

Minot State University Staff Satisfaction Report

May 2017

The Staff Satisfaction Survey was conducted in late April 2017. 267 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 107 responses were collected, yielding a 40% response rate. A majority of respondents were female (63.7%) and just over half (55.2%) held a current position of Administrative/Professional Staff. Nearly all of the respondents, (95.8%) were full-time employees at Minot State. Years of experience varied with 34.4% indicating they have been employed at Minot State for 1-5 years, 22.6% serving 6-10 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 (34 individual comments)

Areas of Concern:

Lack of professional development
Low morale- work environment
Administration
Job security
Budget Issues

Positive Comments:

Satisfaction with job
Administration
Strategic Plan
Be in the Knows are good

State of the Institution (33 individual comments)

Areas of Concern:

Budget Issues- financial support
Work Environment- morale
Inequitable salaries
Lack of mission or future plans
Administration

Positive Comments:

Administration- leadership

State of the Staff (22 individual comments)

Areas of Concern:

Low morale
Lack of professional development
Lack of teamwork and direction from administration
Differential treatment of staff

Positive Comments:

Satisfied with job
Satisfied with support from supervisor

Support Services (23 individual comments)

Areas of Concern:

Mailroom personnel and hours of operation
Marketing and Public Information
Cafeteria hours
Security Services
Lack of leadership

Positive Comments:

Excellent support services
Enrollment Services Office
Campus Security

Staff Governance (16 individual comments)

Areas of Concern:

Staff Senate roles
Lack of professional development
Lack of administrative support
Evaluation process is not consistent across campus

Positive Comments:

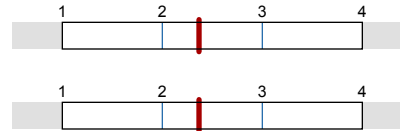
Good customer service
Supportive administration
Staff Senate does a good job



Staff Satisfaction Survey 2017
No. of responses = 107

Overall indicators

Global Index



av.=2.37

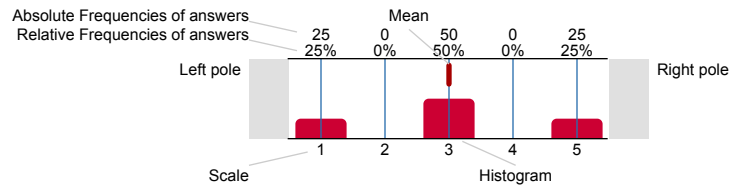
av.=2.37

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

Survey Results

Legend

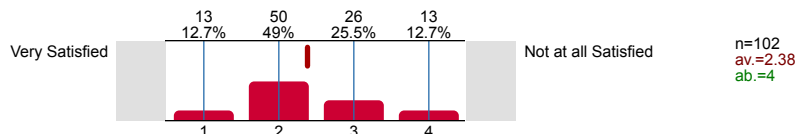
Question text



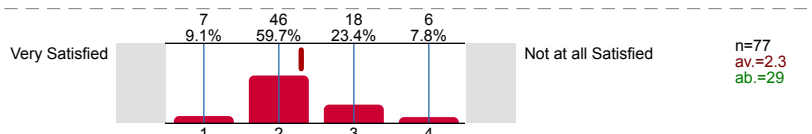
n=No. of responses
av.=Mean
ab.=Abstention

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.

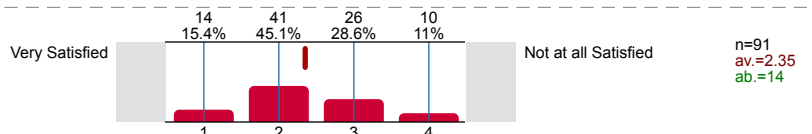
1.1) Opportunity to implement new ideas.



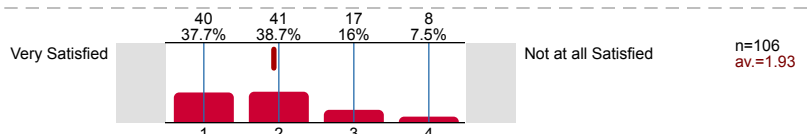
1.2) Recruiting of students.



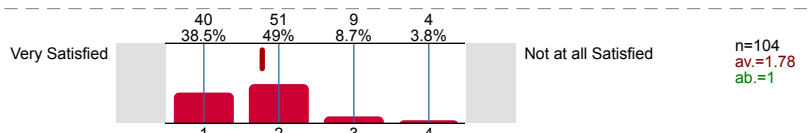
1.3) Scholarship opportunities for staff.



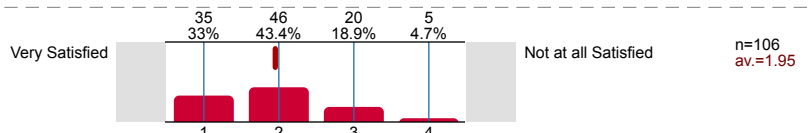
1.4) Working conditions (hours, location, etc).



1.5) Autonomy and Independence.

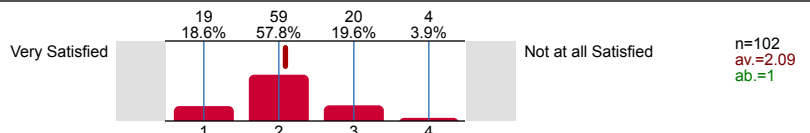


1.6) Professional relationships with other staff employees.



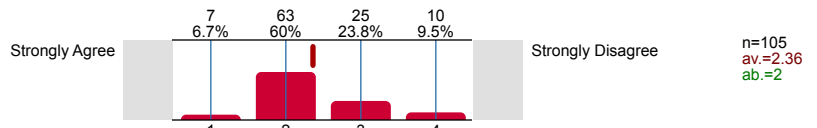


1.19) Overall job satisfaction.

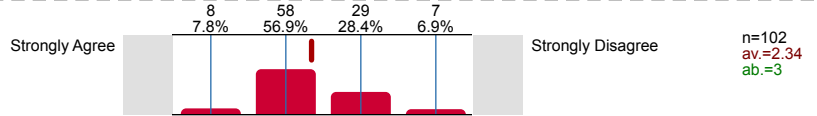


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution

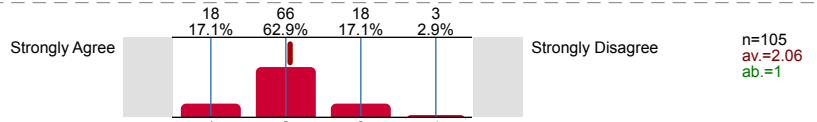
2.1) MSU has clear long-range plans.



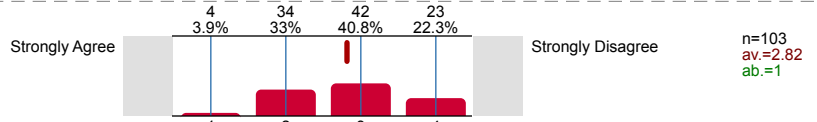
2.2) MSU has strategies in place addressing campus sustainability.



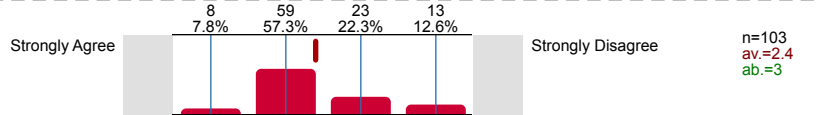
2.3) MSU provides an engaging campus atmosphere.



