Themes from Survey
Employee Comments

Strategic Plan

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

Employees appreciate and value:

- The dedication to student success and preparedness as exemplified by the Student Success Building and the Hotel Learning Center
- The intentional effort to improve senior leadership communication policies and intra-University collaboration through programs like Metro Leads
- The positive changes in community perception of Metro State University and the increased opportunities it has provided

Areas warranting attention:

- Increased communication about changes before they happen
- Conflict seems to exist between University commitment to underserved non-traditional students and increasing its academic perception
- Perception that Strategic Plan has valued quantity of changes over quality or effectiveness of implementation
In Their Own Words:

“I love the CIO and look forward to the results of the Strategic Planning being conducted in the world of information technology. I know we can have a user-friendly, functional, and service-oriented IT system under his leadership.”

“We have a great mission and plucky students. Doing what we need to do for a larger proportion of them to graduate, and to graduate in fewer years and with less debit, is our best route to preeminence. Initiatives like First Year Success and building the Student Success Building directly contribute to this goal, and they have the potential, at least, to help us get there, assuming both are used effectively.”

“The SSB and the Hotel Learning Center are steps in the right direction. Increase resources and support for additional Graduate programs. Increase balance between teaching and research.”

“I believe we need to continue on our path to an HSI and am very proud that we lead the way to supporting undocumented student's affordable tuition.”

“We've (notice the positive "we") made positive changes: support to academic departments, new tuition rates for undocumented students (brave and humanistic), a focus on water issues (relevant), the fantastic Hotel Learning Center (a huge benefit for students), and the work done by the HSI (vital).”

“I find that, when I speak to people in the community, the reputation of MSU Denver has really grown and changed for the better. I feel proud to be a member of an institution that constantly strives to be better. I think the addition of the Omsbuds office will give employees the confidence to solve conflicts, and the integration of the Strategic Plan into the everyday culture keeps us all on track to see our vision become a reality.”

“The most positive change that's pretty clear due to taking the survey results seriously is an improvement in the communication process. Senior administrators have done a better job pushing information out, and have signaled increased receptivity to receiving feedback.”
“I'm quite saddened to see that these changes do not touch on academics, beyond possible mentions in newsletters, etc. Some communications have been improved (which, of course, is not the same as saying their effectiveness has improved), but I find that secondary to our primary mission of teaching.”

“The addition of the SSB and first year success program are great starts to promoting student success; however, additional initiatives need to be explored to find out further why students are not completing their studies and how we can prevent future loss.”

“Sometimes I believe that the actions delineated in the strategic plan, especially with admission requirements, results in the exclusion of the very student population we are striving to increase, that of low income and first generation Hispanic youth who want to attend MSU Denver.“

“Our new Strategic Plan charges everyone to focus on the Four Distinct Pillars. We will lose our diversity if we continue to implement policies that make our institution more restrictive.”

“They haven't really. Many of the "changes" are superficial. Do we have more access through the Coffee chats and brown bags, yes. But it doesn't really do much good when the leadership doesn't care what you have to say.”

“By not making so many sweeping changes all at once. Many of which overlap making it difficult if not impossible to gauge the effectiveness of any one change or initiative. Policies are often approved well before any significant or meaningful discussion”

“The people who make policy changes don't do the job and certainly don't give a hoot about how things are implemented or what impacts (good and bad) their decisions have on the students, staff etc, of Metro. If you want policies that work, then I suggest you start asking the folks who do the work on a day in-day out basis for their input with these endeavors and follow it up by using their suggestions.”