

ModernThink



Employee Comments Report

By Job Category (sample)

XYZ University

2024 ModernThink Higher Education Insight Survey[®]

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About the Employee Comments

The Employee Comments Report provides additional insight into the experience of your faculty, administrators and 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:

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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 email us at greatcolleges@modernthink.com. To learn more about the Great Colleges to Work For program, visit the program’s website at www.greatcollegesprogram.com.

Faculty

What do you appreciate most about working at this institution?

Ability to work with other disciplines on common goals.

Autonomy and flexibility

Being trusted by administration to carry out the job for which I was hired, and therefore not being micro-managed. This ONE thing, more than anything else, makes working here a joy!

Benefits

Coming from my last job the work life balance is awesome. It helps we have flexibility in our office hours and that as long as we are completing our assigned and necessary tasks we can be afforded this flexibility. The insurance benefits are also spectacular.

Flexibility with my schedule.

flexible

Health insurance.

I appreciate the freedom and flexibility I have to teach my classes in the style and manner that I feel is best. I don't feel like I am being micromanaged.

I don't feel like I am being micromanaged. I have the freedom to teach what and how I want.

I feel it is a very family-oriented institution and they offer flexibility in your schedule, and they have excellent benefits.

I feel like my supervisor is very supportive no matter what happens, she is there for me.

I have an amazing supervisor that allows me freedom to do my job. My supervisor is supportive and makes me feel like an expert in my area. There are some amazing people that work here and make it a joy to come to work!!

What would make this institution a better place to work?

4 day work week scheduling

A curriculum development/assessment committee that assesses all of our outcomes based on submitted data and provides feedback to us.

Better communication and recognition (including monetary) for extra effort and extra work.

better pay more one on one help with assessment

Communication of difference of opinion on action taken should be discussed before said action is taken.

Compensation needs to be commensurate with the industry we prepare students for. Otherwise it will be impossible to retain high quality staff. Currently it is extremely low compared even to industry starting salaries in my industry.

Flexible schedules and work at home or 4 day work week.

Flexible work arrangements, more support for program directors who are also instructors, support for faculty and professional staff

Fresh ideas-trying new programs/ideas

Having fresh food vending machines

Higher pay for staff to reduce turnover rate and attract more capable potential employees. Reduce overload on some administrators and staff to allow them to do the job which they were hired for. Not continuously add or increase the work load, or change the job description once hired using the terms 'and other duties as assigned' to overload employees or the individuals the employee supervises (trickle down work load effect) without monetary or other compensation. Give staff and faculty the training and equipment they need to do their jobs well and in a comfortable environment.

I feel like my department could use equipment and facilities upgrades.

Adjunct Faculty

What do you appreciate most about working at this institution?

It's a friendly place to work.

Making a difference in the lives of my students

Most of the time, I'm allowed to do my job without micromanaging. Fabulous benefits.

My supervisor allows me the flexibility to balance my work life and any personal life needs that arise. I very much appreciate his willingness to listen to my department's needs and make policies that reflect these.

The institution has many valuable employees who are knowledgeable and willing to assist students in being successful. I feel like I have many co-workers that I can depend on and trust - most of which are at my level, though. My position is positive and motivating environment to work in solely because of the people I work with.

Our communities support through scholarships is getting better. I do appreciate the retirement and health benefits. There are pockets of employees who are positive and upbeat and a pleasure to work with. Our students are a pleasure to work with.

Some of the staff that work at the university are excellent.

Support for program development from the administration....outstanding.

The freedom to teach my courses as I see fit.

The people I get to work with in developing students and the clubs I am active in to help develop students. I also like the location because I am able to access a plethora of resources for teaching.

The support received for building the program.

What would make this institution a better place to work?

I feel like when I need resources for teaching it is difficult to get them because my position is different than the normal faculty.

My supervisor is amazing!! I love my job and enjoy coming to work each day. However, there are some administrative folks that have not supported our department throughout the years.

If it invested in building facilities, dorms, and programs that need help growing.

Improved technology, improvements and repairs to classroom and building appearance. Opportunity for some work-from-home hours; flexible Friday's for all staff.

Less political talk.

Meetings to hear our opinions. Opportunities to brainstorm and actually be heard. Equal pay amongst employees within a department, plus the opportunity to fix those that were started years ago when equality wasn't important.

More (or maybe a little better) employee/faculty recognition programs.

More recognition for achievements of faculty and staff as well as professional development opportunities (not just virtual ones).

Nothing I really enjoy working here.

Pay me more based on my performance and follow through with promised facility upgrades

Support with adequate faculty to provide better learning opportunities for students and less heavy loads for faculty.

The bathroom water is always cold, our building leaks water often, and the room temperatures are so unstable. This makes it hard because often students complain and then as instructors we have to try and still talk positive of our work but yet acknowledge the legitimacy of their complaints.

Administrator

What do you appreciate most about working at this institution?

