

2022 Regent Universities
USS-UPS Survey

Report for University of Kansas (KU), including:
KU USS Results
Statewide USS Results



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To facilitate effective public policy decision-making among governmental and nonprofit entities



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Statewide USS Results

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Introduction

Introduction

A coalition of representatives from University Support Staff (USS) and Unclassified Professional Staff (UPS) organizations from six Regent Universities in Kansas asked the Docking Institute of Public Affairs to conduct a survey of USS and UPS employees. The six universities included Emporia State University (ESU), Fort Hays State University (FHSU), Kansas State University (KSU), Pittsburg State University (PSU), Wichita State University (WSU), and the University of Kansas (KU).

The survey was conducted during spring 2022 using Qualtrics on-line survey software. Email addresses for USS and UPS employees of the six universities during the spring 2022 semester were provided to the Docking Institute. Invitations to participate in the survey (including a link to an online survey) were emailed to all USS and UPS employees listed. This research project was submitted to the FHSU Institutional Review Board (IRB) for review. Survey questions were developed in collaboration with the coalition of representatives from the USS and UPS organizations. The survey instrument can be found in Appendix E.

This report shows results from KU USS survey respondents (KU USS Employees) and all the USS respondents (Statewide USS Employees).

Methods

Email requests were sent to 9,190 USS and UPS employees at the six universities. The Institute received 4,053 completed interviews, a response rate of 44.1%. Since the lists provided by each university included all USS and UPS employees, no margin of error is calculated. The initial email was sent April 6, 2022. Follow-up email requests to non-responding employees were sent on April 14th, April 21st, and April 26th.

Regarding University of Kansas, emails were sent to 3,105 USS and UPS employees. The Institute received 1,678 completed surveys from 364 USS employees and 1,314 UPS employees.

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

This report is for University of Kansas. Responses to each survey question are provided for all (Statewide) USS Employees and KU USS Employees. Responses are shown in tables and figures.

The Docking Institute's independent analysis shows the following:

- A larger percentage of KU USS Employees than Statewide USS Employees have been employed at their universities for less than 10 years.
- When asked to rank (from first to fourth) the importance of various items, "amount of pay or compensation" was ranked first among most respondents (82.3% of Statewide USS Employees and 81% of KU USS Employees). The item with the next highest percentages ranking it first is "recognition for work performed" at 11.5% among Statewide USS Employees and 13.7% among KU USS Employees. A larger percentage of Statewide USS Employees (38.1%) than KU USS Employees (35.1%) ranked "recognition for work performed" second. The same percentages of KU USS Employees (35.8%) and Statewide USS Employees (35.7%) ranked "additional incentives or perks" second.
- Regarding work appreciation, most respondents report that their "work is greatly appreciated" by their immediate supervisors and co-workers. A smaller percentage of KU USS Employees (40.4%) than Statewide USS Employees (43.5%) report that their "work is greatly appreciated" by department heads. A larger percentage of KU USS Employees (37.6%) than Statewide USS Employees (35.2%) report that their "work is greatly appreciated" by customers, the public, and campus colleagues.
- Regarding work morale, a larger percentage of KU USS Employees (19%) than Statewide USS Employees (16.8%) rate their morale as "extremely positive." Similarly, a larger percentage of KU USS Employees (4.26%) than Statewide USS Employees (38.6%) rate their morale as "somewhat positive." A smaller percentage of KU USS Employees (44%) than Statewide USS Employees (51%) report that their morale has worsened "compared to two years ago." When asked why their morale has worsened, 43.7% of KU USS Employees and 42% of Statewide USS Employees report that they "had to take on additional work duties with no/minimal increases in pay." Another 39.2% (KU USS Employees) and 43.5% (Statewide USS Employees) report that "salary increases have not kept up with costs." Of those reporting that their morale improved, when asked why it had improved, 32.4% of KU USS Employees and 38.4% of Statewide USS Employees report that "the morale of those around me has improved."
- A smaller percentage of Statewide USS Employees (31.9%) than KU USS Employees (34.8%) report that their wages are *at least* "somewhat reasonable." A smaller percentage of Statewide USS Employees (25.9%) than KU USS Employees (27.5%) report that their wages are "somewhat unreasonable."
- A smaller percentage of KU USS Employees (37.6%) than Statewide USS Employees (41.6%) report having a second job. Of those without second jobs, 52% of KU USS Employees and 48.3% of Statewide USS Employees report "considering taking a second job."

Of those with second jobs or considering taking second jobs, 44.5% and 45.7% (KU and Statewide, respectively) report that a second job will help them “provide better for their families.” About a third of both groups report that a second job will help them “pay down debts and bills.”

- Of those with second jobs or considering taking second jobs, more than 60% report that university employment provides health insurance benefits and stable work; and that they are working at the university to maximize their retirement benefits.
- Regarding job satisfaction, majorities of KU USS Employees and Statewide USS Employees “agree” or “strongly agree” that they “enjoy the things they do at work,” are “sufficiently trained to complete their duties,” have “generally positive work environments,” and have “reasonable workloads.”
- Regarding important incentives or opportunities, majorities of KU USS and State USS Employees consider “improved healthcare benefits,” “flextime or flexible hours, and “on-the-job training” as “extremely important” or “very important.”
- When asked about health insurance, 35.4% of KU USS Employees and 36% of Statewide USS Employees rate it as “fair value and fair cost.” Similarly, 35.4% of KU USS Employees and 34.7% of Statewide USS Employees rate health insurance as “fair value at high cost.”
- More than 60% of both groups report that budget limitations have led to “increased duties,” “increased quantity of work,” and “staff reductions due to unfilled positions.”
- About 40% of all USS Employees report looking for a different job within the past year or so. Of those looking for a different job, 56.7% of Statewide USS Employees and 64.3% of KU USS Employees report that they are interested in other on-campus employment, and in response to a separate question, 91% of all USS Employees report being interested in off-campus employment.

Findings

This section of the report provides percentage responses to each question in the survey. Questions were grouped by theme and do not necessarily follow the flow of the survey questions (see Appendix E). The tables and figures below show responses for Statewide USS Employees and KU USS Employees.

Table 1 shows that a larger percentage of KU USS Employees than Statewide USS Employees have been employed at their universities for less than 10 years.

Table 1: Years of Employment

	Statewide USS Employees		KU USS Employees	
	Freq.	Percent	Freq.	Percent
0-4 years	366	30.7	155	42.6
5-9 years	254	21.3	72	19.8
10-14 years	134	11.2	29	8.0
15-19 years	146	12.2	43	11.8
20 years or more	293	24.6	65	17.9
Total	1,193	100	364	100

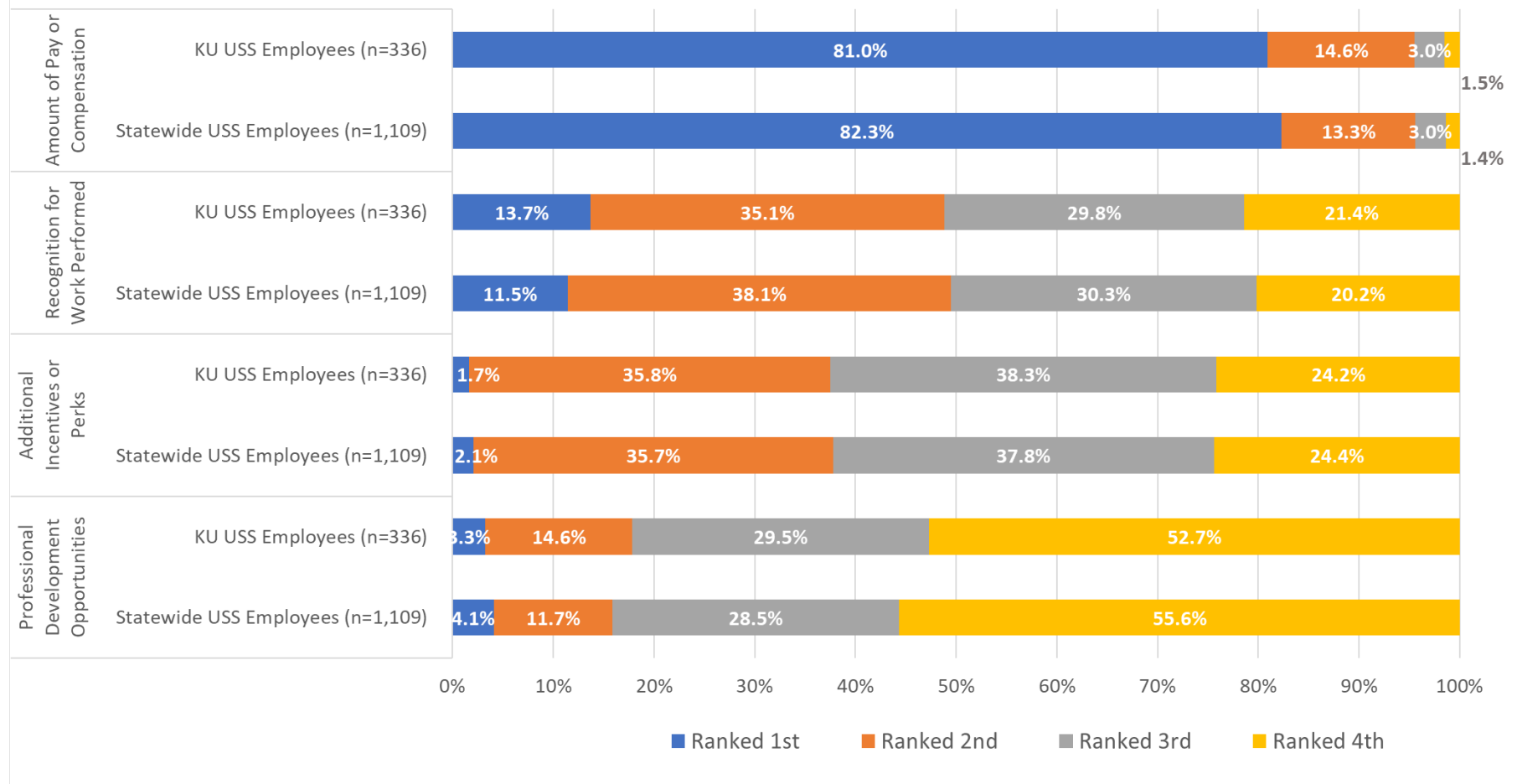
Item Importance and Appreciation of Work Performance

Figure 1 (next page) 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

The figure shows that “amount of pay or compensation” was ranked first among most respondents (82.3% of Statewide USS Employees and 81% of KU USS Employees). The item with the next highest percentages ranking it first is “recognition for work performed” at 11.5% among Statewide USS Employees and 13.7% among KU USS Employees. A larger percentage of Statewide USS Employees (38.1%) than KU USS Employees (35.1%) ranked “recognition for work performed” second. The same percentages of KU USS Employees (35.8%) and Statewide USS Employees (35.7%) ranked “additional incentives or perks” second.

