

Minot State University Staff Satisfaction Report

August 2016

The Staff Satisfaction Survey was conducted in late July 2016. 237 staff employees were invited to participate. Invitations to participate were sent to the employees Minot State email. The survey period was open for two weeks and several reminders to participate were sent. At the close of the survey 100 responses were collected, yielding a 42% response rate. A majority of respondents were female (63.2%), 49.4% held a current position of Support Staff. Nearly all of the respondents, (95.6%) were full-time employees at Minot State. A majority (45.3%) of respondents indicated 1-5 years of experience 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 (28 individual comments)

Areas of Concern:

Employee recognition
Salary- compensation
Information sharing is lacking
Budget issues
No advancement incentives
Too many bosses-leadership
Accountability

Positive Comments:

Employee relationships/engagement
Satisfaction with job, people and environment

State of the Institution (24 individual comments)

Areas of Concern:

Budgets-Funds
Administration- Leadership
No strategic plan or vision
No room for advancement
Need to use data to make decisions
Too many committees and meetings

State of the Staff (15 individual comments)

Areas of Concern:

Work load
Administration VP's
Poor morale
Budget cuts

Positive Comments:

Happy- content
great interactions
staff dedication to MSU

Support Services (18 individual comments)

Areas of Concern:

Cafeteria
faculty-staff relations
Mail room-Switchboard

Positive Comments:

IT
HR
VPAA

Staff Governance (16 individual comments)

Areas of Concern:

Employee recognition
Role of Staff Senate
Customer Service

Positive Comments:

Communication Open forums
Supportive environment

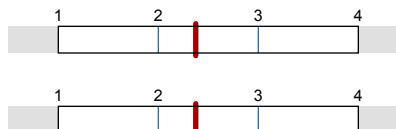


SSS16
No. of responses = 100

Overall indicators

Global Index

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



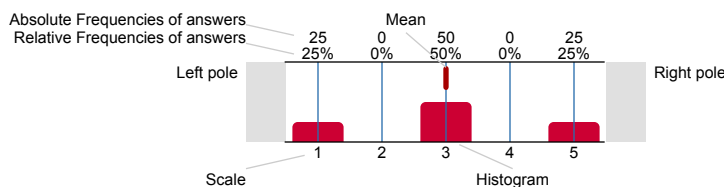
av.=2.37

av.=2.37

Survey Results

Legend

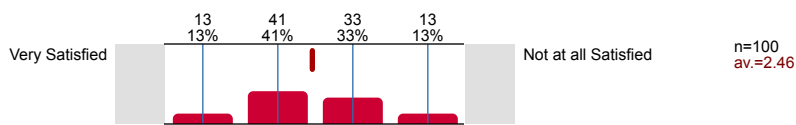
Question text



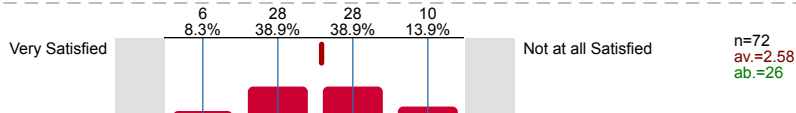
n=No. of responses
av.=Mean
ab.=Abstention

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.

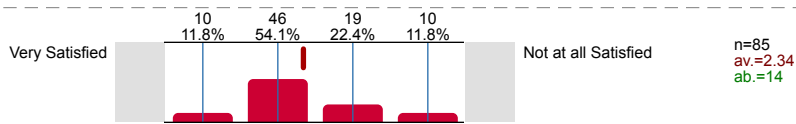
1.1) Opportunity to implement new ideas.



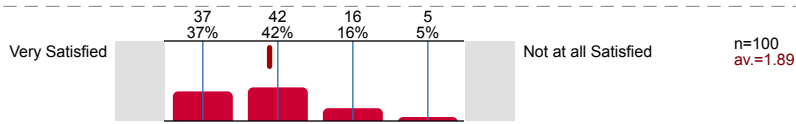
1.2) Recruiting of students.



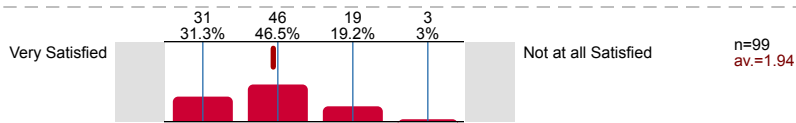
1.3) Scholarship opportunities for staff.



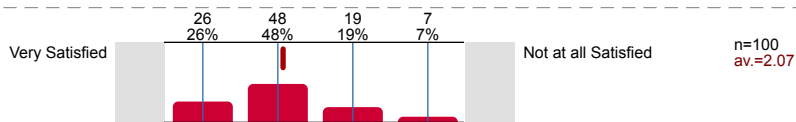
1.4) Working conditions (hours, location, etc).



1.5) Autonomy and Independence.

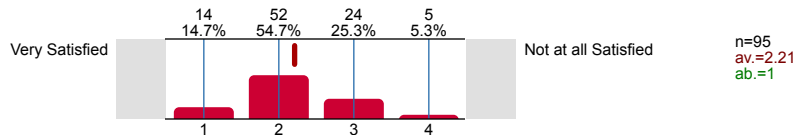


1.6) Professional relationships with other staff employees.



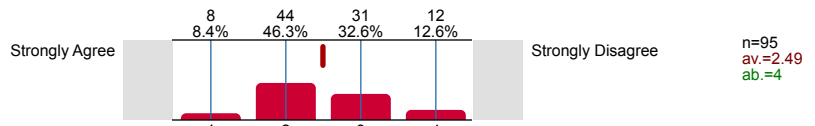


1.19) Overall job satisfaction.

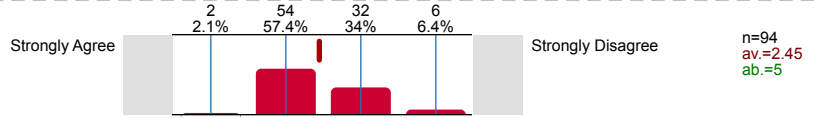


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution

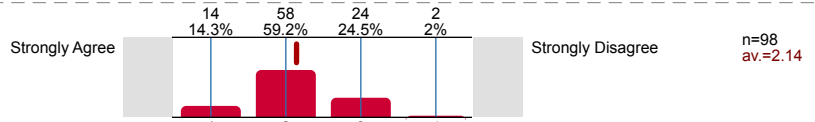
2.1) MSU has clear long-range plans.



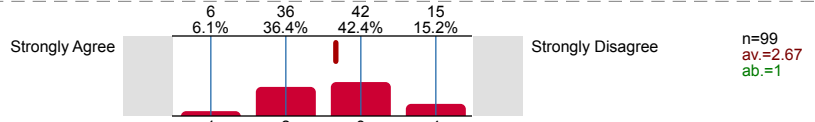
2.2) MSU has strategies in place addressing campus sustainability.



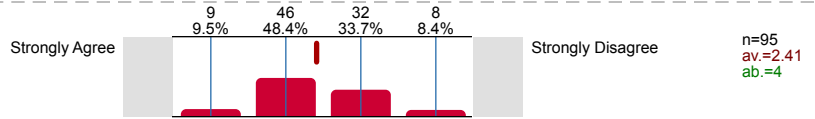
2.3) MSU provides an engaging campus atmosphere.



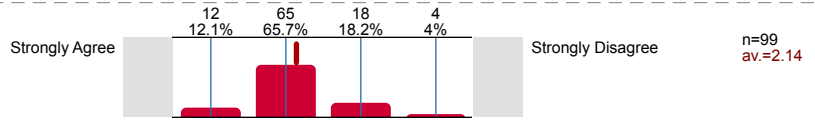
2.4) At MSU salaries and raises are equitable.



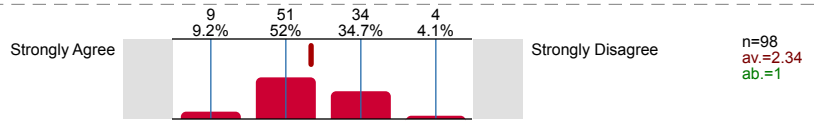
2.5) The MSU administration effectively works with the staff employees to achieve common goals.



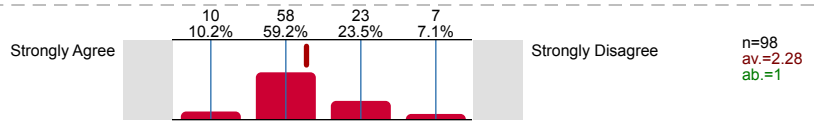
2.6) This institution has "user-friendly" computer systems to assist employees and students.



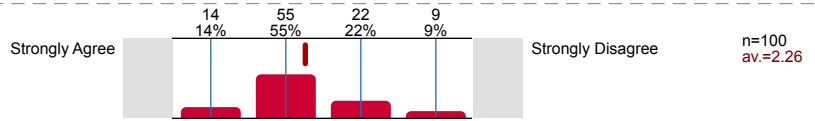
2.7) This institution promotes excellent employee-administration relationships.



