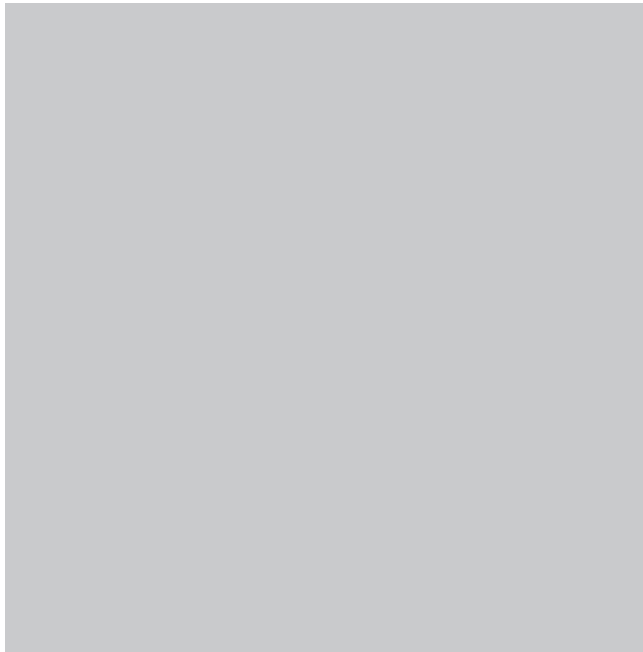


Town hall meetings

SURVEY BASED ON THREE MEETINGS 2017



NHH



November 2017



Results survey three town hall meetings autumn

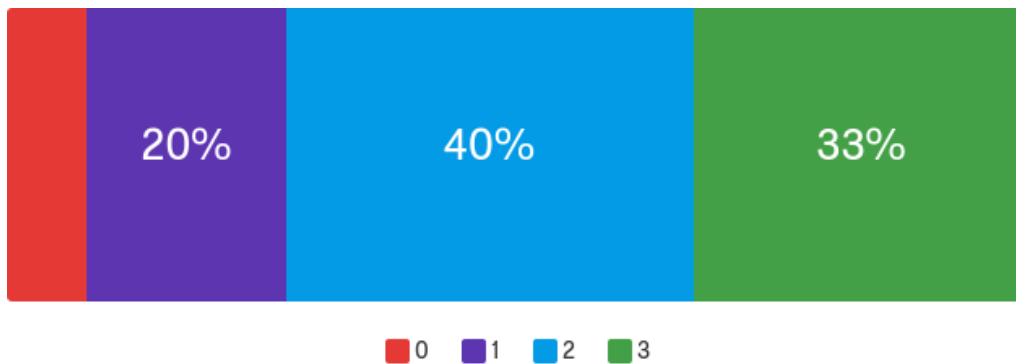
Town Hall Assessment

14 November 2017, 11:36 pm

- Dear all NHH employees,

Our town hall meetings are an important arena for internal communication. Thus, we are interested in your assessment of these meetings so far. Please spend one or two minutes to answer this six-question survey. Answers are anonymous.

1. How many town hall meetings have you attended this autumn?



#	Answer	%	Count
1	0	7.69%	11
2	1	19.58%	28
3	2	39.86%	57
4	3	32.87%	47
	Total	100%	143

2. In general, what do you think about the town hall meetings this semester?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	2. In general, what do you think about the town hall meetings this semester?	1.00	5.00	3.79	0.94	0.88	132

#	Answer	%	Count
1	I don't like them at all	1.52%	2
2	They need improvement	14.39%	19
3	I have no opinion	4.55%	6
4	I like them	62.88%	83
5	I really like them a lot	16.67%	22
	Total	100%	132

3. Have the town hall meetings provided you with more insight about what's important at NHH?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	3. Have the town hall meetings provided you with more insight about what's important at NHH?	1.00	5.00	4.30	0.92	0.85	132

#	Answer	%	Count
1	Not at all	1.52%	2
2	Only slightly	7.58%	10
3	I have no opinion	0.00%	0
4	Yes, a little	40.91%	54
5	Definitely	50.00%	66
	Total	100%	132

4. Do you believe that the town hall meetings contribute to a more unified NHH organisation across departments and administrative units?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	4. Do you believe that the town hall meetings contribute to a more unified NHH organisation across departments and administrative units?	1.00	3.00	2.39	0.60	0.36	132

#	Answer	%	Count
1	Close to no such effects	6.06%	8
2	Some effect	48.48%	64
3	An important effect	45.45%	60
	Total	100%	132