Figure 1: Item Ranking



Respondents were asked “if there is another work-related item that you consider to be of high importance.” Table 2 shows all comments collapsed into 13 categories, ranked in order of Statewide USS Employees. (NOTE: Some respondents provided more than one item. The categories below show the first item listed.) Appendix A shows all responses from KU USS Employees.

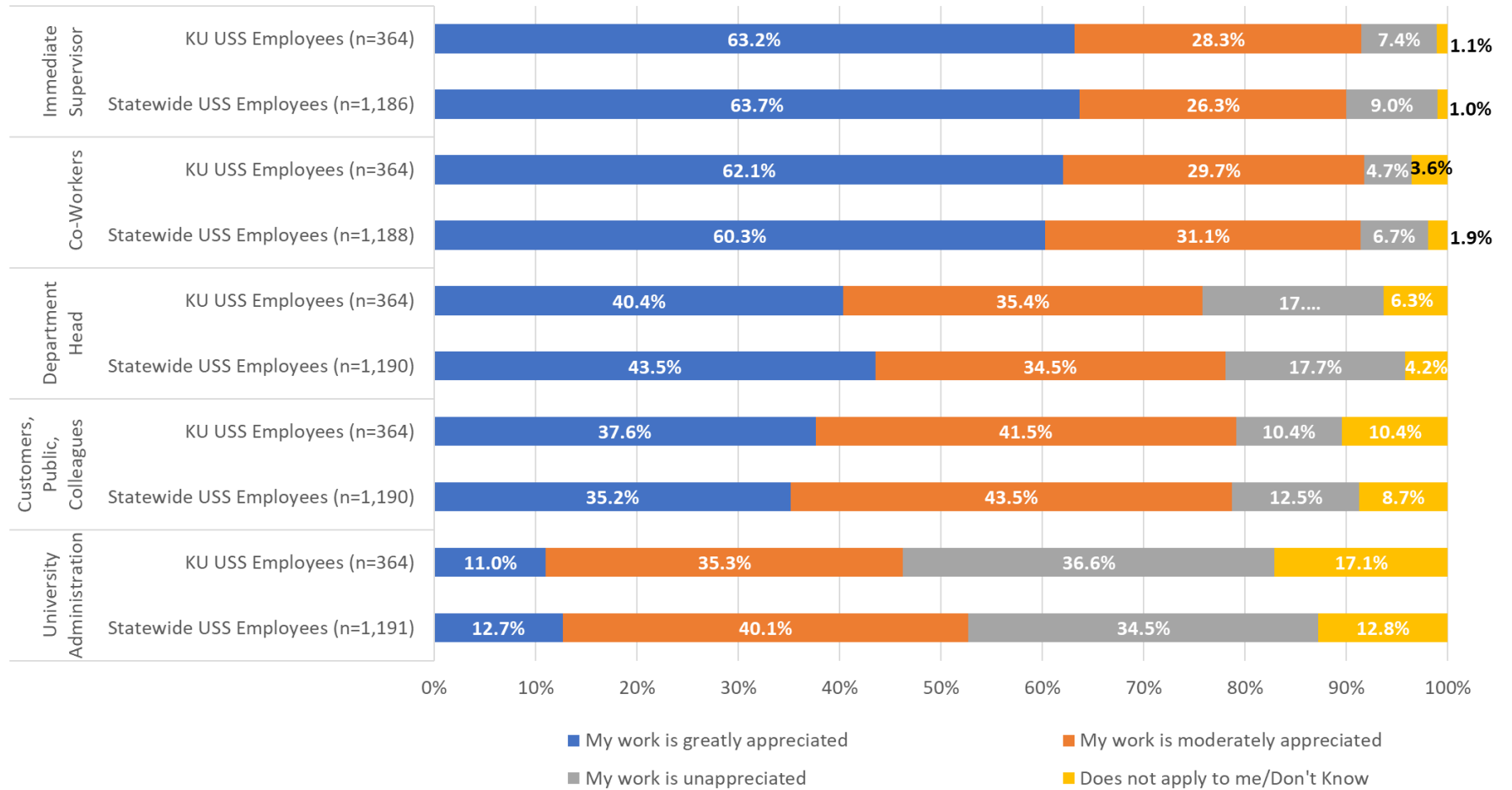
Table 2: Additional High Importance Items (Categories)

	Statewide USS Employees		KU USS Employees	
	Freq.	Percent	Freq.	Percent
Respect, to be included in decision-making, have autonomy	45	14.7	20	18.2
For pay/title/duties to correlate, valued/compensated for experience, cost of living pay increases	44	14.3	10	9.1
Opportunities for advancement, continuous learning, stability in employment	31	10.1	7	6.4
Better work-life balance, adequate time-off, appropriate workload	27	8.8	12	10.9
Doing meaningful work, mentoring opportunities, collaboration	26	8.5	13	11.8
Healthy workplace culture, inclusion, sense of belonging	24	7.8	10	9.1
Flexible work hours & shifts, four-day work week	22	7.2	10	9.1
Adequate staffing/funding/resources	21	6.8	3	2.7
Better/more extensive benefits package, tuition assistance, paid time-off, parking	21	6.8	7	6.4
More knowledgeable management, transparency, communication	17	5.5	8	7.3
More equity & fairness, better workplace safety	16	5.2	5	4.5
Opportunities for remote work, hybrid work	11	3.6	4	3.6
Other comment	2	0.7	1	0.9
Total	307	100	110	100

Figure 2 (next page) 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 2 shows that most respondents report that their “work is greatly appreciated” by their immediate supervisors and co-workers. A smaller percentage of KU USS Employees (40.4%) than Statewide USS Employees (43.5%) report that their “work is greatly appreciated” by department heads. A larger percentage of KU USS Employees (37.6%) than Statewide USS Employees (35.2%) report that their “work is greatly appreciated” by customers, the public, and campus colleagues.

Figure 2: Appreciation of Work Performed



Work Morale

This section of the report addresses work morale. Figure 3 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 3 shows that a larger percentage of KU USS Employees (19%) than Statewide USS Employees (16.8%) rate their morale as “extremely positive.” Similarly, a larger percentage of KU USS Employees (4.26%) than Statewide USS Employees (38.6%) rate their morale as “somewhat positive.”

Figure 3: Morale at Work

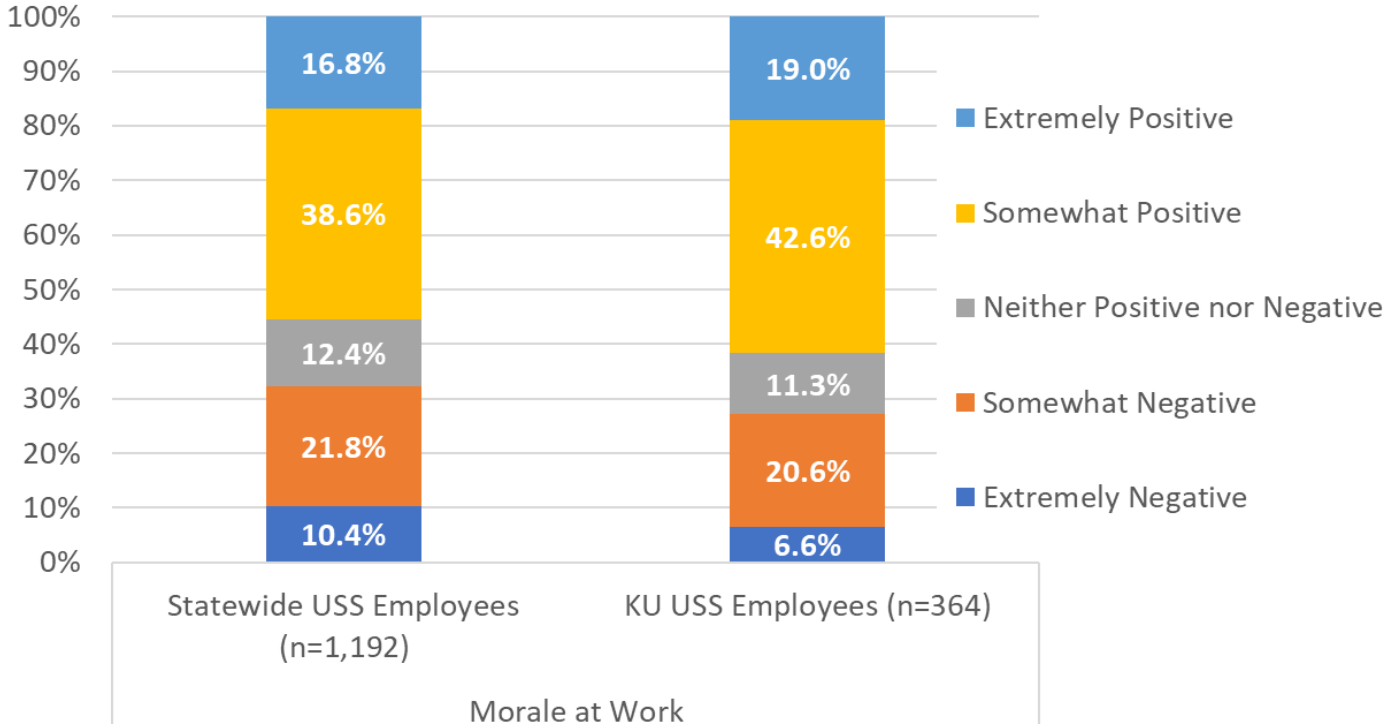
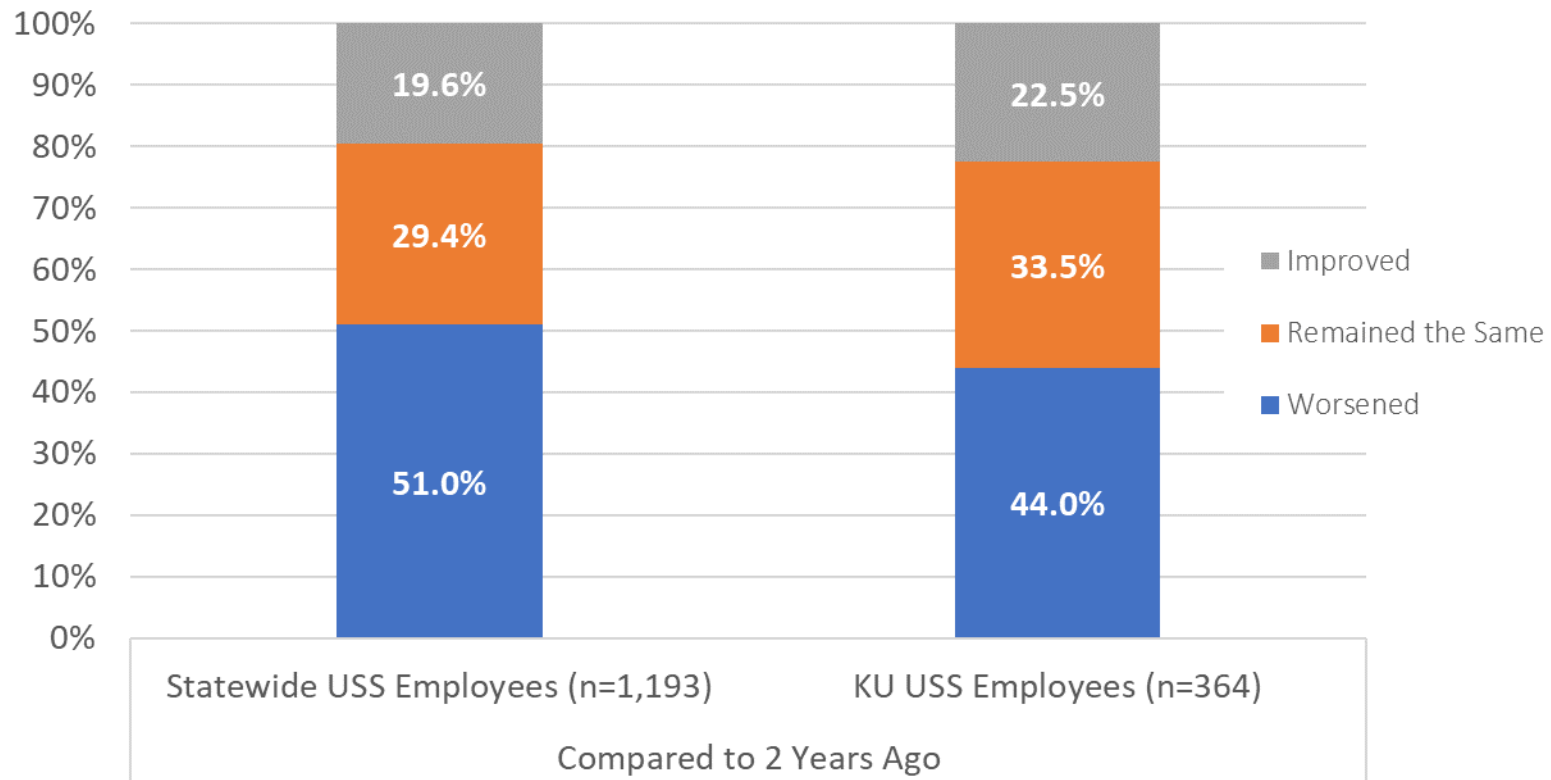


