

## Staff Forum Feedback Summary

### Barriers to Progress

- Staff Development
  - Expanded orientation programs are needed for new employees.
    - **MSU 199 was implemented in January 2008 to provide more extensive orientation for new employees.**
    - **Staff Congress is currently developing a staff development program.**
  - Cross training of duties and responsibilities would promote better service and efficiency.
    - **Office procedure manuals have been developed for various Student Life offices that include information for professional and student staff.**
    - **Enrollment Services reception staff has been trained by functional staff to better address inquiries.**
    - **Functional staff in financial aid and admissions have completed cross training.**
  - Workshops are needed to expand employee's knowledge of higher education issues.
    - **The President's Leadership Academy provides opportunities for faculty and staff for increased knowledge of issues in higher education.**
  - Workshops are needed for student retention related issues.
    - **The Office of First Year Programs and Student Retention, the Office of University Marketing, and the Office of Enrollment Services offer audio and webinar conferences on recruitment and retention topics throughout the year.**
  
- Connection to MSU
  - The University's successes should be celebrated in a more visible manner.
    - **Three campus-wide celebrations have been held as critical milestones in the RiiSE project have been achieved.**
  - We should promote pride in our campus appearance and activities.
    - **Former family housing units and the laundry building in Lakewood and Senff Natatorium have been razed. Constructive reuse of land at these sites will be accomplished in accordance with the Campus Master Plan.**
    - **Increased resources for painting of facilities have been allocated which will allow a reduction in the facility repainting life cycle.**
    - **Increased resources have been allocated for improvements in the campus grounds and landscaping.**
    - **The Division of Student Life has worked with other campus units and organizations for the promotion of Blue - Gold Fridays.**
  
- Technology
  - Campus technology is outdated and needs to be updated.
    - **All desktop and portable computers are on a 3 year replacement cycle.**

Summary feedback based on forums conducted in April & May 2007 with faculty and staff.

- **The ERP (DATATEL) system implementation is proceeding according to schedule.**
- Timely Processes
  - Work orders need to be submitted in a timely manner so work can be performed more efficiently.
    - **Work orders for Facilities Management and Information Technology may now be submitted online via the campus web site.**

### Communication

- Employees receive too many mass email messages.
  - **The use of mass email to faculty and staff has been restricted.**
  - **A weekly online UPDATE with links for the various 'mass email' subjects has been implemented.**
- An online daily calendar would assist in communication of information and activities.
  - **Today@MSU may be accessed through the University's web site. It provides calendar, event and news information updated daily.**
- A digital news system would promote accurate and rapid information sharing.
  - **Installation of flat screen news monitors is proceeding at strategic points around campus.**
- Other
  - **Benefits survey administered, and resulting from that process:**
    - **Health insurance premium increase waiver process implemented.**
    - **Employee discount program implemented.**

### Recognition

- More appreciation and recognition of employee accomplishments is needed.
  - **President's inclusion of faculty/staff accomplishments in semester opening convocation remarks.**

## Faculty Forum Feedback Summary

### Barriers to Progress

- Time could be used more efficiently.
  - Committees are not productive.
    - **Appropriate Faculty Senate Committee has been asked to look at committee structure, function, and performance. A recommendation will be made by that group on committee structure and process.**
  - Teaching loads should be reviewed.
    - Too much
    - Size of classes not considered
    - Each college does differently
    - Lab/lecture credit discrepancy
    - **These issues are being looked at through the Academic Audit Process**
  - The same information is requested more than once for different purposes.
    - **Institutional Research & Assessments is working with WEAVE to gather data and be able to retrieve data for different purposes once the software is functional.**
- Tenure & Promotion
  - **The entire tenure and promotion process will be re-evaluated after the Academic Audit Process.**
  - **PAC-27 is under review in the Senate.**
- Duplicate processes are in place with reviews such as PBSI and FEP.
  - **PLA intern is compiling comprehensive information on these processes for review by a faculty team and the Faculty Senate; anticipated revision/new process to be completed by Fall, 2010.**
  - **A task force under the leadership of Cathy Thomas is looking at faculty evaluation process..**
- Student related issues need to be addressed.
  - **Review of these issues are part of the audit of Student and Career Services.**
    - **Career Services and Student Services/Advising has been separated from an organizational standpoint.**
    - **Employees in both units are receiving training every other week.**
  - Information and training is needed to know how to handle mental health issues.
    - **Student Life staff met with Deans and Chairs prior to fall 2007 with EIS information, and continue to review and develop ways to provide faculty and staff with more information on how to recognize and deal with mental health issues with students.**
    - **Disabilities Group added statements to all syllabi and also has upgraded the webpage to ensure student who need the services are aware of the office and services provided for referrals.**

- FERPA has posed barrier to gaining info on students.
  - **There is a form students can sign if the problem identified is one where the faculty member cannot talk with someone other than the student.**
  - **FERPA training is online for review for actual requirements.**
- Service learning
  - Should be promoted to students
    - **Service learning participation in Spring Break Spring Back projects has been solicited.**

### Communication

- A place is needed for faculty to congregate.
  - **Plans are in place to develop the Instructional Support Center in the CCL which will include space for informal collaboration and sharing.**
- Daily or weekly Calendar online/information is needed in a more timely manner.
  - **Today@MSU is available through the University web site.**
- Need evacuation/escape plans in every classroom
  - **Evacuation routes posted on each floor of each building.**
  - **Emergency procedures booklet distributed to all faculty and staff.**
  - **Building supervisor simulation of emergency situations in classroom and administrative buildings.**
  - **Verification process of Life Safety Orientation in the classroom initiated in fall 2007 and refined in spring 2008.**
- Department Chairs are not meeting or communicating with their faculty.
  - **Issue forwarded to Chairs Council for discussion.**