Spring 2014 Post Semester Staff Survey Results-DHS
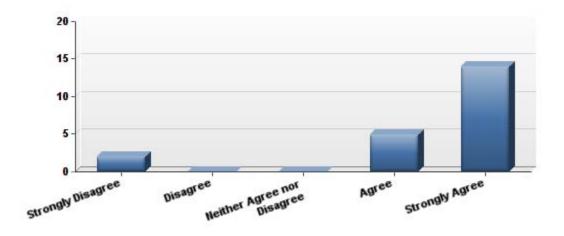
40 respones

I was effective in my position.

I could have been more effective if I:

had more training to become certified in Clinical Trials
if I had more time.....
Had more personnel helping under my grant
had support from other areas of isu-- problem areas are travel, accounts payable, registrar, sponsored programs, mail. need ISU support for COP initiative
I was not being micro managed from D. C.
I could have been more effective if I had gone through this last year. Now that I have a full year in my position I anticipate being on top of projects rather than catching up.
had someone else to help me with my daily routine tasks.

The DHS could help me be more effective by:

sponsoring Clinical Trial certification
By helping me meet the 50 percent match requirement of my grant
The DHS is great, and I do not see a way for them to be more effective.
Sending a yearly (or semesterly) updated calendar around with report due dates, especially if the due dates vary greatly from year to year.
N/A
a couple of suggestions... support the purchase and maintenance of an electronic billing and medical records system for our clinic or provide our office with an additional work study student to assist within the office.
I would like to see more shared information between departments. i.e. how the departments do certain tasks.

Please list your ideas about increasing the quality, efficiency, and cost effectiveness and student centeredness of the DHS:

I appreciate the focus the division has placed on clinics. Support for the community health screening project going statewide would be helpful
Keep paperwork moving forward. I know we have a lot, but it is all important. Documents should be addressed or signed ASAP to keep programs moving forward. We have had documents waiting to be signed for a month without action or resolution. Implement a policy of electronic signatures, or scanned copies instead of interoffice mail for signatures. Interoffice mail is slow & unreliable. I usually mail hardcopy & scan/e-mail documents to assure receipt. Even when hand delivered & logged, various offices claim not to have received paperwork. IPAS & HR are inconsistent and take a great deal of time. Our HR representative has had high turnover. We have 2 faculty positions we have been working on since November. Travel policy is complicated, and delegates have a difficult time with the system- travel office is not helpful, but aggressive about our mistakes. I would call it 'harassment'. Different departments have different answers for questions & won't work with each other. Our travelers are 'punished' for the complicated policy (risk management gave one answer- travel didn't agree, travel refuses to compensate traveler). ISU should do what they can to support faculty & staff, but instead it feels like we are questioned & harassed.
Since we are here for and because of students, I believe the best way to serve them is to always remember that they are the reason we are here.
N/A
I believe we have a top quality program that delivers competent SLP's to the workforce, however, I believe it's crucial to support the purchase and maintenance of an electronic billing & medical records system so that our students can begin to familiarize themselves with a system that is currently used in most workplaces. Also, continuing support for faculty research and

providing funding for GTA, RA, CPI positions helps give students that "edge" when going into the workforce.
Move all course syllabuses to Moodle. Do not print them for the students.

Do our Strategic Goals need to be adjusted? If so, in what way?

no - they're fine as they are
No
no

Please provide suggestions about how to address our current Strategic Goals for next year.

Word of mouth is powerful, so if our students leave and are pleased, they will tell others and we will meet our strategic goals.
Communicate the actions being implements to meet the goals and how I might assist.