



MURRAY STATE
UNIVERSITY

We are Racers.

Staff Perspective Survey

Presented to:
MSU Board of Regents
December 04, 2020

Presented by:
Phil Schooley, Staff Regent
Dr. David Wilson, Staff Congress President
Dr. Jessica Evans, Staff Congress Vice-President
Evan O'Neal, Staff Congress Treasurer

SUMMARY REPORT OF STAFF PERSPECTIVE SURVEY

I. Background and Data Collection

Since going to the on-line survey we have experienced great success in conducting our Staff Survey with over 50% of the surveys being returned each year since the Fall of 2009. So, it was the desire of the Staff Congress to conduct the survey again in the Spring of 2020 with some revisions made to the survey. **Working with Willem Mathis, a staff member in the Technology Support and Consulting Services (TSCS)**, we were again able to submit the survey on-line with the use of Survey Monkey. An email listing was obtained with the help of Human Resources, and the survey was sent to 757 staff, with 23 invalid email addresses (bounced back) and 13 staff opted out of taking the survey. The survey sent out just before CONID-19 and was open for approximately six weeks during which time 286 staff responded to the survey giving a 39.7% response rate. The percentage of responses was below 50% for the first time since 2009 due to COVID-19, fewer emails being sent out, a shorter time frame and 166 not opening the survey. See results below:

	Total Mailed	Total Returned	Total Comments	Response Rate
Fall 2006	973	406	284	41.7%
Fall 2007	973	370	271	38.0%
Fall 2008	959	402	272	41.9%
Fall 2009	1,136	654	Varies by Question	57.6%
Fall 2010	1,228	676	Varies by Question	55.1%
Fall 2011	1,206	617	Varies by Question	51.2%
Fall 2012	1,038	531	Varies by Question	51.2%
Fall 2013	1,008	524	Varies by Question	52.0%
Fall 2014	972	513	Varies by Question	52.8%
Fall 2015	931	507	Varies by Question	54.4%
Fall 2016	824	471	Varies by Question	57.2%
Fall 2017	879	470	Varies by Question	53.5%
2018-2019	851	522	Varies by Question	61.4%
2019-2020	721	286	Varies by Question	39.7%

II. Descriptive Statistics

The survey is divided into four sections. The first section asked general questions to determine demographics of the staff that are taking part in the survey. The second section asks questions about the staff's Impression of Staff Congress. The third section is weighted on a scale of 1 to 4 with one representing strongly agree and four representing strongly disagree. It contains 22 specific questions in three categories: overall impression of the President's performance, staffing/work environment, and benefits/pay/recognition. A place for comments was provided at the end of each section. The third section asked three general open response questions to allow for employee feedback.

Based on the responses to the survey, there was almost identical representation of the employees by years of service as there has been for the past two years, with again the majority of 45.8% coming from employees who had 10 years or more of service.

Also, again of the four employment categories listed, administrative assistant/clerical and executive/managerial/professional provide the most responses with 367 (46.15%). In addition, the majority of respondents were from full-time hourly (non-exempt) employees (55.59%). When asked if working conditions were better, about the same, or worse compared to a year ago, the majority at (83.56%) said they were the same or better which was up from last year's (76.25%) and up from two years ago when the percentage was at (65.32%)

2020 Staff Survey Review Ad Hoc Committee: Final Recommendations

The following list of recommendations result from meetings held with members of the Staff Survey Review Committee. These recommendations will be provided to the appropriate Staff Congress standing committee for review and/or implementation.

Recommendation	Standing Committee
1. Review the spousal hiring policy to ensure fairness and equity in hiring policies related to internal hiring. The recommendation coincides with the suggestion that more emphasis is placed on internal hires as means of promotion and retention of Murray State employees who already serve in staff positions.	Personnel Policies and Benefits
2. Discuss and provide recommendations to improve working conditions as it relates to increased or excess workload among staff who have assumed additional duties due to vacancies and unfilled positions. Recommended to review current job audit policy to ensure that as changes in positions occur that job audits be conducted in a timely manner and adhere to best practices/policy.	Working Conditions
3. Discuss and provide recommendations for flexible work policies with considerations for varying department and university needs.	Working Conditions
4. Request, with assistance from Finance & Accounting and HR, a document or infographic illustrating the cost of 1% pay increase for MSU employees with additional information about employer/employee contributions to health insurance and retirement. This document is intended to educate the campus community as to the institutional costs associated with pay increase and benefits.	Budget Advisory
5. Provide a formal recommendation from the Staff Congress to support staff and continue to voice concern related to job security, employee outsourcing, fair and timely filling of vacancies, and equitable workload for existing staff members citing comments made within the staff Survey.	Personnel Policies and Benefits
6. Recommend that members of each staff group (secretarial/clerical general/facilities management, executive/managerial/professional, and at-large) be assigned a select number of staff employees as constituents to be contacted by members from the representative group. For example, members in the secretarial/clerical category would have a select number of staff employees as their constituency group, whom they would then represent and communicate. - The Communication Committee after discussing wants to focus on doing this in reverse by focusing on making people aware of who their representatives are. Each representative and the group they represent should be readily available on the website. The mass emails might start including the website or a once a year reminder of who your reps are from each category.	Communication Committee
7. Create a committee or work plan to discuss tuition waivers including: a. web fees and online fees not covered by tuition waivers b. retiree tuition waivers c. tuition waivers for part-time employees d. other issues as identified through discussion	Executive Committee/ other committee(s) as determined by Staff Congress President
8. Address parking-related concerns and other issues (chiefly cost of parking)	Parking Advisory Committee
9. Include in further announcement for Staff Congress Meetings links to Staff Congress membership for ease of reference	Executive Committee/ Staff Congress Secretary
10. Continue live-streaming services for future Staff Congress meetings	Communication Committee

President Wilson's Report to Board of Regents – December 04' 2020

Thank you for the opportunity to speak briefly about the 2020 Staff Survey. I first want to take this opportunity to thank you to the staff at MSU. The past few months have been trying for everyone, but I would be remiss if I did not recognize the hard working staff members that continue to work to support our students.

I understand that you have had a long day. I feel like the last speaker in a daylong meeting that is standing between you and the end of that long day, so I will just take a few minutes. Regent Schooley provided the Board members with a copy of the 2020 Staff Survey, so I will just hit a few points that our Staff Survey Committee and the Executive Council of Staff Congress believe are worthy to highlight to you.

You probably questioned the response rate of 39.7%, which is low in comparison to previous years. This can be attributed to when the survey was sent out, which was a few weeks before we closed the university in March. We feel that this impacted the response rate significantly.

We also wanted to point out that from the Fall 2010 survey, our staff has been reduced by over 500 individuals. We know there are many reasons for this, but it is still important to point out that with the exception of outsourced positions, staff are still doing the same work with less of us doing the work.

The Staff Survey Review Ad Hoc committee took the results of the survey and came up with 10 recommendations that most responses could be related to. Each of these recommendations was then forwarded to one of our standing committees for work. Here are a few of the recommendations we would like to highlight.

#3- We need to devise a flexible work policy that departments can use moving forward

#4- Pay is always an issue, but we feel that we should also work to educate the university community on the institutional cost associated with a pay increase. There was also concern in increase in benefit cost.

#5- The survey results reflected concern on job security, outsourcing, timely filling of vacancies and equitable work load in various departments.

Overall, the staff who responded to the survey feel that the current administration and their direct supervisor listens to them, they feel that with the exception of pay, the benefits are appropriate, and a majority feel positive about the direction that Murray State is moving. Thank you for your time and have a wonderful weekend.

General Questions

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

* 1. How long have you worked at MSU?

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

* 2. In which employment category do you work?

- ☐ Administrative Assistant/Clerical
- ☐ General or other operational staff (non-FM)
- ☐ Facilities Management
- ☐ Executive/Managerial/Professional

* 3. In what area do you work?

- ☐ Jesse D. Jones College of Science, Engineering and Technology
- ☐ Hutson School of Agriculture
- ☐ School of Nursing and Health Professions
- ☐ Center for Adult and Regional Education
- ☐ Arthur J. Bauernfeind College of Business
- ☐ College of Education & Human Services
- ☐ College of Humanities and Fine Arts
- ☐ President's Office
- ☐ Provost and Vice President for Academic Affairs
- ☐ Accounting & Financial Services
- ☐ Human Resources
- ☐ Information Systems
- ☐ Procurement
- ☐ Facilities Management
- ☐ Police Department
- ☐ Bursar's Office
- ☐ Auxiliary Services
- ☐ University Advancement
- ☐ Student Affairs
- ☐ University Libraries

* 4. What is your job status?

- ☐ Part-time
- ☐ Full-time hourly (non-exempt)
- ☐ Full-time salary (exempt)

* 5. Compared to a year ago, are working conditions:

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

Staff Congress

Directions: For each question, please select the answer that best represents your knowledge of Staff Congress.

* 6. I feel adequately represented by members of the Staff Congress.

- ☐ Strongly Agree
- ☐ Tend to Agree
- ☐ Tend to Disagree
- ☐ Strongly Disagree
- ☐ N/A

Please Explain:

I am aware of the following opportunities for staff:

7. Staff Recognition Luncheon and Awards

- ☐ Staff Recognition Luncheon and Awards / Vendor Fair
- ☐ Book Scholarship for staff members and dependents
- ☐ Children's Christmas Party
- ☐ Staff Holiday Gathering
- ☐ None of the above

* 8. I receive timely information from Staff Congress members.

- ☐ Yes
- ☐ No

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

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Administration

10. Administration:

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

1 = Strongly Agree

2 = Tend to Agree

3 = Tend to Disagree

4 = Strongly Disagree

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
The Vice Presidents and Provost listen to and are aware of major concerns of employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Vice Presidents and Provost can be trusted to be straightforward and honest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Vice Presidents and Provost are doing a good job planning for the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Vice Presidents and Provost adequately communicate with staff in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Administration comments:

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Direct Supervisor:

12. Direct Supervisors:

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

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

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
Deans, Directors, and Chairs listen to and are aware of major concerns of employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deans, Directors, and Chairs can be trusted to be straightforward and honest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deans, Directors, and Chairs are doing a good job planning for the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deans, Directors, and Chairs adequately communicate with staff in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Direct Supervisor comments;

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

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

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
Vacancies are filled in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are adequate personnel in my work area to accomplish tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that the workload is evenly and fairly distributed across all personnel in my unit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend MSU as an employer to my family and friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have adequate equipment and resources to do my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work area is clear of health and safety hazards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can express disagreement with my supervisor without fear of intimidation and/or reprisals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a positive working relationship with my co-workers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I feel good about the direction MSU is going.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Staffing/Work Environment comments:

* 16. Previously the summer hours were 7:30am-4:00pm. Is this something that you would like the administration to revisit?

- ☐ Yes
☐ No

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BENEFITS/PAY/RECOGNITION:

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

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

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
I feel policy, benefit, and employment-related information is adequately communicated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am paid adequately and fairly for my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate annual raises are built into the budgeting process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my opportunities to advance at the university.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. 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:

	1 - Strongly Agree	2 - Tend to Agree	3 - Tend to Disagree	4 - Strongly Disagree
Sick Pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vacation Accrual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Holiday and University Closure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition Waivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Benefits/Pay/Recognition comments:

GENERAL COMMENTS:

20. What do you appreciate most about working for MSU?

21. What would make MSU a better place to work?

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

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

☐ Yes

☐ No

24. If so, why?

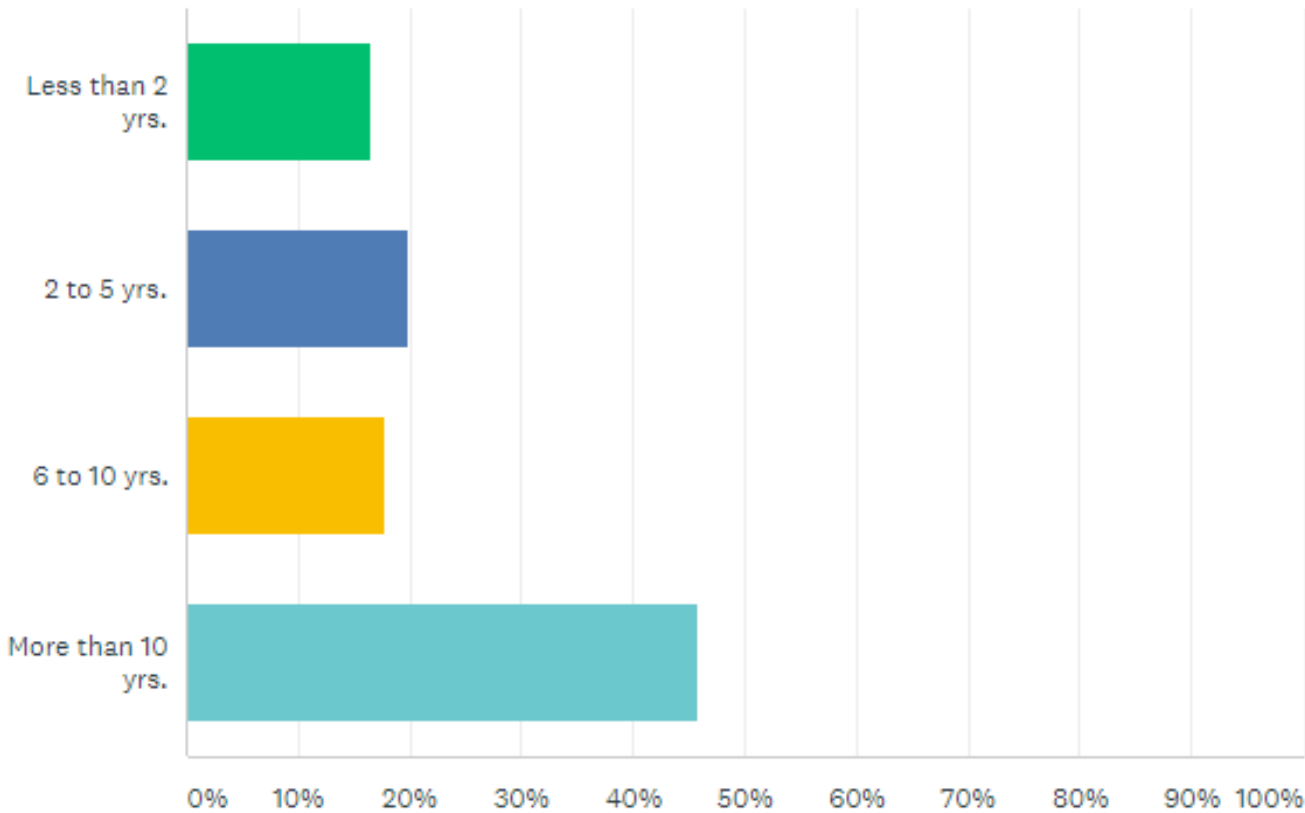
Thank you for taking the time to complete this Staff Survey. All comments will remain confidential, but the results will be shared with Administration and Board of Regents and will be posted to the Staff Congress website. If you have other ideas or concerns, please feel free to contact the Staff Regent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

Q1



How long have you worked at MSU?

Answered: 286 Skipped: 0



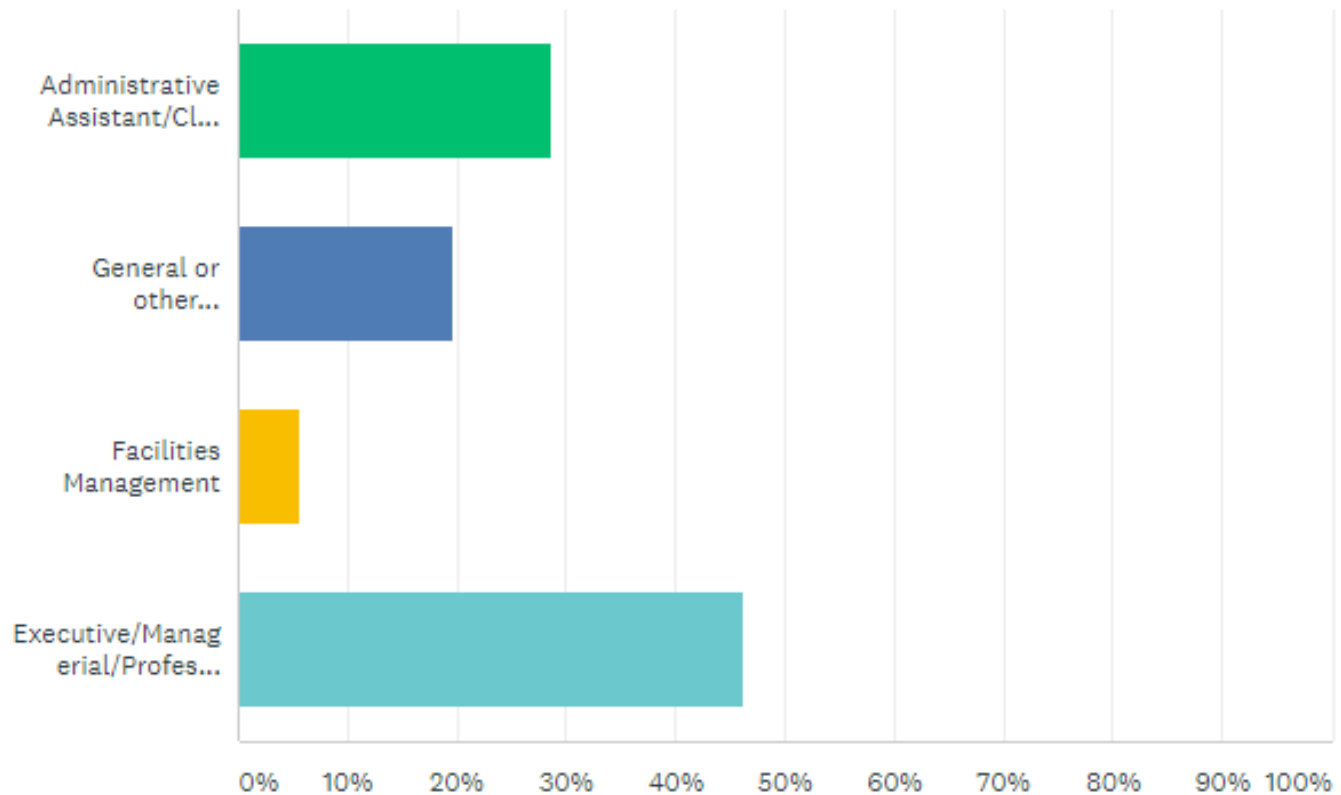
ANSWER CHOICES	RESPONSES	
Less than 2 yrs.	16.43%	47
2 to 5 yrs.	19.93%	57
6 to 10 yrs.	17.83%	51
More than 10 yrs.	45.80%	131
TOTAL		286

Q2



In which employment category do you work?

