



2006 Classified Employee Survey Final Report April 2007

Introduction and Methods

In the fall of 2006, the Advisory Council of Classified Employees (ACCE) conducted its first ever survey of all classified employees in West Virginia higher education. The intent of this process was to solicit feedback from everyone on the top issues and concerns. This feedback would assist the ACCE in representing classified employees during discussions with the Governor, Legislators, Higher Education Policy Commission (HEPC), Council for Community and Technical College Education (CCTCE), the Chancellors, as well as provide information for classified employees during communications with their individual institution leadership.

A small subcommittee of the ACCE developed a draft survey instrument using the issues listed in previous ACCE legislative brochures as a starting point. The ACCE membership then provided comments and edits during its August 2006 monthly meeting on the format and questions for the final survey instrument. Time did not permit pilot testing of the instrument as data were needed to help inform the 2007 legislative session. A copy of the instrument is included in the appendix of this report.

Each ACCE representative was responsible for distributing the survey on his or her campus. ACCE representatives from institutions in close proximity to Eastern WV Community and Technical College and Blue Ridge Community and Technical College volunteered to distribute the surveys at these institutions since the ACCE position was vacant. In advance of the actual instrument, ACCE representatives provided a teaser notification to announce that the survey was coming. Each person chose the best method for distribution that fit his or her campus needs. Some representatives utilized email to send the PDF file and others made paper copies or used web-based locations for download. After the initial distribution, the ACCE representatives sent at least (2) reminders to prompt classified employees to return the survey. All responses were to be sent to the ACCE representative in paper form. Responses received through December 1, 2006 were included in the analyses.

Responses were scanned into a database using Remark Office Optical Mark Recognition software v 5.5. Responses that could not be read by the scanner were hand-keyed into the same database. Data were then cleaned and checked for quality assurance. Blank, missing or multiple responses (unless the question allowed for multiple responses) were included in the database and combined as missing data in the final results. Results were analyzed using SPSS v 14.0 statistical software. Hand-written comments were typed verbatim by each ACCE representative and combined into a single report with identifying information, including institution names, removed to maintain confidentiality.

A total of 1438 out of 5036 classified employees responded to the survey, for an overall 28.6% response rate. Response rates for individual institutions varied from almost 100% to approximately 20%. Results for each question begin on page 3, with the comment report included in the appendix. Each question is listed with the number of missing results provided in parentheses. Where appropriate, the number and percentage of respondents are both provided.

As results and comments were being compiled for this report, it appears that there were issues with the format and wording of some questions. Also when reviewing comments and answers to specific questions, there seems to be confusion about particular issues or topics addressed in the survey. Individual ACCE representatives have also had discussions with employees where it is now apparent that there were various interpretations of the issue or wording of the question. This information should be taken into consideration when reviewing the results.

Overall, the employees were grateful for the opportunity to provide their opinions. The results lay the groundwork for educating policy makers about the important issues for higher education classified employees.

Institution Name	Number of Responses	Percent of <u>TOTAL</u> Responses from Each Institution
Bluefield State College	46	3.2%
Blue Ridge CTC	11	0.8%
Concord University	58	4.0%
Council for Community & Technical College	4	0.3%
Eastern WV CTC	4	0.3%
Fairmont State University	41	2.9%
HEPC Office	20	1.4%
Glenville State College	61	4.2%
Marshall University	205	14.3%
Marshall CTC	9	0.6%
New River CTC	5	0.3%
Pierpont CTC	7	0.5%
Shepherd University	100	7.0%
Southern WV CTC	39	2.7%
West Liberty State College	34	2.4%
WV Network	14	1.0%
WV Northern CTC	46	3.2%
WV School of Osteopathic Medicine	77	5.4%
WV State University	60	4.2%
WV State CTC	6	0.4%
WVU Main Campus	447	31.1%
WVU HSC Charleston Div.	18	1.3%
WVU Institute of Technology	59	4.1%
WVU Technology CTC	8	0.6%
WVU Parkersburg	40	2.8%
WVU Potomac State College	19	1.3%
TOTAL	1438	100%

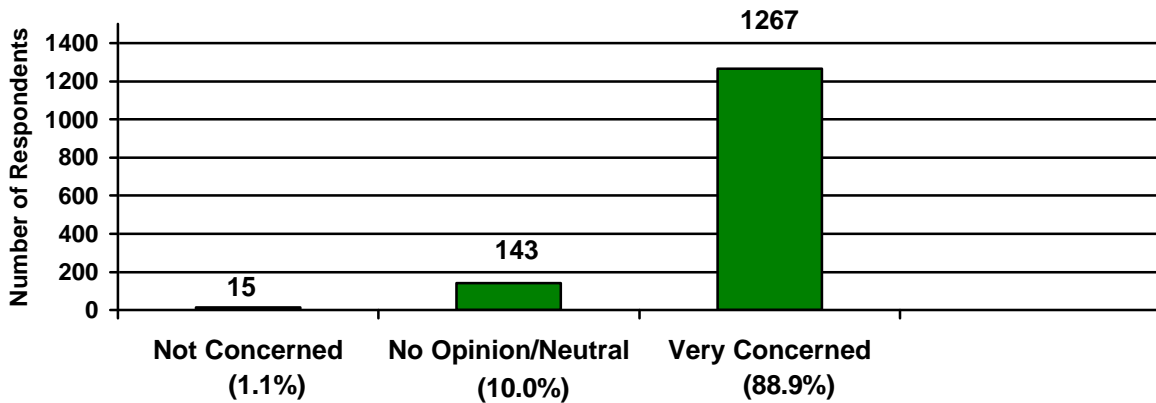
In the first series of questions, respondents were asked to rate their level of concern on a list of 19 issues using a 3-point scale. Individuals were given the opportunity to write in any other issues that were not included in this list in question #20. Those hand-written comments were transcribed verbatim and are included below and again in the comment report provided in the appendix of this document.

On 15 of the issues, “very concerned” was the sentiment with the majority of respondents. Most of these questions had 80-90% of the respondents indicating that they were very concerned about the issue. Question #3, updating the current salary schedule to current market levels was the question with the highest number and percentage of very concerned responses, with 1393 individuals or 97.2%.

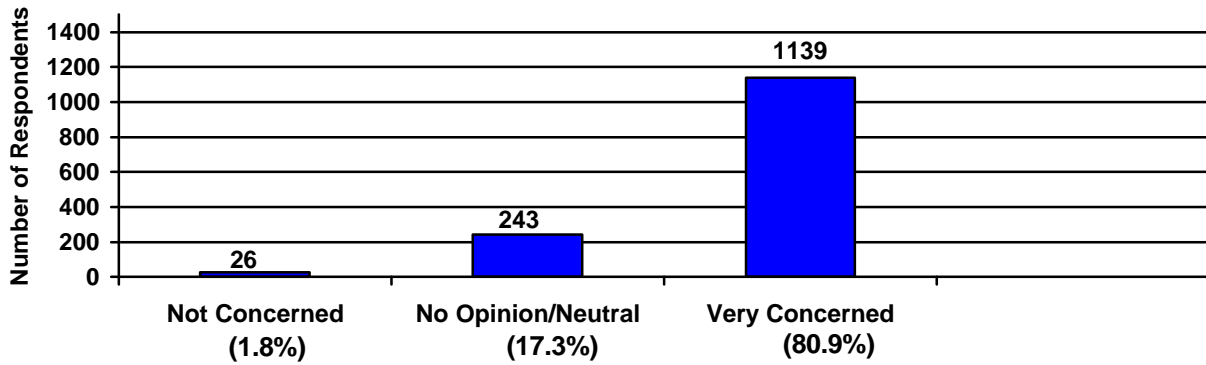
Unlike the above questions, where it was clear that most respondents were very concerned, there were four issues where the majority answer was “no opinion/neutral”, however the results were spread more among the 3-point scale. Instead of more than 80% of the respondents being in agreement, only 55% or fewer of the responses for questions 9, 11, 12 and 16 represented the majority. These were questions that addressed changes to the current grievance system, issues with annual performance reviews and inadequate supervision, and allowing higher education employees the right to serve in the legislature. None of the issues had “not concerned” as the majority opinion.

The results for each question appear in the following graphs. The question is listed with the number of missing responses in parentheses. The number of respondents is listed within the graph. The percentage listed at the bottom of each represents the percent of all respondents answering the question.

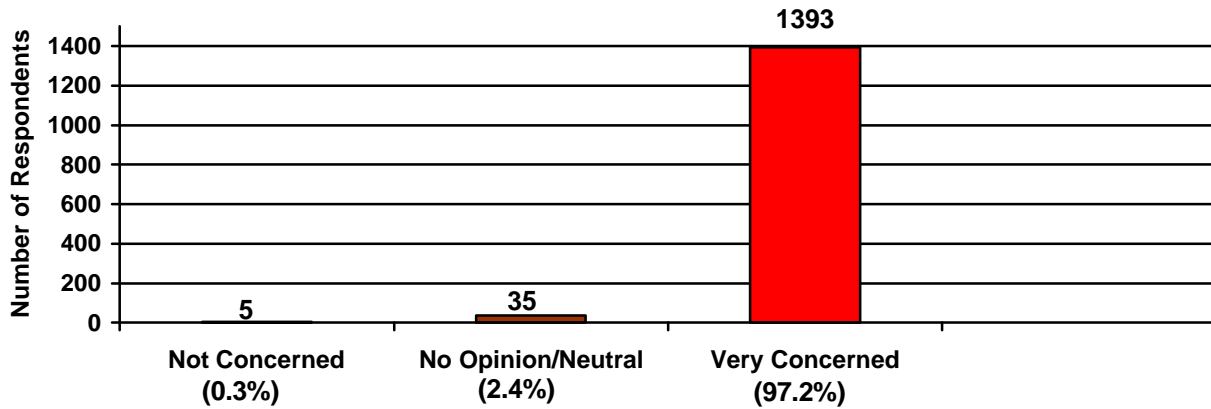
Question #1 - Level of state appropriations/funding for higher education (Missing = 13)



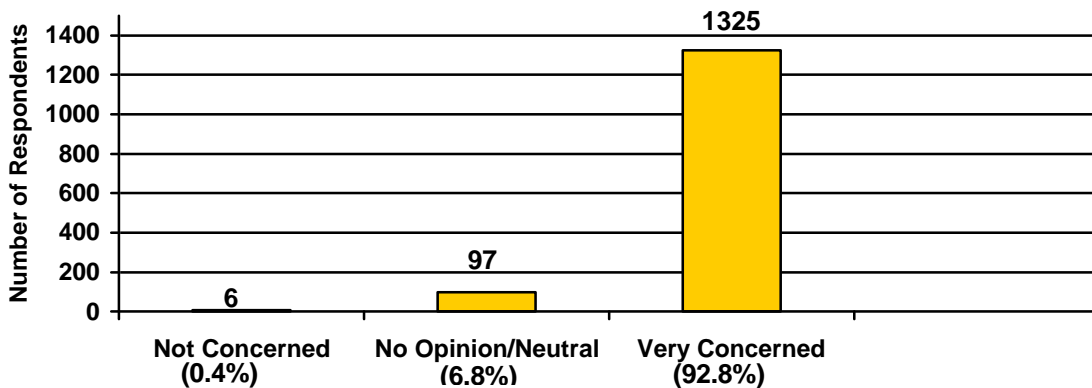
Question #2 - Keep the salary schedule in state code (Missing = 30)



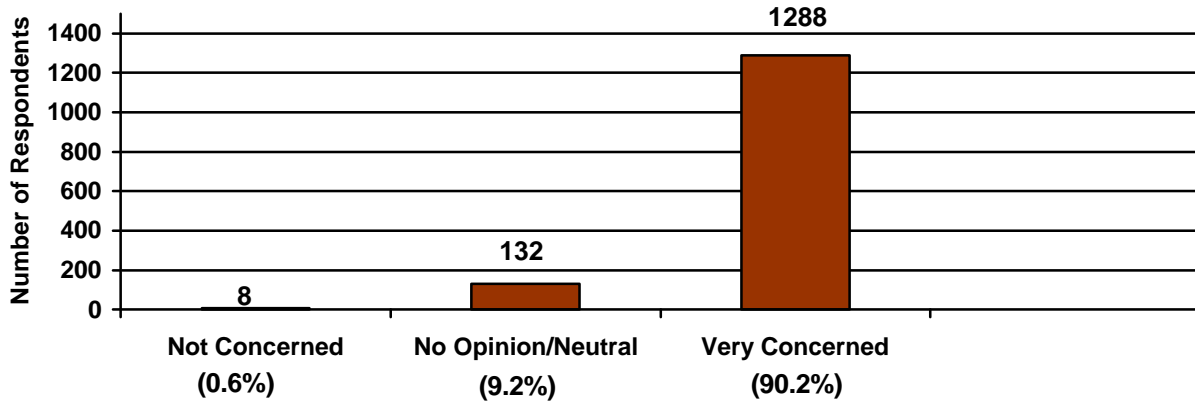
Question #3 - Update the current salary schedule to current market levels (Missing = 5)