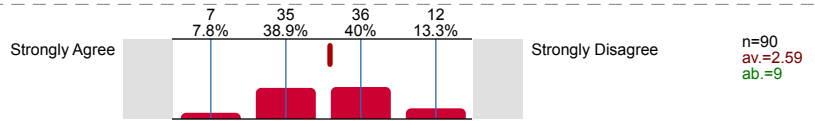
2.8) Established standards and procedures define job expectations for employees.



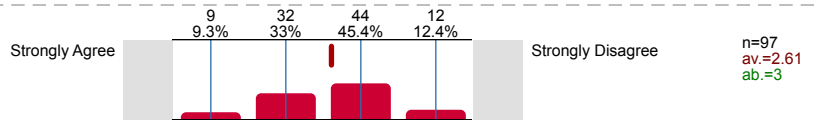
2.9) Job responsibilities are communicated clearly to employees.

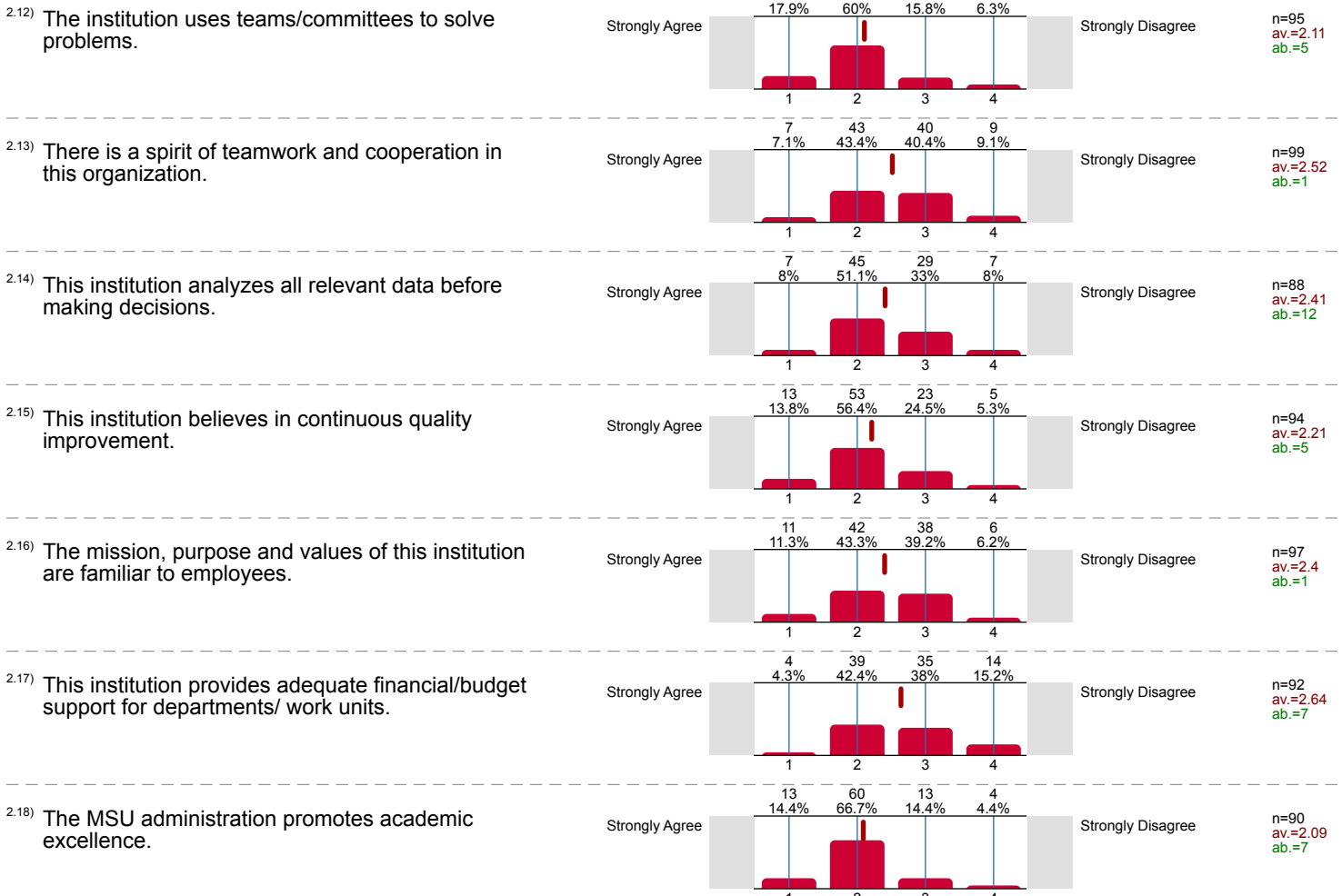


2.10) This institution analyzes complaints to determine appropriate remedial actions.

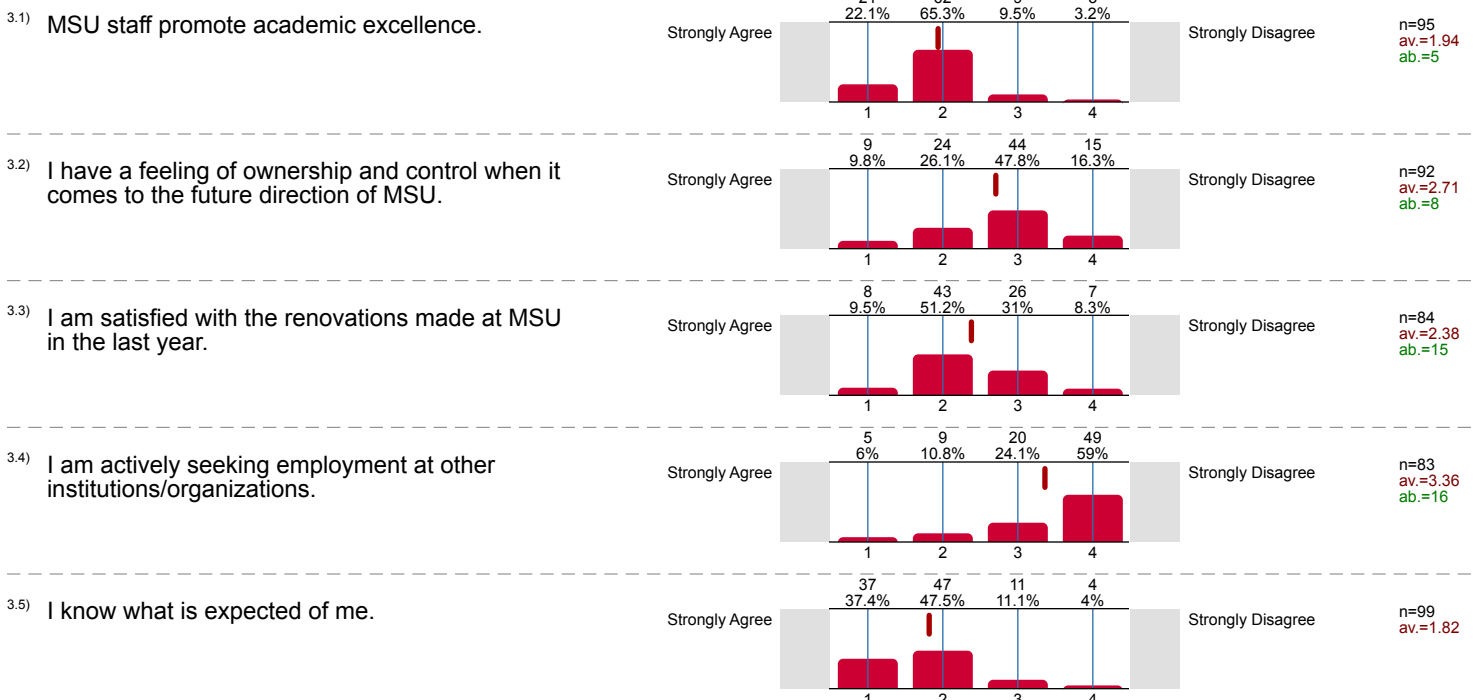


2.11) Staff input is systematically monitored and measured as a basis for improvement.

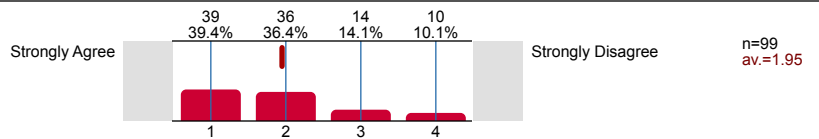




3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.

