

Question: Do you have any additional comments, questions, or concerns you would like to share?

Responses

This project will only have a positive outcome in my opinion if there is more open communication and actual answers given to the employees.

I am one of two full time admin staff in my department. I rarely have contact with other departments. It's not a horrible situation, but I sometimes feel isolated.

I'm good!

I work in a closet, I have a PhD, I get paid less than the department administrative assistant and for 60 hours a week...my life at KU.

My dissatisfaction is not a reflection on my current job per se, but rather my own feelings of discontent after doing same work since [REDACTED] in the same position. The past 3 years dealing with the [REDACTED] regular job duties have stressed me both physically and mentally [REDACTED]. I'm hopeful that once [REDACTED] the work load for both myself and staff will be reasonable.

There's a lot of mistrust of administration. They need to do a better job of communication. The town hall at the pharmacy school showed how mistrustful and upset people are.

Allowing my department to continue its commitment and top service to the university and to provide even better service if allowed

I would like to stay in the department for my duration at KU but I know that is not going to happen in the new way with the service centers.

I'm generally happy with my job, but the past year (and maybe for the indefinite future?) have been difficult. Between [REDACTED], there's just too much work to do for our little staff. They want more more out of the same resources, and it's getting too stressful. If I wanted a stressful work environment, I could go elsewhere and get paid a heck of a lot more for what I do.

I have no idea what you're talking about when you say "Shared Service Center" as I work on the research side of the university. I have no idea if this should be important to me or what it means to my everyday work. *PS on the final screen of this survey, NONE of the responses apply to me, yet the field is required. That field will not be valid for this survey response.

These questions were hard to interpret - my immediate supervisor is great; I am on grant money but we do not have enough persons knowledgeable enough to manage multiple grant lines and the nuances and details those grants require. We miss having the housekeeping staff around to ask for vacuuming, etc. It seems that new student hourlies have to go to west of Kasold (new ROC?) to process up paperwork? If so, that is inexcusable to expect someone who may not have a car to go over there. Not welcoming at all.

Generally speaking, fully business analysis should be conducted on any technical implementation. A comprehensive review of user experience impact should be incorporated into the standard planning of any technical 'solution'.

My concern about implementation of shared service centers is that the employees in them will feel disconnected from the faculty and staff they are supposed to serve and that, as a result, the institution will become more bureaucratic and work here will be less enjoyable.

In my view the role and responsibilities of admin assistants are so different compared to previous, similar positions I've held in other universities as to be unrecognizable. I would like actively to support faculty in their teaching and research needs, and there is no opportunity within my position/school to do so. They pay for outside (editorial) services that I could easily and professionally provide and be recompensed by my existing salary. I don't understand it. The only apparent avenue for promotion in my field is to work in a dean's or university admin's office - but I want to work for and support FACULTY.

I'm concerned that a "business model" would not work well for an academic department.

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While there are many benefits to be had with the centralization of services it is important that employees not end up as automatons with too narrow a focus. Strongly to my ability to enjoy my work. The variety of tasks that I perform and the variation in the requirements contribute. Standardization is positive only so far as it successfully serves the needs of the individual units. Units with non-standard requirements, or that are better served by standardizing with entities outside KU, should be carefully evaluated and allowed to bypass the centralization as required.

We'd stop being reorganized. Right now you need a map and a playbook to know who is doing what and where.

I have not had a raise in about 3 years. I got 50 cents an hour after waiting almost 4 years. I am into my 18th year at KU and am being paid minimum wage for the [REDACTED]. I maintain knowledge of for my Position. When will seniority and expertise mean something here? All I have seen is it is who you know not what you do that determines your advancement here at KU.

I do not feel that the performance evaluations offered to me have ever been clear and specific or necessarily tied to my job as it truly is. In fact, the evaluation done for me this year was given by an interim director who had only overseen me for one month and his methodology was entirely different than what had been done in the previous year. Until the university implemented a performance evaluation system for unclassified staff, I actually worked in this position between 2003-2010 without any annual evaluation.

I hope to work for KU as long as I live or until retirement.

I work for one professor, whose grants fund my position. I work very independently, which I love.

Why don't we ask these questions more frequently at a departmental level?

Now just the people doing the work (payments, hiring, etc.) need to be trained, also the directors, chairs, heads of departments - they need to understand that these changes are mandated they, along with all the staff must also abide by new rules.

One reason that I enjoy my job is that my supervisors have let me take on new responsibilities that play to my strengths. I wish that I could extend beyond departmental boundaries and use my strengths to contribute more widely to the university's mission.

The nitpicky cost-cutting that goes on at this institution is very hard on morale...particularly for those of us who are not getting raises, and particularly when there are full-time employees who have no business holding these positions. The incompetent people are basically pulling in a check and benefits for no good reason at all. In the meantime, the rest of us are nickel-and-dimed in a suspicious, unpleasant atmosphere. Here's a suggestion: cut out the deadwood, and trust the employees who are showing that they're committed to the success of KU and its missions to do their jobs, do them well, and not use too much Xerox paper or pens. KU seems to be spending a lot of time and money freaking out about things that ultimately aren't the source of the problem, or are at best simply symptoms of a problem. There doesn't seem to be much effort to seriously address why we've got people making 35, 40, or 45K a year without actually doing much of anything.

Might be more cost-effective to have EITHER highly-paid managers OR highly-paid outside consultants, rather than both.

Our office functions very well and we all help each other. One of the duties that I love is hiring staff and keeping in touch with the international people all the way thru and then how happy they are to see me when they arrive to help with all their paperwork. They feel free to come see me about any problem and I help them find the right person. This will all be lost because one service center will do the paperwork to get them here and another center will help them fill out their papers. They will start out not having much personal contact with any one person in the department, other than the professor.

We seriously need the pay scales to be looked at. Pay raises for us hard worker at the bottom of the dog pile need to be looked at. It hurts to hear about various amounts of money being spent around the campus and know pay raises were not included. I've have several friends/co-workers leave a KU job that they liked and were good at doing...for a better paying job off the campus. Because their KU job wasn't enough to cover their family's basic expenses.

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Would like co-worker to remove

. This unprofessional behavior has been brought up with both the supervisor and the chair of the department, but it still remains in this person's cubicle. I don't believe this person has an issue with me personally, but this should be removed.

I would like to feel respected for my work by my supervisor's supervisor.

My biggest concern is that when the shared service centers start hiring, that some people on campus will be put into positions they currently hold, but are not good at. Their ability might not be known unless you ask departments that review their work. I have not been at KU long but I find it very interesting that many people are in jobs that their degrees are not in (which could be why they are not good at their job). For this being a university, I would think, as part of promoting the learning experience, that KU should try to fill staff positions with people that have a corresponding degree whether an Associate, Bachelor, Master or Doctorate. To move toward this idea of obtaining an education in your job field, I would not just eliminate a person who has been working for KU for many years but instead set a requirement that if the employee wants to keep their current positions, then they have to obtain the degree for their field. (Of course you would have to give a set amount of time to obtain this)

As long as the transition to shared service centers is transparent and the process and timeline for change are well communicated, it sounds like a great idea. Please keep us informed!

All in all, I love working for KU.

Pay isn't equal for same duties in different departments.

Why would I want to network with business officers/administrative staff in other offices?

My greatest concern is that the shared service centers will simply create more confusion and cause additional headaches and a loss of interaction between offices around the university. Also that successful SCC will simply result in lost office staff positions where, in most cases, we are at the point of having skilled, experienced staff capable of finishing their duties.

Getting mixed signals from supervisor where I fit in the organizational chart and hierarchy.

I feel that not enough specific information has been shared about SSC, causing many administrative workers to experience unnecessary anxiety.

