

Minot State University Staff Satisfaction Report

June 2022

The Staff Satisfaction Survey was conducted in late April 2022. 260 benefited staff employees were invited to participate. Invitations to participate were sent to the employees Minot State email. The survey period was open for three weeks and several reminders to participate were sent. At the close of the survey 145 responses were collected, yielding a 56% response rate. Most respondents were female (54.0%) and just over half (60.4%) held a current position of Administrative/Professional Staff. Nearly all the respondents, (96.4%) were full-time employees at Minot State. Years of experience varied with 27.8% indicating they have been employed at Minot State for 1-5 years, 25.8% serving 6-10 years, and 15.0% serving 11-15 years at Minot State.

The Staff Satisfaction Survey was broken into five sections, Job Satisfaction, State of the Institution, State of the Staff, Support Services, and Staff Governance. Minot State staff were asked to indicate their level of satisfaction to numerous statements under each of the five sections. After indicating the level of satisfaction to statements, the participant was given the opportunity to provide comments. Below is a summary of the comments.

Job Satisfaction (41 individual comments)

Areas of Concern:

- Proposed campus restructure is problematic for staff
- Faculty treated better than staff
- NDCPD benefits campus and is often forgotten about
- Lack of change based on previous survey results
- Collaboration among departments
- Increased workload
- Ineffective new hire orientation/on-boarding process
- Lack of trust
- No accountability
- Staff not valued or appreciated
- Inequitable pay/poor compensation
- Lack of communication

No initiative
Administration not open to ideas/suggestions
Employee recognition
No follow through by administration on grievances

Positive Comments:

Autonomy and flexibility
Administration open to ideas and discussion
Great staff overall
Benefits are good
Relations/Communication among staff is good
Staff Senate
Staff are heard and appreciated

State of the Institution (25 individual comments)

Areas of Concern:

Lack of teamwork/collaboration
Lack of strategic plan/clear mission, vision and values
Administration does not support committee work/No common goals
Lack of effective upper administration
Poor budgeting/athletics continues to spend and others cannot
Staff do not have a voice in major campus decisions
Lack of community/collaboration/teamwork
President's Staff neglects to improve morale
Student recruiting/Need for better scholarships
Compensation/Poor salaries
Budget constraints/Lack of funding
Inadequate technology
Student financial support
Lack of communication to staff on campus decisions

Positive Comments:

Enjoy working environment
Minot State always seems to be trying to improve

State of the Staff (22 individual comments)

Areas of Concern:

Lack of accountability
Lack of clear job roles
Faculty and staff relations is poor
Faculty run MSU- They act entitled
Lack of collaboration between faculty and staff/too many silos
Administration is laxed
Poor morale

Positive Comments:

Staff value students and their success/well-being
Competent, hard-working staff
Lots of great staff
Staff work well together

Support Services (61 individual comments)

Areas of Concern:

Athletics
Business Office Resources
Alumni Office
International Office
Need more communication from the President on campus events
Registrar's Office
Sodexo
Could use customer service training
Lack of timely responses from faculty/administration

Positive Comments:

Facilities management
IT Department
Print and Design
Student ID Office
Wellness Center

Staff Governance (17 individual comments)

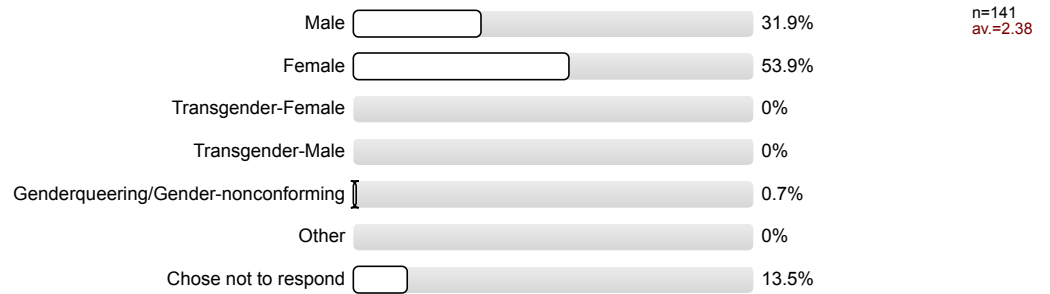
Areas of Concern:

Staff Senate unable to make changes
Staff Senate has become too much work to be a member of
Much of Staff Senate work is overlooked
Customer service training is offered, but not required/ More should take advantage of professional development opportunities
Senators do not share what is happening at Senate meetings with staff as a whole
Recognition needs improvement
Staff Senate does not have a voice/Not respected by administration
Staff should have the option to change schedules for the summer/more flexibility
Inconsistent offering of training
High turnover rates among staff, needs to be looked into

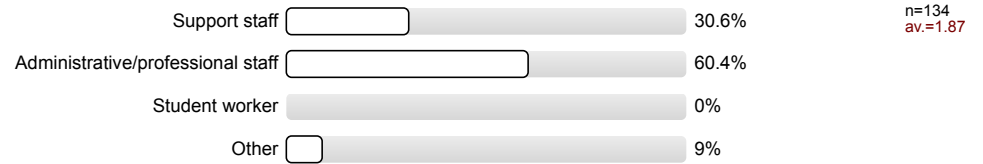
Positive Comments:

Staff Senate does a great work
Staff concerns are considered when making decisions
Departments are encouraged to attend professional development opportunities
Staff Senate has improved communication with administration, faculty, and staff

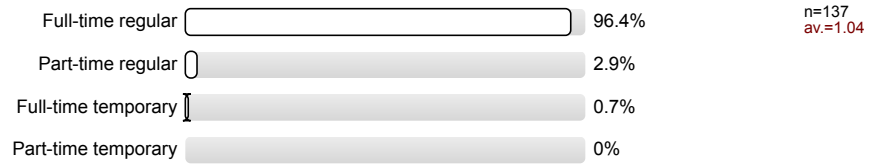
9.1) What is your gender?



9.2) What is your current position?



9.3) Employment Status



9.4) How many years of service to Minot State?



Profile

Subunit: General Surveys

Name of the course: 2022 Staff Satisfaction Survey
(Name of the survey)