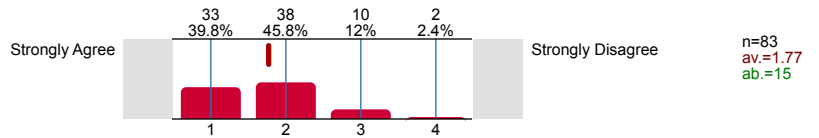


3.6) My supervisor helps me improve my job performance.

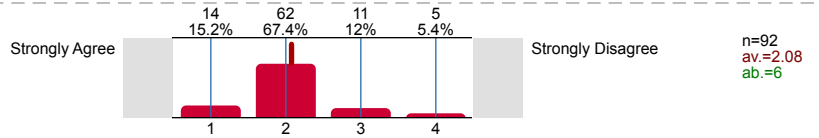


4. I receive adequate support/services from:

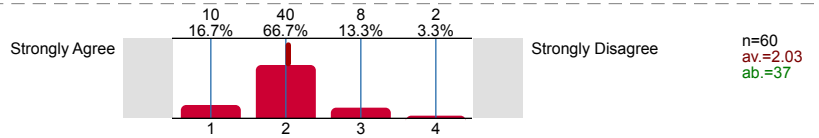
4.1) My specific department within my college



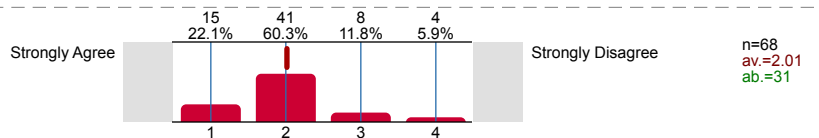
4.2) The Business Office



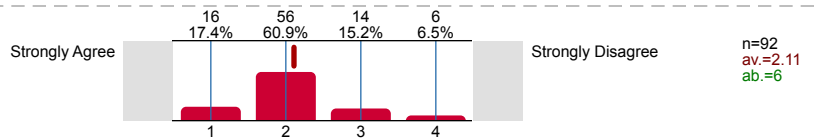
4.3) The Center for Extended Learning



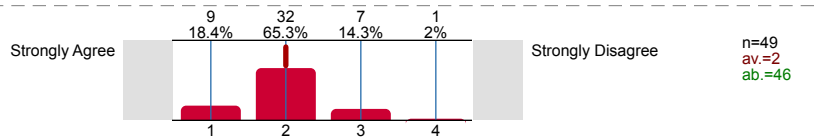
4.4) Enrollment Services



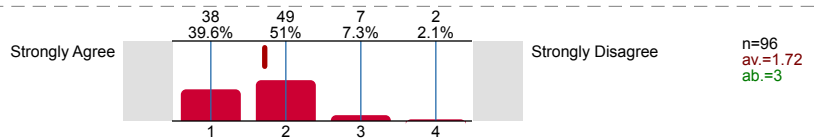
4.5) Human Resources



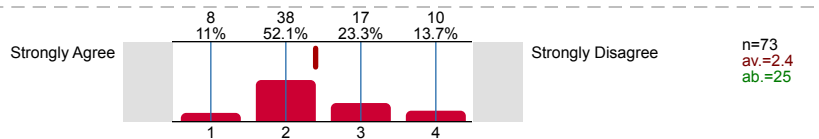
4.6) Library



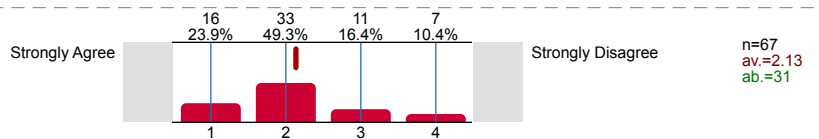
4.7) Plant Services (maintenance, custodial)



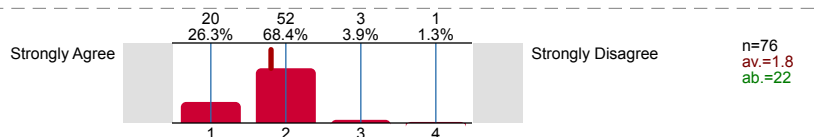
4.8) Cafeteria/food services



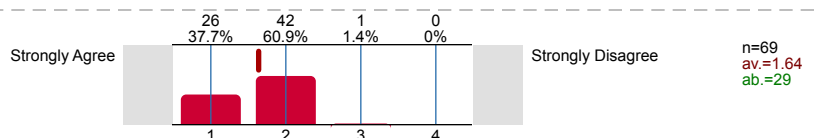
4.9) Marketing Office



4.10) Public Information Office

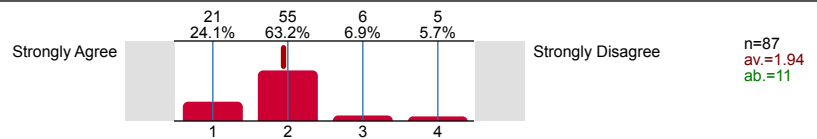


4.11) Financial Aid Office



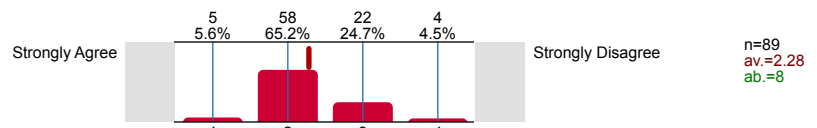


4.24) Mail Room

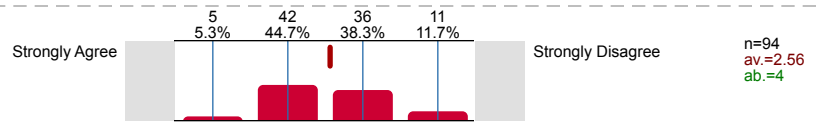


5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.

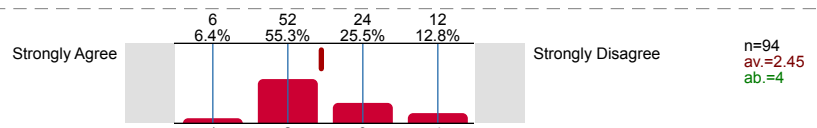
5.1) I am satisfied with the overall effectiveness of staff governance at MSU.



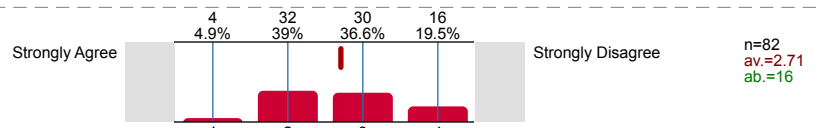
5.2) The Staff Senate's role at MSU is clear.



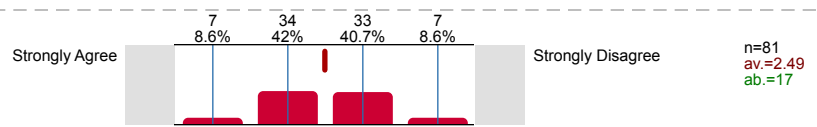
5.3) I am aware of Staff Senate activities.



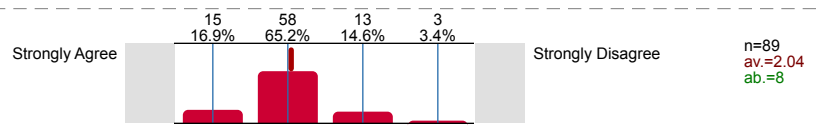
5.4) Staff senators report and solicit information from colleagues in their respective area.



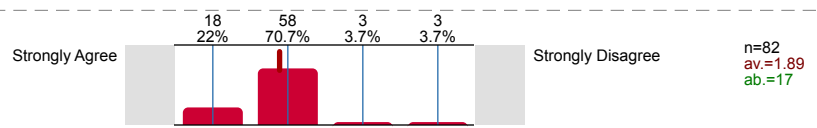
5.5) The administration takes Staff Senate decisions seriously.



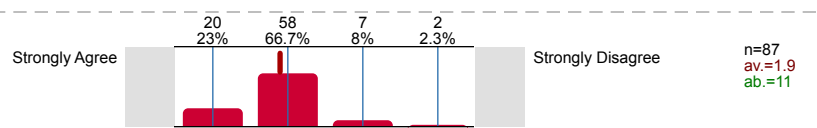
5.6) Administrators treat employees well.



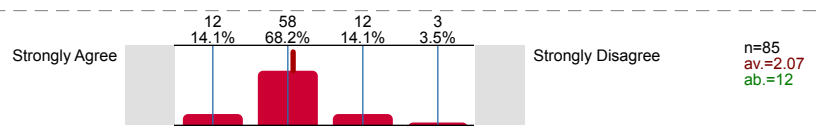
5.7) Administrators cultivate positive relationships with students.



