

## CHAPTER 5: STAFF SURVEY

*Who takes it?*

All Truman State University staff are invited to complete the survey via online survey with paper copies distributed to Physical Plant employees.

*When is it administered?*

The end of the spring semester every three years.

*How long does it take to complete?*

25 minutes

*What office administers it?*

Staff Council

*Who originates the survey?*

Staff Council

*When are the results typically available?*

Summer.

*What type of information is sought?*

Satisfaction levels, participation in various campus events such as development workshops, committees, and courses, use level of campus facilities, and importance of the University mission and institutional goals.

*From whom are the results available?*

Staff Council Chair

*To whom are the results regularly distributed?*

The University community through Master Plan and Assessment Workshop and this *Almanac*.

*Are results available by division or discipline?*

No

*Are results comparable to data of other universities?*

No

**2009-2010 Staff Council  
Staff Survey**

**How many total years of service at Truman do you have?**

Responses 160

Less than 1 year	8	5.00%
1-3	39	24.38%
4-6	21	13.13%
7-10	34	21.25%
10+ years	58	36.25%

**How many years have you been working in your current position?**

Responses 160

Less than 1 year	15	9.38%
1-3	48	30.00%
4-6	27	16.88%
7-10	30	18.75%
10+ years	40	25.00%

**In what department/office do you currently work?**

See Attached Written Question Responses

**In the past year, I participated in at least one professional development class/workshop/seminar/event.**

Responses 159

Yes	95	59.75%
No	64	40.25%

**I have attended an off-campus professional development event.**

Responses 160

Yes	70	43.75%
No	90	56.25%

**I have been encouraged by my supervisor to attend a Professional Development event.**

Responses 158

Yes	96	60.76%
No	62	39.24%

**Please select all the reasons why you did not attend a professional development event.**

Responses 40

No time available	14	35.00%
No suitable opportunities	13	32.50%
No funds available	6	15.00%
Other	7	17.50%

