



**MURRAY STATE**  
UNIVERSITY

# Staff Perspective Survey

Presented to:  
MSU Board of Regents  
March 11, 2022

Dr. Jessica Evans, Staff Regent  
Dr. David Wilson, Staff Congress President  
Matthew Jones, Staff Congress Vice-President  
Trish Lofton, Staff Congress Treasurer

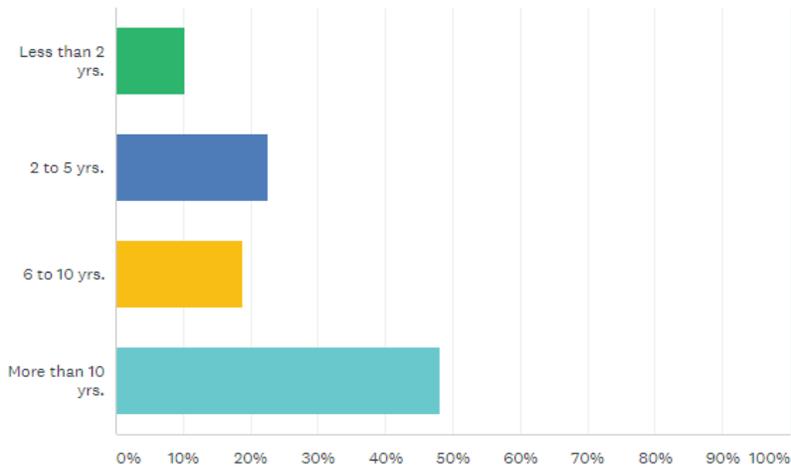
# SECTION 1: GENERAL QUESTIONS

Q1



How long have you worked at MSU?

Answered: 291 Skipped: 0



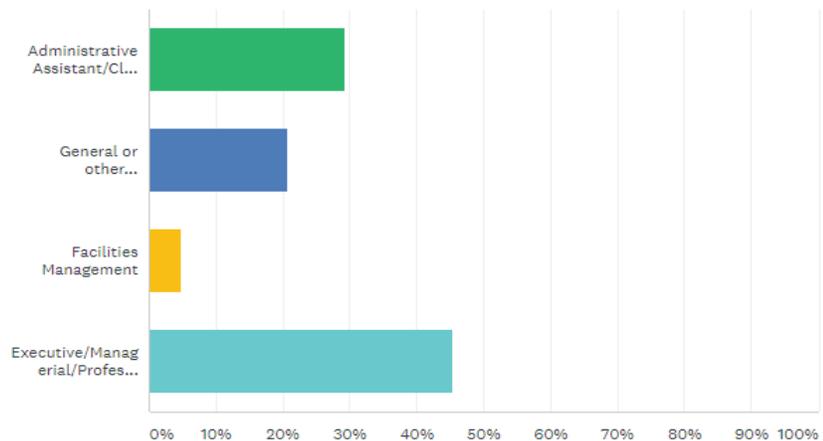
ANSWER CHOICES	RESPONSES	
Less than 2 yrs.	10.31%	30
2 to 5 yrs.	22.68%	66
6 to 10 yrs.	18.90%	55
More than 10 yrs.	48.11%	140
<b>TOTAL</b>		<b>291</b>

Q2



In which employment category do you work?

Answered: 291 Skipped: 0



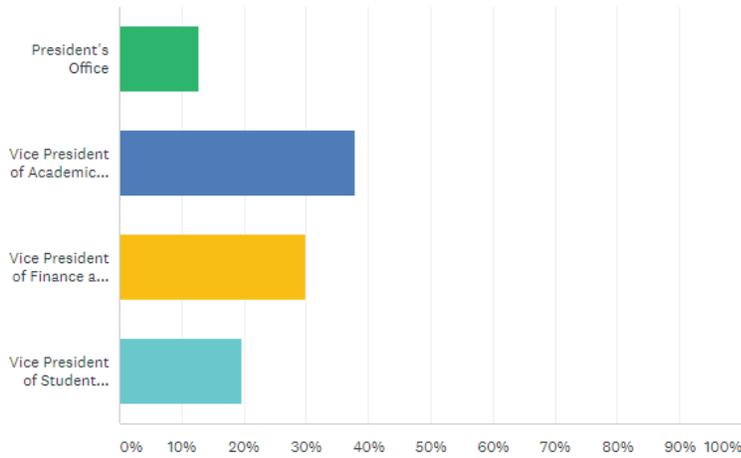
ANSWER CHOICES	RESPONSES	
Administrative Assistant/Clerical	29.21%	85
General or other operational staff (non-FM)	20.62%	60
Facilities Management	4.81%	14
Executive/Managerial/Professional	45.36%	132
<b>TOTAL</b>		<b>291</b>

Q3



### In what division do you work?

Answered: 291 Skipped: 0



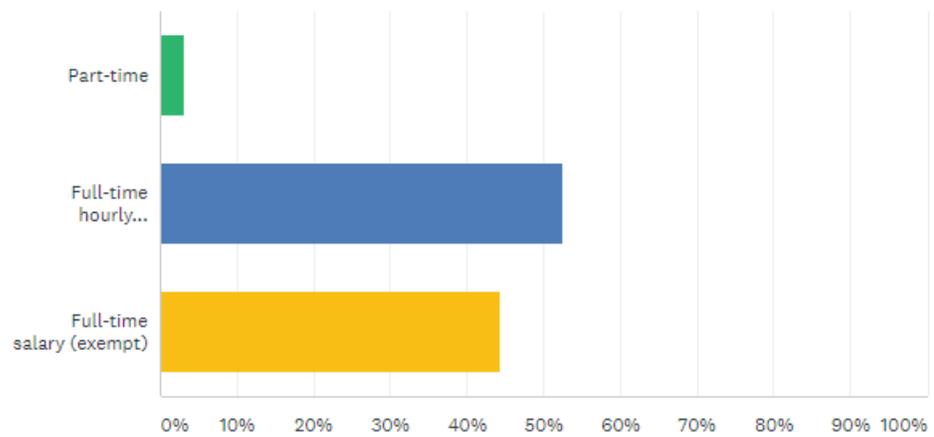
ANSWER CHOICES	RESPONSES	
President's Office	12.71%	37
Vice President of Academic Affairs	37.80%	110
Vice President of Finance and Administrative Services	29.90%	87
Vice President of Student Affairs	19.59%	57
<b>TOTAL</b>		<b>291</b>

Q4



### What is your job status?

Answered: 291 Skipped: 0



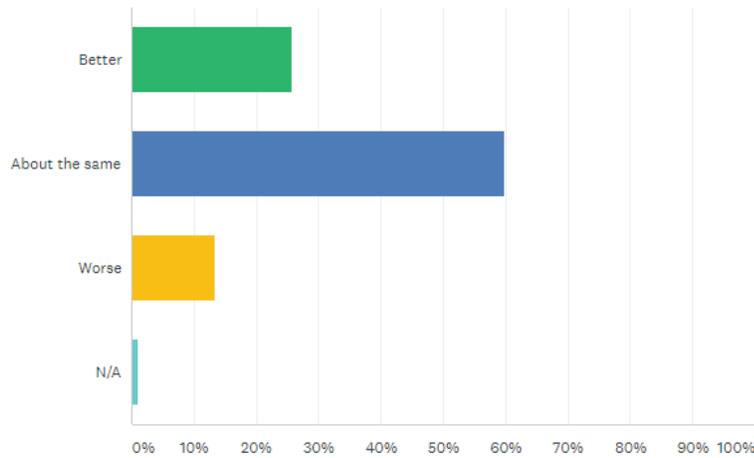
ANSWER CHOICES	RESPONSES	
Part-time	3.09%	9
Full-time hourly (non-exempt)	52.58%	153
Full-time salary (exempt)	44.33%	129
<b>TOTAL</b>		<b>291</b>

Q5



Compared to a year ago, during COVID-19, are working conditions:

Answered: 291 Skipped: 0



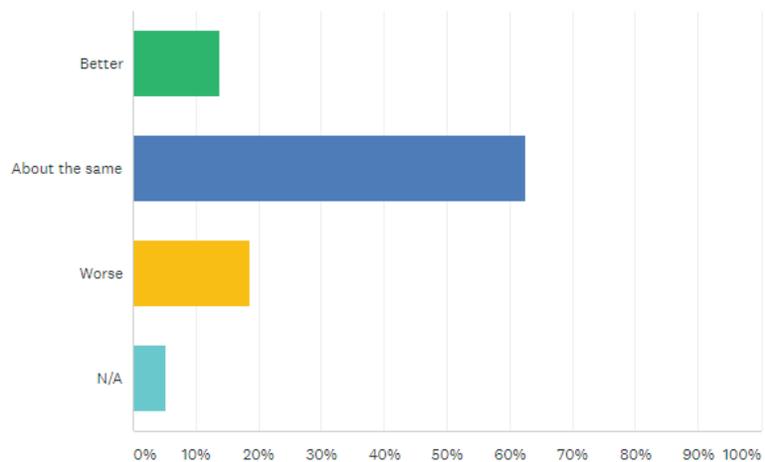
ANSWER CHOICES	RESPONSES	
Better	25.77%	75
About the same	59.79%	174
Worse	13.40%	39
N/A	1.03%	3
<b>TOTAL</b>		<b>291</b>

Q6



Compared to two years ago, before COVID-19, are working conditions:

Answered: 291 Skipped: 0



ANSWER CHOICES	RESPONSES	
Better	13.75%	40
About the same	62.54%	182
Worse	18.56%	54
N/A	5.15%	15
<b>TOTAL</b>		<b>291</b>

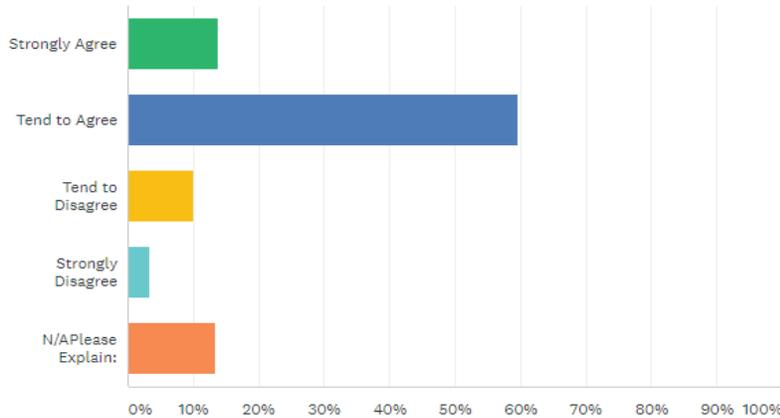
## SECTION 2: STAFF CONGRESS

Q7



I feel adequately represented by members of the Staff Congress.

Answered: 277 Skipped: 14



ANSWER CHOICES	RESPONSES	
Strongly Agree	13.72%	38
Tend to Agree	59.57%	165
Tend to Disagree	10.11%	28
Strongly Disagree	3.25%	9
N/APlease Explain:	<a href="#">Responses</a> 13.36%	37
<b>TOTAL</b>		<b>277</b>

### RESPONSES:

I have no clue how Staff Congress represents me or my department. I really don't know any details about Staff Congress

The Staff Congress makes statements on things it has no business making statements about. I resent words being put in my mouth that I do not agree with, but then don't present our concerns to the University - at least not that I can tell. I haven't seen any minutes from Congress meetings and there is precious little in the BOR minutes.

Opinion less

I have not had any interactions with staff congress.

I still wish we had paid maternity/paternity leave and not having to buy a supplemental insurance to cover some of the salary I miss if on leave.

i work for a regional campus and have little to no knowledge of the individuals who represent me. i place my votes based on who I believe will best serve the REGIONAL campuses and our unique issues. I do not feel that any candidates usually have any real knowledge of what we do and the challenges we face.

No one in F.M. feels like we matter.

I'm not quite sure or know much about Staff Congress to say

The traditional functions of the Staff Congress in shared governance have been so eroded over the past two decades that they are nothing more than an endorsement body for the administration with no real and meaningful input or voice. Instead, their role has devolved into the pandering exercises listed in Question 8.

Don't know what kind of impact they have on our day to day life at MSU.

I don't feel that representatives reach out to the staff and get a feel for what they need or want. Take for example Summer Hours. What difference does 30 minutes make at the end of the day?? It's still daylight for 4 more hours.

I much prefer the regular 8-4:30. Especially when you have a child or children to consider.

I don't feel like members of staff Congress take time to talk to the workers in FM to see how we feel about things. Phil Schooley doesn't either as a staff regent. Not once has he come down to talk to us.

I have been a member of Staff Congress for several years.

Where's the reach out, learning what issues we're facing? A person can't represent a group if they're not in touch. You can't take a pulse without touching the person.

My direct Staff Congress rep is not aware of the work that I and my coworkers perform. They work in an entirely different field and don't understand the issues that directly impact me.

Extended campuses are not represented on the Staff Congress

I often forget Staff Congress exists as there is rarely mention of things it does.

The staff congress regularly sends emails providing a summary about the decisions made during Board of Regents Meetings or decisions by the President and this information is appreciated. However, I rarely see the staff congress ask MSU Staff what they need and/or want. If staff congress is not regularly communicating with staff about what our needs and wants are, then how are they representing us at all? If they don't know what we need/want I can't imagine how they are doing anything to improve our working situation.

Staff do not matter and can be replaced easily.

I don't know who is my staff congress member over the area I work in. I only get these surveys.

N:A sometimes.

I have been with Murray State for almost 9 years and have had to go from a full time position with benefits to a 30 hour regular part time position and I get no real benefits. Now my waivers have been taken away also. Please fix this.

It seems to me that there is a disconnect between what is needed to produce a trust between FM and its representative. Example, voting for key issues that have long term effects that most employees do not support.

No one asks opinions.

I don't feel represented at all. I'm not even aware of who is on staff Congress. And if I was, no one within administration would be able to represent me well because they do not know my job well enough.

Interaction have been limited.

I've never met any members of Staff Congress or heard from them...other than Phil Schooley.

It doesn't appear that anyone is fighting for REAL wage increases. I'm also upset that I was not compensated in some way for continuing to drive 40 miles a day and come in while everyone else was getting paid to stay home. My job cannot be done from home. The money they saved on gas and food for lunches was like a raise in pay that I didn't get. Since I'm at the bottom of the pay scale every penny counts.

I do not keep up with the Staff Congress

It's a toothless organization that appears to have no effective voice in relation to the BOR and University governance.

I have no idea if I am or I am not

Yes, but don't want Staff Congress to vote either for/against in non University situations - because either a agree/disagree doesn't mean 100% of people indicated such.

Staff Congress and the Staff Regent do a good job represent the staff and keep us well informed.

Unsure of what kind of weight or any influence the staff congress actually has in making meaningful changes at the university level.

I do not know who the staff congress was or what they represented. I was unaware that staff congress was standing for the staff.

Not sure what has come from staff congress.

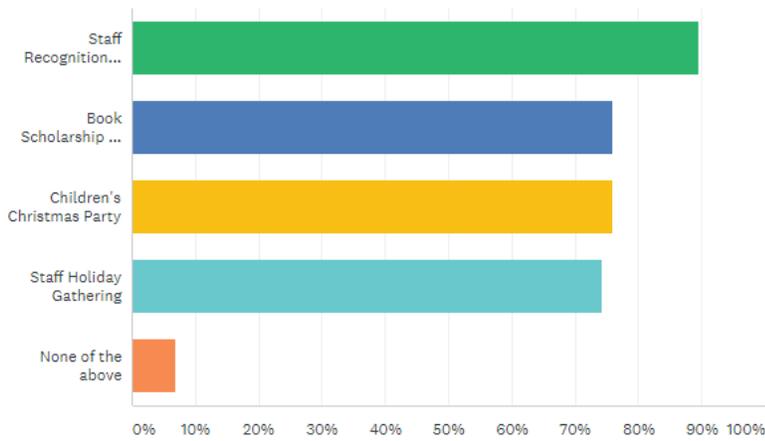
I really have concerns about equity that I wish the representatives would take to the floor. For example, Why should I pay the same for parking, etc., as faculty and staff members who make four times as much as I do? This is balanced by how hard the Staff Congress reps have worked on the fairness and diversity statement.

Q8



# Staff Recognition Luncheon and Awards

Answered: 275 Skipped: 16



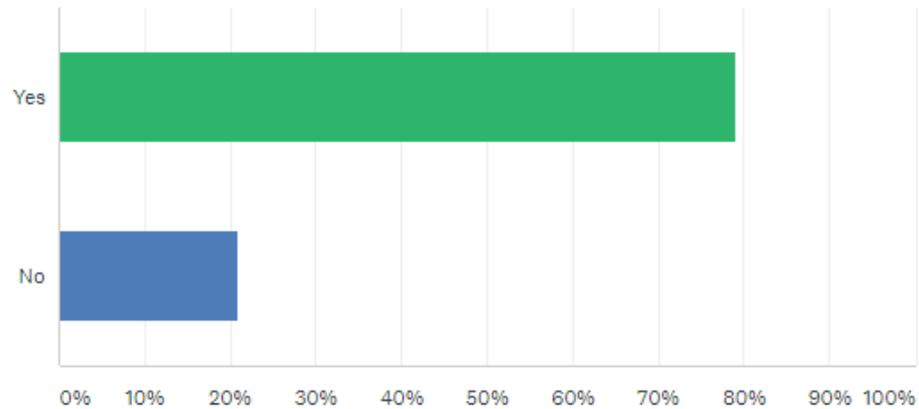
ANSWER CHOICES	RESPONSES	
Staff Recognition Luncheon and Awards / Vendor Fair	89.45%	246
Book Scholarship for staff members and dependents	76.00%	209
Children's Christmas Party	76.00%	209
Staff Holiday Gathering	74.18%	204
None of the above	6.91%	19
<b>Total Respondents: 275</b>		

Q9



# I receive timely information from Staff Congress members.

Answered: 277 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	79.06%	219
No	20.94%	58
<b>TOTAL</b>		<b>277</b>

Q10



## What priorities do you have for the Staff Regent of Staff Congress to address in the upcoming year?

Answered: 110 Skipped: 181

Long delays in the approval process for hiring new staff. HR makes it so difficult, delayed and drawn out.

Working conditions

Flex time/work from home options, raises, opportunities for promotion/advancement

Focus on a sense of community on campus

A fair work-from-home policy for the entire University, that recognizes that some jobs are more suited to remote work. These decisions should be made at the Director level.

Full review of staff pay. Stop letting the university get away with putting this off. They have de-prioritized it for more than a decade.

I would like to advocate for a staff raise in pay, even if it means raising tuition. I also want to see the Wellness Center Hours extended - opening at 5am during the weekday. Right now, the Wellness Center doesn't open until 9am and faculty/staff who want to exercise in the morning before work cannot do so.

I would like some more clarity on the future of operations in regards to the COVID changes. I understand, a lot of this is still in the air and changing, but it seems really odd to me that we are just now back to normal, with no regard or even thought as to what COVID will look like or how it can affect us. I really don't like how we are seemingly just ignoring that COVID ever happened.

I would love to see on campus childcare.

People working two positions without compensation and not being able to complete everything then getting slammed on their reviews for it. The review process stinks. Reviewers are instructed to not give high marks, ostensibly because no one can be that good and can always improve when in actuality it is a way to save money because no one can get a merit increase with average ratings. This is dishonest in the extreme and bad business. While no one is perfect, getting an average on your review when your work is actually outstanding or exceptional is demoralizing and humiliating.

Pay raises for cost of living and increases not getting one last fiscal year.

increase in wages

more remote work opportunities for jobs that can be done remotely

Promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-minded for the past 2 years at least by management & personnel to keep me out of the promotion.

Excellent

That hourly workers could use a raise.

Volunteer opportunities in the community.

- Maintain benefits without increasing cost - Increasing wages and salary - Exploring ways to implement wage and salary increases that reward experience and job performance - Advocate for review of non exempt grade scale. It isn't fair jobs requiring a two year degree and limited experience are 3-4 grades higher than jobs requiring a degree and equal experience.

I don't need a COLA raise, but could use a NMB raise. What is an NMB raise you ask- well it is a Need More Bourbon raise! But seriously, we need staff congress to work on highlighting and recognizing individual staff members who go above and beyond in their jobs.

Lack of adequate parking that will again become a problem once everyone is back working in person.

Implementing a system where the university awards hourly employees for years of service by giving them raises at different milestones. Example: 5 years- \$1 an hour raise, 10 years \$1 an hour raise, etc. There are no incentives to stay longterm at the university any longer.

University remote work policy.

Remote work & flex work. Learned during COVID that it's possible to work from home & be at least as productive as working in the office, and get a much better work/life balance. Also, the HVAC at home works better.

Staff Congress needs to do more. I'm not sure why I still need to vote for people to represent me as a staff if I don't ever hear anything from Staff Congress or see them working to improve conditions for staff on campus. Who is my representative? I have no idea because I don't hear anything staff congress does. Not all staff can attend the meetings all the time. Can staff congress please try to work and advocate for more consistent raises, not 1%, prevent reduction of benefits have some sort of employee promotion and retention program so there are opportunities to advance at the university and let staff know what has actually been achieved? Thank you.

Continuing to focus on diversity, equity and inclusion issues.

paid maternity/paternity leave

Working on mandatory job audits or raises for people who have been here for x amounts of years and for people who have obtained an educational upgrade. Better parking for staff members.

Pay and benefits

opportunities for advancement, marketing budgets, staff pay increases, work/life balance for employees.

As always, keeping our benefits without the cost going up significantly, as well as pay raises.

Work from home policy. This year has proven that we can work successfully from home and there are times when we should be able to work from home if your car breaks down or we need to wait for a service repair person and it doesn't interfere with our workday. I know that I can be a successful worker from home, get my job done and not get behind just because I have to be at home for something that is out of my control.

More communication with all divisions and staff

N/A

Better communication with your staff members. There were numerous emails that went out to staff, but I never received any of them even though I've been a full-time employee for almost three years now. They were from either the Staff Regent or Staff Congress.

Making Staff Congress more visible. I don't think the average employee knows what they do or feel connected with staff congress like they should be.

Murray State has become the Walmart of Higher Ed, underpaying they're employees in the effort to produce the cheap everyday low price diploma. Western KY U appears to follow the Target model in that they value their employees. Addressing this should be priority one for SC and Regent.