Figure 4 shows that a smaller percentage of KU USS Employees (44%) than Statewide USS Employees (51%) report that their morale has worsened “compared to two years ago.”

Figure 4: Morale Compared to Two Years Ago



Respondents indicating that their morale has worsened compared to two years ago (represented by the blue bars in the previous figure) were asked follow-up questions about why morale has worsened. Figure 5 shows that 43.7% of KU USS Employees and 42% of Statewide USS Employees report that they “had to take on additional work duties with no/minimal increases in pay.” Another 39.2% (KU USS Employees) and 43.5% (Statewide USS Employees) report that “salary increases have not kept up with costs.”

Figure 5: Why Morale Has Worsened

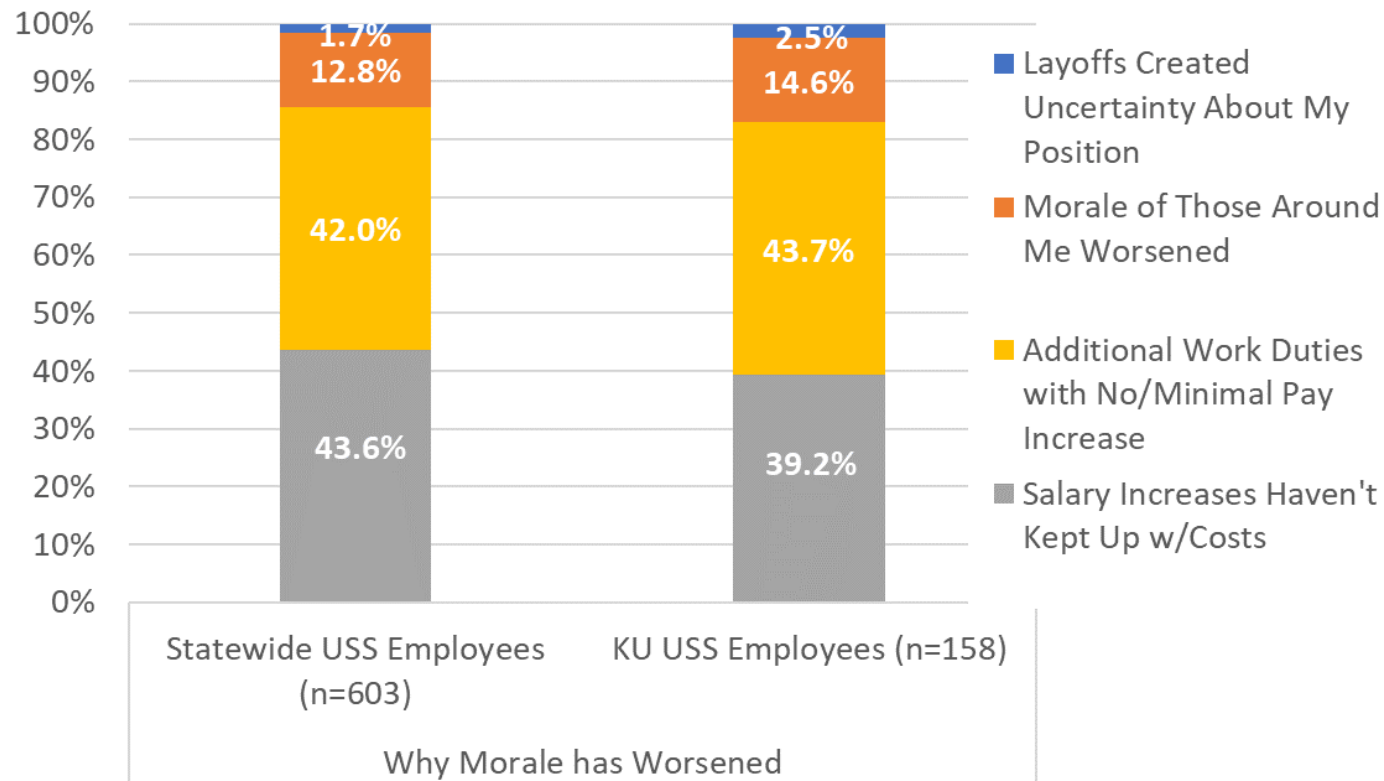
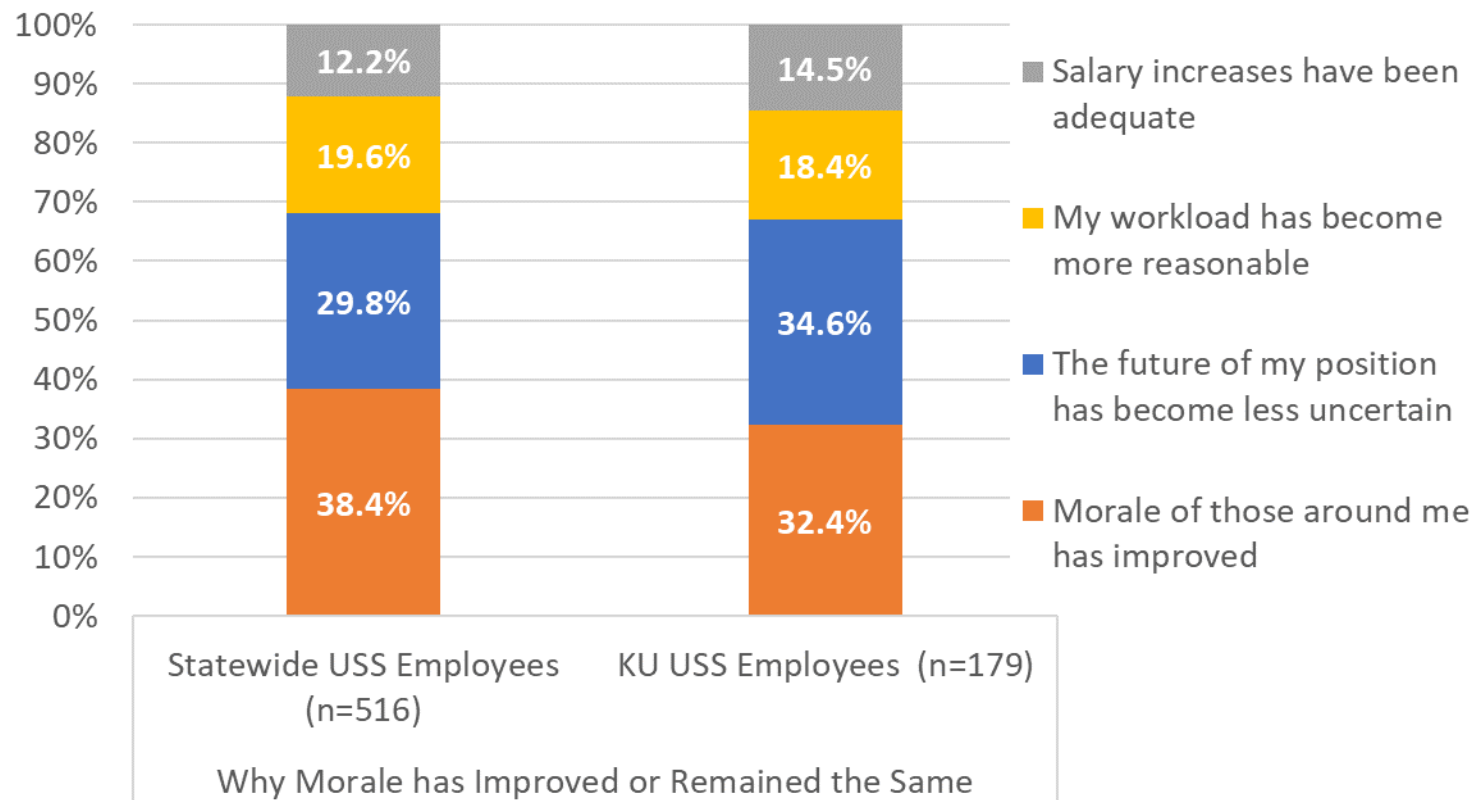


Figure 6 shows that, of those reporting that their morale improved, when asked why it had improved, 32.4% of KU USS Employees and 38.4% of Statewide USS Employees report that “the morale of those around me has improved.” Another 34.6% of KU USS Employees and 29.8% of Statewide USS Employees report that “the future of my position has become less uncertain.”