See Attached Written Question Responses for "Other" Answers

**In the past year, I received a formal evaluation by my direct supervisor.**

Responses 159

Yes	109	68.55%
No	50	31.45%

**Have you ever received a formal evaluation by your direct supervisor at Truman?**

Responses 156

Yes	114	73.08%
No	42	26.92%

**Was the evaluation you received during the past year by your direct supervisor helpful?**

Responses 82

Yes	74	90.24%
No	8	9.76%

**Was the evaluation you received at some point other than this past year helpful?**

Responses 87

Yes	71	81.61%
No	16	18.39%

**In the past year, I evaluated the student workers I supervise.**

Responses 160

Yes	53	33.13%
No	52	32.50%
Not Applicable	55	34.38%

**In the past year, I evaluated the employees I supervise at Truman.**

Responses 158

Yes	36	22.78%
No	16	10.13%
Not Applicable	106	67.09%

**Have you ever evaluated the employees you supervise at Truman?**

Responses 158

Yes	47	29.75%
No	12	7.59%
Not Applicable	99	62.66%

**Generally, I work in a pleasant environment.**

Responses 160

Yes	148	92.50%
No	12	7.50%

**What would make the environment in which you work more pleasant?**

See Attached Written Question Responses

**Do you have reasonable access to the resources you need to do your job?**

Responses 160

Yes	150	93.75%
No	10	6.25%

**Do you have reasonable access to the training you need to do your job?**

Responses 159

Yes	143	89.94%
No	16	10.06%

**I feel my workload is manageable.**

Responses 160

Yes	136	85.00%
No	24	15.00%

**What would make your workload manageable?**

See Attached Written Question Responses

**Are you aware of the following Staff Recognition programs? Bravo Cards**

Responses 155

Yes	45	29.03%
No	110	70.97%

**Are you aware of the following Staff Recognition programs? Bulldog Award**

Responses 134

Yes	81	60.45%
No	53	39.55%

**Are you aware of the following Staff Recognition programs? Points of Excellence Award**

Responses 134

Yes	102	76.12%
No	32	23.88%

**In the past year have you taken advantage of the following benefits/programs: Library**

Responses 156

Yes	97	62.18%
No	59	37.82%
Not Applicable	0	0.00%

**In the past year have you taken advantage of the following benefits/programs: Lyceum**

Responses 158

Yes	95	60.13%
No	62	39.24%
Not Applicable	1	0.63%

**In the past year have you taken advantage of the following benefits/programs: Natatorium**

Responses 155

Yes	8	5.16%
No	146	94.19%
Not Applicable	1	0.65%

**In the past year have you taken advantage of the following benefits/programs: Recreation Center**

Responses 157

Yes	75	47.77%
No	81	51.59%
Not Applicable	1	0.64%

**In the past year have you taken advantage of the following benefits/programs: Release time for exercise**

Responses 156

Yes	37	23.72%
No	109	69.87%
Not Applicable	10	6.41%

**Would you like more opportunities to engage with your colleagues in out-of-work social events?**

Responses 156

Yes	73	46.79%
No	83	53.21%

**What departments/offices on campus provide you with exceptional service and what is it that makes them exceptional?**

See Attached Written Question Responses

**What departments/offices on campus could improve the service they provide to you and how?**

See Attached Written Question Responses

**I feel policies and procedures are applied in a consistent manner within my office.**

Responses 154

Yes	130	84.42%
No	24	15.58%

**I feel policies and procedures are applied in a consistent manner within my department/unit.**

Responses 155

Yes	124	80.00%
No	31	20.00%

**I feel policies and procedures are applied in a consistent manner across the University.**

Responses 153

Yes	75	49.02%
No	78	50.98%

**What needs to be more consistent within your office?**

See Attached Written Question Responses

**What needs to be more consistent within your department/unit?**

See Attached Written Question Responses

**What needs to be more consistent across the University?**

See Attached Written Question Responses

### Distribution of Department Responses

Admissions	3	2
Advancement	8	5.2
Assessment & Testing	1	0.7
Athletics	9	5.9
Business Office	6	3.9
Center for International Education	1	0.7
Academic Departments	8	5.2
Center for Teaching and Learning	3	2
Financial Aid	2	1.3
Information Technology Services	10	6.5
Library	6	3.9
McNair Program	1	0.7
Multicultural Affairs	2	1.3
Physical Plant	34	22.2
Professional Development	2	1.3
Provost/VPAA Office	2	1.3
Public Relations	2	1.3
Public Safety	2	1.3
Publications	2	1.3
Registrar's Office	3	2
Residential College Program	2	1.3
Residence Life	6	3.9
Student Affairs Office	2	1.3
Student Health Center	10	6.5
Student Recreation Center	1	0.7
Student Union	3	2
Truman State University Press	1	0.7
University Career Center	4	2.6
Prefer not to answer	4	2.6
Other:	13	8.5
Total:	153	100

## Written Responses to the Staff Survey 2009-2010

### Please select all the reasons why you did not attend a professional development event.

time and lack of interest in topics

I have to attend off campus opportunities for specific programmatic skill development

No Funds/No Time/ Short Staffed

I was not aware of them.

No suitable opportunities and No time available and lack of funds

### What would make the environment in which you work more pleasant?

Less noise, and a more private atmosphere to allow for better customer service. A more consistent

Open, honest communication from supervisors and fair treatment.

Upfront communication. Less passive aggressive communication. Equal expectations of all employees.

Consistent expectations. Professional leadership.

More feedback from my supervisor. Better communication with my supervisor and colleagues. Having more of a say in my work environment/physical space/desk area configuration. More consistency in policies governing the department in which I work and throughout the library as a whole/intradepartmentally. A library staff that is more knowledgeable about the workings of individual departments within the library.

Work conditions Supervisor attitude A Direction for my Department

Have trainings for supervisors on how to effectively manage people and be a model administrator (both long-time and new supervisors could benefit from this). I've had two excellent supervisors and one that was not as effective. The competency of a supervisor to be able to manage people effectively and POSITIVELY is directly related to the environment and culture of any office on campus. Also, give staff an opportunity to evaluate/provide feedback about their supervisors. My supervisor's supervisor is not directly involved in the day to day operations of the office nor in close physical proximity, therefore, that person isn't aware of how effective my supervisor really is or isn't. Find a systematic way for staff to be able to give feedback, being sensitive that

1. A bathroom in our building. 2. Running water to clean with. 3. A loading dock for safety reasons. 4. A newer pick up with a lift gate for heavy items.

### What would make your workload manageable?

More help or less to do

We lost a part-time staff member in June and he wasn't replaced. We're also down one full-time staff position. Reducing the amount of services offered is the only way to combat this.

Several offices on campus have too much to do with some offices not having enough. It would be nice if someone could figure out a way to balance the work load.