Ensuring that although remote work is an option, it is not taken advantage of when weather has played a part in area schools, daycares, or adult care services are closed. When told to work remote when winter weather was an issue earlier this year, it caused great anxiety and stress trying to work and take care of small children since childcare was closed due to weather.

salaries, health insurance, retirement

No outsourcing and improvements to staff morale

Naturally Covid has played a big part in our lives this last year and a half. It's time that MSU work more effectively on a flexible work from home schedule. It's obvious that it can be done, we've shown it can be, but if an office can work at home and is not directly student related or has to see students, there is no reason they should not be able to. Also, give people the option to choose if they want to do "Summer Hours" or not.

I would like to see some of the flexibility and work/life balance that COVID made possible continue beyond the pandemic. The option to work remotely when appropriate, one or two days a week for some, or even full-time for positions that can successfully do so, could be a great recruitment tool for new employees and, as it promotes a healthy work/life balance, could be considered a wellness benefit.

Whew - "Hang in there," I guess. Had a conversation with FacMgmt guys. They were pissed off about the electric lawn mowers being used. I didn't have the heart to tell them, "It's a good idea and energy efficient and better for health of people and the environment." One also saw no need for quarantine or to shutdown from COVID/pandemic so this is the world we live in. Do the best you can, bud :)

none

Pay raise, filling vacant positions, flexible work hours/days during non-peak times of office

Continue pushing for COLA and pay rate increases, particularly for low paying hourly workers and some professional/managerial who continue to fall below the national 25th percentile in salary for their occupation, certification and licensure.

Well to make sure that our jobs are not outsourced. Phil schooley voted yes to outsource other departments. So we don't believe he has our best interest in mind.

Raises and to make sure insurance doesn't go up.

Salary/merit pay increases

Flexible Work policy that represents supervisors' discretion in determining the best fit for employee and the University.

Childcare for MSU employees. Murray has very little to offer in the realm of clean, reliable, stable childcare options. In addition to that, what's left after the main wave of pandemic is maxed out because of ongoing restrictions. Then we receive a mandate ordering all of us to come back to the office full time...it's tone deaf. We need clean, reliable, certified childcare providers and we need them here on campus. Our educational mission shouldn't be limited to the students and staff--it should extend to the children of the staff. That would greatly improve the working environment and sense of support for university employees.

I feel morale is at an all-time low. This is impacting the work and the rapport that used to exist.

None, since I have no confidence that I am represented in any way.

Continue working on initiatives that benefit our staff (raises, opportunities for staff to earn extra income, flexibility in work schedule, look for opportunities to reward staff in non-monetary ways, and reward staff based on their years of service at MSU, look for opportunities to make staff feel appreciated and bring moral up on campus such as: food discount on campus, extra time off, an extra break on a designated day, or longer lunch hour on a designated day, free cup of coffee from Starbucks on a designated day, allow staff to meet in the quad to visit with each other for an hour on a designated day...it's the little things! Look for ways to keep health insurance premiums low, offer training opportunities for staff)

I think it is important for the Staff Regent and Staff Congress to make sure that staff members continue to feel seen and heard. I think it would also be important to check in after the completion of this survey to check and see how staff members are feeling about the progress.

Flexible work schedules

I don't really know what Staff Congress does.

Tuition waivers to be reinstated for retired staff and to remain as a benefit for current staff.

Pay, insurance

More opportunities to work remotely

Salary and continued flexibility in work-from-home options.

To fight for an increase in salaries for all employees. To not even receive a COLA raise over the last 2 years is a slap in the face to all staff members.

Wages and benefits

I want to see the Staff Regent and Staff Congress stop focusing on "parties" for the staff and actually work to improve working conditions for staff. The improvement of working conditions for staff would go further to improving productivity and morale than parties. MSU is facing serious retention issues and these retention issues will negatively affect all MSU employees. Some areas that can be improved for staff are as follows: The university supporting more flexible and creative scheduling within departments to improve retention, especially those departments that work 24 hours. Step Raises. The university needs to evaluate rewarding quality, loyal service of their employees with step raises. A step raise is a set amount provided to an employee upon their achievement of meeting a retention goal with satisfactory evaluations. In other words, a set raise amount is provided to a employee who satisfactory completes their job duties at their 5, 10, 15, 20 and 25 year marks. This raise would be provided along with any additional raises provided by the university. Obviously the years of service and rate could be set by the university. This would be a morale booster to the employees because they would receive a tangible reward for their years of satisfactory service to the university and provide the employee with an incentive to continue to provide satisfactory service to the university and to remain at the university. The use of step raises would significantly improve retention for the university as employees would have the ability to improve their lives with increased pay as long as they continue their employment with the university. Everyone wants to continue to improve and better their lives. Currently, the university does not offer any set programs for rewarding longevity with the university and therefore employees are stagnant in their current positions and have no avenue for career related improvement. This causes employees to leave the university for better opportunities, even though they would prefer to stay with the university. I have seen this as a reason for losing employees time and time again. This program would also improve productivity, because step raises would only be rewarded to employees with consistent satisfactory level evaluations. This would push employees to continue to provide satisfactory service so they will qualify for their step raise once they meet the set retention goal. Employees want the ability to continue to improve and they want longevity with a single employer. Employees do not want to jump from employer to employer. The university needs to again become an employer that allows employees to continue to improve and grow with them. The university creating a child care program for faculty, staff and students. If the university could provide a child care program this would alleviate a serious stressor for employees and students. A child care facility on campus would reduce the amount of leave needed for child care difficulties by employees and reduce the amount of class time missed by students because of child care difficulties. The child care facility could also employ our students in related degree fields in order to provide them real life experience they can include on their resume, which will make them more competitive when they attempt to find an actual job position. Returning closure days and closure pay. Our area typically does not receive the severe winter weather that requires closure days and closure pay. This was a benefit to being an employee at Murray State that the University rarely actually had to fulfill, but was still much appreciated when it occurred. This is because no all employees can work from home. So when closure days occurred those departments that still require employees to come into work could reduce staffing to only those who could confidently make it into work. Those employees who could not come into work could then take a closure day without having to use sick or vacation time. Now, without closure days, employees who are unable to come into work, who can't work from home, must now use sick or vacation time to stay home. If they are new and do not have the leave to stay home, they must now risk their own safety to come in. It is unnecessary for employees to take a risk to their own safety to come into work, while the majority of other university employees are allowed to stay home and continue to be paid. Uniforms: The university should provide a minimum of uniform shirts to university employee who are required or want to wear them. These uniforms should be provided by the university and not through a department's already tight budget. In my experience MSU employees are proud to serve the university and we should be able to advertise our employment with the university by wearing an MSU logo uniform shirt. University employees wearing university logo uniforms gives employees a sense of pride and belonging and also provides free advertising for the university. This is because when these employees are seen out in town, people start up conversations with them about MSU and it gives the employee an opportunity to discuss why they work for the university or why they recommend going to college at MSU. Employees in MSU uniform shirts also identifies for both students, potential students and visitors who works at the university and who they can obtain information. Visitors and potential students seeing more employees in MSU logo uniforms also sets a positive image for the university because they see the employees are proud to advertise that they work at the university.

Raises for staff (and all employees) at least to keep up with the cost of living.

Insurance, parking, retirement funding,

If minimum wage goes up, will we see increases as many of us will now be making minimum wage with 20+ years at MSU.

tuition waivers and benefits

salary raise

Explained in previous question.

Collaboration with Athletics to enhance faculty/staff attendance at all athletic events. Perhaps consider staff appreciation events at various athletic events each season (fall, winter, spring). Engage faculty and staff in honorary coach program for all sports.

Addressing hiring bottlenecks like over qualification for entry level jobs that could possibly discourage promising candidates. Create opportunities to help provide forward job momentum for new and current employees in job training for the skilled labor. More employee events to encourage community and open discourse between facilities.

Transparency from upper administration Lactation rooms Please get rid of contracts for staff; as exempt staff, aren't we "regular" employees? Why do we have to go through the yearly contract process? Clear, stronger disciplinary paths for staff who need help doing job More university wide policies on working from home or remote work; what happened during the winter storms was absolutely unfair. There are many who cannot really work from home because of the job they do but got paid for the time and others that put in a lot of work. And what about those who do not have internet at home....how are they working from home???

Just mainly communicating

Being paid fairly, being recognized as a professional within my field of which I was employed

The toll on employee mental health this last year has taken needs to be talked about. The Zoom fatigue, balancing work/home/children, working from home, additional safeguards everywhere, ill family/friends, physical isolation from family/friends/coworkers, scarce resources, trying to meet job demands (and falling short at times), etc...

changes to retirement systems, healthcare,

Lobbying to maintain flexible work options post-Covid: Flextime, Remote-Work Options, etc.

I feel COVID has and will place the University in defensive posture that can effect employment and compensation. The priority if wish to be addressed is to ensure all parties are protected, University, staff, and faculty alike.

Please continue to fight to keep healthcare affordable

The things I spoke of in item #7 and insurance.

Remote work options.

Pay increases: continuing to close gaps, find disparities, and increase the pay for the university's lowest paid employees (in addition the the pay increase that was just approved for July 1). Performance evaluations that contribute to pay increases/bonuses for the year. Paid maternity/paternity leave that is not unpaid FMLA.

In the midst of a budget crisis, when will the staff receive news of a raise?

Staff Regent should have it's own survey Staff Congress-what are the committees? How are committees made? What is the purpose of said committees? Once committees are established, email results of committee meetings

University hiring/employment for the community and future pay raises

I appreciate the recent increase in direct communication from the Staff Regent, in relation to BOR meetings/agenda and outcomes and hope that continues. I would like to see an obvious/open move toward increased advocacy on behalf of staff.

Could the option of working remotely be incorporated as a more standardized option (especially during summer months where there are not as many faculty/students on campus)?

I won't last the year so it doesn't matter to me anymore.

Can Chick-Fil-A start serving breakfast? :) PLEASE bring back tuition waivers for dependents for graduate school.

Morale is low. The sense of teamwork is gone. Menards beginning pay is over a dollar higher than an adm asst.'s beginning hourly rate.

Main two main issues - 1) more consent raises - 2) allowed to work from home

Salaries

1. Push for pay raises. 2. Replace terminated employees instead of consolidating positions and leaving departments short-handed. 3. Bring back MSU Health Services (that was a great loss of a benefit to staff members). 4. Increase Sick bank or allow employees to donate sick/vacation to each other when needed (like most organizations do).

Protecting the interests of all staff members; promoting fair pay for staff members

Flexible work arrangements

Pay equity within the university and in the local region.

Pay increases

Having childcare options for faculty and staff members available on campus. Also, having paid maternity leave for those that need it. FMLA is a wonderful program but having a paid leave would make those early weeks with a lot of financial burdens easier.

Flexible work schedules, reinstatement of state-wide tuition waivers

Don't outsource any more people. See what we can do about COLAs (i.e. so we can at least maintain buying power instead of gradually losing it, as we have been doing). Raises for years of service (Above and beyond COLAs) would be nice, but I understand if that is a tertiary priority.

Lowering insurance premiums and focusing on more cost of living increases etc

Get us a decent raise to match the increase in cost of living.

low wages

Maintaining current benefit packages.

N/A

Please advocate for the staff on this campus. Merit raises would be a start.

Affordable dining for employees.

Equity. Cost of living.

COLA, raises for low-paid administrative staff

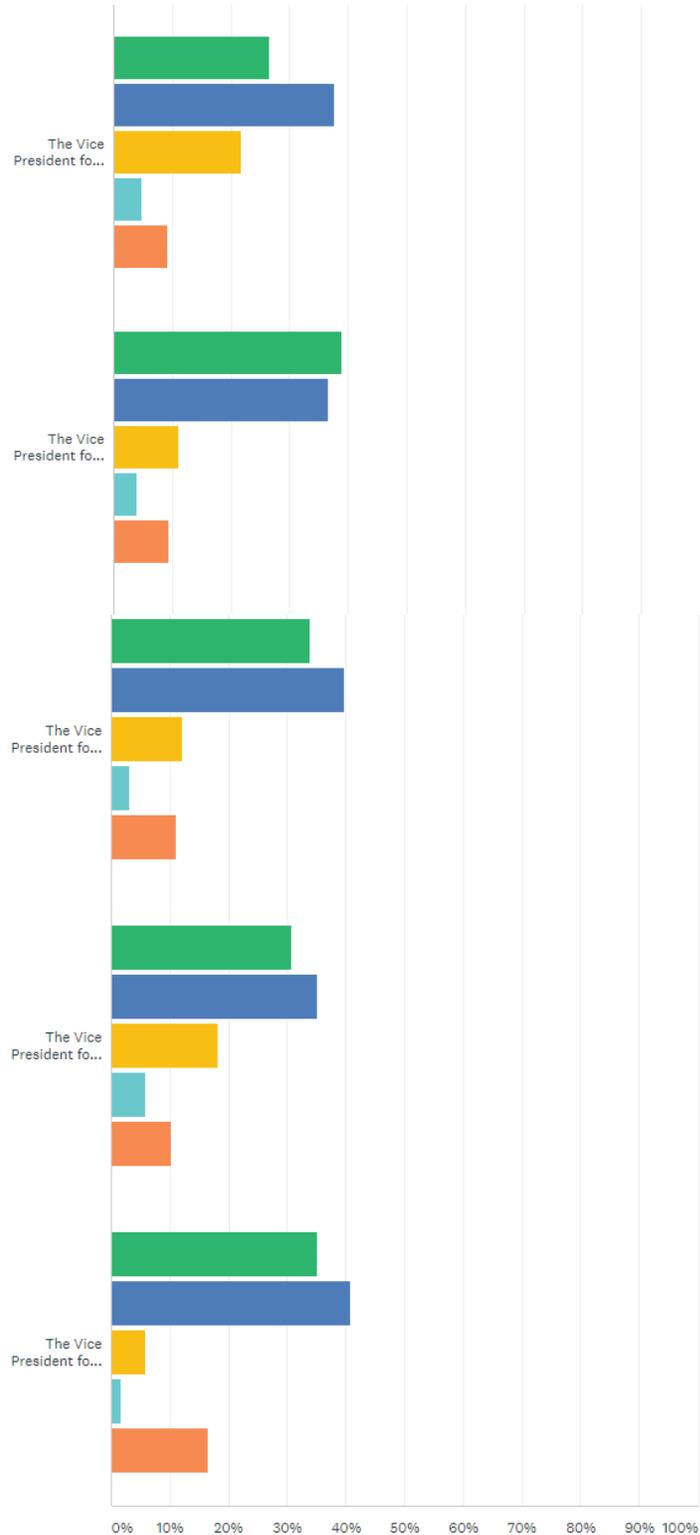
Raises

## SECTION 3: ADMINISTRATION

### Q11

Vice President: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 Agree2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree5 = N/A

Answered: 226 Skipped: 65



■ 1 - Strongly Agree   
 ■ 2 - Tend to Agree   
 ■ 3 - Tend to Disagree  
■ 4 - Strongly Disagree   
 ■ 5 - N/A

	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	5 - N/A	TOTAL	WEIGHTED AVERAGE
The Vice President for my division or area is aware of major concerns of employees.	26.55% 60	37.61% 85	21.68% 49	4.87% 11	9.29% 21	226	2.33
The Vice President for my division or area can be trusted to be straightforward and honest.	38.84% 87	36.61% 82	11.16% 25	4.02% 9	9.38% 21	224	2.08
The Vice President for my division or area is doing a good job planning for the future.	33.93% 76	39.73% 89	12.05% 27	3.13% 7	11.16% 25	224	2.18
The Vice President for my division or area adequately communicates with staff in a timely manner.	30.67% 69	35.11% 79	18.22% 41	5.78% 13	10.22% 23	225	2.30
The Vice President for my division or area helps foster diversity at the university.	35.11% 79	40.89% 92	5.78% 13	1.78% 4	16.44% 37	225	2.24

## Q12



### Vice President comments:

Answered: 37    Skipped: 254

I think the VP has done a great job and seems to truly care about us and the department. I still think recognition can be improved, but other than that, I feel like he truly cares about us and values our positions and what we do.

The diversity question is ridiculous and over the top. MSU is over diversified as a whole. Diversity is not the issue. Cramming it down peoples' throats is- THAT is what creates problems where they do not exist as well has hate and discontent. This is political correctness at its worst. Instead of empowering EVERYONE it consists of shaming people for their religious beliefs, being born with the wrong skin color (now white), and privilege that doesn't exist.

Promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-minded for the past 2 years at least by management & personnel to keep me out of the promotion.

We receive zero direct communication from our VP. Too much bureaucracy between the average employee and the top, we never get a straight answer. Our opinions are rarely asked and ignored when they are.

I don't see that there is really much communication at all between my VP and any staff below those directly reporting to my VP. I'm not really sure that there is a mechanism for that, and I don't know that I've ever heard that we're welcome to drop by, send a note, or call. It doesn't seem that it's actively discouraged, it's just not a thing.

I think the VP of my area does a good job, but like most people at this university, the concerns of the people doing the actual work falls on mostly deaf ears. When concerns were brought to the VP of specific covid concerns nothing was done. Diversity on this campus is not taken seriously by almost anyone in power. The happiness of the employees who have been here for years and who have been loyal to this university and who deserve raises based on time here and education are ignored and that's why so much turnover happens frequently in certain areas.

Communications from the vice president seems to be exactly the same as what we hear from the provost and president of the university and is mainly centered on the students and faculty, not the staff.

N/A

He has always been someone who advocates for the staff, but over the past year I feel like certain departments have gotten the short end of the stick and have been pushed to their max. Covid concerns were not taken into consideration at times for our area by VP and President.

She is wonderful.

I do not know if the Vice President of our area knows of major concerns because they have not reached out to us directly with any emails or survey. I personally do not feel comfortable coming back into my office because I know of at least one person that has not gotten the vaccine and it is concerning to me. I don't feel we are going to be back to "normal" just yet or this is going to be over with by the end of the year. Safety for employees should be priority because you have to have us to run the university.

I find it interesting we often have end-of-year money for equipment and supplies yet cannot seem to find money for pay instructors to teach a course as overload, "so we're just going to roll this into your regular course load." There is a problem with budgeting on campus. Colleges seem to be able to find \$30,000 to help faculty buy stuff but cannot find \$2,500-\$3,000 to pay a faculty person to teach a course. I don't get it.

Since we do not get information from the VP, I do not feel the VP is aware of concerns or can make adequate plans for the future. Information may be sent to the department head, but it is not distributed to others.

I don't know who the vice president is and I don't know what they do.

Who is my Vice President?

Our vice president is the president.

I have never met or heard from the Vice President of my area.

Since March of 2020, it has felt as though the VP for my division has not been concerned with the well being of some staff members. There has been such a focus on numbers and the next incoming class that they have forgotten to check in on the staff members "responsible," for these tasks. As far as diversity goes, the lack of response to the Black Lives Matter movement spoke volumes to many students and staff members. If we want to foster diversity we should make sure that our students, faculty and staff members of color feel seen, heard, and cared for.

I believe the Vice President of my division makes the best decisions possible with the information they are provided. I do sometimes question if our Vice President is provided adequate information as I think many people are intimidated by Vice Presidents. However, each level of leaderships effectiveness is limited by the honesty of those beneath them. I have the upmost faith in my current Vice President. I find her leadership to be something worth observing. I find it extremely impressive that she takes the time to learn all employees names, regardless of their current position level. I also think it is impressive that she takes the time to occasionally address the employees under her supervision in a group. I understand that she is not required to know our names or to address anyone outside of our supervision. The fact that she takes the time out of her schedule to perform these things demonstrates she is a caring leader and understands the importance of the employees under her supervision.

I have never personally met the Vice President for my division, but from the information I have received about decisions from them, they seem to make rash, sweeping decisions with little to no input from the people that are actually working in the departments. These decisions are also made with little to no notice for the departments. This causes the people working in the departments to scramble in order to react and respond to these changes that strongly affect daily responsibilities.

He is much more personable than I would expect from a VP and it is much appreciated.

I think the Vice President needs to be more visible and physically visit each department on a regular basis.

He is a reasonable person who genuinely cares about his people no matter the rank.

My VP is amazing and understands the mission.

No direct contact

He is great to work for. He can't always solve all of our problems, but he is willing to listen, and he helps when he can.

\*not sure if VP or direct supervisor provides limited communication

He does a very good job and is concerned about the faculty and staff on how they are treated and rewarded

We have no idea if our Dean communicates our concerns; we tend to doubt it as we feel like our department is being run into the ground. I would honestly be surprised if our department is still around in 5 years. Absolutely no support, no communication, no encouragement, no feedback. Nothing.

Our VP communicates to his/her directors, who may or may not communicate to the subordinates. I feel the VP's and upper administration are out of touch with the real life and real world problems facing staff.

Our area does not have a vice president.

I really have no idea what the VP of my division is or is not aware of. I could not answer any of these questions in an informed way. As a staff member I do not feel like the VP makes an effort to communicate with staff. Maybe their time is focused on faculty.

Provost is very concerned about the students, faculty, and staff. He is aware of concerns and tries to work out a reasonable plan to meet the needs of all involved. It is apparent that he cares about MSU and the community.

Overall I think Provost seems like a good person and genuinely cares about students. I am not sure he is aware of what it's like to live on less than \$25,000 a year though with no COLAs, as home prices, gas, food, etc. costs continue to rise. When you have very little cushion, a small increase hurts a lot more than when you are making 60K, 100K, 300K etc.

We should not be under the VP of student affairs. For the majority of 20 years, we always fell under the Provost.