Answered: 286 Skipped: 0



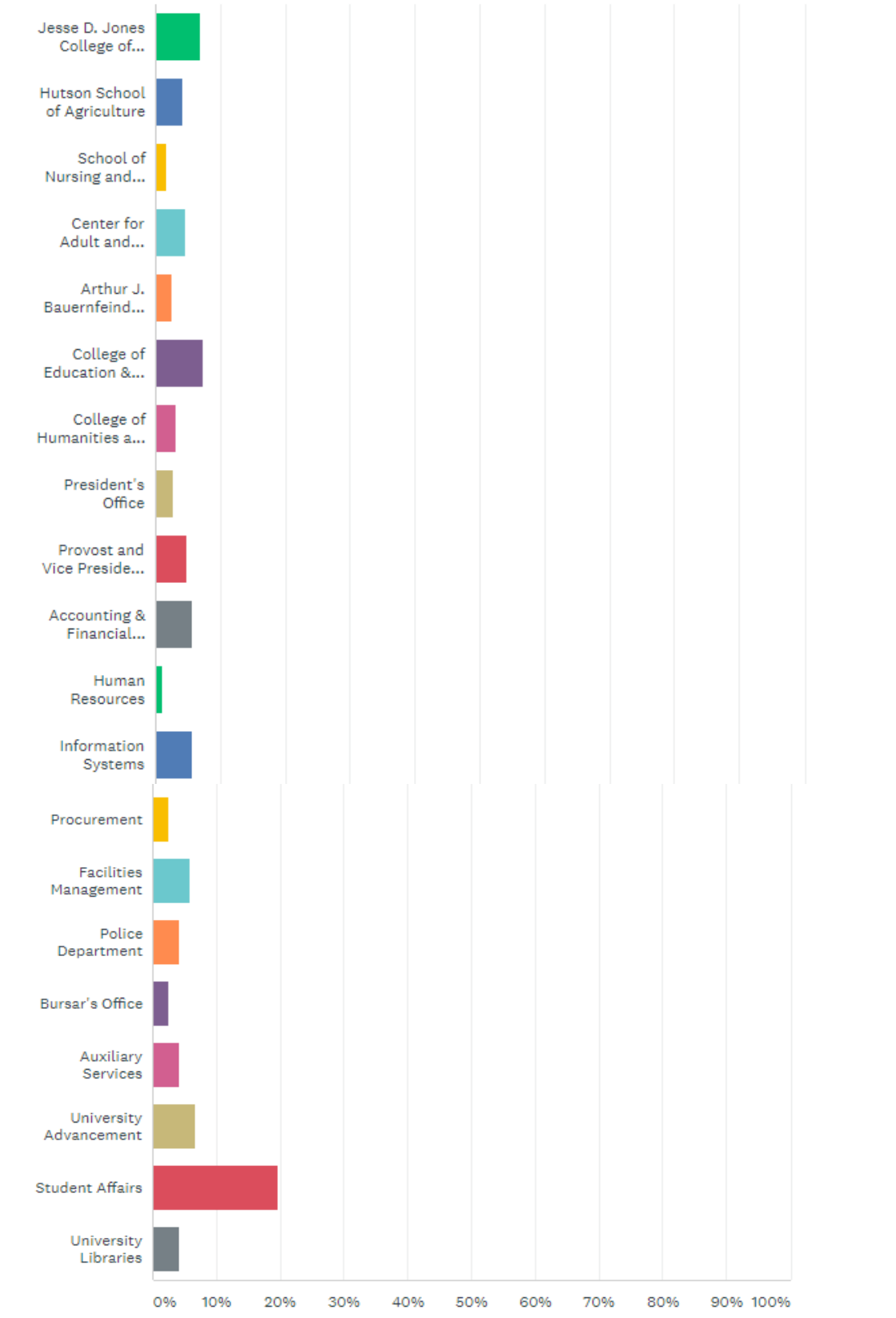
ANSWER CHOICES		RESPONSES	
Administrative Assistant/Clerical		28.67%	82
General or other operational staff (non-FM)		19.58%	56
Facilities Management		5.59%	16
Executive/Managerial/Professional		46.15%	132
TOTAL			286

Q3



In what area do you work?

Answered: 286 Skipped: 0



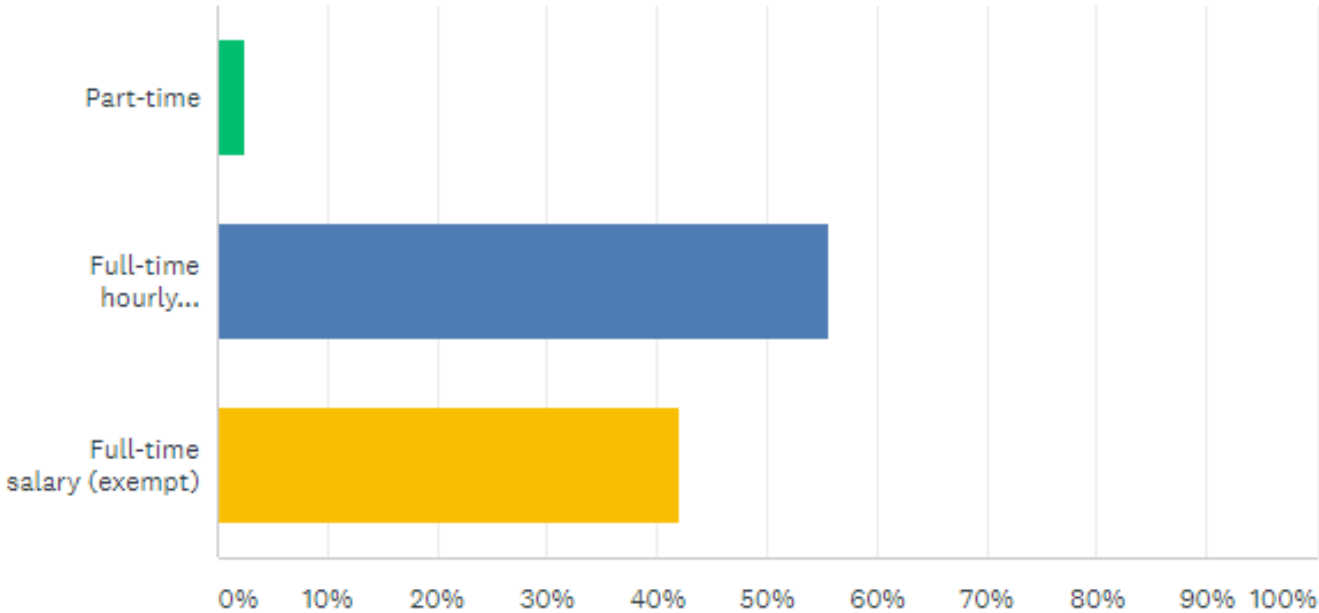
ANSWER CHOICES	RESPONSES	
Jesse D. Jones College of Science, Engineering and Technology	6.99%	20
Hutson School of Agriculture	4.20%	12
School of Nursing and Health Professions	1.75%	5
Center for Adult and Regional Education	4.55%	13
Arthur J. Bauernfeind College of Business	2.45%	7
College of Education & Human Services	7.34%	21
College of Humanities and Fine Arts	3.15%	9
President's Office	2.80%	8
Provost and Vice President for Academic Affairs	4.90%	14
Accounting & Financial Services	5.59%	16
Human Resources	1.05%	3
Information Systems	5.59%	16
Procurement	2.45%	7
Facilities Management	5.94%	17
Police Department	4.20%	12
Bursar's Office	2.45%	7
Auxiliary Services	4.20%	12
University Advancement	6.64%	19
Student Affairs	19.58%	56
University Libraries	4.20%	12
TOTAL		286

Q4



What is your job status?

Answered: 286 Skipped: 0



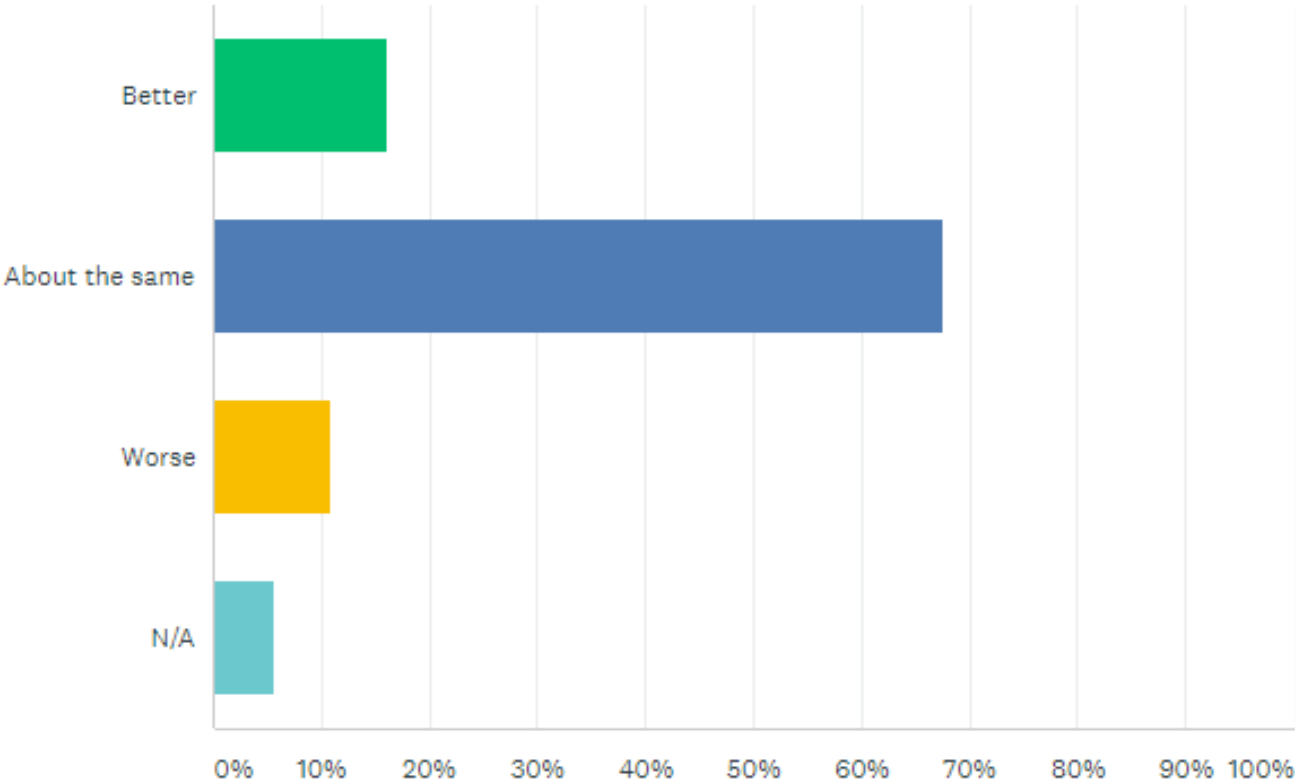
ANSWER CHOICES		RESPONSES	
Part-time		2.45%	7
Full-time hourly (non-exempt)		55.59%	159
Full-time salary (exempt)		41.96%	120
TOTAL			286

Q5



Compared to a year ago, are working conditions:

Answered: 286 Skipped: 0



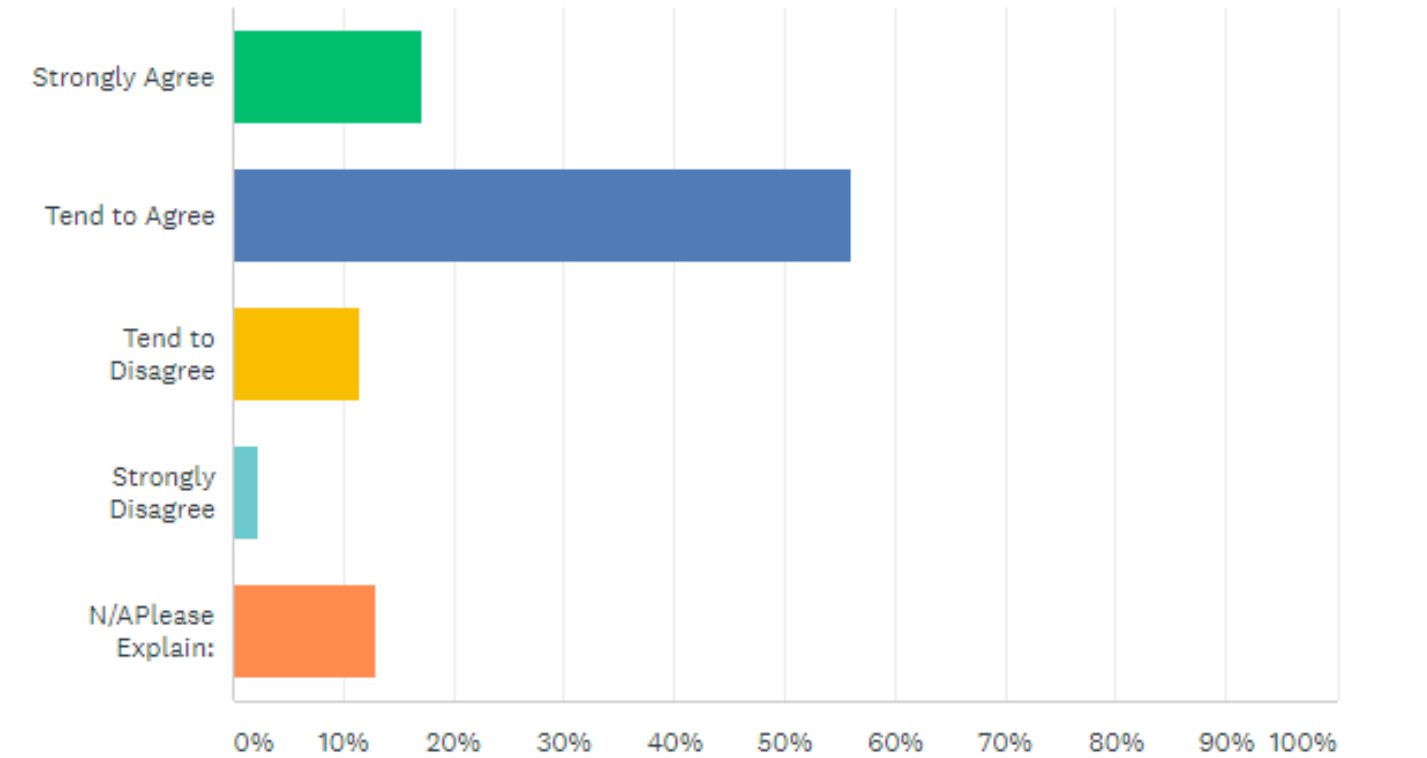
ANSWER CHOICES	RESPONSES	
Better	16.08%	46
About the same	67.48%	193
Worse	10.84%	31
N/A	5.59%	16
TOTAL		286

Q6



I feel adequately represented by members of the Staff Congress.

Answered: 269 Skipped: 17



ANSWER CHOICES		RESPONSES	
Strongly Agree		17.10%	46
Tend to Agree		56.13%	151
Tend to Disagree		11.52%	31
Strongly Disagree		2.23%	6
N/APlease Explain:	Responses	13.01%	35
TOTAL			269

N/A Please Explain: Responses**13.01%****35/269**

I am not knowledgeable in that area

I'll be honest, I don't know a lot about Staff Congress. I know one person who is a part of it, and I feel like she has a good grasp on the issues that do exist. She's been with MSU for a long time, and I trust her!

I am in constant contact with members of Staff Congress and feel comfortable sharing comments and concerns with them

They have done a better job of communicating what is going on this year.

I haven't really seen who is representing my area on Staff Congress so I'm unsure if I am adequately represented

I feel that I am adequately represented by members of the Staff Congress.

I am really not sure if we are well represented in Staff Congress

Had a staff congress member in our office who helped keep us informed.

Staff congress members do not frequently communicate with staff or offer an easy means to communicate with them. I feel like I only hear from them when they are passing information on from those higher up in the university chain of command. I do not feel they ask for feedback on issues brought up at the meetings or even provide staff with the topics discussed at meetings. We only seem to get information once the decisions are made.

I don't feel as if I've worked with the university long enough at this point to make a fair assessment in this matter

I feel like Staff Congress representative work hard to take the concerns of the staff through the proper channels.

I think Staff Congress listens to what staff says. I just don't think they have the power it takes to truly make many changes to some of the things we need - such as higher wages.

We need someone on Staff Congress who SPECIFICALLY represents our very unique unit. I feel like we do not have adequate representation on campus whatsoever.

Nothing ever gets done. My expressed concerns are never addresses and I don't even get copies of the minutes all the time. Unless they've only met once in the last year.

I have not received any information about the Staff Congress since becoming a full-time employee.

I really don't get adequate information about staff congress.

Opinions not sought on issues

I think should have pushed more on the out sourcing of the food services and facilities.

I feel like I only receive the reports of the meetings.

We don't feel as though they ever try to talk to us about what's going on. We also do not fill that mr. schooley does a good job representing us on the B.O.R

I feel that Staff Congress works hard for the staff and the Staff Regent does a very good job to ask questions and represent the staff very well.

no comment

I have not been employed here long enough to properly answer this question.

There is no regional campus representative on the Staff Congress

I've only been here since August and didn't know there was a staff congress until recently.

I have not heard from any of the Staff Congress asking about concerns, any good things, or in between either. I couldn't really tell you whom is representing me in Congress meetings. I do get a few emails telling about what will be covered in the meetings.

I am not familiar with members of Staff Congress and therefore am not sure if I am adequately represented.

I have hopes for the new candidates actually taking our concerns to the administration.

I feel Staff Congress members are typically trying to enforce their agenda on the whole university. They do not openly reach out to the staff to ask opinions on issues.

I am not knowledgeable about the Staff Congress to offer an opinion.

I don't really understand the purpose of Staff Congress and have not been informed what it is.

They do not fight for staff betterment; DECENT RAISES, parking fees, true staff appreciation.....

For the most part I agree. I think it is time for staff congress to become more active in things at MSU.

I'm not really aware of what they do, so I can't answer this question.

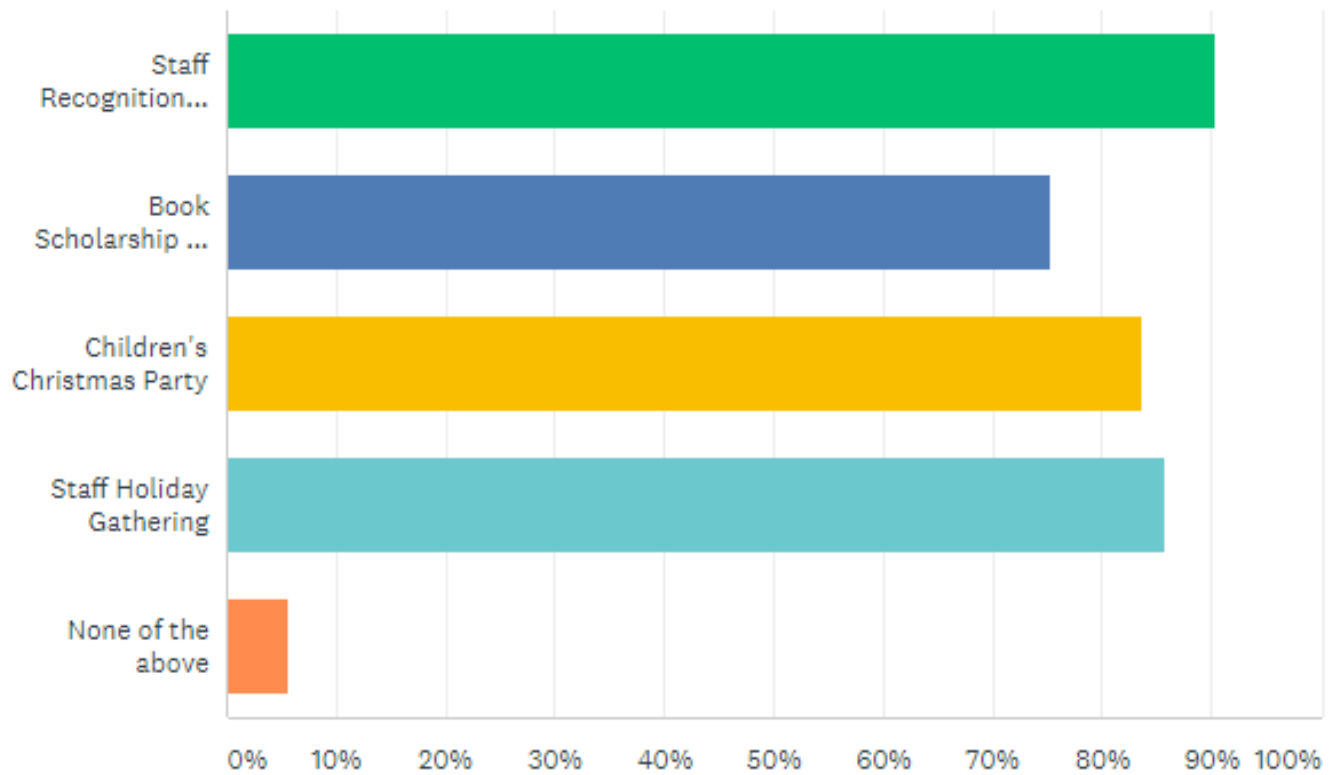
I understand we have a staff congress.

