

Question: If you had the freedom to change anything about the way your office functions, what would that be?

Responses

Greater support to help determine if there are software packages that may help our office be more efficient and receiving assistance in setting up those programs. Basically, it takes someone who not only understands the software but who understands what we do so that we (within our unit) don't have to spend time to learn how to make the programs work for us.

Clear and open communication. People don't know what their job will be or if it will even exist due to the Shared Service Centers. Information is not flowing as it should be.

To keep all computer equipment as new and up to date as possible.

We either have less on our plates to manage (i.e. additional staff or administrative support) and we'd be able to work less night and weekends.

I would like to be respected by all of the staff members. There are staff in particular who I perceive to be racist and I would like them to stop treating me as if I were beneath them.

I would be part of a team that cares about the all of the team members and the work that they do.

I enjoy the way our office functions. We are actually in the process of [REDACTED]. I am thrilled that when these issues were raised to our director she was able to help us figure out a way to provide better [REDACTED].

Reduce the amount of paperwork, filing, database input

A vehicle at my disposal to perform my job effectively without having to use my personal vehicle every day.

All employees treated alike. Nepotism makes this highly unlikely in our area.

A more central work place where I could access other parts of campus more easily, or relaxed parking restrictions for someone like me who has meetings all over campus and only a red sticker to try and hunt for spaces with.

I would change my supervisor, she is not at all effective. She will not engage workers in the office that do not follow rules or procedures and expects the workers that do, to take up slack. She refuses to encourage those that are intimidated by the changes and moves toward new technology and forces others to use the technology and allows those long term employees that refuse to change to go on with old ways.

1) KUCR is a disaster...they're a bunch of incompetent individuals that make six-figure salaries that derail any [REDACTED] grant / project due to their lateness, harassment of [REDACTED] staff, and disregard to deadlines...they should all be fired.2) [REDACTED] unethically spends money on human resources and poor performing employees. I have asked numerous times for better computing resources because I literally work as a [REDACTED] from 9am - 6pm, 8pm - midnight...why can't I have a better computer? why do I have to fund all of my work related travel out of pocket? Why does [REDACTED] take the overhead return and spend it on crap? Why do underperforming employees get new offices in the [REDACTED] building when they work 10 hours per week? 3) I have a supervisor that is eight to ten months late on project reports to the [REDACTED], and I'm getting the brunt of the complaints from the client because he ignores the emails.4) The [REDACTED] is giving the best offices / equipment to structures personnel...there are three other divisions in [REDACTED]. 5) [REDACTED] needs to be audited.

Department standardized forms

That we had more help because the work load is very high and getting higher.

My load is fairly heavy as I am the only one in my position with no assistance or staff under me.

more commitment on better communication through technology

More authority to analyze and change business practices to improve efficiency and compliance

Take on new challenges; take on a larger [REDACTED] to continue the ongoing service I believe my department provides to the university

In my opinion, my research group has grown too fast and has taken on too much. There's too much to do with our current staffing and funding. Management is aware, but it affects our outcomes and morale.

I would have job duties for all employees available for others to read and discuss. We have a lot of tasks that seem to be managed less well due to unclear division of labor and less than clear understanding of what others include in their roles.

Hiring / firing flexibility

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decrease the ever increasing work load so that every day is more manageable

We would always be fully staffed during the peak times!

Additional support staff (grant-related). With the new service centers coming on, smaller departments are losing some of the function of their only person and may not be able to get that person replaced. Not enough thought has been given to consequences of eliminating positions in order to become 'efficient', PIs and other research staff are spending more time(which will be unaccounted for when these 'savings' are calculated) for filling in the gaps.

We would have better reporting tools. We would not have to process basic functional tasks through middle-functional [REDACTED] admins in [REDACTED].

I would like our business person to understand that there is a cost to doing business. Saving a dollar at the expense of an employee's time is not necessarily a cost-saving measure.

I would really like to see moderation in the pace of change. My sense is that the day-to-day activities of the institution are being relegated to a back burner because senior administrators are so consumed with managing change.

More frequent information sharing; addressing the culture of fear of change.

I would change the culture of centralization of heavy use of student hourlies and return to dept. admin assistants the traditional roles of teaching and research support for faculty.

I probably wouldn't change anything.

I think clearer communication within our office about new processes and systems. We've recently had some issues with vendors in the KUPPS system and it's unclear who should be providing my department with the correct information (KUPPS team, purchasing, departments).

Business office move to online ordering/travel/reimbursement/etc.

I would like more transparency

Not having to have the office open that week between Christmas and New Years. Don't like that we must take vacation to take time off, but I wish the University would just close down. Ever been the person here at 4:59 p.m. on Christmas Eve or New Year's Eve? I have and it's like a morgue

I would like for people in my office to do their job and not worry about mine. They have no clue what I do. Also, we give people what they want regardless of the cost or other people's time. I'd like people in our office to spend more time in investigating why people want what they want. Ask more questions, Don't just say immediately "yes!".

More accountability for the duties and responsibilities of all employees over the course of a year to help avoid extended periods of down time.

Consistency of policy administration. The rules appear to be so "Grey area" as they are written that they can, and often are, interpreted differently from one person to another or even one department from another. I have seen people punished for what was a mild infraction and some people let off on major infractions. Favoritism comes to mind.

I would like to have a clearly detailed job description. While I provided a draft of an updated position description as far back as 2010 for an update reflecting what I actually do, this has never been completed.

Hire a full-time Administrative Assistant in this unit. Increase salaries of the support staff in unit.

Communication would improve.

Less bureaucracy, better meeting regimens, and far less secrecy.

Better training with financials.

I would provide resources and enable employees to share information with other units at KU, making KU more centralized as far as understanding what other units are going through (especially in times of change)

I get frustrated about the lack of supervisory discipline for employees who are not contributing to the mission of the university to the best of their ability. I believe all supervisors, whatever their level at the university, need to be better trained in organizational management, mentoring, and supervisory discipline.

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People would be held accountable for failure to perform. As it stands now, there's a lot of hand-wringing and discussion about how certain employees are incompetent, but nothing ever gets done about it. The employees then get to continue to act as dead weight and everyone else is still expected to pick up their slack, with no extra compensation. It's really not fair to anyone. It's not like people aren't desperate to have jobs. These incompetent people who don't care if they do a good job should be fired, but they never seem to be. Those of us who care get stuck picking up the mess, with no thanks.

More communication between administrators and staff. Administrators discuss in meetings but that information does not necessarily filter down.

Some stability would be nice. The constant re-organization of both structures and functions is not conducive to excellence, because mastery is impossible when everyone is a perpetual beginner.

I would like to do the same type of work under a different supervisor

Get the **professors** to give me information sooner, but that's not possible because of waiting on grants, etc. Other than that, I love our office.

Better understanding of where things can be found with regard to the undergraduate program. Also would be nice to cross-train to learn the functions of class scheduling and textbook ordering so when the person who does this (this person only works part-time) is out of the office, I can assist faculty.

It would be nice if we could all be together. We have been scattered in different offices for a while now. I'm well aware of the space restrictions. Our department continues to grow and that is part of the problem. We are where we need to be, it would just be nice to be in one office area.

Have upper directors understand my job or at least give me the respect that I know my job best.

I would currently change the way my office functions, by having more staff meetings in the department. Currently, we are going through many changes. I would be nice to have a meeting at least bi-weekly instead of monthly.

More support/personnel for my area. Variety of tasks and work load continues to increase and become more complicated.

I would like to see more consistency in how student issues are dealt with. I feel that students from different departments--or even students from the same departments on different days of the week--can be treated differently. I also think that, in general, the administrative culture at KU is not as focused on serving students as it might be.

Need to make it easier to communicate with my colleagues off campus or on another KU campus. Need more support for using Adobe Connect; training and support for university sanctioned tools and software, and more tools available to help us collaborate with each other. Need improved work environment for "projects" and their staff. Need more meeting spaces with technology for audio conferencing, web conferencing, distance learning, ETC Our building needs custodial staff onsite.

Having hard money for our positions so we're not always wondering if we'll be employed in 3 months.

Chairs and professors within the academic departments have very little idea of what the department office staff's rights and responsibilities are. Office staff are all too often caught in the position of being asked to do something "Run this to the post office" or "have the student hourly box these books up and carry them for me to my new office" that is outside of our responsibility and, in some cases, outside of university policy. Too often they assume that a departmental secretary is their own personal assistant. While technically the chair should keep these things under control, it usually falls to the office staff to inform faculty of correct procedures, thus creating hard feelings between staff and faculty. I would require that every faculty member, regardless of rank or longevity, be required to attend a session that outlines what office staff cannot be asked to do and some sensitivity training regarding treatment of the staff.

None at this time.

Develop a dept. shared break room to house microwave and refrigerator.

More freedom in hiring and the ability to offer promotion, better workers don't get better raises, necessarily and it is difficult to reward the worthy.

I feel my office functions efficiently and provides the best service to members of our department.

I would love to erase the words "that's not my job" from one staff's vocabulary and "but I was promised..." from another's. Essentially, I would like to eliminate the petty behavior that comes from two of my three staff. That elimination would lead to better service to students and faculty as well as a more collaborative environment overall.

