

Minot State University Staff Satisfaction Report

May 2018

The Staff Satisfaction Survey was conducted in late April 2018. 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 146 responses were collected, yielding a 62% response rate. A majority of respondents were female (61.5%) and just over half (51.4%) held a current position of Administrative/Professional Staff. Nearly all of the respondents, (94.1%) were full-time employees at Minot State. Years of experience varied with 35.3% indicating they have been employed at Minot State for 1-5 years, 32.4% 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 (32 individual comments)

Areas of Concern:

Administration does not address issues as they arise
Compression issues- Compensation and salary issues need to be addressed
Staff should be recognized and appreciated for the extra work that they do
Flexible work schedules are needed (summer hours, holiday hours, work from home)
Morale is low, there is a struggle to remain positive
Lack of professional development opportunities
Co-Worker relationships are strained
Lack of leadership in management- Lack of action by administrator
Continued budget concerns are discouraging
Need for more collaboration among departments

Positive Comments:

Satisfaction with job
New to campus nothing negative to say

State of the Institution (28 individual comments)

Areas of Concern:

Lack of professional development opportunities
Inequitable salaries
Lack of collaboration among offices
Administration does not address issues that arise
Lack of mission or future plans- Lack of action
Morale issues among staff
Lack of recognition in light of many doing extra or additional duties
Lack of relationship among faculty and staff- Faculty need to be held accountable
Campus sustainability needs to be addressed
Departmental budget issues remain a concern

Positive Comments:

Administration- leadership

State of the Staff (16 individual comments)

Areas of Concern:

Lack of collaboration-teamwork among offices- unity
Lack of motivation of staff
Lack of leadership from the administrative staff
Lack of transparency at the executive level
Abuse of time by non-hourly staff
Faculty and staff relationships
Administration does not address issues that arise

Positive Comments:

Administration- Leadership allows for independence and support
Pride in staff responses to ongoing budget issues

Support Services (19 individual comments)

Areas of Concern:

Human Resources Office
Food Services
Switchboard/Mail room
International Office
Enrollment Services
President's Office
MSU Website
Facilities Management

Positive Comments:

President's Office
Student Health/Counseling Services

Staff Governance (18 individual comments)

Areas of Concern:

Administration needs to improve

Prioritize activities to address morale and work environment

Staff Senate is not taken seriously- Complaints are not addressed

Customer Service

Positive Comments:

Has gotten better overtime-Great efforts being made by Staff Senate

High Five Award- Raising morale

Cari Olson

Staff Senate Satisfaction Survey 2018
No. of responses = 146



Overall indicators

Global Index



av.=2.27

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

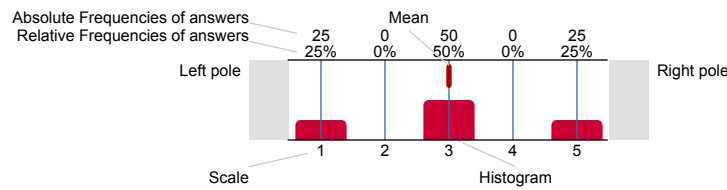


av.=2.27

Survey Results

Legend

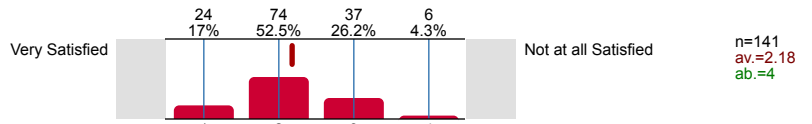
Question text



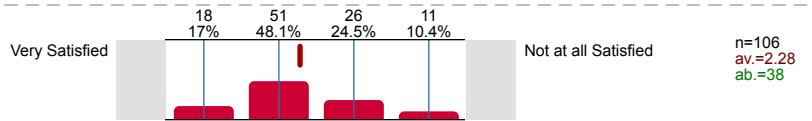
n=No. of responses
av.=Mean
ab.=Abstention

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.

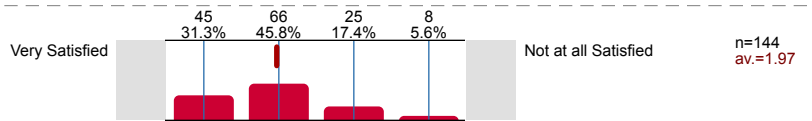
1.1) Opportunity to implement new ideas.



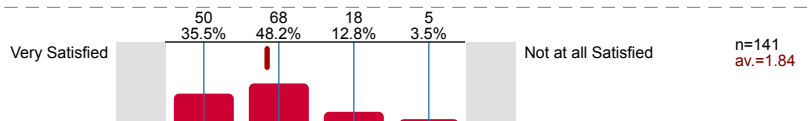
1.2) Recruiting of students.



