

## TECHNOLOGY AT MSU

### Survey Tool

#### MSU Qualtrics

MSU offers the Qualtrics survey tool as part of an enterprise license available to faculty, researchers, students, and staff. [MSU Qualtrics \(https://qualtrics.msu.edu\)](https://qualtrics.msu.edu) is integrated with your MSU NetID and password as part of the enterprise license and single sign-on authentication.

Qualtrics can be used for surveys as well as research data collection. The web-hosted service works across all major current browser versions and platforms.

#### Getting started

Visit [qualtrics.msu.edu \(https://qualtrics.msu.edu\)](https://qualtrics.msu.edu) and click on the button that says “Log into Qualtrics.” Then enter your MSU NetID and password.

Read the [MSU Qualtrics Getting Started \(https://qualtrics.msu.edu/help/index.html\)](https://qualtrics.msu.edu/help/index.html) for a quick guide on steps to creating a survey and other resources. [Qualtrics Support \(https://www.qualtrics.com/support/\)](https://www.qualtrics.com/support/) also offers a library of articles on creating surveys, analyzing data, and research resources.

The MSU community should be familiar with the [MSU Institutional Data Policy \(https://tech.msu.edu/about/guidelines-policies/msu-institutional-data-policy/\)](https://tech.msu.edu/about/guidelines-policies/msu-institutional-data-policy/) and [MSU Web Accessibility Policy \(http://webaccess.msu.edu/Policy\\_and\\_Guidelines/web-accessibility-policy.html\)](http://webaccess.msu.edu/Policy_and_Guidelines/web-accessibility-policy.html) before creating any Qualtrics surveys. Exercise caution and discretion when working with Qualtrics.

#### Qualtrics Resources

- [MSU Qualtrics: Getting Started \(https://qualtrics.msu.edu/help/getting-started.html\)](https://qualtrics.msu.edu/help/getting-started.html)
- [Accessibility Guidance for Survey Creators \(https://qualtrics.msu.edu/help/accessibility-guidance.html\)](https://qualtrics.msu.edu/help/accessibility-guidance.html)
- [Qualtrics Survey Accessibility Tool \(https://www.qualtrics.com/support/survey-platform/survey-module/survey-tools/general-tools/check-survey-accessibility/\)](https://www.qualtrics.com/support/survey-platform/survey-module/survey-tools/general-tools/check-survey-accessibility/)
- [Qualtrics Support \(https://www.qualtrics.com/support/\)](https://www.qualtrics.com/support/)

#### Contact

[Submit the MSU Qualtrics Group request form \(https://uss.itservicedesk.msu.edu/web/frontoffice/browse-catalog?id=10278\)](https://uss.itservicedesk.msu.edu/web/frontoffice/browse-catalog?id=10278), or call (517) 432-6200 if you want to collaborate on surveys and data with others.

For help creating an accessible web survey, contact [webaccess@msu.edu \(mailto:webaccess@msu.edu\)](mailto:webaccess@msu.edu).

If you have any other MSU Qualtrics questions, contact the MSU IT Service Desk at (517) 432-6200 or [ithelp@msu.edu \(mailto:ithelp@msu.edu\)](mailto:ithelp@msu.edu).

OFFICE OF THE EXECUTIVE VICE PRESIDENT FOR  
**ADMINISTRATION**

[Home](#) > A Culture of High Performance

## INITIATIVES SUPPORTING A CULTURE OF HIGH PERFORMANCE

### Initiatives Supporting a Culture of High Performance

Bolder by Design compels the entire university community to advance a culture of high performance by elevating the quality and effectiveness of every product, service, and process to realize our highest aspirations and the expectations of our partners. To be bolder, we must move the needle forward. This is especially true for administrative and technical services that are critical for supporting the work of faculty, staff, and students as they work to fulfill the mission of the university.

By continuing to advance our services, MSU is striving to offer: reliable information technology resources to facilitate both learning and business continuity, effective human resources to enable recruitment and retention of high-quality faculty and staff, and dependable infrastructure services that maintain and expand a built environment to support and inspire a dynamic world-class learning community.

