

Question: What else can we offer that will be helpful to you?

Responses

A way to move up without support from my supervisor as a requirement.

This doesn't really apply to my particular situation but can see the relevance for others at KU

I do not believe my job will change.

another chance at the buy-out option for retiring. I was unable to make the choice as a person nearing retirement who has health issues that make finding other employment hard and worry about cost of health insurance. So, early retirement felt like too much risk. However, I am not happy to have unclear options for new jobs in centers to finish up my last few years at KU. With the slight number of buyouts that were reported, can KU make a new round of offers within a certain number of years?

Demonstrate the viability of the SSCs at KU (not at other institutions) before requiring that individual units migrate.

Nothing.

Time for training, practice in doing, re-training if necessary, BEFORE implementation!

I didn't really realize that my position could possibly be affected by this. No one has really talked about the possibility of many jobs changing in my workplace that I'm aware of. Kind of worries me a little.

Making sure that the service center staff absolutely know their duties and can express/explain to the individual departments that they are responsible for.

Letting us know what functions will remain in the department and what functions will not stay. Everything is so up in the air, no one knows what they need to do next. None of us want to leave our department, so we will only apply if our job is completely taken away.

Why would I do this? Talking with others at KU who currently work in a shared service type environment. What is shared service?

The questions above certainly contradict much of what has been said about jobs remaining secure. I think that it would be most helpful if KU was above board and gave out the real reasons behind the shared service centers and if/how many jobs will be removed.

From the above questions, one might think KU is downsizing?

Specific information about the process and the desired outcomes.

webinars, online training and view meetings via the web are convenient

A better jobs website. It is not very easy to read or to navigate.

I'm ready to retire and just waiting for a retirement package equal to what the State offered State employees last year. Indeed health insurance for my spouse and me that won't take the majority of my retirement check.

extensive, item by item training. Computer generated training with someone who knows what they are talking about

More information about how the shared service centers will actually work and what the career paths within them might be.

not sure

Assistance with obtaining the highest professional certifications in our respective professional areas, Certified Administrative Professional, Certified Research Administrator, Certified Project Manager, etc. Even just sponsoring the materials for lunch hour study groups for these things would be incredibly beneficial to KU and employees.

Training on people skills improvement, positive leadership skills, motivational skills, any other type of training to teach our leadership how to lead our staff in the best way to get them to buy in to our goals and visions.

Well defined plan for the SSC--and the resources to accomplish the goal.

Telling us what the heck a shared service center is and whether we (specifically) are going into one or not. Communication has been... um...

I am in the [REDACTED]. We don't know yet if we will be able to use the Shared Service Centers. I will be thrilled if we can.

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I am within a year and a half of retiring. Why don't you tell me?

my own job is not impacted by the implementation of SSC's. please disregard answers above.

nothing

providing more information about what the future will hold/or at least planning to look like

We are officed in [REDACTED] so there isn't much that can be done, other than websites, electronic communication etc. But the communication I get is very good.

Tell us what changes are being made, when they are being made and where will the SSC be located?

Actual information. Something concrete and understandable. The last town hall "informational" meeting was a laughable waste of time. Everything was high-level abstraction. Not a single question was answered directly, it was always some version of "we don't know yet".

More direction on time frames for displacing staff, plus honesty on how many positions will be eliminated.

Clear descriptions of new job positions and responsibilities, documentation of new processes

I am not in a HR or Budget role so am having trouble knowing how I should answer these questions as I don't think I'm going to a service center. What should other office staff be expecting to see?

These programs sound similar to those offered to organizations when people are being laid off. Will people really be given a choice or will the choice be take the new position or leave (similar to FO, particularly housekeeping - move to nights or leave)?

As I said, I'm new to KU. It's hard to gauge what would help as I am not entrenched in "the way it was."

Just be truthful with people...it seems pretty much impossible that no one is going to lose a job given the nature of this change... it keeps being said ...hard for me to believe!

Can't think of anything right now.

The above questions are not applicable for me as a researcher - they appear more applicable to someone who will be transferred to a service center or lose their job and need help finding another position. The survey was designed such that I could not continue without answering the questions. So I did by responding 3 neutral or 1 not at all helpful - I would have preferred a N/A option.

How will these centers be funded? How will these centers be operated? We are told the centers will be established but little about the organization other than that.

Talking with management staff within my area of responsibility in addition to direct supervisor regarding career prospects.

Keep the information coming. The more concrete information we receive, the lower the "fear factor" will be.

Current websites with all the latest changes and organizational structures.

The previous question asked how I might like to participate. One option that was missing that would be crucial to departments like mine that aren't on the Lawrence campus: virtual access to the Town Hall Forums (and anything else for that matter). FYI - the language on the survey questions above fluctuates between "my" and "you" language. That's not a good way to structure survey questions.

I'm retiring.

knowledge about roles that will be available in ssc's

Just a clearer picture of how the SSCs will work. But I suppose that will become available, in time.

The duties of my position are such that I would not be participating in a SSC. I enjoy my current position.

Provide clear communication (or even request input) regarding changes that are being considered or implemented.

More staff to do the work and a better understanding from top management of the effort required to do good work.

nothing

Disseminating information to everybody when those in charge of making decisions have important/pertinent information.

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Looks like you have the bases covered. As I noted earlier, however, I've just returned to KU after working elsewhere for a number of years. Ask me again in six months, and I may have some more suggestions. :-)

Support and appreciating the years of service and the overall commitment to the university while at the same time offering career advancement based upon education and years of service. I do not feel that my education level has allowed me the opportunity to grow professionally.

