2013
Staff Perspective Survey

Presented to:
MSU Board of Regents

Presented by:
Phil Schooley, Staff Regent
John Young, Staff Congress President
Enclosed you will find the results of the 2013 Staff Survey conducted during the months of September through December 2013. 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 2013 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 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 1,008 staff. Approximately two months allowed 524 staff to respond giving a 52.1% response rate. The percentage of responses was up from the previous year, but the number of surveys sent out was lower than the previous years. See results below:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Mailed</th>
<th>Total Returned</th>
<th>Total Comments</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2006</td>
<td>973</td>
<td>406</td>
<td>284</td>
<td>41.7%</td>
</tr>
<tr>
<td>Fall 2007</td>
<td>973</td>
<td>370</td>
<td>271</td>
<td>38.0%</td>
</tr>
<tr>
<td>Fall 2008</td>
<td>959</td>
<td>402</td>
<td>272</td>
<td>41.9%</td>
</tr>
<tr>
<td>Fall 2009</td>
<td>1,136</td>
<td>654</td>
<td>Varies by Question</td>
<td>57.6%</td>
</tr>
<tr>
<td>Fall 2010</td>
<td>1,228</td>
<td>676</td>
<td>Varies by Question</td>
<td>55.1%</td>
</tr>
<tr>
<td>Fall 2011</td>
<td>1,206</td>
<td>617</td>
<td>Varies by Question</td>
<td>51.2%</td>
</tr>
<tr>
<td>Fall 2012</td>
<td>1,038</td>
<td>531</td>
<td>Varies by Question</td>
<td>51.2%</td>
</tr>
<tr>
<td>Fall 2013</td>
<td>1,008</td>
<td>524</td>
<td>Varies by Question</td>
<td>52.0%</td>
</tr>
</tbody>
</table>

II. Descriptive Statistics

The survey is divided into three sections. The first section asked general questions to determine demographics. Also included in this section was a question about the staff’s impression of Staff Congress. The second section is weighted on a scale of 1 to 4 with one representing strongly disagree and four representing strongly agree. It contains 38 specific questions in five categories: overall organization impression, communication/teamwork, upper administration, staffing/work environment (3 new questions dealing with customer service training), and benefits/pay/recognition. A place for comments was provided at the end of each section. The third section asked three 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 44.3% 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 429 (81.9%). In addition, the majority of respondents were full-time employees (97.5%). A total of 501 (95.6%) planned to be working at MSU next year up from last years (94.4%). When asked if working conditions were better, about the same, or worse compared to a year ago, the majority at (80.1%) said they were the same or better which was also up from last year’s (76.5%). The main reasons as noted from the comments for the increase in this percentage from last year were: 1) Physical conditions and safety in working environment is provided (90.3% up from last year’s 86.6%) and
2) MSU places significant emphasis on having diverse faculty, administration, and staff (489/524 – 93.3% answered this question – 90.2% Strongly Agree/Tend to Agree).
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 39 questions the four that staff agreed most strongly with again this year were:

1. MSU actively contributes to the community/region. (96.0%)
2. I am proud to tell people I work for MSU. (95.2%)
3. MSU is highly regarded in the community/region. (93.8%)
4. Overall, I am satisfied with our benefit program (93.5%)

Four additional questions that came in closely behind these four with a 90.2% or higher percentage were:

1. I would recommend MSU as an employer to my family and friends. (90.8%)
2. My work gives me a feeling of accomplishment. (90.3%)
3. Physical conditions and safety in working environment is provided. (90.3%)
4. MSU places significant emphasis on having diverse faculty, administration, and staff. (90.2%)

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

1. Raises are given adequately and fairly for job performance. (63.5%)
   (The % of those disagreeing was down from the previous year’s 71.9%)

The one question that the staff was divided on was:

1. Our review process truthfully measures job performance, and results are used appropriately. (49.0%)

Four different questions that were added this year to the Staffing/Work Environment Category which were agreed with strongly are:

1. Do you feel Customer Service training is needed on campus? (Yes = 70.9% and No = 29.1%)
2. Do you think customer service training should be mandatory? (Yes = 60.8% and No = 39.2%)
3. How likely would you be to attend voluntary customer service training? (Very Likely 30.0%, Likely 40.8%, Unlikely 23.9%, and Very Unlikely 05.3%)
4. I feel our policy, benefit and employment-related information is adequately communicated. (79.1%)
IV. Summary of Comments

Individual comments were collected from the demographic question about the staff’s impression of Staff Congress, five categories, and three 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:

Impressions of Staff Congress – Although there was 75.5% (388) of the staff that took the survey that found Staff Congress to be Favorable there were 18.5% (95) not aware of what Staff Congress does. The main concern was lack of communications.

What suggestions do you have for the Staff Regent or Staff Congress? The main concern was lack of communications. Positive comments such as “keep up the good work” and “keep us informed as you have been”. Keep working to improve conditions and benefits for our staff, and to continue having the survey.

Overall Organization Impression – The top topics discussed were: Morale has taken a steep dive, atmosphere is so negative right now with all of the budget conversations, the lack of communication across the campus, the University has to emphasize and support online education, they are proud to tell people they work at Murray State University. One topic mentioned several times was the Board of Regents has no connection to the real university- students, faculty or staff.

Communication/Teamwork – Although communication and teamwork in small areas is good, the communication and teamwork across departments is greatly lacking. There were several complaints about poor supervision and lack of communication between team members. It would be good to have leadership development training for department chairs, and unit heads.

Upper-Administration – Comments were positive on how well the Interim President (at the time) and Vice-Presidents keep the Faculty, Staff, and Community informed and how the President and Vice-Presidents listen to MSU employees and responds to their needs. There was feeling of lack of communications or explanation downward from some upper administration. The upper Administration has the skills and knowledge to lead the campus into the future.

Staffing/Work Environment – The number one need listed by the staff was for customer service training across campus, Also there is a need for more staff in some areas, some areas appear to be very understaffed. Better climate control in the buildings.

Benefits/Pay/Recognition – The majority of comments again this year reflected the need/desire to increase wages. Benefits - tuition waivers, paid time off, discounts are all appreciated. Also, several felt the need for merit pay.
General Comment Questions:

What do you appreciate most about working for MSU?
The majority of responses to this question involved: Benefits (most response), tuition waivers, holiday pay, sick leave, vacation days, job security, and the people and students they work with. MSU seems to sincerely care about its people.

What would make MSU a better place to work?
The major concerns for this question dealt with the following: better pay, consistent annual salary increase, adequate staffing, improved system of performance evaluation, and of course more and better parking.

Feel free to use this section to provide any additional comments/concerns.
The responses to this question covered several different topics: very proud to work for Murray State, appreciate the whistle blower policy, recognition of years of service is unfair, having to pay for parking permits.
<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant/Clerical</td>
<td>174</td>
<td>175</td>
<td>220</td>
<td>209</td>
<td>208</td>
<td>148</td>
<td>122</td>
<td>144</td>
</tr>
<tr>
<td>General (Food Service, Public Safety, etc.)</td>
<td>50</td>
<td>48</td>
<td>65</td>
<td>67</td>
<td>88</td>
<td>33</td>
<td>22</td>
<td>43</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>45</td>
<td>48</td>
<td>51</td>
<td>53</td>
<td>54</td>
<td>50</td>
<td>47</td>
<td>58</td>
</tr>
<tr>
<td>Executive/Managerial/Professional</td>
<td>255</td>
<td>260</td>
<td>274</td>
<td>338</td>
<td>295</td>
<td>164</td>
<td>152</td>
<td>157</td>
</tr>
<tr>
<td>answered question</td>
<td>524</td>
<td>531</td>
<td>610</td>
<td>667</td>
<td>645</td>
<td>395</td>
<td>343</td>
<td>402</td>
</tr>
<tr>
<td>skipped question</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>9</td>
<td>9</td>
<td>7</td>
<td>27</td>
<td>4</td>
</tr>
<tr>
<td>TOTAL RETURNED</td>
<td>524</td>
<td>531</td>
<td>617</td>
<td>676</td>
<td>654</td>
<td>402</td>
<td>370</td>
<td>406</td>
</tr>
<tr>
<td>TOTAL SENT OUT</td>
<td>1008</td>
<td>1038</td>
<td>1206</td>
<td>1228</td>
<td>1136</td>
<td>959</td>
<td>973</td>
<td>973</td>
</tr>
<tr>
<td>RESPONSE RATE (%)</td>
<td>52.0%</td>
<td>51.2%</td>
<td>51.2%</td>
<td>55.1%</td>
<td>57.6%</td>
<td>41.9%</td>
<td>38.0%</td>
<td>41.7%</td>
</tr>
</tbody>
</table>
### 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 2013

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

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

What is your impression of Staff Congress?

- Favorable
- Unfavorable
- Not Aware of

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

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>1 - Strongly Agree</th>
<th>2 - Tend to Agree</th>
<th>3 - Tend to Disagree</th>
<th>4 - Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I feel good about the direction MSU is going with regard to its mission and goals.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Overall, I feel good about the Board of Regents leadership of the university.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I would recommend MSU as an employer to my family and friends.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>MSU is highly regarded in the community/region.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>MSU actively contributes to the community/region.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I am proud to tell people I work for MSU.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Overall Organization Impression 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

I feel individual unit/department orientation and training would be beneficial.

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 immediate supervisor makes his/her expectations clear.

I receive feedback from my immediate supervisor that helps me.

Communication/Teamwork comments:

UPPER ADMINISTRATION:
MSU Staff Perspective Survey 2013

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

Upper Administration is intended to include the Board of Regents, President, and Vice Presidents.

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

Comments regarding the upper administration:

STAFFING/WORK ENVIRONMENT:
MSU Staff Perspective Survey 2013

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>1 - Strongly Agree</th>
<th>2 - Tend to Agree</th>
<th>3 - Tend to Disagree</th>
<th>4 - Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSU places significant emphasis on having diverse faculty, administration, and staff.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSU has enough staff to provide quality service and education.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is adequate staffing in my work group.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The amount of work I am expected to do is reasonable.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The equipment and resources in my work area are adequate to do my job well.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical conditions and safety in my work environment are well provided.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel our policy, benefit and employment-related information is adequately communicated.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you feel customer service training is needed on campus?
- Yes
- No

Do you think customer service training should be mandatory?
- Yes
- No

How likely would you be to attend voluntary customer service training?
- Very Likely
- Likely
- Unlikely
- Very Unlikely

Staffing/Work Environment comments:

BENEFITS/PAY/RECOGNITION:
MSU Staff Perspective Survey 2013

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

I am paid fairly for my work.

 Raises are given adequately and fairly for job performance.

 Our review process truthfully measures job performance, and results are used appropriately.

 Promotions are handled fairly.

 MSU does its best to provide job security for employees.

 Overall, I am satisfied with our benefit program.

 My work gives me a feeling of accomplishment.

 I am satisfied with the process of awarding staff excellence.

Benefits/Pay/Recognition comments:

Performance Evaluation/Promotion comments:

GENERAL COMMENTS:

What do you appreciate most about working for MSU?
What would make MSU a better place to work?

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.
## MSU Staff Perspective Survey 2013

### How long have you worked at MSU?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 2 yrs.</td>
<td>14.1%</td>
<td>74</td>
</tr>
<tr>
<td>2 to 5 yrs.</td>
<td>23.7%</td>
<td>124</td>
</tr>
<tr>
<td>6 to 10 yrs.</td>
<td>17.9%</td>
<td>94</td>
</tr>
<tr>
<td>More than 10 yrs.</td>
<td>44.3%</td>
<td>232</td>
</tr>
</tbody>
</table>

- **answered question** 524
- **skipped question** 0

![Pie chart showing the distribution of how long respondents have worked at MSU]
## MSU Staff Perspective Survey 2013

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 months or less</td>
<td>7.8%</td>
<td>41</td>
</tr>
<tr>
<td>7 months to 2 years</td>
<td>16.4%</td>
<td>86</td>
</tr>
<tr>
<td>2 to 5 years</td>
<td>26.1%</td>
<td>137</td>
</tr>
<tr>
<td>5 years or longer</td>
<td>49.6%</td>
<td>260</td>
</tr>
</tbody>
</table>

- **answered question**: 524
- **skipped question**: 0
MSU Staff Perspective Survey 2013

In which employment category do you work?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant/Clerical</td>
<td>33.2%</td>
<td>174</td>
</tr>
<tr>
<td>General (Food Service, Public Safety, etc.)</td>
<td>9.5%</td>
<td>50</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>8.6%</td>
<td>45</td>
</tr>
<tr>
<td>Executive/Managerial/Professional</td>
<td>48.7%</td>
<td>255</td>
</tr>
</tbody>
</table>

answered question 524
skipped question 0

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?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part-time</td>
<td>2.1%</td>
<td>11</td>
</tr>
<tr>
<td>Full-time</td>
<td>97.5%</td>
<td>511</td>
</tr>
<tr>
<td>Temporary</td>
<td>0.4%</td>
<td>2</td>
</tr>
</tbody>
</table>

answered question 524
skipped question 0
Do you plan to be working here one year from now?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>95.6%</td>
<td>501</td>
</tr>
<tr>
<td>No</td>
<td>4.4%</td>
<td>23</td>
</tr>
</tbody>
</table>

answered question 524
skipped question 0
MSU Staff Perspective Survey 2013

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>18.5%</td>
<td>97</td>
</tr>
<tr>
<td>About the same</td>
<td>61.6%</td>
<td>323</td>
</tr>
<tr>
<td>Worse</td>
<td>15.3%</td>
<td>80</td>
</tr>
<tr>
<td>N/A</td>
<td>4.6%</td>
<td>24</td>
</tr>
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</table>

answered question 524
skipped question 0
## 07. IMPRESSION OF STAFF CONGRESS

### MSU Staff Perspective Survey 2013

What is your impression of Staff Congress?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Favorable</td>
<td>75.5%</td>
<td>388</td>
</tr>
<tr>
<td>Unfavorable</td>
<td>6.0%</td>
<td>31</td>
</tr>
<tr>
<td>Not Aware of</td>
<td>18.5%</td>
<td>95</td>
</tr>
</tbody>
</table>

*answered question 514*

*skipped question 10*

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### Chart

**What is your Impression of Staff Congress?**

- **Favorable**
- **Unfavorable**
- **Not Aware of**
08. What Suggestions do you have for the Staff Regent or Staff Congress? (95)

01. N/A

02. We need some form of employee incentive programs.

03. Do they meet monthly? Agenda topics? Improved communication would be great!

04. Only reason I picked not aware of in last question is because I really haven't heard anything negative or positive about Staff Congress. On another note I think that this university, needs to focus on management, especially over on the FM side.

05. Staff Regent or the Staff Congress only represents main campus.

06. Get all the facts, not just rumor or hearsay.

07. Discontinue sending paper copies of University announcements and do all of this via e-mail. This would save lots of $$$.

08. Making sure that those that moved into a lateral position prior to the job scale / rating scale change in Human Resources was completed moves back into the same pay grade! I worked in a pay grade higher than I work in now (this happened somehow during the change in Human resources) and I certainly work harder in this job than I did as a Administrative Assistant III. The move I made was considered a lateral move at the time. And in looking at my records (PA's) everything points to me having made lateral moves into new positions on campus. I apologize for the ranting but this infuriates me.

09. No comment

10. No GPS on vechiels would cost to much when we are trying to save money every vechiels connected with msu would have to have on instilled, or it would be descrimination upheld by the supreme court in a case with ups

11. I am fairly new to MSU and not able to make many suggestions just yet.

12. Keep working to improve conditions and benefits for our staff. We still need increased salaries. We miss out on hiring a lot of talented individuals because of low salaries. To get where we (as a university) want to go, we need to be able to hire the individuals we're missing out on.

13. send out info more often-have rep that would inform people not say I don't know if asked what's going on with staff congress

14. When something is brought to your attention in reference to internal problems in a department such as 22 people leaving or not being renewed in less that 5 years. When the department only has 20 people to begin with,This would be a sign something is wrong.

15. Really take the suggestions of the staff to heart and advocate for us as hard as the Faculty Senate advocates for them. I sometimes feel that the staff is severely overlooked at this institution...especially the long-time, dedicated, and loyal ones who have been here through the thick as well as the thin.

16. N/A
17. I don't have any. Haven't been staff long and thing staff congress does a great job.

18. Lower parking rates for staff; lower parking fines for staff.

19. Let us know what you are doing.

20. Keep up the good work! Suggest we hire more full-time staff and faculty to replace the part time workers that are having to be cut back to under 30 hours. Work toward full tuition waivers for faculty, staff, and immediate family for both undergraduate and graduate classes, instead of the current limit of 6 classes per year.

21. Still would like to see our breaks line up with the area schools (fall, spring, etc).

22. With the lack of regular raises in the past or foreseeable future, administration better find ways to at least keep showing appreciation for work and work efforts through other forms of compensation. It will at best, keep sinisium low, and at least, show true appreciation if done right.

23. The Staff Regent is lackadaisical. He brings nothing original before the group, only pushes through whatever the Faculty Regent or particular interest groups need a majority for. But he loves those Regent perks. Truly reminds one of a politician.

24. Continue working hard for staff and staff related positions. Keep staff informed of what Staff Congress is working on and any issues being addressed relating to staff.

25. I have tried to get information from the minutes several times and found what was essentially an agenda of topics without any information. For example, in the Sept 2013 staff congress minutes, Mary Mays "explained some changes resulting from the Health Care Reform Act and answered questions" but nothing else was reported.

26. the wellness incentive plan money we receive should be applied to our insurance premium (pre-tax) and not added to our paycheck b/c taxes are taken out now. Another alternative could be put the money on a wage works credit card and use. This is also pre-tax.

27. Benefit allowing Tuition Waivers to be used by spouse, children and/or grandchildren.

Wages need to be more in line with other Universities in Kentucky. My position pays $3.00 hr more at another major public university (i.e. UK, WKU, EKU) in Kentucky.

The Thanksgiving Break should be all week, nothing of substance gets done on Monday & Tuesday of that week anyway. People take vacation days quite often and students just go home early so classes are smaller that week.

28. Can we try to get our Fall Break to be the same as Murray and Calloway Schools Fall Break.

29. None at this time.

30. Advocate for staff child care and lactation stations.

Advocate for reasonable parking ticket fines.

31. CONTINUE TO HAVE THIS TYPE OF SURVEY AT LEAST TWICE A YEAR
32. More opportunities for staff to get to know each other across campus.

33. Stand up for the regular employees. It seems like you are bent on pushing extra benefits for domestic partners. In this time of budget cuts you should fight to keep employees from losing their jobs.

34. There has to be better oversight of Directors/Deans/Managers. At this university, these people often aren't leaders in any sense and rarely even show up. There idea of leading is forwarding emails, giving people lists of things to do, taking credit for those things, focusing more on entrepreneurial efforts, and even assigning large portions of their work to others and of course taking credit for that as well. Administration turns a deaf ear to this group of people. Reverse discrimination is alive and well at this university, too.

35. You are doing a great job. Please continue to represent the staff in issues of health insurance (which is probably changing due to obamacare) and other benefits. Thanks for you ongoing assistance in making MSU a great place to work!

36. no need - no relevant impact on working conditions

37. Spend to much time talking and not enough action, some members just like to hear themselves talk and act like they are concerned about what goes on.

38. None.

39. Make your presence known! I don't even know who the reps are anymore. Reps used to share information, but now I hear nothing. It's not something I'd go seeking out but if I was presented with what you are working on, I'd read it and be interested in it.

40. When someone has a complaint help them with it , do not play politics as usual

41. None

42. Please reinforce that staff should also be treated as fairly as faculty. Dr. Morgan mentioned the university taking a look at salary compression, but I assume this was targeted toward faculty only. The Professional staff are also severely hampered by the salary compression.

A tenure concept for staff would provide some comfort for those afraid of losing their jobs. Maybe granting this after 12 to 15 years of service.

