

2019 Regent Universities  
USS-UPS Poll

Report for Wichita State University (WSU),  
including:

UPS Results  
USS Results  
Combined Results



Response to Additional Information Request:

September 2019



Docking Institute of Public Affairs  
Fort Hays State University  
600 Park Street  
Hays, Kansas 67601-4099  
Telephone: (785) 628-4197  
FAX: (785) 628-4188  
[www.fhsu.edu/docking](http://www.fhsu.edu/docking)

Brett Zollinger, Ph.D.  
Director

Jian Sun, Ph.D.  
Assistant Director

Michael S. Walker, M.S.  
Research Scholar

Luis Montelongo, M.B.A  
Survey Center Manager

Lynette Ottley, B.A.  
Administrative Specialist

**Mission:**

To Facilitate Effective Public Policy Decision-Making.  
The staff of the Docking Institute of Public Affairs and its  
University Center for Survey Research are dedicated to  
serving the people of Kansas and surrounding states.

2019 Regent Universities  
USS-UPS Poll

Report for Wichita State University (WSU),  
including:

UPS Results  
USS Results  
Combined Results

Prepared By:

Michael S. Walker  
Docking Institute of Public Affairs

Copyright © September 2019  
All Rights Reserved

## Contents

<b>Contents</b> .....	<b>i</b>
<b>Introduction</b> .....	<b>1</b>
Introduction .....	1
Methods .....	1
<b>Summary</b> .....	<b>2</b>
<b>Findings</b> .....	<b>4</b>
Table 1: Years of Employment .....	4
<b>Item Importance and Appreciation of Work Performance</b> .....	<b>5</b>
Figure 1: Item Ranking .....	5
Figure 2: Appreciation of Work Performed .....	6
<b>Work Morale</b> .....	<b>7</b>
Figure 3: Morale at Work .....	7
Figure 4: Morale Compared to Two Years Ago .....	8
Figure 5: Why Morale Has Worsened .....	9
<b>Wages and Second Job</b> .....	<b>10</b>
Figure 6: Perception of Current Wages .....	10
Figure 7: Have Second Job or Other Income .....	11
Figure 8: Considering a Second Job .....	12
Figure 9: Reasons for a Second Job .....	13
Figure 10: Reasons for Continued University Employment .....	14
<b>Job Satisfaction, Incentives, and Health Insurance</b> .....	<b>15</b>
Figure 11a: Job Satisfaction (WSU UPS) .....	15
Figure 11b: Job Satisfaction (WSU USS) .....	16
Figure 11c: Job Satisfaction (ALL WSU) .....	16
Figure 12a: Incentives or Opportunities (WSU UPS) .....	17
Figure 12b: Incentives or Opportunities (WSU USS) .....	18
Figure 12c: Incentives or Opportunities (ALL WSU) .....	18
Table 2: Additional Incentives or Opportunities .....	19
Figure 13: Opinions about Health Insurance .....	20
<b>Budget Limitation Impacts</b> .....	<b>21</b>
Figure 14: Opinions about Budget Limitation Impacts .....	21

Table 3: Additional Budget Impact Comments ..... 22

**Different Job ..... 23**

Figure 15: Looking for Different Job ..... 23

Figure 16: Looking for On- and/or Off-Campus Job..... 24

Table 4: Additional Comments..... 25

**Appendix: Survey ..... 26**

# Introduction

## Introduction

University Support Staff (USS) Senates of five Regent Universities asked the Docking Institute of Public Affairs to conduct a poll of USS and Unclassified Professional Staff (UPS) employees. The five universities included Emporia State University (ESU), Fort Hays State University (FHSU), Kansas State University (KSU), Pittsburg State University (PSU), and Wichita State University (WSU).<sup>1</sup>

The poll was conducted using Qualtrics on-line survey software. Email addresses for USS and UPS employees employed at the five universities during the spring 2019 semester were provided to the Docking Institute. Requests (including a link to an online poll) were emailed to all USS and UPS employees. The research project was submitted to the FHSU Institutional Review Board (IRB) for review.

Poll questions were developed in collaboration with USS Senates. The poll instrument can be found in the Appendix.

This report shows results from WSU UPS respondents, WSU USS respondents, and ALL WSU respondents.

## Methods

Emails were sent to 8,043 USS and UPS employees at the five universities. The Institute received 2,846 completed interviews, a response rate of 35.4%. Since the lists provided by each university included all USS and UPS employees, no margin of error is calculated.

The initial email was sent on March 18, 2019. Additional email requests were sent to non-responding employees on March 21, March 26, and April 1. Wichita State provided additional lists of UPS employees on March 28 and April 2. Follow-up emails were sent on April 1 and April 9, respectively.

Regarding Wichita State University, emails were sent to 1,480 USS and UPS employees. The Institute received 653 completed surveys. Most (483) were UPS employees and fewer (157) were USS employees. Thirteen WSU respondents did not provide their type of employment.

Data were downloaded into SPSS software for analysis. Email addresses and the names of employees were deleted from the SPSS file before analysis began. Only grouped data were analyzed, and no attempt was made to link individual responses to individual respondents.

---

<sup>1</sup> The University of Kansas was invited to participate but declined to do so.

## Summary

This report is for Wichita State University. Responses to each question on the USS-UPS Employee poll conducted in spring 2019 are provided for UPS, USS, and ALL WSU respondents. In most cases, responses from these three groups of respondents are shown in a table or figure. For lengthier sets of series questions, three figures are provided (WSU UPS, WSU USS, and ALL WSU).

The Docking Institute's independent analysis of the data set shows the following:

- Notably larger percentages of UPS respondents than USS respondents have worked at WSU for 0-4 years and 5-9 years. On-the-other-hand, notably larger percentages of USS respondents than UPS respondents have worked for 10-14 years, 15-19 years, and 20 years or more.
- When asked to rank (from first to fourth) the importance of various items, the “amount of pay or compensation” was ranked first among all respondents. Larger percentages of UPS than USS respondents ranked “recognition for work performed” and “professional development opportunities” second, and a larger percentage of USS than UPS respondents ranked “additional incentives or perks” second.
- Regarding work appreciation, most of ALL WSU respondents report that their “work is greatly appreciated” by their “immediate supervisors,” “co-workers,” and “department heads.” Larger percentages of UPS respondents than USS respondents report that their work is at least “moderately appreciated” by “departments heads” and “university administration.”
- A large majority of WSU respondents rate their morale as at least “somewhat positive.” UPS respondents provide larger percentages of “extremely positive” and “somewhat positive” responses, while USS respondents provide larger percentages of “somewhat negative” and “extremely negative” responses.
- Regarding current morale compared to morale two years ago, larger percentages of UPS respondents report that their moral has “improved” or “remained the same,” while a larger percentage of USS report that their morale has “worsened.”
- When asked why morale has worsened, a larger percentage of UPS respondents report that “morale of those around me has worsened, while larger percentages of USS respondents report that “salary increases haven’t kept up with costs” and “additional work duties with no or minimal pay increases.”
- When asked about wages with regard to work, a larger percentage of UPS respondents find their wages reasonable, while a larger percentage of USS respondents find their wages unreasonable.
- A larger percentage of USS respondents than UPS respondents report having a second job or other means of income. A larger percentage of USS respondents than UPS respondents also report considering taking a second job.
- Larger percentages of UPS than USS respondents report that they remain at their university because they “enjoy the work” and because “salaries are better than in the private sector.”

Larger percentages of USS than UPS respondents report that they remain at their university for the “health insurance,” “employment stability,” and “education discounts,” as well as because they are “close to retirement.”

- When asked about job satisfaction, larger percentages of UPS than USS respondents “strongly agree” with three statements: “I enjoy the things I do at work,” “I am sufficiently trained to complete my duties,” and “I have a generally positive work environment.” Much larger percentages of USS respondents than UPS respondents “strongly disagree” with statements regarding “a fair chance of advancement” and “a fair chance for salary increases.”
- When asked about incentives or opportunities, a larger percentage of UPS than USS respondents find “flex-time or flexible hours” as “extremely important,” while a larger percentage of USS respondents than UPS respondents find “on-the-job training” as “extremely important.”
- When asked to identify other incentives or opportunities, 12.3% of ALL WSU respondents identify, 9.9% of UPS respondents, and 18% of USS respondents identify “immediate base pay increase” as important.
- When asked about health insurance, a larger percentage of UPS than USS respondents report that they are “receiving equal value at more cost.” On-the-other-hand, a larger percentage of USS than UPS respondents report that they are “receiving less value at more cost.”
- When asked how budget limitations have impacted their work, larger percentages of USS than UPS respondents identify “staff reductions: unfilled positions” and “staff reduction” unable to fill due to wages” as impacts.
- When asked to provide additional impacts of budget limitations, 14.5% of ALL WSU respondents, 17.1% of UPS respondents, and 7.5% of USS respondents identified a “lack raises/salary compression” as an additional impact. Notably larger percentages of USS than UPS respondents identified “lack funds to accomplish tasks/purchase supplies” and “frustration/stress/decreasing morale” as impacts.
- A slightly larger percentage of USS respondents than UPS respondents report looking for a new job within the past year or so.
- A smaller percentage of UPS than USS respondents report looking for an on-campus job, while a larger percentage of UPS than USS respondents are looking for an off-campus job.
- When asked to provide any additional comments, larger percentages of USS respondents than UPS respondents provided comments regarding “wage increases/wage increase schedule/yearly cost of living adjustments” and “poor management decisions/favoritism/bullying by management.” On-the-other-hand, a larger percentage of UPS than USS respondents offered comments relating to “wages should match skills and/or years of service.”