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Even distribution of work.

I would like to see more change implemented from a "bottom-up" approach rather than a "top-down" approach. Those at the top often don't (and can't) know how things function on the ground level and yet when changes occur input often isn't sought from those affected the most.

Reintegrate the [REDACTED] into one centralized location. This would provide a one-stop-shop for shared, common services relevant to [REDACTED] program.

I would love the opportunity to work from home more often.

More support as a supervisor, clearer guidelines from higher administration in the department that I can pass on to my employees. The current state of policy within the department is mostly spoken, therefore can get changed from person to person and does not hold a lot of weight when I tell my employees.

Drop titles and "invisible lines" and distribute work evenly among employees. Cross training. There is no reason for one employee to be swamped and another with little to do. Other positions can answer phones to advise students, log in faxes, or help with other office needs rather than surfing the internet because it's not in their job description. Accountability!! If an employee is not able to understand their job, DO something to provide additional training or eventually disciplinary action for constant mistakes. Instead, the office seems to adjust the job duties to less and original duties that the employee cannot handle are taken out of that person's job. While other employees in the same position have to make up the slack. It gives the impression that you can act like an idiot to get out of doing work. People who are promoted to management roles should be given training needed to do their job well including leadership training.

I would create more clearly defined Projects, roles and responsibilities.

It would be more efficient to our department if central offices managed our workflow in a flexible and timely manner. Are constantly waiting on the workflow from central offices in order for us to complete our functions in a department. This delay causes many tasks to be reworked in the department. These situations have been brought to central manager's attention without resolution. Then when our workflow returns to the central offices for audit, they often use inflexible review procedures creating additional burden on the department atmosphere should be a top priority in the shared service centers. Creating a timely and flexible administrative

Dismiss the one employee who is a detriment and hindrance to the work of the office and split **his** salary equally among the other office employees who not only do more work but are capable of handling more technical assignments.

Establish clear career paths to advancement

H&R requirements. I am underpaid and have received two forced raises (since my pay was below the state average), and there is very little opportunity to advance my pay without complicated restructuring processes. In order to get the pay I deserve we would have to propose a new position (either eliminating my current position or redefining my current job duties), and that just seems unnecessary as my position is well defined, it just doesn't pay appropriate for my skill level and experience.

I wouldn't change anything about how our office runs at the moment. We all know our job responsibilities and do what we can to do them in a timely manner.

Better technology. More flexibility in expensing expenses. Better furniture.

Stop a staff member from bringing in her [REDACTED] that often spend many hours a week in the office.

I am based in the field and KU does not employ flexible policies that meet my needs. It seems that most policies are designed for on-campus personnel and that I am often required to provide my own tools. I am often "out of sight - out of mind". I do a lot to give my department a good name with former graduates who need to have continuing ed for licensing purposes. I feel that I am often an underutilized resource. Sometimes, I lack access to classes, etc. because they are offered in 2-hour or 4-hour segments and it is not practical for me to drive to Lawrence for several short classes.

Simplify the methods of approving pCards and Travel Authorizations/Reimbursements.

To have trained student hourly people who are here in large blocks of time to cover the front desk and help with questions students and staff have. To cross-train with other staff. Our office tends to have staff do their own thing and not assist others when needed -- not a team player. To minimize the use of personal cell phones in the office. Taking pride in the office and it's appearance.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

I would ask that changes were thought out better instead of this is what we are going to do. Example travel module is a pain to work with. I work in the Grant world and we know about travel before we have the funds to pay for the travel. We as individuals brought up the problems that we foresaw during the demonstration and these problems have not been addressed at all. We are now 1 1/2 month into the new module and it isn't working for us. Grants aren't set up to pay for the travel before the travel needs to be authorized. I now have to keep a list of travel that hasn't been entered yet. Not very time efficient. Because my department is large I have to go through my supervisor to ask questions and to ask for items to be done. This no direct access means I can't get my job done for the PI's that I really work for. There isn't enough understanding on the part of the University that my job has changed so that I have to do all the travel requests, purchase all the supplies and everyday items. I used to have student staff and unclassified staff that could help me order stuff. But because everything has to go through KUPPS, Credit card and People Soft and the new Hire module, I now have to do everything. It takes time to train someone to do all this stuff and no one is in this office has the time to learn to do this in the system.

The office I am a part of functions reasonably well despite an inept supervisor. This is because the staff are savvy enough to manage from behind fairly effectively.

I feel like our office functions well currently.

nothing

Academicians should not be managers; they seldom have adequate human resources management skills despite the fact they may have great success in their chosen academic field. In their work with non-tenured and unclassified professional staff they tend to manage them like students, expect student like behavior, and seldom seek to assess what professional development supports and compensation models these valuable staff need and should expect to be provided. I speak as a professional in another field [redacted] where [redacted] and corporate settings similarly lack the management skills to use all the staff effectively and efficiently. Academia, unfortunately, is worse than [redacted]

The staff that don't have as much work as others would have additional duties assigned to them.

In my role as purchasing and accounts payable, I think the paper workflow and required signatures is a huge drain on time. Plus the PI is too busy to sign what I give him, making me run behind in my duties. We in [redacted] need to streamline the signature process on invoices/p-card transactions and voucher logs. I am envious of the state side's voucher system where no one has to sign the actual invoice.

One of the many, many things I'd like to see changed in our office is basic equality. The ability to go to training sessions for software I am expected to use in my position would be ONE example. I've been denied [redacted] training in the Comp Center twice by my supervisor when I've asked during my employee reviews, and since [redacted] is something that I'm required to use, I've thus learned it all on my own with trial and error (and once I messed up a [redacted] and turned [redacted] and it stayed like that [redacted] until I could fix it...) - not a good use of KU time. If I am needing to go to more pertinent training like KUPPS, I am allowed to go as long as others don't have anything on their calendars, but I will always hear comments from my supervisor that it must have been "a waste of time", etc. Others in the unit are allowed to go to workshops, collaborate, and get further training in any area they wish. I know there is no room for advancement in my position/unit, but it would be nice to just have learning opportunities for the sake of learning and bettering my position instead of being treated like a caged robot.

Easier direct access to the tools we need to improve efficiency and productivity. Every improvement takes an extensive period of time to implement, and often requires that we request even small tasks be handled and approved at a central level. This delays some processes unnecessarily.

I'd put more processes online, like time cards, purchasing and work related requests, etc. I would provide myself with a work vehicle or proper reimbursement for business use of personal vehicle. I oversee 5-6 budget lines and when I need to purchase equipment for my job it becomes unclear which line should fund it, so I would provide my job position with budget separate from accounts of the areas I serve.

None.

Move it into the 21st century in terms of technologies and the willingness to embrace using them. Would like to see talent worth retaining given opportunities for positions of increasing responsibility/challenges. Would like a less restrictive policy on employee tuition reimbursement.

Flexible and results based working environment for all employees.

There would be more team development and less classical managerial leadership. I prefer to see a good staff education program, and then trust people to do their job. We hire internally to much it leads to limited thinking and an inbreed system of leadership

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How about some communication among the staff. I understand that everything has to be secret and we don't want anyone to know what is going on, right?? That is what it feels like and if you say anything to anyone, get ready for possible write up.

Enough staff to be able to go on vacation and not return with a huge workload.

Get it out of the academic program so not the middle person between what the university wants and how the principles feel like doing business.

Getting our boss to communicate better on issues that may affect us; helping us understand the big picture and also changes on the horizon. If the boss were a little more communicative, it would be ever so much better.

I would plan and budget better, look for likeminded individuals to form productive groups, make sure that staff were treated consistently and justly, skip the conflict avoidance and deal with the challenges head-on, especially when it involves credibility, integrity, and honesty.

In our department, technology is completely divorced from any decision process in the main functions of our department. It's often "hey, we just bought this" or "two new people are starting today on a new project" with no warning whatsoever. Nor do the [REDACTED] people have any pulse on the budget, so we can't make any useful long-term suggestions.

We have a small office and I've been here [REDACTED] years. We've developed our processes to a high degree of efficiency, and whenever changes needed to be made we've made them. It functions well, and I don't have any real great ideas for changes.

that we are required to take emotional intelligence tests and those that score below a cutoff value get some required attention.

Add an additional person to help spread the workload. To have everyone trained with the same information.

Flexibility to work 4 days, 10 hrs. each. With two or more staff and student workers, office hours would be covered M-F8-5, as staff could choose to work M-R or T-F for example. As long as work is getting done and deadlines are met.

No suggestions here

Better communication within the department, I feel that the administrative side of the department is not valued the same way as the academic side

Processes would be stream-lined so that information necessary to do my job would be given to me on a timely basis, not months late.

More independence from [REDACTED] for routine HR transactions

I think our office has been impacted negatively by too many re-organization efforts in the various departments we are in or relate to. SO many of my colleagues have to spend time, effort and worry about and ever-changing organizational maze instead of being able to focus on the job at hand. I have worked at KU many years and have seen leaders come and go, but I have never been this discouraged about our organization. The work that many of do day in and day out has not changed, but countless hours are spent on the "improvements" as we attempt to change for excellence. I am nonresistant to change, I like change for good reasons. But it seems to me that most of our recent changes have occurred just to show that new management are doing something. It is quite difficult to create effective changes when our institution is under the severe budget constraints we have experienced in recent years. I guess these organizational changes are keeping middle management busy when there is little budget for new programs or initiatives. It is hard to witness millions of dollars poured into Huron consulting while KU employees go without raises.