To help with salary compression, what about the ability to increase the salary in large chunks over time. For example after you've been here 5 years you get $3000 increase. After 10 years you receive a $4000 increase. After 15 years you receive a $5000 increase. It might top out there. What is happening is that new employees are making almost as much money as someone who has been here 15 years. This makes the 15 year employee feel like crap. The 15 year employee has been adversely affected by several years of no raises or a very small 1-3% raise. Then the new employee is also adversely affected in promotion because it is frowned upon if they catch-up to the 15 year employee. I believe this concept is head room; the difference in pay. Then the new employee is limited on promotion increases.
I would like to see HR have salary bands (ranges) of a given job title. This would also help on raises. What happens a lot of times, is that HR is removed from the picture because well; you can guess. So departments are forced to play games with their existing budget. For example it is a very common practice when an employee retirees say making $60k/year, to replace that job with someone at $45k with a lower job title, then they take the remaining $15k still on the department budget and split that out as raises to other employees. What should obviously happen is the department budget should be reduced by 15k, but because working with HR is SO complicated it is nearly impossible to receive more money when that employee is up for promotion.

This is a good article that describes what salary compression is:
http://www.shrm.org/hrdisciplines/compensation/Articles/Pages/Salary-Compression-Lid.aspx

It is also very frustrating to see the upper management make such a large chuck of money for no good reason. There is some thought to having to match what other universities are paying in that same position to keep people. However, most of these people are from this area or have been here 15+ years, have kids, like the area and are probably not interested in moving to another school. So why try to match pay with other universities; when the employees are local anyway?

43. Keep up the good work
44. As a new employee I have not heard much about staff congress and I would like to know more information about how to get involved.
45. N/A
46. If the "Budget" doesn't allow for Cost of Living raises how about going back to FREE PARKING stickers for staff? This Mercer Job Evaluation a few years ago showed how much MSU cares about their Staff: Human Resources ignored the facts and wanted only to be 30% +/- competitive in the job market pat scale.

Moral is low among the staff and a sense of pride could be developed by cushioning the impact of rising cost. Sure, uniforms, tuition waivers, insurance, and retirement are all benefits that are noteworthy, but they don't put food on the table. Staff members take home pay is also shrinking (much like the insurance coverage benefits and retirement packages). In short, if Staff Congress cannot add to our wages, please stop taking more out.

47. The board of regents should not take such an active "daily" role in the university. They are policymakers and should not be "in the weeds."
48. Continue the good work for the benefit of the entire staff.
49. Keep up the good work.
50. No suggestions
51. Keep up the good work!
52. Need to interact with all staff members, have one on one conversations ask questions about morale.
53. I have none at this time.
54. Visibly support diversity work.

55. Just to keep doing the good job that they are now doing

56. Make your presence more visible on campus.

57. vote to save staff jobs, increase wages....

58. I'm pleased with the way our Staff Regent as well as Staff Congress communicates with us about important issues. Keep it up!

59. I wish for more transparency, and it would have been nice to see the obvious lies exposed last spring during the BOR fiasco. However, I do appreciate that the Staff Regent and Staff Congress conducted themselves respectfully and were not part of the questionable meetings or plans.

60. be more of an advocate for the staff; work on issues in a more communicative and aggressive manner. You are their only voice.

61. Develop good communications channels with the staff so they are aware their concerns are being heard and information is distributed.

62. Work towards more benefits for families. Paid maternity/paternity leave, on site childcare, lactation areas for mothers returning from maternity leave.

63. Don't have enough information to assess.

64. More protection from discrimination as a person ages. More opportunities for advancement for experienced, educated employees within Murray State. Transparency in the age of those hired for positions that are filled.

65. Phil Schooley does an impeccable job as Staff Regent. Murray State is very fortunate to have someone who spends as much time studying issues, listening to complaints, and evaluating current and future projects of the university. I would like to see an emphasis on landscaping the primary crosswalk between main campus and the science campus, removal of the berms, the old electric service, and the narrow sidewalks. The completion of the science complex needs to be a TOP 3 priority. 16th St should be closed to regular vehicular traffic between 9am and 3pm, Mon-Fri, from Miller St to Calloway St. Facilities Management supervisors appear to apply "rules" inconsistently, or apply their own interpretation of the "Staff Handbook" on a case-by-case basis, especially for BSTs taking courses and using the tuition waver.

66. I don't like they ideal of change are breaks from 30 min in the morning to two 15 min . people likes the 30 min breaks to be able to and pay bills and go get breakfast

67. Put a little birdy in the ear of the president so that when the weather is unsuitable for driving that the university is shut down. Some people drive from 20-50 miles away.

68. I do not have any suggestions, because the organization is helpful.

69. I would like the Wellness Center to be open to staff and faculty at no charge.

70. More Raises for Staff.
I think that Staff Congress should pay more attention to what Human Resources are doing.

I don't know...

None at present. Thank you for your service!

Talk less, listen more, then take action.

I think Staff Congress should figure out a way to make sure everyone gets a yearly raise.

more advocacy for promotional opportunities for faculty and staff

Could the use of student workers in lieu of financial aid and not just for intern positions?

Free parking for staff and faculty.

quit wasting so much money please and invest in your employees just a little more

Give all employee's who have 20 yrs. service- not just 20 yrs. consecutively- free parking.

Many of us have worked very hard to obtain our degrees while working at a job that does not require one. I feel that our salary should reflect that degree. We have bettered ourselves in order to be better employees for the university. I realize that at this time there is a budget crisis going on; however, I also realize that the salary scale is extreme skewed and has been for a very long time. Personally, I feel that we stay at the university, even though we know that we could obtain a job which would pay more elsewhere, because we want to help our departments better serve the university.

Budget cuts and other threats to employment are going to be bad for morale. The change in family use of tuition credits for graduate classes is the equivalent to a pay cut. Many of the exempt jobs are still at base pay levels from the 90's or seem to have been set when women with graduate degrees were the targeted employees so lower pay rates were acceptable. A compensation study for all of the exempt employees similar to the one that resulted in pay raises for many of the non-exempt employees is way overdue. The combination of these will make Murray State a worse place to work in the future unless they are addressed quickly and effectively.

I think that everyone in Staff Regent and/or Staff Congress are doing a exceptional job.....thank you for your hard work!

Fall and spring break could coordinate with the elementary schools.

Whats going on with our health insurance?

Keep up the good work! I appreciate the info you share and the fact that you are present at so many events.

Ask tough questions and demand answerers. Don't just sit back and allow the university to push us around. You are our voice. You are elected by the staff to represent all staff not just hang out and have closed conversation with your cronies. Look into policies and violations. Pursue them and not allow them to be swept under the rug so they are out of sight and out of mind. While I know we are are support staff and not faculty but we are just as important. If their were no administrative assistants the departments could not function. If there were no maintenance staff the buildings would be in worse...
disarray. If there were no custodians the buildings would be filthy. If there were no grounds there would be no green space and beautiful plantings.

88. Flexible working hours and comp time.

89. Considering the budget issues, would it be possible to look again toward working from home, alternate work weeks, 4 day work weeks, etc., in an effort to save money and relieve strain on staff?

90. Over the years the Staff Congress has improved the working conditions significantly. Items such as use of the Wellness Center, sick bank, tuition, have gone a long way to improve employment at MSU. Let's keep trying to control health insurance cost.

91. I honestly do not know much about what Staff Congress does/offers.

92. keep up good work! and listen to the workers they know!!!!!

93. What is the status on staff pay raises?

94. When emails are sent to Staff Congress Representatives, they should respond - at least let the employee know they received their email and are working towards a solution.

95. Not really sure what Staff Congress does, but I know Laura Lohr is on it and she pretty much does everything for everyone, so I figure there's a lot of behind-the-scenes stuff going on. I'd love to get a twice a year update to know what Staff Congress has going on.
## 09. 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

<table>
<thead>
<tr>
<th></th>
<th>1 - Strongly Agree</th>
<th>2 - Tend to Agree</th>
<th>3 - Tend to Disagree</th>
<th>4 - Strongly Disagree</th>
<th>Rating Average</th>
<th>Rating Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I feel good about the direction MSU is going with regard to its mission and goals.</td>
<td>16.3% (82)</td>
<td>68.2% (343)</td>
<td>13.9% (70)</td>
<td>1.6% (8)</td>
<td>2.01</td>
<td>503</td>
</tr>
<tr>
<td>Overall, I feel good about the Board of Regents leadership of the university.</td>
<td>7.9% (39)</td>
<td>45.3% (223)</td>
<td>30.5% (150)</td>
<td>16.3% (80)</td>
<td>2.55</td>
<td>492</td>
</tr>
<tr>
<td>I would recommend MSU as an employer to my family and friends.</td>
<td>39.0% (196)</td>
<td>51.8% (260)</td>
<td>7.6% (38)</td>
<td>1.6% (8)</td>
<td>1.72</td>
<td>502</td>
</tr>
<tr>
<td>MSU is highly regarded in the community/region.</td>
<td>49.0% (246)</td>
<td>44.8% (225)</td>
<td>5.8% (29)</td>
<td>0.4% (2)</td>
<td>1.58</td>
<td>502</td>
</tr>
<tr>
<td>MSU actively contributes to the community/region.</td>
<td>52.4% (263)</td>
<td>43.6% (219)</td>
<td>3.2% (16)</td>
<td>0.8% (4)</td>
<td>1.52</td>
<td>502</td>
</tr>
<tr>
<td>I am proud to tell people I work for MSU.</td>
<td>55.3% (277)</td>
<td>39.9% (200)</td>
<td>3.4% (17)</td>
<td>1.4% (7)</td>
<td>1.51</td>
<td>501</td>
</tr>
</tbody>
</table>

answered question 504

skipped question 20
<table>
<thead>
<tr>
<th></th>
<th>Overall Organization Impression Comments (64):</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>N/A</td>
</tr>
<tr>
<td>02</td>
<td>The culture does not encourage family life work life balance.</td>
</tr>
<tr>
<td>03</td>
<td>My opinions have changed much from last year at this time. I am stressed out and discouraged. Hoping a new president, who will hopefully have the best intentions for our University, can change the climate.</td>
</tr>
<tr>
<td>04</td>
<td>Murray State has (miraculously) held on to its good reputation thus far. If changes are not made to funnel more money to the various departments, that reputation will begin to tarnish. Because of MSU's location, I am not sure that tarnish will ever be wiped away.</td>
</tr>
<tr>
<td>05</td>
<td>none</td>
</tr>
<tr>
<td>06</td>
<td>I felt very disappointed throughout the entire process of the Board's review and, subsequent decision, not to renew Dr. Dunn's contract. I recall thinking, time and time again, &quot;something's just not adding up&quot; here. For the first time in my career, I felt cautious and actually a bit weary of our Board. However, I would like to mention that I commend Dr. Rose, Mr. Schooley, and Dr. Fister for their constant drive to represent the wishes and concerns of their constituents.</td>
</tr>
<tr>
<td>07</td>
<td>Morale has taken a steep dive since the board decided not to renew Dr. Randy Dunn's contract. Interim President Miller has been an active and visible president, but much of the staff finds it challenging to get behind a leader they know will not be here a year from now. In many staff member's opinions, the board does not know the community, and thus are not making wise moves for the future.</td>
</tr>
<tr>
<td>08</td>
<td>Right now with all of the budget conversations I feel the atmosphere is so negative. I love MSU and love working here but it makes me sad all of the gossip that is going around about the budget.</td>
</tr>
<tr>
<td>09</td>
<td>Overall view of the university has changed over the course of the last year due to strong leadership</td>
</tr>
<tr>
<td>10</td>
<td>I think Dr. Miller is doing a tremendous job, but I'm concerned that the BoR forced out our president which was highly regarded by the staff.</td>
</tr>
<tr>
<td>11</td>
<td>As far as Murray State it is a great place to work.</td>
</tr>
<tr>
<td>12</td>
<td>Dr. Dunn should never have been let go.</td>
</tr>
<tr>
<td>13</td>
<td>It is my opinion that we should concentrate on keeping the main campus running as smoothly as possible, even if that means putting other initiatives on the back burner for a while. There are some on this campus that have forgotten that were it not for our students, the University would not exist and none of us would have employment.</td>
</tr>
<tr>
<td>14</td>
<td>Not impressed.</td>
</tr>
<tr>
<td>15</td>
<td>The Board of Regents have no connection to the real university- students, faculty or staff. They make bad decisions for the university.</td>
</tr>
<tr>
<td>16</td>
<td>The University HAS to emphasize and support (both missionally and financially) online education. As much as the Board wants it to, MSU is not going to grow significantly as a residential college. Future growth will come with online initiatives. The regional campuses, while beneficial in their time, are no...</td>
</tr>
</tbody>
</table>
longer as relevant. Money pits like ITV (which in some cases only serve 3-5 students per class) must be removed and those funds diverted to online initiatives.

17. MSU is a great place to work. We provide a fantastic education at an affordable price.

18. Do employees really know MSU's mission or goals? It is hard to give answers to positive or negative answers to questions in regard to the unknown. State what the missions and goals are and if they have changed over the years from one to another.

19. I believe the BOR is out of touch with the direction higher education as a whole is moving. I also think the BOR is not effective in the areas of personnel management. The current policies are not creating an environment for employees, both faculty and staff, to strive for excellence.

20. The place where I have worked for almost 20 years is a great place to work. I am so blessed to have the opportunity to have a place to call my own. It is like a family heritage I feel proud to have worked here.

21. Board of Regents can't see the forest for the trees. They make us pinch pennies and cut budgets, but spend large amounts of money foolishly. We did not need a new campus in Paducah, but they built one anyway. We need to finish projects here on the main campus, stop cutting budgets and pay the staff and faculty competitive wages/benefits.

22. There is a revolving sense of disarray over time to this institution that is probably characteristic of public institutions, but can certainly be distracting.

23. I do not think the Board of Regents takes into consideration properly the opinions of the majority of the faculty/staff/students.

24. Where is the Board of Regents? Why don't we ever see these people on campus anymore? Years ago they seemed to be at many MSU events. Now only the campus regents are ever seen at most events.

25. BOR is out of control. Everyone here knows it. They thwart the university's mission for their own.

26. Instead of growing enrollment would like to see more focus on quality on a smaller scale.

27. With regard to the university mission and goals as far as increased enrollment, I agree with the mission, but I feel there are several things that aren't being followed up on. I feel that if we are going to increase our enrollment numbers, we should be able to accommodate that increase in the dorms and in the classroom.

28. Proud of the Faculty and Staff Regents they seem to take up for the Faculty and Staff.

29. I did not like the way the Board of Regents treated Dr. Dunn. Dr Dunn & Ronda were very good for MSU and and the community. I really thought he was doing a lot for the MSU community and the city of Murray.

30. Concern the Board of Regents is not concerned about the safety of the students, by cutting a police officer position last Spring Meeting.

31. I lost respect for the BOR when they did not renew Randy Dunn's contract and met secretly to discuss his departure. We looked very bad to the region.
32. M S U' s overall rating in the community is fading. 8 or 9 years ago it was very well spoken of, but in the past 3 years I have heard much negativity about M S U from the general public such as, "they do not treat their employees very well, and giving a large wage to management but not to the staff workers in the Facilities Management, and those are the people who keep the University looking good and in good repair". If it were not for them where would all those suit and ties go to work?

33. None

34. I am very new to this region so I am just starting to understand the reputation of the university, but I still have very little knowledge, but I have very much enjoyed my position and the community in Murray.

35. Boo.... our maintence staff is underappreciated, underpaid, and overworked.

   If an organization is going to work smoothly and efficiently it must add $ OIL $ to the men who keep the buildings operational. The average pay for a Facilities Management dock worker is almost 1/2 the median income nationally.

   "If you pay peanuts- you will get monkeys."

36. It's a great place to work.

37. MSU is a great institution, I look forward to seeing the University make great strides in all that it does for students and the region.

38. I don't know what to think anymore. In my time here, I have seen so many decisions made based on politics instead of doing what makes sense and would be better for the institution in the long term. I believe that politicking is running this country into the ground and it is trickling down into the University. Not a good place to be. I used to be proud to say that I worked at MSU, but not so sure now. Hopefully the public still has a good taste for MSU

39. I tell people to try to work somewhere other than Facilities Mgmt, because they are not good about taking care of their people.

40. I don't feel the Board of Regents listens to the needs and wants of the people who work for the university.

41. After attending a workshop at WKU, I realized MSU really is falling behind. I'm not exactly sure what the BOR believes MSU's priorities and mission are, but I have a feeling that our enrollment will continue to remain where it is (or drop) while WKU and surrounding schools will continue to see growth. That wouldn't be a concern to me if I felt like our quality was remaining high, but I'm under the impression that isn't the case, either.

42. Board actions in past year has to make you wonder what their goals and regard for mission is.....

43. The College of Education needs some real oversight. Dr. Whaley has his hands full with the number of staff and professors, and the number of personalities. However, from first-hand knowledge, I know several schools in the region are not happy with the administration of the undergraduate program and the management of the student-teacher program. Middle schools from Graves, Mayfield, Calloway, and others, are not happy about the behavior and attitudes of students showing up for practicum or student-teaching. Results of semesters or even years of neglect are now beginning to appear in national
education assessments, giving Murray State some bad press in an area we have historically performed fairly well.

First and foremost, the behavior of the appointed Board of Regents is appalling. The Chair of the BoR should be removed by the governor. Dr. Curris has on two occasions violated open meetings rules and evidently wants to run Murray State in direct opposition to the university's charter. His recent realignment of the Murray State organizational chart to appoint himself the principal agent of the university, as well as the legal staff, is NOT in Murray State's best interest. As a result of his actions, any action of the BoR is clearly undermined, erodes confidence in our institution, and conspires to tarnish the reputation of our institution not only among colleges and universities within the Commonwealth of Kentucky but within our multi-state service region.

44. More concern for the international students we bring here. Have more classes made available for them upon arrival by opening up spaces at the time of orientation.

45. I don't agree with the all the diversity for certain situations. Also, definitely did not agree with or like tent city this year. Too much alcohol and not a place to bring your child very disappointed that Murray State does not stand behind their rule of no alcohol on campus. There should have been arrest made for Public Intoxication and DUI but nothing.

46. I am not sure if the BOR really do have our interests in mind. The board needs to get together and support one another.

47. Too much politics. Some have self interest in mind above what is best for the university.

48. Except for full-time hourly employees not making a living wage, I am very happy with MSU and have an overall great impression of the University itself and those I work under. The BOR is another matter. After the debacle of the BOR's behavior toward Dr. Dunn this year, I find myself distrustful and shamed by the Board, especially the Chair who should have known better considering his own history. The BOR should not be a political body but it clearly is. It should be above reproach and it clearly is not. The Student Regent was caught red-handed in lies and should have been dismissed and not allowed to run again, but he was not and they did not. It's totally shameful behavior.

49. I love working for MSU, I truly am proud to be a RACER!

50. Still a lot of raised eyebrows in the area over the non-renewal of Dr. Dunn's contract re: the Board. That didn't leave a positive impression. People are still proud of MSU, myself included, but that's going to take a new, dynamic leader to change that I think.

51. MSU is a great place to work, very family oriented.

52. The pivotal question is are you impress with the department in which you are employed? I like MSU, its a nice university but it lacks diversity and openmindness regarding its support staff. When your director has no respect for you or your position, one has the tendency to disengage. Its simply going through the motions each day, come to work, sit at desk, work, and leave. After 4:30 is when real life begins and the reason you come to work.
53. The last presidency gave MSU a black eye in the community. And the fact that we get a new president every 5 years looks really bad.

54. Less chiefs and more indians. The pay between the salary people and hourly is out of control.

55. Love MSU

56. I feel that the Board of Regents servers only the Board and does not have the best interest of Murray State University's faculty, staff, and student body.

57. Impressions and feelings are fragile. Ask me again in a few months and the answers may be different.

58. Go RACERS.....

59. How can I recommend a job at MSU when WKCTC pays more than MSU? There needs to be pay improvements. The is an organizational chart from Meecer suggesting pay scales and once you reach the minimum you only advance once there is across the board raises. What good is that organization? How can I support the BOR when they ran the president out on a rail? Their selfish intentions and hurt feeling have placed this University in a poor light in the region and the community. Mr. Schooley did not do us any ravers either.

