

Western Cooperative Electric
Jobs, Wages, and Benefits Study
April 2023



Prepared For

Western Cooperative Electric

Prepared By

**The Docking Institute of Public Affairs
Fort Hays State University**

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Mission:

To facilitate effective public policy decision-making among governmental and nonprofit entities



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Introduction and Methods

Western Cooperative Electric contracted with the Docking Institute of Public Affairs to gather wage information for four occupations from employers within a 60-mile radius of WaKeeney, Kansas. The four occupations include customer service representative, office manager, purchasing manager, and accountant. Descriptions are provided below.

The Institute contacted 45 employers in 10 counties Northwest Kansas¹. The employers included energy providers, county offices, city offices, school districts, educational service centers, post-secondary educational institutions, communications companies, and hospitals. Letters were mailed to each employer describing the study, informing each employer that they would soon receive an email with an attached Excel spreadsheet, and offering top-line results to participating employers (See Appendix I) as an incentive to respond. The spreadsheet provided the title of each occupation, space to enter alternative job names, and cells for years employed, hourly wages, annual salaries, and four benefits, for both full-time and part-time positions. Appendix II provides a copy of the spreadsheet.

Letters were mailed the week of March 6-10. Initial follow-up emails with attached spreadsheets were sent March 13-17. Four potential respondents reported that they did not have applicable information to provide, would not provide the requested information, or provided information that was not applicable. Additional follow-up email requests continued through April 7. Appendices IV and V provide copies of the initial letter and follow-up email, respectively.

¹ Ellis, Gove, Graham, Ness, Norton, Rooks, Russell, Sheridan, and Trego.

Ten employers returned completed spreadsheets, yielding a cooperation rate of 22.2%. The 10th spreadsheet arrived at the Institute on April 10, 2023. Findings are provided on the following pages. Information is provided for the number of employees in each field, years of experience, hourly wage earned, and available benefits (health care insurance, paid time-off, retirement contribution, and education assistance). Employers were asked to provide maximum, minimum, and average (mean) values for the number of employees in each occupation, years of employment in each occupation, and hourly wages (or annual salaries) for each occupation. Yearly salaries were converted to hourly wages for ease of analysis.

Occupation Titles, Tasks/Duties, and Alternative Titles

The spreadsheet provided the title of each occupation and three or four tasks/duties defining each one. Employers were asked to consider occupations within their organizations assigned to at least 75% of the tasks/duties listed. As noted, employers were provided space in the spreadsheet to add alternative job titles, if applicable. The occupation titles, tasks/duties, and alternative respondent-provided job titles are presented below.

Customer Service Representative Tasks/Duties on Survey Spreadsheet

- Point of contact for clients, customers, members, service recipients, and/or the public.
- Collects and organizes data; ensures client and other information is up to date/accurate.
- Processes payments and fees; reports or makes billing adjustments.

Alternative Job Titles Provided by Respondents:

Member Service Representative; Customer Service Representative; Account Clerk; City Treasurer; Utility Billing Clerk; Clinic Office Assistant; Admissions Clerk; Admission Supervisor; Admin. Asst. to Superintendent; AP Clerk; Principal Secretary; AD Secretary; B&G Coordinator; IT Assistant; FdSrv Nutrition Coordinator; Treasurer; and Transportation Coordinator.

Office Manager Tasks/Duties on Survey Spreadsheet

- Supervises/assists customer service representatives, billing clerks, office staff, etc.
- Oversees/improves administrative procedures, practices, and equipment.
- Performs payroll calculations; files payroll forms; helps resolve payroll issues.
- Balances cash receipts; monitors or makes billing adjustment.

Alternative Job Titles Provided by Respondents:

Customer Information Services Manager (does not include HR/payroll functions); Two positions: Customer Service Lead & Staff Specialist and Customer Research & Design Analyst; City Clerk; Manager; Office Manager; Accounts Receivable; Accounts Payable; Human Resources; Charging/Billing Clerk; Board Clerk and Payroll Clerk; and Treasurer.