A sample of initiatives is listed below. Each of these efforts moves MSU's support functions towards best in class, and works to advance a culture of high performance. Newer initiatives can be found under the 'what's new' section.

#### The Spartan Experience

Many thousands of experiences and transactions—both seen and unseen—occur every day between the public, MSU staff, and our systems. These experiences include the countless exchanges between teammates, partners, vendors, students, faculty, and support staff. When we acknowledge that a customer is anyone who has an impact on MSU's reputation, we can better understand the role each of us plays in positively affecting a customer's experience.

To advance this imperative, The Spartan Experience was created. This program, which began in October of 2013, is designed to bring a common approach to service that will help staff identify their unique customers and provide tools that allow them to deliver outstanding "Spartan experiences" every day.

This high-energy program is designed by Spartans for Spartans. Its goal is to inspire and build a high performance service mindset in all MSU team members to Deliver Outstanding Spartan Experiences with Pride in everything we do and to all we serve.

When you complete this program, you will learn:

- Key concepts of D.O.S.E.
- What are the three Pillars of Success
- MSU's four Quality Standards
- How to apply the Cornerstone for Customer Service
- How customers affect MSU's results
- The components of the Customer Relationship Life Cycle
- The connection between employees, customers and results
- What are customer touch points
- How to build Outstanding Customer Relationships
- The ABC's of Customer Interaction
- How to address problems with L.E.AP.
- Understand the P.R.I.D.E. of accountability

Sign up for "The Spartan Experience" or "Leading the Spartan Experience", enroll via the ESS tab within EBS.  
<https://www.hr.msu.edu/professional-development/courses/customer-service/the-spartan-experience-june.html>

For more information or assistance in facilitating sessions, help with metrics, sustaining success in your culture, or other ideas, please contact [Carrie Galdes](#) or call (517) 884-4408.

#### High Performance Work Culture Online Learning

The online learning platform elevateU has a new MSU Highlighted Program available to all MSU faculty and staff called "Building a High Performing Work Culture". This program is filled with courses, videos, books and more to help all levels of MSU faculty and staff increase their professional and personal development. The resources cover a range of topics, with anything from dealing with workplace conflict to creating formulas in Excel. Learn more here:

<https://www.hr.msu.edu/professional-development/support-staff/>

## Energy Future

### MSU's Energy Future

In a move that has reduced emissions at its T.B. Simon Power Plant as well as significantly advanced its Energy Transition Plan, Michigan State University has stopped burning coal as of March 2016 and switched to exclusively burning natural gas.

The conversion from coal to natural gas has reduced MSU's carbon dioxide emissions by more than 500 million pounds per year. The environmental impact of this reduction in CO<sub>2</sub> emission is equivalent to planting half a million trees per year!

The university adopted its Energy Transition Plan in April 2012. The decision to stop burning coal results from the efforts undertaken to achieve the goals of the plan.

The decision further helps MSU reliably meet its future energy needs in a sustainable fashion. "Sustainability is one of our guiding institutional principles," MSU President Lou Anna K. Simon said. "This represents a great opportunity for MSU to further reduce its environmental impact."

Simon made the announcement April 8th, 2015 at a live webcast titled "A Conversation with President Simon about MSU's Energy Future." The hour-long panel discussion included representatives from MSU, Consumers Energy, and CustomerFirst Renewables and covered a wide range of topics. Dr. Simon announced the completion of the fuel transition on April 12th, 2016.

A recording of both webcasts is available at <http://energytransition.msu.edu/annual-conversation>.

Located on the south end of campus, the T. B. Simon Power Plant now burns only natural gas to produce steam that is used for heating and providing electricity to most of MSU's East Lansing, MI campus buildings. A confluence of changing energy costs, along with new federal emission rules, allowed MSU to stop burning coal in a financially viable way.

"Transitioning to natural gas as our sole fuel source gives us a cleaner, stable power supply moving forward," said Robert Ellerhorst, Director of Utilities at the Power Plant, which is the chief power provider to MSU's 5,200-acre campus.

As the Environmental Protection Agency began unveiling new emission standards over the past couple of years, the Office of the Executive Vice President for Administrative Services, in collaboration with Infrastructure Planning and Facilities, began planning for those new standards and researched different technologies and solutions.

