Administrative Services Training 2011

1. Type of Employee:

		Response Percent	Response Count
Faculty		19.5%	34
Staff		**80.5%**	**140**
		answered question	174
		skipped question	0

2. Years of Service

		Response Percent	Response Count
Less than 1 year		12.6%	22
1 to 5 years		26.4%	46
Over 5 years		**60.9%**	**106**
		answered question	174
		skipped question	0

3. [Business Services](#): Responsible for purchasing, accounts payable, cashiering, Perkins Loan Program management, accounts receivable, mail services, and printing services.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Banner Payment Authorizations (BPAs): *signature authority, required forms*	20.3% (35)	16.9% (29)	20.3% (35)	**26.2% (45)**	16.3% (28)	172
Credit cards policy/procedure: *application, allowed purchases, procedures*	17.5% (30)	11.7% (20)	21.1% (36)	**26.3% (45)**	23.4% (40)	171
Hospitality form	24.9% (42)	**25.4% (43)**	23.1% (39)	18.9% (32)	7.7% (13)	169
Invoice/statement: *processing*	22.8% (38)	18.6% (31)	18.0% (30)	**25.7% (43)**	15.0% (25)	167
Purchasing limitations: *policy and procedures*	18.2% (31)	15.3% (26)	24.1% (41)	**25.3% (43)**	17.1% (29)	170
Student accounts/cashier: *services provided, holds, Banner forms*	**24.4% (41)**	17.3% (29)	16.1% (27)	21.4% (36)	20.8% (35)	168
Travel: *approval, required forms, procedures*	12.7% (21)	15.2% (25)	23.0% (38)	**30.3% (50)**	18.8% (31)	165

Other comments/training needs in this area.	18

answered question	**172**
skipped question	**2**

4. [Budget Office](): Responsible for internal and external budget development, monitoring and balancing; also serves as University internal auditor.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Base budget: *personnel and operating*	**27.2% (46)**	13.0% (22)	14.2% (24)	25.4% (43)	20.1% (34)	169
Budget adjustments: *forms, routing*	**29.8% (50)**	15.5% (26)	16.7% (28)	27.4% (46)	10.7% (18)	168
Employee Transaction Form (ETF): *prorated salaries, position numbers, disclosure forms, data required*	**24.4% (41)**	16.7% (28)	13.7% (23)	22.0% (37)	23.2% (39)	168
Part-time faculty: *credit hours, disclosure forms, budgeting, monitoring*	**39.4% (67)**	15.3% (26)	13.5% (23)	20.6% (35)	11.2% (19)	170
Recruitment Authorization Form (RAF): *position numbers, budget available*	**32.9% (56)**	17.1% (29)	17.6% (30)	21.8% (37)	10.6% (18)	170

	Other comments/training needs in this area.	16

	answered question	**171**
	skipped question	**3**

5. Facilities Services: Responsible for all campus construction projects, architectural and engineering services, grounds, repair and maintenance, custodial, and temperature control.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Custodial: *services provided, standards, special requests, areas/items not covered*	14.0% (24)	16.4% (28)	22.8% (39)	**31.6% (54)**	15.2% (26)	171
Trouble Calls: *temperature control, loss of power, noxious fumes, leaks*	9.4% (16)	9.9% (17)	19.3% (33)	**32.2% (55)**	29.2% (50)	171
Hazardous Materials Management: *hazardous waste, MSDS, chemical spills, disposal*	19.1% (33)	14.5% (25)	22.5% (39)	20.8% (36)	**23.1% (40)**	173
Key Services: *key requests, lost keys, swipe access*	8.1% (14)	11.0% (19)	26.0% (45)	**37.6% (65)**	17.3% (30)	173
Maintenance: *service requests, work orders, snow removal, warehouse/deliveries, grounds, trash pick up*	9.9% (17)	12.9% (22)	19.9% (34)	**38.6% (66)**	18.7% (32)	171
Recycling: *program, scheduling*	12.1% (21)	22.5% (39)	**30.6% (53)**	27.7% (48)	6.9% (12)	173
			Other comments/training needs in this area.			19

answered question	**173**
skipped question	**1**

6. Financial Services: Responsible for accounting and financial reporting, payroll, grants and contracts management, internal campus recharges, property management, and cash and investments.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Banner access: *process of obtaining a new Banner Account/modifying an existing one*	20.0% (34)	12.9% (22)	**27.1% (46)**	24.1% (41)	15.9% (27)	170
Banner Finance forms: (e.g. FGIBDST, FGITBSR)	**27.2% (46)**	18.3% (31)	16.0% (27)	20.7% (35)	17.8% (30)	169
Banner Web (SAIS) reports	**28.6% (48)**	17.9% (30)	15.5% (26)	21.4% (36)	16.7% (28)	168
Fixed Asset acquisition and disposition	**30.5% (51)**	26.3% (44)	22.8% (38)	10.8% (18)	9.6% (16)	167
Internal campus recharges	**31.3% (52)**	19.9% (33)	21.7% (36)	16.3% (27)	10.8% (18)	166
Grants and Contracts fiscal management	**25.3% (43)**	23.5% (40)	18.8% (32)	22.4% (38)	10.0% (17)	170
Chart of accounts: *requesting a new index, adding/changing fund controllers, revenue and expense account codes*	**28.2% (48)**	19.4% (33)	21.8% (37)	21.8% (37)	8.8% (15)	170
Payroll: *Time sheets*	9.4% (16)	10.0% (17)	23.5% (40)	27.1% (46)	**30.0% (51)**	170
Payroll: Employee forms: *Employee Transaction forms (ETF), Temporary student appointment (TSA) and workstudy authorizations*	17.6% (30)	8.8% (15)	19.4% (33)	**29.4% (50)**	24.7% (42)	170

