2012
Staff Perspective Survey

Presented to:
MSU Board of Regents

Presented by:
Phil Schooley, Staff Regent
John Young, Staff Congress President

Table of Contents

Click on Titles to Link to Section

2012 Survey Summary

2012 Staff Perspective Survey

Staff Demographics

Overall Organization Impression

Upper Administration

Staffing/Work Environment

Benefits/Pay

Recognition

Communication/Teamwork

General Comments
What do you appreciate most about working for MSU?

General Comments
What would make MSU a better place to work?

General Comments
What suggestions do you have for creating a work/life balance at MSU?

General Comments
What suggestions do you have for the Staff Regent or Staff Congress?

General Comments
Feel free to use this section to provide any additional comments/concerns.

Staff Congress Members and Committees

SUBJECT: SUMMARY REPORT OF STAFF PERSPECTIVE SURVEY

DATE: May 10, 2013

TO: Dr. Randy Dunn, President
Members of the Board of Regents
Murray State University

FROM: Phil Schooley, Staff Regent
John Young, Staff Congress President

Enclosed you will find the results of the 2012 Staff Survey conducted during the months of September through December 2012. For the fourth year, with the assistance of the Center for Teaching, Learning, and Technology and Beth Sloan, the survey was administered electronically on-line. An initial summary outlines the methodology, data collected, descriptive statistics, and interpretative results. In addition, you will find a copy of the survey, a statistical tabulation of the results, and a list of all comments. The results of this survey in summary will be shared with the Board of Regents, Office of the President, Provost, Vice Presidents, Human Resources, Equal Opportunity Office, Information Systems Department, Staff Congress members, and with staff across campus.

Thank you for your continued support!

SUMMARY REPORT OF STAFF PERSPECTIVE SURVEY

I. Background and Data Collection

Since going to the on-line survey we have experienced great success in conducting our Staff Survey with over 50% of the surveys being returned. So, it was the desire of the Staff Congress to conduct the survey again in the fall of 2012 with some revisions made to the survey. Working again this year with Beth Sloan, a staff member in the Center for Teaching, Learning, and Technology (CTLT), we were again able to submit the survey on-line with the use of Survey Monkey. An email listing was obtained with the help of Human Resources, and the survey was sent to 1,038 staff. Approximately two months allowed 531 staff to respond giving a 51.2% response rate. The percentage of responses was again down from the previous year, but the number of surveys sent out was also lower than the previous years. See results below:

	Total Mailed	Total Returned	Total Comments	Response Rate
Fall 2006	973	406	284	41.7%
Fall 2007	973	370	271	38.0%
Fall 2008	959	402	272	41.9%
Fall 2009	1,136	654	Varies by Question	57.6%
Fall 2010	1,228	676	Varies by Question	55.1%
Fall 2011	1,206	617	Varies by Question	51.2%
Fall 2012	1,038	531	Varies by Question	51.2%

II. Descriptive Statistics

The survey is divided into three sections. The first section asked general questions to determine demographics. The second section is weighted on a scale of 1 to 4 with one representing strongly disagree and four representing strongly agree. It contains 40 specific questions in six categories: overall organization impression, upper administration, staffing/work environment, benefits/pay, recognition, and communication/teamwork. A place for comments was provided at the end of each section. The third section asked five general open response questions to allow for employee feedback.

Based on the responses to the survey, there was almost identical representation of the employees by years of service as there has been for the past two years, with again the majority of 43.9% coming from employees who had 10 years or more of service. Also, again of the four employment categories listed, administrative assistant/clerical and executive/managerial/professional provide the most responses with 435 (82.0%). In addition, the majority of respondents were full-time employees (97.0%). A total of 493 (94.4%) planned to be working at MSU next year. When asked if working conditions were better, about the same, or worse compared to a year ago, the majority at (76.5%) said they were the same or better which was down from last year's 80.8%. Again the main reasons as noted from the comments for the decrease in this percentage from last year were 1) Physical conditions and safety in working environment is provided (86.6% down from last year's 90.4%) and 2). The equipment and resources in their work area were adequate for them to do their job (82.7% up from last year's78.7%).

III. Results and Interpretations

From the second section with the weighted questions the overall responses to the questions were positive. However, there were statistically significant results noted:

Of the 40 questions the three that staff agreed most strongly with again this year were:

1. MSU is highly regarded in the community/region. (94.7%)
2. MSU actively contributes to the community/region. (94.3%)
3. I am proud to tell people I work for MSU. (92.7%)

One additional question that came in closely behind these three was:

1. Compared to other employers our benefits are good. (90.5%)

The one question that MSU staff most strongly disagreed with again this year was:

1. Raises are given adequately and fairly for job performance. (71.9%)
   (The % of those disagreeing was up from the previous year's 60.5 %.)

The one question that the staff was divided on was:

1. Overall, I am satisfied with my salary. (50.5%)

Two questions that showed a large change from last year were:

1. Overall, I feel good about the Board of Regents Leadership.
   (Down from 91% to 81.5%))
2. Raises are given adequately and fairly for job performance.
   (Disagree Up from 60.5% to 71.9%)

Two additional questions that were added this year which were agreed with strongly:

1. Do you feel Customer Service training is needed on campus?
   (Yes = 70.7% and No = 29.3%)
2. Do you need more training to accomplish your job better?
   (Yes = 40.2% and No = 59.8%)

IV. Summary of Comments

Individual comments were collected from all six categories as well as five specific questions listed at the end of the survey. Complete lists of all submitted comments are included in this report. Below summarizes each section and question:

Overall Organization Impression – The top topics discussed were: the lack of communication across the campus, the staff feels the University is highly regarded in the community/region and they are proud to tell people they work at Murray State University. One topic mentioned several times was the Board of Regents being out of touch and micro-managing.

Administration – Comments were positive on how well the President keeps the Faculty, Staff, and Community informed and how the President listens to MSU employees and responds to their needs. There was feeling of lack of communications or explanation downward from some upper administration.

Staffing/Work Environment – The number one need listed by the staff was for more professional development and office training in several areas. Of course parking and parking tickets were also listed several times.

Benefits/Pay – The majority of comments reflected the need/desire to increase wages while keeping cost of insurance low, improving benefits (vision & dental), pay for overtime, and more staff.

Recognition – Comments were overwhelming negative on the evaluations or performance reviews. Another topic was the lack of promotions in different departments. Also, several felt the need for merit pay.

Communication/Teamwork – Although communication and teamwork in small areas is good, the overall communication is lacking as noted by the majority of comments. There were several complaints about poor supervision and lack of communication between team members.

General Comment Questions:

What do you appreciate most about working for MSU?
The majority of responses to this question involved: THE PEOPLE (most response) benefits, tuition waivers, holiday pay, sick leave, vacation days, and job security,

What would make MSU a better place to work?
The major concerns for this question dealt with the following: communications between departments, more technology, better pay, day care center, and of course more and better parking.

What suggestions do you have for creating a work/life balance at MSU?
The major suggestions to help create work/life balance were: improve wellness opportunities, include exercise time into work schedule, pay for overtime, allow staff to have the days off the faculty have off. The two responses that were submitted the most were: additional staff, and a four day work week or flexible scheduling of staff.

What suggestions do you have for the Staff Regent or Staff Congress?
The responses to this question varied from specific directives to general words of support. Positive comments such as “keep up the good work” and “keep us informed as you have been” stood out. More specific concerns were “listen to all staff concerns” and “work on tuition wavier program” and a pay raise.

Feel free to use this section to provide any additional comments/concerns.
The responses to this question covered several different topics: lack of communication, doing away with graduate tuition waivers, customer service training, having to pay for parking permits, pay raise, and the need for more staff.

EMPLOYMENT CATEGORY	FALL 2012	FALL 2011	FALL 2010	FALL 2009	FALL 2008	FALL 2007	FALL 2006
Administrative Assistant/Clerical	175	220	209	208	148	122	144
General (Food Service, Public Safety, etc.)	48	65	67	88	33	22	43
Facilities Management	48	51	53	54	50	47	58
Executive/Managerial/Professional	260	274	338	295	164	152	157
answered question	531	610	667	645	395	343	402
skipped question	0	7	9	9	7	27	4
TOTAL RETURNED	**531**	**617**	**676**	**654**	**402**	**370**	**406**
TOTAL SENT OUT	**1,038**	**1206**	**1228**	**1136**	**959**	**973**	**973**
RESPONSE RATE (%)	**51.2%**	**51.2%**	**55.1%**	**57.6%**	**41.9%**	**38.0%**	**41.7%**

Return to Table of Contents

MSU Staff Perspective Survey 2012

General Questions

Directions: For each question, please select the answer that best describes your work situation.

*How long have you worked at MSU?

- ◯ Less than 2 yrs.
- ◯ 2 to 5 yrs.
- ◯ 6 to 10 yrs.
- ◯ More than 10 yrs.

*How many years have you worked in your current position?

- ◯ 6 months or less
- ◯ 7 months to 2 years
- ◯ 2 to 5 years
- ◯ 5 years or longer

*In which employment category do you work?

- ◯ Administrative Assistant/Clerical
- ◯ General (Food Service, Public Safety, etc.)
- ◯ Facilities Management
- ◯ Executive/Managerial/Professional

*What contract type do you work?

- ◯ Part-time
- ◯ Full-time
- ◯ Temporary

Do you plan to be working here one year from now?

- ◯ Yes
- ◯ No

MSU Staff Perspective Survey 2012

Compared to a year ago, are working conditions in your work group:

- ◯ Better
- ◯ About the same
- ◯ Worse
- ◯ N/A

What is you impression of the budget review process taking place this year?

- ◯ Favorable
- ◯ Unfavorable
- ◯ Not Aware of the process.

Do you have any recommendations or suggestions for the Budget Planning and Review Teams?

MSU Staff Perspective Survey 2012

OVERALL INSTITUTIONAL IMPRESSION:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank.

1 = Strongly Agree
2 = Tend to Agree
3 = Tend to Disagree
4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 -Tend to Disagree	4 - Strongly Disagree
Overall, I feel good about the direction MSU is going with regard to its mission and goals.	◯	◯	◯	◯
Overall, I feel good about the Board of Regents leadership of the university.	◯	◯	◯	◯
I would recommend MSU as an employer to my family and friends.	◯	◯	◯	◯
MSU is highly regarded in the community/region.	◯	◯	◯	◯
MSU actively contributes to the community/region.	◯	◯	◯	◯
I am proud to tell people I work for MSU.	◯	◯	◯	◯
I feel my work at MSU contributes to our national rankings.	◯	◯	◯	◯

Overall Organization Impression comments:

MSU Staff Perspective Survey 2012

UPPER ADMINISTRATION:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank.

1 = Strongly Agree
2 = Tend to Agree
3 = Tend to Disagree
4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
Upper Administration has the knowledge, skills, and experience necessary for institutional success.	○	○	○	○
Upper Administration listens to and is aware of the major concerns of employees	○	○	○	○
Upper Administration is doing a good job of planning for the future	○	○	○	○
Upper Administration can be trusted to be straightforward and honest	○	○	○	○
Upper Administration does a good job of communicating major developments	○	○	○	○

Comments regarding the upper administration:

MSU Staff Perspective Survey 2012

STAFFING/WORK ENVIRONMENT:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank.

1 = Strongly Agree
2 = Tend to Agree
3 = Tend to Disagree
4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
MSU places significant emphasis on having diverse faculty, administration, and staff.	◯	◯	◯	◯
MSU has enough staff to provide quality service and education.	◯	◯	◯	◯
There is adequate staffing in my work group.	◯	◯	◯	◯
The amount of work I am expected to do is reasonable.	◯	◯	◯	◯
The equipment and resources in my work area are adequate to do my job well.	◯	◯	◯	◯
Physical conditions and safety in my work environment are well provided.	◯	◯	◯	◯
The University provides ample parking.	◯	◯	◯	◯
The University charges reasonable fees.	◯	◯	◯	◯
I feel our new staff orientation with Human Resources is important.	◯	◯	◯	◯
I feel individual unit/department orientation and training would be beneficial.	◯	◯	◯	◯

Do you feel customer service training is needed on campus?

◯ Yes

◯ No

Do you need more training to accomplish your job better?

◯ Yes

◯ No

Staffing/Work Environment comments:

BENEFITS/PAY:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank.

1 = Strongly Agree
2 = Tend to Agree
3 = Tend to Disagree
4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
I am paid fairly for my work.	◯	◯	◯	◯
Compared to other employers our benefits are good.	◯	◯	◯	◯
Overall, I am satisfied with my salary.	◯	◯	◯	◯
Overall, I am satisfied with our benefit program.	◯	◯	◯	◯

Benefits/Pay comments:

MSU Staff Perspective Survey 2012

RECOGNITION:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank.

1 = Strongly Agree
2 = Tend to Agree
3 = Tend to Disagree
4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
Raises are given adequately and fairly for job performance.	◯	◯	◯	◯
Our review process adequately measures my job performance.	◯	◯	◯	◯
Promotions are encouraged and handled fairly in my work group.	◯	◯	◯	◯
My work gives me a feeling of accomplishment.	◯	◯	◯	◯
MSU does its best to provide job security for employees.	◯	◯	◯	◯
I am satisfied with the process of awarding staff excellence.	◯	◯	◯	◯

Recognition comments:

COMMUNICATION/TEAMWORK:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank.

1 = Strongly Agree
2 = Tend to Agree
3 = Tend to Disagree
4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
There is good communication among the members of my work group.	◯	◯	◯	◯
Members of my work group treat one another with dignity and respect.	◯	◯	◯	◯
Across the university, departments work well together to get the job done.	◯	◯	◯	◯
I have opportunities to influence policies and decisions that affect my work.	◯	◯	◯	◯
My job makes good use of my skills and abilities.	◯	◯	◯	◯
My work provides continuing education opportunities.	◯	◯	◯	◯
My immediate supervisor makes his/her expectations clear.	◯	◯	◯	◯
I receive feedback from my immediate supervisor that helps me.	◯	◯	◯	◯

Communication/Teamwork comments:

GENERAL COMMENTS:

What do you appreciate most about working for MSU?

What would make MSU a better place to work?

What suggestions do you have for creating a work/life balance at MSU?

What suggestions do you have for the Staff Regent or Staff Congress?

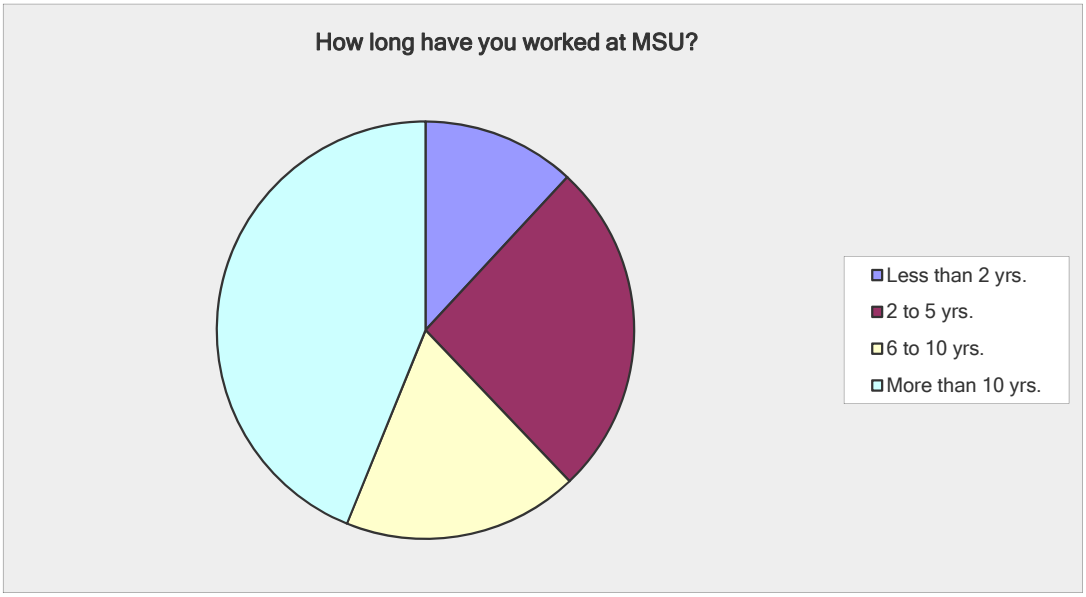
Feel free to use this section to provide any additional comments/concerns.

Thank you for taking the time to complete this Staff Survey. All comments will remain confidential, but the results will be shared with Administration and Board of Regents and will be posted to the Staff Congress website. If you have other ideas or concerns, please feel free to contact the Staff Regent and/or Staff Congress.

Return to Table of Contents

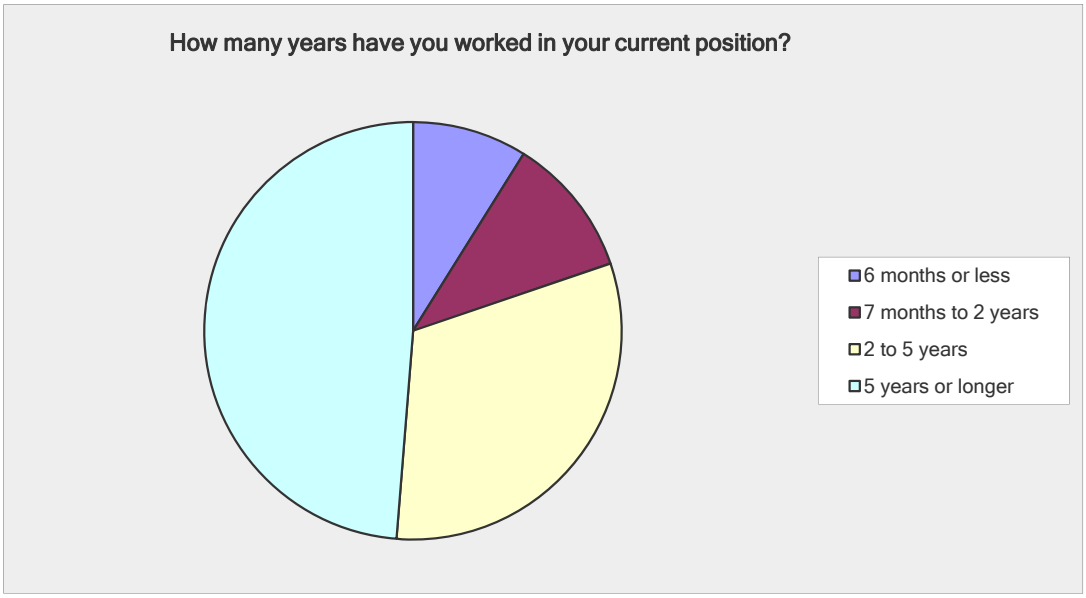
MSU Staff Perspective Survey 2012

How long have you worked at MSU?		
Answer Options	**Response Percent**	**Response Count**
Less than 2 yrs.	11.9%	63
2 to 5 yrs.	26.0%	138
6 to 10 yrs.	18.3%	97
More than 10 yrs.	43.9%	233
	answered question	531
	skipped question	0



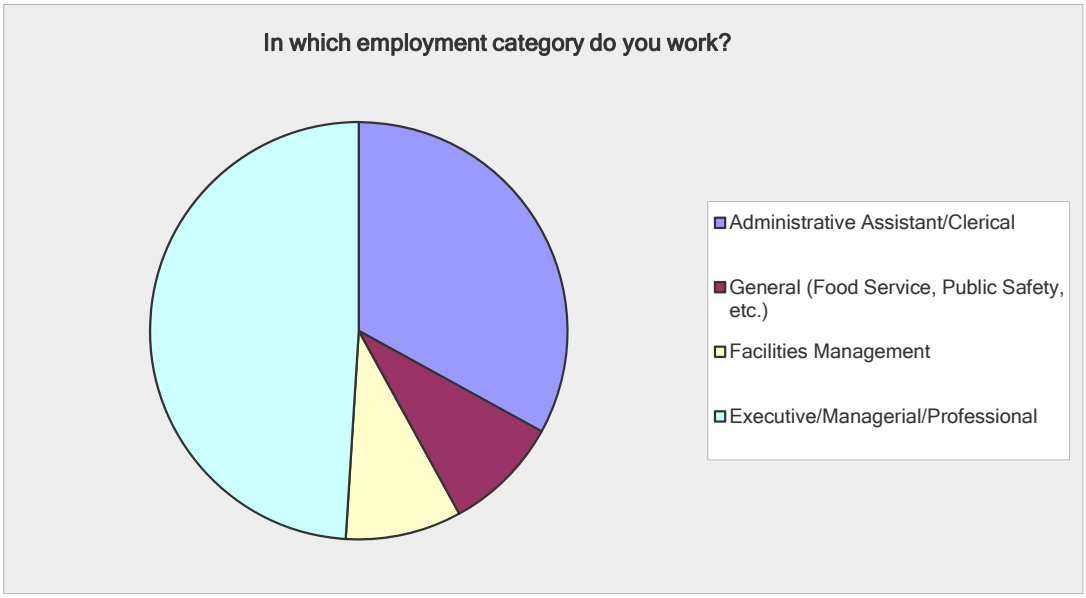
MSU Staff Perspective Survey 2012

How many years have you worked in your current position?		
Answer Options	**Response Percent**	**Response Count**
6 months or less	8.9%	47
7 months to 2 years	10.9%	58
2 to 5 years	31.5%	167
5 years or longer	48.8%	259
	answered question	531
	skipped question	0



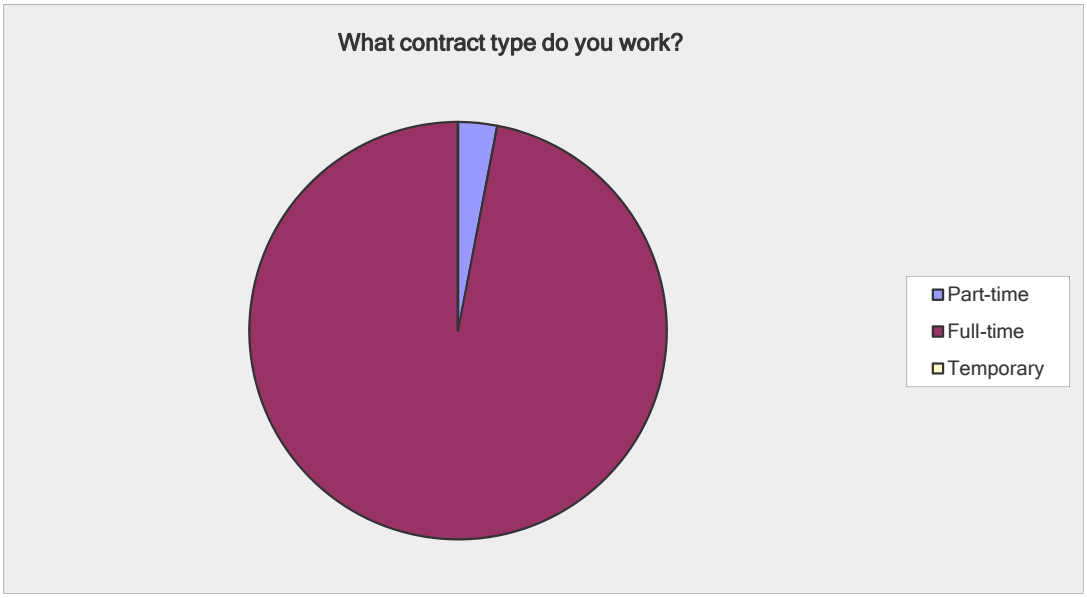
MSU Staff Perspective Survey 2012

In which employment category do you work?		
Answer Options	**Response Percent**	**Response Count**
Administrative Assistant/Clerical	33.0%	175
General (Food Service, Public Safety, etc.)	9.0%	48
Facilities Management	9.0%	48
Executive/Managerial/Professional	49.0%	260
	answered question	531
	skipped question	0



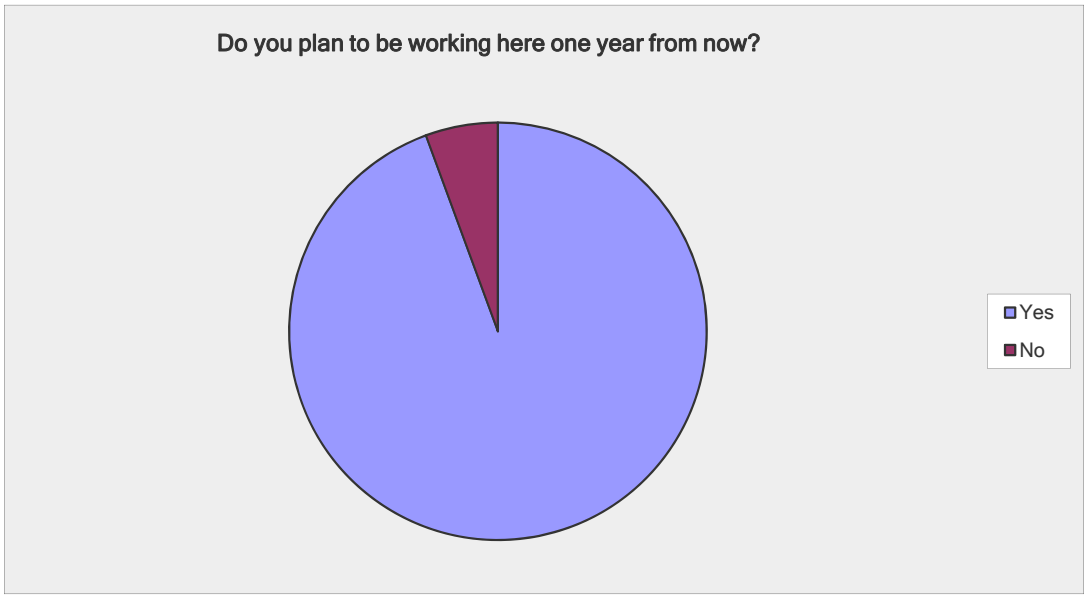
MSU Staff Perspective Survey 2012

What contract type do you work?		
Answer Options	**Response Percent**	**Response Count**
Part-time	3.0%	16
Full-time	97.0%	515
Temporary	0.0%	0
	answered question	**531**
	skipped question	**0**



