

Minot State University Staff Satisfaction Report

May 2023

The Staff Satisfaction Survey was conducted in late April 2023. 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 125 responses were collected, yielding a 48% response rate. Most respondents were female (54.0%) and just over half (56%) held a current position of Administrative/Professional Staff. Nearly all the respondents, (96%) were full-time employees at Minot State. Years of experience varied with 33% indicating they have been employed at Minot State for 1-5 years, 20% serving 6-10 years, and 20% 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 (31 individual comments)

Areas of Concern:

Summer hours/flexible work schedule/remote work desired
New employee on boarding/training could use improvement
Lack of communication/announcements of software changes on campus
Administration not addressing issues/complaints- Lack of leadership
Staff not valued or appreciated/recognized
Lack of professional development
Inequitable pay/poor compensation

Positive Comments:

Love my job and love working for MSU
Love the people- Great coworkers
Grateful and appreciative for my job at MSU

State of the Institution (15 individual comments)

Areas of Concern:

Too many programs and too many faculty
Committees comprised of directors, administrators and faculty and not staff who are affected by the change proposed
Flexible hours not available to everyone
Pay/Salary
Lack of awareness of current strategic plan
Lack of training/onboarding
Lot of talk and little action
Lack of communication to all staff on campus updates/decisions
Administration

State of the Staff (13 individual comments)

Areas of Concern:

Lack of collaboration between faculty and staff/ Too many silos
Faculty and staff relations is poor
Overwhelmed and overworked
Lack of feedback/recognition
Lack of communication
Faculty satisfaction takes precedence over staff satisfaction

Positive Comments:

Appreciate the faculty -Good working relationship
Faculty and staff relationships have improved from previous years

Support Services (9 individual comments)

Areas of Concern:

Registrar's Office
Cafeteria/Sodexo Services
Athletics
Mailroom/Information desk lacking regular representation
Many working in silos

Positive Comments:

Custodians/Maintenance Staff
Amazing Staff at MSU
Graduate School

Staff Governance (11 individual comments)

Areas of Concern:

Administration does not consider staff recommendations/Staff Senate suggestions not taken seriously
Training for staff/Professional Development

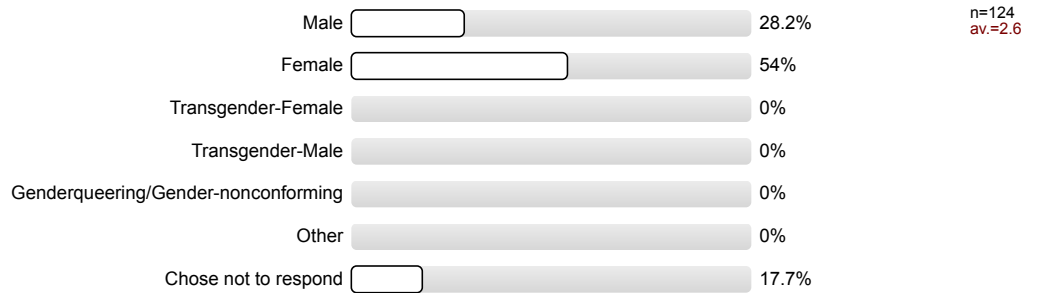
Staff Senate activities are not known to campus
Feedback and recommendations are not heard

Positive Comments:

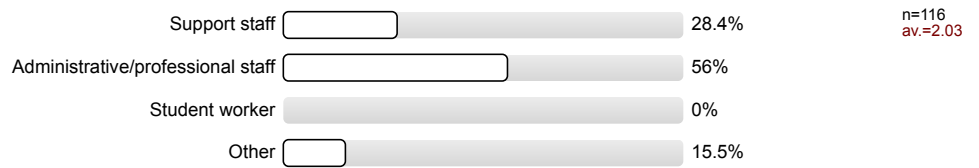
Senate activities are announced and known about
Senate does a great job recognizing staff

9. Demographic Information: Please supply the following information about yourself and position at Minot State.

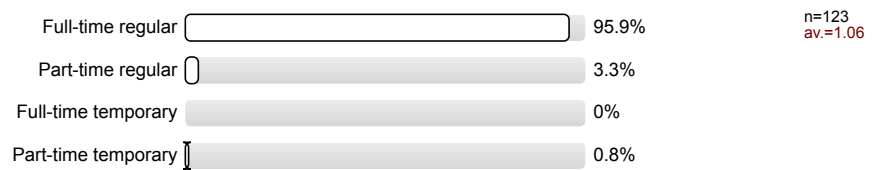
9.1) What is your gender?



