

UND Strategic Plan Town Hall - Staff Session [March 8, 2022] Q&A Responses ONLY

Report Date: March 21, 2022

Report Created by University Analytics & Planning

NOTE: All names, titles, and/or descriptions clearly identifying an individual(s) were replaced with "INFORMATION REDACTED"

Question Details

#	Question	Asker Name
1	We are all here for the students and are all recruiting and retaining students, regardless of our individual roles. We are all Fighting Hawks.	INFORMATION REDACTED
2	Being a member of the UND community to me means being a part of a community in which sub-par or mediocre work is praised, and legitimate, constructive criticism is silenced. "ND Nice"	Anonymous Attendee
3	UND is a community that ignores expertise in favor of what makes people feel good.	Anonymous Attendee
4	Being a member of the community means we are a huge family. I love my job and those I work with and promote that every chance I can.	Anonymous Attendee
5	Agree with the comment on ignoring expertise	Anonymous Attendee
6	We are a community that does not have the ability to provide feedback in a comprehensive climate and satisfaction survey.	Anonymous Attendee
7	Was recently told during my eval that achieving 5's on a performance review is unattainable and won't result in increased pay or promotion. 3 is doing your job. Why don't we strive for and encourage excellence?	Anonymous Attendee
8	Q 2: we have some good policies, programs, etc. in place, but there is no accountability. To be a dynamic campus, we must have accountability.	Anonymous Attendee
9	It's important that we constantly keep student experience at the forefront of everything we do, as they are the reason we're here. However, in terms of faculty/staff, it seems that faculty are often the focus while staff are largely ignored.	Anonymous Attendee
10	Second the comment Amanda [panelist] read. UND also needs to do a financial feasibility study and right-size it's programs	Anonymous Attendee
11	We have an opportunity to use the Campus as a living laboratory to provide real life experiences to students, provide greater knowledge of the campus workings to faculty, and give staff the opportunity to showcase their experience and expertise.	Anonymous Attendee
12	UND needs to be honest and ask why students want to come here. I also second the previous comments.	Anonymous Attendee
13	I was told in my eval that my four I earned was hard to get justified by my supervisor. Appreciate her pushing for my 4 but agree that if staff are performing higher than "just doing your job" they should be recognized	Anonymous Attendee

- 14 Growth means that all staff and faculty are being asked to do more with less, generally. We need technology that enables us to be agile. Students and our community expect us to be innovators with the services that we provide. Anonymous Attendee
Our technology must live up to that high standard.
- 15 UND needs to look over all job descriptions and salaries. Many are forced to do duties without additional pay, while others are grossly overpaid. Anonymous Attendee
- 16 We are so siloed and individual offices have too much of a not my circus (responsibility) then not my monkeys. The reality is that we are all jobless without students and we need to act like more of a unified, collective, supportive whole to impact the student experience the way we should as an overall campus Anonymous Attendee
Internal turnover within the campus leaves wide gaps in experience. Differing pay scales between service units and colleges seems to contribute to this. Leaves units scrambling to continue to offer high levels of service when constantly enduring costs of hiring and training new staff. Anonymous Attendee
- 17 While it's good to see staff advocating for themselves (e.g., salary market adjustments), adjustments should be reviewed on a rotating basis for all employees. Anonymous Attendee
- 18 My son was in an honors program during his freshman year where he felt that the professors views were to the left. He didn't feel comfortable sharing his views for fear of getting a poor grade. We need to work on inclusivity. Anonymous Attendee
We talk the talk, we need to walk the walk.
- 20 Use current technologies and trending business models, such as continued Hybrid working arrangements. Increase the understanding of our impacts to the environment, as this may have an impact on attracting talent and students. Anonymous Attendee
We need something big and shiny (like an olympic training park, indoor beach, or drone combat arena), something to attract people from everywhere. It takes money to make money (and students). How can UND capitalize on our winter climate? Let's do some cool stuff like Battlebots! Besides our Hockey team, our sports are low ranking in national attention, so we need to think outside the box and be creative. Anonymous Attendee
- 21 I agree with the inclusivity comment, but should also work both ways. We shouldn't be pulling or cancelling inclusive policies based on the right wing policies of the State and State Legislature. Anonymous Attendee
- 22 Competitive pay; an environment in which employees feel appreciated (which means taking their criticisms seriously and rewarding over-and-above 3's) Anonymous Attendee
- 23 Relationship with Grand Forks City to alleviate concern in attracting diverse talent to the area. Anonymous Attendee
I would absolutely echo the attention to online/non-traditional student populations here. However, we need to have a balance of online and on-campus programs. From what I've seen since we have returned to campus, there is not a balance. It either sways to be too much online or too much on-campus. We need to be adaptable to rapidly changing needs Anonymous Attendee
- 24 Appreciate the opportunity to provide anonymous feedback in this session, thanks. Anonymous Attendee
- 25 Staff morale needs work. As others have mentioned, it is hard to want to continue to work at UND when promotion/recognition is oftentimes based on favoritism and expectations are not uniform. Anonymous Attendee
- 27