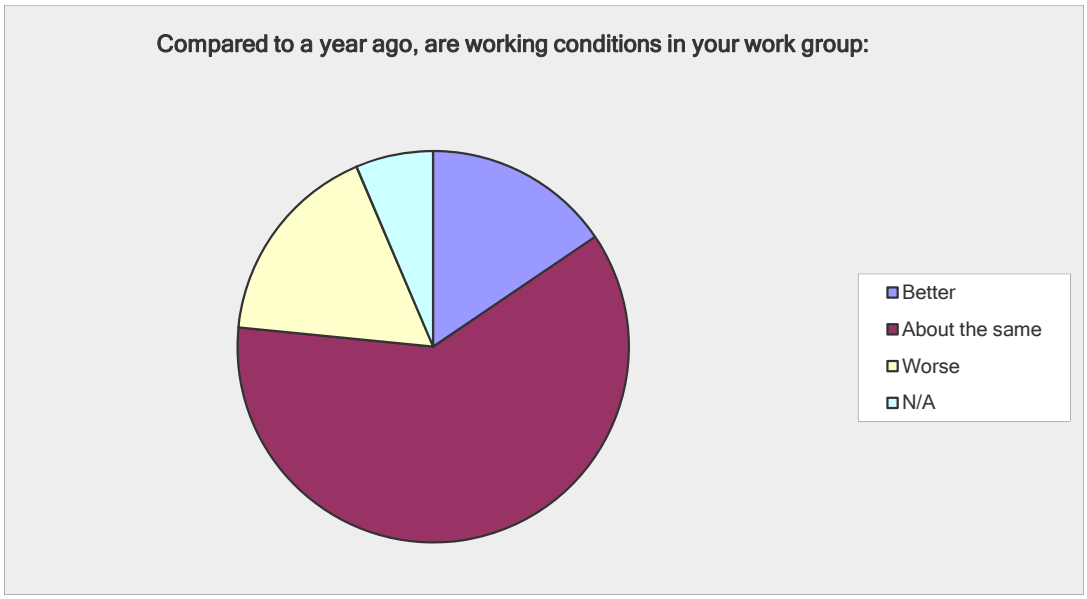
MSU Staff Perspective Survey 2012

Do you plan to be working here one year from now?		
Answer Options	Response Percent	Response Count
Yes	94.4%	493
No	5.6%	29
	answered question	522
	skipped question	9



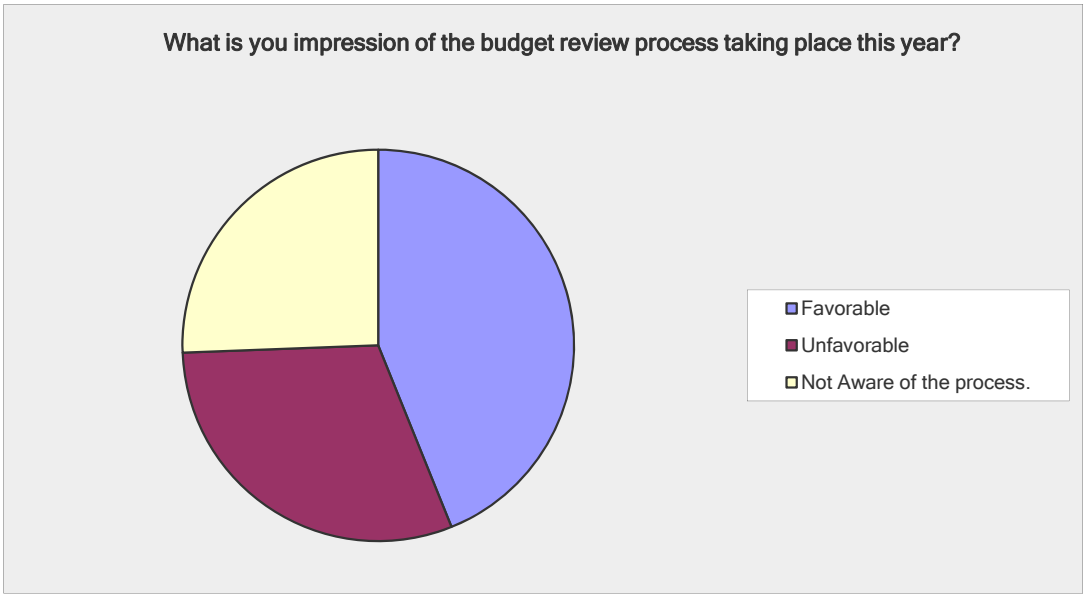
MSU Staff Perspective Survey 2012

Compared to a year ago, are working conditions in your work group:		
Answer Options	**Response Percent**	**Response Count**
Better	15.5%	82
About the same	61.0%	322
Worse	17.0%	90
N/A	6.4%	34
	answered question	**528**
	skipped question	**3**



MSU Staff Perspective Survey 2012

What is you impression of the budget review process taking place this year?		
Answer Options	**Response Percent**	**Response Count**
Favorable	43.9%	226
Unfavorable	30.5%	157
Not Aware of the process.	25.6%	132
	answered question	515
	skipped question	16



2012 Staff Perspectives Survey – Open Response Comments: Do you have any recommendations or suggestions for the Budget Planning and Review Teams?

They need to look at all the people that retired and come back to work part time.

Too many wild rumors and gossip - not enough VALID communication.

Sometimes I wonder if the group reviewing the departments know anything about the departments. Do they know what it takes to keep the department working? It might seem unnecessary to the review teams but it is necessary to keep up with the ever changing world. We don't want our students to be learning old information.

none

Hopefully the recommendations will be shared with all staff

"What is your impression of the budget review process taking place this year?"

I have no impression, yet, as few details have really been divulged. I'd like to know more so I could have an informed opinion rather than an ignorant opinion. I do understand there have been some "open meetings," maybe? If so, those need to be publicized better, well in advance and frequent.

None

We have people in biology and information systems suggesting we could cut our budget in half. They, nor do may people, understand what we do or the budget it takes to accomplish the work we do. The President and Tom Denton's office should be doing the reviews based on the knowledge they have of each department. One wonders if the committee members suggest cuts in their department budgets.

It seems to be taking a lot of time for the employees that are involved.

Consider employees as the backbone.

Install automated light switches & in all buildings & automatic shut downs for all computers when not in use,this would cut down on wattage usage

Get more people on the Review Team that are more knowledgeable about the different areas on campus. They need to also ask for review materials in a more timely fashion.

Review the Director's, Managers etc for raises granted over the past 5 years for justification. How can/should they receive self-assigned increases when no one else has received one

Make clearer now what is expected for reporting so that extra meetings will not be needed to provide that required output.

There should be more open communication about what's going on

I am of the budget review process but don' know enough about it to answer the above question.

no

The people doing the review are the same ones that make the financial decisions in their own department. Bring in people from the deprtments that do not make the financial decisions reguarly that have a new perspective. Its just to easy to spend money when its not yours but the universities.

Eliminate so many unnecessary forms. For instance, schedule class corrections and textbook orders should be done online and not printed on colored paper that has 3 signatures in order to get it processed. Also, we were supposed to have 100% online hiring, but we still have tons of paperwork on this process. Eliminating all the paper would save time and money for the University.

I feel that it is unfair how part time employees can start up making almost the same amount as those that have been here for years.

Consider discontinuing the uniform program for Facilities employees. Consider instead a strict dress code, this would save a great deal of money and most, if not all, F.M. employees would be more comfortable and enjoy being at work much more. Secondly, there should be a drastic cut in the number of Murray State News papers printed weekly. Working with the B.S.Ts, I see easily half or more of these papers put out for recycling every week. This is simply a waste, and one that is easily managed. While on the subject of the B.S.Ts, I think it would help to implement a "Lights Out" program. Put simply, as they clean their areas of the dorms, the B.S.Ts can turn lights off in unused rooms/areas. Areas like garbage rooms, laundry rooms, lounges, bathrooms, If this was made part of their daily routine, and perhaps in conjunction with a push to get students to do the same, there could be a signifigant loss of electrical usage. If these ideas are of any interest, please feel free to contact me as I have many others I have thought of.

Just do a across the board cut to make up the difference. 10-15% or what ever it takes.

Start paying a competive wage on the low end of the scale. There seems to be money for some and not for others. Who you are/ or who you know. Stop blaming everything on the STATE. The problem is right here and it is discussing that a livable wage isn't PD in a lot of cases of employies

I was told by Health Serv staff that they were being considered for cuts. I would hate to see this happen. Health Serv is a great benefit to staff. Considering we did not get a raise last year, this benefit is worth lots of money to us. I recently used the service and saved 3 co-pays which I would have had should I had gone to my gen. doctor, also I got 3 free breathing treatments. I have no idea what that would have cost at doctor office. Also the convenience, not a long wait.

I have suggested to HR staff and Staff Cong folks that they be advertised more (HR news and Staff Congress News). There are still staff who do not know they can take advantage of this great benefit.

We need to get the folks to take better care of their computers and peripherals.

In our buildings (New Fine Arts and Old Fine Arts) some of the rooms are overheated in the winter with some rooms routinely running between 80 and 90 degrees. These same rooms are over cooled in the Summer often reaching temperatures down in the 50's. As a result faculty and staff are running space heaters in the middle of the summer and fans in the middle of the winter. The energy costs of over heating and over cooling these areas and faculty and staff then trying to make them habitable must be substantial. In addition to the energy costs this extreme climate causes many problems with pianos and other musical instruments, which then need to be repaired or replaced prematurely.

My understanding is this situation is in large part due to stuck or otherwise inoperable actuators, which regulate the temperature in these spaces. Fixing these would both save a lot of money and energy and make students and faculty much more productive and comfortable while also saving money on instrument repairs and replacements. It seems like a triple win but has been repeatedly ignored.

Yes, take into consideration that when people retire, replace them. Do NOT just divide up their job among other people. And if you do, don't insult them by giving them a little--and I do mean 'little'--pay increase as some sort of compensation for taking on a lot of extra work.

Select the low hanging fruit to make the cuts more swift so there is less in-fighting over a long, drawn-out budget review. Be civil and humane in discussing the options to cut. Give each program or office a chance to defend the measure recommended for cuts so that there is less chance of favoritism claims.

Its good to see attention turning to improved efficiency. However, it doesn't seem like there is buy in across the board and what remains to be seen is the senior leadership support with recommendations made.

I am aware of the budget review process, but at this time do not have enough knowledge of what is happening

to have an overall impression.

We spend way too much on printing. Most campus across the US are paperless.

Budget matters are "above my paygrade." All kidding aside, it's not a "fun" topic and our economy is bad on all sides. I feel Dr. Dunn and the board at MSU is doing all it can to do the best they can for MSU in all areas including employee benifits and salaries. I just keep hoping and praying for the best. I am thankful for a job I enjoy where I do not dread coming in to work

Be careful not to cut positions that will impact student services. If we have fewer staff/professors MSU cannot continue to grow.

Close the Bookstore at 5pm during the regular semester in order to reduce operating costs (labor, utilities, etc.)

Offer a early retirement incentive

You should really consider the salary you pay "non-professional" employees. A merit raise every 5 years or so would be nice...however, unlikely.

"Not Aware" as in not informed of the details but familiar with the process and its necessity. Review of upper level staff positions that may overlap so much as to make some of them superfluous. Private and public sector concerns seem to have become quite top-heavy.

It's not always best to elimanate jobs!

Foundation spending

Give me a raise!!!

My concern is that the committee members are spending a great deal of time and effort, and they may develop excellent suggestions, but upper administration may completely ignore the suggestions in favor of their own plan. If this is to be the case, I would rather see the committee members focusing on their usual work-related responsibilities, rather than having their time wasted in meetings and having their current work passed on to others.

Take serious ideas from staff members not just managerial

Don't get too focused on details in one area

Yes, need to set up some type of suggestion page on Blackboard or the webpage where people can make anonymous recommendations to the committees.

Pay raises are a constant source of problems within MSU. In the 10 years I have been here I have seen very little in the way of raises, while colleagues at the local community college's enjoy yearly raises on a much more higher scale and regular basis.

Leave my area alone. Seriously, the University needs to regularly review how it is spending money and consider if there are more cost efficient ways to do things. For example, you can drive by campus at nights or on weekends and see classroom lights on, computer monitors on, and the flat panel TVs on. Money could be saved by turning these things off at night and on weekends.

It is sincerely my hope that each team and member will not forget the big picture as they look to make the changes/cuts for MSU. During these times, it is very easy to become defensive and territorial. The focus should be on what is overall best for the University. What will keep the University in compliance with federal and state laws; provide the services & programs the students both need & expect; keep the focus on our students and why they are here; and not fall prey to the political agendas or personal agendas of team members & their special interests. After all, we all have our jobs here because our students choose to come to MSU.

Our goal should always be to provide the best education, keep our students & University community safe, and provide customer friendly services to our students.

I think all departments are important to student services...after all isn't that the reason we are here...I can't think of one Dept. that I think they should do without....if we cut what they are getting they might start looking somewhere else to get their college degree...as a whole the students think that they are not getting their moneys value...this should be considered.

Cut out the waste and do a compensation study of management positions like you did for the hourly and get things more evern.

If after the process, major cuts are not warranted; don't make major cuts just to validate the process. Also, when cuts are necessary, do not make them all in the same area.

There is an epic amount of money that that is wasted on heating and cooling. There is no need to have the A/C in the mid 60s in the summer and have the heat in the upper 70s in the winter (or autumn I can't imagine how hot it will be once winter actually hits). When the heat is on I actually sweat when sitting still in my office, when the A/C is on I sometimes would have to wear a stocking cap (yeah I'm bald but still). Just allowing people to dress comfortably in season appropriate attire will save a massive amount of money.

Just to keep in mind that cost of living is rising and this needs to be a concern

I think it is a good idea, but people need to be paid at least at the comparable rates at the state and regional level of other positions. People are highly underpaid but overworked and then we have people who are over paid, but don't do anything.

I don't like the process or the idea. It puts everyone in departments in competition with other programs and each college is trying to be more important than any other. This is not a way to improve relations and move the university forward.

The university gets a lot of money donated that could be used to help balance the budget. Sure, most is donated with special interest in mind but, some could be recruited for the budget.

GIVE THE STAFF RAISES!!

To have a process where we can sell used equipment (transformers, electrical Switch gear, Scientific equipment, etc.) on the internet instead of a local auction at General Services. I believe if we make this material to someone who can reuse it we would get a higher price.

not applicable

No

no

I know that they are working towards reinstating yearly salary increases, which is my main concern as I try to financially survive in this economy.

I just don't understand it, and feel that we are under the microscope. I feel very proud of my work as a health care professional, and I am proud to serve students and staff with their health care needs. I don't want that to change!!

Selling alcohol at events on campus would generate a tremendous amount of revenue.

Since raises and merit pay are not likely...ever...what about allowing personnel flexible work schedules. I'm not saying let every employee write their own work schedule all the time. But, where it is applicable, shouldn't we allow the employee to work with their supervisor to better fit a schedule that would work for everyone? We are the only state university without a flexible work policy.

I believe a central budget for printers, desktops, laptops, scanners, and other desktop related computing resources could save the University money. This would allow us to implement a tech refresh program and make more bulk purchases.

Sure would be nice to have a decent raise.

Salaried employees who are expected to "accomplish the requirements of the position" while investing excessive hours, and up to 7 days a week including holidays is abusive, even more-so considering the effective hourly rate of an "exempt" employee. One person should not be expected to do more than one (2+) persons work load for extended periods of time, regardless of the compensation. This is what I see.

Teams are light in admin support roles (Registrar, Admissions, Bursar, Accounting, etc...) so I would suggest making sure that direct input is received from these areas before making recommendations that may effect them.

do not do cutting of jobs or benefits to b.s.t. as they already are low paying jobs. They do a great job.Cut out excessive spending.

I

Keep an open mind when looking for potential ways to save money, there are a lot of us that would be willing to DO more if it would actually help. It seems like these appointed team members' minds are made up about increased productivity being directly related to saving money. If this is true, look at the relationship between morale and productivity and address low morale. Stop dismissing the situation that we are only complaining because we do not understand what is going on. If what we perceive is that money is being wasted, try to enlighten us if the opposite is true. I agree that if the ENTIRE staff was more effectively productive there would possibly be no limit to the amount we could save. If our Directors were more actively involved and in touch with the day-to-day operations of each department and openly communicating with their subordinates, I feel you would see a boost in our department at least. Get rid of this competitiveness between and within the departments across this campus that I have been watching grow in the 8+ years I have worked on this campus. Too few are working together around here for there ever to be any real positive changes for the workforce. If MSU were a family, it would be one comprised almost entirely of stepchildren with little to no blood left uniting anyone. In order for a campus or any workforce that is divided to come together there needs to be a lowering of our guard. We need to have our hope restored, not by hearing projections or worst case scenarios then sigh in relief when the worst does not occur. We need to SEE something "good" if you want us to have "good" to spread throughout campus. This has to be something agreed upon from the top and trusted with those you depend on the most. If our mission was to generate something other than money, perhaps we would not be so compelled to compromise so many of our most sacred values, and in doing so, we might become richer than we ever dreamed. Most people agree that "it takes money to make money" or "if you're gonna save money you have to spend some" and "if you spend enough, you'll save more." Maybe a better way of approaching this ideaology would be to say that if I must sacrifice what I have in order to produce more of the same, let me do so in a manner so as to preserve as much as I can to protect what we have worked so hard to gain. If I begin to doubt that I am heading in the right direction, let me seek council with the ones who I have entrusted to not only row the boat but recognize its needs throughout our journey and address them when I was not looking. For surely, while I have rested they became my guardian.

Stop doing background searches on adjuncts who have been here for years and years. When they are off over Christmas or Summer breaks, they should NOT need another background search. This is a ridiculous waste of money.

Year after year lack of communication on campus with administrative offices has been an issue. It is still a big issue for not only staff but faculty and students.

Currently administrative offices are giving notifications of changes to and sudden enforcement of policy/procedure to INDIVIDUALS as the need arises. This is not only a waste of time and effort but money

too as their paid time could be spent on more productive items. It also gives the University and administration a bad reputation when people are not paid on time or at all because of paperwork being returned due to changes or sudden enforcement.

It would also be helpful if HR could post step by step procedures for completing job searches and PA forms. It seems to be different every time this is done and is very confusing.

My recommended method of communication is posting on MyGate on the 'employee' tab as nearly all employees go there to complete their time sheet or leave report so would see it.

The budget overview where they split into groups is made up of all management type people. They did not want to bring a company in and do a review like before because they would not only point fingers at the lower payed people but they might find some management positions that are either over-payed or not needed. Do not always look at cutting the low man on the totem pole because its the low man that gets stuff done that gives management something to do. Without the little man there is no upper man..

I am aware that a review is in process but I don't know any details about it.

No

I am concerned that the budget review will cut jobs as they are trying to save the University money. You cannot increase enrollment and then have fewer staff to handle more students.

I hope something actually comes of this. Several of my co-workers are on different teams, and it's taking up quite a bit of their time. So unless something positive comes of this, this is a time waster (counter-productive for BUDGET planning/reviewing).

Also, I hope someone is looking at buildings on campus that are unused or only partially used, like Ordway (which really just needs to be torn down) or Blackburn.

There have been several issues/complaints arising about the Board of Regents micro-managing our travels. Some departments require traveling for training/networking with other individuals/groups/universities to keep afresh of current ideas, topics, trends, technology, strategies, etc. I don't know why everyone in the University Communications department has to travel to all the basketball games together. Cut their travel expenses and let those of us who are working toward academia-centered goals actually attend conferences that they need. And why does Roundabout U have to travel to China or wherever all the time, as well as the Provost and their entire brigade? Is that really necessary?

Yes

IT WOULD BE NICE IF THEY STARTED EARLIER SO THEY COULD MEET INDIVIDUALLY WITH THE BIGGER DEPARTMENTS ON CAMPUS

We can not always provide the same service/experience to our students if funding is reduced. Expectations from each area need to reflect the monetary support.

Not at this time

Better explanations of how to complete paperwork such as the SWOT analysis.

The use of student workers and the university's disciplines to give students graduating valuable experance and promote the university.

hold individual departments/colleges responsible for their own revenue and spending

Look at cutting unproductive programs rather than slicing something from everyone.

To keep an open mind and to be fair. Make sure to get the facts before making a hasty decision.

I just hope that they are thorough and cut costs where it is truly needed.

I am not exactly sure that all members of the budget review teams are working with the same goal in mind. We need to be careful that this does not become an opportunity for someone to "get" a program that they do not like. They need a full understanding of the ramifications of the suggestions that they make. A decision without all this information can be a dangerous thing.

The BPR teams should investigate all areas that funds are being channeled, not just academic programs but Dean's offices, Special programs such as clinics and training centers that operate on campus, and Academic offices as well. There are many areas where the use of funds can be evaluated, and unless the BPR teams are truly looking at each of these areas, there is limited chance the university will be able to identify ways to save funds.

With the way the teams were organized, it does not seem like it will produce an honest, unbiased view of the how money can be saved.

Be objective to all ideas from each member.

Biased presentations, teams should have been picked by someone outside of the department, some reps there to defend their programs because they are on the team others are not, comparing apples to oranges most of the time, think some things can be more efficiently cut by eliminating portions of areas not necessarily full programs.

I think the budget spending should be reviewed on a yearly basis by the dean's supervisor or an accounting officer.

N/A

Do not fully understand it. However, I do not want to lose my job because of it.

Give us a raise where we can live off of.

Ask a lot of questions and consider everything that is said before making your recommendations.

please post information about criteria for evaluation, as well as a list of the offices or units that the team feels falls under their area.

The correct answer to the previous question is neither favorable nor unfavorable, but resigned to the necessity.

Don't know enough to have an opinion.

Make real recommendations... stop beating around the bush and propose some bold changes.

The biggest problem is our management people in the front office. Our Chief Facilities Officer, Director Facilities, Construction for Facilities Management is not knowledgable as to how each trade shop is to do their work, and that coupled with the Director for Building and Equipment Maintenance given a free path to do what ever he feels he wants to do,by trying to run service and maintenance like a factory, service work can not be timed as each and every call is different and requires a vast array of time spans to do as some are smalljobs and some are large depending as to what would effect the best repair or replacement. Also with no regard as to cost by having work done before the paper work is in to assure that the monies are available to cover cost of the job. Waste in this area is huge, and could be stopped. As well as a monthly meeting that is manditory for all workers in the trade shops, set at 2 pm in the afternoon, which has been nothing but an outlet for him to tell us how it was done at some other place he has worked in the past, which frankly has been a lot of places that are either production facilities or some small school that does not operate on the scale we do here at MSU. These meetings pick on one or two individuals, with pictures included to further lower moral and re-hash the same old material over and over. This meeting stops all work for about 67 employees and does not allow for enough time for work to be started and completed after the lunch 30 minute time and this meeting lasts for 1 or more hours, as to not allow time for work to be started or completed afterwards. This is just a touch on the waste of

this management. Also he tells workers he does not have to roam the campus to find any troube areas that may need attention, since he has 60 some odd employees to do it for him this was always done by the previous person in his position.Running foremen to death and then making it look like he did something when he is just riding on all our coat tails. Just too many mismanagement problems to mention.

Many offices seem to be adding people with the same duties and responsibilities as that office was required to complete years ago. Hard to justify additional personnel when the work load is basically the same.

Not to forget to incorporate out-of-the-box thinking.

Moral is VERY low among both Blue and Gray shirt workers.

Solution : give the raises so that the employees are closer to the "target points" Mercer recommended.

Human Resources threw Mercer's Job Audits out the window and created it's own pay scales.

Low moral equates to Low work output and quality.

Hourly staff is underpaid. I work full time and am still at poverty level. Hourly staff should get better percentage raises than we do. 3 or 4% of hourly pay is a lot less than the same percentage of someone making a lot more.

Look at the amount of money spent on travel for some departments on campus.

I think it is a good thing to find areas in which we can become more efficient and effective, for sure, but I worry that people will lose their jobs needlessly or that some programs/departments/classes will be cut in the interest of making MSU over to a more aggressive business model that doesn't value a liberal arts education. There's definitely fear of what might happen.

Cut 10% from all people making 75K or more and give 5% to all people making less than 35K per year. This will go a long way toward solving the budget problem.

To match rate of pay with local higher education facilities such West Ky Tech --their pay rate is much higher than MSU

Take the process seriously. The administration is trusting us to do an important job and this is one way we know that we are represented and part of the big decisions being made.

Is it really necessary the replant flowers multiple times each year?

I think they need to visit the units that they are evaluating and spend some time talking with not only the administrative personnel in the unit, but also to the unit employees.

The topic of alcohol sales at CFSB concerts and other events should be addressed as a potential revenue source.

Yes, include more "run of the mill" employees instead of the usual suspects on the committees. We have creative thoughts, ideas and opinions too, but no means to voice them.

None

Don't abandon transfer, non-traditional, and regional campus efforts. Murray State is NOT exempt from the nationwide trend of increasing numbers in transfers and non-traditional students returning to school to finish their degree. Murray State should cash in on these opportunities

Be thoughtful and consider about the recommendations you make. Just because something looks like it needs to be eliminated today, it could change tomorrow. Please look at the long term and not just focus on today.

Some ad hoc members of the Budget Planning and Review Teams seem to have an agenda that is shaping

decisions.

Conference/convention travel should be closely scrutinized. Many of these trips end up becoming personal and/or family vacations when staff take their family along. Travel reimbursements should be more closely monitored and required to be approved by someone other than the account manager when it's his or her own travel. Also, extra comp paid to staff who are already making a very high salary and are in the position of approving the extra comp for themselves needs to be closely looked at. There's your budget cuts! Instead of always looking to cut the lowest paid staff on campus.

1) save money by fixing heating and air

2) cut out serving food at every meeting

3) cut out all the glossy printed stuff sent to everyone

4) cut out all the marketing people traveling to ball games, overseas, etc...looks like one person could take the pics of the people already there (at their own expense) and MSU not pay for multiple people going on all these trips

I think the background check policy should be reviewed, and we should look at mandatory drug testing for new hires, especially in Facilities Management and Dining Services, and anyone who drives a vehicle and for every workman's comp claim.

Big picture thinking ...

No. I serve on one of these teams. Will be interested in hearing suggestions, though.

Admins have a unique perspective of the budget process. They are in the trenches and have actual knowledge of what is being spent. They are a resource that cannot be ignored.

I hope that the review process is fair and objective. It seems that MSU has a habit of protecting particular pockets of people. Even going so far as to write job descriptions that fit the person the university already knows it wants to hire. So, again, I hope the BRT process is fair and equitable.

Save money by using technology. Example, instead of sending cards about Annual Fire Safety Report or Health Fair, etc. in the campus mail use e-mail. The paper costs money and time. Does a employee really stick the label on these? I know not everyone has email, so a opt-in or opt-out approach could be used. You could still save a ton of money on doing this electronically and maybe reduce a position. Look into buying a email program like Constant Contact.

I hope the teams "think big." Consider 4-day work weeks, partnership with MCCH, etc.

From discussions with people in different areas it seems that all of the budget review teams are looking at the same items. It seems to be a waste of money for everyone to look into the same things. I understand some redundancy such as each academic area reviewing their programs, but when every budget review team is looking at the same global items it seems like a waste of time and effort.

quit blowing money

Take your time and check everything and be sure to have all the facts before you decide anything.

Cut administration. Make tenured and tenure-track faculty teach ENG 105 and HUM classes. Phase out football.

Wish we weren't doing them. It has caused me much more work and will probably not be considered.

Recruit, reward and retain trained professional personnel, close Henderson and Ft. Campbell extended campuses

No recommendations and I do applaud the concept of involving the employees; however, I don't feel that enough people will be able to remain unbiased for the project to have much value, hence my "unfavorable" rating.

when considering what to cut, look first at upper administration: unneeded or unnecessary renovations; flyers/booklets from HR that could easily have been sent through email; and someone fix the heat and air problems on campus.