Q7



Staff Recognition Luncheon and Awards

Answered: 268 Skipped: 18



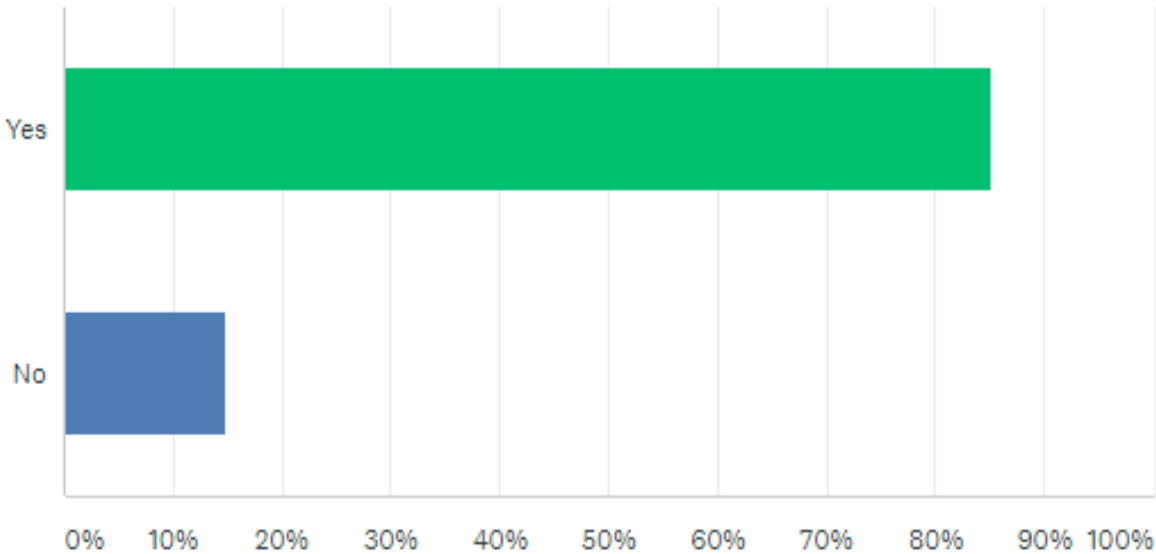
ANSWER CHOICES	RESPONSES	
Staff Recognition Luncheon and Awards / Vendor Fair	90.30%	242
Book Scholarship for staff members and dependents	75.37%	202
Children's Christmas Party	83.58%	224
Staff Holiday Gathering	85.82%	230
None of the above	5.60%	15
Total Respondents: 268		

Q8



I receive timely information from Staff Congress members.

Answered: 269 Skipped: 17



ANSWER CHOICES		RESPONSES
Yes	85.13%	229
No	14.87%	40
TOTAL		269

Q9



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

Answered: 103 Skipped: 183

End the erosion of employee benefits Outsourcing

Safety of staff and remote work during the pandemic. Not losing staff jobs in budget cuts.

Because I have only been with MSU for less than two years, I believe the only thing that may be on my list of priorities is to improve communication between the employees in the various departments, the people who give tasks and due dates to the contractors, and the contractors working in the employee's respective buildings.

Salaries - for professional staff we are paid well under what others get outside of the university. I know budgets are tight, but we also need to be able to pay our bills and purchase food and necessities. I definitely cannot afford what I could when i started working here.

N/A

That outsourcing any more of Facilities management employees not happening

Salary Compression

Any events that promote/reinforce the tight-knit family culture inherent in Murray State University's success.

Please help us keep good insurance at an affordable price.

have someone from each regional campus represented at staff congress meetings

I'm retiring, so this will not affect me directly, but I would like to see much better communication from the administration about their various decisions regarding outsourcing, KERS participation, possible staff reductions, and just generally being more transparent. The climate at Murray State has changed. It's simply not the wonderful place to work that it was. Given the challenges and realities all public schools have faced, a lot of the changes have been unavoidable, but they could and should have been better handled. The administration should be more sensitive and responsive to the wellbeing of the people who have trusted them with their livelihoods, and with their futures. Thanks for your work!

Adequate staffing!

none

Cost of parking.

Keeping us employed full-time without a 20% pay cut for the months of July and August

Professional Development opportunities Opportunities for multicultural staff

Safe working environment during COVID period. Retention of valued MSU employed maintenance and cleaning staff, etc.

Outsourcing is not recommended. Finding other ways of cutting expenses other than outsourcing services that employ our local community.

Job security and pay increases

An increased focus on guidelines for staff who will be continuing to work remotely.

I don't really have any priorities at this time.

Time for the staff to get something in return for all they do instead of having more taken from them.

Retirees with 20+ years reviving benefit of dependent tuition waiver.

To adequately represent the constituents that voted them in.

I haven't really had time to think about it.

To be transparent. To actually represent the needs of the staff. No pay increase, yet we have higher costs of living (food, insurance, etc) and we have to pay for the parking tags. The people who are hurt the most by the economy is also being hurt by their employer.

I'm very new to MSU and with the recent upheaval relating to the pandemic it is hard to think of anything but addressing

Campus COVID-19 prevention efforts.

Salary Reasonable insurance rates

I ask every year for more focus on efforts to truly use employee reviews to their best.

I would like the Staff Regent to improve on requesting feedback from staff members on issues which come up that may affect the staff or even the university. I know staff persons have excellent ideas which could improve the work environment, increase employee retention, increase enrollment for the university and earn additional income for the university. The issue is no one ever asks the staff directly for feedback about issues affecting the university. All staff want to see the university succeed because the success of the university directly affects our success. It is not in the university's best interests to waste the opportunity to use the experience, observations and intelligence of so many staff people.

Support in continuing to offer benefits in tuition waivers and university closure pay to offset the continuing rise of health insurance and little to no raises.

job security, working understaffed, the increasing need for faster start to finish on work with less staff/support

Insurance costs

Nothing specific to name but just an ongoing ability to stay in touch with staff concerns and needs and be willing to be the voice for staff.

n/a

Job security. Proper representation of what the staff's opinions and its affects on the people are. Let's have some input this time.

Represent those making at or below the \$30,000/year more. Those individuals need raises more than the exempt staff making \$50K + and faculty.

Please continue your good work!

Mental health as an effect from the health crisis; work-life balance

Protecting overall university jobs in the next budget cycle

- Review of Non exempt staff pay grades. Pay grades requirements appear out of balance. For example some G-14 and G-15 positions require Bachelors degrees (sometimes with STEM emphasis) while administrative positions requiring two years education are G-17. Need to increase starting pay for positions requiring degrees. - Evaluate mechanism for rewarding employee experience and performance. Current pay grade

system does not reward employees for experience and strong performance. One possibility is to give a raise based on experience and performance (e.g. at 2 year, 5 year, 10 year, etc.). This would be above any cost of living raise and would not require the employee to find another job at a higher pay grade to be rewarded for experience.

Work-life Balance, work from home

Remote work options, protection of staff safety (health), furloughs

Continued transparency with job outlook due to COVID-19.

Raise in hourly pay and lower parking fees.

Please look again at tuition waivers for two degrees. When Dr. Daviess took away waivers for more than one degree people can't afford to send their kids or themselves to get the second degree with the wages that MSU pays. Please revisit this.

We need student services for our regional campus students. We need our enrollment numbers accurately represented and we need less involvement with the transfer center. They do not work for our campuses and focus entirely on the Murray campus.

We need more academic department partnerships to expand programming on our regional campuses to see the kind of enrollment we are capable of.

Insurance. The question is the same - if we already had almost all of the ACA's requirements, including the most expensive, i.e. no pre-existing conditions, and we are self-insured, WHY did it increase so much? It should not have unless Anthem is using our money to support their other programs or are simply charging us excessive administration fees since they don't actually underwrite our program with their funds. We got a raw deal. Are there no other options? Training. We are an educational institution and staff training is horrible. There should be trained back ups for every position and there are not, so if someone is out for an extended time, too bad so sad. Some of the management staff gets little training on their jobs and have to teach themselves or have hourly staff train them. That seems backwards. Why does it take so long to fill critical positions? Why can they not be filled with overlapping time if we know well in advance someone is leaving so they can train a replacement? Filling the position 6-9 months or more after a manager has left does irreparable harm, especially when hourly staff have to fill in the gap and perform much of the job without compensation. Similarly, when an hourly employee has to do work for a higher rated position because it takes 6-9 months or more to fill a position and receive no extra compensation for the work, it's a slap in the face to that person. This is especially so when positions have already been eliminated and lower rated staff have already had to take on the responsibilities of the higher position and their rating not been increased. Mis-classified jobs because management submitted the description of duties for particular positions and did not allow the employees to submit their own with the actual responsibilities for the last compensation study. Why do employees in the same pay grade not have the same educational requirements? When compared to what employees actually do and have responsibility for, there is often a great disparity with far more required than what management submitted. Why do some require degrees while some do not in the same pay tier. That is an egregious wrong. Why do the responsibility levels vary so much within a pay grade? Why do a new study? Is it going to be fudged as much as last one and compensation not actually applied as guaranteed? Why are some employees not yet at their control point although it has been many years since the study and new employees are still coming it at close to the same pay rate as much more experienced employees? Why is there no REAL opportunity for employees at MSU? I have applied for positions where I had more experience and more education than the person that got the job, but they were already employed in the department, sometimes as a student worker no less, so they were hired instead. Or a person with less of all of it got the job because of who their family was or who they knew instead of the ability to do the job. If we are going to promote from within, then we need to say that and stop the sham of internal job postings. If we don't want to promote someone in the department, we should say so and go directly to the outside and not post within, take applications, and without explanation, begin recruiting from outside when qualified internal candidates applied. Wrong on many levels this is. Management staff should be held to at least the same performance standards as hourly employees but are not. It seems acceptable that their work slide, but not acceptable for an hourly person's to. It seems acceptable for their work to not meet the minimum standards of the people they supervise. Management should always set the example, not the other way around. Department heads should be provided with admins that can actually BE their admins instead of general receptionist and gopher for the whole department. When the admin is doing work other than for the department head, things slide because you cannot be department head and your own admin.

That's ridiculous.

Childcare for faculty and staff

Try to think of ways to help maintain as many positions (people) on campus. The budget will be a very hard year, but really hate to see departments have such big cuts to their budget (which is understandable)....but don't want people to lose their jobs. Try to find other ways of cutting costs across campus.

Pay

I would like to see the computer loan program come back. It is a benefit that I and several employees have used in the past. It makes it possible to purchase a good computer, which at this time would be a benefit to our work at home situation.

Everyone on staff and the faculty seem to be overloaded. Many people are doing jobs that combine multiple previous jobs. This leads to stress and anxiety for everyone. Maybe this could be addressed by the Staff Congress with something other than "everyone just dig in a little deeper". Maybe adding a few "floating days" where people would be encouraged to schedule a few "Mental Health Days". That would give people an incentive to take some time off to just rest and not feel like they were having to give up vacation days to pay attention to their stress and mental health. Having to use vacation just increases the stress level.

Retaining good employees

In the last Board of Regents meeting faculty was praised for their efforts for getting classes online. Staff wasn't mentioned for their efforts during this time. Staff's efforts are rarely recognized. Why hasn't the plan for opening in the fall been shared? Will staff 60 and over be allowed to work from home? Capping of sick days is an unfair practice. Employees who do not use tuition waivers for themselves or their children should have other benefits to replace the benefit of the tuition waivers. In President Jackson letter regarding the cuts, he was vague on which student workers would still be employed (federal or university or both). There was no mention of graduate assistants. What is the status on hiring them?

A more flexible work schedule. Possibly 1 day a week work from home.

Encouraging staff unity, support and communicating effective work incentives for campus improvement.

living wage, 40-hr workweek with 30 minute lunches, ability to not have to opt into retirement, ability to find own health insurance or for MSU to stop self insurance, place for employees to complain when promises of chairs/deans/assistant deans don't keep their promises,

Cost of living wage. I realize we are in hardship right now but there is money in the foundation that could be accessed to give staff a REAL COL raise and people know that. In past years it seems that faculty are always the ones to benefit monetarily.

Parking Fees - Having to pay up to \$200 per year to go to a job where you already don't get paid adequately seems a little ridiculous.

Cost of living increases and cheaper insurance premiums

Tuition waver uses (couples that work at MSU are penalized/both should be able to give same amount to dependents), Increased incentives/discounts on campus (bookstore, sporting events, meal plan), Salary increases/pay raises that match other KY institutions, Paid maternity/paternity leave

Flex/work from home initiatives, child care, wage review
merit pay or a fair compensation scale for staff

The opportunity for those able to work from home more frequently

We would appreciate being kept up job losses or possibilities of services being contracted out. When happened most recently we do not feel that Phil represented the staff that he is supposed to.

Raises

Once the pandemic subsides and employee's request to use paid time off before June 30. What happens if many (or all) vacation-starved employees want to take their accrued vacation or PTO at the same time?

adequate parking, on-campus daycare options

None

Salary, continued employment, working conditions

Continued remote working if it works ok with the tasks you are responsible for.

Heating and Cooling in the buildings. We freeze during the Summer and roast during the winter! Some of our offices are constantly over 80 degrees during the winter and below 65 during the summer!

I feel that the representatives on Staff Congress could reach out to campus members more. I couldn't tell you who is on Staff Congress.

Encourage administration to put in place methods for staff members to advance their position.

I am very concerned about budget cuts as we have already faced reductions in the last few years. I am concerned that we are contracting our services and have let employees go. Personally, I think they need to be focused on faculty/staff who are due for retirement/close to retirement versus cutting lower paid staff.

I would like to be able to maintain the flexible office hours that have been VERY much appreciated during the pandemic. I care for an elderly parent and do not want to risk getting the virus and then infecting her. I'm afraid that if too many people return to our offices at once, lots of us will get sick. It has been amazing how much work I've been able to get done at home. Thank you for allowing us to do that.

Better working conditions; opportunities for professional development; opportunities to participate in overseas professional development activities; merit raises; hold individuals accountable, especially at higher levels.

Work/life balance including people that are not parents to young children.

Pay raises. No increase in insurance costs.

Please address the Wellness Center Hours of operation. My family has joined Mega Gym; their hours are more convenient for our busy school and work schedule. They have a key you may use to scan in and go anytime. I think MSU should consider this based on the students/faculty/staff that have also join Mega Gym for its convenience. Thank you.

Address the inequity of parking--why should I pay the same rate as the Provost? Address the inequity of raises--this is the only place I have ever worked where one doesn't receive yearly raises. Address the inequity of benefits--there should be a way that I am able to pay less for my insurance benefits.

Keeping the university community safe during this pandemic by continuing telework, social distancing, etc.

The ESL program falls under the umbrella of student affairs. The instructors all hold masters degrees, yet are paid hourly because of how low our wages are. The ESL program is also currently homeless- borrowing offices and classrooms in various buildings across campus. Our program is unable to attract new students due to the lack of facilities.

Continue to push for childcare services at MSU. My child does not require daycare anymore, but there are so many staff that struggle with finding childcare in our area. There are very limited options and it is a huge financial burden on working families. Also, I think that the parking rates for staff are too high--\$200 is unreasonable for someone working hourly. This should be a reduced rate, based on income.

Remote work opportunities; flexible office hours within the department

N/A

All I am hearing right now from students is that they want the staff regent to stress how important it is to get the campuses opened back up in the fall.

To communicate more to all staff about what is going on with the university and decisions being made

Work/life balance. I would like for staff, when and where appropriate, to have the opportunity to telecommute or work flexible hours in an effort to meet the needs and goals of the institution along with those of our families. If there has been any lesson learned from COVID-19 it is that, in most cases, Murray State's staff members can and will be productive remotely, if allowed. In addition, this added benefit would likely offset the news that there will be no cost-of-living raises in the near future and the elimination of position in the coming year due to the strain COVID-19 has placed our budget.

I have no idea what this is.

Look out for the students, faculty and staff instead of voting with the Regents all the time. You were a disgrace on 4/24/20.

Please look into child care campus-wide to help out employees.

None, I'm very happy!

Salary increases

That as much support be given to the preservation of hourly employees employment and benefits as it is to maintaining the status of the high earning upper administration - all the associates and assistants to the vice-presidents, the deans etc.

Staff Regent: it's time for a new one. Staff Congress: we need to unionize.

PAY RAISE, PAY RAISE, PAY RAISE, PAY RAISE.....

Voting no to outsourcing Murray State University employees. Understanding that, even in trying times, salaries must stay competitive in order to keep good employees. Understanding that good employees, that feel appreciated and valued, will keep Murray State healthy and competitive. Understanding that those at the bottom, making less than \$25,000 a year, are hurt much more by certain financial decisions than those making \$50,000, 100,000 or 300,000 a year. Understanding that employees are more than just a financial liability. And then taking that understanding with him/her when voting on matters pertaining to the board of regents.

COLA

I'm not sure

Continue frequent updates and information from upper administration.

N/A

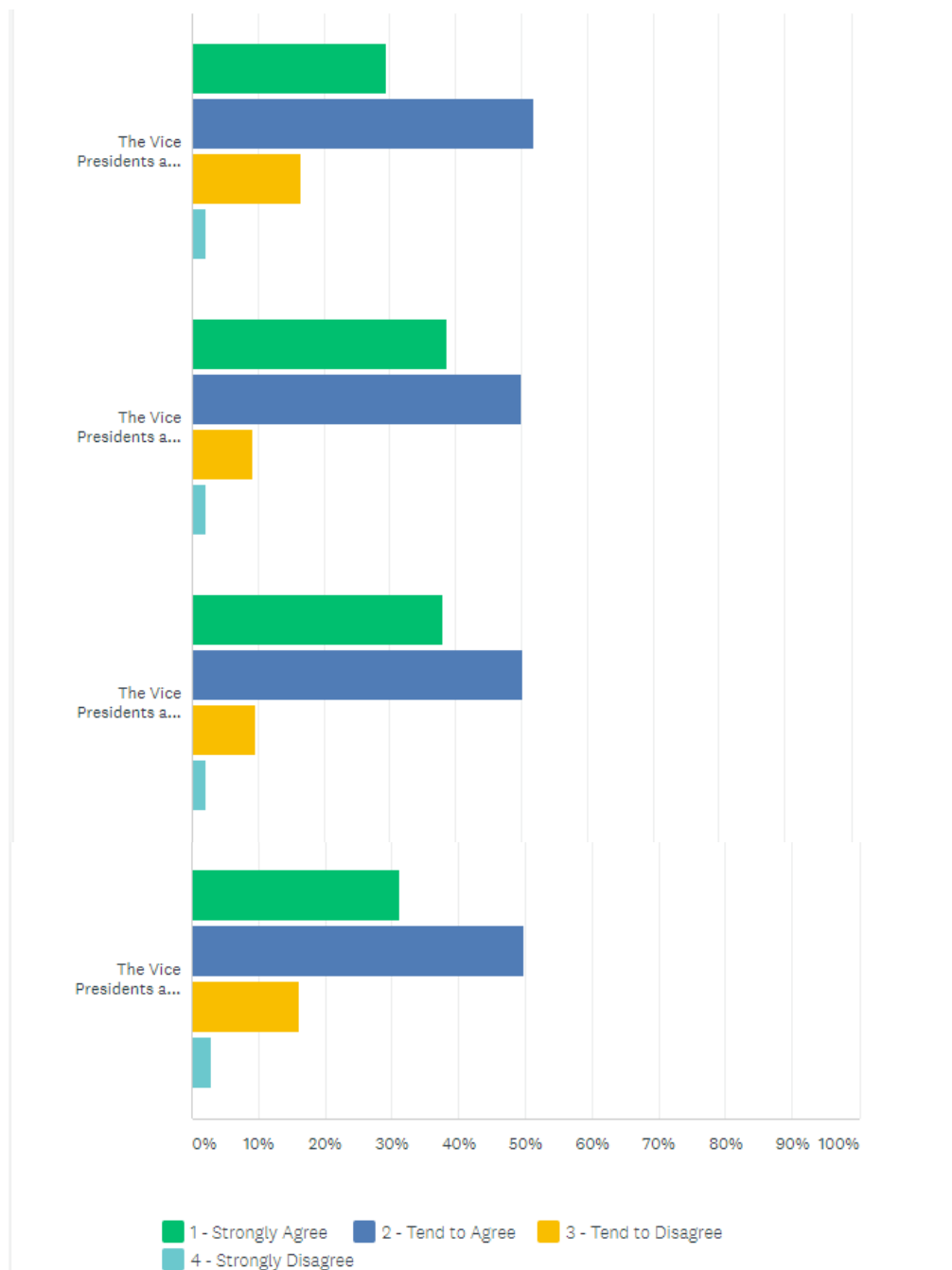
Out sourcing. job security

Q10



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

Answered: 251 Skipped: 35



	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The Vice Presidents and Provost listen to and are aware of major concerns of employees.	29.55% 73	51.82% 128	16.60% 41	2.02% 5	247	1.91
The Vice Presidents and Provost can be trusted to be straightforward and honest.	38.71% 96	50.00% 124	9.27% 23	2.02% 5	248	1.75
The Vice Presidents and Provost are doing a good job planning for the future.	38.06% 94	50.20% 124	9.72% 24	2.02% 5	247	1.76
The Vice Presidents and Provost adequately communicate with staff in a timely manner.	31.17% 77	49.80% 123	16.19% 40	2.83% 7	247	1.91

Q11



Administration comments:

Answered: 38 Skipped: 248

We are going through tough times. People are going to get their information from the "grape vine" if it isn't forthcoming from the administration. The administration would be better off communicating the info to staff rather than letting the rumor mill handle the task.