Purchasing Manager Tasks/Duties on Survey Spreadsheet

- Facilitates the purchasing of goods and services.
- Maintains inventory; provides quality control.
- Cultivates relationships with vendors and company representatives, monitors supply chain issues.
- Coordinates, directs, and monitors warehouse personnel and activities.

Alternative Job Titles Provided by Respondents:

Purchasing Clerk (does not supervise warehouse personnel); Purchasing Manager; City Administrator; Accounts Payable Clerk; Buyer; Materials Management; and Finance Director/Treasurer.

Accountant Tasks/Duties on Survey Spreadsheet

- Prepares, records, and posts fixed journal entries; Maintains general ledger.
- Reconciles subsidiary records, accounts, ledgers, etc.
- Compiles and presents information at board meetings and other meetings/purposes.
- Receives, organizes, and codes invoices; makes adjustments; prepares vendor/other payments.

Alternative Job Titles Provided by Respondents:

Senior Accountant, Plant Accountant and Accountant; Accounting Specialist; City Clerk & City Treasure; City Clerk; Chief Financial Officer; Finance Director/Treasurer; and Accounting Coordinator.

Summary of Findings

This report provides information collected from 10 employers within a 60-mile radius of WaKeeney, Kansas. The employers include two energy providers, three cities, two medical centers, two K-12 school districts, and one institute of higher learning. All the employers provided information for full-time employees, while three also provided information for part-time employees. All three employers provided information about part-time customer service representatives (see Appendix III). No employers reported employing part-time office managers, purchasing managers, nor accountants.

As noted previously (and shown in Appendix II), employers were asked to provide maximum, minimum, and average (mean) values for the number of employees, years of employment, and hourly wages (or annual salaries) for each occupation. The following tables show the highest maximum values, lowest minimum values, and average (mean) values for each item. The average values provided are the mean of the average figures reported by employers.

The lowest wage paid by one of the two energy providers is \$18.39 per hour for customer service representatives. The highest wage paid by one of the two energy providers is \$42.45 per hour for office managers. The lowest wage paid by the other eight employers is \$12 per hour for customer service representatives, while the highest wage paid by the other eight employers is \$61.89 per hour for accountants.

Both energy providers offer all four benefits (health care insurance, paid time-off, retirement contribution, and education assistance) to purchasing managers and accountants. Both energy providers offer three benefits (health care insurance, paid time-off, and retirement contribution) to customer service representatives and office managers. One energy provider offers educational assistance to customer service representatives and office managers, while one does not.

All eight of the other employers offer three benefits (health care insurance, paid time-off, and retirement contribution) to employees in all four occupations (customer service representatives, office managers, purchasing managers, and accountants). More than half (57%) of the other employers offer educational assistance to customer service representatives, 63% offer educational assistance to office managers, 67% offer educational assistance to purchasing managers, and 71% offer educational assistance to accountants.

The highest maximum hourly wages and lowest minimum hourly wages reported by the two energy providers exceed those offered by other employers for three of the four occupations: customer services representatives, office managers, and purchasing managers.

Findings show that lower maximum hourly wages and lower minimum hourly wages are reported for accountants of the two energy providers, while other employers report higher maximum and minimum hourly wages for accountants. For example, accountants working for the energy providers earn a maximum of \$38.46 per hour, while accountants working for the other employers earn a maximum of \$61.89 per hour. Similarly, energy company accountants earn a minimum of \$18.06 per hour, while

other accountants earn a minimum of \$20 per hour. The average (mean) hourly wage for energy company accountants is \$33.21, while the average (mean) hourly wage for accountants in other organizations is \$33.41.