Many operations at the university seem to be deliberately inefficient, such as accounting, and other business operations. An example is the time it takes to get account numbers assigned, which drives up operations costs. Streamlining some of those operations would reduce costs while improving response time. Given current technology, we could have many more students and instructors with the same level of administrative overhead if systems were re-engineered to allow efficient operations.

more support staff needed

Thus far it seems the committees will spend their time hurling darts at areas of which they have little understanding. It's easy for all of us to pick areas that we don't utilize and/or understand and suggest cutting their budgets. Attempts must be made to understand all areas and then judge the merit of projects within said areas. The given time frame for the work will most likely make that effort an impossibility.

If possible everyone needs at least of cost of living increase.

Administrative staff should also be allowed to be involved in the faculty/academic reviews

If we need to watch our budgets and save money (which we do), then we should not be forced to use Print Services, which is more expensive and takes longer to get a job done than if we ordered from an online company.

Print Services is outdated and unnecessary to the university.

Yes if we have old programs with very few students we really need to cut or combine them. We have to learn what the car compainies learned fiteen years ago, you can not be everything to everybody. We do have to stay in complance with regulations, and we do have to maintain the campus.

Combine units to eliminate unnecessary administrators. Reduce the number of overpaid upper-level administrators. Pay attention to performance reviews to eliminate employees who are under-performing. Do not keep increasing enrollment without increasing faculty.

Look at the amount of printed material handed out. There is a ton of "junk mail" for lack of a better term that comes accross my desk. It can be electronically transmitted as we all have email. If they want graphics, design it and transmit it, don't print it. Less cost in printing, materials, and waste collection.

The practice of rewarding departments for spending all of their budgets each year by keeping budget the same or increasing is insanity. Departments should be rewarded for responsible spending and for how much they save the state instead of the other way around.

Spend time working in the offices or interview student workers for moral of the office.

I know that it has been on the table for a long time, but I do feel that those of us staff members who had worked hard to get their degrees (which are not a requirement for their jobs) should see some kind of salary recognition. Each of us have worked hard to better ourselves which in turn makes us better at our jobs. As it is now, our diplomas are just pieces of paper.

Limit excessive travel, replacing items when are still new and nothing wrong with the items, just want to change the items is an expense for departments that should be limited, using consultants (extra expenses in some areas) which needs to be looked into, look at budgeting in amounts for annual events without having to transfer, etc.

It would be great if hourly employees received a raise.

If employees have degrees they should make a decent wage per hour. We promote education these people should be making more per hour.

No

Look at the future as well as the current state when making decisions on what to keep and what needs to end.

no

Review top paying positions and work performed.

It's a bad situation. Please try your hardest not to pit against one another. Now, rather than having an air of collegiality and working with various groups across campus, everyone will be trying to self-protect and therefore isolate their units.

Look at focusing the budget on two core things. Education of the students, and upkeep of the buildings and grounds. If you don't have a nice place to educate students, and don't have a quality education, nothing else matters.

Right Now We Are In A Budget Crunch, i Think Some Of The Project & Spending Needs To Slow Down.

I don't feel like the people who are doing this have a good understanding of the areas they are investigating. I am being questioned about things that are not understood by the people on the teams.

They should make sure they speak with the people directly involved with the units under scrutiny.

Return to Table of Contents

OVERALL INSTITUTIONAL IMPRESSION:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank. 1 = Strongly Agree 2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree

	1 Strongly Agree	2 Tend to Agree	3 Tend to Disagree	4 Strongly Disagree	Rating Average	Rating Count
Overall, I feel good about the direction MSU is going with regard to its mission and goals.	21.8% (111)	**65.6% (334)**	10.6% (54)	2.0% (10)	1.93	509
Overall, I feel good about the Board of Regents leadership of the university.	18.3% (92)	**63.2% (318)**	13.7% (69)	4.8% (24)	2.05	503
I would recommend MSU as an employer to my family and friends.	43.7% (224)	**44.6% (229)**	8.6% (44)	3.1% (16)	1.71	513
MSU is highly regarded in the community/region.	**53.9% (275)**	40.8% (208)	4.7% (24)	0.6% (3)	1.52	510
MSU actively contributes to the community/region.	**52.8% (269)**	41.5% (211)	5.1% (26)	0.6% (3)	1.53	509
I am proud to tell people I work for MSU.	**58.5% (296)**	34.2% (173)	5.9% (30)	1.4% (7)	1.50	506
I feel my work at MSU contributes to our national rankings.	42.6% (214)	**43.4% (218)**	11.6% (58)	2.4% (12)	1.74	502
				answered question		**513**
				skipped question		**18**

2012 Staff Perspectives Survey – Open Response Comments:
Overall Organization Impression:

I'm not assigning a "1" and I only slightly agree. MSU is not evolving in the online learning realm fast enough. Faculty are too slow to adopt technology. The Administration is too backward and egotistical to support innovation in the online learning realm. Together, those traits spell a good deal of trouble. Furthermore, Financial Aid is simply rotten. When Community Colleges are doing financial aid better than MSU that is horrible. MSU needs to invest in technology to ensure future, current, and former students have access to accurate and rapid information. This piecemeal approach to MyGate is simply stupid, embarrassing, and a tragic example of people who have no clue making asinine technology decisions which makes faculty, staff, and students MSU experience horrible. Furthermore, these same clueless people then bask in their own hubris with regard to online education and curriculum development. They seem to forget MSU's primary mission is EDUCATION. Administration needs to be asking faculty and staff, "What can we do better? What needs to be done to help retain students? Educate students? Improve students educational experience?" Then, they need to figure out ways to do that. MSU needs to evolve a more robust online personality. The web site sucks. The MSU app sucks. There needs to be a real, working Technology Oversight Committee to make sure MSU stays on top of social media, app development, and web presence, and online curriculum development. Again, the Piecemeal/Ad hoc management of technology on campus is going to spell trouble for MSU in both the near- and long-term if someone does not step and demand some organization and thoughtfulness. MSU has a long-range plan for buildings. What is MSU long-range plan for Technology? Answer that.

we could get a little bit of help in supporting finacial needs

I feel the attitudes here at MSU could be better. I think that the president & the boad of regents should step & ask themselves. What are we asking of our employees,are we asking for their loyalty to us & MSU,to get the very best that they have to offer & just what are they willing to pay for that? NEWS FLASH; If they want that, LOYALTY COMES WITH A PRICE TAG & IT DOESN'T COME CHEAP & ATTITUDES REFLECTS LEADERSHIP!

Most people on campus are so over-worked, over-stressed, and spend all their time "putting out fires." The communication on campus is terrible, no matter where you work. I have worked here over 20 years and every year the morale gets worse.

My department is so screwed up they dont even have enough respect for us to pay us the overtime we work. They still charge it out to the organizations but will not pay us so the money goes to facalities we HAVE to take time off the same week we work something.

I feel we have people who really care about the University, the students and their community.

MSU is a great place to work. We offer a very strong education at affordable prices.

I hesitated to answer the first statement because I don't know what direction MSU is going in. With the borderline flippancy under which the board is operating in terms of renewing Dr. Dunn's contract, it's hard to tell who our leader will be. I do not have a good impression of the board of regents as a staff member and a former and current student. The only regents I feel have a true stake in the game are the constituent regents.

I feel that we are trying to cover up the Zay issue. The university should have not only kicked him off the team but kicked him out of school. If this kid was just a student and not a star player he would have been long gone.

We have to develop new programs that will attract the best and brightest students and sustain growth.

In regards to being proud to tell people I work for MSU...as a Christian, I find it harder and harder to be associated with an institution that embraces such liberal views especially when it comes to all of the LGBT events/promotions on campus. If I, as an employee is ever asked to attend or promote these activites in any way, I will have to decline.

I believe our board of regents is completely out of touch with the day to day operations of our University. I

also believe they tend to focus way to much energy and time on trivial matters and hamper the President's attempts to move our University forward. They waste time bickering over issues that they can't change instead of focusing on the real problems facing the University.

Give me a raise!!

While I have recommended MSU as an employer in the past, the current sense is that there is no good department to work for. Morale is low. Distrust is high.

MSU is experiencing the most success it has ever had under the leadership of Dr. Randy Dunn as our President. Why has the Board of Regents not recognized that leadership in the form of a raise or extension of his contract in order to keep him as our President?

MSU's impact in the local community is very low key at best. As a parent of children (one high school senior and one college student) I have been able to view the college process first hand. MSU does not market itself to students in an effective fashion. Many other regional colleges outpace MSU in their ability to market to students.

I feel one area we should do better in is representing our students needs in the community. The community and city of Murray benefit tremendously from the student population at MSU. Therefore, we should be advocates for our students interest in the community.

MSU has a good reputation for quality. Hopefully budget cutting efforts will not endanger that reputation.

I am so proud to be a RACER...I love my JOB....the campus people are just AWESOME...

I feel like our leaders are proud of MSU. They represent the organization well.

Don't like the way that the university is going towards the Diversity (LGBT) part, I am a Christian and my views are not the same.

Great organization to work for. I am very proud to work for MSU.

Why are we the only state university without a flexible work policy?

Overall MSU seems to be ran well and is liked by the employees. My only concern is the under-representation of managerial or director level staff on any committee (staff congress, budget committees, etc...).

management needs to be reminded to buy local instead of granger as we have been instructed local bussiness contribute to this university and can beat granger prices on everything

Currently I am just pleased to be employed and working. I hope that my efforts are not in vain.

I do not know alot about what MSU does for the community. But as far as recommending MSU as an employer I would not. Upper management at FM never have anything nice to the workers they are over. They run the foreman's to death and take credit for their work as their own. They want the management position, but they (actually its just a he) want to push the envelope off on the other people and expect things just to happen.

The Board of Regents needs to quit micro-managing our entire university. They do not understand my department, our goals, our needs, and what we actually do. Let our department heads, chairs, deans, VPs, etc manage us. Hopefully they understand a bit more.

I feel here in Hopkinsville that Murray could do more for our community orgainzations and be more involved to get more perspective students.

too many bosses-lack of communication between workers and management

I have really enjoyed working for MSU thus far, everyone has been very helpful and I have had a great overall

impression.

The focus of the organization is on its public appeal. There is very little consideration for the morale and the effects of actions on the internal structure.

I feel that the mission statement can be somewhat misleading, especially in regards to internationalization. The university mission statement says "The University is committed to international education as an integral dimension of the university experience". International Education is just not related to sending students abroad but encouraging the growth of our international student body on campus. One was to do this is by offering support in the form of additional scholarships for international students. Why does there have to be an out-of-state tuition policy? A university could increase it's numbers by doing away with an out-of-state tuition policy. The university would definitely increase its international numbers. At least consider making the tuition equivalent to the regional discount. I feel that the Board of Regents is out of touch with a lot of the administrative and professional staff. I wonder if they realize that other universities are paying their employees a considerably higher salary than what is paid at MSU? No chance of a raise, more work, no reward, etc. It is very depressing.

The University has worked diligently to promote itself within the region. This is apparent in its notability and high regard through the area. Outside of the region, however, I do not think MSU has made a significant impact. The only reason why I feel I would recommend MSU as an employer is the strong benefits package that it provides. I do not feel comfortable recommending someone to MSU who is looking for career advancement if they are in a staff position.

I feel that the organization could do a better job communicating across departments and to students.

N/A

I don't really trust the Board of Regents to support the academic mission of the university, but don't feel they have done anything I particularly disagree with in a while.

Too many things swept under the rug, not enough checks and balances to watch management and the expenditures they incurr for less than adequate reasons and even in the design department constantly relying on the workers to do their work in stead of watching the contractors and making sure that the work is done right and to specs.

Million of dollars are being spent to expand Satalite colleges in W. Ky while the main campus falls to ruin. The low rise dormitories are falling apart and should be demolished and modern housing provided.
I was asked by a community member, "why does MSU have Low Income Housing on campus?" How embarrassing?

The Board needs to renew the President's contract and recognize the benefit he and his efforts have brought to the institution.

I feel that the upper administration does not care about the well being of its employees.

MSU needs to continue to strive towards efficiencies. Example: PA forms should not have to be re-done over and over because someone lost the hard copy--issues dealing with employment should be electronic and not snail mailed around campus. Supervisors need the ability to give salary adjustments to harder working employees (in addition to cost of living increases).

great quality school, tuition here makes it more affordable, love the community atmosphere

Overall I believe that the university has a positive impact on the Murray community and the region. I feel we need to do more to recruit local students.

The only reason I would hesitate to recommend employment at MSU is that the salaries are low. I struggle to live on mine and I'm a professional with a master's degree. I do not have another income coming into my household.

seems like we hear a lot about how good we are, but in terms of classes and technology, we are years behind other schools

Other than the Staff Regent, the Faculty Regent and the Student regent, I haven't much faith in the Board of Regents. There is the perception that other than Regents meetings and certain events, they never set foot on campus. Name any Board of Directors, public or private where this degree of phoning in the job is permissible. Our President by my estimation, is first rate, a sentiment shared by the majority of my peers. It is a shame he doesn't receive more deserved support from the Board.

There was a time when I was VERY proud to say that I worked for Murray State. However, I feel that MSU has leadership issues when it comes to direction for outreach initiatives. When a community sees you as "the face of MSU" and you continue to have to defend the very small amount of support and academic programming that MSU provides as outreach it eventually becomes something you're not so proud of.

BOR members need to read the stats. Growth isn't going to come from building brick and mortor buildings in our area - we aren't graduating enough high school students to see the growth we need. Get over these regional campuses and focus where the research says the growth is available - online/distance students. They don't want to drive to a campus for crummy ITV that only works half the time when technology exists that would allow them to see the same thing from home. We've got to get with the times here.

Proud to be a Racer

Representatives of the College of Education tends to dominate many administrative positions. Academic quality is sacrificed in the quest for higher enrollments. Much more grant activity is needed.

we do not get the just respect we all here get for doing a job well done

Those who are currently in charge have no people skills and are terrible at assessment of situations involving moral. In the future, I would look to finding personel with outgoing personalities. Introverts are useful but aweful managers and work best alone. Twelve years ago, this University was on top with employee satisfaction and now it's at the bottom of the barrel. Currently, this cannot be repaired by having a breakfast or two together.

We pay close attention to customer service in our office and students leave here knowing we care about them as individuals and want to help solve their dilemmas. Sometims they just come to us for encouragement, which is wonderful. Transfer students often tell us they are treated like people here where they were not at their previous school. It gives MSU a face I'm proud to wear.

I think the BoR is not open to new ideas that would progress the university. One of our greatest strengths as a university is our openness to internationalization and the BoR is still focused on students from the 18 county region.

Are wages are just not keeping up. They have always been on the low side. But now I know that students graduating starting salaries are higher than full time staff with twenty years expereince, proffessional certifications and advance degrees many are not even considering MSU as a potential employeer.

The overall organization tends to be political on all aspects. Needs some changes and revamping of leaderships.

I Think M S U Is A Great Place To Work, Right Now Times Are Hard , I Think The Spending Needs To Slow Down A Little, & Hold On For A little While Until Things Get Better.

I feel we are being micro managed by the board in too many areas by people who do not even know what we do.

Return to Table of Contents

UPPER ADMINISTRATION:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank. 1 = Strongly Agree 2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree

	1 Strongly Agree	2 Tend to Agree	3 Tend to Disagree	4 Strongly Disagree	Rating Average	Rating Count
Upper Administration has the knowledge, skills, and experience necessary for institutional success.	28.1% (141)	**57.4% (288)**	11.8% (59)	2.8% (14)	1.89	502
Upper Administration listens to and is aware of the major concerns of employees	16.6% (83)	**47.3% (237)**	26.5% (133)	9.6% (48)	2.29	501
Upper Administration is doing a good job of planning for the future	20.6% (102)	**55.0% (273)**	20.2% (100)	4.2% (21)	2.08	496
Upper Administration can be trusted to be straightforward and honest	20.4% (101)	**45.5% (225)**	24.9% (123)	9.1% (45)	2.23	494
Upper Administration does a good job of communicating major developments	21.0% (105)	**50.1% (250)**	20.0% (100)	8.8% (44)	2.17	499

answered question	**505**
skipped question	**26**

2012 Staff Perspectives Survey – Open Response Comments:
Regarding the Upper Administration:

Communication is non-existant.

I'm going to quote my previous comments, plus add one more.
"This piecemeal approach to MyGate is simply stupid, embarrassing, and a tragic example of people who have no clue making asinine technology decisions which makes faculty, staff, and students MSU experience horrible. Furthermore, these same clueless people then bask in their own hubris with regard to online education and curriculum development. They seem to forget MSU's primary mission is EDUCATION. Administration needs to be asking faculty and staff, "What can we do better? What needs to be done to help retain students? Educate students? Improve students educational experience?" Then, they need to figure out ways to do that. MSU needs to evolve a more robust online personality. The web site sucks. The MSU app sucks. There needs to be a real, working Technology Oversight Committee to make sure MSU stays on top of social media, app development, and web presence, and online curriculum development. Again, the Piecemeal/Ad hoc management of technology on campus is going to spell trouble for MSU in both the near- and long-term if someone does not step and demand some organization and thoughtfulness. MSU has a long-range plan for buildings. What is MSU long-range plan for Technology? Answer that."

One person should rarely be allowed to over-rule a group or committee decision. There better be a damned good reason, not "because I said so;" or, "Well, ultimately its my decision and my brain weighs more than yours does." That's simply poor management. MyGate /Banner was decided this way, and look at the bastardization of the New Campus left over from the legacy of Alexander.

Upper administration in my current department do very little to share information regarding the direction and happenings of the department.

I tended to waffle on this one. I work with several upper administration departments. For the most part they seem to be doing a good job. Knowing how to manage, listening to and support the hourly employees is not a strong point of some of the departments.

I've not been in a place yet,that upper management even had of what was going on. You have to get out of the office & get about the people to find learn whats issues there is. TO BE AN EFFECTIVE LEADER,YOU FIRST HAVE TO & NEED TO BE A SERVANT TO THOSE THAT YOU LEAD!

Communication from upper administration is terrible

Facility management doesn't care what we think at all!!!!

I have a lot of faith in Randy Dunn but I question the skill and/or knowledge of other VIPs. I do not always think my VP knows what actually takes place in our department. While he seems to be a nice person - he relies on a couple of individuals that do not have MSU or their department's best interest at heart but rather their own agendas. He gives them complete freedom to do as they wish.

It is my assumption that upper administration (and I am talking about the Vice Presidents) got to their elevated position due to hard work and know how of their given field. However, there is sometimes an attitude of demanded respect even if the upper administration has done nothing to warrant it, other than possessing the title. It's not a productive attitude for high morale. Many of the VPs are pleasant to speak with. I have the utmost confidence in Dr. Dunn's vision for the university. I wish the board of regents would back his play.

Hard to blame the President for looking for another job since his contract has not been renewed. With uncertainty in the President's office and the Provost leaving - the hard decisions of our budget crisis are not likely to be successful.

Need more downward flow of information across the campus. Concerns of employees need to be acted upon, not just listened to.

President Dunn and his staff are doing a great job, but he needs more support from the Board of Regents.

I believe our President has done an admirable job of maintaining our University in some very difficult times, it is a shame he is being pushed out by a clueless Board of Regents.

The administration does what it wants to do, whenever it wants to do it. From my point of view, employees are not considered...it's all about the number of students we can get and how much money we can get from them.

communicate with employees there the hub of the university. but only 2nd to students because without them we would be jobless11111

Give me more pay!!!

Developments like the branch campuses seem hard to justify. Wasteful spending continues, in spite of the negative budget projections. Reasons and purposes are not explained. There is no reason to believe that upper administration has a plan for the university's future or a sense of how low morale is across campus.

Our problems are at the facilities level.....

It will be nice if the administration ask us what extra functionality we would like to see in the Banner system.

Unfortunately, it appears at times our upper administration is more focused on keeping their jobs; playing the political realms; using their position for personal gains; have an attitude of entitlement because of their position; allowing others below them to take the blame for decisions they made; and refusing to uphold a moral integrity for themselves that they expect from others.

I believe that every person on campus is unsure of the future...but I feel that MSU is strong, and will be okay,

Although I feel that upper administration is doing a good job for institutional success...I think that it is very hard for them to understand how hard it is for the lower paying employees...this may be addressed in another area

Communication across this campus is horrible and everyone has there own agenda and there is always an alterior motive. Things are not done fairly and justly.

Most of the upper administration does not have a clue of planning for the future because they are so young and inexperienced. We have lost so many of the older administration especially in the Human Resource Office we do not know what direction we are going in. I feel sorry for the employees just now beginning their career because we are do sure of the retirement being there for them.

not applicable

Interim Director, Kim Paschall, keeps health service staff informed of administrative activities. She is an excellent director of Health Services!!

Allowing employee to work with their supervisor to form a flexible work schedule would greatly increase morale. Given the lack of raises or merit pay, some sort of give back to the employees that can been seen as a positive would go a long way.

HR needs better training

I feel like upper management is out of touch with their subordiates and it is by either their choice or the advice of their superiors. I believe they are comfortably numb to the economic climate and low morale that we face each day. I'm not sure they can appreciate the challenges we face as low-income families. I'm sure they express no concern or sympathy when they explain the potential job cutting that could take place if our defecit is not adequately dealt with.

See prior comment about lack of communication.

I think upper administration, as in the bosses of my boss, want to make Murray State better. I think we want to increase enrollment, deal with concerns over budget, and make sure we still provide a great education. These are all very valuable goals and by all means I support them. I care about our students and the education they receive here.

I think we are not concerned with making sure our employees are treated fairly. I do not feel MSU is concerned about my best interests and my livelihood.

I actually don't feel strongly either way on any of these. I don't know how you define "Upper Administration" on this campus and for the purposes of this survey, but I think there are lots of issues not being dealt with. Aside from the Board, the group CORE needs to remember that we are here and exist to serve our students, the ACADEMIC reason a University exists. Not to increasingly grow our Administration. My job deals with faculty, staff, and students on a regular basis, and deals in both academic and administration areas. It's sad to see a University make such a push and spend so much more money on administrative systems and administrative goals and administrative plans and strategies, making the students and their academic goals suffer. I think the University as a whole needs to reconsider why we are here.

Unclear if these questions are regarding the President, Dean, or Direct boss.

I feel that the Upper Administration needs to be present more at the regional campuses and be more available to talk one on one with the individual employees that are there.

they worry aboutr themselves and not any concern for the regular full time employees-studentr workers get treated better

Upper Administration at the BVC is not concerned with the future. As budgets are reduced and staff is reduced, there are no real efforts for consolidating departments or cross-training. Upper Administration is also not interested in the employee opinion.

There are some in upper administration that understands what the problems are and then there are others who just do not "get it".

There are employees in certain positions that are not treated fairly by the university. I think that Facilities Management needs to be evaluated and make sure that there are not people that are on a power trip and treating workers unfairly.

I am speaking of upper management in my department.

Upper Administration does not convey relavent information to staff members. I feel that staff must take an extra initiate to be informed on events that occur. This may be a pervasive university wide issue, however it is extremely apparent on the staff level.

It depends on who you talk to! I think the president has done an excellent job of communicating to the university as a whole. He seems to be very transparent. That being said, I feel that there are a handful in upper administration who are not forward thinking and are reactive, not proactive. Some are not good leaders. It would be nice subordinates could do reviews of supervisors.

When problems are brought to upper administration they need to listen, take it seriously, and act on the problem at hand and not sweep it under the rug due to being friends with the person(s) accused in wrong doing.

Upper management above our foremans has done nothing but lie to us and try to hold us down they do not have a clue as to what we do or how we do it.

The new administration has received a hefty raise for taking on the responsibilities, yet , they are asking the dock workers to perform the duties of the upper administration. Which might be fine if there were raises/ job audits to compensate dock workers for the extra duties.

It would help if you defined who upper administration is. I do not see that being the management I deal with on a daily basis. I would have chosen a neutral feeling if it was an option.

MSU seems to have changed...doesn't seem to be as employee friendly as it used to be.

too much politics, not enough doing

Upper administration for my unit communicates very little and provides very little direction or support for what I feel our mission should be.

Looks like several of our upper administrators have their eye on other things - hard to believe they are focused on the university when they are applying for other jobs and retiring.

not skilled in the jobs they hold

Do think the Upper Administrtion is a little top heavy - need to be looked at by the BRPT

Dunn should have been fired a year ago. Hopefully he will leave on his own soon. Bonnie Higginson is retiring. Jay Morgan has no commitment to quality. It is time to clean house.

Someone at this University needs to do something about the mess in Human Resources!!! It's a joke!

to much goes on here that is under the radar.Some rules apply to some and not others.

As stated previously, the root of the problem is selecting upper management with people skills above all. In addition, upper management must spend more time getting the true picture of how an office performs.

Good transparency.

Leadership skills is lacking knowledge and communication skills. Doesn't recognize the issues and across campus the morale is not the greatest.

It isn't good that certain positions remain unfilled. It may save on current spending, but it puts way too much pressure on others in the same department to complete professional tasks.

The Board of Regents does a great job of voicing our concerns. However, as a staff person I rarely hear about developments. I find out a lot of information through the MSU newspaper. It would be nice to know about it before the students.

I define 'upper administration' as being the chairs and the deans. I do NOT, however, feel the Board of Regents are well informed in higher ed issues. They're just people with lots of money and connections, appointed by the governor. Do they belong to higher ed professional organizations? Keep up with educational literature and trends in online education? No. This governor appointment is an archaic and medieval system. Why hasn't higher ed revolted against such absurdity?

Upper Administration Are The Boss, They Control The University, We Are Getting In Bad Shape As Time Goes on , I Don't Want To See M S U Head In The Wrong Direction In The Next Few Years.

Our upper level administrators should be allowed to run the university with out so much fear of the board who are really not experts in higher education.

Administration in the Human Resources department is inconsistent and incompetent.

Return to Table of Contents

STAFFING/WORK ENVIRONMENT:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank. 1 = Strongly Agree 2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree

	1 Strongly Agree	2 Tend to Agree	3 Tend to Disagree	4 Strongly Disagree	Rating Average	Rating Count
MSU places significant emphasis on having diverse faculty, administration, and staff.	29.8% (150)	**58.5% (295)**	10.1% (51)	1.6% (8)	1.84	504
MSU has enough staff to provide quality service and education.	13.3% (67)	**53.5% (270)**	26.5% (134)	6.7% (34)	2.27	505
There is adequate staffing in my work group.	18.7% (94)	**41.0% (206)**	27.7% (139)	12.5% (63)	2.34	502
The amount of work I am expected to do is reasonable.	21.0% (105)	**51.6% (258)**	21.4% (107)	6.0% (30)	2.12	500
The equipment and resources in my work area are adequate to do my job well.	24.8% (126)	**57.5% (292)**	13.8% (70)	3.9% (20)	1.97	508
Physical conditions and safety in my work environment are well provided.	37.0% (187)	**49.6% (251)**	9.9% (50)	3.6% (18)	1.80	506
The University provides ample parking.	21.3% (108)	**48.8% (247)**	23.1% (117)	6.7% (34)	2.15	506
The University charges reasonable fees.	16.2% (81)	**60.1% (301)**	18.2% (91)	5.6% (28)	2.13	501
				answered question		**509**
				skipped question		**22**

Do you feel customer service training is needed on campus?