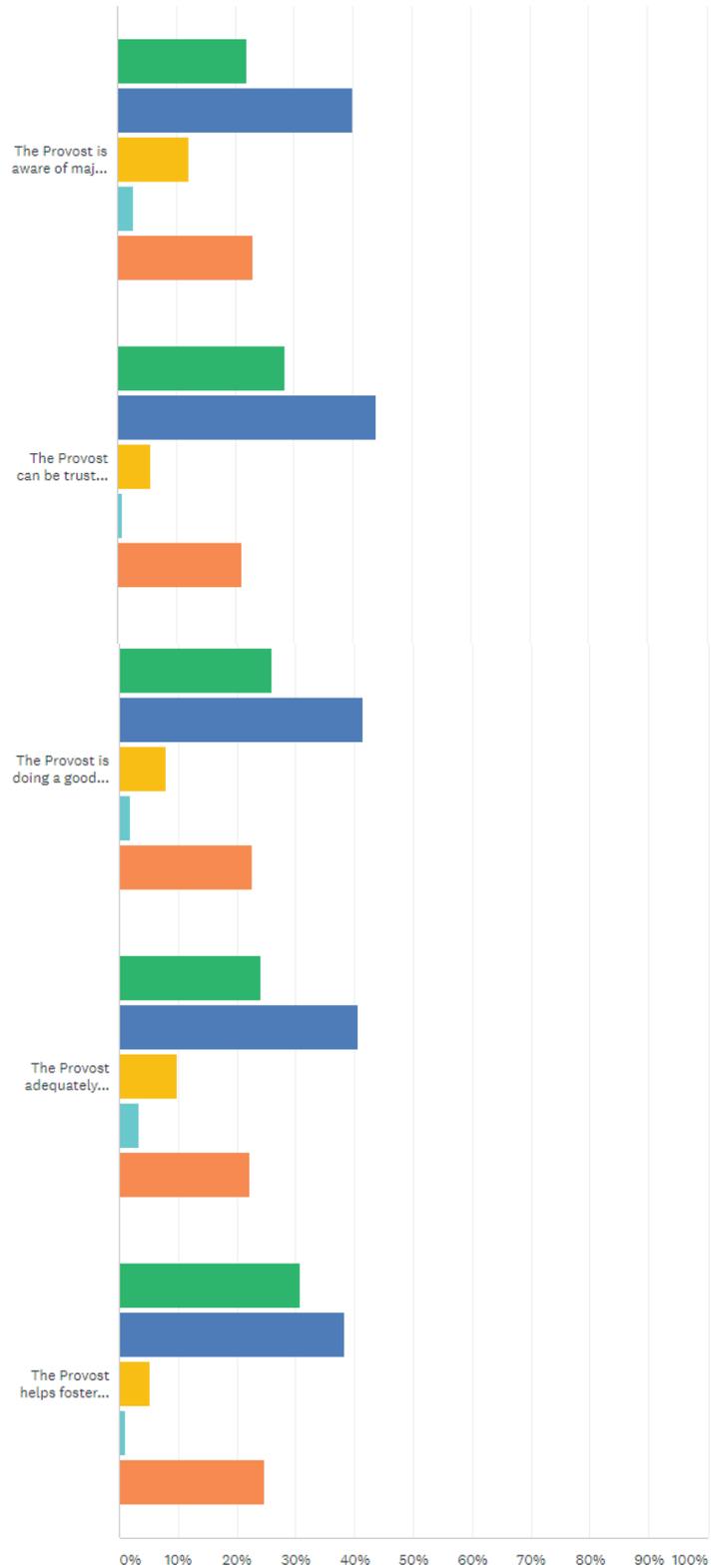
I don't interact with the Vice President.

Back in Feb. my boss's boss asked me about a card on my desk. She pointed out to him it was a birthday card to me he had signed. The higher ups have no idea who we are or our needs/wants/concerns...

### Q13

Provost: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 Agree2 = Tend to Agree 3 = Tend to Disagree 4 = Strongly Disagree5 = N/A

Answered: 214 Skipped: 77



■ 1 - Strongly Agree   
 ■ 2 - Tend to Agree   
 ■ 3 - Tend to Disagree  
■ 4 - Strongly Disagree   
 ■ 5 - N/A

	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	5 - N/A	TOTAL	WEIGHTED AVERAGE
The Provost is aware of major concerns of employees.	22.07% 47	39.91% 85	12.21% 26	2.82% 6	23.00% 49	213	2.65
The Provost can be trusted to be straightforward and honest.	28.50% 61	43.93% 94	5.61% 12	0.93% 2	21.03% 45	214	2.42
The Provost is doing a good job planning for the future.	25.94% 55	41.51% 88	8.02% 17	1.89% 4	22.64% 48	212	2.54
The Provost adequately communicates with staff in a timely manner.	24.06% 51	40.57% 86	9.91% 21	3.30% 7	22.17% 47	212	2.59
The Provost helps foster diversity at the university.	30.81% 65	38.39% 81	5.21% 11	0.95% 2	24.64% 52	211	2.50

Q14



Provost comments:

Answered: 27    Skipped: 264

I do not know who the Provost is or what they do

1/2021 1:52 PM

See comments above

Should be working to increase wages and better benefits for faculty and staff.

Promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-minded for the past 2 years at least by management & personnel to keep me out of the promotion.

I know nothing coming from the Provost office. Staff do not receive regular updates, even on things we should be aware of like the academic calendar. It would be nice if even a monthly email came from the Provost office to Staff about items staff and the university community should be aware of. Information on this campus feels like it's on a need-to-know basis and only a few select people seem privileged to it. Even in the pandemic it would have been nice to have more regular communication and connection with the staff.

After Covid, I hope to see more interaction with regional campus staff from the provost. It is impossible for him to understand our concerns when he has zero access to us.

Communications from the provost seems to be exactly the same as what we hear from the vice president and president of the university and is mainly centered on the students and faculty, not the staff.

N/A

I do not know if our Provost knows of major concerns because they have not reached out to us directly with any emails or survey. I personally do not feel comfortable coming back into my office because I know of at least one person that has not gotten the vaccine and it is concerning to me. I don't feel we are going to be back to "normal" just yet or this is going to be over with by the end of the year. Safety for employees should be priority because you have to have us to run the university.

Since we do not get information from the Provost, I do not feel he is aware of concerns or can make adequate plans for the future. Information may be sent to the department head, but it is not distributed to others.

Never seen him around.

Another invisible person.

I do not believe the Provost is aware of major concerns of MSU employees because the university does not provide an adequate way for employees to provide their concerns. Since there is no avenue to provide concerns the Provost is unable to be aware of them or address them. I chose to answer the rest of these questions with N/A because prior to Dr. Tim Todd taking over Provost I can't remember the Provost sending any campus wide emails. Since Dr. Todd has taken over I have seen his Covid-19 related emails. I think this is showing a notable improvement but I do not think I am able to make an educated decision on something I do not have enough experience with to decide. I would like to see the Provost address the campus more regularly so I can obtain a better understanding of the Provost Office role within the university.

I cannot assess someone I have not met.

Same as the above statement. More regular visits to departments.

No direct contact

Because I work in Student Affairs, I have limited interactions or connections to the Provost.

ditto

Provost Todd does a wonderful job leading our academic affairs unit!

I feel the VP's and upper administration are out of touch with the real life and real world problems facing staff.

We should be investing in creating a better online learning experience.

Again, I can't say that I feel like the provost communicates with staff in particular.

Our Provost is great. He cares about faculty, staff, and students. He is trustworthy and a hard worker.

Same person as the VP.

I think the provost is doing an outstanding and would make an excellent President.

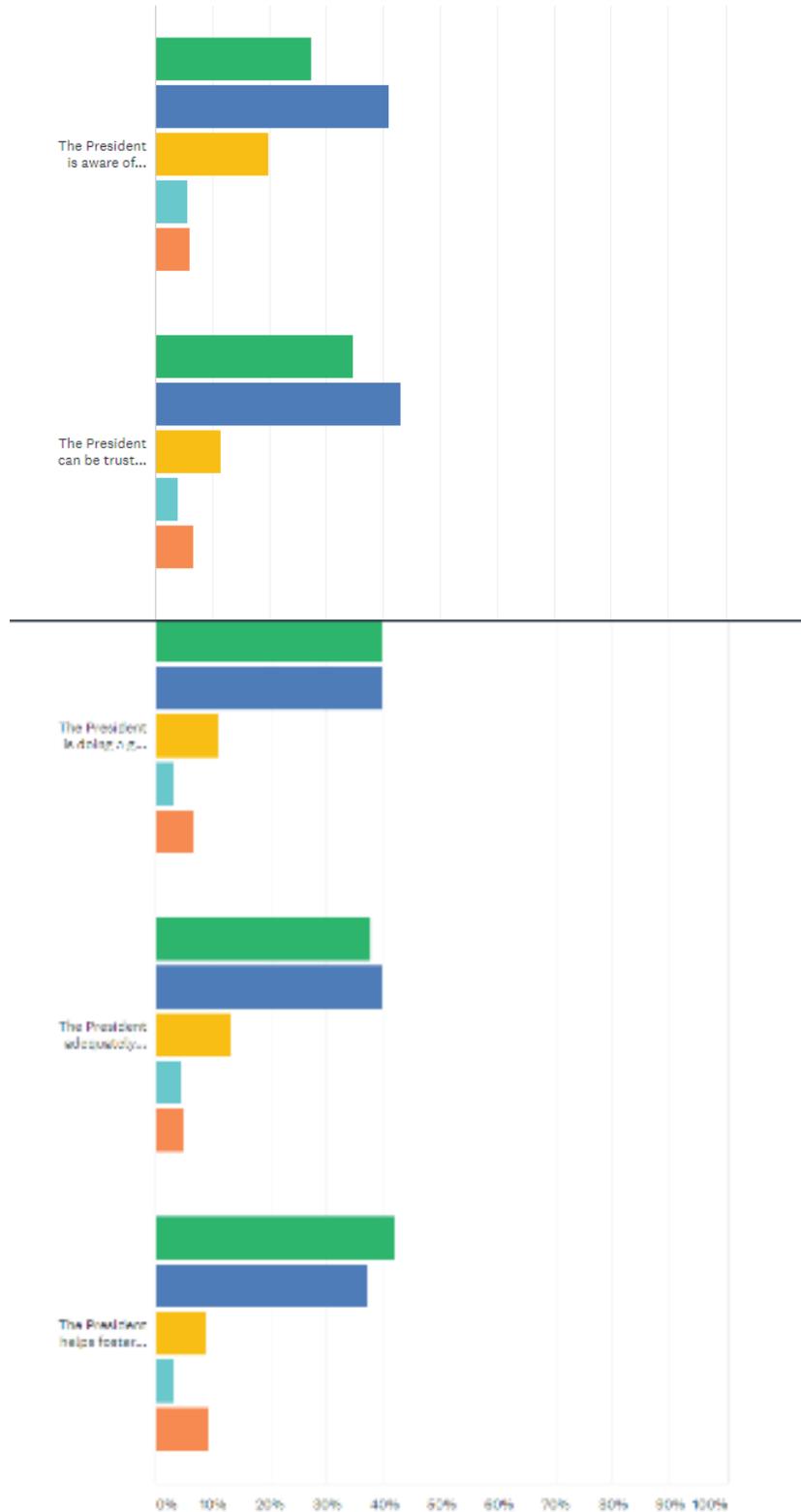
I don't interact with Provost.

Haven't seen Tim Todd since I was a student 6-7 years ago.

### Q15

President: 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 5 = N/A

Answered: 228 Skipped: 63



■ 1 - Strongly Agree  
 ■ 2 - Tend to Agree  
 ■ 3 - Tend to Disagree  
■ 4 - Strongly Disagree  
 ■ 5 - N/A

	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	5 - N/A	TOTAL	WEIGHTED AVERAGE
The President is aware of major concerns of employees.	27.31% 62	40.97% 93	19.82% 45	5.73% 13	6.17% 14	227	2.22
The President can be trusted to be straightforward and honest.	34.80% 79	43.17% 98	11.45% 26	3.96% 9	6.61% 15	227	2.04
The President is doing a good job planning for the future.	39.65% 90	39.65% 90	11.01% 25	3.08% 7	6.61% 15	227	1.97
The President adequately communicates with staff in a timely manner.	37.61% 85	39.82% 90	13.27% 30	4.42% 10	4.87% 11	226	1.99
The President helps foster diversity at the university.	41.85% 95	37.00% 84	8.81% 20	3.08% 7	9.25% 21	227	2.01

Q16



## President comments:

Answered: 35   Skipped: 256

We are very fortunate to have a President who is a former student, staff member and faculty member who truly cares about employees.

I cannot speak to number 3 or 5, but communication from the President has been odd. Mainly keeping in mind the email that was sent out saying that in the Fall we would be back to normal, but not at all clarifying what that meant or what the actual plan in. Considering the email was sent far before the COVID updates, I just don't feel like it was good to keep everyone in the dark like that.

Same as above

Promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-minded for the past 2 years at least by management & personnel to keep me out of the promotion.

Just no. I understand the job of the president is to run the university, but he and the administration seem disconnected from staff. Staff does not have good support from administration. Diversity is listed here and MSU does a poor job recruiting and hiring and keeping diverse people. I would not recommend MSU as a place to work for any people of color I know because I don't think they would feel welcomed.

I think the President knows what the concerns are of his employees and doesn't really care. I think that as long as things are running smoothly in his eyes he is fine letting his employees be unhappy. I don't think he cares about diversity at all and that was very clear by the statement he put out about BLM that garnered so much vitriol from African American staff, students and alumni as well as others.

Again, the presence of the president on our regional campuses would ensure that he is aware of our unique concerns.

Communications from the president seems to be exactly the same as what we hear from the vice president and provost of the university and is mainly centered on the students and faculty, not the staff.

N/A

Dr. Jackson has not taken Covid-19 into consideration for the safety of all of his staff members. Academic areas have been taken into consideration more than student affairs in my opinion.

Can't beat him!

I do not know if our President knows of major concerns because they have not reached out to us directly with any emails or survey. I personally do not feel comfortable coming back into my office because I know of at least one person that has not gotten the vaccine and it is concerning to me. I don't feel we are going to be back to "normal" just yet or this is going to be over with by the end of the year. Safety for employees should be priority because you have to have us to run the university.

I did approve of his emails regarding COVID and the changing environment associated with the pandemic. Good job on that issue. -- I know some folks are upset about the food service and landscaping contracts. Should have been done 2 decades ago. My former school was nearly all contracts in those areas. -- Murray State needs to do a better job marketing to community colleges, needs to establish direct credit-for-credit guides per program or for specific programs, and attract that audience. Let students take 2 years at WKCTC, HCC, wherever and let them finish here. -- Murray State and all the KY regionals need to fight back against the GOP in this state. What a bunch of garbage politicians. CPE needs to step up and take the fight to save higher education in the state directly to Robert Stivers and his backward-assed Republicans who think they know education. This is a "commonwealth" which literally means "for the common good," a socialist concept, I know. But the GOP in KY (let alone in the country) will ruin higher ed if the CPE and regional unis don't sack up and fight back on education cuts. -- Did you know departments are being charged to have non-functioning water fountains in their building replaced? Why should an office or a department have to foot the bill simply to maintain a useable water fountain? That is infrastructure. I don't understand.

The President can't know everyone's concerns due to the number of employees. However, if VP's do not take the time to speak to those under them, how can any of them know of concerns?

I feel the President needs to look at other ways to save money instead of being so quick to agree at outsourcing staff. There is lots of waste happening that is seen on the staff level but never acknowledged by upper level administration (Ricoh contract, Staples, forced contracts that aren't the best pricing/service). While I feel he has the best interest of the university at heart, there have been recommendations/decisions made about areas on campus without ever talking to staff or directors to see if it is the most effective move to make (i.e. moving the post office over to the General Services building). He needs to spend time talking with individual units to see how these decisions are impacting staff directly. He needs to hear the true story of what is happening, not the watered down/glossed over version he gets from a couple of people that appear to be calling the shots across campus.

Since we are 60 miles from campus, we are left out of everything. We just got our Christmas cards from the President the end of April.

He appears to be more concerned with pandering politicians than supporting and defending the staff that's doing their job ethically and well.

Since we are finally getting a raise or so I have heard, I think he may be aware of some employee concerns.

My comments for the President would be similar to those provided for the VP for my division. Again, there seems to be such a focus on numbers and what those mean for us in Frankfort that there is no concern for the well being of the staff members.

The university does not have an adequate way for employees to submit their concerns therefore I do not think that anyone within the university upper chain of command is aware of major concerns of employees, including the President. I believe the President did the best he could do during the Covid-19 pandemic to lead the university through a worldwide emergency that the majority of people alive had never lived through. Also, I believe he did the best he could do with the rules and regulations set down by the state that sometimes contradicted what was put out by our federal agencies. I think he was placed in a difficult position that would have been difficult enough but was made worse because the state agencies sometimes decided to follow different rules the rest of the country. I only stated I disagree that the President is doing a good job planning for the future because I do not think he is adequately addressing employee concerns to fix our employee retention issues. The university's success is dependent on the quality of its employees. However, I do agree with his recruitment efforts to focus more on advertising our university to our region and focusing more on advertising within the community. I think these ideas have led to an improvement in recruiting students. I think previously more attention was placed on recruitment outside the United States and people within our region were just expected to know about MSU because we are local. I think there should definitely be a balance in place between regional recruitment and recruitment outside of the United States. Our regional students need to know why we are the better choice of other colleges and universities because they have lots of options. However, our potential students in other countries need to be recruited so these students can be provided the opportunity at an affordable education and also improve our campus by increasing diversity and cultures within our university community. I know the past year has been difficult and the President has been leading the university through the Covid-19 pandemic. However, now that things are getting more back to normal, I would like to see the President get out of the office and meet with the students, faculty and staff in person. I think it is important to the morale of the students, faculty and staff to see the President out and about on campus. It is important they see him in real life and not just on a website or on a video. I look forward to seeing his leadership in the future under more normal circumstances.

there seems to be an imbalance regarding teacher/professor salary, time, pay to that of the administrative/support staff

I'm not sure the president is aware of the concerns of all employees, and ignoring the base will likely have a detrimental impact long-term.

Be more visible and visit each department more often.

The President should be aware of the micromanagement that is going on by some upper level offices, where departments have no say in getting the tools they need to adequately perform their assigned tasks. Vendor contracts should be scrutinized carefully. We most often end up paying more from a contractor than on the open market.

Great President.

I think Dr. Jackson cares about the university and will put the university's needs first, unlike our previous president.

I appreciate the weekly communication from the president. He has kept us well informed over the last year and has acted with a calm voice and a level head.

Stronger positions should be taken to promote diversity, equity and inclusion in spite of fears that it may alienate conservative donors.

President Jackson is doing a good job and had done a great job getting MSU through COVID-19. He tries to be very transparent

There is no one better to lead our institution at this time than President Bob Jackson. Wonderful job!

I feel the VP's and upper administration are out of touch with the real life and real world problems facing staff.

We are positioning ourselves to continue focusing on a traditional, in-person college experience. Research shows higher education growth will be in remote, adult learners who are more concerned with ongoing education and certification than degrees.

The comments are about the same as for the provost/VP. Dr. Jackson was previously a politician, so he does have that strike against him, but other than that.

I don't know his plans for the future and don't communicate with him.

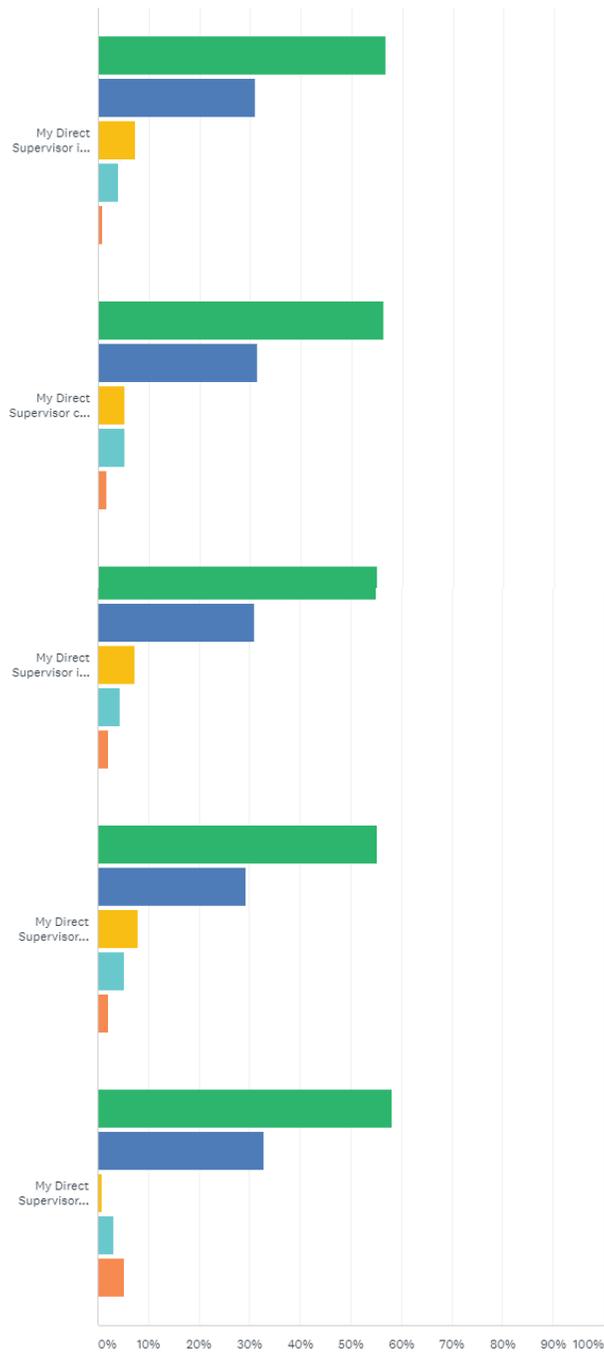
I have never seen the president in my dept. for any reason.

## SECTION 4: DIRECT SUPERVISOR

### Q17

Direct Supervisor: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 Disagree5 = N/A

Answered: 229 Skipped: 62



■ 1 - Strongly Agree  
 ■ 2 - Tend to Agree  
 ■ 3 - Tend to Disagree  
■ 4 - Strongly Disagree  
 ■ 5- N/A

	1- STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	5- N/A	TOTAL	WEIGHTED AVERAGE
My Direct Supervisor is aware of major concerns of employees.	56.77% 130	31.00% 71	7.42% 17	3.93% 9	0.87% 2	229	1.61
My Direct Supervisor can be trusted to be straightforward and honest.	56.33% 129	31.44% 72	5.24% 12	5.24% 12	1.75% 4	229	1.65
My Direct Supervisor is doing a good job planning for the future.	55.02% 126	31.00% 71	7.42% 17	4.37% 10	2.18% 5	229	1.68
My Direct Supervisor adequately communicates with staff in a timely manner.	55.26% 126	29.39% 67	7.89% 18	5.26% 12	2.19% 5	228	1.70
My Direct Supervisor helps foster diversity at the university.	58.08% 133	32.75% 75	0.87% 2	3.06% 7	5.24% 12	229	1.65

## Q18

### Direct Supervisor comments:

Answered: 41   Skipped: 250

My direct supervisor seems to only have their own career advancement in mind when making decisions.

I love my direct supervisor. I think she is doing a great job and I enjoy working with her

Same as before.

My direct supervisor has held me back from promotions by aiding in the promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-minded for the past 2 years at least by management & personnel to keep me out of the promotion.