Considering the \$61.89 per hour pay as an outlier (and set aside temporarily), the figures for the remaining (other employer) accountants decrease to a high of \$36.06, a low of \$19.53, and an average of \$29.80. These figures compare to those in the energy provider group, while the lowest minimum hourly wage among energy company accountants is still lower than the lowest minimum hourly wage for other accountants (\$18.06 per hour and \$19.53 per hour, respectively).

In conclusion, the information gathered from energy providers and other employers within a 60-mile radius of WaKeeney, Kansas, suggest that wages of about \$20 per hour for customer service representatives, about \$40 per hour for office managers, about \$45 for purchasing managers, and \$30 per hour for accountants should provide Western Cooperative Electric with competitive wages (with all other considerations being equal).

Furthermore, all the employers responding to the survey provide health care insurance benefits, paid time-off, and contribute to a retirement fund. Most, but not all, employers provide some form of education assistance. If not offered to employees, Western Cooperative Electric might consider offering these benefits to maintain their workforce.

Data from Energy Providers and Other Employers

Table 1: Number of Employees, Years of Experience, Hourly Wage, and Benefits: Customer Service Representatives and Office Managers of Energy Providers and Other Employers

Energy Providers (n=2)				Other Employers (n=8)			
Customer Service Representatives				Customer Service Representatives			
	Number of Employees	Years of Experience	Hourly Wage		Number of Employees	Years of Experience	Hourly Wage
Maximum	16	27	\$28.58	Maximum	35	28	\$23.22
Average (Mean)	10.5	6	\$22.54	Average (Mean)	8.43	9.32	\$17.75
Minimum	5	1	\$18.39	Minimum	1	1	\$12.00
Available Benefits				Available Benefits			
Health Care Insurance		100%		Health Care Insurance		100%	
Paid Time-Off		100%		Paid Time-Off		100%	
Retirement Contribution		100%		Retirement Contribution		100%	
Education Assistance		50%		Education Assistance		57%	
Office Managers				Office Managers			
	Number of Employees	Years of Experience	Hourly Wage		Number of Employees	Years of Experience	Hourly Wage
Maximum	2	20	\$42.45	Maximum	61	43	\$39.07
Average (Mean)	1.5	17.75	\$41.81	Average (Mean)	11.38	14.82	\$25.30
Minimum	1	16	\$31.25	Minimum	1	1	\$14.00
Available Benefits				Available Benefits			
Health Care Insurance		100%		Health Care Insurance		100%	
Paid Time-Off		100%		Paid Time-Off		100%	
Retirement Contribution		100%		Retirement Contribution		100%	
Education Assistance		50%		Education Assistance		63%	

Table 2: Number of Employees, Years of Experience, Hourly Wage, and Benefits: Purchasing Managers and Accountants of Energy Providers and Other Employers

Energy Providers (n=2)				Other Employers (n=8)			
Purchasing Managers				Purchasing Managers			
	Number of Employees	Years of Experience	Hourly Wage		Number of Employees	Years of Experience	Hourly Wage
Maximum	1	36	\$51.75	Maximum	3	26	\$36.06
Average (Mean)	1	18.75	\$46.43	Average (Mean)	1.33	7.83	\$25.58
Minimum	1	2	\$38.46	Minimum	1	0.2	\$16.32
Available Benefits				Available Benefits			
Health Care Insurance		100%		Health Care Insurance		100%	
Paid Time-Off		100%		Paid Time-Off		100%	
Retirement Contribution		100%		Retirement Contribution		100%	
Education Assistance		100%		Education Assistance		67%	
Accountants				Accountants			
	Number of Employees	Years of Experience	Hourly Wage		Number of Employees	Years of Experience	Hourly Wage
Maximum	3	23	\$38.46	Maximum	2	48	\$61.89
Average (Mean)	2	4	\$33.21	Average (Mean)	1.29	13.27	\$33.41
Minimum	1	1	\$18.06	Minimum	1	0.2	\$20.00
Available Benefits				Available Benefits			
Health Care Insurance		100%		Health Care Insurance		100%	
Paid Time-Off		100%		Paid Time-Off		100%	
Retirement Contribution		100%		Retirement Contribution		100%	
Education Assistance		100%		Education Assistance		71%	