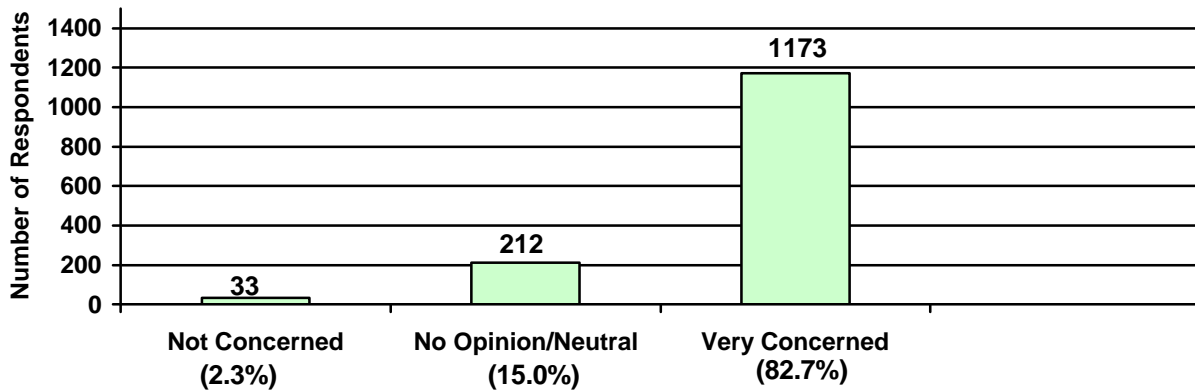
Question #4 - Designated funding from the legislature for classified salaries (Missing = 10)



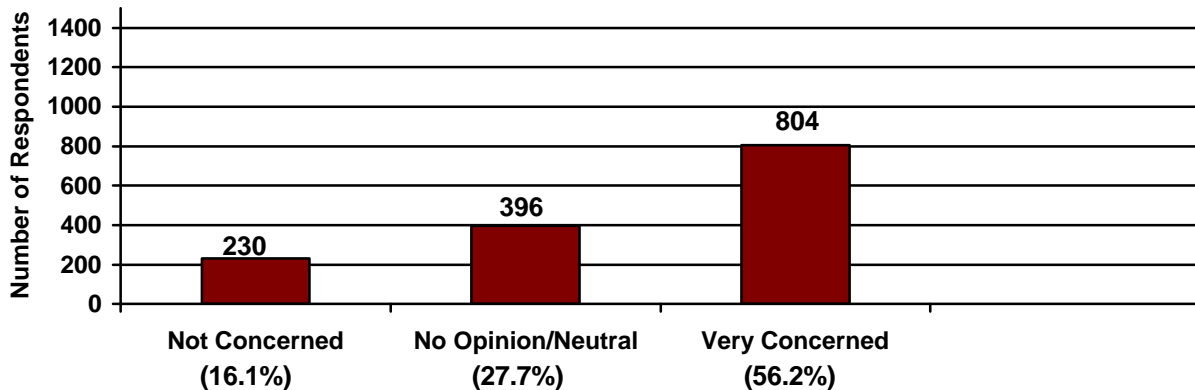
Question #5 - Establishing a deadline for full funding of the salary schedule (Missing = 10)



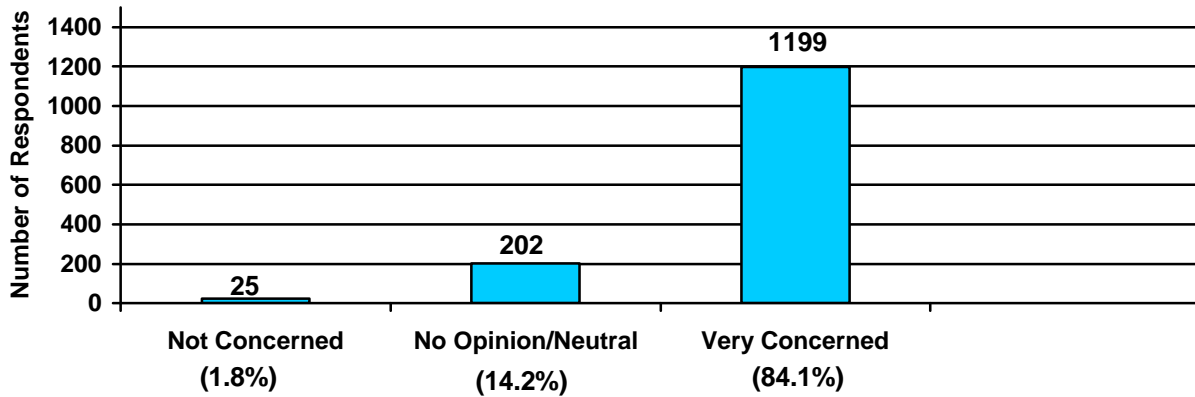
Question #6 - Remove the 15 yr cap on the salary schedule (Missing = 20)



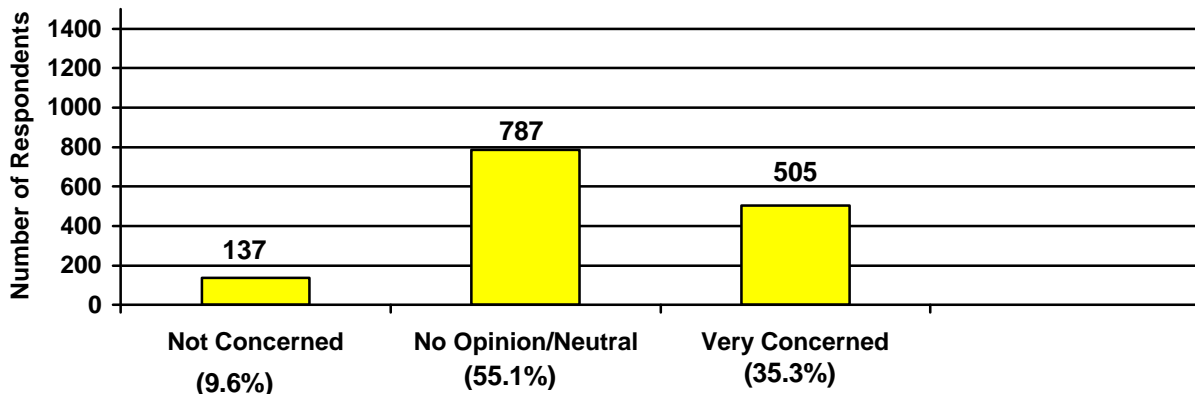
Question #7 - Implement a merit pay system for classified employees (Missing = 8)



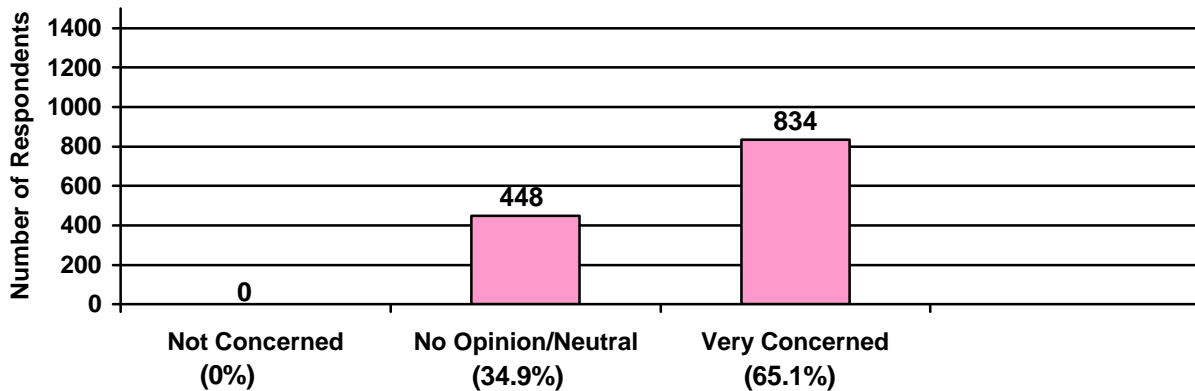
Question #8 - Make the employer retirement contribution match for higher ed employees equal to other state employees (Missing = 12)



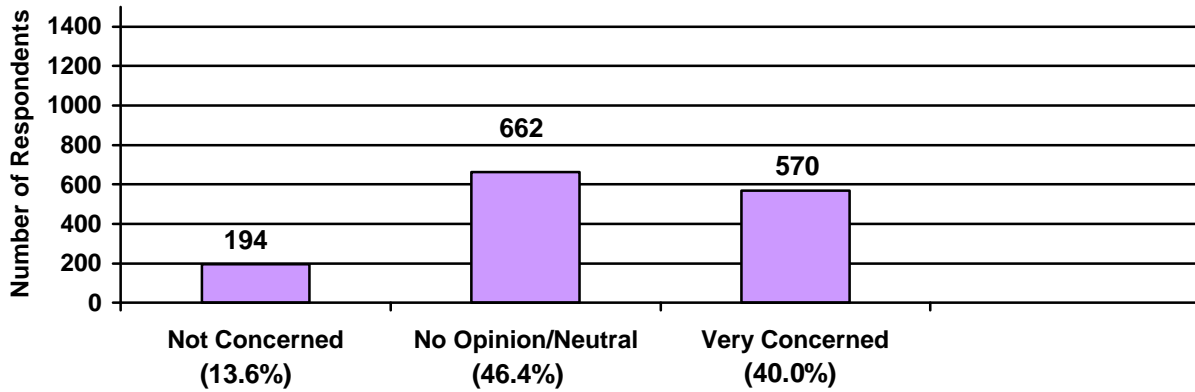
Question #9 - Revisions to the current grievance system (Missing = 9)



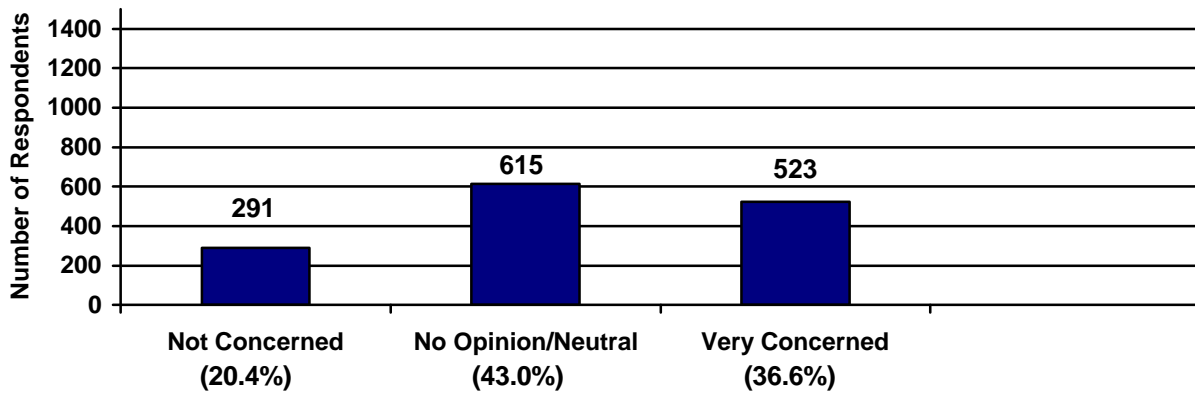
Question #10 - Provide more training, staff development and education for classified employees (Missing = 156)