Given I am in an academic environment that has much research activity, I am concerned about the possibility of the research support in the Academic Shared Service Centers not being on par with the research support in the Research Shared Service Centers. I would hate for my faculty to receive lesser service simply because they decided to teach AND do research, rather than just conduct research. Either the support needs to be equal in both centers, or only the Research SSCs should handle all research support. While I'm on this soapbox, I'm curious how KUCR is going to fit into all of this, as we have such a difficult time getting answers from some units within KUCR when we're talking directly with them. It seems like an SSC would be another layer to dig through to get to KUCR and I'm not sure how functional that will be.

Mostly the above. I think it is very important that higher management in the department follow through with uniform written policy that is available to all employees and for supervisors to provide to their employees when needed.

I am grateful for the opportunity for tuition assistance.

Many of the questions focused on my immediate supervisor, however many of my "disagree" or "strongly disagree" responses relate to a level of management above him.

The Housing/FO merger is a rushed, ill-planned joke when such high-priority items as an emergency after-hours call list and employees having access to building keys to be able to do their work appear to be afterthoughts to be addressed through trial and error instead of having a clear plan of implementation before the merger. Upper management seems to be making it up as they go along instead of having the foresight to plan for adequate staffing, vehicles, tools, etc.

Question: Do you have any additional comments, questions, or concerns you would like to share?

I love working for the university and especially for my unit. I have been well supported in my position and regularly acknowledged for my hard work. I have had many opportunities presented to me over the years and plan to stay as long as I am happy in my position.

Stop the staff merit pool of money. Just give everyone equal raises. They either do their job or they don't. Too many supervisors have favorites and reward the undeserving.

I hope that as you bring people over to the service centers that you increase their pay with their responsibilities. Support staff are not paid well and I hope they take this into consideration.

I am so busy trying to do my job, I can't ever be gone!

Merit salary needs to be awarded based on merit, and not given either equally across the board or, in the case in my unit, given to underperforming staff as a means of "motivating her to do her job." The morale after the latest instance of this was so awful that two of the staff subsequently found employment elsewhere. Unfortunately, the supervisor pays no attention to the direct report's actual staff reviews in deciding who will get what raises and he favors this individual for some reason, although he is well aware of the problems with quality of work, continual failure arrive at work on time, and failure to actually carry out work assignments at all. Nevertheless, in January this individual received the largest raise by a significant percentage, and she then made a big deal to the other staff out of how much more she was being paid than the people who must pick up the pieces of her job that she messes up or doesn't do at all. Subsequently, the direct report supervisor left because this was not the first time the supervisor had ignored the direct hire's personnel reports and the employment reviews and simply given this individual significantly higher raises--the direct report sought and won a better position elsewhere at KU; and the staff member, who was paid significantly less and yet was the most often expected to do the work of the person who consistently underperforms in addition to her own also received a better position elsewhere at KU. If the shared service centers are going to work, these types of issues need to be managed against or they will simply be little dictatorships where the favorites get big raises whether or not they actually do the work and the worker bees become increasingly disgruntled and discouraged.

no

The shared services process can, if done properly, overcome many of the flaws I have observed in departmental and research center management. Should seasoned researchers and academics tout their ability to be the senior "managers" in this restructuring effort, have them evaluated in the execution of those skills by nonacademic managers. Since I have worked in the classified service at the state level, in a politically elected office setting and a variety of public and private settings, I assure you that I've seen enough bureaucracy to realize the huge flaws in higher education's business model.

I desperately DO NOT want my job to get swallowed up in the shared service center scenario. why? I absolutely LOVE my center and its people. **What I do improves** the work lives of my co-workers & students. I so enjoy being part of this place and feel we are doing such important work that effects the entire world. I have a hugely varied list of duties and it makes my job so enjoyable. I never get bored as I have so many different things to do. If some task begins to feel routine, I can always switch to another task for a change of pace. I am needed in this department as more than just a billing person. I provide a sense of family and cohesion to my group of staff, faculty and students. It's not in my job description but it's a role that I've evolved into over the years. I can't imagine feeling the same job satisfaction if I were asked to do the same routine things day after day for a larger group of "customers". I wouldn't thrive in that situation. I'm the go to person in this dept. whenever you don't know where to go.

I'm actually comfortable with the possible reorganization that this initiative may have on my unit as long as I am still able to be employed by KU. Not only would I have at least a chance to be in another location with the chance to learn something new, but I think it would force some skeletons out of closets in our unit; the latter of which would help for a healthier future in that area.

KU is an excellent place to work, with the very best people!

My position is very similar to some others in my school and in some instances more complicated, but the pay is significantly less. This fact is discouraging especially because one person who came after me makes quite a bit more and in my perception I have a lot more responsibilities.

Question: Do you have any additional comments, questions, or concerns you would like to share?

In terms of staffing, especially for many administrative positions, KU seems to reward longevity in a single position. Can we depart from this and start acknowledging service and innovation? Also, what's the deal with the state-equivalent job titles? I think the skills range for an Admin Assoc Sr or an Administrative Professional, for example, varies greatly.

We're losing a pretty important person over here and it's going to suck finding people and places to handle the work load left behind.

I love my job and would like to keep it. I understand that the university is creating the job centers to help eliminate more positions on campus. Change to lose our jobs. We don't get any pay raises, you increase my work load and we get nothing in return but then now that sounds like you are committee to your employees, don't it??? Something to think about!

As far as training goes, it is not our unit that is the problem. We do not get updates, changes, training from KUCR.

The new software used for payroll and financials is horrible. The web based programs have just been worse with each roll out, the p-cards, travel module that assumes somehow that PIs can understand the accounting necessary to create their travel and there isn't an option to complete their portion and let someone else fill in the financial information. Now instead of admitting it doesn't work we have to proxy every single traveler in the department making even more work that includes entering all the travel processes that were in theory supposed to be done by the traveler. Plus the required line of funding is just making a mess of the reports since no one cares to use that function and it isn't optional. Did anyone ask about these things before implementing? Take in to consideration the grant world. The web programs lack the basic functions taken for granted on the old system. There doesn't appear to be any coordination when the software is rolled to simply amazing it is sold as an improvement based on being able to use multiple platforms and browser options which clearly isn't true. And since most our bills are on the grant side and the PIs aren't interested in dealing with the nonsenses it doesn't matter if they can get an app on their smartphone to do it. We need software that works for the people who are doing the work which we had before the current PeopleSoft financials and the current SAS reports. There is also a lot of bureaucracy on the research side of business. The PI is supposedly ultimately responsible for their money and shouldn't require 5 to 6 approvals beyond that to process a payment. PIs are not trained before getting grants and none of ours have attended the research 101 so the people ultimately responsible for their money have no training in payroll law, regulations on how they can spend their money, or assistance to get answer quickly. The staff in the department is left in the middle of trying to process their request while having rgs far removed from what goes on in the department deciding when and if they get around to it if the request can be processed. Every so called improvement has made this just another level worse. And besides no training on grant procedures there is no attempt by rgs to work with departments in rebudgeting and insisting a way in advance on how a grant will be spent through payroll and purchases rather than the mad dash to spend money at the end of a grant which often requires rfs and jvs. The department people have no clout in trying to create a plan when a grant is awarded and some professors have many grants and not enough time to sit down and figure out what they want to do with their money. If rgs would focus on these issues which create most of the "auditable" issues we wouldn't have so many of them to begin with and this has only gotten worse over the years. I bring this up only to point out that the centers need to be much more than a paper processing center, they need to

Often my frustrations at work relate to the slow pace of getting projects accomplished at KU. Software implementations, construction projects are painfully slow.

My biggest concern in all the new systems that are being created is that all interested or appropriate parties will be getting informed about offer letters, payroll appointments, etc. Everything I have seen so far looks like parties are being skipped, i.e. straight from department to HR (no inclusion of Dean or Director/Provost or Vice Provost Office/Budget Office). I would like the systems developed to have a mechanism to "cc" these type of offices where appropriate, i.e. acceptance of offer, payroll appt, etc.