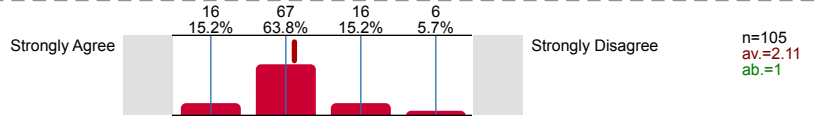
2.4) At MSU salaries and raises are equitable.



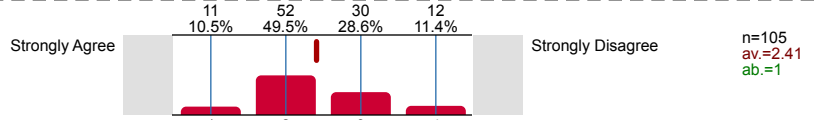
2.5) The MSU administration effectively works with the staff employees to achieve common goals.



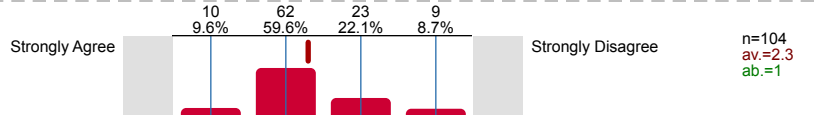
2.6) This institution has "user-friendly" computer systems to assist employees and students.



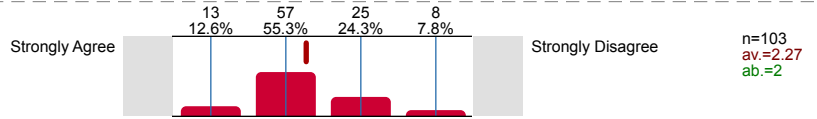
2.7) This institution promotes excellent employee-administration relationships.



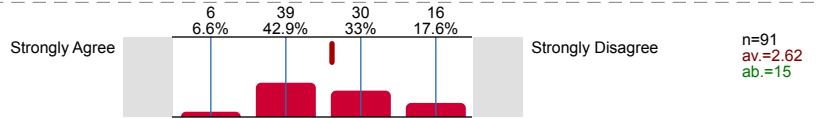
2.8) Established standards and procedures define job expectations for employees.



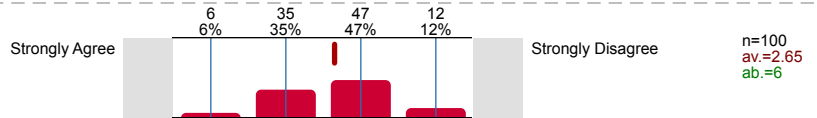
2.9) Job responsibilities are communicated clearly to employees.

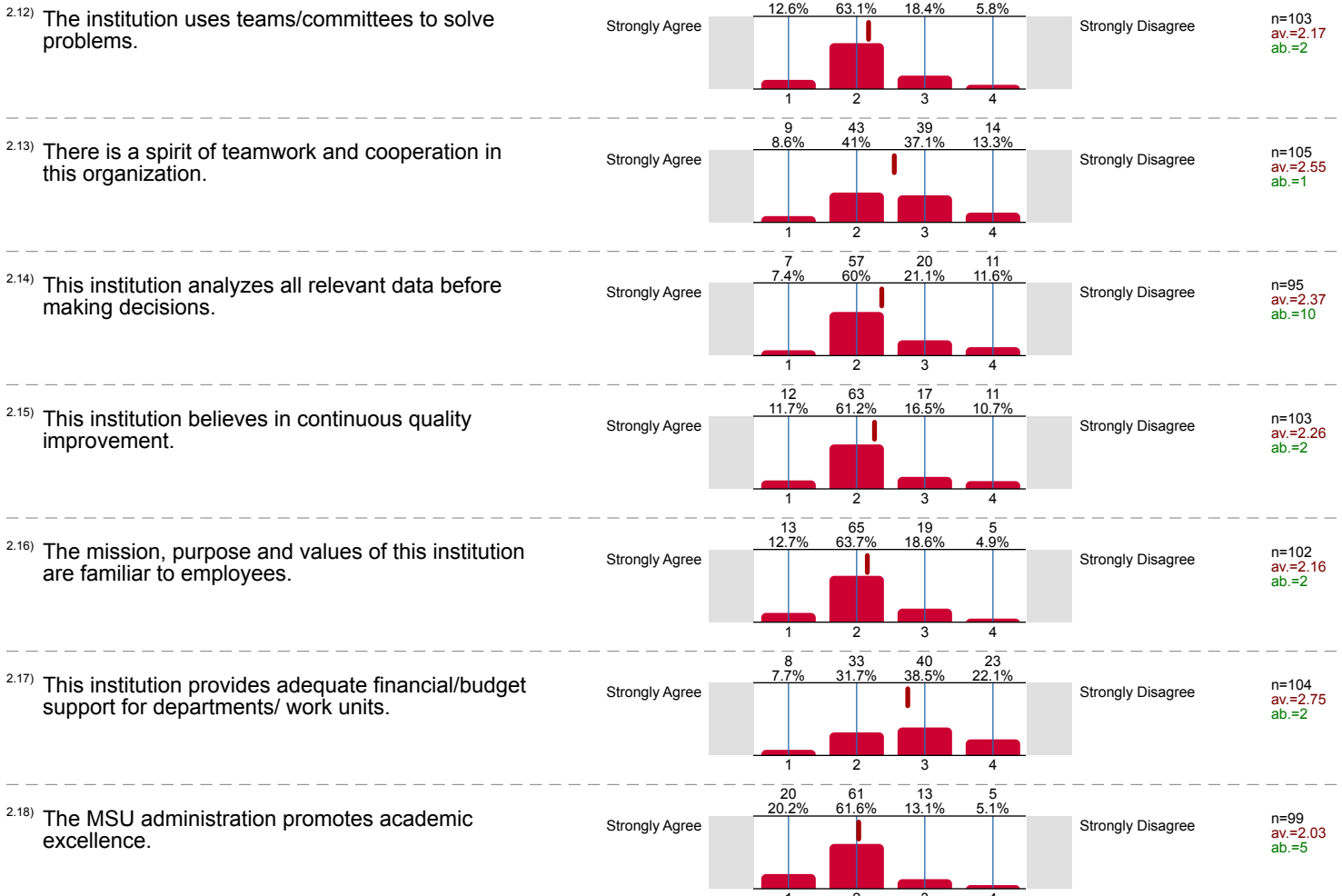


2.10) This institution analyzes complaints to determine appropriate remedial actions.