Appendix I: Top-Line Findings

Wages by Occupation from 10 Responding Organizations

	Customer Service Representative		Office Manager	Purchasing Manager	Accountant
	Hourly Wage (Full-Time)	Hourly Wage (Part-Time)	Hourly Wage (Full-Time)	Hourly Wage (Full-Time)	Hourly Wage (Full-Time)
Maximum	\$28.58	\$22.34	\$42.45	\$51.75	\$61.89
Average (Mean)	\$18.82	\$17.72	\$28.60	\$31.53	\$33.36
Minimum	\$12.00	\$12.25	\$14.00	\$17.36	\$19.53

Appendix II: Spreadsheet Survey

Portion A: Customer Service Representative and Office Manager

JOB DESCRIPTION		FULL-TIME EMPLOYEES								
Job Title	My organization's title for this job:	Number of FULL-TIME Employees Performing this Job (30 or more hours per week)	Years of Experience of FULL-TIME Employees	FULL-TIME Hourly Wage Employees (Use Hourly Wage if most common to your organization)	FULL-TIME Annual Salaried Employees (Use Annual Salary if most common to your organization)	Benefits Offered to Employees (Please enter Yes or No)				
Customer Service Representative Point of contact for clients, customers, members, service recipients, and/or the public Collects and organizes data; ensures client, etc., information is up to date/accurate Processes payments and fees; reports or makes billing adjustments		<i>(If none, please enter 0 above)</i>	Maximum Number of Years:		Maximum FULL-TIME Hourly Wage:		Maximum FULL-TIME Annual Salary:	Health Care Insurance:		
			Average (Mean) Number of Years:		Average (Mean) FULL-TIME Hourly Wage:		Average (Mean) FULL-TIME Annual Salary:		Paid Time-Off:	
			Minimum Number of Years:		Starting/Minimum FULL-TIME Hourly Wage:		Starting/Minimum FULL-TIME Annual Salary:		Retirement Contribution:	
									Education Assistance:	
JOB DESCRIPTION		PART-TIME EMPLOYEES								
Job Title	My organization's title for this job:	Number of PART-TIME Employees Performing this Job (Fewer than 30 hours per week)	Years of Experience of PART-TIME Employees	PART-TIME Hourly Wage Employees (Use Hourly Wage if most common to your organization)	PART-TIME Annual Salaried Employees (Use Annual Salary if most common to your organization)	Benefits Offered to Employees (Please enter Yes or No)				
Office Manager Supervises/assists customer service representatives, billing clerks, office staff, etc. Oversees/improves administrative procedures, practices, and equipment Performs payroll calculations; files payroll forms; helps resolve payroll issues Balances cash receipts; monitors or makes billing adjustment		<i>(If none, please enter 0 above)</i>	Maximum Number of Years:		Maximum PART-TIME Hourly Wage:		Maximum PART-TIME Annual Salary:	Health Care Insurance:		
			Average (Mean) Number of Years:		Average (Mean) PART-TIME Hourly Wage:		Average (Mean) PART-TIME Annual Salary:		Paid Time-Off:	
			Minimum Number of Years:		Starting/Minimum PART-TIME Hourly Wage:		Starting/Minimum PART-TIME Annual Salary:		Retirement Contribution:	
									Education Assistance:	

