

2019 Regent Universities  
USS-UPS Poll

Statewide Findings



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USS-UPS Poll

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# Contents

<b>Contents</b> .....	<b>i</b>
<b>Introduction and Methods</b> .....	<b>1</b>
Introduction .....	1
Methods.....	1
Table 1: Lists, Completions, and Response Rates by University .....	2
<b>Summary</b> .....	<b>3</b>
<b>2019 USS-UPS Poll Findings</b> .....	<b>5</b>
<b>Background Questions</b> .....	<b>5</b>
Figure 1: Respondents by University .....	5
Table 2: Years of Employment .....	5
Table 3: Employment Classification .....	6
Table 4: Length of Employment by University .....	6
Table 5: Employment Classification by University .....	6
<b>Item Importance and Appreciation of Work Performance</b> .....	<b>7</b>
Figure 2: Item Ranking .....	7
Figure 3: Appreciation of Work Performed .....	8
<b>Work Morale</b> .....	<b>9</b>
Figure 4: Morale at Work.....	9
Figure 5: Morale Compared to Two Years Ago .....	10
Figure 6: Why Morale Has Worsened .....	11
<b>Wages and Second Job</b> .....	<b>12</b>
Figure 7: Perception of Current Wages.....	12
Figure 8: Have Second Job or Other Income.....	13
Figure 9: Considering a Second Job .....	13
Figure 10: Reasons for a Second Job.....	13
Figure 11: Reasons for Continued University Employment .....	14
<b>Job Satisfaction, Incentives, and Health Insurance</b> .....	<b>15</b>
Figure 12: Job Satisfaction .....	15
Figure 13: Incentives or Opportunities .....	16
Table 4: Additional Incentives or Opportunities.....	17
Figure 14: Opinions about Health Insurance .....	18

<b>Budget Limitation Impacts</b> .....	<b>19</b>
Figure 15: Opinions about Budget Limitation Impacts .....	19
Table 5: Additional Budget Impact Comments .....	20
<b>Different Job</b> .....	<b>21</b>
Figure 16: Looking for Different Job .....	21
Figure 17: Looking for On- and/or Off-Campus Job.....	21
Table 6: Additional Comments.....	22
<b>Appendix: Survey Instrument</b> .....	<b>23</b>

## Introduction and Methods

### 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 sent to USS and UPS employees.

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

This research project was submitted to the FHSU Institutional Review Board (IRB) for review.

### Methods

Emails were sent to 8,043 USS and UPS employees at the five universities. The Institute received 2,846 completed interviews, providing a response rate of 35.4%. Since the lists provided by each university included all USS and UPS employees employed during the spring 2019 semester, no margin of error is calculated.

Email requests, containing links to an online poll utilizing Qualtrics software, were sent to all USS and UPS employees on the lists. 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.

The table on the next page compares the lists and completions for each university, as well as the response rates of each university.

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

Table 1 shows, for example, that employees from KSU represented 63% of the initial lists, while half of the completions came from KSU employees. As such, KSU can be said to be under-represented by about 13% of the completions. All other university employees are slightly over-represented by the completed interviews. The table also shows that KSU had the lowest response rate (28%), while PSU had the highest (60.2%).

Table 1: Lists, Completions, and Response Rates by University

	Lists	% of Lists	Completions	% of Comp	%C-%L	Rate per Univ.
ESU	445	5.5%	186	6.5%	1.0%	41.8%
FHSU	568	7.1%	299	10.5%	3.4%	52.6%
KSU	5,070	63.0%	1,419	49.9%	-13.2%	28.0%
PSU	480	6.0%	289	10.2%	4.2%	60.2%
WSU	1,480	18.4%	653	22.9%	4.5%	44.1%
Total	8,043	100%	2,846	100%		35.4%

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.

## Summary

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

- About half of the respondents are employed at KSU and almost a quarter (22.9%) are employed at WSU. About 10% of the respondents are employed at PSU and FHSU each, and 6.5% are employed at ESU.
- A third (33.6%) of survey respondents have worked at their universities for four or fewer years. Almost a fifth (19.2%) have worked at their universities for five to nine years, while slightly more than a fifth (22.7%) have worked at their universities for 20 years or more.
- Slightly more than two-fifths (41.6%) are Unclassified Professional Staff salary wage earners, while about a third (33.9%) are University Support Staff hourly wage earners. Fewer are Unclassified Professional Staff hourly wage earners (17.2%) and University Support Staff salary wage earners (5.3%).
- When asked to rank the importance of four items (recognition for the work you perform, amount of pay or compensation, additional incentives or perks, and professional development opportunities), about three-quarters (75.6%) rank "amount of pay or compensation" highest. Almost 15% rank "recognition for work performed" highest, 6.8% rank "professional development opportunities" highest, and 2.8% rank "additional incentives or perks" highest.
- When asked how co-workers, immediate supervisors, department heads, and university administrators appreciate their work performance, most respondents report that their work is greatly appreciated by their co-workers (57.6%) and their immediate supervisors (63.8%). About two-fifths (43.1%) report that their work is greatly appreciated by their department heads. Only 13.9% report that their work is greatly appreciated by their university administration.
- Respondents were asked "generally speaking, how do you rate your morale at work?" Many respondents rate their morale as somewhat positive (43.3%) or extremely positive (18.9%). Almost a fifth (19.1%) rate their morale as somewhat negative.
- When asked "compared to two years ago, would you say your morale has improved, remained the same, or worsened," a fifth of respondents (20.7%) report that their morale has improved, while more than a third (37.7%) report that their morale has remained the same. About two-fifths (41.6%) report that their morale has worsened in the past two years.
- Of respondents whose morale had worsened, 38.8% report that they have been given additional work duties with no or minimal pay increases, and 35.3% report that salary increases have not kept up with costs.
- When asked to "rate your salary or hourly wage with regard to the work you currently perform," 19.5% consider their wages to be "reasonable" and 3.3% consider their wages are "extremely



reasonable.” Alternatively, 13.9% consider their wages to be “unreasonable” and 7.3% consider their wages are “extremely unreasonable.”