60. I know Randy Dunn was going to move on. That's the way it works in higher ed. I wish he would have had the same amount of control and not been so controlled by the board the last couple of years. I feel the board overreached (micro managed).

61. Not happy with non-renewal of Dr. Dunn's contract. He is a good leader and well liked on campus. The Board didn't listen to us, and in my opinion they only care about their own petty political machinations. They don't really care about what the MSU community of faculty staff and students thinks. Maybe not all of them are that way, but that situation really cast a very bad light on Murray State University and I am worried for our future.

62. Love this University as an alumni and an employee. Right now there's seems to be confusion over a lot of things, because of budget uncertainties, leadership changes, etc. Are we trying to get as many students as possible or to raise standards? What's happening with the budget review committees? It's a scary time and we just hope our jobs are secure and that the university will continue to serve its mission in the best way possible. I still recommend Murray State as an amazing and supportive school to my younger relatives.

63. I do not believe the Board of Regents is in touch with the needs of the faculty, staff and students of the University. I hope that our future president will be able to do his or her job without the constant interference of the Board.

64. I love my job and am very thankful to be a part of MSU!
### 11: 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  

<table>
<thead>
<tr>
<th>Question</th>
<th>1 Strongly Agree</th>
<th>2 Tend to Agree</th>
<th>3 Tend to Disagree</th>
<th>4 Strongly Disagree</th>
<th>Rating Average</th>
<th>Rating Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel individual unit/department orientation and training would be beneficial.</td>
<td>38.1% (186)</td>
<td>51.2% (250)</td>
<td>9.4% (46)</td>
<td>1.2% (6)</td>
<td>1.74</td>
<td>488</td>
</tr>
<tr>
<td>There is good communication among the members of my work group.</td>
<td>30.4% (151)</td>
<td>45.7% (227)</td>
<td>16.7% (83)</td>
<td>7.2% (36)</td>
<td>2.01</td>
<td>497</td>
</tr>
<tr>
<td>Members of my work group treat one another with dignity and respect.</td>
<td>40.4% (201)</td>
<td>43.4% (216)</td>
<td>11.8% (59)</td>
<td>4.4% (22)</td>
<td>1.80</td>
<td>498</td>
</tr>
<tr>
<td>Across the university, departments work well together to get the job done.</td>
<td>12.5% (62)</td>
<td>54.5% (271)</td>
<td>26.6% (132)</td>
<td>6.4% (32)</td>
<td>2.27</td>
<td>497</td>
</tr>
<tr>
<td>I have opportunities to influence policies and decisions that affect my work.</td>
<td>19.9% (99)</td>
<td>46.2% (230)</td>
<td>24.1% (120)</td>
<td>9.8% (49)</td>
<td>2.24</td>
<td>498</td>
</tr>
<tr>
<td>My job makes good use of my skills and abilities.</td>
<td>37.4% (186)</td>
<td>47.5% (236)</td>
<td>11.5% (57)</td>
<td>3.6% (18)</td>
<td>1.81</td>
<td>497</td>
</tr>
<tr>
<td>My immediate supervisor makes his/her expectations clear.</td>
<td>45.2% (224)</td>
<td>39.1% (194)</td>
<td>9.7% (48)</td>
<td>6.0% (30)</td>
<td>1.77</td>
<td>496</td>
</tr>
<tr>
<td>I receive feedback from my immediate supervisor that helps me.</td>
<td>40.2% (199)</td>
<td>40.8% (202)</td>
<td>12.7% (63)</td>
<td>6.3% (31)</td>
<td>1.85</td>
<td>495</td>
</tr>
</tbody>
</table>
12. Communication/Teamwork Comments (56):

01. N/A

02. The mentality here is I will do my work and you do your work. The communication and teamwork across departments is greatly lacking. The campus is really broken up into segments/departments, they do what they need to do and pass it on to the next department and are not willing to make changes to their processes to help the next department.

03. Once upon a time, we had staff meetings beginning of the school year, middle of the school year, and at the end of the school year. Now, staff meetings are non-existent.

04. none

05. The immediate feedback I receive from my direct supervisor lets me know that my work is valued and what areas for growth I have. My team works together well to achieve great steps for the university. Departments still push back against partnerships in a big way. I have the honor to work with many departments, and some leaders have been open to it. However, the communication across campus is lacking severely.

06. HR needs to come up with training

07. Work is not dispersed equally in some departments, during tense times of budget discussion this continues to intensify interpersonal work relationships.

08. My individual department is highly qualified, have a good work ethic and overall work great together. However, we need to collaborate with other departments and I find in a lot of cases their skill level, work ethic and communication skills sub par.

09. The department I work for has no communication as far as supervision goes. The people I work with communicate and get the job done.

10. Haven't received any direct comments although he seems to be pleased...

11. Communication between accounting, payroll and other departments leaves something to be desired.

12. Individual training for department leaders should be all department leaders need to be trained to handle their men and work the same so we will really be a team workforce. If we aren't in this together as equal employees then it becomes something detrimental to success.

13. There tends to be a lack of good communication at this university.

14. I think that too many groups on campus look at themselves as individual units instead of part of the University system as a whole. Many times decisions are made, directions are set with what is best for the individual department in mind, instead of the University as a whole.

15. There seems to be a serious disconnect between departments. Communication of tasks and working together between departments is not well accomplished. The treatment of "lower workers" in facilities by "higher" workers in faculty positions is sometimes poor, and borderline disrespectful.
As a graduate of MSU with a bachelor's degree my skills are not being used to their fullest in my position in FM...

16. Teamwork is seldom used in my work area b/c I am by myself but I have student workers that I build good relationships and teamwork with. They communicate well with me thru texting and e-mailing.

17. Our department works well together and gets involved with the students.

18. Working with support areas is easy to do, however, different departments across campus seem to want to protect their tricks of the trade. Very rarely is it seen as a good thing to work with a different college - they always want to know the motive behind questions.

19. It would be good to have leadership development training for department chairs, deans, unit heads, and VPs. Many of these people may have been great teachers but their managing skills could use some work.

20. I was told in my interview 3 years ago that I wouldn't be trained at all. This still hurts me and the work that I do, badly. I have never seen worse communication in all my life. This is a small department and it is divided because of the Director. This person is very hateful and political. This person treats no one with respect and is always hateful and only looks after herself. The only expectation that is made clear is "do all the work and make me look good." The relationships in our small group are awful. This is because our Director still has the mentality of a child in middle school and is only concerned about her individual popularity. Anyone who does not participate in advancing her popularity immediately becomes an enemy of which she will try and take down both professionally and personally. Our Director is the most corrupt, hate-filled individual I have ever known.

21. I believe my particular work group (Undergrad Adms) is above average. Other areas on campus are not as successful. I believe that in many areas new employees are thrown in with little or no training then expected to do the job to a level that is not possible (from how to use BANNER or handle department budgets to how to mop or clean bathrooms). Some supervisors bully employees with fear of losing their jobs if they don't do things the way they've always been done. Suggesting things that would make the job better or a smarter way of doing it is discouraged. Unrealistic expectations are also prevalent. Main problem I see is some supervisors don't know how to be effective managers. Communication between custodial and maintenance departments could be improved. I've observed what I believe is wastefulness - having to replace paper towel rolls before they're empty then discarding the partial rolls, throwing away and replacing trash bag liners when there's not but a single piece of paper or cup in the bag.

22. The communication and teamwork aspects of our office is very poor. The bosses do not communicate or work as a team, which affects the entire office. Since the change in the office a few years ago, the entire staff including myself has changed in regards to the office.

23. Would like to hear from my boss more about what he is working on so that I look like I know what's going on when I receive phone calls. He wants to control the information and doesn't share.

24. Leaders were not always leaders, it would be nice, if once they become leaders, they would not forget, where they came from, so to speak.

25. Communication across campus is weak.
26. The dock workers stick together to try to make the best of a poor situation. When upper management demands a project be rushed to completion the staff goes beyond expectations. Upper management then brags about how much money "they" saved and take all the credit. Perhaps by showing some appreciation towards the staff in the form of a physical reward the staff would believe it was appreciated?

27. My department can't function as a team, and has no conception of what teamwork is. Dignity and respect take second place to getting the job done and looking good to the the rest of the campus.

28. The budget committees have done more to fracture relations across campus than anything I've ever seen. Last year's budget committee process was very poorly handled. People who know nothing about your area have no business making recommendations on it. Also, the whole process took a lot of time away from the work committee members were actually supposed to be doing. Result: No one trusts anyone else now. Too many ugly things were said.

29. Years ago we went through customer service training and I think it would be beneficial for the University to go through a similar training.

30. It's great working for the Dean's Office.

31. I enjoy working with teammates on a daily basis. It would be nice to see a formalized orientation for new employees.

32. My work group works well among themselves, it is policy changes from the front office of Facility Mgmt that lack communication or explanation

33. Departments are getting better about working together, but still need work in this area.

34. I have an undergraduate degree in Accounting with extensive experience and an inactive CPA certificate. I have not been able to secure an exempt position in the Accounting and Financial Services area. I would also be interested in a finance related position in another office such as Sponsored Programs or Student Financial Aid.

35. Sharing of information in a written form would be beneficial so that everyone is on the same page.

36. The people in my department and I work extremely well together but sometimes I feel like various departments on campus do have respect or consideration for other departments on campus and go on a power trip and jerk around people in other departments to make themselves feel superior instead of trying to work together in the best interest of the University.

37. Favoritism has made its mark in my department. As a result, projects are taken from capable people and given to friends and favorites, regardless of capability or training. It isn't effective; it doesn't make sense; but there is no place for questioning or voicing disagreement.

38. my director seems to be losing focus, getting ready to retire possibly....

39. Suggestions are not welcomed as helpful. One is labeled as "complaining" and "argumentative". Rules are changed almost on a daily basis and there is information given to some and not to all. Favoritism is rampant and those that are favored are treated better. There is workplace bullying.
40. I am fortunate as I have a director who listens well, is perceptive, has good ideas and provides good feedback. I cannot say the same for all of my peers, but no work place is perfect.

41. In my opinion we need to stop a lot of outside bidding when we can do most of work inside house.

42. MSU does not do very well from department to department. Whatever happened to making sure paperwork was complete and not being so lazy that you cannot or won't get up and walk right next door to get a correction or answer.

43. We desperately need customer service training on campus.

44. I think the Administrative Assistants need training. No one tells anybody when form or procedures change. The whole campus need to be aware of changes. Then the Assistants are not redoing their work and also by redoing the work it takes longer for it to get process. Communication needs to be better from higher Administration down to the lower levels.

45. I have found that Facilities Mgmt tends to work against my department rather than with us on projects. There are certain shops, electrical for example, that do better than others but communication in all areas is lacking. Since we depend on them for most of our repair and maintenance trust and confidence in their work is important. When they consistently do repairs on the same piece of equipment and do not communicate and do not want to communicate with you about it the trust and confidence are lost.

46. Some have self interest in mind. Too much concern on achieving tenure at the expense of others.

47. We have excellent communications within our work group, but communications from and with other departments are sometimes difficult. We try to foster good working relations with everyone but it doesn't always work because other departments don't understand what we do and how we all connect.

48. No supervision or support from immediate supervisor.

49. There isn't any leadership from our director(s).

50. There is no teamwork in my over all Department. If you have a idea that is different from the Director it is best to keep your mouth shut or else.

51. Departments work in silo mode without regard for the greater good of the students or university as a whole.

52. Sadly, I feel that most departments only care about themselves and not about working together with the entire university in order to create a better stronger university. Interdepartmental communications is practically nonexistent. I usually hear about what other departments are doing by rumor or in the Roundabout emails that we get.

53. The budget and multitasking is causing problems. Individuals can only do so much. I think we have more expectations at time of what people can really accomplish.

54. Communication within my direct work group is clear. Communication across campus is seriously lacking. The use of mass emails would be more timely especially for important announcements such as a delay in Open Enrollment, new policies, etc.
55. There is a huge need at Murray State for staff to undergo some type of mandatory Customer Service Training. I am blown away at how I am treated when I call other offices on campus and I'm "on the same team"! If they are treating ME that way, I would hate to know how non-employees/students of the university are treated!

56. Our communication problem is not among the units but at the top level administrative level
## 13: 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 Upper Administration is intended to include the Board of Regents, President, and Vice Presidents.

<table>
<thead>
<tr>
<th>Statement</th>
<th>1 Strongly Agree</th>
<th>2 Tend to Agree</th>
<th>3 Tend to Disagree</th>
<th>4 Strongly Disagree</th>
<th>Rating Average</th>
<th>Rating Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upper Administration has the knowledge, skills, and experience necessary for institutional success.</td>
<td>23.5% (114)</td>
<td>58.1% (282)</td>
<td>14.4% (70)</td>
<td>3.9% (19)</td>
<td>1.99</td>
<td>485</td>
</tr>
<tr>
<td>Upper Administration listens to and is aware of the major concerns of employees</td>
<td>14.0% (68)</td>
<td>48.8% (236)</td>
<td>26.9% (130)</td>
<td>10.3% (50)</td>
<td>2.33</td>
<td>484</td>
</tr>
<tr>
<td>Upper Administration is doing a good job of planning for the future</td>
<td>13.1% (63)</td>
<td>57.1% (274)</td>
<td>22.5% (108)</td>
<td>7.3% (35)</td>
<td>2.24</td>
<td>480</td>
</tr>
<tr>
<td>Upper Administration can be trusted to be straightforward and honest</td>
<td>12.7% (61)</td>
<td>50.0% (240)</td>
<td>25.8% (124)</td>
<td>11.5% (55)</td>
<td>2.36</td>
<td>480</td>
</tr>
<tr>
<td>Upper Administration does a good job of communicating major developments</td>
<td>16.3% (79)</td>
<td>53.9% (261)</td>
<td>22.1% (107)</td>
<td>7.6% (37)</td>
<td>2.21</td>
<td>484</td>
</tr>
</tbody>
</table>

answered question 491

skipped question 33
14. Comments Regarding the Upper Administration (60):

01. My concerns are with the Board of Regents. I feel Dr. Miller is doing a very good job in his current role.

02. N/A

03. Strong leadership but needs flexibility regarding the need for additional qualified personnel in some areas in order to allow MSU to meet goals and expectations.

04. I have no way of knowing any of this.

05. I believe upper administration is not committed to serious forward movement for Murray State. We need to be in the 21st century, and in many ways it seems that we aren't. Support for diversity and outreach is not anywhere near as strong as it needs to be. This is Murray State University, not Murray's State University.

06. It's always limbo when you don't have an active president. I believe all of the changes that are talked about being made when we don't have a President is scary.

07. My answers are based solely on the last 6 months.

08. Difficult to answer honestly because some do a great job and others do not.

09. Policies and procedures should be enforced by ALL MSU employees. Upper administration should support their staff in enforcing policies and not finding ways for students, parents, grandparents, to get around them.

10. The upper administration was made aware of the situation in our department. They turned a blind eye to the problem hoping it would go away. Now it has resulted in a federal lawsuit against the university. And probably more to come.

11. They either have no idea or do not care that instead of hiring the necessary people, current employees are expected to do the job of at least 2 or 3 people without adequate compensation.

12. Dr. Dunn should have never been let go.

13. I trust most of the administrators I know.

14. Running off Dr. Dunn has greatly hurt the University. The next president may be a wonderful administrator (and I hope he/she is!), but at the moment the outlook is bleak. Dr. Miller will do a fine interim job, but little progress will really be made. The BOR is focusing on the wrong initiatives for growth (i.e., physical campuses instead of online).

15. While I have answered "Tend to Agree" I would like to clarify that is largely because of the President and Vice Presidents, who are doing fantastic work. I am very frustrated by the BOR's, however, for their handling of Randy Dunn's contract. Randy was doing a fantastic job here, and was very well liked across campus. It is completely unclear to me why the board did not support the renewal of his contract.

16. They really need to have small group meetings instituted in all departments with employees doing the work and listen to their input on improving how things could be better if this or that would be done or
not done. Who is it that is really close to what is going on in their department really knows what it would take for minor to major improvements?

17. I am concerned that MSU is not well poised to face the upcoming change in Higher Education funding and course delivery.

18. Being the low man on the totem pole it is difficult to see that the upper administration recognizes the issues of the lowest position employees

19. With the provost change in our unit the upper administration is even more aware of the needs and services our department has. The new provost and interim president work well with my supervisor.

20. Many times hard decisions are not made with all the facts and it tends to be more of a personality thing. For instance, when it comes to what programs should be cut, we did not look at under performing programs and majors. Instead, we ignored that type of information and found a new committee to look at cuts (when the Registrar could easily send UNBIASED information balanced against personnel lines).

21. Board of Regents is too political

22. Hiring Tim Miller as interim president and Jay Morgan as provost was wise moves. It's hard to form an opinion on the Board of Regents since they are most invisible on campus. My high marks are for the interim president, provost and vice presidents. I would have to give the board a question mark.

23. wish that you had broken this down splitting the BOR members from the President/VPS.

my answers were a little negative because I had to consider both groups

24. Director does not communicate well with administrative staff or acknowledge employee concerns fairly

25. by "upper administration" I'm meaning Interim President, Tim Miller---NOT the BOR! I think Dr. Miller is doing an excellent job and would love it if he would accept the permanent job.

26. There is a Large Gap between Upper Administration and the actual workers, think about it they are called Upper Administration, to infer that everyone else is somehow LOWER.

27. I feel Dr. Miller has done a good job in all of the areas mentioned above as well as my VP in all of the areas mentioned above. I do not hold the same feelings toward the Board of Regents. I do feel the Staff & Faculty Regents have the best interest of the staff in mind but I do not feel the other Board Members have a clue about the staff and/or working conditions of the institution.

28. I wish there was a spot for N/A because I am not fully aware of thins outside my office since I am still settling into the system here.

29. The upper administration has been shown pages from the Employee Handbook concerning policies at MSU and after reading them has said "That may be how the rest of campus works, but at facilities we do it 'this' way.

They twist the rules to suit theirselves and ignore State rules and regulations to eliminate Overtime, Comptime, and On-call pay.
30. I agree that upper administration has the skills and knowledge to lead the campus into the future. However, I don't believe they communicate major developments well with the campus. I also don't think upper administration is aware of or is even concerned about the welfare of the most minor employees.

31. I couldn't answer any of these questions because I think that we have experienced university administrators, but the Regents have a strangle hold on them.

32. They are good folks doing the best they can under difficult circumstances.

33. Continued lack of communication when Administration makes changes to policies or procedures. This creates duplication of tasks because departments are not aware of the change. This wastes time and as we all know time is money. Also very frustrating for departments trying to do their job efficiently. Recommend posting changes on MyGate and have a paragraph on the Admin Tools tab that highlights changes and is updated by each office when necessary. Roundabout is not always read or does not post change on time eg. mileage rate. Need more campus wide training too.

34. Every time

35. Upper Administration of Facility Mgmt. cannot be viewed as straightforward and are not concerned with it's employee's views or questions

36. I think when major changes are going to be done in any area the people that work in that area should be apprised and be allowed to put their input in

37. Upper administration has no idea what each department is in charge of. Most of the time they have no idea who works for MSU.

38. I have realized that there are no qualifications for becoming a BOR member, other than having political connections, agendas, and finances. How frustrating for the rest of us that they should be the ones making the decisions. And a Student Regent? Who lies and isn't even questioned about it? And is allowed to be re-elected? What a farce.

39. Sometimes I think the University only sees the quantity of students we obtain and making a profit instead of trying to provide a quality education.

40. getting rid of Dr. Dunn the way they did, makes me wonder again about the upper administration and what they are thinking....Dr. Dunn was pretty transparent about his goals, etc.....not seeing that now

41. Murray State is a good place to work as long as one does not look at the top administrators. Working with peers is good, working with faculty can be nice, even chairs or deans. However, even from chairs or managers on up, admins do not appear to be forward-looking. Complacency settles in, and the status quo is maintained. We are not progressing with ERP (MyGate/Banner) very well and are literally years behind our sister universities. Our web site is horrible. Updates to our web site are better than I once thought, but only because individuals have taken it upon themselves to fix and update. The COE web site for the new Ph.D program needs an incredible amount of work compared to comparable web sites at WKU, EKU, and MoSU. MSU lacks a comprehensive approach to enterprise technology, especially with regards to our web presence, and departmental web sites. No one really seems to care about the pages that lay beyond the landing page, the pages which actually mean something.
42. The Presidential search should be an open process. Not sure that hiring an outside firm and incurring a high expense was in the best interest of the University.