My direct supervisor is great!

Dave McKenna is the best boss!

My supervisor tries to be proactive but is continuously running up against budget restrictions or being told 'no' from higher ups when trying to implement new initiatives. It is frustrating and demoralizing.

My direct supervisor is the biggest asset to CARE there is. She is a beyond effective leader and advocate for our campus, our division, and our institution as a whole. She goes above and beyond to ensure that we are thriving.

Good leader who administers policies in a fair manner.

My direct supervisor advocates for his employees and I have appreciated his leadership throughout this past year.

I've been fortunate in my 11 years at MSU with supervisors. He is a gem.

I do not feel my immediate Supervisor understands my major concerns because they have not reached out to us directly with any emails or survey. I personally do not feel comfortable coming back into my office because I know of at least one person that has not gotten the vaccine and it is concerning to me. I feel I need to have a cubicle because everyone comes thru my area. I don't feel we are going to be back to "normal" just yet or this is going to be over with by the end of the year. Safety for employees should be priority because you have to have us to run the university.

No complaints.

My direct supervisor has not had a meeting of any kind with our staff in over a year. It is difficult to plan for the future if you do not communicate or even try.

My direct supervisor has not been replaced

I think my supervisor does the best he can with what he is given.

My supervisor is EXCELLENT! She listens and allows us to do our jobs with creative freedom and guidance when needed. I couldn't ask for anyone better! Unfortunately, so much of my supervisor's ability to lead our department has been stripped away and is micromanaged by upper administration. A director in another department (not considered upper administration) is making decisions about what we need to do our jobs and has NO CLUE what we do. For example: my supervisor was not allowed to purchase a specific tool our department needs to function on a day-to-day basis. It was going to be a cost savings to the university. The purchase was denied by a person (not her supervisor or upper administration) that never gave us an opportunity to discuss our needs or even review the product. We had carefully researched and thoroughly tested this product. We were denied based on a laundry list of reasons that was pulled out of thin air and not based on FACTS. This is just one of the MANY examples happening on a weekly/monthly basis.

Since I rarely see her, how can she be aware of anything?

My Direct Supervisor has been a saving grace since March of 2020. He is an amazing boss and you can see his passion for higher education daily.

I recently had a change in my Direct Supervisor. My new supervisor is involved and interested in my department. He communicates with me regularly and I feel comfortable honestly communicating with him. He appears to understand the concerns I bring to him. I appreciate his support and look forward to continue working with him in the future.

Our Director is no longer allowed to tell us anything until it is about to happen. He has little say in the future of our department. I like him but there is no communication any longer.

My direct supervisor always communicates upcoming changes to us in a timely manner and is empathetic to each one our needs.

My direct supervisor does a great job of letting us know of things as they come up as soon as they are allowed to inform us.

I am uncertain if the needs of people are being adequately advocated. Not doing so ultimately impacts our ability to attract and keep qualified employees.

Excellent supervisor.

It is quite alarming at the decision-making abilities that have been taken away and ended up in hands of others that know little or nothing about this particular department

has favorites, doesn't listen, etc.

I am very fortunate to have a strong supervisor who is caring and fosters a great work environment for everyone.

My direct supervisor cares about his employees and communicates his concerns and their concerns. He is genuinely concerned not only with student success but co-workers' success.

Still works from home 80 percent of the time.

I appreciate the fact that I can count on my supervisor and he is always available when I have a need.

Not sure if unaware or if they just don't care.

I have worked at MSU for over 20 years and the person I currently report to is the most hard-working, honest, ethical and kind person I have ever worked for since graduating college and joining the workforce in the early 1990s.

I have two direct supervisors and they are both wonderful. They are working with what the university gives them.

Again, I feel most upper administration is completely out of touch with the problems facing the staff.

Remote work options would increase our applicant pool and provide more opportunities for diverse staff.

Incredibly thankful for the leadership of my direct supervisor!

She's really innocent and sweet.

He keeps us in the loop and makes sure to help when needed.

My supervisors take to make several magnitudes of pay higher, so in that regard they do not really understand the major concerns of staff employees. Faculty, sure, but less so with staff.

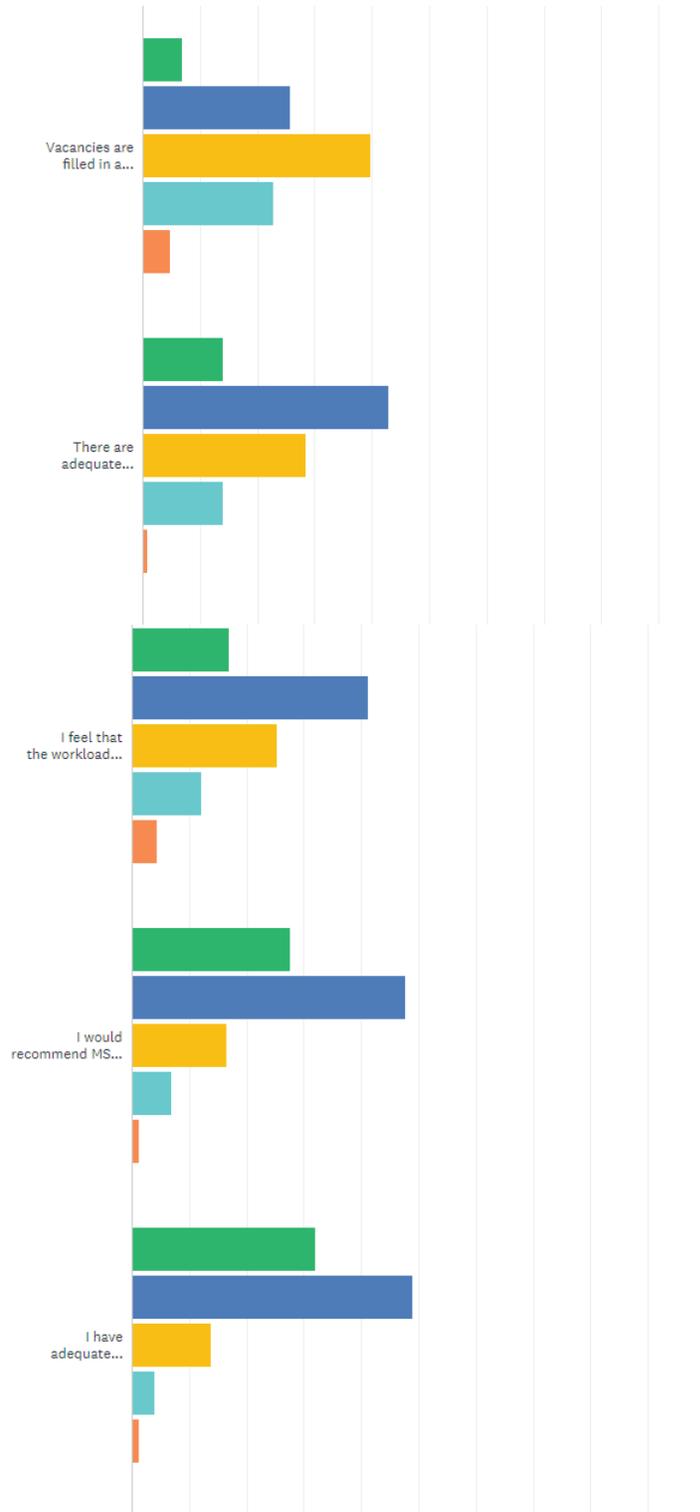
No plan for the future; indecisive; can't accept any responsibility

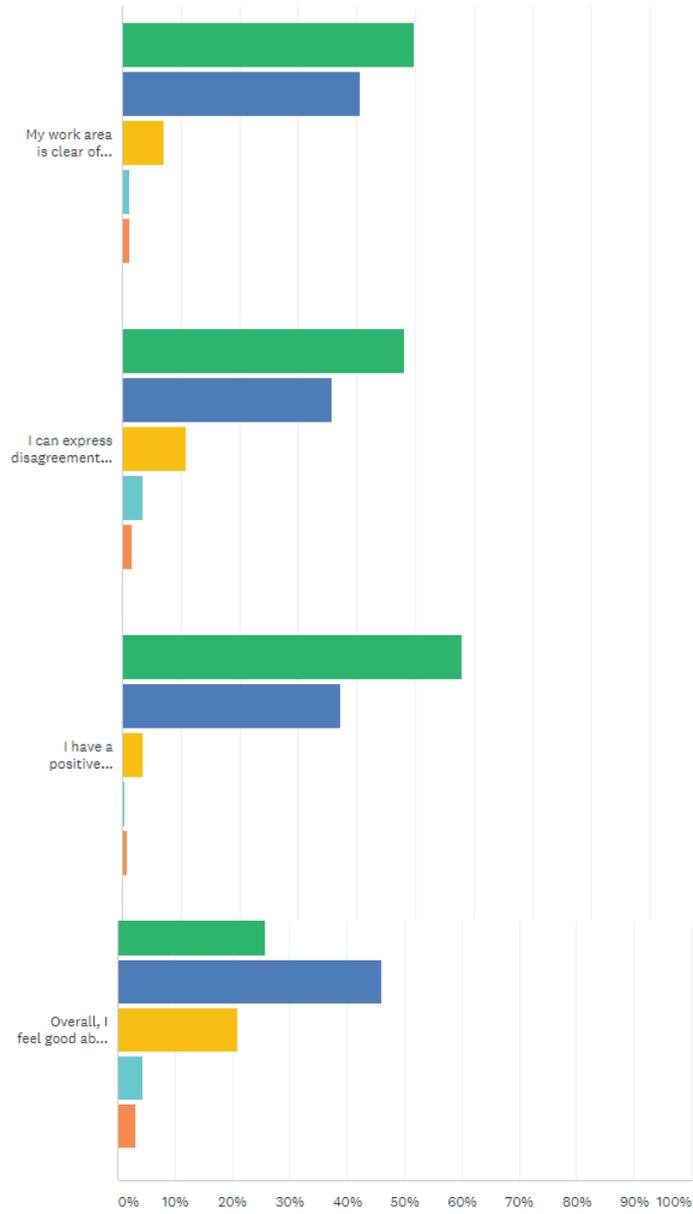
## SECTION 5: STAFFING/WORK ENVIRONMENT

### Q19

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 5 = N/A

Answered: 231 Skipped: 60





■ 1 - Strongly Agree   
 ■ 2 - Tend to Agree   
 ■ 3 - Tend to Disagree  
■ 4 - Strongly Disagree   
 ■ 5 - N/A

	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	5 - N/A	TOTAL	WEIGHTED AVERAGE
Vacancies are filled in a timely manner.	6.99% 16	25.76% 59	39.74% 91	22.71% 52	4.80% 11	229	2.93
There are adequate personnel in my work area to accomplish tasks.	13.97% 32	42.79% 98	28.38% 65	13.97% 32	0.87% 2	229	2.45
I feel that the workload is evenly and fairly distributed across all personnel in my unit.	16.96% 39	41.30% 95	25.22% 58	12.17% 28	4.35% 10	230	2.46
I would recommend MSU as an employer to my family and friends.	27.71% 64	47.62% 110	16.45% 38	6.93% 16	1.30% 3	231	2.06
I have adequate equipment and resources to do my job.	32.03% 74	48.92% 113	13.85% 32	3.90% 9	1.30% 3	231	1.94
My work area is clear of health and safety hazards.	49.78% 113	40.53% 92	7.05% 16	1.32% 3	1.32% 3	227	1.64
I can express disagreement with my supervisor without fear of intimidation and/or reprisals.	48.03% 110	35.81% 82	10.92% 25	3.49% 8	1.75% 4	229	1.75
I have a positive working relationship with my co-workers.	58.01% 134	37.23% 86	3.46% 8	0.43% 1	0.87% 2	231	1.49
Overall, I feel good about the direction MSU is going.	25.65% 59	46.09% 106	20.87% 48	4.35% 10	3.04% 7	230	2.13

## Staffing/Work Environment comments:

### Q20

Issues are pay. MSU does not pay well. Turnover will always happen until MSU pays what the job warrants. MSU will continue to "replace" until the pay balances out.

My coworkers are great, and I really enjoy my department. I do think tasks stretch fellow coworkers, and particularly my supervisors, a bit too thin. As people retire or leave, tasks are simply redistributed, and there don't seem to be many raises that accompany that. I also get frustrated at times when Sodexo is able to offer a far more competitive wage for students, which greatly cut down on recruitment for undergrad positions, and it doesn't look like we will be able to be more competitive with our wages.

I selected n/a about vacancies being filled in a timely fashion because we were forced into a hiring freeze due to COVID-19 last year.

It takes MONTHS to get positions filled and some of us are overworked to cover it while others have plenty of time to waste. Some parts of our unit get all the attention while others are ignored and things that must be completed at a level higher than the direct supervisor go undone or are pushed to the very last minute and panic point. I can have work done well in advance of deadlines, and do, but there is no point in doing so as the parts above me will not get done until the very last minute. I don't get paid enough to do these things to begin with, let alone the grief it causes.

We need to be able to fill open lines so that others are not overworked and overwhelmed.

Promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-mind for the past 2 years at least by management & personnel to keep me out of the promotion.

Seriously sick of being part of the 20% doing 80%. Too many people retired in place, or doing the absolute minimum they can get away with. Too many people willing to just let things slide and expect everyone else to just do extra work picking up their slack. Too many supervisors that don't care how toxic this makes things, and are unwilling to hold people responsible because they think they won't be able to replace them at all, or that it will take close to a year to get someone hired.

My supervisor is the only thing working well in my area.

Murray State used to be a great place to work, but in the last few years it has started to feel stifling. It doesn't feel like you are appreciated for the work that you do. When places are begging for people to work, a lot of us come in day in and day out and work very hard and get paid less or only a little above what people are making in fast food and have been here for decades. We have degrees and they aren't even taken into consideration when they are obtained, yet that is one of the perks of working here. People seem to be leaving this university and positions they've held for years because even the benefits have become not enough to combat the rest of it. And where diversity used to be something this university took pride in, it has become something of a burden for the higher ups. When a segment of your students, staff and alumni feel like a burden to you, that isn't good. When your most prominent school figure, the number 2 NBA Draft Pick, is saying take down a racist statute and then people of that city are calling him boy and telling him to stay in his place online for the world to see and then the President of the University makes a statement that shows up on prominent African American college blogs as an example of why you shouldn't go to non HBCU schools, that's not a good look.

Staff and faculty positions have been eliminated but we are still expected to continue to do the same work with less people and no extra compensation, not even cost of living wage increases. Stress levels are high and this is not the same great place it was to work at that it once was. I realize a lot of this is due to budget cuts, but the upper admin acts like there are no issues. Staff members are unhappy.

N/A

It's no surprise that vacancies aren't filled in a timely manner - if at all. I know much of this issue is beyond the control of MSU, but still an issue nonetheless.

At the Breathitt Veterinary Center workload is not distributed evenly. Workers that do not pull their weight are not made to do so, they are allowed to do as they please while others are left to pick up the slack. Many employees do not come to work on time and come and go as they please at all hours. Other employees are punished for being a mere few minutes late occasionally.

At this time, I do not feel clear of health and safety hazards since Covid started and my office area is open and everyone walks thru my area.

While the workload is evenly and fairly distributed, hourly employees are getting paid far too little for the importance put on this role.

Won't recommend Murray State as a decent employer. Too many idiosyncrasies. Too many policies which don't apply fairly, or make rational sense. People in the private sector don't understand they will never see a pay raise, or rarely see one. And this is because people fundamentally do not understand how universities work nor how they are funded. I saw a faculty person advertising for a grad assistant, pay was \$7.35/hr. That's obscene and ridiculous. No TA or GA should work for minimum wage, period. "Welcome to college where we teach you to think outside the box. Now, here is your meager \$7.35/hr poverty wage."

Our office does not evenly distribute the workload. Some employees are able to barely work (never respond to emails or phone calls) while others are not allowed to take the vacation time they have earned due to overwhelming duties. If you try to express your concerns about the uneven treatment you are told "that does not concern you" and then others in the office begin to treat you harshly.

Need office space for my staff

Murray State as a university is probably going in a good direction, the Breathitt Veterinary Center is not. As knowledgeable staff retires or leaves for higher paying jobs, they are not replaced with equivalent personnel. Training is also inadequate for new employees.

They can't keep quality employees because they are under paid. They won't pay dedicated loyal employees well either.

The level of micromanagement that happening on this campus is severely impeding my work. We are FORCED to use a company that does not provide the best pricing. We are forced to get approvals just to buy ink pens or paper. This is an insult to our intelligence. The morale of staff continues to decline because of the oppressive governance that is happening.

Only "special" departments have vacancies filled, while others are bare bones.

As far as work environment goes, during the pandemic I have often felt unsafe and unheard when expressing concern to upper administration. While I understood the need to serve our prospective students, I think there should have been a bit more concern for the health and wellbeing of the staff members and current students that were asked to perform certain tasks. Many people across campus don't fully understand all that goes into the work from my office which I believe can hinder us from being able to work together and serve students to the best of our ability. This university claims to be "student centered," but over the last year and a half this has felt far from true. We need to remember that we are not only trying to serve prospective students but also those already enrolled.

I do not feel that vacancies are filled in a timely manner because we are unable to post for a position until the person's two weeks' notice has been completed. I have been told this is to allow the person the opportunity to change their mind. I feel as though if a person resigns their position than they have already thought this out. The university could put a 48 hour wait time on resignations to allow a person time to change their mind and then after the 48-hour period the university should begin work on filling the position. The position should be posted prior to the completion of the employee's two-week notice. If the employee changes their mind after the 48-hour period, then they can reapply for their position. Also, even after the two-week period has been completed, we typically have to wait another week for the post to be completed. This is something else I do not understand because the posting can be built and saved during the employees last two weeks and be ready to post. This is especially true if the posting does not require any changes. Human Resources needs to improve their process of posting positions. There is typically a minimum of three weeks of wasted time after an employee resigns before the post is

even posted. This is unacceptable. In my area I believe we need a part time employee to assist with covering for sick, vacation and other unexpected issues. I think a part time employee would alleviate the pressure of shift coverage for my employees and provide them with a more consistent work schedule. However, because I have to contently justify my current staffing I do not feel comfortable making a serious request for a part time employee. I know a part time employee could significantly assist with retention in my work area because it would improve the working environment. I would also like to obtain approval for two of my employees to work rotating 12 hour shifts. While this option would require 4 or 8 hours of reoccurring overtime for each employee each pay period, it greatly improves my retention of my overnight employees. This is because they receive the additional compensation for working a less then desirable shift and it allows the overnight employees more time to obtain adequate rest. This is because with rotating 12 hour shifts they obtain every other weekend off and days off where they are not just getting off work or getting prepared to go to work; they actually have days in which they are completely off. Since it is a proven fact that people who work overnight shifts are prone to obtaining numerous health concerns due to the decreased amount of adequate rest they receive, I think it is imperative these employees receive the benefits of rotating 12 hour shifts to allow them addition time to rest to improve their health and retain their employment. However, providing the built in overtime to my employees puts a strain on my departments already strained budget. I would like to see the university step up and either provide the additional funding to my department to provide these rotating 12 hour shifts to my overnight employees or pay for the built in overtime hours out of the university budget instead. As an employee I am not comfortable with the direction MSU is going. I see the university letting more and more employees go and contracting more and more employees with private companies. The service we receive from employees with the private companies does not meet the same quality standards it did when these positions were held by university employees. This is because university employees who committed to the success of the university because it directly tied to their success. The employees of the private companies are not committed to the university because they feel like if the university failed, they would just be reassigned to other customers, which is likely true for many of these employees. They have no reason to work towards the success of the university by providing the students with quality services. I also do not see the university attempting to improve the working conditions of the employees, attempting to obtain feedback on the working conditions of the employees or working on retention programs for employees. The university is only able to be successful because of the work of its employees and the university needs to invest in its employees.

A full-time staff person retired. They are not replacing her. It is frustrating that we are supposed to get her work done while also being responsible for our own.

We have a great team in our office and everyone is always willing help out when needed.

It is very difficult to get supplies needed to do my job if it is beyond basic office supplies. Other than that, everything within the office is great.

Again, MSU is not adequately addressing concerns of employees, particularly around salary. Ignoring that issue means we are unable to attract and keep high quality employees. This not only hurts morale, it also is a disservice to our students. In addition, morale is hurt when certain employees are able to watch television at their desk all day while passing work off to student workers with absolutely no consequence.

The staff need a pay raise as soon as possible. To not even give us a COLA raise is a slap in the face and disrespectful. If this keeps happening, then a lot of very good, qualified employees will leave the university and city of Murray for better paying jobs. Completely unacceptable with the amount of money MSU brings in each year.

Contractors do a horrible job in keeping areas clean and clean up seems to always be an issue when there is renovation.

Too many functions have been outsourced for the department head to have adequate control over how matters are handled.

wasn't consulted about remote working, others can come and go as they please

The vents are not cleaned on a regular basis causing dirt, fiberglass insulation, residue, etc. The windows do not open on the north side of the building causing inadequate airflow when work is being performed in the basement.

The biggest problem with the university is always the lack of adequate funding for personnel and resources.

Current work conditions are the exception to the rule with the health concerns. I believe MSU is doing an exceptional job considering the challenges with Covid.

Onboarding new personnel is quite a lengthy process. Paper PAs and other physical documents are time consuming and cumbersome to keep up with.

Positions not being filled and the expectation that I should just do the extra work is really not fair and doesn't make for a positive workplace. No compensation for the extra work makes it even worse.

Pay is not competitive and many have taken up multiple jobs & responsibilities that have not been filled while also adding additional responsibilities during the same time with no benefit or additional compensation.

In the last year, it has become increasingly apparent that the upper administration is concerned primarily with money and the bottom line, rather than the well-being of staff and students. When push came to shove, we cared about numbers and appearances. Every institution has problems, but unfortunately, I have become rather disillusioned with my alma mater.

Compensation can be improved but given COVID future compensation seems unlikely.

Every semester administrative/facilities departments are pouring/delegating more and more of their work on individual academic/clinical departments, so we clean, do HRs work, etc... I was already doing the work of 1.5 people.

Positions have been taken away, and more work added to employees. There is no compensation given for the extra duties, and no way to obtain that for employees.

The mantra in our department is worry about yourself and no one else, but that has created a bit of unfairness. Other people get away with tons of things I get called out for. So I find myself having to adhere to things that others don't and it's silly. I typically do my best to ignore it bc there's nothing I can do about it. When one speaks up they're told to worry about themselves. All in all thought 13 women working together and there hasn't been a major incident I'd call it a win. Nothing's perfect and it could technically be worse.