My workload is manageable for the most part, but like everyone else on campus we have our busier times of the year. This time of year is extremely busy for us and not a good time for a survey. There aren't enough hours in

Either assign work to the appropriate people who should be handling that type of work or pay me more to handle items that are above my level.

Specific Safety Training from Qualified and Certified Trainers to put all of us all thinking and acting together- not just doing what we want and get someone hurt, injured or could be worse! This hasn't happened yet - but could.

My workload is manageable.

To much to do, not enough time and not enough money

If everyone worked hard and did there job. If everyone came to work regularly and on time.

more help

flexible hours

More staff members in my department :)
More space for practice would create less practice times, which would ultimately make my days more
It already is manageable.
As with every other office at Truman, there are times that are very busy for us, and other times that are slower. It all works out in the end, however, the hectic times are very stressful.
More staff.
If our work areas were evenly split. Some have bigger work areas than others.
Hiring more staff to assist with the workload, but that is not likely to happen with the budget situation. Having a clearer sense of institutional and departmental priorities, so some programs, projects, or tasks could be
More help in the office
Be compensated for working overtime or have my supervisor recognize that there is only so much that I can do with 40 hours a week, therefore, determine what the priorities are rather than expecting me to get additional projects done w/o compensation. The expectations of me are that of a salaried person even though I'm hourly. I've talked to my supervisor about this, but my load and expectations for what I should be able to accomplish in
Reduce services to the most efficient for us and most helpful for students. We're doing more work though we're
Consistant staffing.
Evaluation and refocus on what we are doing that is most effective and cost effective and then deleting what is not; Not just adding more to the agenda in a shotgun approach.
boss is understanding about the pressures in this office
Have dependable equipment to work with.
More full or part time help (that is not a student worker). We are growing very fast in our new program. There is a lot to do for one person. To continue to improve and provide great service, more help would benefit us greatly.
More personnel in the office!
First, a docking station & lap top computer. Second, a black berry instead of a office phone that the charges would be pay by budget. Third, a second computer for office workers to use. Last, a full-paid graduate assistant
Make everone's workload the same!
More Employees
If we had good equipment that works and also more employees
more help
support staff and equipment
More space, less interruptions
One more person in our office to help with the workload.

**What departments/offices on campus provide you with exceptional service and what is it that makes them**

Admissions, Advancement, Athletic Training, Business Office, Campus Mail, Campus Planner, Career Center, CSI, School of Health Science and Education, DPS, Financial Aid, Graduate Office, Human Resources, International Student Office, ITS, Library, Multicultural Affairs, McNair, New Student Programs, Physical Plant, President's Office, Printing Services, Provost's Office, Publications, Recreation Center, Recycling Center, Registrar's Office, Residence Life, School of Business, School of Science and Math, School of Social and Cultural Studies, Sodexho,

Pleasant and super helpful
Work very hard to get the answers I need.
Genuinely friendly
Prepare bulk mailing right the first time
Really friendly and helpful!
Prepare bulk mails right the first time
Generous with materials



Friendly & Helpful
Prepare bulk mailing right the first time
Prepare bulk mails right the first time
student helpers, advice
Keep me update on changes.
Promptness & Attention to Detail
Very helpful in acquiring and using my p-card.
friendly, competent in their jobs, positive office enviornment, quick to respond to my requests and needs,
They have the patience of saints
they are very helpful, even when I make a mistake!
Process paperwork, answer questions
Making refunds to students
They are always patient and calm
Know the rules and help me get reimbursements done
They are very friendly and are happy to answer my questions.
Answer questions
they are extremely resourceful and very willing to help whenever I have a problem; they are willing to go the
Always knowledgeable, helpful
Travel Reimbursement
very nice and helpful
Always helps me resolve billing issues for students
Good customer service
Answer questions
training, courteous, friendly
With all that they have to do, the Business Office has been a constant help for any and all questions or problems
They can always transfer me to the correct person I should be talking to and can answer my questions
Answers questions fast
Always pleasant with the students
Helpful
Very kind with my students
Really friendly and helpful!
Works well with students from all backgrounds
Timely processing of mail
They have been a great resource in the renovation and assistance with furniture purchases.
Thorough in their work
Excellent resources that I often use for presentations
Friendliness/Williness to Help
Manage their workload extremely well
fast, accurate and friendly
Very helpful and always friendly and nice
provides excellent leadership opportunitites for student leaders
Brandi always finds the answers!
Patrol us
Willing to help a student decipher fed aid forms
willing to come up with solutions, not stonewalling.
always available to assist students to resolve financial aid issues
Really friendly and helpful!