- Slightly more than a third (36%) of respondents have a second job or other means of income. Of those who do not, 42% report that they are considering getting a second job (or are pursuing another option) to increase their incomes.
- Two-fifths (41%) of those with a second job/considering a second job are doing so to pay down debts and bills. A fifth (20%) need additional discretionary income and 39% desire to better provide for their families.
- Of those with a second job/considering a second job, a vast majority of respondents report the need for health insurance (85.2%) as a reason for continued university employment. A large percentage of respondents also selected employment stability (78.3%) as a reason for continued university employment.
- When asked about job satisfaction, 51.6% agree and 33.8% strongly agree with the statement “I enjoy the things I do a work.” About 47% agree and 25.1% strongly agree with the statement “I have a generally positive work environment.” On the other hand, more than 50% disagree or strongly disagree with the statements “I have a fair chance of advancement in my job” and “I have a fair chance for future salary or wage increases.”
- When asked about the importance of various incentives or benefits, 39.6% report that improved health care benefits are extremely important and 32.2% report that flex-time or flexible hours are extremely important. Close to a fifth (17.1%) report that on-the-job training is also important extremely important.
- Regarding health insurance, 6.2% of respondents report that they are receiving more health insurance value at more cost, while 28.9% report that they are receiving the same health care insurance value at more cost and 41.1% report receiving less value at more cost.
- When asked how budget limitations have influence their work, majorities of respondents report that their duties have increased (69.3%), their workload has increased (66.3%), resources have been reduced (55%), and they have taken on more advanced duties (54.8%). Almost half (47.3%) report that staff has been reduced as open positions have gone unfilled, and a third report that staff has been reduced as positions cannot be filled at the salary and wages offered to new employees.
- In response 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,” almost two-fifths (38%) report looking for a job or having looked for a job in the past year or so.
- Of those looking for a new job, 90.3% are interested in a different off-campus job and 63% are looking for a different on-campus job.

## 2019 USS-UPS Poll 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 Appendix).

### Background Questions

The following figures provide a demographic look at poll respondents. Figure 1 shows respondents by university (also shown in Table 1, page 2). About half of the respondents are employed at KSU and slightly more than a fifth (22.9%) are employed at WSU. About 10% of the respondents are employed at PSU and FHSU each, and 6.5% are employed at ESU.

Figure 1: Respondents by University

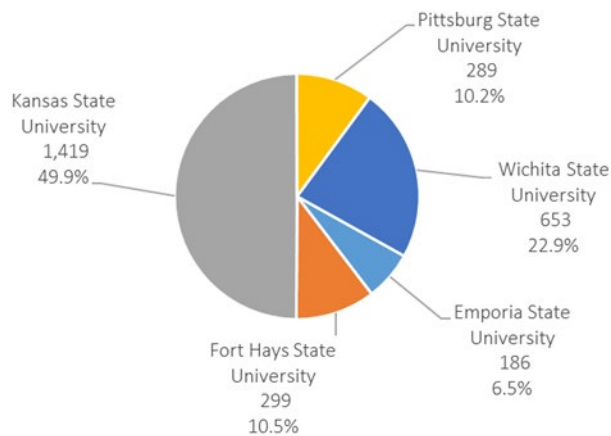


Table 2 shows respondents by years of employment. A third (33.6%) of survey respondents have worked at their universities for four or fewer years. Almost a fifth (19.2%) have worked at their universities for five to nine years, while slightly more than a fifth (22.7%) have worked at their universities for 20 years or more.

Table 2: Years of Employment

	Frequency	Percent
0-4 years	954	33.6
5-9 years	546	19.2
10-14 years	388	13.6
15-19 years	311	10.9
20 years or more	644	22.7
<b>Total</b>	<b>2,843</b>	<b>100</b>

Table 3 shows respondents by employment classification. Slightly more than two-fifths (41.6%) are Unclassified Professional Staff salary wage earners, while about a third (33.9%) are University Support Staff hourly wage earners. Fewer are Unclassified Professional Staff hourly wage earners (17.2%) and University Support Staff salary wage earners (5.3%). Two percent answered “don’t know.”

Table 3: Employment Classification

	Frequency	Percent
Unclassified Professional Staff (UPS) - Hourly Wage	490	17.2
Unclassified Professional Staff (UPS) - Salary	1,184	41.6
University Support Staff (USS) - Hourly Wage	965	33.9
University Support Staff (USS) - Salary	151	5.3
I Don't Know	56	2.0
Total	2,846	100

Tables 4 and 5 show length of employment and employment classification by university. ESU has the largest percentage of respondents working four or fewer years (40.5%), while PSU has the largest percentage of respondents working for 20 or more years (26.3%).

Table 4: Length of Employment by University

	ESU		FHSU		KSU		PSU		WSU	
	Freq.	Percent	Freq.	Percent	Freq.	Percent	Freq.	Percent	Freq.	Percent
0-4 years	75	40.5	101	33.8	478	33.7	59	20.4	241	36.9
5-9 years	30	16.2	53	17.7	270	19.1	61	21.1	132	20.2
10-14 years	22	11.9	41	13.7	170	12.0	54	18.7	101	15.5
15-19 years	25	13.5	29	9.7	154	10.9	39	13.5	64	9.8
20 years or more	33	17.8	75	25.1	345	24.3	76	26.3	115	17.6
Total	185	100	299	100	1,417	100	289	100	653	100

WSU has the largest percentage of respondents classified as Unclassified Professional Staff salary wage earners (49.8%), while PSU has the largest percentage of respondents classified as University Support Staff hourly wage earners (42.6%). ESU follows closely with regard to University Support Staff hourly wage earners (41.4%).

Table 5: Employment Classification by University

	ESU		FHSU		KSU		PSU		WSU	
	Freq.	Percent	Freq.	Percent	Freq.	Percent	Freq.	Percent	Freq.	Percent
Unclassified Professional Staff (UPS) - Hourly Wage	35	18.8	67	22.4	213	15.0	17	5.9	158	24.2
Unclassified Professional Staff (UPS) - Salary	53	28.5	117	39.1	565	39.8	124	42.9	325	49.8
University Support Staff (USS) - Hourly Wage	77	41.4	85	28.4	539	38.0	123	42.6	141	21.6
University Support Staff (USS) - Salary	16	8.6	26	8.7	69	4.9	24	8.3	16	2.5
I Don't Know	5	2.7	4	1.3	33	2.3	1	0.3	13	2.0
Total	186	100	299	100	1,419	100	289	100	653	100

## Item Importance and Appreciation of Work Performance

Figure 2 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

Figure 2 shows that about three-quarters (75.6%) rank “amount of pay or compensation” highest. An additional 16.9% rank “amount of pay or compensation” second highest.