The people I work with, including supervisors, are overall good people and good to work with.

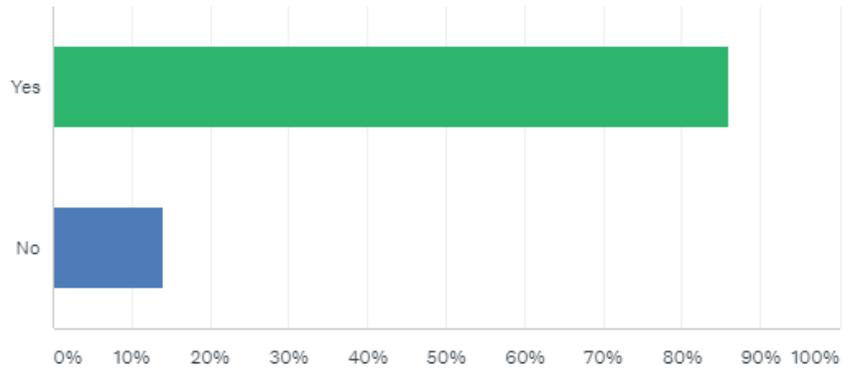
Faulty in my area are very classist and often rude.

Q21



I performed remote work at any point during the past year.

Answered: 229 Skipped: 62



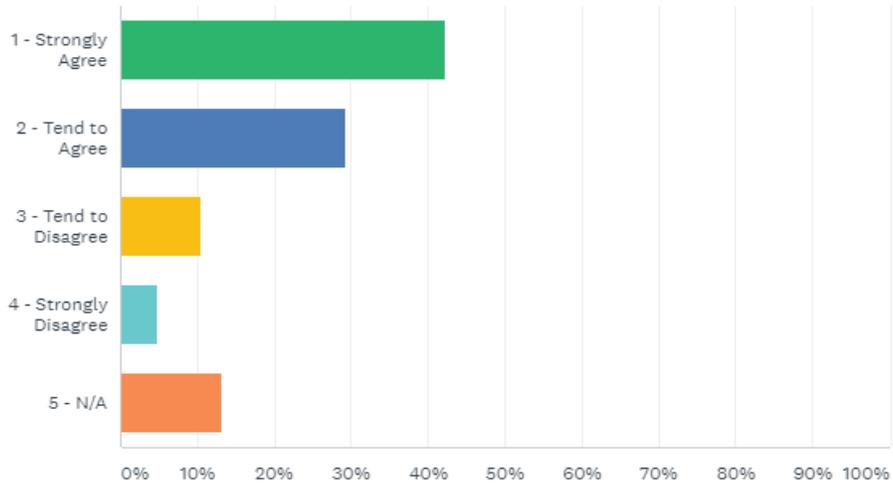
ANSWER CHOICES	RESPONSES	
Yes	86.03%	197
No	13.97%	32
<b>TOTAL</b>		<b>229</b>

Q22



My experience working remotely was favorable.

Answered: 229 Skipped: 62

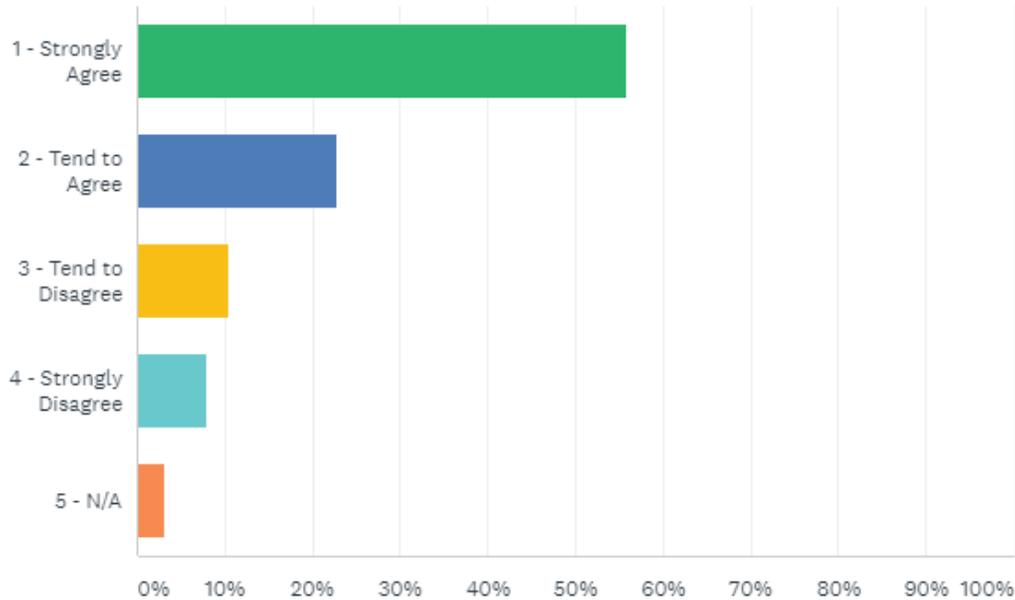


ANSWER CHOICES	RESPONSES	
1 - Strongly Agree	42.36%	97
2 - Tend to Agree	29.26%	67
3 - Tend to Disagree	10.48%	24
4 - Strongly Disagree	4.80%	11
5 - N/A	13.10%	30
<b>TOTAL</b>		<b>229</b>



## I support the continued development of remote and flexible work options at the university

Answered: 229 Skipped: 62



ANSWER CHOICES	RESPONSES	
1 - Strongly Agree	55.90%	128
2 - Tend to Agree	22.71%	52
3 - Tend to Disagree	10.48%	24
4 - Strongly Disagree	7.86%	18
5 - N/A	3.06%	7
<b>TOTAL</b>		<b>229</b>

Q24

### Comments about flexible and remote work:

- Answered: 85 Skipped: 206  
 Things like natural light, temperature control and proper ventilation along with less noise go a long way to keeping the productivity gains seen in our group. Offices tend to be too hot or too cold, too dry or humid, have inadequate ventilation and pervasive musty and moldy smells. Noise is also a factor on campus. While working remote I have control over all of those things and have decent coffee immediately available too. Coming to campus for some face-to-face meetings is fine, but most meetings work better on Zoom. It's kind of silly to come to campus, sit in your office and have a zoom meeting with people around you - with Zoom you can show things on everyone's computer screen much more effectively than when sitting around a conference table. In fact, cooperative work is impossible in a conference room when multiple people are doing parts of a task and need to be able to switch the presenter role back and forth. From what I've seen reports of in industry many companies have shifted to mostly online with a few days a month for in person meetings. One day a week on campus would be OK with occasional "all hands on deck" days for the department for socialization, sharing meals or meetings. This is one of the ways that the university can give employees a benefit that goes a long way towards partially compensating for the many years of pay raises that are well below the cost of living increases.

While I recognize that some positions/jobs lend themselves better to flexible/remote work than others, I think it should be an option for those that make sense.

It is an unequal work load if we continue to allow employees to work remotely, while some units require employees to work in person. The Pandemic is largely over and all employees need to return to work. We are a largely in-person, student-oriented university and our employees need to be here.

I have a very hard time staying motivated and productive when working remote. It is definitely not for me.

Having the ability to occasionally work remotely can be a positive.

I think it would benefit MSU in terms of office space and utilities as well as employee satisfaction. I loved not having the distractions of office noise and got more accomplished. Not having to travel made up for the lack of adequate compensation in a small way. I also enjoyed being away from office politics. There are some positions that do not impact others that could definitely work in this manner. Some people believe those who telecommute should receive lower compensation, but we are paid for the work we do not where we do it. That would be a huge mistake to make, extremely unfair.

There isn't enough oversight for those working remotely. Phones don't get answered and there isn't a way to leave a message. It has taken days to receive an email response. The common reply to a question, "I don't know, I'm working from home." It makes it harder on those people working on campus. Flexible work options are a great thing, but a burden shouldn't be placed on others. Many people are now just using last year's situation as an excuse.

Would be able to save employees from the \$200 parking pass. I don't believe employees should have to pay this since it's essentially being taxed by msu to work for msu. But if we must should not be charged the same price as students for a parking pass. Not to mention no parking pass discounts the last year due to covid either.

I accomplished as much or more while working remotely and never having to take time off due to child care issues or sick family was great. I was more available and "present" while working remotely and would love to continue working remotely, especially during the summer months.

FM personnel are not allowed to work remote, & thus there can be no campus closed days meaning that we still have to drive into work if there are blizzards, floods, tornadoes, etc or we will be penalized for missing or calling out. It puts all of our lives at risk of death or severe injury.

It has helped with work/life balance a lot more than expected.

Corresponding via email with remote workers can take longer to get problems solved. There are times phone conversations allow for a more efficient back and forth and timely resolution to questions.

I do not support remote work unless there is a reason the university is closed. There are staff that cannot work remotely and it would not be fair that others could. Some areas such as IT already work remotely, but other departments cannot do this and remain efficient.

It was helpful to be able to work remotely a few days a week.

Even during COVID, remote work has been great for my mental health, work-life balance and productivity. I would like to see an official option available to everyone.

The more the better. Got more done, mental health way better, less time wasted driving back and forth.

Working remotely hurt the university. It took valuable resources away from the students, staff and faculty who had to remain on campus.

The university needs to not go backward on this. Having remote and flexible work policies is not going away and is needed for us to remain a competitive employer. Other business and universities are doing this!

I am personally unable to work remote because of the nature of my positions. I could work remote a little bit in between sessions, but overall my position doesn't favor that. I am sure there are others on campus in similar situations, which would create a divide that I am not sure would be good for morale.

Working remotely allowed me to continue to provide mental health counseling to students during the pandemic.

I would have enjoyed working from home more, but I was not provided with all the tools that I needed. I was not provided a computer from the university and was told that they were out of VPN's so I was unable to do my job at the time. Had I been able to do my own job I think it would have been a great experience.

Remote work allows me to effectively perform my job duties while simultaneously caring for my home and my older children. It has vastly improved my quality of life and life/work balance.

Overall, my supervisor is not a fan of anyone working remotely. He often makes negative comments about working remotely.

In today's world there is no reason why we can't work at home when necessary. The university needs to be flexible on this. It's one positive benefit you can give staff members that is a win win situation for both parties.

I understand there was a need for remote work and flexibility but it also put a great burden on many of us still here on campus full-time. There was quite a delay in reaching certain departments for assistance. Very delayed response times. Communication was hampered when we had many who did not come to campus at all.

N/A

There were many departments who were able to work remotely for a MUCH longer time than our department. Their safety concerns were addressed versus we were demanded to return earlier.

Should absolutely be an option. We, as a University, have proven that working remotely has not affected productivity. We actually thrived while working at home.

There are times that I was more productive working remotely than I was in the office because there were less distractions of phone calls, coworker interruptions, visitors, etc. I knew I had access to the office if needed but usually had everything I needed when working remote.

I would like to see this continue, but I believe many take advantage of remote work by doing personal tasks on work time. I do not believe all supervisors across campus "police" their staff in the same manner.

Working remote had some extreme challenges (children schooling at home). But when those were worked through, it was wonderful. MSU is not always (or ever) able to provide employees with raises...but this felt like a benefit and really added to quality of life while being able to work from home. Having the option to do one day a week going forward would be so nice.

Having the remote and flexible work options has been wonderful! I did not have to worry about child care during Covid and I feel that it made our department even more productive because when I am home I also come into my home office and work in the evenings. So MSU has gotten even MORE out of me and my office than ever before!

I worked remotely for almost 10 months last year. At first it was a challenging adjustment, but, after adjusting and finding a work flow that worked for me, it was a positive, efficient and productive experience. In fact there were many days in which I was able to get more work done working remotely than in-office because I had the flexibility to work on my projects during "non-traditional" hours (early morning, evenings, etc.). Moving forward I would love to have the opportunity to work remotely one or two days a week. It really helped my family/work balance, but did not diminish my productivity at all.

I actually felt that even when we worked remotely that we were productive and got as much done, if not more, than when in the office. I would like to have the flexibility for 1-2 days a week to continue

See previous comment

Absolutely. Why not? Faculty often work from home, anyway. Or, work in "the field." Happens all the time. And, the technology is improving by leaps and bounds to facilitate this effort. As long as the work gets done, and people are still productive and creative and meeting the needs and goals and whatever else, why not?

Flexible and remote work could create more positive staff morale.

I enjoyed working remotely due to fewer interruptions and a non-intimidating work environment. Flexible work options would greatly reduce my stress levels!

We only utilized remote work for a few weeks in 2020. The nature of my job really requires an in-person work environment in order to adequately perform daily tasks. Also Remote work made it harder to get approvals and signatures and such from various supervisors.

This does not work for the Breathitt Veterinary Center. It may work for on campus, but deprives students of opportunities for meaningful interaction.

We had to work in person but our front office was able to work remote. It made it very difficult to get any information or help from the front office. They weren't good about answering phones when called or returning any paper work or emails in a timely manner. Also they try to dictate situations that they weren't fully aware of because they weren't here to actually know what was going on. To be honest it was a joke all around.

It worked as a great option for inclement weather and other incidences when the university had to close. It would work better if we were allowed to purchase the tools we need to do our primary work. I would, however, like to continue to keep this option. It was very difficult to perform some tasks when key staff members worked remotely and did not have access to any files or their desktop. IT provides a great solution for this. If key staff members work remotely, it should be mandatory that they use a virtual desktop or remote into their office workstation.

We have been back full staff/full time since May 11, 2020. No real issues. Be smart, not afraid. Flexible hours would be great, keeping in mind to keep "business hours" covered by staff.

I believe Flexible work options are a major benefit to employees, allowing them to strike a work/life balance. Flexible and remote work options, if implemented correctly, could be of great benefit to the University and the employees. This is a benefit that would have a great ROI in employee morale and productivity. It isn't for everyone or every position, but supervisors should have the discretion to implement as they see fit.

I hope that we recognize and take advantage of what we've learned via remote work, and that we don't ignore the benefits of such arrangements because of misguided thinking ('we've always done it this way'.)

While I enjoyed my time working from home, I don't think there was a fair standard set for all offices. Some offices never fully worked from home and came back full time in July while others are just now returning. While I understand different offices have certain responsibilities that require different levels of need to be present in the office, I think it is still important for all employees to have the option when needed.

I completely agree with the university providing employees with more flexible and remote working options as long as the employees are still able to accomplish their duties at the same high quality level of service. The ability to work more flexible schedules or remote work would greatly improve the morale of employees.

I do not have a laptop. I do not have the funds to buy one. MSU no longer provides financial help to buy a laptop.

I especially appreciated the opportunity to work remotely during bad weather!

I loved working from home

The only time that I worked remotely was during the snowstorms that occurred. Because I was not informed of the university going virtual until after I had left work the previous day. Because of this, I was expected to work from home with none of the supplies that I typically have in the office. In the future, it would be appreciated if there were more notice given.

I think that continuing to provide for remote and flexible work options is one of the best things the university can do for employees at this time. We've seen over the last year that many job tasks can be performed remotely, allowing for greater employee flexibility, not to mention tremendous savings (in time, money, and environmental impact) on employee commutes. For myself, I would not want 100% remote work, but I do appreciate the ability to allocate a couple of days each week to working remotely. In our department, we have actually seen an increase in productivity as a result of remote work. To do away with this option now would be a tremendous step backwards.

If given the tools (software) to remote in, it would have been a good experience. However, some software functions simply would not work through VMHorizon and no solution was found by IS.

We must get back to pre-2020 days...we are a residential college campus whose students (and families) expect in-person experiences.

Without people having their phones forwarded to their cell phones, a lot of time and opportunities are missed. It is very frustrating to call offices working remotely and take 3-4 hours to get a response that requires a yes or no answer.

having a flexible schedule during the COVID-19 pandemic made it easier on parents when they did not have child care

I feel as if working remote causes, a major disconnect in coworkers.

I think that if employees are able to do their job effectively while working remotely, they should be allowed to continue to work from home 1-2 days a week.

I was not provided with appropriate equipment to complete daily tasks efficiently. A small laptop and weak WiFi made it hard to get things done.

Yes, working remotely was/is helpful due to children being virtual, but it is not favorable as a full time situation. The ability to knock on someone's door and ask a question for clarity or something similar is highly favorable to me as a supervisor. I like being able to personally connect with my employees.

This is difficult with positions in my department. Going remote would completely change the caliber of work done. And there are a few who would take advantage of the fact that they are at home to do less; I shutter at the added workload that this would add to supervisors and managers. Will HR be stepping up to help with audits, rubrics, etc. to help gauge work? What about the jobs that can't be quantified in that arena? It is great for faculty but no so much for staff.

Flexible working hours and remote-work options during the pandemic greatly improved my job satisfaction and I felt equally as productive, if not more so, than I typically am the office. As someone who is a night owl by nature, I found that flexible work hours during the pandemic made me feel more productive and less stressed since I was able to finally strike a balance between my personal characteristics and demands of my profession. With flexible work options, I was able to make myself available for meetings and communication during the business day, while having the option to delay more demanding job-related tasks until the evening when I have greater mental clarity and am more alert, without the feeling of being chained to a desk between 8am-4:30pm.

I do think flexible and remote work opportunities should continue for employees when appropriate. My work flow continued totally as normal all throughout the shutdown. The location of my computer changed and that was all. Nothing else about my job was affected. I stayed extremely busy, was available and in constant contact with others. I can only imagine university savings in regards to energy costs and office supplies for employees working from home.

The laboratory cannot operate remotely.

A great benefit and something the university should continue to explore.

I worked at home briefly. I feel as though being in the building was better then being at home. There are too many distractions at home.

Extremely thankful to be able to continue to work in a safe environment.

I only worked remotely about 5 times between March 2020 and now (not including the snow days).

I can tell you that I worked mostly in the building while 99% of the other admins worked at home. Did they actually work? LOL. Were there repercussions? Nope. Was there oversight? Nope.

Flexible and remote work has been a great experience. I am already at home for lunch, not rushing back and forth. I am able to work more thoroughly and completely without interruptions.

MSU should allow remote work for as many employees as possible going forward

We need flexible and remote work arrangements to recruit and retain good employees.

If it is available to one employee, it should be available to every employee.

I very much appreciate the stance that the University took during the pandemic and the opportunity to make accommodations for staff, such as working remotely. While remotely working, I honestly was even more driven and focused. If staff are able to 100% perform and document their responsibilities while working remotely, I hope MSU would offer this option to those staff members (especially to those who are medically at-risk).

Flexible and remote work was absolutely crucial for myself and my family this past year. It was extremely helpful to be able to work from home while my child's schooling was virtual. Moving forward it would be very helpful to work from home part time or have more schedule options so that we don't have to rely on expensive and sometimes not great child care options.

In working directly with students, it is important in most cases to be able to sit down face-to-face to discuss issues/needs. Working remotely was not bad, but it is not as efficient as working in the office.

In most cases, employees of the University, both faculty and staff, should report to work as normal to provide the best service to the University, our community and our region.

My job could be done from home VERY easily and work 2 days a week in the office taking care of things that I may not have access to working remotely. I would love to have that flexibility in my work life!

Working remotely 2 days a week should be an option for staff.

Some of my job can be done remotely, other aspects cannot for security or logistical reasons. It's a nice thought, but I doubt it will be a valid option most of the time.

My laptop is so old it takes forever to boot up and is really slow when performing tasks.

I think it's a great option (to be able to work remotely) if you have a sick child, or you, yourself aren't feeling well and could be contagious, but still feel well enough to work.

I'm sorry, but the university is the people and one-to-one connections. I only support remote work options if it is a necessity for the health of the employee or others that may be exposed to that employee. I am in favor of more flexible work schedule options.