Answer all questions asked of them
Great about helping us out by answering questions as quickly as possible.
help get problem taken care of
Wellness programs--flu shots and blood work
Screenings available
Great job with wellness screenings
Works well with students from all backgrounds.
Fac/Staff Health Screenings
Very friendly
Working with students
All provide prompt good Service.
understand our needs
Always helpful with exception to Help Desk
computer support
Quality and timeliness of work requests
Quick response times
Explain to a novice
respond quickly and resolve problems with software
Quick response time, very willing to help
ResLife asks a lot of ITS and they always work quickly and efficiently to meet our needs
Fast and efficient IT support
Always help with questions and have very prompt service
Great about fixing computers when requested and other electronic devices
timely and helpful
They always take the time to listen and communicate with me very well even though they may not always be able to answer my question right away. They don't leave me hanging. I always know that my question will always willing to go the extra mile to make a project a success.
Good Service
helpful
They make me feel welcome
provide university historical data when needed - very knowledgable
great attitudes - friendly service
very supportive of students, our program and the success of both
Works well with studetns from all backgrounds
Helpful with questions that arise related to the SEE students
Willingness to work as team with the Disability Services Office
Great colleagues that help and promote our center and serve students
get repairs done
help get problem taken care of
Do a great job keeping our campus looking very nice
work with us on events to keep it organized
get repairs done
Quality work, responsive
Personable and appreciative
respond quickly to student and staff concerns
always very helpful with supplys and moving needs
when i have a major sewer or water problem i just call

As advisor to SAB, they have been our best resource for all that we do.
Gettin' things done
equipment malfunctions
Speed at installing AC units on move in day and ability to meet the needs of incoming students
In regards to helping with the moving of the antenna for the Dobson/Ryle Radio
help get problem taken care of
get repairs done
Incredibly timely in responses/requests for data
Very reponsive anf pleasant
quickly find answers and never seem flustered.
keep me up to date, friendly,
Accuracy and speed of orders
Speed and excellence
Answer Questions/timely
Always friendly, very helpful
willing to help when needed
Friendly, helpful, timely, knowledgable, quality work
Daette gathered information from faculty and sent to us
VPAA staff is amazing, responds as quickly as they can, always friendly and respectful, flexible
Always friendly and helpful
Very helpful as source of information
helpful when I need to get signatures
keep me up to date, friendly,
Patrol well
always helpful; on car scheduling
Make last minute adjustments in our transportation arrangements when the weather changes them.
Creative designs and willing to work with people.
Getting projects done in a very timely manner.
Timely
Process my paperwork quickly
I almost couldnt do my job without them, they are awesome!
student workers are well-trained; able to answer my questions professionally and are obviously knowledgeable in the way the REC Center is run - a sign of excellent training by REC staff
friendly student workers
Great facilities, awesome programs!
It is the cleanest building on campus.
everything!
Answer questions
Always able to answer questions, no shuffle
Always helpful with questions
Quick response times
Always answer phone with a smile in their voice
very student oriented
helpful
Whenever I call I am treated cordially and recieve correct information
quickly answering questions about alumni
I can send over paperwork or walk it and it gets done in a timely manner.

Great about helping us with questions, requests, and various other services.
Good customer service
returning emails, being friendly, etc
Provide accurate, timely information and always follow through on requests.
they are always helpful and always know the answers!
very willing to help whenever needed
Always helpful
Always helpful and willing to work out a situation
The quality environment for both incoming and current students.
Willingness to work as a team with the Disability Services Office
student helpers/workers
Very student focused.
always sends out emails we forward to her to students and faculty
forwards all information we send her to students and/or faculty
great about helping when equipment is broken down
great resource for questions
Great about helping out with problems we are unable to resolve
always friendly and helpful
Professional
Service
Efficient with Bonus Bucks
Friendly, responsive, quality product, take care of any problems
Easy system to order catering, friendly staff, rarely make mistakes on orders, easy to work with
Very flexible and nice to work with
Pleasant and very helpful
always responds quickly, friendly, competent, helpful, always a pleasure to work with, respectful
Working with students
fast, accurate and friendly
Have been very supportive of our program
Friendly & Helpful
Friendliness/Williness to Help
Goes above and beyond with Service
quick to respond, willing to help at a moments notice
helpful,pleasant
Facilities folks have been extremely accomodating and cooperative with event in SUB
Helpful assistance with events
Good customer service
Always helpful
Very helpful on campus and in the community
Have been helpful getting students in to be seen
Communcation, care for the individual
Works well with students from all backgrounds
Provide quality service to students.
They don't exactly provide us service but do an excellent job with the students. We work well together to coordinate care between the 2 offices