Almost 15% rank “recognition for work performed” highest and 32.2% rank this item second.

Only 2.8% of respondents rank “additional incentives or perks” highest, and about a third (33.8%) rank this item second highest.

Finally, only 6.8% of respondents rank “professional development opportunities” highest, and 17.2% rank this item second highest.

Figure 2: Item Ranking

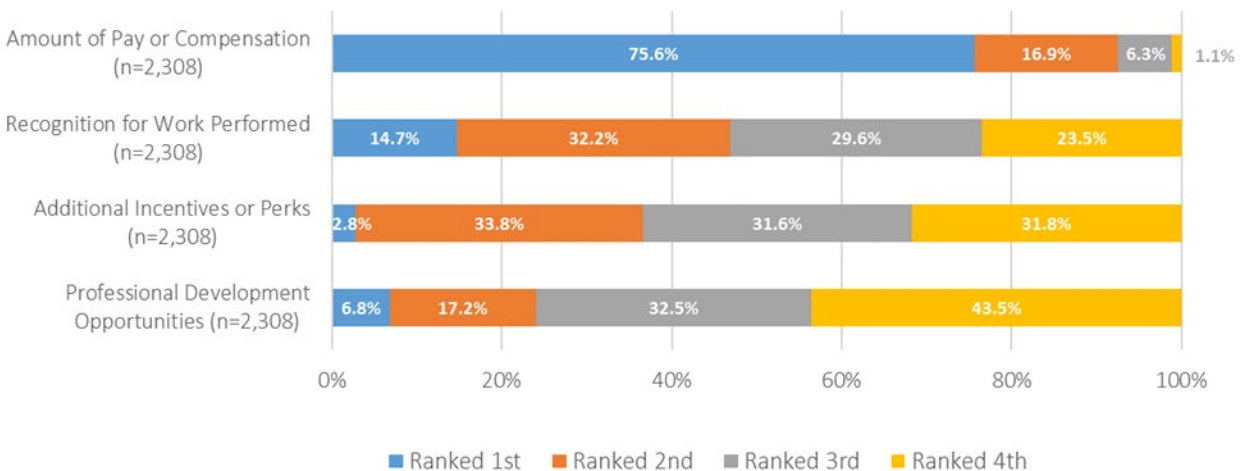
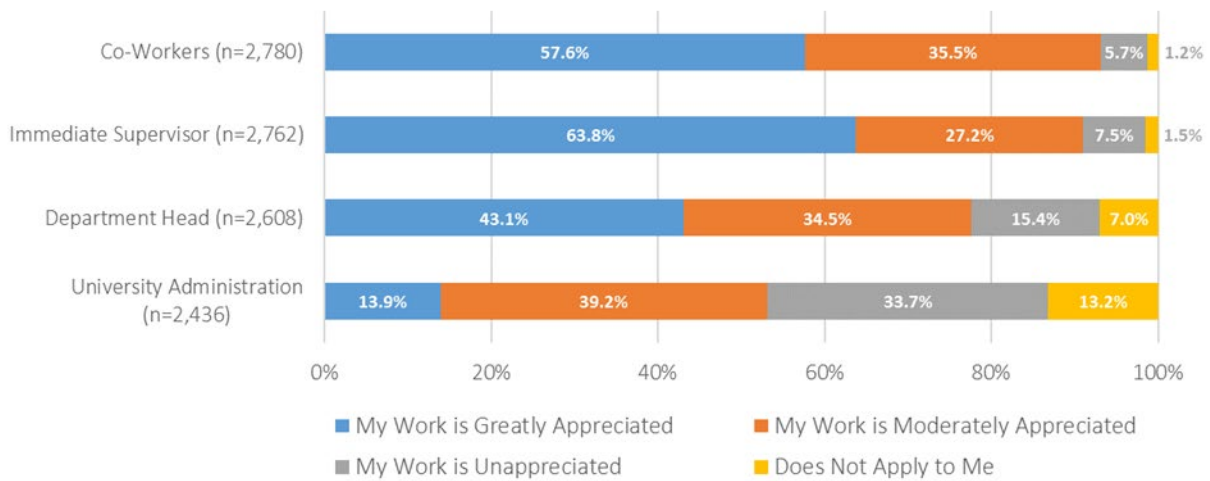


Figure 3 shows responses to statements addressing the work performance appreciation by various groups and individuals. The groups and individuals include co-workers, immediate supervisors, department heads, and university administrators. The statements include “my work is unappreciated,” “my work is moderately appreciated,” “my work is greatly appreciated,” and “this item does not apply to me.”

Figure 3 shows that most (57.6%) respondents report that their work is greatly appreciated by their co-workers and their immediate supervisors (63.8%). About two-fifths (43.1%) report that their work is greatly appreciated by their department heads. Only 13.9% report that their work is greatly appreciated by their university administration, although another 13.2% report that work appreciation by university administration does not apply to them.

Figure 3: Appreciation of Work Performed



## Work Morale

This section of the report addresses work morale directly. Figure 4 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 4 shows that most respondents rate their morale as somewhat positive (43.3%) or extremely positive (18.9%). Almost a fifth (19.1%) rate their morale as somewhat negative.