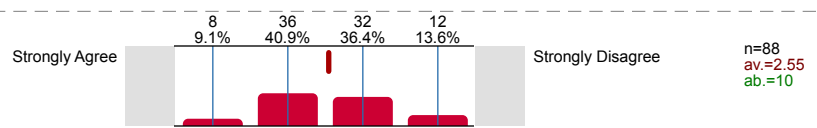
5.8) Administrators are committed to providing quality service.



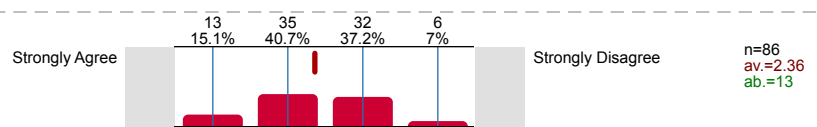
5.9) Administrators set examples if quality service in their day-to-day performance.

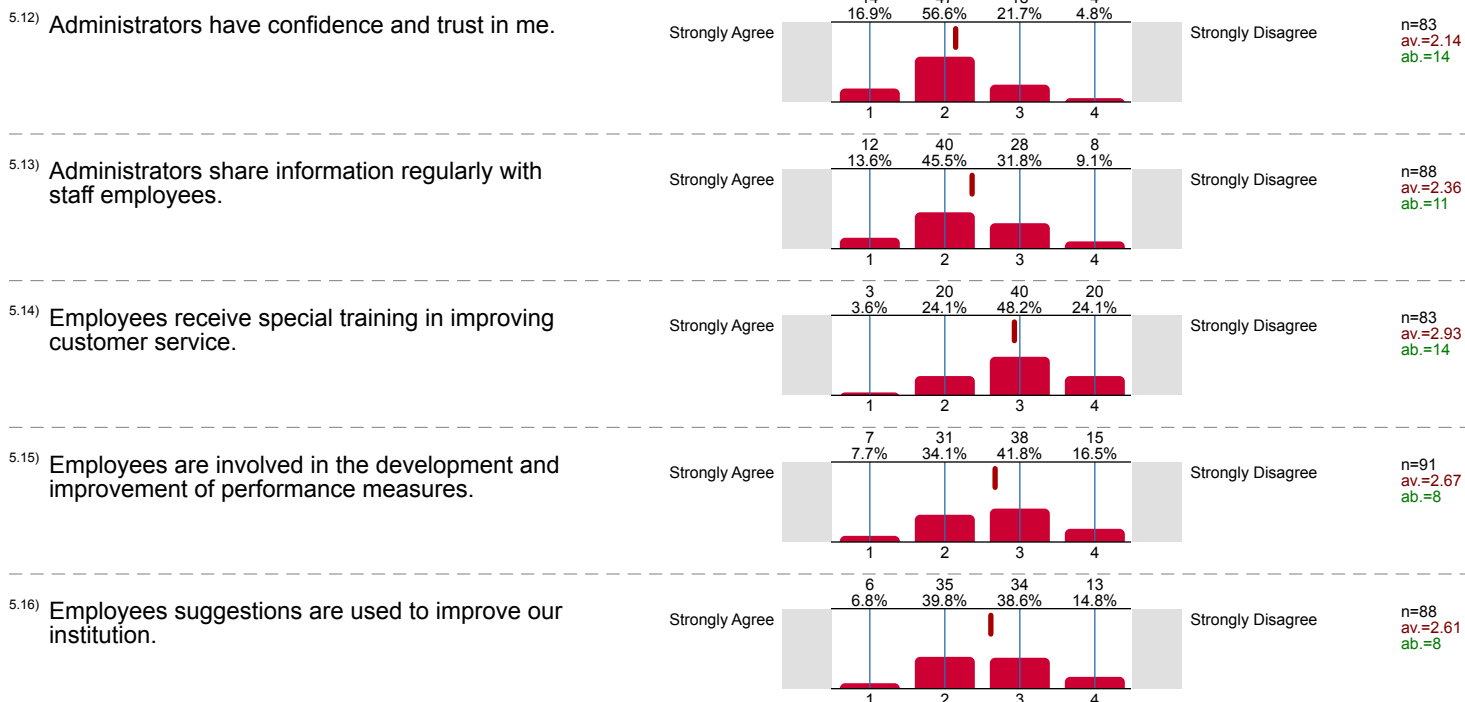


5.10) Administrators recognize staff employees when they do a good job.