5. Frequency of meetings:

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	a. Frequency of meetings:	2.00	3.00	2.18	0.39	0.15	132

#	Answer	%	Count
1	Too few	0.00%	0
2	About the right frequency	81.82%	108
3	Too many	18.18%	24
	Total	100%	132

6. Length of meetings:

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	b. Length of meetings:	1.00	3.00	2.08	0.35	0.12	132

#	Answer	%	Count
1	Too short	2.27%	3
2	About the right length	87.12%	115
3	Too long	10.61%	14
	Total	100%	132

7. Please provide suggestions for topics which you think should be covered in future town hall meetings:

- The name of the school is inconsistently used by its people. Quick exercise I've done: look for papers published in the last couple of years and see how authors of the school have written their affiliation. You'll find many different variants. We should agree on how our school is named, this is important if we are about "branding" the school outside. There was a mandate of using "NHH Norwegian School of Economics" but this has not been effective. I would like this discussion to go and actually re-evaluate if it was a wise move having changing the name in English. I believe it was not and we are still on time to revert such a move and put back "business" or alike in the name. The main reason for this is that we are not a school of economics (obviously not, for what we are and for what the original name in Norwegian is). Then, it is not so coherent to be named school of Economics. But, still, if we are to be called in one way we should make our people to use the same name. - How to align all of us around the same objective? I'm sad to hear from older colleagues that "they don't fight the administration anymore because got tired of that and wasting time and energy for nothing". I've heard more than once that when they asked something to the administrations (e.g. with respect to exams) they've got a "no, it is not possible" because the administration just preferred to say no because they actually don't know and do not want to blunder. It's ridiculous and sad to see this in my older colleagues, why should we "fight" to get something like this done? If we're all in the same institution, we should all navigate according to the same goal. - I really love the concept of "speed". But i think it required an adjective before: "fast". Because speed can also be "slow". And I've heard from colleagues and myself that in particular when it comes to digital examination procedures and all the relationship with the administration office it has turned much more slower speed and waste of resources and time and energy the shift to digital tools. Moreover, i've also heard from students we're doing bad: imagine you are a student this semester you have to deal with about 4 or 5 different systems at a time (WISEflow, itslearning, canvas, exam software, studiaweb,...). We're doing something wrong. The idea of having digital tools is to make things easier, faster and more fluent. At the moment, it's being perhaps harder, slower, and less fluent. - I do have other topics but are more "operational", while the above are "strategic" so it's more proper to be a topic in these types of meetings. One of my more "operational" topics to look at: are all 7.5 ECTS course actually demanding the hours

more or less than they should? I have the impression that not, and several 7.5 ECTS courses require for much less. Quick exercise: ask around 5 professors, how many hours does an ECTS stand for? Or equivalently how many hours a student should put in his/her course? Hypothesis: about 4 out of 5 have no idea. Then students get it wrong in what a 7.5 ECTS course is, they get more ECTS than they have actually worked for, and complain for the workload in courses that do the real 7.5 ECTS work. - Funding amounts (e.g. the 30,000 NOK per year for travel grants) are stuck since many years ago. Rates of exchange, prices of tickets, hotels, etc change but these figures stay the same. You may also check at the opportunities/incentives that in particular young men get in comparison to the rest, basically the worst position to be at.

Please continue with the update about the important ongoing projects at NHH, both large and small (as before, topics in internal control, updates in the project of the renewing of main administrative building, changes in legislation that will affect routines at NHH, etc.)

To many topics - not enough time for all each meeting.

strengere regi - alle som skal bidra må få sin tilmålte tid

More participation of the audience

Advertise the schedule of town halls longer in advance if possible.

Status of our competitors

I think we can reduce the frequency as we get further into the election period and more things get settled (hopefully).

Town hall meetings is for US to talk to YOU. You just talk

Too much one-way information pushed into a too short meeting. Could/should have more room for discussions.

The meetings I have attended this semester have been in my opinion more informative for the academic staff. As an administrative employee I gain information on certain aspects of the school, but the information is not pertinent for my current position.

Setting targets and goals are fine but reporting results is something I miss.

Video available afterwards is great.

