



**Employee Comments Report**  
**By Pre-loaded Job Category**  
(sample)

**XYZ University**

*Prepared by:*

**ModernThink**

2 Mill Road, Suite 102 | Wilmington, DE 19806

Phone: 888.684.4658 | Fax: 888.684.4659

[www.modernthink.com](http://www.modernthink.com)

© ModernThink LLC. All rights reserved.

## About the Employee Comments...

The Employee Comments Report provides additional insight into the experience of your Faculty, Adjunct Faculty, Administrator, Exempt Professional Staff, and Non-Exempt Staff. When your employees completed the ModernThink Higher Education Insight Survey® they were asked two open-ended questions:

1. What do you appreciate most about working at this institution?
2. What would make this institution a better place to work?

Responses to these two questions are detailed in this report. To encourage candid feedback and protect the anonymity of individual respondents, we advised employees not to include any self-identifying information. Additionally, comments have been suppressed for Job Categories with fewer than five respondents. We have presented the comments exactly as they were provided to us. Comments have been segmented based on pre-loaded Job Category.

The responses in this report are sorted by pre-loaded Job Category as follows:

|                                       |                   |
|---------------------------------------|-------------------|
| <b>Administrator.....</b>             | <b>pages 3-4</b>  |
| <b>Faculty.....</b>                   | <b>pages 5-6</b>  |
| <b>Exempt Professional Staff.....</b> | <b>pages 7-8</b>  |
| <b>Non-exempt Staff.....</b>          | <b>pages 9-10</b> |

If you have any questions or would like to speak to a ModernThink consultant about these comments, please call us at 888.684.4658 or e-mail us at [greatcolleges@modernthink.com](mailto:greatcolleges@modernthink.com). To learn more about the Great Colleges to Work For project, visit the program's website at [www.greatcollegesprogram.com](http://www.greatcollegesprogram.com).

## **Administrators**

### **What do you appreciate most about working at this institution?**

1) The people. School spirit is alive and well across campus. Sure, there are certain things that could be better...but coming from the corporate world, this work atmosphere is great!

---

Ability to develop programs

---

allowed to do my job without supervisor micro-managing; being respected as an employee

---

Everyone seems genuinely interested in working together. There seem to be few egos that get in the way of progress and doing the right thing for students

---

Generally have the autonomy and resources to do my job.

---

Generally the people at this institution are very nice, loyal, and committed to the students.

---

Good communication, little drama in working environment

---

I appreciate its contributions to the community in general.  
I appreciate the fine medical benefits.  
I appreciate the family atmosphere.

---

I appreciate that my supervisor treats me as an adult and knows that I will do my job and if I have to stay over, I do. Because I am a good employee he works with me when special circumstances arise and I need to be flexible with my work schedule. That is a huge stress reliever.

---

I appreciate that we are big enough to offer diverse programs and opportunities but small enough that I feel like we are a family.

---

I appreciate the open-mindedness of the administration when looking at new idea. We recently got a new president. The whole institution was involved in the selection process and we are very pleased with the results. I have worked for this institution for 31 years and will be retiring at the end of the semester.

## **What would make this institution a better place to work?**

1) Flexible work policy. For departments who do not deal directly with students or the community, it should be possible to telecommute (especially during bad weather). Also, if we are on campus for an extended period of time due to a project or event, we still are expected to be at work at 8am the next day - comp time does not apply to my position.

2) Recognition of STAFF for what they contribute. Faculty are recognized on a fairly regular basis, but staff are sometimes treated as second-class citizens.

3) Invitation to participate extended to everyone. There is an impression that the same people are on every committee. I have been here for ten years, and have yet to be invited to participate in any meaningful work or planning. It seems that you are either part of 'the in group' or you're not.

4) In my department, there is EXTREME frustration with the resources we have. It is very difficult to get our VP to recognize and support our need for additional people, but departments reporting to other VPs do not have as much difficulty. This should not be decided by the luck of the draw, but by institutional needs.

5) With staff I talk to, there is a feeling that if you speak your mind, or question decisions/process, then you are more at risk of losing your job. This stifles the opinions and creativity of individuals - instead of sharing what they feel, they are content with maintaining the status quo if it means keeping their job. There needs to be a willingness to have all voices heard.

---

A clear policy-making process.

---

A greater sense of our vision--where are we headed--and how are we going to get there. We can't be all things to all people, but what will we be to some?

---

A larger endowment that could support more facility enhancements and student scholarships.

---

A more professional environment with higher expectations for performance

---

Benefits: Health Center/other facilities open when students are on break: admin does not get breaks

---

## **Faculty**

### **What do you appreciate most about working at this institution?**

The city of XYZ University Community

---

The people I work with daily.

---

- \* Medical and related benefits are exceptional. Retirement benefits are not good (see below).
  - \* There is a general sense of collegiality among faculty and staff.
  - \* Facilities for teaching are exceptional. (This is not true of office space for faculty.)
  - \* In general, there is wonderful cooperation between departments and colleges.
  - \* In general, there is respect between faculty and students.
- 

Being able to do what I enjoy most--talking about writing, helping students become better writers. Having an administration that cherishes unique individuals and works hard to not squash their uniqueness. Also there's a sense of encouragement--everyone wants everyone to do well and be content and/or happy here.

---

Being able to have an impact on so many young people. Also, I get along very well with my co-workers and director, it is a great work environment. Teaching also allows for sufficient time with my family during breaks and holidays which is extremely important to me.

---

Being able to work in a mentoring environment with my students, where I feel that I am able to contribute to their growth over their 4 years.