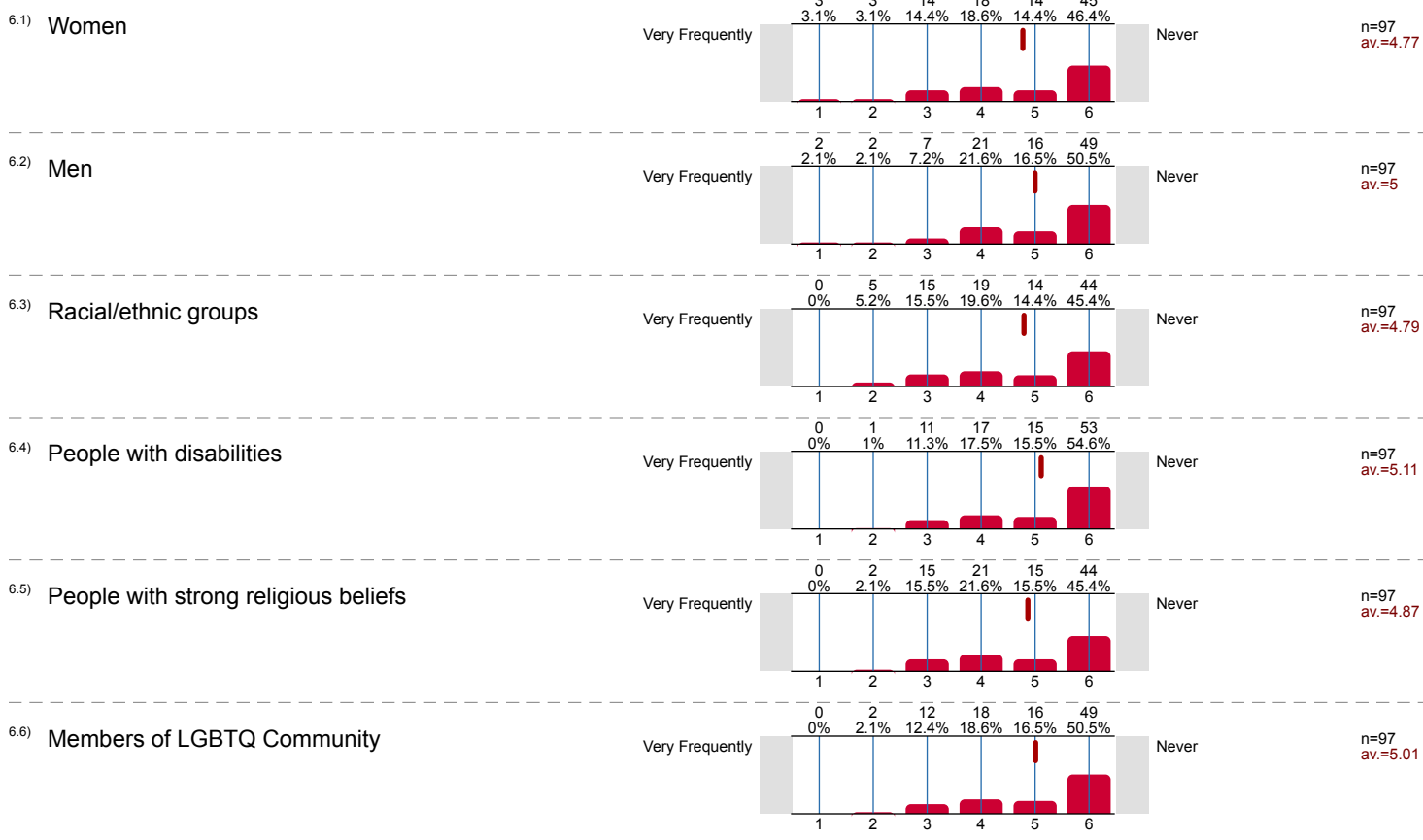


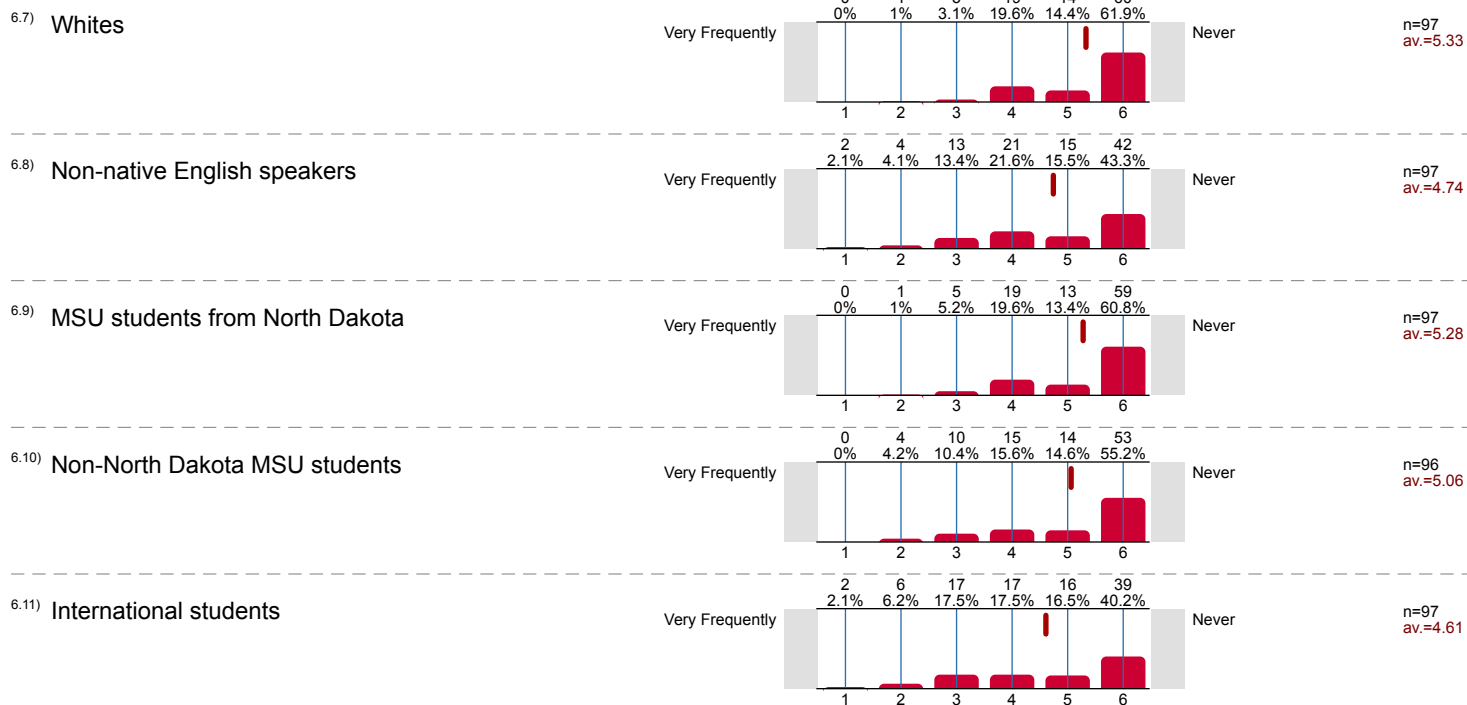
5.11) Administrators pay attention to what I have to say.



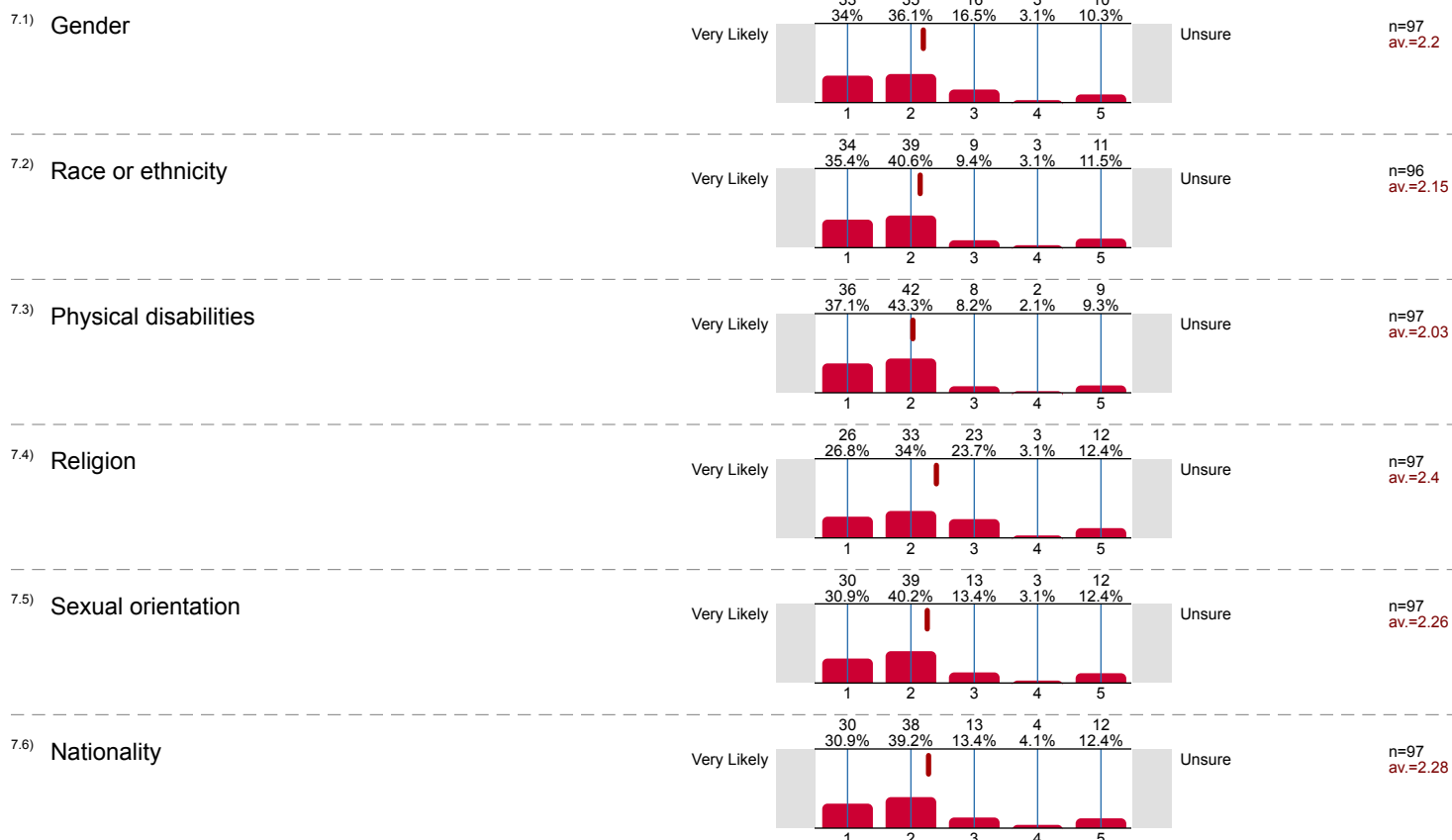


6. Diversity, Multiculturalism, Campus Climate
 During the current academic year, how often have you heard a student, faculty member, or staff member make disparaging remarks about members of the following groups?



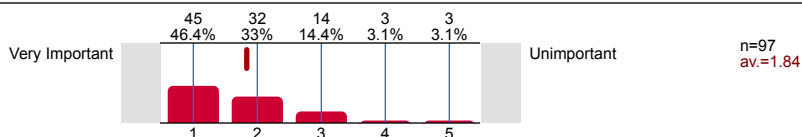


7. All Things considered, how likely are you to challenge others on derogatory comments or behavior regarding:

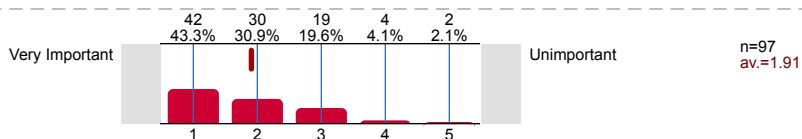


9. In your opinion, how important is diversity to the following groups at MSU?

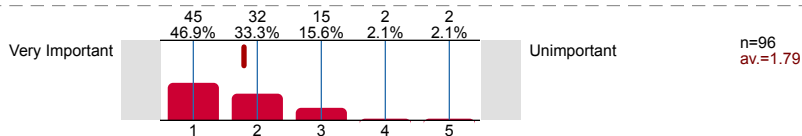
9.1) Faculty members



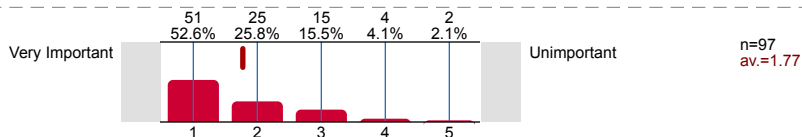
9.2) Staff and administrators



9.3) Student government

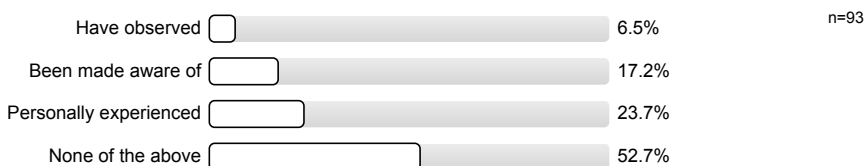


9.4) MSU students



10. For the questions in this section, you will be asked to rate particular statements about hostile work environment. Please provide a response to each statement.