Compared to the private sector, and other state agencies, overall KU is a fabulous place to work.

I love my job and the faculty and staff that I work with. I love our majors and minors and thoroughly enjoy assisting them with any issue that I can.

Question: Do you have any additional comments, questions, or concerns you would like to share?

No

No

no.

Our department gets all the computer hand me downs and we would like to get decent computers. Also, we would like to get more IT time then we do. We get shafted with getting our computers worked on because we are a small department.

none

I hear additional comments, questions and concerns from every employee I speak with at KU. It's clear that there is no trust of Huron and a belief that its cookie cutter plan will not change in the face of criticism. What's the point of this survey again?~) Individuals need agency and trust that flows up and down in the line of command. Individuals who are not trusted are not cohorts or colleagues. They are not worthwhile in the workplace. On the other hand, there are many who are willing to denigrate coworkers and managers. It seems wise to be wary of those opinions. SO, I guess I've said enough!~)

I have worked at KU for many years and don't think that I have ever seen lower morale. KU used to be a wonderful place to work but I don't think I would recommend it as an option to anyone right now. It has turned into a "Big Brother" type of place where people are waiting for you to do something wrong. The new business procedures are cumbersome at best and actually in most cases, help to increase the work load.

It is somewhat simple to take a look at University Support Staff responsibilities in regards to the efficiency of an office. It's very difficult to take that same hard look at the inefficiencies from the top down.

I would like to see more instructional technologist positions at KU. No one is guiding the installation of classrooms, this is all currently being trusted to businesses like SKC and Cytek whom obviously have a "business" interest in the design of those classrooms (the School of Pharmacy is a great example of a business over selling a classroom design that simply isn't needed). There are only three people that I know of that have this classroom design/technology knowledge that currently work at KU. We should be utilizing the knowledge of Instructional technologist for classroom design and stop relying on IT people to do a job that they don't understand. These jobs are categorically different.

I am not sure how the shared centers are going to work, since it has not been implemented yet.

I feel underemployed in my current position, or all of my answers would have been more positive.

N/A

afraid of losing my job

I would change the way new systems are implemented at KU. PCARD and Travel Module have not been well thought out and it brings many issues to the departments who actually do the work to figure out the process and best practices. The volume of transactions we have does not make this easy. Also, implementing a new credit card system all while knowing that KUPPS is coming (voucher system) does not make sense. The poor planning makes for a lot of work around and no foreseeable savings of time, or money. Putting the extra work first and finding out the details, in any part of your job, makes it easier at the end. I really enjoy my job, but system after system lets us down and it honestly seems like no one knows what is going on.

I am a department accountant and have to say I love my job...one of the things I love the most is the variety. I never do the same thing 2 days in a row and I love that! I have a variety of tasks which is what keeps my job interesting and keeps me from being bored!

Never once did your survey mention salary. In my case, I feel that my salary is quite low compared to my peers here at KU and almost laughably low compared to the private sector.

Our Director, [REDACTED] is exceptional also. He is outgoing, encouraging and upbeat.

Question: Do you have any additional comments, questions, or concerns you would like to share?

KU keeps saying they don't have money and just appealed to the Board of Regents for another tuition increase and received it. So what did they do? They hired the Huron Group and are paying them \$26 million over the next 15 years to reorganize which means clean house by firing staff. The meeting about the 'shared service centers' was a total waste of time. When the presenters were asked questions they would look at each other but no one had any answers. They were shrugging their shoulders because they didn't know or wouldn't share what they know. It sounds like people that are currently doing payroll/HR and accounting jobs may have to apply for the same position in the 'shared service center'. How will that process be handled? What will the requirements be for that position? For staff that have done the job for 3 years will they still have a job? Where will the 'shared service centers' be located? Do I have to get a degree if I don't have one in order to keep my job? I feel that morale is low throughout the campus because the people in charge won't tell staff what is going on. Other decisions that have been made by KU's leadership - the MFD's. People that in wheelchairs are unable to use them - not tall enough to read the display and put their paper into the machine to copy. Leadership doesn't think about things like this when making their decisions. The changes that were implemented by Central Accounting to streamline their processes have increased the amount of time spent keying the data into PeopleSoft. Staff enters the data and has to switch between three different screens for one transaction. When they are done then they have to be approved by management who has to switch between three screens to approve the transactions. Travel authorizations - we now have to create a line for each expense and select whether it is in-state/out-of-state/out-of-state-high. We also have to enter the time they left/returned. Central Accounting loves it because it's less time consuming for them. The processes now have more people that have to go in and touch things to approve them as a result. Not a very efficient way to do things.

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.

It would be good if you had more rooms in Lawrence with Video Conferencing so that more Edwards staff could serve on Lawrence committees by joining remotely. I personally am on 4 Lawrence committees and feel that building those relationships leads to greater appreciation and understanding of each other. But most of my colleagues, in the other departments here, do not have that opportunity. It would also be beneficial if high level leadership in Lawrence would visit our campus within the first 6 months of being employed at KU, and if high level leadership in Lawrence would visit Edwards once a year in person. [REDACTED] has only been here once that I know of and [REDACTED] has never visited at all. Finally, when there are large presentations, figure out a way for Edwards to be able to ask questions. Too often our "end" is just listeners, where the Lawrence folks are live and can participate in Q & A. That really cuts us out as a whole campus.

I really enjoy where I work, I enjoy the daily, face-to-face interaction with the faculty, staff, and students whom I have come to know and understand, and I am very concerned that the SSC will remove that interaction, and reduce it to phone calls and emails. I like working for a group of 55 or so faculty and staff, and seeing the students who move through our department, the thought of having to sit in a room far removed from the people I am supposedly serving, becoming essentially a paper-pusher is depressing, and makes me wonder if I have a future at KU. When I started here 23 years ago I thought I would retire from KU, now I am just hoping that you don't push me out before I can find somewhere else to work.

Documentation is very important in saving time and avoiding duplication of efforts, but it is the first thing that goes as we are under more and more pressure to perform and given more and more responsibilities. It is widely recognized that the new attitude among management is that we are expendable and should just be happy to have jobs. I would like to be treated with the respect with which I treat others.

Question: Do you have any additional comments, questions, or concerns you would like to share?

1) A united, consistent effort from administration—for example, a few years ago the buzz was student-based centers. The idea was for students to be able to visit the FAS, OUR and Bursar's Office in one convenient location. Now the wind has changed and other priorities have relegated the OUR and FAS to a remote location away from Strong Hall. Are we losing our focus on students as our lifeblood? 2) Have admin and management at all levels consider what effects "change" will have, especially for other areas. I believe far too much credence is given to what is popular in education at the moment. Serious thought needs to be given to the consequences that new procedure will cause. For example, moving the FAS and OUR staff as mentioned above. Now we will have a skeleton crew getting buried at Strong, and will need to send students to a building not within easy walking distance. Another example, pulling Independent Study (one hundred years strong!) from the great KUCE program staff and giving it to non-familiar departmental staff who can't handle their current workload. Change for its own sake is not progress.

This better work. There have been thousands of hours and incredible resources committed to this project.

There is too much emphasis placed on degrees as required qualifications for open positions. Many extremely intelligent and creative people did not receive the opportunity to obtain a degree. I see many staff without degrees doing very similar work to positions that require degrees. The positions that require degrees are usually paid higher. This also creates a lack of opportunity for advancement. A person may do an excellent job but be unable to advance in their department without a degree. I know many staff in this position.

The offices at KU could work better together to complete goals.

We are not an office environment so a lot of those questions either don't apply, or I have to answer them with some "qualification" in mind.