The decision to stop burning coal propels MSU's Energy Transition Plan and advances its three goals:

1. improve the environment;
2. make resources available for investment into the research and development of sustainability energy; and
3. demonstrate the university's leadership role in sustainable energy.

MSU also built an anaerobic digester facility on south campus to generate renewable power from biomass. This biomass power plant, completed in 2014, utilizes food waste from MSU's cafeteria system, as well as neighboring businesses, and continuously generates 300 to 500 kW of clean electric power.

In addition, this digester facility also produces large quantities of high-quality organic fertilizer for the MSU farms and gardens. This green fertilizer dramatically reduced MSU's need to purchase chemical fertilizers, which further reduces MSU's environmental footprint.

MSU has signed an agreement with Consumers Energy and built a substation supplying the Facility for Rare Isotope Beams with electricity. The substation permits the university to purchase additional electricity to allow its co-generation power plant to operate at an optimal steam/electricity balance and further reduce the overall carbon footprint of the university, while at the same time reducing overall energy costs. The substation and its underground connection to the high-voltage power grid was completed in early 2017.

To further advance toward its vision, MSU is currently investigating public-private partnership options to add renewable sources of power, in particular a 12 Megawatt carport solar array.

For more information on MSU's Sustainability Plan, go to <http://ipf.msu.edu/green/energy/energy-transition-plan/index.html>.

### Applicant Tracking System



- New Applicant Tracking System (ATS) launched in April 2017 and externally posted jobs can be found here: <http://careers.msu.edu/cw/en-us/listing/>

- ARO Initiative Objectives:
  - Automating candidate evaluation and selection.
  - Addressing time to fill positions.
  - Delivering more robust system functionality.
  - Improving processes with fewer manual steps.
  - Offering new onboarding tools.
  - Enhancing reporting measures and metrics.
  - Improving the applicant experience.

### HR Solutions Center: The Concept of One

## HR Solutions Center (517) 353-4434

MSU Human Resources has recently opened the Solutions Center - a new unit created to improve the way HR serves their many customer groups. The Solutions Center is based on The Concept of One: ONE phone number. ONE email. ONE website. And a team of people dedicated to customer service as our number ONE priority.

The Solutions Center contains two teams that serve customers in different ways.

- **The Solutions Team:** The Solutions Team is made up of nine HR generalists whose job it is to be there when you need them. The Solutions Team takes your phone calls, answers your emails, and helps walk-ins. This team answers questions, resolves problems and, when necessary, connects you with resources outside of the Solutions Center to meet your needs. This team primarily serves faculty, staff, retirees, students and members of the public seeking information on HR-related policies, programs and issues. On average, this team is responsible for fielding around 52,000 phone calls per year and helping thousands more who contact us via email or visit the Solutions Center in person in suite 110 of the Nisbet Building. This team also is responsible for staffing a variety of outreach efforts - such as faculty/staff benefits fairs and student insurance presentations.
- **The Operations Team:** The Operations Team typically works more closely with MSU units and vendors and has three distinct subgroups that serve their customers in different ways.

These sub-groups include:

- 1) the Academic Operations transactional group which includes Graduate, Undergraduate and Professorial assistants
- 2) the Support Staff posting and records maintenance group
- 3) the Student Employee and Temporary and On-call Employee group

Need help? Give the Solution Center a call at (517) 353-4434 or by email at [solutionscenter@hr.msu.edu](mailto:solutionscenter@hr.msu.edu)!

### Work Climate Survey for Support Staff

MSU is committed to having the best work environment possible. Support staff were invited to participate in a work climate survey in June of 2017 to determine what we are doing well and where there is room for improvement. The survey for staff was similar to a work environment survey completed with faculty and a campus-wide climate survey conducted with students. Outcomes from these surveys included enhanced training programs, work life resources, and professional and social support initiatives.