We're heading in a much better direction now. The Davies administration was toxic.

You can't keep cutting positions and expect the same work to be performed by less people and not have your employees feel stressed, overworked and underpaid, as well as depressed.

I feel like the employees at Facilities trade shops have been underpaid for quite some time. I know the budget has been a factor, but as a supervisor I have watched workers come and go because the money is not there to retain them. We need licensed skilled trades as we try and maintain all buildings. Please have a look at competing trade salaries

I am very pleased with Dr. Jackson and Dr. Todd. They do excellent jobs, especially during this crisis we have been having.

I don't believe they are uncaring, but I think they are overwhelmed, too, in the best of times...but with the pandemic, EVERYONE is overwhelmed.

The Provost is straightforward and I believe that he genuinely cares about faculty, staff, and students. Dr. R is amazing and he too genuinely cares about the campus and its people. However, Jackie Dudley does not have the same level of commitment to the campus and its members as the other two VPs.

I am somewhat concerned because staff is not always kept abreast of what is happening and the plan moving forward as we face this pandemic.

I tend to grow frustrated with the lack of consulting administration requests from employees that are ACTUALLY working with prospective students. In all honestly, we are living in the stone ages when it comes to recruitment in some aspects and it would help to get input from young employees that actually RECRUIT these students on the daily.

I'm sure all are working hard to find ways to keep the University in good financial standing. Some manners could use vast improvement in phone communications. Kindness and patience always get you further and more respect then downgrading or not taking calls based on university position. We are all equal in employment standing - be it faculty or staff.

I feel like whether intentional or not most decisions get made without taking into consideration the people who actually have to deal with the decision being made. I also feel like the decisions are just made without the knowledge of how it actually does effect the process as a whole or how things could be more productive and cost efficient long term. Though that could just be because I don't know exactly how things run behind the scene before a decisions is reached.

The new Provost has improved communication.

There is no transparency. We are left to guess as to what is happening or what might potentially happen.

My selections on these questions come back to the issue of communication from the top university administration down to the lowest level of employees. Employees are not made aware of issues affecting the university until a decision has already been determined. At this point a decision has already been made, so providing feedback seems pointless. The university would be more successful if they reached out to the employees to assist in obtaining feedback and solutions for issues affecting the university. This would include requesting feedback on what are the major concerns of employees. Perhaps once a quarter a staff survey could be sent out asking employees what their concerns are and if they have any solutions for those concerns. This would provide an avenue for employees to easier communicate their concerns and even provide solutions to those concerns. It would probably be a pleasant surprise for the upper administration to see that employees have already come up with well thought out solutions to things that are areas of concern for them. Also, just seeing the attempt at communication with all employees would increase morale overall.

I am no interaction with the VP or Provost. I just know from past experience that the Good Ol' Boy system is alive and well.

I have no contact with University administrators and therefore have no way to provide adequate evaluation.

Awareness and actions are different. Decisions cannot always be based on what other universities have done. Budget reductions have to be made, but not necessarily at the workers level. Least paid seem to always be affected first.

More transparency in the job opportunities in the Provost and VPs offices.

We are very pleased with Dr. Todd's leadership.

They don't have time and resources to be able to listen and be aware of major concerns of employees. It seems like many things are being done behind closed doors with little thought for the people who will be affected by the decisions. At this current time it seems to be what every large organization is doing. They are doing the best they can planning for the future with the limited knowledge and resources they have. They don't have crystal ball so they are trying to work towards the best outcome for the university. During current COVID-19 crisis they have done pretty well with keeping everyone including students, staff and faculty aware and up to date on how we all are working through the crisis. The frequent emails include enough information that everyone is aware of things that are happening and how we can do our part to keep things working as well as they can during the crisis. I appreciate that and I think most of the rest of us do too.

Other universities have release their plan for the fall. What is MSU's plan?

Directives from the President and vice presidents are mainly communicated down to staff through our supervisors. So depending on the supervisor - staff may or may not be as well informed as they should be.

This has decreased markedly of late. We hardly ever hear from any of them and some have not corrected the dishonesty of their predecessors.

One of the best moves the Regents did the pass two years was making Dr. Jackson President and Dr. Todd Provost. It's very rare that I'm given a chance to talk openly to the Vice President or Provost.

Great administration to work for!

The Provost is amazing and I put low marks because of the VPs.. They have no idea what is going on and could care less about their staff.

When I disagree with Vice Presidents being straightforward and honest, I am referring to one vice president in particular, most definitely not all of them.

PLEASE NOTE!!!! These remarks are not reflective of the Provost. The Provost would receive the highest remarks in all four statements.

No complaints

One of the Vice Presidents doesn't seem to care much about the employees or students of the university.

I want to know what's going on immediately. Maybe now that Provost Todd is back we'll have better communication.

I want to be optimistic and believe that everyone is doing the best they can, and mostly I feel that way. Nonetheless, it's easy to feel unheard when you are paid so little and have no permanent home.

When do employees have the ability to talk to VP or Provost? They are not aware of any concerns of employees unless it comes directly from their physical office staff. VP and Provost may communicate adequately with their direct reports, but that information does not get passed on to the remaining staff in a timely manner.

I'm very pleased with the job performance of our Vice Presidents and Provost. They continue to make tough decisions in a tough environment, while still seeking guidance and feedback from Staff and Faculty in a shared governance approach.

A lot of things that I see this group doing are knee-jerk reactions, which in turn create more problems for those that are employed on my level. On top of that, I don't really feel like the opinions are considered when decisions are made.

I think they are aware of what is going on, often to a greater degree than they let on. I wish they would treat us like adults, and let us know in advance of decisions that will affect our lives and livelihood. Many of the VPs and the provost are good people at heart, however we are in this together, even if those of us on the bottom will figuratively and literally go down first, as has been seen by the outsourcing. I suppose when you make a 6-figure VP salary, the thought of losing a job and having to look elsewhere isn't that scary. Inconvenient, sure, but not scary. When you are barely able to put a couple hundred dollars into savings every month, unemployment is terrifying. It would be nice if they understood that perspective. Or if they do understand, if they showed more compassion. Employees are more than just financial liabilities that can be discarded when they become to "expensive." Do I think they care? Yes. Do I think they totally understand? No.

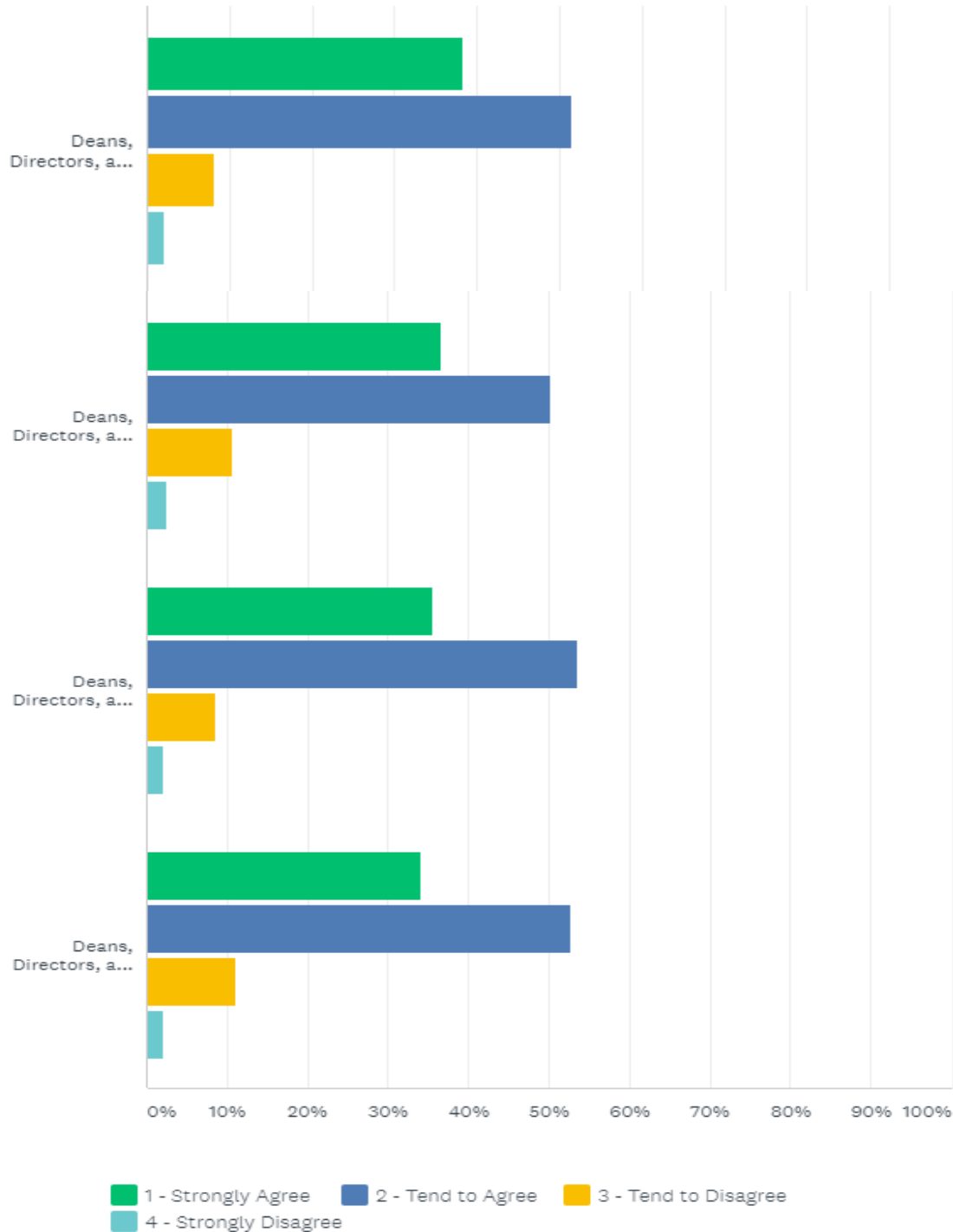
Specifically during the beginning of the COVID-19 closure, I felt it was very unfortunate that the University notified students, faculty, and staff at the same time. Many students had questions which we had not been prepared to answer. I felt it would have been more appropriate the brief faculty and staff prior to notifying students, so that we could have been better prepared to accurately answer questions from students.

Q12



Direct Supervisors: 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: 235 Skipped: 51



	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Deans, Directors, and Chairs listen to and are aware of major concerns of employees.	38.30% 90	51.49% 121	8.09% 19	2.13% 5	235	1.74
Deans, Directors, and Chairs can be trusted to be straightforward and honest.	36.60% 86	50.21% 118	10.64% 25	2.55% 6	235	1.79
Deans, Directors, and Chairs are doing a good job planning for the future	35.62% 83	53.65% 125	8.58% 20	2.15% 5	233	1.77
Deans, Directors, and Chairs adequately communicate with staff in a timely manner.	34.04% 80	52.77% 124	11.06% 26	2.13% 5	235	1.81

Q13



Direct Supervisor comments;

Answered: 39 Skipped: 247

My direct supervisor is amazing and truly cares about all members of the staff. We are inspired to do our jobs, which helps us work with students.

My latest one has their favorites and wants older employees to leave.

very honest, very accommodating

My Diector does the best she can with what she's given.

I think the Director of our department is top notch!

I have a great communication line with all of my direct supervisors.

There is high importance in our office of communicating how we will approach issues moving forward and creating a plan of action based on what we currently know. This is reassuring because we are able to continuously serve our students without feeling stressed or worried.

I really enjoy my supervisor. I do wish there were more frequent individual check-ins/evaluations, but overall, it's all good.

We are blessed with a great Dean and Chair in our department that listen to each of us equally. I hope other departments have the same.

Direct supervisor (foreman) listens and brings up issues to his supervisor and director.

I feel as my chair specifically takes my concerns seriously however I don't feel as if there is much that Deans and Chairs have a huge say in either so it may not matter much.
It's not the same for everyone.

Need to be an advocate for staff as much as for faculty.

I feel communication from the Director of Breathitt Veterinary Center to the staff could be much better. Monthly, or even quarterly, staff meetings would be very much appreciated.

Sometimes Deans, Directors, and Chairs forget to include administration in their decision making. That can create problems that could have been avoided had more people been allowed to weigh in.

My direct supervisor does an amazing job being totally transparent and supportive of my work

Our Dean - Dr. Byers keeps us well informed and I feel like she does a great job at listening to concerns and leading the SONHP.

Budget concerns seem to be the biggest issue. As has been for 8-10 years. Fear of losing positions is always an issue and only now is my department fully staffed. Hope it stays that way because working without having enough people is brutal.

My direct supervisor is AMAZING, proactive, and visionary, but improvements to our department are hindered by our executive director and upper administration as well as deans and department chairs.

Deans and Chairs, perhaps. Directors, not so much. They are too wrapped up in the politics to really pay attention to employee concerns. Or when they do address them, it is NEVER in the employees' favor. It's usually an "Well that's just how it is" type answer and the concerns are not passed on.

They are doing the best they can under the circumstances.

communication is poor. In a small facility, the staff only knows what is happening through the rumor mill.

Our supervisor doesn't tell us anything

Deans, directors, and chairs are the first line of defense for staff. In my experience, these individuals have been great at listening and relating to staff concerns while advocating for us on the front lines.

My supervisor is great. I don't know about all of the deans/directors/chairs.

Have some mixed feeling on this question, some chairs do not seem to have all of their departments best interest at heart.

Matt is a good supervisor and works well with everyone. Great communication-

This is reflected on my Dean. I haven't seen my Assistant VP/Dean in 4 months. He doesn't check on staff or seem to be concern about staff.

These remarks are reflective of my direct supervisor only.

Sometimes I don't feel that my direct supervisor is listening to me, other time they are.

My Direct Supervisor is wonderful, but not as much of a fan of his direct supervisor. I have more concerns for other areas and my scoring reflect those and not my direct supervisor.

Direct supervisor is only concerned with major concerns of 2 employees of the office. They are not straightforward or honest with the office. They keep information from everyone except the core management. They are not planning for the future with any plan at all. They are always trying to "fudge" the information to retain the most amount of money when other departments are losing employees. I don't feel that is fair for our office to have excess funds while others are losing their jobs.

My supervisor is overworked and in this state often forgets to tell us things that would make our jobs easier.

My direct supervisor is doing the best they can. I think their supervisor and those above are making poor decisions

I appreciate the direct support and concern from Deans, Directors and Chairs.

My direct supervisor does a fantastic job of involving me in the planning process.

N/A

My direct supervisor is outstanding. I could not ask for a better supervisor.

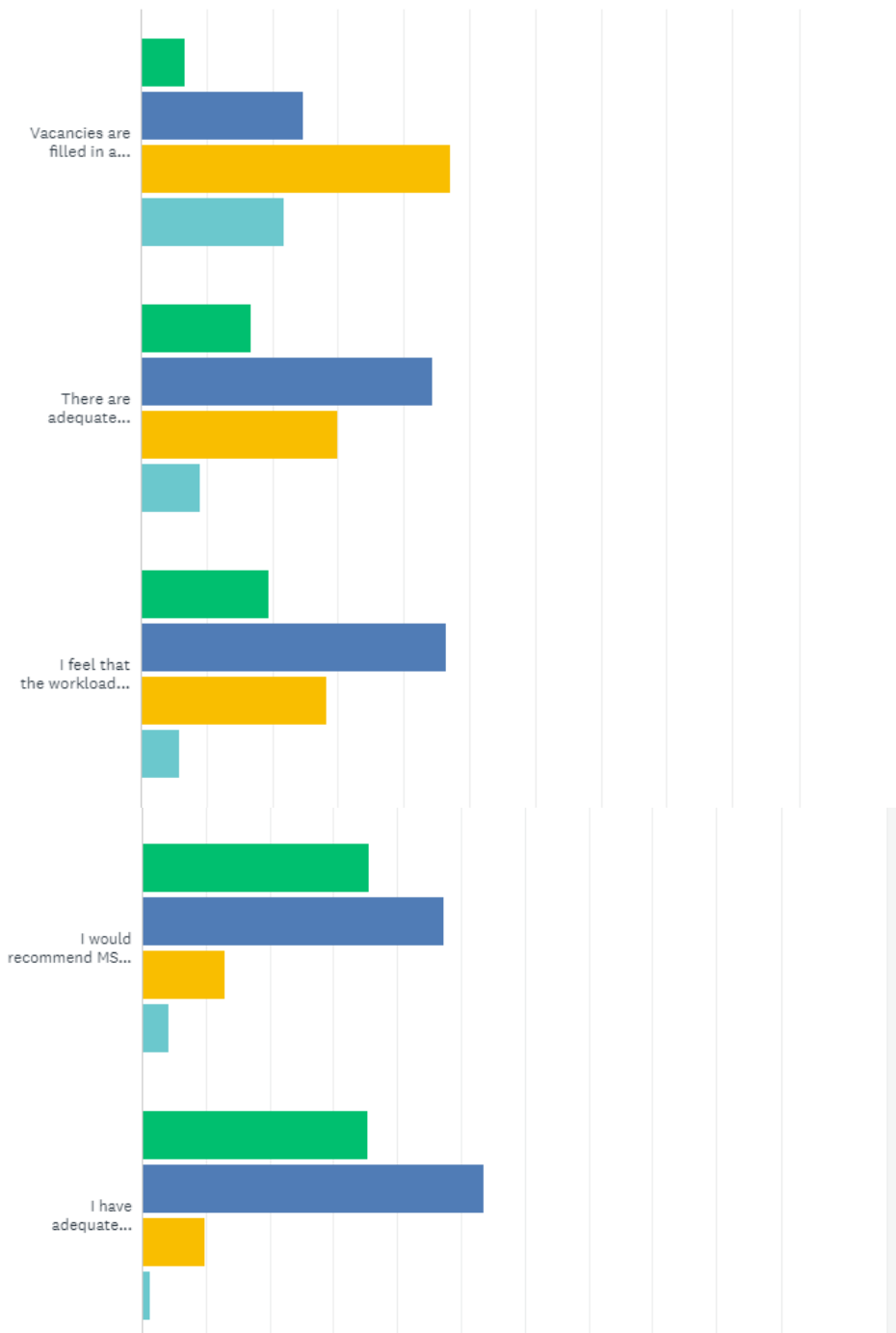
I cannot speak for the entirety of campus, so much of this is my "general" view of chairs and deans. Locally I feel much better than I do overall, however that view is skewed by my lack of specific knowledge outside of my area.