28 I love working remote/hybrid. Having this as an option has made me more productive and has given me a greater work/life balance. Continue this option even post-pandemic. It may help with the number of applicants we are getting for open positions and retain quality employees. Anonymous Attendee

29 better communication in depts/colleges and campus widen as a whole, better collaboration, teambuilding and as it has been said better pay and recognition for staff because that campus-wide salary release that was done was very eye-opening. Better evals. As was said, why are the 4's and 5's on there is they are unattainable. Where is the incentive to go above and beyond in stead of staying with the status quo Anonymous Attendee

30 We need to focus on our vulnerable student populations, both at the University level and state-level. Some populations are down almost 50% compared to 10 years ago. We need to encourage and support vulnerable populations of students. Anonymous Attendee

31 I would up for winter games. Interdepartmental snowball fight! We need to do something fun to build community at UND :) Anonymous Attendee

32 Help first year students to feel a greater sense of belonging. Offer additional groups for them to be a part of or partner them with 2nd and 3rd year students. Keeping new students engaged may be more difficult with classes going hybrid/remote. INFORMATION REDACTED

33 Improve outreach to K12. Hard to identify UND summer programming for students, esp. for high ability students. MSUM has a college for kids and teens program and is currently reaching out to the North Dakota Association for Gifted Children to build programming for GT students. Anonymous Attendee

34 Looking at our advising model, decentralized does not work Anonymous Attendee
35 100% agree with the comment on remote work. Anonymous Attendee

36 Regarding opportunities for staff to be involved in shared governance, etc. - There are whole populations of staff on campus who do not have access to those opportunities for a number of reasons including lack of support from supervisor, work schedule, no access to technology, etc. When we talk about inclusivity we need to keep these populations in mind too. Anonymous Attendee

37 I am concerned about the paid leave policy that offers so few days to new employees relative to those who have seniority. For attracting and retaining professional staff from outside of the region, who often have family at great distances, they must often spend a day or maybe even two days each way simply to travel and visit family during the holidays. Thus those staff members who only have a half day's drive to visit family have a kind of hidden benefit and lengthier holidays. Anonymous Attendee

I realize it it is important to reward loyalty but UND should be looking for the best people from across the country to maintain the high standards already set by its tradition. UND should review the paid/vacation leave policies for staff at other universities in the Rocky Mountain, Great Lakes, and Great Plains region.

- 38 Offer research opportunities to interested students their first year of study. This implies faculty will have the interest and time and capacity to do this. Ties to prior comment to put emphasis on student first. Hire faculty who prioritize student learning. Anonymous Attendee
- 39 Some departments seem to have Managers that are not open to new ideas, therefore puts staff into a corner that minimizes creativity and innovation that could better serve the UND community. Anonymous Attendee
- 40 A manager that higher an employee to perform a task, although doesn't allow the employee to participate with all the activities that occur that relates to their duties, puts the employee in a 9-5 mindset and doesn't serve the community as they could. Micromanagement does not serve any of us well. Anonymous Attendee
- 41 Professors in the History department told my son that obtaining a masters or higher wasn't worth it. They provided no encouragement or guidance in obtaining an internship. Anonymous Attendee
- 42 More of a mix of on-campus, online, hybrid, hyflex courses. Not all students learn well online, and not all students can come to campus. Ideally, all lower-level (and even some upper-level) courses should be offered in multiple formats. Not necessarily in the same section, because putting an in-person class on Zoom with distance students is not a conducive learning format. More delivery options for more classes. Anonymous Attendee
- 43 Growing Ph.D programs in the Business and Public Admin/Poli Sci. Anonymous Attendee
- 44 The lack of willingness to get negative feedback and their desire to put lipstick on all of our pigs instead of actually addressing them. Will the Strat Plan committee be releasing local data, data collection processes, and outline how descisions relate to current/localized information from our stakeholders? UND can't grow in a positive and realistic manner if we aren't using real qualitative and quantitative data. Transparency and communication are a challenge too. Anonymous Attendee
- 45 We want to take care of our people and that's one of the things I love about working at UND. BUT I think we sometimes get really stuck in the way things have always been or we try to cater to those ideas from those who have been here for so many years that we lose the focus that sometimes needs to shift because the college student of today is not the same as years ago. Anonymous Attendee
- 46 Barriers: ND Legislature. CTS/tech structure for all of NDUS preventing our campus from innovating and improving systems. One-size-fits-all mentality at state level. Anonymous Attendee
- 47 With continuous budget cuts in recent years, UND has had to cut services, departments, and faculty/staff. The monetary aspect continues to present challenges across campus. For example, it is hard to focus on our commitment to diversity when the American Indian Center and program was cut. Anonymous Attendee
- 48 Mentioned earlier looking at our advising model. UND can not grow if each college is doing their own advising models, causing an undue burden for students navigating their major, career, etc who would assume advising policies are the same across campus but they are often not. Anonymous Attendee
- 49 Us against them mentality between staff and faculty seems to be a barrier. Two separate missions from time to time. Anonymous Attendee