Figure 4: Morale at Work

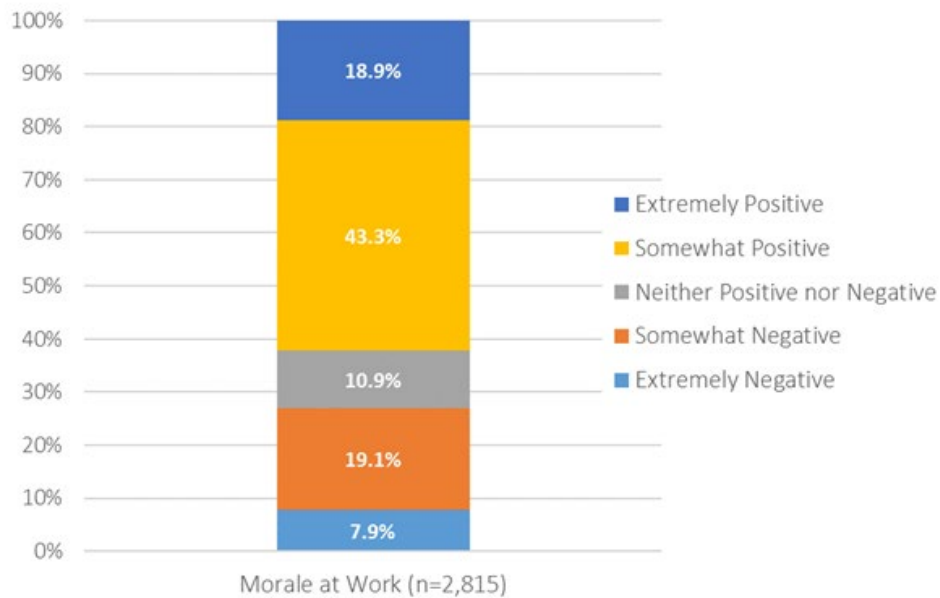
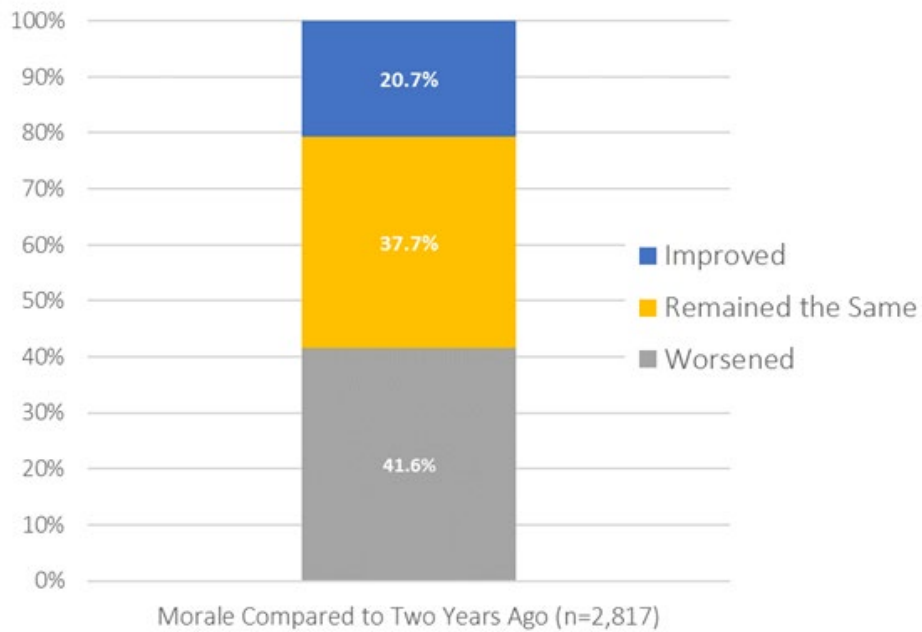


Figure 5 shows responses to a question asking “compared to two years ago, would you say your morale has improved, remained the same, or worsened.” A fifth of respondents (20.7%) report that their morale has improved, while more than a third (37.7%) report that their morale has remained the same. About two-fifths (41.6%) report that their morale has worsened in the past two years.

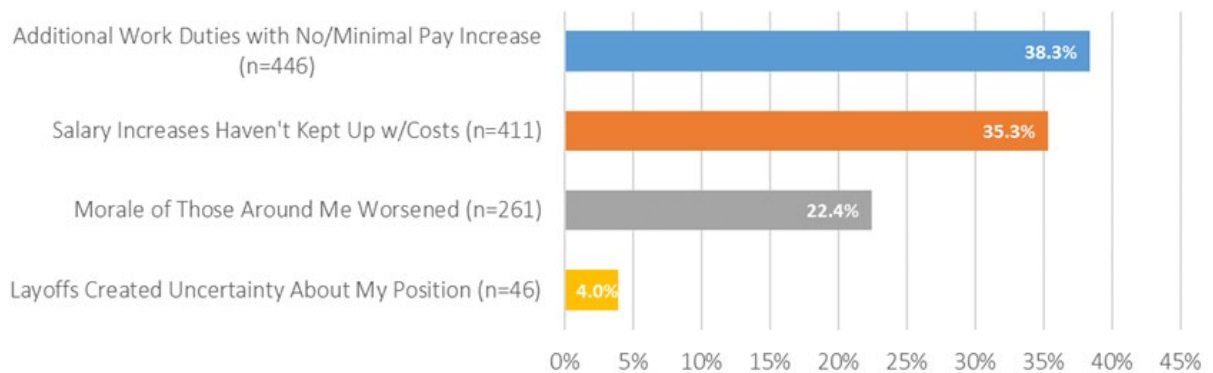
Figure 5: Morale Compared to Two Years Ago



Respondents indicating that their morale has worsened compared to two years ago (41.6% in Figure 5 or approximately 1,170 respondents) were asked follow-up questions about why morale has worsened. Responses were non-mutually exclusive and 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.”

Figure 6 shows that of those respondents reporting that their morale has worsened compared to two years ago, more than a third report that they have been given additional work duties with no or minimal pay increases (38.3%) and that salary increases have not kept up with costs (35.3%). Almost a quarter (22.4%) report that the morale of those around them have worsened. Only 4% report that layoffs have made them feel uncertain about their position at work.

Figure 6: Why Morale Has Worsened





## Wages and Second Job

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

Figure 7 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 shows that almost a quarter report that their wages are at least reasonable (with 19.5% reporting their wages as reasonable and 3.3% reporting their wages as extremely reasonable).

About a fifth (22.2%) report that that their wages are somewhat reasonable, and a quarter (25%) report that their wages are somewhat unreasonable.

Finally, about a fifth report that their wages are at least unreasonable (with 13.9% reporting their wages as unreasonable and 7.3% reporting their wages as extremely unreasonable).