**What departments/offices on campus could improve the service they provide to you and how?**

Advancement, Athletics, Business Office, Campus Main, Dean of Students Office, DPS, Field Experience Office, Financial Aid, Human Resources, International Student Office, ITS, Physical Plant, Provost Office, Residence Life,

Large amount of mistakes made causing additional work
I have a hard time getting centralized information.
Never seem to promote home events, except football!
Not be so rude and blame everything on other people.
Their rules and processes are overwhelming and take too much time.
Supporting documentation always gets "lost" over there and I have to resend 3 or 4 times
Keeping us abreast of changes in policies, help us be consistent and transparent
Less complicated process for accessing grant funds; Training on purchasing and payment options.
Policies are confusing, change and am not informed, change from being an obstacle (can't, the auditors) to being of service in accomplishing the mission of the University
Try to avoid losing POs and Requisitions
seems like they are trying to "catch" you on rules
Lots of miscommunication & blaming our office when they are at fault
Be quicker, let you know asap about any problems with an order, tell me how I can make their job easier.
could do a better job of sorting mail #2 mail p/u > once day
Not student friendly, they pick and choose what groups to be involved with and support, should be more
Patrol more often
Should provide correct information to students and return calls promptly.
Customer Service
My students often feel frustrated here
Explaining benefits
Know more about the benefit plans and provide more detailed/accurate plan descriptions
Communicate
Communication needs to be better.
Sometimes just need someone local to answer a question, not the out-of-state folks
Better communication, the employees never seem to be on the same page! Too much redtape
Not helpful when answering questions regarding personal computer equipment for staff but will help faculty
work on current policies to get them updated (which I know they are working on); make those policies clear for
It takes days to get a call back on any problem.
better management of telephone services
learn to cooperate better with campus
Reply to voicemail about tech problems
Quicker service, knowing who to call
not so formal
Snow removal, mow and weed eat the same place the same day they might mow today and weed eat a week
Clear the sidewalks with a shovel and parking lots (snow removal)
Take care of snow removal, clean sidewalks
Services have become noticeably inferior.
cleaning the clinic
clean every night & do a more thorough job
Give you a call back to confirm they will process request
It takes days to get a call back or you have to follow up.
maintain snow removal all much quicker. use less salt. empty and pick up trash. mow away from building so grass

Not always responsive
better service and leadership
Keep us updated on repairs
Cleanliness & upkeep of building
They need to actually fix the problems reported. They should never tell someone that it is fixed and then you call me back
follow through, follow-up
Better phone answering
feedback about work orders
Stop parking university vehicles in spaces reserved for red decals.
Don't always feel that messages left with students who answer the phone are really delivered.
The grounds are a mess
Communication, Hold staff accountable, get some of their staff to actually work, provide better service to the clean the bathrooms! they are disgusting
repair and replace burnt outside lighting for safety
More communication about requisition status; grants still have to use paper requisitions and we can't tell where
The staff have a very negative attitude toward other professionals on campus and students.
decrease the prices for employees #2 the cost of extras (sour cream is ridiculous)
My students don't feel supported here

#### **What needs to be more consistent within your office?**

Better management.
The definition of what work actually is. Working on your personal items while sitting at your desk is not a good use of company time. As minimizing personal calls to the office and use of your cell phone would be nice.
Absentee and late policies. Work expectations (why is it ok for some not to work, to be late, or absent, and get off whenever they ask and others are questioned about when they need off or leave because of illness). Information should be shared with all or not at all that would keep it from being used to control others.
It is a new office and we are still developing our policies. The paperwork/forms have changed often.
Everyone needs to pull their end of the weight.
I believe the expectation from the University is clear on full time employment, however, in our office there are several who consistently are late or have an excuse to leave early or in the middle of the day for too many personal reasons. It's one thing to put in extra time somewhere to make up for the lost time, but that isn't

#### **What needs to be more consistent within your department/unit?**

Priorities of job duties.
All staff should be treated equally. This means that no matter how long you have worked at the university, or what your job title is everyone should be treated with respect.
A vision statement, set of goals, game plan would be helpful.
the application of all policies
Information needs to be shared and not used to control people by letting only some know.
Building procedures and policies for closings. Reporting time off.
The sports teams at Truman need to be treated the same. Programs that are successful (Swimming, Soccer, Cross Country and Track) get money taken away when they don't get increases due to inflation while programs that are not successful (Football and Women's Basketball) get more money without doing anything to earn it.
The responsibilities far outweigh the pay and titles. No clear vision from the administration on what we are to achieve. Department administration needs to have job targets and accountability.