43. Whether you agree or disagree with the release of Dr. Dunn, the Board of Regents mishandled the situation and it was an embarrassment. I don't feel that they were always honest and straightforward. However, I have confidence in Dr. Miller and some of the VPs to do a good job despite the BOR.

44. There are too many at the top. Thinning the top would definitely help our budget. Many are paid way too much for what they do and/or their title.

45. Upper administration spends too much money on unneeded items. Dishonesty rules the day. No experience for the job.

46. The President and Vice Presidents are, so far, excellent here. The BOR not so much. As for planning for the future, doubling parking fines and things like that won't solve the problem. ADDING programs that increase enrollment do, but there is little of that. True night classes so working adults can attend and actually earn a full degree AT NIGHT would as well. There has been a great deal of emphasis on cutting cost, but no reports on suggestions that will cut costs while adding value and streamlining operations without sacrificing the number and quality of classes. I've been watching for one of my own suggestions and never heard even a whisper that it has been looked at - and it's a PROVEN cost savings method that boosts productivity and increases morale, one the students would absolutely go for.

47. none

48. Refer to my last comments.

49. At this time, I feel that there is a great deal of mistrust from the lowest employee to the highest. People are all afraid to say anything out of fear of losing our jobs. It seems to be "just go along, keep you head down, do what you are told to do, and do not get yourself noticed". Uncertainty seems to be everywhere.

50. There seems to be a lot of uncertainty and confusion in the upper ranks that is filtering down and having a negative impact on employees at all levels.

51. Dr Miller is doing a wonderful job as interim president. His passion for students is very evident and I've really enjoyed working with him and Mrs Miller

52. Upper Administration always has money to do what Upper Administration wants.

53. I would give Dr. Miller, Dr Morgan and our VPs high ratings, but since the regents are included in this category my responses are skewed. After the BOR poor, unethical, self serving behavior in the handling of Dr. Dunn's contract they created an environment of distrust and concern for the future. Most employees wonder why we even need a President since the BOR plan to run the university their own way. It really gives this wonderful university a bad reputation.

54. Returning to a parochial approach at MSU is not beneficial.

55. Sometimes folks higher up in the administration do not listen to the subject matter experts for certain issues.
56. My interpretation of Upper Administration is the Director of my department. I cannot speak for positions higher than that.

57. The Vice Presidents I've been around have always been very active in the University. I love that. Dr. Miller seems to be doing a great job as Interim President and I like that he's straightforward. I don't really feel like I have any connection with the Board of Regents other than the faculty/staff reps. I don't know that they know what's going on at the University on a smaller scale and I don't understand the reasoning behind some decisions. They seem to know what they don't want, but do they know what they want?

58. Answers above are in relation to the BOR, President, Provost, VP Finance, and VP Student Affairs. NOT VP of Institutional Advancement. Major concerns are here and are warranted in that VP of IA area.

59. This category should be divided so that BOR and the President/VPs receive separate reviews.

60. Board of Regents. VPs are ok.
## 15: 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

<table>
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<tr>
<th>Statement</th>
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<th>2 Tend to Agree</th>
<th>3 Tend to Disagree</th>
<th>4 Strongly Disagree</th>
<th>Rating Average</th>
<th>Rating Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSU places significant emphasis on having diverse faculty, administration, and staff.</td>
<td>30.3% (148)</td>
<td>59.9% (293)</td>
<td>7.2% (35)</td>
<td>2.7% (13)</td>
<td>1.82</td>
<td>489</td>
</tr>
<tr>
<td>MSU has enough staff to provide quality service and education.</td>
<td>14.5% (71)</td>
<td>50.5% (247)</td>
<td>28.8% (141)</td>
<td>6.1% (30)</td>
<td>2.27</td>
<td>489</td>
</tr>
<tr>
<td>There is adequate staffing in my work group.</td>
<td>17.1% (84)</td>
<td>45.5% (224)</td>
<td>25.8% (127)</td>
<td>11.6% (57)</td>
<td>2.32</td>
<td>492</td>
</tr>
<tr>
<td>The amount of work I am expected to do is reasonable.</td>
<td>23.6% (116)</td>
<td>52.4% (258)</td>
<td>19.5% (96)</td>
<td>4.5% (22)</td>
<td>2.05</td>
<td>492</td>
</tr>
<tr>
<td>The equipment and resources in my work area are adequate to do my job well.</td>
<td>27.3% (135)</td>
<td>58.3% (288)</td>
<td>11.1% (55)</td>
<td>3.2% (16)</td>
<td>1.90</td>
<td>494</td>
</tr>
<tr>
<td>Physical conditions and safety in my work environment are well provided.</td>
<td>38.1% (189)</td>
<td>52.2% (259)</td>
<td>6.3% (31)</td>
<td>3.4% (17)</td>
<td>1.75</td>
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<tr>
<td>I feel our policy, benefit and employment-related information is adequately communicated.</td>
<td>22.4% (110)</td>
<td>56.7% (278)</td>
<td>16.3% (80)</td>
<td>4.5% (22)</td>
<td>2.03</td>
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</table>

Answered question 496
Skipped question 28
### 16: Do you feel customer service training is needed on campus?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
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<tbody>
<tr>
<td>Yes</td>
<td>70.9%</td>
<td>344</td>
</tr>
<tr>
<td>No</td>
<td>29.1%</td>
<td>141</td>
</tr>
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</table>

485 answered question, 39 skipped question.

### 17: Do you think customer service training should be mandatory?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
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<tr>
<td>Yes</td>
<td>60.8%</td>
<td>295</td>
</tr>
<tr>
<td>No</td>
<td>39.2%</td>
<td>190</td>
</tr>
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</table>

485 answered question, 39 skipped question.

### 18: Do you think customer service training should be mandatory?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Likely</td>
<td>30.0%</td>
<td>147</td>
</tr>
<tr>
<td>Likely</td>
<td>40.8%</td>
<td>200</td>
</tr>
<tr>
<td>Unlikely</td>
<td>23.9%</td>
<td>117</td>
</tr>
<tr>
<td>Very Unlikely</td>
<td>5.3%</td>
<td>26</td>
</tr>
</tbody>
</table>

490 answered question, 34 skipped question.
19. Staffing/Work Environment Comments (81):

1. N/A

2. I've had adequate customer service training therefore I would not attend unless mandatory.

3. The lack of adequately trained support staff in my particular area makes success in my position nearly impossible.

4. While I strongly agree that "MSU places significant emphasis on having diverse faculty, administration, and staff" diversity for the sake of diversity is wrong and this policy should be abolished. The best person for the job should be hired with no concern about their sexual orientation, race, place of birth, etc. I think promoting diversity fosters resentment from those not directly benefiting and develops a false notion progressive action when the reality is that its just reverse discrimination with a nicer name.

5. none

6. I think customer service training would be good, not only for staff, but for student workers as well.

7. Regarding the customer service training... Some people need it much more than others.

8. I think customer service training would be especially helpful in those staff areas where they do not believe they are "recruiting or marketing". Everyone on campus should feel responsible for those two things.

9. With the many people in my department being terminated or guilting due to problems with the upper management is leaving the shifts under maned which makes for an unsafe work environment. For the officer and the campus community.

10. Staffing has been inadequate here since I began employment here.

11. I have seen several employees working long hours in the Administrative departments. I know we are in budget cutting times, but I think additional resources are needed in some areas and would increase productivity and could potentially save the university money and retain the good employees they already have.

12. Staff/faculty that deal directly with students need this training.

13. I have been here a long time. I would have attended training earlier on but seems moot at this point

14. Faculty Hall needs a lot of work; heat/air often do not work. Often we have no water pressure on 7th floor.

15. The perennial problem of heating and cooling on campus really needs to be addressed. Yes, a lot of building are older, and would be difficult to renovate. However, I think that the cost savings of an adequate and adjustable heating and cooling solution on campus would be significant.

16. We have HVAC problems across campus, and in particular in certain buildings. The large swings in humidity are damaging to expensive instruments and equipment. The long transition between heating and cooling switch overs are a major hindrance to the otherwise fine work we are doing here. The
weather in Western KY is unpredictable, and our HVAC system lacks any flexibility to effectively deal with it.

17. There is enough staffing in my work group only if they would use resources available such as chemicals and spray equipment to ease the need for doing things too often and on the plus side would look a lot better while saving money.

18. I worked in customer service for almost 5 years before working at MSU and have previously attended customer service training.

19. My work environment is too cold in the summer and way too hot in the winter. This makes it hard to concentrate on the work I am trying to do. There are also broken treads on the stairs in Alexander Hall.

20. I think some employees would benefit from customer service training.

21. Adequate staffing in my unit would help with night and weekend events. I would not have to rely on student workers. Also, a full-time custodian would be helpful with night and weekend events.

22. I would likely attend training provided during work hours. However, I would not volunteer my time outside of work.

23. Our building has to have mold issues as everyone is always dealing with respiratory ailments. Tearing up old carpet should be done with some environmental preventive measures taken. Also, windows in desperate need of repair - missing storm windows - caulking and sealing inadequate for weather conditions. AC/heating regulation inadequate also.

I believe that customer service prior experience should be a requirement included in all staff position advertisements. Of course, experience on the job helps but should be expected of all new hires. Training should be part of a new hire orientation as needed on an individual basis.

24. HVAC system doesn't work adequately, no temperature control. When the heat is on you roast, when the air is on you freeze.

25. Some areas appear to be very understaffed (financial aid) and other areas appear to not have enough to do.

26. Everyone seemed a little more courteous after campus-wide "Charm School" as was nicknamed the last foray into customer service training.

27. With better time management and organization skills more could get done. I don't think MSU's problem is a shortage of workers. MSU's problem is that the current workers don't work as efficiently/effectively as they could. Streamlining forms and processes could improve efficiency.

28. My director has already told us that we will be doing some educational sessions and customer service training is going to be a part of it. I believe our office already does a fantastic job of helping people with their questions and getting them answers but there is always room for improvement and everyone can benefit from training. But it must be offered at a time when I'm not already swamped in my job and feel I'm just getting further behind because I'm required to do training. IE: I haven't done the on-line Harassment training yet - not because I don't intend to do it, but simply because I don't feel I can take
the time away from my work to do it and I do not think I should have to do it "off the clock on my own time."

29. MSU has put such an emphasis on having a diverse staff that reverse discrimination has become the new norm. Focus on the right person for the job.

30. I think customer service is very good in some areas and poor in others.

31. In relation to the question "The amount of work I am expected to do is reasonable." - I am an hourly staff member who does the work of a salary staff member. My supervisor makes twice what I do and yet even she has proclaimed "There is very little about my job you do not know how to do". I am expected to pull not only my weight but hers when she is out and yet I make half of what she does.

32. Since most of us are serving someone in our positions, customer service training would be beneficial. I don't think it would be attended unless mandatory, because we don't necessarily think of ourselves as serving customers in many positions.

33. My direct supervisor is biased in her relationship with me. It affects my relationship with her negatively but I try to not show my feelings. I am at the same entry level paygrade as I was when I was hired in 1998 but there is another opening that is a promotion and it is going to a new employee who has less than one year at MSU, whose father is a big donor to MSU. I have been passed over for promotion several times even though my work is more accurate. My boss has treated me unfairly for years and there is nothing I can do about it.

34. There are many people here at the BVC who do not have the customers best interests in mind!

35. Our department is desperately understaffed, but when we requested an additional part-time administrative assistant we were told that we could not hire anyone permanently, only hire a temporary, who can't access Banner to many of the tasks we need her to do. We have the funds to pay for her, so it makes no sense to require others to take time away from our (much higher-paying) jobs to do the work of an administrative assistant.

36. Our office needs at least one more professional student and one more support staff to handle the growth of the office. What is needed for our students grows each year, but the number of people handling the needs does not grow.

37. I love the idea of customer service training, but not for staff---it should be for faculty and most especially upper administrators like department chairs, deans, and on up.

38. Better climate control in the buildings on-campus would be appreciated.

39. Staff Handbook is clearly written but told to be something else according to opinion.

40. I feel customer service training is needed but those who currently do not provide good customer service are likely to continue providing poor service even if there was mandatory training.

41. I think training is always useful for showing the importance of a subject matter on campus. If there have been complaints about customer service I think it is important to make sure we are providing consistent service across campus and to the standard that the higher administration would like.
42. The Wi-Fi based tools needed to be efficient around campus are underpowered. A worker must retrieve their computer from the vehicle and enter the buildings to look for signal to log into Aimes.

The vehicle fleet is outdated in general and needs a faster turnover of vehicles in order to maintain a respectable looking fleet. There is a large number of vehicles in service now I'm sure that neither the President or Vice-president would dare to drive once around campus because of the shameful condition.

43. I love working in my department, but I see too much work being expected of some people across the campus because of staffing cuts. It's always do more, do more, do more, but no resources are added. Overtime is okay, but not all the time. My department has great customer service, but I see others that are really bad.

44. Of course it would be great to always have the latest, greatest technology but it's not always economically feasible.

45. MSU has fabulous customer service, in my opinion. Leaving campus and patronizing private business is where I see the contrast in customer service that needs improvement vs. the great quality of treatment here at MSU.

46. In my department, I hear all the time from both professors and students that there are too many students in each class. When comparing our department to other universities, we have almost double the number of students per class. However, as far as staffing goes, if I did not have student workers, I would never get anything done. It would be great if we were allowed more than four federal student workers to be able to have the help we need and be able to stay within the budget given us for the student work staff.

47. Not sure what you mean by customer service training but whether it is dealing with students/parents or administration systems I feel it is needed.

48. Question: There is adequate staffing in my work group? There are enough positions/FTE's to do the job if everyone would do their part. Someone sitting in their office waiting for retirement day doesn't get the job done. Someone transferred in to the group because they cannot get along with people in another group doesn't get the job done. If the positions that we have were filled with competent, hard working people then the work group would function much more efficiently and effectively.

49. I feel this training is needed for new employees but employees who have worked at MSU for a while should figure it out

50. Junk to work with/which you can't get fixed

51. All MSU Faculty and Staff should remember that we are employed to provide services to the students of the University. Each department should always strive to provide friendly, informative, and courtesy service to everyone. Without students, we would not have jobs. Even when our jobs require us to deliver unpleasant news and/or deal with an upset disgruntled customer, we should remember their anger is not directed at us personally rather it is directed at the circumstances being dealt with. Everyone on campus should be reminded to treat their colleagues, employees, and students with dignity and respect at all times.

52. I already have a certificate from where I attended Customer Service Training in 2003. There are some on campus who should go, but if it's voluntary, those will be the ones who probably will not go. As for the
physical conditions in my work environment, we have no heat and it may be December or January before there is heat in our building. (Currently being worked on, but work should have begun earlier.) The building itself is in disrepair, full of bugs, and it is not adequate for our students or for our staff. If you want to use it as a storage building, then make it a storage building and move the people out of it to a better working/class environment. I'm speaking of Woods Hall. I wanted to respond to the article about Woods Hall earlier this Fall but refrained because I don't want to jeopardize my job. It is an embarassment to bring representatives from our partner universities to this building to see where their students are attending classes.

53. I think customer service training is needed for all employees even upper management. Some people that work on campus are not helpful and just rude to students! The building I am in is terrible and right now some offices in my building do not have heat. This is not acceptable and if they would check our building for asbestos they would find it!!

54. I see money spent on wants and gadgets, but not spent on even less expense products that could make practical improvements.

55. Several rooms in our department does not have heat. They are working on putting heat in some of the offices, but not all. And it was known that we would be without heat in more than enough time to put heating units in during the summer so that we would not have to freeze until they put them in. Also, it is not uncommon for us to find mold in the building. I'm pretty sure there is also asbestos.

56. Our office in Wells seems to cause everyone to cough, I worry about mold and the office is always extremely cold.

57. I went through the customer service training a few years ago when it was 'mandatory'. Hourly staff members took the training but professional staff and faculty seemed to get away with not taking it.

58. HR has been lousy at communicating the insurance options for next year...

59. I have attended customer service training- re-training is not necessary; upper administration - including HR - does not communicate they care about the staff on this campus-esp. those who have been here for a long time - my salary has maxed out and the answer for this from the new payment scale is that I should leave; my file has been lost by HR and I was told "it didn't matter."

60. While I feel that I am well versed in customer service, I would still be will to attend training even if there is just one new thing to be learned and review is always helpful.

61. I don't think the amount of staff is a problem. I think the problem is most staff are under trained and lazy. Employees have no incentive to do a good job. Their is no repercussions for poor performance, and no rewards for doing a stellar job.

62. My work environment right now is physically detrimental. The building has mold in it and this is spued out of the AC all summer. There is no heat nor sufficient electrical power in my office and several others and no plan was in place before tearing down Ordway which housed the boiler.

63. The Board of Regents needs to make a request of departments for necessary technology fees. Specialized labs on campus need fees to remain relevant, to simply maintain the technology to teach.
This will eliminate chairs and deans from stopping paperwork before reaching the BoR. We can't teach 21st century tech with 20th century attitudes and budgets.

64. I feel some departments do not ask enough questions when they receive a phone call. Our office receives forwarded calls often that do not belong to our office. If the person that had originally answered the phone had asked questions, they could have transferred the call to the appropriate office instead of the caller being transferred multiple times.

65. Customer service training should be mandatory. Customer service is severely lacking on campus.

66. I tend to disagree about what is expected of me because I feel that I am not always sure what is expected of me. We are currently working on this issue.

67. I trained hundreds of customer service employees before coming to MSU and know first hand the value of well-trained CS employees. At MSU, that would be ALL employees. Professors and instructors, of course, are often the front line in customer service. I know they don't think that, but it's true. Each student is a customer. If we are not professors and instructors we have only one thing to offer and that is customer service, regardless of who our constituency is. Employees who deal exclusively with other employees tend to be the worst. Try calling HR - they are often snippy even downright rude - like the call is an imposition, that is when you get an answer. They do not seem to help each other out much or cover for each other when one is out. This is only one example.

68. I checked unlikely above b/c I feel my customer service skills are already strong (others may feel the same). But mandatory is good idea, and I would attend mandatory with a positive attitude b/c it's so needed across front-like personnel across campus. Some areas are known for their lack of it.

69. Policies and procedures are at times unclear and vary drastically from the upper administrative offices. It would help tremendously in time, effort, and efficiency if HR, Accounting, and the Provost's office were on the same page with ALL of their policies and procedures. You can ask the same question to all three of these office and get three completely different answers. The lack of communication between these offices is astonishing. When these offices make changes to policies and procedures, they not only do not communicate the changes with each other, but they do not communicate the changes with the departments across campus either.

70. Several years ago mandatory customer training was held BUT not everyone attended.

71. There is an air of discontent among staff who do work in less than ideal conditions.

72. Sparks Hall seems to be the worse to customer service

73. The temperature in the buildings is either extremely hot or cold. This keeps employees from having a good working environment. Maintenance tries to fix the problem, but it is not ever resolved or at least it has not been in my ten plus years at MSU. It seems like we could save money by regulating the temperature of our buildings.

74. The current students are being poorly served because of the inadequate number of staff and faculty at the present time. The students are not being served when they cannot register for required classes when there aren't enough sections being taught and the schedules among the various colleges conflict to make realistic scheduling impossible for many students. I have heard many students comment about having to
choose between two required courses from different colleges that cannot be reconciled because of overlapping schedules or not enough sections being offered.

75. the only complaint I here is that when people are busy on campus.....RUSH for example some areas appear rude and not very willing to help...and I have to say that in some cases I agree....even tho we are busy we should always stop take a breath and be prepared to try to make the paperwork easier for the parent/students....we are extremely busy BUT fact is without the students we have no reason to be here

76. my mind set on Customer service is so easy ....TREAT PEOPLE HOW YOU WANT TO BE TREATED!

    my motto where the students are concerned " they sign my paycheck" if we didn't have the student here, there would be no need for my job or even yours for that matter!