	Response Percent	Response Count
Yes	70.7%	353
No	29.3%	146
	answered question	499
	skipped question	32

Do you need more training to accomplish your job better?

	Response Percent	Response Count
Yes	40.2%	200
No	59.8%	298
	answered question	498
	skipped question	33

2012 Staff Perspectives Survey – Open Response Comments:
Staffing/Work Environment:

A policies and procedures manual would be great. Something that would tell you how to fill out certain forms and where to route them to after you have completed them. To my knowledge there is nothing like this at MSU. And the website called "Knowledge Base" is not user friendly at all.

Everyone needs more training. For my area, I cannot receive most of my training here. I would have to travel to St. Louis or California to get the training I need. But, where's the money for that? MSU needs to be looking at technology, both on-campus and off, for administration and course delivery. Again, where is the money for that?

I feel that we could be a little safer in what we do

In the years I have worked for MSU we have gained many new or refurbished facilities; Crisp Center, Hopkinsville campus, Lee Clark and James Richmond dorms, the Biology and Chemistry buildings, CFSB, Alumni building, Student Wellness Center, College Courts renovation, Garrett buildings, Winslow renovation, and several residential buildings. Our work load doubled or tripled; however, no personnel were added.

To have to pay to park at your place of work is insulting.

Work loads seem to have increased across campus, stretching everyone pretty thin, especially since we are adding a lot of meetings to our already busy schedules.

Not enough staff to do our jobs. Always behind, always dealing with emergencies instead of being able to do routine day-to-day work that needs to be done.

I never had new staff orientation - I'm not sure our new staff have received orientation either.

Could there be some sort of invitation to orientation process for those who have never received it?

I believe that some say they want diverse employees but when choices are presented it's apparent that diversity is not really important. I do not know if this is wide spread because I only have hiring knowledge within my own department. I have been on several hiring committees and white males rank higher almost every time. There have been times where women were almost completely ignored unless someone made a point of asking why they were being thrown out.

Staying up with developments and changes in the varrious areas of expertise is not something that can be handleed internaily. Proffessional confrences are important.

Training is an important ongoing component to providing quality service.

Training with accounting would be helpful.

There are times I get a bit overwhelmed with the amount of work I have to do. The area I cover and amount of equipment I have under my care is quite large, plus I have other duties. But so far I've managed to handle the flow of work. Lucky for me most of my folks are patient. They know I have priorities that must be adressed when they arise.

I would like to see more opportunities for professional development for ALL staff members. It seems like many "administrors and upper level management" get to travel and go to conferences, etc. and many of the lower level and clerical staff don't get those opportunities

I am aware of several safety problems that should be addressed. HVAC systems need to be repaired to cut costs and make the buildings more healthy and comfortable. Acoustic treatments in some areas need to be implemented or improved. Dust control in a machine room should be installed. Stair treads and lumpy carpeting need to be repaired.

From many student reports, and my own experience as a student, I've found that many in the registrar's office, bursar's office and representatives who discuss transfers and in-state tuition can be very frustrating for students. I've overheard representatives speak about students as if they are always wrong or do not have their affairs in order. While I understand there are students who do not get their bills paid on time, there are also students who are working diligently to pay their own way through school, and the in-state tuition process has proved to be an almost insurmountable task. These offices are difficult to work in, and I understand that some students likely don't treat representatives with kindness, but could that not be due to the fact they feel they are already losing their argument before they walk in the door?

Murray State is highly nepotistic and not in a good way. People with acutal skill are not able to move up unless they know someone at this university.

I do believe MSU places significant emphasis on diversity but I believe this is a mistake. Diversity quotas boil down to what is essentially reverse racism. I believe that a the best person for the job should be hired regardless of their race, gender, creed or sexual orientation. Otherwise you will staff the university with people that will make some feel warm and fuzzy but who are not necessarily the most qualified.

Regarding fees, I strongly disagree with charging employees for parking tags.

The Athletics Department can use more people and resources to help coordinate the academic efforts of the students at MSU.

Update the older buildings! Be more pro active about building issues not reactive. The upper admin should be required to take a field trip and see all older building and our work environments. If your desk, chair, and building is falling apart around you then it is a issue.

Old buildings need to be razed or updated. More professional development opportunities are needed.

We work with many outdated, slow computers in our area. It would be nice to have something more up to date in order to complete my work at a more productive rate. Our unit could definitely use one or two more positions, 2 of our highest ranked employees regularly put in 60+ hours per week, nearly every week. If they had assistants, it might lighten their workload to where they could spend some time away from work and actually not feel guilty about taking a day off every now and them.

Although I feel that "new staff orientation with HR is important," I feel that HR does not do an adequate job of orienting staff. In particular, I don't think they provide new employees with the information they need to get started at their position, such as instructions on setting up their myGate account, email, and other system-related items.

I believe the work of lower level staff is often overlooked as menial when it is the core of the system. Pay seems to indicate that when compared to that of upper level staff.

comuunication within where not"wal-mart" or are we?

It's cliche, but I'm over worked and under paid. There are a lot of people in my department that do not carry their weight. Myself and few other like-minded individuals with a good work ethic carry the load and do not get credit or more importantly help. This continues to be the trend and it's very frustrating.

Departments that have student employees are not trained properly. I have heard tour guides give out wrong information. Please and Thank you go a long way and should be used more.

There has been plenty of emphasis placed on diversity. More emphasis should be placed on the needs of students, faculty, and staff as a whole. One username and password for all the systems, for example, would benefit everyone, not just a handful of people.

When I have called offices on campus, quite often the person on the other end (1)does not identify himself/herself, (2) does not identify the department, (3) does not offer to take a message. Student workers are

not being trained to properly answer the phones, either.

If enrollment continues to increase, the number of staff to provide teaching and services to those students needs to grow accordingly.

Please work on fixing the heat/air systems.

we can all benefit from taking classes to improve our work....and All Depts. need customer service training...during RUSH it is a madhouse and we should remember who we are here for,,,,,

It would be helpful to offer training opportunities for staff. The world is changing. It is easy for staff to fall behind. Maybe the University should consider online training opportunities through services like Lynda.com. Training opportunities related to technology, workplace management, document management, etc. would be an inexpensive way to help staff become more productive.

It is not that training is needed it is that some offices need to use their training...I hear from students how some offices are very rude!!

The training that I need is some that is available on campus or through tutorials.

I think communication again is lacking and customer service training should definitely be provided. Some offices has workers that very rude not only to students, but to their fellow colleagues. I know we all have bad days, but no one should call someone and get harsh words or attitudes when each of us need each other to perform our jobs well. There is much disconnect on our campus between offices and the upper administration, and something should be done about it. If our focus should be the students, we have a lot of things in place that are not STUDENT CENTERED. I think people forget we work for the students not the other way around.

If we are going to do finances, budgeting, etc. regarding departments or programs, I would like to ask that we have a workshop or class one-on-one with someone to understand the Banner system. I personally find it extremely difficult to master a program that does not "0" balance and even more difficult to give a financial statement to the department head. The banner system is difficult to work with financially and would like more assistance in this area.

we don't hire diverse employees b/c we don't have enough to apply. i think more staff are needed in the food service & fac. mgt. dept. the heating in the winter time is absurdly hot. They should keep the library cooler b/c of the 3000 students that come and go daily. We have enough body heat we do not need a lot of heat in the building. SAVE ENERGY. Parking should be provided for all employees - even assigned parking would be nice. If you want employees to come to work you should provide free parking.

Customer service is needed for Professors who don't know how to use an updated computer.

Continuing education is extremely important in my field - clinical psychology. Additional trainings help me to be able to provide for the student body and faculty in the most efficient and empirically validitated ways.

Health Service unit is very, very old, and is need of a major face lift. Our staff work very well together, and make do. But being in some of the newer buildings makes me sad to think sick people have to see our unit. We do try to make it bright, just by our actions and concern for students and staff.

In areas where it isn't necessary for warm bodies to be in a chair at all times, why can't the university work out some sort of flexible work policies? Allowing employees to work fewer, extended hour days (4 x 10 hour days) or working flexible hours (7 am - 3:30 pm) would make a big difference to some employees who have longer commutes.

I think that having a flexible working policy to allow appropriate employees to work flexible schedules or flexible locations would be a huge benefit.

Training is needed, but will not be provided unless departments are willing to participate. From personal experience departments have been asking for training from my area for a long time. But when we provide

training sessions they are attended by only 2-3 people.

Some training in certain areas and computer programs would be helpful, instead of having to figure things out on your own

Idk what to say hear. I'm just tired of hearing "that's not my job" or "that's not what I'm paid to do." I believe that as an employee it is in my best interest as well as the university's to extend whatever service I am capable of safely extending to ensure the best quality for its intended recipient, which is ultimately the student, no matter how you look at it or see it. If I am hanging blinds in your office, it is ultimately for the benefit of our students, so that you may better serve them.

The shop I work in is understaffed. WE have 2 people on the carpenter payroll who arent even in the carpenter shop anymore. One is up front office of FM, and the other is with the locksmith. They constantly telling us to do more with less, or we will be replaced with with contractors. We have to set up for contractors, which is completely absurd, on top of having to finish the job a contractor started because Mike Dunovant thinks they are taking too long. Not to mention he gripes about productivity and getting more stuff done with the tight budget, yet Mike wants to have these champion meetings which costs money, and have no real meaning besides someone wanting to be infront of people and feel in control. That is my opinion form the one I went to and the emails that went out afterwards. But you are taking all of FM, 1 time a month and for an hour, average that pay and see how much that " meeting" costs the university.

I am happy we have a survey. I do not feel that anything will be addressed from my survey. There have been issues in our office for years, and nothing has been addressed.

Enough staff to provide quality service/education: There are many areas that are understaffed. Information Systems always seems to be understaffed. I have heard stories from coworkers about requests that have been made and it takes a long time to get things done because staff are getting shuffled around with responsibilities when someone leaves. More effort needs to be made to keep these positions filled (and I realize that from time to time we are on a pseudo-hiring freeze but these are key positions.) Human Resources is the same - there has been so much turn-over in the last few years that is seems very few, if anyone, in HR really knows what they are doing. I can't believe how long it takes paperwork for hiring or transfers, etc, to move through HR.

Equipment and resources: Budget cuts (and I understand these are sometimes necessary) need to be addressed in such a way that necessary programs/equipment/software/people are adequately maintained.

Physical conditions and safety in my work environment: I can't explain enough how ridiculous the climate-control in some of these buildings are. Waterfield, Applied Science, Faculty, and Wells Halls just to name a few. In some areas, small space heaters are needed in the mornings, around noon the temp is fine, but then by afternoon fans are needed. This applies to summer and winter and between. There is also not enough power outlets or wireless access points or network drops to maintain growing working conditions.

Because of the nature of my job, technology is always changing, and continuous additional training would be extremely beneficial, but with budget cuts and the new rule that the BoR must approve all travel, this is not happening. We are unable to keep up with growing student technology needs.

slick floors - unclean floors- if you complain about the way you are talk to at times you are told there is nothing that cn be done-also there is feelings that some are treated better because management is afraid of the color of the persons skin

Though I have received overwhelmingly patient and kind help from the faculty and staff, I feel as though additional training would be beneficial for new positions. I would like to have more training on standard procedures and using Banner and MyGate.

Specific areas are overstaffed based on favoritism

I believe the University should not charge employees full price for the parking permits. Being asked to pay $55 for a parking permit, on top of paying $50 for a city sticker, can be a hardship for many individuals on campus.

Review is needed on the quality of some staff. We are looking to cut funding over the next year, but there are some staff members who do not fill their time well by any means or work towards the mission of the university.

I believe that professional staff (salaried and hourly) are overlooked. Without staff on campus, this university would not be able to function. It bothers me that we are always over looked. There is a huge discrepancy between the pay of Directors and Associate Directors. The only way to get more compensation is to take on additional tasks.

A training session would be extermely beneficial. My first day on the job was spent in an office by myself with no direction, no tasks, and no one to even ask what the expectations are. This is truly unacceptable for any business, not to mention an academic unit of a university.

Financial Aid for students was a major issue for us this last semester. They could never get a hold of people in that office and were extremely frustrated. We lost several students because of it. I feel that if we knew more about how other departments operate, we could have been able to help students more. I feel that we also need more online services for students who are attending MSU from a distance - specifically tutoring.

It is sad that employees have to pay to park where they work and should not have to 55 dollars for a parking permit then 50 dollars for a city sticker it is an outrage.

I feel that some select individuals new to community may need training in customer service.

In the Counseling Center, we have hired new staff, but we still need more. We aren't even halfway through the semester and we have already started a waiting list because we have so many clients.

When we are continually asked to do mre than what we were hired to do then yes I would say everyone needs more training. And no one understands that new products and new ways of repair are changing all the time.

Our vehicles and equipment provided are outdated and inadequate. Office areas and shop work areas also inadequate.

Understaffed departments are poorly managed and overworked resulting in poor customer service.

I am not aware of new staff orientation with Human Resources.

More website/Sitefinity training

The fees charged are low at MSU. That is a good thing, but also contributes to budget crunch.

Treated poorly

The majority of people on our campus are very customer oriented. On the rare occasion that you call an office and someone is "snippy" it's because of the stresses placed on them from unreasonable demands from other offices. On another note, I have never understood why someone you work for would charge you to park. Do businesses do that? There is not enough diversity on our campus and the prevailing thought on our campus among many is that MSU only hires from the outside or only hires buddies of "important" folks. Also there is much staff disillusionment because of these hiring practices. Many feel that they cannot ever move up the hierarchy because of these practices and there is a growing sense of disgruntledness on our campus.

I do love my job, but we do need adequate training and seems like something is constantly changing and no way to keep same rules and regulations memorized. I do think we need a parking facility, because if I take lunch it is after 12pm and when I return, there is not enough spaces to park without having to go a great distance. I do stay in a lot on lunch because of this issuel. The parking permits seem to me to be expensive,

when we can't find the places near our building to park.

We have a new staff orientation with HR?

Yes, we could use some customer service training on this campus. Bob Valentine and Bob McGaughey could provide such training and make it entertaining as well. I have attended their presentation and it helped me be more aware of how I work with people.

Keeping up to date on software and other issues would be a great step forward for the office staff.

Input from staff is not encouraged.

Our building is very very cold in the summer, so we run heaters and very very hot in the winter, so we run fans (which is inadequate). We've been told there is no way to regulate this and that our heating/AC system is old.

heating/air in my building is terrible, too cold in the summer, have to run a heater; and too hot in the winter, have to run a fan....
HR guy must be a joke, no help at all

Customer Service training needed in some, not all areas

Financial Aid is in desperate need of customer service training. As a parent of a murray state student, my only problems with the university have been with financial aid and the quality of assistance that we receive when we have questions that need answered. Pawning students off on student workers that cannot answer questions is NOT the answer to good public services.

I know that the community service training that we did here about 10-15 years ago was a bit much and people complained about having to do it, but I think we could use something like that again. I think it's good for everyone - faculty and staff - to be reminded that we are here to serve the students and without them we wouldn't have jobs!!

There is no privacy in my work area.

Customer Service and other training sessions need to be specific to the individual departments.

changes to my job, it would be nice to have a good training session; banner was about learning as we go not enough training, we are still discovering better ways to use it.

New trainings are always welcomed.

Data entry needs to be addressed. We have users entering data without a clue how it affects the system. When they spell a student's name wrong, don't take the time to look up the right information or otherwise contaminate the records it creates a bad customer service situation.

When I first started at MSU I was required to attend yearly professional development training. Now I feel like that I am actually discouraged from doing that. I understand that budget cuts have an impact on the ability to send employees to professional development / training but even before the current budget cuts I felt that changes in administration changed the attitude about professional development and training for staff and favored professional development and training for faculty only.

My responsibilites have at least doubled since I came to this position and new projects have been added recently. I consistently feel overwhelmed with the amount of work that is to be done.

I feel that several deptments need to go back over Customer Service Training with the staff.

Extended campus facilities should have dedicated facility management personnel devoted to those campuses needs, which are varied and particular usually to those campuses, especially those issues related to the comfort of the staff and students.

Some areas in buildings are extremely cold, while others are not. One office area, the temperature is below 68 degrees consistently.

When good workers in a department are putting in significant overtime 3-4 days each week, too much work is being demanded and that area is understaffed.

not all need customer service training but some do especially ones who did not complete the training a few years ago.

I work in an office that previously had 3-1/2 staff positions. We have been reduced to 2, and the workload has been shifted to the two remaining positions. Not acceptable!

We get no respect from the jobs we do all we get is negative response from our directors.

Everyone should continue to be trained. Higher education is an ever changing industry and we should all be aware of what is changing, and new technology.

As previously stated, the problem is communication and management of our staff. Moral is a key factor in office development and currently, it's low as can be. This is due to leadership with little or no people skills. Perfectly capable and professional leadership but terrible at motivating and leading staff. Select leadership with people skills above all.

Customer service training is needed for the new employees.

Banner training would be really helpful. It would shorten the learning curve a lot.

I think MSU places to much emphasis on having a diverse faculty, administration, and staff. Either there is definitely NOT enough staff in the accounting department, or they need more training

What new staff orientation? What I had was about 10 minutes long and consisted of little information.
It is perhaps unfair to say we do not have enough staff. We do not have enough hours in the day to complete the job most of the year. It would be beneficial to work 4 day 10 hour shifts (that could help the budget all the way around if the campus went to that schedule altogether. It saves tons of money on utilities and overtime, reduces absenteeism as there is an open day each week to run errands and go to the doctor, etc., plus is a real morale booster after the initial settling in period. It also increases efficiency. I've worked them before and they are great!

So many students come to my office with complaints about how they are treated by other offices on campus. That the staff they deal with are rude, and do not want to help them. We work at a university, without our students we do not have a university.

I am currently a supervisor and I feel I am doing the duty of a manager as well as my current role. I oversee several operations and more than 100 student workers. This task can be mentally stressful and overwhelming.

There are key Student Affairs staffing needs that need to be met.

One always needs more training, that's why I take as many free professional development webinars as I can so as to keep up to date with issues in my field.

I Think Staff is At A low Moral,

Communication among depts is very poor. Under staffing is causing the service aspect problems as people are overwhelmed with work and many times this leads to brushing off our students and others with curt words or passing the issue to someone else. I see many students who are ran around from office to office with their problms because someone is not taking the time to understand or work with the people.

What new staff orientation? I filled out paper work with HR when I was hired, but that is all. No orientation was provided.

Return to Table of Contents

BENEFITS/PAY:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank. 1 = Strongly Agree 2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree

	1 Strongly Agree	2 Tend to Agree	3 Tend to Disagree	4 Strongly Disagree	Rating Average	Rating Count
I am paid fairly for my work.	11.3% (57)	**40.7% (206)**	32.4% (164)	15.6% (79)	2.52	506
Compared to other employers our benefits are good.	34.1% (173)	**56.4% (286)**	7.1% (36)	2.4% (12)	1.78	507
Overall, I am satisfied with my salary.	10.5% (53)	**40.0% (202)**	33.5% (169)	16.0% (81)	2.55	505
Overall, I am satisfied with our benefit program.	25.5% (129)	**64.0% (323)**	7.9% (40)	2.6% (13)	1.88	505
				answered question		**511**
				skipped question		**20**

2012 Staff Perspectives Survey – Open Response Comments:
Benefits/Pay:

Wages are still below the benchmark that was promised after the survey that was done a couple of years ago. There are way too many Administrative Assistants on this campus that are forced to get a second job in order to support their families.

As being a Team Leader and having to have a CDL i think the pay could be at least 75 cents more

but im ok with what i make because i have a family to support

You're getting most of these people for almost nothing. Would the president,the board of regents & the HR manager work for the wages that they set forth? If they can lay their head down at night with a clear conscience,then they are a better person than I am.

This ridiculous pay system is a joke. It is so objective and complicated human resources keeps everything in the dark. The salary study was not accurate for this region.

We have gone way too long without a raise. This is really hurting people like me who are getting close to having enough time in to retire. The priority should be to find enough money for raises across the board.

My pay did go up with the new pay scale but I have been here for 15 years and someone starting now gets paid what I am, just doesn't seem right!

Every year the staff employees are given a review of their performance. Every year I receive high marks but when the recent raises were given, others received much higher raises than I did. This past year, others in my department received raises and I did not.

No raises the past few years hurts me as my cost of living risen considerly.

no raise in past 3 or 4 years

My department is divided into sections. Everyone in my section has not received a raise in 2 years. However others in the department have not only received raises but they are large raises that do not reflect higher responsibilities or job duties. And the job duties and responsibilities of our section grow exponentially. We have so many projects and deadlines that is impossible to complete them all. We are understaffed but our work load increases yet we do not receive raises.

The salary stagnation the past few year has really caught up with most employees. I have served on several search commitees and had several canadates turn down employeement offers or withdraw once they learn of the salary. This will impact the university more so as time goes on.

My position requires me to be able to read and process degree audits for graduation purposes as well as to interact with a multitude of students, parents, and advisers on a daily basis. In addition, I am responsible for the accuracy of summary pages sent out for every graduation application and the accuracy of every diploma that is mailed (at least 1500 every year). I said all that to say this: I have worked in this position for four years and I make less right now than what an academic department secretary starts out at. Not to say that an academic department secretary is not important, but how many students would that position interact with every day? How much paperwork is that position responsible for - especially for something as important as graduation?

you take the pay grades/surveys and so forth and move them around/bend them/adjust them/

shake them up / fix them to come out like you want.It is a disgrace that some of your employies

aren't even making a livable wage to exist like a respectable human being.Thats allright..Just blame it on the STATE.

I guess we're like the rest of the courtry... we've lost ground over the last ten years.

Because I do not have a completed master's degree, I'm capped on the amount of money I can make at my current employment level. When I look around at the amount and quality of work I do and compare it to those who are being paid more for the simple fact that they have a master's degree, I do get frustrated. I'm currently working towards a master's degree and working full time. I did not take a pay increase when I moved from my last job, but the benefits are far better. The tuition stipend offered to faculty and staff is the best thing the university can offer. It's something I've discussed a lot with other new employees who feel good about working at MSU because they feel MSU is willing to give back. The tuition stipend is proof of that.

Murray State is not competitive with its pay and it affects how "non professional" staff is treated on this campus and how much we are appreciated.

I believe hourly pay rates are low.

Compared to universities our pay scale is subpar.

I do not use the health benefits, because I am on my husband's health insurance... so I cannot really speak to that.

While it would be nice to have a yearly raise, I do appreciate the extra time off at the holidays and the health insurance benefits that are available to us.

My pay is substantially lower than what I would make doing the same work in the private sector.

I've worked at this university for over 10 years and I make $12.77 an hour. Seems like an employee with 10+ years of experience would be valued...but then again, we barely get a cost of living raise, if there is any raise at all...and a merit raise is almost unheard of!

Satisfaction with salary and benefit program is based on local circumstances.

good but like alot of things(pay) could use some prussing up!!

I do not feel I am fairly compensated. There are others who are over paid for the work they perform or the lack of work they perform. I do not like to toot my own horn, but this has gone on for years and I feel it will be ongoing.

Give me a raise!!!

I think a cost of living raise should be given every 2 years.

I used to be satisfied with our benefits program. Now, though, it seems like Anthem pays less and makes dealing with them a nightmare. I am happy to have insurance, but the cost and headache is making me question how good a plan we really have.

Pay raises are not at all adequate. Cost of living quickly outpaces the meager raises which MSU employees have seen in the last several years. Benefits for extended campus employees are not considered. It has been addressed in the past but never heard of again that programs to extend such benefits to extended campus employees should be considered. Such ideas include either reduced club memberships at local YMCA's (side benefits of healthier employees), or some type of yearly stipend for these employees to use towards such benefits in their communities which main campus employees are able to enjoy on MSU's campus. Health screenings are another area this comes into play.

I don't want to complain but I was making this in 1993....doing same work..

The staff at the University are diverse. While some make good use of tuition waivers, for example, others have all the academic degrees in their area the University offers. Maybe Murray State should come out with a list of benefits and let employees choose those most useful to them.

In 2003 the State of Kentucky took a large part of the retirement health benefit away from employees in the

KERS. In 2008 they took just about the rest of everything else away. Employees in KTRS were not affected and can still retire with full health benefits at 27 years. The states answer to KERS members affording to stay with the health insurance plan is to offer a savings account (deferred compensation plan) which is ridiculous considering those people are by far the lowest paid employees. I think the university needs to take some of this matter into it's own hands and find a way to help the KERS participants afford health insurance throughout retirement. Taking from the poorest first, what else should we expect in Kentucky.....Secondly. I would like the university to openly explain how it can justify a Racer Patrol student worker being paid more per hour than some of the full time employees.

Compared to others in my position I am about 20% under the national average pay for my position.

I think our benefints are very good...when I compare my pay to my daughters's who works for a state agency I am sorely lacking.

Our pay should be at least comparable to our education and the regional and state level.

I am not satisfied with my salary because I have a 2 year and 4 year degree at which either graduation in 2004 and 2008 I did not receive a degree raise. I think the HR dept should provide a stipend or raise for employees that acquire a degree while working full time. A $25.00 gift certificate from Wal-Mart would be nice!

With our insurance I have had to pay more out of pocket than any other place I have worked. If a billing/coding error occurs, it is near impossible to get it corrected. HR does not seem to be able to give concrete answers to questions.

I feel that I am well-trained and provide competent services, as well as go above and beyond in my effort to enhance the services provided by the Counseling Center. It is my hope that as I am in this job longer, my salary will increase to be adequate with the work that I feel that I contribute to the campus community.

The "cost of living" raises over the past several years have done very little in improving the morale of long time employees. Seeing little to no gain in benefits over the years just encourages people to look elsewhere for gainful employment. Wouldn't it be better if the university could find ways to give back to their employees and encourage them to stay? Things like flexible work schedules are fairly easy to implement. These are things that can be worked out between the supervisor and the employee.

It is my understanding that staff congress has floated the idea of tying health insurance cost to employee pay. As a staff member I am adamently opposed to this strategy. It in essence would charge people different rates for the same service based soley on employee pay, which is a form of discrimenation. Secondly, it would not be as "fair" as some think. If you have a staff member making $60k per year and supporting a family on that income is it fair for s/he to pay more for health insurance than an employee making $20k per year but with a household income of $120k because their spouse (not employeed at MSU) makes significantly more money?

Effective hourly rates for a few exempt positions, who work late hours and weekend/holidays is rediculous. The pay itself is fine, but considering the work load, it's really not honest by MSU.

I feel b.s.t do not get paid enough since some got raises in july as much as a 1.10 per hour raise.

I have worked at the University for 32 years. I have worked very hard to advance within my department. When HR re-organized the hourly positions, my job was made the lowest in my office. I feel that I was treated very unfairly. My job grade is not consistant with simular jobs in other departments. I feel that my job is very important, but now one in my office or on this University seems to agree. I am not proud to say I work her anymore.

What we earn, for the most part, is a reflection of the contribution we make to this university. I do not feel "overpaid" by any interpretation of the word. I hope that my efforts are appreciated and make more of a difference to others than it feels like most days.