Figure 6: Why Morale has Improved or Remained the Same



Wages and Second Job

This section of the report addresses wages 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 a smaller percentage of Statewide USS Employees (31.9%) than KU USS Employees (34.8%) report that their wages are at least “somewhat reasonable.” A smaller percentage of Statewide USS Employees (25.9%) than KU USS Employees (27.5%) report that their wages are “somewhat unreasonable.”

Figure 7: Perception of Current Wages

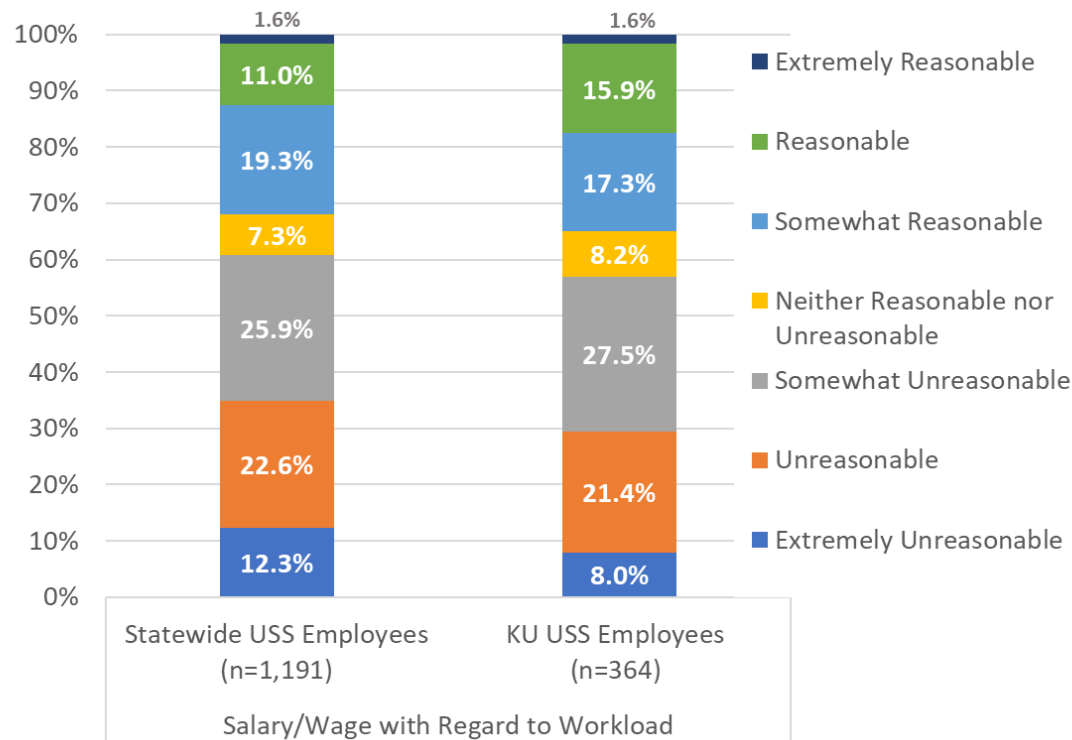
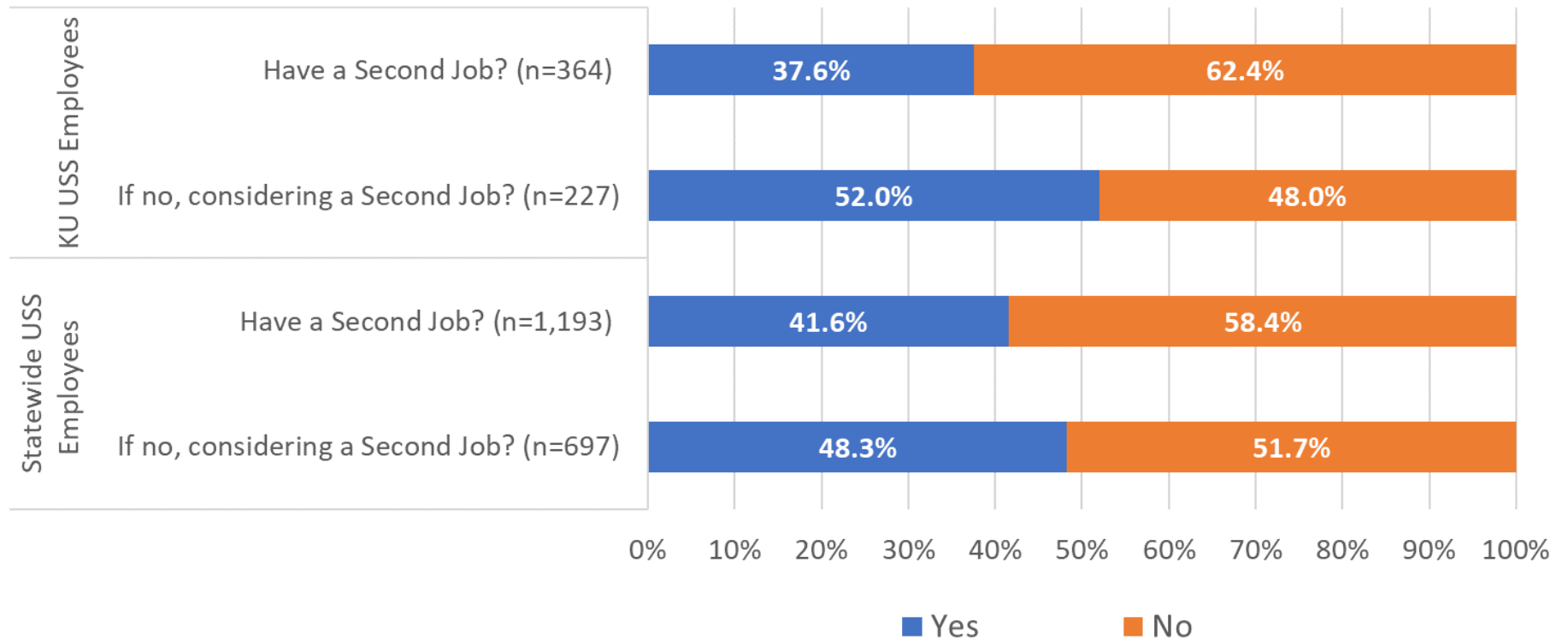


Figure 8 shows that a smaller percentage of KU USS Employees (37.6%) than Statewide USS Employees (41.6%) report having a second job. Of those without second jobs, 52% of KU USS Employees and 48.3% of Statewide USS Employees report “considering taking a second job.”

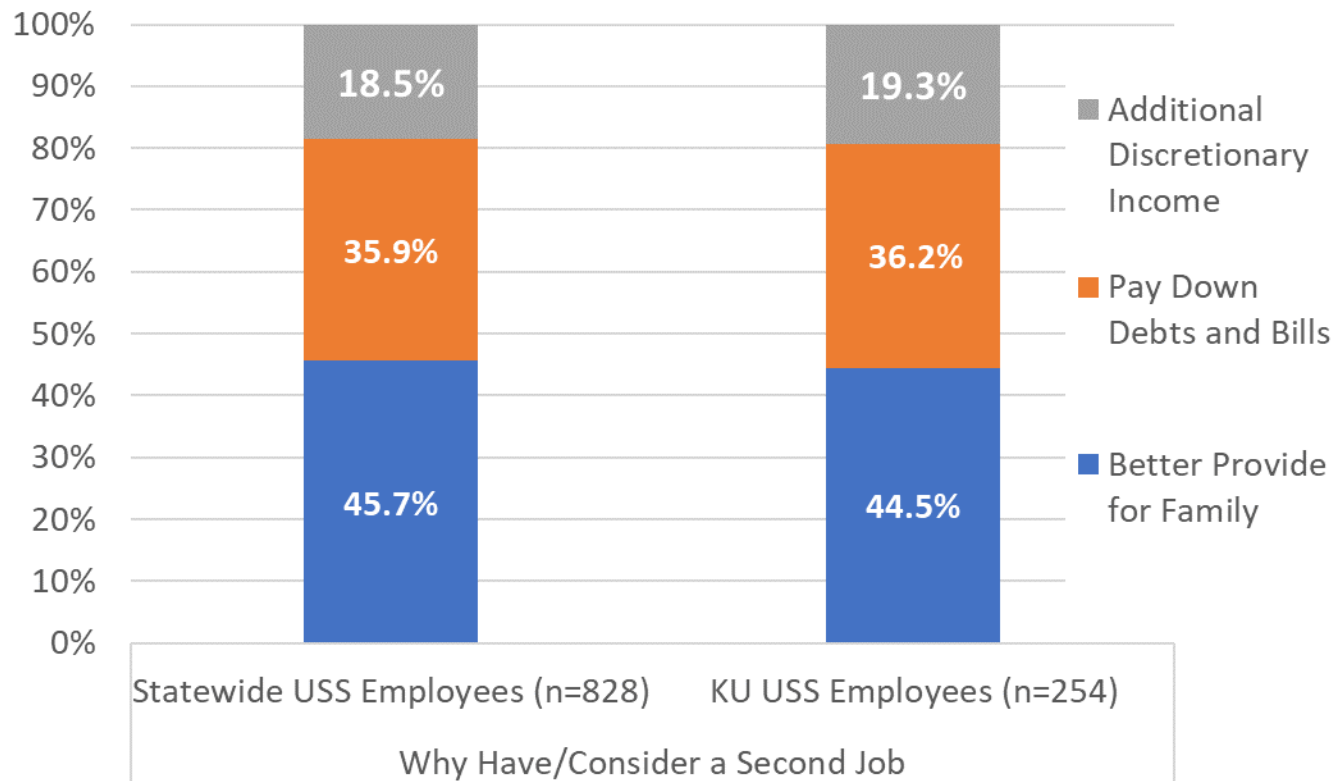
Figure 8: Have or Consider a Second Job or Other Income



Respondents with a second job or considering a second job (“yes” answers shown in Figure 8) 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 included to “be able to better provide for family,” “help to pay down debts/bills,” and “be able to have additional discretionary income (i.e., to spend on vacations, upgraded car, etc.)” Figure 9 shows that of those with second jobs or considering taking second jobs, 44.5% and 45.7% (KU and Statewide, respectively) report that a second job will help them “provide better for their families.” About a third of both groups report that a second job will help them “pay down debts and bills.”