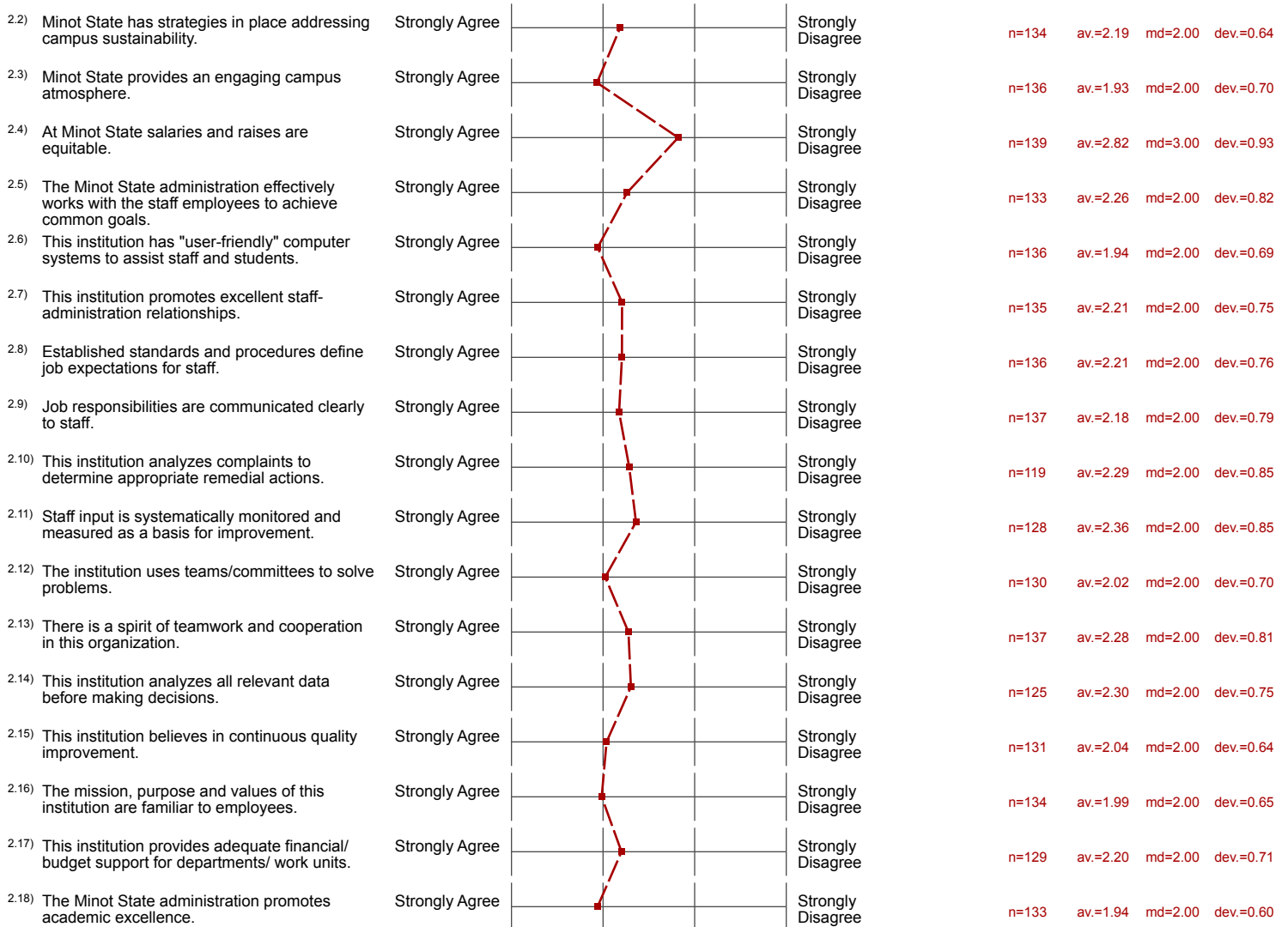
Values used in the profile line: Mean

1. Job Satisfaction: Select the option that best describes your level of satisfaction or dissatisfaction with the following aspects of your role as a staff member.