IT-- it would be very helpful to be able to remotely log into the lab computers to see data and check ongoing processes while out of the office.

My office needs better computers and the clinical staff need to be required to attend workshops to help them with their computer skills. Also, the communication needs to improve greatly.

I would like to have an office instead of a cubicle.

none

Question: If you had the freedom to change anything about the way your office functions, what would that be?

I'd make sure my office could send out surveys which were ambiguous and nonsensical enough to guarantee that we'd be able to interpret the answers any way we'd like!~) Seriously, being given a modicum of freedom and agency in fulfilling stated goals would be nice. I feel that upper management creates too much apprehension (fear) in lower levels of management. Trust flows neither way. Anxiety trickles down. I feel as if my manager is a bright, intuitive individual who is thwarted by processes and suspicions when asking for reasonable "tools", a sharing of the desired outcomes of stated "visions". Also, administrative acceptance of opinions on how to less painfully implement changes in the face of inadequate physical and managerial structure, would be nice!~)

My office functions fairly well - I don't think any major changes are needed.

Depend less on student workers; meaning pay professional staff more to attract more dependable personnel for a long-term basis - even positions at our front desk are not paid enough to handle the level of work expected.

Communication within the department. There are [redacted] or so different "units" that make up the department. Communication seems to be non-existent to poor in the units, between the units and even among the administration. There is not a clear understanding of the mission of our department as a whole, nor the mission of the units within the department. In addition, there is no real commitment on the part of administration to "broaden the horizons" of the department. This lack of communication and commitment has left many of the department's personnel with a negative attitude about their own pride in being part of the department. "Why bother!" seems to be the norm. We've become set in our ways and resistant to taking a good, hard look at the duties and responsibilities of our personnel to see if there is redundancy, inefficiencies and ineffectiveness in our current model.

My supervisor would have knowledge relating to the work that I do. My supervisor would not use condescension as management technique. Communication needs to improve across the board.

I like the way the office functions.

N/A

eliminate intermediate level of management who only collect data but don't perform actual tasks - this is redundant and a superficial layer of miscommunication, out - of- touch, archaic and inefficient 1950's administration

I would not have 'all staff' meetings, big waste of time. Smaller group staff meetings are okay. I would have formal training for new (& sometimes old) employees, in all areas. I would give clear guidelines of job duties and expectations including the top supervisors. I would have the award coordinators do reports for their assigned PI's, so they get to know the grant more. I would stop taking on KUCR job responsibilities. Evolving a position is good, but not when old stuff gets left behind. I would try to be the most proactive we can be, instead of reacting to everything.

Are a few things that need to be streamlined. Sometimes finding out who I need to contact to resolve an issue is hardtop do. Then getting things done in a timely manner is another issue.

The morale in my area has really taken a nose dive the last few months. Remainder of the department in knowledge and in actual work completed. You have a few people that are carrying the It became obvious that with the implementation of the new systems that there are some that just don't have initiative and no desire to make an effort to learn. There are some that aren't even coming close to comparing to what an average person should be expected to accomplish in one day. Yet nothing is done about it. As one of the employees that is carrying the others, it really brings down my morale to see others doing nothing while I am doing more than my share. This has been brought to management attention multiple times and nothing has been done. I don't know that there is anything a service center could do to change this situation.

better implementation of standard operational policies

I work for an exceptional **boss**, [redacted]. She is driven, focused, fair and she creates a relaxed happy environment.

There is a lack of communication between leadership and the staff. An ad hoc committee was created in order to bring things to the attention of leadership. Even though staff have communicated their concerns in the past - Other committees have recently been created in an effort to make sure the ad hoc committees ideas are implemented.

Much more civility and professionalism from the supervisor.

We're functioning very well as we are, thank you. I'm hoping all of the forthcoming changes don't make things worse for us.

The lack of interoffice communication from managers to front line employees is very frustrating.

A new director who has managerial skills and the ability to envision and plan for the future and who can create a

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positive environment.

Every employee would be in the same office suite.

If I could change anything, I would reinstate the three positions we have lost in the past three years due to budget cuts, so we are not two people trying to do the work of five.

Staff would behave more professionally. There would be more communication across the different areas.

If people aren't doing their job, their job is altered and given to someone else. This makes workloads uneven and doesn't hold people accountable.

1) Would like leadership (from all university levels) promote our vision, and steps we intend to take to get there. We have heard far too often, "We don't have any answers, you just need to make it happen." 2) Develop some way to limit phone duty (Rotate staff in queue, hire add '1 students, allow flex scheduling, etc.) 3) Install software upgrades and bundles only once or twice a year. It's ridiculous to devote all the testing and developer time that goes into four bundles per year, usually at the absolute peak times.

I would like to see high-performing units have some flexibility with respect to pay-for-performance rather than an agency one-size-fits-all (while it doesn't fit anyone particularly well) approach.

Employees would be held more accountable for their work and would be asked to increase efficiency and performance when it is less than satisfactory. My supervisor would appreciate my work performance and realize what a great job I am doing in my position.

Not specific to my office, rather a comment about university processes: There are some processes that take too long to make their way through the system, such as hiring people for long-term and short-term projects, getting approval for contracts and getting approval for proposals being submitted as well as getting subcontractors billed and processed need to have more "local" departmental control on some things in order to be "nimble" and responsive to the needs of our community WHEN we are expected to be conducting "engaged scholarship." Remember, this is one of our STRATEGICINITIATIVE focus areas, and in order to truly embrace this we must seriously CHANGE THE LARGER SYSTEM of KU. Time-lines for approval are unacceptable in most arenas on the campus IF we are going to truly be engaged in the community and produce rapid response research to inform practices and policies that matter!

How proposals seem to disappear up the chain with little feedback on status or review of changes and come out very different than when they went in some times changed in ways that do not meet the original purpose.

Have sufficient staff we need to provide the required and expected level of service to campus.

Our department consists of ■ full time staff and four student hourlies. We are physically separated due to space issues. I think we would work much better and more cohesively if we were all in the same area.

I think all offices such as Admissions, Registrar, Financial aid, as well as advising units should all have each other's contact information as well as know each to for better process functioning. This is not the case at KU.

Shared responsibilities among the staff rather than each person responsible for separate areas. Knowing there is someone else who could step in and cover my duties in case of an emergency. Having a sense of "backup"

More automated systems so that it is possible to work more independently without having to hunt for information.

Training is lacking in my area. The area I work in has seen substantial turnover in the last year. I feel that I am trained when something has gone wrong and then those with the knowledge share what they know. A written training guide of some sort would be extremely beneficial. Lead to frustration and greater issues as well. I understand that training is time consuming but not training an employee can

I have been here for 2 and a half years and I have moved offices twice, each time farther away from the people I am supposed to serve. The office I had when I first started was shared by 2 FTEs and 3 work study students ■■■■■ I was moved into an office that was too small, lacked climate control (including windows), had an inadequate network connection for the IT work I do, and the single elevator to move technical equipment was often broken and then flat out of service for 2 months, which didn't fix all the issues. My newest office is a better space but much farther from the departments I work with, which costs me time walking back and forth more often.

Less pressure-filled environment. Lighter workload (closer to 40 hours than 50-60).

More time for professional development. More cross-training within my office. More freedom within KU for my unit to make its own decisions.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

Have a standardized vernacular and tools for departmental budgeting and fiscal forecasting.

I would have clearer cut directives. When does my job end and another's begin? KU over burdens those that are driven and competent and those that are not tend to drag on the system and never leave. I believe that SSC will be a serious step in the right direction and will increase the productivity of those that are being utilized in ways that are less in line with their true institutional function.

I'm pretty new to working at KU as a professional staff. It's awesome so far.

Give the folks in the departments more freedom to "do their job" ... the walls, the red tape and the layers we have to work around every day really take its toll on attitudes. Often is it difficult to understand the overall goals and the "big picture" here in the trenches. Our office has great people and everyone works well together. I think I am going to really miss that when we go the "factory line" approach of the service centers. I have seen how petty some offices can be here on campus and that is one great thing about our office...good people trying to do a good job! Now about 1/2 of us are assuming we will not have a job or are currently already looking for jobs. That aspect is not a great morale booster either.

I would like the freedom of hiring more people as needed. I would like to get help to develop management skills.

As a unit director, I'm working on that now - developing a reorganization plan which will bring my work load and that of others in our unit to a more reasonable level. The work load has been very challenging, but we are recovering from a long period of less leaderly leadership.

Less time spent by employees on the internet during work time. This creates a lot of animosity among others in the department who feel like they are on task and more productive than other fellow employees.

N/A

I think it would be beneficial to set up a tiered system in our office, similar to the way there are level of administrators and IT specialists (i.e. level I, level II). This would provide incentive to stay in the same position because you would have another level to work towards. The only current way to advance is to move outside of the department to another Office, thereby contributing to staff turnover and excess time spent training new employees.