9.2) What is your current position?



9.3) Employment Status



9.4) How many years of service to Minot State?



Profile

Name of the survey: **Staff Satisfaction Survey 2023**

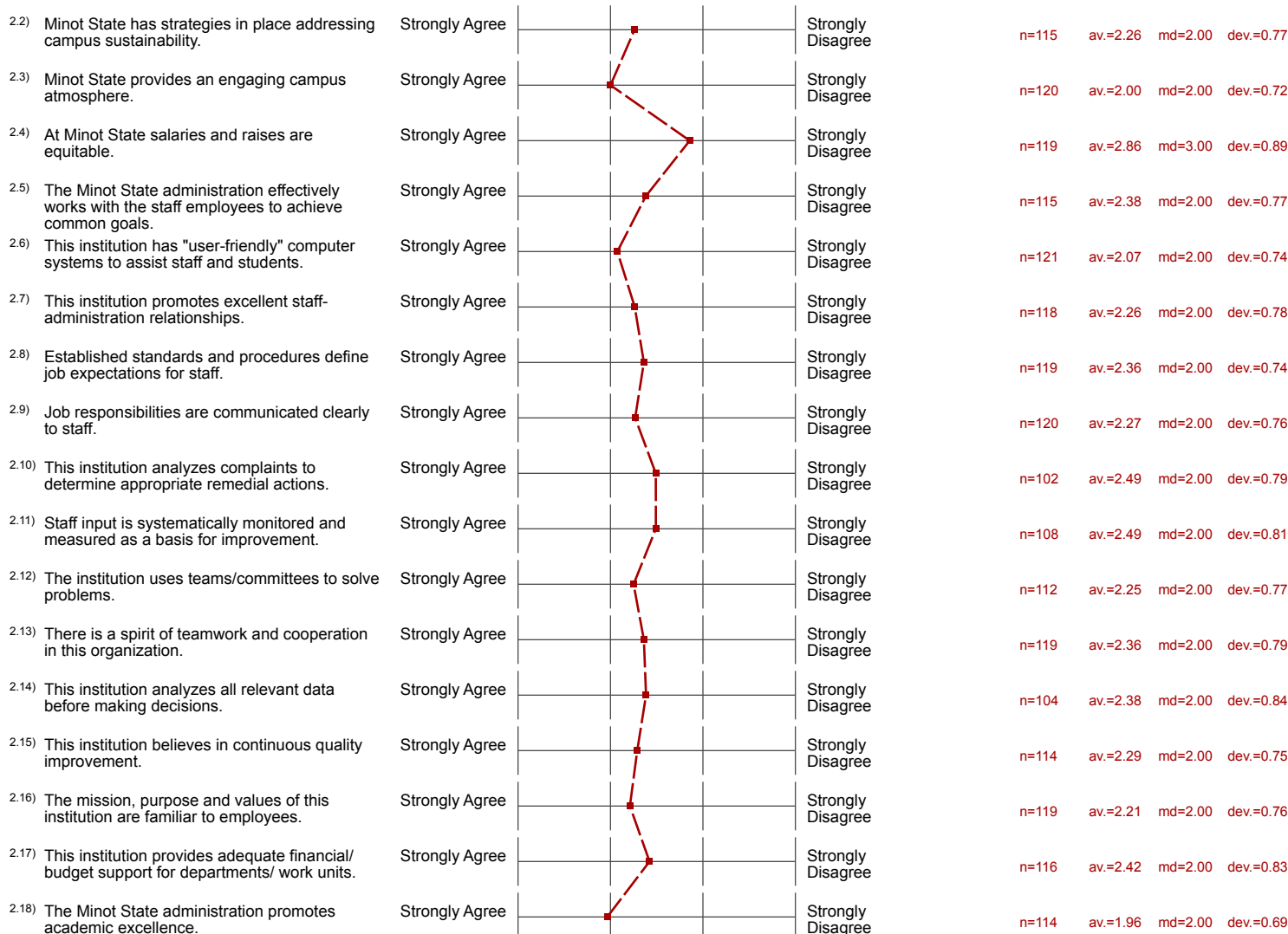
Values used in the profile line: Mean

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.