The survey contained the following sections:

- Annual Performance Evaluation/Review
- Job Advancement
- Diversity, Inclusion, and Relationships
- Leadership
- Workplace Environment
- Sexual Harassment and Sexual Misconduct
- Beliefs and Attitudes About MSU
- MSU's Culture of High Performance
- Satisfaction at MSU
- Recruitment and Hiring Process

Over 7,000 support staff members received this survey and nearly 40% of the staff responded! We value the input and appreciate the time that everyone took to provide feedback. The university's greatest strengths, according to the views expressed, are providing good benefits and a healthy balance between personal and professional life, supervisors and coworkers treating other MSU employees with respect, and awareness of the proper steps to address sexual harassment or misconduct. Meanwhile, the areas identified as most in need of improvement were: establishing fair, clear, and consistently applied procedures for job advancement; engaging staff in the decision-making processes within their units; eliminating sexual misconduct and uncivil behavior; and enacting practices that effectively promote a culture of high performance. Should you have any questions about this survey, please contact Paulette Granberry Russell, Director and Senior Advisor to the President, Office for Inclusion and Intercultural Initiatives, at [prussell@pres.msu.edu](mailto:prussell@pres.msu.edu), or 517.353.3924.

## Faculty Readiness Project

### Faculty Readiness Project

The Faculty Readiness Project (FRP) is a dedicated team from IPF and FPSM working together with colleges to pro-actively plan for potential new hires, and use various delivery methods to shorten bid periods and construction timelines to create a positive experience for colleges and a welcoming environment for new faculty by delivering an outstanding project that is high quality, time and cost efficient, and supports the advancement of the university's research agenda.

When a new faculty member or researcher is hired, they often need office, classroom or lab space that fits their unique needs. However, by the time those needs have been expressed to Infrastructure Planning and Facilities (IPF), there isn't enough time to build or repurpose an existing space before the new person comes to campus. That's frustrating for the new faculty member/researcher, their department, college and the university because it delays their ability to be as productive as possible. It's also challenging for IPF because they aren't given enough lead time to make the build or renovation project a success in the desired timeframe. The FRP combats the problem from both sides, by asking departments and colleges to share their space needs with IPF as early as possible and by streamlining IPF's request-design-build process as much as possible.

In order to create the most successful experience for the customers, the Faculty Readiness team has partnered with various other departments on campus. Specific representatives from Facilities Planning and Space Management inform FRP of the campus master plan and what is coming up in the near future to support the university's advancement mission. IPF/FRP has partnered with Purchasing to jump start Purchase Orders and Contracts on projects that are short on time, often with multiple phases. Environmental Health and Safety along with Information Technology Systems are also involved throughout the entirety of the project starting with Plan Review to ensure the customer receives the best results. All of these units work diligently to get the work done in the time frame given acknowledging all unknown variables of each project.

What does FRP do?

- Proactively plans for potential new hires,
- Uses various delivery methods to shorten timelines and
- Centralizes coordination of internal and external services.

Why FRP?

- To improve timeframes of project completion for incoming faculty,
- Align project expectations with appropriate delivery methods and
- Respond to Bolder by Design imperatives of increasing research opportunities and advancing our culture of high performance.

How can we work together to expedite the project?

- Identify space plan and program early,
- Send in a Service Request as soon as possible,
- Identify preliminary scope of work for estimating,
- Actively involve the Principal Investigator (PI) and department contact,
- Complete the "Faculty Readiness Project Checklist" with PI involvement and
- Obtain photos of current space.

For more information contact: Monte Pride, Estimating Planner/Inspector/Analyst III/Supervisor, IPF Planning, Design and Construction, [mapride@ipf.msu.edu](mailto:mapride@ipf.msu.edu) or call (517) 353-1648

## Faculty Pre-Onboarding Process

### Faculty Pre-Onboarding Process

For departments hiring academic faculty, the MSU ID Office has recently put into place an optional pre-on-boarding process that may assist with the transition to MSU. This process provisions a limited group of services to incoming faculty and academic staff at the point of accepted offer and prior to being fully processed and hired in EBS. These pre-onboarding services should help provide a smoother transition for faculty including creation and establishment of the:

- **Spartan Card** - ID card utilized for setting up building and parking gate access
- **NetID** - user name utilized for login access to email, wireless and D2L

Early access should be especially helpful for new academic hires who arrive at MSU prior to their start-date, for example those with a start-date of August 16 who arrive on campus earlier in the summer.