I don't believe that "brain drain" is something that the University takes seriously. With an aging workforce, buyout offers, etc. the void left by many years of experience will be felt in ways that aren't expected or planned for.

Infrastructure, both human and physical, seems to constantly be put on the back burner. With the possible exception of the Kansas Union, which is run by a separate entity, there don't seem to be any elevators on campus that are fast or reliable. The biggest infrastructure improvement I have seen has been the wireless internet, and that is commendable because it wasn't adequate before. Continue this rollout and make sure that the basic maintenance on campus is being done - I'd rather have climate control, plumbing, and elevators working than pretty flower bed that get ripped out all the time.

Clearer communication with the departmental office staff regarding your expectations of them during the transition to SSC would create less tension and stress in the department. The staff who do HR and Budget functions in this office seem unsure what they are supposed to do and so just wait and see. They have not done the buyout or applied to be in a center and hope to stay put. They need to know if that's ok or what they should do.

My unit has unique needs. A service center outside the unit would take away personal contact and specific knowledge needed to service faculty, staff and students in our organization. I have serious reservations about the efficiency of a SSC.

What is a Director responsible for? I think we have a considerable number of director level employees that are making considerable money without considerable vision. I am not close enough to this to know if it is an institutional environment that suppresses these initiatives, the budget for said initiatives, or that we are not getting the best director level staff. BUT- Right now it is change time - not think outside the box or build a new program time here at KU. I am very excited to be here during this exciting time.

I really feel given the nature of the service center shift that one of the true bottom line results is a loss of jobs. I know everyone keep "wagging the tail" but it is pretty clear that is an objective. I think in some ways the service centers will be positive and I truly believe in others they will be a customer service nightmare. Too many layers again and not dealing one on one with our customers... and I have been here almost 20 years. I am really going to miss working in my department...that is a shame! I do not like the thought of job hunting ...I always assumed I would retire here.

I would like the university put more investment in the aging equipment.

Question: Do you have any additional comments, questions, or concerns you would like to share?

N/A

The university has cut staff so badly and expect the same kind of customer service, this is unrealistic especially for those who have the extra work loads, they seem like they cannot ever get a head and this will result in people getting burned out and lack of morale. I have worked 17 hours overtime in the last 2 weeks, I like the overtime don't get me wrong, but I do not understand how this is going to save the university any money... I love my job, I just feel that it could run smoother with these things addressed.

Thanks for the opportunity to take the survey.

I think the shared service center concept is a great idea but I still wonder how it all will work.

The University as a whole has too many heads / supervisors and in some areas too many workers and other areas / shops not enough workers things are too top heavy and size of shop / areas needs some kind of portion chart to lighten out the work load.

I wish the University would keep staff updated on the changes going on. Often emails are sent to deans, directors, chairs that are not forwarded to the workers.

KU is an amazing institution and I find it a privilege to work here!

The biggest change needed is the service we get from post-awards, which has not been in compliance with some of the financial reporting requirements. Reimbursement for travel in a timely manner has also been an issue - again this has been a KUCR problem, not a problem with my research unit. I've been able to work around it by putting airline and hotel expenses directly on the credit card for our unit. It is helpful to have staff around the corner that I can talk to face-to-face when issues arise and have confidence that they can work with others to get the issues addressed. This allows me to focus on the research project at hand.

Currently I work part time and am the only one in the department and enjoy what I do. I am busy but that is not an issue.

Efficiency at this University, in terms of departments saving money, is rewarded with a reduction in the next years funding; this seems to encourage wasteful spending. A system of reward for judicious use of funds would make the University more efficient and would save money.

I am concerned that changes will be forced upon us that are unwelcomed and unnecessary since our area functions quite well in all areas. My comment would be "Don't fix what isn't broken" and force areas that do not want to partake in the shared service centers into them. I question how these centers will provide the career opportunities that are being touted- what is so different in the shared service centers that isn't available now?

Lack of ANY pay raises for 4 years in a row!!!!

I am fearful of the recent changes to the IT environment, I feel that the governing powers do not fully grasp the scope of change that is required for a transition to central IT. There are not just a few systems that depend on a smooth transition because they are used by the whole campus as well as outside state and private agencies.

When speaking to colleagues across campus, I get a feeling many of them do not get feedback from their supervisors and are left to "go it alone" more than they want to.

There's no job advancement. The only way for someone to move up here is to leave what they are good at. Unfortunately, this means that new people get paid more than people who've been around a long time. The only way to get those people with seniority more money is for them to 1)leave their job or 2)add a bunch of random stuff to their PD so HR will approve an increase. It's very frustrating.

In general, we have a great workplace and I am very satisfied with the work I do and the support I receive.

I find it increasingly difficult to have open and frank conversations with the units across campus with whom I interact. More often than not it seems that, rather than working together to find common solutions to problems, conversations end up punitive.

one concern I have is that n

I can't speak for the rest of campus, but I have to say that the Shared Service Center plan would be a disaster for our unit.

Question: Do you have any additional comments, questions, or concerns you would like to share?

KU has been in such a hurry to change many things at one time (Changing for Excellence). It has caused morale issues. I totally understand the importance of setting the bar high and improving in all areas, but we tend to 'jump' when there is a new idea without much planning time.

I would be more than happy to off load some of my job duties. Unfortunately the ones I least enjoy are the office manager responsibilities. I would welcome shifting tasks related to international payments and job searches. They are very time-consuming.

Academic advisors at KU are not compensated adequately. When compared with equitable positions at other like institutions of higher education, salaries at KU are well below average. This causes great hardship on the individual, and also leads to a great turnover rate in personnel. As a result, it is very difficult to maintain a healthy office morale and provide consistent, efficient levels of service to students.

In general, I feel that working in higher ed and in a support role with students is very purpose-filled and gratifying work. There are times when my workload is overwhelming and nearly impossible to manage, but it's balanced with times of the year that are a bit more flexible, so I'm able to push through the more intense times. In my role, I feel very supported from a professional development perspective. I have a very hands-off relationship with my supervisor, but I do feel acknowledged and appreciated for my contributions and I know that my supervisor is committed to providing what I need to do my job well. He's certainly available and committed to providing support and advocacy when needed.

EVERYONE I know is very unhappy with the changes that are happening at KU and that goes from administration clear to [REDACTED]. The overall attitude is of mistrust of those who are orchestrating the changes. It seems like they are trying to reinvent the wheel and that massive layoffs are coming. Everyone's hard work is going unnoticed and everyone feels that the future at KU is very bleak. It's quite sad how everyone is feeling these days.

I am very proud to work at KU and feel very fortunate to have a job at all. Like many others, my mantra lately has been to simply put my head down and get as much work done as possible so that I will not be targeted as expendable personnel during budget cuts.

I am not challenged with enough complex duties in my current role. Repeated requests to take on additional duties are politely declined. My passion for process improvement and clear communication could benefit this unit by documenting job processes to aid in cross-training or new employee training. I want to be part of a team that works together toward common goals.

Students need clear expectation for their degree requirements-- it is too confusing across the various schools. The new CORE does not seem to be evolving into anything simpler than what has existed in the past. I believe students are still going to be confused about what they really need to do.

I work in a very nice work environment. Everyone is respectful of each other and always ready to help out.

For some time I have noted that the higher one is in the administration, the better the tech equipment. I am satisfied with my department's computer replacement policy, however I wish I could have larger monitors to handle the very large spreadsheets I use every day.

no

The university is moving forward with too many new initiatives/implementations all at one time. It doesn't appear that there is any semblance of order as to how things are moving forward. We should either move forward quickly with the Changing for Excellence plan and get all the service centers set up and thriving and then move forward with the software changes. We could also do the reverse expedite the software changes and then move forward with the SSC's. With so many changes and new initiatives, employees no longer feel secure in their positions and this not only affects moral, but work ethics and production as well. I have always thrived on change, but the sheer volume of change happening at KU is overwhelming and possibly not as warranted as the powers that be are touting it to be.