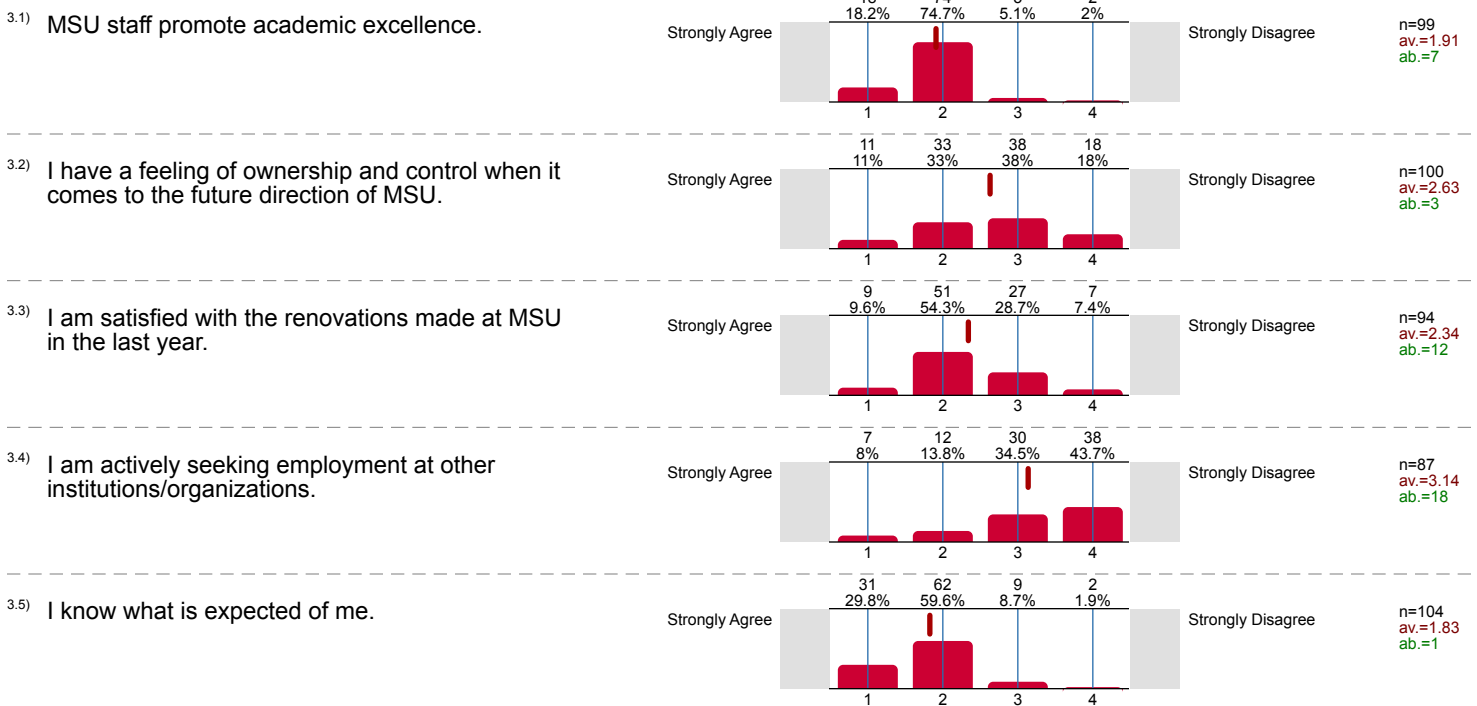


2.11) Staff input is systematically monitored and measured as a basis for improvement.

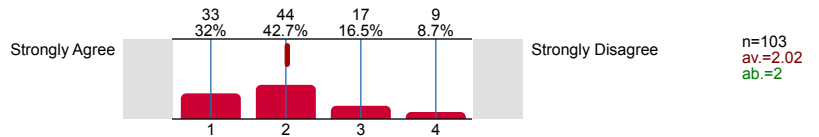




3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.

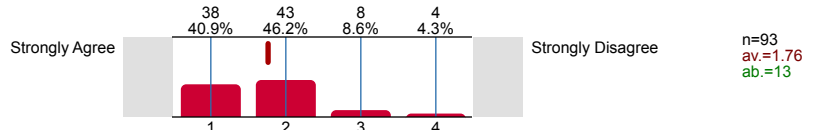


3.6) My supervisor helps me improve my job performance.

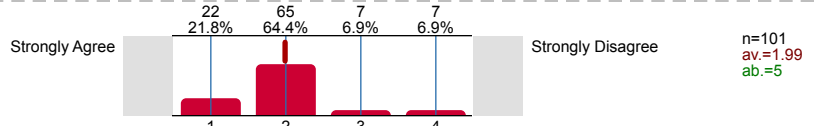


4. I receive adequate support/services from:

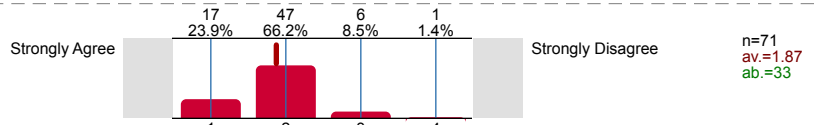
4.1) My specific department within my college



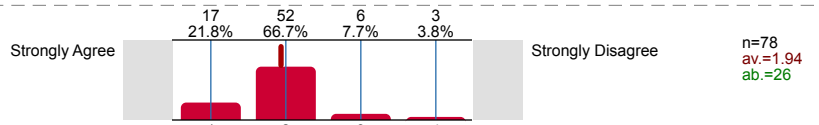
4.2) The Business Office



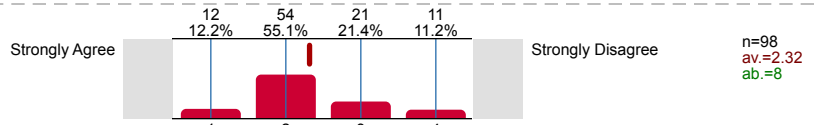
4.3) The Center for Extended Learning



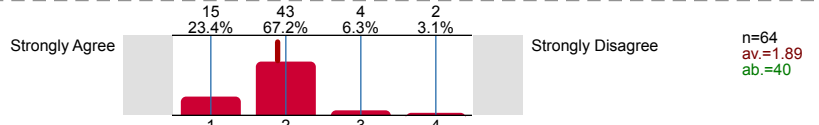
4.4) Enrollment Services



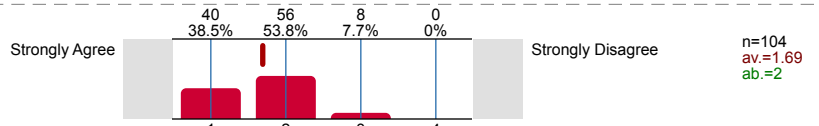
4.5) Human Resources



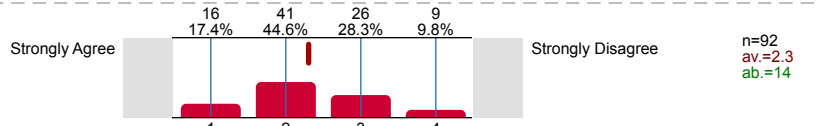
4.6) Library



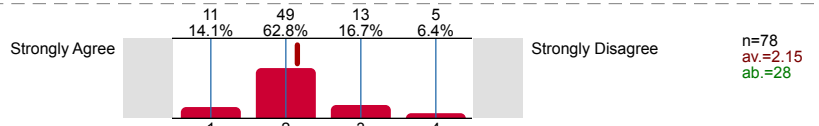
4.7) Plant Services (maintenance, custodial)



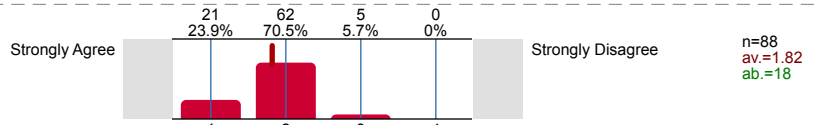
4.8) Cafeteria/food services



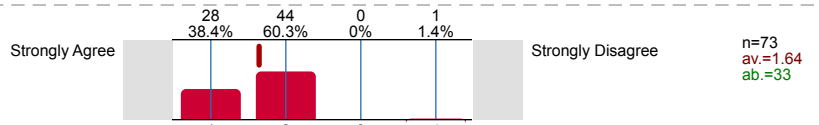
4.9) Marketing Office



4.10) Public Information Office

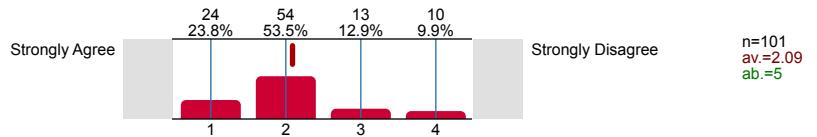


4.11) Financial Aid Office



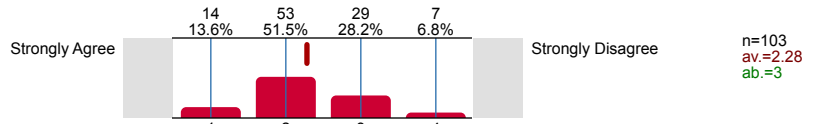


4.24) Mail Room

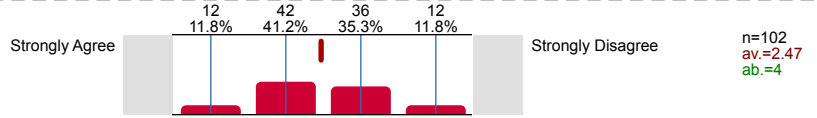


5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.