Portion B: Purchasing Manager and Accountant

JOB DESCRIPTION		FULL-TIME EMPLOYEES										
Job Title	My organization's title for this job:	Number of FULL-TIME Employees Performing this Job (30 or more hours per week)	Years of Experience of FULL-TIME Employees	FULL-TIME <u>Hourly Wage</u> Employees (Use Hourly Wage if most common to your organization)		FULL-TIME <u>Annual Salaried</u> Employees (Use Annual Salary if most common to your organization)		Benefits Offered to Employees (Please enter Yes or No)				
Purchasing Manager Facilitates the purchasing of goods and services Maintains inventory; provides quality control Cultivates relationships with vendors and company reps; Monitors supply chain issues Coordinates, directs, and monitors warehouse personnel and activities			Maximum Number of Years:		Maximum FULL-TIME Hourly Wage:		Maximum FULL-TIME Annual Salary:		Health Care Insurance:			
			Average (Mean) Number of Years:		Average (Mean) FULL-TIME Hourly Wage:		Average (Mean) FULL-TIME Annual Salary:		Paid Time-Off:			
			Minimum Number of Years:		Starting/Minimum FULL-TIME Hourly Wage:		Starting/Minimum FULL-TIME Annual Salary:		Retirement Contribution:			
			<i>(If none, please enter 0 above)</i>									
		PART-TIME EMPLOYEES										
					Years of Experience of PART-TIME Employees		PART-TIME <u>Hourly Wage</u> Employees (Use Hourly Wage if most common to your organization)		PART-TIME <u>Annual Salaried</u> Employees (Use Annual Salary if most common to your organization)		Benefits Offered to Employees (Please enter Yes or No)	
					Maximum Number of Years:		Maximum PART-TIME Hourly Wage:		Maximum PART-TIME Annual Salary:		Health Care Insurance:	
					Average (Mean) Number of Years:		Average (Mean) PART-TIME Hourly Wage:		Average (Mean) PART-TIME Annual Salary:		Paid Time-Off:	
					Minimum Number of Years:		Starting/Minimum PART-TIME Hourly Wage:		Starting/Minimum PART-TIME Annual Salary:		Retirement Contribution:	
		<i>(If none, please enter 0 above)</i>										
JOB DESCRIPTION		FULL-TIME EMPLOYEES										
Job Title	My organization's title for this job:	Number of FULL-TIME Employees Performing this Job (30 or more hours per week)	Years of Experience of FULL-TIME Employees	FULL-TIME <u>Hourly Wage</u> Employees (Use Hourly Wage if most common to your organization)		FULL-TIME <u>Annual Salaried</u> Employees (Use Annual Salary if most common to your organization)		Benefits Offered to Employees (Please enter Yes or No)				
Accountant Prepares, records, and posts fixed journal entries; Maintains general ledger Reconciles subsidiary records, accounts, ledgers, etc. Compiles and presents information at board meetings and other meetings/purposes Receives, organizes, and codes invoices; makes adjustments; prepares vendor/other payments			Maximum Number of Years:		Maximum FULL-TIME Hourly Wage:		Maximum FULL-TIME Annual Salary:		Health Care Insurance:			
			Average (Mean) Number of Years:		Average (Mean) FULL-TIME Hourly Wage:		Average (Mean) FULL-TIME Annual Salary:		Paid Time-Off:			
			Minimum Number of Years:		Starting/Minimum FULL-TIME Hourly Wage:		Starting/Minimum FULL-TIME Annual Salary:		Retirement Contribution:			
			<i>(If none, please enter 0 above)</i>									
		PART-TIME EMPLOYEES										
					Years of Experience of PART-TIME Employees		PART-TIME <u>Hourly Wage</u> Employees (Use Hourly Wage if most common to your organization)		PART-TIME <u>Annual Salaried</u> Employees (Use Annual Salary if most common to your organization)		Benefits Offered to Employees (Please enter Yes or No)	
					Maximum Number of Years:		Maximum PART-TIME Hourly Wage:		Maximum PART-TIME Annual Salary:		Health Care Insurance:	
					Average (Mean) Number of Years:		Average (Mean) PART-TIME Hourly Wage:		Average (Mean) PART-TIME Annual Salary:		Paid Time-Off:	
					Minimum Number of Years:		Starting/Minimum PART-TIME Hourly Wage:		Starting/Minimum PART-TIME Annual Salary:		Retirement Contribution:	
		<i>(If none, please enter 0 above)</i>										