50	More (course) delivery options for students = additional costs (and ultimately cuts in other areas). We have to look at what programs/offerings we can eliminate too to help keep the budget in check.	Anonymous Attendee
51	The inability to right size our university. How can we support so many new programs and certificates if we are not hiring more faculty and staff. Students seem to get left behind.	Anonymous Attendee
52	Barrier - apparent lack of genuine commitment across the University to implement remote work/flexible schedule options for staff	Anonymous Attendee
53	The Essential Studies program should be reviewed. Students have a hard time finding courses that meet specific designations, and students simply do not understand why they need to take courses that are not in their major or even an interest of theirs. Students don't like taking courses that aren't relevant to them and that don't seem to connect to their degree or even their overall education. Every class costs student's money.	Anonymous Attendee
54	There still seem to be silos that cause student, faculty, staff questions to sometimes be bounced from one dept. to the next. This causes frustration and creates unnecessary barriers.	INFORMATION REDACTED
55	Barrier: \$200 admission fee	Anonymous Attendee
56	It's sounding like there is a huge discrepancy among how different supervisors treat employees. Perhaps some standardized supervisor training. There seems to be a lot of people who are not open to innovation/improvement. This is especially evident with staff who have been at UND for the majority of their career.	Anonymous Attendee
57	Same with faculty - as a student I felt that I had professors who developed their curriculum 10+ years prior and continued to regurgitate the same info, without review, year after year. I appreciated professors who had real life experience in their field, especially the adjust professors currently working in their field as they were able to connect the curriculum to real life experience.	Anonymous Attendee
58	With the rising cost of higher education and less people attending, we should market what makes UND unique. We also need to relate degrees/curriculum to real world jobs. Encourage internships and community collaboration.	Anonymous Attendee
59	Give staff tenure. Why not, seriously.	Anonymous Attendee
60	Flexibility/openness to trying new things. We oftentimes are limited by the rigid structure of CTS forms/website information.	Anonymous Attendee
61	I have worked in two different colleges here at UND and can attest that supervisors/departments need a shift in thinking creatively. (ex. I worked in the INFORMATION REDACTED college and have faced a brick wall when proposing new ideas to grow, moved to INFORMATION REDACTED and the idea was taken seriously and	Anonymous Attendee
62	Recognize/reward ideas for innovation and improvement. Create continuous improvement/organizational excellence unit to help train and facilitate improvement in service units.	Anonymous Attendee
63	you have to spend money to make money, it should first invest in its faculty/staff, if the pay were more competetive then it would attract a higher caliber, more creative applicant pool	Anonymous Attendee

- 64 Encourage students and faculty to apply for national and international scholarships that fund creative projects and/or skill development that supports these creative projects. INFORMATION REDACTED
- 65 Change oftentimes cannot occur due to the need for approvals by faculty boards for programmatic changes that do not impact their courses. Why is this? Anonymous Attendee
- 66 I agree with the comment about the INFORMATION REDACTED college. I recently accepted a position change and felt the same when I was working as staff in INFORMATION REDACTED, slow and accepting to new innovation ideas. Support for staff members to attend applicable conferences. In some units, there is a push for staff to attend
- 67 conferences. But in others, the staff have never been afforded these opportunities. Professional development opportunities can have an immense impact on creativity and innovation. Anonymous Attendee
- 68 Creativity requires risk taking and making mistakes. Is this encouraged/supported in the annual evaluation rubric? INFORMATION REDACTED
- 69 Agree with the work from home policy. Our unit director works remotely from Fargo but the rest of staff were told they needed to be on-campus with very strict work from home guidelines Anonymous Attendee
- 70 Thank you. INFORMATION REDACTED
- 71 I think this session has highlighted the need for regular forums where staff/faculty/students can provide campus feedback. This is so important, but I'm afraid that beneficial feedback in terms of the strategic plan is being overshadowed by people needing to vent about things that have been largely ignored. Anonymous Attendee