Figure 9: Why Have/Consider a Second Job or Other Income



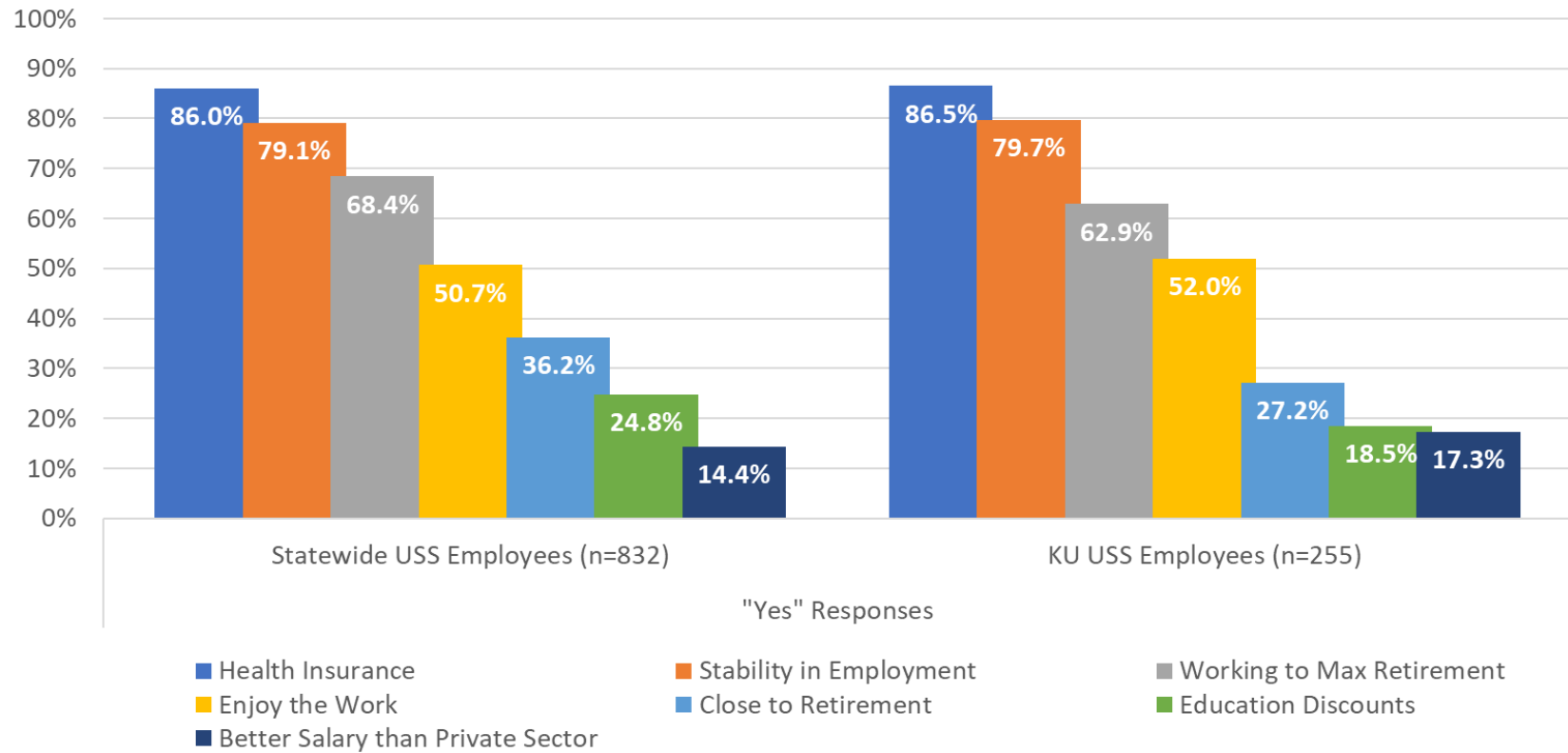
Respondents with a second job or considering a second job (“yes” answers shown in Figure 8) were asked the question “Regarding your job with the University, which of the following reasons have encouraged you to *remain employed* there?”

Answer options included the following:

- 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 want to continue working here to receive maximum retirement benefits
- I enjoy the work so much that I remain

Figure 10 (next page) shows that of those with second jobs or considering taking second jobs, more than 60% report that university employment provides health insurance benefits and stable work; and that they are working at the university to maximize their retirement benefits.

Figure 10: 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 several 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

Figures 11a and 11b (following pages) show responses to the statements above. The figures show that majorities of KU USS Employees and Statewide USS Employees “agree” or “strongly agree” that they “enjoy the things they do at work,” are “sufficiently trained to complete their duties,” have “generally positive work environments,” and have “reasonable workloads.”

Figure 11a: Job Satisfaction

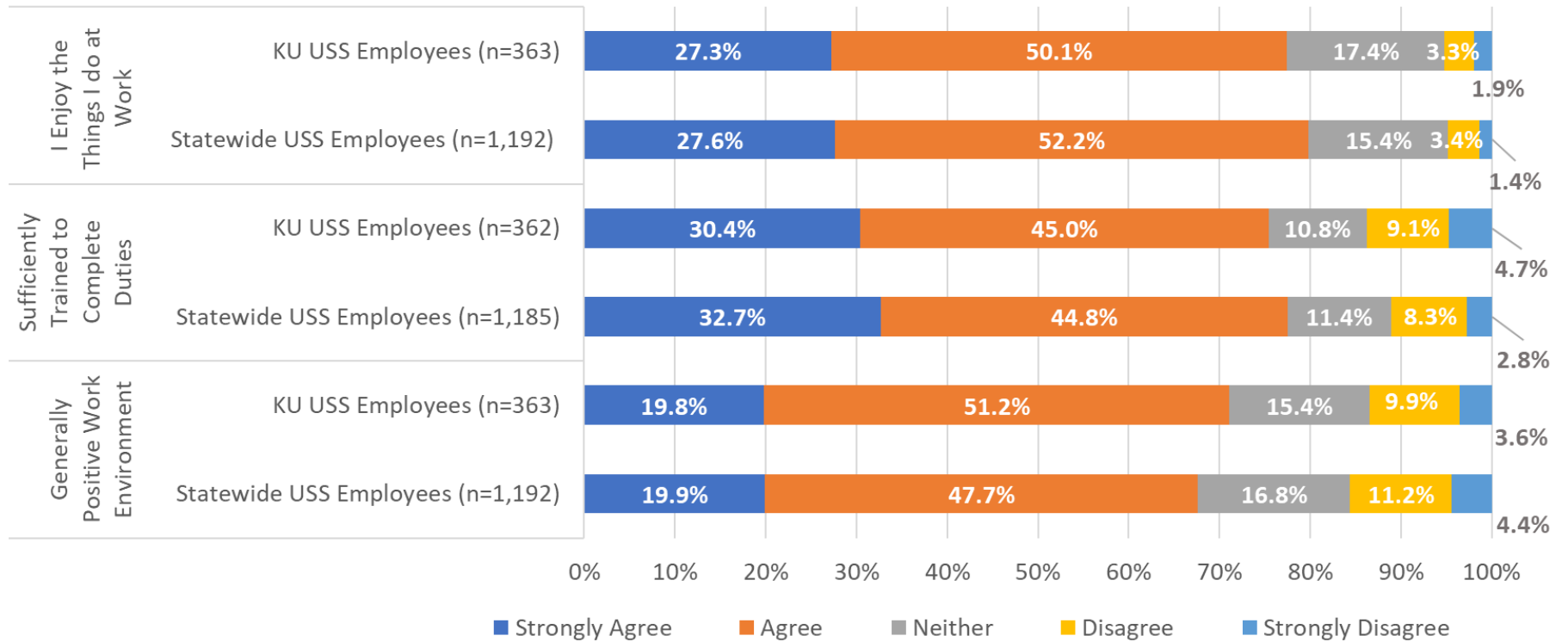
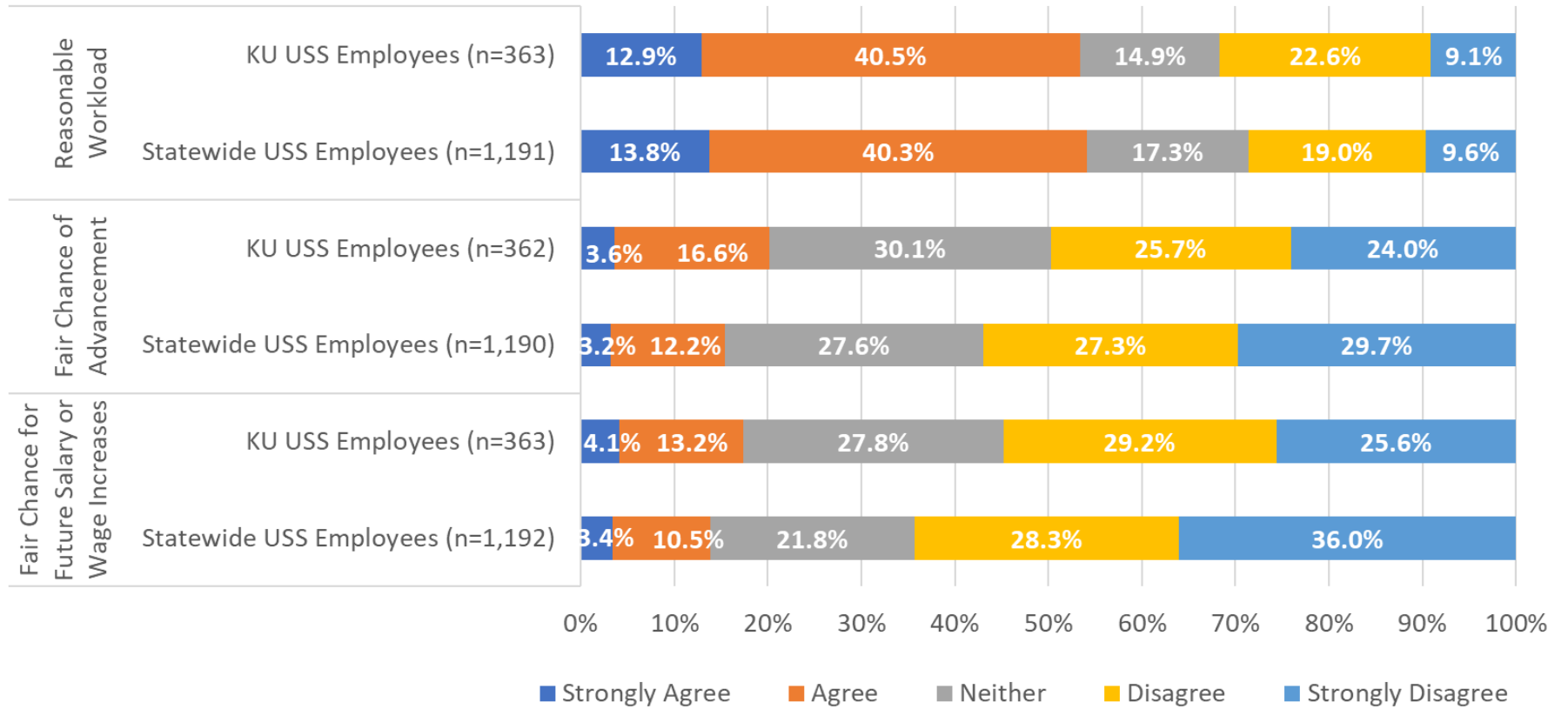