Figure 7: Perception of Current Wages

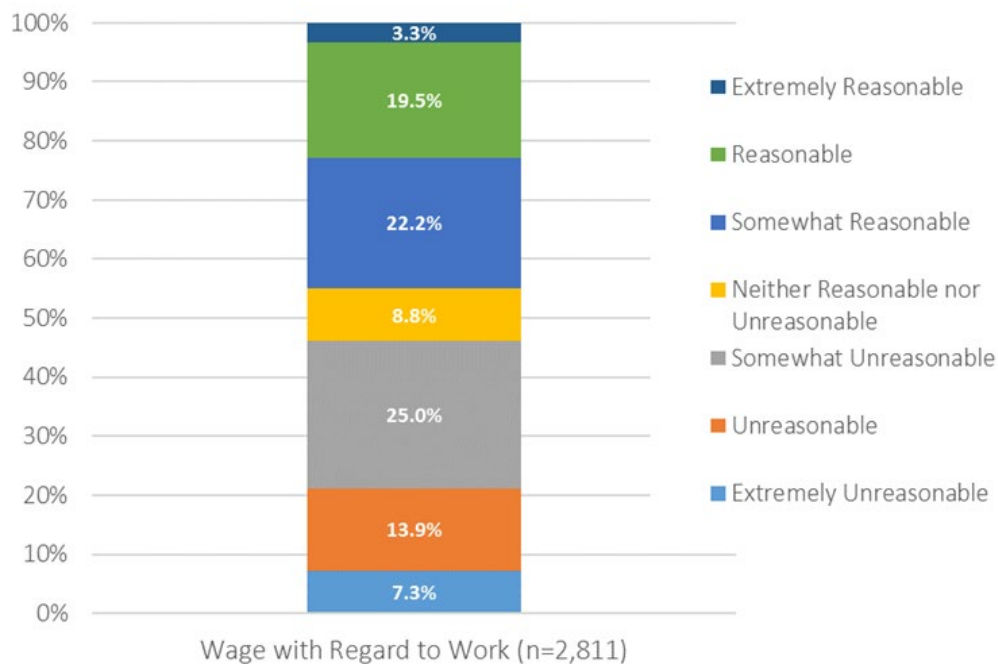
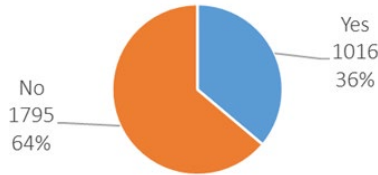


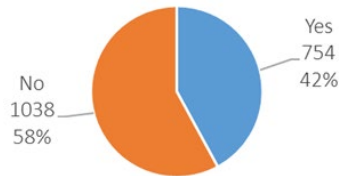
Figure 8 shows responses to a question asking “do you (yourself) have a second job or other means of income?” The figure shows that slightly more than a third (36%) of respondents have a second job or other means of income.

Figure 8: Have Second Job or Other Income



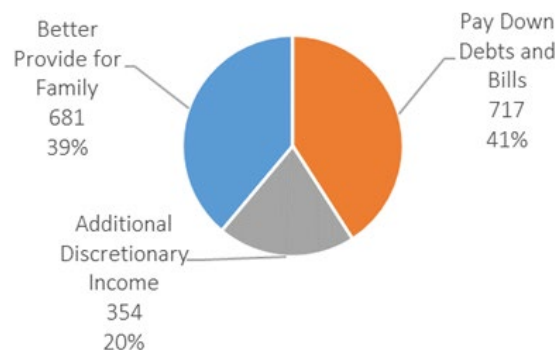
Respondents answering “no” to the question above were asked the question “are you considering getting a second job (or considering some other option) to increase your income?” Figure 9 shows that 42% percent answered “yes” to this question.

Figure 9: Considering a Second Job



Respondents with a second job and those considering a second job 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 are shown in Figure 10. The figure below shows that 41% have a second job or are considering one to pay down debts and bills. A fifth (20%) need additional discretionary income, and 39% desire to better provide for their families.

Figure 10: Reasons for a Second Job



Respondents with a second job (“yes” Figure 8) and those considering a second job (“yes” Figure 9) 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?”

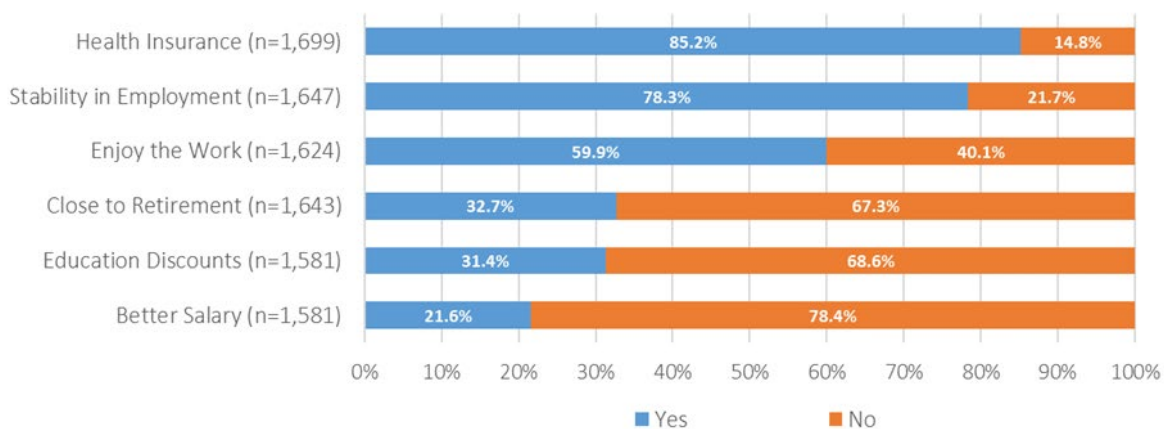
Respondents were presented the list of the following statements and asked if they agree or disagree with each (recorded as “yes” or “no”).

- 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 11 shows that a vast majority of respondents report the need for health insurance (85.2%) as a reason for continued university employment. A large percentage of respondents also selected stability in employment (78.3%) as a reason for continued university employment.

Three-fifths (59.9%) of respondents report that work enjoyment is a reason for continued university employment. About a third report that they are close to retirement (32.7%) and a third report that education discounts (31.4%) were reasons for continued university employment. Finally, 21.6% of respondents report that their salaries are better than those offered in the private sector.