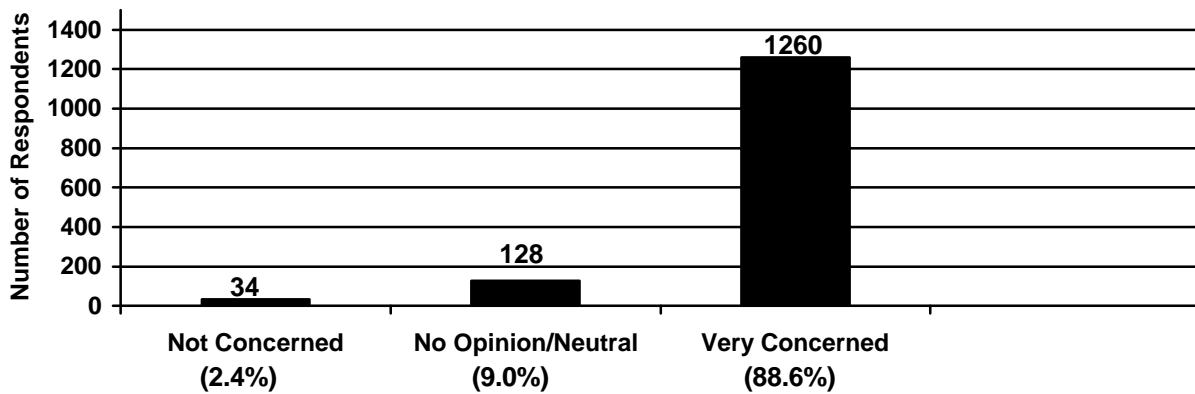
Question #11 - Issues with Annual Performance Reviews (Missing = 12)



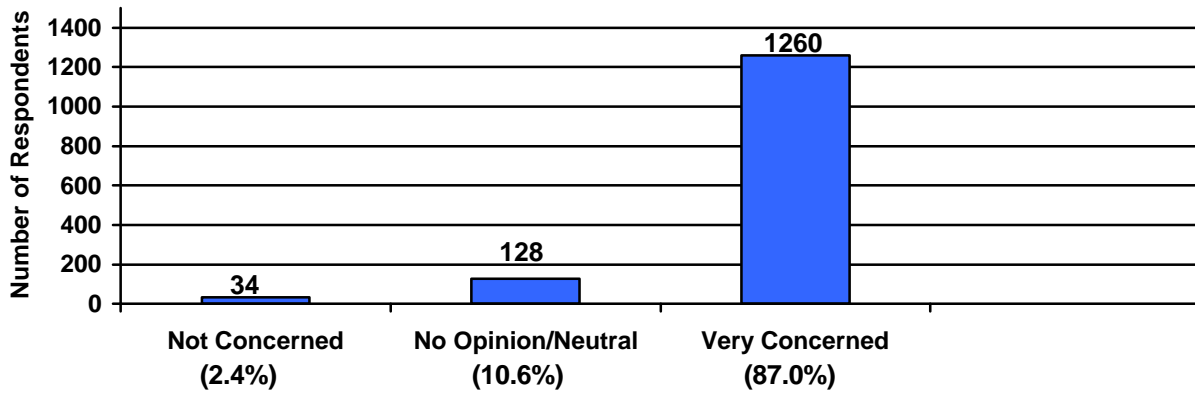
Question #12 - Issues with inadequate supervision (Missing = 9)



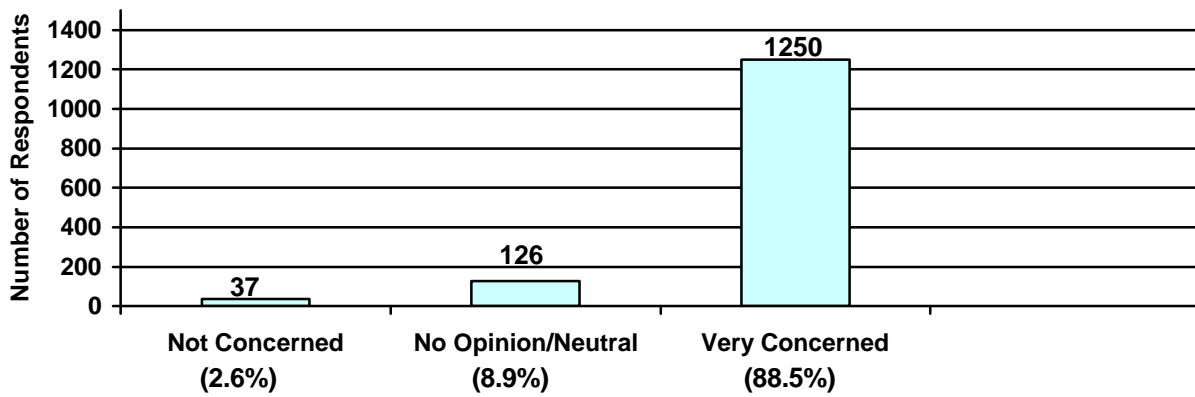
Question #13 - Increases in PEIA premiums (Missing = 16)



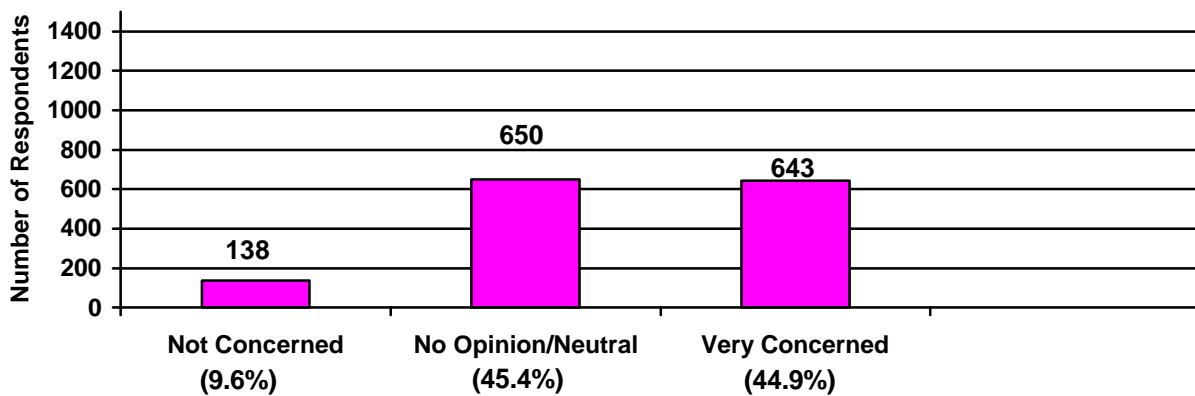
Question #14 - Changes in what is covered by PEIA (Missing = 10)



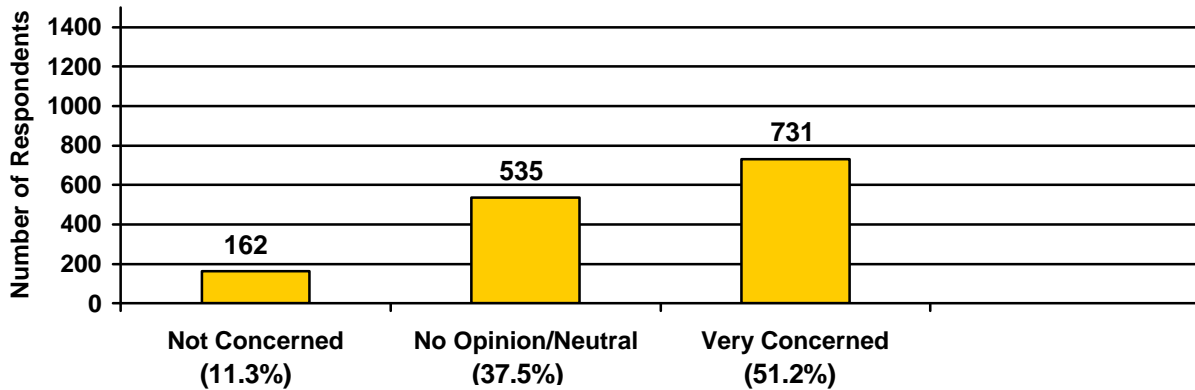
Question #15 - Increases in PEIA co-pays & deductibles (Missing = 25)



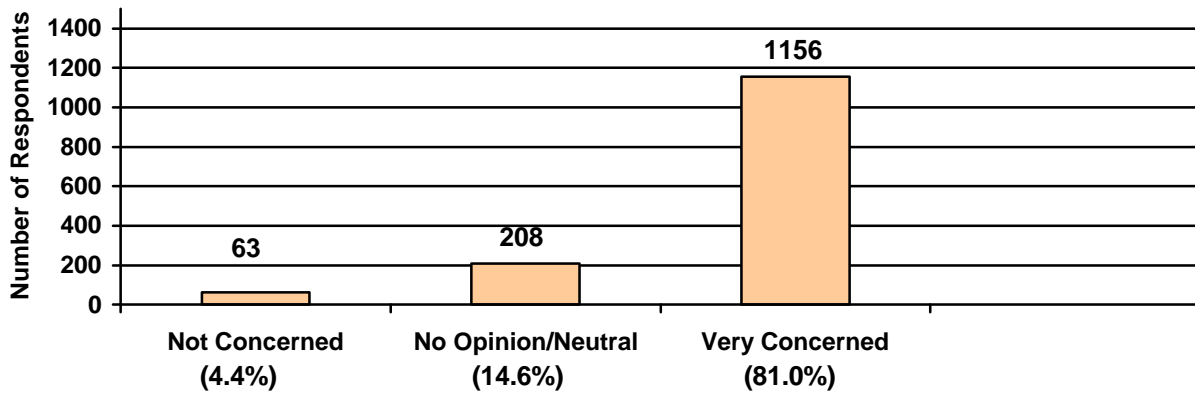
Question #16 - Allow higher education employees the right to serve in the legislature (Missing = 7)



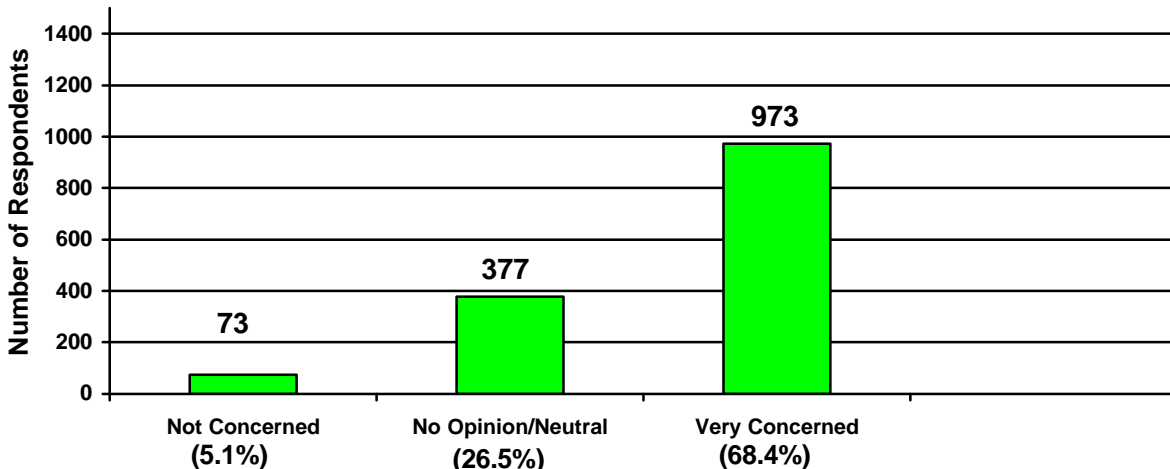
Question #17 - Allow a classified employee representative to serve on the HEPC and CCTCE (Missing = 10)



Question #18 - Possibly losing the ability to convert accrued sick leave to retirement premiums upon retirement (this option is not available to employees hired after July 1, 2001) (Missing = 11)



Question #19 - Equality with faculty on the annual increment (9+ months = 12 months for annual increment pay calculation (Missing = 15)



Question #20 - Other Issues, please specify

- hiring practices – classified jobs not being announced to the campus
- specific information on the translation of a Position Information Questionnaire (PIQ) to a pay grade.
- Proper seniority issues being followed. Clinical employees should be compensated for the extra hazards incurred on a daily basis.
- All clinic worker should get hazard pay.
- Lighting in parking lots after dark.
- Need to be compensated for the biohazards we deal with everyday (needles, mrsa, lice, chiggers, and I'm sure of many other diseases we may deal with.
- Need a structured format for performance reviews that is fair for both the supervisor and the employee.
- #5 – A deadline (7/1/06) for the full funding of the salary schedule had already been established – only most institutions did not meet this deadline – probably needs addressed by the legislature.
- Internal promotion of classified employees instead of hiring outside employees.
- Consideration & approval of regional pay issues that address cost of living variances in different parts of the state.
- #12 - Inadequate? Too many unqualified to do the job.
- More fairness toward part-time employees.
- Institutional Flexibility in HEPC rules like WVU & Marshall have.
- More staff to keep up with the work mainly facilities and custodial, grounds.
- Classification system that hurts those living in areas of WV where cost of living is higher.
- Having employees trained by people who know what their doing. Having people who work eight hours instead of sitting for four and working four hours.
- Change July 1, 2001 rule back to old system.
- Issues for part-time employees – such as availability of health insurance – other organizations such as hospitals, etc. offer this option to part-time employees.
- How bias opinions hurt employees
- Fairness as it relates with Annual Performance Reviews
- Availability for part-time workers to purchase medical insurance and to have at least partial sick day/vacation accrument.
- 4 day work week – Friday off
- Making us take time off before it's worked or in the same week.
- Have to take time off before you work it. Comp time. That is not right
- Tuition waivers for children family members of classified employees
- Ability to cash in accrued sick leave
- Continuing Ed with full waivers for tuition + release time
- Only classified with contract less than 12 months
- Direct Supervisor Evaluation
- Inconsistent hiring practices
- Why are employees required to be age 60 before exercising (sic) the right to convert sick time and accrued annual leave to hospitalization? I feel that if I am eligible for retirement from Marshall, no matter what age, I should be allowed to exhaust my sick

time through conversion to hospitalization. Wouldn't the coverage cost less for a person "less than 60" and save on the premium cost for the state?