## Findings

This section of the report provides percentage responses to each question in the poll. Questions were grouped by theme and do not necessarily follow the flow of the poll questions (see the Appendix).

The tables and figures below show responses for WSU UPS respondents, WSU USS respondents, and ALL WSU respondents.

Table 1 shows years of employment.

The table shows that notably larger percentages of UPS respondents than USS respondents have worked at WSU for 0-4 years and 5-9 years. On-the-other-hand, notably larger percentages of USS respondents than UPS respondents have worked for 10-14 years, 15-19 years, and 20 years or more.

Table 1: Years of Employment

	Percentages Shown		
	WSU UPS (n=483)	WSU USS (n=157)	ALL WSU (n=653)
0-4 years	41.0	22.3	36.9
5-9 years	22.6	14.0	20.2
10-14 years	13.9	20.4	15.5
15-19 years	8.1	14.6	9.8
20 years or more	14.5	28.7	17.6
Total	100	100	100

## Item Importance and Appreciation of Work Performance

Figure 1 shows responses to four items. Respondents were asked to rank each according to importance, from first to fourth. The items were:

- Recognition for the work you perform
- Amount of pay or compensation
- Additional incentives or perks
- Professional development opportunities

The figure shows that the “amount of pay or compensation” was ranked first among 74.6% of ALL WSU respondents. Vast majorities of UPS respondents (73.3%) and USS respondents (81.3%) ranked this item first.

Larger percentages of UPS respondents than USS respondents ranked “recognition for work performed” and “professional development opportunities” second.

On-the-other hand, a larger percentage of USS respondents than UPS respondents ranked “additional incentives or perks” second.

Figure 1: Item Ranking

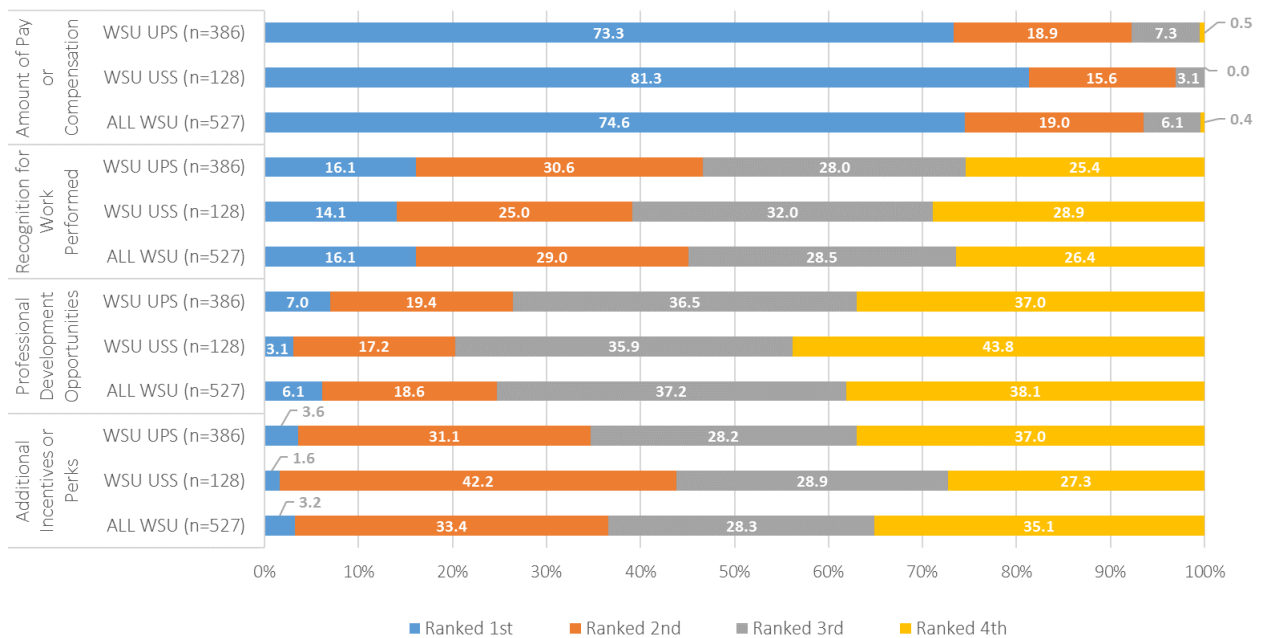
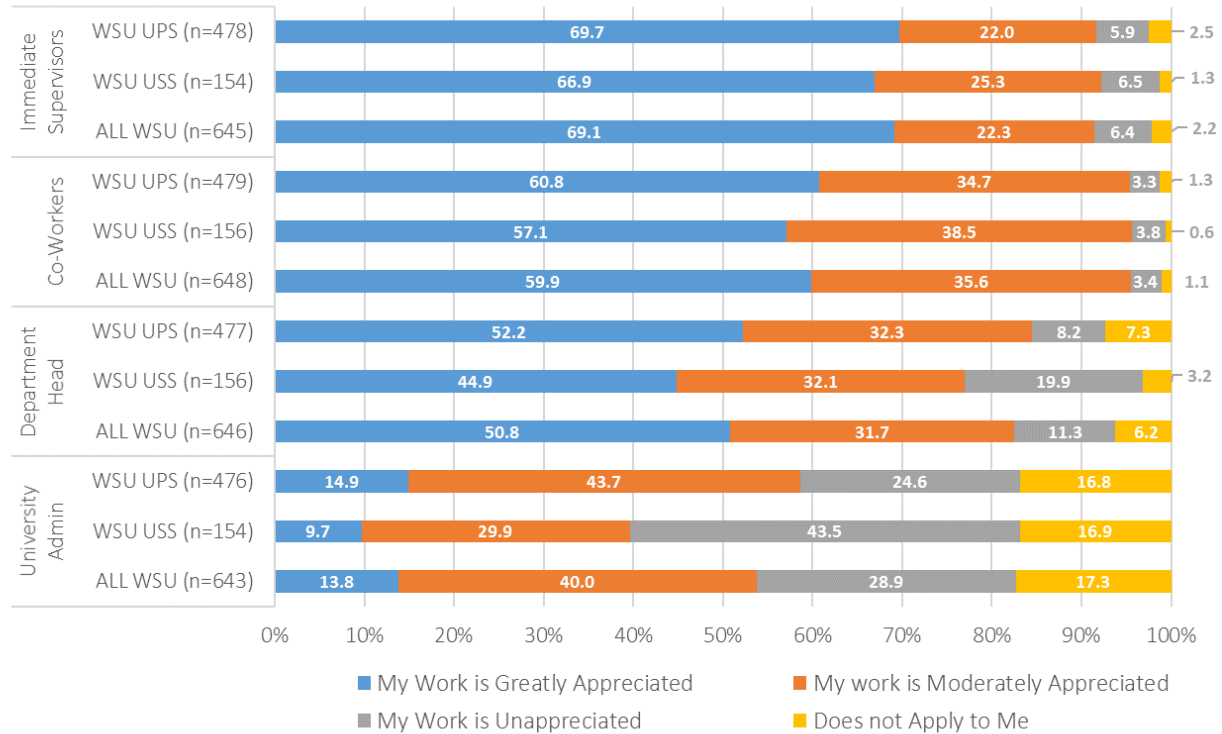


Figure 2 shows responses to statements addressing work performance appreciation by various groups and individuals. The groups and individuals include co-workers, immediate supervisors, department heads, and university administrators. The statements include “my work is unappreciated,” “my work is moderately appreciated,” “my work is greatly appreciated,” and “this item does not apply to me.”

Figure 2 shows that most of ALL WSU respondents report that their “work is greatly appreciated” by their “immediate supervisors,” “co-workers,” and “department heads.”

Larger percentages of UPS respondents than USS respondents report that their work is *at least* “moderately appreciated” by “departments heads” and “university administration.”

Figure 2: Appreciation of Work Performed



## Work Morale

This section of the report addresses work morale. Figure 3 shows responses to the question “generally speaking, how do you rate your morale at work?” Answer options ranged from “extremely positive” to “extremely negative.”

Figure 3 shows that a large majority (71.3%) of WSU respondents (ALL WSU) rate their morale as *at least* “somewhat positive” (when considering somewhat positive and extremely positive responses together).

UPS respondents provide larger percentages of “extremely positive” and “somewhat positive” responses than USS respondents. USS respondents, on-the-other-hand, provide larger percentages of “somewhat negative” and “extremely negative” responses than UPS respondents.

