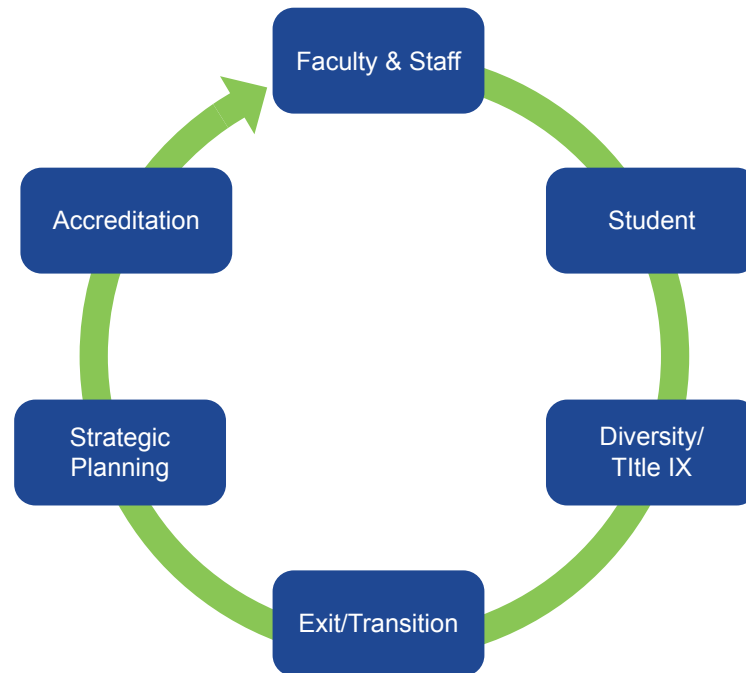


# ModernThink

## 360 Degree Cultural Assessment



## About ModernThink

As a nationally recognized research and consulting firm, ModernThink has been working with colleges and universities for over a decade. Founded in 2004, we have particular expertise in the following:

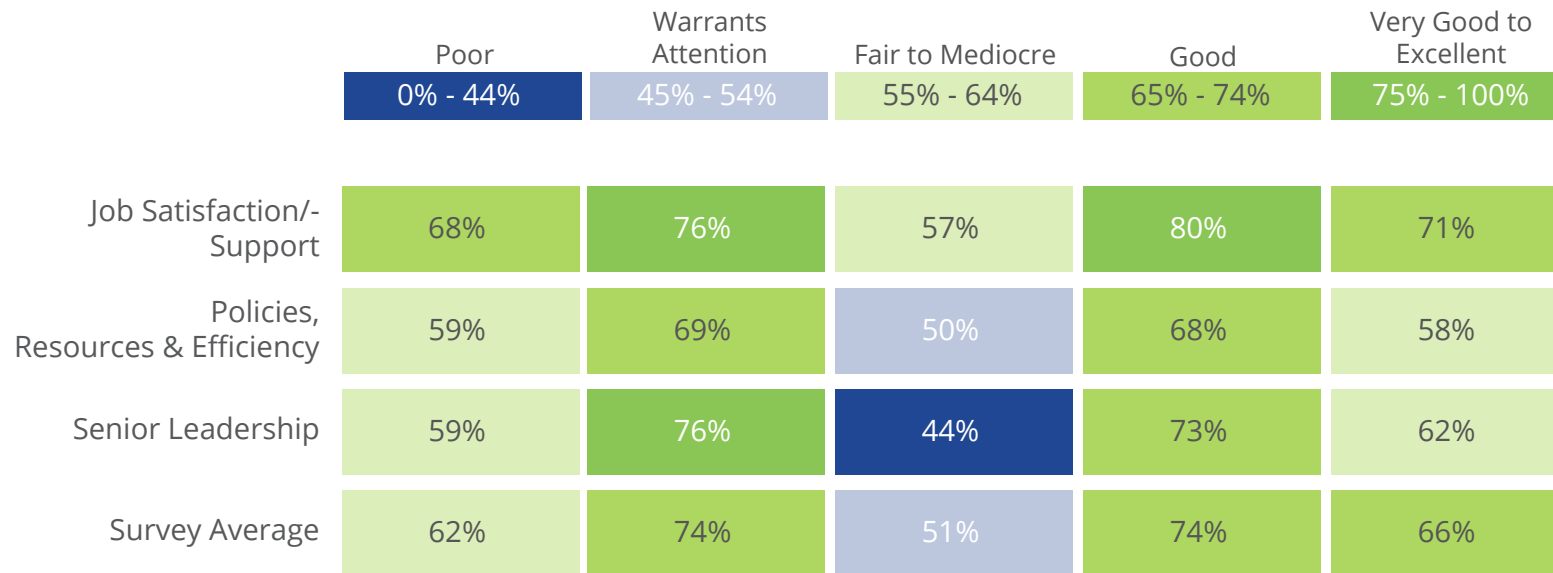
Having worked with nearly 1,000 colleges and universities across the country, we have accumulated an unparalleled database of workplace quality metrics, student climate statistics and national best practices. We use this rich database in our private consulting practice to help our higher education clients understand how they stack up relative to the best of the best.

Our ultimate goal is to help colleges and universities become better places to work and learn.