(Please note: Login access to EBS and some other services are not provisioned until they are fully processed and hired in EBS and they have reached their start-date.)

For more information on how to utilize this process, please review the [pre-onboarding document](#).

Note that this process is focused on faculty due to the identified need for an MSU email for grant proposals early in the hiring process, and the potential large time gap between offer and start-date.

This is a new process and we welcome any feedback as we continue to refine it. Please contact the MSU ID Office at 517-355-4500 with any suggestions specifically regarding this new faculty pre-onboarding process.

Contact MSU (517) 355-1855

## Contact MSU

Infrastructure Planning and Facilities Telecommunication Systems has been working to enhance MSU's current operator/directory services for the past few months. This idea was proposed by the IPF table at the LEAD Seminar on Nov. 26, 2013 and suggestions that came from the Women's Advisory Committee for Support Staff (WACSS).

IPF Telecommunication Systems University Operators and IPF Dispatch Service personnel are experienced staff members with strong institutional knowledge. The Contact MSU Department aims to provide a one-stop number for all campus questions making it easier for customers to find the correct information with less effort (dial 0 or 517-355-1855). This initiative continues to develop the plan to enhance and promote the MSU operator/dispatch services. Completed and ongoing elements of the plan include:

- Strengthen staff and resources: Enabling the staff to serve as ambassadors for the University 24/7, utilizing a variety of resources for them to create positive Spartan experiences with every interaction
- Enhance service delivery: Engage partners from the MSU community to further develop the vision, resources and information needed in order to best serve internal and external audiences who don't differentiate between individual MSU units. Explore tools that support these efforts including: centralized issues reporting/tracking systems, knowledge bases and event tracking resources and multi-media communication services.
- Promote the enhanced services: Assess and improve the methods and tools used to educate customers so that they are aware of the enhanced services available.

Next steps of the plan include:

- Ensure center and staff success: Determine needs and resources to ensure future success for facility and staff.
- Collaborate: Discuss opportunities with departments to work together and form unified standards for the new center.

Leaders from across campus are being engaged in the initial phase to discuss partnering to further develop this service center. For more information contact: Angela Knauf, Customer Service Manager, IPF Telecom Systems, [aknauf@ipf.msu.edu](mailto:aknauf@ipf.msu.edu) or call (517) 353-4634.

## Service Billing - EBS enhancements

In partnership with Infrastructure Planning and Facilities (IPF), the Controller's Office built a new doc that will route all IPF billing charges to Fiscal Officers (FO's) prior to posting to the ledger. This will allow FO's to add accounting string data up front as opposed to after the fact via time consuming journal entries. The document will also provide a direct web link to IPF's supporting documentation of the services billed.

This use of technology will directly allow for more efficient use of support staff time, and this new functionality was built to scale to other MSU service providers. This will be implemented to several campus departments in the coming year.

## Spartan Treasure Hunt

The Spartan Treasure Hunt is an early step in the building commissioning process. It engages building occupants to help identify opportunities for energy savings and system improvements. This program began in October of 2014 and is expected to be completed by May of 2017. A total of 42 buildings will be reviewed throughout this three-year period.

The treasure hunt is a one-day event in which participants break up into teams, tour a campus building and look for ways to increase energy efficiency within the building. Through observation, measurement and inquiry, teams of building occupants and facilities experts produce a list of resource-saving opportunities.

For more information on the process, click here: <http://bespartangreen.msu.edu/treasure-hunt.php> or contact Jason Vallance and Stephanie Harder.

## Staff Work Climate Survey – FINAL 6/1/2017

Thank you for taking the time to complete the MSU Work Climate Survey. MSU is committed to having the best work environment possible, and your feedback will help us to know more about what we are doing well and where there is room for improvement.

This survey for staff is similar to a work environment survey completed recently with faculty and a campus-wide climate survey conducted with students. Outcomes from these surveys included enhanced training programs, work life resources, and professional and social support initiatives.

Please note that your responses will be kept strictly confidential and will be summarized and presented in the aggregate so that no single individual or small subgroup of respondents can be identified.