77. Unfortunately, the employees who NEED the training would be unlikely to attend.

78. Look I get it I know this is important. There are some who may well need the training. The whole Best Campus designations would not be happening if most MSU employees did not already understand the importance of customer service! Again unrealistic expectations about what one can accomplish.

79. I think customer service is so important. If all employees could learn to treat each other with respect and remember that students are in fact customers this University would benefit greatly.

80. With more requirements, regulations and contracts due to the Health Care Reform, employees in the Human Resources Department are having to stay until 7:30 + at night. There needs to be more employees staffed within this Department.

81. In Woods Hall, we no longer have heating and air since the removal of Ordway. My office has an individual heating and cooling unit but many do not. Facilities has told us they are out of money for the year and will not be able to fix this for Winter. Space heaters are being used but often trip the breaker. I don't feel these are safe or healthy work conditions.

I feel it is taking too long for information regarding our insurance policy to be made available this year. We have not received any information about open enrollment.
### 20: BENEFITS/PAY/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

<table>
<thead>
<tr>
<th>Statement</th>
<th>1 Strongly Agree</th>
<th>2 Tend to Agree</th>
<th>3 Tend to Disagree</th>
<th>4 Strongly Disagree</th>
<th>Rating Average</th>
<th>Rating Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am paid fairly for my work.</td>
<td>11.9% (58)</td>
<td>43.4% (212)</td>
<td>30.9% (151)</td>
<td>13.7% (67)</td>
<td>2.47</td>
<td>488</td>
</tr>
<tr>
<td>Raises are given adequately and fairly for job performance.</td>
<td>4.6% (22)</td>
<td>31.9% (152)</td>
<td>41.3% (197)</td>
<td>22.2% (106)</td>
<td>2.81</td>
<td>477</td>
</tr>
<tr>
<td>Our review process truthfully measures job performance, and results are used appropriately.</td>
<td>7.0% (33)</td>
<td>42.0% (197)</td>
<td>34.8% (163)</td>
<td>16.2% (76)</td>
<td>2.60</td>
<td>469</td>
</tr>
<tr>
<td>Promotions are handled fairly.</td>
<td>9.1% (42)</td>
<td>47.9% (221)</td>
<td>28.9% (133)</td>
<td>14.1% (65)</td>
<td>2.48</td>
<td>461</td>
</tr>
<tr>
<td>MSU does its best to provide job security for employees.</td>
<td>22.5% (108)</td>
<td>64.6% (310)</td>
<td>9.4% (45)</td>
<td>3.5% (17)</td>
<td>1.94</td>
<td>480</td>
</tr>
<tr>
<td>Overall, I am satisfied with our benefit program.</td>
<td>27.5% (134)</td>
<td>66.0% (322)</td>
<td>4.7% (23)</td>
<td>1.8% (9)</td>
<td>1.81</td>
<td>488</td>
</tr>
<tr>
<td>My work gives me a feeling of accomplishment.</td>
<td>39.1% (190)</td>
<td>51.2% (249)</td>
<td>7.0% (34)</td>
<td>2.7% (13)</td>
<td>1.73</td>
<td>486</td>
</tr>
<tr>
<td>I am satisfied with the process of awarding staff excellence.</td>
<td>18.8% (87)</td>
<td>52.9% (245)</td>
<td>18.8% (87)</td>
<td>9.5% (44)</td>
<td>2.19</td>
<td>463</td>
</tr>
</tbody>
</table>

answered question 494
skipped question 30

01. Needs to be a better understanding of the criteria used for determining job audit upgrades. It seems very difficult to get staff positions upgraded.

02. Blanket Raises are a terrible idea. Some people at this university need to learn they aren't doing as good a job as others and I don't care how butt hurt it makes anyone.

03. N/A

04. I know of a position awarded to the #2 person in the department after the #1 resigned without posting. This is a managerial role.

05. The staff at this university are so severely underpaid. I believe there are several upper administration positions that need to be eliminated if necessary to pay those at this university who really do the work can get pay raises.

06. I have only had one evaluation, and no pay raise. Even the comment of a raise to upper management gets a raised brow and a horse laugh..

07. I am not paid what I am worth. My position had two people performing the same job for many years because that was what was needed. A few years ago the other staff member was terminated because it the position was deemed redundant. Now I do the work of two people and have not been compensated for it in any way. I like my job and the work I do but I am not fairly compensated and my wage is rapidly falling behind the increasing cost of living.

08. None

09. Murray State is not competitive with other comparable universities. It's the reason we lose excellent candidates.

10. Even though the employees got a raise to catch up with similar jobs we know it is still under the average. We appreciate what we got but it is still not the average.

11. During budget discussions, why have they not discussed matching performance review with raises? It seems only logical with the amount of paperwork completed for so many processes across campus, to require each person, instead of each department to actually meet specific performance measures for a bonus or raise.

12. I feel like any salary increase we get is immediately taken away from another benefit (i.e., retirement increase a few years ago, cell phone stipends reduced, etc.). However with that said, overall I am pleased with our benefits.

13. I feel that I am paid fairly for the job I do


15. I need to be paid more to support my family. I'm about to apply for WIC to ensure I can feed my child healthy foods and still pay our other bills. I don't like living paycheck to paycheck.
A great benefit for employees would be access to a financial advisor/planner- I need help setting up a budget and making ends meet.

16. I do not think administrative staff is paid fairly.

17. Pay could be better, but benefits are great.

18. I make a lot less than a typical teacher in a school with the same qualifications. I find it hard to support myself and my daughter on my salary.

19. I think that a new procedure for raises should be developed that rewards performance, not existence.

20. The cutting of spouse waivers impacted my family's financial situation in major ways. More accommodations for members already using those waivers would have been helpful, instead of an abrupt cessation.

21. wished Murray state would give a recognition to staff who receive their degree even if it is just a $25.00 gift card. That would mean a lot.

22. I feel very fortunate to have had MSU as an employer over the years. Compensation with benefits is very appreciated in my immediate area; have had great supervisors to work with who I feel appreciated my efforts.

23. Pay scale is less than other universities in the area and, if your pay grade changes and you were due a raise, you get almost nothing in the raise because they start you at the closest current pay (before the raise, instead of moving you straight across the scale) so you end up actually get less of a raise than if your pay grade hadn't changed.

24. Performance is not linked to raises in our department. Those who are not self motivated do the least amount of work and get the same percentage raise.

25. Staff Congress awards always seem to be given to friends and family members of staff congress members.

26. After the recent university-wide salary study was done I feel my salary is at a more acceptable level. I'm not so sure that our grounds, custodial, and maintenance salaries are what they should be however. These people work very hard for very little pay. I do not use MSU insurance, so I cannot comment on satisfaction of this. I am pleased with my sick-leave and vacation/holiday benefits - I feel this is one of the best perks of working here! I'm soon to be caring for aging parents and will wonder how the sick-leave policy will allow for me to have time off for caring for them when necessary? I do participate in the Racer Wellness program and greatly appreciate the Racer Gold payback I get from it and all the wealth of information and health benefits from the Yoga classes I attend and want to see that grow and expand even more!

27. Pay is low
28. Prices keep rising for things like food and fuel. It would be helpful for that to be considered when creating raises. A paycheck is the best benefit there is. I don't need more tuition waivers. I would prefer to have MSU work to keep our health insurance affordable.

29. I have requested in the past for my job description and pay grade to be reexamined due to drastic changes in my job responsibilities and have contacted both HR and my supervisor's supervisor who both gave me verbal confirmation that they would begin the process. Nothing was done.

30. A co-worker should not be able to influence your job performance review. I am on first warning because of things my co-worker has reported to my boss without any verification of truth. Some of what was reported is basically made up and her dislike of me is apparent.

31. My position is fairly compensated compared to similar positions on other campuses. I worry that many of our skilled workers in the trades are under-valued and under-paid.

32. In the 5 years that I have been here, merit raises have never existed.

33. I do not feel the raises given match the costs of living increases.

34. No regular salary raise will probably hurt employee future

35. I know it's not always in the budget, but I would like to see a small raise each year--albeit a tiny one. I've been here 25 years and have worked my way up the pay scale, but still cannot make it on just what I make here. I had to take on a part-time job and several days a week I work from 8:00 in the morning until around 10:00 at night.

36. Across the board raises give little incentive to do a job well. People who barely get to work on time and spend the day on Facebook get the same raise as people who work overtime and work diligently while here. Staff Excellence award tend to go the same people and typically those who serve on staff congress. Seems like it's more a popularity contest than an actual excellence award.

37. Yes a pay study was done but was changed to suit those in charge. Had it been used as recommended the attitudes of employees would be better. Looking at the wage increase, or lack of, has a direct bearing on this, and then coupled with the increases in insurance cost to the employee seems they just step backwards.

38. I am a new employee and I am struggling with how vacation works here at Murray State, but other than that I am satisfied with my position and employment.

39. The benefits shrink every year while their cost go up.

   The pay scale is Very weak when compared to similar wages at similar campuses.

   There is a "Thank You" note occasionally posted in shops.. but that is only a token.

40. Sometimes recognition and promotion are fair and sometimes not, but that probably true at every place of employment.
41. The raise we received this past year was very appreciated. With the cost of living increasing each year the University needs to find a way to keep up with that cost of living by giving raises to their employees yearly.

42. I can always use more money... Who wouldn't?

43. I am grateful for the raise staff employees have received, however, we are still underpaid in comparison to outside companies.

44. Pay is no longer given based on performance and it would be nice to have the merit system back. Though I do understand that due to budget constraints it is not viable at this time.

45. If I were hired now by MSU I would not come in at minimum wage as I did 12 years ago when I was hired. I would make more money because of my previous experience in higher education - even though it was not at MSU

46. We are being told our jobs are on the line because of the budget

47. Depends on who you are/who gets the best pay is in reverse of a normal job

48. We still have areas on campus where job responsibilities and pay are not consistent across the board considering the tasks; job duties; and job responsibilities expected and/or delivered.

49. I love my and appreciate my job, but the work done in our office goes way beyond what others with same job title on campus do. It is frustrating to make less money than others on campus and work harder.

50. There are NO performance-based raises--only cost of living.

51. more focus on family, paid maternity leave would be a way to retain employees at the university

52. The 2015 benefits cost is a big concern for me. I am afraid of the cost increase with the affordable care act.

53. I am not certain that health insurance benefits are comparable to others outside of MSU.

54. Is there an award for staff excellence other than the one given at the Staff Luncheon in the Fall?

55. I believe that if staff goes back to school to educate themselves and graduate they should be rewarded with a raise!

56. annual cost of living raises are a must and it would be nice to see merit raises

57. Our job performance is measured truthfully. The problem is raises are not really given frequently!

58. It would be a tremendous improvement if our breaks aligned with the school systems'.

59. Benefits are great!
seems the staff excellence is a sham.......anyone can solicit for a nomination, and then the
rightups seem to be a joke, at least on some I heard last year.

Benefits - tuition waivers, paid time off, discounts are all appreciated. Pay is sufficient if not
outstanding. Individual recognition maybe needs to be recognized on a more on public basis than
just the staff excellence awards - department/unit employee of the month for example.

The benefits are excellent at Murray State, but they aren't everything. There is no chance from
me as a non-exempt employee to receive a raise. A cost of living raise of 3.5% over two years
when cost of living increased 5% over the same two years isn't a raise. It is a decrease in pay.
Beyond that there are no opportunities for advancement. Only 4 people a year are recognized as
important through the staff excellence program. Is that to say only 4 people worked hard that
year. Those 4 people did it all by themselves? I work in a department of more than 30 people.
More than 4 people are required to work hard, and none of them received a staff excellence
award.

There should be a merit type raise or incentive pay. I have more education (degrees) and more
experience than my co-workers and yet we all make the same hourly wage. No recognition of
contributions that are above and beyond for the good of the entire unit/department. Benefits are
good and are part of the reason I want to work for MSU.

My position offers zero promotion/zero upward mobility. My only choice to "move up" is to quit
my current position and apply for a new position which may or may not have promotion
potential. The other option is to improve my education, and then quit my current position and
apply for a new position - which may or may not have promotion/tenure potential. Murray State
really needs to encourage and promote the training, education, and support of employees. As
budgets continue to be strained, educating and training from within can be a cost-effective means
of improving the overall work environment. I would love to work on a Ph.D, if my area would
help support such an endeavor. I would have no problem contracting to work for x number of
years after degree completion to ensure MSU received a ROI.

The benefits are good but fill that the Wellness Center should be free to employees. Also, the fall
and spring break schedule should fit the surrounding schools. We are the only school within the
surrounding 16 universities that do not match our area school spring and fall breaks. And when
the weather is too bad to drive the university should shut down some of us drive 20-50 miles to
get to work.

cost of living goes up every year, need at least cost of living raises yearly!

My base pay and that of the person working with me is not an adequate base pay considering the
stress from students, parents and alumni that we encounter in our positions.

I am not even at the mid point of my pay grade, have a VERY responsible position which must
routinely deal with professional and managerial staff, but must do so as a very subordinate peon.
It is offensive to those above me that I must address subjects as an equal but am not. If I fail to
do my job in any respect, the impact on the university could, potentially, be catastrophic (not to
worry, I would never do that, it's dishonorable and despicable), but I can't even support my
family of 4 without outside income while what I do protects mega millions and the jobs of
everyone at this university. It's a little disheartening.

69. We all want to be paid more, right? Raises are likely given more for length of stay rather than
performance. How would performance be measured anyway?

70. I have never received any sort of compensation for job performance.

71. I think that a staff member should be able to work overtime and have a choice between comp
time and payment. Also, I think employees who take family medical leave should be able to
collect some kind of compensation.

72. I do not feel that all staff should receive the same pay raise, it should be based more on
performance. In my opinion this would motivate employees to do their best.

73. Review should be done at a minimum twice a year

74. Pay for all employees should be increased.

75. pay scale not good,

76. Pay for skilled positions is not even close to real world pay.

77. I am very happy with benefits pkg that we currently have.

78. What raises?

79. Salaries vary from college to college. Salaries are not the same across campus for faculty, deans,
and staff. A study was done for hourly positions. One has not been done for professional staff,
administration and faculty. Some hourly staff's salaries were raised twice and others were not.
The study that was done based on the staff person's perspective. Many of those who completed
this are no longer with the university and the new person's may or may not have the same duties
and/or skills. This process should have been reviewed before additional salary increases were
awarded. The hiring procedures for current employees discriminates against a current employee
obtaining a position in another department. The policy regarding increments for additional levels
prices current employees out of being selected for positions.

80. It is common knowledge that the pay scale is so skewed that most people work at the university
for the retirement, insurance, and waivers for their children to get help obtaining their degrees.

81. Pay levels for many staff jobs are way below equivalent levels at other educational institutions in
the region.

82. the truth is I am making today the exact same thing I made 20 yrs ago....but I LOVE MY JOB
AND THE PEOPLE HERE AT MSU

83. The university starts employees out at a very low wage and expect a lot of work for it. I
understand that we are expected to work and work hard for our pay but, we are required to do so
much more without any additional pay or help. I feel the University uses federal assistance
programs to offset their low pay practices. That means that those of us with two incomes are barely making it because we make to much money and if you are single then you also make too much money. How about looking seriously at our pay scale and improve it? Not some university funded research firm that will side with who signs their checks.

84. Raises are obviously tied exclusively to budget health. "Going above and beyond" in one's job has nothing at all to do with raises.

85. Work hard and maybe get a small raise every couple of years (1.5%). Do not work hard and maybe get a small raise every couple of years.

86. I am not a fan of across the board promotions. It is discouraging to me that I receive the same percentage raise as the person next to me that is on Facebook half the day while I am working before and after hours to get my job done.

87. We use way too many contractors. Which get paid more than our employees! We have the best right here among us!!!!!!!

88. From nearly 15 years experience, I've never seen raises given based on merit for either faculty, or staff.

     Question 3 is double-barreled. I think the review process is fine. The results don't seem to be used at all, in most cases.

89. MSU pay compared to other universities is very low

90. I believe that my qualifications warrant an increase in pay. There are several people who work in my unit who are being paid more than I am because they have Master's Degrees. I was promised a raise when I completed my degree. I graduated in May and still have not been compensated accordingly due to a review of the Institute of International Studies and a freeze on hiring, raises, and promotions.
22. Performance Evaluation/Promotion Comments (72):

01. There is never any indication whether or not part of our raises include merit for performance evaluations. Not sure if there is any monetary reward for good performance evaluation, or if they just go in employee's file.

02. People need to be fired more often. Job security isn't something the business should be liable for as much as the worker doing a good job should be. Promotions have given people who really don't know what they are supposed to do positions that have cost the university in students and money.

Stop being so soft on people

03. N/A

04. Merit pay would be amazing - merit pay that actually rewards people for extra hours, hard work, and accomplishments they achieve as opposed to giving someone a raise to take on more work. When someone is overworked, taking on more no matter the money is not a good solution for anyone - the employee, the supervisors, the work group, and MSU as a whole.

05. do away with staff excellence awards. should put that money for everyone instead of special people.

06. Subordinates should have an opportunity to evaluate their first line supervisor.

07. Performance evaluations are always subjective depending upon the supervisor. Performance evaluations campus wide are never handled fairly but is simply the "nature of the beast".

08. none

09. I have worked at Murray State for a quite a while, and have always felt a good sense of job security; until the last couple years. The last couple years, I have experienced, and heard from other employees who are experiencing the same, feelings of less and less secure with our employment at Murray State. It has been made abundantly clear from management that our contracts are only for one year and our contracts can be non-renewed for any reason management wishes. This was never an attitude taken in years past, but it seems "scare tactics" is the chosen method of motivation recently. It seems that gone are the days of motivating employees by empowering them, and allowing opportunities for promotions, and professional growth. Instead, we are expected to be motivated with scare tactics of non-renewals, and guilt that we should be thankful to even have a job. This shift in overall climate is one that has even pushed me into looking for work elsewhere--something my fierce loyalty to MSU never allowed me to do years ago. As a suggestion, I would really love to see some sort of tenure-type system for employees, and CLEAR policy on contract renewals or non-renewals.

10. There seems to be an attitude that there's no money for raises, and anyone asking about one must be out of touch. Those who want raises are generally hard working individuals who want realistic pay for their work. Living pay check to pay check is scraping through life. Murray State University could be proud of the amount we compensate workers if we were paying them a fair and competitive rate. When employees are worried about the bottom line, they are less likely to be in the right frame of mind for their own and consequently the organization's development.
11. Its too bad that the people that do more than their job requires or the people that continue to have wonderful evaluations don’t get a personal raise for their performance.

12. I am surprised to see that poor performance reviews do not require specific measurable improvements.

13. I don't feel like the evaluation process has changed at all in years. We use the same form with the same questions....however, todays employee is a different individual than they were 10 years ago. I would like to see an element that is incorporated in the evaluation that is a self evaluation.

14. I have always gotten excellent performance evaluations, but haven't seen any pay increase or promotion as a result. I'm aware of others that have gotten poor evaluations and there doesn't seem to be much difference on whether you get a good or bad performance evaluation. It seems that when raises are handed out, we get the same across the board. I do not understand this or how this promotes working hard and getting rewarded for it. I work hard because I care about what I do, but I don't feel the current way raises are handed out is fair.

15. I believe the category of "MSU does its best to provide job security" is actually a negative issue. Too many times on campus people are protected from losing their jobs when they are not reaching performance goals. This is a major issue that needs to be addressed immediately.

16. The evaluation for my department is far from being fair. It is based on impossible expectations and you can't do enough to get a fair score. We are no where near what other departments give their employees.

17. Not all job functions fit neatly into the listed categories.

18. Merit raises are not the rule these days.

19. Not all department leaders grade the same. Try letting employees having weight in gradeing the job performance of their department coworkers along with the supervisors.

20. Performance evaluations are good measures of job performance but are not used appropriately. Many raises have been given "across the board" to keep up with cost of living with no emphasis on merit. MSU seems to focus more on equally spreading increases to everyone instead of awarding those with high performance marks.