Other comments/training needs in this area.	12

answered question	**171**
skipped question	**3**

7. Human Resources: Responsible for recruitment and retention of employees, benefits administration, employee and labor relations, equal employment opportunity, Americans with Disabilities Act, training program, new employee orientation, Affirmative Action, and diversity.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Benefits	7.7% (13)	3.6% (6)	13.1% (22)	32.1% (54)	**43.5% (73)**	168
Compensation: *pay guidelines*	6.0% (10)	6.0% (10)	14.9% (25)	**38.7% (65)**	34.5% (58)	168
New hires: *hiring paperwork, new employee orientation*	11.8% (20)	11.8% (20)	12.4% (21)	**33.1% (56)**	30.8% (52)	169
Personnel policies and procedures	3.5% (6)	4.1% (7)	17.4% (30)	36.6% (63)	**38.4% (66)**	172
Performance management/evaluation: *preparing evaluation forms, conducting evaluation meetings*	11.6% (20)	10.5% (18)	23.3% (40)	**27.3% (47)**	**27.3% (47)**	172
Recruiting: *paperwork required, conducting searches*	13.5% (23)	15.2% (26)	22.2% (38)	**27.5% (47)**	21.6% (37)	171
Workers' compensation: *reporting procedure, paperwork required*	12.2% (21)	18.0% (31)	20.3% (35)	**30.8% (53)**	18.6% (32)	172

Other comments/training needs in this area.	19

answered question	**173**
skipped question	**1**

8. Information Technology: Responsible for administrative and academic computing needs, networking, operations, and client support.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Computer Services Policies and Procedures	4.1% (7)	9.4% (16)	23.4% (40)	**33.9% (58)**	29.2% (50)	171
D2L Course Design and Functionality	14.0% (24)	9.9% (17)	22.8% (39)	**29.2% (50)**	24.0% (41)	171
Outlook Web Application, Outlook Features, Email	4.1% (7)	10.0% (17)	21.2% (36)	**34.1% (58)**	30.6% (52)	170
Purchasing Computers and Related Equipment	15.7% (27)	15.7% (27)	20.3% (35)	**29.1% (50)**	19.2% (33)	172
Reports & Electronic Tools	12.8% (22)	15.1% (26)	23.8% (41)	**32.0% (55)**	16.3% (28)	172
Telephone Features: *i.e., voicemail, conferencing, set up*	7.1% (12)	12.9% (22)	24.7% (42)	**31.2% (53)**	24.1% (41)	170
Webpage and Web Form Design	11.0% (19)	14.5% (25)	18.6% (32)	**37.2% (64)**	18.6% (32)	172

Other comments/training needs in this area.	14

answered question	**172**
skipped question	**2**

9. Risk Management & Safety Office: Responsible for central contract review, promoting a safe university environment and regulatory compliance through expertise and assistance.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
Ergonomic assessor: *ergonomic assessments of work stations*	11.1% (19)	21.1% (36)	**31.6% (54)**	22.8% (39)	13.5% (23)	171
First aid supplies/kits: *where located, obtaining*	7.6% (13)	16.4% (28)	28.1% (48)	**29.2% (50)**	18.7% (32)	171
Foreign travel insurance: *notification requirement*	**35.5% (59)**	32.5% (54)	16.9% (28)	11.4% (19)	3.6% (6)	166
MSU Billings contracts: *proper insurance terminology/requirements*	**25.3% (43)**	21.2% (36)	22.9% (39)	21.8% (37)	8.8% (15)	170
Non-employee injury report: *process to follow*	15.1% (25)	22.9% (38)	**27.7% (46)**	27.1% (45)	7.2% (12)	166
Proof of MSU Billings' insurance: *how to obtain*	18.7% (32)	20.5% (35)	25.1% (43)	**27.5% (47)**	8.2% (14)	171
Safety issues/training: *requesting training, reporting safety issues*	5.3% (9)	19.4% (33)	**31.2% (53)**	27.6% (47)	16.5% (28)	170
University driving rules/procedures: *use of personal vehicles on business, defensive driving classes, large vehicle training, VISA free auto insurance coverage*	17.3% (29)	19.0% (32)	**26.8% (45)**	**26.8% (45)**	10.1% (17)	168
Volunteers: *procedures, insurance coverage*	23.4% (39)	16.8% (28)	**25.7% (43)**	24.6% (41)	9.6% (16)	167

Other comments/training needs in this area.	9

answered question	**172**
skipped question	**2**

10. University Police: Responsible for the safety and security of the campus, as well as parking and the motor pool.

	Not Applicable	Not Very Important	Somewhat Important	Important	Very Important	Response Count
After hours building access	4.7% (8)	10.5% (18)	20.9% (36)	**34.9% (60)**	29.1% (50)	172
Lost and found: *procedure, unclaimed property*	6.4% (11)	14.5% (25)	**33.5% (58)**	31.2% (54)	14.5% (25)	173
Motor vehicle assistance: *what services provided*	6.4% (11)	13.9% (24)	27.7% (48)	**32.9% (57)**	19.1% (33)	173
Parking: *permits, enforcement, signage*	3.5% (6)	12.7% (22)	32.4% (56)	**34.1% (59)**	17.3% (30)	173
Safety escort: *information on service provided*	6.4% (11)	12.7% (22)	22.5% (39)	**31.2% (54)**	27.2% (47)	173
Other comments/training needs in this area.						12

answered question	**173**
skipped question	**1**