Figure 11b: Job Satisfaction (Continued)



Respondents were asked to provide another item or issue that they feel strongly about in a text box. Table 3 shows comments collapsed into 15 categories, ranked in order of Statewide USS Employees. (NOTE: Some respondents provided more than one item or issue. The categories below show the first item/issue listed.) Appendix B shows all responses from KU USS Employees.

Table 3: Additional Job Satisfaction Items/Issues (Categories)

	Statewide USS Employees		KU USS Employees	
	Freq.	Percent	Freq.	Percent
We need raises to meet expenses	45	14.5	12	14.1
Pay equity should be addressed/Salary compression is unfair	43	13.9	7	8.2
Leadership and/or supervisors are unsupportive & hinder problem solving	42	13.5	13	15.3
I am concerned about job security/stability/future raises/advancement	28	9.0	10	11.8
I must work 40+ hours/skip lunches/vacations due to staff reductions	28	9.0	5	5.9
I now have more than one position/have added duties with no/little support/compensation	21	6.8	5	5.9
Workplace biases, favoritism, cliques are problems on campus	21	6.8	6	7.1
Leadership and/or supervisors lack transparency/communication	20	6.5	3	3.5
We need cost of living increases	16	5.2	5	5.9
I lack resources/training/staff/support to perform my duties well	12	3.9	4	4.7
I enjoy my job/coworkers/supervisor/position	9	2.9	3	3.5
I benefit from/would benefit from remote/hybrid/flexible work	8	2.6	5	5.9
I am overqualified/should earn more given my skills and/or education	7	2.3	1	1.2
I feel the tuition assistance/parking/HR/PTO/holiday policies need modification	5	1.6	5	5.9
Other comment	5	1.6	1	1.2
Total	310	100	85	100

Figures 12a and 12b show 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:

- Flextime or flexible hours
- On-the-job training
- Childcare assistance (such as financial assistance or care at work)
- Improved healthcare benefits
- Tuition assistance for dependents attending another university
- Tuition assistance for dependents attending a nearby community college or technical school

Figures 12a and 12b (following pages) show responses to the statements above. The figures show that majorities of KU USS and State USS Employees consider “improved healthcare benefits,” “flextime or flexible hours, and “on-the-job training” as “extremely important” or “very important.”

Figure 12a: Incentives or Opportunities

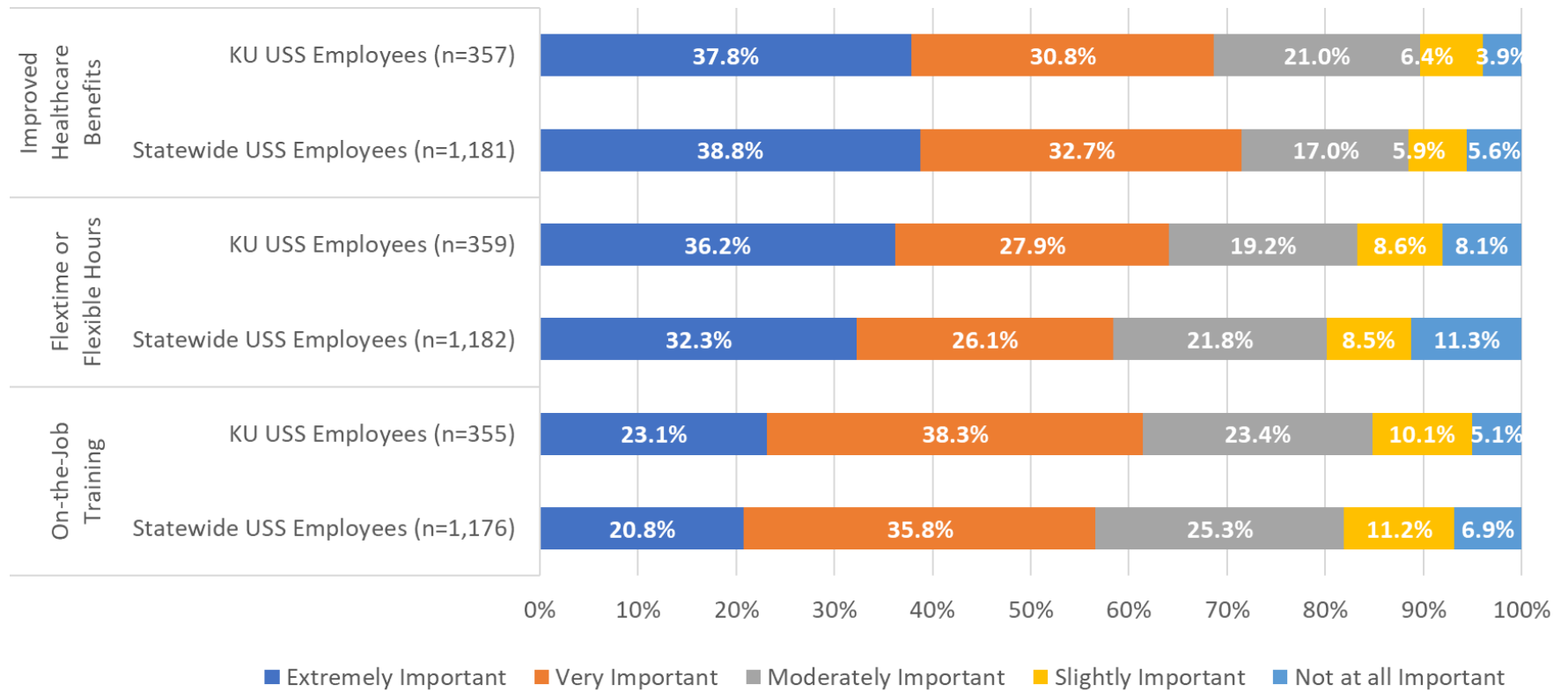
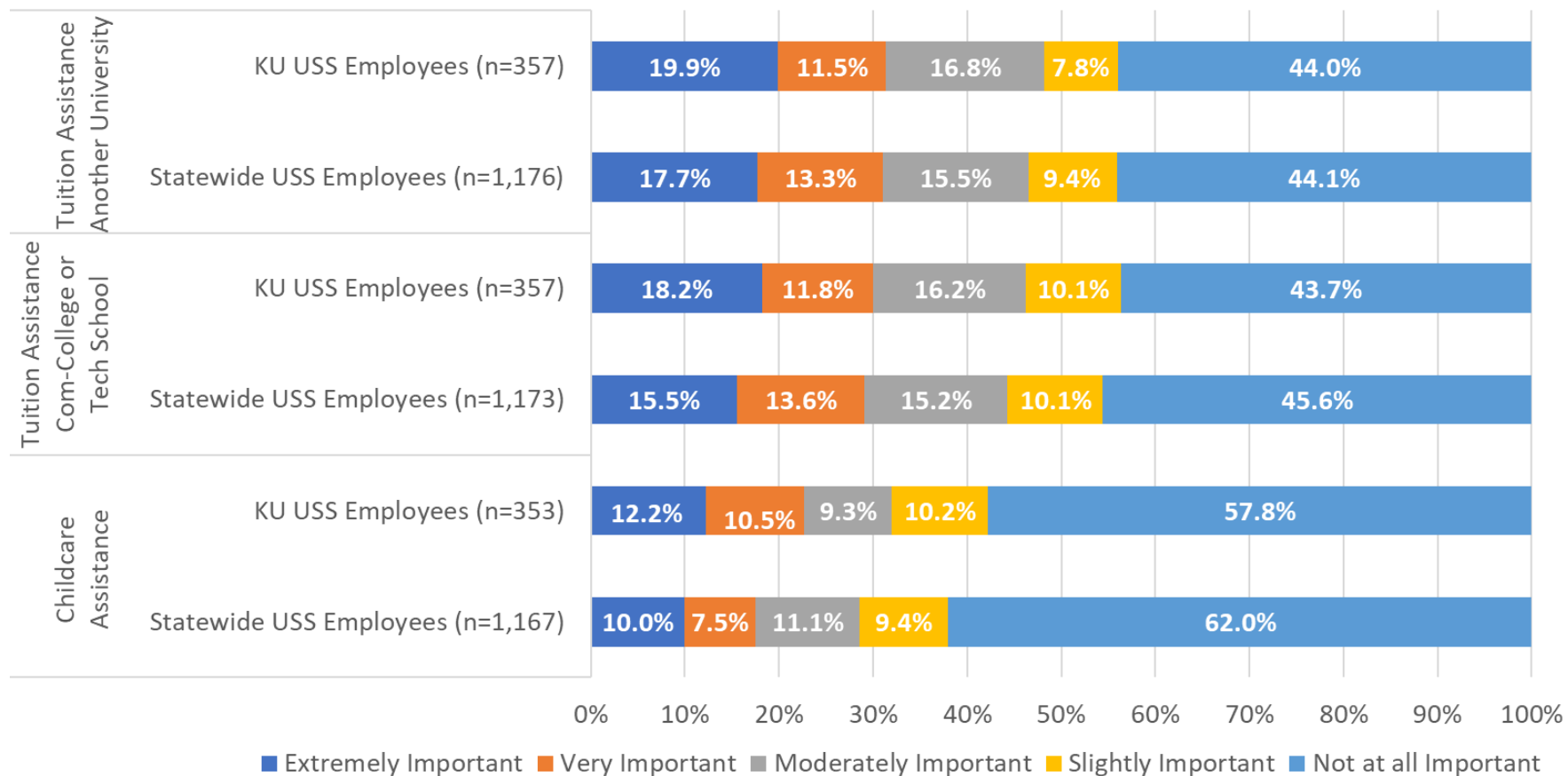