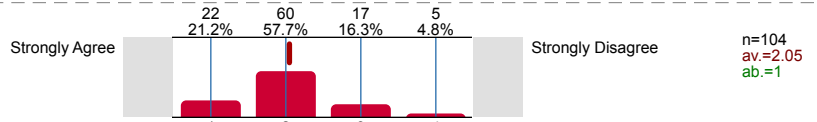
5.1) I am satisfied with the overall effectiveness of staff governance at MSU.



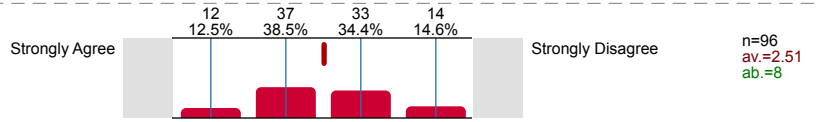
5.2) The Staff Senate's role at MSU is clear.



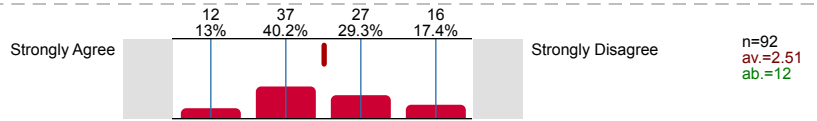
5.3) I am aware of Staff Senate activities.



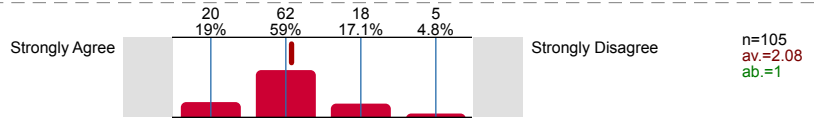
5.4) Staff senators report and solicit information from colleagues in their respective area.



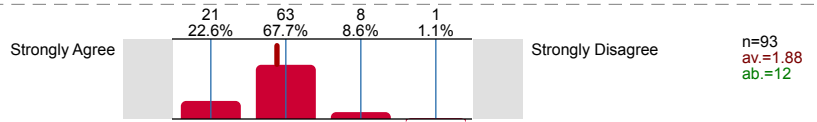
5.5) The administration takes Staff Senate decisions seriously.



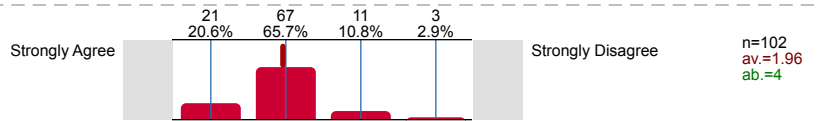
5.6) Administrators treat employees well.



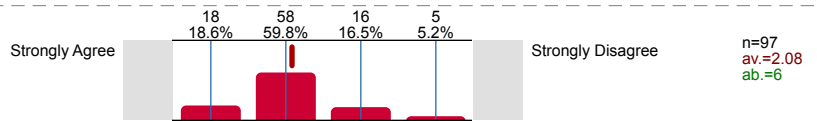
5.7) Administrators cultivate positive relationships with students.



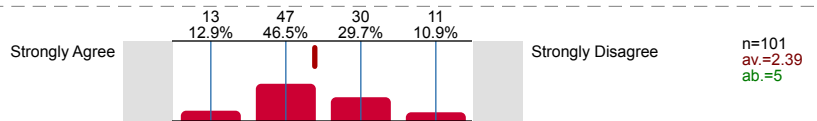
5.8) Administrators are committed to providing quality service.



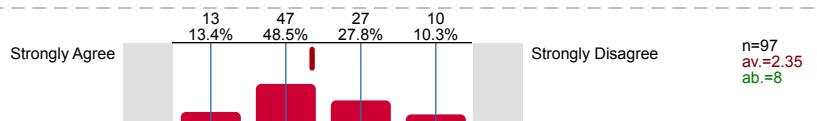
5.9) Administrators set examples if quality service in their day-to-day performance.

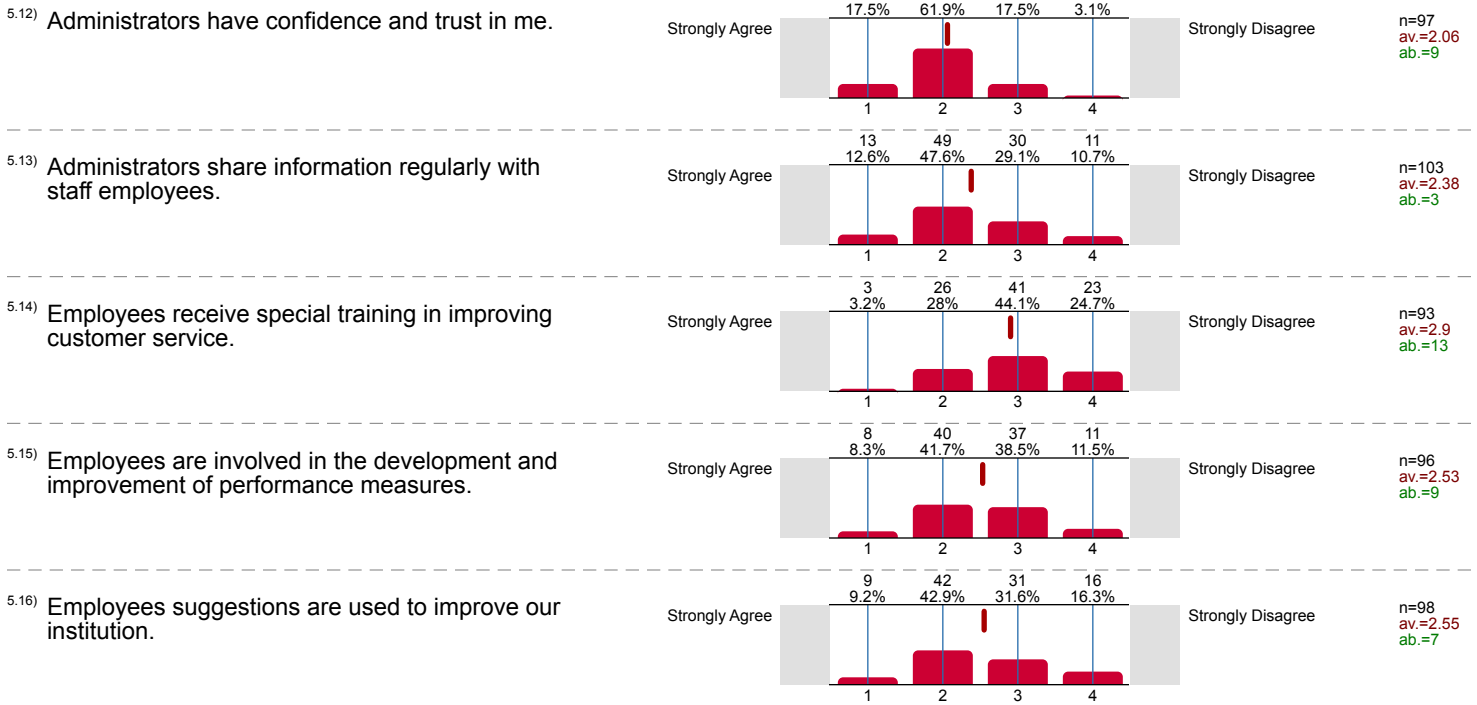


5.10) Administrators recognize staff employees when they do a good job.