The survey contains the following sections:

- Annual Performance Evaluation/Review
- Job Advancement
- Diversity and Inclusion at MSU Conditions and Relationships in Your Unit
- Leadership
- Workplace Environment
- Sexual Harassment and Sexual Misconduct
- Beliefs and Attitudes About MSU
- MSU's Culture of High Performance
- Satisfaction at MSU
- Recruitment and Hiring Process

Participation in this confidential survey is voluntary. You may choose not to participate, to skip any question(s) you do not want to answer, and end your participation at any time. The survey will take between 15-30 minutes of your time to complete.

We will make every effort to keep your data private to the full extent allowed under the law. However, there are certain times that we are required by law or Michigan State University policies if someone reported child abuse, sexual assault, or child pornography where we may have to share some data with the proper authorities.

Should you have any questions about this survey or how the results will be used, please contact Paulette Granberry Russell, Director and Senior Advisor to the President, Office for Inclusion and Intercultural Initiatives, at [prussell@pres.msu.edu](mailto:prussell@pres.msu.edu), or 517.353.3924. By selecting YES below and proceeding with the survey, indicate your voluntary consent to participate in this survey and have your responses included in the dataset.

- Yes, I consent to participate
- No, I decline consent





**Q4 Diversity and Inclusion at MSU**

With respect to the climate for diversity and inclusion in your unit, please indicate to what extent you agree or disagree with the following statements.

	Strongly Agree	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Strongly Disagree	N/A
Staff in my unit are given feedback and evaluated fairly, regardless of the way they identify (e.g. race/ethnicity, gender, gender identity, religion, disability, age, weight, height, veteran status, sexual orientation, political persuasion, or nationality).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My unit has a track record of hiring and promoting employees objectively, regardless of the way they identify.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My unit's actions demonstrate a strong commitment to having a diverse staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not feel I have been treated differently in my unit because of the way I identify.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5 Diversity and Inclusion at MSU**

If you would like to comment on any issue related to diversity and inclusion at MSU, please do so below.

**Q6 Conditions and Relationships in Your Unit**

Please indicate to what extent you agree or disagree with the following statements concerning conditions and relationships in your unit.	Strongly Agree	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Strongly Disagree	N/A
People in my unit care about my general satisfaction at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated as a valued member of my work group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I belong in my work group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated with respect by my supervisor, unit head or chair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated with respect by my fellow workers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated with respect by the faculty.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am connected to my work group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my unit care about my personal well-being.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can voice my opinions openly in my unit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe that my work group is where I am meant to be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major decisions are made with adequate input from the staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can bring aspects of myself to this work group that others in the group don't have in common with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my work group listen to me even when my views are dissimilar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





## Q9 Work Environment

Within the last year while working at MSU have you been in a situation where any of your leaders or co-workers...

	Yes	No
Made demeaning or derogatory remarks about you.	<input type="radio"/>	<input type="radio"/>
Devalued your work and efforts.	<input type="radio"/>	<input type="radio"/>
Inappropriately interrupted or "talked over" you while you were speaking.	<input type="radio"/>	<input type="radio"/>
Ignored or excluded you from professional camaraderie (e.g., given you the "silent treatment").	<input type="radio"/>	<input type="radio"/>
Made false negative statements or circulated negative rumors about you.	<input type="radio"/>	<input type="radio"/>
Paid little attention to your statements or showed little interest in your opinion.	<input type="radio"/>	<input type="radio"/>
Made unwanted attempts to draw you into a discussion about personal matters.	<input type="radio"/>	<input type="radio"/>
Exhibited any of the above behaviors toward others in front of you.	<input type="radio"/>	<input type="radio"/>







**Q14 Satisfaction at MSU**

Please indicate your level of satisfaction or dissatisfaction with MSU for each of the items below.

	Extremely Satisfied	Moderately Satisfied	Slightly Satisfied	Neither Satisfied nor Dissatisfied	Slightly Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	N/A
Balance between professional and personal life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient support available to do my best at work and at home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awareness of support available to help me be high performing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Ability to access and utilize available support.*</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way my career has progressed at MSU in general.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of social interaction with members of my unit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All things considered, my position at MSU.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My current salary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My benefits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15 *\*What can we do to help you access and utilize available support?*



**Q17 Please feel free to share any additional thoughts regarding the work climate in your unit or at MSU below.**

**Q18 Tell Us About Yourself**

Please respond to the extent you feel comfortable. This information will be used only when compiling aggregate data and will not result in persons being identified.