Co workers

family atmosphere

I appreciate the mission the institution serves and its access to the entire community.

I love that it is close to where I live. I love that the people smile and greet you when they see you! I love that we get to be creative and pitch ideas without fear of reprimand even if they are not always approved. I do appreciate the fact that they worry about staffs health and well-being, and not just because they want you at work.

Many people are dedicated to students and their success.

My coworkers - we are like a family. We support each other and work as a team - it is a great place to work.

The flexibility to balance life and work.

The opportunity to work with a variety of people and students. I like the flexibility in my day-to-day routine.

The people here are dedicated to student success! Our faculty, staff and administrators care about students and go above and beyond to help them meet their educational and career goals. The opportunities that I have had to develop and advance as a professional in higher education. The rewarding work I have had - making a difference for all students, especially low income, first generation and students with disabilities an seeing families break the cycle of poverty through education.

The people i work with in my immediate department

The people. We have great people that care about the students and care about each other.

the team work, the opportunities, and the students.

What would make this institution a better place to work?

Always appreciate more students and employees from diverse backgrounds and to enhance our diversity, equity and inclusion efforts.

Better communication from leadership.

communication between all employees

Consistent communication and breaking down silo's.

Continuing to invest in the people of the organization.

greater work life balance options

Leadership that understood needs and organizational design enough to build for success. We have a team of administrators that don't see students as our reason for being or put the right emphasis on scholarship and quality instruction.

more students would make this a better place to work

More students. We all need to keep doing our best to increase our enrollment.

To have leadership more involved and visible on campus and engaged in activities and meetings. To really recognize people for what they have contributed to the university.

Transparency, leadership, better morale, flexibility, appreciation of people's contributions, fair pay

Update the buildings! Leaking roofs, poor heating and cooling! Many offices don't have windows.

Workplace flexibility - remote if bad weather, other campuses - closer to where I live as appropriate.

Exempt Professional Staff

What do you appreciate most about working at this institution?

Ability to operate without too much interference.

I appreciate my immediate supervisor and team that I work with.

I appreciate the emphasis on work/life balance. Here this institution has a great work/life balance and is always trying to better that balance.

I enjoy the people that I work with. I have developed not only good, strong working relationships, but also great friendships! I have also had supervisors that provided great leadership and freedom to do my job.

I enjoy working for my supervisor. She does an amazing job at being a great leader.

I love and appreciate everything about working here, the work/life balance, the opportunities for improvement, helping students, being involved within the community, and the diversity it adds to the area.

I really appreciate the amount of freedom that my supervisor gives me to do my job, but yet is always available if I have questions.

I strongly believe my immediate supervisors and administration support me.

It seems smaller and working with the people I get to work with are great.

It's local

Most times I am left alone to do my job and support my staff. Times when this is not true are out of my control or related to poor communication and leadership.

my co-workers

What would make this institution a better place to work?

A water slide.

Better Dental insurance, and a lower deductible.

Better team work environment

Having the same rules apply to everyone, no matter what their job title might be.

I am new and the communication within the facility about having a new person and getting things set up for things to be functional when I got here were slow. It took weeks for me to get put on email lists so I would get information that I needed. There are still people that don't realize the last person in my position is no longer in this position anymore. I don't think anybody means anything bad with it, but that process has not been very efficient which did slow things down at times with getting stuff accomplished.

I believe that a genuine interest from supervisors would make this institution a better place to work at. There are many ideas from faculty, staff, and students that I feel are never actually heard and applied. Seeing administration take a more active approach to getting to know and listen to not only our staff but students would help this institution grow. By that, seeing our administration walk the halls and talking to students would be a good start.

I'd like to see my pay bumped up to the industry standard, especially for the number of years in my position.

Improving the morale of employees throughout the university. Providing some benefits that don't cost anything such as regular (weekly) jeans days, team building fun activities several times a year, or scavenger hunts for a prize. How about your birthday off with pay? Anything to show that staff are appreciated.

It's great!

More flexibility for all employees

more flexibility in work hours and working from home

Non-Exempt Staff

What do you appreciate most about working at this institution?

Hours

I appreciate my boss and how caring and understanding she is with my well-being. She has been very supportive of me from day one of hire.

I appreciate that I am able to do my job effectively and on my own as long as I produce the results the university is looking for.

I get to put my skills and everything I learned in school to use. I appreciate everything about this institution as we are all one big family.

I love making an impact in your students lives. I love the relationships I have with coworkers,

The feeling of being part of a family more than an institution.

They are flexible with my family

What would make this institution a better place to work?

Appreciation for the line employees not sure faculty

hourly pay for some positions is a little low compared to the surrounding market.

I honestly can't think of anything. This truly is a great place to work.

I think the pay is the only thing that really is lacking. The benefits are amazing, but the amount of work expected, the pay does not match, especially when those positions require a degree.

More communication within departments along with other departments as well.