I think it's very, very difficult to get a position upgraded or re-classified through the current job audit process. I

understand that part of the criteria is based on whether or not additional responsibilities have been added to a position; however, additional work load added to a position doesn't seem to factor in the decision at all. Additional work load creates additional responsibility. It's very discouraging when you feel your position is overlooked and you never get ahead or promoted to the next grade level despite knowing you meet the requirements and job specifications, have excellent performance appraisals, and work so hard. I would hope that the higher pay grade levels are not just reserved for those employees that work under a VP.

I have never had a job with benefits so my judgement there is really not valid. As far as salary, I believe alot of the tradesmen are under compensated. The job description for my job said based off experience. Well I have plenty of experience in the trade I am hired for, 6 years + and I was not even considered for any other pay besides base pay. I took a pay cut from my other State job to come to MSU because I thought the job was going to be somewhere to retire from. I didn't think it was going to be such a drastic pay cut, since they said " based off experience". I guess previous experience didn't matter, because from the looks of other pay scales its scaled towards back in the 70's. Really should look out there and see what the current pay for the different trades are making.

I have a MA degree and make less than 29,000. I have received 1 raise from MSU in 5 and 1/2 years.

The cost of living, food, utilities, etc continuously go up, while in the past four years, we've only had one pay raise. I provide for a family of three. My spouse also works two jobs that aren't paid very well, but with the economy in bad shape, it's so hard to make ends meet. There is also no daycare on this campus for employees to utilize. We must pay outside daycare (which for many of us, is half our paycheck every month) just so we can work and have insurance benefits. I know there was a salary review done a while back, but all it did was pay over-paid people more, and didn't help the rest of us. The benefits are definitely better than many places, but the benefits don't really help when you can barely afford to pay a house payment, car payment, and pay off student loans, all while trying to provide for your family. We don't live above our means. For my technical skills, at other Universities, I'd be likely paid nearly twice as much as I am at MSU. I would look for a job elsewhere to move, but we love this area and my spouse wouldn't be able to move as easily.

new employees are paid about the same (if not more) as older employees

Leave time is almost excessive, but does not make up for the lack of raises or the lack of opportuity for advancement. Promotions and pay upgrades are not given fairly (the BVC). Many positions would pay considerably more at other facilities.

Even though my salary is satisfactory. There are people on campus that are expected to work very hard for about eighteen cents above minimum wage. I would like to see the people who think a pay grade nine deserves only $7.38 an hour, work with these people for a two week pay period and then say that is a fair wage for that position.

I feel employees should get raises based on work performance. It is hard to get an exceptional performance review but denied any type of raise, especially when cost of living continues to rise.

To be blunt, my salary is pathetic. I had to take on a new responsibility recently.... a very time consuming responsibility. I was lucky that my supervisor gave me 10% salary increase. However, this is not a raise. The only possibility of getting an increase in salary is to take on more responsibility. To be honest, I am at my max. Yet, I am constantly expected to do more with a staff of two. Please pay attention to this! Pay staff what they deserve to be paid.

the benefits are the only real reason I feel my employment with MSU is continual.

The Officers that protect us all everyday at Public Safety should be making a little more than what they are.

I worry that if we continue not to receive raises it would be equal to a cut due to increased cost of our share of health insurance.

Paying taxes on our tuition money has really made an excellent benefit a bit of a strain. The high deductible

insurance plan is an terrible substitute for the plan that was previously offered. I would have been willing to pay more and stay on the old plan. You have made health care unaffordable to the majority of your bi-weekly staff. I had to buy medicine for $343 earlier this year. Please, please reconsider another plan.

I have been doing my work load plus the work load of the administrative asst position that was eliminated for over a year.

When it is all said and done we do the work and make sure the students have a nice place to live and attend class, yet the upper management that has no clue what it is we really do are the ones that are catered to. Wages are a joke in alot of areas even though Mercer gave us fair wages to be placed at someone decided to create their own scale and for some employees it was ok but for others it was a slap in the face.

The benefits are fair; insurance, retirement, uniforms.

The problem being, they do not put gas in the tank or food on the table. The cost of living has skyrocketed while Human Resources is blind to the facts.

They pay scale for some departments is Pre-1974; lower now for a skilled trade than 40 years ago.

I would like to be paid more but I am able to meet my living expenses at this time. If we had not received an increased compensation due to the decision to bring our pay closer to what other people doing the same job at other universities, I would be in serious trouble. I'm glad we are offered vision benefits this past year and feel our medical coverage is adequate.

I am waiting for the right job to open up to increase the challenges and satisfaction of my job.

the benefits at MSU are excellent

I believe that your salary should be based on your quality of work.

I will say since I have been here, almost 7 years now, I have used wage works flexible spending program. I have paid for my kids two sets of braces, which has been very helpful and beneficial. I will say on having to get them extra reciepts after I have already sent them is frusterating and unnerving for me. I am going to look into putting less in wage works and I'm going to get a single plan on the insurance to see if this might work better.

When compared to WKU, MSU salaries are significantly lower.

I think a committee needs to look closely at the salaries of faculty and staff. I barely make ends meet on my salary. My position is considered an entry level position, but I don't see how most people could do this job with little experience in the schools.

I believe if there is money for raises everyone should be included. I don't think just because you've been here for many years and are at the top of your "grade" that you should be excluded from raises. That's a detriment to employee motivation and shows a real lack of appreciation for employee long-time loyalty to MSU.

need better dental plan

Positions and salaries should be competitive with other higher education institutions. Raises should be based on performance and not granted across the board.

Although I appreciated the effort, I was offended that when the Wage Study was implemented my prior service at MSU was not taken into consideration. I feel that I was severely punished for leaving the University for a much higher salary and then returning several years later. I took a $125 per WEEK pay cut when I returned. I was optimistic that would be remedied with the when the new wage was put in effect but saddened when it did not. My worth to the University cannot be adequately measured by the few years spent in my current position which are the only years of service that were recognized. I have been told by a reliable source that the current Director of Human Resources has said that if people don't like it they can go somewhere else.

That's not spoken by someone that has the best interests of the University nor its staff in mind. I returned to my current position because of my love for the University. Salary had nothing to do with it but when the wage study took place that just made me more comfortable with my decision. I think this concern needs to be looked into and that back pay should be given to what I believe to be a relatively small number of employees (mostly female) who left and then returned to the University. I do very much appreciate the work that was done on that study and thank those involved for the implementation of the increases. I believe that the budget study is likewise needed and I predict that some new funds will be generated if waste is eliminated.

Was shocked at how much some of the folks in Financial Aid make. Wow.

I am accepting that the pay for my position is lower than it would be in the private sector. However, it is bothersome that faculty who began employment at MSU at the same time as me have seen their salaries grow by as much as 100% while mine has grown by less than half of that.

I am a single mother and although my pay rate here is decent, it is not enough to run a household. I have taken an additional part-time job just to make ends meet. I understand that there's no money for raises, but other things can be done to boost morale. For example, a couple of years ago, we got to leave at 3:00 on Fridays before holiday breaks. Little things will help employees feel better about working here with no raises.

I do not want to complain about my salary and benefits. But the entry level salaries are so low that we have a hard time filling positions.

I think tuition waivers should increase to 7 or 8 waivers in a calendar year.

Benefits are really good at Murray State. Appreciate it!

If an employee does not subscribe to the university health insurance, due to being covered as a dependent on another policy, that employee should get a monthly stipend as an added benefit.

Administrative Assistants are still being paid below what is paid at other universities.

Office hours should remain the same year around. I actually prefer the 7:30 to 4:00 hours and would prefer to work those hours year round.

The new pay scale has left out employees who have been here as long as I have. I will receive no salary raises, even the small ones I have received over the years. I have reached the maximum allowed under the new system. This is discouraging, unfair, demeaning and has affected my overall attitude toward MSU and the HR Dept.

Some shops are running low on man power for the sake of letting others working with the job title somewhere else.

Too much disparity between equally qualified people - one is making 100k while person working for them is making 30k. Gaps should be smaller - either one is being paid to little or the other is being paid too much.

The salary for staff at MSU is a joke! Benefits are OK, but hard for underpaid staff to afford.

I understand the budget problems, however salaried employees need a raise. There are hourly people who are making more than salaried positions in my department. Why would someone want the extra stress and hours if people working in positions below them are paid more (and no it is not because the hourly people have been at MSU for years). The spread between the hourly and salaried employees is getting to close, it is time for salaried people to get a raise.

When I was employed at MSU I had 10 years experience but was not compensated for that. At the time I did not realize the difference this made until I have worked with those hired 'off the street' with no experience working in a college setting. Now new employees are compensated for experience . . .

Pay is terrible here but the benefits are what keeps our employees here.

I mkae less now than I did in the 1980s. I have a degree and a sterling work background with excellent skills, but don't make as much as most factory workers in the area. I should be able to take home a living wag in the top hourly wage bracket, but I don't. This is sad for a top rated university, especially given the responsibility I bear and the adverse affects it would have on the university if I should fail to do my job properly and well. I DO say, though, the university has made strides forward and I appreciate not only those efforts, but my job altogther. I love working here and what I'm doing makes a difference which counts for some, but I need a second job to make ends meet at home.

Keep health services. I use them all the time which saves me and the university money. Please don't out source them next year. They are a vital part of the university for staff and students.

The cost of living here is the same as in most large cities, with the exception of property taxes. However, salaries are way too low. If we did the same task in Louisville or Lexington, our pay would be much higher. But the benefits are outstanding and that makes up for some of the disparaging salary.

I feel some upper administrators and faculty are paid disproportionately high compared to the salaries of particularly hourly workers. There is an administrative assistant in my department who has had to file for bankruptcy due to her low salary and her husband's inability to find employment of any kind. It is impossible for a family to live on the income of one low-level staff person who works for Murray State.

I have looked at other universities, and people in my same position are paid double what I make here. I didn't go to college and earn a degree to barely be able to make it. The university really needs to look at the salaries for staff, because if the university wants to keep good staff, the university really needs to pay more.

I do not take the health insurance and save the university money by doing so, but I am not compensated and I also miss out on opportunities. I recently found out that I am not able to use a website that helps promote a healthy lifestyle by awarding points and the points can in turn be use to "buy" items. I save the university thousands of dollars a year and feel that I am penalized instead of thanked!

I believe that we have extremely good benefits compared to other places that I have worked; however, my current salary is less than I was making 15 years ago at another company.

There have not been significant salary increases for years now. When efforts are made to recurit new employee's they often decline due to low salary offered. Honestly we have lost some good employees also.

For the cost of living in this area, the salary and benefits are acceptable. However, if the cost of living were to rise here, I would have to relocate (or receive a significant raise) in order to maintain my current standard of living.

The problem with salary, prices are rising every year we are only getting raises every other year at best. Most people in my work group tend to agree if raise do not start getting regular then the first opportunity they may leave.

If I was doing the job that I was hired for I would be happy with my pay. However, since I have had so much more added to me I feel my pay is inadequate to the amount of work expected from me.

I mean...we all want more money, right?

The Benefits Are Great, But The pay Is Low.

MSU Benefits are well beyond average. However, hourly pay is far below the private sector.

Return to Table of Contents

RECOGNITION:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank. 1 = Strongly Agree 2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree

	1 Strongly Agree	2 Tend to Agree	3 Tend to Disagree	4 Strongly Disagree	Rating Average	Rating Count
Raises are given adequately and fairly for job performance.	4.5% (22)	23.6% (116)	**42.2% (207)**	29.7% (146)	2.97	491
Our review process adequately measures my job performance.	9.0% (44)	**48.3% (237)**	27.1% (133)	15.7% (77)	2.49	491
Promotions are encouraged and handled fairly in my work group.	9.0% (43)	**40.2% (193)**	27.5% (132)	23.3% (112)	2.65	480
My work gives me a feeling of accomplishment.	39.1% (195)	**48.1% (240)**	8.8% (44)	4.0% (20)	1.78	499
MSU does its best to provide job security for employees.	30.0% (149)	**57.7% (286)**	9.3% (46)	3.0% (15)	1.85	496
I am satisfied with the process of awarding staff excellence.	17.0% (82)	**49.8% (240)**	21.6% (104)	11.6% (56)	2.28	482
				answered question		**504**
				skipped question		**27**

2012 Staff Perspectives Survey – Open Response Comments:
Recognition:

What raises?

My position has no promotion potential.
My work gives me a feeling of accomplishment. However, due to the lack of college and university support, I cannot be as accomplished as I would like. I find this really frustrating as my efforts simply do not benefit me. My efforts would benefit my department, my college, every department and college on this campus, plus Facilities Management, plus Public Safety. And, regardless of who I talk to, no one really seems to care or even understand, really. I find the lack of enthusiasm to be profoundly disheartening in a supposed environment in which creativity and "out-of-the-box" thinking is supposedly encouraged. Not really.

This new pay system is so complicated no one can tell me what I must do to qualify for a raise. How do I attain the next level within my tier? Job performance, a joke. Job security for some employees is bad. Part-time employees are working for years with no chance of getting on full-time. They do the work of full-time employees but don't get the pay and benefits. Some supervisors won't even consider submitting someone within their shops for fear of causing friction in the shop.

I recognize that raises are ultimately driven by state appropriations. I feel that in our area raises are fairly administered but it is hard having salaries not keep up with the cost of living.

I am unaware of how promotions are or could be handled in my work group.

Teaching evaluation could be better. Departmental are fine.

I do not believe raises are given based on job performance in my office.

There are no promotions in my department. My boss consistently has given me outstanding reviews that I deserve and has tried several times to get me a raise and the head of our department will not take it to the VP for review. The head of the department has told my boss that the budget is too tight. However this same person will fight for others in other sections for large increases. The employees in our department are dedicated and loyal. We pride ourselves in doing our jobs but morale is taking a hit.

To my knowledge, my department does not give raises based on job performance - the only raises I receive are when the Board and the President decide that I deserve one. Promotions are only attained in my area by applying for positions with higher salaries. I have applied for four positions within my office during my time and I felt that I was qualified for all four; however, the first two I did receive interviews for, but I didn't get the position. The last two applications I submitted (within the last six months or so), I did not even receive an interview, although I met the minimum requirements listed for the positions. So, although I was "encouraged" to apply, I ended up feeling like it was a bunch of hot air and lip service.

This first Question is a Joke

My supervisor knows what I do for the college and that's enough for me.

Because I have not gone through a job performance review process, I cannot adequately comment on it. However, my job leaves me feeling very satisfied, because I know I'm taking steps every day toward a better future for the university and the region.

Recognition is very one sided as supervisors who usually don't have anyone to really answer to - are very petty with their evaluations in my office for doing the same types of things.

I have been in the same position for over 12 years. During that time my responsibilities, duties and skills have continued to increase but my pay has not increased very much at all in the last 5-6 years. It certainly hasnt kept up with the cost of living. At this point, I am making about 13% over the poverty level for a family my size. For the past 4 years I have been the only person on this campus with the knowledge required for this position Given the amount of work that I do for my department, the level of importance and the fact that when

my coworker was downsized a couple years ago I inherited all his duties in addition to my own, I find it hard to swallow when I am turned down when asked for a raise.

Job performance plays no role in raises.

The performance evaluations need to be evaluated and made more open-ended.

Promotions don't really exist in my unit.

I don't believe raises among staff are handled well at all. Any raise we get is essentially a COLA (I'm not complaining!), but I do not feel like anyone gets raises based on job performance. It therefore encourages everyone to just do enough to get by. Promotion is about the only way that happens.

The yearly job review process is a joke. I consistently receive a good review each year...but I've yet to see a raise based on my job performance.

I feel the lack of pay increases can be demoralizing, although the university's absorbing benefit increases at times does help.

keep up good work!

Staff excellence awards are a joke

Give me a raise!!!
!!

People at my work are often judged on hear say and not facts. No one should be ridiculed over what people say when their job is being performed correctly. Before people are punished supervisors should require proof of what has been done rather than relying on hear say.

I am so tired of the favoritism shown in my office. Raises and promotions are given to friends and those who sweet-talk the director. Qualifications do not matter. Director does not provide beneficial feedback - quite the contrary. I have tolerated the politics about as long as I can. I am looking elsewhere for employment.

Individuals that cannot do the job should not be making the same pay as ones that can do it..

Raises are far between and inadequate when they do come. Job performance evaluations are not fairly or accuratly conducted to judge job performance.

Im truely blessed ! I get up everyday and go to a job, I love to go to! Work does not feel like work!

I love my job,....

I understand in tough economic times that raises are difficult to provide. When the financial situation improves hopefully raises will return. I would like to see some sort of merit component in raises. Those of us who put in extra effort to support the priorities of the University should get a larger raise than those who leave as quickly as possible and who do as little as possible.

Although it rarely happens, the employee review process is sometime abused by a person in a supervisor position.

Promotions is almost a laughing matter because it is based on who you know or who the person over the search committe wants to hire. Our hiring process or search committe process need to be evaluated because there are some things going on that are not fair or I wonder ethical.

The evaluations MSU gives is a joke. They reward those who do not get evaluated by their peers. If employees were evaluated by their peers and not their supervisors then there would be a different outcome. Promotions are given to people not qualified for the job (especially those without a degree) but b/c they have knowledge experience of the dept. That is not fair to those with degrees. I do not have a feeling of accomplishment in my

job b/c it is not an accomplishment job it is a reception job I don't do anything but recept. No major accomplishment at the end of the day just customer service with a smile.

Don't think enough awards are given to the janitoral and maintenance personnel.

I have not been working here long enough to know of the adequateness and fairness of raises and job performance reviews. I do think that prior decisions were made in the department that may not have been beneficial as far as the promotion of another staff member in the department. Well-informed job performance reviews are much needed in the Counseling Center.

We get raises?

What raises?

Staff excellence awards should be awarded by the whole staff and not just choosen by Staff Congress from a pool of suggested recipients. My suggestion would be to gather suggested recipients, have Staff Congress par down the list if necessary, then hold a staff wide vote for the recipients in each category.

there are definatly favorite people, and instead of giving everyone a fair chance and treating everyone equal, these favorite people tend to be handed everything and put on a pedistool.

b.s.t. did not get raises this year,some people did which was not fair.

Raises are given across the board, for the most part, are they not? In our department, there seems to be no incentive for wanting to go above and beyond the "call of duty." Either that is your nature to do so or you meet the standard to "get by."

People in my office that have worked at MSU only a few years get a raise. Here I am. No raise at all. Because I have been a dedicated employee for over 30 years. People in my area have been hired and promoted that do not have adequate experience.

It might be nice to somehow recognize those with excellent performance appraisals.

Have not been here long enough to answer the first 3 questions honestly.. But the last 3 I can definitely answer. MY work I do to my standards, which i guarantee are very high. Job security.. Dunovent doesn't care about job security unless its his own. Contracting everything out that he can, and sending an emails about getting rid of people and putting in contractors cause it would be cheaper for the university. And as far as rewarding staff, I did not even know that was even a option for management here. We did a good job at the Stadium, and the foreman was very pleased. But that was as far as it went. People want to send emails with pictures of whats wrong, or what needs to change, but they cant sent a single email that says anything positive down the line. It is always negative or wanting stuff yesterday so to speak.

Promotions are not even a possibility in my department. So without raises there is nothing to look forward to at all. If you cannot advance, you cannot get a raise, why would you want to stay? I like my job, but I work hard and would like to be recognized for that every year.

Raises are NOT given often, and usually across the board. Noone seems to reward based on "Willingness to work" or "positive attitude" or "job accomplishments" etc. THere is also no punishment for the opposite of these.
Promotions are encouraged in my work group, but are few and far between.
The process of awarding staff excellence is minimal, at best.

I have nominated people in the past but they were not even informed that they had been nominated. It felt like a waste of time.

Here at the Breathitt Veternary Center promotions have been handed to people without interviews and other had to interview for the job. The years experience plays in to effect for some and not for others. There needs to be an overall standard for promotions and hiring.

The review process has no merit. There is no punishment for poor performance and no reward for excellent performance. Raises are not based on performance, mostly on preference. My work mainly gives me a feeling of frustration, as I try to do my best and others try to do as little as possibly and we are paid the same (or I am paid less). Job security is too secure. If you are a poor employee (poor performance, attendance, attitude, etc) you should be let go.

Staff excellence awards seem to be based more on who nominates a person, more than what the person actually does to "deserve" the award.

I strongly disagree with the awarding of the staff excellence award. I see people win this award every year who do nothing extra, while I know for a fact that some people who have gone above and beyond the call are not recognized. I know this because I have nominated the same person three years in a row and they met all the requirements yet someone with less requirements won. How can this be fair?

Raises are unfairly- and seemingly frequently- given to faculty members, while staff rarely see an increase in pay. The evaluation for staff is highly subjective and does not accurately measure employee performance.

These ratings are not based on my supervisor but on the university upper administration. First of all, What Raise? I haven't seen a raise (except for an increase in living) in a long, long time. A raise is given to people based on their job performance, not by giving them additional job responsibilities. My boss would love to give a raise, but he can't. I receive a promotion about 4 years ago and only received a $2,000 raise for a substantial amount of work. Since then, I received some increases in salary but because added duties have been given to me (I am at my breaking point). Promotions aren't usually given in my work group. I used to have a sense of accomplishment, but not any more. As a supervisor myself, I cannot give my workers that raises they deserve. I cannot comment on the staff excellence awards, sorry!

Review process is done because it is required. There is no ability to reward outstanding work.

It is nearly impossible to receive raises. Promotions are extremely unusual. I understand that a lot of that has to do with the current financial climate. I do feel that we are recognized for our work.

I do not believe the staff compensation was fair to employees that had number of years of service. The new staff salaries are higher compared to years of sevice experience of employees like myself that have been here for 18 years.

I have only seen one person in my department receive a raise for job performance and it was one year after they started because they were hired in at such a low rate. I disagree with the cap on support staff salaries. Our success in big changes have depended on the wisdom of those that have been here the longest. We look to our seasoned staff for leadership, guidance and all ins and outs of the University's daily functions.

I love my trade I am very good at it, but the pay is way below what it should be as no importance is placed on my trade since upper management does not even know the first thing about it.As for job security we have been told for the past 2 years that layoffs may come at any time, how do you think this helps the economy when you can not but a high ticket item for fear of a layoff. While all the time watching our jobs being put in jeopardy by UPPER MANAGEMENT.

It is usually given to employees about to retire. One theory I've heard is ..." The added money to their yearly incomes would be extra money outta MSU's hands if it were awarded to an employee with 20 years ahead of them!"

Staff recognition is based on popularity rather than performance.

When the University is looking to hire someone (exempt positions) the salary range for the employees that are currently working needs to be considered. I have been here for more than 20 years and someone was hired for a position under me and was given a salary only $5,000 less than I am making with less college credit and work experience. This tends to discourage employees and makes them feel that their time here is not of enough value to the University.

There is no such thing as merit raises anymore or for that matter raises in general, so I feel this question is moot.

The evaluation process is a joke. Compare evaluations from year to year and you will see the same responses, with just a few wording tweaks. Evaluations should occur on a quarterly basis to adequately measure staff performance.

I think there needs to be a total revamp of the staff excellence awards!

Employees should have the option of reviewing their managers as well. The review process should go in both directions and exempt no one. Seems like feedback would be helpful from the bottom up too.
There have been no promotions in my department in over the decade I have worked there. In fact, turnover seems expected for people to 'move on' to better jobs away from campus.

hard to want to come to work, when feeling over-worked, under-paid, and not-appreciated

Staff Excellence awards should be given to non Staff Congress members. Staff Excellence awards should be something that all managers are encouraged to complete if they feel they have a worthy employer that fits the qualifications.

In my department, raises are given to the same people over and over again, leaving others out who are equally as deserving.

There is no room for promotions amongst clerical staff. We have to wait for someone in a higher position to retire or quit. It would be great if there could be defined levels within current positions for which we can aspire and still stay in the same job without having to change positions.

It seems that the staff excellence award goes to the same people over and over. There needs to be more broad selection.

What raises?

Job performances are not objective in many cases, rather they are subjective and do not always accurately reflect an employee's work; they instead are based in part on personal interactions and situations that are not relaed to an employees execution of his job duties and description.

Told all the time people are out there that needs your job.

This year some were given raises, some were not - regardless of job performance

Staff excellence awards should NEVER be given to a member of staff congress.
Across the board salary increases do nothing to promote an employee going over and beyond. A poor worker will receive the same increase as your best employee

I have not worked here long enough to see the process for reviews, raises, or promotions.

When a postion opens up it is often not filled for many months or even a year or more. This puts a termendous load on others. I know it is great not to have to pay a salarey for more than a year but really! There will be a temporary appointment but no increase in salary, just more work. Not approprate!

I used to feel accomplishment from my work, now I just feel exhausted.

I have not been here long enough to participate in the staff review process, so my answers to this section are assumptions on what it will be like.

The Way They Reclassified The Workers I Don't Agree With & The pay.

Raises should be based on effort and performance, not across the board.

Return to Table of Contents

COMMUNICATION/TEAMWORK:

Directions: For each statement, please select the number beside the question that best represents your feelings. If the question does not apply to you, please leave it blank. 1 = Strongly Agree 2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree

	1 Strongly Agree	2 Tend to Agree	3 Tend to Disagree	4 Strongly Disagree	Rating Average	Rating Count
There is good communication among the members of my work group.	28.7% (144)	**41.0% (206)**	20.1% (101)	10.2% (51)	2.12	502
Members of my work group treat one another with dignity and respect.	32.7% (165)	**45.6% (230)**	12.9% (65)	8.7% (44)	1.98	504
Across the university, departments work well together to get the job done.	11.6% (58)	**56.1% (280)**	25.3% (126)	7.0% (35)	2.28	499
I have opportunities to influence policies and decisions that affect my work.	19.8% (98)	**44.5% (220)**	23.9% (118)	11.7% (58)	2.28	494
My job makes good use of my skills and abilities.	35.3% (177)	**48.2% (242)**	11.4% (57)	5.2% (26)	1.86	502
My work provides continuing education opportunities.	32.5% (160)	**46.1% (227)**	15.4% (76)	5.9% (29)	1.95	492
My immediate supervisor makes his/her expectations clear.	38.4% (193)	**40.2% (202)**	12.9% (65)	8.4% (42)	1.91	502
I receive feedback from my immediate supervisor that helps me.	36.8% (184)	**40.0% (200)**	14.6% (73)	8.6% (43)	1.95	500
				answered question		**506**
				skipped question		**25**

2012 Staff Perspectives Survey – Open Response Comments:
Communication/Teamwork :

My area is probably the best on campus.

Immature employees constantly use fowl language and off-color comments about women, gays, and minorities. The work place in unbearable during breaks.

Our upper management/engineering does not consider out input on new facilities. We have made safety comments and suggestions that would save MSU money and make the workplace safer.

Like I said before, my office spends 90% of our time "putting out fires" dealing with emergencies or dealing with people who probably shouldn't be on campus in the first place. This does not lend itself to any sort of communication or teamwork because no one ever has or takes the time to let everyone know what's going on.

I would like to see different department work better with each other. All of us do not always do the greatest job at understanding what they are struggling with, what dead lines, stress, or pressure. We would all do better by working as a team.

I get an appropriate amount of "attaboys" from my immediate supervisor. I understand what's expected of me.