NA

None

Question: Do you have any additional comments, questions, or concerns you would like to share?

I don't feel like the establishment of SCC's takes into account the uniqueness of each department and their individual needs. Part of what makes my job interesting is the variety of tasks, and the daily interaction with faculty. I meet with my chair or other faculty members, usually on a weekly basis to go over departmental business because I have a personal knowledge of what has been accomplished or is needed. I don't think that can be duplicated by someone residing in a service center, who has no personal commitment or knowledge of a department's day to day function.

No.

Overall, I feel like we have a really good working relationships in my office, people are treated with respect and good work is recognized.

I like the fact that the SCC will provide an opportunity for advancement.

My personal impression is that the Administration of [REDACTED] is well aware, but apathetic to the concerns above.

KU needs to establish a methodology to ensure equitable workloads among like-positions and within units. Some units operate on a shoe-string, with many staff working well over 40 hrs. per week throughout the year, while other units appear to have significant resources and downtime throughout the year, creating a sense of unequal workload and resource distribution.

Having administrative people nearby has been invaluable to us and the others I work with. The idea of having them moved would interfere with our work.

No

I've already said too much. Please keep this confidential.

There seems to be a lot of rumors about the changes. It would be nice to have some clear information. Also there seems to be a lot of unanswered questions to the new policies and how they will be implemented. It would be good to talk to the folks on the ground. I think when you have reassured them things will start to go better.

We need to receive some encouragement. The way to have your employees give good customer service is to treat them right!

I would like to be able to find answers to questions in a single place. It would be wonderful if there was something like KU Info, except for work-related questions. I find all the new HR changes encouraging, but also confusing.

Would like the opportunity to work in a more private & quiet space so can think & work without having to listen to several private and/or business conversations going on all the time.

more part time opportunities for accounting positions

I have only been in this job for 8 months and find it to be exactly the right amount of challenge, support and interest so far. I'm extremely happy with the support of the other staff members and the autonomy I'm allowed to do my job.

Question: Do you have any additional comments, questions, or concerns you would like to share?

Feedback: the entire journey that Changing for Excellence (CFE) has taken the University through has created so much turmoil. The opportunities for input from Staff to the decision-makers led them, Staff, to believe that their input actually I perceive much frustration from my supervisors about (my word) arbitrary decisions. At the Town Hall, as part of the Changing for Excellence, held on June 28, the leadership asked the staff input and suggestions thank you for asking, but we're not going in that direction. The frustration seems to emanate not from the fact of change, but is due to a false assumption that their (Staff) concerns might effect change by the CFE decision-makers. The messaging I heard from the repeated town hall meetings was that the CFE staff would ask for input and suggestions, yet my colleagues and I felt that we were not heard. I was very frustrated at the last SSC "open question" forum, in which answers from HR were everything from "we don't know yet", to "sorry, that's the way it'll be." enticed to the Forum in hopes getting some answers, only to be let down. I left feeling even more disheartened and Unfortunately, I was very disheartened to feel pessimistic about changes. As an employee in an USS position, I expected the CFE leadership to decide on the changes and then execute them on a definite launch date. This process of announcing and cancelling launch dates has caused so much chaos, and negative emotion, as well as lack of confidence. I have had a wildly fluctuating confidence in the leadership due the way the changes were executed. Because they have huge changes given to them, My supervisors give me new - and totally different – directives from week to week, based on newly released policy from CFE.I would like to stop watching this "dizzying tennis match" between the CFE and the University Staff and get back to work. My confidence in the structure and change has deteriorated. University finally decides that it is going to be in the future. Thanks for listening. I look forward to whatever the

I feel somewhat undervalued even though my supervisor has tried to get me an increase. He understands my worth but it seems the system does not allow for that.

I've worked at KU before--first in [REDACTED], next as a student hourly in the [REDACTED], and then in the [REDACTED] back when they were at [REDACTED]. This gives me a unique perspective with which to evaluate my current department and this department just rocks! [REDACTED] was also a great place to work. [REDACTED] (in 1980s) was a nightmare or a bad joke. I sincerely hope things have changed over there in the intervening years. [REDACTED] was okay, although some of the supervisory folks were very set in their ways and resistant to trying more efficient ways to get things done. But, again, that was just a student job... My current department inspires loyalty, as the supervisor and everyone else is supportive, listens to others, is interested in streamlining work and finding more efficient methods, and very knowledgeable about their work and the work I am learning. I never feel like I have to find my way in the dark or that I'm overwhelmed.

Additional training and monitoring would also be a good tool for our Asc. Director that controls staffing. While my supervisor really shines in her professionalism, management, and mentoring abilities, the person that controls staffing and schedules could use further development in this area. There are some practices in this office that are in direct conflict with standard business HR policies. Often times, if I bring this to someone's attention, the response is almost always, "that is not how we do it in higher education."

I love my job and working with the volunteers and the vast majority of the staff. I am also puzzled as to why part-time employees no longer get partial discretionary days.

I feel that a big reason for satisfaction in my current position is the ability to work with the directors in order to problem solve and reconcile expenses. I would hope that along with the transactional work going to the SSC, there will also be an opportunity to feel a responsibility for the budget and to be a "go-to" person for issues, questions and problem solving for the departments, as I do now.

I would love to just see a lot more cross training done.

no thank you

No

Cleanliness in our area continues to be an issue. Cobwebs, filthy carpets, bug traps, it's disgusting.

Question: Do you have any additional comments, questions, or concerns you would like to share?

The University on the whole is a good place to work. Just some people get by with more than others do, because they know people at the top levels.

Too much middle management, too much of a fear/punishment culture

I think restructuring Student Affairs and a change in leadership at [REDACTED] has been a good thing.

no

I think the major changes at KU need to be thought out more before implementation to avoid problems. T&E Module, P-Cards, KUPPS, Service Centers, etc. Too many changes are being rushed in to.

We all need a raise.

I believe that I work in the very best dept. on campus, I love my dept., but even here..I feel that campus "as a whole" does not appreciate/ or respect the volume of work administrative employees perform to make depts run smoothly in all areas of campus, especially the workloads they keep up. Administrative employees, while working very hard, have watched others move up the ladder in pay, respect, and opportunity due to job titles--there are many with specific titles who are generally responsible for less, who are expected to learn fewer systems, are performing half of the work load and expected to handle only one specific job duty-vs the multiple of all of the above that administrative folks juggle everyday.in addition respect and pay is different in the academic vs the administrative sides of campus--and unfortunately the saying generally holds true, in order to get an increase in pay, if you are administrative, you have to leave your dept., to get any type of raise that makes a difference for your family--where as those with titles, even if duties have not changed or increased, expected and received raises consistently. IF you are administrative and your job duties increase..those generally fall into the 20% other duties as assigned...category..many, many times. I believe in these Service centers!! I think they are going to beat all expectations..once we are settled and all the systems are "oiled and running"!! taking a huge load off of admin folks, so that they can now do their other full time jobs most of us have for our depts--It will be wonderful to be able to concentrate and have the time to complete all our other duties we are responsible for, having time to really focus on our other projects, and feel like we have really done our best--now that we have time to think .. and maybe even get organized!! ..what a novel idea!!! love it!!

no

I would hope that with shared service centers, it will be more than creating a middle person who has no understanding with the people whose travel or resources they are managing. For example, when a faculty member in our department travels, they might have very specific needs or instructions (use endowment for this or state money for that according to receipts) that have been easy to communicate with someone in-house up until now. By removing that function to another location faculty may have to spend extra time on the phone or e-mail to explain that process instead of having the cultivated relationship with the in-house staff member and comfort level of that person to deal with.

In general, I love this place and the people with/for whom I work.

Have relevant and useful professional development/learning for the staff.