Higher rate of pay.

honesty, people don't want a bunch of PowerPoints and diagrams..they want the truth. We are a family here, a small community..and folks will make sacrifices, change jobs if they feel like they are part of the decision, and that we aren't being lied to.--but if they are expecting some to make sacrifices..they need to see that ALL areas are making the same sacrifices..not just the blue collar side but the white collar side too, they need to point out what will be changing on that side too that will help...everyone gives, EVERYONE makes sacrifices-that will make or break this change, and keep us all in this together" [REDACTED] was good at making EVERYONE feel needed, respected, and appreciated, and worthy of his time...If the Administration will truly embraces that, sincerely..it will work.

seminars or something on exactly what SSC people do, who will handle what functions, having CLEAR AND CONSISTENT rules to follow (now when we call for additional information on something or to confirm a previously understood function or policy, generally HR or contracts, we get a different answer than the day before, or depending on who answers the phone)

I would like a much more clear explanation of the transition process.

My job would not fit into a SSC but it would probably be eliminated all the same. I'm not interested in switching to an SSC or another department at KU and the Lawrence community at large is not a good market for my skills. I think I'm on my own.

I think it would be helpful to make sure the career advisors are people that actually have experience in this field. I know I went through something like this a few years ago at KU my office did not get federal funding so I had to find another job at KU, I did not find the staff at Carruth helpful at all. I think you should hire a career consulting company to do this someone who has fresh ideas on interviewing, resume writing, the skills that you have and how they can transfer to other jobs at KU or somewhere.

Meeting and outside group management courses. I work a great deal with the community and I feel these courses would be beneficial in representing [REDACTED]

Just about every aspect of my job is under "evaluation" with the SSC's, I would really like a much clearer vision of what might be available in my department so I can more clearly assess what direction I would like to pursue. My main problem is that I love my job and my department. Why would I choose to leave (knowing my boss would have to retire or die in order to possibly advance) if I can continue in a meaningful way with the department? For example, if that means becoming the front desk receptionist then I'm not sure that utilizes my degree and abilities fully so I would have to examine more closely the option of staying at KU in a new capacity or pursuing a new job elsewhere. Benefit options are decision factor also as I am currently the main income/benefit provider in my home.

ensuring practice of equal opportunity rather than allowing personality popularity contest to go on in every job opening.

Supervisors don't know what is going on -- how they can provide information and support to staff? We have been told that each SSC will function differently - how will it help me to talk to someone in one that is different than where I might land? If these questions are designed to scare people - you have accomplished your goals. Many positions will be eliminated and they will be forced into positions they may not choose. This makes people feel like

job security

More information. I'm not sure I understand what is planned.

Reading materials that focus on career paths similar to mine and materials that outline KU's overall goals through the SSC initiative

I am not looking at moving above my current position, thus I don't need services regarding career advancement.

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More information that is useful to the people who may be transferred - information that is understandable. So far there are too many rumors and no one is stopping them. The communication is very poor and the staff is suffering.

In my area I feel changes have been the purview of a few and I fear the concentration of decision-making and power without input from constituent areas will result in more and inappropriate micromanagement...not an environment conducive to substantive participation or real job satisfaction.

None of these statements were applicable to me as a [REDACTED] provider and [REDACTED] director.

The questions above are NA to my position

Help in building network with successful alumni with the same career path.

Here is a problem - I have no idea what SSC is. Was that buried in some long HR email?? Do not use abbreviations.

The training I've gotten on the various new programs is not always helpful. If someone stands up showing us how to do it while we sit back and watch doesn't help me learn. I attended a class with Scholarships a while back that I learned a lot of how the program worked. THAT was helpful.

Poll employees for candid feedback on "dead wood," people of little value to their unit and the University; and then have the wherewithal to act on the resulting concerns and get rid of the dead wood. It is only from the trenches that we can glean such candid internal assessment.

Explaining the SSC concept would be helpful and letting me know if my job is one of the targets. There has been VERY poor communication on this effort. All I here are rumors.

I would just like to be included in the planning stages and to be informed as to what exactly is going on & how my job will be affected. Am I going to lose my position? Are my colleagues/friends going to lose their positions? You are making me worried - I don't get paid enough as it is, I've pretty much topped out as far as position & pay are concerned, I thought my job was pretty well secure but now I'm not so sure.

I will be attending the "Dealing with Change" workshop this afternoon.

A mentor

The impact of the SSC does not strongly impact my current position at this point so the above suggestions are not really applicable for my career advancement or satisfaction. Continual open communication regarding changes in the university is beneficial.

Communication!

A better understanding of the number of SSCs and a better understanding of what the intended range of responsibilities.

Offer objective professional development training courses specific to certain positions on campus (such as the accounting related ones) so there can be a more fair playing field of opportunity for those "not in the clique". There's too much cronyism here. After working here (at the University) for over twenty years, I've observed that certain positions on campus, such as those in the accounting and similarly related areas, tend to only be perpetually filled by those who were "personally" selected and trained while others just as capable to learn and do these type of positions are locked out of the opportunity to do so because the training is only made available in a very subjective and discriminatory manner.

As much notice and information as possible about changes.

Much of these things are difficult as we are an off-site facility in a different city (meetings with on-campus staff, shadowing, etc.). We would like to be consulted on these changes.

I do not believe any of this applies to my situation.

Schooling