Figure 3: Morale at Work

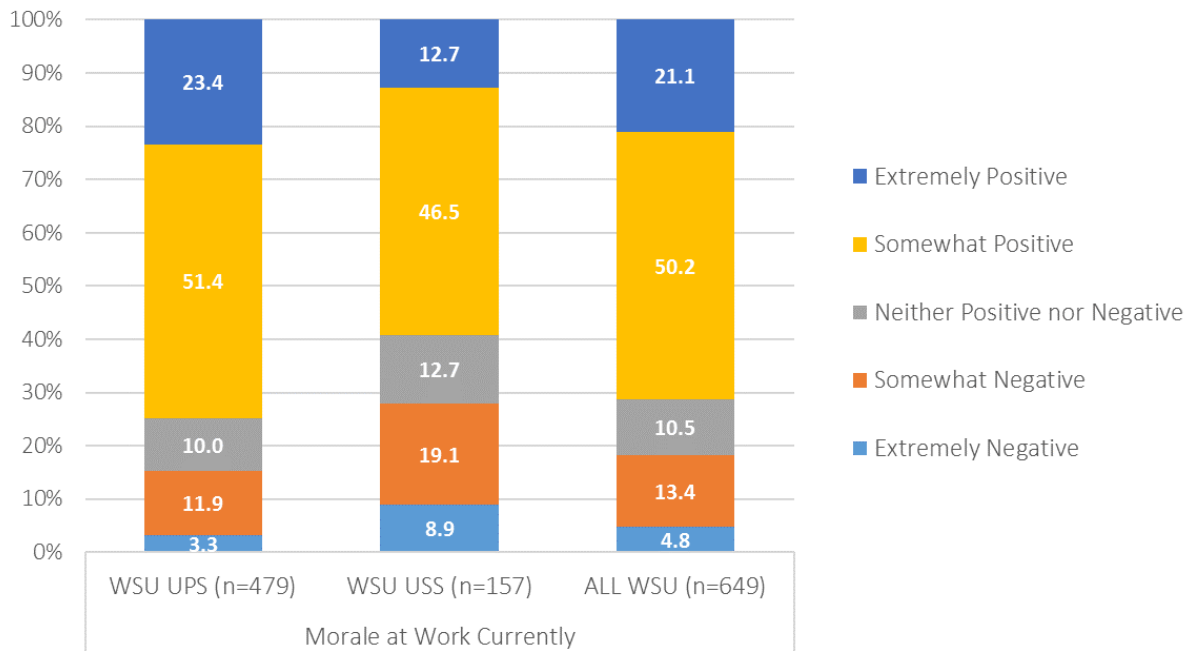
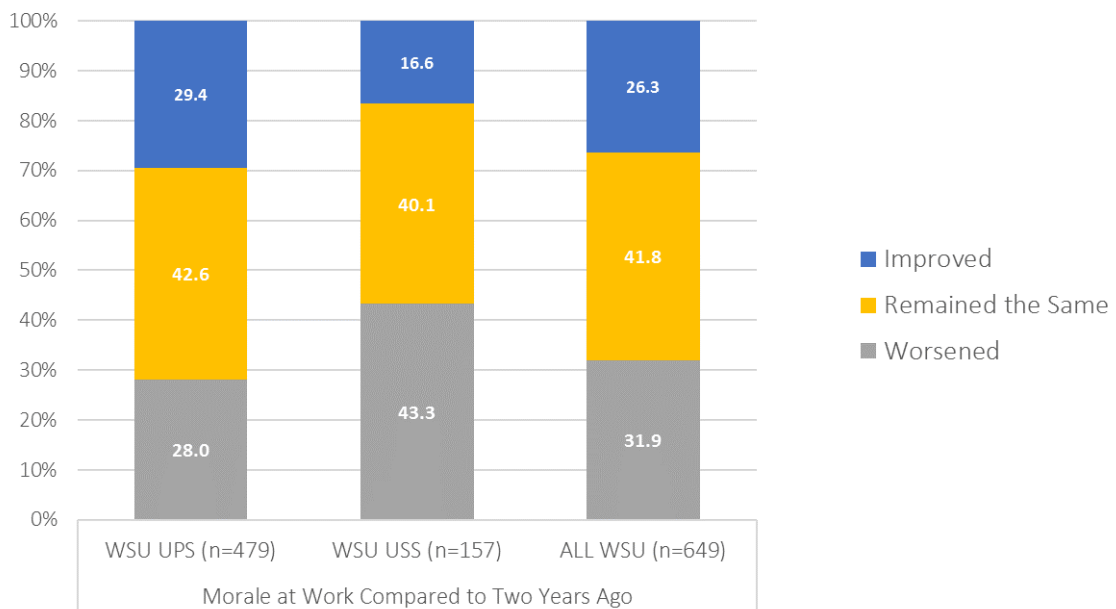


Figure 4 shows responses to a question asking “compared to two years ago, would you say your morale has improved, remained the same, or worsened?”

Almost 42% of ALL WSU respondents report that their morale has “remained the same” and 26.3% report that their morale has “improved” from two years ago.

Larger percentages of UPS than USS respondents report that their moral has “improved” or “remained the same,” while a much larger percentage of USS respondents than UPS respondents report that their morale has “worsened” from two years ago.

Figure 4: Morale Compared to Two Years Ago



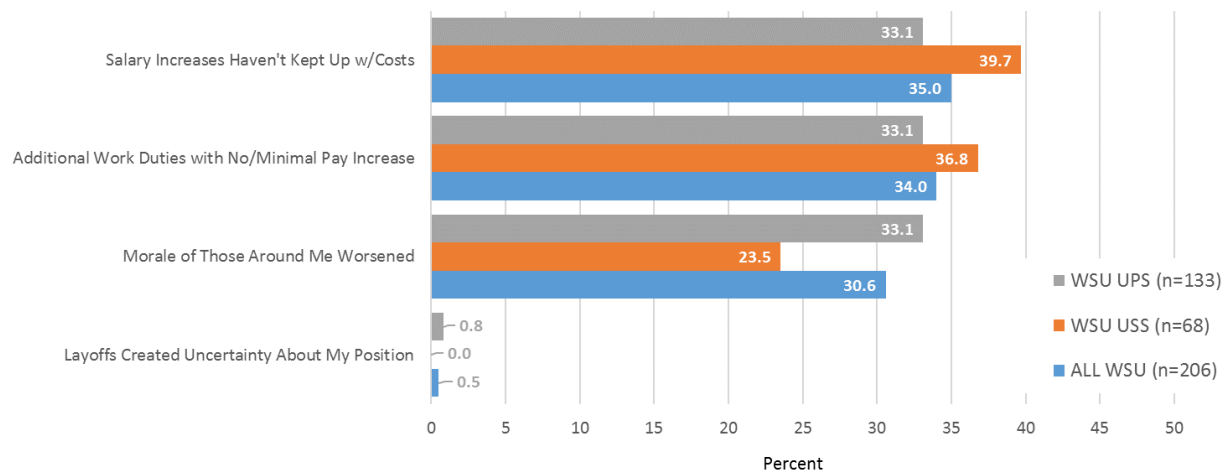
Respondents indicating that their morale has worsened compared to two years ago (represented by the grey bars in the previous figure) were asked follow-up questions about why morale has worsened. Responses included “salary increases haven’t kept up with increased costs,” “had to take on additional work duties with no/minimal increases in pay,” “morale of those around me has worsened,” and “layoffs have created uncertainty about the future of my position.”

The figure below shows all four statements and all three groups of respondents.

A larger percentage of UPS respondents than USS respondents report that “morale of those around me has worsened” as a reason for worsened morale.

Larger percentages of USS respondents than UPS respondents report that “salary increases haven’t kept up with costs” and “additional work duties with no or minimal pay increases” as reasons for worsened morale.

Figure 5: Why Morale Has Worsened



## Wages and Second Job

This section of the report addresses wages and a second job (if workers have a second job and/or if they have considered one).

Figure 6 shows responses to the question “how do you rate your salary or hourly wage with regard to the work you currently perform?” Answer options ranged from “extremely reasonable” to “extremely unreasonable.”

The figure below shows that larger percentages of UPS respondents than USS respondents find their wages “somewhat reasonable,” “reasonable,” and “extremely reasonable,” while larger percentages of USS than UPS respondents find their wages “somewhat unreasonable,” “unreasonable,” and “extremely unreasonable.”