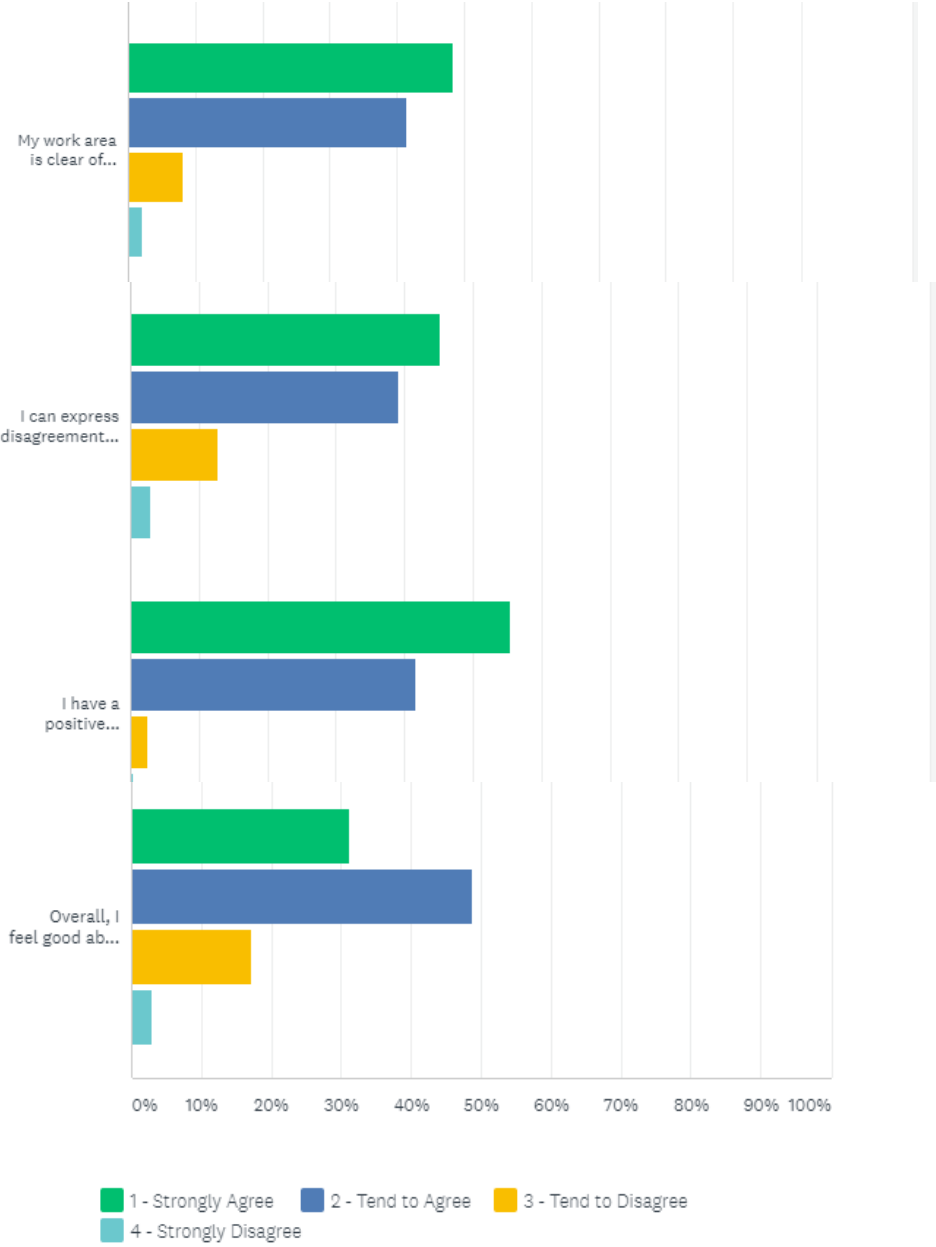
Q14



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: 247 Skipped: 39





	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Vacancies are filled in a timely manner.	6.67% 16	24.58% 59	47.08% 113	21.67% 52	240	2.84
There are adequate personnel in my work area to accomplish tasks.	16.80% 41	44.26% 108	29.92% 73	9.02% 22	244	2.31
I feel that the workload is evenly and fairly distributed across all personnel in my unit.	19.50% 47	46.47% 112	28.22% 68	5.81% 14	241	2.20
I would recommend MSU as an employer to my family and friends.	35.51% 87	47.35% 116	13.06% 32	4.08% 10	245	1.86
I have adequate equipment and resources to do my job.	35.37% 87	53.66% 132	9.76% 24	1.22% 3	246	1.77
My work area is clear of health and safety hazards.	48.37% 119	41.46% 102	8.13% 20	2.03% 5	246	1.64

	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I can express disagreement with my supervisor without fear of intimidation and/or reprisals	45.27% 110	39.09% 95	12.76% 31	2.88% 7	243	1.73
I have a positive working relationship with my co-workers.	55.51% 136	41.63% 102	2.45% 6	0.41% 1	245	1.48
Overall, I feel good about the direction MSU is going.	31.15% 76	48.77% 119	17.21% 42	2.87% 7	244	1.92

Q15



Staffing/Work Environment comments:

Answered: 48 Skipped: 238

University should consider ways to allow us to work more efficiently. The University should stick with one set of operating hours year-round. Offices should be staffed from 8-4:30. If a supervisor wants to allow his/her employees to have a flexible schedule that is fine as long as someone is in the office from 8-4:30.

Last year was difficult for me. There was an employee in my department who obviously did not perform his job duties or follow proper policies and procedures. It took over a semester for Human Resources to terminate my co-worker. It brought moral down in our entire department.

Unfortunately, some of my work environment is great while other new supervisors don't treat older workers and professors with the respect they deserve.

I feel we all will have to address this social distancing. It will be challenging for me because I am in a reception area of the office where everyone comes in.

It's very sad to me how differently I have answered these questions versus how I answered them in past surveys. Things have changed. Some of them had to change to reflect the challenges. I feel like I had the opportunity to work at Murray State during the best possible time to be here, and while I am very thankful for that, I am also very sad about the prospects for my colleagues on the front end of their careers here.

As I've said every year for 8 years, I need at LEAST an additional part-time employee so that I don't have to constantly train new student workers in a job that takes at least a year to get comfortable in.

HVAC in my building is 60 in the summer and 85 in the winter. The bathrooms are full of mold which is chipped off or painted over annually.

We have a position that has needed to be filled for over a year and it causes a bit of stress and extra work because it has not been filled. Our team is great though and we are all willing to take up any slack and do the extra work in order to make our students happy.

Resources (like the current setup of our CRM) make my job much more difficult to execute, and we are lightyears behind other institutions in this way. The lack of communication between departments on campus (as it relates to what is being sent to prospective students) is dismal, leading to our institution as a whole looking unprofessional, repetitive, and uninformed.

Given the current situation with COVID I feel MSU has done an exceptional job in caring for our health and safety.

Staff outsourcing and lack of pay increases over multiple years has added stress and lower incentive to remain at this institution. Outsourcing lowers available funds in the insurance pool causing premiums to increase and lose competitiveness to outside employers.

Outsourcing is having devastating effects on employee morale.

I love my department and coworkers. At times that may be the only thing I like about my job and the only reason I haven't tried to look for another career.

We have been working with a skeleton crew for years now. At times it is extremely taxing to carry a heavy work load. When people leave, the position isn't filled; pretty soon there won't be anybody here.

Staff positions still seem to be filled more by who you know internally than by merit. Spousal support is seriously lacking, forcing many colleagues to search elsewhere for employment. One pay check, even in an area where the cost of living is low, is not acceptable for most couples and families.

In my experience the process for filling vacancies takes an extended period of time and requires numerous people within the chain of command to regularly check on the status of progress. At best it takes approximately a month to complete the process of request and get to the point of having a posting available for the public to apply. In my particular department the employees require extensive state required training and departmental training before they are able to fill the position on their own. When I lose an employee I know I will not have the vacancy filled for 6 months to a year. I feel the timeline for the initial process could be improved in order to get to the interviews quicker. My department also needs additional personnel. We have a bare minimum of what is required to function and still allow an employee to take leave without overtime. However, when an employee takes off this still greatly affects the other employees as coverage for the employee who has taken leave is required. Additional personnel would allow for additional double coverage which means employees would be less effected when other employees take leave. This would allow employees to take leave without being concerned about how their leave time will affect their co-workers. Our department as a whole needs an updated budget. We have equipment which require updating and need additional equipment purchased. However, because of the budget many items must be put on a waiting list due to a lack of funds. Our department should be allowed to compensate our budget with a "security fee" added to the student's tuition. This fee would greatly assist our department with maintaining and purchasing equipment to improve the security of the students. The safer parents feel about sending their student to MSU the more students are enrolled in the university. The ability for the university to brag about a well equipped police department with state of the art, well maintained equipment could be a major asset in recruitment.

There is a great deal of uncertainty at MSU right now but everyone is trying to pull together to resolve a variety of issues. Complaints and concerns about staffing/work environment/personnel issues seem to fall on deaf ears at Breathitt Veterinary Center. Certain staff members seem to be able to do as they please with no repercussions despite repeated complaints concerning their job performance.

The overall work environment was much better prior to the outsourcing. It has changed the entire dynamics of the university's inner workings. I believe that people took more pride in what they did when they were university employees and had a sense of security.

I'm very grateful that the university has made a huge effort to protect employees' jobs in this economic climate. MSU's rehiring for empty positions always takes much too long, in my opinion. Workload when your department is down 2-3 people becomes excessive and stress levels rise considerably. This isn't right. While my supervisor asks for staff's opinions, my personality is such that I am not usually confident enough to voice any major disagreement. I have made suggestions about work processes about day to day activities that were well received and considered.

We need one more full time staff member at each campus to adequately handle advising and recruitment duties. We also need access to more student workers to manage administrative duties.

There is so much tension and the feeling that management considers one part of the operation and its employees as much more important than the other. Reprimands are often public and no apologies offered to the wronged parties when that happens and turns out the reprimand was wrong to begin with. Reprimands should NEVER be public to begin with and never without adequately investigating. No employee or group of employees should ever be made to feel inconsequential and invisible.

Sparks has issues with mold, air quality, and sewage gas.

Filling vacancies, having adequate personnel, and having equipment and resources are all due to the legislative actions over the past 20+ years. There's not much anyone on campus can do to improve those things.

Vacancies take months to fill even if there is adequate notice given by a leaving employee. There is also no system of collaboration to account for missing employees.

workload increases exponentially every year while other departments make us do their work (facilities, HR, etc...)

In normal circumstances, I feel that my work area is clear of health and safety hazards however I feel very uncomfortable with the current COVID 19 virus coming back to my workspace on/near June 1. I would prefer this timeline be pushed back for my own and my coworker's safety.

Would love to see 10 month contracts go back to 12 months. It is a great loss to departments in the summer months that could use the extra assistance and the know how to get the job done effectively, instead of jumbling to add tasks on to remaining employee's duties during the summer.

Feeling as though the university looks at you as disposable does not make a good environment

Previously and currently the summer hours were 7:30 am-4:00 pm.

Unable to hire student workers into full time positions after graduation which would benefit our area greatly (hiring restriction due to qualifications and measurement of previous experience time) - have had a vacant position open for a lengthy duration causing double-work, partially responsible at this point due to COVID but the process is lengthy regardless.

They moved me from one old building to another old building, a little bit better, but not much. Still lots of dust to deal with.

We still are working in temporary space. We were told we would have a permanent space but we still do not.

Although I am able to express disagreement with my supervisor, concerns are never adequately addressed.

I have wires dangling from my office ceiling, chipped ceiling tiles, and holes in the wall. My supervisor and the building manager are aware of these things. I had to request to FM multiple times to include my office on the sweep/vacuum schedule. I also have the server rack for the building in my office, which makes noises and has the occasional tech servicing it when I arrive to my locked office in the morning. I am concerned about the rack's potential fire, noise, or radiation hazards.

The ability to fill open positions in a timely manner is atrocious. The system is redundant, requires far too many approvals and leaves everyone hanging for far too long while papers are shuffled (digitally) and signatures are obtained.

There is no hot water in Wells 4th floor. All across campus we need wipe dispensers installed- not just hand sanitizing dispensers. Leaving the department responsible for purchasing wipes is not appropriate in light of recent issues.

Some employees in our unit cannot complete tasks that are required of their job. So others in our unit must step in and do the work in addition to our tasks. If you approach our supervisor with any disagreement you are either reprimanded in front of the entire office, shunned from any information from VP or Provost, or treated as the problem itself. The working relationship within our office is divided. There is definitely a supervisor favorite team and the leftover team. Therefore, there is resentment between co-workers and leads to more difficult situations. I would love to have working hours from 7:30-4 during the "school year" and 8-4:30 during the summer. OR possible M-Th with longer hours during the summer and Fridays off.

It's hard to treat employees fairly when one is overworked and one is not.

The ESL program is homeless. We are borrowing offices, classrooms, and storage space.

In relation to question 16, as long as all offices are open from 8-4:30 every day and properly staffed, I see no reason why staff members in each individual division could not determine their personal working hours. 8-4:30 seems to work best for the student and family population we serve, so changing it in the summer does little to meet their needs. I, personally, would prefer the flexibility to an extra 30 minutes of daylight.

I feel like a lot of times my hands are tied for resources because of limitations set by the University. We have a very tight budget, so there is not a lot I can do when the limitation is items that don't cost money.

N/A

The president just announced that vacancies will not be filled, and all positions will be eliminated if possible. Facilities was purposefully understaffed for a year to "save" money. Overall I do not think we have enough people. How long do you think a university will last if they cannot afford to employ any workers? And please stop changing summer hours. If anything, change the winter hours so I can go home in the light.

Currently our office is fully staffed, but when we have had vacancies in the past it has taken a ridiculous amount of time to get the position filled. In terms of health and safety, my office is insanely hot in the winter months, to the point where I leave each day feeling sick. We have brought this to the attention of facilities management many times with little result. I worry greatly about the impacts that COVID-19 will have on the University and that we will end up back in a financial slump with under staffed offices and overworked employees. Although I enjoy my job and love Murray State, I do think the hiring process is something that would keep me from recommending someone work here.

No job security amounts to no trust of upper management

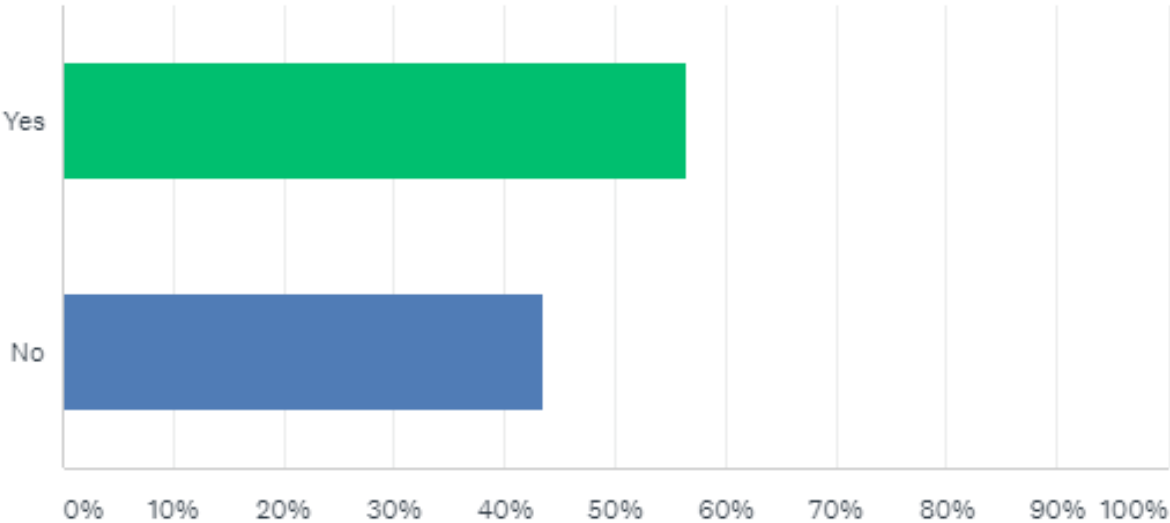
Like most MSU employees I am concerned about the impact of COVID19 on the university and my job.

Q16



Previously the summer hours were 7:30am-4:00pm. Is this something that you would like the administration to revisit?

Answered: 250 Skipped: 36



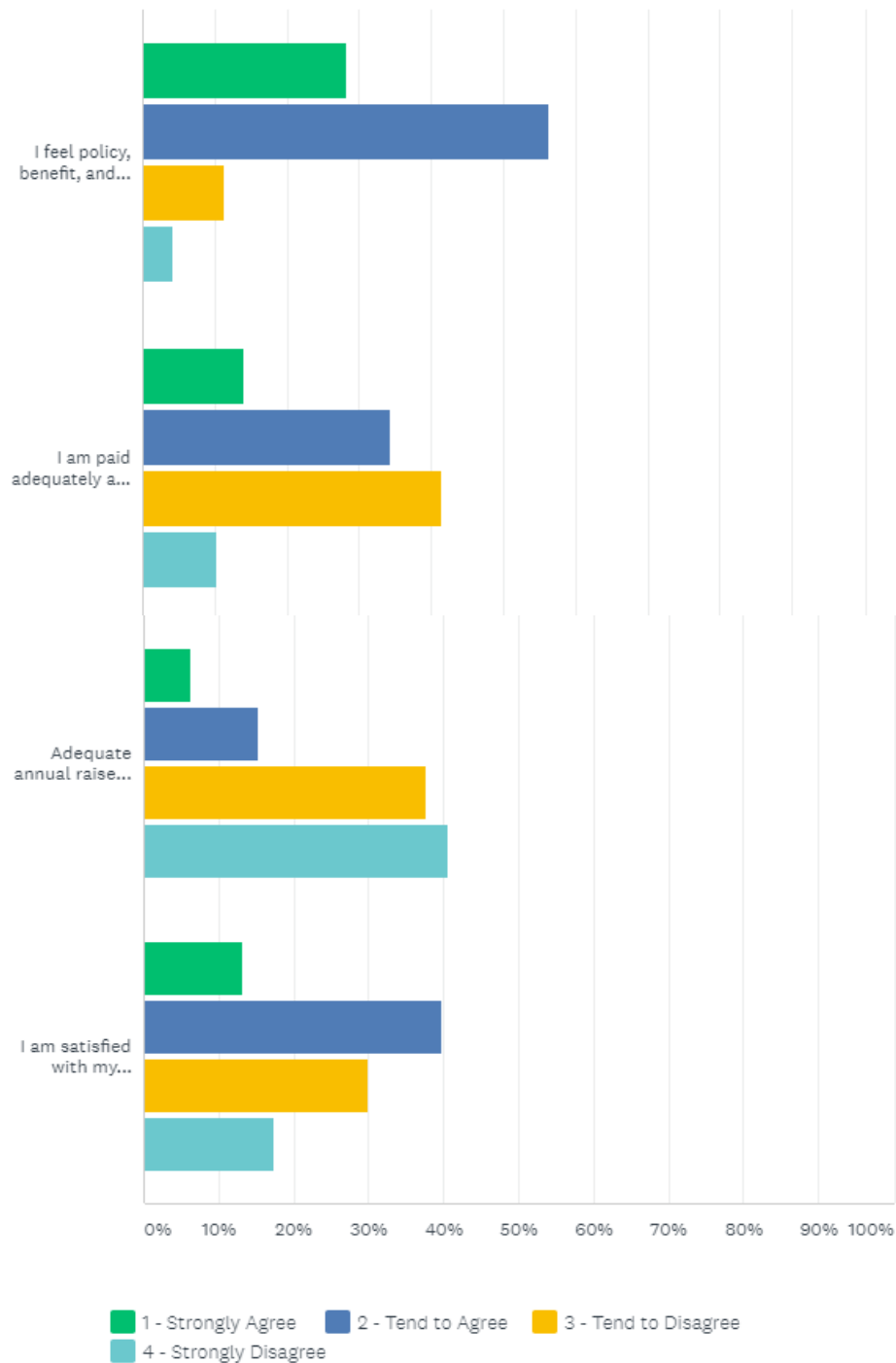
ANSWER CHOICES	RESPONSES	
Yes	56.40%	141
No	43.60%	109
TOTAL		250

Q17



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: 239 Skipped: 47



	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.	28.15% 67	56.30% 134	11.34% 27	4.20% 10	238	1.92
I am paid adequately and fairly for my work.	13.98% 33	34.32% 81	41.53% 98	10.17% 24	236	2.48
Adequate annual raises are built into the budgeting process.	6.36% 15	15.25% 36	37.71% 89	40.68% 96	236	3.13
I am satisfied with my opportunities to advance at the university.	13.08% 31	39.66% 94	29.96% 71	17.30% 41	237	2.51