In a perfect world, I would have a 9-month position so I would be able to take vacation time at the same time. I'm happy to be well employed in Lawrence, at KU.

I seems that those who do not pull their weight are allowed to block the progress of the rest. I'd like to see better routes through human resources to assist with correcting employee behavior and assisting supervisors with ways to encourage change.

Assistant supervisors need an area(offices) to be able to network and do paperwork without interruptions. This a growing problem for us because we have to wait until we get home in the evenings to check e-mails, meetings (that we may have missed due to no computer access) and communications. We have been using our own personal computers and cellphones at no charge to the university, this is a burden to people who do not have unlimited minutes on their cell phones like myself. I usually have at least an hours' worth of work after I get home in the evenings. I have asked numerous times that these problems be addressed to upper management and with no assistants. I'm basically told their afraid to ask their peers right now....Really??? They are expecting us to do the job without any access, doesn't make any sense to me. Are we being set up for failure??

I have nothing that I'd change at this time.

I would give more clear and precise direction and give staff the freedom to make the final decision when it pertains to their job duties. Right now we are micromanaged and it is very difficult to finalized projects when your supervisor is not available and is the only one with the authority to do so. Management does not delegate authority.

Some way to hold employees accountable so those who do not do the work would be fired. And those who do average work would receive the average wage. And those who do more and are good employee can achieve more. We have too many people that shows up for a paycheck and are not good workers they cause a lot of trouble for others. It is like once you make probation you are golden for life.

I have 2 supervisors who are introverts and a department head who is an introvert who have been in their positions for years, with no training (or it's been a long time ago) on supervisory skills. I would embrace supervisors & department heads to be mandated to attend training on decision making and communication skills.

Fewer consultants dictating change to a system that is efficiently working.

Smoother transactions between Lawrence and Med Center

Question: If you had the freedom to change anything about the way your office functions, what would that be?

To have people understand the work I do, and that I contribute to the running and functions of the office.

More funding for professional development, particularly to pay the cost of membership in professional associations and attendance at conferences. Currently, much of those costs are passed on to the student organizations that I advise.

holding everyone accountable for the work that they do. There are certain individuals in our office who do not perform their job to 100%.higher standards. However, they are left to continue doing their job in this fashion while others in the office are held to

People would not be allowed to stay in the same job for 10-20 years without trying to improve their position for the department and KU. We should set up required professional development that encourages employees to try other positions across the university. We allow people to stay in one job for years on end, afraid to make any changes until that person retires or moves on from the university.

Developing a better website would help us reach more KU people and allow us to provide training in our policies and procedures. Our current website developer seems to be overtaxed with other [REDACTED]. We have people in our department willing to work on the website, but we don't have the freedom to do so.

Our office functions very well from my perspective. We are a research unit and don't necessarily fit into a service center model. As a staff researcher, my job is not routine. I like having direct access to staff that may perform what is considered routine, such as travel and budget.

The ability to enforce University policy as it relates to my department would make my job much simpler. As it stands, other departments which do work under my departments purview are only held accountable for not following stated policies if we go through extremely round about channels, especially in relation to academic units. This makes it so that repeat problem groups never see repercussions of their actions.

My office currently functions quite efficiently and doesn't need any changes.

Additional staff to perform the specialized work required by the [REDACTED] groups. Need [REDACTED] and Document [REDACTED] need more staff for [REDACTED]. Need to consider more staff for the [REDACTED] as well as a [REDACTED] facility management application. ([REDACTED])

Fewer "regularly scheduled" meetings without true agendas/goals - unproductive and unfocused. Higher level of understanding and involvement by direct supervisors in their staff's daily work and roles. Prompt and fair attention to employee conduct and performance issues.

There is too much focus on the benefits of "teams" and not enough of actually accomplishing anything with teams.

My supervisor has limited my job duties to the point that I don't really do anything here anymore. I ask for new tasks, but I usually get yelled at for even asking. If I try to volunteer for committees or to help other departments, I get yelled at. If I find a problem that needs to be fixed, I get yelled at. If I try to work I get yelled at, if I sit at my desk and do nothing I get yelled at. She micro-manages more than anyone I have ever seen. She even tries to tell us [REDACTED] should be. [REDACTED].

She even tells me [REDACTED]. She does this to all [REDACTED] of her employees. It is not just me.

More communication between employees regarding projects and budget expectations and needs.

We need more staff to accomplish the day-to-day tasks we are asked to perform. This would allow all of us to have more equitable workloads across our department. I would also have us narrow in on what our true focus is. Often we do tasks that should fall on the shoulders of others, managing facility issues should be a Facility Services role, providing support to a student with mental health issues should be a Counseling and Psychological Services role, yet these things take time away from the day-to-day work we do.

If upper management understood and respected what we do. Also, if we were able to get rid of people who do not work out well and who bring the morale of other staff and clients down, without having to jump through a million hoops, would be fabulous.

We have an administrator who is mean and heavy handed. She has done some damage over the last few years. She seems unconcerned with morale and happiness.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

I need better equipment. We are using laptops that look like they came from 1997, no joke. I do many PowerPoint presentations at various locations across the state and have requested an android tablet to run my power points from because it would be much easier to use and carry around than these current ginormous laptops and outdated projectors. My request was denied; I was told that IT refuses to support any tablets at this time. I think that's a very outmoded viewpoint and ignores the fact that tablets are absolutely the wave of the future and can perform a great many functions that would make them a real boon to productivity. Also, my department has refused to give me a cell phone even though I travel a great deal. I have my own personal smart phone which is used approximately 50% of the time to take work calls and read and respond to work email, in addition I've installed an application that allows me to access and edit my word documents, spread sheets, power points and excel files from my phone. (It is a windows phone.) I don't expect my department to pay for my personal phone, of course, though some compensation ought to be considered since the department hasn't provided up to date equipment to support my productivity when my work takes me out of the office. Other than that, I love my job.

Our office is in some flux right now, so it would be difficult to say. Administratively, we will not be the same 2 months from now, let alone in the near future. So we'll have to see who we end up becoming.

Different supervisor.

More respect for staff from faculty.

Improved, more timely administrative support and/or training to access needed financial and personnel-related information

Increase accountability and have more defined procedures

I would like my office to have clear goals and organized plans to reach these goals. My supervisors seem to think that being vague with stakeholders and partners is a good policy. Since I am the middleman, it makes my job very uncomfortable. I like things to be organized and transparent. Regular, planned meetings would be helpful. Meetings are often postponed or off the cuff, frequently starting when supervisors get to the office at 11:15 and last through the normal lunch time. I'm okay with meeting during this time as long as I have some notice and can eat an early lunch. Also some meetings go long past their planned time. We had a 4 1/2 hour meeting with some partners that was supposed to last 2 hours. The partners had to leave to attend another meeting but my supervisors just continued talking despite partners' request to wrap things up. This doesn't seem respectful to me.

I walked into this position a little over one year ago. I was told it was very well organized and current. It turns out that was absolutely untrue and I walked into a huge mess with lots of problems and errors. I've been struggling for the last year to get everything corrected and organized. My predecessor did not file most of his documents, but left them in piles, so I've had to create a filing system from scratch. It's been very slow going especially because the work load has been very heavy, so I haven't had time to actually complete the organizational set up. I'm slowly getting there, but it's a small unit and there isn't anyone else I can have assist me with the bulk of my duties, so it's a one person job.

I would bring tasks/projects to the entire staff and, if needed, assign jobs to staff members to level out the distribution of responsibility. Currently, a few staff persons are looked at as "more important" or "special" because they soak up additional projects. This can cause resentment and hostility among others in the group. I would also be more transparent when it comes to administrative decisions and views. It can feel as though there is a great divide between administrative staff and non-administrative staff. As a non-administrative staff person, I do not always feel informed professionally, and often feel pushed to the periphery socially.

supervisor accountability is absent-our supervisor is out of touch and is hateful, spiteful, and has far more power than she should so she screams at employees and manipulates HR to punish and retaliate against employees and there is no recourse for employees to level the playing field. VERY DISHEARTENING! and there is nobody to rein in her negativity so it runs rampant with no consequences. she threatens and fosters a negative work environment with impunity

We need more efficient processes and general office procedural help, and we're currently undergoing an audit to help us with that. (The audit was something we asked for - it wasn't something that was decreed that we must do. I think that speaks volumes as to who our staff members consist of - people that are always seeking to improve.)

Question: If you had the freedom to change anything about the way your office functions, what would that be?

I wish that we had more of a ROWE (results oriented work environments) at KU. I understand that in [redacted] roles it's essential to be present for students, but at times and in certain contexts, I could be so much more productive and efficient if working remotely and without interruptions. But I always feel as if I'm cheating somehow when I do this. I commute from KC, and am able to work remotely at times, In reality, this type of flexibility (when appropriate) is both productive to my work output and helps me value my job on a personal level. I'm able to navigate this at times, informally, but to have a more formal protocol for this could benefit the university.

Equality among staff. Some staff work harder and have less freedom than others, depending on the supervisor (days off, work schedules, work load).