Figure 6: Perception of Current Wages

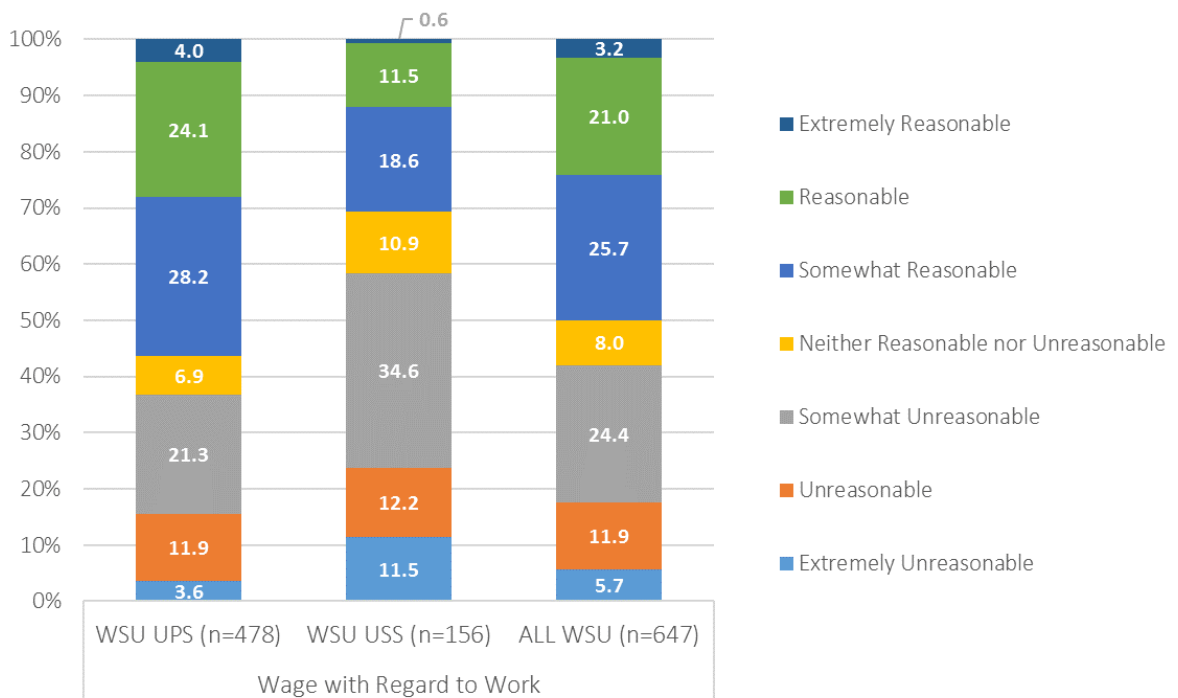
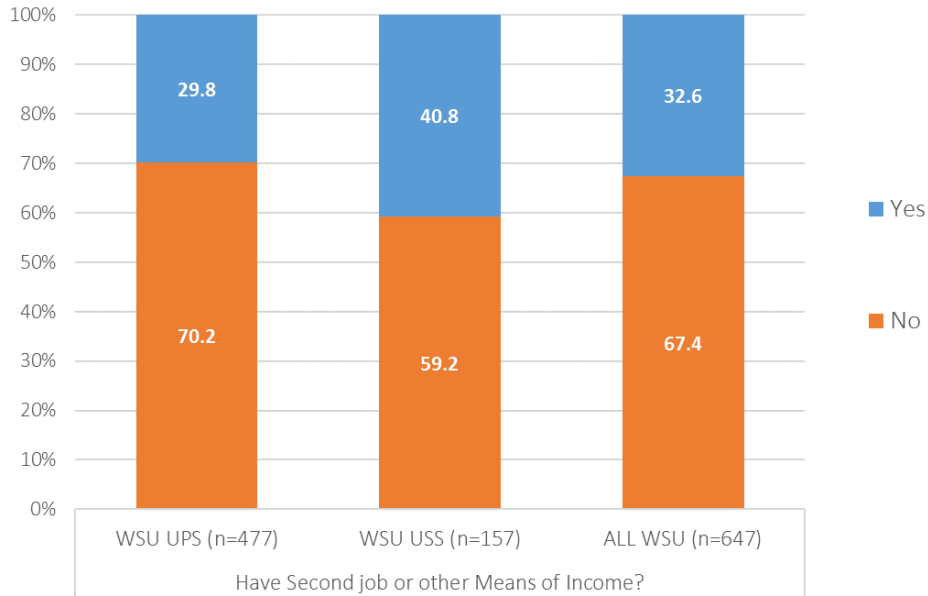


Figure 7 shows responses to a question asking “do you (yourself) have a second job or other means of income?”

The figure shows that a larger percentage of USS respondents than UPS respondents report having a second job or other means of income.

Figure 7: Have Second Job or Other Income

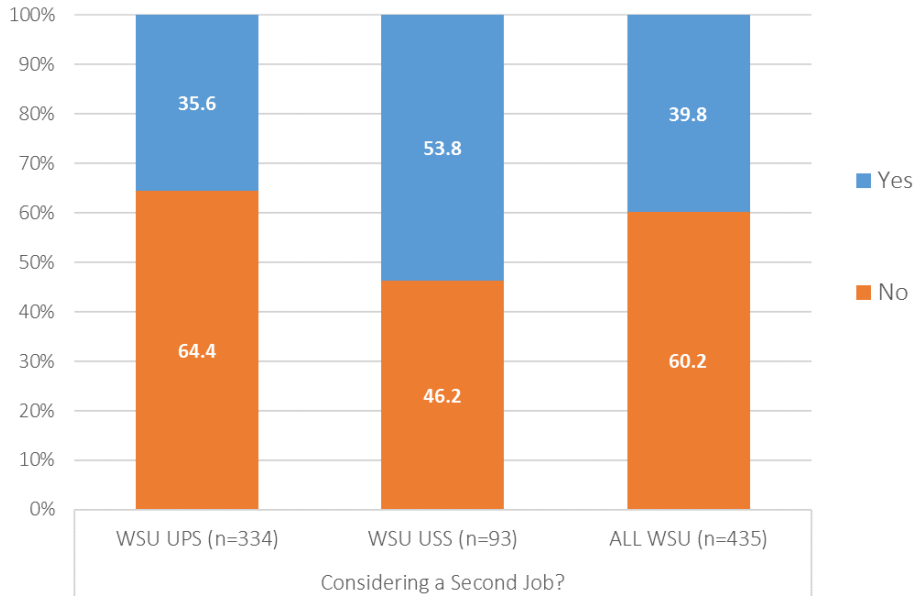




Respondents answering “no” to the question above were asked the question “are you considering getting a second job (or considering some other option) to increase your income?”

Figure 8 shows that a larger percentage of USS respondents than UPS respondents report considering taking a second job.

Figure 8: Considering a Second Job



Respondents with a second job (“yes” Figure 7) and those considering a second job (“yes” Figure 8) were asked the question “of the following, which BEST describes the reason you have taken a second job or are considering a second job?”

Answer options included to “be able to better provide for family,” “help to pay down debts/bills,” and “be able to have additional discretionary income (i.e., to spend on vacations, upgraded car, etc.).”

Figure 9 shows that a larger percentage of UPS respondents than USS respondents have a second job or are considering taking a second job to have “additional discretionary income.”

About 20% of ALL WSU respondents have a second job or are considering taking one to have “additional discretionary income,” about 40% have a second job/are considering one to “pay down debts/bills,” and almost 40% have a second job/are considering one to “better provide for their families.”

Responses from UPS respondents and USS respondents do not differ much.

Figure 9: Reasons for a Second Job



Respondents with a second job (“yes” Figure 7) and those considering a second job (“yes” Figure 8) were also presented with the following statement and question:

“You mentioned that you have a second job or that you are considering taking a second job. Regarding your job with the University, which of the following reasons have encouraged you to remain employed there?”

Respondents were presented the list of the following statements and asked if they agree or disagree with each (recorded as “yes” or “no”).

- I earn a better salary than a comparable job in the private sector
- The stability in employment
- I need the health insurance
- I need access to the education discounts offered (i.e. tuition waivers) for self/dependents
- I am close to retirement age
- I enjoy the work so much that I remain

Figure 10 shows the responses to these statements for UPS, USS, and ALL WSU respondents.

Figure 10: Reasons for Continued University Employment

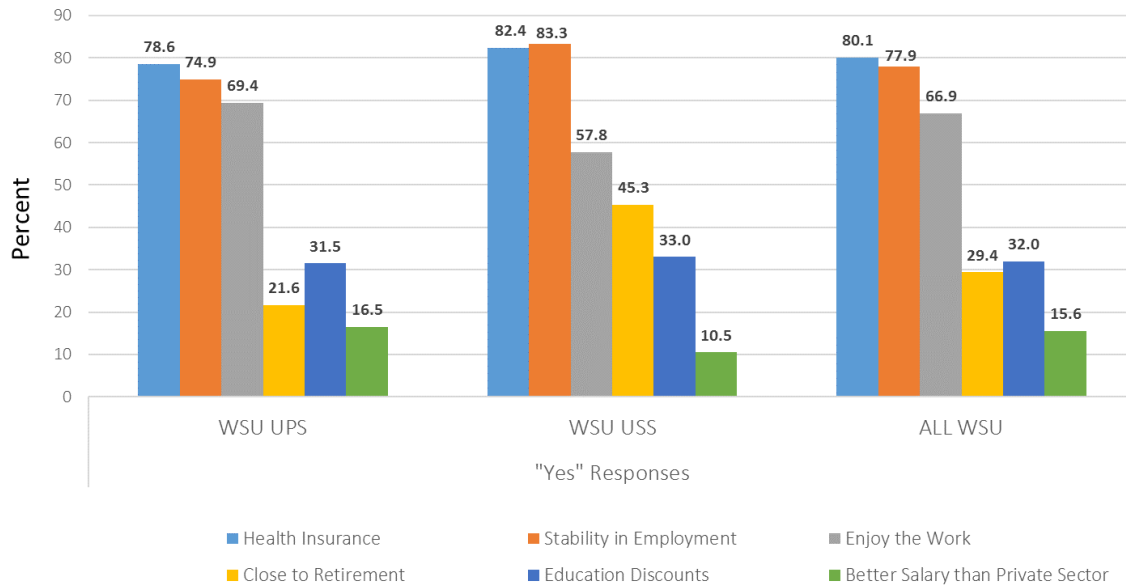


Figure 10 shows that larger percentages of UPS respondents than USS respondents report that they remain at their university because they “enjoy the work” and because “salaries are better than in the private sector.”

Larger percentages of USS respondents than UPS respondents report that they remain at their university for the “health insurance,” “employment stability,” and “education discounts,” as well as because they are “close to retirement.”