Figure 11: Reasons for Continued University Employment



## 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

Figure 12 shows responses to each statement ranked by strongly agree and agree combined. The figure shows that most respondents agree with the statement “I enjoy the things I do at work” (51.6%), while about a third (33.8%) strongly agree with the statement.

The figure also shows that 44.9% of respondents agree with the statement “I am sufficiently trained to complete my required job duties,” while more than a third (38.4%) strongly agree with the statement. Almost half (46.9%) agree with the statement “I have a generally positive work environment,” while a quarter (25.1%) strongly agree with the statement.

Figure 12: Job Satisfaction

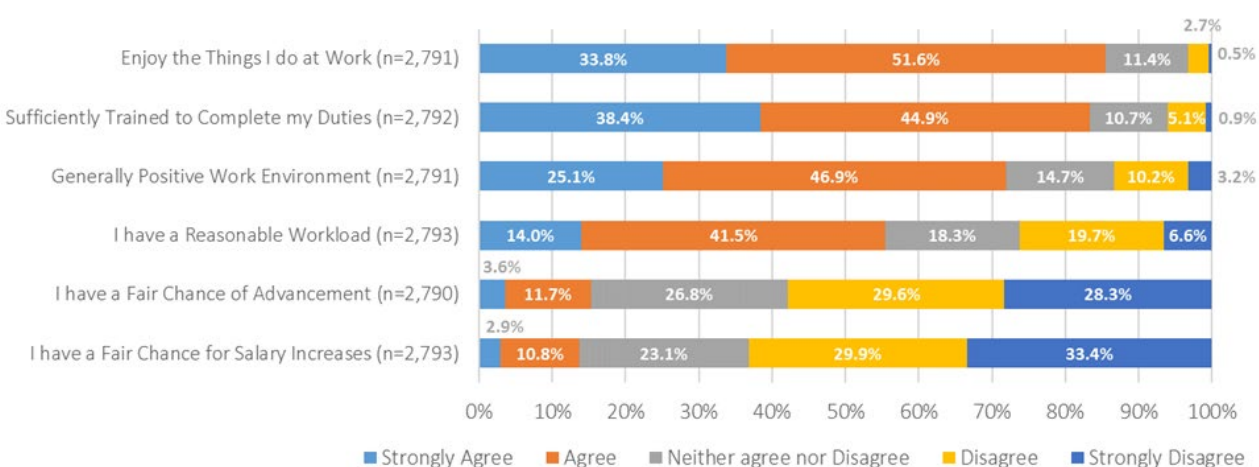


Figure 13 shows responses to the series of statements regarding incentives or opportunities that might be of interest to employees. Respondents were asked to respond to each with answer options ranging from “extremely important” to “not at all important.” The incentives or opportunities are listed below:

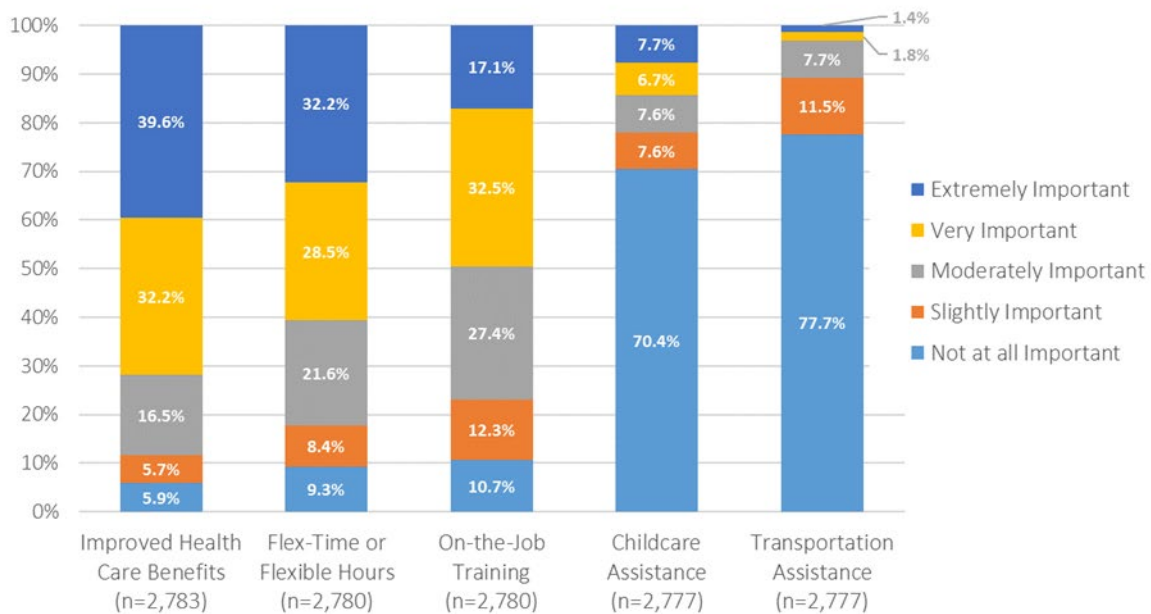
- Flex-time or flexible hours
- On-the-job training
- Transportation assistance (such as a ride sharing program)
- Childcare assistance (such as financial assistance or care provided at work)
- Improved healthcare benefits

The figure below shows the items ranked by extremely important. The figure shows that almost two-fifths (39.6%) of respondents report that improved health care benefits are extremely important, while about a third (32.2%) report improved health care benefits are very important.

Flex-time or flexible hours is another area of importance among respondents, with 32.2% rating this incentive as extremely important and 28.5% as very important. On-the-job training is also important to many respondents, with 17.1% rating this incentive as extremely important and more a third (32.5%) rating this incentive as very important.

Childcare assistance and transportation assistance received the largest percentages of “not at all important” ratings, with 70.4% and 77.7% respectively.

Figure 13: Incentives or Opportunities



Respondents were asked to provide another incentive in a text box. Table 4 shows 927 comments collapsed into 22 categories.<sup>2</sup>

The table shows that about 13% of respondents report that a promotion schedule, merit schedule, or annual raises are desired incentives or opportunities. Slightly fewer than 13% report that an immediate base pay increase is an important incentive or opportunity. Another pay related issue is financial incentives or bonuses for extra work. About 7% of the respondents offered this response (include in this category are responses relating to taking on more responsibility for added work).

