



MSM Change In Work Hours FAQs

Q: Why are we changing the MSM work hours?

A: In order to better serve our students, patients, sponsoring agencies, and other external customers in a timely and efficient manner, we need to transition to normal academic and business operating hours.

Q: Why are we taking a Phased approach to this process?

A: We understand faculty and staff will need time to adjust schedules, commitments, and expectations of others to make this happen personally and professionally. A Phased approach gives faculty and staff the time needed to make the necessary adjustments.

Q: Is there some function/event that caused us to review the MSM hours?

A: No. The work hours review was due to MSM's desire to continue our Operational Excellence initiative and converge to best practices by serving our customers timely.

Q: Why are exempt employees included early in the implementation?

A: In general, exempt employees are paid to complete a job for the organization, regardless of hour worked and are not entitled to overtime. As we transition the campus to new business hours (8:30 a.m. to 5:00 p.m.), our exempt employees will begin to lead the organization creating the MSM Experience by being available to all customers during these hours.

Q: For Phase 2, does everyone in the department need to start at 8:30?

A: No, the goal is for all units to be covered from 8:30 a.m. to 5:00 p.m. Any combination of employee starting times to accomplish this goal is required.

Q: Phase 3 appears to be an added expense to MSM – can we afford this expense?

A: There is an added expense (approximately \$800K in total) for additional non-exempt salary hours. This will be factored into the FY16 budget.