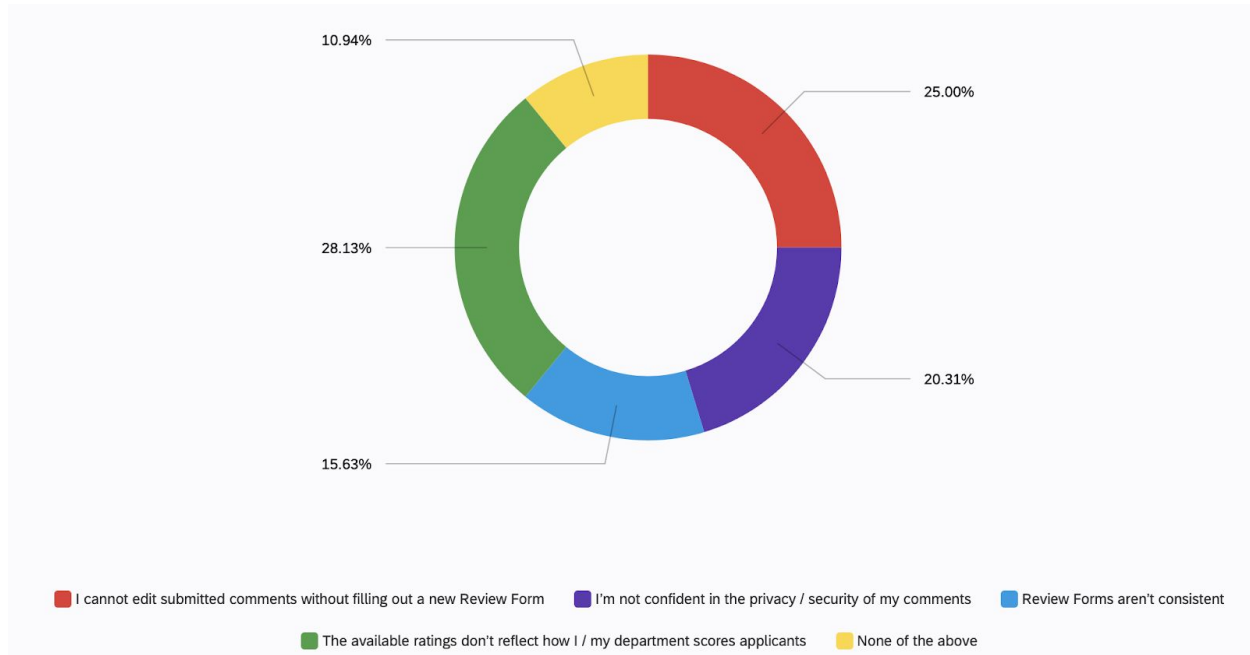


## Review form

- Review Forms usage and utility is pretty split down the middle, however less than 5% of respondents find the feature very useful, which is one of the lowest we've seen for this level of satisfaction



- Top challenges:
  - The available ratings don't reflect how I / my department scores applicants
  - I cannot edit submitted comments without filling out a new Review Form
  - I'm not confident in the privacy / security of my comments



## Recommendations

- **Support departmental customization**
  - Customized ratings options within Review Forms on a departmental basis
  - “Sticky” and reduced Filter availability to be saved on a per-user or per-department basis
  - Concurrent applicant review enabled for collaborative departments
  - Remove features with lack of use for certain departments
  - Customized Queries and Charts within the Widgets section of the homepage on a per-user or per-department basis
- **Leverage accelerators for high-frequency features**
  - “Sticky” and reduced Filter availability to be saved on a per-user or per-department basis
  - Customized Queries and Charts within the Widgets section of the homepage on a per-user or per-department basis
  - Remove features with lack of use for certain departments
- **Provide contextual educational opportunities**
  - Training opportunities at the kick-off of each admissions cycle
  - Emphasize departmental requirements and needs for training sessions and materials
  - Tooltips that highlight departmental feature functionality
- **Embrace workarounds as an opportunity to integrate new functionality**
  - Embed departmental .csv’s into the homepage using Widgets for Faculty reviewers to access
  - Adjust Bins to reflect “action required” status over applicant status

- “Sticky” Queries to be saved on a per-user or per-department basis
- “Sticky” and reduced Filter availability to be saved on a per-user or per-department basis
- **Improve collaborative-rich feature functionalities**
  - Adjust Bins to reflect “action / collaboration required” status over applicant status
  - Tagging applicants for additional Faculty review within the Queue or Search sections of Slate