NOTE: Some respondents provided more than one incentive or opportunity. The categories below show the first incentive/opportunity listed.

Table 4: Additional Incentives or Opportunities

Additional Incentives/Opportunities	Frequency	Percent
Promotion Schedule/Merit Schedule/Annual Raises	123	13.3
Immediate Base Pay Increase	119	12.8
Paid or Reduced Parking Fee	81	8.7
Tuition Assistance Improvement/Loan Repayment	75	8.1
Financial Incentives or Bonuses for Extra Work	68	7.3
Additional Paid Time Off/Paid During Semester Breaks	61	6.6
Working Remotely/Telecommute	54	5.8
Appreciation for Work Performed/Better Work Environment	49	5.3
Professional Development Opportunities	47	5.1
Paid or Reduced Recreation or Entertainment Fees	46	5.0
Improved Health Care Insurance	41	4.4
Retirement Plan or 401k Options/Options for Part-Time Work	35	3.8
Upper Admin. Planning/Understanding of Our Entities & Jobs	21	2.3
Hire Additional Staff/Fill Vacant Positions	18	1.9
Parent or Child Leave Policy	16	1.7
Other Comments	15	1.6
Four Day Work Week	14	1.5
Work Cell Phones/Work Items Provided	12	1.3
Flexible Working Hours/Flex-Time	11	1.2
Additional Office/Work Space or Improve Work Stations	8	0.9
Time for Exercise During Workday	7	0.8
Reduced Fees for on Campus Meals	6	0.6
Total	927	100

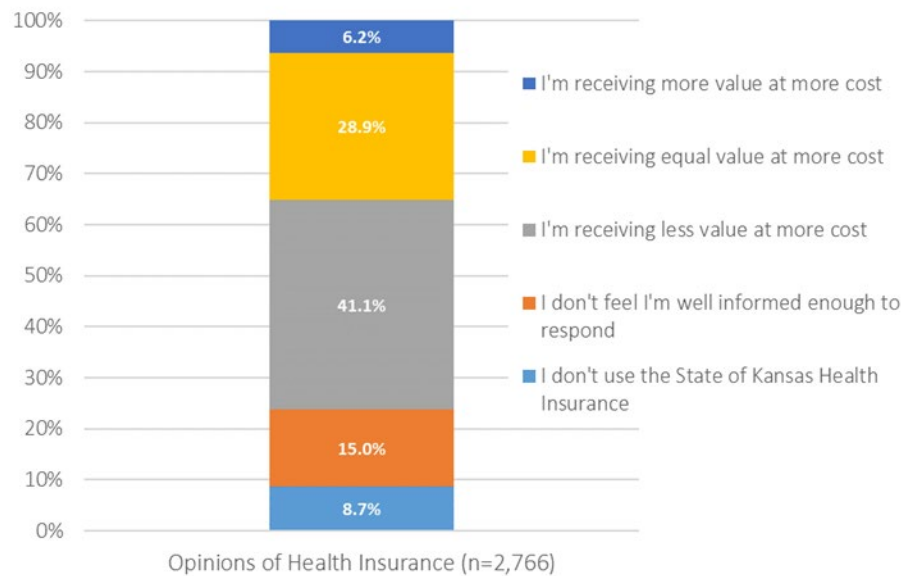
<sup>2</sup> 25 respondents provided “Don’t Know,” “N/A,” “No Comment,” “Not at this time,” or a similar comment. These comments are not provided in the table above.

Respondents were 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

Figure 14 shows that 6.2% of respondents report that they are receiving more health insurance value at more cost, while 28.9% report that they are receiving the same health care insurance value at more cost. Slightly more than two-fifths (41.1%) report receiving less value at more cost.

Figure 14: Opinions about Health Insurance



## Budget Limitation Impacts

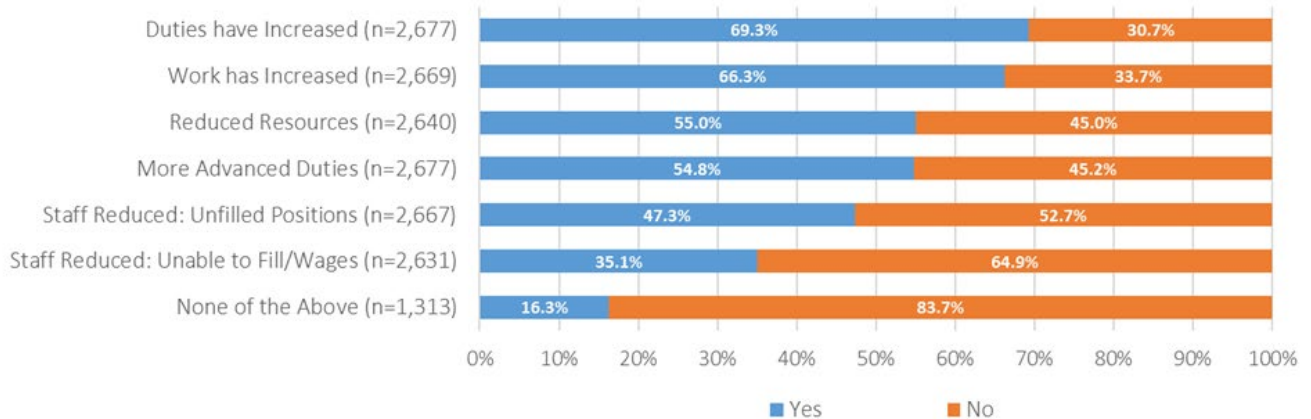
This section of the report addresses opinions about the impacts of budget limitations. Respondents were presented with the following question and statement: “Have budget limitations impacted your job? If so, please mark all of the areas below that have been impacted by budget limitations.” They were 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 15 shows responses to each statement, ranked by “yes” responses. A majority of respondents report that their duties have increased (69.3%), their workload has increased (66.3%), resources have been reduced (55%), and they have taken on more advanced duties (54.8%) because of budget limitations.

Almost half of respondents (47.3%) report that staff has been reduced as open positions have gone unfilled, and a third report that staff has been reduced as positions cannot be filled at the salary and wages offered to new employees.