10.1) In the past year, have you observed, been made aware of, or personally experienced conduct (e.g. intimidation, offensive behavior, shunned, etc) creating a hostile working environment?



10.2) If you have observed, been made aware of, or personally experienced conduct which created a hostile work environment, was it due to the individuals (Check all that apply).



11. Below you will find a set of statements about experience regarding sexual misconduct. Please provide a response to each statement.

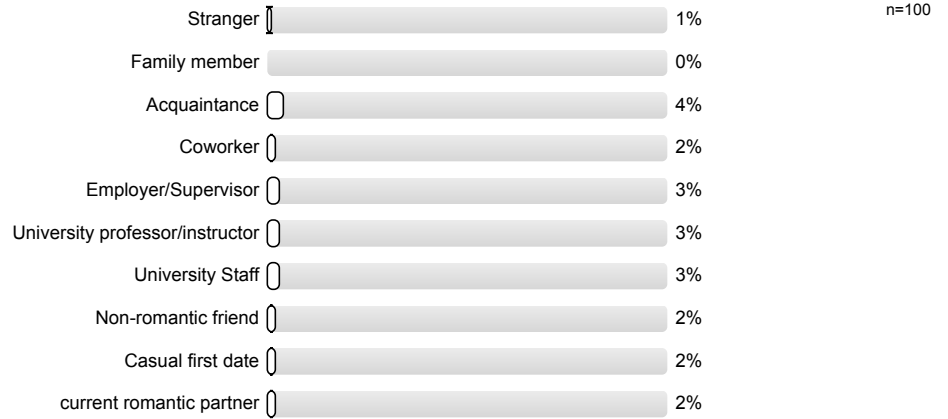
11.1) How much of a problem are unwanted sexual advances on Minot State University campus?



11.2) Since you have been employed at MSU, has coworker told you that he/she was a victim of unwanted sexual contact?



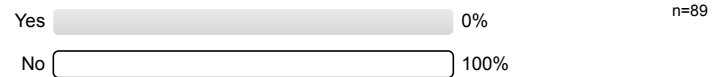
11.5) Who did the Unwanted Behavior involve? (Please check all that apply)



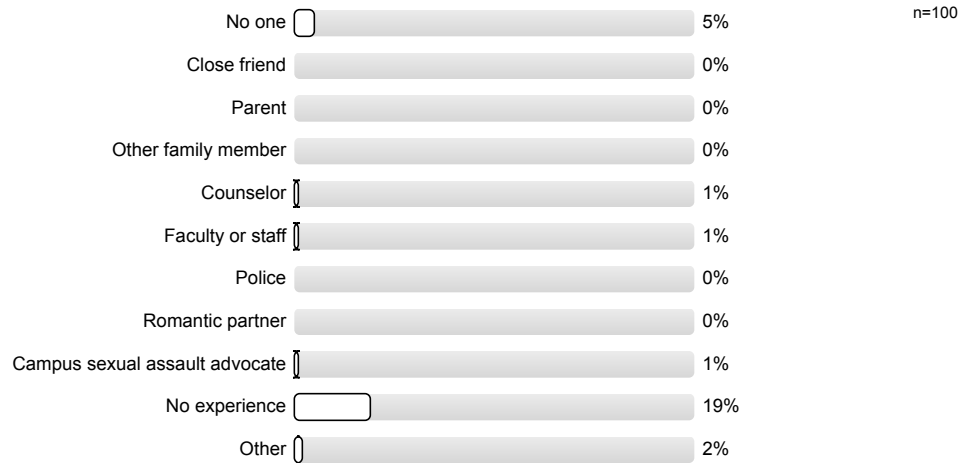
11.6) Where did this incident occur? Select all that apply.



11.8) Has anyone had sexual contact with you by using physical force or threatening to physically harm you?



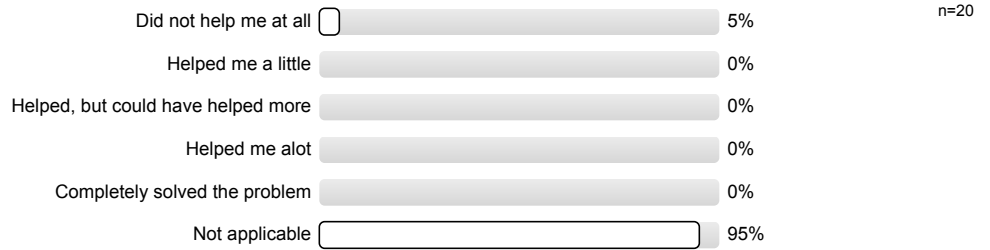
11.9) Who did you tell about the incident? Select all that apply.



11.11) Did you use formal procedures to report the incident?

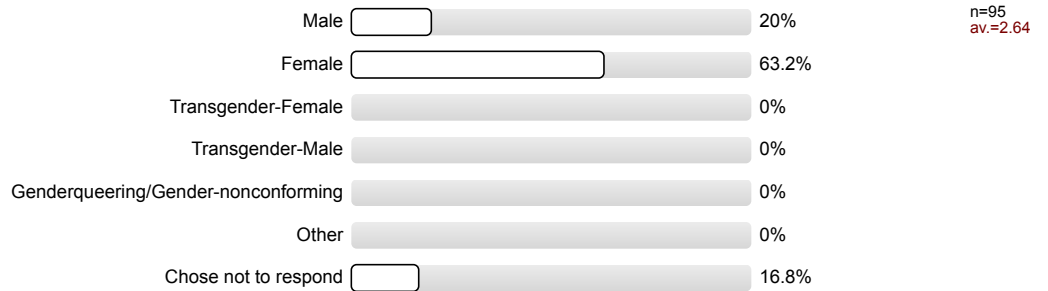


11.12) If yes, did Minot State University's formal procedures help you to deal with problem

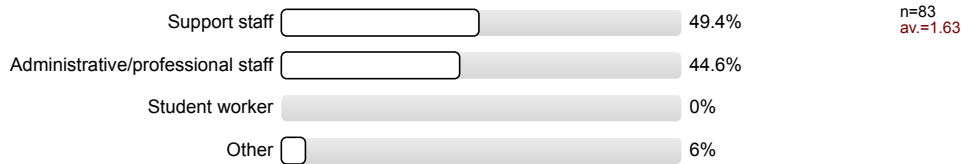


13. Demographic Information: Please supply the following information about yourself and position at MSU.

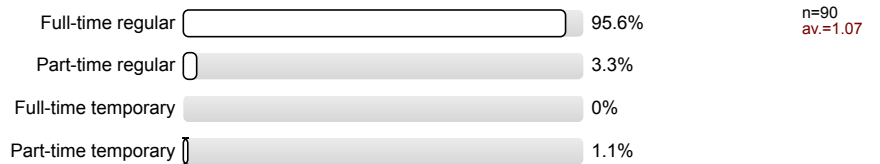
13.1) What is your gender?



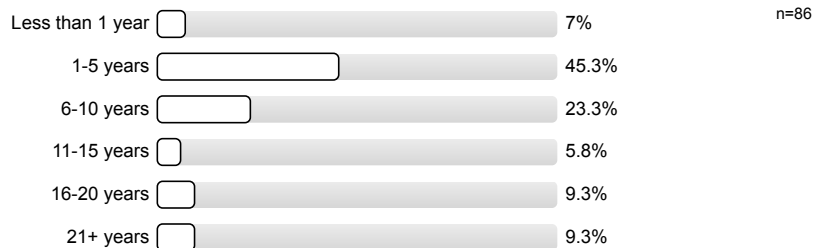
13.2) What is your current position?



13.3) Employment Status



13.4) How many years of service to MSU?