I am completely open to the possibility of moving to a Shared Service Center, but I have anxiety about the changes. I would like more information about how the transition will proceed. Will people be moved, or will everyone have to apply? If application is necessary, will I be at a disadvantage because I lack a degree, even though I have excellent job performance ratings? I'm also concerned that the work at the SSC would be monotonous, and that would impact my job satisfaction. However, I am excited about the idea of working directly with people who share the same responsibilities, and thus can help answer each other's questions. I am also very interested in having clearly defined opportunities for career and skill development.

The amount of change going on while we are expected to keep the trains running is a bit overwhelming.

I have many, but fear they would just come off as whiny.

Note: My position is very newly created, so direction and purpose are still being determined but I am optimistic about the development of the position.

Question: Do you have any additional comments, questions, or concerns you would like to share?

Job titles need to be more in line with what people do and not in line with how much do we want to pay this person. What training for the job you are doing? There is none. You receive whatever training the person training you wants to give you. There are too many people around here that have the feeling that "The more I know and only I know that will keep me secure in my job".

N/A

Thank you for the opportunity to share my thoughts. I believe it is important to re-evaluate how things are being done.

There have been a lot of changes to adjust too over the last several months so keeping up morale among staff is challenging, especially when the current processes seem to work well.

I really think that the University is expecting the employees to make way to many changes too fast. This is causing a lot of stress in many departments. If the change is implemented this will be the second time I will be uprooted from the job I'm doing. This is causing a lot of unwanted stress in my life and while I would prefer to still be employed at the University it really makes me want to look for another job opportunity.

There are no other employees doing what I do in my department but find flexibility in the timelines of my duties. If I amount of the office, work does not suffer or stop. Planning, organizing, and delegating to student workers enable a smooth work flow of certain tasks associated with managing a department office. I am concerned that none of my duties are related to the SCC plan (HR, financials, research administration), at this time, and feel there will be additional duties added to my current position. Has this been discussed in length?

A lot of training for programs, software, etc. seems to be based on "bring us what you are working on and we'll help you". I would like to see more training based on "this is what you can do". We have come up with a way to get it done and we look for ways of improving it but we probably don't use software we could because we don't have a bunch of "free" time to just go explore a program and figure out if it can help us or not.

My immediate supervisor is great, my unit head is a different story and has received many HR complaints but is still in a personnel management position. This is not reassuring for my future at KU or my ability to continue doing my job well.

The building could be kept cleaner. The carpet in our office is rarely vacuumed. The restroom floor does not appear to be mopped on a regular basis. Bug traps set in the halls are very, very full before changed.

We are constantly having to learn new programs which are not user friendly.

I have had several different bosses during my career at KU, none of whom I would consider good managers. The managers I've had have been bullies who rely on emotional blackmail, foul language and demeaning diatribes when dealing with employees.

Too much time is wasted asking for corrections on work that really doesn't matter (order of words, dates, etc.). Central offices are not approachable or friendly or helpful. There is no flexibility anywhere. It seems since SB52(?) was passed that was supposed to make purchasing activities easier at KU, it has only become more difficult. And it's going to get worse with KUPPS Wave 2. And that is just scratching the surface of what is wrong right now. The atmosphere at KU is not good right now for employees and I've been here many years. It's not a good sign. That said, my supervisor is great and supportive as are my co-workers. We are working hard trying to get our work done the best we can give these obstacles of central offices.

No

No

N/A

Increased pay increases and clear advancement paths would be nice.

no, thanks!

Nope

The university needs to set realistic expectations as to what can be expected to be accomplished with current staffing patterns.

Question: Do you have any additional comments, questions, or concerns you would like to share?

Great place to work and I have been provided opportunities and move in areas that I wouldn't have thought years ago. Hard work paid off.

This is a great institution with incredible leadership. They have sought to make sea changes within a profession that thrives on bureaucracy. Needless to say, change will be slow, but KU is "reinventing" itself while retaining its legacy and heritage. That's leadership, vision, and imagination.

My supervisor is near retirement (less than 5 years). I don't feel I will have a job once he retires, at least not full time.

Clubs are alive and well at KU. If you aren't in, you cannot advance and you cannot earn respect no matter how well you perform or how hard you try. It is positively perverse that employees on soft money have to look for a new job at the end of a project and start over at the starting salary for that project, even if it requires a pay cut from the last project. Far too many jobs at KU are "soft money" jobs that come with an expiration date. There is no way to earn security or achieve steady growth in salary over time. The pay is not competitive with private industry in the first place, so the lack of security and lack of opportunity to advance are particularly difficult.

None.

The shared service center model might work for the academic and administration side of the university however I feel that changes to a shared service center at the research level will have detrimental consequences. Research is much more specialized than the other two areas. As such you must have staff who 1. Understand the research. 2. Are committed to the research and have daily interactions with the researcher. Removing office staff from the department will slow ordering etc., not allow for the savings that are hoped for. Currently purchasing staff in a research department are aware of the specialized requirements of the department that they work in. If a shared service center is used for these functions 6-8 people must be experts in a slew of departments, many of which have vastly different missions, needs, requirements. I point to post award services at KUCR as an example of how this DOES NOT WORK.

Our department is so divided, communications are extremely poor, and when brought to the forefront, your ideas and views of what could be done to improve the work environment, are shunned - administration does not want to hear anything that 'they' perceive as being wrong with our department.

Higher Administrators (higher than supervisors) does not listen to employees ideas and issues. When changing systems, the higher uppers do not care what the underneath employees cares and concerns and the procedures. They must consider the lower employees performances and what they need to get the job(s) done.

Why do Kansans elect state officials who run on anti-education platforms? We should do more to promote candidates that serve KU's and higher education's interests outside of Douglas County

I think the Shared Service Centers is a mis-guided idea. It seems like a solution to a problem that doesn't exist. It's fashioned by a group of outsiders (consultants) packaged with buzzwords and presented to the masses as if it's going to be of some benefit to them. The biggest issue that I see at KU is that "solutions" seem to be top-down decisions that don't really involve those that do the work. Oh, yes, there are brown bags and surveys but these are down the-road after the real decisions have already been made. This survey is a great example. These questions all seem geared to provide some reasons (excuses) why a Shared Service Center is "needed". For example, you'll be able to say, "See, there are X% of those surveyed that don't feel appreciated. That will change with the Shared Service Centers." Or "Look there are Y% of those surveyed who don't see a path for advancement. That will change with the Shared Service Centers." If these questions were truly important they would have been asked before and it would have nothing to do with the Shared Service Centers. But asking them now seems that they will simply be used to support some "answer" that is already going to happen - regardless of the results of this survey.

It takes too long to get things of substance done because there have to be so many meetings about the same thing. Faculty are treated like royalty and staff are treated like an afterthought.

Question: Do you have any additional comments, questions, or concerns you would like to share?

KU is an amazing university, and I love our campus. I am so proud of it. It is so clean and well maintained that I'm always proud to take company on a campus tour.

I enjoy my job and the people I work with and for. And I love the way I am able to do my job and if I have a question or need any help I know I only have to ask.

This may seem like a small item but we waste time in our day constantly logging back in to programs. I understand security is important but KYou and Enroll and Pay time out often which I feel slows down efficiency. (At least Enroll and Pay gives a warning which KYou doesn't. We are seldom away from our computers so I wonder if the frequency of timing out can be modified.

When new processes, computer programs, etc. are being developed it would be nice to include input from the people that actually do the work.

I often have no idea what is going on at the front desk and they are kind of the nerve center of our unit.

Because I don't have a college degree (and I understand we're in the degree business) - I won't be considered for advancement. I can live with it because it's a choice I made, not to get a degree, but it's a bit frustrating to do the job and can't get the title or pay - because a degree is required.