- XXX employed salary limits.
- Fund the salary schedule. Keep insurance cost down.
- Provide full tuition waivers for all staff, encourage staff to get their degree in an appropriate amount of time.
- All issues discussed.
- Free college for employee's dependants.
- PIQ Upgrade System needs revamped. Need someone qualified making the decision to award upgrade or not.
- The ability of management to pay higher salaries to new employees & to give pay raises higher than the percentages classified gets. The ability of management to take a classified position & make it non-classified so they can pay more money to an individual.
- PIQ Review/reclassification. Is it biased? It is based on who you know?
- PEIA premiums for retired workers with no sick leave.
- Replace current PIQ. It does not make sense.
- Going off of payroll if you do not have enough sick time to cover being sick. Why can't we just not get paid for the days that we miss? This is a great concern for me as I have many health problems and cannot stay well long enough to accrue enough sick days to hold me during an illness.
- Funding salary schedule that has been in place for years. This should be only priority. We don't need a new schedule.
- Getting an hour lunch for all departments on campus. (1/2 hour lunch not long enough!)
- I think that you should pay \$1,500 across the board for the pay increases or pay the step level increase.
- At least bring employee who has been here over 15 years to the stated salary schedule. I have never been equal to the salary schedule!
- Increment pay – lower tax scale. Get rid of PIQ – more than one person should decide an upgrade.
- PIQ
- I would like for my kids college to be paid (sic) for, like other colleges do.
- We would like for our kid to attend XXX free like other colleges.
- Very concerned with increasing STAFF workloads; classification system needs to consider workloads in rating pay scale. Example: PG 14 to 10 faculty should be paid less than PG 14 to 50 faculty.
- Should not have to pay for parking or should be half price
- Need clocks around campus
- PIQ's
- Should not have to pay for parking – concern (sic) that there's no Christmas bonus.
- Parking
- Parking, meals, state work rep is needed for employees to voice there (sic) opinion without fear of supervisor's retaliation
- Not pay for parking, discounts on meals
- Educating and informing classified staff of issues is important

In Questions 21, 22, and 23, respondents were asked to indicate their top 3 issues from the list of 19. Only one answer was allowed for each question; multiple responses were included as missing. Individuals were allowed to mark the issue they wrote in Question 20.

The overwhelming message is that updating the salary schedule to current market values is the first and second concern for the majority of classified employees. Other salary issues such as deadlines for full funding and designated funding for classified employees were also marked as top issues. Other issues that were noted include those related to PEIA, leave, and retirement benefits. The series of tables that follow provides the results for each of the questions.

Question #21 - My most important or #1 issue/concern as a classified employee is:
(Missing = 74)

Issue	Number of Responses	Percentage of All Responses
Update the current salary schedule to current market levels	534	39.1%
Level of state appropriations/funding for higher education	160	11.7%
Designated funding from the legislature for classified salaries	133	9.8%
Establishing a deadline for full funding of the salary schedule	123	9.0%
Remove the 15 yr cap on the salary schedule	86	6.3%
Possibly losing the ability to convert accrued sick leave to retirement premiums upon retirement (this option is not available to employees hired after July 1, 2001)	71	5.2%
Increases in PEIA premiums	48	3.5%
Keep the salary schedule in state code	46	3.4%
Implement a merit pay system for classified employees	34	2.5%
Make the employer retirement contribution match for higher ed employees equal to other state employees	29	2.1%
Other Issues	23	1.7%
Increases in PEIA co-pays & deductibles	20	1.5%
Issues with inadequate supervision	14	1.0%
Changes in what is covered by PEIA	14	1.0%
Provide more training, staff development and education for classified employees	12	0.9%
Allow higher education employees the right to serve in the legislature	6	0.4%
Equality with faculty on the annual increment (9+ months = 12 months for annual increment pay calculation)	5	0.4%
Issues with Annual Performance Reviews	3	0.2%
Allow a classified employee representative to serve on the HEPC and CCTCE	2	0.1%
Revisions to the current grievance system	1	0.1%

Question #22 - My next most important or #2 issue/concern as a classified employee is: (Missing = 199)

Issue	Number of Responses	Percentage of All Responses
Update the current salary schedule to current market levels	200	16.1%
Establishing a deadline for full funding of the salary schedule	178	14.4%
Increases in PEIA premiums	136	11.0%
Remove the 15 yr cap on the salary schedule	124	10.0%
Designated funding from the legislature for classified salaries	120	9.7%
Possibly losing the ability to convert accrued sick leave to retirement premiums upon retirement (this option is not available to employees hired after July 1, 2001)	85	6.9%
Level of state appropriations/funding for higher education	79	6.4%
Increases in PEIA co-pays & deductibles	66	5.3%
Keep the salary schedule in state code	62	5.0%
Implement a merit pay system for classified employees	51	4.1%
Changes in what is covered by PEIA	39	3.1%
Provide more training, staff development and education for classified employees	29	2.3%
Issues with inadequate supervision	22	1.8%
Equality with faculty on the annual increment (9+ months = 12 months for annual increment pay calculation)	14	1.1%
Allow higher education employees the right to serve in the legislature	12	1.0%
Revisions to the current grievance system	8	0.6%
Issues with Annual Performance Reviews	7	0.6%
Other Issues	5	0.4%
Allow a classified employee representative to serve on the HEPC and CCTCE	2	0.2%
Make the employer retirement contribution match for higher ed employees equal to other state employees	0	0

Question #23 - My #3 issue/concern as a classified employee is: (Missing = 76)

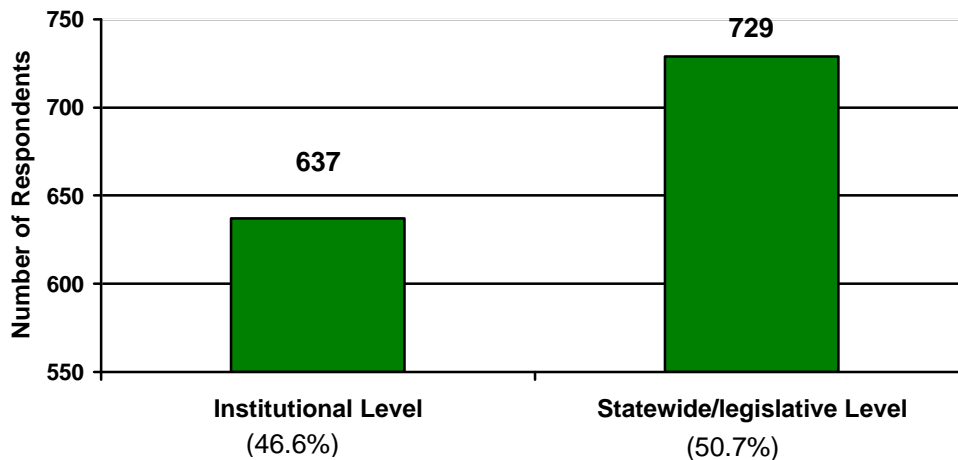
Issue	Number of Responses	Percentage of All Responses
Possibly losing the ability to convert accrued sick leave to retirement premiums upon retirement (this option is not available to employees hired after July 1, 2001)	141	10.4%
Increases in PEIA premiums	137	10.1%
Make the employer retirement contribution match for higher ed employees equal to other state employees	133	9.8%
Increases in PEIA co-pays & deductibles	129	9.5%
Update the current salary schedule to current market levels	107	7.9%
Establishing a deadline for full funding of the salary schedule	106	7.8%
Remove the 15 yr cap on the salary schedule	103	7.6%
Designated funding from the legislature for classified salaries	93	6.8%
Level of state appropriations/funding for higher education	82	6.0%
Changes in what is covered by PEIA	67	4.9%
Implement a merit pay system for classified employees	57	4.2%
Keep the salary schedule in state code	53	3.9%
Provide more training, staff development and education for classified employees	43	3.2%
Equality with faculty on the annual increment (9+ months = 12 months for annual increment pay calculation)	26	1.9%
Issues with inadequate supervision	20	1.5%
Issues with Annual Performance Reviews	19	1.4%
Revisions to the current grievance system	14	1.0%
Allow higher education employees the right to serve in the legislature	14	1.0%
Allow a classified employee representative to serve on the HEPC and CCTCE	12	0.9%
Other Issues	6	0.4%

The purpose for the next few questions was to gather employee preferences on certain aspects of the higher education employee system where proposed changes are being discussed.

On the topic of personnel rules, a slight majority of respondents (50.7%) feel that personnel rules should be statewide as currently determined by the legislature (Question 24). With the percentages being close, (50.7% vs 46.6%) it is difficult to be certain of respondents' feelings or draw a conclusion on this issue.

Conversely, when asked their opinion on a compensation system, more than two-thirds of employees (67.8%) feel that the compensation or salary system should remain a statewide system where salaries would be the same for all institutions, except for personal differences such as years of service. This is opposed to having a system where institutions have flexibility to determine salaries. This result seems to indicate that employees feel strongly that the salary system remain consistent between institutions.

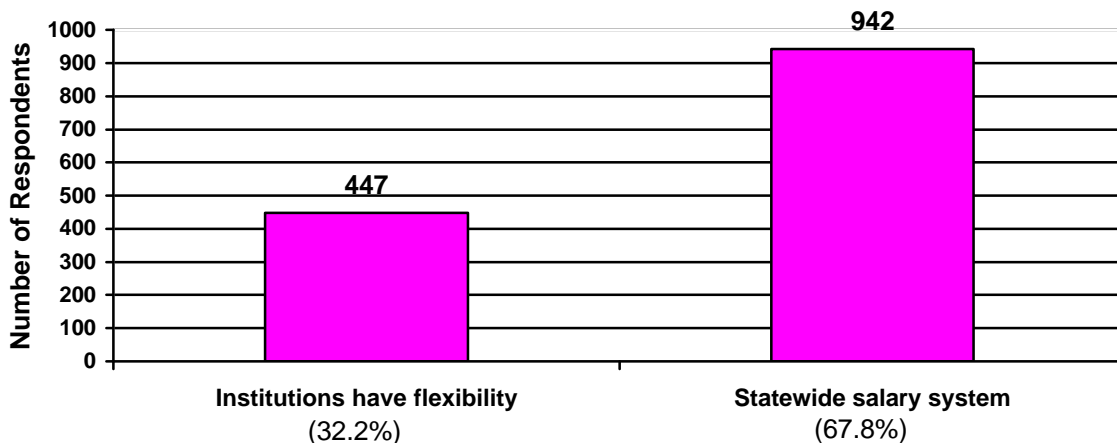
Question #24 - Do you think that institutions should have flexibility in determining personnel rules for employees OR should personnel rules be statewide as currently determined by the legislature? (Missing = 72)



Question #25 - Please fill-in the dot beside the below answer that best reflects your opinion on a compensation system. (Missing = 49)

A compensation system where institutions have flexibility to determine salaries, meaning salaries could vary by institution.

A compensation system where there is a statewide salary system, meaning that except for personal differences such as years of service, salaries would be the same for all institutions.



According to respondents, the top 2 factors that should be considered when determining their salaries are job performance and years of experience at the institution, 802 and 605 responses respectively.

Looking closer at the 802 respondents who said job performance, there is a slight difference in their response to Question #24 when compared to all 1438 respondents. 52.1% of individuals who answered job performance to Question #26 indicated that institutions should have flexibility in determine personnel rules for employees versus 47.9% who said personnel rules should be statewide. When looking at their answers to the merit question (#7) and the compensation system question (#25), their answers were consistent with the results for all respondents. 63.2% answered that the compensation system should be a statewide salary system and 64.5% or 514 said they were “very concerned” about the issue of merit.

