Themes from Survey
Employee Comments

Provost/Academic and Student Affairs

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 diversity of the student body and staff
- The students who attend MSU Denver and the ability to work closely with them
- Connection to the mission of the University

Areas warranting attention:

- Focus on quality of initiatives, not quantity
- Implementation of technology
- Communication within levels of staff in institution
In Their Own Words:

“I appreciate our wonderful, diverse, complicated, over-committed students most of all. It's a privilege helping them move toward their goals. I also appreciate that those who work here are generally very willing to collaborate to further the common good.”

“The students are wonderful to work with. I appreciate the opportunity to make a difference in people’s lives through education. Overall, most staff members really do work hard to make a difference in the lives of our students. I also believe that the front line staff members have each others back and thus we are a cohesive group.”

“I am very proud to be an employee at MSU Denver! I was a student and student employee here, and it was a great honor and opportunity to come back and join the permanent, full-time staff. I work in a great office, and I have great colleagues. MSU Denver has made great strides over the last several years to bring about positive change and meaningful policies and procedures for their administration. I feel that I have a job that contributes something important each day to the students, staff, and faculty at MSU Denver.”

“I appreciate the changes that have happened in the last couple of years. It feels like MSU Denver is becoming a legitimate institution and students are getting more excited about being a roadrunner. I appreciate the intentional conversations, and communication about mission, vision, values, and intentions of senior leadership. I also still appreciate the students. Our students are amazing and I am proud of some of the tougher decisions being made to challenge our students to perform at higher levels in academic and personal experiences.”

“There have been several academic policy changes that were never discussed with us that have severely impacted the first floor departments. It's as though the policy makers are putting the cart before the horse and have not reached out for feedback from the departments that their changes impact, which makes it seem like they don't really care.”
“Consider each new initiative carefully, so that we focus limited energy and resources on what truly sets us apart from other institutions. Spend as much time deciding what we should NOT do and why as we spend on determining new directions.”

“Focus on completely revamping our Information Technology and Human Resources departments. Corporate partnerships and intentional fund raising and telling the MSU Denver story.”

“We cannot achieve preeminence if we continue to restrict students from access to the portal system and continue to have no support for IT and the regular maintenance of these systems. It was a bold move to adjust tuition rates for undocumented students.”

“I think that there are tremendous ideas that do not come to fruition due to the limited technology staff/support we have here. Also, sometimes I think that we need to be guided or afforded the opportunity to meet with staff/faculty in ways that foster partnership. Further, there should be benchmarks for Levels of Excellence in Service and expectations on achieving these benchmarks, whether they be with students or other staff. In some ways, we need to be reminded that the student is a paying customer and we must provide a preeminent level of customer service which mirrors the goal of the presidents. Customer Service/ Client Service must be a standard goal across the board.”

“I think we could continue to improve when it comes to communication. Frequently, some thing will be changed in another area without open dialogue on how it might impact other areas of the university community or specific student populations.”