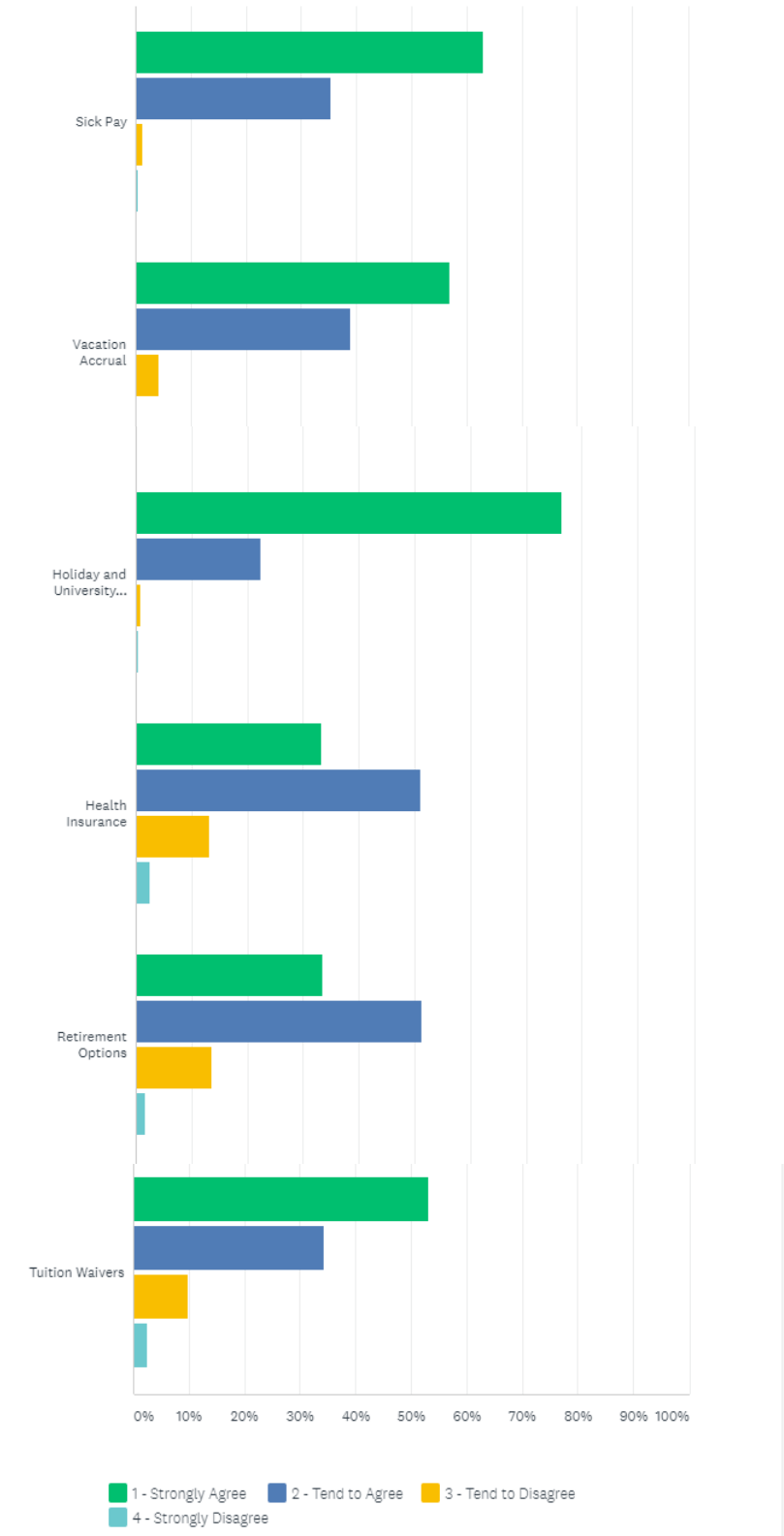
Q18



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: 241 Skipped: 45



	1 - STRONGLY AGREE	2 - TEND TO AGREE	3 - TEND TO DISAGREE	4 - STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Sick Pay	62.92% 151	35.42% 85	1.25% 3	0.42% 1	240	1.39
Vacation Accrual	56.85% 137	39.00% 94	4.15% 10	0.00% 0	241	1.47
Holiday and University Closure	76.35% 184	22.41% 54	0.83% 2	0.41% 1	241	1.25
Health Insurance	33.33% 79	51.05% 121	13.08% 31	2.53% 6	237	1.85
Retirement Options	33.47% 79	51.27% 121	13.56% 32	1.69% 4	236	1.83
Tuition Waivers	53.22% 124	34.33% 80	9.87% 23	2.58% 6	233	1.62



Benefits/Pay/Recognition comments:

Answered: 62 Skipped: 224

I would love to see more flexibility for supervisors to grant employees merit/performance-based raises to their employees, rather than having their "hands tied" by HR for not being able to do so. I absolutely love working at Murray State. I love my job, my co-workers, and supervisors. However, after being here for 5 years and seeing very little increase in my wages is something that weighs extremely heavy on my desire to stay. I strive very hard to be the best I can possibly be in my position to support the faculty, staff, and students of my college. Each year my annual review is something bittersweet I look forward to. Sweet because I love reflecting on my past year's performance with my supervisor and discussing all the things I did well and always focusing on ways to improve. Bitter because I know despite my hard work and high evaluation score, there's no reward other than a pat on the back, "keep up the good work", and "If I could give you a raise I would". The lack of rewarding continuous years of stellar performance is disheartening. I strongly feel this is a fast-track way of leading to employee burnout. There's nothing in place to incentivize employees to go above and beyond, nothing to reward those who do. Therefore, supervisors are often met with employees who are accomplishing the bare minimum and getting paid the same or similar to those who excel. Other than receiving a small COLA each year, the only other way to increase your wage is to advance. Opportunities for advancement are infrequent and very few and far between for staff. I feel this has a direct effect on morale and I'd even go as far as to say it has an effect on university innovation. Monetary incentives are extremely motivating, and without them, I feel a lot of employees become stagnant and habitual in their position, therefore leading to a lack of new ideas. Based on conversations with my co-workers and peers, I know these same sentiments are felt across the university. I'm hopeful a change will be implemented during my tenure here. I truly think it would be a great benefit to the university overall.

I understand the University has financial issues due to the pension systems, but it should push for Frankfort to fix the problem. The employees and the university have paid their share but Frankfort has not funded their part under some of the previous governors (Beshear).

I'm happy with my compensation. I know others that aren't. But we are blessed to work where we do. At some point, the University can't just keep cutting though. And I'm glad Dr. Jackson's administration sees that. There will be some tough challenges ahead, but our people are our biggest resource.

Need to revisit the tuition waivers for employees who retire. When I am eligible to retire - I will still have a kid in college and one ready to come to college and as it stands I would lose my tuition waivers..... not fair.

I have been with the university as a full time employee for 6 years, but unfortunately since my contract was not renewed in my previous position (June 12 2017), everything basically started all over for me. I started my current position in July 12 2017. Upon returning to the university (after just 1 month) I lost all of my sick time and HR informed me that none of my previous years were recognized since my contract was not renewed. Because of this, I also did not receive a 5 year recognition and I've now only been at the university "2.5 years". This is a huge retention issue. In my opinion, most individuals would have not returned to the university after that type of treatment.

I feel retirees should have tuition waivers like they did on the past.

My position requires a professional license. My salary is substantially less than others in my profession in the Western Kentucky area. Also, I would like to continue my education by taking doctoral classes. Unfortunately, the tuition waiver will only cover one doctoral class per semester.

Worried about our pension and the state's ability to fully fund it.

Need less co-pay for high deductible employees. I can't afford premium payments so I go with the high deductible and thus my doctor visits are FULL price. I wish we could work out less costs on office visits for when I have a cold or general visit.

The benefits for me have been very good. Sadly, newer staff do not have them, and neither do those who have had their positions outsourced. It looks like the future may prove even worse. I have always felt Murray State should offer full tuition waivers for employees, spouses, and children. At a time when other benefits are being slashed, this is one that could be expanded at relatively little cost to the University.

Very pleased with our current benefits.

For the amount of work being done and in comparison to other universities in our region, certain positions are not being compensated enough to cover cost living as an independent person. Not all, but some...and they are important positions.

benefits are adequate but being phased out with outsourcing and losing appeal.

Satisfied given our current situation.

I have a lot of family responsibilities and have had to miss more work than usual lately. Murray State, as well as my direct supervisor, have been so helpful and supportive. It's very comforting to know that Murray State is understanding when employees need to take a little extra time to help family members.

I do wish Murray State would go back to offering the computer loan program as a benefit.

I feel that from an employee recruitment standpoint, vacation accrual is not a key selling point. A set amount of vacation from day one is more appealing to potential employees.

The pay is not fair. New employees are making more money than their peers - people who have been here for years. Or offer a bonus or something for people to retire early.

Raises???? Bitch, PLEASE!!! One percent every few years--are you kidding. I have been here almost 25 years and I've had maybe 15% total. Cost living and insurance increases are more than that! And the fact that job experience doesn't count in exchange for advanced degrees for job advancement, like every other employer including other universities, so ridiculous. For many jobs, OJT is more valuable than what is taught in a classroom.

I get stellar reviews, but always told there will be no compensation/reward for my hard work. That's discouraging. I do feel like with no raises and health insurance rising all of the time that my paycheck just remains with the University and does not go towards my own living expenses.

I would like to see the university approve "step raises" for university employees and if not for university employees then for our department. At this time there are few "advancement" opportunities for employees. This means the only way for an employee to increase their pay is to move into a supervisory position or leave the university. An employee should not be forced to move into a supervisory position in order to earn more pay. Not all persons should be supervisor or want to be supervisors. This does not mean these employees experience and loyal service should not be awarded. As employees maintain loyal and quality service to MSU they should earn additional pay upon completion of particular years of service. When employees leave the university to obtain more pay for their years of experience in their current position, this is a serious loss for MSU. MSU has invested the time and money into training an employee and developing the employee into the experienced professional they become in their position. It is in MSU's best interests to retain that employee because once an employee has several years of quality service, they are no longer "replaceable." An employee with 5+ years experience is not "replaceable" by a new hire. An employee with 5+ years experience has learned things about their particular position that takes 5+ years to learn. This is not something that can be taught to a new hire during their new hire training. It will take that new hire employee another 5+ years to equal their predecessor. Since the university is not willing to compensate employees for their years of quality services employees do not feel as though they are appreciated by the university. The inability to be fairly compensated for their experience and job knowledge and the feeling as though the university finds them constantly replaceable, causes high quality employees to leave the university. I would like to see the university invest in their employees by offering "step" raises for quality employees. This does not mean all employees will gain a "step raise." If an employee is not performing at an acceptable level they should not reach another level for a "step raise" or should be denied the "step raise" until their performance is at an acceptable level. This would give employees something to work towards and would allow them to see an extended future with the university. We have amazing employees who deeply care about the university and their career and it is in the university's best interest to retain them.

University holidays and closures are considered a neutral benefit. I am considered an essential employee and work at least half or more of the closure days. Well pay and time off within 3 months is offered, personally I would rather have the holiday time off with my family. Especially at Christmas. It becomes frustrating that I am taking time off when my children and spouse are working. Pay pushes me into next tax bracket and is then not really extra.

I sincerely appreciate the tuition waiver. I feel it's a way in which the university encourages my professional growth, which makes me feel valued.

If the benefits continue to be reduced, wages must increase or the university will not be able to attract quality employees.

Many other states offer tuition waivers at other public universities within the state. I wish we did this. Also, I don't understand why tuition waivers for dependents end at 24, when insurance benefits don't end until age 26.

I am very pleased with the benefits available to employees, and I am so grateful for the free parking permits given to employees who have worked here more than 20 years. Thank you so much!!!!

While insurance costs are always too high, I feel MSU tries to keep them reasonable. I am on high deductible so my premium is lower, but that makes going to the doctor expensive when I do have to go. While the MSU clinic is convenient, I have not utilized it since it is no longer free. I am extremely thankful for the holiday and university closure days - these are one of the best benefits MSU provides! And I am most appreciative of the way MSU has handled COVID-19 closures - being allowed to work from home rather than being laid off has been good.

I don't like this policy: "Promotion - An employee shall receive either the entry-level wage for the new position or a five percent (5%) per grade increase in pay, whichever is greater; but not greater than the maximum rate of pay for the new grade."

Sick pay is great, Vacation accrual is great, Holiday and University Closure is very much appreciated. That is the reason so many employees love MSU. The pay is not up to par. The tuition waivers for one degree is appreciated but so many people have worked at MSU to benefit from multiple waivers for themselves or their kids and that has been taken away. Even if Staff Congress would consider looking at a smaller waiver for a second degree.

I am grossly underpaid for the position I hold and the amount of revenue I bring to the university. I have not been offered a raise and there are ZERO opportunities for advancement as a regional campus employee. More involvement in Murray campus events and networking might help remedy that problem.

By and large, these benefits are about the same except for insurance and tuition waivers. The constant threat to take the waivers away is discouraging and demoralizing. MSU pays poorly. It was a lie that we were comparable to other institutions in the area. WKCTC is paid more than MSU in many positions. What a sad commentary. The closures, insurance and waivers used to bridge the gap. I am happy to have less vacation time in exchange for the holiday closures, that's a wonderful benefit. Insurance is no longer a good or decent benefit. Many employees work just to pay for it and have little to take home after it's deducted. They have nothing left to live on and must work multiple jobs, when they can be found. The waivers are the only way some employees ever have any hope of advancement, but because there is no real opportunity to advance at MSU and the pay is so low, they take their degrees and go elsewhere. MSU will never be a career institution, it will always be a feeder institution. That's a shame because it's a wonderful school with a great faculty and educational standard. Waivers are also the only way some of the employees' children would ever be able to earn a degree. Compensation is just high enough to squeeze them out of the full financial aid it takes to cover expense because they have risen so much in recent years, but not enough to live on.

Reducing available tuition waivers available to family members and increasing the things not covered is like a pay cut for many people. The issues with the retirement options is due to the machinations at Frankfort over the past 20+ years.

The current leave policies are more than adequate. This is the only thing keeping employees. The lack of raises and advancement opportunities is discouraging.

Other employers do not have a cap on the number of sick days an employee can earn. Tuition waivers are not a benefit for those who do not have children and already have a degree. Other employers have better health insurance.

most classes offered are not within time-frame that I can take them with workload

Without performance-based raises and with inadequate pay, there is no incentive to do your best possible work. It seems fruitless to do any less than the bare minimum, leading to stagnant employees doing mediocre work.

Pay for my job is low compared to the private sector but I admit it's a trade off for the great benefits

I think there are serious issues within some shops involving pay. Some people being hired in making more than anyone else that's in the shop is not right.

I would like to recommend a PTO system. I believe that honest employees may never use their sick time which isn't fair to the those honest employees.

similar positions at other places pay a lot more for the work I do.

Tuition Waivers are a "of-no-benefit" benefit to me and probably the majority or at least half of the University Staff

What retirement options? They were all taken away.

The pay I receive for my position is grossly under that of which the same position pays at other universities across the state of KY.

Of the years I have been with MSU, I have only gotten 1 raise. It needs to be a raise even if it's a quarter.

The pay levels for many staff members is very low for the job they are performing. Staff with advanced degrees are being paid the same as staff members without degrees. This is not positive and contributes to low morale and difficulty in hiring good people. There are not methods in place to allow staff members to move up in grade and pay. It is not correct that a new hire is essentially being paid the same as an experienced staff member who has been at their job for a long time. If they are taking on additional responsibilities and learning better how to do their job, they should be given the opportunity to go up a grade or two without a job audit or a completely new position being formed. My unit is having difficulty attracting and retaining good employees due to this. Human Resources needs to acknowledge this problem and address it. They do not see, understand or show any willingness to adapt or change.

A smoother onboarding process would be nice. I had to seek out information myself, was met with unreturned phone calls and unanswered emails when trying to communicate with HR. Multiple times I walked to Sparks Hall to seek out the person I needed info from. If it is possible to schedule a weekly, twice-monthly, or monthly Onboarding Day with reps from HR for new hires, where

they can knock out all benefits, direct deposit, Racer Wellness, tuition, and general university info in one day or half-day, it would be much more efficient than leaving the responsibility up to new hires.

This is one area that I have always felt is wonderful. I am thankful everyday for the benefits provided by MSU.

I do not use the university's health insurance or tuition waivers, but I am familiar with both and think that they are great perks for MSU employees.

Obviously, pay raises are not built into the budget. Too many other issues arise where we do not get an increase of pay but our cost of living always increases. I feel that the majority of positions at MSU are paid well below what they deserve or could get at similar universities. Pay raises are also never awarded on performance which adds to the discord between employees that work tirelessly for MSU and employees that are only barely in attendance.

Tuition waivers can't be used for graduate school for students. Even one class per semester would have really helped my daughter.

The tuition waivers have been crucial for professional licensure in my field.

My only slight concern is the accrual rate for vacation time. If we hope to recruit talented and experienced professionals to work for the institution, most will come to Murray State with several weeks of vacation already accrued. To start at zero and earn the days at a rate of less than one day per month is tough for an established professional, especially one with a family. While the holidays and University closures are wonderful (we are blessed in that regard), they do not allow for the flexibility that a family with children or grandchildren may prefer.

It would be nice as a staff member to hear directly from administration how the various options the university now has regarding our retirement would directly impact us instead of just hearing at BOR meetings how much it will cost the university. We all care deeply about the university and not once has it been brought up publicly how each options will impact the employees personally (and ultimately the universities' environment). I would like to be better informed, so I can plan for my future accordingly. Not just being informed after a final decision is made. Many of us have worked at Murray State for many years, and go well above and beyond to get things done, so the students, faculty, and our programs succeed. It seems once we become too much of an "expense" we become dispensable.

At a time when many universities, and in particular the private sector, have done away with entirely or greatly altered their benefit packages, MSU continues to offer satisfactory sick pay, vacation accrual, health insurance, retirement, and tuition waiver options. Likewise, I do not think we realize at times at MSU that most of our friends and family members who work outside of education do not get nearly as much time off as we do during holidays, such as Christmas Break, Spring Break, Fall Break, etc. That in and of itself is a big perk.

I do skilled work at Murray State, work that most others dislike doing, and I do it well. If someone with the minimum requirements were to be hired off the street to replace me, they would receive the same pay that I do after all my years of experience. I.e. the minimum allowable by Murray State. This tells me that my years of hard work, my experience, and my dedication to my job have absolutely no value whatsoever to Murray State. If you work hard at MSU, you get outsourced to save a few bucks. That is the message we are receiving, loudly and clearly.

Health Insurance here compared to other institutions I have worked for it a bit lacking.

Retirement is main benefit for being at murray state. Without it I would not recommend it to anyone

It is difficulty to answer the tuition waivers compared to other employers since industry/business may cover tuition/fees/books and waivers only cover tuition.

I realize the university is dealing with many financial issues. But the lack of raises literally lowers my standard of living every year.

The use of tuition waivers are not communicated well. It is a wonderful benefit but it no one explains the taxable side and the increases of payments. If it is a benefit it should be a true benefit.

Doctoral tuition waivers need to be revisited. It is irresponsible of the university to only allow two tuition waivers, as opposed to 6 for other degree programs. The doctoral tuition is at the same level as the master's degrees. It is irresponsible of the university to require students to go into more debt to earn an advanced degree.

Was forced to changes retirement systems and lose vesting time.

Q20



What do you appreciate most about working for MSU?

Answered: 145 Skipped: 141

Murray State is a good place to work. Everyone seems to get along well. The administrators seem to be fairly approachable.

Great amount of vacation time. Great staff trust/ability to strike out on new projects in our area. My direct supervisor gives me the leeway to chart the course for my department, but support in my endeavors. I appreciate that.

The people

MSU has a very positive work environment — the people who work here are respectful, friendly, and considerate. The great employees make MSU a great place to work.

I really appreciate the kindness, respect, and necessary credit that I receive from my supervisor and the dean.

the flexibility, time off with closures, the friendly staff and professors

-Small Campus -Working with students -Alma Mater

My co workers

That most of the time MSU is a great place to be employed by

My working relationship with my supervisors

work environment is friendly

The benefits and my director/staff

The vacation.

The obvious pride for the institution and care that is shown in support of students, faculty & staff.

I appreciate most of the staff, professors and upper level management, but when a new person comes in and hates everything about the way things have been done in the past and disagrees with much of upper level procedures, it makes for a hostile work environment.