## Job Satisfaction, Incentives, and Health Insurance

This section of the report addresses job satisfaction, incentives or opportunities that might be of interest to employees, and opinions about health insurance.

Regarding job satisfaction, respondents were presented with a number of statements and asked to respond to each with answer options ranging from “strongly agree” to “strongly disagree.” The statements included the following:

- I enjoy the things I do at work
- I have a generally positive work environment
- I am sufficiently trained to complete my required job duties
- I have a reasonable workload
- I have a fair chance of advancement in my job
- I have a fair chance for future salary or wage increases

Figures 11a, 11b, and 11c show responses to the statements above. Figure 11a shows responses from WSU UPS respondents.

Most UPS respondents (more than 50%) *at least* “agree” with these four statements: “I enjoy the things I do at work,” “I am sufficiently trained to complete my duties,” “I have a generally positive work environment,” and “I have a reasonable workload.”

Figure 11a: Job Satisfaction (WSU UPS)

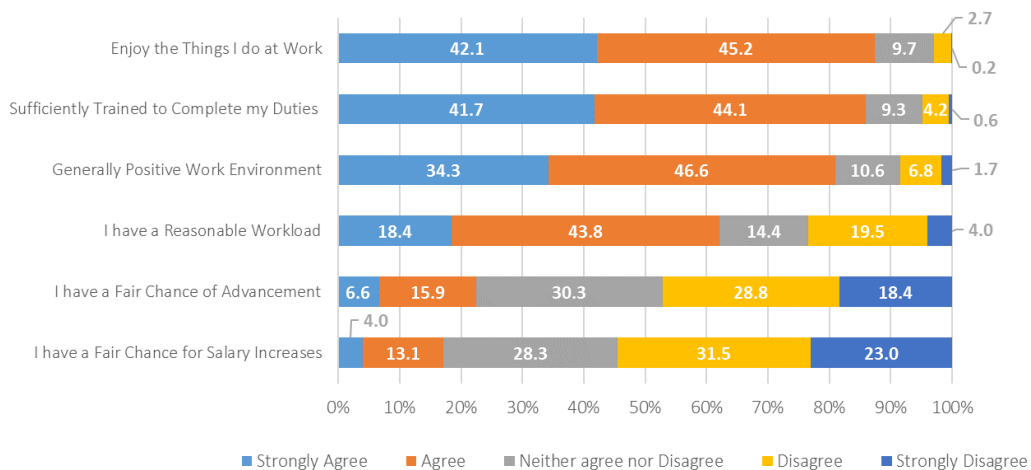


Figure 11b shows that most USS respondents also *at least* “agree” with the same four statements. Although, larger percentages of UPS respondents than USS respondents “strongly agree” with three statements: “I enjoy the things I do at work,” “I am sufficiently trained to complete my duties,” and “I have a generally positive work environment.”

Much larger percentages of USS respondents than UPS respondents “strongly disagree” with statements regarding “a fair chance of advancement” and “a fair chance for salary increases.”

Figure 11b: Job Satisfaction (WSU USS)

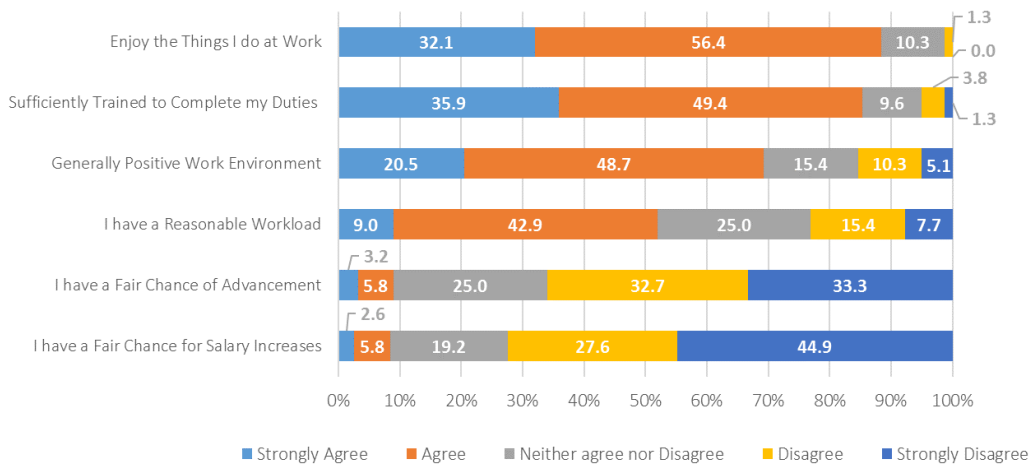
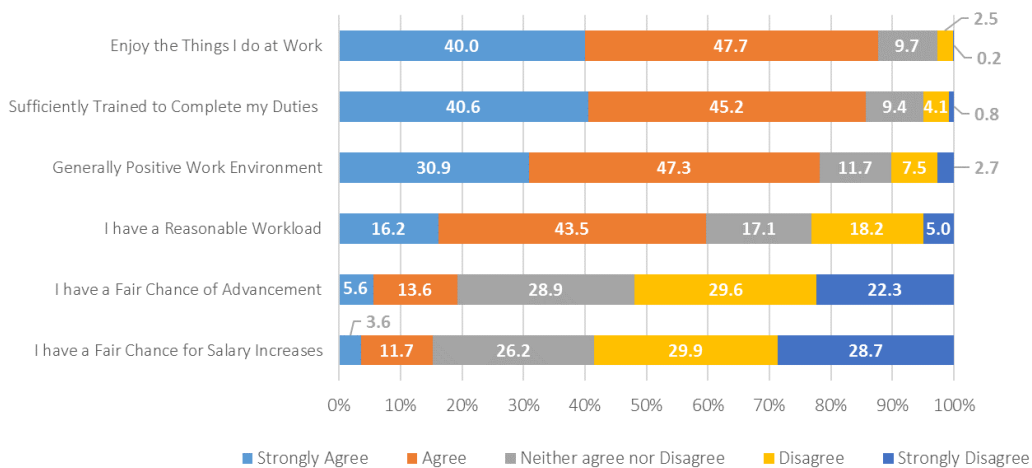


Figure 11c shows responses from ALL WSU respondents.

Figure 11c: Job Satisfaction (ALL WSU)



Figures 12a, 12b, and 12c show responses to the series of statements regarding incentives or opportunities that might be of interest to employees. Respondents were asked to respond to each with answer options ranging from “extremely important” to “not at all important.” The incentives or opportunities are listed below:

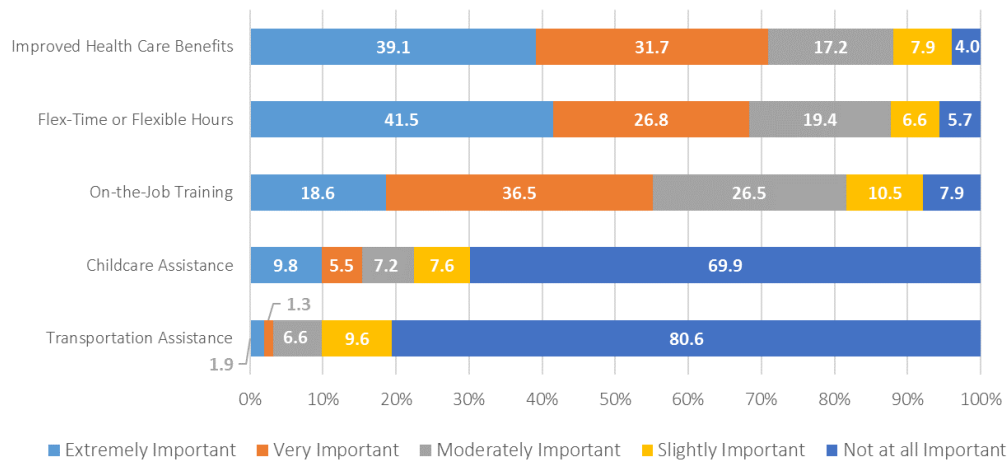
- Flex-time or flexible hours
- On-the-job training
- Transportation assistance (such as a ride sharing program)
- Childcare assistance (such as financial assistance or care at work)
- Improved healthcare benefits

Figures 12a, 12b, and 12c show responses to the statements above.

Figure 12a shows responses from WSU UPS respondents.

Most UPS respondents (more than 50%) find “improved health care benefits,” “flex-time or flexible hours,” and “on-the-job training” as *at least* “very important.”

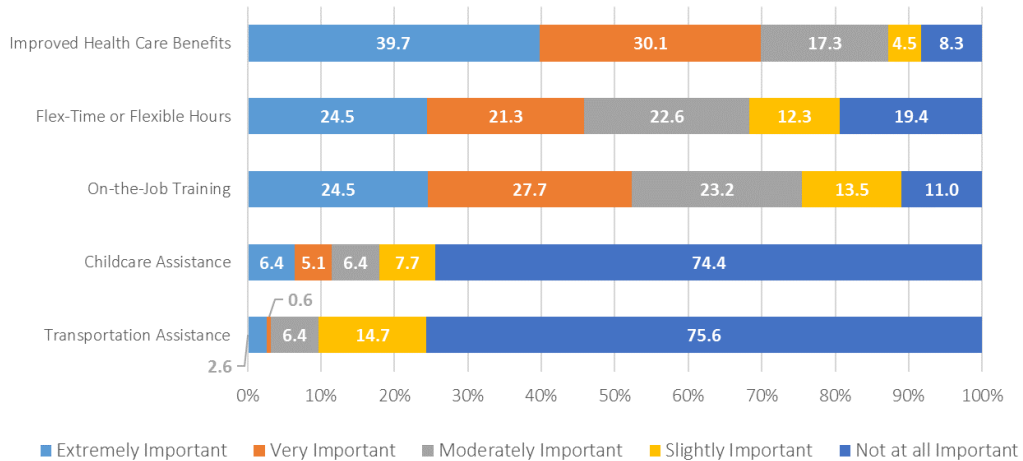
Figure 12a: Incentives or Opportunities (WSU UPS)



Figures 12b and 12c (next page) show responses from WSU USS respondents and ALL WSU respondents, respectively.