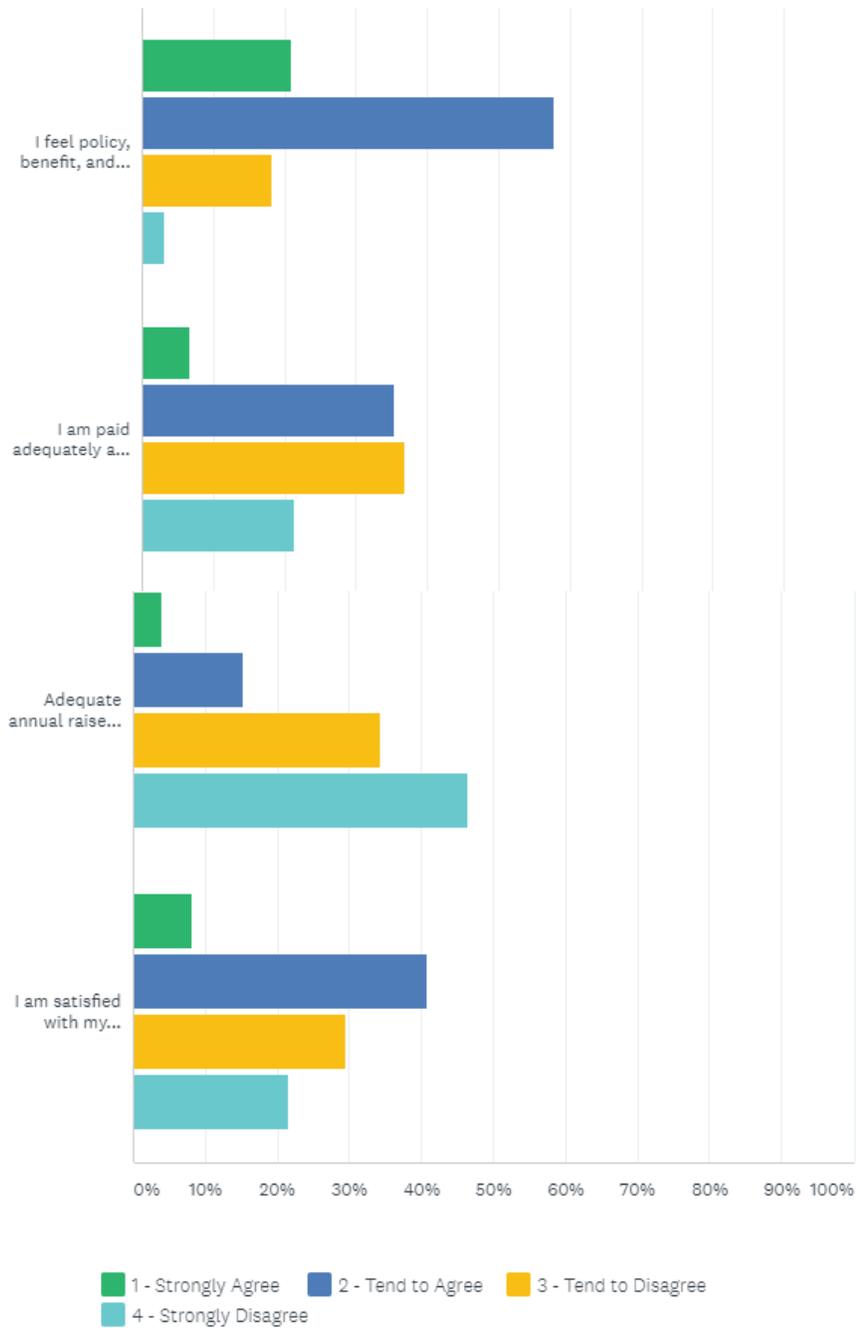
People should have the option. COVID was a crisis but it should show us that it's a way to keep up productivity but allow for increased safety. People should be allowed to work remote a few days a week at the minimum.

as long as EVERYONE is allowed the opportunity to work remotely if needed

## Q25

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

Answered: 226 Skipped: 65



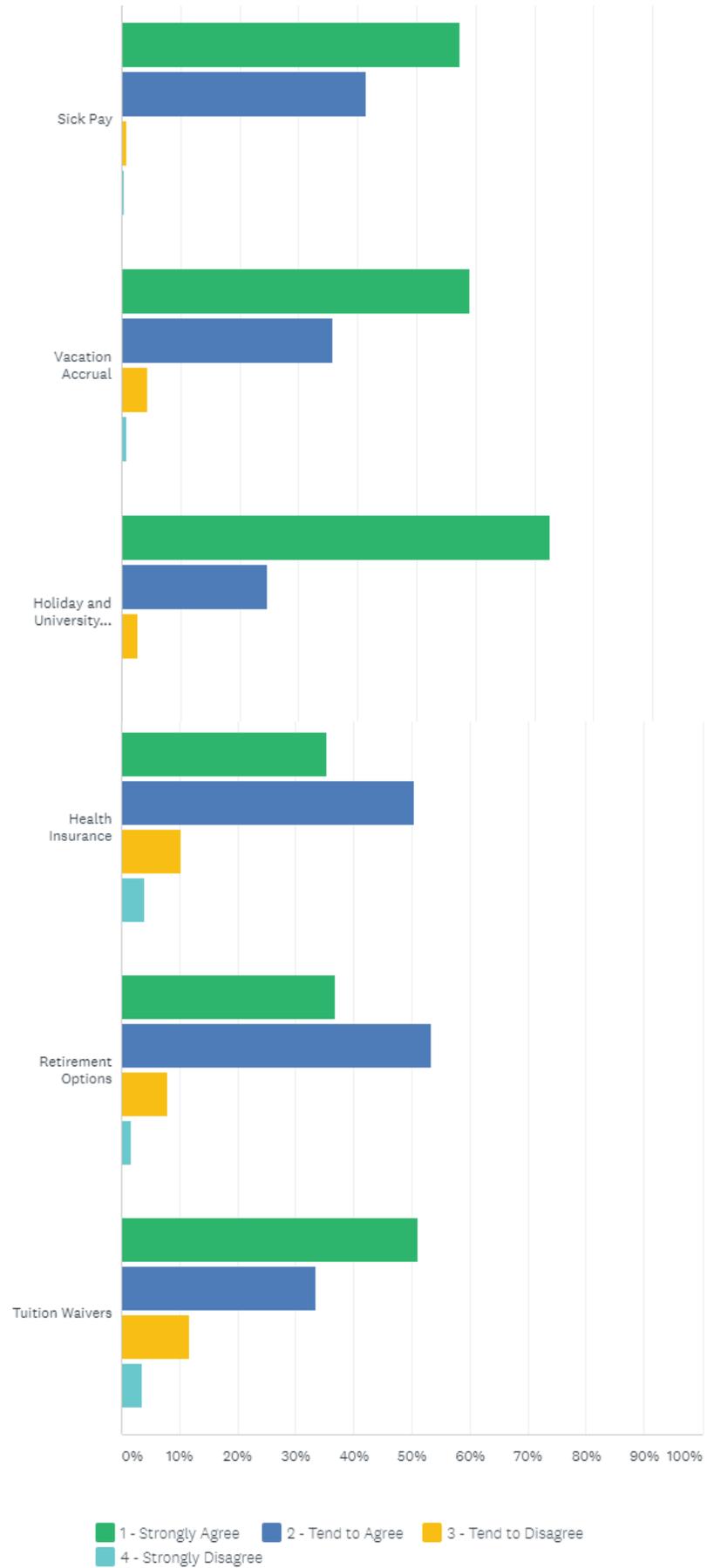
	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I feel policy, benefit, and employment-related information is adequately communicated.	20.89% 47	57.78% 130	18.22% 41	3.11% 7	225	2.04
I am paid adequately and fairly for my work.	6.64% 15	35.40% 80	36.73% 83	21.24% 48	226	2.73
Adequate annual raises are built into the budgeting process.	4.02% 9	15.18% 34	34.38% 77	46.43% 104	224	3.23
I am satisfied with my opportunities to advance at the university.	8.07% 18	40.81% 91	29.60% 66	21.52% 48	223	2.65

Q26



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 satisfied with the following benefits when compared to other employers:

Answered: 227 Skipped: 64



	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Sick Pay	57.27% 130	41.41% 94	0.88% 2	0.44% 1	227	1.44
Vacation Accrual	59.03% 134	35.68% 81	4.41% 10	0.88% 2	227	1.47
Holiday and University Closure	72.57% 164	24.78% 56	2.65% 6	0.00% 0	226	1.30
Health Insurance	35.27% 79	50.45% 113	10.27% 23	4.02% 9	224	1.83
Retirement Options	36.89% 83	53.33% 120	8.00% 18	1.78% 4	225	1.75
Tuition Waivers	51.13% 113	33.48% 74	11.76% 26	3.62% 8	221	1.68

## Q27

### Benefits/Pay/Recognition comments:

Answered: 54 Skipped: 237

Tuition waivers have been whacked and trimmed so they aren't nearly as good as the were before. With the addition of all of the fees and limitations on how the waivers are used it's difficult to be able to afford going for an advanced degree even when it would benefit the university. The decline in real income means we have less money to pay for the additional costs or cover the things that the limited tuition waivers now cover. Many major employers cover all of the costs of getting an advanced degree and also provide some release time to attend classes and do schoolwork.

While I personally am satisfied with my pay and benefits compared to other employers, I think many other staff in my department and across the University are paid too little for what their job requires.

MSU does not give raises compared to the national average of cost of living. People leave for more money every week. Its that simple.

Would really like for Staff Congress to advocate for course/web fees to be covered by tuition waivers.

Our pay is far below our sister universities and even below the community colleges in terms of compensation. If I had any other choice, I would seriously consider leaving. The saving grace is MSU itself. I love the atmosphere and family feel of the campus and education as a whole - learning and intelligence - are a huge reason for me to stay. I love the students and anything I can do to help them.

Most positions are very underpaid here at MSU compared to other universities.

the high deductible plans make it to where I can't afford to go to the doctor when I'm sick. My entire work unit suffers because we come in to work sick because we can't afford the doctor visit costs.

Hourly employees need a raise.

When I started the PD was best paying in county and one of best in West KY now we are behind most places and in July will be lowest paying in county

The tuition waiver keeps getting trimmed and fees we were unaware of added over the last 5-10 years

For the level of training, certification, and experience, my salary is about 2/3 of what it is at other colleges/universities. There really isn't any advancement in my department. There is no incentive to work harder for the same inadequate salary.

Administration needs to stop taking benefits away from faculty/staff.

Benefits are the only reason I have remained employed here. The pay is beyond low compared to other universities; this is embarrassing.

I wish tuition wavers for doctoral programs covered more than one class per semester.

There needs to be job audits done with more frequency. There needs to be pay increases when and if a person earns a degree. There is zero incentive to stay at jobs here outside of benefits if there is not a more adequate pay increase, and frankly benefits are not as great as they once were. The fact that you are stuck in your retirement options and cant' get out is frightening. Also there have been so many job cuts over the years that now some people are doing the job that 4 or 5 people used to do and have not received job audits or pay increases and frankly that is ridiculous.

Our health insurance premiums have become unmanageable at this point. I blame the insurance companies more than the university, but would like to see it balanced out with pay increases and/or opportunities for advancement. As regional campus employees, we see little to no way to advance our careers with the university. I am very satisfied with the paid time off we receive, though.

I don't think part-time staff should get tuition waivers and I've heard they do. I make less than a first year teacher in many schools in western KY and I have a masters degree and 20+ years of experience. I made more in Oklahoma in a school district in 1996. When I took this job, I expected my salary to go up more than \$3000 in 10 years. It's getting hard to live on what I make.

N/A

As an individual who has only ever worked for Murray State since graduating with two degrees, I hope that when my children are ready to start college, tuition waivers are still a benefit to the employees. I think there could be other non-monetary benefits that would go a long with employees who have children who attend MSU as well.

It seems now University Closure = Remote Work Day. This is fine if you can do your job remotely. For those who need to be on campus to complete their work, they are then forced to take vacation which does not seem fair.

I do not feel that the university should have difference retirement groups for faculty versus staff. Sadly, staff end up getting the short end of the stick most often.

People need to vote for political candidates who support Universal Health Care. Period.

I do not feel that I am paid fairly for the work I do. There has been a comparison to similar institutions and I am greatly underpaid in comparison. Annual raises have not been included in the budget for years! There is no opportunity to advance within my current office. I will have to leave the university in order to advance.

Being on a list-serve for the state of KY and seeing what other universities pay their employees who have the same job title as I do, Murray State is the lowest paying by far. It's sad because this is a great place to work, but HR will not allow my supervisor give me any type of raise, even though we are grant-funded.

Benefits are fine, pay is not keeping pace with the economy. Recognition is practically non-existent. The only opportunities to advance are based on favoritism, not accomplishment.

We don't get annual raises. Only if they do an across the board raise for campus. You have people that have been here for several years making less than people who are just hired in. It's very unfair but when brought to the office they say there is nothing they can do about it.

What's an annual rise? Not only are they RARE, they are never "adequate." Being off main campus, we don't get notices about things until after the fact. My colleagues at other universities are paid a whole lot better. No room for advancement unless you are "special."

Annual raises have not happened. We are told the importance of having a degree, and yet, in many cases, when hired by MSU, I believe the pay does not match with having a degree and/or work experience. In addition, when a temporary employee is hired as a permanent employee, he/she should receive a small pay raise or at the very least receive the same amount of pay.

Many times professional staff don't have as many advancement opportunities. It can stifle ambition.

I wish supervisors had a way to reward/promote employees for doing an exemplary job. Merit pay increases, or even giving supervisors a pool of bonus money to reward hard workers would be a great boost to morale and productivity.

I would like to see an employee newsletter created that provides employees with information related to university employee policy and the achievements of university employees. This way employees will have an easy reference guide to learn about university information related specifically to the employees. I read the Racer Nation newsletter and love learning about all the things going on within the university that I would not have otherwise been aware of. The newsletter also needs to be digital because everyone hates receiving paper mail. We receive entirely too much paper mail within the university. We know we are regularly in a budget crisis and do not understand why so much money is spent on expensive paper correspondence, when the correspondence could have been performed through less expensive digital methods. I had to select disagree with annual raises because they are not a guarantee. Sometimes they happen and sometimes they don't. Even when they do, they are typically not enough to be noticeable. This issue also ties into why I selected "disagree" for opportunities for advancement. This is because the university does not have a program in place to allow employees who continue to retain employment with the university to earn more money or any additional perks. Once a person takes a position at MSU, if they are not interested in a leadership position, they will remain stagnant in that position related to earnings and benefits. Even if a person takes a leadership position, again the employee will remain stagnant related to their earnings and benefits. The university needs to apply a step raise program in order to reward quality longevity with the university.

I believe that benefits and pay need to be reconsidered based on the amount of work needed for certain positions and the importance of the work performed. I also believe that the cost of living in Murray is more than people would like to believe when it comes to rental options.

If annual raises are built in the budget they are overlooking a lot of employees. Who at MSU is getting annual raises? I am barely able to support myself with my non-existent annual raise. I am underpaid for my position.

Overall, the MSU environment is a great one for work. However, the pay is not on par with the skills of the workforce. Our department, for example, is the lowest paid of all the public universities in the state of Kentucky. COLA are rare, and performance based salary increases do not exist. In our department the salary is the same whether you have just finished school or if you have 10 years of experience in the field. We cannot attract or keep high quality employees when all we offer is an entry level salary with absolutely no chance that it will increase over time. We cannot claim to care for our students if the people entrusted to take care of them are not adequately taken care of as well. We are currently taking on caseloads that are double what they were upon being hired, and seeing no additional pay. We continue this because we care about our students, but we should be compensated fairly as a result. Instead, it feels as though we run ourselves ragged to simply receive lip-service about how important our role is at the university. If we truly are important to the university, it should be reflected in our salary and currently that is not the case.

Our high deductible plan does not really do much to help with regular office visits.

Benefits are great, but the pay is not adequate for this day and age. We hardly ever receive significant raises, and annual COLA raises are almost non-existent. There is a lot of animosity starting to build up with staff members concerning pay and annual raises. MSU will start to see more staff members leave for other jobs out of this area, which will not only hurt MSU, but the entire region.

Benefits are good

If we cannot afford pay increases, then allowing for time off awards might be a way to show appreciation to staff.

After I received my MBA, I figured I would get an increase in pay for the hard work put in

My waivers as I explained in an earlier question have been taken from me because I had to move from a full time position after 4 year to a part time 30 hour a week position. I have been with MSU for over 9 years and my waivers was the one benefit that I received and now they have been taken away. Also, I am overhead the very minimum insurance offered with no health savings card. I feel this is wrong.

I would like to advocate for 1. statewide university exchange tuition waivers and 2. regular part-time employees. Professional development is a large draw to university employees. The advancement of one's education is not always attainable due to cost. Being able to do that at a reduced rate is priceless.

We always seem to be behind other institutions in terms of leave and benefits. I do appreciate the Holiday and University Closure calendar, even though the lack of spring break this year left all us staff feeling worn out and the way these days are being made up has made it very difficult on our office due to things that have already been scheduled for the summer.

Doctoral/Specialists tuition waivers should be equivalent to masters level tuition waivers. The institution should lobby CPE and the State Legislature for the reinstatement of the KRS 164.020(32) tuition waiver program for employees who wish to pursue courses of study at other state institutions.

Pay is low compared to the larger market and for all work responsibilities handled - no additional compensation for working multiple jobs due to long term open positions.

1% pay increases are not adequate raises to cover yearly standard cost of living adjustments

I HATE having to sign up for MSU health insurance, as it is so expensive for me to pay medical bills. I wish I could use the govt portal. Tuition wavers are almost worthless as most classes are either full or not at all convenient to take. I won't be here long enough to use the retirement. Vacation and sick time are great benefits. The holidays and closures are fantastic. One of the best benefits for sure.

For dependents: would be nice to have the graduate tuition waivers again.

Moving the spring break days to June was not wise. We are already short handed and now everyone wants their vacations around those days.

However, I would like to see the reinstatement of the statewide tuition waivers so that employees at Murray State who want to pursue certain degrees not offered here can have the opportunity to enhance their professional contributions to Murray State.

We have great benefits and terribly unequal pay. The president said the average salary is \$53,000 but the majority of our staff make considerably less than that.

We must continue to protect and sustain our benefits.

The benefits at MSU are good. Health insurance is okay I suppose. The fact there is an affordable option is nice, even if I will have to pay a large sum out of pocket if something ever happens (or guaranteed to pay out of pocket if nothing happens for a "better" plan). Here's the kicker though, I can't pay my rent with holiday closure. Don't get me wrong, I enjoy the time off, things like that and sick leave, etc. do help with quality of life, but if pay is not adequate, I cannot plan for the future. I have no future. My head is above water, but that's about it. Luckily I can budget well, otherwise it would just be my nose sticking out.

Thank you for the tuition waivers!

Faculty & Staff tuition should be completely waived.

## Q28

# What do you appreciate most about working for MSU?

Answered 130 Skipped 161

The collegiate atmosphere. Most people who work here have self-selected working here. I work with a lot of very competent, intelligent, creative and fun people. We tend to get along much better than people in industry. The university closure days are great because they allow us to spend some time with family at important times.

The benefits and the holiday time/ vacation pay.

Opportunities for professional development Built in holidays and PTO I love my immediate co-workers

I love my department; my boss will advocate for the staff. I appreciate time off for the Holidays and the sick leave.

The satisfaction of working at my alma mater; working at such a beautiful campus; and the benefits of working here such as tuition waivers, vacation, retirement, etc.

Benefits

The opportunity to hone my skills in my field of study.

The people I am able to work with and the autonomy I feel within my role here

My co-workers and flexibility.

The active support and assistance of direct superiors.

We have a nice benefits package.

By and large I am left alone to do my work and not micromanaged. I love MSU itself even if I am not overly satisfied with work conditions. Tuition waivers and holidays are beyond wonderful.

Christmas break

The flexibility and the holiday time off

The people I work with are great. It really makes for a great work environment.

vacation time and the holiday closures

Great group of people to work with.

Nothing anymore

Time off, Tuition waivers

MSU is liked my extended family. Everyone especially in my department truly cares for the well-being of their co-workers.

Mostly a friendly welcoming environment

The benefits; relaxed work environment; 37.5-hour work week

During the pandemic, while the university was closed, when other universities were either furloughing staff or cutting back staff hours, MSU kept paying us and did not furlough or cut back. That was awesome.

Time off and some flexibility in schedule when needed. It is located close to where I live. I enjoy working with my supervisor and co-workers.

Flexibility of my position. Tuition waivers. Working in a strong team.

The people on my immediate team are wonderful to work with.

not much. Benefits and time off.

Nothing. The positives that came along with working for Murray State are long gone.

I appreciate the extra time off with paid holidays.

Schedule. Paid time off. Overall, most everyone is amicable and works together.

The environment and the benefits.

Educational atmosphere, friendliness of staff.

My coworkers, benefits and having weekends and holidays off.

Sick and vacation time (we used to have more comp time)

The team I work with on my small regional campus is top notch.

The paid holidays/vacation, benefits, and overall relationships with my co-workers.

Benefits and time off.

The support of the college community, the care for the employees--such as flexibility of working from home during the pandemic and maintaining work/pay; the people I work with and their dedication to the work and people

The people, most of the benefits.

MSU is an excellent employer with a good reputation in the community. I am always proud to say that I work for Murray State.

Holiday schedules.

My coworkers have been phenomenal. We've been able to persevere in our roles and help each other through the trying times.

I like the University atmosphere, and even MSU is unique in that environment. I've never been able to put a finger on why MSU is unique, but I think it comes down to the people. Not every organization has such a high proportion of people that believe in the mission, but I think MSU does.

The chance to grow in the job and the people I work with on a daily basis.

That family is valued - no matter what "family" may look like. 2020 was a year unlike any other. There were some very hard days as a working mother of two small children when there was no childcare available. But having a direct supervisor who understood I would get my work done, even during untraditional hours, helped get me through the hardest days. I believe MSU values their employees and wants the best at all times and the administration does what it can to show that.

I appreciate we are all working together for the good of furthering education for students.

In general, I enjoy telling people I work for MSU because it is a pleasant place to work and attend school.

Friendly work environments Generous Time off for Holidays

Benefits, generous sick/holiday/vacation leave, tuition waivers; working in a culture that appreciates and values community and education

The people I work with, benefits, and the position that affords me to work with people

The direct co-workers and supervisors surrounding me.

The family atmosphere and creative culture, the opportunity to support the goals and dreams of students, the willingness among faculty and staff to put students first, the opportunity for my family to be involved in University events and Athletics, the priority placed on Wellness, the incredible amount of time off we receive through Holiday and other closures and the health and retirement benefits.

Telecommuting is a good idea. Also, there are a few creative people on campus who make the job worthwhile. Otherwise, this place will eventually suck the life right from your body.

I appreciate the amount of time that we are off, the working atmosphere, and flexibility to take off within my department.

I have said it for years. The best thing about working for MSU is the paid holidays.

Family atmosphere. For the most part, everyone chips in and does their part. Some go above and beyond and even work outside of their areas in order to help the university function.

health insurance, sick and vacation policies

I appreciate my immediate director and the great working environment she has created. I also appreciate the benefits that MSU offers in sick pay/vacation days and such. The campus itself is a friendly place to work.

I appreciated the flexibility that is afforded to most employees (but this is not distributed equitably)

I appreciate the paid time off . Sick leave, vacation days and the many holidays we receive. Without those I definitely would leave to work else where.

Vacation

The camaraderie between staff members. It's amazing to pick up the phone and know that your coworker is usually happy to help you. Even through our troubles, there is always a sense of pride when people ask where you work.

Work hours; fellow colleagues

The family feel of the University - strong leadership too.

The opportunity to further my education.

The time off and relaxed work environment.

I love working for a university because it is a unique working environment that changes with the demands of each new class. Our university community changes every semester and with the change of people comes new needs and areas of focus. There is not another working environment that changes and requires the adaptation of employees as frequently as working for a university. I love the challenge of consistent change.

The caring people

The relationships that I have been able to create with my direct coworkers.

The time off available to us.

I appreciate the fact that our safety and health is always a priority.

The interaction with students and faculty and feeling like part of a family in my department.

The environment, opportunities for continued learning, and the schedule.

the people I work with

I appreciate the family environment within my department.

The people and work conditions are great. Nice benefits and retirement.

I appreciate the working environment of the campus

Community atmosphere, proud to be an alumni and staff member at MSU

Small community; benefits

Benefits

The benefits: holiday pay, leave, etc.

Mainly appreciated by most faculty and staff, etc

Stability

Flexibility, co-workers

N/A

Family and caring

Flexibility

The way it can feel like a big family, where everyone knows everyone, and everyone is willing to help out when someone else needs it.

The people

The people.

Friendly employees concerned about student success.

The opportunity to grow.

Being part of a community that has far reaching affects.

Most of the staff I work with. They are caring and try to do what is right.

The flexibility and the benefits. Also enjoy knowing that I work for one of the best universities around (I have pride in my Alma Mater).