21. I think the performance evaluation process needs to be revamped to more effectively measure and report employee performance. I think the lack of meaning to the current performance evaluation process leads people to not take it seriously.

22. Job security for employees is not safe b/c of an employee who lost her job this year because of budget cuts. I am concerned I will lose my job not my position if the budget is not taken care of.

23. However, I see other employees in other areas not treated as well.

Also, the current staff excellence award system only helps a few. I would rather see all staff performance based on merit be recognized in some way.

24. Raises have never been given for job performance in our department, at least during the last 5-6 years, we only get the raises granted by the Board. I have had very good performance evaluations but have never been given additional pay for said evaluations.

25. I like knowing that my supervisor thinks I do a good job and that it is reflected in my review.
26. I was told by a Dean that "those things don't matter, I don't know why you care about what it says." So if an administrator tells you they do not count - then I guess they really do not count. Many job openings (promotions) are listed for legal reasons - but it appears they are really not openings and merely fulfilling their legal obligations to appear to be open to looking at best candidates.

27. I'm not sure there's much done with the job performance reviews - I don't see where a positive review translates to $ as far as a raise or anything - cost of living raises that everyone gets are all I see ever getting and while appreciated, they are never quite enough - especially for the lowest salaries.

28. Promotion is zilch especially for a person of color

29. It is sometimes hard to read my boss and know what his opinion is of my work performance.

30. Directors/Managers need a much more stringent evaluation process. They should be monitored much more frequently. They abuse the system HARD.

31. Within the last two years or so, there have been five salary positions to come open in our office, yet no one was promoted from hourly to salary within the office - all positions were filled with outside people even though inside workers had the experience and education necessary. To be honest, I hate my job and feel stuck. Since when did an entry level job with supposed advancement opportunities turn into a dead-end job? Apparently when I started. I feel that my department head - the Registrar - will make up any excuse necessary not to promote someone she's not buddy-buddy with. I was told that when I applied for one of those salary jobs that I didn't even merit a job interview because I'm not "people friendly enough". Just to let you know, I've never had a complaint lodged against my personal attitude toward anyone, nothing has ever been said in my performance evaluation, and the person who said this (again the Registrar) is never in the office to see me interact with anyone to say if I am friendly or not. If I am able to perform all the duties of my job and that of my supervisor, why am I not paid like my supervisor is?

32. A new employee should not get to be promoted because of their parent's influence. I do not like being excluded from our dept. meetings and not being told about what is changed in my office.

33. Because merit raises are not currently in effect. the performance evals are less meaningful. Also, the categories on the evals are not really relevant to our department, so the forms are hard to fill out in a useful way.

34. I believe I should be rewarded for working extremely hard not given an across the campus raise. A person receives the same percentage no matter how hard they work. Monies for extra raises based on extra performance would be a positive reward.

35. Not all sections are reviewed thoroughly and completely

36. There is no promotion for staff. The only way staff is promoted is to change jobs. I would love to see a way for that to happen.

37. The evaluation system should be reconsidered to ensure that performance has an impact on raises and promotions.
38. The overall performance eval used would be good, if it meant anything. The recognition of an individual that does above and beyond, should carry more weight, than an employee that does the minimum, and takes off the minute he, or she, earns sick or vacation time.

39. I have not yet received an official evaluation, but I have had conversations with my supervisors already about my job performance.

40. The Performance Evaluations are fair. The Evaluations also mean nothing towards promotion or increased wages. I have seen staff members evaluations in the High 90's for years, and never once have i heard of a promotion or raise based on job performance.

41. Performance evaluations are viewed as a means to fire someone. In my department they are rarely ever used in a positive manner, such as promotions.

42. The evaluation and performance reviews should be changed. They have been the same for 20+ years.

43. Can't complain.

44. I do believe the process truthfully measures job performance, but the results are not used appropriately. If they were, greater raises would be given for better job performance, rather than just giving a step increase as MSU does.

45. I have a problem with someone receiving a staff excellence award who is rude to other departments on campus and gets suspended for such activities. That just doesn't seem like qualities that would justify excellence to me.

46. Means nothing

47. I would like to have an avenue to promote myself through HR, so that I would be considered for positions in my field that come open. Often there is promotion within an office and I do not have a chance to move out of the Dean's office into the exempt position. Even if I have the opportunity to apply, I do not get an interview for the position.

48. They are not legit.

49. I wish favoritism would be eliminated.

50. haven't really seen any evaluations in my area, and promotions aren't happening either, just more work added to the ones we've got

51. While many supervisors provide an accurate/honest job performance evaluation it is then placed in a folder and not thought about until the next year. When a position becomes available, are past evaluations reviewed to find a good replacement? Until, if ever, there is merit pay a good evaluations does not help with a salary increase.

52. The current evaluation system is flawed. The system places equal value on Health and Safety as it does job knowledge. While health and safety may be important in to a Facilities Management employee it is very minimal consideration to someone who works in an office. Also there is no peer feedback. Peer feedback provides another perspective from that of your supervisor. While you may be able to hide things from your supervisor you can't hide from everyone you work with.
53. The standard form used for performance evaluations needs to be updated to reflect more current job related procedures.

54. There is secretive meetings regarding important matters and the information is never shared so we don't know how we are doing in regards to the whole admissions process. There are "suprise" hirings that no opportunity was given to others to apply for. Performance evaluations are not done fairly as things said in meetings that were "brainstorming" type meetings are used against you if you do not agree with the supervisor. Criticism for work problems that are beyond the control of the employee (ie rules changed, people leaving). There are no opportunities for promotion.

55. I will never understand why Kate Reeves was terminated "for budget reasons" but replaced with someone who has no experience and makes almost the same pay. We lost a faithful employee and ambassador for MSU when Kate was fired! Sad!

56. Are not evaluated enough by upper administration. I missed an evaluation because my supervisor forgot to do one for a year.

57. Employees are abusing the family leave without pay. While that employee is out, the rest of his/her department has to pick up the slack with no extra compensation. When it comes time for performance evaluation, shouldn't all the leave time come into play for promotion, demotion or firing?

58. The evaluations are great as far as letting staff know how they are working, but I find that is all they are used for. Someone with a satisfactory evaluation is given every opportunity and raise as someone with an excellent or above satisfactory evaluation. Where is the incentive to be exemplary?

59. Evaluations tend to be a popularity contest and used as retaliation.

60. It depends on what department you're in and who you know whether you get a promotion or not, not whether you are better qualified than the person that actually gets the job. You should always promote from within and hire for the lower positions from without unless there are absolutely no qualified employees. It doesn't work that way here. There are also jobs posted that are specifically engineered for a specific employee, so no one else is even really considered, or posted for a specific person outside the university. There is no point in posting positions that have already been decided on. That kills morale and will eventually lead to the loss of your best employees, especially those that are already trained, have perhaps already been doing a specific job, and then are overlooked because management wants to reward a friend. MSU has a pretty high turnover rate for an organization that is usually considered to be one of the best places in town to work. That's partly because of pay and partly because you can't do outstanding work here and reasonable expect to move up the ladder. Outstanding work often still leads to stagnation when it needn't and shouldn't.

61. I routinely receive the highest marks on the evaluation, but I have never been given any sort of promotion, raise or other benefit in compensation.

62. A performance evaluation should encourage a staff member to do better and at the same time praise them for their accomplishments. Also, the chair should speak to their Administrative assistant if they are dissatisfied with them long before an evaluation is given.
raises are not based on evaluations, evaluations are personal opinions of your supervisor, and that is personal not business

Everyone gets a percentage with no merit pay for us peons and promotions are given to buddies, etc.

It is very difficult to continually see co-workers with terrible evaluations and horrible work ethic get the same raises as those who give all they've got every day to do their best in their positions. The evaluation process seems like a waste of time when it comes to giving or withholding raises based upon it.

The performance evaluation for hourly employees is too broad to address skills needed for positions. It has been used for many years. It is time to update it. When was the last time it was revised??

Some of the results of these processes seem to be extremely subjective and set up to squash any innovation or improvements from staff. The "staff excellence" awards seem to be more of a popularity or political contest.

I am blessed to have a wonderful supervisor.....

There are not enough opportunities to advance within the university. The opportunities that do exist offer such a small increase in pay in relation the added responsibility it often times isn't worth it.

The submission process needs to be more public and better communicated to the entire faculty/staff population so that it reflects a better representation of the entire university.

Pigeon-holing is bad. Once one is "indispensable" in one's job, there is little hope in moving into another, higher position.

I don't understand the significance of performance evaluations. What are these used for? I believe management should be addressing the questions on the evaluations throughout the entire year, not just once a year.
2013 Staff Perspectives Survey – Open Response Comments

23. What do you appreciate most about working for MSU? (212):

01. The people that I work with and knowing that I help them make students lives better.
02. Benefits, paid time off for holidays, retirement plan, etc.
   The smartest thing I ever did was go to work for MSU 31 yrs ago!
03. Meeting new and returning students and people
04. The people that I work with n a daily basis.
05. There's enough lazy workers that I don't have to work hard to look better than them.
06. benefits
07. Community and paid holidays
08. The benefits
09. I most appreciate the benefits and tuition waivers offered by MSU to regular full-time employees. Also, I greatly appreciate that saving jobs is a priority in this time of budget cuts.
10. Insurance and the number of days off for holidays are big perks. Also love the tuition waivers. It gives faculty and staff an opportunity to better themselves at little cost. MSU is held in high esteem in the area and I am proud to tell people I work here
11. I am an alum and I have serious loyalty to MSU - I am proud to be here. I also am given space to innovate and create.
12. Making a difference for our students and our region
13. medical benefits
14. Vouchers
15. Health benefits, university paying for me to attend a conference
16. benefits
17. The family atmosphere, friendship and cooperation in my department. I have supervisors that understand the job and help me get it done.
19. Having a job with good insurance.
20. Being able to use my degree and talent to design publications that helps put the MSU message out to future students, patrons and alumni is very satisfying. And the benefits (insurance, sick days, vacation days) are great perks, too.
21. I have a job and wonderful coworkers.
22. Health benefits and tuition waivers.
23. I like the open atmosphere.
24. Overall, the people that I work with are friendly and professional.
25. the fact that my job is secure
026. I appreciate the tuition stipends very much. My direct staff is a team of intelligent, hard working and amiable people.

027. Benefits, safe environment, retirement, enjoy being near students,
I really appreciate the time that we have off during the Holidays so we can spend it with family.

028. MSU seems to sincerely care about its people.

029. I enjoy working with my department.

030. I enjoy the people. Working on campus does feel like a community in itself even though there are still some areas working in their own "silos"

031. Job security, benefits and our Christmas break.

032. Paid time off, especially during the holidays.

033. What a close-knit and caring community it is; my boss is a terrific person and great to work with/for; knowing that it's possible to get many things done with relative ease and speed; having the ability to sometimes change things that might need changing.

034. steady, good benefits, security

035. Working with students

036. I love serving the university community.

037. The people are awesome

038. Benefits and normal working hours

039. collaboration among various entities on campus as well as in the community; benefits

040. Institutional culture.

041. The retirement and education opportunities.

042. It is a professional work environment and I'm proud to work for this university.

043. Great benefits.

044. The physical campus- the grounds are beautiful. Vacation time is great!

045. The fact that I'm able to have a positive impact on students and this community.

046. The people

047. I appreciate the professional people I work with in this college. Getting to work with and help students is extremely rewarding.

048. I like the benefits and feeling of community-

049. Working with the students.

050. I work with wonderful people who are doing a fantastic job with their students, who also seem to appreciate my work in support of theirs.

051. The student's respect and gratitude for what I do and see them become accomplished by the end of their academic career.

052. The benefits package we.
053. Having a job and the friendships I have made over the years
054. day work no weekends
055. The things I have appreciated are most uncertain for the future at Murray State.
056. My coworkers are professional and yet caring. I enjoy my time off to be with my family at Christmas.
057. lots of time off
058. The sense of community and family.
059. Job Security
060. The benefits and I love the job that I do.
061. Making an impact on the lives of our future leaders and this region.
062. The great people and the many opportunities for mental growth and entertainment at low or no cost to the employees, students and community. The International Theatre, lectures, plays and concerts are examples. Plus many others for intellectual, social and other stimulation and growth.
064. Benefits, paid time off
065. The people I work with directly.
066. The staff on campus is great to work with.
067. The days off at Christmas!
068. self-satisfaction, appreciated efforts, benefits
069. The benefits, health insurance and tuition waivers.
070. The benefits are good, especially the vacation/sick time and holidays. Use of Health Services is also a great benefit.
071. I like what I do and feel like I have an impact on student's experience of MSU. We have decent medical and dental plans.
072. The satisfaction of helping a family.
073. I love MSU and what it has always represented.
074. Work hours / flexibility
075. sick days and the amount of extra time off
076. I like working in a university setting and having all the energy and excitement of the students, and I also like following the university calendar, so that we always know that we will have some quiet time and then start fresh with another semester.
077. I truly do enjoy the work I do and the people I work with. I love the fact that we have so much paid time off and I can enjoy extra time with my family around holidays without burning up vacation time.
078. I love the wonderful people who work on campus that work hard to help students!
079. MSU offers steady employment. The pay raise in July was helpful and appreciated. It seems most administrators have an honest desire to do what is best for everyone.

080. Reasonable job stability and the overall benefit package

081. The days off

082. The people I work with, the benefits including days off, feel like layoffs would be a last resort

083. I appreciate the folks that are here because they want to be. I like that job security is important.

084. The tuition waiver benefits are excellent. It's good to work for an organization you believe in.

085. Education, job training, technology information to do my job. My supervisor always willing to listen and support my decisions. Insurance and other benefits that allow piece of mind for me and my family.

086. The days off and tuition waivers are wonderful.

087. Benefits and amount of time off I can spend with family

088. The amount of time off we get for holidays, Spring Break, etc. as well as the sick and vacation we earn. No one else in Murray gives that much time off. The benefits and insurance are much appreciated.

089. overall campus atmosphere and friendly staff\faculty.

090. MSU provides opportunity for me to improve my working skills.

091. All of the paid time off, especially at Christmas.

092. Job security and the student-centered environment.

093. I appreciate that my supervisor is very informed and educated in not only our department, but other departments as well. We are a one stop shop and it seems that on a regular basis, we have to problem solve for our students in areas other than our own.

094. The benefits.

095. Environment, people, benefits

096. A steady job that gives me a sense of accomplishment, and provides for my family, all be it a meager exsistance, pay check to pay check, you might say. When the median income for a family the size of mine is $51,000.00 and I earn about half of that, is hard to stretch, and forget the vacation or frills.

097. The camaraderie amongst staff members I work with. Provides opportunity for female athletes and help them pursue their athletic and academic goals and molding them into successful young women.

098. I work with great faculty and students.

099. Honestly, the ability to have a job 1st and the ability to pass on my tuition waivers to my children.

100. It is a job of 40 hours no matter rain or shine.

101. I appreciate the benefit package.
102. The time off in addition to vacation. I love my job, but it's nice to be at home more than I would be if I worked for a business or in retail. I like the energy of the place, too.

103. MSU is fair, and I do not see any discrimination for age, sex, race, physical limitations, or religion taking place.

104. The overall benefits of working at the University are wonderful. Also just the fact that MSU is so well known in the region and being associated with the University.

105. The tuition waivers and health care benefits.

106. The overall environment of working for an educational institution of the highest caliber.

107. Aside from the great employee treatment, I truly enjoy my position and the work that I do.

108. Just the fact that I have a job with what I consider to be a prestigious university.

109. Benefits and friendly people

110. I appreciate the flexible work schedule, vacation days, and holidays. I appreciate that I have had a place to work for the past 16 years.

111. Our benefits.

112. I like higher education and this is one of the few places in this area where I can work in higher education.

113. Pay and benefits

114. friendly people, benefits, just the campus itself. Just a great place to be.

115. Benefits and the environment of my office/department is wonderful!

116. The benefits

117. My full time benefits and pay is what I appreciate the most about working for MSU.

118. I have a family and MSU works hard to accommodate a person who has small children. I am very appreciative of the benefits I receive as well.

119. benefits package

120. access to on campus events, tuition waivers, health services

121. I appreciate the friendly supportive atmosphere in the College of Health Sciences and Human Services. The work is varied. The benefits and days off are great.

122. I enjoy working with students and staff.

123. I love being in a job where I can interact with students from so many different cultures. I also love the wonderful paid days off for the holidays and Spring break. I have worked for two different newspapers and 2 factories and believe me, Murray State has the best benefits. I wish I had started working here several years ago!

124. the atmosphere

125. The clean friendly work environment but I guess the insurance is the biggest perk

126. Somewhat job security.
127. I enjoy working in an environment among educated professionals who have the same goals in mind.

128. I'm grateful for the vacation days we receive.

129. The benefits!

130. I love the benefits.

131. I appreciate that I am not micromanaged and am allowed the autonomy to perform my job duties in the way I deem best; I appreciate the benefits; I appreciate the ability to work flex time when needed. I appreciate the time off around the holidays. I am especially appreciative of the chance to further my education with tuition waivers.

132. The students

133. The number of benefits employees receive. Holidays and the additional days of spring break, fall break, Thanksgiving and the TWO WEEKS AT CHRISTMAS. We have tuition waivers to further our education whether for a degree or just to broaden our horizons. Health insurance at reasonable rates, the wellness center, health fairs and the health services. Discounts at area businesses, on athletic tickets and at the bookstore.

134. Murray State's benefits are good.

135. I love the place and want to promote it well enough that everyone else will love it too.

136. The benefits (insurance program, vacation & sick leave, holidays, discounts). Friendly atmosphere across campus. Lots of opportunities to be involved or attend athletic events, fine arts events, etc.

137. The students and working with them is the most rewarding part of my job. I know that I have truly helped many, many yound people to study here. I appreciate the tuition waivers and use them to take classes for myself and will send my children here because of them.

138. MSU is safe, mostly friendly, place to work. The MSU campus is mostly clean. The BSTs work their butts off, the grounds crew, and the library staff is nice. There are opportunities to be involved on campus.

139. I work in a great environment. There are several mentors in my department who help teach, guide, and trust my judgment.

140. That faculty are accessible and student focused (for the most part) along side administrative staff.

141. A good work environment, benefits and flexibility

142. Supportive administration and really great people in my work group. Strong student focus.

143. The benefits and retirement.

144. Relaxed atmosphere, lots of holidays and breaks.

145. Benefits are terrific. I most appreciate tuition waivers. Because of tuition waivers, my daughter has a masters degree and no student debt!

146. That it is 5 days a week and we get most of the holidays off and we get time off with family for Thanksgiving and Christmas.
benifits

Flexibility

The paid time off with holiday pay

The faculty I work with and the benefits are great

Benefits and rewards from my job

The benefits that are offered. Like the Health insurance, tuition waivers, health incentives, etc.

I appreciate the opportunity to continue my education at little cost. I also appreciate that I can offer my waivers to my spouse and/or dependents.

The positive working environment and communication in our department are excellent. I like working for a reputable post-secondary institution, and my job is rewarding.

sick leave -vacation-paid holidays

The benefits and retirement

The students and some of the faculty.

Can't think of anything

I love the department I work in and the respect we give to everyone. It is refreshing to work in an office where the employees care about each other, the university and the students equally and completely. We work hard, are misunderstood and are sometimes overrun, but our management staff understand the mission and support us 100%. I love academia, being around educated people who aren't ashamed to be educated people, and the overall feeling of community here. I love my work, but am not fairly paid for it. Still, because I love it and MSU, I will continue to do the quality work for which I am known. To do less would be to BE less, and that I will not do.

I appreciate the paid time off ~ Fall Break/Spring Break/Thanksgiving and Christmas Break. That's a HUGE perk!!

Family atmosphere. Supervisor supports me.

I enjoy helping students.

The wonderful faculty I work with

MSU is an important asset to our region.

The hours & benefits are great for my family.

I feel that MSU employees have many benefits that other employers do not offer. We are blessed with holiday, sick and vacation pay that many places do not have.