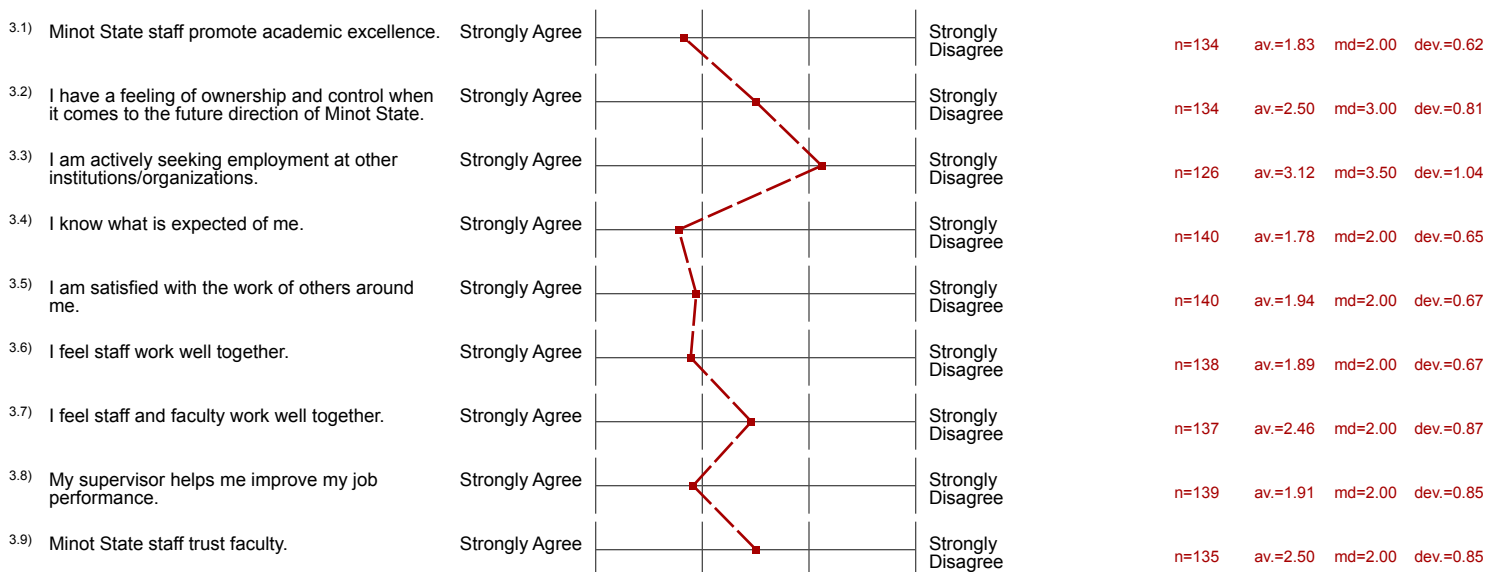


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution





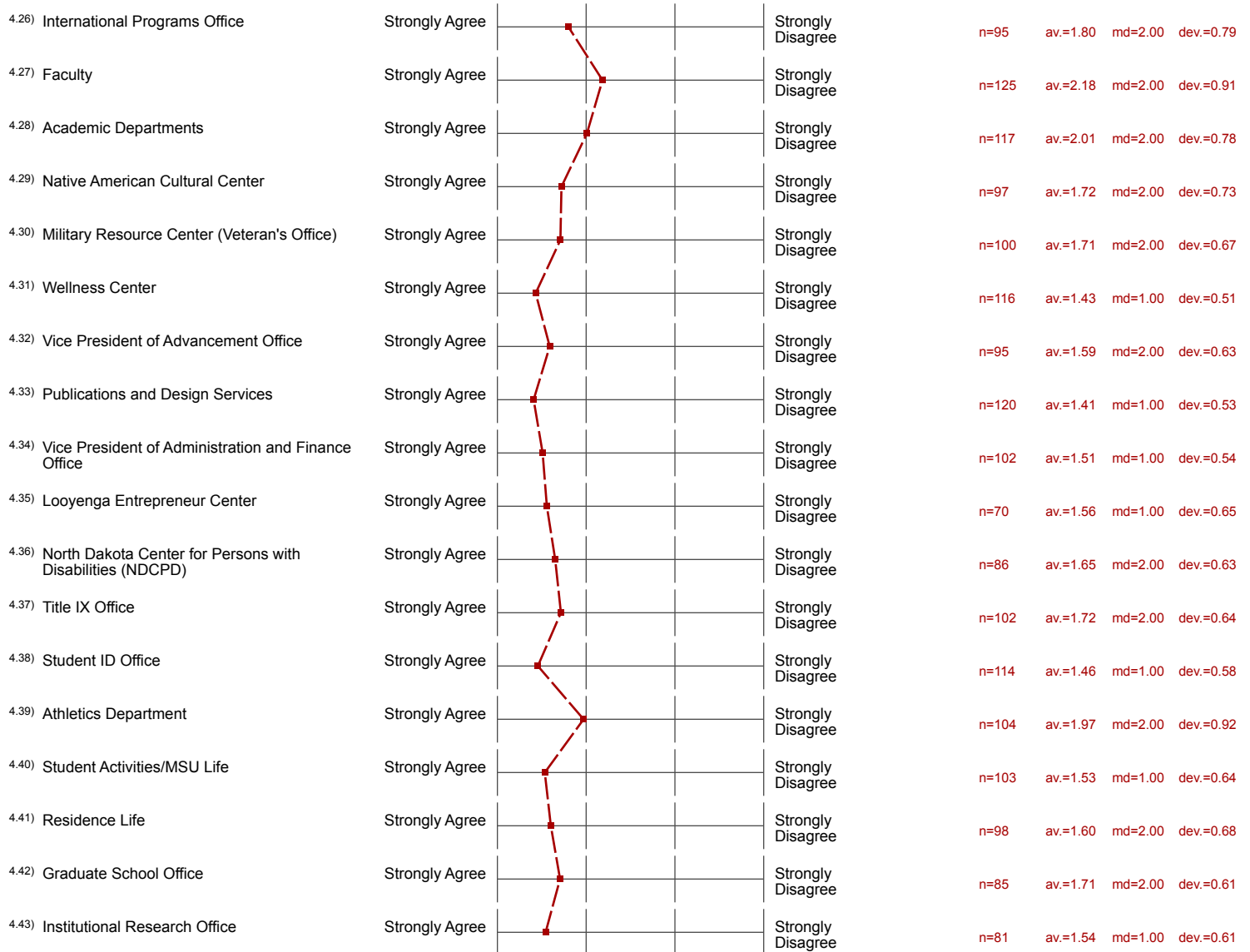
3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.