Fairly low stress environment

The sense of community and people on the campus. The individuals in my department.

The accrual of sick and vacation time, and tuition waiver benefits

The benefits and the people I work with.

I appreciate working with the students and my co-workers. I believe the University is trying to be open and fair to a diverse population and supports diversity.

I love my faculty and the students. I appreciate the vacation/sick/holiday paid time off.

paid time off stability

I appreciate the fact that I am appreciated by my department.

Working with the public and students.

My insurance even though it's a little pricey.

Flexibility

The benefits - vacation pay & university closure with pay.

The constant change of environment with new students coming and leaving each year.

I appreciate the ability to use tuition waivers. I also enjoy the time off during holidays since I have a family at home.

The sense of community with other staff members

The intrinsic value of seeing students succeed as they advance through their academic careers and seeing their success as they return as alumni.

I appreciate that they didn't lay us off. The vacation time is nice.

The feeling of family I get when working with all the departments on campus

Holiday and vacation time paid time off.

Benefits, interesting work, my colleagues

I work to keep myself busy so I am appreciative of having my job at MSU.

The Staff and Faculty I work with

What I appreciate most about working for MSU is the ability to make an impact in the lives of students and other individuals who choose Murray State as their home away from home. As staff, we are able to transform the lives of those on campus and it's an honor to do so.

Paid time off and many of the people. My supervisor is compassionate and caring.

My direct supervisor is so understanding and helpful with all of the various tasks, life circumstances, and handled working from home during the shutdown so very well.

The holidays we are off.

Honestly, not very much.

The community feel. Relationships

Built in time off such as the campus closure at the end of the year.

The perks! There is no other employer that offers as much holiday paid time off, that I know of. The vacation and sick pay is also amazing. I just wish our pay was equal to the cost of living - as a single mother, I struggle and I've been here over 12 years. I should be making decent money.

Tuition waiver, the community, and the holiday closures

flexibility

Helping the students

The incredible benefits--tangible and intangible. I love the students in my area.

being off when my child is off, he attends a local high school

Q29

## What would make MSU a better place to work?

Answered: 125 Skipped: 166

Keep remote work like we've done it for the past year.

We need to work on getting back to a sense of community among faculty and staff. We are on one team with the same goal so we should support each other.

Paid FMLA! For all, not just for those who have accrued proper hours of sick time. Parenthood shouldn't be penalized. Long-term policy to recognize and support remote work after COVID - we proved it could be done, so let's recognize that this is possible far into the future.

Continue with flexibility, PAY what the employee is worth.

If the Wellness Center catered more toward working faculty/staff and had better hours (opening at 5am at least).

If departments worked and communicated with each other.

More competitive wages as well as increased transparency with future plans, issues facing the university, and things of that nature.

Competitive wages

Nothing comes to mind.

Instead of the constant outsourcing jobs/units, working on efficiencies should be explored. Don't know if it is allowed by the state, but ask people if they want to opt-out of the retirement benefit.

Less PC garbage. Stop pushing diversity so hard. I hate someone trying to shame me for things I have no control over that are not actually wrong. We are a diverse campus and I have NEVER seen any kind of discrimination for any reason except against white people and straight people. We have someone in my building who is trans and wets all over the toilets and floors in the women's room. This shows absolute disrespect for the gender they must claim to identify as. I don't know who they are and don't care to know, but if you are a biological male and identify as female, do what we do and SIT. When I see feet facing the wall and clearly hear what's happening, I know there is a male body in my restroom and I feel unsafe. If you want to be accepted as female ACT female. And clean the toilet when you're done if you've soiled it! Get rid of the IDEA office. They do nothing but fan the flames and show favoritism to the LGTBQ community and other select groups on campus. I know students who have been sexually harassed who were told there was nothing that could be done about it beyond counseling services. These girls were all harassed and stalked by the same individual who remained on campus with free access to the girls. They quit school because they felt so unsafe. IDEA is a waste of resources. Beyond that, do something about pay and insurance. It is ridiculous that many, if not most, that work here are at or below the poverty level. If the national minimum wage goes to \$15 an hour MSU will have a staff that is mostly below the minimum and a huge problem finding the money to bring them up to the minimum. A whole university at that level is disgraceful. The answer to saving money is not in impoverishing the employees and staff or even some of the faculty nor is raising tuition the answer. Why would I send my kid here when the costs are approaching UK or U of L? Maybe the answer lies in not raising cost of attendance, even lowering it. THAT is a big draw and would get my attention as a parent or independent student. What good are excellent programs if you can't afford them? And don't make it less costly for out of state and foreign students but not KY students. That's disrespectful and shows lack of concern for KY taxpayers. Insurance is stupid expensive. We already had most everything Obamacare required so why did our costs more than double? We are self-insured not in the general pool. It went up because Anthem said it had to so they could increase their bottom line. Maybe someone else needs to do the job.

Better pay

Cheaper parking tags and better pay

Higher pay/raises and better benefits.

remote working options being permanently available

Fair recognition of work & promotion opportunities honored

Better wages for staff workers . Christmas bonus for hourly employees

Make pay better and not take away anymore incentives.

- Consistent wage/salary increases that reflect cost of living changes - Wage and Salary increases that reward employees for loyalty, experience, and good job performance - Need to reevaluate non exempt grade classification to ensure position grades reflect education, experience, and job responsibilities requirements. - Prepare for upcoming Federal minimum wage changes which will go to \$15 in the future and may impact the ability to obtain federal grants if employees don't meet federal minimum wage standards.

More consistent raises, but I know the challenge is how to pay for these. Offering raises on a consistent basis would require tuition increases, which is very hard to do.

competitive salary, more available parking, adequate number of staff to help support all the students we serve.

Opportunities for advancement. Otherwise, there's no choice but to leave.

Better pay raises and better division of budgets. Some departments are not given enough budget to work efficiently

Have a better employee work-life balance plan; treat staff more than just 'disposable workers' or a salary line that can be wiped at any time.

New administration - top to bottom. It's like Bob Davies never left.

Higher hourly pay for administrative assistants. I know there are budget issues with the state, but individuals can barely live on the hourly pay, let alone have a small family. Must be in some kind of financial partnership to be able to support a family.

Competitive pay for licensed mental health counselors.

Better pay.

If the higher ups would actually take input from the people who do the jobs about what they needed to do their jobs at the best of their ability. When you have never done an actual job its easy to say what should work in theory as opposed to what actually works in application. They say happy wife happy life and I think that stands true for a university. If your employees are happy then your students are happy and your university grows. There was a time when we had so many students we couldn't house them all. Those times are in the rearview for a lot of reasons, but as someone on the front lines, I honestly think one of them is because the staff on the front lines hasn't been happy with how they have been treated for some time now and that has trickled down. Losing a lot of good staff members because of it was the result.

Treat employees the same and have a pay raise.

If we were compensated somewhere in the neighborhood of an actual living wage. I have a masters degree and ten years experience in higher education and as a single mom, I can barely pay my relatively modest bills.

If everyone was required to do their fair share of work.

Opportunities to get to know more staff/faculty in gatherings

Increased salaries. Most of the staff would be considered low income wage earners. We work hard for MSU.

Maybe somewhat better understanding and cooperation among all areas on campus. It is unfortunate that we have a few areas with a reputation for being difficult to work with, get information from, etc. I would love to see us ALL work with the common goal of student success in mind. If it will benefit the student then it should be a priority.

Annual raises.

N/A

Better pay and equal distribution of respect for its employees. I think during the pandemic, MSU upper administration showed respect and gave options for other areas to be successful and for some areas forced them into putting themselves at risk for Covid-19 on a daily basis.

Commensurate pay with the private sector.

General increase in salary. Child care. Staff dining options.

A living wage across the board and an admin not bent on outsourcing services.

I was incredibly disappointed with the way the University handled the nationwide racism issues that peaked last summer and are ongoing. The statement was late and halfhearted and was so unsupportive of all of our employees, students and alumni of color.

I understand vacancies are not as easily filled as it would seem but even before Covid, it seems like there are vacancies for longer than necessary before the approval to fill them is granted. Work load has increased because of these vacancies. It also seems like there is no "training period" when someone is leaving and coming in which would be helpful.

LISTEN TO YOUR PEOPLE. Flexible work hours and days are very needed for those that have health issues or children who need childcare. For the most part, MSU is a great place to work. But, it is much too often that MSU has "supervisors" or Deans that are not suited to their positions. When hiring or placing these persons, the current staff always needs to be involved because THEY are the ones that are directly affected. Give them a true voice. They are the ones that have to work under conditions that cannot always be resolved and they are miserable.

If employee policies were applied fairly and evenly across the board to everyone

Salaries that align with comparable jobs in the (non-university) workforce. Also, salaries are consistent across the university. There are LARGE discrepancies among salaries for the same title/grade from one college/department to another.

Salary increases at a better level

Communication between higher ups and direct supervisors. More competitive hourly wages

Flexible remote-work schedules. Annual COLA raises and the option for merit-based pay increases.

This goes for all regionals, too - universities need to fight the legislature and also support politicians who support funding higher education. Today, as I write this, we have the Republican Party passing legislation in various states to compel universities to not teach topics like Critical Race Theory and some aspects of history, which crosses the line into fascism. And the GOP is basically the de facto White Nationalist Socialist Party. And the GOP is tying state funding to the passage of these bills. No university should tolerate this behavior and KY regionals need to unify and show solidarity with each other and against the KY GOP, or at least those who see higher education as a threat to democracy. Murray State and all other regionals would be better places to work as a result of adequate attention, funding, and common goals and missions with our sister universities.

Allowing some remote work days.

Flexible schedules being allowed by the university and department.

Increased staffing and increased office resources for my area.

Better pay and the opportunity for supervisor to give raises based on experience.

Better leadership with more honest communication. Most information is obtained through the rumor mill, the people that need to know are rarely told directly. Standards that are uniform.

A better pay scale. Merit raises instead of the current system that FM has of no raises unless it's an across the board raise for all of campus.

Better leadership in my unit; there is too much apathy. I would like to see morale improved. It seems like the employees that work hard and do good are ignored, while the slackers are given special treatment.

No doubt a bigger raise. The one proposed is much appreciated. Upper administration needs to let directors/deans do their jobs (within reason) to further the goals of the university. We are capable of making the university successful without oppressive oversight from upper level administration. The university needs to stop trying to outsource and piece mill every part of this campus that is not academics.

Regular pay increases; additional funding for staffing would significantly impact the student experience through improved student services and increased revenues.

Ensuring all departments within the system benefit from the holiday closures. Not all of them do, despite that being sold during employment interviews as a perk of working for the university.

Continuation of remote work opportunities

Obviously more pay. Flexible work policy that is administered at the supervisor level and not a blanket policy across the University. More allowance inside career paths for advancement. The creation of multiple levels even inside job descriptions would allow employees to be recognized for efforts to develop their skills without changing jobs.

A new focus on MSU employees. Employees needs and circumstances have been placed on the back burner to solve the issues of student recruitment and retention. Which to some degree I understand because we dearly needed to solve our student recruitment and retention issues in order to continue functioning. I truly understand that without our students no one here would have a job. Our students are of the upmost importance. However, I think employees have take a back burner for too long and now we may be in a retention crises in regards to employees. There are numerous employees leaving the university at this time and it is scary to think how this much loss of knowledge, skills and experience will effect the university. As previously mentioned in this survey the university can be a better place to work by providing the following: Steps raises. Flexible and creative working schedules. 12 hour rotating shifts for overnight employees. Child care program for faculty, staff and students. The return of closure days and closure pay. The accessibility of university logo uniforms items.

See response regarding pay and raises/promotions for staff.

More transparency and more concern for current students and staff members well being.

Increased pay.

I would like to receive yearly pay increases based on performance and cost of living.

Having more opportunities for staff to earn extra income, being rewarded in smaller non-monetary ways, having more flexibility in our work schedule

Salaries that are not the lowest of all the public universities in Kentucky.

If I could work remotely more

Clearer communication from upper staff.

Better pay and annual COLA raises.

Better pay

Compensation for work (raises based on performance)

More diversity; more staffing in understaffed areas

The ability to make decisions at the department level without interference from Procurement and Accounting & Finance. I realize we are in a budget situation that is not ideal, but no one knows more about what a department needs than the department themselves.

If employees were paid better.

pay raise, option for flexible work, etc

More money in the budget to allow for expansion.

flexible/remote work schedules

Better pay and more support from supervisors

N/A

higher yearly raises

More competitive salaries. It is very difficult to hire new staff when the salaries are so low, and as a result the turnover is also fairly high, unfortunately.

Modernization of numerous administrative processes.

Minimum annual COLA raises.

Professional Growth opportunities. Introduction to supervision for new supervisors.

Encouraging stability and growth with the investment in its employees.

Stop looking at the people who make up the work force of the university as only numbers. It feels like we are no longer people...yes, we have to be fiscally responsible but many of the HR policies no longer feel like they are there to deal with human beings. Also, we need to have a future view--a large contraction at this point will only cause us issues in the future. We have to be real about where we want to be in 5 -10 years. Low salaries, dissolving positions while hoping to see student numbers rise seems wrongheaded. We should be looking to not only maintain but grow what we have here so that we can be the place that students need and will want to attend. Chipping away at supports will not do this. Please know that we understand that academic programs need to be scrutinized and that they are not all going to survive. But, even those that are doing well now will not continue to do so with the contraction being proposed. It is time to be brave and build, not remove (within programs/departments/colleges that are surviving).

1. When there is a vacancy where training is required, fill the vacancy BEFORE the employee leaves so there is some one on one training by the person who actually did the job. 2. Get rid of people who aren't working out during their probationary period.

Higher pay.

The opportunity to bank unused tuition waivers and apply them to future terms as needed.

Higher pay, more adequate staffing with quicker turnaround time, ability to work remotely consistently supported, greater opportunities to move upwards within a specific department, especially if additional duties are added or taken on.

bigger emphasis on people rather than numbers, realistic goal setting from upper administration, upper administration receiving feedback from departments BEFORE making changes that fundamentally change the work being done

Annual raises.

Equitable hourly pay for the amount of work I do. Communication with VP over our department. We need a voice. If Provost's office wouldn't steal money from lines in our department - stealing them completely and also stealing overage for new hires. That money should be invested in our department - paying for EdD/PhD courses for our faculty interested in higher education (which our accrediting body REQUIRES), offering competitive salaries, etc... Free parking. I believe our building is a sick building. If we would get our line back. If some of the money they spend on sports was spent on academics. If they actually cared about our department and our complaints.

Would like to see MSU continue to do more hiring from within Provide spaces to eat or break outside

Can't think of a thing.

No comment.

MUCH better wages, not having to pay for parking and being appreciated ( with much more than lunch)

Higher compensation.

The flexible work schedule. Allowing people to work remote 2-3 times a week.

Childcare for children of faculty/staff, paid family leave for maternity

There should be more respect and appreciation for staff members, especially from outside those departments. Faculty and students can be disrespectful and dismissive towards staff members.

Feeling appreciated and being recognized for continually doing a great job. Create a temp pool that is trained to fill in until vacancies are filled, while employees are on maternity leave or sick leave. More training for adm. asst. I new hires.

Standardized (and better) communication when changes are made that impact how areas operate. Annual trainings (or refreshers) in the various aspects that administrative and budgeting employees operate in.

Appreciation for the people that do the grunt work.

Competitive pay. COLAs are a must (i.e. if this year I can afford rent and put money away, but next year I can only afford rent my pay hasn't stayed the same, it has effectively decreased without a COLA). Actual raises would be nice (not just COLAs). I have worked hard to get good at my job. And taken on lots of new duties. However someone with minimum experience and education hired off the street tomorrow would make the same that I do. No more outsourcing. You want morale? Offer security.

The only thing I wish could be better is the amount of premium I have to pay for insurance and the deductible to be lower, but that is just the state of things now.

Serious pay increase.

Cost of living raises, which I understand are being talked about. Flex and remote work options. Statewide tuition waivers.

Praising and uplifting employees for their dedication, loyalty, and hard work on a regular basis would make MSU a better place to work. Having affordable dining options on campus that are for the hard working employees would make MSU a better place to work. Also, having a child care facility for employees on campus would hands down make MSU a better if not the BEST place to work!

annual raises not just a 1 %

Continued transparency and promotion of fair pay and sustained staff benefits help make MSU a better place to work. We must improve on our hiring policies - it should not take 3-4 months to fill a position. We must adapt to the ever-changing climate of higher education to remain relevant and to progress towards the future.

More care and concern for work/life balance and remote work opportunities. Flexible schedules with some time on campus and some off would be a great benefit.

I personally struggled when I had to take maternity leave and have time without pay, then finding affordable childcare after. I know those were going to be struggles but having paid leave, and a place on campus as a childcare option would be so much better than having to take my child 30-40 minutes away for childcare.

Pay raises for staff.

A total restructuring of positions. Some personnel should be asked to retire.

More collegiality and less negativity. The VPs have done a good job at helping faculty and staff stay employed when other universities were furloughing employees and cutting positions.  
Cost of living increases each year.

Getting annual raises that are more than 1%!!! We work way too hard and get paid way too little.

More pay

competitive compensation pay compared to other universities

Flexible hours would be great. There are times of the year when much of my work is online and could be done at home. Being able to forward my office calls to my home phone would also help.

Competitive wages with annual raises.

n/a

### Q30

Please use this section to describe changes related to MSU policies and procedures that have impacted you over the past year.

Answered: 58 Skipped: 233

The switch to remote work was a very positive change in all areas of my work. I was able to get more done under much better conditions than are available on campus.

N/A

To make sure employees using tuition waivers understood that waivers are for the fiscal year and not academic year.

N/A

We have many open lines that are being held and not filled. The purchasing procedures and deadlines make it impossible to get what we need in a timely manner or get what we actually need.

worked 100% remotely and loved every minute of it

I was docked two weeks of sick & vacation time during the beginning of this Covid issue in April or March of 2020 because when I was told to go home due to possible exposure of my wife and daughter to my brother-in-law, there was no penalty, & then 1/2 way through my time off policy was changed & retro dated to my beginning date & all of my time was taken away. I complained after repeated HR denials of my Covid case after providing all of the documentation that they wanted several times, each time resulting in a denial, & i was eventually written-up & was given a suspension from the job for 40 hours losing 40 hours of pay during a pandemic.

I think it goes without saying that COVID has impacted almost everyone at some point during the pandemic. With that being said, I think it has made me more resilient in coping with minor everyday changes. I learned that if you take one day at a time and make the best of policy changes and procedures that everything works out for the good and betterment of the university.

Was absolutely not a fan of the mandated "Racer Wellness checklist". Otherwise, COVID policies were reasonable. The President made good decisions restricting travel during critical times.

Remote work has been the most beneficial because it has allowed me to still perform all of my job duties at home while not being exposed and at risk during the pandemic. Remote work improved my mental state because it decreased my anxiety about getting Covid while physically on campus. I hope we don't go back to the way things used to be because they just weren't working for everyone. We need to be flexible. Sometimes I can work from home rather than take vacation time because I need to have a plumber or someone do repair at my home-- which would be beneficial for people who live far from campus.

I have had to actually work in my office during this pandemic, around people, masked and distanced and maintain so that students could go on with their degrees. I did not really have an option to work remote, with the exception of forced remote work.

Being asked to be on campus during Covid when others were allowed to work from home was very upsetting. Knowing that some of us were asked to basically put our lives at risk when others were not, didn't feel good. Being asked to work from home for part of it and not being given the tools with which to do so was also very frustrating. I don't feel like Murray State was prepared. When I talked to others who worked at Universities I felt like they handled it better and didn't rush to have people back on campus in the way they we did. Also the way that I don't feel like we were taken care of as far as having to deal with exposure to the virus. Not everyone on this campus was asked to deal with the public. Some were given the option of only virtual classes or meetings. Those of us that were forced to deal with the public were not given the tools with which to keep ourselves safe when said public refused to follow federal, state and university guidelines. The university put decorum over the safety and health both physical and mental of its employees.

Potential Covid exposures have been addressed differently for each employee. Some employees were allowed to continue coming to work, some were sent home for 2 weeks and some were sent home for just a few day. It was very inconsistent.

Remote work has been a GODSEND. However, the inability to get out and actively recruit due to Covid has been a detriment.

It seems that "upper management" makes changes to things without knowing or taking the time to observe how things work within offices before making changes. An example of this would be moving the University Post Office out of the Curris Center and into General Services. I'm not a post office employee, but having packages and mail arrive at General Services and then having to load them up and take them to the Curris Center seems a bit ridiculous. This also seems inconvenient to students. Students are now limited to a small window of time to pick up their packages daily from the post office (1pm-4pm), whereas previously they could drop by at their convenience. For students that have back-to-back classes or jobs on or off-campus during this time, I imagine it's very difficult and inconvenient. I'm not quite sure (and neither is anyone else that I've spoken to) sure of the thought process behind moving the Post Office over to General Services, picking up packages in a limited time frame at the Curris Center, and then selling stamps and packaging out of the Bookstore. It's all very confusing and as someone that works with students have heard several remark on how confusing and inconvenient this is.

N/A

Freezing and removing lines has hurt me in that it has left me doing the work of 2 people and the amount of work has increased rather than decreased.

N/A

I worked at home for over a year. It was great in many ways, and I hope the option to work at home - either full-time or a few days a week - becomes an accepted policy. Many Universities have had this policy for a decade.

It's a pro and con - but remote work. I enjoyed the remote work option especially during the height of the pandemic. However, during the week of snow it caused much anxiety. We were instructed to continue remote work even when childcare (all schools and many other outside the home daily services) was not available. It felt as though a year prior, it would have been a week at home with the kids but now that remote work is possible, work never stops.

I think overall that employees handled 2020 and working from home wonderfully. There were so many challenges and yet we persevered and I think did so exceptionally. Let's don't forget to tell our people that and to consider being a bit more progressive with what a typical work day can look like.

I have enjoyed the ability to be able to work from home if the situation were to arise now. When we experienced inclement weather at the beginning of the year and were able to stay home and work, that was a huge help and stressor lifted.

The flexible work from home has been so helpful for child care. I feel I have been able to do my job just as effectively, if not MORE so working from home.

Working remotely was a challenge at first, but in the end, it was a positive experience and I wish MSU would allow some type of work remote options.

Our department had remote worked all last summer and into the fall months. When we started coming back to work, we each took 1 day remote, so there was always someone at the office. This way you could still work, but remotely. This worked so well and wish there was more of an option to remote.