That I can possibly be a positive influence in someone's life. I also appreciate the recognition and encouragement to be a long-term employee.

Honestly, I appreciate the days off that we are given, especially around holidays. I have a child in the county elementary schools and it is nice to work at a place where I am off most of the same time he is. It is nice to be able to spend that time with him.

I appreciate the tuition waivers. Without those I would have a hard time sending my child to college.
170. The benefits are great and the opportunity to have and impact on students to better our community and state.

171. The benefits. Working with the students.

172. I very much enjoy working with the particular student population that my office services.

173. job security

174. Good people.

175. The people I work with and the students.

176. Working with the students

177. Everything

178. I enjoy what I do and love the college atmosphere.

179. the people

180. the students

181. school pride

182. Insurance, safe working environment, waivers, and retirement.

183. Benifits

184. contributing to something worthwhile; freedom to utilize my talents to promote goals of dept, college, & university; tuition waivers!

185. The overall academic environment is challenging and rewarding. Working with students and seeing them learn and mature is a great ongoing reward.

186. The employees who work hard and care about the university make the job worthwhile.

187. That I really don't mind coming to work....there is nothing worse than DREADING to go to work...

188. The people that I work with.

189. The amazing benefits. The retirement match by MSU is quite substantial.

190. The fact that I can help make a difference in the lives of students by raising money for scholarships and equipment.

191. The great employees I work with each day, not just in my office, but across campus.

192. The fact that my job allows me to travel and the fact that each day brings new challenges and experiences. I am never bored!

193. The opportunity to attend school and the retirement benefits. I also like to know that my work has a direct impact on students learning and the decision to stay here or leave.

194. People, benefits, being on-campus with students, working for the same institution as my spouse.

195. I love being in a place where thinking and creating are always going on

196. Amount of paid holidays, tuition waivers, work schedule, benefits, love working here!

197. Benefits, relaxed atmosphere.
194. MSU is a winning organization making real improvements in the local society and society at large.

The people we work with are for the most part honest hard workers.

195. Job security and benefits

196. benefit package

197. working with others,pay,time off

198. I feel fairly secure in my job and I am thankful for the health insurance. I enjoy my job duties, I just wish there was a better way to compensate those that go above and beyond what is expected/required of them.

199. Wonderful coworkers, great benefits, safe and comfortable working environment, education opportunities for my family.

200. Benefits

201. The sense of community, and overall desire to better the city/state/country/world by enhancing the education of our students.

202. Our Benefits

203. It's a great University, full of people who care about making it a better place to learn and grow. I love that environment. I also love my job and interacting with the community on a daily basis. It's a wonderful mix of both worlds.

204. The opportunity to help others.

205. Good work atmosphere and good benefits.

206. I enjoy the university environment and the chance to interact with such a variety of individuals.

207. Tuition waivers and being able to work on my degree. I appreciate my safe, friendly work environment.

208. MSU is very laid back

209. I love the family atmosphere.

210. People I work with

211. Benefits and paid time off

212. Benefits and job security
2013 Staff Perspectives Survey – Open Response Comments

24. What would make MSU a better place to work? (190):

001. Making the employees pay for a parking pass to come to work is ridiculous. Raises are few and far between.

002. More resources.

003. Fire the lazy people and hire people who WANT to work more raises

005. N/A

006. Seems everyone is pointing fingers at each other. People need to realize we are all on the same team.

007. Working in an administrative office, I can say taking a look at the work load and expectations on staff and then taking action to provide a more balanced work-home life would make MSU a better place to work.

008. That the upper administration would create a culture that encourages not only in words but with actions a better family life work life balance. It feels like upper administration expects, by actions, all exempt level employees to work around 60 hours per week, which makes the salary and benefit package really weak and non-competitive in the job market. In addition to that the discretionary spending policy does not allow for any type of small token of appreciation from the University to be given to employees by supervisor discretion. A supervisor has no way to show appreciation to an employee for outstanding performance and dedication to the University. A small token of appreciation goes a long way!

009. If my supervisor gave a damn about what I do and knew anything at all about it.

010. Fair promotions requiring application process especially for upper management/administration

011. Get rid of the "good ol' boys club." Get rid of politics and replace it with honest hard work and forward thinking.

Hiring practices are based on who you know and/or if you are a "cute young girl" - not on your ability to do the job.

Run the university like a business. Let departments be innovative and reward them for their successes.

012. respecting each other no matter what professional level you are at.

013. Better pay, management that knows what it is doing, and filling vacant positions in a timely manner, vs 6+ months down the road.

014. Making my department faculty rather than staff. If the university wants the international students and their money it should give their teachers the same respect as other departments.

015. raise

016. Not sure at this time. MSU is home.
017. Less mud slinging among employees and an ability by all employees to view their efforts as efforts on behalf of MSU not just themselves. Honestly, I find that to be true of any place I've ever worked.

018. The tools and staff necessary to not make my day-to-day life a nightmare.

019. Having everyone show up and do their job and take pride in their work.


021. better pay

022. Fair and competitive pay, an understanding that diversity is a top priority, an attitude of inclusion, rather than the Boys Club of Murray.

023. Continued efforts by everyone to seek new, innovative trends and pathways to improve MSU makes this a better place than any other higher education institution.

024. Job security, with all the budget cuts over the past few years. It does not build confidence only fear. MSU is one of the lowest paying universities and there is talk this year to lower our salaries. It is also very difficult to get a raise or move up within the university.

025. It would take a reversal of all the problems caused by this year's budget process. It has created an environment of name calling and finger pointing because of the way our leadership has decided to take care of "budget issues." A lot of people are also asking the question why we were even going through those processes when we don't even know the actual deficit. The way all of this has been handled has been very unprofessional and appears from the outside like a complete lack of leadership. In the future, I would like to see upper administration have conversations with the leaders of each unit to decide on budget recommendations... those are the people that understand budget problems, needs and inefficiencies. Being transparent does not mean being careless.

026. Increase salaries, especially in the technical staff field so we can successfully hire experienced and highly-skilled people. We already attract them, but they are shocked when they hear the salary and we miss out on most of them. We end up hiring talented, but very inexperienced people that leave as soon as they feel their skill level is to the point where they can capitalize and get another job with a higher salary. Then we are back at square one.

027. Merit raises and/or possibility for promotions. Employees are not rewarded for going above and beyond and are not punished for lack luster job performance. The current system creates a stagnant work environment. Unless an employee takes great pride in their work then the standard is set at mediocrity!

I also feel that employees who opt out of the health insurance should receive some sort of compensation. We save Murray thousands of dollars a year and are not only ignored, but miss out on opportunities to participate in various challenges because we don't have the health insurance.

028. Fair pay.

029. I have issues with the concept of "sick bank" in the sense that the subjective opinion of a small group of people determines if a person will be covered for time off for medical reasons, and the use of the word "catastrophic" to determine need. Any legitimate health issue that results in a
person being unable to work should be automatically covered, unless it can be shown the person is abusing the system.

030. better pay for lower tier workers

031. Clearer expectations of policies and procedures and better communication of such so that there is consistency campus-wide.

032. If upper management would listen and investigate when a problem is brought to their attention.

033. would like to see that we could bank our comped university credit hours so if we are here for awhile, we could use those hours for our children to attend Murray State University!

034. It would be beneficial for supervisors to attend some type of managerial training on an annual basis.

035. a consistent annual salary increase

036. I believe an improvement would be more opportunities for customer service training. I feel that my office understands the importance of customer service and I feel that every department and office should realize the importance.

037. MSU would be a better place to work if the administration and the organizations that purport to represent the staff would take the suggestions and input of the staff more seriously. I sometimes feel that because we do not represent academia we are ignored.

038. Improved system of performance evaluation tied directly to advancement in rank/pay.

039. Adequate staffing and less politics from the Board.

040. If each department had enough resources to perform the work at hand. I know several people I speak and work with are working long hours and suffering from anxiety. I fear that retention of good employees may become a factor.

041. Eliminate people that do not do their job.


043. N/A

044. Someone at the helm to shake up "same old same old" in almost every way.

045. Better communication and cooperation between administrative assistants in the departments and other departments we work with. More flexibility and less bureaucracy throughout the campus.

046. Please give administrative staff more training. Real world training on new software we are expected to use; training on how to handle students and irritable people. Don't leave us hanging.

047. More money for salaries

048. More effective HVAC systems. More funding for equipment purchases, and especially, more funding for scholarships.

049. Focus more on the students. If it wasn't for them we would not have a job.

050. Higher wages

051. Better parking and better benefits
052. involve the staff in process improvement such as training to address problems in a forum. Brainstorm for ideas or at least enlist staff for suggestions and listen to them.

053. more pay for more work. Too much 'status quo' for admins - some admins are just there to act as receptionists; I, on the other hand, have way more than I can keep done. Some Departments have 2 or 3 secretaries. We have ONE!

054. In my work, I am asked questions frequently about the campus, directions, events, times, etc. I am not adequately informed to give these answers and would appreciate more information--perhaps weekly--about events and locations. This info may come to us within newsletters, etc., but we need the information in a clear, concise form so we can glance at it and give the information. I also believe every new employee should be given a campus tour, including dorm life, so we can be prepared with answers to parents and students. I personally would sign up for a tour, as I am familiar only with my workplace and I have worked here 5 years.

055. Better pay, better office space for groups

056. More Pay

057. Higher salaries.

058. More open communication between departments and from the top down. Need customer service training for administrative departments so they can effectively communicate with the rest of campus without seeming rude. At the same time, other departments need to be more aware of the role of administrative departments and not feel threatened whenever they receive communication.

059. Hire a President like the one we had, but that can get along with the Board.

060. Better pay & yearly raises for hourly employees, many of which are close to or even below poverty level. I have read that the state gives different percentage amounts for raises, with the higher percentage raise going to the lowest paid employees.

061. Better process for "pay for performance"

062. Increased raises

063. Bigger raises "every" year

064. more employee recognition / downsizing to be able to support quality instead of #s of students.

065. a better sense of cooperation, communication, and respect for the menial laborers

066. Better wages

067. Better communication between departments. An increase in vacation hours when an employee attains 15 and 20 years of service. If the Board of Regents had a realistic view of what we do and how it is done.

068. Money is always a plus but overall MSU is a good place to work.

069. MSU is losing long term dedicated professionals, and it's imperative that we replace those individuals with like-minded student centered people that will work at MSU for a long time.
070. Less red tape and paperwork. For instance, to change an ITV class, you have to submit 6 forms, on the proper color of paper and then obtain several signatures. Why not make all of these kind of things online? We could save paper, time, money and minimize errors.

071. better pay and less office politics

072. Having enough resources and being able to hire sufficient support staff would really make everyone's lives easier and significantly improve morale. We were told that we couldn't make a temporary slot into a permanent one because faculty would get upset that we have a new staff line and they didn't get a new faculty line. Considering that the staff person makes a fraction of what a faculty member makes, that makes no sense at all to me.

073. More parking closer to the buildings we work in and not being charged for parking. And at the very top of the list - better climate control in ALL MSU buildings. I know this is a difficult and expensive problem to solve but the temperature in your work/classroom environment is so important and if you can't concentrate because its either too hot or too cold and people are running desk fans or heaters to be comfortable then we are wasting $ on that extra energy!

074. I would love to see more of a support system for LGBT staff members. While Jody is doing some fantastic work promoting LGBT equality with the student population, as a staff member in a wildly homophobic environment I often feel just utterly worn down by the constant negativity found even in so-called "safe zones." Having some sort of on-campus resources for LGBT employees would improve their quality of life at work so very, very much.

075. Promotions based on work, not on who you are!

076. Offer more employee training opportunities. I'm not talking tuition waivers. The financial fitness seminars in the spring was a good example. Most of us have computers on our desks, it would be good to show us how to get more out of them--such as personalized bulk emails, keeping more of our data in edocuments so we don't have a need for as many file cabinets, etc.

077. Overall more common sense used to better meet the budget in all areas. Honestly looking at appropriate cuts instead of decisions based on politics and "pet people and projects" being protected. All MSU employees should be more responsible and do their part in reducing spending where appropriate. Many think if it is in "the budget" they should spend it, instead of the extra funds could have been used better in other areas.

078. More pay, and supervisor less critical for no reason, just rude because they are the supervisor

079. More team building with other departments we work with across campus

080. Better communication avenues between staff and the heads of their departments.

081. Communication in my office would make me not dread coming to work, but for MSU as a whole I feel better pay raises to meet the rising costs of living would help overall.

082. HR manager need to go. Accounting needs to let us know about government issues like IRS Audits so when they come asking questions or needing info we will understand why

083. Comp-time.

084. More consistent raises

085. Less politics
086. Flexible work hours/work from home
087. Of course higher wages, given fairly to those you demonstrate the best they have to offer, and a free exercise area, for employees and families, to help keep them healthier, which translates to less medical bills, and then hopefully, less increases in health insurance coverage.
088. Quality daycare for faculty/staff children.
089. More personnel to increase the quality in several areas on campus.
090. I am still new to this university so I do not have many issues at this point other than getting used to the systems have been difficult since there is no set person to do training in some of the areas I work with on a daily basis. In the end, I wish Banner had continual training again, I know this happened in the past, but went away with it. In my position Banner training was extremely helpful once we were able to set it up.
091. It is a decent place to work.
092. Competitive wages, better Insurance coverage, an upper management who looked out for employees rights, a respectable vehicle to operate out of;
093. There is a very pervasive attitude of do what I want and do it now, or else. In general there is a lack of respect and dignity for each other across campus. It would be nice to see individuals begin to actually communicate nicely with one another.
094. Let upper administration and area supervisors work on budget cuts in the future. The people responsible for our areas know what they can most afford to cut. That would eliminate a lot of the in-fighting.
095. Higher pay to attract qualified people to jobs in the area.
096. Yearly raises.
097. Reduced rate daycare facility for employees.
098. Streets paved with gold?
099. Better notification of all MSU events, though so much happens on campus it is hard to notify everyone about everything!
100. Going to a four day work week.
101. Better communication
102. MSU has been an excellent place to work. The atmosphere in the past has been calm, laid back, and fun. People abusing those privileges has caused the atmosphere to become imprisoning and hostile. In the past 4-5 years HR has really stepped up the policing of the rules. If everyone would have just followed the rules and quit trying to find every loop hole to gain something that they didn't deserve anyway, it wouldn't hurt honest workers. I blame the way raises are handled, I blame the evaluation process, and I blame the fact that there are no incentives to do good work. There should be an incentive program or a reward program for those that can consistently go above and beyond. If someone can come up with a way to do their job better or save money, there should be some incentive or reward for that. Under the current system, if money is saved it gets taken away and there is less to work with the next time. I have seen instances in this University where monetary fines would rather be paid for doing things wrong than to praise or
reward for doing them right. There is something not right with that. When policies and procedures do not make sense, it is time to change them. This is an institution of higher education, we should always be changing and innovative in our thinking.

103. Less management

104. I don't know of anything. Maybe a little more pay since the economy is changing, prices are going up every year. Should keep up w/cost of living.

105. Unsure

106. Better communication between all departments and mutual respect for all employees and students

107. It would be really nice if ALL employees at Murray State had to clock in and out on the same system to promote better accuracy and accountability.

108. If we were able to operate under one umbrella, where all staff members were treated the same and were expected to perform the same, not have half the university doing one thing because they can and the other half not allowed to do the same. Regard the handbook as the law of the land in every case and not allow individual departments (Facilities) to interrupt and act on their own accord not giving any regard to handbook guidelines.

109. Support for breastfeeding employees and students through lactation rooms in every building

110. I would like the opportunity to apply and receive interviews for jobs in other offices at Murray State University.

111. Supervisors are very respectful and treat subordinates with respect and dignity.

112. For me, better communication within the department and across campus. Also more cooperation and understanding from "some" departments on campus - just some. Other departments are fantastic to work with.

113. Better, more consistent raises

114. If my supervisor and upper management would be more cautious about spending money!! So many people work long and hard to send their kids here it is hard to see so much being spent and in return our supervisor and his supervisor gets free lunches from the vendors they use for these big purchases. Doesn't seem right!

115. I would appreciate having Flextime available. This would increase morale and help employees achieve a healthier work/life balance.

116. I think Murray State is an excellent place to work. I have no suggestions.

117. Upper administration that we could trust to put the needs of the university above their own secret initiatives.

118. Buildings up to code and pay raises more frequently!

119. if air and heat could be regulated in office buildings

120. All employees were treated equally in regards to promotions, raises, etc, and favoritism cut out. Jobs should be held by the person who has the most knowledge and skills to do the job, not solely because of who they know on campus. To hire someone or to give someone a larger raise
strictly because of campus connections - OR because of 'other 'relationships' - is doing a huge disservice to other employees; especially when those employees are aware of the conditions. It also makes other employees feel less valued.

121. upper Administration communicating they care about staff who have been here a long time - by raises; by letting everyone know information in a good system not just on Roundabout which many people either don't have access to or are too busy to stop and read that when it comes out - for example, about flu shots or other important information. HR used to have a good line of communication with staff. This was stopped.

122. The university still needs to work on communication across campus - from the top down, from the bottom up, between departments - no one method is going to work for all groups and it needs to be timely so employees are not left guessing, wondering and hearing rumors. Also, if the university could look again at the issues of a four day work week, flex time, work from home - provide some alternatives that will be beneficial to the employee and allow the university to continue to function and educate effectively.

123. Please, see before. In summary better training for those in customer service areas. Better incentives for performing higher quality work. Better review process. Better compensation and more opportunity for advancement.

124. Loyalty from the younger, newer employees to match the loyalty that the older employees have for the university.

125. Less political job fabrication. It seems that people that are connected have jobs "developed" for them while qualified, hard working, educated and experienced employees that care about the welfare of our students are let to work in deadend jobs with little or no appreciation or chance for advancement.

126. A Board of Regents Chair who actually followed the law instead of trying to circumvent the law. Business should be out in the open, period. This is a state school and business should be conducted out in the open, except in those rare cases when it can't.

On theme that I've noticed over the last 5 years or so is the "No" trend. "We can't do that." "We won't do that." Administrators, like I mentioned earlier, appear complacent. We are here to improve every day how we deliver education. If faculty have a legitimate need, chairs and deans (or managers) should say, "This is important. We need to work to make this happen." From my limited vantage point, I don't see this happening much, especially with MyGate/Banner. Another example are the certificate programs. If a field has a certificate program and a department wants to offer one, the dean should say, "Let's make this happen." There does not need to be some ridiculous committee formed to "evaluate" proposals and allow a limited number of certificates. I also do not feel we examine our competition frequently enough. We don't evaluate WKU, or the KCTCS system, or regional competitors to evaluate how we measure. I do, and I find MSU falling behind in some cases, way behind in some cases, or playing catch-up. We do a crappy job of looking around. We have allowed Forbes/USNEWs to tell us how we are, rather than looking around and really seeing how me measure up. A better measure is what SAACS tells us - not some magazine.
Murray State currently has a lot of tension with the looming budget cuts. When you hear rumors (and I do chalk them up to just rumors at this time) that Academics and Athletics aren't going to take any budget cuts it puts more pressure on staff. As a young professional, how can I plan to move up or put certainty in my future at Murray State? This hasn't crippled my performance, but does impact how I feel about the university.

Increase pay to align with skills, education, job duties of staff.

A better system for promotion and raises for a job well done

The raise/promotion policy over the past few years has left most of us with a frozen salary. The few and far apart raises have not been enough to keep up with inflation. In addition, the amount of work required continues to expand. I find myself working late and weekends just to try to keep up which means on an hourly basis I'm actually making much less than when I assumed this position. I'd like to see more flexibility in the compensation policies and the return of merit pay.

I have witnessed and heard from students that the way some professors treat them are not professional or motivating a student to stay in Murray State.

I have a niece that is taking a class that is a prerequisite for 2 other classes and she does not feel she is getting a quality education from this professor. She has friends taking the same class with a different professor and they are covering more material and are being better prepared for the next classes. I hear students that are truly having problems in school and a professor told them that was a personal problem and she did not want to hear about it. If the professor had taken a little time and directed them to some offices on campus that are set up to assist students, we might have kept that student. As it is now that student is transferring.