I don't know why I got this survey. As a mid-level administrator who supervises a business services professional, I view the questions as applicable to her, but not to me.

In my position my time is split between 2 projects. It was hard to answer this survey because the people in charge, and thus my experience, is very different. I responded to most of the items on this survey for the experience I have struggled with the most. The PI on this project is a micromanager, has taken on too much, and is very unorganized making my work as a coordinator very difficult. I have, by far, done most of the work on this project and my name does not even appear on the posters presented at conferences. I feel unappreciated and professionally stifled.

I thoroughly enjoy my job and the work that I get to do, but I feel as though I am not managed in an effective way. I lack access to professional development training despite multiple attempts on my part to acquire such knowledge. Projects that I am a part of often get derailed close to completion because there are too many parties involved and no clear leader of the project. My work schedule is often set only a few days in advance, which makes it hard to plan my life since I am also a part-time student. My responsibilities have to constantly adjust in order to cover other employees work load as a result of their time not being managed correctly.

I enjoy working for the University of Kansas. The work process and procedures are good, but there is no advancement in my position. The incentive to work hard and go beyond expectations is on me.

I'd like to know if we're ever going back to getting raises on a regular basis. There used to be steps we went through. Are those gone?

Not at this time.

No.

Communication seems bad as a result of the demise of student success as much as I used to. We seem/feel very disjointed the last several months. I don't know what is going on with other areas. Also, why can we not get an [REDACTED]? We have a serious lack of leadership in this area which contributes to problems understanding and enforcing policy in consistent ways. [REDACTED], unless the point is to NOT have strong leadership in that area.

My position sometimes encounters significant legal questions bearing on student retention. Access to legal counsel has been handled by my supervisor and the Dean. This has occasionally left a void and an absence of guidance for shaping appropriate policies and procedures.

The department administration does not believe currently that the administrative positions in the areas of work (HR/Payroll, IT, Grants Admin) that may go to a shared service centers will replace or reduce current departmental positions. Departmental administration personnel have been assured they are not going to lose their

Question: Do you have any additional comments, questions, or concerns you would like to share?

jobs within this department.

Yes, I am looking forward to the Shared Service Centers, so that we can have an opportunity to get a competent a Accounting person, who is pleasant to work with, acts professional, and is competent at her job. Hoping our [REDACTED] accountant [REDACTED] gets culled out. She is very moody, unpleasant to work with, loses most paperwork turned in, doesn't disseminate needed information in a timely manner. Most of our Dept. doesn't understand what she actually does. Her [REDACTED] subordinate does the majority of accounting work and reconciliations, and is way over We have learned to tolerate this lack of professionalism over the years. We would love to see this area return to a "customer service" attitude under the new proposed Shared Service Ctr. concept. Thank you for asking!

No

Shared Service Centers are a good idea to improve the departments that do not function efficiently, however those departments that do function efficiently with specialized areas of administrative responsibilities should be designated as shared service center.

I am happy and content in my position, but it seems like every time we learn something new (i.e. KUPPS, ARTS), it is changed again in a year or so and we have to take training again.

no

Not a lot of advancement for professional academic staff. This will continue to create high turnover and the loss of good people to other universities in the area. Academic advising at KU is not taken seriously enough by faculty and administration. Academic advising is key to student success and graduation in 4 years.

It seems that all the new positions are unclassified professional staff. There is no job security in those positions. It is too easy for KU to say at the end of a person's contract "Sorry, we are tired of you working for us, good bye and good luck finding another job." I've seen it happen to people who have worked for KU for 20 years, their position gets switched from USS to UPS and then it is Adios! This then adds to the work load of those remaining. I do wonder if KU truly cares for its employees.

I sometimes find it interesting that on the academic portion of the campus we have gifted Business School educators imparting current knowledge, theories and best practices (in the areas of management, business, accounting, etc.) to students, yet these same practices/knowledge are not shared with or used in those very same areas/functions on the business side of the university. It would be neat to figure out a way to share some of that "current" knowledge with those who are in roles across campus where they could benefit from it. It would be nice to figure out a way to leverage that such knowledge and experience to improve the operations of the university (i.e., through workshops, training, etc.)?

People who pay for parking permits should not be asked to vacate their parking spots for the sake of an athletic contest. Perhaps KU Athletics, Inc. should build their own private parking garage or, more reasonably, subsidize parking permits for those displaced by the KU Parking/Athletics parking racket. "Academics first" becomes a joke on game day at KU.

The university's job classification system needs a major overhaul to give people actual career tracks/ladders of promotion. Currently, job titles are vague and the pay ranges so wide that they are meaningless. Promotional opportunities are nil and the only way to move up is to apply for a new job and raises are out of the question unless there is an across the board adjustment. This locks people into pay that is often lower than newer employees in the same positions with less experience because the new position can be advertised at a higher pay rate to reflect the market. This is unfair and bad for morale.

I am concerned about the new pay and leave reporting systems. Who knows us better than someone in our unit what kinds of special issues might arise with our employees? The responsibility for all this is going to someone who has no idea who I am. While I am all for consolidating functions when it works, I think this step we are about to take is overreaching a bit. I mean, why not just remove _all_ personnel functions from ALL units and put them in one office -oh, hey, I think that's already on the way to becoming a reality!

Question: Do you have any additional comments, questions, or concerns you would like to share?

1) Answers regarding office and supervision are given based on the fact we have a new org chart, new supervisors and new roles. My supervisor is learning what our office does, how we function, what our roles are, what is expected of us as individuals and as a whole, and how to get new programs going while keeping the old programs running at the same time, we're being asked to do yesterday were brought up by our staff to folks further up the ladder five years ago. It's crazy. Ask me again in two years. 2) Change is good, but it does not need to happen overnight. Changes No response. Now all of a sudden, someone else thinks it's a good idea and changes are made, seemingly overnight, that we have to put in place tomorrow, without much thought being given to the process, time needed, affects to staff and staffing needs, etc. It would be great if time were taken to ask those that will ultimately DO the work and have been running these programs for years, how big ideas would work and what date could be reasonably aimed for to implement said programs. There is a wealth of knowledge and ideas that are overlooked for the sake of quick fixes.

N/A

There are way too many changes taking place at one time. I feel I have no job security. I am actively looking at job opportunities are other [REDACTED]. No one really seems to know what is happening and there is not near enough communication about the changes taking place.

More and in-depth training about KUPPS, HR, Enroll & Pay, etc. When we start KU we only get the basic overview and have to rely on training on the job by coworkers. That is not always efficient! KU employees like to covet their knowledge.

It's hard to know exactly how change will affect you until you've gone through it. I hope that more adjustments can be made because I am extremely frustrated. I've been job searching for a long time trying to improve my prospects, but that process just seems so political. Thank you for listening.

KU is going through big changes and most of them will be great.

I have concerns about the ability of the faculty to respond to change. There are things that they are allowed to get away with that damages KU's reputation with students. KU's ability to implement the tenets of Changing for Excellence and Bold Aspirations is in danger due to faculty's inability to adapt. There is not a view among faculty that I've seen except in rare circumstances of doing what is best for our students and the University as a whole.

No

need access to support staff to maximize efficiencies need streamlined hiring process to maximize efficiencies and minimize time without people in key positions (and to minimize burnout among colleagues who must fill-in during vacancies

Question: Do you have any additional comments, questions, or concerns you would like to share?