Working remotely directly affected me the past year. I feel it worked well.

I would rather be closed on a snow day than have to work remotely doing busy work that contributes little.

We were unable to use remote work to be home and be safe. We were forced to use accrued time. Also our front office tried to force us to use accrued time for being late due to inclement weather. But HR stepped in and stopped that.

I come to work every day and do my job. We have worked pretty much the same throughout the pandemic.

Micromanagement of purchasing and lack of communication. It is ridiculous that we have to get "approval" just to buy basic office supplies. For the most part, staff are good stewards of university funds. We have a vested interest to save money. Not allowing us to purchase items/software that is VITAL to our job, without knowing exactly what we do on a daily basis, is OPPRESSIVE! There is zero communication about changes to policies and procedures. We have to find out after the fact when we get our "hands slapped" for doing something incorrectly.

Allowing staff to work remotely during the pandemic instead of doing a reduction in forces/furloughs was incredibly appreciated. Leadership did a magnificent job managing this health crisis. Proud to work for this institution!

Hiring freezes have made it extra difficult to replace staff, despite the department's ability to fund them without using university dollars.

The University changed to almost entirely remote work in an accelerated fashion, and was very successful. This should lend a lot credence to

The university needs to consider a way for employees who can't perform their duties remotely to be able to perform tasks from home when they are quarantined due to Covid-19. It is right that the majority of employees on this campus can perform their duties from home, so they do not have to use their paid leave and the few employees who can't perform their duties from home must exhaust their paid leave when they are quarantined due to Covid-19. A solution needs to be determined to allow the employees who can't work from home a method to not lose pay and not have to exhaust their paid leave. The university needs to bring back the closure pay. There are a few employees on campus who are unable to perform their duties remotely. This means these employees are required to come into work or they must take vacation or sick pay to stay home due to unsafe driving conditions during winter weather. However, employees who can work from home do not have to take leave on these days and also do not have to take a risk to their personal safety to come into work. This is not right. Also, without closure pay, all employees scheduled for a day must come into work. When we had closure pay the schedule could be reduced and worked around which employee felt confident they could safely get to work. Now, regardless of the road conditions the employees have to either give it a try or take leave, while employees working remotely do not. At the very least the university should work out a solution for those employees who can't work remotely and are still required to report to work. It seems like if they risked the roads to get to work when no one else had to, they could have some level of additional compensation. The closure pay was a real perk of working at MSU that was a morale builder because so few employers actually considered it. Also, I can't see how it was a strain on MSU because we rarely actually have to use a closure day because our winter weather is on average no severe.

Not filling an empty position when someone leaves.

The Covid safety protocols that were put in place impacted everyone in our building. I do think that conducting some of the university related procedures and forms on-line was a big plus.

The switch to remote work options was probably the biggest. It was a positive experience that I hope will continue even in our "new normal."

The lack of pay raises has made a big impact, not only in salary, but also in morale.

Remote working is one of the hardest things I've had to do as a supervisor. Trying to find work to keep my employees busy at home, and not being able to manage their progress efficiently.

Often have to pay more for a product due to Procurement "contracts." If we have a contract, then why are we paying more than we would from Amazon or other vendors. Tends to lead one to think there may be some 'kick backs' going on.

Covid has made us work outside and around the box, but we have survived, now I don't know how somethings will be when we return to a more normal semester

I don't feel that the university should be taking a stance on the monument removal. We have several donations that come in and not all of our supporters of MSU agree with this stance.

Covid capacity restrictions have doubled my work hours without additional pay.

N/A

Remote work is the biggest - both being able to work from home and being able to attend meetings via zoom even when at work. I would like to still be able to work from home 1 day a week if possible, but I am looking forward to having meetings in person again.

The lack of policies and procedures has impacted me and those I work with. The amorphous and vague policies make it difficult to navigate so many things here. The fact that most financial and HR staff did not work on campus and could not take care of issues/requests because they couldn't access that part/information/system from home. I feel like we made it through the year in spite of ourselves. No one knows what is really happening...can we have summer classes at 3ft apart? Can we start to set up for a "normal" fall classroom situation?

trying to work remotely didn't work for what we do.

Certain departments were expected to carry on as usual while many had the option to stay safe at home. While it does make sense for some departments, the front-line staff members were expected to function with little to no guidance or protection from administration, which put staff, student workers in those areas, and their families at great risk. This was an unnecessary risk in many circumstances.

Having one of our PhD lines totally cut from our budget has made our department a much more stressful place to work. It is not fun anymore. We feel totally unsupported and actually feel that maybe the Provost's office is trying to close us down. They expect 9-month employees/faculty to work for free the rest of the year for admin positions. Chair makes \$39,000 extra for being chair while our administrative faculty earn nothing extra. My faculty are having to do more and more administrative work with no benefit. Everyone is tired, frustrated, and scared. They can't do it forever.

The ability to work remotely during the pandemic before vaccines.

No comment.

Mask policy aggravated my breathing problems.

Making vaccinated workers come back before non-vaccinated workers was demoralizing.

Being able to work remotely made a big difference in my work experience this year. I only wish I had been able to do so last year when the pandemic began, as I was still expected to be on campus at that time. Working from home would have helped to ease my stress.

There have been changes? I guess I was distracted with COVID and life being turned upside down and the cost increases with housing, food, fuel, computers parts, and everything else I need.

None

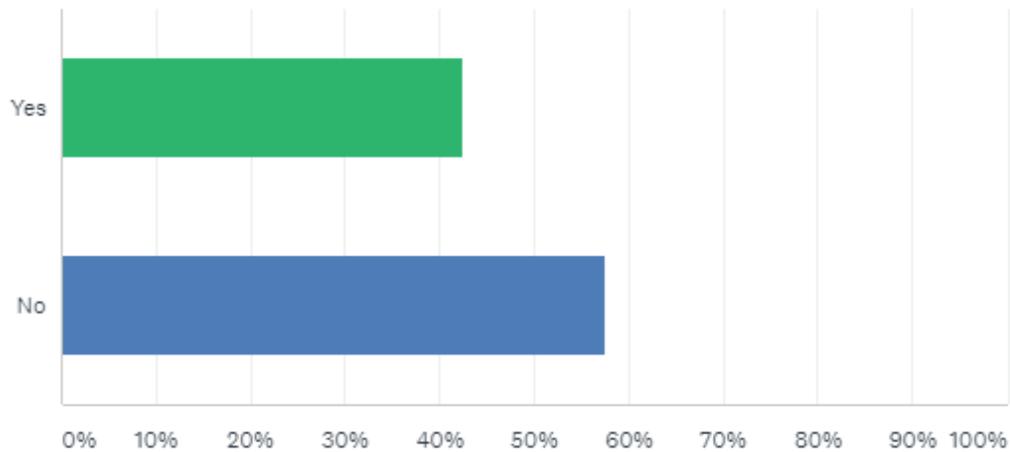
Thankfully, I have not been greatly impacted by changing policies.

n/a

### Q31

In the past year, have you considered leaving the University for reasons other than retirement?

Answered: 214 Skipped: 77



ANSWER CHOICES	RESPONSES	
Yes	42.52%	91
No	57.48%	123
<b>TOTAL</b>		<b>214</b>

### Q32

If so, why?

Answered: 72 Skipped: 219

Stressed and overworked.

COVID brought our work to a standstill with little communication from the administration about when that work would be able to continue or if positions would be lost in our area. These unknowns made it difficult to have confidence in my position and in the administration.

I haven't considered leaving but when talking to other employees it is all based on not getting paid what other companies offer.

Work life balance during the pandemic was hard. I definitely felt the income was not worth the extreme stress I was under trying to manage everything during this time. However, my loyalty to my departmental co-workers kept me pushing forward and is the main reason I am still here.

Fair and equitable pay, advancement opportunities that University doesn't provide, hostile work environment

I have already addressed that but pay, insurance, work conditions.

Looking for better opportunities that either pay more or allow for career development and advancement more freely.

Higher pay and better benefits

Promotions of unqualified individuals over qualified ones. Changing of qualifications to get who they want into a position. I lost my only promotion chance to someone that I now have to train. I took this job as the Electronics Tech under the verbal contract that in 4 years, back in, that I was to move up to the BASA (Building Automation Systems Administrator) position when the man interviewing me retired. That didn't happen & I was told that my experience & training do not matter at FM. He was the only person doing interviews, & I found out that I was being under-minded for the past 2 years at least by management & personnel to keep me out of the promotion. plus HR's denials of my Covid cases with all of the documentation that they requested eventually them suspending me for 40 hours on top of them taking all of my sick & vacation time.

Better pay, better hours and more options to promote

Direct supervisor has failed to maintain adequate communication and follow through

Increasing administrative requirements and lack of process improvements (e.g. automation, etc.) for coordination.

Drama, stress, absence of any disciplinary action. Leadership lack of vision and not listening to their subordinates.

Workload imbalance. Jackie, get your house in order. You have way too many people pretending to work and hiding behind those of us who do.

The direction the university is going is not good. They have outsourced departments with the promise of bettering the quality of employment for the ones still here and have failed to meet their promises. Until their actions begin to meet what their words say, i will continue to prepare to leave as the university does not appear to be heading in the right direction.

Things have gotten worse here. It feels as if staff are just treated like wheels in a cog without concern for our wellbeing. There are no raises-- stop calling a 1% every three years a COLA its not! COLA is an actual cost of living raise. There are no advancement opportunities or pathways. People that have worked here for 10+ years are making only a few more dollars an hour than when they started, or worse the same entry pay as a fast food worker. Its sad that someone at burger king can start making 12/hr but it takes almost over 10 years at Murray State to do this.

Regardless of the answers we provide in this survey, nothing will change. The administration does not appear to actually care about the staff of this university. We work for wages FAR below the national average, with no real effort to bring us up to adequate levels (1% is cute, but does nothing). This is not the same Murray State. The administration is only worried about university finances, which are important, but the lack of concern for the people that keep the university running is seriously lacking. Myself, and many others, are looking to leave the university within the next year. I hope my next university will actually support and value their employees...something Murray State stopped doing many years ago. I used to be so proud to be affiliated with Murray State. That pride is long gone. I wish I thought things could change. But, I've been here long enough to know they won't. It's really sad. I used to LOVE this university. Now, I can't wait to leave.

Unresolved disfunction. Some things don't really change.

This university has shown over this last year that it does not care about the physical or mental health or wellness of its employees. My direct supervisor did a wonderful job of trying to help us, but those above him showed that it was about numbers and the bottom line and if it meant that we had to risk our lives to be on this campus, that is what we would do. They weren't willing do it and didn't ask everyone else to. They also showed that they were willing to tow the line of bigotry to make people happy at the detriment of their already marginalized student population because being neutral was more important than showing said population that they were seen, heard and valued.

We have not had a pay raise in MANY MANY years not even a COLA.

I am GROSSLY underpaid for the amount of responsibility I have, the revenue I generate for the university, and my level of experience and education.

Better pay.

Professional reasons and more pay

Salary, plus I drive quite far to get to work.

Again, pay for the employees. We can see the salaries online and we can see the pay difference for certain departments. Our university stresses "the importance" of our office, but doesn't want to give us the opportunity for raises. Also, I was a proud alum of MSU and I am still proud of MSU from when I attended here; however, I think that when it comes for diversity, equity, and inclusion. Our university has shown less respect for certain student AND staff populations and I will not sit by and be silent during these times.

A better paying position with more opportunities for advancement and more engaging work.

The University undervalues it's employees.

Several jobs offering better pay for about the same type of work. The benefits are what make things worthwhile at MSU.

I love the university but the university is not always looking out for the "little" people and seem to care more about faculty. I strive to be amicable and pleasant at my job. I've always been told that I am more so than anyone on campus. I often go above and beyond because I can. BUT you have to have the little people to make this place work too. In recent years, property has been bought, more programs created, and travel or conferences have been supported (in the past many have gone to and didn't use that knowledge therefore wasting the money to take a trip out of town) and raises have been given priority to the faculty, and they are already adequately paid. Raises should be given to the staff who are doing MORE than what their job description is and are being overloaded with more work since we have less employees. It is much appreciated that a better COL is in the works this year! Better communication is needed departmental wide! Earlier in the survey you asked how we felt the President, Vice Presidents, Provost, Chairs/Deans cared about our worries and needs, how they were doing communicating, but how would we know this as we haven't had an email or survey from these folks ASKING questions directly to each of us, just emails with info sent. Reach out to US to get this info first hand because many are still very concerned regarding Covid issues. The Flexible Work from home idea has MUCH merit, and especially when childcare is so difficult for many of us. Hopefully this will become a permanent thing because so many universities and companies are doing it and honestly, there are many on campus that have been doing it anyhow. Make it official!! It has been remarked upon by many for years and I too have noticed through my career when jobs are posted, they often care more about the degree aspect than the fact that many have been doing these jobs without the degree and those people are then overlooked when they have the experience. I have worked on campus going on 16+ years and it should always say in a job posting that experience is accepted, or other accreditation in lieu of a degree when possible. Just because you have the degree doesn't mean you can do the job, you would hope since someone went to college they could, but this is not always the case. I know many on campus that this has kept from getting a better job and needed pay raise and it's just not right. There is always a job title that can be changed to allow for it. It happens ALL THE TIME when a department wants a certain person in a particular job. And if you do it for one, then you should do it for others. If you don't have great employees and reward them adequately, you won't have a work environment! MSU is great in so many respects! I like to think we can always improve on what we have, do more, be kinder, be better! As Racers, we should be united!

To escape what has become what I would consider a "toxic" work environment at Breathitt Veterinary Center.

Due to the pandemic, my spouse lost their job, but was offered another [better] job out of state. I would have had to leave my current job here because working remotely, long-term/permanently, was not an option given to me. Had that been an option, that would have been an ideal situation for my family. (My spouse chose to find other employment in our region so I didn't have to quit my job here).

Only because of the salary, but like the job too much to leave

Pay increase, better job

It is becoming harder to even pretend to be happy with my job. More job responsibilities, less pay, longer hours, fewer days off... the list seems to keep growing.

I feel taken advantage of because I am a good employee with high expectations for myself. I get the job done without needing intervention from management. Employees with much less motivation and less seniority receive much more recognition and are promised/given advancement.

I know that I am a much better employee and have been here several years longer than others in my area that were hired in making more \$ than me in the same position.

I considered leaving the university in the past year because of a my previous supervisor. He retired in October 2020 and has since been replaced. Since his replacement I plan more on retiring from MSU. I truly love my job and MSU. While this survey may have seemed very negative, I actually only want to see improvement and growth at MSU. I know this is a great place to work and I want it to be an even greater place to work. We get so few opportunities to voice our opinions about working conditions that I felt like I had to take my opportunity when it was provided. Thank you for this opportunity.

Lack of support from my direct support.

I believe most of my answers provided answer the why, but in summary I have felt more like a warm body and less like a valued staff member.

After I complete my degree, I will be searching for other job opportunities.

Salary.

Low salary and lack of raises is a major concern.

Work environment where I am not given adequate tools to perform my assigned tasks.

relationship with direct supervisor & other staff

started own business

Higher pay, however, benefits/time off kept me here.

More money and a supportive work environment

Pay and benefits

I discovered that the person in my position previous made \$10,000 more a year. HR is unwilling to do true job audits and really look at positions and what is need. Multiple positions have not been filled (kept with \$1 in the line) and we are all expected to just do the work. I am tired and no one seems to care about how worn out we all are. Not enough info is shared to help departments plan, both from college admin as well as university level administration. This is the first place that I have worked where I feel that HR is against us, not working with us.

My salary is much lower than in other industries for the same position.

Stress from working multiple jobs indirectly for no direct benefit with limited resources/time for additional training - being understaffed. Underpaid for what one or both positions entailed.

Feeling unprotected by administration during a pandemic, being asked to pivot in ways that increase risk of COVID exposure and also did NOTHING to improve outcomes for enrollment, lack of advancement opportunities long-term, feeling alienated by administration as a black staff member in the height national unrest, and policies clearly considered some staff expendable in a health crisis.

I can make more money working for my 19-year old son. Literally. Hourly rate is still not the amount I was promised when I first started over 6 years ago! My salary was at the total whim of --- and another HR person while they were at a conference. Amount of work that I have to do - again, literally the work of at least 1.5 people. Our department is not supported by Dean or Provost. We have absolutely no voice.

Burnout.

Pay and not being appreciated for being here to keep things going while everyone else was working from home.

Better opportunity for advancement and compensation.

It seems like the upper administration is completely unaware of the issues facing staff. The remote work was great - and most of us were very effective and continued our job. And excelled at it. However, that is not taken into consideration.

When it gets down to how much I make per hour, I could, sadly, make better money elsewhere.

no career advancement, not receiving adequate pay

I have seen faculty and students be incredibly disrespectful to myself and others in my department. I want to stay with the university as long as possible, but I worry that the culture of disrespect will continue even if I move to another department. I worry that the only pay raises I will ever get are going to be minuscule and not offered on the merit of my own hard work. I worry that the university may not allow me to pursue a fulfilling career and that I'll bear the brunt of others' rudeness until I retire.

The workload that is expected is more than one person can do.

The pay is too low

Every year with inflation and no COLAs means I can put less and less into savings. It's at the point now where the cost of housing is going up faster than I can put money away. I.e. I can never buy a home and put down roots. I make less and less money (i.e. actual buying power) every year and take on more and more work. I am at the point of giving up. Put this on top of all of the personal issues and well, why bother? It's at the point where I could probably take a part time job and move in with my parents and make comparable money, granted with much less benefits.

I worry about budget cuts whittling down areas and departments, and was thinking I should have a backup plan in case my position got cut.

I feel like I get singled out about things for some reason. Other people may wear a pair of pants and something will be said to me, but not the other people. A person in my dept. is known to not answer the phone while the rest of us have to. It has been called to admin attention, but nothing changes. I like having something to do while my kids are at school and my husband is at work so I keep coming, but yes about 7-8 times this year I have considered quitting bc of the inability to keep things fair.

Feeling overworked and underappreciated. Lack of remote work options or policies for the future.

Leadership in my department is lacking. We keep getting more work piled on us but no compensation.

Poor leadership at the direct supervisor position and at my VP position. Lack of support and guidance. No accountability.

More pay....

Hirer paying job

The pay for administrative staff is abysmal. I barely make enough money to survive, even with the relatively low cost of living in Murray. There is no opportunity for advancement and no prospect of a raise, despite my history of exemplary performance reviews. There aren't even adequate COLA raises to match rising prices. Talented, hardworking people should avoid MSU at all costs, because they will be taken advantage of and their needs ignored.

I would like to make more money.

## 2021 Staff Survey Review Committee: Final Recommendations

The following list of recommendations are the result of the Staff Survey Review Committee's evaluation of the 2021 Staff Perspective Survey (administered from May 10- June 11, 2021). These recommendations, upon direction of the Staff Congress President, will be provided to the appropriate Staff Congress standing committee for review and/or implementation.

Recommendation	Standing Committee
<p>1. Supervisor Orientation: Review available training opportunities provided by the Murray State Employee Assistance Program (EAP), Wayne Corporation, and develop a list of suggested modules to be used to orient/onboard supervisors in tasks and skills related to managing employees. Recommended list of training modules will be provided to Human Resources for further discussion of next steps including development of a suggested professional development series outlining modules/training available for new and existing supervisors.</p>	Working Conditions
<p>2. Cost of Living/Salary Increases: Provide a formal recommendation/resolution from the Staff Congress in support staff by advocating for cost of living increases to be included in the annual Murray State budgeting process.</p>	Executive Committee
<p>3. Flexible and Remote Work: Provide a formal recommendation/ resolution of support from the Staff Congress acknowledging the work of existing committees to create a flexible/remote work policy and advocate for the inclusion of university-provided resources needed to support remote work, especially during inclement weather remote work and other university-required remote work times.</p>	Executive Committee
<p>4. Tuition Waivers: Provide a formal recommendation/ resolution from the Staff Congress that affirms support of continued preservation of tuition waiver benefits and advocating the inclusion of course fees waived for employees and dependents.</p>	Executive Committee
<p>5. Communication from University Administration: Provide awareness to members of the University Administration of general concerns and issues presented in the staff survey to increase/improve communication with MSU staff members. Recommendations include informal coffee with the President meetings, or annual forums hosted by each VP area and/or President.</p>	Executive Committee
<p>6. Communication from Staff Congress: Develop a communications plan that details strategies (through the Staff Congress newsletter, social media, and other feasible options) to increase/improve communication with MSU staff members.</p>	Communications Committee
<p>7. Advancement Opportunities: Review Promotions and Transfers (Policy number II.G) and Pay Plan (Policy number II.E) in the MSU Personnel Policies and Procedures Manual and discuss with Human Resources the current application of these policies and if revisions are needed to achieve equity in advancement opportunities for promotion, transfer, and salary increases due to position changes. Additionally, the standing committee may consider 'longevity raises', or creation of a policy for employees to receive a percentage increase in base salary after achieving milestone years of service (ie: 5, 10, 15), or a similar model used for promotion of faculty.</p>	Personnel Policies and Benefits

<p>8. Hiring/Filling of Vacancies: Review Recruitment, Selection and Employment (Policy number II.D) in the MSU Personnel Policies and Procedures Manual and discuss with Human Resources the current application of the policy and if revisions and/or new policy is needed to address timely hiring and filling of vacancies as it relates to current employee workloads, including consideration given for reclassification or position title changes that impact workload of employees and ensuring pay is commensurate with job duties performed when employees assume additional duties due to vacancies. The standing committee should consider recommendations made from related to the above mentioned advancement opportunities.</p>	<p>Personnel Policies and Benefits</p>
<p>9. University Closure Policy: Review Overtime and Exceptional Compensation (Policy number III.D) in the MSU Personnel Policies and Procedures Manual and discuss with Human Resources the current application of the policy including possible revision needed to better address unscheduled university closures, ensuring that university closure policies are differentiated from inclement weather remote work procedures (as no current remote work policies exist).</p>	<p>Personnel Policies and Benefits</p>
<p>10. Staff Congress Representation: Consider reclassifying Staff-Congress categories to represent Vice President areas and possible inclusion of Regional Campus representatives rather than current job categories. The ad-hoc By-Laws Revision Committee has previously undertaken work to identify which category staff members are associated with (administrative/clerical, general/facilities, executive/managerial, or at-large) to better understand constituency groups. Virtual meeting options are to be continued to allow for participation in meetings by Regional Campus staff.</p>	<p>Ad Hoc By-Laws Revision Committee</p>