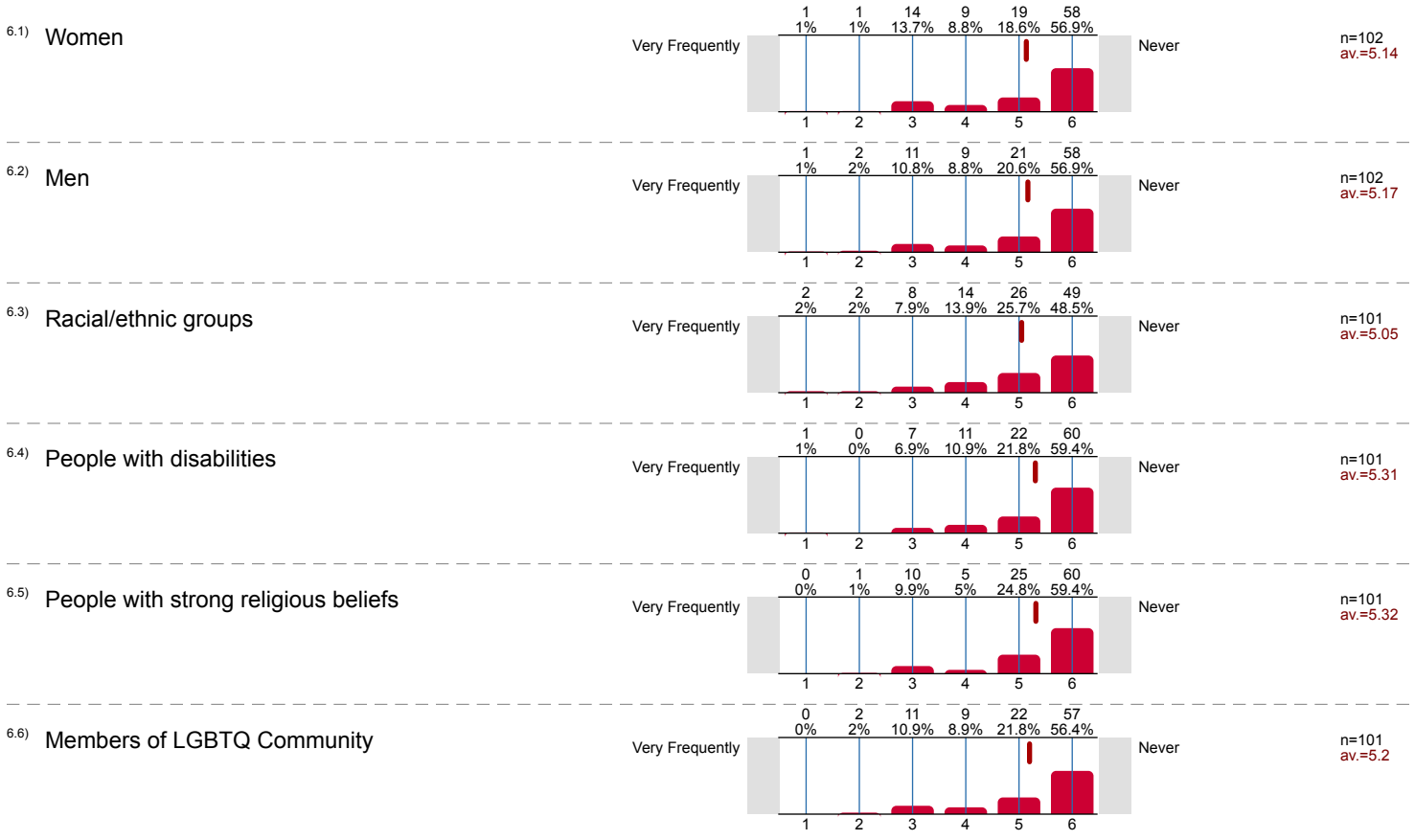


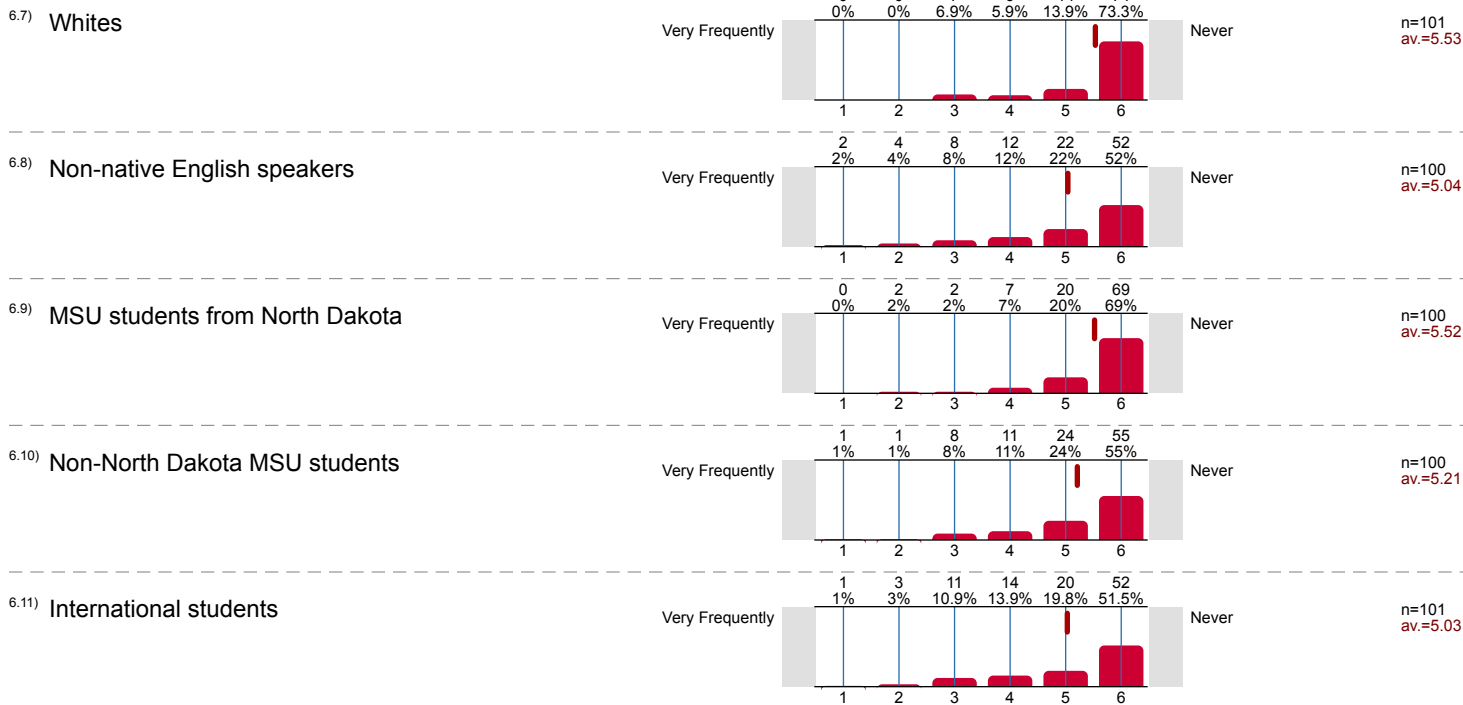
5.11) Administrators pay attention to what I have to say.