---

By comparison to many small colleges, our salaries are good. The students are polite and fairly open-minded. There is some flexibility in the upper-level courses that I teach.

---

Clear tenure and promotion process that is decided on the university level. The dean of my college is really good, and fun to work for most of the time. From the faculty to the administration

## What would make this institution a better place to work?

More involvement in decision-making process.

---

dealing with the non-performers

---

- \* Never hire deans (or administration higher than that of dean) from faculty positions within the institution. This practice promotes cronyism between the administrators and their former departments.
  - \* Never allow married couples to work together in the same department. This promotes conflicts within the department and is not allowed at most other institutions.
  - \* Reduce age discrimination in hiring practices. Unintentionally, there is little or no effort made to attract mature, experienced faculty. More effort goes into attracting young faculty. Mature, experienced faculty are, in fact, capable of making valuable contributions to the institution.
  - \* Reduce the unintentional age discrimination among current faculty. When experienced, mature faculty are in the minority within a department or college they tend to be ignored and decisions are made by younger faculty in informal meetings and social situations without the involvement of experienced faculty.
  - \* Improve retirement benefits. It is impossible to retire on the contributions made by the institution. Many faculty do not have adequate income to supplement the institution's contribution. In addition, faculty should have complete control over all their retirement funds. TIAA-CREF investments can equal huge losses that can never be recovered by the employee.
  - \* Establish accumulated sick leave, personal days and professional days. At present, if you become ill or need time off for personal or professional reasons, you can only hope that the institution will be understanding of your situation. Some department chairs and deans are more understanding than others, and it all depends on the kind of relationship the faculty member has with these administrators.
  - \* Office areas for some faculty need to be improved. The dominant use of remodeled houses for offices is not only costly to the institution but appears second rate to prospective students.
  - \* Determine whether the focus of the institution is going to be on quality teaching or research and publishing. Take into consideration that most of our students and their families would rather attend an institution that focuses on quality teaching.
- 

A 3-3 teaching load - or even a 3-4/4-3 in order to attend to research pursuits.

---

### **Exempt Professional Staff**

#### **What do you appreciate most about working at this institution?**

1) First and foremost, I am EXTREMELY grateful and thankful for the educational benefits for my children and myself!!! (including Tuition Exchange program!!!); 2) My co-workers and supportive boss; The following are in NO PARTICULAR ORDER...3) Beautifully maintained landscaping; 4) Vacation benefits are generous; 5) Discounted or free attendance in campus activities/events; 6) The environment of LEARNING; 7) Being around and being engaged in conversations with young adults

---

Enjoy working with fellow co-workers.

---

Everyone gets along in my department. Working with young adults is exciting.

---

Flexibility

---

Flexibility in my schedule; opportunity to attend plays, concerts, lectures, etc; use of the cardio center

---

Friendly and open atmosphere across all departments and colleges.

---

Generally it is a good place to work and I am proud of working here

---

Generally, people are positive about things. In addition, I feel like my family can be first in my life, rather than my work, which makes working much more enjoyable.

---

I appreciate my director the most and the excellent leadership and care she demonstrates for her staff.

---

I appreciate the feeling of "family" among the faculty and staff. The work is rewarding in that we are helping build a successful career for so many students. The ability to further my education is also important.

## **What would make this institution a better place to work?**

A higher regard for the contributions of staff - and better communication with them.

---

As an institution of higher learning, it would be nice if you were compensated for the degree that is required to apply for a job.

---

Because we are a tuition-driven institution, our budgets have been in a relative holding pattern over the last five years. Having a stronger endowment to support university operating budgets would allow for greater professional development and more adequate equipment updates.

---

Being more open and intentional about our founding by and connection to a Christian church.

---

Better communication, better and more training for faculty and staff

---

Better integrated systems, particularly databases.

---

**Non-exempt Staff**

**What do you appreciate most about working at this institution?**

A place I am proud to represent. enjoyable working conditions and people I can respect.

---

Everyone I've come across is very happy to be working here, which make me enjoy my job and makes me feel at home.

---

I am blessed with an excellent boss.

---

I appreciate the diversity and the freedom to do my job in the best way I know how.

---

Supervisor supports me and assists me at a moments notice.

---

The beautiful campus and interaction with other employees and students.

---

The bonuses and President's emails giving time off.

---

The community. The employees are very nice and the campus is beautiful. Everyone knows we have a job to get done and we work together to accomplish it.

---

The flexibility for change and the professional atmosphere.

---

The institution is stable and growing promoting a feeling of job security.

---

The sense of community among staff, student and faculty is unique even as it has rapidly expended the past few years.

---

This institution is in a nice environment

---

## What would make this institution a better place to work?

As part of a remote campus we need to be included more in what is going on on the main campus.

---

Better food discounts on campus meals for employee's

---

I believe that implementing an online method of communicating new programs, new forms, new calendar events the arrival of new employees and the departure of others...that type of communication would improve the work environment and the community morale.

---

I believe the ability to use a flex schedules would make the staff more productive.

---

It would be nice to have child care assistance for students who have kids.

---

Lower the medical insurance monthly premium.

---

Matching the staff growth with the growth in the number of students we serve is not adequately balanced. Technological helps are not adequately tested before we discover that there are problems with implementing them. We discover that those helps are not saving time and effort as advertised.

---

more flexible working hours for staff

---

More parking so that it does not take 45 minutes to find a parking space.

---

The institution needs to be more in tune with what departments are doing, the institution as a whole is not a bad place to be. However, the department I work for is one of the most horrible placed I've worked for so far.

---

We are hiring a lot of people for new departments and so existing office department personnel are doing more and more with the same resources.