SUBJECT: SUMMARY REPORT OF THE 2010 STAFF SURVEY

DATE: February 25, 2011

TO: Murray State University

FROM: Phil Schooley, Staff Regent
Gina Winchester, Staff Congress President

Enclosed you will find the results of the 2010 Staff Survey conducted during the months of September through November 2010. For the second year, with the assistance of the Center for Teaching, Learning, and Technology, 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, Provost, Vice Presidents, Staff Congress, and with staff across campus.

Thank you for your continued support!

SUMMARY REPORT OF THE 2010 STAFF SURVEY

I. Background and Data Collection

Having experienced success in conducting a Staff Survey during the fall of 2006, 2007, 2008, and 2009, it was the desire of the Staff Congress to conduct the survey again in the fall of 2010. The same survey was utilized with one question in the general section being omitted, dealing with the new shuttle service, and more space provided for comments. Working again this year with Beth Sloan, a staff member in the Center for Teaching, Learning, and Technology (CTLT), we were again able to submit the survey on-line with the use of Survey Monkey. An email listing was obtained with the help of Human Resources and Linda Miller and the survey was sent to 1228 staff. Approximately two months allowed 676 staff to respond giving a 55.1% response rate. The percentage of responses was down from last year but the response number as well as the number of staff that were included in this year's survey was up from the previous years. See results below:

	Total Mailed	Total Returned	Total Comments	Response Rate
Fall 2006	973	406	284	42%
Fall 2007	973	370	271	38%
Fall 2008	959	402	272	42%
Fall 2009	1,136	654	395	57.6%

II. Descriptive Statistics

The survey is divided into three sections. The first section asked general questions to determine demographics. The second section is weighted on a scale of 1 to 4 with one representing strongly disagree and four representing strongly agree. It contains 34 specific questions in six categories: overall organization impression, administration, staffing/work environment, benefits/pay, recognition and communication/teamwork. A place for comments was provided at the end of each section. The third section asked 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 was last year, with again the majority of 36% coming from employees who had 10 years or more of service. Also, again of the four employment categories listed, executive/managerial/professional and secretarial/ clerical provide the most responses with (82%). In addition, the majority of respondents were full-time 12 month employees (84%), working on the day shift (90%) this year the way the staff is paid was almost equal (Bi-weekly = 51.5% and Monthly = 48.5%). A total of 617 (92.6%) planned to be working at MSU next year. When asked if working conditions were better, about the same, or worse compared to a year ago, the majority at (80.7%) said they were the same or better up from last year's 75.2%. 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 (88.6%) and 2) The equipment and resources in their work area were adequate for the m to do their job (78.9%).

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 34 questions the two that staff agreed most strongly with again this year was:

1. MSU is highly regarded in the community. (94.1%)
2. I am proud to tell people I work for MSU (95.8%)

Two additional questions that came in closely behind these two were:

1. I understand our benefits program. (91.9%)
2. MSU does its best to provide job security for employees. (90.4%)

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

1. Raises are given adequately and fairly for job performance. (77.0%)

Two additional questions that were similar and strongly disagreed with were:

1. Compared to other universities, my pay is fair. (62.6%)
2. Compared to employees in jobs like mine, my pay is fair. (59.8%)

Three questions that showed improvement from last year were:

1. Overall, I feel good about the Board of Regents Leadership (82% to 85%)
2. Physical conditions and safety in my work area are adequate to do my job well (87.7% to 88.7%)
3. MSU does its best to provide job security for employees (90.1% to 90.4%)

IV. Summary of Comments

Individual comments were collected from all six categories as well as three specific questions listed at the end of the survey. A complete list of all comments is included in the report. Below summarizes each section and question:

Overall Organization Impression – comments were divided between how well they like Murray State and enjoy working at Murray State. The negative comments reflected concern with staff treatment and compensation.

Administration – almost all the comments in this section centered on lack of communication between Administration and Faculty/Staff.

Staffing/Work Environment – negative comments on working conditions especially temperature control (heating & cooling). The biggest concerns is the parking fees ($55.00 MSU and $50.00 City).

Benefits/Pay – the majority of comments reflected the need to increase wages and pay a fair wage. Most feel that the benefits are very good.

Recognition – Several commented on how promotions were handled badly and there is still a need for raises to keep up with the cost of living.

Communication/Teamwork – Although communication and teamwork in small areas is good, the overall communication across campus is lacking as noted by the majority of comments.

General Comment Questions:

Question 1 – What do you feel is the best thing about working for MSU?

With 348 total responses to this question, the answers to this question fell into three categories. First, were **benefits** which included: health insurance, retirement, tuition waivers, sick leave, steady pay, discounts, and access to facilities/activities.. Second, were **holidays / time off** including: vacation and holiday breaks (Christmas 2 weeks off). Third, was **atmosphere** including: safety, job security, location, family/education environment, feeling of pride in university, working with the students, and sense of accomplishment.

Question 2 – How can MSU improve its services and working conditions?

With 291 total responses to this question, the answers to this question fell into two categories. First, **pay raises** need to be addressed. Second, **communication** needs to be improved across the campus so departments can work together.

Question 3 – What suggestions do you have for the Staff Regent?

The responses to this question varied from specific directives to general words of support. Positive comments like, “keep up the good work” and “keep listening to and communicate with the staff”. But once again the overwhelming comment was “get us a raise”.