I am very happy with my position and the work that I do. I feel great satisfaction at the end of the day that I made a difference in someone's life. The only thing I wish we had was more technical assistance with computers. at an "off campus" location it is difficult to get the technology help compared to those who are "on campus." Since we are

We have restructured our office and it's functions recently and I think we've pretty much worked out/are working out all of the kinks in that. On a higher level though, the only thing I would suggest is that the pay scales be raised for Classified/Support Staff. It seems like we are paid so much lower than the rest of the world and also when compared to pay scales in the Greater Kansas City area. When pay increases do happen it seems like Unclassified/Professional Staff and definitely Faculty always, consistently get larger and better pay increases. They already make much more than us, and it just seems that the gap between the two grows ever wider each and every year. It is quite disheartening for us lowly support workers.

More honesty

Hire additional USS worker to relieve work overload. Have the ability and option to close my door for highly concentrated work.

I do enjoy my job, as do I think it is important to the KU student body that the department I work in exists. However, I do not feel all together comfortable at my job. When a 'workaholic' ethic is one that is praised and anything less isn't, it can be difficult to feel like you are appreciated or that you could be easily replaced by someone who is willing to sacrifice more of their home life. Since I have a very busy life outside of my very busy work days I feel as though I am constantly faced with uncomfortable decisions about priorities, etc. That being said, it is just the personalities and culture of the department I happen to work in. I don't know if that is something that could be changed.

I would better distribute the workload among the employees. A few are very, very busy, while the rest don't have enough to challenge them.

Policy changes, rules and regulation changes, needs to be better communicated

Every time the University reorganizes it costs many hours to adjust to the new organization. Moving offices costs money for moving and furniture that could be used other places.

If the management were a little more inclusive of all staff with making decisions that affect everyone.

Office to mean means overall school not just my service area within a school. More positive interaction, inclusiveness, improve administration leadership skills and communication, fairness and better understanding that everyone plays an important role in the success of the school. Central administration should expect unit / school administration to be supportive and not ignore changes or the time needed to be involved and implement appropriate changes.

Some procedures are antiquated and need a thorough review, but incumbent employee(s) are set in their ways. 2) My primary project is always down the order of priorities. I'd like to find some way to get my data files earlier in the fall.

n/a

Return to a full service research business office that includes all research business office functions i.e., purchasing, accounts payable and audit of transactions.

Clearer direction, expectations, and better division of labor.

I feel things work well. There are appropriate checks and balances without impeding the work that has to get done.

Keep it the way it is. Without trying to centralize everything.

I would trust staff to work non-traditional work schedules and allow distance work from outside office or home.

My director would clearly identify our mission and plainly state her expectations instead of expecting us to read her mind. At this point our purpose as an academic support unit is muddy, leaving us to guess at what we should be

Question: If you had the freedom to change anything about the way your office functions, what would that be?

doing today and what will happen tomorrow.

Additional student hours or graduate student hours to assist with tasks during our peak times: July, August, September, December, January and February. This would particularly help with phone calls and getting all of the sponsorships taken care of in a timely fashion. Imaging and filing are necessary evils, but in our office must be kept up with at all times.

I can't think of anything.

I think we need to have more cross training, so that each of us has an idea of what the other does and can answer general questions about the processes that we handle.

I would rather perform specialized, challenging duties, rather than being a jack-of-all trades. Also, my work load is excessive, compared to my co-workers. I hope the SCC provides a fairer and more reasonable method for splitting duties amongst staff.

That quality of the work we do is valued. These days it's OK to make mistakes, after all, "what we do is not brain surgery" -- this is the prevailing attitude of leadership these days. To them, it's more important to do a lot of work fast even if it's not correct or well done. In the end, it costs more staff time to go back, try to figure out what's correct and make the changes. And, as we all know, time is money.

Adequate staffing to handle work load.

Closer monitoring of some staff, no internet game playing, etc. on work time.

Increase staffing levels to those promised repeatedly by office administration for six years (from the time of my employment with [REDACTED]). Address compression and bring starting wage up to industry standards, or equal to those of other [REDACTED] departments within the office. Increase positive communication and the sharing of information between the departments within the [REDACTED]. Receive clearer and more open communication from Administration.

same work same pay

More teamwork, more direction from supervisor

increased emphasis on up-to-date training

We need more support.

Higher pay and higher expectations---no hourly paid workers doing a professional job!

Have the time to do some job-shadowing

I would like to see additional campus training on resources like DEMIS and Microsoft Office programs. DEMIS has always been somewhat complicated and I don't ever recall there being any formal training about what it can do for me. IT has not been offering as many trainings on Microsoft Office programs such as Outlook and Excel, which would be very helpful since it's something we use on a daily basis and may be able to identify ways to make our offices run smoothly by knowing more about these resources.

Vacation policies in our office. I would like to be able to ask for and be granted vacation as far in advance as my planning required. I don't like explaining why I want time off that I earned. I want my supervisor to have trust in me that I would only be asking off at the time I have if it was important to me.

There are lots of people changing places (locations) in the office. We have run out of space, and it's a little nerve-racking to not know if you're going to be asked to move next. I would really like to have my own office, but it's not possible due to space limitations.

Not having to do [REDACTED], when they choose to [REDACTED].

Training should be on-going.

I'm relatively new to my position in [REDACTED]. From what I have observed, the office functions very proficiently. Staff members are treated with respect and there is open communication.

Be able to do your job without fear of retribution if you make an error.

One KU integrated (state/research/KUEA) budgeting and income/expenditure system for financials that would have customizable reports and more flexibility to enter/track data that is important to/created by the unit/department.

Have budget staff report back to me directly and continue to be in the same building [REDACTED].

Question: If you had the freedom to change anything about the way your office functions, what would that be?

Better cross-training & backup among staff - more streamlining of like information & processes between HR & Financials

Nothing, really. It's a very nice place to work.

put co-workers who are compatible in the same room, not the other way around

Nothing

If I had the freedom to change anything about the way my office functions, I would put programs in place to increase and emphasize collaborative thinking and problem solving both between similar and differing units.

I would like available to my unit Permanent, Full time PHP programming personnel –not to have to rely on a Student for this important work on our program online system. As well, I would like resources to assist in truly functional and real-time change in unit data management. I would like a university supported database for our data. Since a fulltime web programming person departed, my unit has had to rely on a student to fix, change or recover our MAIN functional website for our student program. IF the student drops out, or changes his major, we have no support. The aspects of my job that matter most to me are assisting in execution of the programmatic elements, and my interactions with the students and student employees. The aspect of my job that I value is variety, creativity, and the leeway to create efficient ways of doing tasks. The aspect of my job that I value the least is processing payroll, data entry and budgetary concerns. It would drastically reduce my job satisfaction to relocate to a unit in which I handle data-only, payroll/budgetary concerns-only.

This is a wonderful department--I'm fairly new here but am very impressed with how hard everyone works and how seriously they take their work. A very professional and happy bunch! The only things I would change, therefore, are superficial things like having more work space (we are in a temporary spot, scheduled to move soon, so I'm not sure what our new surroundings will be like).

Better support from upper administration. We are expected to uphold policies, but then if upper management becomes involved, they often waive the policies we have diligently been attempting to uphold.

It might have value to evaluate the [REDACTED] organizational model, supported, trained, and encouraged by my direct supervisor program area, the other 55% falls under an indirect supervisor. I find about 45% of my time is truly allocated to me. For example, I have program areas where I feel the conflict often comes in scheduling my time. The indirect supervisor has control over scheduling both my time and the time of other staff that support my program areas. This indirect supervisor will often prioritize her needs over the needs of my program areas in both scheduling and staffing. At times this can be very frustrating and confusing about who reports to whom and when.

I would like to see my position considered as important by other staff members. There are times when I have noticed that professional staff member have not provided me with information on changes being implemented particularly in techsupport or hardware/software matters. My supervisor is not in frequent communication and sometimes makes me think that he doesn't want to be bothered with my questions and needs. I might be a part-time worker, but I usually am obliged to function alone on [REDACTED].

Nothing at the university level, though, we do have a position to fill.

all is going well

Employee accountability. i.e. - absenteeism, major errors (consistent over draws from the federal gov't totaling more than [REDACTED]), abuse of being exempt, all this and no repercussions.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

I would change my supervisor. She is a person that holds herself in great regard but doesn't really care about anyone else. She won't train employees to help with what she does. Instead she goes around complaining about all the work she has. I feel like the Associate Director over her should have put a stop to this behavior a long time ago. But he chooses to just let her do what she wants. The problem also with her in a position has a supervisor is that we are held in a different regard than any other employee in our Office. The other supervisors treat their employees so much better. But when this has been address to the Associate Director he again chooses to just let her do what she wants. She won't cross train her employees because she believes that she never makes mistakes and we will. Well people do make mistakes including her but with doing the job more and more you get better at it with less mistakes. She is an employee that just thinks only of herself and how everything benefits her. She is a person that constantly needs and wants a pat on the back. But she never gives her employees any praise for anything. She never took the supervisor training that she was supposed to. She really needed to get some guidance from someone. We have a great supervisor across the hall and she sets a good example every day you would think that our supervisor would learn from her. But it doesn't happen because she is allowed to come in every day with whatever attitude or mood that she decides to be in. It makes it very hard to want to come to work because you never know what her mood or attitude is going to be that day. My co-worker and I both will have stomach aches just from dealing with not knowing what mood or attitude we are going to get that day. I believe being a supervisor doesn't mean that everything is supposed to be for your own personal benefit. But it works that way for her.
no changes, I am very happy with my job

Our office functions very well. There is no need to change anything.

none

Better communication from Directors of the depts. I support. Lack of knowledge regarding issues that have a direct impact on my work and I am often required to drop other tasks at hand to take care of something they want done "now" when the situation issue could have been handled differently.