It is worth noting that this is one of the questions where ACCE representatives received comments from employees indicating that there a variety of interpretations on meaning of “job performance”. Reportedly, some felt that this referred to the job evaluation and others felt that it related to the information contained in the position information questionnaire (PIQ). Considering this, the results should be looked at cautiously when reviewing the opinions expressed in this question.

Question #26 - Now please choose the top 2 items that you feel should be considered when determining salaries.

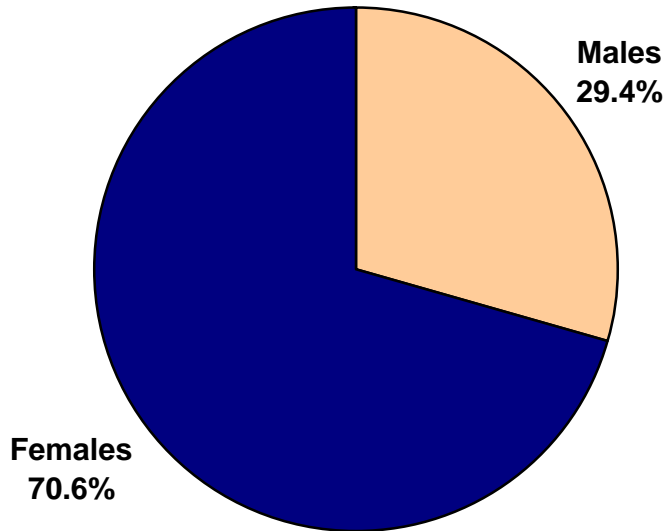
Item	Number of Responses
Job performance	802
Years of experience At the institution	605
Years of experience In the current job/position	472
Education level	291
Regional cost of living differences	247
Years of experience In a similar position elsewhere	203
Years of experience In state government	170

Demographic information collected from respondents provides some detail on those who answered the survey. Interestingly, the majority of respondents were younger term employees. Employees with less than 5 years of service accounted for the most responses at 24.0%, with 40.8% of respondents having less than 10 years of service.

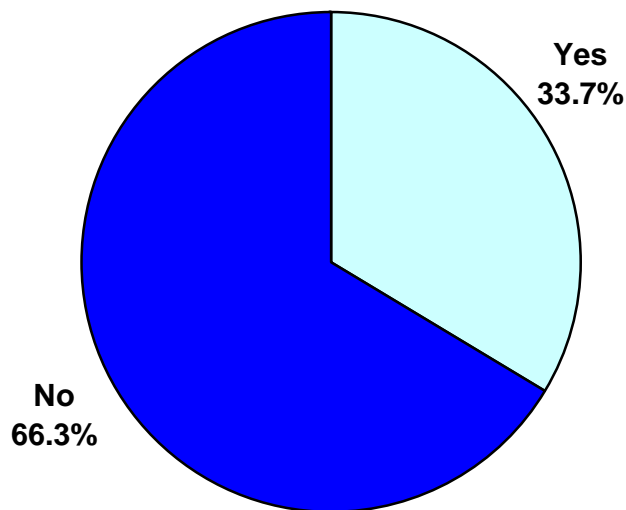
Most of those who returned the survey are full-time employees (95.5%). Females accounted for almost three-fourths (70.6%) of responses. 570 people (43.9%) reported an

annual **household** [emphasis added] income between \$20,000 and \$40,000. The majority was from the clerical/secretarial category (30.6%), with about 18% each from technical/para-professional, professional and service/maintenance categories. 17.1% indicated that they have another paying job in addition to their classified employee position. Most are married (66.8%) and 45.2% (both single and married) are supporting dependent children in their household. A little over half (51.3%) have obtained a degree beyond a high school diploma/GED.

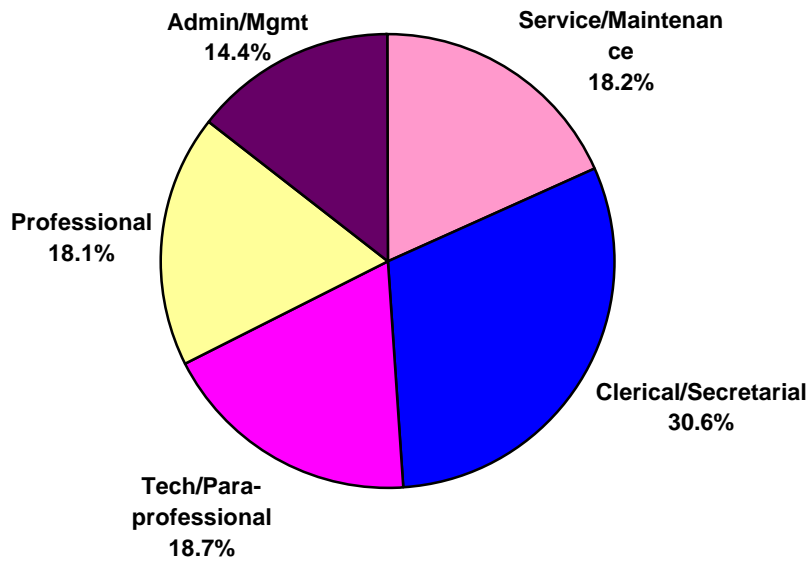
Question #28 - Gender (Missing = 35)



Question #29 - Do you currently supervise any other employees in your unit? (Missing = 42)



Question #30 - In which general category is your position classified? (Missing = 83)



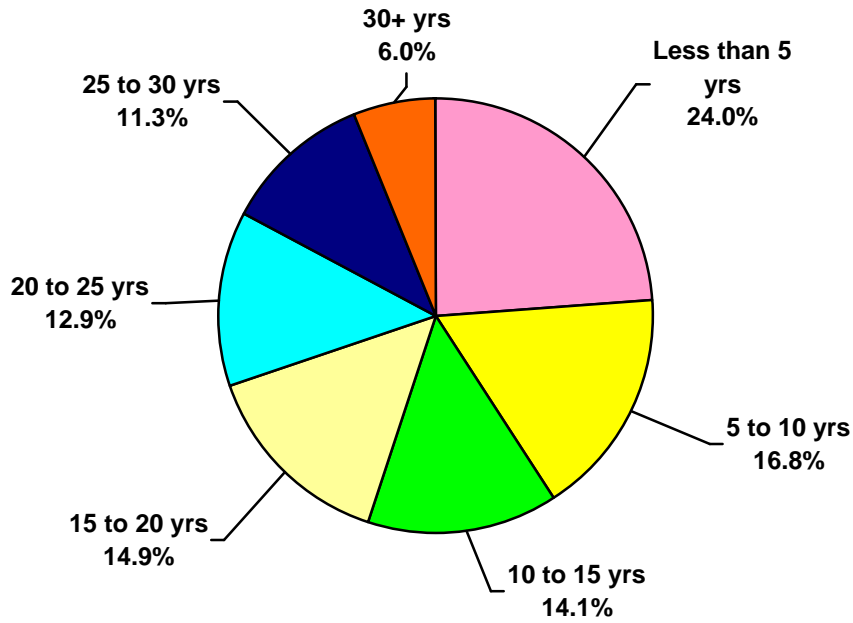
Question #31 - Do you currently have another paying job outside of your classified employee position? (Missing = 46)

Response	Number of Responses	Percentage of All responses
Yes	238	17.1%
No	1154	82.9%

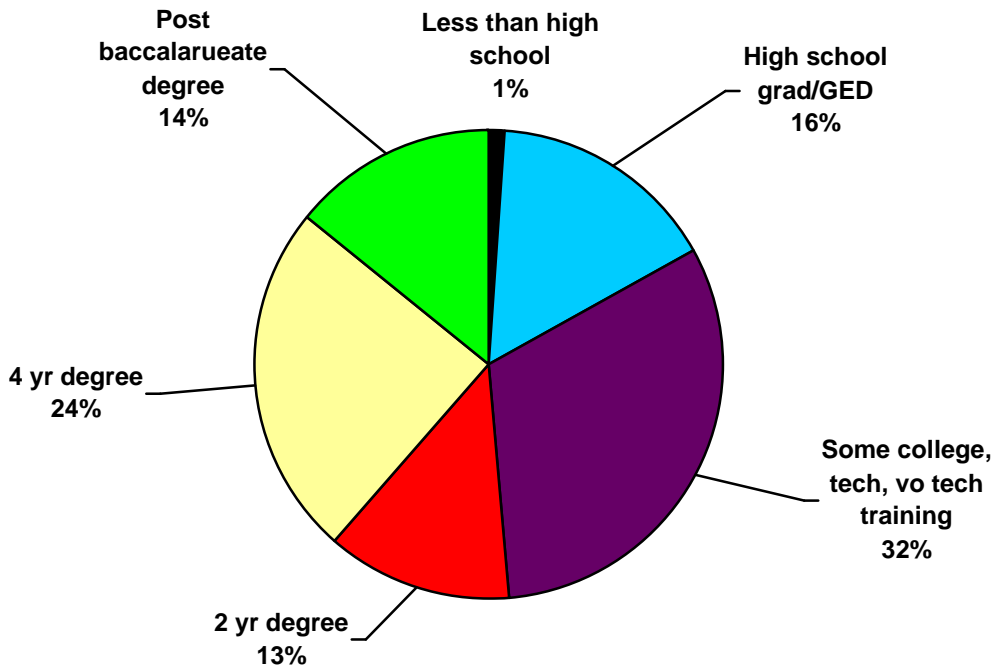
Question #32 - What is your current employment status (Missing = 42)

Response	Number of Responses	Percentage of All responses
Full time	1333	95.5%
Part time	45	3.2%
Temporary	18	1.3%

Question #33 - How many years of service do you have as a classified employee?
(Missing = 44)



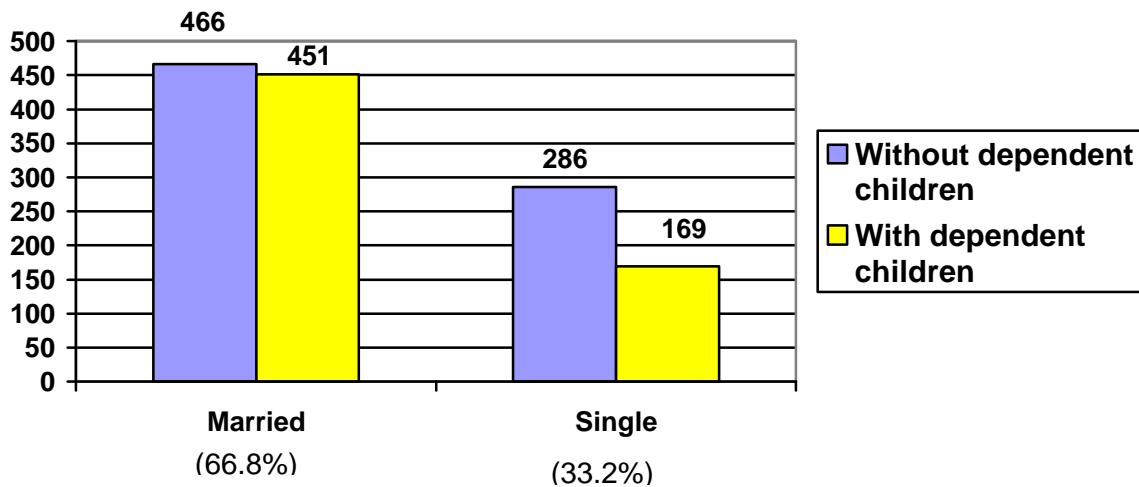
Question #34 - What is the highest level of education you have completed? (Missing = 45)



Question #35 - What is your annual household income before taxes? (Missing = 129)

Response	Number of Responses	Percentage of All responses
Less than \$15,000	30	2.3%
\$15,000 to \$19,999	65	5.0%
\$20000 to \$29,999	297	22.7%
\$30,000 to \$39,999	273	20.9%
\$40,000 to \$49,999	208	15.9%
\$50,000 to \$59,999	132	10.1%
\$60,000 to \$69,999	107	8.2%
\$70,000 and above	197	15.0%

Question #36 - Marital status (Missing = 129)



Appendices:

Survey Instrument



Classified Employees, We Want to Hear from You!

The Advisory Council of Classified Employees (ACCE) would like to hear from you. As a classified employee in higher education, many issues affect us. With the upcoming 2007 Legislative Session only a few months away, we want to hear from everyone on the top issues and concerns. In order to represent your voice, we need to know your concerns, thoughts, and opinions on the issues.

ACCE has compiled a series of questions to address concerns that have an overall effect on classified staff and to inform you of anticipated changes being considered. You do have a voice in whether those changes come about, if they are in the best interest of classified staff and if they are fair and equitable to all classified staff across the state.