Figure 12b: Incentives or Opportunities (Continued)



Respondents were asked to provide another incentive or opportunity in a text box. Table 4 shows comments collapsed into 14 categories, ranked in order of Statewide USS Employees. (NOTE: Some respondents provided more than one item. The categories below show the first item listed.) Appendix C shows all responses from KU USS Employees.

Table 4: Additional Incentives or Opportunities (Categories)

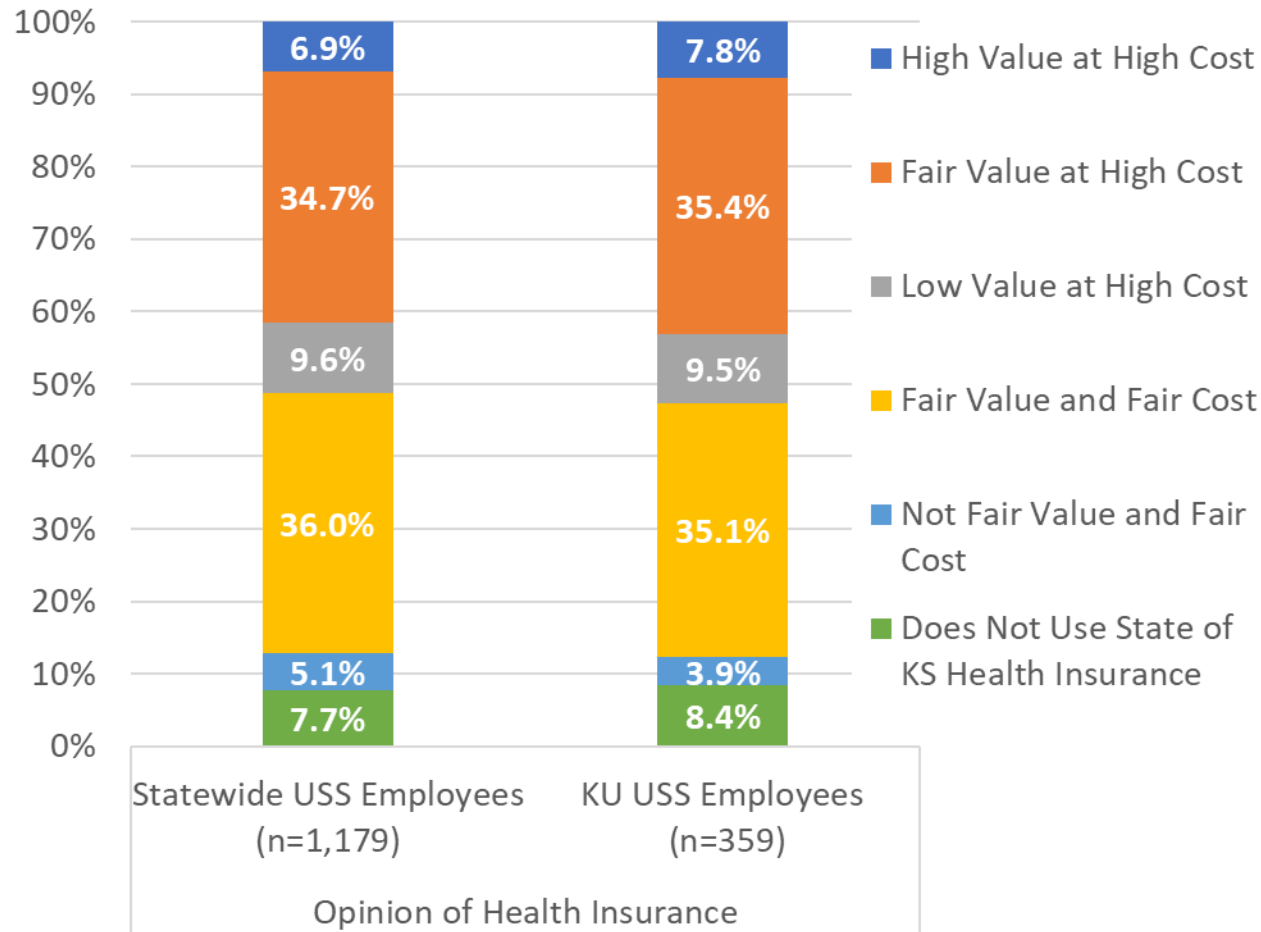
	Statewide USS Employees		KU USS Employees	
	Freq.	Percent	Freq.	Percent
Remote work, hybrid work, equipment for remote work	46	17.9	18	19.8
Wage increases, livable wages, cost of living increases	40	15.6	14	15.4
Tuition assistance, more opportunities to receive/use tuition assistance	33	12.8	22	24.2
Merit pay, cost of living increases, longevity bonus	28	10.9	7	7.7
Free parking, access to pool, exercise & recreation facilities, gift cards	26	10.1	5	5.5
Improved primary, mental, dental benefits/coverage, more affordable	18	7.0	5	5.5
Adequate staffing/resources, improved work environment/management	16	6.2	6	6.6
Support for better work-life balance, appropriate workload, PTO, adequate time off	13	5.1		-
Flexible schedule/hours/days, four-day workweek	9	3.5	4	4.4
Support for/time off for professional development	8	3.1	3	3.3
Opportunities for advancement/merit and transparency about process	7	2.7	5	5.5
Childcare assistance, parental leave, dependent care, funeral leave	6	2.3		-
Improved retirement packages, retirement incentives	4	1.6	1	1.1
Other comment	3	1.2	1	1.1
Total	257	100	91	100

Respondents were next 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 high value at high cost
- I'm receiving fair value at high cost
- I'm receiving low value at high cost
- I'm receiving fair values at fair cost
- I'm not receiving fair value at a fair cost
- I don't use the State of Kansas Health Insurance

Figure 13 (next page) shows 35.4% of KU USS Employees and 36% of Statewide USS Employees rate it as “fair value and fair cost.” Similarly, 35.4% of KU USS Employees and 34.7% of Statewide USS Employees rate health insurance as “fair value at high cost.”

Figure 13: Opinions about Health Insurance



Budget Limitation Impacts

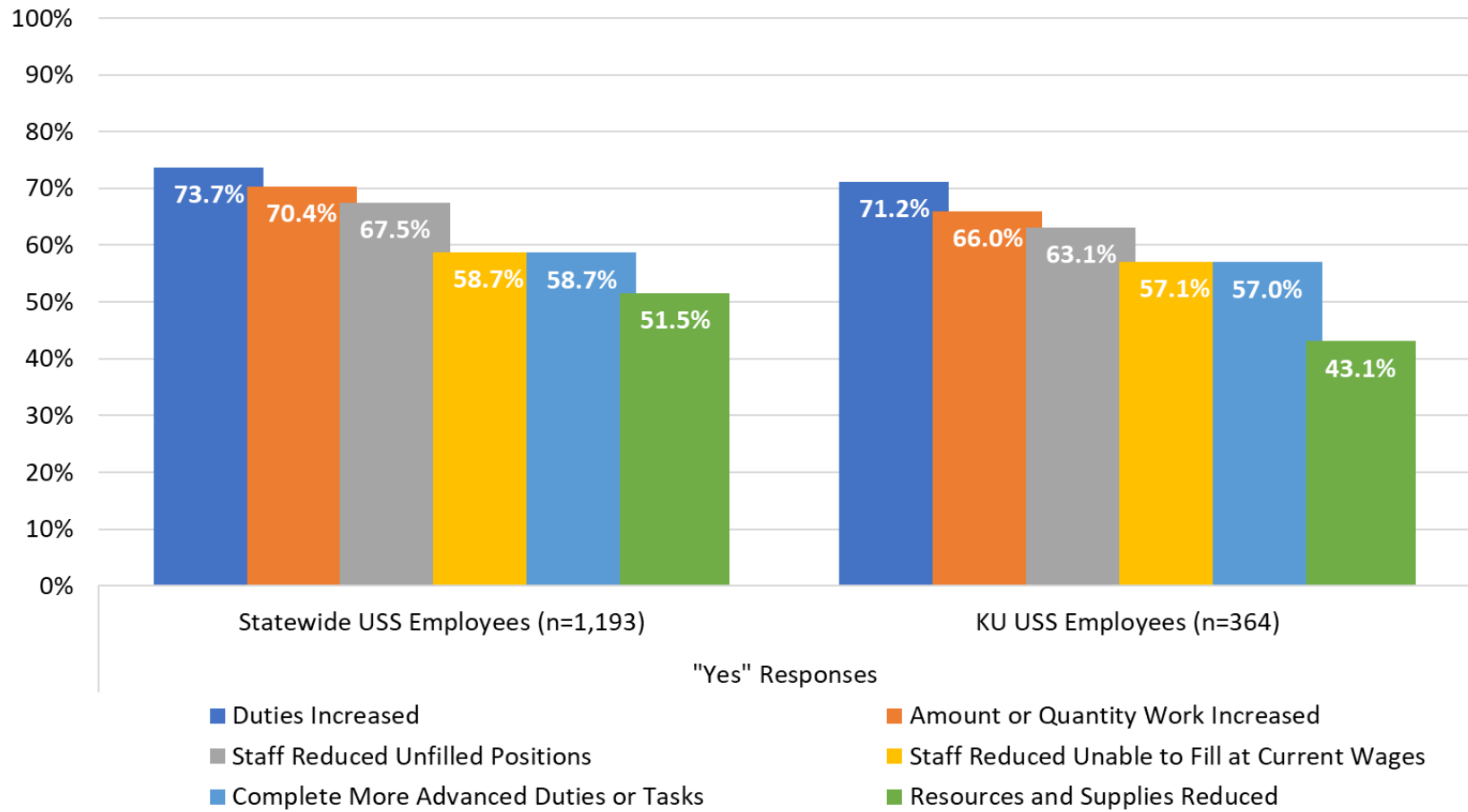
This section of the report addresses opinions about the impacts of budget limitations. Respondents were presented with the following question and statement: “Have budget limitations impacted your job? If so, please mark all the areas below that have been impacted by budget limitations.”