Make staff accountable for their responsibilities

I wish that I had backup when I am out of the office so that I don't come back from vacation completely snowed under and unable to catch up.

I would like more reliable and timely transfer of information between offices. For example payroll forms, nonresident documents, mail pickup and delivery is reduced during the summer and important documents can't always wait 2 days. I understand that this might be addressed with the ImageNow system and web access.

I would demote my "supervisor" █ years ago when she came to work here, she was to learn my job - still hasn't done it. Also she takes too many personal phone calls.

Employee suggestion program

every employee should be treated fairly and justly no matter how long their employment at **KU** has been.

I do tire of being squeezed during the year to not spend budgeted dollars and then we "celebrate" the big savings at the end of the year. I believe in being judicious in our spending but the constant pressure and dire warnings causing us to not spend what we forecasted is a bit much. Then the savings go into an account we can't touch the next year. I'm not an accountant but this just doesn't seem right.

to make sure that everyone is actually doing the their job duties in their job description and put in the time that they actually say they are putting in

Some employees need to be held a little more accountable for the work they do or don't perform.

Better communication

There is a lot of back stabbing and people talking about each other behind each other's backs. It's hard to communicate with some of the people that work in my area because they have a rotten stuck up attitude which leads to a divided █, and very little training. This type of behavior is a rampant disease with some individuals and makes it very hard to communicate with them. This is the way things have been here since I have been working at KU. I would also very much like the opportunity to evaluate my boss once a year, like he evaluates me. It is also hard to do this survey because I am afraid of losing my job if this gets back to my supervisor. I don't trust anyone! I have so much more to say but I won't because I need my job. Other co-workers feel the same way.

I believe for the most part that our office functions well. Communication could always be improved, not just in our office but throughout the University.

Better communication; more teamwork approach and less hierarchy.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

workloads distributed evenly and cross training so all areas have back up.

Training

I would have more staff. Currently my workload is that of three different people, in three different areas, doing three very different things. Truly, if I'm doing the work of three different people, my salary should probably closely reflect that. It does not, and while I'm very good at what I do, my job leaves me feeling burned out from time to time.

I am happy with the way our office functions. I think if I could ask for any kind of change, it would probably come in the training of people who handle financials on campus. I have been through payroll training and they do a very good job preparing new people to process payroll. I feel like the financial training could be possibly longer or more hands-on to have people practice in front of a computer how to do certain tasks. It seems like financials change very much (what office supply store you can purchase from, or how to order pens or notebooks and other supplies and equipment). The financial people have to constantly be able to handle change.

due to space constraints, we are spread out all over several locations, which impedes efficient communication

We have a very small department and it would be nice to have a bit more of a support staff. I can talk openly with my coworkers and they are incredibly helpful, but all of our time is stretched so thin, that I worry about taking up too much of anyone's time to help me understand elements of my job. I am fairly new here.

Create honest, open communications that foster trust and transparency.

I would like everyone to understand where their responsibilities end, in addition to where they begin. No one should be using their years of experience as a way to try to make others feel less valuable.

Have a supervisor that performs on reason, not emotion and personal vendettas. One that can control "other" employees.

manage expectations from our customers. Right now we are expected to support everything, and limiting our scope would help with the workload.

Have a little more communication

My supervisor is overbearing and often unhelpful, despite her attempts, as well as not understanding a lot of what is going on around her.

I would like management to share more about what is happening in other divisions of the unit, as well as big picture stuff they keep to themselves. My position is entirely funded through soft money and I get routinely written into projects I've had no involvement in. I would like to see more transparency so that when I get dropped in on a project I'm not racing to catch up and understand the problems I need to solve. I also wish the unit would be more proactive--again, we are soft-money driven, and are now at a point where many people are in danger of losing their jobs--if they haven't already--because new funds and projects haven't been coming in. I've been suggesting to management that we take close look at our proposal writing processes and try to learn from successful institutions or other units, but from what I see we continue to follow the same, disorganized procedures.

My office functions well with the KU concept. I have no complaints with my office, KU is as a whole is a different story.

I would increase the amount of communication between areas within our office and with the departments for the degree programs affiliated with the School. I believe this would help all of us to deliver a better product, result in cost savings and increase revenue. Additionally, employee retention and satisfaction rates are generally higher in organizations with good internal communication practices.

Communication channels could be improved so that all employees within the same department are aware of what is going on no matter what area they work in.

My office is still trying to settle in after [REDACTED]. It would be nice not have another shake up.

There are some training, activities, functions that I believe we could benefit from but there really isn't the time to do so because we have such a high sense of getting the work done but getting it done well. The work is more important than some of the other options.

More cross training and greater involvement in the university process.

transparency in promotion, equal opportunity in professional development and training. Staff evaluation should be more of "quality of work" rather than "who is more popular in personality".

I would change the way my supervisor interacts with me and my colleagues. I would like to see my supervisor treat all people with respect and courtesy, to be professional at all times.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

Replace staffing we lost due to budget cuts.

Be more independent of central offices OR have the opportunity to have input to new systems (electronic) that have been implemented and how they are being implemented and have our concerns be taken seriously.

A bit more balanced workload. I have a lot of responsibilities.

KU to purchase a research administrative tool which rids ourselves of silos to make everyone at KU more productive.

Better procedural training from KU central admin. Better communication from KU central admin. Communication that isn't contradictory from KU central admin.

I really enjoy working here, I don't think I would change anything

I am new to my job/department so I have not identified anything that I would want to change at this time.

I'd love to actually have a usable office

Nothing

I would like for all employees to be given the opportunity to participate in the review/evaluation of the upper management in our department.

Work location. It would be great if all of us in this department get to be at the same office.

Less interruptions during the day.

Less micromangement and less unplanned or last minute project requests. More time given to do projects well.

n/a - I am also quite new in my position!

Nothing

The work load is unreasonable. We receive heavy criticism for not responding immediately, which is demoralizing to staff who are already working 50 hours per week for less than market wages. If we could increase the work force or reduce the work, I think everyone would function much happier and with much less stress.

Better pay for some of our lower paid staff.

Upper management should have less control over the distribution of raises and promotions

Supervisors do not know or understand the tools and processes used in the everyday operation of my job functions. I have no one to back up or support the work I do, although I have been asking for several years for this to be established.

Opportunities. There is no opportunity at all to grow professional, to use the most modern tools, to use different tools, to earn job security, to advance professionally either in position or in salary. I take pride in my work and try very hard to keep up with my industry on my own, after hours, but it isn't enough.

Bring the technology to the 21st century

I would like to be able to do more CPE for my work.

I would like more staff in the department to assist in daily operations

Less micromangement and more input on how the department functions in relation to how personnel are treated, pay increases, day to day operations. Employees are treated as if they are nothing and department administration 'just doesn't care' about them.

N/A

I would reorganize a few people so that they were no longer working in areas they have trouble navigating.

I would like to see some follow through with faculty and a better understanding from them that the office staff doesn't make up deadline for no reason. It is difficult for the office staff to perform their duties when we are reliant on faculty members who don't care about what we do. I can't meet deadlines set for me by higher up if the information I need from faculty isn't provided for me. There is also an issue of faculty thinking they are untouchable and can do as they please. There needs to be some discipline for them not doing what they are supposed to do. I know this varies from department to department but there are no repercussions for faculty in the department I work in; however, faculty in the department I am getting my degree in appear to be more in tune to the needs of the students and are more conscious of how they present themselves as a representative of the university as a whole.

We are a decentralized department and I would like real time video capability to communicate with other areas.

Less red tape.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

More training for KUCR pre and post award areas, especially on application of policy. Often, their understanding of policy is incorrect and that misinformation is disseminated out to through KU faculty who don't know the reality of the policy. Foster communication and understanding within the ranks of KUCR rather than blind fear that they will get in trouble or trigger an audit. Rearrange KUCR and its culture to become a service-oriented center that is devoted to making grant development run smoothly, rather than serving as a barrier to grant development.

I would change nothing. I have autonomy. I have responsibilities. I have great relationships with my "internal customers".

Our department has major problems with accountability and mediocre leadership, bad behavior and as a result our department is not moving forward like it should be. Our department chair does not punish. There seems to be no oversight from above, and as a result, the underperforming members of the department and a complacent department chair are holding the rest of us back.

Update phone systems in area with caller ID.

Make exempt employees accountable for their work time. They make much more money than I do and they are hardly ever here and rarely take sick or vacation leave.

Ensure that all employees work a 40 hour week. We have several employees who very rarely work a full 40. If they **hit 35 hours it's a good week** and this doesn't set a very good example for those of us who have to stay and do their work. We just had someone leave the office to get their hair done. It's 8:30 A.M. She is second in. I would also like to see the work distributed evenly among the department and ensure that the Program director is aware when someone hands off their work to another employee.