Departments are often hostile and territorial when it comes to working with other offices. This zero-sum attitude produces nothing but insecurity and unhappiness. Much of the most rewarding work I've done has included work across departments, colleges and programs. I try to share that with different offices to encourage them to engage with their peers.

My immediate supervisior is very passive aggressive and so is the director of my department. Nothing is said directly to employees, its all said behind their backs.

Upper admins need better communication skills.

Customer Service (phone calls) - A great many of the calls coming into Undergraduate Admissions have to be transferred elsewhere. Something needs to be done to better direct calls across campus. Many calls are transferred to us from other departments only to need to be transferred again elsewhere because whomever sent the call to us didn't get enough information to know who the customer truly needed to speak with. Sometimes it Seems Admissions has to "know everything about everything."

The departments are disjointed and do not function as a whole. We have lost several staff members and therefore the job expectations have changed without proper allocations of additional help.

I think our managers are so busy that they are not able to communicate important information to the employees underneath them in a timely manner.

My supervisor doesn't even know what I do...he just assumes that everything is running smoothly until I ask him for something. The members of my work group run around and talk about each other behind their backs...and then smile in your face the next minute. So far as feeling that my opinion matters when it comes to decisions that affect my work...another joke. The administration in this office does what it wants without regard to how it will affect the employee.

again communication!! or the lack of !!

Give me a raise!!

My superviser only speaks to me about work performance when coworkers have complained. I never know of any issues until six months after the fact.

I work behind closed doors. The people I work with neglect to inform me of important events.

There is gossip...too much gossip. It interferes with people's perspectives.

Communication in certain areas of the University seem to be controlled to avoid providing all employees with the maximum knowledge they need to do their jobs. Timing of information release is poorly considered, employees often hear of important information at the very last minute. Often times is takes an employee hearing something from another employee for them to have to approach their supervisor to ask about it. Information is not passed on the way it should to allow all employees the knowledge they need in a timely manner to effectivly perform their duties. Policy and decision making authority is very tightly controlled and the majority of employees are never given an opportunity to be heard in that area.

The University should provide continuing training to staff in areas related to our work. Some of this training could be accomplished online.

It would be helpful for supervisors to receive training in effective management. My supervisor has a record for announcing changes in job duties at some of the most awkward times. For example, my supervisor has informed his employees of work assignment changes while giving tours to prospective students or prospective employees. Really those sorts of discussions should be held in private.

While on the subject, I learned from a new employee that the job search process was tinkered with by my supervisor. By delaying recognition of a retirement, the job search process was avoided and an emergency hire was made. The "interim" was supposedly approached about the upcoming vacancy several months before it occurred. A legitimate job search will be conducted, but our area has a way for offering the permanent job to the interim hires.

We have some workers that are not team players which makes it hard for the rest of us.

my supervisor is a very bad communicator. He gives no feedback and does not make his expectations clear. When given a project he does not give many instructions I have to return and ask clarifications most of the time. My co-worker treats me and other workers in the library disrespectful especially when someone goes in her office when she's not there just gone to the restroom. She hates that. I have been screamed at for someone else's over ride of her space. No one gets cont. educ trg. b/c they don't want anyone to know their job!

Continuing education opportunities are sorely lacking in my department. I am working on my PhD and requested the tuition assistance and was denied by my supervisor, he said there was no money in the departmental budget. What's the point of having a wonderful benefit like the PhD tuition assistance and then not fund the benefit? This benefit should be funded by the university just like tuition waivers.

I very much enjoy and appreciate my immediate supervisor, Dr. Angie Trzepacz. She is very helpful, clear in her expecatations, and fair in how she handles situations.

It would be helpful for other agencies on campus to work together more effectively to meet the needs to the campus community.

My work group works great with one another but there are a lot of issues with different departments working together and people trying to micromanage other departments and people when they need to just go do their own job and leave others alone.

I have an open line of communication between my supervisor and me. We are honest to each other as far as I can tell. He knows where I stand on most issues we face in our department.

My bosses do not get along due to decisions made by upper administration. It has created a hostile and uncomfortable environment to work in. It has gotten better in the last year, but the situation has not be dealt with effectively. This has been reported to higher ups and nothing has yet to be done.

Good communication/Dignity and respect: For the most part, our group works very well together. There are two employees that do not and cause lots of problems, but there is no discipline used on those occasions. They

are free to act they way they feel/want and do NOT treat others with dignity and respect and it's detrimental to the rest of the group. Luckily, everyone else recognizes what is happening and does their best to ignore these two. So in a way, that brings the rest of us together.

Departments work well together: no department seems to understand much outside their own areas. Maybe different groups need to take turns shadowing other groups to understand how things work.

Skills and abilities: My technical skills aren't used as much as I would have hoped because I must spend so much time helping people with their own problems. Once thing I have noticed on this campus that would help in my area and so many others would be one password for all of our systems.

Continuing Education Opportunities: No. Travel has been cut drastically. Those who needs to attend seminars or conferences or trainings to further their knowledge and skills with today's growing technology and strategies and resources and ideas are unable to do so. THIS IS A BIG DEAL.

Communication is not a skill that the BVC is good at. Employees at the BVC including admininstrators will talk to other employees about other people like we are in high school. It is usually things that should be repeated unless in a meeting with other admininstrators and should be confidental.

My department is currently without a leader, and individuals in our department do not treat each other with respect or dignity. There is not a sense of teamwork or direction.

Communication across departments can be improved.

There is poor communication within my work group. Upper administration practices double standards and degrades their workers, there is no oppertunities to influence policies decesions.

My supervisor does not communicate well with my work group. My supervisor has trouble passing along information or dealing with things timely because of email overload.

Upper Management never has positive input and is bullying at times even when they do not know what they are talking about. It seems that the workers are not important to them as they just want to shuffle blame or at best protect their own jobs. Proper proceedures are not followed and fairness , well lets just say it is non existent.

Administration and supervisors both have misinformed their workers about policies and Procedures repeatedly. Offering feedback that people even higher up said "this" or "that".

There is very little communication between departments and no attempt to change that. Calling another department and getting an automatic voice mail or a message to email the department does not help us to provide good customer service to people.

There have been times when it is basically said "do as I say, I don't care what the policies are"

In our area, most work well together. We do have a few that complain and do not want to join us as a team. They seem to want to handle things their way. I get along with everyone, even these people. I'm here to do my job, not to worry over what someone else is doing. I do feel we could have more communication on important changes that my supervisor overlooks at times.

There seems to be some gender discrimination in my area. Women generally have the lower level positions and their opinions aren't taken seriously.

right hand doesn't know what the left hand is doing

too much office politics

Would like better communication between head of my area and other staff members.

Departments need to work together more - especially in the student admission/registration process. Get over the turf wars in myGate and otherwise and get a process that doesn't take a degree already to figure out. One username and password would go a long way.

I agree with the statement Departments work well together - but there is still room for improvement.

My supervisor is a hateful, petty perfectionist and my disdain for her grows each day. She needs to be by herself and not managing employees. I am not alone in this thought process. I'm very unhappy here but I have no choice. I love MSU and thrive because of the students who enter and leave this campus. I feel I could love my job if I had proper leadership.

I understand what is expected of me and I do my job.

Departments no longer work together to get the job done.

My supervisor and I have met with our department head on a couple of occasions to talk about communication and there were a lot of changes that I was asked to make and did, but the situation has not improved. My supervisor was told to hold weekly staff meetings, but we have not had but 3-4 in the past 12 months. Communication has not improved among our group.

There is no money budgeted for ongong professional development. Seminares, trade shows, professional group workshops. The world is a changing, it is hard to keep up.

Communication and teamwork are two things that lack on this campus. I have worked with a few departments that genuinely were happy to help and work with me on projects. Most of the time though I feel as if I am met with resistance. Projects take longer than expected because of the lack of communication both inter and intra-departmentally.

We Have Great Communication Between Our Workers, No Problem Their, It's Sometimes Problems In the Higher Ups.

Communication is lacking across campus. Each department should be aware of all processes they are involved with from beginning to end to better assist students, employees, vendors, etc.

Return to Table of Contents

GENERAL COMMENTS:

What do you appreciate most about working for MSU?

answered question	**269**
skipped question	**262**

2012 Staff Perspectives Survey – General Comments:
What do you appreciate most about working for MSU?

Dr Dunn

Abundant holiday pay, health insurance

I feel that I am helping people to better their life.

benefits and vacation time.

There are great people who work here. People very respected in the field of knowledge. MSU is so lucky to have these people.

The overall friendly atmosphere of University.

I am extremely grateful to have employment! MSU does have a good benefits package. I like the working hours and the conditions.

I appreciate the security of my postion and the constant learning and meeting new students

The educational benefits, the opportunities to service our community on behalf of Murray and the flexibility to utilize my job skills.

the flexibility and benefits (time off, etc.)

Some of the people

benefits

I have a job.

Friendly and helpful work environment

flexibility on the part of my immediate administration with respect to work schedules.

I love working directly with the students.

Appreciate having a job and the possibility of changing jobs within MSU, although I hear from alot of employees they don't see this possibility.

The people who work here.

The people are great and the environment is wonderful.

Great colleagues.

The amount of vacation time, holiday time is good

Heath insurance, sick and vacation days, tuition waivers, attractive campus with good facilities management (BST and landscape workers)

Benefits, especially tuition waivers.

The health benefits and meeting new people

A steady job with good benefits that help to provide for my family.

the people

overall community approach

genuine care of many of the staff for students

steady employment and benefits

Being involved with the students and helping new students when needed.

Holiday closures with vacation time make a benefit that is hard to beat elsewhere.

I love my job and what I get to contribute to the university. I am in a position that I want and I couldn't find a better role for myself.

Stability

benefits package

I love working at MSU I feel that I am part of something important - education.

The benefits

The benefits that are offered at the time off around the holidays so I can spend time with my family. I appreciate the opportunity to work with student's to insure their experience is positive at Murray State.

The location as well as working with the staff, faculity and students

The job security, having lost 4 jobs to outsourcing or facility closures. Secodly, I think MSU goes above and beyond with the wonderful benefits they offer. In addition, taking such great care of its faculty and staff with things like the annual health fair.

holidays

I appreciate the amount of days off - whether vacation, sick or holiday.

Overall a good working environment.

The staff works well together for that most part. I like working with the students and facality

Benefits

Students

Having a jobs with benifits available to me and my family.

good clean environment, great benefits (vacation, sick days, use of Health Services)

Nice people

The vacation time.

the benefits...holiday schedule, sick/vacation leave accrural, tuition waivers

The great people I get to work with.

The benefits are great, especially tuition waivers and paid holidays off (spring break, Christams break, etc.). I especially like the long Christmas break as it lines up with my kid's

MSU is a good place to work. I like working in an educational setting and the opportunities it provides.

Benefits and salary

I appreciate that MSU is making steps forward in terms of the fairness code, student empowerment, high quality teaching and outreach. It makes me feel good to work for an institution that gives a tuition stipend to faculty and staff. It shows that the university is not another mindless corporation looking to take as much as it can from an employee without giving back. I appreciate that MSU enriches this community and the communities in the region in a way that would be lost of MSU wasn't here. It offers cultural opportunities, enrichment and continuing education, which I feel is the best way to foster a higher quality of life.

knowing it will be here

The opportunity to do work I enjoy with wonderful colleagues and students while impacting the future by equipping students to be ambassadors for the arts.

The educational atmosphere and the people with whom I work.

I do like the fact that we have benifits such as healthcare.

The impact I can help make on the students, community, and region.

37.5 hour work week and benefits

General "let's get it done" attitude by employees.

It's a fun and laid back university. Great people and the campus is ok.

Upper administration is concerned for welfare of employees. Benefits are excellent.

Job Stability plus it's just a fun place to be around so many young people.

The opportunity for self improvment by taking classes. The different cultural encounters available due to our international office.

bennefits

The opportunity to be part of the big picture. Helping others.

The work environment and the people I work with.

Tuision reimbursement and the paid time off.

That I bring home a check every other week.

the time off at christmas with my family.

I appreciate job security and excellent benefits.

I enjoy the association and communication with students and faculty and being part of something that has the ultimate goal of improving people's lives, even if the process fails at times.

The work hours,benifits!! alround atmosphere

paycheck

The steady paycheck.

The people are wonderful

The atmosphere of community and spirit

The benefits, the opportunity to continue my education, flexibility in hours when needed, being appreciated for my contributions (not monetary) to campus

I love my job....I love working with people and I am proud of the work I do

Job security and the sense of accomplishment in knowing I am changing lives.

In general, people at this institution work as a team to meet the needs of the students and fellow team members. Most of the people I work with, including upper administration, seem to show respect and friendliness to those they interact.

MSU has a great reputation in the region. It is good to work for an employer which is seen positively in the community.

The University has managed to weather the financial downturn without firing staff or cutting pay. This sort of job stability allows me to spend more confidently.

Benefits

The benefits package and paid holidays.

The fact that I am making a difference in someone life.

Job security and great benefits.

A good work environment, the friendly cooperative staff and faculty, for the most part. The extensive benefits we have.

I am here for the benefits retirement and health insurance

Having a job with benefits.

The benefits. The time off. The job security

accreditation and integrity of programs offiered and benefits offered personnel

The department I work in is fantastic! Benefits are great and enjoy the work.

The people I work with are cooperative and helpful to each other.

Opportunities to continue to be involved with a variety of people.

Pleasant working environment/ Nice benefits

The opportunity to further my career and having a job.

Great benefits.

The people here

I appreciate the atmosphere and the sense of community.

As a health care professional, I appreciate that I can serve the community in individual health care needs

Flexible work schedules.

Wait, never mind. I just wanted to make sure that "flexible work schedules" was represented in every box on this page.

Continuing education opportunities and job security.

my paycheck

Great benefits and wonderful atmosphere to work in. Very community oriented

The people I work with and the ability to share opinions through forums such as these surveys.

The level of stability regarding job security and the benefit package

benefits, time off, flexibility

benefits and a 40 hour a week check

I went to MSU and feel it is a good school.

The atmosphere, job security, and benefits like time off during the holidays

As employees of a university, we are constantly given opportunities to make an impression on so many lives daily. We impact others whether it be our intention or not that guides and influences the future. We have a

genuine responsibility to try to improve our way of life by remaining hopeful for the future by positively dealing with others' problems of today. This is truly a unique opportunity we are given and entrusted with by the university.

My time off.

All the paid time off we receive

The people are great for the most part and the benefits are good.

I appreciate the wonderful people that I work with and knowing that I am helping them make a difference at MSU. I also appreciate the generous benefits that we receive at MSU.

The faculty I work with

It is a job. Hopefully everything will straighten out and the job will become a career. The way things are seeming now and the direction FM is going I do not see the job being here. Budget cut this and cut that, taking out this and taking away that, before long you have a FM full of people that hate their job, or some random Joe off the street that doesn't know how to read a tape measure. You get what you pay for so to speak.

It is just a great place to work

I love the tuition waivers. Without them my child could not attend college without taking out all the loans I did to attend college.

The people I work with and the insurance benefits.

MSU us an outstanding institution and I am proud to be affiliated.

The benefits are good.

The benefits.

I enjoy the fellowship of staff and faculty. The paid days off are a bonus and I consider a wonderful benefit.

The only thing I appreciate most is our benefits package.

The paid holidays and vacation/sick time.

i have a job

I fore mostly appreciate working with the helpful faculty, staff and students here at MSU. Working here feels like a community in its own, and it's great to be a member.

Extra paid daysoff for Holidays, many benefits like athletic ticket discounts and memberships.

The BVC is an excellent place to work as a mother. The time off is more than sufficient and the hours are good.

The time off at holidays is greatly appreciated. It is so nice to be able to spend time with my family and children.

The time off at holidays is really appreciated. It gives us more time with our families.

BENIFITS, JOB SECURITY

Working for the college my family and I attended, the benefits, doing something I love, and the people I work with in other departments are great.

The oppertunity to send my children to school at a low cost for a quality education.

A few of my colleagues and helping students.

my immediate co-workers work diligently and we work well together

I most appreciate the tuition waiver benefits.

The ability to continue my education

the people, benefits, and the campus itself.

Nice working environment

Love the people!

It is "small" and people are generally friendly and helpful. The opportunity to go to school for free and using the wellness center are nice perks along with the normal benefits.

I appreciate the holiday schedule enables me to be off with my school age child. In addition I am very thankful to have health insurance.

the community support

Job security, lots of time off

Flexibility, great holidays, and the people in my work group

The job itself is rewarding. The number of paid days off is an extra bonus.

Days Off

The benefits and flexible work environment.

I feel valued, trusted, and appreciated.

I LOVE MSU. Although the pay is poor, I love the Murray State community! I love the students, athletics, and the pride our area has in our school!!

I do appreciate all the benefits that are available to staff of MSU. The tuition waivers are a great help.

Being able to work in my field of expertise and providing a service vital to the students.

job security,benefits

The work environment and the benefits.

Retirement and insurance are the main reasons for my continued employment at MSU. It certainly isn't take home pay.

The benefits ..

I like what I do and the people I work with. We have decent benefits.

Being in an educational environment that provides opportunities to further one's education or wellbeing through classes or cultural events

Professional development opportunities both domestic and international

I enjoy the work I do, the hours, the benefits, and the people I work with.

The general feeling of community and the benefit package.

Students and co-workers.

The tuition waivers

The people and the pride of providing an education to students.

The fact that I am working in higher education and that my work can influence the overall well-being of a young person's and their ultimate success

Reasonable insurance and time off.

Benefits

Salary

stable job, adequate benefits

I love the flexibility in scheduling, the holiday schedule and the benefits

Working with the students.

Working with students, faculty, and staff. I feel that upper administration in the various departments need a lot better "people skills" and leadership training.

There are excellent personnel on and off campus that strive to do their best in helping in what ever the situation may be. The benefits package is a big plus also.

I like the benefits;

time-off over the holidays;

sense of community;

the fulfillment my job gives

The people

I love my job. I appreciate having my job when several in this country don't have one. I do like the environment in which I work and our surroundings.

The time spent with students.

The benefit package.

The benefits are great! There are many opportunities on-campus to further my experience and education.

Providing a service to the citizens of Western Kentucky and beyond.

Community involvement.

Opportunity to make a good living while making a difference in the lives of NON-TRADITIONAL students.

Working with students.

Flexibility

Great community, great benefits, love that they provide for ways to improve our health

tuition waivers for my children's education

The quality of MSU's programs are what I appreciate most about MSU. Many schools don't have that backing.

The benefits

Benefits, working environment

Tuition Waivers

The people I work with, the hours and the benefits.

Flexibility. I really appreciate the availability of the fitness classes that are accessible to the

The work I do and the people I work with.

The paid holidays and breaks are much more than most places.

The people

Amount of vacation time and holidays

Working with mainly good people - flexibility in calendar (extended holidays, work load, etc.)

I enjoy the atmosphere found on a University campus and I believe MSU to be among the best.

I appreciate the benefits and stable paycheck.

The stability and benefits.

Low stress. Good working hours. Good vacation. Easy job.

I love the sense of community and family. As a whole, I think MSU cares for the faculty and staff.

Benefits package and flexible schedule.

The sense of family.

I was able to earn my bachelors degree.

The days off with pay

Good benefits, days off, flexible work environment.

HAve a job with retirement benefits

The benefits are excellent as well as the vacation, holiday and sick leave pay.

I feel our benefits package is very nice compared with some other businesses in the area. I like that our vacation time accrual is based on your years of service at MSU. We get several days off for holidays which is very nice. I like the friendly work environment at MSU. Murray State has alot to offer for their employees.

The opportunity to help students.

Good people

Support from upper admin.

Organizational Culture

I have only worked for Murray for a short time, but the support of the Murray State community has been very encouraging.

The amount of paid days off is wonderful!

The benefits and the people I work with.

Also, the good job the President has been doing.

Working with students

I appreciate the vacation time and sick time.

The family atmosphere is one of the best things for working at MSU. Everyone understands the need of family and is willing to help when needed.

Having a job

Good benefits. The amount of paid time off (Spring Break, Christmas, more) is a strong incentive to work at Murray State.

The benefits and job security

Time off and time flexibility.

The students and seeing their excitement when first arriving here. I love to get to know them and assist them in their plans.

working with the students

Its a job

Job security, great benefits, friendly environment

Energizing academic environment, focused mostly on students. Tends to keep common goal of educational excellence in front of everyone.

I like looking forward to coming to work. The atmosphere is wonderful. Even when our office is as frenzied as it can get, there is still a calm, almost peaceful atmosphere that seeps in and diffuses tension.

Having a job in this economy and being able to further my education while working.

Great benefits and job security.

The students.

BENEFITS and the students

Working with the students, the great work environment, and the benefits.

I appreciate that Murray State is a highly recommended University and I am proud to be RACER

MSU provides an incredibly diverse population for it's geographic location. It's wonderful to be able to work with, and learn from, so many talented faculty and staff members and students.

academic/artistic environment

I appreciate the benefits and the support MSU offers me and my family.

I think Murray State's relationship with the community is wonderful. I enjoy working for a place that takes such an active role in their surroundings. I also enjoy working with students and feeling like I'm making a difference in someone's college experience.

The chance to try and make a difference in the lives of our students.

The great relationships I have with other university employees.

The chance to work for a president like Dr. Dunn, who is the most personable leader I've worked for in eleven years.

helping the students

I love this university and working to benefit the students. This gives me great pleasure and satisfaction.

Holiday breaks with my family

Employees are respected.

days off, health services, benefits

ALL the extra benefits that are provided

The benefits

Benefits

It has allowed me to completed my higher education and get my degree.

It is a highly successful university.

The tuition waivers.

The mission of the organization

I appreciate the opportunity afforded to me to further my education. The tuition wavers are great!!!

the staff in my department are incredibly supportive and encouraging in improving my skills related to the services we provide.

At the end of the day, it's about the students. I'm hopeful I am able to contribute to their success and enjoyment while they are here. As long as I can keep that at the forefront of 'what's important' I will be fine. Unfortunately, my current work environment/responsibilities has little interaction with the student body.

The low stress environment... completely unlike the industrial environment from which I came.

The benefits are great.

Family-oriented environment

Organizational culture. Friendly, accessible, committed to bettering our region.

The benefits of being off sometimes when my child is out of school. Ex., Christmas break. I thoroughly enjoy getting to spend time with my son while we are both on break at the same time.

Nothing

The benefits package. The amount of time off granted by the university - fall break, Thanksgiving, the two weeks at Christmas and spring break. The concern employees have for other employees and the students.

M S U Is a Great Place To Work, But I See Things Getting Worse As Time Go On, like The Pay, Benefits, Moral & How We Do business To Keep The University Going, The Students Are Our Main Golds.

The opportunity to make a difference in our community, state and nation by educating our young people.

Good work environment, safe city & campus, mission fits my personal career objectives

The working environment

Return to Table of Contents

GENERAL COMMENTS:

What would make MSU a better place to work?

answered question	**241**
skipped question	**290**

2012 Staff Perspectives Survey – General Comments:
What would make MSU a better place to work?

na

Better communications.

A well-evolved Technology Mission Statement and plan (AND FOLLOW THROUGH). MSU needs to be proactive, not reactive. MSU needs to pay attention to the technically-savvy faculty and staff, and work with them, use their intellect, experience, and vision. Most areas do not talk amongst themselves. Lots of silo-ing, and "smokestacks" still exist. Public Safety won't talk to IT, Communications doesn't talk to IT or CTLT; everybody does their own thing in haphazard, ad hoc, and at times, stupid ways. I won't talk about Heritage Hall, but what a gross mismanagement of technology.

Consistency with how to each employee is treated/disciplined.

The pay is a big factor

More communication between the main and extended campus while focusing on the efforts needed to reach our communities.

Evaluation of employees should be conducted by the person/persons they work with/for the most, especially if the immediate supervisor does not know the job of the employee underneath him/her. During the hiring process, hiring individuals should be based on qualifications not who the administration thinks they can control more.

Getting rid of some of the bikering

Throw out the complicated wage scale system and get use a common sense wage scale. Under the present system no one can tell me what I must do to get a promotion into a higher pay bracket. Provide longevity pay increases.

better facilities; higher pay

provide the financial basis to keep salaries in step with cost of living.

BETTER COMMUNICATION within departments and between departments and upper administration that actually showed they cared for their employees.

More training and continued training/updating

More diverse and less parochial thinking.

It is great as is.

More rewards for educational attainment and stellar work done.

Giving employees across-the board raises. Give us a chance to work a 4-day week if we want to and can keep our offices open and do our jobs.

if administrative units would communicate better with academic units and see what our own people can do (talents and resources) to move MSU forward with technology.

Better pay and better benefits

There are alot of oppurtunities to enjoy the activities and facilities with the discounts to the health and wellness center, free sporting event tickets on ocassion as well as discounts. But several people I know and myself would enjoy a similar relationship with the universities golf course as we do with the health and wellness center. I would imagine there are plenty of students who would benefit from this as well. A simple semester fee charged across the board, probably $7-10.00 would be excellent and with this economy it would help the universities course as well I would imagine.

Raises are always helpful, but not really anything right now. Keep Dr. Dunn at MSU

to give better raises and to appreciate the little people that make this place work

Salaries that really rival other universities. People have left here to go to University of Miami - Ohio and make more than double what we do. Same could be said for leaving here and going to the community college in Paducah (almost doubled).

I am lucky to be a part of an organization that seeks to help students and families, but I think that there are multiple people/departments that do not feel like it is "their job" to help or assist, so they don't. If the university could do more to encourage everyone to "do" for familes or be more open to the notion of helping others, I think it would be increase the morale across campus (people might be irritated at first, but I think it genuinely makes people happy when people appreciate what they have done for them).

adequate staffing or comp time for exempt staff

Stop allowing the few the bully the many.

If employees were treated fairly

If departments would communicate better with each other this would create a positive environment between departments as well as providing good costumer service.

We have low salarys. We see hourly staff working two jobs. We also see proffesionl staff working two jobs.

Better parking for employees, specifically the day shift B.S.Ts who have to park sometimes quite a distance from where they clock in/out every day at Hart College. NOTE: This would also be a draw for future students, perhaps a parking garage located close to the residential colleges.

Treat all employess equal.

Higher pay would be wonderful.

Real commitment to diversity that is inclusive relative to issues of race.

Provide much more training.

acknowledge your staff a little more often when they do good work, not just once a year

Livable wages

The managers and directers should take a closer look for themselves at what the employees and asst. mgrs are doing not just what they they are being told.

a raise in pay

Clearer strategic plan.

More diverse workplace and greater cultural/gender/ethnic sensitivity.

n/a

better pay...more pay raises

I hate to be mercenary but I sure would like a bigger raise every now and then.

More competitive salaries for professional staff members. I am happy that over the last few years, the lower paid employees got raises as a result of the compensation study, but there are great discrepencies and people being "underpaid" in professional staff positions. I would like to see a compensation study done on professional staff positions. Also, I would like to see monetary incentives for advancing your education. There are no policies in place where an employee get's a salary increase, promotion, etc. for completing a degree. My job requires a BS (which I have) but I when completed my MS (thanks to tuition waivers!), there

was no incentive, raise, accoknoledgment, etc. A salary bump would have been a nice incentive/reward. It seems strange that an institutiaon of higher education, does not seem to value their own employees advancing their education.