Most USS respondents (more than 50%) find “improved health care benefits” and “on-the-job training” as *at least* “very important.”

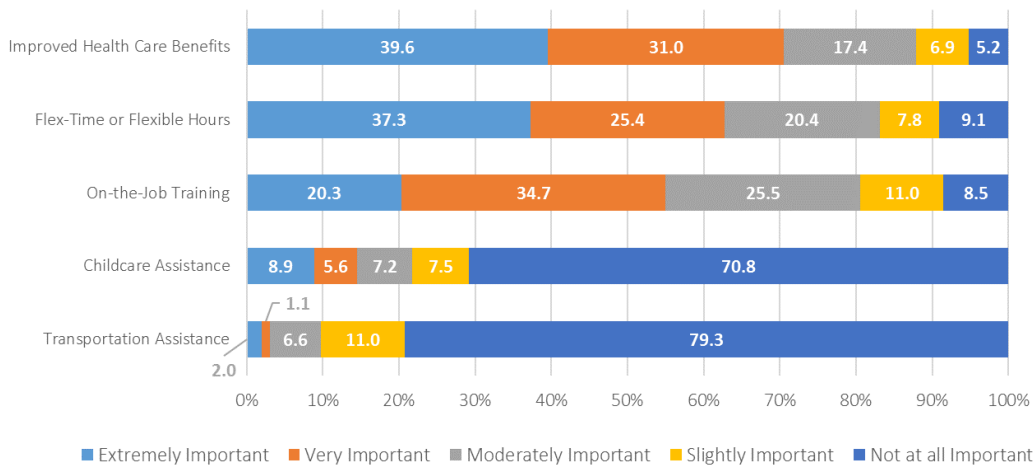
Figure 12b: Incentives or Opportunities (WSU USS)



A larger percentage of UPS respondents than USS respondents find “flex-time or flexible hours” as “extremely important,” while a larger percentage of USS respondents than UPS respondents find “on-the-job training” as “extremely important.”

A larger percentage of UPS respondents than USS respondents find “transportation assistance” as “not at all important,” while a larger percentage of USS than UPS respondents find “childcare assistance” the same.

Figure 12c: Incentives or Opportunities (ALL WSU)



Respondents were asked to provide another incentive in a text box. Table 2 shows comments collapsed into 22 categories (ordered using the scheme provided in the initial reports). (NOTE: Some respondents provided more than one incentive or opportunity. The categories below show the first incentive/opportunity listed.)

Table 2: Additional Incentives or Opportunities

Additional Incentives/Opportunities	Percentages of Responses		
	WSU UPS (n=172)	WSU USS (n=50)	ALL WSU (n=227)
Promotion Schedule/Merit Schedule/Annual Raises	9.9	14.0	10.6
Immediate Base Pay Increase	9.9	18.0	12.3
Paid or Reduced Parking Fee	8.1	8.0	7.9
Tuition Assistance Improvement/Loan Repayment	12.2	8.0	11.0
Financial Incentives or Bonuses for Extra Work	6.4	2.0	5.3
Additional Paid Time Off/Paid During Semester Breaks	8.7	8.0	8.4
Working Remotely/Telecommute	7.0	4.0	6.2
Appreciation for Work Performed/Better Work Environment	4.1	18.0	7.5
Professional Development Opportunities	7.0	2.0	6.2
Paid or Reduced Recreation or Entertainment Fees	7.0	6.0	6.6
Improved Health Care Insurance	4.1	2.0	3.5
Retirement Plan or 401k Options/Options for Part-Time Work	2.9	4.0	3.1
Upper Admin. Planning/Understanding of Our Entities & Jobs	1.7		1.8
Hire Additional Staff/Fill Vacant Positions	1.7		1.3
Parent or Child Leave Policy	2.9		2.2
Other Comments	0.6		0.4
Four Day Work Week	2.3	4.0	2.6
Work Cell Phones/Work Items Provided	1.2	2.0	1.3
Flexible Working Hours/Flex-Time	0.6		0.4
Additional Office/Work Space or Improve Work Stations	1.2		0.9
Reduced Fees for On-Campus Meals	0.6		0.4
Total	100	100	100

The table above shows that 12.3% of ALL WSU respondents identify an “immediate base pay increase” as an additional important incentive or opportunity. A smaller percentage of UPS respondents (9.9%) but a larger percentage of USS respondents (18%) identify this item as important.

Only 7.5% of ALL WSU respondents identify “appreciation for work performed/better work environment” as an additional important incentive or opportunity, but responses from UPS and USS respondents differ greatly. A small percentage of UPS respondents (4.1%) identify this item, but 18% of USS respondents do so.

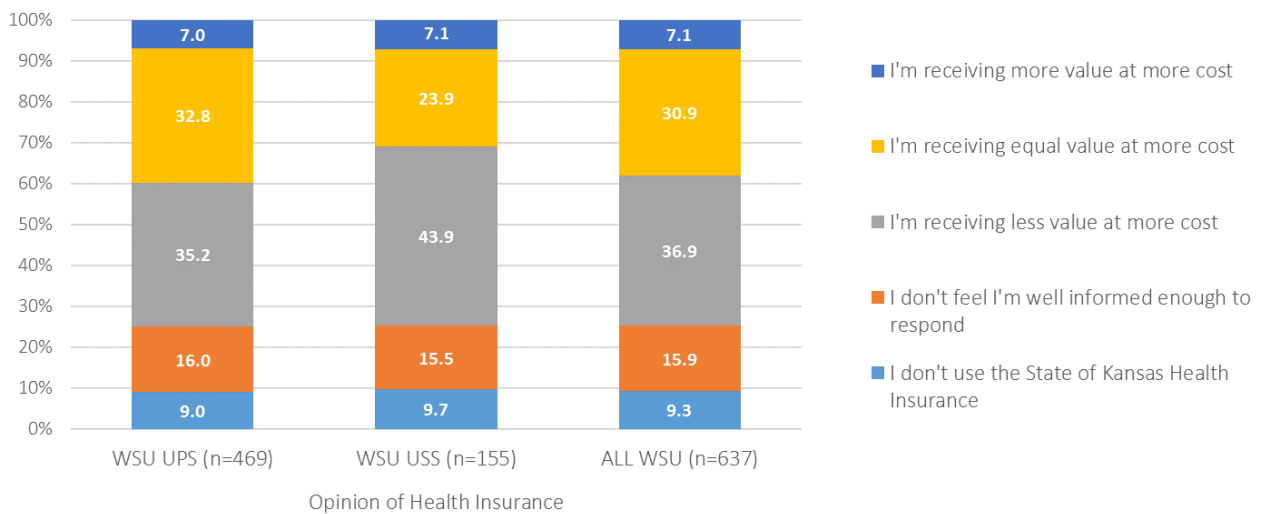


Respondents were also asked to respond to the statement “with regard to your health insurance through the State of Kansas, which of the following statements MOST applies to you.” The following items were provided:

- I'm receiving more value at more cost
- I'm receiving equal value at more cost
- I'm receiving less value at more cost
- I don't feel I'm well informed enough to respond
- I don't use the State of Kansas Health Insurance

The figure below shows that a larger percentage of UPS respondents than USS respondents report that they are “receiving equal value at more cost.” On-the-other-hand, a larger percentage of USS respondents than UPS respondents report that they are “receiving less value at more cost.”

Figure 13: Opinions about Health Insurance



## Budget Limitation Impacts

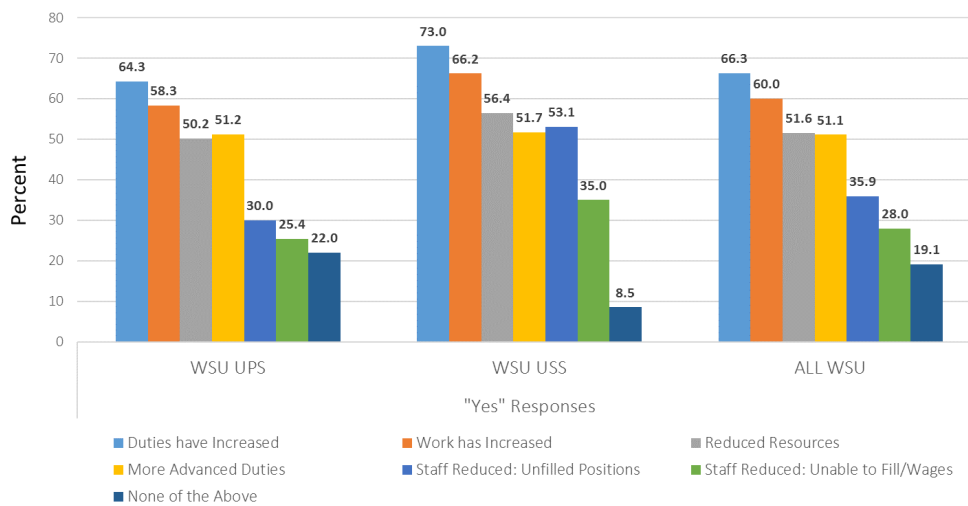
This section of the report addresses opinions about the impacts of budget limitations. Respondents were presented with the following question and statement: “Have budget limitations impacted your job? If so, please mark all of the areas below that have been impacted by budget limitations.”