Profile

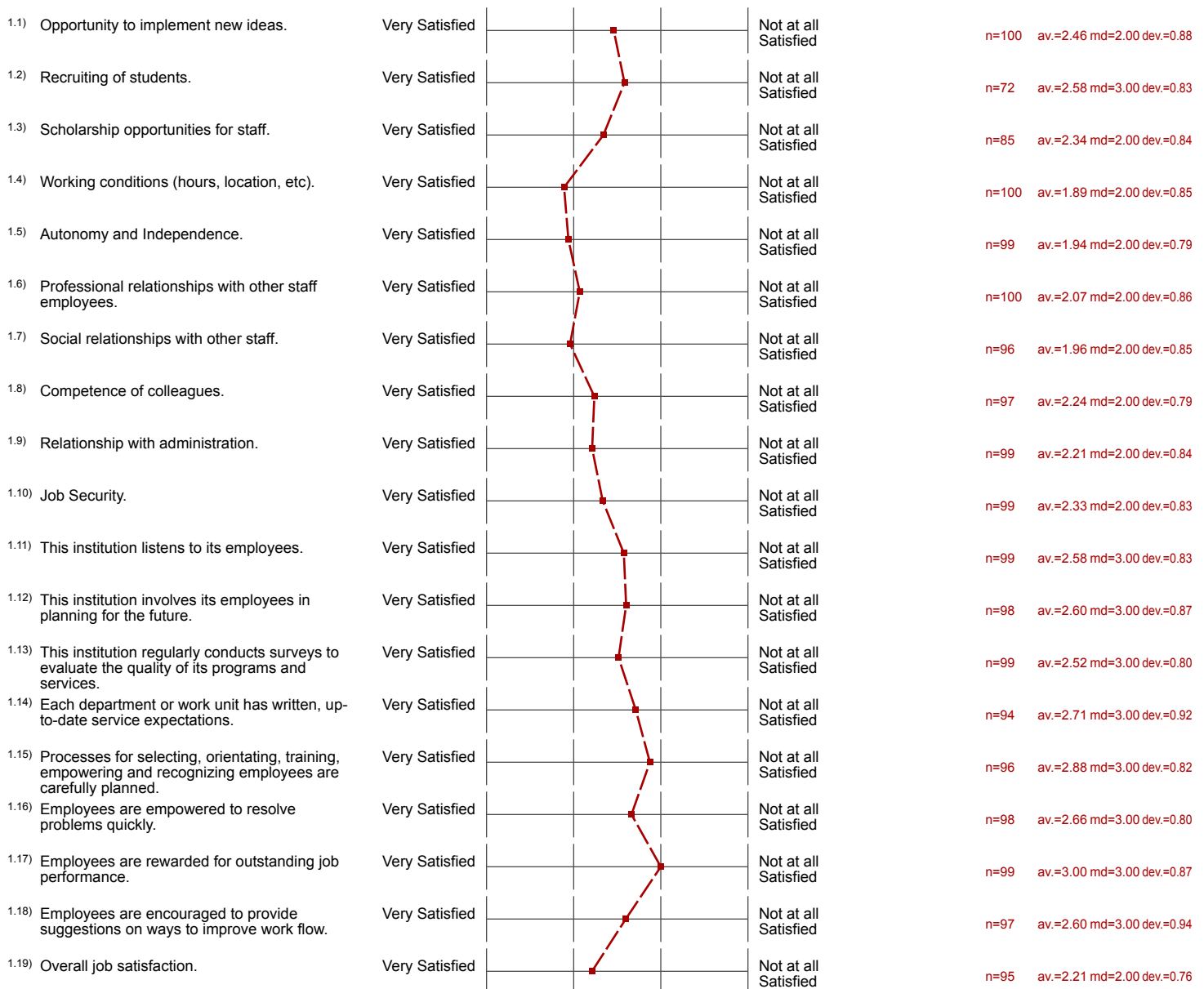
Subunit: General Surveys

Name of the instructor: Cari Olson

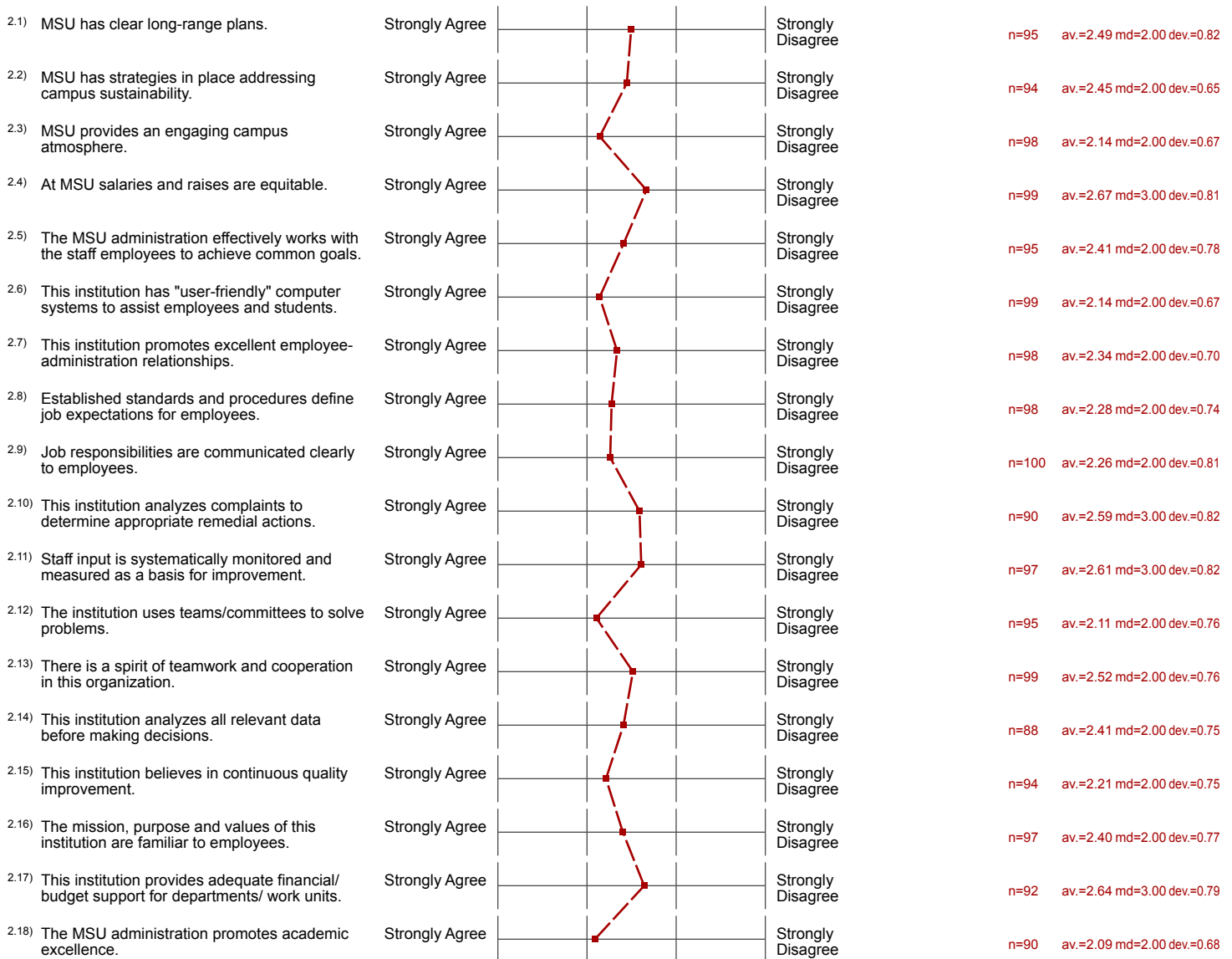
Name of the course: SSS16
(Name of the survey)

Values used in the profile line: Mean

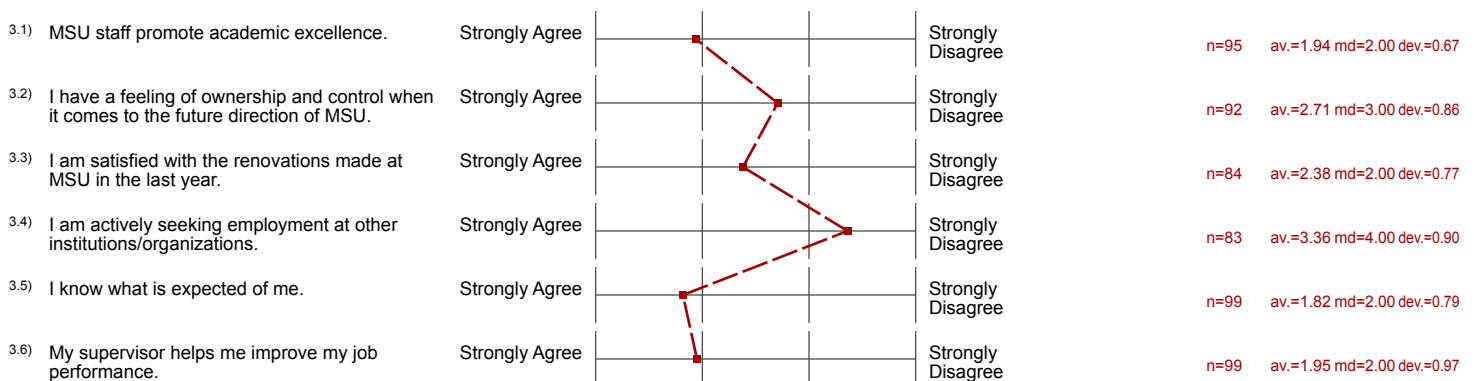
1. Job Satisfaction: Select the option that best describes your level of satisfaction or dissatisfaction with the following aspects of your role as a staff member.



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.