More emphasis on communication skills and customer service training would improve communication between depts.and improve the service we provide to students.

yearly pay raises

More collaboration across areas

Upper administration work better with academics. There seems to be a disconnect between academics and administration. There has been many times when administration has scheduled an employee event or meeting at the same time that academics has an academic commitment. Administration needs to check the academic schedule first so academic employees can attend administration events.

If the administrative assistants had been more involved in the decision making on the renovations of the building. Although the renovations are nice, we were not involved in the design and it would have been nice.

Keep everyone informed on what is going on at the university.

Parking has always been a nightmare especially for those that work late hours. The fees wouldn't be so bad if I didn't have to walk so far to get to my job or my car at the end of my shift.

For my position, the salary is 10K below what other regional universities pay. Also, changes should be made to allow non-tenure track faculty/lecturers to be tenured after a certain number of years of service to MSU.
I know my position and department are not the only ones below competitive pay scale. In reviewing the budget, allocations should be made to keep and hire quality personnel while cuts are made elsewhere.

140. Pay raises to keep up with the job market
141. Better communication between Upper Management and rest of staff.
   Appreciation in the form of regular raises and added or heightened benefits in some areas.
142. If people would be treated more fairly and not get berated, put down for years. When surgeries are needed that one would not get penalized for it and be put back to entry level and then told that they should be "happy about it."
143. Get rid of the red tape
144. Get rid of the good old boy system. If you want to keep quality employees, you have to acknowledge that quality and make it possible for people to advance. Don't post a position requiring a Masters but pay less than the top hourly positions. Don't require a Masters just because. There are positions that have been posted requiring ANY Masters but the position had absolutely no reason to have one. That's demeaning to those who are qualified, but may not have been able to get a Masters because they can only take one or two courses at a time. Let experience plus a Bachelors stand in its place. I have a Bachelors and many years of experience in my field that is worth far more than a degree just earned with no experience to back it up. A proven track record should be able to stand in the place of a Masters in Art to get a position in, say, the Registrar's Office or Financial Aid. What does Art have to do with it? What does a Masters have to do with it? There is no work in either department that requires education on a Masters level. Indeed, there is no work in one of them that requires a degree at all. Experience is more valuable.
   Dismiss those who took part in the shady dealings against Dr. Dunn from the BOR and seat new Regents. People that underhanded have no business at the helm of the University. It's a bad reflection on all of us.
145. Having a 40 hour work week so that when we work over, we actually get over time instead of having to work over 2.5 hours before receiving that over time pay.
146. Pay all staff according to their worth.
147. Fair raises and promotions based on performance, and a system of real consequences for poor performance.
148. To be able to have flexible hours or be able to work from home under special circumstances
149. Can't really think of a specific.
150. This is the best employer I have ever had.
151. Customer service training could help with some office areas. We also need training for supervisors in various areas. Some people who are promoted lack the people skills to be effective supervisors.
152. Communication between HR, Accounting, Provost's Office, and Departments.
153. If we could coincide our spring and fall breaks with the city and county school system.
Mandatory raises, and if someone actually addressed issues mentioned in these evaluations concerning specific departments.

More staffing would help even out the workload in my area.

Equality. Hiring for vacancies should be internal first, as it is at other regional institutions, then if no qualified internal applicant is found, advertise externally.

Empowering students with work ethic and the ability to work with someone in that field.

Better pay.

in touch leadership ex. directors. associate directors

Better pay more opportunity for advancement.

Better pay.

Better pay

Comp time for overtime

Can't think of a thing

I find myself worrying pretty consistently that my position may be eliminated in current budget reduction discussions since I am the only constant source of income/benefits for my family - one of which is majoring in Engineering Physics here at MSU.

Better communication regarding changes in policies. We were not informed about the new transfer equivalency website, changes in petty cash reimbursements (moved from procurement to Sparks just to name a few. We are not involved in the budget review that is currently under way.

A more even pay scale. If the university awards a 4% raise, then those at the higher end will get MUCH more than someone who is at the lower end of the pay scale. This keeps the pay scale extremely skewed.

Regular raised

less turnover in the administration, university leadership

Better pay, better job security and more opportunities for professional growth.

Better pay and treatment of hourly and temp workers. Better budgeting and fiscal responsibility across the entire university.

We can always approve anything for the better.....the only thing I would change would be more money...it is hard to get by....in today's economy

Restore the State's levels of funding to what it was twenty five years ago.

Remove Curris from the Bd of Regents. Why would a man who was fired from MSU be brought back to supposedly lead the university in the right direction? That doesn't make much sense does it?

Better pay to show that we are valued employees and what we do for the university matters. It costs is just as much to by fuel for our vehicles and food for our families as it does everyone else. It is tough to live off what the university pays us. Overtime used to be abundant but now it is scarce if existent.
Appreciation and gratitude for what we do. Not just the token staff appreciation events where the administration gets up and uses feel good words of appreciation but, genuine and authentic communication with the employees and

175. Flex time and comp time for employees (both salary and hourly).
176. flexible time and less worry about money issues
177. A direct correlation between job performance and pay.
178. We can not be all things to all people. We have to decide what we want to be and concentrate on those things.
179. Align school breaks with local school districts.
181. For upper Management to be straight up with employees about all aspects of what is happening on campus! Good/Bad
182. It would be so cool if employees were given a bottle of water each day! I know that sounds crazy, but you did ask. Chocolate would increase morale, too.
183. Save the morale-shattering shadow, cast by the terrible methodology with which the budget committees were formed and executed, MSU is a fantastic place to work.
184. A better work environment, pay raises based on merit and job performance, the ability to confront lackluster performance without fear of grievances.
185. More family friendly toward employees.
187. better communication between colleges and administration. Better raises and benefits
188. Better leadership at the top and a new board of regents
189. Higher salary
190. More staff in my area and funds to update hardware
2013 Staff Perspectives Survey – Open Response Comments

25. Feel free to use this section to provide any additional comments/concerns (60):

01. N/A

02. I am very proud to work for Murray State. I would like to see my career continue to develop here. I feel like Murray State has created a community environment that is positive and helps those in the surrounding areas. However, in my current position I am overworked year round and provided with negative feedback or no feedback. I see other employees of Murray State treated unfairly and badly without consequence within this office. While I am proud to be a Murray State employee, I am not proud to work in my current office or to tell others where I work. Hopefully, I will be able to transfer into another position on campus in 2014.

03. I feel as though upper-administration is going to try to find any possible way to get rid of jobs that are not deemed "necessary." We are already short staffed and each person is expected to the the work of 2 or more people. If reorganization is to occur then it must be done carefully so as not to break the trust of employees and not create a climate of fear across campus. Jobs must be found for people who are displaced or arrangements must be made to make the separation amicable.

Staff that work in fear of their jobs being cut will not be productive. Their distrust of the organization will translate into poor customer service and be bad for the university.

04. none

05. I would love it if the employees that have more than one child in college at a time would get an additional discount. If there was a way to "bank" the discounts that weren't used for so many years or a way to help employees with additional children in school at the same time.

06. The university needs a retention office for faculty and staff. I have worked for the university for years and LOVE working for the university, but pay isn't fair for the amount of work performed.

07. Several offices and two classrooms in Woods Hall still do not have access to a heating system. While installation of heating units for most offices and classrooms is in progress, there has not been any plan for these other offices and two classrooms to obtain heat before the winter season.

08. Daycare on campus would be great.

09. Lack of value for diversity is stunning at every level.

10. I would like to see more willingness from everyone on campus to work with students and help them navigate through registration, financial aid, etc. etc. More focus on students, less on rules and bureaucratic policies. I see a high level of frustration and hear complaints from students about these issues. The overall spirit of cooperation, whether it be helping students or helping another employee, should be better.

11. Thank you for all your work in support of all of us!
12. Buildings are built, properties bought, travel expenses paid for MSU business but smaller things such as upkeep are not being done. There are things broken in the wellness for months at a time. The campus has sidewalks that need backfilled and holes that need addressed. Sidewalk crosswalks with no handicap access. Trash cans lacking in parking areas. Dumpster areas that are eyesores and in need of repair. Take stock in the campus it draws a lot of students to attend here and it could be better.

13. I would like my job status changed from classified to professional since I do have a master's degree.

14. I am concerned about the way we are trying to balance the budget with task force and committees of people who may not have a clue about the overall working of the university.

15. Better communication with the community, ie., people who are not attached to MSU. It is not easy to find out what is available on campus for entertainment, lectures, etc. Once people find out how to access the calendar and information they are very pleased to be able to attend. This helps our public image. I have had people say that MSU feels they are too good for the community.

16. I think Murray State is a beautiful campus with all it's landscaping and flowers. I just wish they cared about their buildings that are deteriorating down instead of being maintained. Money needs to be set aside for this important investment. We do not want another building tore down like Ordway Hall!

17. I appreciate the number of paid days off and vacation time. It helps to keep from burning out.

18. I like my area to work with, but I often see crazy things on campus. For instance, we have facilities management outside on rainy days caulking windows or Racer Patrol giving tickets if someone parks on the line in the lot. I think we need more common sense. It should not cost us $100 a box to print business cards on campus when I can go online for $40 - common sense.

19. Why do you keep sending out this survey when nothing is ever changed? I feel like you just want to keep up appearances of giving a crap but you really don't.

20. I like the back-to-school meals. I know somebody suggested eliminating these to save money, but I still like them.

21. Departments need to be looked into, no outside supervision on things, making sure supervisors or at work, when they are suppose to be and when they are off submitting their off time correctly.

22. I think it is poor to charge for parking permits when alot of employees don't make much money as it is.

23. Thank you for the free parking once you've worked here over 20 years. I definitely appreciate it!

24. MSU works very hard to make the work environment is as great as it can be with what we have access to. I love that they go the extra mile for us.

25. I appreciate the whistle blower policy, but is that dealt with the same at all levels?
26. The percentage of the cost of living has gone up astronomical, but the wages have not even come close to keeping up. How can we build a nation back from where we fell, when all the analyst say we must spend to rebuild, and Americans do not have the income to do just that. Then every year just before the holiday season we are told that there might be cut backs, even if they say they do not know where, it usually always ends up with employees.

27. There is some concern that upper administration, especially Human Resources, cannot be trusted with confidential matters. To be productive, employees need to be able to trust their upper administration, which is not the current case. At this point, there is a definite lack of trust among employees and upper administration, especially Human Resources.

28. I wish I could do more to help the university during these troubling economic times.

29. Thanks for all you and MSU do for staff, faculty, students and the community!

30. Really enjoy working for MSU and have no major concerns. I recommend MSU to everyone I know, for both students and employees.

31. I know this is not the place but management is wanting to take away our 30 minute break we utilize this time to run errands Dr. Visits ands

So forth

Management wants to do away with our 30 minute break we utilize this time to run errands, Dr. Visits and so forth

32. It was upsetting for most of us in Woods Hall to read in the newspaper article that it is thought Woods Hall is adequate for classes for ESL students and that the main purpose of Woods Hall seems to be "storage"! If storage is what the university wants, then they need to move us somewhure else and designate this as a storage building. Our ESL students are having classes in old dorm rooms. They move from class to class in narrow halls. We have always had inadequate air and heat over here and now there is no heat at all. Yes, the university has begun work on installing new heat/air units, but the work didn't even begin until late September, it should have begun earlier. We were told it would take 60 to 75 days to completion which means no heat until the end of November or possibly sometime in December, especially for the rooms which have not been started on because of lack of funding. International students bring Millions of dollars to the university, not to mention what they bring to the community. Last year in tuition alone, International students brought 12 Million dollars to Murray State University. These students realize they are being treated as not important to the campus. They come from good homes and fine universities and then walk into Woods Hall. This building is an embarassment, not to mention a health concern. There is asbestos in the floors and ceilings. The walls are cracking and the ceilings are peeling. Should more money be put into this building? It is not being a good steward of the university's money or our department money to continue to do so. But yet, it seems there is nowhere else for us to go. We are asked to keep increasing our numbers, but the university as a whole is not sufficiently prepared for numbers to increase. The ESL classrooms are full but yet we are still told to increase numbers. The university classes are full, but yet we are told to increase numbers. And increase we have! However, our numbers will drop as students spread the word about the lack of concern for their study and living environment and that some departments on campus do not really seem to want International students in their classes. These are living, breathing human beings over here - - - not STORAGE!
33. I have two complaints. #1--Certificates, etc. in recognition of years of service is unfair. Total years of service to the University are not taken into account. The only years counted are total years without a break. I feel that this discriminates against women especially because many leave for at least a few years to raise children before returning. The retirement system counts all years of service and the University should also. I received my 10 year certificate many years ago but was scheduled to be recognized for 5 years of service this year. Since I had actually been here for a total of over 16 years I declined. #2 -- This complaint also is related to years of service. When the wage study findings were implemented the only years that were used in the salary calculations were the years in the current position. That seemed unfair to me because many on campus had been here is the same type of position but in a different department or in my case, had left the University after many years and returned later to the exact same type of position. This resulted in a lower base salary calculation which caused many to receive much lower wages than they would have otherwise received. Don't get me wrong please. I appreciate the salary increases. I do, however, feel that in all cases TOTAL years of service should be considered.

34. I am close to retiring so my comments may not matter as much as someone who hasn't been here for 20 years. However, the staff's morale on the campus is as poor as I have ever seen. The new HR director does not seem to realize HR is here on this campus to represent staff and their issues - at least that is what was always communicated before he took the position. Two examples he made changes to the Staff Handbook without talking to staff and he approved the new salary scale realizing people who had been here a long time would be negatively affected. He is not trusted by many staff on this campus.

35. I appreciate so much the job that Dr. Tim Miller is doing and I am thankful that this university has someone of his caliber that we can always call on when we're in a bind. I think the university works better with him in charge than it has through the last few presidents.

36. I sincerely hope we get a new president who will be open and welcome staff visits. I hope he/she will embrace new programs and not eliminate good programs that draw students to our university. Academics needs to be our focus and offering enough classes for those students that apply both domestic and international needs to be a priority.

37. Murray State needs to attract good speakers. The upcoming TED event is good. In February, Blll Nye, the Science Guy, is coming. We seem to get the short-end, when EKU gets Michelle Obama and Brian Greene, though, and we get Ditch Mitch McConnell. Horrible. Food Service managers don't seem to listen to their library managers or the Business Express manager very well. Instead of getting in a twist, managers should really listen. Listening helps improve morale.

38. We have some wonderful faculty members and I applaud them. They are dedicated to MSU and the education of their students.

Then we have some faculty members that could care less. I guess that is anywhere.

I feel the same way about some staff members. They tend to forget they would not have a job if it were not for the students. We need to have some way to find out about how students, especially freshmen are handling classes after about 6 weeks on campus. Why not set aside a day for faculty/staff to visit freshman level classes to see how things are going. Introduce themselves and make students aware of opportunities available to them. Are we doing enough to aid the students?
39. Best job I've had as far as working conditions go.
40. proud to be a msu employee!
41. There are too many executive positions. Thinning at the top would definitely help our budget. Please look at reducing the jobs at the top level before reducing the jobs at the $8.00-12.00/hour level.
42. I really enjoy working at MSU and even recently when my job area was moved to a different location I am slowly adapting to the new area. However, it has been a big change and one that will take awhile to adhere to. My department is very team oriented and enjoy my faculty. Thank you.
43. I feel good about my job and I'm really proud to work for MSU.
44. Entry-level professional staff salary is way below where it should be. This could be easily verified with minimal research.
45. This is probably not the best time to do the staff survey since we have been waiting for more than a month to get information regarding our insurance and benefits package. I'm really concerned about the current leadership in HR and the way this situation has been handled.
46. I am very concerned about our Human Resources department. There seems to be no confidentiality. if you talk to the director about anything he will notify your supervisor as soon as your conversation is over. This should be very alarming to every employee on this campus.
47. Using students in all aspects of a project from planning to implemataion. Even buildings use business to market it to get funding and engineering to make specs. Use all departments to work together as they will be in the world after graduation. I think this will give the university two benefits. One students will have experience and will want to send their children here.
48. I think the directors should be evaluated based on their performance and based on their effectiveness.
49. listen to us small people ,we may not have degrees but we have an abundance of common since, pride, and we see where our universities money is going! ask us and I don't mean staff congress. lol
50. I'm worried about my retirement and my health insurance.
51. As an institution of higher learning, I feel that there is a portion of our own work force that the university is doing a great disservice to. From listening to conversations, there are some who have very little education. I feel that MSU has a responsibility to provide adult education to these employees at no cost. This education should also be provided at a time that would work around their working hours.
52. Professional staff need ongoing training that is generally not available on campus. Professional certification requires ongoing education and that is an expensive burden that in almost all cases is borne entirely by the employee. Getting a terminal degree in the employee's field of study is promoted as desirable by the University but in most departments there is no economic assistance or time set aside for moving towards that degree. Combined with the low pay rates this means that it is currently very difficult for many of the professional staff to get that valued terminal degree - especially the lower paid staff members.
53. I don't to appear to be complaining ....for the most part we get it all right.
54. The University does a poor job on educating the voters and legislators on the value of publicly funded universities and the merits of investing in education.
55. Too many interims in important places.
Please be our voice and represent the whole and not just the group you were elected to. I understand that is your main focus but don't sell out one unit to benefit another. Think of everyone from dining services and custodians to the various trades and clerical positions we all matter and we all deserve the same fight.

Very concerned about the selection of the next president. Feel like Dr. Dunn was not treated fairly.

The staff congress is to be commended for its hard work on behalf of the staff at the university.

Salaries for employees are below where they should be. When speaking with others doing the same work at other institutions similar to MSU, it is embarrassing that we are paid far below what other institutions are paying their employees. Those of us that love this university are being forced to look for other positions at other universities so we can earn a fair salary. The university says it cares about the employees, but it is difficult to believe, unless you are a director or in the upper administration. All other employees seem to be expendable. Wonder why people are leaving the university and why university morale is so low?

We tend to start new departments (the office of this and that) that are not really required by law, but what the heck other universities have them so we must. All the while existing departments try to function on budgets that were set twenty plus years ago when gas was $0.97 a gallon. (Really)
Group Representation
2013-2014

Group A–Secretarial/Clerical term ends
Laura Lohr-Dziekonski 2014
Marion Hale 2014
Ann Matheny 2015
John Young 2015
Debbie Griffin 2016
Debbie Plummer 2016

Group B–General/Facilities Management
Margie Miller 2014
Vacant 2014
Jerry O’Bryan 2015
Chuck Plummer 2015
Joseph Wilson 2016
Lisa Winchester 2016

Group C–Executive/Managerial/Professional term ends
Terri Benton 2014
Shanna Burgess 2014
Dana Howard 2015
Sheri Riddle 2015
Brian Purcell 2016
Chad Wortham 2016

At-Large
Tressa Ross 2014
Tim Williams 2014
Lisa Willis (BVC) 2014
Gina Winchester* 2014
Jessica Evans* 2015
Orville Herndon 2015
Evan O’Neal 2015
Daniel Williams 2015
James Barnett 2016
Ashley Rogers* 2016
Stephanie Totty 2016
Dwaine Willoughby* 2016

*Appointed to fill an unexpired term vacated by an elected representative

Staff Regent (ex officio)
Phil Schooley 2015

2013-14 Meeting Schedule
Times/locations are subject to change.

July 19 304 North Applied Science 1:30 p.m.
August 21 304 North Applied Science 1:30 p.m.
September 18 304 North Applied Science 1:30 p.m.
October 16 304 North Applied Science 1:30 p.m.
November 20 304 North Applied Science 1:30 p.m.
December 18 304 North Applied Science 1:30 p.m.
January 15 304 North Applied Science 1:30 p.m.
February 19 304 North Applied Science 1:30 p.m.
March 26 304 North Applied Science 1:30 p.m.
April 16 304 North Applied Science 1:30 p.m.
May 21 304 North Applied Science 1:30 p.m.
June 18 304 North Applied Science 1:30 p.m.

Staff Congress meetings are open to the public. Times and locations may be revised as necessary.
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<th>Staff Congress Committees 2013-2014</th>
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