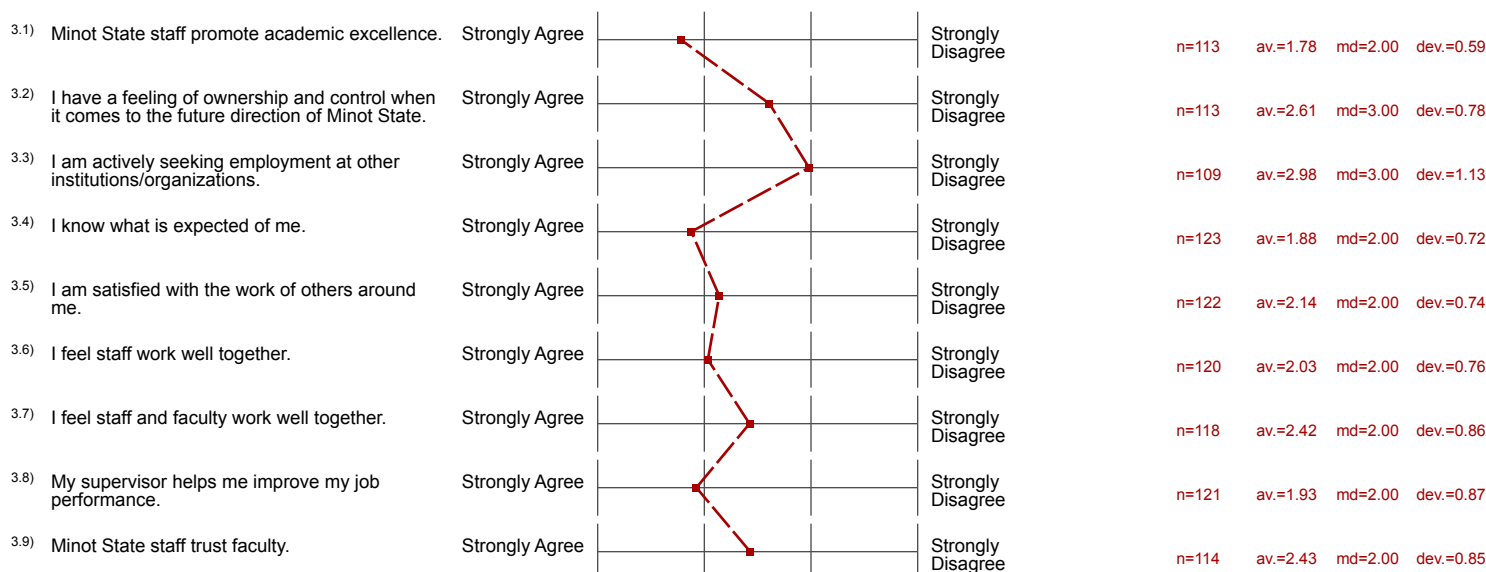


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution





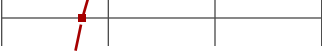











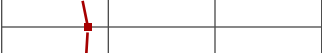












3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.