We spend so much time with evaluation and reporting that it is difficult to have time to actually provide the needed services for students. This really may be the case across campus but I am most aware of my own

**What needs to be more consistent across the University?**

Staff are required to submit sick time, faculty are not.

Vacation policies. The staff handbook doesn't mention anything about requiring a full week of vacation each fiscal year, but our office is required to do this.

Workloads (for faculty) and attendance (for faculty and staff)

I often hear of budget-related items that are dealt with differently in other areas. For example, items that are o.k. to purchase elsewhere on campus aren't o.k. to purchase in our area. It's also very difficult to see positions not being filled, and the remaining workers having to take on more responsibility, while seeing the physical plant people taking breaks every hour. I realize they are unionized, but unionized doesn't mean you don't have to

Paper flow. Letting staff know what is going on in relation to their department.

Nepotism policy

everything...particularly compensation and workload. I know the budget is tight for the university but so is mine.

We are all working hard but some of us do more for less. We compenstate on years at truman, maybe we should

Offices should be much more accountable for their treatment of students. Several offices do not give students a positive experience and shuffle them around.

Alcohol policy. There is no alcohol or containers allowed on campus but a class hung beer cans on the quad without repercussions. If that happened in the halls there would have been followup through conduct.

The paperwork/forms that are used across campus are not all the same. The line of which the paperwork is supposed to flow doesn't always happen within good time limits.

It seems as though there's a lot of offices doing the same thing. Why can't we have certain offices designated to perform certain tasks which would not only make our life easier but the students'.

From what I'm hearing from other departments, some people get breaks (like to smoke), but others don't get them, or at least don't take them because of being short-staffed in their office.

I think there is some discrepancy in vacation/sick/work-out release time in how employees in certain areas are allowed to utilize. I think supervisors over all may need to come together to discuss university wide policies and how they are implemented in order to maintain consistency.

Benefits, work hours and vacation sick policies.

HR and hiring processes are unclear and inconsistent. Purchasing process seems to have a lot of variance on

Hiring & evaluation policies. Policies regarding lunch exercise program. Expectations of exempt employees.

Who does what in Purchasing. Who does what with the budget. Timeframes for getting things approved.

truman shuffle

Business Office procedures

Salaried employees in the library receive time off for working holidays and weekends whereas other offices do not. I feel that this is unfair to the greater univeristy community. The same expectations should be made of the

Communication needs to come from the top. Less mass emails need to go out and supervisors need to have more meetings to communicate to the people underneath them what is going on. Then, those people need to have meetigns with the people below them, etc. Lack of communication is this universities' biggest problem and

All secretaries should have to punch a timeclock!

Accurate reporting of time off---the Staff Handbook needs to be updated and used across campus

Pay Recognition Resources Communication

More written procedures (e.g. liability waivers for when students travel on academic related trips) and dress code for key administrators at least. Seeing Deans or Assistant Deans and Directors in jeans on regular work days (not homecoming or special events) make the Truman community look unprofessional and sloppy. Most administrators are appropriate, but there is one person in particular who often wears jeans and I don't think
Release time for exercise--some jobs can take this time and still keep their work up. other jobs cannot, so they do not take release time for exercise.
A more specific set of expectations, such as a staff handbook.
Sometimes its hard to locate policies and procedures--where on the website can one go to find procedures? Annual training on essential university-wide procedures would be helpful. It would be helpful to have more
Policies and procedures through out the campus - no matter where they are implimented need to be feasible and fair for everyone. From the top administrator through to the least paying staff person and students. And be reasonable with the procedures and policies so they are meaningful and have an overall value - for completion
Faculty and staff should be treated the same. A lot of time it's a feeling of them against us.
Communication and collaboration!
Releas time. Salaries.
8 hours work for 8 hours pay
Offices change things and then tells us we are doing stuff wrong, because they don't tell us.