I would not mind having this frequency of meetings if there were subjects that would be relevant also for the administrative staff or included an administrative point of view, to the decisions being made in the organisation. Some of the strategic decisions have implications for administrative resources or consequences for our day-to-day operations, or for the students. E.g. when new profiles are presented, my questions are not necessarily in relations to the contents of the profile, although I find an overview interesting. My questions are more in the line of what consequences a new profile will have for existing profiles. Will some profiles get discontinued when other profiles occur, or are we just expanding our portfolio of profiles? And in both cases, why? When we talk about innovation in how courses are being taught, what work is being done to ensure that the student's work load does not get too big, and at the same time creating more work-relevant education? What about innovation in assessment? And if I hear about a potential new bachelor programme, my concerns are mainly with the timeline for when the work is being done, how big the changes are projected to be and when it is being implemented. The contents of the programme itself is not my only interest. What I am trying to say, is that many of the employees relate to NHH not solely from the way we are represented in the media or how we relate to external relations, or

on FT rankings, but on how the choices that are being made and strategic decisions affect the students concretely. Many of us talk and relate to our existing students on a daily basis, and care about their course of study, and how to safely get them through the programmes they choose to attend. Today's student may be tomorrow's professor featured on Dagsnytt 18. They should also some times be in focus when all employees are gathered. Sorry for my rant, and thank you for making an effort in binding us together.

Kindergarten services as a tool in recruitment and internationalisation. Many people are very upset about the current status

Since they last 60 min they overlap with lectures. Clearer topic definition and consideration of audiences. What is the overarching point, and what do you want us to get from it? Also please proofread the slides.

Både om forskning og utdanning, ikke bare utdanning. Må handle mer om ting vi ansatte skal gjøre eller vite eller trenger, ikke så mye visjoner for framtiden.

More info from the board meetings.

I firmly believe that the town hall meetings is an important tool to unite and to enlighten all NHH employees. I love them! And the meetings symbolise our new management model. This is the way to live the model!

The townhall-meetings seem to be too short. They always end in a hurry.

Dette er informasjonsmøter og ikke en måte å forankre beslutninger på. Til det blir det for lite interaksjon. Det er forhåpentligvis andre arenaer som brukes for å få innspill i viktige saker, som for eksempel strategi-arbeidet som ble omtalt i dag. Andre viktige saker som det kunne vært greit å bli orientert om: Byggesak, budsjett, viktige saker som det arbeides med i forskningsutvalget og utdanningsutvalget, hva som teller i FT-rankinger og AACSB-akkreditering, internasjonalisering, språkpolitikk... Det er også fint å orientere om status og utvikling i saker som allerede er omtalt i tidligere møter, for eksempel pedagogikk og "godt nok"-prosjektet.

Faglige innlegg, som presentasjonene på siste allmøte, er positivt.

Perhaps some brief information about the practical changes that have taken place with regards to organization since the change of governance model. (What has the change of model entailed in practice?)

Topics that are relevant for both faculty and administration. It now tends to be very faculty-oriented.

I work with the administrative staff, and found it interesting to listen to the work of the scientific staff.

International Careers for our students. How can we make more students go abroad after they finish their studies here at NHH.

Utviklingsmuligheter for ansatte Samarbeid på tvers av avdelinger og institutt

There should be more Q&A because listening to the presentations without any interactions does not provide any opportunity to give feedback. With that on mind the first part of the agenda where the rector makes announcements could be shortened and open the floor for the audience a bit.

Examples of NHH Citizenship - Øystein wants a larger NHH citizenship and should show good examples of it.

Informasjon om viktige saker som blir diskutert i toppledelsen, det er altfor lite spredning av informasjon om det som foregår på toppen nedover i organisasjonen. Det er fint å få en oppsummering av viktige arrangement som

har foregått, at forskere i media blir løftet fram etc, men de gir oss ingen informasjon om hvilke viktige beslutninger som er blitt tatt siden sist, og hvilke implikasjoner det vil ha framover. Ledelsen spør heller ikke om input som kan danne grunnlaget for viktige beslutninger som skal fattes. Allmøtene blir kun enveiskommunikasjon fra ledelsen, det fremmer ikke reell medmestemmelse og innflytelse fra de ansatte tilbake til ledelsen.

NHHs bidrag til samfunnet FT-rangering og oppfølging av denne

Highlight our successes. Great publications, good courses, Conferences and so forth. Celebrate!

Clearer ideas on the sought-for strategic direction of nhh, and the analyses underlying choice of direction. Ps I do like the openness that the new leadership seems to stand for. The point here is that if there are more ideas about direction and associated ideas about our environment, they should be made known to the organization at this stage. Transparency is crucial

I see frequent meetings at the start up as important to better understand where nhh is going and how the new rektor team think. Reduced freq after that

Trade union structure at NHH within the system of governance at state institutions (many employees have no idea how to raise concerns, so fail to do so).

Better PowerPoint presentations!

Crossroads, e.g. important upcoming decisions for the NHH board.