Better staff communication. Sometimes the people who need to know the information to present it to the public are the last ones to know about it. Also, non-management staff are rarely asked for input regarding changes that will impact their jobs.

Nothing - I think our office functions pretty good.

More integration with other units. More focus on outreach and education. More skill development for staff (presentations, effective communications, regulations, creating informational materials)

less middle management, more people at the bottom actually doing the work.

Standard set of procedures

I am new at doing a job the former person was at for 8 years. I haven't found many ways to improve, I have changed few small things that make the way I do the job easier. If there is a problem, management works with me and whoever else is involved to make things work smoother. I really like that cooperation.

Would like to have someone that has my back. Seems like some management forgets where they came from and just want to do what will help themselves advance instead of making the work environment better.

More student interaction at the front desk for training purposes.

More time and space for all levels of employee to truly focus on a task and time to creatively rejuvenate.

Get a new supervisor with a positive attitude and actually likes working with people and not have to deal with someone who has a negative personality and runs around telling people what to do all day and demanding attention.

I believe an open floor plan would promote collaboration. Many industries and research groups have embraced this environment. Remaining behind closed wooden doors within a cinder block bunker is detrimental to collaborative research.

I am very fortunate because I believe my department is VERY good! My boss (es) support me, encourage me, step in and help me in anything I do. I'm sure they remove road blocks before I even know they exist. I am very happy within my department.

Working in a position that is grant funded - if a compensation raise/increase is written into the grant and funds available for that purpose I should get that raise in compensation!

Better defined roles and responsibilities. Organized project management. Implementation of workflow procedures. Acknowledgement for going above and beyond the normal function of my position.

I wouldn't change a thing. I would like to see my boss at the office more often.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

I would love to have people in our administrative office know about and care about helping us do our job. I fear that service centers will drive us toward more disregard for helping us do our job because we may never get the same person helping us and therefore there is no personal respect or feeling of responsibility to do a timely and thorough job.

Access to track expenditures and credits /budget of the project I work on. We used to get reports, but we lost the person who did the reports. Ability to help others in my school more easily. I realize with grant funding, there are rules about who can/can't work on something, but I have slow times at my job and I wish I could volunteer to help out. I also wish that volunteering in that way would not put a target on my head that I am not busy enough so should lose my job.

I wish my supervisor could get some training on how to be a better supervisor. When he's in a bad mood, he takes it out on his employees. I'd also like to have a chance to move up. I'm dead ended here. There's no chance for advancement. It's pretty discouraging.

I feel fairly confident that the way my functions are maintained are appropriate and that this office is able to serve its customers in a friendly and efficient manner.

As a health advocate, I'd like to see our office participate in daily exercises, such as: walking outdoors, stretching in the office, walking around the building once an hour, etc. Sitting at an office desk all day is one of the main causes of obesity, heart disease, and diabetes. Not only would blocking out a few minutes for health help to prevent these life-threatening consequences of an office job, but it would also create a sense of community and friendship among our office.

We have a very small full-time staff (2), so the scope of my responsibilities is very broad. I'd like to be able to focus on program development, rather than so much time being taken up with clerical work.

I would like my director to be given more autonomy. I don't understand the necessity of the layers of leadership we currently have with so many AVPs, VPs, etc. He/she doesn't, which I/we don't understand. Also, why force certain work space specifications, such as cubicle size/style, The director position in my office used to have budget autonomy, and now when in some situations, what is currently being used works well? People don't often work well when crammed into a small space together. They have to be quieter in order for others around them to do their work, even though they may need to make phone calls and have meetings. It seems in some cases, it actually hampers the ability of staff to do a good job, as what used to be routine work practices for one become a disruption for others. Further, it continues to reduce morale, which is already low with the people I've heard from.

To retain qualified staff committed to serving students and KU.

To have an integrated financial and personnel/payroll forecasting internal departmental database for all funds but especially for grant funds. Payroll forecasting for state and especially for grant funds are not accurate in the current KUUBUD databases because no future dated funding is usually entered by departments with grant personnel.

more respect, less over the top demand without consideration of workload, demands from other offices, low pay, inability to get other resources state regs often stifle efficiency

To have more in common with each other. Honestly, It seems to be a bunch of self-absorbed cottage industries (faculty) under one roof. There are seldom even any mixers for the staff to mix and mingle with faculty. I am an Unclassified Professional Staff and feel isolated, with no advocacy going on by my faculty Supervisor and Dept. Head for my position and future of my position. My salary is way below the industry standard-so much so that it is humiliating to mention to people in my industry. I love my job and have had the highest evaluation possible for 20 years. Still here because I find personal satisfaction in doing it well. Seldom, if ever even receive feedback from my annual evaluation, even if I ask. Supervisor and Dept. head almost oblivious to low salary level. Staff in my category can't negotiate salary, like Faculty do. I Work second job to make enough to live on.

Your survey only asks about supervisor. I have issues with leadership but not my direct supervisor. Upper management tends to take initiative as the tail wagging the dog, If they listen at all.

More time to discuss major projects and develop timelines, responsibilities

Better communication. Better leadership with more vision for the overall goals of the program. More input by staff when major decisions are going to be made that affect their lives.

That administration would value each employee the same, regardless of their level of education. I feel like those in my building that do not have some sort of degree are spoken down to and their suggestions are disregarded.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

We have specialized administrative support within our department which works well. Advancement opportunities within our department have occurred, but they do not occur for every position and/or do not occur as frequent as staff would like them to.

salary and not too much push

Include long distance calling on campus landline phones especially those found in research labs.

I feel at 28, my position/career at the University has already peaked in the current role. I also worry that the Changing for Excellence and how it really fits in with what I do as there are only a few people at the University with my Job title/position.

Purchasing and accounting would settle on one way to process activities and be crystal clear about all aspects of the operations. Less money would be wasted on hiring outside consultants to come up with ways to save money that actually don't.

Go back to the OLD SERVICE CENTERS we used to have. Back when Payroll input the payroll information into the system instead of the supervisor keying it in then sending it over to Payroll. Back when we put in the basic information and Central Accounting created vouchers.

More efficient workspaces

My support staff answers to a less-than desirable supervisor. They would be better off with an adjustment in that reporting line, which could be done without letting anyone go, by a reassignment of sorts. I'd like to see these unfairly treated support staffers receive reasonable supervision.

Better Communication

Our office needs more resources, but has been held back by fear of losing those salary lines to [REDACTED]. This has happened repeatedly in the past, to the extent that more than 7 lines have been taken and were not restored when our office added new [REDACTED] in order to meet technology demands.

Admin structure

That [REDACTED] would have more budgetary autonomy.

I am happy with my immediate supervisor. It's the level above him that sometime implements things that don't make sense. For example, we had a guy with some mental issues cause some problems several years ago. At that time it was decided that there would be a public entrance to our complex that would be unlocked during office hours, but all other doors are kept locked. This is no longer necessary as this guy is no longer here. It also means that every time I step out of the building I have to make sure I have my keys with me so I don't get locked out. This need has run its course and doors should be unlocked during office hours.

I would like to have more IT support. Currently, we depend on one IT liaison that works in Lawrence. He comes to Edwards Campus once a month and we need to wait that long for problems that arise during the course of a month. The IT at Edwards is not allowed to help EMGT with any computer related matters, especially software issues. I would love to see this changed and be able to receive IT support all the time from our IT staff at Edwards campus.

Reside in the same office suite.

N/A

Have them remain the same and not be split into service centers.

n/a

I wish that I still had a full-time person at the front desk with me. When there were two of us before we reorganized with the [REDACTED] I had more opportunity to advance my professionalism by attending meetings, trainings, and even classes to work on a Master's degree. Now my ability to do those things entirely depends on student schedules or the kindness of my colleagues to cover the desk. I continue to miss out on opportunities.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

With the limited manpower that we have, a well-defined repeatable process where choices are well considered and deliberate would be a logical thing. However, this organization is not committed to achieving that. KU would rather fly by the seat of its pants than do the things necessary for long term success that would be very helpful as well as software tools that can be employed. There are industry standards for what we do. Additionally there are things that can allow me to do my work from anywhere on campus that have been refused. There is a strong determination to ignore best practices and ignore those things taught in our own classrooms and frankly it's damaged our relationship with our client community. What's interesting is that we are training our students in things that we refuse to do here - the way job descriptions are written, I don't think we would even hire our own graduates since they would have a really difficult time fitting into the way we do things. Little that we do fits with the rest of the world. By the same token, the experience that anyone, particularly recent graduates, would gain by working here would not serve them well when they went to another organization.

More time to work on targeted projects. Less frenetic pace.