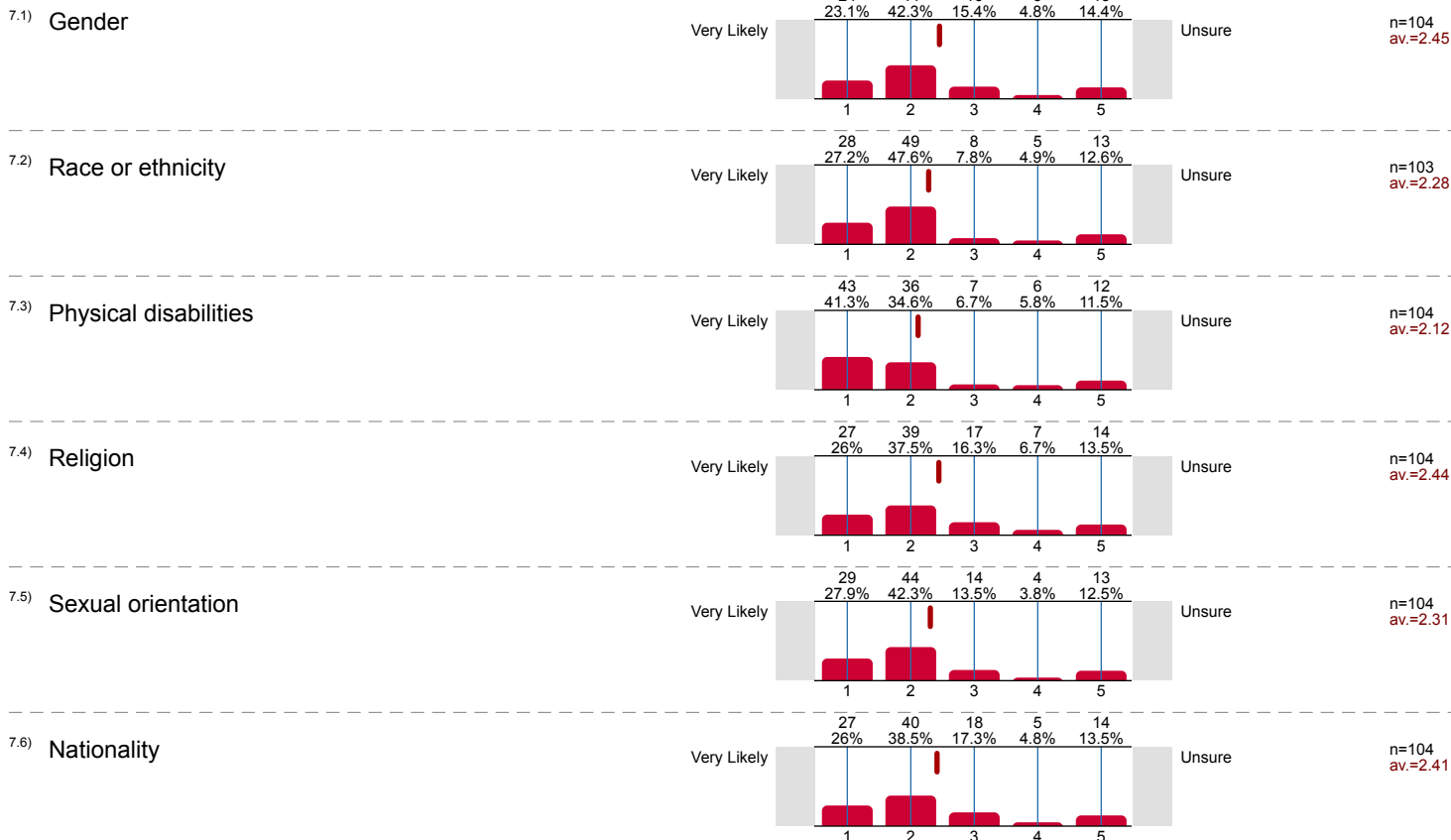


6. Diversity, Multiculturalism, Campus Climate
 During the current academic year, how often have you heard a student, faculty member, or staff member make disparaging remarks about members of the following groups?



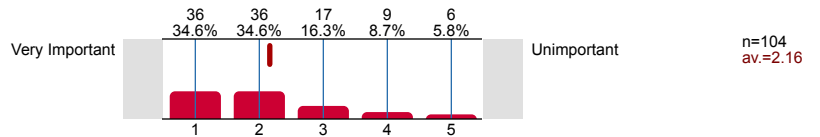


7. All Things considered, how likely are you to challenge others on derogatory comments or behavior regarding:

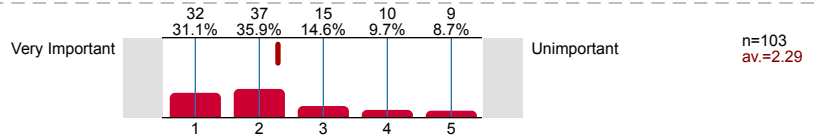


9. In your opinion, how important is diversity to the following groups at MSU?

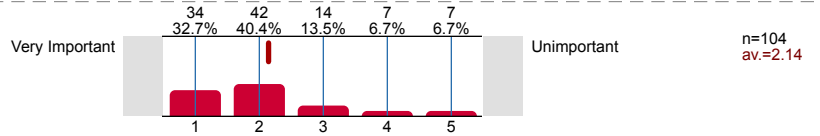
9.1) Faculty members



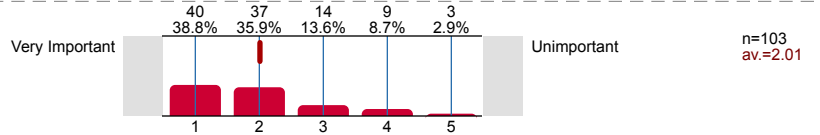
9.2) Staff and administrators



9.3) Student government

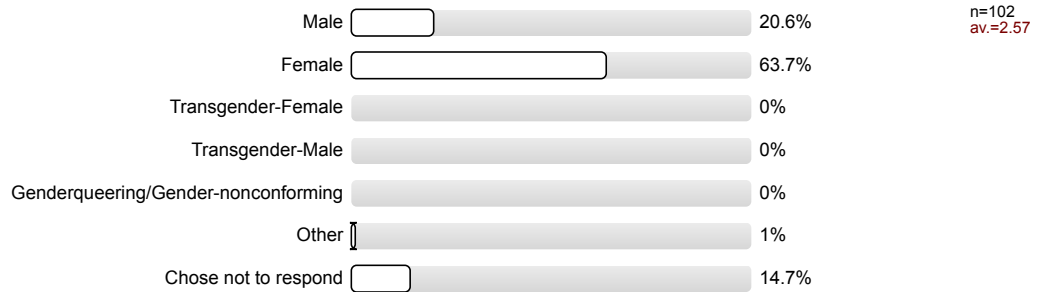


9.4) MSU students

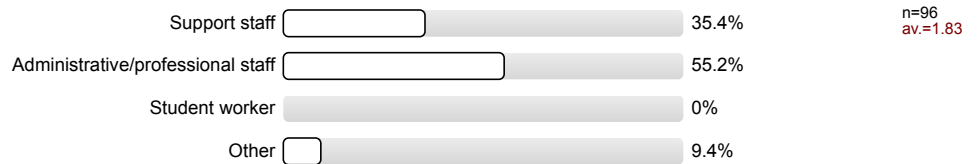


11. Demographic Information: Please supply the following information about yourself and position at MSU.

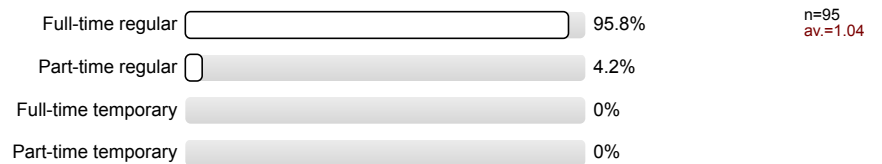
11.1) What is your gender?