Before I get answer this, I would like to mention that I have no idea what the "Shared Service Center" is all about - did I miss something?. Is there somewhere I can go (a website perhaps) that explains what this is, when it will be implemented, and how it will affect my job? I feel as if I am constantly being surprised by some new process or policy being implemented. That being said, I personally feel that required and necessary training & assistance provided by Central Accounting, the KUPPS office, and Payroll could be much improved, and many of the personnel in those areas could benefit from coaching in the area of customer service & satisfaction. I also feel that Central Accounting is not as well-staffed as it could be - the work sometimes gets backed up and then payments are delayed, which I then have to explain to the vendor, and leads to our reputation being compromised - I hate it that existing and prospective vendors know that we will take forever to pay them and that is the accepted norm. However, my main concern and issue with the University right now is that policies are put in place and processes are developed with seemingly ZERO input from US, the people who actually have to implement and work with them. Case in point - the KUPPS process is a mess, I dislike having to use it, and I especially dread having to call the KUPPS folks with questions, as they can be rude and unhelpful (rather than helping me through a problem I was having, I was told that I could "benefit from additional training," and was sent to repeat the training I had already had). Another example is the new payroll system that is shortly to be deployed did someone honestly think that faculty members would actually enter their own time & leave? Not to mention travel someone thought that faculty members would process their own travel expense reports? They have enough to worry about with teaching and P&T issues, how will they have time for that? Instead, developers ought to consult with the people who are currently working in those areas in order to assist them in developing processes that are efficient and address issues as they arise, instead of just saying, "Here it is, this is how you do it, if it doesn't work we'll tweak it later if we can, and if we can't we'll figure out a work-around..."

Pay is not equal to skills and tasks being asked to complete.

Overall, I am very pleased with our office and the support we have for each other. I think KU as a whole tries to be supportive and encouraging to all employees, although I know some departments have more challenges than others. Very grateful for my job and very motivated to do my best each day because what I do directly impacts [REDACTED] I'm

I am actively seeking employment in another Dept.

Everything else is good!

I am completely content in my current position

Bold Aspirations and Changing for Excellence are good initiatives, but they have a hap-hazard pace set for them, which is causing problems, people quitting, issues, etc. And no one understands where the money for this is coming from.

I wish KU were more family-friendly. It always seems like the exception or requires a special request or situation to have a job/schedule that allows an employee to perhaps work part-time, work from home, or otherwise have the flexibility to be present and care for children or other dependents such as elderly parents. I wish there was more flexibility all across the university in this respect and it was more acceptable and really seen as a progressive and positive thing- allowing staff to be the best employee and the best parent (or caregiver) without one of these being sacrificed. For instance, there is a co-worker of mine who [REDACTED]

[REDACTED] Another option would be to offer 9 month appts. for people especially those with kids in school- this would be useful I'd think AND SAVE KU money. It's like no one wants to address it but where do all these kids go after school and in the summer? I have worked part-time and found it to be more efficient than to be expected to be 'in an office' 9-5pm whether or not you are productive. I think the modern working world is moving away from this model anyway. Thank you.

My work is extremely detailed, so the workload is too much. Managing [REDACTED] in grant budgets in [REDACTED] projects...

I feel that the shared service centers will be a positive transition forward. The fact that they are hiring internal applicants for managerial positions is also a plus.

Question: Do you have any additional comments, questions, or concerns you would like to share?

Just that I am thrilled with the questions that are being asked in this survey. It's a hugely important data set to benchmark not only SSC performance in the future but also KU performance overall and I hope it will be used that way. Oh, one other thought I've had for a while that I'd like to share is that KU doesn't have good paths or incentives for people who are reasonably satisfied in and perform well in their current roles to stay. If people want to earn more they generally need to move on to another position. Why can't we offer a structure that recognizes and values expertise over time? So if someone is a grant officer for, I don't know, 4 years and has completed these training courses they can apply to become Grant Officer II that bring a raise and perhaps more responsibilities? Then after another 4 years they could apply for level III. Same with academic advisors, department admin associates, lab techs, library support staff, etc. All roles where people have real knowledge and skills that benefit their unit but that don't have an obvious upward path should offer the opportunity for people to have their experience recognized and expertise encouraged without having to move on from that role if they're happy in it. And finally, I truly hope that the HR revamping and attempts to make performance evaluations more meaningful result in supervisors being held accountable for providing staff development opportunities for their staff. Right now it's a crap shoot as to whether someone's supervisor sees the value in that or not. And KU needs to do more to educate faculty in leadership/managerial roles about the need for staff development. They have a really hard time picturing what exists or why people need it for the non-faculty people around them.

KU is a very good place to work, but the career development avenues in higher ed are not something that tends to be emphasized. So a lot of advancement is based on networks and opportunities unique to the campus, but rarely identified by supervisors or leadership. It just takes a lot of individual initiative -- attributable to the culture of the place -- which may run counter to the intent to aggregate personnel across offices or generalize services.

I would like to learn about more opportunities to advance my career.

Make decisions and stay with them. Don't have widely televised community meetings where your most common response is "we're just not sure yet" or "we don't know but are looking into it."

KU Admins, faculty and students could truly use a proper Search Engine that actually finds current documents & info. Also, KU Admin manuals & instructions aren't routinely updated with corrected info i.e. the new T&E Module manual- is there mention of entering '2013' in the OPER field? Why not? This was discovered in July & now each Admin has to rediscover the issue instead of the T&E Dept. updating the manual. Perhaps a 'Training Dept.' at KU to oversee such changes & update Dept./Program websites would be helpful. I use the web design program 'Contribute' to make daily changes to our dept. website & can see the advantage in using it for simple info updates mentioned above. Furthermore: KUPPS does not need a Shopping Cart for Forms; KUPPS is taking way too long to finalize orders with all the various approvals needed- please streamline!; Why is a Third Approval needed for Travel Authorizations? First approval is the App, Second is the funding to the Dept., Third the Chair needs to approve the Authorization, just previously approved of twice?

I think it would be nice if all the departments worked together and knew more about the goings on in each of the other departments so that we can be more efficient and be more helpful to each other and not get upset so easily at each other.

Great work environment- with freedom to do and create great things!

I would also like to get a raise from our bosses because they value our work and not because they feel forced to by the union or since no one will stay unless they raise the pay.

Identity of department is [REDACTED].

My most direct supervisor has a good idea of my responsibilities and challenges I face. However, there is disconnect at a higher management level.

I am concerned that our department is not being consulted at all regarding the service centers. We are an off-campus facility in an entirely different city and I am not very confident that many of our functions can be performed offsite.

I personally feel that the university is creating and developing so many layers that the regular employee has problems keeping up with the changes and cannot find his/her voice or place in the new structure.

Question: Do you have any additional comments, questions, or concerns you would like to share?

KU is a great place undergoing great change. I realize that it is not immune to the change outside of its halls and I would like to see us take the lead (rather than hang in there with our fellow benchmark institutions). I am willing to go the extra mile to help move KU into the bright future that I believe it can have, but with so many hurdles.....so many concerns...and the lack of support for systems that specifically assist with the utility part of our business practices (not just our reporting and accountability practices), I can only dare to hope that such professional support will be added in the near future.

no

I am very grateful to have the position I have and enjoy my work and my colleagues very much.

No further comments.

This is the best office I have ever worked in, where the respect for each person in the department is mutual, and sincere effort is given to solving any problems that may arise. The chair of the department has no problem doing what I would consider a support staff duty, if we have no support staff available and the task needs to be done. The encouragement and support of professional development is also sincere and every effort is made to allow staff members to participate in professional development activities.

Too many changes coming down at one time. Communication and training is last minute. There is no assistance in managing workloads with all the transitions. Communication is improving (a lot) regarding the transition to SSC's. Need more advanced information/training on transition to personnel People Soft system.

I do not feel it is fair to expect anyone to work the night before and then have to work forced overtime for sporting events when we have had little or no sleep. I provide no [REDACTED] when I'm too tired to function and am highly likely to miss something, I would have normally caught had I have had 6-8 hours of sleep. I feel these situations should be strictly voluntary.

I cannot afford to comment currently

Why are some of the trades not doing what they are trained for? Example: Electricians are doing plumbing, very few of the trades are doing what they should be doing in the zones.