Q19 Do you consider yourself to have a disability (including, but not limited to visual, hearing, mental health, emotional, learning, mobility/wheelchair complex, disability after illness)?

- Yes
- No

Q20 Are you registered with the MSU Resource Center for Persons with a Disability?

- Yes
- No

Q21 Your gender identity:

- Man
- Woman
- Transgender
- Genderqueer
- Agender
- Another identity (please specify if you wish) \_\_\_\_\_

Q22 What is your current marital status?

- Married
- Divorced
- Separated
- Widowed
- Never married
- Member of an unmarried couple

Q23 What is your ethnicity?

- Hispanic or Latino
- Not Hispanic or Latino

Q24 Which one or more of the following describes your race?

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Multiracial

Q25 What is your sexual orientation?

- Asexual
- Bisexual
- Gay
- Heterosexual
- Lesbian
- Pansexual
- Queer
- Questioning
- Another identity (Please specify if you wish) \_\_\_\_\_

Q26 What is your present religion or religious beliefs, if any?

- Agnostic
- Atheist
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim/Islam
- I am spiritual but do not identify with a specific religious tradition
- Other (please explain) \_\_\_\_\_

Q27 What is your veteran status?

- Never served in the military
- Now on active duty
- On active duty in the past, but not now

Q28 Do you have children/dependents?

- Yes
- No

Q29 Please select all that apply:

- Dependent children (aged 0 – 6) - How many? \_\_\_\_\_
- Dependent children (aged 7 – 12) - How many? \_\_\_\_\_
- Dependent children (aged 13 – 18) - How many? \_\_\_\_\_
- Dependent adult(s) - How many? \_\_\_\_\_

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## MSU Institutional Research

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### [University Services Customer Engagement Survey](#)

Web-based survey designed to gauge the level of use and satisfaction among members of the MSU community related to services provided by University Services.

[Read more](#)

### [Women's Leadership Study](#)

On behalf of the Office of the Provost, OSR conducted a web-based survey of all female tenure stream faculty at MSU to assess the leadership needs and interests of faculty and to assess challenges women face when aspiring to leadership roles.

[Read more](#)

### [College of Veterinary Medicine - Work Environment Survey](#)

A college-wide web survey of faculty, staff, and students to assess specific aspects of the work environment, such as climate, diversity and civility to determine areas in need of improvement and to guide short, medium and long-term program and policy decisions. The survey will be conducted again in the spring of 2016.

[Read more](#)

### [Residential Housing and Services \(RHS\) Employee Engagement](#)

A division-wide employee engagement survey to identify areas in need of improvement and to assist RHS in creating short, medium and long-term goals. This was a mixed mode survey using both web and self-administered surveys.

[Read more](#)

## [Faculty Health Care Center Feasibility Study](#)

A telephone survey of MSU faculty and academic specialists to evaluate interest in a university based faculty health care center. Conducted on behalf of The Faculty Health Care Council.

[Read more](#)

## [Human Resources Customer Experience Survey](#)

A web-based multi-year study conducted on behalf of the Vice President for Human Resources to gauge the level of use and satisfaction of the MSU community related to services provided by Michigan State University's Human Resources (HR) Department.

[Read more](#)

## [Michigan State University Institutional Research](#)

The Office for Survey Research provides evaluation and research service to MSU's Central Administrative Offices and to Deans, Directors, and Chairperson's across all of MSU's degree granting colleges.

[Read more](#)

## [Evaluation of Michigan State University's Sexual Assault and Relationship Violence Prevention Programs](#)

Web-based surveys with students, faculty, and staff to determine the effectiveness of the SAFE (Sexual Assault First-year Education) e-learning and SARV (Sexual Assault and Relationship Violence) Prevention Program for MSU students and the RVSM (Relationship Violence and Sexual Misconduct) Policy e-learning for MSU faculty and Staff.

[Read more](#)



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## Students

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509 E. Circle Drive, Room 321  
East Lansing, MI 48824-1226  
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