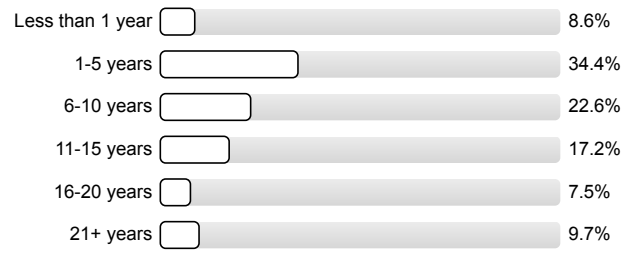
11.2) What is your current position?



11.3) Employment Status



11.4) How many years of service to MSU?



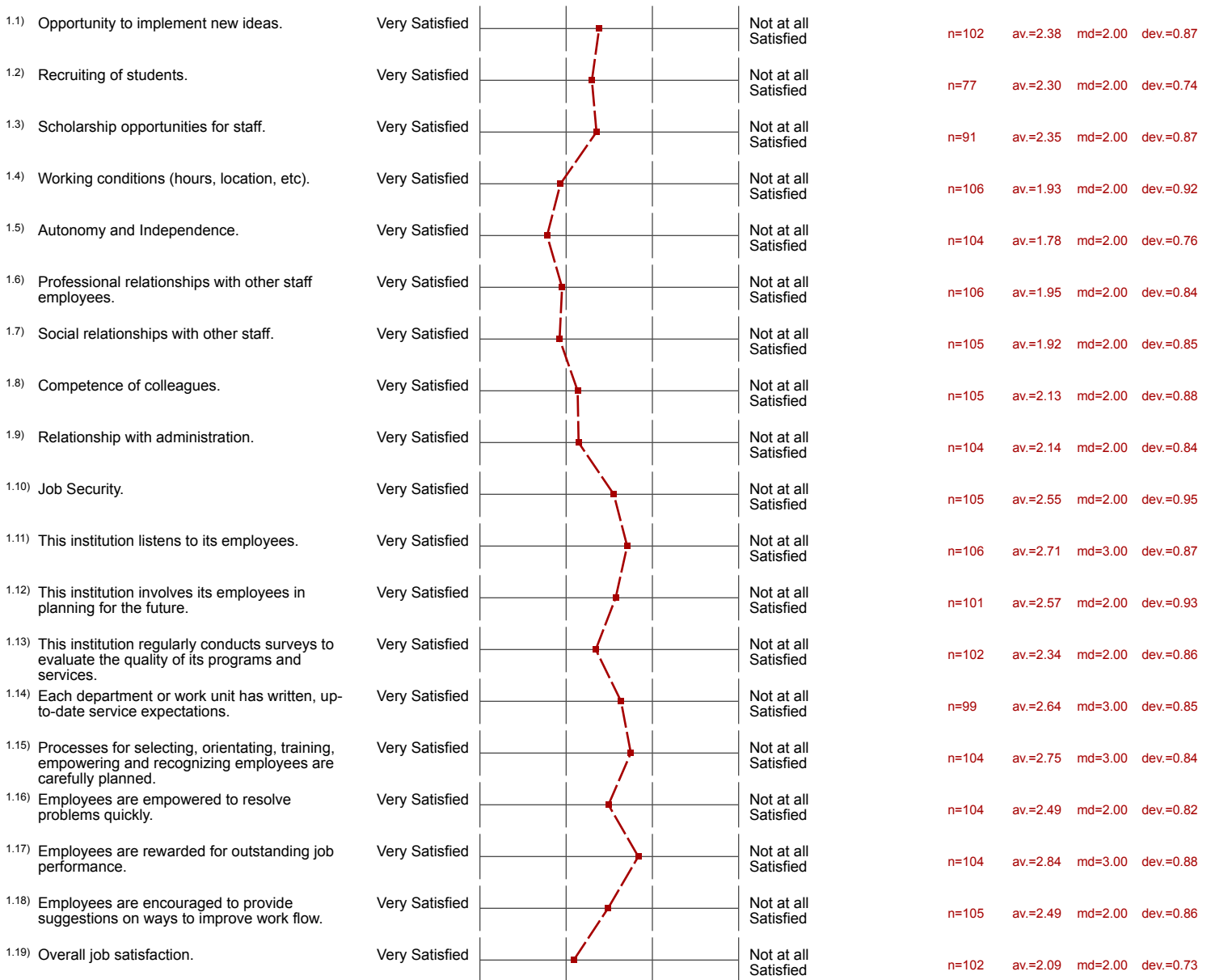
n=93

Profile

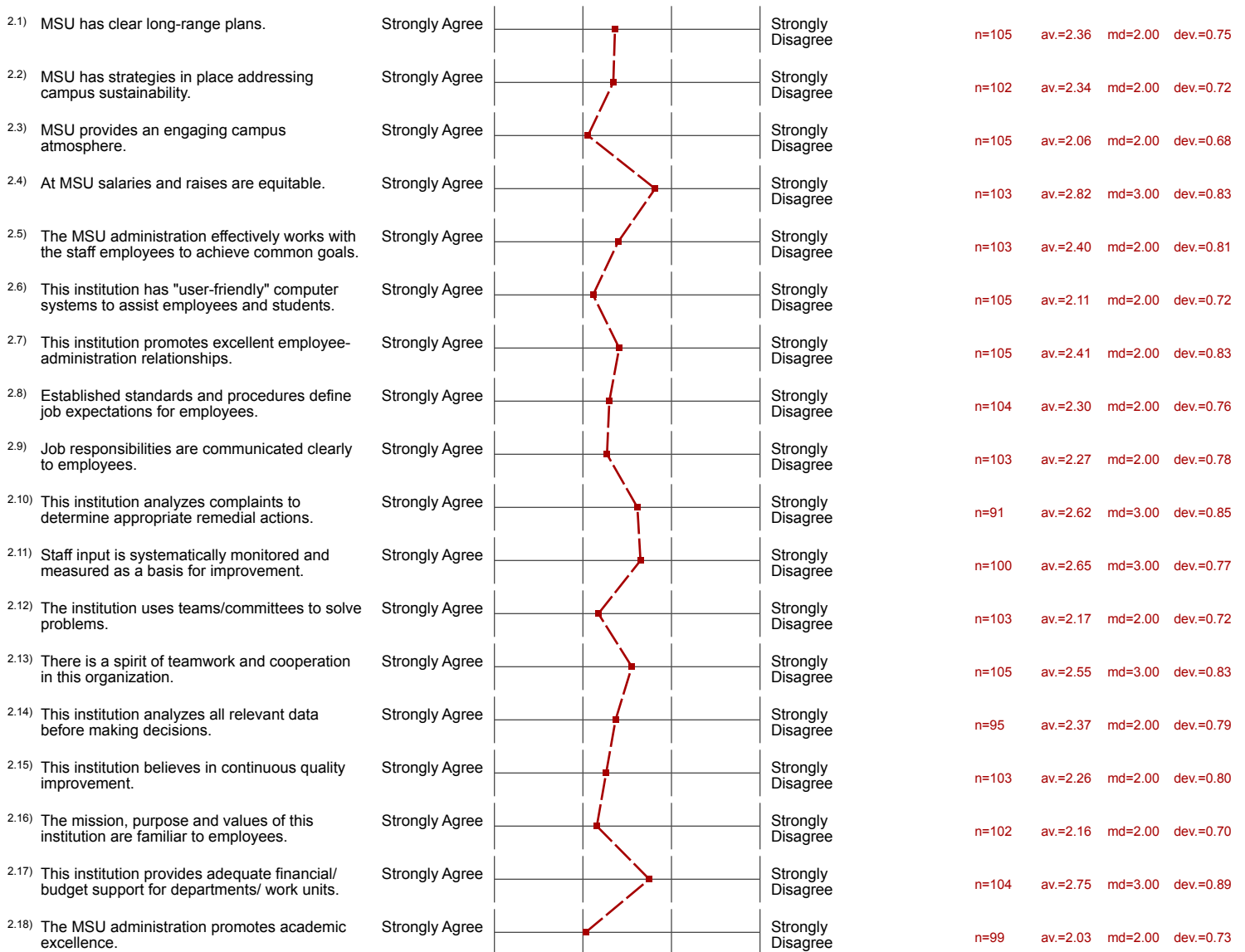
Staff Satisfaction Survey 2017

Values used in the profile line: Mean

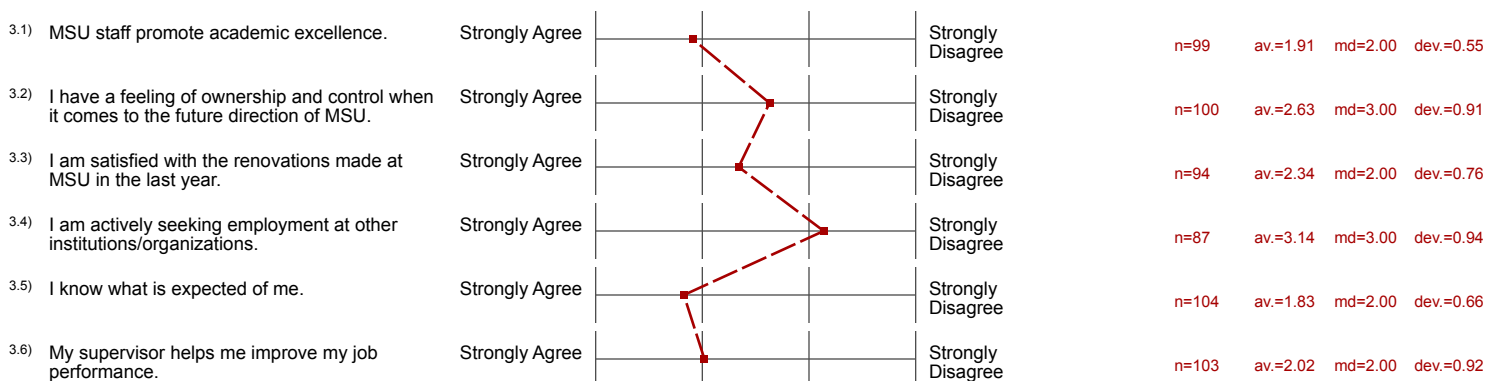
1. Job Satisfaction: Select the option that best describes your level of satisfaction or dissatisfaction with the following aspects of your role as a staff member.



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:

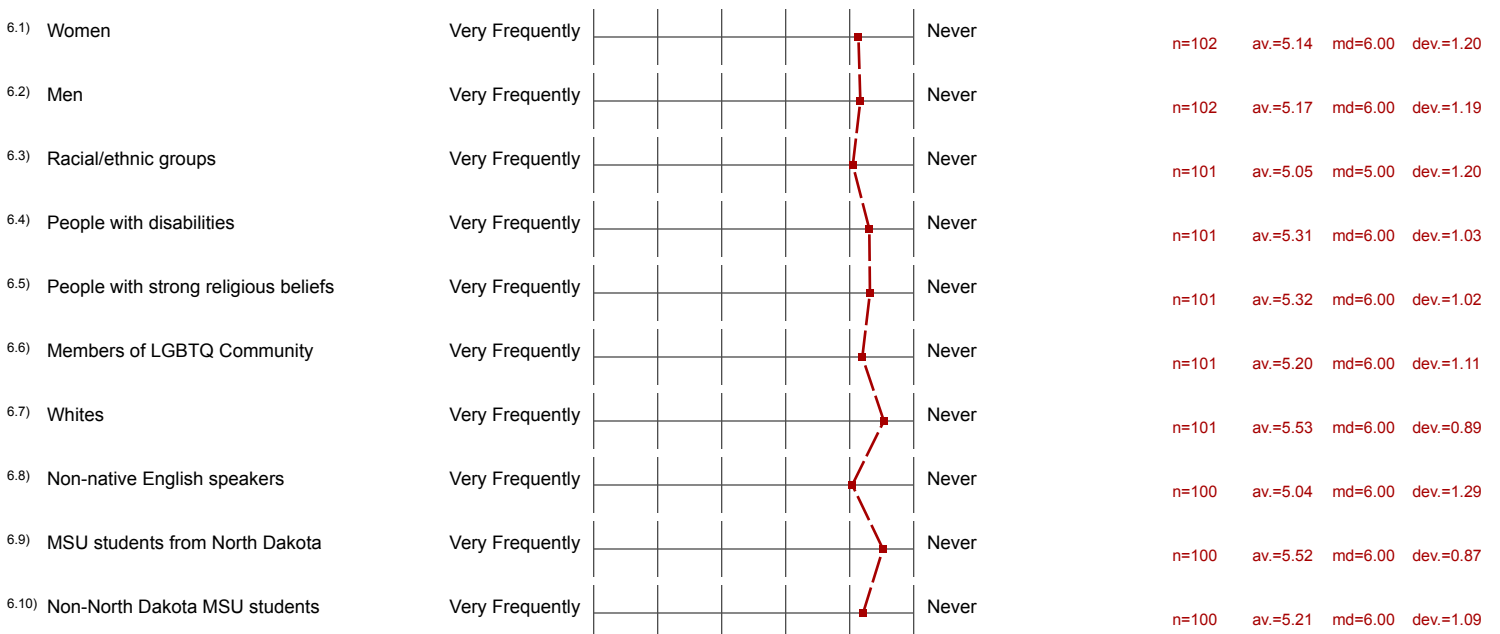


5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.











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?







6.1) International students	Very Frequently  Never	n=101 av.=5.03 md=6.00 dev.=1.24
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7. All Things considered, how likely are you to challenge others on derogatory comments or behavior regarding:

7.1) Gender	Very Likely  Unsure	n=104 av.=2.45 md=2.00 dev.=1.30
7.2) Race or ethnicity	Very Likely  Unsure	n=103 av.=2.28 md=2.00 dev.=1.27
7.3) Physical disabilities	Very Likely  Unsure	n=104 av.=2.12 md=2.00 dev.=1.32
7.4) Religion	Very Likely  Unsure	n=104 av.=2.44 md=2.00 dev.=1.31
7.5) Sexual orientation	Very Likely  Unsure	n=104 av.=2.31 md=2.00 dev.=1.27
7.6) Nationality	Very Likely  Unsure	n=104 av.=2.41 md=2.00 dev.=1.30

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

9.1) Faculty members	Very Important  Unimportant	n=104 av.=2.16 md=2.00 dev.=1.17
9.2) Staff and administrators	Very Important  Unimportant	n=103 av.=2.29 md=2.00 dev.=1.25
9.3) Student government	Very Important  Unimportant	n=104 av.=2.14 md=2.00 dev.=1.15
9.4) MSU students	Very Important  Unimportant	n=103 av.=2.01 md=2.00 dev.=1.07