Co-workers; paid time off; new administration that has begun to reverse the damage of the Davies years

the holidays!!!

Working with talented and dedicated faculty and students.

hours and benefits such as the wellness center

Schedule

Close community of people.

The benefits. And the fact that through this year's pandemic, they have continued to pay us, which is MUCH appreciated.

I appreciate my job and the benefits - especially holidays off.

The Staff and Students, getting to meet and help and encourage the Students.

family atmosphere

I appreciate the team I work alongside and the students I get to serve. I also appreciate the connections I have with several people on campus that makes my job in assisting my students easier.

The work environment and campus beauty compared to past employment is very good.

Working with students to make their dreams come to fruition.

I do appreciate how MSU is so spirited and puts emphasis on professional development

I appreciate the time off, the ability to do my job without micromanagement, and the availability to get the tools and equipment I need to do my job.

I love my position and the work I'm doing

I appreciate that we are given a break at Christmas time. I appreciate having a dependable (mostly) job to rely on to support my family.

MSU really gives back to their employees. We have adequate time off, plus more than adequate time during the holidays. I always feel like I can go to my direct supervisor if I have problems and she always helps me work through any issues.

Be able to work with students to help them on their academic journey

Community

The safety and concern for the students. I love that the students well being is priority.

Direct deposit

The time off is the best thing right now.

I appreciate how inclusive the staff and leadership have been in the short time I've been here.

all our benefits but they seem to be not as good as in the past

I guess I should be happy no one seems to ever get punished so it's pretty easy to not have to worry about my own mistakes as they are never as big and barely get noticed

My immediate supervisor listens to me and goes above and beyond to make sure I am comfortable and happy!

Friendly co-workers and student centered focus

The reputation of the university is excellent and the administration support the effort to maintain that reputation.

Working with professional people

One of the things would be the ability to ask for vacation or sick time off relatively quickly if need be.

The holiday time off

I appreciate my co-workers and fellow MSU employees the most. I look forward coming in every day and having the opportunity to work with these people. I am also most appreciative of having sick and vacation time. I know many employers do not provide both of these leave types and/or do not provide them at an adequate rate as to make them useful. We are very fortunate at MSU to earn leave at the rate we do and to have both sick and vacation time.

university closure pay

Available "old fashioned" health care. Time off, both sick leave and vacation.

Good people to work with.

academic working calendar. Paid holiday/time off a plus, good health insurance.

holiday closures with pay

Time off

Overall, the people are kind, respectful and thoughtful in how they address colleagues.

I am proud to work at MSU for many years now. There are many challenges at the present time and that tends to make employees feel insecure or uncertain about their future. But I do feel like MSU makes a good effort to keep folks as informed as they can about policies and procedures.

Defined benefits for retirement.

The people, the flexibility, the time off, and especially the excitement for a new academic year every fall.

Good working environment, strong family community, tuition waivers help to make up for poor pay.

I love being able to play a part in students' lives and future endeavors! I also think it's simply a great place to work -- I love what I do, and I love my coworkers. They're a second family for me. The benefits are really great - we may not get raises very often anymore, but I believe the benefits help balance everything.

The family and community feel because of the excellent work of our leadership team.

Time off

I appreciate the family atmosphere!

Benefits

Holidays/Time off

See previous comments

flexibility

Co- workers, my boss, the students, the atmosphere, sick time, vacation time.

I love helping adult students accomplish their dreams and earn their degrees.

I love the whole campus atmosphere - it's generally a happy, peaceful place to work, even with the hiccups along the way. I love being able to use waivers and study.

The sense of mission working for a university brings.

Feeling of community support for each other, and working to make this the best university it can be for our staff, faculty, and students

great, decent people

Overall the academic orientations. This means that everyone has a good idea of what the goals are. The amount of time off for holidays and breaks is good.

family friendly

Holiday time off.

The diversity of working conditions and people you encounter.

students and co-workers, sick time, vacation time and holidays

That we receive paid time off.

I greatly appreciate the paid University closures, paid vacation and sick time, and tuition waivers.

Benefits & culture

MSU is a great employer and provides many opportunities for students, faculty and staff.

The size of the university makes it easy to build community and get to know fellow employees from different areas.

Generally friendly, good place to work. Benefits are nice. Tuition waivers.

Holidays/time off. Mostly relaxed work environment. Opportunities for education. Fiscally conservative administration (paid off during this uncertain financial time)

The family environment and love for the students.

I greatly appreciate the paid time off, sick, pay, and holiday closure. And the flexibility of being able to work with HR and our front office to make adjustments to things as needed

Tuition waivers, Holiday paid time off for christmas break

The community, environment - sense of camaraderie between our team. Working with student workers and employees on campus.

I absolutely love the teamwork and the respect that we all have for one another. It is fun coming to work with happy people who love where they work.

The stress is not daily, I have worked under daily stress before. The ability to accrue sick days and vacation days to use when needed. The way HR works with people to help them when they need it. I also appreciate the paid time off. I worked for years in a job where you worked yourself to death just to get 4 holidays a year off. I wish I had been working at MSU when my children were little.

The sense of family and the openness here.

Before we were faced with Covid 19 I loved working with the students. I try to be a positive influence on the students, and feel like we promote a very proud and caring community. I am very glad that Dr. Jackson is our President. Even before we were faced with this unprecedented time he has shown he cares about the students, staff and faculty. I appreciate the Racer Nation community supporting each other!

That MSU is not just a place of work, its truly an additional family and home.

The environment is like family- positive atmosphere, great resources, and the people

The extra time off we get such as fall and spring break, and the December break.

work schedule

Friendly co-workers and supervisors and a feeling of security

That I have a position that allows me utilize my skills and I also get to work with a bunch of great people.

I appreciate my immediate co-workers. We have a great working relationship.

The vacation/sick policy and holidays. It provides a large amount of time to be with my family.

Honestly speaking, I do not appreciate anything about working for MSU except for working with my immediate co-workers. They are the only ones that motivate me to come to work on a daily basis.

Family atmosphere!!

The opportunity for tuition waivers and overall benefits package.

The Students

I appreciate the work environment and my co workers.

Friendly environment. Time off around holidays. Flexible scheduling.

My supervisor is stellar

The chance to be able to work with people I really like and to make a difference in the lives of our students. I think that the current administration is doing an outstanding job during this very challenging time. Thanks to each of them. I also love MSU's rich history and traditions and I'm proud to be a Racer.

The flexibility, decent benefits, job security.

I am thankful for my job and the ability to work especially in light of recent issues.

Murray State is a family! The family culture and collaborative environment is such a blessing. The majority of those who work for Murray State share the same love, passion and pride for the blue and gold that our students and alumni express, and that is infectious. I am proud to work for a nationally recognized University that is making a difference in the world! The holidays and University closures, health benefits, tuition waivers and retirement are fantastic. They have been a game-changer for our family. The waivers have allowed me to further my education, which has directly benefited my role within the institution, and will allow my children an affordable, quality education without going into tremendous debt. While I know that is costly for the institution, it is priceless for my family. I also appreciate the opportunities provided for my family to be involved in my love and passion for the institution. Athletic, holiday and campus events, theatre productions and other programming are an opportunity for our family to enjoy Murray State together. I can't put a price on that, either.

I appreciate the sick time, vacation accrual, retirement, and holidays off.

My coworkers, sick pay, vacation pay, benefits, close community.

State retirement system and holiday and university closures allows for time to spend with family.

Christmas break

I just started in Jan. Everyone has been so kind and helpful.

I have been at Murray State University for 13 years and I was given the opportunity to complete my Bachelor's and Master's degree without incurring any student loan debt due to my tuition waivers. My oldest son will begin college this fall semester and my tuition waivers and his scholarships will allow him to obtain his degree without student loan debt. This is a blessing to me and him and I am truly appreciative of this benefit. Thank you.

Most of the people I work with, and many I have come across on campus, are good people. I appreciate that Murray State tries to accommodate.

The ability to utilize my talents and experiences.

My co-workers and getting know students and watching them grow.

The good vacation and leave times The students The community

I appreciate the collective focus on providing quality service and instruction to students. MSU is student-centered and values the health and well-being of its employees and students.

The benefits package

I appreciate having the opportunity to see our students succeed in the careers and lives.

I appreciate the sense of family felt within my working area. The daily contact and concern expressed towards each other. This needs to be recognized as important to maintaining a good working environment.

Appreciate that family takes priority

Time Flexibility

positive work environment, good leave options plus holidays, clear expectations, opportunities to advance my education

I enjoy getting to know the students and working to help them be successful.

Caring and considerate environment

I appreciate the atmosphere that my department has. We have a close-knit family feel in our office.

Living in this community and having a safe and friendly workplace environment.

The vacation time, holiday time, and sick time provided.

I have a job.

being flexible during this time due to Covid-19 being able to work from home

The friendliness of the staff.

Leadership and the people, we seem to all love Murray State and want the best

Everyone tries hard to work for the students and each other.

I love the family-like atmosphere that working at MSU presents. It doesn't just feel like a work space, it feels like a second home.

I like the respect between the different departments and the helpful attitude towards one another and towards the students.

Family atmosphere and the ability of everyone to work together.

The feeling of community and family

Professional and work environment enjoyable.

People....

Q21



What would make MSU a better place to work?

Answered: 129 Skipped: 157

The state needs to do its part to adequately fund the University and the pension systems. It seems that Frankfort's incompetence has cast a huge shadow over Murray State for the past few years.

Facilities/maintenance has gone way down hill over the years. I'm glad they're working on that. Some of the stairwells are downright dangerous, with metal sticking out, bird poop, crumbling walls, etc. (New Fine Arts Building).

Less paperwork/more technology friendly transfer of information in regards to travel reimbursements, or other documentation.

I don't have any suggestions related to my own circumstances, but a few of my coworkers have young children, and greater availability of child care is something I've often heard mentioned.

The State of Kentucky can do a much better job of paying all employees in higher education in my opinion. Also, some oversight with the contractors which come into the buildings to work would probably be a good idea for both economic and operational reasons.

pay people what they should be paid for the job they do

N/A

Being able to work from home several days a week after the virus has passed

If the hourly employees at facilities were to be re-evaluated and some better offers were there for young people to learn and be able to move up the pay scale without having to wait and see what our retirement does before this happens and they move on as we are generally a stepping stone which makes building a good team very difficult

I believe the outsourcing is the wrong direction for MSU to be moving.

Performance raises

Better pay. We are falling behind drastically.

Culture is one of the best I've been a part of in 21 years. Additional resources always help, so all employees embracing student-recruitment as a part of our jobs is critical.

Respect for everyone, even if you disagree.

Comprehensive tuition waivers; fully paid family leave; raises to accurately reflect responsibilities and expectations, particularly for staff in serious compression

less politics and more organization in work flow of Fac. Mgt. work orders.

More resources!

if a childcare option was offered

Better connection between academic and non academic units.

Adequate staffing.

Pay increases are an option but only by everyone's standards. Not having to pay for parking at your place of employment would be nice. To pay parking takes 16 hours of work for someone low on the totem pole.

Being able to recruit more students. The lifeline of the University.

better buildings and maintenance for all staff / departments to work in

Better pay...our salaries are fairly small compared to other employees in the same positions at other universities. I am aware of this because I'm the president of the state organization. Also, Accounting and Financial Services staff need a better understanding of how our programs are designed and what the U.S. Department of Education allows our directors to make decisions about. Often we are asked to get permission for the things we should not have to ask. Our processes are slowed and often halted due to this issue. There are regulations that guide us and if we have the information in the regulations to provide the answer to the questions being asked, this should be acceptable.

Little more respect towards admins. We work very hard to meet all faculty needs.

Competitive salary wages based on the surrounding area and other schools.

Better resources for completing work, and seeking out input from employees directly involved with student interaction

Higher pay, more focus on current infrastructure over new builds and extraneous campuses (Paducah, Madisonville, Hopkinsville)

I'm a remote employee. I feel rather disconnected. I don't even have an MSU ID or badge.

If decisions were made by asking those who are most impacted by them what would work best, more productively, and without adding stress to them before making the decision. I feel like if we took each group of people something would effect into consideration things might run more smoothly overall. Instead at least from my standpoint it feels like when someone makes a decision to change a process that an Admin does the person(s) who made the decision did so based on a dollar financial decision without actually knowing how the process works or asking for advice on how it could work better from those who actually do it.

I've worked for MSU for a little over two years and so far, I've had no problems with co-workers, supervisors, staff, patrons or anything else. MSU has been a great place to work and I hope to continue working for MSU for several years to come.

More positive communication instead of the "unknown" in reference to the future.

The salary gap between admin and upper admin is too wide. There are too few opportunities to advance. A majority of admins have an advanced degree, but our salary and mobility do not reflect it.

Drive for awareness for mental health.

Pro-active administration in my unit. Let my unit have it's old comp time policy back.

More transparency. Think outside of the box - offer 4 day work weeks.

Child care facility

I'm too new to have developed an opinion on this topic.

free parking

Stop rehiring people that have retired to come back and keep working giving opportunities to new people to move up.

Raises, spousal accommodations when it comes to hiring new Faculty and Staff, a break in the parking cost (at least in my case that it could be pro-rated since I am part-time staff)

Increase in salaries

The paperwork to pay simple invoices/contracts is ridiculous

Step Raises-Employees should be compensated accordingly for their years of loyal and quality service. Maternity/Paternity Leave Policy which does not require an employee to use sick or vacation time- Currently female employees must save up leave to use as maternity leave and by policy are unable to use the sick bank for standard maternity leave. This means a female employee is forced to use all of her saved sick leave time and maybe even her vacation leave time to continue to earn an income while she is on doctor recommended maternity leave. However, male employees do not equally have a health condition related to the create of a family that requires them to do the same. Male employees are only at risk for using all of their leave time for typical health concerns that women are also at risk: heart conditions, cancer, disease etc. This means female employees are punished for making the decision to have child, while male employees are not. The situation of female employees being required to use their paid leave time for maternity leave is also problematic because babies often become ill and the female employee may not have the leave to cover staying home and taking care of their baby as their leave may be exhausted from maternity leave. This requires

the female employee to request "approved unpaid leave." The amount of time that can be taken as "approved unpaid" is limited and does not reflect well on the employee. This means female employees are again placed at an disadvantage that their male counterparts are not just because they have a child. Male employees should also be granted paternity leave by the university. It is common place for employers to offer male employees paternity leave in our modern society. Even the US military offers paternity leave. Paternity leave is important as the first few weeks of a baby's life are a vital time for parents to bond with the child. It is also important because the mother's health condition after birth may require the father to take on more of the parenting responsibilities until the mother is able and even to care for the mother as well. It is additionally important for the father of a child to have paternity leave in order to assist with the baby's care in the first few weeks when care of the baby is at its most demanding. As a modern society we have acknowledge these first few weeks are better handled by two parents, rather than placing all of the responsibility on the mother who is already recovering from post partum conditions. The additional help of the father allows the mother to better begin the post partum healing process. Child Care for University Employees and Student The university should offer onsite child care for employees and students. Child care for employees and students would decrease the absences of both employees and students due to inability to find child care. Employees who are more reliable and have decreased stress due to the availability of child care provide more quality services to our students which increases retention and enrollment of students. Student who have access to reliable child care also experience decreased stress and greatly decrease the risk of dropping out. Students will also have more flexibility in their class times if they had access to child care during all available class times. The child care facility would also allow our education students to obtain hands on experience and practice with children of all ages. The education students could also observe the child to learn best teaching practices based on how children of all ages react. If education students were allowed to teach the students or work in the facility they could list this as experience on their resume. This means they would leave college with both a degree and work experience in education, instead of only leaving with the degree.

Would like techs to be paid more. They are underpaid when compared to outside jobs requiring the same education and skill sets.

Lower parking fee, or pro-rated for hourly folks.

asking staff before making promises to students/families that are not feasible

Better COLA raises

Childcare on campus for those who have children that don't qualify for the preschools either because of age or because they don't meet the other requirements.

With the recent outsourcing, it feels like we've lost much of our closeness as a staff. It seems to create a concern for jobs that has not been an issue in the past.

More equitable salaries. My staff are required to have master's degrees and professional licenses to do their jobs, but they are paid far less than similar employees at other universities.

comparable wages with other universities and industry

I know I'm naive, but I think things are going really well.

No covid-19! :)

Focus on retaining experienced strong performing employees. Don't lose site of the task proficiency employees gain through experience. Experienced employees can perform tasks faster and more accurately than less experienced personnel and they should be adequately compensated. In the long run retaining good employees will save money.

I believe that speeding up the hiring process would help the overall function of the University

alignment of breaks with the local school systems

Being able to attract and keep quality staff.

Higher wages and always having fully staffed teams in all our departments

1-Allowing for electronic signatures/emailed versions of documents instead of passing paper to every department through all the processes; 2-technology installed/enabled to allow for alternatives to emailed versions of documents (like workflow)

Part time insurance benefits. I have been with MSU for 8 years.I was full time and changed jobs at MSU and HR refused the request for me to go full time. Then when the insurance was offered to me it was the very basic with no health savings.

I realize we are all grateful to have a job. I think if and when the time comes that MSU needs to pay employees a fair wage. MSU will keep employees and not have the turnover if that would happen.

A salary and title that accurately reflects the value of the work that I do. More face to face interaction with upper administration.

Making it a properly run business with the same standards as outside. Holding management accountable, not just hourly employees. Encouraging staff to use their education waivers. When we demonstrate education is a thing of value, we market it as a thing of value. When we encourage employees to respect it and attain it, we encourage students to do the same. When employees are also students, they understand student needs and can better respond to their needs and serve them. We have nothing else to offer except an education and a degree. We disrespect the degrees we offer when we advertise positions that ask for a Masters but offer only \$21,000 - \$27,000. Why would anyone want that. That's not even entry level at a factory. In fact, factory workers make more money and have better benefits than almost all hourly employees and many first line supervisors. No skills or education needed, just a body. We need to stop doing this. Stop raising tuition and lowering attendance. Lower the tuition and they will come. Why would I send my child to MSU when for a small percentage more they can attend one of the bigger universities and have the prestige of their degrees? I would because of the educational quality, but many don't see it that way. Because they don't and the cost is getting close to the same, they send their children elsewhere which cause our revenue to decline and not allow for decent salaries, etc. Maybe we should look at Purdue and see if we can't learn some lessons. <https://www.theatlantic.com/magazine/archive/2020/04/mitch-daniels-purdue/606772/>

Childcare for staff/faculty, more competitive pay, more colleagues to share the work load.

better support financially from the state

Better opportunities for advancement. In most organizations on campus everyone knows who the next person to move up is going to be years before it happens. It's kind of hard realizing that multiple people are going to have to retire or die before you even have a chance to move up. Better access to training to make sure we do have the skills to be able to qualify when openings do occur.

opportunities for advancement. Opportunities to learn new skills. Fairer distribution of raise. The ability to reprimand an employee that is not meeting standards

A flexible work schedule, if only in the summer. My department has 100% online classes this summer and I could easily work from home some days.

A more consistent and practical compensation incentive.

living wage, 30 minute lunches, lack of politics, honest chairs/deans/assistant deans, promises kept, appropriate staffing/lines kept in departments, decrease in work load, understanding by chair/dean/assistant dean of how our department works and how many hours a week our faculty actually work (way more than other departments),

A better Cost of Living raise. As prices for food, gas, necessities and housing increase our paychecks don't. Cut out senseless travel by people who use it as a vacation and do not come back and share what they learned With others.

Paying employees what they're worth and eliminating obstacles for innovation would help make Murray State a better place to work.

Better pay

n/a

Higher pay and employee benefits.

For those it makes sense for, the ability to work remotely or have more flexible schedules (I felt this way before the pandemic but feel even more strongly about it now). On site child care.

Building infrastructure for administrative and support staff is not considered a priority. While I believe that student spaces are, for the most part, maintained, I don't believe that older buildings that contain more staff than students are as well maintained. It makes it difficult to work in areas where water, HVAC, electrical issues are continually ignored. We have no working water fountains on our floor.

Higher pay. More flexible work options for both schedule and location.

Higher pay rates, bringing back 10 month employees to 12 month

Much better communication, and not feeling as though we are always next on the list to lose our jobs/ benefits.