Respondents were then presented with a table containing the items below and asked to select “yes” or “no” to each.

- My amount or quantity of my work has increased
- My duties have increased
- I now complete more advanced level duties/tasks
- Our staff has been reduced because of unfilled positions
- Our staff has been reduced because we are unable to fill open positions at current salary/wage levels
- Resources and supplies have been reduced
- None of the above

Figure 14 shows that larger percentages of USS than UPS respondents identify every item (except “none of the above”) as impacts of budget limitations. The two items regarding “staff reductions” stand out more than others.

Figure 14: Opinions about Budget Limitation Impacts



Respondents were asked to provide another impact of budget limitations in a text box. Table 3 shows comments collapsed into 17 categories (ordered using the scheme provided in the initial reports). (NOTE: Many respondents provided more than one implication of budget limitations. The categories below show the first limitation listed.)

Table 3: Additional Budget Impact Comments

Additional Comments Regarding Budget Limitations	Percentages of Responses		
	WSU UPS (n=123)	WSU USS (n=40)	ALL WSU (n=165)
Lack Raises/Salary Compression	17.1	7.5	14.5
Lack Funds to Retain/Replace Staff	12.2	12.5	12.1
Lack Funds to Accomplish Tasks/Purchase Supplies	10.6	20.0	12.7
Work Load Increased/Staff Reduction & Consolidation	10.6	5.0	9.1
Reduced Ability to Fund Professional Development	8.9	10.0	9.1
Frustration/Stress/Decreasing Morale	5.7	12.5	7.3
Reduced Ability to Buy/Replace Technology	5.7	7.5	6.1
Reduced Ability to Add New Staff/Expand Program	8.9	2.5	7.3
Reduced Ability for Facility Repairs/Improvements	5.7	5.0	5.5
Other Unit's Funding Reduction Impacts My Unit	2.4	2.5	3.0
Lack of Funds for Overtime Pay/Work Stacking Up	4.1		3.0
Lack of Funds for Quality Hires/Personnel	2.4		1.8
Inequality in Pay/Raises/Merit/Staffing	2.4	5.0	3.0
Lack of Funds for Quality Supplies	1.6		1.2
Limited Opportunities for Student Recruitment/Marketing	0.8	5.0	1.8
Lack of Funds for Adequate Custodial Services	0.8	5.0	1.8
Funding Allocated Away from Unit			0.6
Total	100	100	100

The table above shows that 14.5% of ALL WSU respondents identify a “lack raises/salary compression” as an additional impact of budget limitations. A much larger percentage of UPS respondents (17.1%) than USS respondents (7.5%) identify this item as an impact.

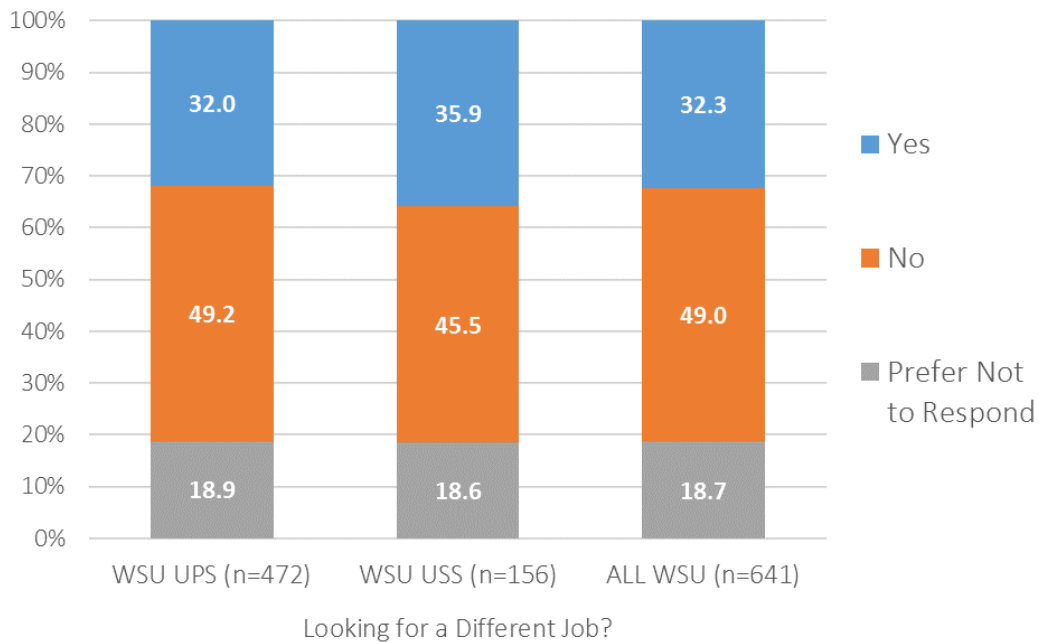
Notably larger percentages of USS than UPS respondents identify “lack funds to accomplish tasks/purchase supplies” and “frustration/stress/decreasing morale” as impacts.

## Different Job

Respondents were asked “are you currently looking for a different job or have you looked for a new job in the past year or so?”

Figure 15 below shows that a slightly larger percentage of USS respondents than UPS respondents report looking for a new job within the past year or so.

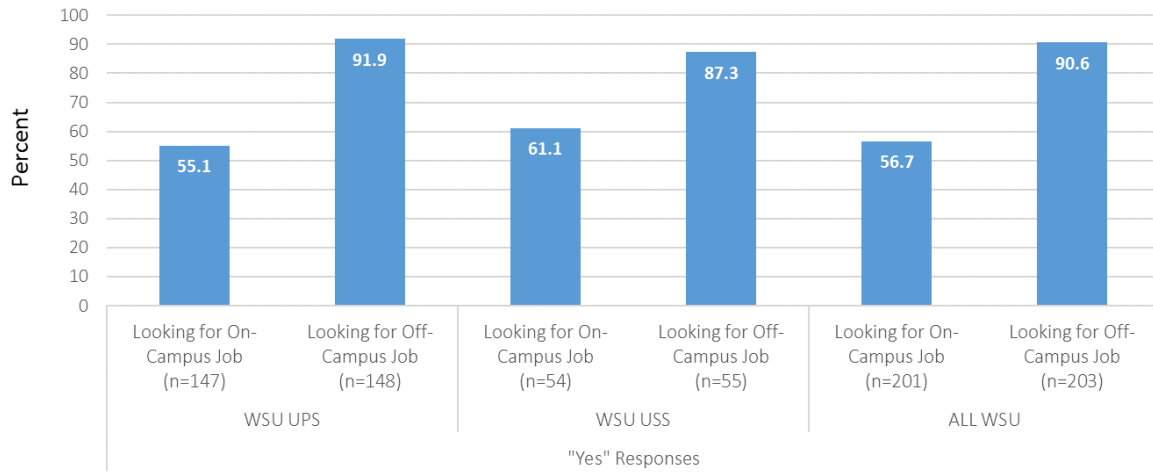
Figure 15: Looking for Different Job



Respondents who answered “yes” to the question “are you currently looking for a different job or have you looked for a new job in the past year or so” were asked two questions: “are you looking for an on-campus” and “are you looking for an off-campus job.”

Figure 16 (next page) shows responses to both questions.

Figure 16: Looking for On- and/or Off-Campus Job



The figure above shows that a smaller percentage of UPS respondents than USS respondents report looking for an on-campus job, while a larger percentage of UPS respondents than USS respondents are looking for an off-campus job.

Finally, respondents were asked if they had any other comments they would like to add. Table 4 shows responses collapsed into 11 categories (ordered using the scheme provided in the initial reports). (NOTE: Many respondents provided more than comment. The categories below show the first listed.)

Table 4: Additional Comments

	Percentages of Responses		
	WSU UPS (n=113)	WSU USS (n=54)	ALL WSU (n=169)
Wage Increases/Wage Increase Schedule/Yearly CoL Adjustments Needed	14.2	24.1	17.2
Generalized Frustration/Low Morale Expressed	11.5	9.3	11.2
Wages Should Better Match Skills and/or Years of Service	17.7	7.4	14.2
Poor Management Decisions/Favoritism/Bullying by Management	11.5	27.8	16.6
Top Heavy Administration/Wage Increases Go Only to Top/Admin Out of Touch	8.8	5.6	8.3
We are Understaffed and Overworked	6.2	3.7	5.3
Criticism of HealthQuest or Health Insurance Coverage or Costs	7.1	7.4	7.1
Favorable Comments about University Employment or University Leadership	7.1	7.4	7.1
Lack of Advancement Opportunities	2.7	5.6	3.6
Miscellaneous Comments/Comments about Survey (Pros and Cons)	8.0		5.3
Other Incentives to Increase Morale Offered	5.3	1.9	4.1
Total	100	100	100

The table above shows that 17.2% of ALL WSU respondents offered “wage increases/wage increase schedule/yearly cost of living adjustments” as additional comments. A larger percentage of USS respondents (24.1%) than UPS respondents (14.2%) provided these comments.