Appendix III: Part-Time Customer Service Representatives

Table 3: Number of Employees, Years of Experience, Hourly Wage, and Benefits: Part-Time Customer Service Representatives of Energy Providers and Other Employers

Energy Providers (n=2)				Other Employers (n=8)			
Customer Service Representative (Part-Time)				Customer Service Representative (Part-Time)			
	Number of Employees	Years of Experience	Hourly Wage		Number of Employees	Years of Experience	Hourly Wage
Maximum	1	10	\$22.34	Maximum	6	7.87	\$18.64
Average (Mean)	1	10	\$21.03	Average (Mean)	3.5	5.49	\$16.07
Minimum	1	10	\$18.39	Minimum	1	1	\$12.25
Available Benefits				Available Benefits			
Health Care Insurance		0%		Health Care Insurance		50%	
Paid Time-Off		0%		Paid Time-Off		50%	
Retirement Contribution		0%		Retirement Contribution		50%	
Education Assistance		0%		Education Assistance		50%	

The table above shows that one of the energy providers has one part-time customer service representative on staff. One other employer has one part-time customer service representative on staff, while another employs six. The energy provider does not offer benefits to the part-time worker. One of the two other employers provides all four benefits to part-time workers.

Appendix IV: Initial Letter to Employers



**FORT HAYS STATE
UNIVERSITY**

Forward thinking. World ready.

March 6, 2023

THE DOCKING INSTITUTE OF PUBLIC AFFAIRS

{Employer}

Dear {Name},

We are reaching out to you as part of a wage survey that the Docking Institute of Public Affairs is conducting for a local organization. That organization is seeking area wage ranges for these four job types in their organization:

Customer service representative
Office manager
Purchasing manager
Accountant

We would like to gather wage data directly from you or your head of HR for any of these four job types in your organization. Docking Institute will be sharing top-line findings (minimum wage, maximum wage, and median/average wage) directly with each organization that responds to the wage survey. We will keep all survey data confidential. In reporting top-line and full results, at no time will the Docking Institute disclose any wage survey information in an identifiable way.

We will follow up this letter with an email that includes a simple to fill-in Excel spreadsheet. If we cannot locate an email on your organization's website, we will follow up with a phone call to request a preferred email address. We hope your organization will participate and thank you for your time and consideration! Please contact us if you have any questions.

Sincerely,



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Appendix V: Follow-Up Email

Subject: Job, Wages, Benefits (very short) Survey

Hello X,

You should have received a letter recently describing a wage survey that we are conducting. This is the follow-up email described in that letter. The attached spreadsheet is the survey.

The spreadsheet lists four jobs: customer service representative, office manager, purchasing manager, and accountant. Key tasks/duties are shown with each job title. Your organization may have alternative job titles for the tasks/duties described. There is space to add alternative job titles.

The spreadsheet has columns for the number of employees performing each job, years of experience, compensation (hourly wage or annual salary), and whether specific benefits are offered to employees. There are rows for full-time employees and part-time employees.

Please report information for employees performing AT LEAST 75% of the tasks/duties described for each applicable job. Employees may perform additional tasks/duties, but they are to perform at least 75% of the tasks/duties shown.

When providing compensation data for each job, please use either the wage column or the salary column, whichever is most common to your organization.

As noted in the letter, the Docking Institute will share top-line findings (minimum wage, maximum wage, and average wage) directly with each organization that responds to the survey. We will keep all survey data confidential. In reporting top-line and full results, at no time will the Docking Institute disclose any wage survey information in an identifiable way.

Please feel free to forward this email and attachment to others in your organization if necessary. If I may assist by emailing directly to others, I will be more than happy to do so.

After the spreadsheet is filled out, please save it, and email it to Mike Walker at mwalker@fhsu.edu.

Thank you for your time,

Mike

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