We will use this information in our discussions with the Governor, Legislators, Higher Education Policy Commission (HEPC), Council for Community and Technical College Education (CCTCE), and the Chancellors. Results will also be available to all classified employees on the ACCE webpage at www.wvacce.org.

We would also like to take this opportunity to thank you for actively participating in this survey. There are over 5,000 classified employees in West Virginia. When all of our voices are heard, we can make a difference.

Please take a few minutes to complete and return the survey to your ACCE representative before October 20, 2006.



2006 Classified Employee Questionnaire

We want to hear from you!

Please take a few minutes to answer ALL of the questions in this survey. You have a voice and the Advisory Council of Classified Employees wants to hear from you about the issues!

Please fill-in the circle/dot next to your answer. Remember your answers are completely anonymous.

Return your completed survey to your ACCE representative, _____ before October 20, 2006.

Please rate your level of concern on the following issues.

	Not Concerned	No opinion / Neutral	Very Concerned
1. Level of state appropriations/funding for higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Keep the salary schedule in state code	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Update the current salary schedule to current market levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Designated funding from the legislature for classified salaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Establishing a deadline for full funding of the salary schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Remove the 15 yr cap on the salary schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Implement a merit pay system for classified employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Make the employer retirement contribution match for higher ed employees equal to other state employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Revisions to the current grievance system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Provide more training, staff development and education for classified employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Not Concerned	No opinion / Neutral	Very Concerned
11	Issues with Annual Performance Reviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	Issues with inadequate supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	Increases in PEIA premiums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	Changes in what is covered by PEIA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15	Increases in PEIA co-pays & deductibles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	Allow higher education employees the right to serve in the legislature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17	Allow a classified employee representative to serve on the HEPC and CCTCE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18	Possibly losing the ability to convert accrued sick leave to retirement premiums upon retirement (this option is not available to employees hired after July 1, 2001)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19	Equality with faculty on the annual increment (9+ months = 12 months for annual increment pay calculation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20	Other Issues, please specify _____			

Now we'd like to hear about the **top 3 issues** for you in the questions 21- 23 on the next page.

Using the numbers beside of the issues listed above, please fill-in the circle next to the issue number that corresponds to your answers for questions. *For example, filling in 1 means Level of state appropriations/funding for higher education is your answer. Please Mark ONLY ONE answer for each.*

21. My most important or #1 issue/concern as a classified employee is:

- | | | | |
|-------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <input type="radio"/> Issue 1 | <input type="radio"/> Issue 6 | <input type="radio"/> Issue 11 | <input type="radio"/> Issue 16 |
| <input type="radio"/> Issue 2 | <input type="radio"/> Issue 7 | <input type="radio"/> Issue 12 | <input type="radio"/> Issue 17 |
| <input type="radio"/> Issue 3 | <input type="radio"/> Issue 8 | <input type="radio"/> Issue 13 | <input type="radio"/> Issue 18 |
| <input type="radio"/> Issue 4 | <input type="radio"/> Issue 9 | <input type="radio"/> Issue 14 | <input type="radio"/> Issue 19 |
| <input type="radio"/> Issue 5 | <input type="radio"/> Issue 10 | <input type="radio"/> Issue 15 | <input type="radio"/> Issue 20 |

22. My next most important or #2 issue/concern as a classified employee is:

- | | | | |
|-------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <input type="radio"/> Issue 1 | <input type="radio"/> Issue 6 | <input type="radio"/> Issue 11 | <input type="radio"/> Issue 16 |
| <input type="radio"/> Issue 2 | <input type="radio"/> Issue 7 | <input type="radio"/> Issue 12 | <input type="radio"/> Issue 17 |
| <input type="radio"/> Issue 3 | <input type="radio"/> Issue 8 | <input type="radio"/> Issue 13 | <input type="radio"/> Issue 18 |
| <input type="radio"/> Issue 4 | <input type="radio"/> Issue 9 | <input type="radio"/> Issue 14 | <input type="radio"/> Issue 19 |
| <input type="radio"/> Issue 5 | <input type="radio"/> Issue 10 | <input type="radio"/> Issue 15 | <input type="radio"/> Issue 20 |

23. My #3 issue/concern as a classified employee is:

- | | | | |
|-------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <input type="radio"/> Issue 1 | <input type="radio"/> Issue 6 | <input type="radio"/> Issue 11 | <input type="radio"/> Issue 16 |
| <input type="radio"/> Issue 2 | <input type="radio"/> Issue 7 | <input type="radio"/> Issue 12 | <input type="radio"/> Issue 17 |
| <input type="radio"/> Issue 3 | <input type="radio"/> Issue 8 | <input type="radio"/> Issue 13 | <input type="radio"/> Issue 18 |
| <input type="radio"/> Issue 4 | <input type="radio"/> Issue 9 | <input type="radio"/> Issue 14 | <input type="radio"/> Issue 19 |
| <input type="radio"/> Issue 5 | <input type="radio"/> Issue 10 | <input type="radio"/> Issue 15 | <input type="radio"/> Issue 20 |

24. Do you think that institutions should have flexibility in determining personnel rules for employees OR should personnel rules be statewide as currently determined by the legislature?

- Institutional level Statewide/Legislative level

25. Please fill-in the dot beside the below answer that best reflects what you opinion on a compensation system.

- A compensation system where institutions have flexibility to determine salaries, meaning salaries could vary by institution.
- A compensation system where there is a statewide salary system, meaning that except for personal differences such as years of service, salaries would be the same for all institutions.

26. Now please choose the top 2 items that you feel should be considered when determining salaries.

- Years of experience At the institution
- Years of experience In the current job/position
- Years of experience In state government
- Job performance
- Years of experience In a similar position elsewhere
- Regional cost of living differences
- Education level

27. Please provide the ACCE any additional information or comments on classified employee issues in the space below. Please use additional sheets if you need more space.

Demographic information – The next few questions are optional but will allow us to better describe the employees who answer this survey.

- 28. Gender**
- Male
 - Female

29. Do you currently supervise any other employees in your unit?

- Yes
- No

30. In which general category is your position classified?

- Service/maintenance (category 5)
- Clerical/secretarial (category 4)
- Technical/para-professional (category 3)
- Professional (category 2)
- Administrative/management (category 1)

31. Do you currently have another paying job outside of your classified employee position?

- Yes
- No

32. What is your current employment status?

- Part- time (less than 1040 hrs/year)
- Full-time
- Temporary

33. How many years of service do you have as a classified employee?

- Less than 5 yrs
- 5 -10 yrs
- 10 -15 yrs
- 15- 20 yrs
- 20-25 yrs
- 25 -30 yrs
- More than 30 yrs

34. What is the highest level of education you have completed?

- Grade school
- Middle school
- Some high school
- High school graduate or GED
- Some college, technical, or vocational school training after high school
- College graduate with 2yr degree
- College graduate with 4yr degree
- College graduate with post baccalaureate degree

35. What is your annual household income before taxes?

- | | |
|---|---|
| <input type="radio"/> Less than \$15,000 | <input type="radio"/> Between \$40,000 - \$49,999 |
| <input type="radio"/> Between \$15,000 - \$19,999 | <input type="radio"/> Between \$50,000 - \$59,999 |
| <input type="radio"/> Between \$20,000 - \$29,999 | <input type="radio"/> Between \$60,000 - \$69,999 |
| <input type="radio"/> Between \$30,000 - \$39,999 | <input type="radio"/> \$70,000 or Above |

36. Are you....? (Mark only ONE answer)

- Married with dependent children
- Married without dependent children
- Single (including widowed, separated and divorced) with children
- Single (including widowed, separated and divorced) without children

**THANK YOU for taking the time to answer this survey!
The ACCE welcomes the opportunity to hear the issues from classified employees!**

2006 ACCE Survey Comments

All hand-written comments were typed by each ACCE representative and combined into the following report. Any identifying information was removed in order to maintain confidentiality. The beginning section of this report lists the comments sorted into individual topic headings. Each bullet represents an individual's comment

Comments Sorted by Topic

Comments on merit:

- I am opposed merit--no way to remove prejudice
- Increases based on merit will never be fair.
- Merit system for evaluations
- Do not want merit!
- I am in support of a Merit Raise System, but all should be done to guarantee fairness & based on job performance.
- I think merit raises should be given. We should be rewarded for our good work.
- We do not want or need a merit system for classified staff. That is how the pay system got messed up before Mercer and we do not want to go back to a very subjective system like merit again. Never do that.

Comments on salary/salary increases/workload related to salary:

- The salary system needs to remain a statewide salary system. No single individual or select few should have control over salaries. I'm not sure I am in favor of merit pay, either. The "good old boy" mentality is too strong in WV.
- Job description – not updated to current level of education or workload. It is a joke of the salary fore the amount of time & workload.
- Without salary parity to the public sector the state cannot expect or get employee quality or loyalty. Explain how undervalued (i.e., underpaid) staff can afford changes in PEIA AND provide for their families, especially single breadwinners. Other state agencies and the private sector pay so much more (\$4-5k) for the same job that I am being forced to leave.
- Little increase in salaries, but constant increases in expenses: parking fees, insurance premiums, copays, interest rates, utilities, etc.
- Large cost-of-living increases; small raise in salary
- Raises continue to be deferred later in the year (from July to December now)
- As much as I would like to see a merit pay system for employees, there are too many supervisors without sufficient training. It would be too subjective of a process.
- Pay raises used to be in July, now in December.
- A compensation system where institutions have flexibility to determine salaries could work only if the calculation is not too complicated and could be used as a draw to regions with high competition for employees, or a higher cost of living.
- Why still using scale from 2001?

- I believe we should have a salary schedule w/current market value but also capability to award merit within that schedule to reward employee that go above and beyond.
- The zero step. Concern about entry level employees receiving the same amount of pay as long term employees. Its bad for morale.
- Cost of living and the cost to travel to and from work with what we already get paid are tough just to survive on our current pay scale.
- Almost everyone within my pay range seems to have (sic) work two jobs to get by in our area. It's hard with the cost of living in our area to survive.
- Pay checks are less ins. premiums go up.
- Larger workload than someone of the same title, but same paygrade/salary.
- Increased workload; no salary increase
- Need to address increases in workload without pay grade increase.
- I am concerned with all the "extra" duties given by "higher up" and not being compensated for them. One example would be the purchase card duties. Another is the extra duties now with hiring staff and student workers. HR Dept. duties.
- Increased workload/responsibility but low pay
- Job performance & regional cost of living are also important. I have never seen a fair & equitable pay system – to difficult to administer.
- If you are doing the same job and producing the same results, you should receive the same pay regardless of the years of experience! (equal pay for equal work)
- Work hours are limited to 37 ½ per week at a given hourly pay. Let me work a 40 hour week!! It would increase my income and allow me to get more done! Pay does not consider years of professional experience when hiring a new employee! I am looking for part time work do to low salary.*
- If my wife did not also work I could not support my family on this pay. I may well have to leave although I enjoy working here more than my past employment.
- I do not want a merit system like the faculty have. It does not evaluate job performance well at all.
- 20 years in higher education =s 1 pay raise. What's wrong with this equation?
- Total disregard for senior staff -- \$300 a year pay raise is an absolute insult! I doubt an administrator with 25 years is insulted in this way!!!
- Most employees I speak with are dissatisfied w/their pay, some working conditions, no voice in the process and the notion that no one cares.
- Non-classified employees in my dept. received a 4% across the board increase last year. I have heard they are going to receive another 3% in Jan. This hardly seems fair. I personally only received 1.5% last year and others – nothing.
- Have considered relocation out of WV because I have such a small salary and small retirement account after nearly 10 years of service. Salary scale needs to be fully funded & retirement match needs to be increased to keep us in WV.
- Most things have been addressed or covered but overtime pay: We should be given the choice for pay or time; & pay should start after 37.5. All weekend work should be + as well as anything after 7.5 Monday-Friday.
- Since retirement increases work loads for some employees (they retire/consd. work) they should give salary increases based on "new" work responsibilities & avoid the PIQ trap – which btw is not an effective measure of one (sic) duties on a daily basis.