A notably larger percentage of UPS respondents (17.7%) than USS respondents (7.4%) provided comments relating to “wages should match skills and/or years of service.”

A notably larger percentage of USS respondents (27.8%) than UPS respondents (11.5%) provided comments relating to “poor management decisions/favoritism/bullying by management.”

## Appendix: Survey

### 2019 Regent Universities USS-UPS Poll

#### QIntro

The Docking Institute of Public Affairs has been asked to conduct a poll of current University Support Staff (USS) and Unclassified Professional Staff (UPS) employed at Kansas Regent Universities.

Your responses will remain confidential. Only grouped data will be analyzed. This poll is also completely voluntary. You have an option to exit now if you prefer.

If you have any questions about this poll, please contact Michael S. Walker at 785-628-5563 or [mwalker@fhsu.edu](mailto:mwalker@fhsu.edu).

Please select "Yes - I would like to continue" below to complete the poll. Selecting "Yes - I would like to continue" is providing consent to participate.

The poll is intended for USS and UPS employees **over the age of 18**. If you are 17 years of age or younger, or would like to NOT complete the poll, please select, "No - I will not continue" below.

- Yes - I would like to continue (1)
- No - I will not continue (2)

*Skip To: End of Survey If QIntro = No - I will not continue*

Q1 For which university are you employed as a USS or UPS employee?

- Emporia State University (1)
- Fort Hays State University (2)
- Kansas State University (3)
- Pittsburg State University (4)
- Wichita State University (5)

Q2 How long have you been employed with your current university?

- 0-4 years (1)
  - 5-9 years (2)
  - 10-14 years (3)
  - 15-19 years (4)
  - 20 years or more (5)
- 

Q3 To the best of your knowledge, what is your employment classification?

- Unclassified Professional Staff (UPS) - Hourly Wage (1)
- Unclassified Professional Staff (UPS) - Salary (2)
- University Support Staff (USS) - Hourly Wage (3)
- University Support Staff (USS) - Salary (4)
- I don't know (5)

Q4 Please rank the following items from highest to lowest in importance to you.

[Use your mouse to grab an item and move it up or down. **The item of highest importance to you should end up on top (1)**, followed by the second most important item (2), followed by the third most important item (3), and followed by the fourth most important item (4).]

- \_\_\_\_\_ Recognition for the work you perform (1)
- \_\_\_\_\_ Amount of pay or compensation (2)
- \_\_\_\_\_ Additional incentives or perks (3)
- \_\_\_\_\_ Professional development opportunities (4)



Q5 How much do you feel your work is appreciated by the following groups/entities?

	My work is unappreciated (1)	My work is moderately appreciated (2)	My work is greatly appreciated (3)	This item does not apply to me/don't know (4)
Your co-workers (Q5a)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your immediate supervisor (Q5b)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your department head (Q5c)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University Administration (Q5d)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 Generally speaking, how do you rate your morale at work?

- Extremely positive (1)
- Somewhat positive (2)
- Neither positive nor negative (3)
- Somewhat negative (4)
- Extremely negative (5)

Q7 Compared to two years ago, would you say your morale has improved, remained the same, or worsened?

- Improved (1)
- Remained the Same (2)
- Worsened (3)

*Display This Question:*

*If Q7 = Worsened*

Q7a Which of the following best describes why your morale has worsened compared to two years ago?

- Salary increases haven't kept up with increased costs (1)
  - Had to take on additional work duties with no/minimal increases in pay (2)
  - Morale of those around me has worsened (3)
  - Layoffs have created uncertainty about the future of my position (4)
- 

Q8 How do you rate your salary or hourly wage with regard to the work that you currently perform?

For the work I perform, my wage is...

- Extremely reasonable (1)
  - Reasonable (2)
  - Somewhat reasonable (3)
  - Neither reasonable nor unreasonable (4)
  - Somewhat unreasonable (5)
  - Unreasonable (6)
  - Extremely unreasonable (7)
- 

Q9 Do you (yourself) have a second job or other means of income?

- Yes (1)
  - No (2)
- 

*Display This Question:*

*If Q9 = No*

Q9a Are you considering getting a second job (or considering some other option) to increase your income?

- Yes (1)
- No (2)

---

*Display This Question:*

*If Q9 = Yes*

*Or Q9a = Yes*

9b Of the following, which BEST describes the reason you have taken a second job or are considering a second job?

- Be able to better provide for family (1)
- Help to pay down debt/bills (2)
- Be able to have additional discretionary income (i.e., to spend on vacations, upgraded car, etc.) (3)

---

*Display This Question:*

*If Q9 = Yes*

*Or Q9a = Yes*

9c You mentioned that you have a second job or that you are considering taking a second job. Regarding your job with the University, which of the following reasons have encouraged you to remain employed there?

	Yes (1)	No (2)
I earn a better salary than a comparable job in the private sector (9c1)	<input type="radio"/>	<input type="radio"/>
The stability in employment (9c2)	<input type="radio"/>	<input type="radio"/>
I need the health insurance (9c3)	<input type="radio"/>	<input type="radio"/>
I need access to the education discounts offered (i.e. tuition waivers) for self/dependents (9c4)	<input type="radio"/>	<input type="radio"/>
I am close to retirement age (9c5)	<input type="radio"/>	<input type="radio"/>
I enjoy the work so much that I remain (9c6)	<input type="radio"/>	<input type="radio"/>

---

Q10 For each statements below, please indicate if you strongly agree, agree, disagree, or strongly disagree.

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
I enjoy the things I do at work (Q10a)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a generally positive work environment (Q10b)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am sufficiently trained to complete my required job duties (Q10c)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a reasonable workload (Q10d)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a fair chance of advancement in my job (Q10e)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a fair chance for future salary or wage increases (Q10f)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Are any of the following incentives or opportunities of interest to you? [These options may or may not be under consideration at your institution.]

	Extremely Important (1)	Very Important (2)	Moderately Important (3)	Slightly Important (4)	Not at all Important (5)
Flex-time or flexible hours (Q11a)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-the-job training (Q11b)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation assistance (such as a ride sharing program) (Q11c)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare assistance (such as financial assistance or care at work) (Q11d)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved healthcare benefits (Q11e)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 Is another incentive important to you? If so, please provide that incentive in the space below.

---

Q13 With regard to your health insurance through the State of Kansas, which of the following statements MOST applies to you:

- I'm receiving more value at more cost (1)
- I'm receiving equal value at more cost (2)
- I'm receiving less value at more cost (3)
- I don't feel I'm well informed enough to respond (4)
- I don't use the State of Kansas Health Insurance (5)

Q14 Have budget limitations impacted your job? If so, please mark all of the areas below that have been impacted by budget limitations.

	Yes (1)	No (2)
My amount or quantity of my work has increased (Q14a)	<input type="radio"/>	<input type="radio"/>
My duties have increased (Q14b)	<input type="radio"/>	<input type="radio"/>
I now complete more advanced level duties/tasks (Q14c)	<input type="radio"/>	<input type="radio"/>
Our staff has been reduced because of unfilled positions (Q14d)	<input type="radio"/>	<input type="radio"/>
Our staff has been reduced because we are unable to fill open positions at current salary/wage levels (Q14e)	<input type="radio"/>	<input type="radio"/>
Resources and supplies have been reduced (Q14f)	<input type="radio"/>	<input type="radio"/>
None of the above (Q14g)	<input type="radio"/>	<input type="radio"/>

Q15 Is there another area in which budget limitations have impacted your job? If so, please provide that area in the space below.

---

Q16 Are you currently looking for a different job or have you looked for a new job in the past year or so?

- Yes (1)
- No (2)
- I would prefer not to respond (3)

*Display This Question:*  
*If Q16 = Yes*

Q16a Please select all that apply for your job search.

	Yes (1)	No (2)
I am looking or have looked for a different ON-campus job (Q16a1)	<input type="radio"/>	<input type="radio"/>
I am looking or have looked for a different job OFF campus (Q16a2)	<input type="radio"/>	<input type="radio"/>



Q17 And finally, do you have any other comments to add? If so, please provide comments below.

**PLEASE NOTE:** Clicking on the "Go Forward" button below will finalize and submit this poll.

If you would like to review your answers before submitting the poll, please click on the "Go Back" button.

If you would like to take a break and finish this poll later, close your browser. Your responses will be saved and you will begin again on this page when you log back in.

**Warning:** If you are simply previewing the poll now and click "Go Forward" below, you will not be allowed back into the poll. Close your browser now instead. (If you happen to get locked out, please email Mike Walker at [mwalker@fhsu.edu](mailto:mwalker@fhsu.edu).)

---

---

---

### **Ending Statement**

Thank you very much for completing this poll.

If you have any questions about the poll, please contact Mike Walker at [mwalker@fhsu.edu](mailto:mwalker@fhsu.edu).

If this poll made you feel uncomfortable, please contact the Kelly Center at 785-628-4401 and speak to a counselor.

Your responses have been submitted. Please close your browser to exit.