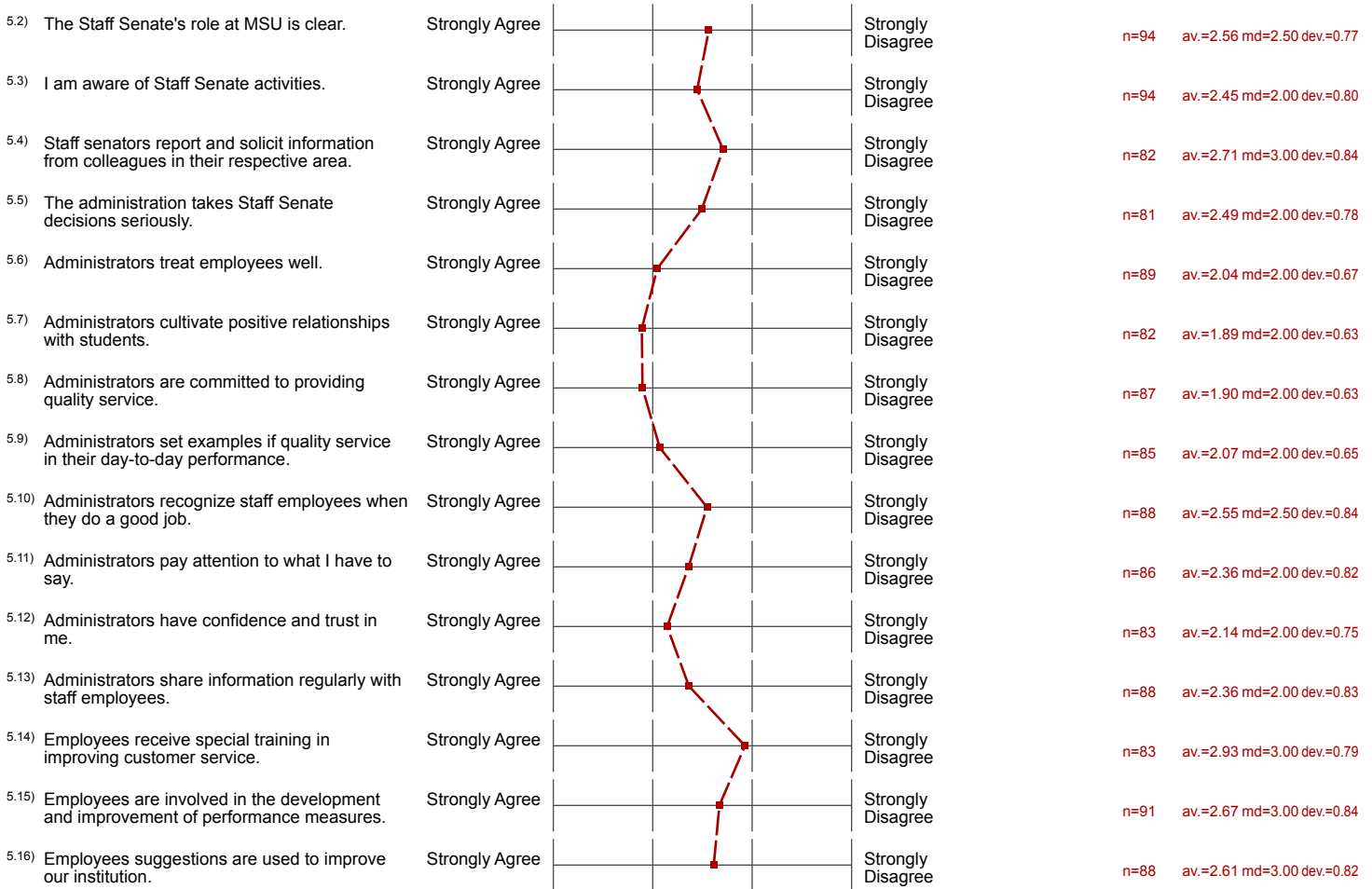


4. I receive adequate support/services from:

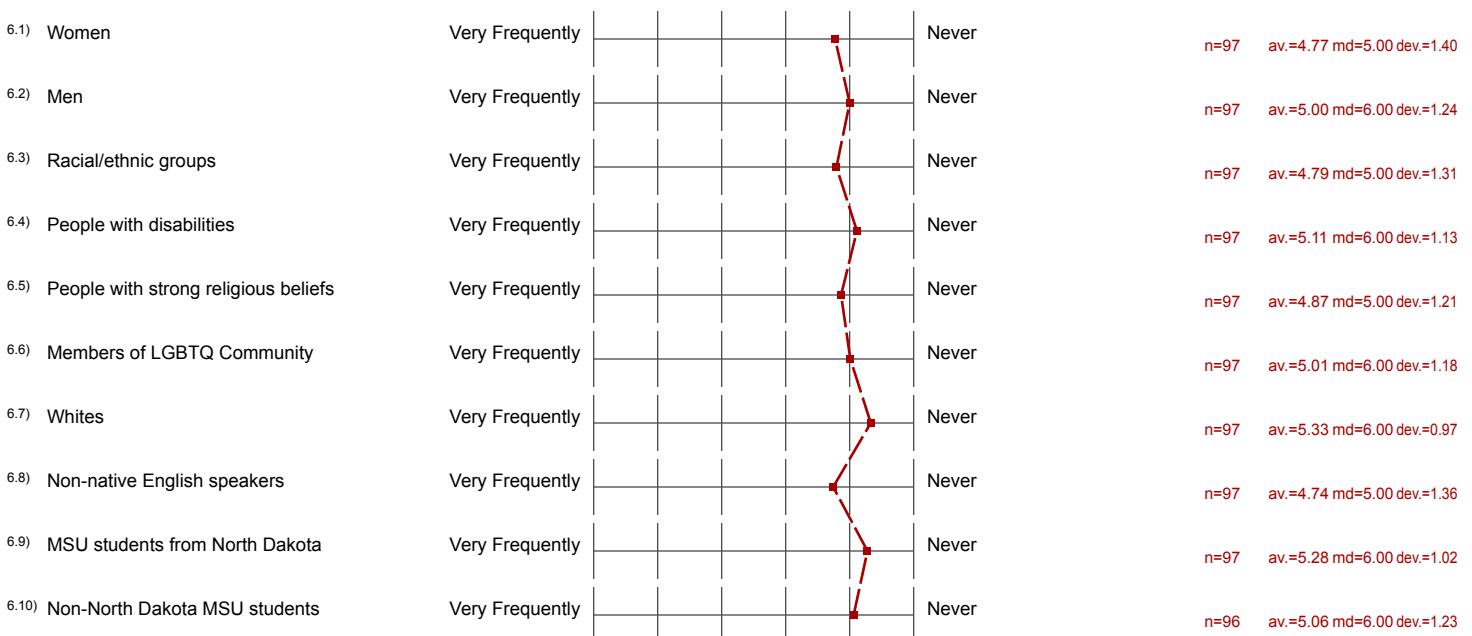


5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.



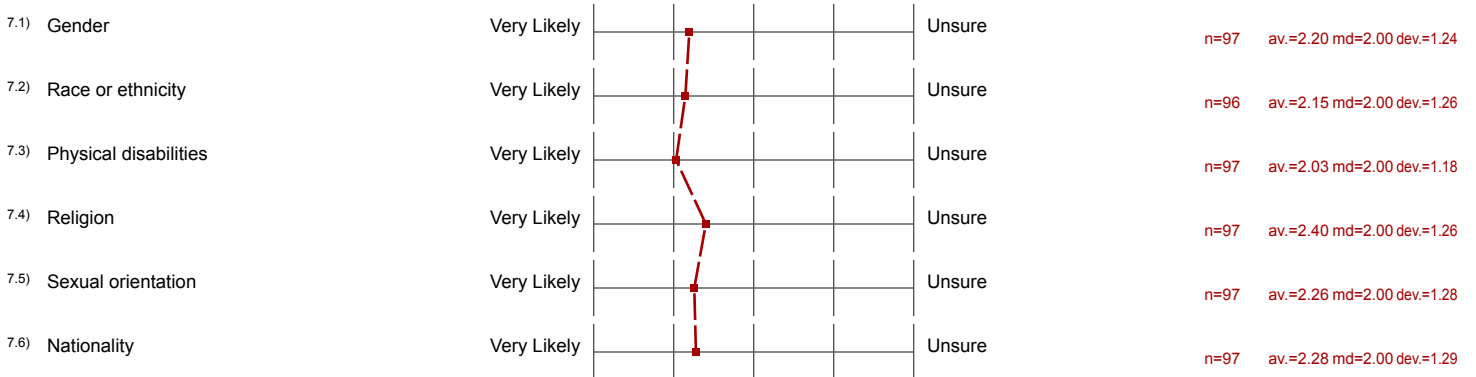


6. Diversity, Multiculturalism, Campus Climate
 During the current academic year, how often have you heard a student, faculty member, or staff member make disparaging remarks about members of the following groups?





7. All Things considered, how likely are you to challenge others on derogatory comments or behavior regarding:



9. In your opinion, how important is diversity to the following groups at MSU?