I have no suggestions at this time.

additional staffing resources to minimize 50 hr. week work for multiple staff members hire FTE service-delivery staff so processing staff can focus on processing

I would like for our [REDACTED] to be made more accountable - he is extremely unreliable, in that he is often not here when people need assistance. We have no internal inventory tracking, so it makes my job difficult because I am not informed as to new purchases, which leads to people making requests for supplies that I then have to scramble to acquire. Items to be recycled or disposed of are left in the hallway - anyone could just walk right through and take whatever they want - and doors are often unlocked or even left wide open and I am constantly worried that high-dollar items will be stolen. Not only that, but he is rude, condescending, and has an attitude so that it comes across as though HE is doing US huge favors when all we want is a little help. I realize that this likely has little or nothing to do with this survey, but I have complained to the Associate Dean to no avail, and feel as though I have no recourse in the matter. He has been here through two Deans, and I was hoping that this most recent Dean would fire him or at least take him to task- perhaps make him take a customer service seminar or something - but he just keeps on keeping on. Established faculty & staff are afraid to approach him, which makes the new hires wary of him as well. What can I do?

The physical space - too noisy, crowded, chaotic

Power corrupts and I believe [REDACTED] pride has corrupted them. They have no idea what it feels like to work here for 27 years with exceptional evaluations, do your best and to be treated so unfairly. To see [REDACTED] people in my department approved for the retirement buyout and myself be excluded feels extremely unfair. Along with that I have a supervisor that said from the beginning she does not want to supervise or learn our jobs. Consequently, the workers are in a precarious position. The hierarchy does not care anything about us, but in public gives 'lip-service' to the workers. I am leaving the university disillusioned and am counting the minutes until I can retire.

get the unit moving towards electronic file storage for more things. we kill a lot of trees!

More job training, more role modeling from supervisor on tasks, clearly defined responsibilities and expectations. Each team member held to the same expectations and rules. Been in current position for 8 years and currently am supervising team member who has been here 5 years and has the title [REDACTED]. I do not have this title, but yet am supervising her. Roles and responsibilities clearly defined so that work can be done in a more transparent and efficient way. Supervisors should be encouraged to promote staff, especially when asking other team members to take some of the supervision responsibilities.

to keep my desk printer

1) The employees that work 4-10 hour days often call in on their "day off" and ask me to accomplish a task that they are not able to accomplish since they are not in the office.

would prefer for information to be shared

We have unrealistic expectations and deadlines most weeks. I sometimes have to work in the evenings and on weekends to meet deadlines because of my supervisor's lack of planning.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

More structured hours. We only have

. This makes people coming and going constantly and we never know who is in and who is out or how many people we are going to have at work at any given time.

This makes us short of help for answering the phones and waiting on customers during lunch breaks and when someone is sick or on vacation. I just feel "stretched" constantly.

In an ideal world I would prefer that research was led by ideas rather than the funding

pay base on the quality of work we do, and those who do not work and cause problems can be fired easier.

My current work environment is the best I've ever experienced. I wouldn't change a thing.

We have ridiculous leadership in with several executives who make outlandish promises without consulting any of their managers on resource availability or practicality. The response has been to inject MORE leadership roles, which again seem ridiculous given we do not have enough workers. one seems to really know how to make it grow successfully. The biggest problem is that ballooning in size and no

More knowledge of my job duties from Chairperson.

More IT support

Managers and supervisors would have more autonomy in executing decisions regarding processes in working with other departments or creating efficiencies in the workflow that may cause change. There would be financial resources made available to promote student information and programs facilitated by our office more effectively and of print caliber of other university student publications. There would be more financial resources to provide professional development for staff. Staff would be afforded the opportunity to move from simply doing their job at bare essentials routinely to doing it effectively, proactively, and with consideration for improvement in the processes for the benefit of the university. The workload has been spread among existing staff each time a head count is reduced in the department. We are again faced with an upcoming reduction in staff through retirement opportunity this year, yet in the same vain, we are challenged to create a better department but not think of it as doing the same with less people, while the volume of our services continue to grow. Continue to nurture and reward our dedicated staff because they are making it work.

Hire additional help.

I would change the way dissemination of information is conducted. I would like to feel that I can approach my director and ask questions without having to go through my lead only to have them go to the director and ask, then have the information repeated back to me - sometimes inaccurately.

We need better communication tools that support a staff who are rarely all in the same place at the same time. Emails just pile up but I have a hard time picturing what would work better. Also, we need an additional support staff position. The processes involved in our admin associate processing payments, vouchers, interfunds, travel, and paying bills seem bizarrely cumbersome. There are only 6 of us yet it's a full time job for her. I truly hope the SSC model will reveal/lead to better ways of handling these processes.

opportunity to grow

There should be greater supervision and review of directors of departments in . The respective simply evaluate the directors without getting feedback from the employees who work directly under the directors. Most times the has very little real contact with the directors other than at meetings. There is no meaningful way for employees to participate in the director's evaluations, but there should be. Things just end up going unreported until they get worse and worse. This is a problem in many departments within . It needs to be addressed once and for all. The administrators way at the top have no idea what is really happening down below.

Get more of the project development pieces connected to administrative decisions.

I wish our office communicated better. Communication in our office is terrible which is unfortunate because it is a big part of doing our jobs correctly.

I would like a friendlier environment, not that it's not friendly, but everyone mostly keeps to themselves. I think there are institutional ways to change this so that people get to know each other and feel like part of a team.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

my direct supervisor is power and control hungry, and if I could change anything, he would be eliminated from the picture. I have 5 years more experience *at this position* and could do a much better job at managing our work and projects. Given that I cannot change this, I have since taken a position in the private sector in Kansas City.

Flex hours...we have a number of employees who work evenings and then are expected to be early the next day. Or the opportunity to work four ten-hour days in the summer and have Friday or Monday off.

Another professional staff member to relieve the duties & allow a proper lunch & break. Student Hourlies are not professional staff.

Show respect equally to everyone. Give equal level or amount of mentoring and training to all instead of select ones -- it's called discrimination.

I think I would have just one person be just here for insurance information/questions and that is their only duty. Now we all help them, but with all the different knowledge you need to have on insurance I really think it would be right beneficial for a direct contact that would be up to date on the insurance type questions.

More time to implement the things we are working on.

I would have the people higher up in our department treat us with more respect. They seem to be burdened by even the merest pleasantries.

Stop the advancement-by-favoritism. Remove people at top levels that are untrained and unskilled with employee management. Have skilled, supportive [REDACTED]. Not have units of "haves" and "have not's" within one department. Have reviews for Vice Chancellors and other top administrators include review of how effectively the tiers of people reporting to them are truly functioning.

I recently joined the [REDACTED]. Our procedures and processes are still evolving.

More realistic implementation policies for new systems coming on line, e.g. PeopleSoft P-card module and Travel expense module. Also, more willingness to accept the recommendations of the hands on users of the systems regarding informational requirements of the units for queries and reporting as well as workflow.

That another individual would be able to take on my responsibilities if I were to take vacation time. I'd like to feel like I can take time off without falling behind in my duties. When I have extra time I plan to document procedures to make taking time off easier.

I think it would be nice to have some input on broad changes in administrative functions. Some of the difficulties with the new purchasing and T&E modules I believe could have been mitigated had anyone talked with people who perform these functions.

I'd build a better structure to interact with other offices/units with similar characteristics. Many decisions impacting students are made and implemented before information get to us.

The allocation of space would not cause a fight.

I would have my own tools. I would not have to share. When everyone can use [REDACTED] they end up not working. I cannot do first class work with junk tools.

na

Improved communications and increased support for technology that will benefit the utility and outcome of our work. (This is not to be interpreted as a complaint with IT, they work very hard and I've appreciated their timely and helpful service on many occasions).

Increase collaboration with related offices. i.e., I work in assessment and would like more collaboration with how students are trained.

what the hell are you people thinking?

I am most fortunate to work in an office that has excellent systems that allow us to do our work more efficiently. I am also very fortunate to have a supervisor who does not "micro manage" and who has confidence in and trusts me to handle my responsibilities independently.

Work for a supervisor that supports you professionally, values your contributions, and provides a positive work environment, promotes team work and is not resistant/stressed by change.

No changes desired.

I would appreciate if the big picture for my work was communicated more clearly.

Question: If you had the freedom to change anything about the way your office functions, what would that be?

Have more authority over the decisions that impact my work. Too many levels to get approvals.

My supervisor has more understanding of what I do. Supervisor new to position, began [REDACTED] and has since continued to [REDACTED]. I believe if they knew what I did (and for how many people - as well as deadlines throughout the University) that there would be more understanding. It would lead to a more positive area work atmosphere.

Nothing I can think of at the moment.

Manage workloads such that 'all' do not feel on 'overload'. Need more staff. Doing more with less staff.

I would have weekly "briefings" w/team members to share what all are working on/plan to work on that week. Purpose: a)raise general awareness of all (new & experienced) team members regarding products and processes (a kind of supplement to cross-training), b) improve awareness of touch-points/overlaps in our various workflows to identify areas where we can adjust timing or objectives to help each other by preventing snags, back-tracking, duplication of effort.

That it should not be up to Administration to deem whether or not a family event is considered important ant, when we are asking for time off on a forced overtime event such as [REDACTED]. We all need an occasional "mental health" day to attend a family function. I understand the importance of working the events, but "they" (Administrators) should also understand the necessity for employees to get time off as not all events fall on a timely day.

I do not work in an office, therefore

Up-date equipment such as tractors, mowers, and vehicles. Many of the trucks are old and do not carry enough personnel.