

WSU Staff Satisfaction Survey – Open-ended Comment Summary November 1, 2022

The Docking Institute Staff satisfaction survey offered respondents the opportunity to respond to several open-ended questions:

- Additional High Importance Items
- Additional Job Satisfaction Items/Issues
- Additional Incentives or Opportunities
- Additional Comments

In all four comments sections, there were three primary responses – (a) Pay needs to be increased; (b) We need flexible schedules; (c) improve/expand tuition assistance program.

We've categorized the responses into four main themes – Pay, Benefits, Flexibility, and Concerns.

PAY

- Increase base pay to the level shown in the market-based study
- Use experience and education to determine base pay amount
- Provide increase for completing educational credentials while in position
- Merit pay; tie pay increase to performance evaluation
- Bonuses
 - For all employees when the university is doing well (enrollment increases)
 - As a percentage of the money that a division brings in (Centers, etc.)
- Longevity/Loyalty – increase or bonuses to reflect years of service
 - For service recognition, provide a gift that increases in value for additional years of service (5 year gift same as 50 year gift currently)

BENEFITS

- Improve/Expand Tuition Benefits
 - Tuition assistance for non-degree enrollments (certificates/licensure)
 - Tuition assistance for spouse/child at the graduate level
 - Tuition assistance for WSU employees to attend WSU Tech
 - Tuition assistance for WSU employees to attend other KBOR institutions
 - Tuition assistance for WSU employees to attend other schools
- Professional development opportunities
- Improve Insurance benefits
 - Reduce deductibles
 - Improve prescription benefits
 - Improve vision benefits

- Leave time
 - Paid Holiday break
- Assistance with childcare/elder care
- Student loan repayment/loan forgiveness for employees
- Provide more free/discounted services/goods for employees
 - Free sporting event tickets
 - Free campus event tickets
 - Discounts at all dining services on campus
 - Larger discount at the Shocker Store
 - Free gym membership
 - Improved STARS benefits

FLEXIBILITY

- Remote work
- Hybrid work
- Flexible schedules (outside usual 8 – 5 schedule)

CONCERNS

- Workload has become unmanageable
- Need to fill vacant positions/increase staff in overloaded areas
- Leaders need better training and accountability
 - Need consequences for leaders who are not performing well
 - Reduce instances of workplace bias/favoritism/nepotism
 - Consider 360 degree evaluation for leaders
- Unhappy with Human Resources
 - Service (seen as a roadblock, not a partner)
 - Responsiveness (cannot reach a person directly)
 - Inconsistency
- There is no clear path for career advancement

There were also positives in the responses. For instance, a number of respondents indicated that WSU was a great place to work, that their workplace was positive, and that they love what they do.