Respondents were then 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 14 (next page) shows that more than 60% of both groups report that budget limitations have led to “increased duties,” “increased quantity of work,” and “staff reductions due to unfilled positions.”

Figure 14: Opinions about Budget Limitation Impacts

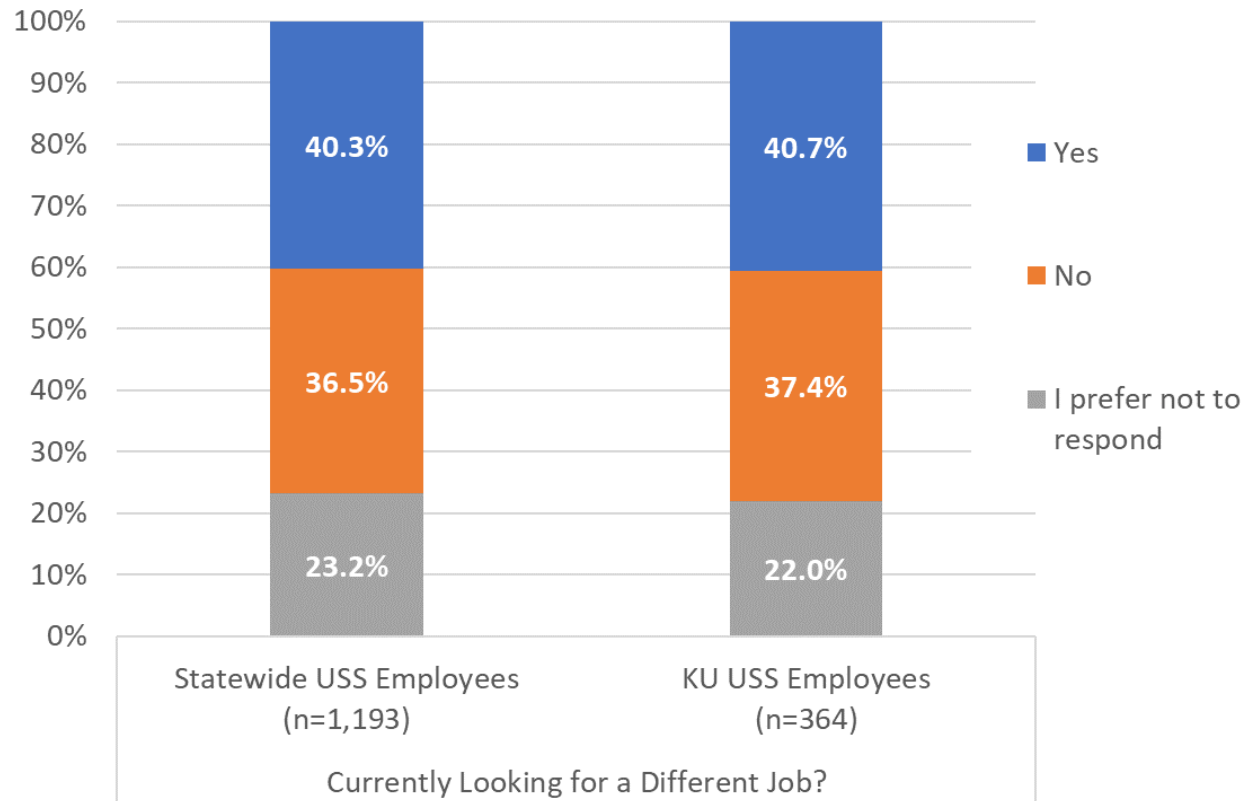


Different Job

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 15 below shows that about 40% of all USS Employees report looking for a different job within the past year or so.

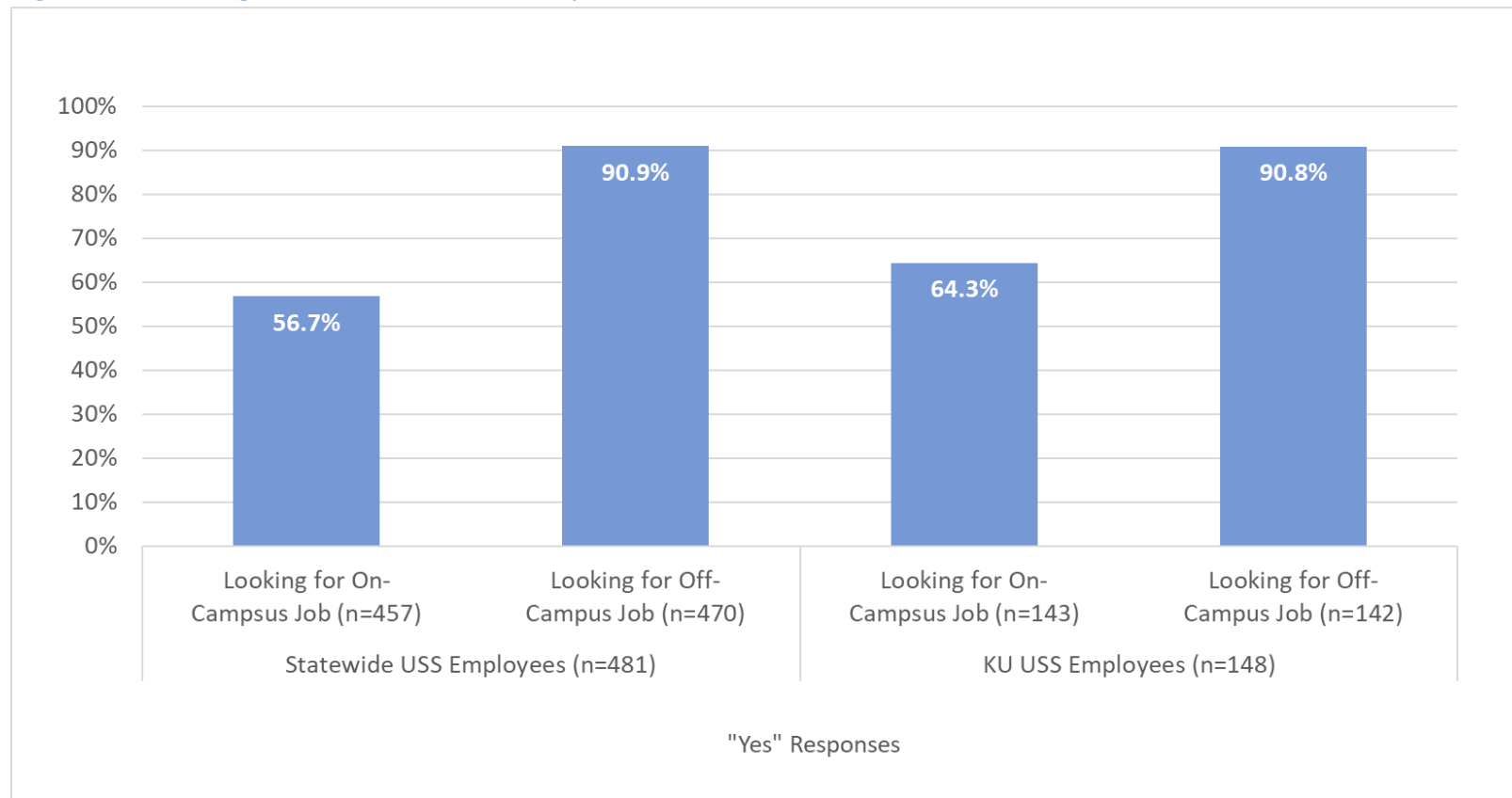
Figure 15: Looking for Different Job



Respondents who answered “yes” 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” were asked two questions: “are you looking for an on-campus job” and “are you looking for an off-campus job.”

Figure 16 shows that, of those looking for a different job, 56.7% of Statewide USS Employees and 64.3% of KU USS Employees report that they are interested in other on-campus employment, and in response to a separate question, 91% of all USS Employees report being interested in off-campus employment.

Figure 16: Looking for On- and/or Off-Campus Job



Finally, respondents were asked if they had any other comments they would like to add. Table 5 shows responses collapsed into 15 categories, ranked in order of Statewide USS Employees. (NOTE: Many respondents provided more than one comment. The categories below show the first listed.) Appendix D shows all responses from KU USS Employees.

Table 5: Additional Comments

	Statewide USS Employees		KU USS Employees	
	Freq.	Percent	Freq.	Percent
Wage increases, wage equity, cost of living adjustments, merit pay, bonuses	78	23.9	17	22.4
Understaffed, under-resourced, overworked, and overloaded	50	15.3	14	18.4
Leadership/management unresponsive, unsupportive, untrusted, micromanage	40	12.2	12	15.8
Generalized frustration/low morale expressed	34	10.4	4	5.3
Tuition assistance, health insurance, childcare, parking	21	6.4	4	5.3
Wages should better match skills, output, and/or loyalty/longevity	18	5.5	1	1.3
Favorable comments about university employment, supervisor, coworkers	16	4.9	7	9.2
Considering retirement or new job	13	4.0		-
Opportunities for advancement are lacking	13	4.0	3	3.9
Top heavy administration, wage increases go to top. favoritism regarding departments	12	3.7	2	2.6
More flexibility in work hours and locations (remote/hybrid)	8	2.4	5	6.6
Pessimism expressed regarding the use of survey findings	8	2.4	1	1.3
Other comment	6	1.8	3	3.9
Positive comments about survey/participation	6	1.8	2	2.6
Critique of survey, recommendations for survey/analysis	4	1.2	1	1.3
Total	327	100	76	100