Figure 15: Opinions about Budget Limitation Impacts





Using a text box, respondents were asked whether there is another area of their job impacted by budget limitations. Table 5 shows 763 comments collapsed into 17 categories.<sup>3</sup>

The table shows that about 16% of respondents report that budget limitations have resulted in a lack of raises and salary compression. About 13% of respondents report that budget limitations have resulted in a lack of funds to retain or replace staff. Slightly less than 13% of respondents report issues relating to accomplishing tasks and/or purchasing supplies to accomplish tasks. About 10% report work load increases due to staff reductions and/or consolidation. Another 10% report a reduced ability to fund professional development.

NOTE: Many respondents provided more than one implication of budget limitations. The categories below show the first limitation listed.

Table 5: Additional Budget Impact Comments

Additional Comments Regarding Budget Limitations	Frequency	Percent
Lack Raises/Salary Compression	126	16.5
Lack Funds to Retain/Replace Staff	102	13.4
Lack Funds to Accomplish Tasks/Purchase Supplies	95	12.5
Work Load Increased/Staff Reduction & Consolidation	82	10.7
Reduced Ability to Fund Professional Development	80	10.5
Frustration/Stress/Decreasing Morale	68	8.9
Reduced Ability to Buy/Replace Technology	44	5.8
Reduced Ability to Add New Staff/Expand Program	31	4.1
Reduced Ability for Facility Repairs/Improvements	24	3.1
Other Unit's Funding Reduction Impacts My Unit	25	3.3
Lack of Funds for Overtime Pay/Work Stacking Up	18	2.4
Lack of Funds for Quality Hires/Personnel	14	1.8
Inequality in Pay/Raises/Merit/Staffing	14	1.8
Lack of Funds for Quality Supplies	11	1.4
Limited Opportunities for Student Recruitment/Marketing	11	1.4
Lack of Funds for Adequate Custodial Services	11	1.4
Funding Allocated Away from Unit	7	0.9
Total	763	100

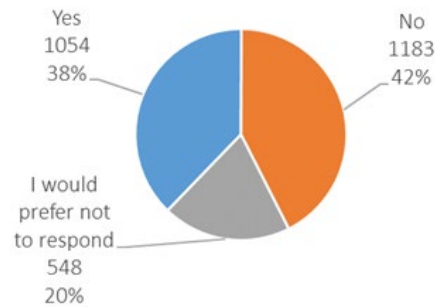
<sup>3</sup> 34 respondents provided "Don't Know," "N/A," "No Comment," "Not employed long enough to answer," or a similar comment. These comments are not provided in the table above.

## 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 16 shows that 38% of respondents report looking for a job or having looked for a job in the past year or so. A fifth (20%) selected “I would prefer not to respond.”

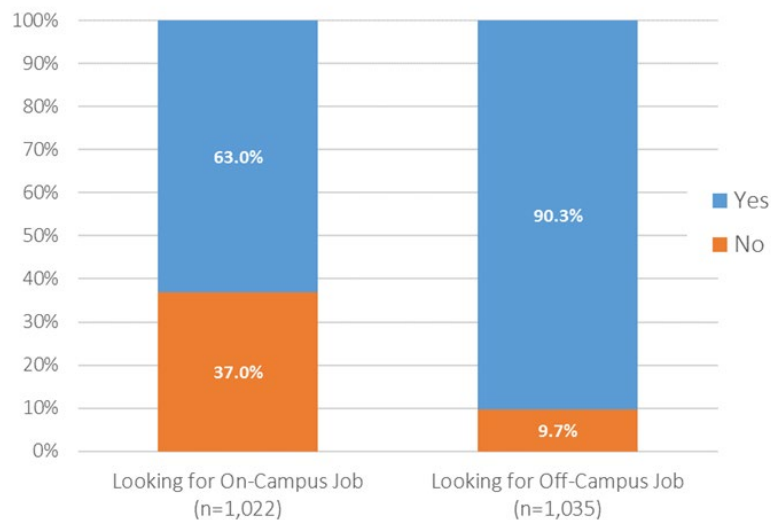
Figure 16: Looking for Different Job



Respondents who answered “yes” to the question presented in Figure 16 were asked both whether they were looking for a different on-campus job and an off-campus job.

Figure 17 shows that 90.3% of respondents looking for a different job are looking for an off-campus job. About two-thirds (63%) are looking for an on-campus job.

Figure 17: Looking for On- and/or Off-Campus Job



Finally, respondents were asked if they had any other comments they would like to add. Table 6 shows 838 comments collapsed into 11 categories.<sup>4</sup>

The table shows that almost a fifth (19.5%) of respondents report a need for a wage increase or a desire for a wage schedule or yearly cost of living adjustments. Slightly more than 13% of respondents left comments expressing frustration at the workplace or expressed that morale is low. Another 13% expressed concerned regarding wages not matching skill level or years of service. Some of the comments in this category describe “wage compression.”

About 12% of the respondents leaving comments describe poor management, favoritism at the workplace, and bullying by management. Another 12% describe a “top heavy” administration and/or suggest that wage increases seem to go only to top administrators and/or that top administrators are out of touch with staff and the duties which staff perform.

NOTE: A vast majority of respondents provided comments about multiple issues. The categories below represent the first item(s) mentioned.

Table 6: Additional Comments

Final/Additional Comments	Frequency	Percent
Wage Increases/Wage Increase Schedule/Yearly CoL Adjustments Needed	163	19.5
Generalized Frustration/Low Morale Expressed	112	13.4
Wages Should Better Match Skills and/or Years of Service	111	13.2
Poor Management Decisions/Favoritism/Bullying by Management	102	12.2
Top Heavy Administration/Wage Increases Go Only to Top/Admin Out of Touch	101	12.1
We are Understaffed and Overworked	63	7.5
Criticism of HealthQuest or Health Insurance Coverage or Costs	56	6.7
Favorable Comments about University Employment or University Leadership	50	6.0
Lack of Advancement Opportunities	35	4.2
Miscellaneous Comments/Comments about Survey (Pros and Cons)	28	3.3
Other Incentives to Increase Morale Offered	17	2.0
Total	838	100

<sup>4</sup> 12 respondents provided “Don’t Know,” “N/A,” “No Comment,” “Not employed long enough to answer,” or a similar comment. These comments are not provided in the table above.

## Appendix: Survey Instrument

### 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.

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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).)

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### 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.



# End of Report