Better pay or raises or opportunities to move up. Discounted parking fee.

Pay on equalized levels to other individuals in the same line of work with similar duties or even within MSU where other positions have similar work load/responsibilities.

Child care on campus. Low-cost health care services on campus.

A chance to express our ideas and thoughts. Our Director doesn't seem to value the thoughts and ideas of staff. We are the ones who see what students actually need and we see the parts of the programs the university uses that work and don't work. When a new program is implemented we are never asked how it will affect our students before it is actually implemented.

I honestly cannot think of anything.

I know during these difficult times that the administration is doing everything possible to do what's best for all of us here.

Since I am a single woman, I have been at MSU for over 10 years and have asked for raises to match my work experience. The pay scale for me is not as adequate due to a one person salary and is making it difficult to work at MSU. It would be helpful if I could make a little more on salary.

Cost of living raises.

competitive pay, ability to leave campus for off-site meetings without stress of finding a parking spot upon return, faster hiring process

Pay a decent wage

Better pay; better retirement plan; better heating and cooling conditions in the work area.

If the higher up people were held accountable for bad decisions they make. Also if people were paid equally.

Accountability at all levels, especially at the higher levels of administration. Administrators and Executive positions seem to be exempt from any form of accountability. Yet, they are allowed to continue in their roles leading us down the wrong path and direction.

I can't think of anything. I'm blessed to work at MSU

In my area, an administrative assistant. Higher wages for hourly staff with degrees.

A workplace culture across departments that we are all one team. This comes from supervisors, down. Messages from high level administration are not always as taken to heart as messages said in your office, to your face. I am not a supervisor, so I am not sure if they also need more positive culture between them and their bosses, as well. As entry-level, I often find people in other departments are annoyed by or avoidant of their clientele and will neglect helping external (and sometimes internal) individuals because it is too much work. This shifts the burden to MSU staff who are not as able to help and develops a culture of frustration and neglect.

Higher salaries.

The ability for staff to be able to advance in grade. Recognition of hard work with pay raises.

I would like a required Disability Sensitivity Training to be taken by all students, staff and faculty every year.

I addressed work/life balance earlier in the survey. Flexibility to work a varied schedule or work remotely when and where appropriate would be valuable to me. In an environment where merit raises are few and cost-of-living raises do not necessarily rise to the level of the actual cost-of-living, these are other ways that we can provide value to current employees and recruit experienced and top-notch faculty and staff. That will especially be of interest to the new hires of the future, many of whom will be of the Millennial generation and value work/life balance above many other factors.

I am satisfied and content.

Annual raises or even COLA increases and fair pay for the type of job that you have and the work that you do.

The flexibility to work from home or use a flex time week like a 4 day week.

Occasional VP/Provost audit of all units. Survey the employees by area to see if there are issues or complaints that need to be addressed. Ensure the use of university funds is appropriate due to the current financial situation of the university. (Example: should departments really be getting a makeover when others on campus are losing employees?)

I came from a Ky. Public school system, and I was disappointed that my accrued leave time did not transfer.

I love to volunteer and help in our community. I wish Murray State employees were given the opportunity to participate or even hold more events on campus for our community and our students as a way to get to know and appreciate them for their continued support of our university.

Competitive pay. Getting back to the idea that those of us at Murray State; faculty, staff, student, alumni and partners, are all part of the same family. And that when times get tough, we don't get rid of family.

MORE MONEY, MORE REGULARLY

I think that salary equity needs to be addressed. Salaries are lower than competitors in our region and there is little opportunity within jobs for merit pay or advancement.

Higher pay/recognition for unseen programs like ESL

Better communication between each other. A step-by-step guide of policies and procedures that are updated annually.

Administration is always referencing transparency. We do not always know what is being considered and only get the final product. A list of what is being considered to address a certain issue with the understanding that these are only ideas being considered. Or the final product with a list of here is what was considered and discarded would allow employees to realize that while the final decision might be painful, it was the least drastic. Also, follow-up - here is what was put in place 3 months ago and here is how it has affected the bottom line - show results.

Job security

Better communication from offices such as HR about benefits

I believe it would help if offices were able to be fully staffed and pay was adequate. I believe inadequate pay is a reason that our office frequently has vacant positions. I also think many offices have trouble progressing because of individuals who do not like change. The college student is not the same, and it is important that we adapt, but not everyone wants to do that.

More interactions with various units in the university

I would appreciate it if higher ups paid more attention to what was happening within each department and were more understanding of the ramifications of the knee-jerk decisions that are made.

N/A

Job security and increased compensation.

A MUCH better pay rate and to actually be appreciated for what I do from the people that know what I have done from our department as well as the university.

more flexibility in working remotely in the future

Better communication as a whole across departments and across the university.

upgrade some of the older facilities

More state funding

Honestly, the only thing I could think of would be higher pay. My position compared to other schools of this size is paid below average.

Better pay.

Obviously always more pay and more staff to spread duties.

More adequate raises

Q22



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

Answered: 67 Skipped: 219

Some of the pandemic policies have made it more difficult to get my job done. Keeping buildings locked has made it more difficult to go to a particular office if needed.

N/a

N/A

Over time not being paid out correctly which in turn makes no one want to be responsible to be called in or work over unless it is an emergency situation. This changed right after I started here in 2017

Outsourcing The professional and seasoned cleaning staff at the Wellness Center.

N/A

My life has been changed because my contract went from 12 month to 9 month thus I had to seek another position at MSU. I have had to relocate to Paducah and will be moving as a result of the job opportunity. It is a negative and a positive. I really did not want to leave MSU (main campus) but my department would not make it a priority to change my position back to a 12 month contract even though the President wanted me to work full time - 12 months. I have taken a less paying job at MSU Paducah campus to have a "permanent" 12 month contract and summer benefits. I plan to finish my 27 years at MSU in April 2021. It's all good.....

There has been a cloud over the campus. Times are hard, some of this is unavoidable, but a lot of it could have been better handled, with more compassion, and better communication. My own situation has been good, but there has been a lot of anxiety. I cannot help being sad about the future my colleagues are facing.

Nothing has impacted me enough (other than the pandemic!) to either complain or praise.

No issues, just lots and lots of policy to read.

Currently creating a Netiquette P&P for summer staff and program participants to make certain we have guidelines in place during this COVID-19 pandemic.

I am overall very pleased with current policies and procedures, other than the outsourcing and loss of valued employees.

Loss of overtime pay due to change in hours worked policy. Outsourcing departments. Pay freezes, hiring freezes. These have increased work loads at same pay sometimes less pay.

Off the top of my head I don't have a clear example but I do know that over the past year I have said multiple times that if whoever made these decisions actually asked a group of Admins their opinions a better solution could have been reached.

I haven't really been personally impacted by any changes in MSU policy.

Holiday pay and overtime pay have been cut for the few departments that have to work them. No pay increase, coupled with overtime and holiday pay changes have decreased the benefits of working for MSU.

While I understand the necessity of it, not receiving a COLA raise will put my position salary behind others with the same position in throughout the state.

Our comp time policy was changed and I don't like it!

Everything MSU changes affects people. We pay for higher insurance rates, parking tag, higher groceries - without a pay increase. The impact of making up for the budget shortfall generally falls on the staff.

COVID-19 was handled as well as one could hope by the University administration. Happy to be part of the MSU family.

N/A

You have basically added the ability for any couple to get jobs at murray state without an adequate hiring process. This seems shady at best and it has caused a bit of conflict.

My position was cut from 12 months to 11 months. There is no month that my job can not be done.

N/A

Don't even want to discuss the Covid 19 overkill response.

Health services as a service is a perk that has been taken away. Luckily with insurance and now a functioning office on campus it is better. BUT a huge loss for hourly folks who have to pay extra, students having to pay, etc. Should have just been a "fee" for all, rather than a takeover or parking switchover.

summer hour schedule has made it more difficult for childcare.

University paperwork takes too long to fill vacancies.

I haven't been with the university for a year yet so I don't feel like I have anything insightful to contribute to this segment at this time.

Not covering spouse on insurance, not counting paid time off for the computation of pay, possible sick bank reduction.

I think President Jackson has a much better attitude and much more appreciation of staff than Dr. Davies did, and I appreciate that very much.

Kentucky retirement percentage. Worried about the decisions regarding participation. Concerned about outsourcing of jobs that has been implemented in food service and grounds, janitorial.

I'm happy with the university's response to COVID-19, both academically and job-related. Many people are out of work, but MSU has made it where I can work from home and continue to support my family. The work we're being allowed to do helps our students stay on track with their goals, too. That's the most important aspect of it.

Working remotely has been hard - no fault of the University. Just emphasizing that point - increased hours, work/home balance is nonexistent.

Administrative coordination requirements are burdensome (e.g., extra coordination). It lengthens time required to pay vendors and make purchases. In some cases coordination is not completed in the same month requiring invoices and requisitions to be modified, by the submitting organization, before they can be processed. Automating the process or allowing email coordination rather than coordinating a paper copy that must move between offices. Email coordination has been utilized as part of the COVID 19 response and could be continued if automation is not pursued.

N/A

Finally getting empty positions filled and people trained in those positions to share the workload.

Not so much changes, but lack thereof - the time it takes to fill positions. Asking more and more of employees but not paying for it. The disparity between jobs in the same pay tier and the disparity of education and experience requirements in those tiers.

N/A

N/A

The whole outsourcing decision. Understandable that it would need looked into but lowered moral and proved to be a huge distraction from daily work.

workload grows exponentially every year

n/a

Loss of benefit of "buying" out sick time at end of Professional staff career. Will lead to likelihood of a lot of sick time that was accrued by being diligent in working sometimes when ill, for no real reason.

People below me receiving larger pay increases even though they don't have as much responsibility or knowledge as I do

COVID19 work from home, fin aid counselor appointments during summer o

The cost of parking along with the Murray city tax is difficult, especially since the cost of medical insurance keeps going up each year.

Being allowed to and making it possible to work remotely,

Nothing

BST outsourcing, they were a critical part of our department. Student employment paperwork taking longer to process, we employed around 100 students during semester.

N/A

Once again, I appreciate the safety measures that were quickly put into place to protect our students, faculty and staff during the pandemic. I am NOT thrilled with Sodexo's inflated prices and lack of timely communication.

I can think of none that have impacted me directly.

NA

My pay has stayed at the minimum level since I started working here, save for a couple of brief moments. But then it caught back up to the minimum. I am barely able to put away a couple hundred dollars every month, and then only if nothing goes wrong. I would love to make six figures. Then I wouldn't worry so much about not getting a pay raise. \$100,000 is very close to 101,000. And when you have \$60,000 in discretionary income, doesn't matter if you get another grand. When you are lucky to put away a grand or two during the entire year, a small raise is a world of difference. Most of the time that raise isn't actually an increase, it's just offsetting increased costs due to inflation. This year, as with many years, we will take a pay value cut. The numbers stay the same, but what we can actually afford goes down. We are already at the bottom. How much further do you think we can go?

The parking situation is just super unfair.

I appreciate being able to continue to work from home during this pandemic crisis. I appreciate the administration making the health and safety of the MSU community a top priority.

I hold a masters degree, yet I earn so little that I was made an hourly worker. I have too much work to do, so I have to constantly negotiate comp time, which is inconvenient and frustrating.

This past year, until the virus, the policies and procedures had not as much of an impact as changes in past years did. The policy changes, i.e. increase electronic approvals, is actually a good change that was needed and the tele-working, so we are "healthy at home" is greatly appreciated.

Just worry more about what will MSU will decide to do with KERS.

Not quite quite sure

N/A

Way too many fingers in every pie.. i don't understand why a committee needs to approve emails sent out. It takes too long and reduces the timeliness of communication. i don't understand why a committee needs to approve emails sent out. It takes up time and reduces the timeliness of communication. i don't understand

People "working" from home while I am still coming in everyday. I feel I should be getting a bonus or something. I know not everyone is putting in a full day of work at home and is still being paid for it. Meanwhile, I am still driving 25 miles to get here and buying food for my lunches, and working the full day.

a raise would be appreciated

None that I can think of

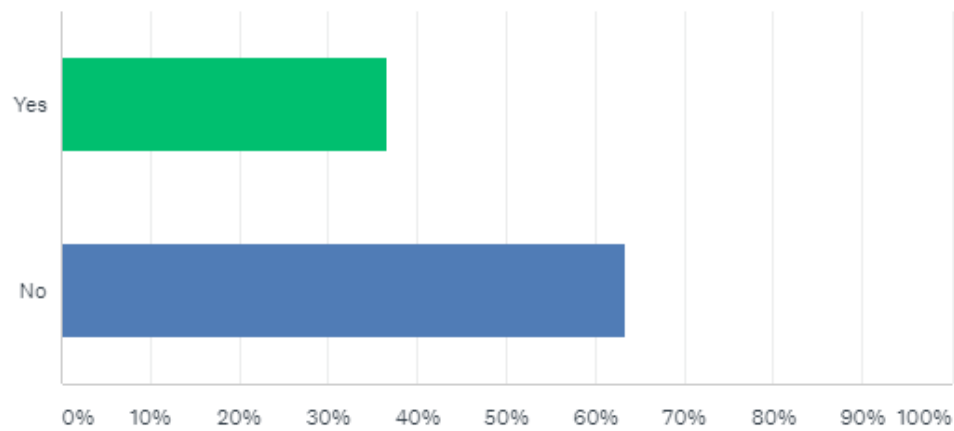
NA

Q23



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

Answered: 221 Skipped: 65



ANSWER CHOICES		RESPONSES	
Yes		36.65%	81
No		63.35%	140
TOTAL			221

Q24



If so, why?

Answered: 68 Skipped: 218

I would love the opportunity to advance my career, however, the University's opportunities are sadly few and far between.

Pandemic. It's so life-changing. The University has responded really well, but thinking about those classroom spaces in the fall - I don't envy the planning committee.

N/A

I can go to work somewhere else for almost the same amount of money and not have the stress of trying to do the job of 2 people.

Due to the slow response that Human Resources had with my co-worker, I felt that my position was not taken seriously

Better opportunities elsewhere.

Due to new boss that doesn't respect employees, who have been her longer than they have and only they have the correct opinion.

Had I not been retiring, I would likely have been looking for opportunities with a more promising future.

job duties

Pay

In order to take a job with advancement opportunities and better pay.

Wages

Increased pay and more opportunity for advancement

outsourcing, pay not increasing to remain competitive, and politics within campus.

Poor employee morale. Outsourcing is a concern to all, with many wondering who will be next.

Because I feel as if Admins are expected to hold everyone together. We are the ones to get grief if someone else does something wrong. We are the ones who have to fix the mistakes. We are pulled in so many directions and by so many different faculty members. We are the ones who get paid the very least and stress probably the most. One little meal a year is not enough to make up for the lack of pay and even that is just mediocre. Faculty get paid extra for every little thing they take on beyond their 12 credit hours teaching but all the time we are expected to take on more, do more, with less help and yet we don't get any extra compensation. It is a very stressful position that leaves me feeling emotionally drained and sad quite frequently at the end of the day and never truly appreciated by anyone other than my chair.

There is a large communication gap between employees and directors. Employees and supervisors work well together, but directors and those higher up maintain a strong separation line. For these reasons, any issues addressed in meetings have no resolution because they all agree with each other. Therefore, there is no one taking any responsibility and no changes implemented. Staff will continue to be cut from their positions for the sake of saving all of the unnecessary director positions. Every semester my position has been threatened due to budget constraints. It's physically and emotionally taxing to work under constant fear of losing my job.

Better pay and benefits have been offered by other organizations.

Better pay/benefits.

Better pay, better benefits. Opportunity to set own hours.

Pay- would like to receive a raise

retirement

I'm looking to get out of my current field and the field I'm moving into is not offered by the university.

Staff positions are undervalued and underpaid here and benefits are much better at other universities.

Pay is too low and in more than 10 years, my salary has increased very little.

Inability to maintain a good work/life balance due to consistent low manning. It is difficult to enjoy life at home when you are unable to plan anything in your personnel life because you are frequently required to return to work on your off hours to cover other employees.

salary

With benefits and retirement slowly fading away, being underpaid compared to other positions within the commonwealth is become more of a long-term problem.

Unsolicited offers of employment other places.

Stagnant wages, increased contributions for decreased benefits, and mostly because of lack of job security.

Different work environment

I can't really think of anywhere else I could get a job doing what I like to do.

Most people leave because they can get paid more

Overworked and underpaid. Frustration with having great ideas for improved enrollment and student services brushed aside and ignored.

I am dissatisfied with the way we are treated, with the lack of opportunity, and the poor compensation. I have even considered applying at a factory, at least it's a living wage even if it does not make use of my education and experience. I need to provide for my family and I can't, although I should be able to given my years of experience and education. I make less now than I did 40 years ago and have far more of both but there is no light at then end of the tunnel.

The work load to pay ratio is beyond anything I have experienced at other jobs.

Better pay for similar work.

Despite the low pay, lack of opportunity and resources it is still a decent place to work. Almost everyone on campus is friendly and working together to keep the university functioning. The benefits are decent compared to other large organizations. Jobs on campus are still among the best available in the region.

Better advancement opportunities

Other job opportunities and the uncertainty of job stability.

massive workload, promises not kept by chair/dean/assistant dean, losing line which may just kill our department while we still have to maintain graduate student load, disrespect by dean's office personnel, inability to make a living wage, difficulty of provost's office in schedule changes, politics and lies of dean's office,

Money is wasted in so many places that could be used for others things. Staff has not had a real cost of living raise in many many years. I appreciate having a job but need to be able to pay bills and buy groceries and have a little left to save. What if we didn't have money saved during this time? It would be harder as prices increase due to fear of having necessities.

There doesn't seem to be room for advancement (in terms of both position and pay in my current role).

Yearly budget cuts make me nervous. I don't feel like I can rely long term on Murray State, unfortunately. Hopefully that trend will change soon. Now am very concerned about pandemic related cuts.

Haven't considered it because I am too close to retirement, even though 9.5 years isn't that close, I would like to be able to start drawing my retirement @ a younger age so that I can start another career.

People making more \$ for doing less work in my own shop. It's a common problem and has brought up to supervisors and their superiors.

Pursue another career avenue that easier has better pay or opportunities to move up or get raises.

Please look at question 21 as it is only because of the pay. I love MSU and am an alumni, but money is becoming more of the issue.

better pay

Toxic work environment.

Other potential positions with growth and higher pay.

I have never seen such a toxic work environment in my life. My two immediate supervisors are extremely incompetent, yet they are allowed to continue guiding my work area. My immediate supervisor cannot make a decision without getting approval from their supervisor. Also, nothing ever changes... no form of accountability.

For 5+ years I was a part-time temp employee. My department only had part-time positions available so I starting looking for other full-time opportunities with benefits, but then a full-time position became available.

Pay and job responsibility. There are several examples at other Universities where the person in my position gets paid more, but has less responsibility and more professional full-time help.

I have looked for employment in years past, but not within the last 2 years. I have concerns about all of the budget issues. There never seems to be any good news and only discussions about cuts. My previous exploration was directly tied to a lack of opportunity for advancement.

I hope to retire from Murray State...in about 20 years!

Don't feel like my pay reflects the amount and type of work that I do.

Dissatisfied with the work situation. Constantly in turmoil. The work environment used to be team-oriented and we were a group working together. Now it is push or stab to keep yourself ahead of the next person.

I want to be able to keep paying rent and buying food. I'd also like to make more money than what is needed for basic survival.

Overworked and underpaid

I would like a raise. I am really tired of working for less money than in previous years when you factor in increases in insurance and parking. This should not be paid for by the employees; we are breaking our backs already.

Not enough pay, not enough support from the university for the ESL program, not enough staff to accomplish our mission and provide students with an experience I'm proud of.

No security. Going to outsource us anyway. These out-sourcing companies have no concern for murray state

I have been in my position for a little while and I am ready for new opportunities, but those are not readily available at Murray State. I imagine they will not be readily available for quite some time with the COVID-19 concerns now.

Outsourcing, unsure of the final outcome

working conditions

Pay, adequate benefits, and the ability to still be in higher education but have flexible work - work from home.

While I love working here, I have looked at other colleges with similar positions, as they do pay considerably more.