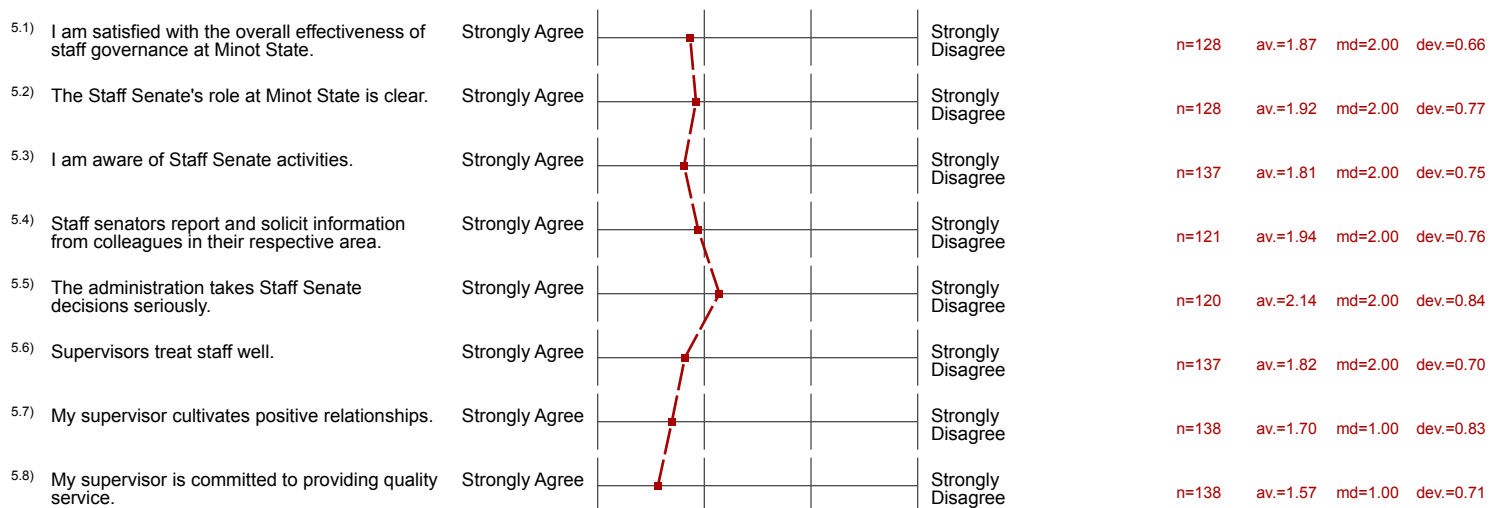
3.10) Minot State faculty trust staff.	Strongly Agree		Strongly Disagree	n=133	av.=2.65	md=3.00	dev.=0.89
--	----------------	--	-------------------	-------	----------	---------	-----------

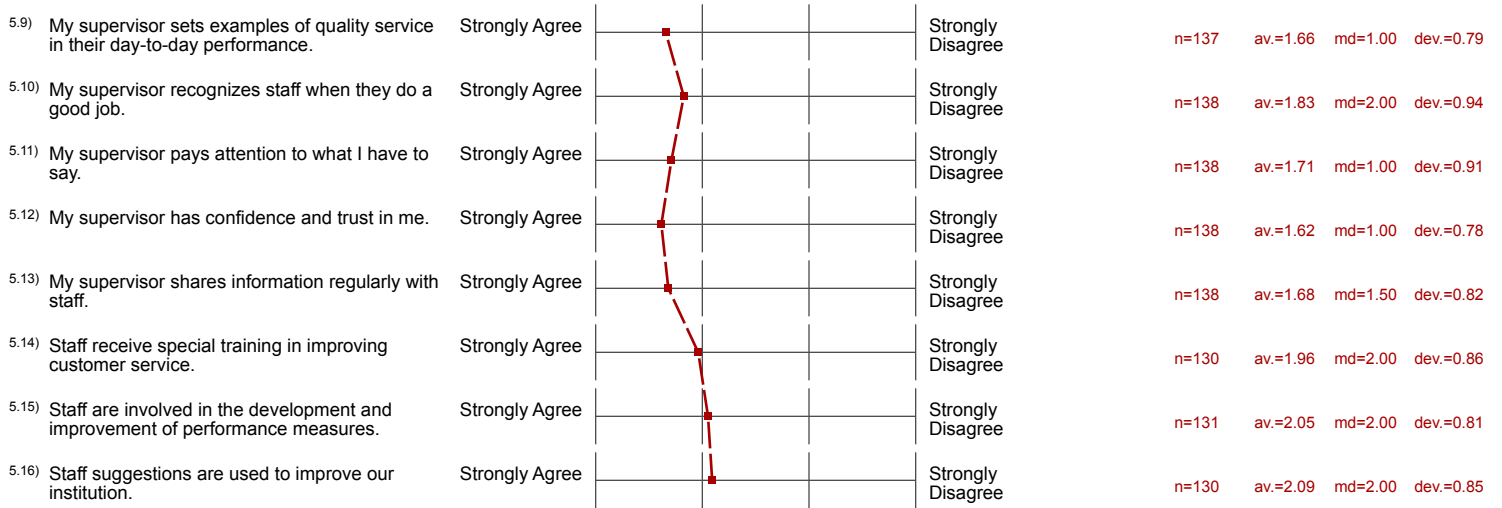
4. I receive adequate support/services from:

4.1) My specific department	Strongly Agree		Strongly Disagree	n=138	av.=1.62	md=1.00	dev.=0.75
4.2) The Business Office	Strongly Agree		Strongly Disagree	n=128	av.=1.73	md=2.00	dev.=0.72
4.3) The Center for Extended Learning (CEL)	Strongly Agree		Strongly Disagree	n=89	av.=1.74	md=2.00	dev.=0.61
4.4) Enrollment Services	Strongly Agree		Strongly Disagree	n=107	av.=1.66	md=2.00	dev.=0.66
4.5) Human Resources	Strongly Agree		Strongly Disagree	n=125	av.=1.77	md=2.00	dev.=0.76
4.6) Library	Strongly Agree		Strongly Disagree	n=93	av.=1.72	md=2.00	dev.=0.70
4.7) Facilities Management (maintenance, custodial)	Strongly Agree		Strongly Disagree	n=137	av.=1.51	md=1.00	dev.=0.65
4.8) Cafeteria/food services	Strongly Agree		Strongly Disagree	n=105	av.=1.87	md=2.00	dev.=0.79
4.9) Marketing Office	Strongly Agree		Strongly Disagree	n=112	av.=1.63	md=2.00	dev.=0.66
4.10) University Communications (Public Information Office)	Strongly Agree		Strongly Disagree	n=120	av.=1.53	md=1.50	dev.=0.55
4.11) Financial Aid Office	Strongly Agree		Strongly Disagree	n=108	av.=1.53	md=1.50	dev.=0.55
4.12) Counseling Services	Strongly Agree		Strongly Disagree	n=80	av.=1.55	md=2.00	dev.=0.55
4.13) IT Central	Strongly Agree		Strongly Disagree	n=135	av.=1.47	md=1.00	dev.=0.61
4.14) Payroll Office	Strongly Agree		Strongly Disagree	n=133	av.=1.41	md=1.00	dev.=0.51
4.15) Bookstore	Strongly Agree		Strongly Disagree	n=107	av.=1.54	md=1.00	dev.=0.60
4.16) Parking Office	Strongly Agree		Strongly Disagree	n=121	av.=1.56	md=2.00	dev.=0.60
4.17) President's Office	Strongly Agree		Strongly Disagree	n=105	av.=1.57	md=2.00	dev.=0.63
4.18) Vice President of Academic Affairs Office	Strongly Agree		Strongly Disagree	n=110	av.=1.67	md=2.00	dev.=0.67
4.19) Vice President of Student Affairs Office	Strongly Agree		Strongly Disagree	n=108	av.=1.65	md=2.00	dev.=0.71
4.20) Health and nursing services	Strongly Agree		Strongly Disagree	n=102	av.=1.57	md=2.00	dev.=0.57
4.21) Registrar's Office	Strongly Agree		Strongly Disagree	n=109	av.=1.65	md=2.00	dev.=0.64
4.22) Security/police services	Strongly Agree		Strongly Disagree	n=129	av.=1.50	md=1.00	dev.=0.56
4.23) Academic Support Center	Strongly Agree		Strongly Disagree	n=99	av.=1.58	md=2.00	dev.=0.54
4.24) Mail Room/Information Desk	Strongly Agree		Strongly Disagree	n=128	av.=1.51	md=1.00	dev.=0.56
4.25) POWER Center	Strongly Agree		Strongly Disagree	n=91	av.=1.58	md=2.00	dev.=0.56



5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.





6. In your opinion, how important is diversity to the following groups at Minot State?