"Leaders in higher education must consider many factors when attempting to bring about positive change. Knowing where to start is essential. Working with ModernThink's Insight Survey and OD experts was invaluable. I was able to see what was working well and what areas needed immediate attention. Being able to benchmark against our peers in higher education was informative, and enabled me to prioritize resources and improve our planning process." --Paul Forestell, Provost, Long Island University

"We appreciated the well-designed survey instrument and excellent reports. The ability to compare ourselves to other universities was very useful as well." --Dr. Karen Cherwony SPHR, Associate Vice President, Human Resources, Temple University

## Faculty/Staff Surveys



Colleges and Universities want to attract and retain top, diverse talent. ModernThink can help! As a nationally recognized research and consulting leader in workplace quality, ModernThink provides expert guidance on how to become an Employer of Choice. We assess your institution's current "state of the union" and then provide recommendations on how to leverage strengths, eliminate barriers and mitigate risks.

## Student Experience

### Student Experience Survey

Institutions distinguish themselves in the marketplace and ultimately demonstrate value to students, parents and accreditation bodies through their student experiences and outcomes. ModernThink has a variety of student survey and assessment tools that your institution can customize to meet its unique needs. Goals include the following:

- Understanding your institution's unique student culture
- Assessing Title IX compliance
- Identifying opportunities for improvement
- Uncovering and mitigating risk

### Title IX "Red Zone"

Sample statement from the ModernThink Title IX Student Insight Survey

Males and females are treated equally and respectfully by faculty/staff?

- Strongly Agree
- Agree
- Sometimes Agree/  
Sometimes Disagree
- Disagree
- Strongly Disagree

**Males**  
**98%**  
**Positive**

**Females**  
**95%**  
**Positive**

## Diversity/Anti-Discrimination

### Diversity

Diversity and inclusion goals pervade higher education. They can be found on websites, in recruiting ads and as part of strategic plans across the country. ModernThink works with institutions to bring metrics to these goals so that institutions can measure and be held accountable for their progress.

### Anti-Discrimination

On a different but related matter, ModernThink can assist with internal investigations after an allegation is made. We can also proactively survey to gauge compliance with anti-discrimination laws, including Title IX. We help colleges and universities identify and then extinguish smoke before it becomes fire.

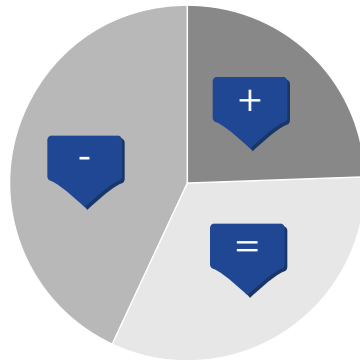
*"This institution places sufficient emphasis on having diverse faculty, administration and staff."*



The above graph depicts the percentage positive - faculty and staff who "Strongly Agree" or "Agree" with the above statement - for those institutions that participated in the Chronicle of Higher Education's Great Colleges to Work For program and were recognized on the Honor Roll list versus those not on the Honor Roll list

## Exit/Transition

There are good opportunities for advancement at this institution.



Many institutions miss out on a critical source of feedback by either skipping exit and transition surveys altogether or using techniques that are outdated or suboptimal. Traditional techniques include face-to-face interviews or a fairly boilerplate survey conducted by Human Resources.

Either way, most exiting employees have little confidence in the confidentiality of their responses and are ultimately more interested in not burning any bridges. Engaging a neutral third party to oversee and coordinate all aspects of data collection, storage and reporting helps alleviate the concerns about confidentiality and potential ill will from the former employer, thereby allowing the institution to hear the feedback necessary to drive improvement.



89% of employers think their people leave for more money, while only 12% of employees actually do

*Turnover costs are often estimated to be 100% - 300% of the base salary of replaced employees.*



## Strategic Planning



Need a roadmap for your organization's success? Start with a baseline of survey results to see your institution's current "state of the union" through the eyes of a variety of stakeholders. ModernThink's expert Consultants will then guide you through a facilitated strategic planning process. We'll help you convert stakeholder feedback into the foundation for your institution's long-range planning process, especially as it relates to your human capital. We use our robust national database of workplace quality metrics, benchmarks and best practices to help you compare to and learn from the best.


"It was a great opportunity to spend some time reviewing all of the programs we offer and to help identify areas where we need to increase communications and branding."  
- Mary P. Smith Senior Director, HR, Emory University

"One of the major outcomes of the ModernThink Insight Survey can be summed up in one word: Opportunity."  
- Dr. Wright Lassiter, Chancellor, Dallas County Community College District Council Member, National Endowment for the Humanities

"The process of self-examination and comparison always reveals areas or issues that can be improved as well as strengths to be proud of. The results allow for clear definition and focus of attention."  
- Dr. John Moore, Director of Workforce Planning, University of Texas at Austin

## Accreditation

Wherever your institution is in the accreditation life cycle, it will need to demonstrate its plan for improving institutional context and educational effectiveness. ModernThink can help by collecting, summarizing and synthesizing data related to the following accreditation standards:

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- Mission and goals
  - Institutional resources
  - Leadership and governance
  - Student retention