- We need the current salary schedule funded. We don't need to put any effort into anything else but funding current salary schedule.
- I have worked for Marshall University for 29 years. My present salary is still almost \$3,000 below the salary at the 15 year mark.
- My concern the pay scale system. If you are to give raises you should go by the pay scale levels.
- Get rid of the Mercer System. Some are maxed out. And change the system so you can get rid of deadbeat employees easier. Also, we don't need so many VP's, Associate Deans, etc.
- Ins. premiums go up and our checks (pay-checks) are less.
- I think all classified employees should be on the same pay grade if they are working with or around the same pay grade such as carpenters, HVAC, electricians, plumbers – pay grade 13, painters are 12 – I don't think that's right. **(This comment appears, word-for-word, on three surveys)**
- If they would set the pay fully funded and keep insurance costs down – this would go a long way to keeping a happier work force. Nepotism is a major problem on this campus as well. Stop cutting corners with using temps instead of filling positions with full time more committed employees. Utilizing temps who have no vested interest in the long run costs us more. The cost is in having full time employees having to cover for the temps. It increases the stress level as well as time.
- We need raises! NOW!! I think a lot of positions are filled and advertised with an education limit and that is considered more important than experience. Jobs are advertised as one thing and then after the hire is done duties are removed. The duties are put in just to eliminate applicants. Done deals in other words!

Comments on annual/sick leave:

- Possibility of limiting number of sick days one can accumulate worries me
- Please see issue #20. I would really like to know if there is any way to appeal the requirement of age 60 to convert sick time to hospitalization coverage at time of retirement. Thank you.
- I think sick leave accrual should be revised so when we are out of time we don't come off payroll.
- Would like to accumulate more than 180 hours of vacation at a time.
- It isn't fair that non-classified positions earn more leave at hiring than classified employees who have worked for years. They should start out at the same levels as others. This is how it is at state agencies. Also, the Family Medical Leave Act allows us to take off 12 weeks PAID time off but if you are a classified employee you aren't allowed to earn enough vacation leave to take advantage of this for maternity leave yet faculty and non-classified can take it all as paid leave. This isn't fair; we need to be allowed to earn bank more vacation time like others are.

Comments on evaluations/PIQs:

- I have a problem with the current evaluations used on campus. Situations where supervisors make you feel that they are trying to make it hard on you, trying to

intimidate you, to force you to quit. Do you think they were going to evaluate you on your performance or keep finding fault with you. Would they be used to justify compensation in salaries? I wouldn't think that would be fair for some individuals

- Accountability/performance reviews for CTC presidents (results should be made public).
- Subject evaluations (popularity contests).
- Not being evaluated every year; it's not being done.
- PIQs should be reviewed annually
- Training on how to write or re-write a PIQ.
- I feel that the PIQ point system is discriminatory in that not all positions offer the opportunity for supervision and I don't want to have to change positions in order to receive those points.
- I can't answer #29 because technically I do supervise students, but on my PIQ I can't put that because they are not essential my work area.
- The system for evaluating PIQs is not fair. A person who processes 150 travel req. a year should be weighed higher than a person who does 1 or 2 per year. Likewise a person who manages multiple accounts should be weighted higher than 1 acct.
- HR needs a book w/descriptions of every job in the system and most PIQs.
- HELP Center for student (Meyers Hall) should be free to any & all students who need testing & tutoring help. Also any medical counseling should be free. The students pay enough thru the Activities Fee.

Comments on accountability/fairness/supervision issues:

- Accountability issues
- Accountability issues for BOG and president
- Accountability, honesty, need new BOG
- Enforcement of high ed. Laws & rules so all institutions obey them.
- The state should take a stricter approach to enforcing established policies.
- Poor supervisors who are not accountable for improper actions when reported.
- Accountability should be considered when determining salaries, as well as education levels since we are an educational facility encouraging education.
- BOGs and administrations should be held accountable for enacting and enforcing policies.
- I've seen to many times employer/employee become friends that spend time at each other's home and then always get raises and promotions when they have less yrs of svc and are sometimes part time staff – there should be some safeguard against this. It severely decreases morale of staff.
- Some departments do wrong things and I think they need to be held responsible for this. I think there are a few crooks in our institution. Need to clean house starting at the top and working its way down!
- Improper supervision: staff work hours switched without prior verbal or written notice.
- Supervisor used to be another institutional employee, now being supervised by a contracted vendor supervisor.
- No leadership at administrative level

- A contracted person (who is not even a state worker) being a supervisor over a state (institutional) employee
- Some classified employees not treated the same as others.
- Things not done fairly or according to regulations/state code.
- Hiring is pre-determined before advertising.
- We need civil service tests to reward talent with jobs and not a friend network. Let police ourselves in ACCE by only admitting the best qualified – end the one hand washed the other favoritism
- My needs are more on the line of CE in my profession than overall training. I have my doubts about having uniform titles and salary for my position through the higher ed system. I have 2 masters degrees. There are people on this campus with high school or less education and less years of service in higher salary classifications who started working here with larger salaries than I make after 15+ years. The so called uniform policies across the system are not equally applied anyway.
- Supervisors, Managers need to pay closer attention to time cards and sheets.
- Turning classified jobs into unclassified jobs, so that outside people can be hired before current employees are hired (or promoted).
- Harassment and unfair treatment from supervisor. Unfair rules that are made up not in Hand Book, and other department (sic) don't do. A whole lot of favoritism. XXX, XXX, and XXX that needs discipline.
- Revision of the administrative structure to one less top-heavy would free considerable resources that could go to those experienced employees who are actually supporting education.
- Fairness in HR policies – specifically promotions to higher classifications and the fact that some positions w/in offices don't get posted.
- I feel that a better work environment, like keeping personnel in their own trade, would allow for smoother operation as a work force. And I also feel this would cut down on absenteeism.
- I'm concerned that the "improved" Grievance System will be an "improvement" only if you are the employer, not the employee!
- I think you should do a check up on the department, and how things are run. To (sic) much favoritism in this department, "In Housing department"
- Classified employees continue to experience many types of discrimination, age and gender (female) being among the top two. Hard work and low pay is the norm. Non existent upward job mobility.
- BOG reps should be trained and well-informed. The usually show up and give blanket approval; most don't have a clue. No accountability w/ the BOG system.
- There needs to be consistency which enforces equality!!

Comments on Health Insurance (PEIA)

- Health Insurance is in need of a lot of work. There needs to be some changes in a better direction!
- I am very concerned with the PEIA increases. We should have better coverage without such a high cost to the employee. We do not receive a dental plan. I feel that it is important for us to have.
- Should cover eye, dental & health in one affordable price.

- Concerned about insurance being raised every year & when we get raises.
- I am concerned that after 18 years of service that if I had to retire it would take all of my pension for insurance that is if I take full payment and if something would happen to me my wife could get nothing.

Miscellaneous Comments:

- More effort for # 16 (right to serve in the legislature) and we will have a better chance with everything else is we can get this passed and get people in the inside.
- Help Us!
- We are State employees, BUT we are higher education employees. We always get the short end of the stick. We worked for years with the promise of insurance, now we have it and pay dearly for it. We worked for years with the promise of increment and then faculty come along and get it and didn't have to give up anything for it.
- Employee turnover rate and enrolment decrease needs to be evaluated.
- CTC presidents need probationary period per job performance evaluation .
- Understaffing in certain areas; overstaffing in others.
- Part-time state employment should count toward total years of service
- Training to allow employees to learn new skills.
- No contracting work out.
- Contracted workers taking state worker jobs.
- Better management of current funding.
- Extremely high salaries of some VP's and non-classified employees according to the work they do.
- Reduce the number of allowable non-classified personnel.
- HR Directors/Reps should be classified employees.
- A food handler's card should be issued for dining service employees who work with food! Drug-testing should be given to all employees once a month
- Employee recognition for a good job and an employee of the month and year award.
- The institution should provide interest-free loan system for its employees. The institution should provide free classes for employees and their families. Not waivers, but totally FREE.
- Loss of academic standards on this campus.
- People need to be drug tested.
- Food handler's cards should be Mandatory. Drug testing. Close attention to time worked.
- Too many administrators.
- Drug testing. Food handler's cards a must.
- Statewide classification with the ability to move to positions anywhere in the state.
- State employees need to serve in the legislature – there's no voice for this large group of employee and until this happens, the 20 issues on this survey will not be resolved.
- I would like to see an addition of employee housing.
- As for #31, I have two other part time jobs.

- Every employee in higher education should be afforded the opportunity to further their education, and the education of their family. Universities in other states offer free tuition to the employee's families.
- Current system does not punish a bad employee or reward a good employee. Internal employees getting first preference at a job can cause a department to get stuck with a bad employee instead of being able to hire a qualified person that is a good worker. An employee that isn't "working out" will apply for another position and then another department will be stuck with them.
- There's a lack of incentive for those who have several years of service. It seems as though the institution would like to see those of us who have been here for several years retire or move on so they can hire younger ones for lower salaries. Experience and knowledge of the institution doesn't seem to count for anything any more. If you don't have a degree, it doesn't seem to matter how much experience or knowledge you have. What happened to the days when education and experience could be substituted on an equivalency basis for the minimum qualifications on Classified positions. It still says that on the job bulletin, but it doesn't seem to mean anything. It makes us old timers who have spent our better years at XX feel unappreciated and in some instances unwanted.
- Lack of communication from top-level administrators.
- There should be cross training available to employees who are attending or have attended vocational schools. (Not just anybody who wants to get away from their job for a few days), but people who are trying to better themselves.
- Due to our low salary our children XXXXX should receive automatic tuition reduction! Our children do not have top grades to qualify for scholarships since they have to also work jobs to get through XXXX.
- In the department we're in we've asked to wear blue jeans and tops of green and (or) even green jeans. Would wear longer and not stain as other clothing we now wear. (Clothes) need to change yearly and anyway for now at least.
- Equal classification for same positions. Representation from the Medical School.
- To keep classified employees abreast (sic) of current communications within 48 hours of your monthly or whenever meeting.
- Institution should have employee parking free of charge or a discount price.
- Just discovered that as a higher ed employee of 29 years that I can not retire at 55 with 32 years of service. I am on the old state teachers retirement system.

Additional Comments:

- **The following comments were submitted as one document (a group project) by several employees in the same EE0 group**
- Cover children weather (sic) or not their (sic) in school
- Children should be included in my life insurance benefits no matter age.
- Life insurance should not depreciate (sic)
- State work rep is needed for employees to voice opinion without fear of supervisor's retaliation (sic)
- Making overtime mandatory & having to bring an excuse (sic) if you can't work it
- Being bullied into working overtime
- Being talk (sic) down to in front of other co-workers

- Favoritism, different rules apply to different people
- Prejudging (sic) before all facts are known
- Supervisors are right even when wrong
- Certain few always criticized (sic) on their work
- Put under undo pressure to perform in summer cleaning
- Comp time being use (sic) when they like & when you like they want 2 week notice. Thought it was 24 hrs notice
- Not being informed in time on job openings
- Withholding your mail – running late don't know until after the fact sometimes
- We should have a time clock
- To many chiefs not enough Indians etc . . .
- Deserved more pay. More (unable to read writing – assume the word intended is opportunities) to get disease. Dealing with body fluids and ect . . . on a daily bases (sic).
- Faculty get insurance based on the number of years they are employed, classified staff should get the same benefit instead of having to use sick days.
- One administrator over too many employees, therefore, when there is a conflict with the supervisor, there is no where to transfer to.
- Each college should have a full time grants writer to help secure more funding.
- Equity, fairness, unbiased conditions should be practiced and evident. At an institution where the measuring stick is high school standards of whether or not you are popular, good luck in making adult/diversity decisions.

Comments Sorted by Question

#2 – Keep the salary schedule in state code.

- or something that can guarantee the appropriate increases.

#3 -Update the salary schedule to current market levels.

- Please

#6 – Remove the 15 yr cap on the salary schedule.

- I do not want

#7 – Implement a merit pay system for classified employees.

- Don't want it!
- Don't want this
- Merit is not in the best interest of classified employees.
- Merit Pay, in reality, can NEVER be done fairly.
- The survey. . .choices are too black & white. . .needs more choices in grey areas (such as “somewhat concerned,” “concerned,” etc.)
- A recent survey shows West Virginia ranking 50th in salaries in my field across the nation – even Mississippi ranks higher than us. This needs to be changed.
- Merit Pay System isn't good.

- I feel that the top 6 concerns are the most important and needs to be implemented.
- Our grievance system needs to be revised. Our grievance procedures fall more for the institution and not the employee.
- Tuition waivers for family members of classified employees.
- The ability to convert accrued sick leave to retirement premiums upon retirement or being fully paid for the accrued leave.
- ACCE and AFT should not be rivals. Both organizations are assets to classified employees and should act in such a way.
- While I believe that salary schedule should be the same throughout the state; the schedule should reflect regional cost of living. I don't believe that salaries should be at the discretion of the institution.
- Don't do it.
- Do not want.
- Not in favor of merit
- Don't Want It!
- NO!!
- Would not be implemented fairly.
- I do not want
- Based on what?
- Don't want
- Don't want!
- It's a popularity contest – Against

#8 – Make the employer retirement contribution match for higher ed employees equal to other state employees.

