Themes from Survey
Employee Comments

Administration, Finance & Facilities

Faculty and Staff at MSU Denver were asked four open-ended questions on the 2013 Campus Climate Survey. Listed below are the major themes found in the responses to these questions.

Employees appreciate and value:

- The freedom to do their job well
- Support of their supervisor and the new supervisory training
- The pride in the institution, sense of community, and camaraderie

Areas warranting attention:

- Fair compensation
- Accountability in the hiring process
- Evaluation and recognition programs
**In Their Own Words:**

“Serving the students and our mission. We are sometimes the last opportunity for an individual to obtain a degree in higher education. I am very proud of this and strive to meet the high expectations of the institution.”

“I believe the Supervisory Training program was a great improvement for the employees at the University. The initiation of the Wellness Committee is a good addition. Human Resources heard us the last time. Wish other department would do the same.”

“I received supervisory training and have a better understanding of the University. HR has been helpful and is willing to continue answering my concerns. Prior to this training I had misconceptions about what was expected of me as a supervisor, as well as how to communicate with supervisor or subordinates. I am also affected by the improved IT services, particularly the improved process for a new (or updated) desktop computer.”

“I love my department. I appreciate the fact that my supervisor gives me a job to do and expects me to complete it without being micromanaged.”

“I think the college needs to be more aware of the support staff that keeps this institution running. I always see thank you's for faculty and students. I know that students are the main reason we are here but it would be nice know that the people in the higher levels of the institution recognize the contributions that the classified staff and administrators provide. They need to also remember that classified staff are not the same as administrators. Classified staff are a group in themselves and worthy of recognition.”

“When it comes to the hiring processes, HR plays by its own rules when it suits their purpose. Clearly, HR has their own agenda and, despite what they say and want everyone to believe, it's not one that is executed with the best interest of Metro departments and/or employees in mind. They hold everyone else accountable to them, but they operate on the "do as I say, not as I do" mantra. Where is the accountability for HR? No one is watching the store and they are out of control. Something needs to be done about it - NOW !”
“I think the institution and the state has a serious compensation/salary issue. Classified employees have not had any kind of raise in about 8 years, that is pathetic. The institution and state need to find ways to compensate the employees for what they do. Many I work with are very intelligent and highly skilled and should be compensated as such. If the institution/state does not want to experience brain drain, then this should be addressed because many private sector jobs pay much better for similar types of work.”

“Accountability - in every sense of the word. People who make mistakes or don’t do their work should be held accountable. Also, we need to better evaluate programs to ensure that they are beneficial and cost-effective.”