There is a palpable disconnect between employees, students and even the surrounding community and the board of regents. It seems as though, even though the faculty, staff and students have a constituent regent, the appointed regents do very little to make themselves available to the community.

free parking

Better climate control in the buildings.

Salaries more in line with not only other universities, but across the board.

If there was better communciation and people were treated with overall respect regardless of who they have known previously on this campus. As non professional staff I feel like an over slighty better paid student worker whose opinions don't count and feelings are looked over.

N/A

Need more focus on employee especially in the salary area.

Improved administrative processes (e.g., electronic personnel action form processing, travel vouchers, etc.)

Streamline administrative functions to reduce amount of paperwork required for actions and evaluate the approval levels required.

Planning for annual salary increases, even if minimal, and planning for expansion of staff.

New banner system, go paperless, and better raises.

flexible work policies

Continued raises. Possibility of a 4-day week during summer months.

More help for tasks and advancement from within.

Allow workers more time with their families.

Being paid more and being able to use the wellness center for free.

A better administration.

if your boss communicated with you, and helped you in time of need.

Increasing employee training and education for position.

My personal concerns with my position and location come from a perceived hierarchy of importance and influence that can tend to negate the importance of those with less influential positions on campus. I would like to see retirement information opportunities on campus at least annually - those providing specific, individual details. Also, those far from retiring often fail to become adequately informed about what their future might hold and how to prepare for it.

an endless supply of money! think of everyone as a person not a number!!

A better method of judging work performance. Hear say is not a good method.

Oh my gosh. A new boss. A new assistant boss. New co-workers. Not juggling my ever-growing list of projects on top of my co-workers' projects when they are in committee meetings or simply out to lunch. Yes, I have talked to my director about this. His response was that my co-workers' projects take higher priority. So, I do their work, then have to scramble to finish my own projects and have to apologize when people call for a

status update. It is wearing me down and continues to significantly lower my morale.

Updated processes

a daycare

hiring people who are actually qualified for the positions for which they are hired instead of hiring because the applicant is a relative, a friend, the friend of a friend, etc. If you have people in place who have experience and know what they are doing, the rest of the group doesn't have to pick up the slack and can get their own work finished

it would be hard to change anything to make it better...I think we need to be more patient with people ...

Keep the current President we have.

Improving the ability to regulate the temperature in buildings would be good. Also, chairs might benefit from some training in conflict resolution. Offices that have only one administrative assistant should have documentation on what the duties are and how those duties are accomplished in that office. That way when a staff member leaves, the rest of the office does not suffer from an inability to get work completed because no one else knows where things are of how they were done.

MSU has a way of improving on an ongoing basis. The desire to remain current keeps us from being stuck with outdated equipment and processes.

MSU should review its paperwork process. Has any money actually been saved by ERP? Some things like document management still need to be implemented.

better communication with facilities management workers and the same custodians every day.

Better/Even pay for those in Managerial postions. Consistent raises or time off to compensate for no raises.

More training opportunities for our service/front line workers to encourage their professional growth.

If the administration had to spend a week doing the service positions on this campus to truly understand what it takes to provide services to the University community.

Raises and breaks the same time as the county and city schools.

Hiring qualified supervisors instead of young and inexperienced.

More money

A mentoring program should be in place for new employees to help and aid in the professional development of new employees.

I guess better pay

a yearly salary increase

If I could get a better understanding of the financial part of my job

Salaries being more important in planning.

Communication between departments on campus is not all that great.

Real world training for employees. I know classes are offered but theory in the classroom in no way advances the skill set of employees

A human resource department that is there to support all employees.

Having the fall break and spring break coincide with Calloway and Murray schools.

Funding for the PhD tuition assistance benefit

Notice from high administration for a job well done, which would include raises annually.

nothing, keep up the good work.

Salaries based on the amount and quality of work actually performed by the employee.

Implementing flexible work schedules.

Flexible work policy, allowing for flexible work schedules and locations!

More spaces for professional staff to be together in one place instead of spread across campus.

More attempts to bridge the gap between staff and faculty. I was recently one of two staff members in a faculty meeting of the Chairs when one of the faculty members made the comment "we are the University" in response to a staff member saying that a certain policy change would have to be reviewed by the University in whole. This statement shows just how out of touch the faculty are with the services provided by staff members. And I am sure staff could benefit from a better understanding of what the Faculty view as problems in their day-to-day activities.

More adequate pay for the majority of the hourly employees

If people were treated more equal, everyone plays a special role in making the BVC a success, from the administration department to the lab departments everyone employed here takes a key role in the daily operations, but not everyone is treated as they matter, but without one section of the BVC the others could not operate, and this attention and respect for ALL employees of the BVC needs to start at the top.

If raises were done on an individual basis on work performance.

Flexible hours option for employees

Improving the feeling of community between and within departments. Make it the goal of the university to not only address the concerns of the student body with the utmost sincerity but the morale of its faculty and staff as well. Recognize the direct relationship that exists between happiness and effectiveness, whether it be that of the students or employees. Essentially that effectiveness be the goal of any university releasing graduates into the job market.

Directors that would stand up for their Staff.

More pay equity across campus among people who do similar jobs

Keeping staff encouraged and acknowledging their dedication and hard work to the university so they know they can get ahead and better themselves. Also, better record keeping and some upgrades to Banner to make it more efficient.

my own office space with my choice of decor. more federal student worker help and better pay

Of course everyone is going to say pay.. But honestly, do evaluations, get rid of the people who are not performing, because it puts stress on the ones that do perform and its overlooked. Let the people who care about their work show it, because there are still people out there that take pride in their work. Upper management needs to acknowledge the people on the lower levels, and not look at them as expendable. And last but not least, fire Mike Dunovant or have him turn it down a notch. He puts his pants on the same way the rest of the people do on the dock. One foot at a time..

Nothing that I know of

Guaranteed yearly raises.

Better, comparable pay. Climate control in older buildings. One password for all systems.

Salary increase would be nice, but I understand the circumstances.

Better pay.

Higher pay.

I wish we did not have to pay for use of the Wellness Center.

I feel to make MSU a better work place is to have more standard process for hiring and promotions.

Re-evaluate the Supervisors in charge of certain departments.

everybody get a fair chance

For the short amount of time I've been in this position so far, I feel as though all of my needs have been met, and more! I can tell MSU goes above and beyond that of any other employer I've worked for.

Higher pay

Fairness. Equal opportunity for advancement. Incentive to work harder.

Clear communication better upper management and staff.

Communication between upper management and the average worker needs to improve.

RAISES MORE OFTEN, COST OF LIVING AT LEAST

If people worked better together, improved communication. If my department actually treated each other better. It is hard when you have an incredible job but you dread working with someone that treats you and students horribly.

Not sure investing in the future could be the use of the students in their field to assist in the designing and marketing of the university.

Pay people according to their abilities. Award competent and hard worker and hold others accountable for the work that is not completed. This place is full of excuses.

If all supervisors actually did their evaluations like they were supposed to then I think it would be more clear where the budget can be adjusted.

having more updates on changes instead of thru other "channels"/people.

Allow hourly employees to work at least 40 hours a week

an on campus day care, more support for working parents, better communication and better tracking of forms sent around for approval

Already a great place to work!

Better communication and cooperation. If the university wants numbers to go up, then staffing must be adequate and housing must be available for the students.We have to have the number of professors and classes needed to provide a quality education for the students. They can not waste a whole semester taking classes they don't need just because all the classes they needed were full!

Supervisor better at what they do,

Having more funds to be able to hire another counselor. Even better would be if we could also hire a psychiatrist to help medicate the students with significant mental health issues.

For the university to compensate for years worked and degree's earned. What good was the compensation study if we weren't going to utilize the findings. I should be paid at least my 'control point' and I am far under it. It is sad that I have two degree's and my yearly compensation is considered to be under the proverty line.

I would like to feel that MSU was as loyal to its employees as the employees are to MSU. After having worked at MSU for well over 20 years, I have absolutely no confidence in the institution's loyalty to me.
More focus on a broadly defined approach to diversity that is inclusive of all
Better management and better wages.
better pay raises for those who actually work
High pay.
Wages comparable to similar trade at other institutions of equal staffing and size.
If you got a raise with the cost of living.
Better pay. More emphasis on developing skills for our job.
financial promotions
Better benefits - cheaper insurance, free membership at the health center
Yearly raises.
Less Accounting/Procurement paperwork, process could be more streamlined and more could be done digitally to save resources.
Better pay. More input concerning my job.
better pay
Higher salary :)
Better health and wellness policies for the entire campus - including a tobacco free campus.
Pay raises to keep up with the cost of living and insurance increases. Also some type of healthy life stipend for off campus employees who pay full price for a health club, provided they meet useage requirements. Also spouses/dependants to be able to use waivers at regional KTCTS campuses since going 60 miles to campus isn't "do-able" for many.
raises on a regular basis even if small
upward mobility for all, not just those who make the most noise
Require supervisors to meet with staff on a regular basis, not just in February or when an "issue" arises.
Reward employees by giving them a paid day off on their birthdays.
You are evaluated by the quality of work not by who you know or who you are!
Having directors listen to, respect, and encourage employees. Unfortunately this does not take place in my department.
That you would be treated more fairly, with more respect and to not be demeaned by some of your co-workers and upper-management.
lower insurance costs;

flex-time availability;

vacation trade-in availability;

low- to no-cost child care availability on campus (that matches office hours);

longer fall break or no fall break and have entire week off at Thanksgiving - or both!

More diversity and care for the university

More, more, more communication from higher ups, although it has improved in the last year or so.

An hourly wage increase. The staff do not get paid much above minimum wage. Many comparable jobs within the region pay much higher.

Raises! Merit pay has completely disappeared and the occasion COLA raises are a joke.

Raises given on a regular basis.

More staff to shoulder the workload. Human resources are thin now and the school is growing like crazy. It will only get worse and more thin.

More input from staff members as a team to move Murray State forward.

Telecommuting

Better salaries

Ability to regulate the temperature in our building

regular raises

Communication between departments and in our department.

Easier parking. Climate in the Curris Center (it's hot in the winter and freezing in the summer)

industry-comparable salaries

Competitive wages.

Staff should get the same days off as faculty when it comes to spring and fall breaks. We work just as hard as they do and work 37.5 hours per week, whereas they work 23-32 hours per week.

More control over where we can purchase items. We should not be limited to any one provider (i.e. OfficeMax). In today's economy, where we need to carefully watch every penny, we should be able to purchase items from someone other than OfficeMax without getting an okay from Procurement, we need to be able to buy where we get the best deal/price.

Smoke-free environment

Better pay, especially at the bottom of the pay scale.

More money of course!

The people

RAISES!!!!!!!!! Also small morale boosters like being able to leave at 3:00 (or earlier) on Fridays before a holiday weekend.

Climate control in buildings - more wellness opportunities/support - day to day appreciation for what we do

Better communication among departments and a sense that each department was working together to achieve the same goal. There should be someone on staff who specializes on advocacy and internal communications and marketing. External marketing is absolutely necessary, however, there is a huge problem with internal relations at this university, in my opinion.

Cross training of employees in depts. People say "not my job" way too much.

Better communication between departments on campus (i.e., HR, Accounting).

More resourses and upgraded buildings.

Comp time for those professional staff who have to work extra hours or on weekend to get their jobs done. For example driving to Louisville or Lexington on Sunday to attend a Monday meeting at 7:00 am (CST).

Better benefits and salary

Less turf wars between departments.

Better pay and cohesiveness among staff, faculty and administration

Slaries need to be spread out more equally in depts and across the University.

Pay raises

Increased salaries.

Better leadership

More competitive salaries.

MSU is united on many areas, however it appears there is a disconnect between Academics and Student Affairs at times.

The university does not know how to handle employees that are unreliable, unfaithful and irrational. These same employees take advantage of the system and their supervisors do not know how to handle them. I think Human Resources could step in and help supervisors deal with these type of employees.

Better communications across campus.

Focus on improving the customer service (toward students and employees) of the offices in Sparks.

Being rewarded for a job well done and penalized for not doing your job. I believe a merit system would be much more useful. I get paid the same no matter how good or bad my job performance is. Murray sets the standard to "Just do enough to get by". The only motivation employees have to go above and beyond is personal pride. Thank goodness you have hired a group of people that take a lot of pride in their work!

Clean house in Wells Hall

Be adequately staffed instead of having to try to shift around to make it work.

departments that would work together!

Better communication among my department.

We have to work on selecting better leaders across campus.

for MSU administration to communicate (but not just with words) the value of staff and Facilities Management personnel to everyone on this campus.

Better attitude in managment

Cut the bureaucratic paper shuffling down significantly.

MSU is already a great place to work, so that's a hard one. It would be helpful to not have to do another department's work. One department we work with spends an inordinate amount of time training personnel - outside the department, even during peak times - which makes it impossible to get answers and assistance from them and shifts their work onto us when we are not the experts on what they do. This creates terrible tension between us and does not provide the best service possible for the students. Training is a good thing and I applaud it, but it has its time and place which is not 2 days a week for months on end, especially when it delays work that adversely impacts the students.

If more departments communicated better.

We need better communication between departments. Some departments seem to be overwhelmed and unable to respond in a timely manner.

Better cooperation between departments. More emphasis on academics that how well MSU Racer football and basketball are playing. To have more drop-in type receptions and encourage staff to attend.

MSU is a great place to work - no place is perfect. Salary increases would help, with increases being based on performance rather than across the board.

Better salaries for staff

Better Salary

Flexible hours would be great. Consider some sort of half day rotation. Though I am thrilled to be employed by MSU, at times and seasons burn out and a over whelming sense of not being adequate tends to creep up because you are unable to tend to your own home and duties that need to be taken care of that are not related to work.

Getting everyone's pay adjusted in accordance with the HR survey that was completed but never fully implemented.

better raises

Better salaries would be nice. But the benefits are really very good.

Flexible work hours

Pay increase. Flexible hours for work that does not deal with public. Cheaper parking tags for employees.

flexible schedules, ability to work from home as appropriate for the job, SMOKE FREE CAMPUS! The only way I can work in my office is to regulate the temperature by opening and closing my window. Having people smoke below me is like having a chimney into my office when the window is open. Make this a healthier environment; we will all be happier and our costs for insurance will go down.

Salary increase; I love my job and I love working with students. Our office deals with alot of stress and I always give my job 110%. We have looked the salaries for our positions at other universities (APSU, Western Kentucky, Eastern Kentucky and UT Martin) our pay is the lowest and quite a significance difference.

better communication

Not so much micromanaging. It is extremely difficult to get work done with people constantly looking over your shoulder, so to speak. Also, pay has got to improve. It is sad when you have people with Master's Degrees making 22,000/year. There is something really wrong with that. There needs to be some sort of education compensation for staff.

n/a

More balanced pay. Reward those who have worked hard to complete their degrees regardless if they are required for their job or not.

Sometimes those in upper administrative positions are unaware and choose to remain unaware of the demands made of subordinates.

To have an on-sight daycare or discounted rates at local daycare facilities.

We need to support the staff with carrer advancement, salary increases at least every couple of years. Even keeping up with inflation would be benifical.

More teamwork and definitely more communication!

More flexibility for parents. It's frustrating to be unable to utilize the sick bank for maternity leave as none of that time is paid time off. It can be difficult to accrue enough sick and vacation time to cover the 6 weeks required by ob/gyns.

As a part an on site day care would also be a great perk and ease the rush in the morning.

More diversity in leadership would also be beneficial. Minorities and women are underrepresented in leadership (deans and above) roles on campus.

I can only speak for myself. My answers to the survey reflect my own working environment, immediate supervisors, and staff relationships. For myself, I am actively looking for a different position (and a more positive working environment) on campus. The past two years have been the most difficult and frustrating years in my 12 years in higher education.

I really can't think of anything... everyone I've met and worked with since joining MSU has been great.

I don't know...

Better alignment between the Board of Regents and MSU Administration with a long-term vision plan.

Better communication between workers.

Better benefits

Extending Thanksgiving and spring break to a full week?

Better Incentive Between Higher Up & Workers.

Get the board of regents off our backs. Let the administrators operate the university with less direct intervention on issues they are not familiar with.

MSU would be a better place with increased training and communication. General training in Banner is a must for new employees.

Broader benefits - long term disability available sooner, LTC options. Flex time for some positions, tele-commute opportunities for some positions.

Better training for new employees

Not so much politics.

Return to Table of Contents

GENERAL COMMENTS:

What suggestions do you have for creating a work/life balance at MSU?

answered question	**167**
skipped question	**364**

2012 Staff Perspectives Survey – General Comments:
What suggestions do you have for creating a work/life balance at MSU?

na

none

All college Deans, Asst Deans, and Chairs need to go through their respective areas at least once per month.

For our department a 10 hour work shift would help with that transition. this allows for more time to accomplish work on the job and enjoy home life.

I think this is well balanced in my positon

Consistent and continuous communication.

n/a

benefits for employee and family for athletic events

none

none

Determine if some offices are duplicating work and combine those staffs to have a fuller workforce to get a job done and done better because only one office is in charge, so one office won't be thinking another office is handling the issue.

We should have the opportunity to work flex-time schedules.Especially if we are not going to ever get a raise, we should at least have the opportunity for a 4-day work week as long as we can do that and keep our offices open M-F.

Additional staff would help our work area.

Flex time.

See the above statement.

None at this time.

on site day care for parents of young children

compensate people for what they do

Work is given to those people who do a good job. However, when you see someone playing video games on their computer and there are no repercussions - this is a way that we could redistribute work better, an ultimately, have more balance.

adequate staffing so employees can spend some time at home

Stop expecting one person to do the work of three - and if that person is doing the work of three - pay and respect them accordingly. Acknowledgment goes a long way to soothe stress.

If we had a four day working week.

See Above

It would be nice if staff could use the Wellness Center free. I know I would take advantage of such an offer.

I believe work and personal life should be separate. The nature of what we do at Murray State requires us all to work very hard to provide opportunities for your students. I would like to see various departments be more supportive of what others do to provide opportunities to students.

Allow staff to work from home like faculty.

have someone available at each sight that can fill in if someone needs to take a day off without it being an emergency

At this moment I can't think of anything,

n/a

I believe Murray State already does a great job at work/life balance.

Felxible working hours. Provide an on-campus day care and pre-school. Do not make the summer working hours (7:30am-4:00pm) in the summer mandatory. Personally, because of my children's morning/daycare schedule, arriving at 7:30 am in the summer is extrememly difficult.

In my department the work-life balance is very healthy. My supervisors and colleagues understand that there is life off campus and that it is important. We all have high expectations for ourselves and each other in the office, but extend support to enrich our lives outside the office. I am very satisfied with the work life balance in my position.

Encouraging and facilitating faculty and staff to have more time with their families.

I feel like the nepotisim and favoritism at this university makes you feel like you aren't contributing and makes respecting your fellow employees difficult.

N/A

Expectations communicated better from upper management.

Flexible work - telecommuting

Flex time, less workload.

A flexible work schedule, and/or a 4-day work week, would be great, especially in the summer months.

Allow workers 2 days off per week. In my area, we work M-F and the 1/2 day on Saturday. It's hard to get any personal things done with this schedule. And its becoming increasingly difficult to get approved for a vacation day because their are so many events, etc. going on that our boss doesn't want to let us off. Also consider creating positions that allow for flexible schedules/work from home opportunites.

Having spring and fall breaks at the same times as the local schools.

Leave home at home when you come to work...leave work at work when you go home.

Evaluating the workload of employees to ensure they do not require large amounts of overtime to maintain basic job responsibilities. Offering more flexible schedules for staff and capability to work from home when needed.

Take life and work serious,but also have fun you only live once!!!!!!

Give me a raise!!

Flex schedule would be nice, as long as it were not abused by co-workers.

a daycare

that I still have a hard time to do...

None

Allow flexible work schedules in offices that have more than one worker. Consider flex time.

The Healthy Life program seems to be a good step in this process. I liked the financial wellness seminars last

spring. The lunch and learn programs have also covered a good variety of topics.

I appreciate the extended energy saving shutdown days between the fall and spring semesters. This gives a little extra time for rest and relaxation.

meal vouchers a couple of times a year

There are programs offered to MSU staff and faculty on campus. Unfortunately, many times the employees who would most benefit from participating are not able to because their work load is such they can not afford to take the time needed away from their job/work to participate because there is no one to cover their position.

Flexible working hours. 4 day work week (37.5 hours) would save money.

Meet with my supervisors boss and discuss work/life balance. Even though my boss would probably meet with me I have no way of convincing him my side of the work flow. He has already made up his mind on his favorite employees.

If I had more staff, I wouldn't have to live at work.

Nothing-

Actually do your work while you are at work instead of goofing off in one way or another and that usually allows time enough to do the work required of you and go home to your family life. In addition, regular daily exercise is so important for relieving stress in both work and life and improves the quality of both

It's good right now

Please see the above answer

Flexible work hours within departments utilizing the staff that they have.

nothing

Some vacation days for 10 month employees - not many, but a few would be nice in order to help with self-care. It seems unfair for faculty to get vacation time while 10 month professional staff do not get vacation days. Personal days can be important for employee self-care and satisfaction.

Implementing flexible work schedules.

Flexible work policy, allowing for flexible work schedules and locations!

Flexible hours option for employees, even offering some employees the choice to make less and work less (30 hour work week, etc). Four day work weeks option as well.

Encourage growth to everyone and see it as no expense or sacrifice it can truly be achieved.

a review needs to be done regarding departments who have one secretary versus department who have 3 and 4.

Flextime, telecommuting and 4 day week. Childcare available on campus for all, especially students and staff.

It would be wonderful if the university could provide some type of child care for when our children are out of school for their Fall / Spring break and for days when school is called off because of bad weather, so that the employee could still work. It might also be nice to have some options for flex time.

No comment here.

None

Open a daycare for employees with small children, so half our paycheck doesn't go to pay for daycare.

In still trying to figure that one out.

flex hours

As a single source of income, I am not able to afford chair seating at the games and would love to attend both basketball and football. I can afford the fee, just not the donation and the fee.

Everyone needs to be treated equally. If one rule applies to one, it should apply to everyone.

i don't have any-because i was told that msu comes first -no matter what-second job-death in family,etc.

No suggestions yet!

Don't work overtime unless required. It is difficult to ever get time off to make up for it.

Consider flex hours.

MORE EMPLOYEES SHOULD TAKE PRIDE IN THEIR JOBS & MSU CONTINUE TO KEEP JOB SECURITY & BENIFITS

More vacation time would be nice so you could spend more time with your spouse and children. Many jobs within MSU a good amount of time outside of the standard work day and sometimes even weekends.

Nothing at this time

offer more permanent professional part-time positions and benefits to include part-time employees

I think that MSU should accommodate more easily mother and fathers who need maternity/paternity leave. Currently there is no maternity leave plan in place that allows a certain amount of paid time off without having to use all vacation and sick time. After using all vacation and sick time on leave there are still several days that a parent needs off when they return to work (child doctor visits, emergencies etc).

N/A

Allowance of flex hours and varied day/hour work weeks

Flexible hours . . . this would not only be good for employees but it would also be good for non-traditional students who can only visit campus after hours!

on campus day care

N/A

Family always comes first, but you must get your job done.

A Raise

Offer more evening yoga/zumba classes at the Wellness Center for those of us who can't (or don't want to) attend during the day.

Let me work from home. If I cannot be compensated fairly, then I could save time and money. Time saved could be spent toward a daily exercise regime and money saved by purchasing less fuel. Plus, who wouldn't want to work in a stress free environment.

Employees that are on call should be compensated for the scheduling of their lives to accomidate MSU responsibilities.

n\a

Payment for employees "on-call" who must plan their lives around MSU responsibilities.

Whether it be working weekend events or on standby in case of emergency.

None

For everyone to make use of the free performances or lectures as much as possible. For those who work night shifts, to make use of the special events, like luncheons, where we can engage with our colleagues.

Give staff spring break and fall break off. For the love of God match up our fall/spring break dates with the local school systems.

Flex scheduling and free access to the Wellness center.

n/a

Administration should be opennot only to new ideas, but changes in the law, alternative methods, and not saying thats how we have done this for the past ------ years.

It is already good.

Enough unit employees that additional assigned work can be completed at work rather than at home in the evenings and on the weekends.

Flexible hours; the abiltily to come in early or take a short/no lunch when needed to leave early (working a full shift) or staying late if you need to come in alittle late. Thus provided your work area was covered for normal operationg hours and co-workers were in agreement.

Provide child care on campus for those employees who have that need. Maybe do job share. Consider changing summer hours to 1/2 days off on Fridays like they do at other universities.

flex-time availability;

easily attainable wellness incentives;

free use of wellness center not tied to taking a course for both staff & spouse or (minimal fee for spouse)

would love to see a schedule change in which we got off a day of the week, but just put in more hours in a four day week.

Offer flexible work hours to employees. Also, when faculty are off for holiday, staff should be able to enjoy the same benefit - ex. Fall Break, Christmas Break.

Increased responsibilities should come with increased staff.

Allowing flex time for employees with children to report to work a little later and work a little longer at the end of the day.

A reward system for staff participation in student life (residential colleges?).

Shorter or more flexible summer hours. Breaks coinciding with local school district breaks would be helpful too (Spring and Fall Breaks for example).

Employees should be given the opportunity to evaluate supervisors.

Telecommuting

would like to see a 4-day work week, to save on transportation costs

I think a lot of times, we do things that don't get us the "bang for our buck". We need to focus our efforts on things that work and are necessary and not focus on doing "silly" things.

flex time

Keep work functions during work time, so that your family life is your family life. Flexing hours should not be mandatory, but allowable. If something does fall outside the normal work hours, paid overtime should be an option.

The need to be able to use the Wellness sans fees. Carr Health does not offer the diversity of the classes offered at the Wellness.

Pay me more money so that I don't have to work a second job to make ends meet. I don't see my children until 10:00 at night. My work day is 8:00-4:30 at MSU and 5:00-9:30 most week nights at second job.

again more day to day appreciation for what we do - equitable treatment of all employees - I've always had the good fortune to work with good people on campus - but feel that the custodial staff is not treated fairly across the board - a lot of power people pressing down on those who are already struggling! Not shown much empathy. Need to work on this segment!

I would suggest more support and wellness opportunities for folks who do not work at the main campus... we do exist out here in the region, you know. At the main campus there are many valuable resources and support options for employees. Those that work outside the university's main structure are often expected to "make do" or deal with the lack of support as "just part of the job." I feel adequate staffing and reasonable expectations would improve thew work/life balance for many of us "outsiders"

A 4 day work week would be helpful since I don't live within Murray city limits.

Give Staff the same Fall Break days as Faculty. Give Staff the same Spring Break days as Faculty.

Flex hours to help with daycare since we can't get one on campus. Would rather work 4 - 10s and save a day on daycare.

Flex hour schedules - four 9.4 hour day weeks

On site gym/work-out facilities or arrangements for extended campus personnel, who do not benefit from any of the on campus health and lifestyle opportunities.