- Please

#9 – Revisions to the current grievance system.

- Unless this is a detriment, then NO

#10 – Provide more training, staff development and education for classified employees.

- HR office should be responsible (required) for this.
More would outweigh the zero we have now.
- Start with older people first instead of hiring younger people over older people concerning experienced years.
- Who has time to go!
- Most definitely

#11 – Issues with Annual Performance Reviews.

- annual performance reviews will never be fair/equal until everyone/all supervisors use the same yard stick and until everyone/employees have the same equipment/working environment in which to do their jobs
- They're such a joke!

#19 – Equality with faculty on the annual increment (9+ months = 12 months for annual increment pay calculation).

- Whatever you work in 12 calendar months should count as a year. Faculty only work 9 mo. So they are different
- Not Fair!

#20 – Other issues, please specify,

- hiring practices – classified jobs not being announced to the campus
- specific information on the translation of a Position Information Questionnaire (PIQ) to a pay grade.
- Proper seniority issues being followed. Clinical employees should be compensated for the extra hazards incurred on a daily basis.
- All clinic worker should get hazard pay.
- Lighting in parking lots after dark.
- Need to be compensated for the biohazards we deal with everyday (needles, mrsa, lice, chiggers, and I'm sure of many other diseases we may deal with.
- Need a structured format for performance reviews that is fair for both the supervisor and the employee.
- #5 – A deadline (7/1/06) for the full funding of the salary schedule had already been established – only most institutions did not meet this deadline – probably needs addressed by the legislature.
- Internal promotion of classified employees instead of hiring outside employees.
- Consideration & approval of regional pay issues that address cost of living variances in different parts of the state.
- (12) Inadequate? to many unqualified to do the job.
- More fairness toward part-time employees.
- Institutional Flexibility in HEPC rules like WVU & Marshall have.
- More staff to keep up with the work mainly facilities and custodial, grounds.
- Classification system that hurts those living in areas of WV where cost of living is higher.
- Having employees trained by people who know what their doing. Having people who work eight hours instead of sitting for four and working four hours.
- Change July 1, 2001 rule back to old system.
- Issues for part-time employees – such as availability of health insurance – other organizations such as hospitals, etc. offer this option to part-time employees.
- How bias opinions hurt employees
- Fairness as it relates with Annual Performance Reviews
- Availability for part-time workers to purchase medical insurance and to have at least partial sick day/vacation accrument.
- 4 day work week – Friday off
- Making us take time off before it's worked or in the same week.
- Have to take time off before you work it. Comptime. That is not right
- Tuition waivers for children family members of classified employees
- Ability to cash in accrued sick leave

- Continuing Ed with full waivers for tuition + release time
- Only classified with contract less than 12 months
- Direct Supervisor Evaluation
- Inconsistent hiring practices
- Why are employees required to be age 60 before exercising (sic) the right to convert sick time and accrued annual leave to hospitalization? I feel that if I am eligible for retirement from Marshall, no matter what age, I should be allowed to exhaust my sick time through conversion to hospitalization. Wouldn't the coverage cost less for a person "less than 60" and save on the premium cost for the state?
- MURC employed salary limits.
- Fund the salary schedule. Keep insurance cost down.
- Provide full tuition waivers for all staff, encourage staff to get their degree in an appropriate amount of time.
- All issues discussed.
- Free college for employee's dependants.
- PIQ Upgrade System needs revamped. Need someone qualified making the decision to award upgrade or not.
- The ability of management to pay higher salaries to new employees & to give pay raises higher than the percentages classified gets. The ability of management to take a classified position & make it non-classified so they can pay more money to an individual.
- PIQ Review/reclassification. Is it biased? It is based on who you know?
- PEIA premiums for retired workers with no sick leave.
- Replace current PIQ. It does not make sense.
- Going off of payroll if you do not have enough sick time to cover being sick. Why can't we just not get paid for the days that we miss? This is a great concern for me as I have many health problems and cannot stay well long enough to accrue enough sick days to hold me during an illness.
- Funding salary schedule that has been in place for years. This should be only priority. We don't need a new schedule.
- Getting an hour lunch for all departments on campus. (1/2 hour lunch not long enough!)
- I think that you should pay \$1,500 across the board for the pay increases or pay the step level increase.
- At least bring employee who has been here over 15 years to the stated salary schedule. I have never been equal to the salary schedule!
- Increment pay – lower tax scale. Get rid of PIQ – more than one person should decide an upgrade.
- PIQ
- I would like for my kids college to be paid (sic) for, like other colleges do.
- We would like for our kid to attend Marshall free like other colleges.
- Very concerned with increasing STAFF workloads; classification system needs to consider workloads in rating pay scale. Example: PG 14 to 10 faculty should be paid less than PG 14 to 50 faculty.
- Should not have to pay for parking or should be half price

- Need clocks around campus
- PIQ's
- Should not have to pay for parking – concern (sic) that there's no Christmas bonus.
- Parking
- Parking, meals, state work rep is needed for employees to voice there (sic) opinion without fear of supervisor's retaliation
- Not pay for parking, discounts on meals
- Educating and informing classified staff of issues is important

#24 – Do you think that institutions should have flexibility in determining personnel rules for employees OR should personnel rules be statewide as currently determined by the legislature?

- By keeping them state wide it implies that it would be fair & equal to (4) all
- Individual depts. become too personal – provisions made for some and is not consistent

#26 – Now please choose the top 2 items that you feel should be considered when determining salaries.

- (Job performance) If done fairly.
- Years of experience in state government: includes higher ed or all agencies?
- Years of experience in a similar position elsewhere: Inside the state higher ed system or outside the state? If inside the state system for higher ed, I'd vote for this.

#27 – Please provide the ACCE any additional information or comments on classified employee issues in the space below. Please use additional sheets if you need more space.

- Need for clean-cut hiring/upgrade procedures communication to all employees.
- Documents that outline the grievance process
- pay schedule that includes as a minimum increase annually “cost of living.”
- should have included “years of experience in state government” as a 3rd top choice.
- salary range is far too inadequate when compared to national market levels.
- Education or Certification? Both should count in Instructional Technology
- Sometimes years of experience will be more valuable than a 4-year or 2-year degree. A personal knowledge in a specific field and past experience.
- Just like anyone of us, we are concerned with pay increases, insurance, (premiums and coverage), doing the best for the job we are to do.
- I feel we need campus security and better lighting in parking lot and around buildings.
- Need security and more lights.
- Sick leave should not be allowed to be converted to cash.
- Classified employees are the grease that keeps the wheels turning. Without us everything else would come to a halt. I think our wages should reflect that. “They” call us “unskilled” labor”, however, we must have some kind of “special skills” or “they” would be doing the work themselves. Privatizing to save \$ would result in “them” losing control of what we do for “them”.

- My #1 most important issue is updating the current salary schedule to market values, but also, for me, is the removal of the 15 yr cap. #10 – more training – I think is up to the individual to pursue, but it would be great if Higher Ed. Statewide Institutions would offer some incentive, like tuition waivers or discounted tuitions for State Employees to pursue degrees and/or technical training.
- Very concerned that issue #7 not to be implemented.
- Current State Employees should receive preference in hiring instead of going outside. Statewide tuition waivers to undergrad/graduate – online courses. Appeal process should be modified as to not hurt employee filing appeal.
- I have over 30 years in my (professional – level) field – earning \$38K/yr. In any other location I would earn approx. twice that or greater – I keep this job only because it is convenient for me.
- My Admin. Sec. (over 30 yrs experience, BA) earns only \$3.50 more/hr. than our student workers. SHAMEFUL!
- I don't understand the purpose of being reviewed by a supervisor if excellent reviews don't merit salary increase. It's not being used for anything positive or beneficial to reward the employee.
- Please update the current salary schedule to current market levels! I want to stay in my own county to work & not travel out of state.
- Number of positions going from classified to non-classified
- I believe the funds for classified & non-classified should be separate.
- Inadequate heating & air conditioning in work area
- Classified Employees are as important to a Higher Education Institutions as the faculty. We may not teach in a classroom but we are instruction & teaching students who work under us in the Student Employment environment. Why are Classified Employees treated as “last or less important”.
- On question #25 I agree with the first choice however, in my opinion the leadership of this university has shown me nothing except an arrogant and amoral attitude towards the classified employees. In the maint. Shop, in my opinion, we have questionable supervisors, hiring unqualified individuals to do critical jobs which says to me that said supervisors DO NOT care one bit for their institution and the safety of the students or employees.
- Better Dental Insurance – Mandatory inservices – Better HR Services and support
- I strongly believe that an individual's salary should be based on first – their education level and second – job performance. Many people have been in these jobs for many years and are doing the same job that they have been doing since day one. Yet, they continue to receive salary increases, while someone who has more education and knowledge get paid much less.
- Pay should be based on (1) education, (2) job performance and (3) years of service
- Salary increases based on job performance are subjective. If a supervisor does not “like” the person, no matter how well the job is performed can suffer, while other who do not perform as well are rewarded.
- Merit pay could be very beneficial if it were based on job performance. But here it's based too much on who you are, who you know, how much you are willing to compromise your integrity. There are those of us who are not willing to compromise

our self esteem to get ahead. We have some excellent people who don't get the recognition they deserve.

- I feel merit pay would be unfair to classified employees
- Lack of training of supervisors in actual personnel issues.
- Some employees are unable (incompetent) to do their job and because of their incompetency some of their job duties are put onto other employees – overloading the good workers – very demoralizing – especially with no monetary compensation. (I know this is a universal problem not just here)
- Just a comment – There should have been a category for “somewhat concerned”. “Not concerned” is too close to “no opinion”. I marked answers “very concerned”, when in fact, there are some I have SOME concern about but not extreme concern.
- Adopt a reasonable salary schedule. Legislate the scale and the funding. Get representation to the legislature + HEPC. Encourage continuing education by tuition waivers and release time. Establish process of promotion + upgrade that employee may engage.
- Questions 1-20 should have had a space for comments. Asking merely if someone is concerned or not does not reflect one's opinion on the matter.
- PIQ – What good is this – no raises come out of it. Have outside source judge upgrade not HR.
- Eval – Same comment as above, but your eval should reflect some type of raise.
- Not in favor of a merit pay system, but rather institutional flexibility, in rewarding good work.
- Not in favor of classified staff getting equality with faculty for increments. They only work 9 mos. Plus we have had increments for years & they haven't, is that fair?
- Direct supervisor evaluations
- I am completely against merit pay for classified staff. There is too much favoritism in my department already – my supervisor would never award money on merit but on who his favorites at that time are.
- Do not want merit system! I am also very concerned about being able to convert my sick leave to hospitalization when I retire. I am a 30+ year employee. A promise was made to me years ago that this would be possible – I have kept my part of the promise. Now that I am nearing retirement, I am afraid that this will be taken from me. Please don't let that happen.
- I am completely against merit pay for classified staff. There is too much favoritism in my department already – my supervisor would never award money on merit but on who his favorites at that time are.
- Do not want merit system! I am also very concerned about being able to convert my sick leave to hospitalization when I retire. I am a 30+ year employee. A promise was made to me years ago that this would be possible – I have kept my part of the promise. Now that I am nearing retirement, I am afraid that this will be taken from me. Please don't let that happen.
- I've seen too many times employer/employee become friends that spend time at each other's home and then always get raises and promotions when they have less yrs of svc and are sometimes part time staff – there should be some safeguard against this. It severely decreases morale of staff.

- Job description – not updated to current level of education or workload. It is a joke of the salary fore the amount of time & workload.
- Without salary parity to the public sector the state cannot expect or get employee quality or loyalty. Explain how undervalued (i.e., underpaid) staff can afford changes in PEIA AND provide for their families, especially single breadwinners. Other state agencies and the private sector pay so much more (\$4-5k) for the same job that I am being forced to leave.
- As much as I would like to see a merit pay system for employees, there are too many supervisors without sufficient training. It would be too subjective of a process.

#29 – Do you currently supervise any other employees in your unit?

- What do you consider employees, GA's, Work Study, Part-Time Faculty, Extra-help, interns, etc.??????
- ?? Work study, interns, extra-help ??
- Students
- Students
- Students
- Can't count student workers
- Yes - workstudy

#31 – Do you currently have another paying job outside of your classified employee position?

- (response – NO) but get food stamps & medical card