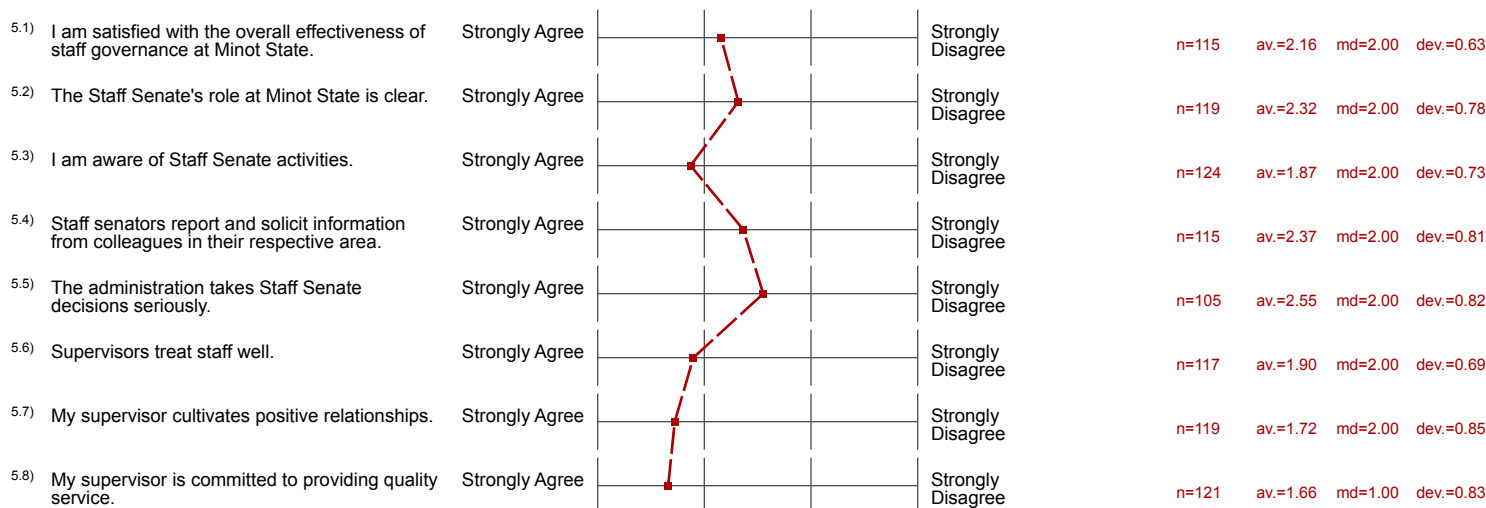
3.10) Minot State faculty trust staff.	Strongly Agree		Strongly Disagree	n=112	av.=2.43	md=2.00	dev.=0.82
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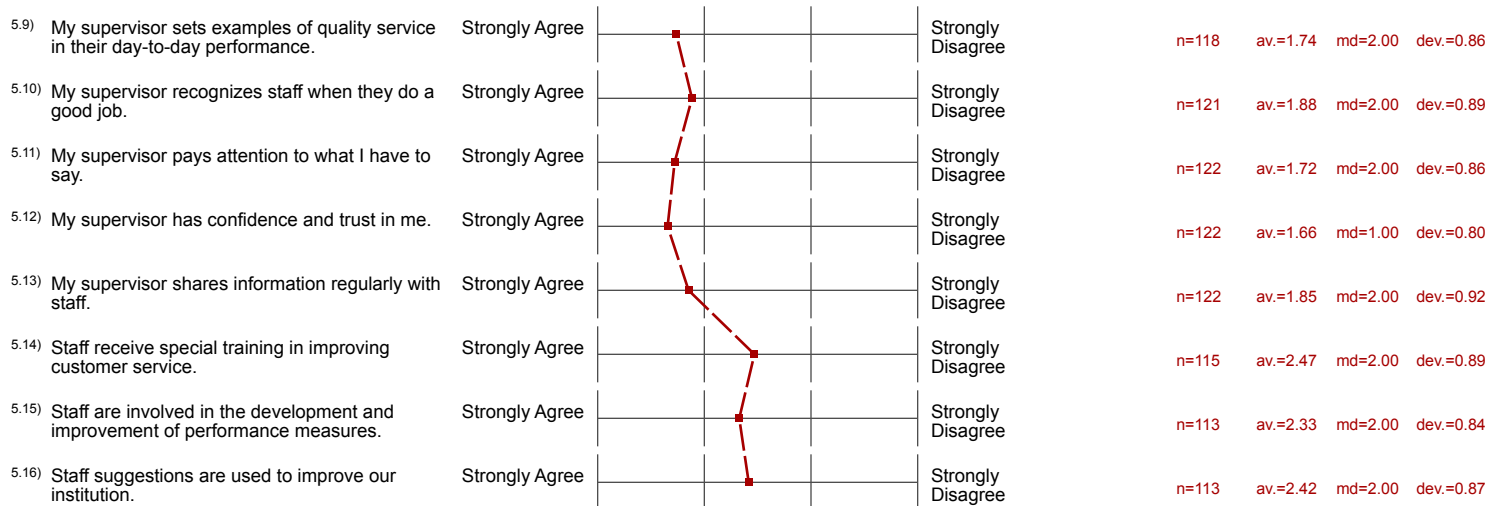
4. I receive adequate support/services from:

4.1) My specific department	Strongly Agree		Strongly Disagree	n=122	av.=1.62	md=1.00	dev.=0.80
4.2) The Business Office	Strongly Agree		Strongly Disagree	n=115	av.=1.93	md=2.00	dev.=0.78
4.3) The Center for Extended Learning (CEL)	Strongly Agree		Strongly Disagree	n=74	av.=1.76	md=2.00	dev.=0.59
4.4) Enrollment Services	Strongly Agree		Strongly Disagree	n=92	av.=1.63	md=2.00	dev.=0.66
4.5) Human Resources	Strongly Agree		Strongly Disagree	n=118	av.=1.81	md=2.00	dev.=0.72
4.6) Library	Strongly Agree		Strongly Disagree	n=71	av.=1.75	md=2.00	dev.=0.53
4.7) Facilities Management (maintenance, custodial)	Strongly Agree		Strongly Disagree	n=117	av.=1.68	md=2.00	dev.=0.69
4.8) Cafeteria/food services	Strongly Agree		Strongly Disagree	n=91	av.=2.18	md=2.00	dev.=0.89
4.9) Marketing Office	Strongly Agree		Strongly Disagree	n=96	av.=1.75	md=2.00	dev.=0.74
4.10) University Communications (Public Information Office)	Strongly Agree		Strongly Disagree	n=104	av.=1.64	md=2.00	dev.=0.62
4.11) Financial Aid Office	Strongly Agree		Strongly Disagree	n=87	av.=1.64	md=2.00	dev.=0.73
4.12) Counseling Services	Strongly Agree		Strongly Disagree	n=72	av.=1.64	md=2.00	dev.=0.66
4.13) IT Central	Strongly Agree		Strongly Disagree	n=118	av.=1.48	md=1.00	dev.=0.60
4.14) Payroll Office	Strongly Agree		Strongly Disagree	n=123	av.=1.63	md=2.00	dev.=0.60
4.15) Bookstore	Strongly Agree		Strongly Disagree	n=90	av.=1.60	md=2.00	dev.=0.60
4.16) Parking Office	Strongly Agree		Strongly Disagree	n=99	av.=1.69	md=2.00	dev.=0.66
4.17) President's Office	Strongly Agree		Strongly Disagree	n=94	av.=1.81	md=2.00	dev.=0.69
4.18) Vice President of Academic Affairs Office	Strongly Agree		Strongly Disagree	n=88	av.=1.77	md=2.00	dev.=0.69
4.19) Vice President of Student Affairs Office	Strongly Agree		Strongly Disagree	n=87	av.=1.89	md=2.00	dev.=0.81
4.20) Health and nursing services	Strongly Agree		Strongly Disagree	n=73	av.=1.66	md=2.00	dev.=0.56
4.21) Registrar's Office	Strongly Agree		Strongly Disagree	n=86	av.=1.73	md=2.00	dev.=0.73
4.22) Security/police services	Strongly Agree		Strongly Disagree	n=108	av.=1.53	md=1.00	dev.=0.60
4.23) Academic Support Center	Strongly Agree		Strongly Disagree	n=72	av.=1.74	md=2.00	dev.=0.73
4.24) Mail Room/Information Desk	Strongly Agree		Strongly Disagree	n=104	av.=1.68	md=2.00	dev.=0.74
4.25) POWER Center	Strongly Agree		Strongly Disagree	n=70	av.=1.74	md=2.00	dev.=0.77



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?