Get involved with activities on campus.....go to sporting events or programs, concerts....Murray State has so much to offer to the community, and at reasonable prices for families.

treat you like you are human

I believe there is a big difference between working for the university and being involved in the university. It seems the people who are less involved complain more about MSU decisions. Those who complain do not create.

My observation is that more and more work/reports/requirements are put on chairs, dept heads, directors, etc. Most of this work cannot be delegated to others as they are the experts for the reports. If these reports/requirements are necessary, then their other job duties need to be reassigned so these chairs, dept heads. etc can finish the reports.

Flexible work hours for staff to allow for family responsibilities to be met without taking vacation or sick time.

Less paperwork. Fewer meetings.

Hire more qualified staff who want to work.

More communication with all levels of the organization. Let's work on building a greater rapport with all our staff. This isn't an easy fix.

time off in the work day to exercise. I don't even have time to take lunches.

treat everyone fairly

Locker rooms with showers in staff buildings to encourage bicycle commuting or exercise during lunch hours.

Make banner usable for all computers. Right now, INB is not compatible with Mac's.

Compensating salary workers. If professional staff is expected to work long hours and be available on weekends, then they should be allowed some flex time. A maximum number of hours per week any person is allowed to work should be set and enforced, and if an individual works over that number, then they receive

extra compensation. I think anything over 60 hours should be compensated.

hire more mental health practitioners

Stressing to supervisors that everyone in the office needs a break a few times a day. In our office our receptionist never has the opportunity to take a fifteen min. break to gather herself or gain composure. While other monthly staff take multiple breaks. Stepping away, allows an employee to press the reset button and its very important to the longevity of the employee and the quality of output. See comment above about some sort of half day rotation because busy work equals burn out.

More flex time during the summer. Other area schools - WKU as an example - are closed Friday during the summer to save energy and provide more flexible working hours for their employees. Employees work longer DAYS Monday - Thursday during the summer, but have Fridays off. Half-days on Friday would also be an "energy saver".

have a day care facility available

Would really like to see offices closed on Fridays. 4 day work weeks!! I understand that can not always happen but it would be nice!!

flexible schedules, ability to work from home as appropriate for the job

more flexible work hours

To have our Fall Break the same week aas the City and County Schools

n/a

Top administrators should demand of assistant administrators that better planning ahead be made for schedule changes and travel requests.

On-sight daycare.

MSU does a pretty good job with this now. The whole Wellness effort has been a very good program overt the years.

More flexibility for parents. It's frustrating to be unable to utilize the sick bank for maternity leave as none of that time is paid time off. It can be difficult to accrue enough sick and vacation time to cover the 6 weeks required by ob/gyns.

As a part an on site day care would also be a great perk and ease the rush in the morning.

Again, my comments reflect my own work environment. Typically, I feel like the work/life balance is easily achieved at an institution of higher learning. For the 10 years prior to coming back to MSU, I was living life to its fullest....and I never felt guilty, but rather, supported, for the balance I was achieving! This is not the case now. My current working environment is drenched in negativity, back talking, trust made out of paper mache, questionable decisions/actions lacking principles of morality and ethics, and my own constant desire to 'get out.' The 'life balance' I came to MSU with two years ago has been completely shattered. I am exhausted and feel myself slowly being defeated by the constant negativity. Which is sad, because I once was a fighter....a fighter for positive thought and action. Now I slowly feel myself falling into the mind frame of those who have ruined my 'balance' in the past two years. It's time for a change....the question is, who will change first...MSU or me?

Work / life balance is good. Hours are great.

Shorter work week during the summer.

N/A

Flexible work schedules.

Onsite child care.

Wellness benefits at gyms/YMCA for extended campuses.

Ability to work from home

A four day work week especially during the summer if not year round.

Cut Spending Between Higher up in the Academic Buildings , Focus on The Dorms For The Students.

Flexible work hours and perhaps a four day week for summer hours.

Flexible work hours would greatly increase my work/life balance.

Flex time and tele-commute opportunities

4 day work week or work at home options.

Return to Table of Contents

GENERAL COMMENTS:

What suggestions do you have for the Staff Regent or Staff Congress?

answered question	**128**
skipped question	**403**

2012 Staff Perspectives Survey – General Comments:
What suggestions do you have for the Staff Regent or Staff Congress?

na

They need to vitise the extended campus to see our students.

All college Deans, Asst Deans, and Chairs need to go through their respective areas at least once per month. Sit in on lectures, visit labs, eat at Winslow.

All BoR members need to tour campus colleges and depts on a regular basis. Boots-on-the-Ground!

n/a

GOOD JOB!!!

Broaden your perspective.

none

Continue the good work and be a strong voice for staff.

Raises and/or a flexible work schedule would go a long way in restoring some pride and morale

If the employee dosen't want to use the tution waver give them that money in a pay raise

Realize that not all fees are considered evil. If the university can forever benefit from the charge for using the health and wellness center, then would it not be as beneficial to our colleges golf course. A benefit that can be utilized by students, staff and professors.

None at this time.

give these people that are making 7.25 per hr more money after they have been working here a while so they won't leave

Please continue to stand up for us and know that we have seen a difference even if it's just that fact that items are being discussed.

Please have the administration spellout the tuition assistance policy for advanced degrees. Not all who apply get help with their tuition. Only the favorite sons are seeming to get the tution help with their Doctoral programs. Why is that?

Be Strong and represent all employees from being abuse and taken advantage of. Just as Faculty Senate does!

There is no racial diversity on staff congress specifically African American.

None at this time

We don't seem to get as much information as we used to about what you are doing, maybe more communication letters?

n/a

Keep up the good work.

Staff Congress needs to have more leverage and power to change. It seems like Faculty Senate has a lot of power on this campus, but Staff Congress doesn't have as much pull as they do. I would like to see Staff Congress get "tougher" on the issues.

I feel the staff regent is doing a fine job.

Push for full tuition waivers for faculty, staff, and their spouses and children.

Listen to the staff and really understand that many people are unhappy and that something must be done but that it has to begin with the higher ups and how they treat others.

N/A

Vote on Presidents contract - get stability in President's office. We need a management team of seasoned professionals to get us through the budget situation.

Make sure the flow of information reaches both ways, up and down.

To the Staff Regent: The Board of Regents needs to stop micro-managing this University. The upper and middle administration are perfectly capable of making sure the University is run correctly and efficiently. For example, I have heard that the Board must approve any major expenditure over $25,000, and are also looking at each travel request that is made or approved. This is ridiculous. Please encourage them to get back to what they are supposed to be doing, which is providing general direction for the University and it's major initiatives. Let those of us in the positions to make decisions figure out the best way to accomplish those things.

Thank you for your hard work and your time!

I heard the comment that our Staff Congress rep to the Board should have at least asked for a pay increase. If, indeed, this was not done, that is a major failing. No one gets anywhere without such action.

Keep up good work! We know it's not always fun but they do the best they can."their only human"

Give me a raise!!!

If you sense that the budget review committees are all for a show, then please try to reduce the time spent on them.

none - jobs well done!

keep up your great work.....

The Staff Regent needs to become more engaged with the appointed Regents and build a relationship that helps support the staff not worry so much about what the other two constituent regents are voting for.

Staff Congress needs to hold the Staff Regents feet to the fire on issues that impact the staff like budget cuts and raises.

Keep your focus on working for the good of all staff, not just a vocal minority. For example, it seems a lot of attention was given to domestic partners last year. Rather than giving benefits to people because they sleep with a University employee, MSU should focus on benefits for employees as a whole.

Listed above

Keep in mind that the staff employees are the ones who keep loosing benefits the most. More should be done to fight for some of those benefits to be brought back.

Work on getting the staff employees a raise for those who receive a degree while working full time.

Promote more ways for people of diversity to get involved and allow their voices to be heard.

I think both are doing a great job.

None

none

The the PhD tuition assistance benefit be funded so staff members can actually use the benefit instead of being denied by their departmental supervisor.

None

Please don't let our unit be out-sourced out to another agency. Our goal is to help keep students and staff healthy through health education, treating acute illnesses, and teaching students and staff how to care for themselves when they don't feel good, and get them back to classes or work as quickly as possible.

Implementing flexible work schedules.

Flexible work policy, allowing for flexible work schedules and locations!

raise the age that offspring can use tuition benefits

create a tuition benefit bank

A person's birthday should be a paid holiday.

Continue to stand up for staff in Board meetings and brag on staff and what good things are being done to support the university. Many Board members never come to campus or know what things are being done. Faculty seem to get lots of recognition on good things they are doing and we need to make sure that staff are recognized (mainly to the Board).

Remain humble while exhibiting confidence in taking your stands in life. Be sensitive to others' needs to feel accepted as well as understood. Sometimes we need to be reminded that you've "been there" & at the very same time that we're all in this thing together, whether it be a department, this campus, or the whole world there exists a mutuality that has far too long been overlooked or neglected.

Both of my children have graduated from MSU. But, I think that if an employee has worked at MSU for 10 years, their children should attend MSU (under-grad) tuition free.

All doing a great job! Especially Phil - goes above and beyond always.

I would just ask that they communicate with staff to let them know what they are working on throughout the year.

Being both a student and a now an employee of Murray State, look at overspending on stuff that is not required. Students see it all over the campus. One example being the benches at the Waterfield Library. With tuition going up and students are seeing benches that are fully functional and look fine, being replaced with " new" benches, it looks bad. We were approaches by students and their exact words were " More wasting money by MSU".

None

Guaranteed yearly raises.

Please carefully read over all of the previous comments and seriously consider them.

Appreciate what you do!

My suggestions for the Staff regent and Staff Congress is to allow the regional campuses to have what main campus has and to allow dependents or spouses use tution wavier for places they can commute to easily instead of going to Murray.

think about how much things cost-think about us lowly hourly employees can barely afford to get house,groceries,gas for cars,rent-we need a raaise not more buildings,flowersor whatever

No suggestions yet!

Be more involved with the employees.

They need to get out and talk with the employees. I feel there is a disconnect with the average employee and they believe the have no say in the decisions made for them.

NEED A RAISE EVERY YEAR

Nothing

Stick up for us! Fight for us!

Designate people who will stand up for what is best for their fellow staff

I feel that the pay for most of us is not up to where it needs to be. Not easy to make a living with the economy the way it is. I feel the university needs to adjust pay rates for a lot of employees in order to be able to keep up.

Send out simple short questioners periodically to hourly employees separate from salary staff ones

I think that employees should be able to bank their "MSU Credit Hours" so if a person is here for a long time and hasn't used their hours, they could save them up for their kids to use when they end up in college. Wouldn't really cost the University anything but would sure be a great incentive for people to stay!!!

Look at ways to increase communication across departments especially with financial aid, HR, and admissions. Look at ways for employees to evaluate their supervisors. Some have poor leadership skills. I feel that if they knew simple ways to improve how they lead their department, it could greatly improve the work environment.

N/A

Strive to get us a raise the economy is killing everyone

PARKING PARKING PARKING!!!! I have a brand new vehicle that resulted in $1100 in damage due to the parking arrangements on this campus. There are not near enough faculty/staff parking spots available.

I know that, as we, they can only say so much but we could use a secure way of registering a problem without fear of retaliation.

spend time making it happen as opposed to takling and surveys

Push for wage increases

Maintain or improve insurance

Improve retirement for new hires

Other than the newsletters and banquet I have no idea what staff congress does. They might want to provide more and better information about what they do.

Free parking after 20 yrs. of service, even if it is not consecutive.

n/a

I feel the Staff Regent is doing an outstanding job.

Be a strong advocate for the President.

get to know all of your constituents.

Employees not having MSU health insurance be able to take part on the healthy life on-line program/challanges. Their well being is important too.

Continue to work to promote the individual employee.

I think the process for selecting Staff Excellence awards needs to be made public.

Staff Congress does a good job representing the needs of the staff.

I appreciate all of the hard work that I know our Staff Regent and Staff Congress do. Just keep on keeping on for us.

Thank you for representing the Staff at MSU. You leadership is much appreciated!

Establishing Good Friday as a university Holiday. Maybe establishing each employee's birthday as a holiday for each individual.

Ask staff for input and not just from Vice Presidents and Deans.

Telecommuting

Take a look at salaries

Some dorms have inadequate electrical to meet modern needs of students

Heating and cooling in some buildings

more communication about what you're actually doing to help staff

I would like to see tuition waivers could be used for grandchildren as well as children.

Pay raises should not max out.

Staff should get the same days off as faculty when it comes to spring and fall breaks. We work just as hard as they do and we work 37.5 hours per week, whereas they work 23-32 hours per week.

Parking Permits should be free, you shouldn't have to pay to work here. Parking is hard to find that's close to your office unless you get here really early; and don't even think about leaving for lunch or an errand, as you will never find parking somewhere reasonably close to your office when you return. Also, it's bad enough that we have to have a City sticker because we work within the city limits.

I do not have confidence in upper administration. I feel like they will do what they want to do and Faculty & Staff Congresses are just there to make it look like they have consulted with an organized group.

Please look into my earlier comments concerning total length of service being ignored when implementing the new wage scale that was determined by the Wage Study.

Communicate more on what you do and items you discuss.

Comp time for those professional staff who have to work extra hours or on weekend to get their jobs done. For example driving to Louisville or Lexington on Sunday to attend a Monday meeting at 7:00 am (CST).

get more involved with workers

Staff should also have a 2-day fall break.

I do not have an suggestions, because I think they are doing a great job. It is challenging to do a budget review and everyone be happy. Let's keep the vision of recruiting great students and improving our retention strategies.

Keep up the good work, you have been doing a great job for the Staff.

I think the issue of compensating employees that are not taking Murray's health insurance should be addressed. As it is right now, I miss opportunities because I don't take the insurance and don't get thanked for saving the university thousands of dollars a years.

Fire Dunn. Finish the Physics building. Get rid of the domestic partner benefits.

Get rid of the dead weight and hire people who can and want to do the job. Sometimes we make job security too easy.

Find out what's really going on in our departments by interviewing student workers. They would be a great

source of information. Very private mind you.

Address salary raises for employees who are not left out of pay raises because of the length of time they have been at MSU; parking permits should be based on percentage of salary.

Continue to try to allow two one-hour classes during work hours. Many classes require a class and a lab, which is considered a second class.

Continue to support the great work that the staff performs daily. You're doing a great job!

None.

to get us raises

I'd love to know that I could come and confidentially discuss problems in my work area regarding poor supervision with a member of Staff Congress and maybe get some good advice.

See my comments above

n/a

I do not have any suggestions at this time. I jsut want to Thank You all for your dedication to the staff of this university.

Dig deeper.

N/A

Need to look at the benefits we get with our Health Insurance. The plan covers the birth control pill, however it does not cover other forms of Contraception (such as IUD). The IUD is cheaper if you look it in the long run (it last 5 years).

Please do not kowtow to the other Board members. Speak up and really let your opinions be heard. In the end, they're just people with money appointed as a political favor by the governor.

To maintain communication between the groups on campus - faculty, staff, students, Board of Regents and all those in administration - so that we can make progress and move ahead, not get delayed or stopped because not everyone knows what is happening.

I Think The Staff Regents Are Doing a great job with what they have to work with.

Be willing to fight for issues you know are important.

Listen to the employees and their concerns with the Human Resources department. Turnover in HR alone should be a huge red flag.

4 day work week or work at home options.

Return to Table of Contents

GENERAL COMMENTS:

Feel free to use this section to provide any additional comments/concerns.

answered question	**75**
skipped question	**456**

2012 Staff Perspectives Survey – General Comments:
Feel free to use this section to provide any additional comments/concerns:

I am proud of the non-traditional students for coming back to school and getting their education. That also make me feel good to know I can help them.

I think I've said enough.

I think overall MSU is a great place and a good place to learn

A pay raise would be very nice to get... don't remember the last time I got a pay raise.And also would be nice to make the parking pass cheaper or free for all employees.Thank You

Thank you.

it is all aout the lack of raises when you work hard for this university you exspect something for it people loose pride in what they are doing

I would like to see our job position reviewed each year.

Thank you for asking my opinion.

I rellay have a problem with employees having more than one Job title and getting payed for them.

I have one in are Department that is a lecture and was given another title so he can get paid more. This was done because if other lectures on campus found out he was getting paid 75,000 to be part time lecture there might be alot complaints

Overall, I feel that MSU is a good place to work. I would like to see an implementation of raises based on job performance in my area.

Murry State is a good place to work with many good people. I do have concerns for our institution

Please keep trying to find a way to reduce our insurance costs. things seem to be more expesive everyday.

Thank you for all your hard work.

Thank you for offering this platform for staff feedback. You might want to include a "neutral" selection on the Likert-style questionnaire. That way, those who haven't had experience in some areas could respond accurately.

As an alumni of this university I thought working here would be a positive experience and it has been anything but that. It has made me alot less likely to be positive about this university to others.

I love MSU but am worried that there are some fundamental problems with the policies or lack thereof.

It's not only here at our University but the whole world!!! Do the best with what you have been giving!!!!!!!!

Give me a raise!!!

A sidewalk is desperately needed from Mason Hall to the front of the dorm area on Payne Street. Students walk out in the road instead of crossing the street to the sidewalk on the other side and tend to walk 2, 3, 4 or more abreast. That holds up traffic and is dangerous to the students as well as to the drivers.

MSU should consider making some of its old, but working computers, available to staff for home use. Every year it seems offices and departments are buying new computers. Rather than sending the old machines to a recycler it would be great if these could be made available to lower paid staff for home use. As all the staff becomes more competent in computer usage it would be possible to cut printing costs for a variety of University documents.

Think the staff regent is good!

The pay of the staffs lowest paid employees should be increased.

The pay of the staff who make the least should still be increased somewhat. Progress was made the last couple of years in this area, however they still are under-payed for what they do.

Overall, my time at Murray State has been great. I appreciate having a job.

We, as an institution, need far more money. For quite some time MSU has had a good reputation in the region. Now that I work for the university, I can see that we are on the edge of falling into a "second rate" category. Something must be done to raise the funds available for maintenance, upkeep and staffing so that this school can expand its' scope. In my department I am trying hard to bridge this gap, but at some point I will have to put my foot down.

Communicaiton, customer service, and fairness need to be promoted across this campus. And let's get rid of the alterior motives and just do things right and do what is best for our students.

na

Concern : FM's Aims System ; Under directive of FM administration, time & dates for certain employee's(4 people) on midnight shift at Central Plant is being entered falsely into the Aims system. These include responses to life safety issues (including but not limited to : fire alarms, smoke detector replacements dorm & accademic ,trouble alarms, ect.) & accordingly time is being entered on dates employees were not at work , normal days off , approved leave.

Administrative reason to why these individuals responses & time can not be entered on appropriate dates has been unresolved. This directive by FM administration to enter information falsely into Aims has been going on since September to present. Upon receiving this directive, concerns from the employees involved were noted to the imediate supervisor , which accordingly were relayed to the next level of administration.

Which in this day & time of corporate America at an establishment such as MSU it is inconceivable that a 11pm-7am shifts can not be entered accurately for percise record keeping & not to mention possible liabillity concerns.

I would like the University to have Long Term disability insurance available for purchase to it's employees.

Implementing flexible work schedules.

Flexible work policy, allowing for flexible work schedules and locations!

Staff Congress does an outstanding job to be the voice of the employees.

Detail of concerns of health insurance proposal were listed previously in this survey, but I want to state again that as a member of the staff I oppose any attempt to tie health insurance costs to employee pay.

About a year ago it was stated at one of the staff meeting that everyone employees and all would have to start paying for any test(s) they wanted completed, this needs to be emphasized and forced for all, if one person has to pay all employees of MSU should have to pay.

We do not need to spend money on a gay and lesiban building.Slow down on spending money on property buying for now with budget problems.

I'm glad to see this survey is still being sent out. It is simply irresponsible not to fill it out.

I love working at MSU! Just wish communication was better.

I would like to see something put in place where faculty/staff could go on-line to print off a temporary parking tag if needed. This would be especially nice for those occasions when an employee has to take their car in for repair and they are given a loaner to drive. It would be much more convenient than having to drive over to Public Safety for a temporary tag.

Just a few concerns on a few things that I have spotted as working across campus. One is the windows at the Stadium. Why on earth would you put regular windows in a stadium up high above people that is not safety glass? Not only that but the windows up there feel loose and if you unlock them to put up the bottom part the upper part falls and you cant lock them back without getting a ladder and having someone push up on the window while another one locks it. The other windows needed replaced badly, but why cut corners on something like that. Those windows are unsafe, or so it seems to me. Another thing which might be a rumor but splitting up the workers to work singles, putting them out on campus alone. I do not think that is very safe for the worker. Most the work require a ladder and power tools for one, and for 2 you are around the students. The ladder and power tools thing is not only for worker safety but for student safety. Unless you have had a ladder in a hallway trying to change ceiling tile or work on something when students walk by you have no idea what things can happen. People walk into / psuh through anything you have set up just to get by not paying attention There is nothing that would stop a girl (for us guys) from saying we tried something or stole something while we were out doing maintenance on a dorm or anywhere on campus where we might have contact with the student.

Guaranteed yearly raises.

I'm glad to have had the opportunity to explain my concerns.

Have some way to rate your director supervisor.

I feel that the BVC needs to have more processes in place on hiring and promomotions and hiring within procedure. If there is a process then it is not being followed and needs someone here that will make sure that it is being followed. Since my time here there have a few employees that have been handed jobs without interviews, but others had to be interviewed.

Thank you for providing a place to give feedback!

PROUD TO BE APART OF MSU

I hope someone takes the time to actually read these surveys.

none

I really like my job, and I like working for MSU, but sometimes I don't feel that the upper management understands the desperate need for increased mental health services on campus.

I would like to see the vacation time accrued amount increase after the 15 years of service mark, having worked here now for 30 yrs it would be nice to receive more that 12.5 hrs/mth.....

Please someone let the upper level management know that the workers at Facilities Management are people too, we need a fair wage to raise our families, and do not forget that if they expect things on campus to look good and run smoothly, please remember, we do the hands on everyday work that make them look good.

put some hourly employees on your money saving commities

Hopes for this survey-high.

Expectations- low.

I like my job and I think that working for MSU has a direct impact on our community and the future.

n/a

Thanks for asking my opinion

I am proud to say I work at Murray State University and appreciate my job.

Concerns:

After working 10+ years, I have found that there is a major breakdown in communication from one side of campus to the other. Policies & procedures (academic or otherwise) that change or go into effect are not clearly publicized. It's hard to provide services to students when you are telling them one thing and the policy has changed and you had no idea because it was never communicated to the campus as a whole.

Telecommuting

We are each other's customer...and sometimes people forget.

In my position I frequently interact with the foremen of the trades in Facilities Management. It appears that a great deal of their time is spent doing clerical work. This is both inefficient and a waste of knowledge acquired over years in a trade which could be used on site for training, oversight and quality assurance. If it involves sitting at a computer, entering data, it should be done by someone especially trained in those skills. Also, it needs to be realized my the management that the work done by the trades here on campus is not a production environment, where the work is done assembly line style.

The more I have thought about the above comment, the more I believe that women in particular have been unfairly treated in the Wage Study. The reason for that belief is that those who leave the University and later return are predominantly women. This is for several reasons but foremost among those reasons is that women more often take maternity leave and then stay home for several years to raise their children to school age. This does not apply to me but I know of several that fall into that category. Because that reeks of discrimination, it greatly concerns me.

I feel as though there has been a apathetic approach to leadership at this university which is very disappointing. Initiatives are great as long as someone is making sure that everyone buys in to the initiative, instead of just the handful that take up the challenge and run with it. In a perfect world everyone would follow the lead because it's the right thing to do, but when they don't someone needs to have the nerve to stand up and say, "This is what we're doing and you will be on board."

The Board of Regents and people in the higher Administrative Posistions need to understand that no matther what your title it takes all the University employees to make the University a success with the students, parents and public. Pay needs to be fair and raises not given to only special people across the campus.

I see this university going the wrong way downhill

I feel the University needs to get behind the President and support him.

This might sound ridiculous, but I'd pay $5-$7 for someone to come around to the offices giving 5 minute chair massages once a week. We spend so much time bending over computers, that would be a welcome relief and wouldn't take much time out of the day.

That's about it.

I think when people are trying to contact a department during working hours, they should always connect with a live person, not a busy signal or an automated message. That does not always happen at MSU and it is very impersonal and frustrating for the callers.

I enjoy working at Murray State and I feel like my department does a great job of communicating and providing feedback to their employees. I've worked in other offices on campus that DID NOT do this - so to be with a group that does is a great feeling.

n/a

I do not have time to proof these comments!

Thank you for taking the time to create and distribute this survey. Hopefully you will get good feedback.

i don't Mean To Be Harsh Or Uncooperative, i think to much Money & Time Are Being Spent On Our Academic Buildings, Building Conference Rooms, Offices & Etc. Instead of on our Dorms.

I love Murray State and love working here but the constant intervention by the board on issues that should not even be on their agenda are becoming worse and worse. Education is changing rapidly and we must be willing to change if we are to survive and grow. Too much emphasis is placed on the traditional 4 year resident students. That pattern is changing in this economy and we need to make significant changes that our board members do not understand.

Overall, a very good place to be!

Return to Table of Contents

MURRAY STATE UNIVERSITY

Staff Congress

Group Representation
2012-2013

Group A–Secretarial/Clerical

	term ends
Cathy Bazar*	2013
Debbie Plummer	2013
Laura Lohr-Dziekonski	2014
Marion Hale	2014
Ann Matheny	2015
John Young	2015

Group B–General/Facilities Management

Kerry Pinkston	2013
Jason Willoughby*	2013
Margie Miller	2014
Billy R. Russell	2014
Jerry O'Bryan	2015
Chuck Plummer	2015

Group C–Executive/Managerial/Professional

	term ends
Tami Dandeneau*	2013
Janeen Winters	2013
Terri Benton	2014
Shanna Burgess	2014
Dana Howard	2015
Sheri Riddle	2015

At-Large

Christian Cruce	2013
Lana Jennings	2013
Stephanie Totty	2013
Dwaine Willoughby*	2013
Tressa Ross	2014
Tim Williams	2014
Lisa Willis (BVC)	2014
Gina Winchester*	2014
Amber Harris	2015
Orville Herndon	2015
Evan O'Neal	2015
Daniel Williams	2015

*Appointed to fill an unexpired term vacated by an elected representative

Staff Regent (ex officio)

Phil Schooley	2015

2012-13 Meeting Schedule
Times/locations are subject to change.

July 18	304 North Applied Science	1:30 p.m.
August 15	304 North Applied Science	1:30 p.m.
September 19	304 North Applied Science	1:30 p.m.
October 17	304 North Applied Science	1:30 p.m.
November 14	304 North Applied Science	1:30 p.m.
December 12	304 North Applied Science	1:30 p.m.
January 16	304 North Applied Science	1:30 p.m.
February 20	304 North Applied Science	1:30 p.m.
March 13	304 North Applied Science	1:30 p.m.
April 17	304 North Applied Science	1:30 p.m.
May 15	304 North Applied Science	1:30 p.m.
June 19	304 North Applied Science	1:30 p.m.

Staff Congress meetings are open to the public. Times and locations may be revised as necessary.

Return to Table of Contents