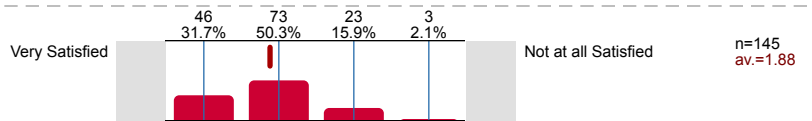
1.3) Working conditions (hours, location, etc).



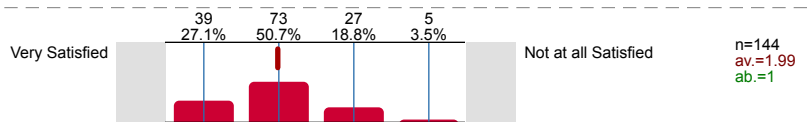
1.4) Autonomy and Independence.



1.5) Professional relationships with other staff employees.



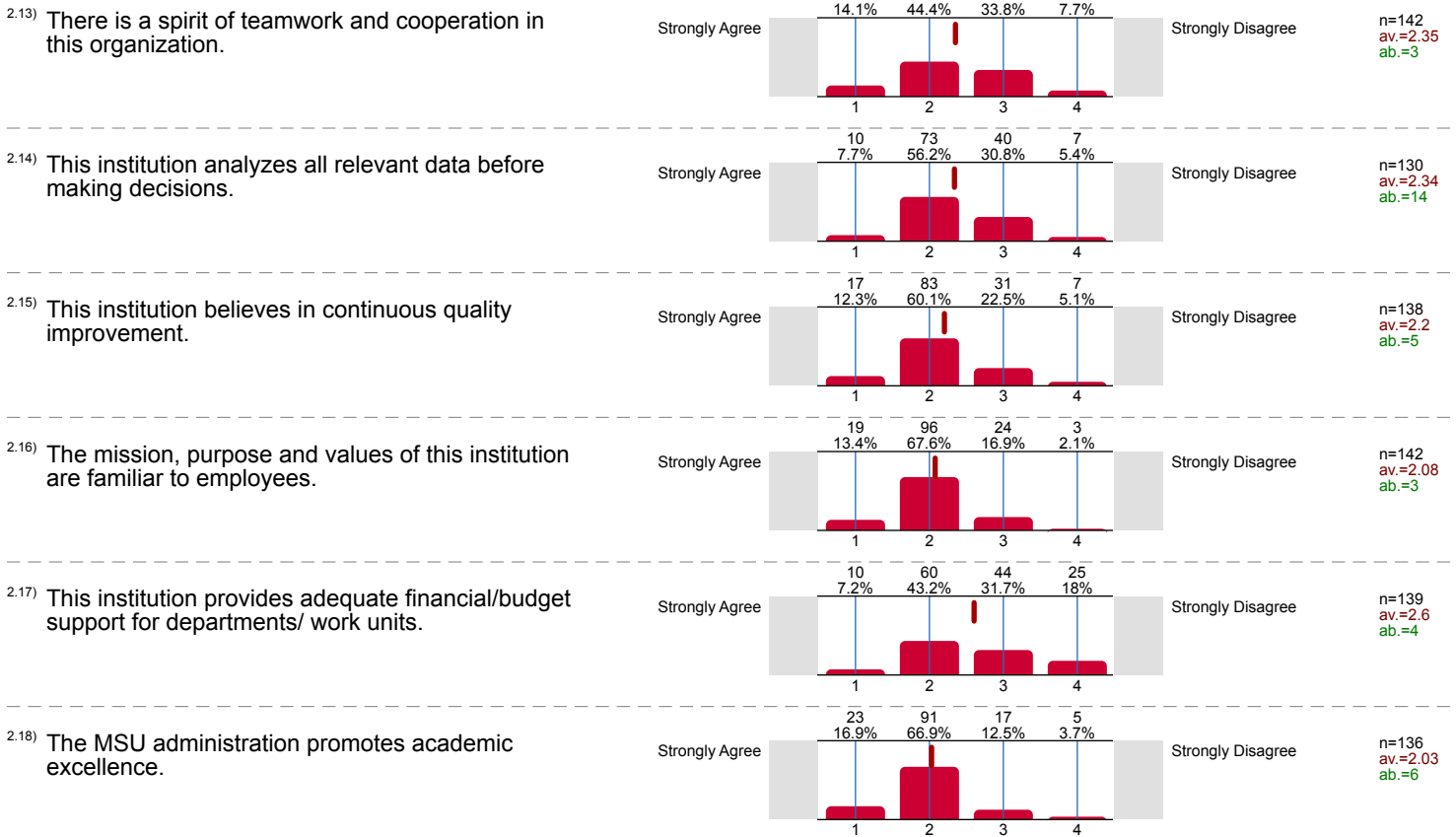
1.6) Social relationships with other staff.



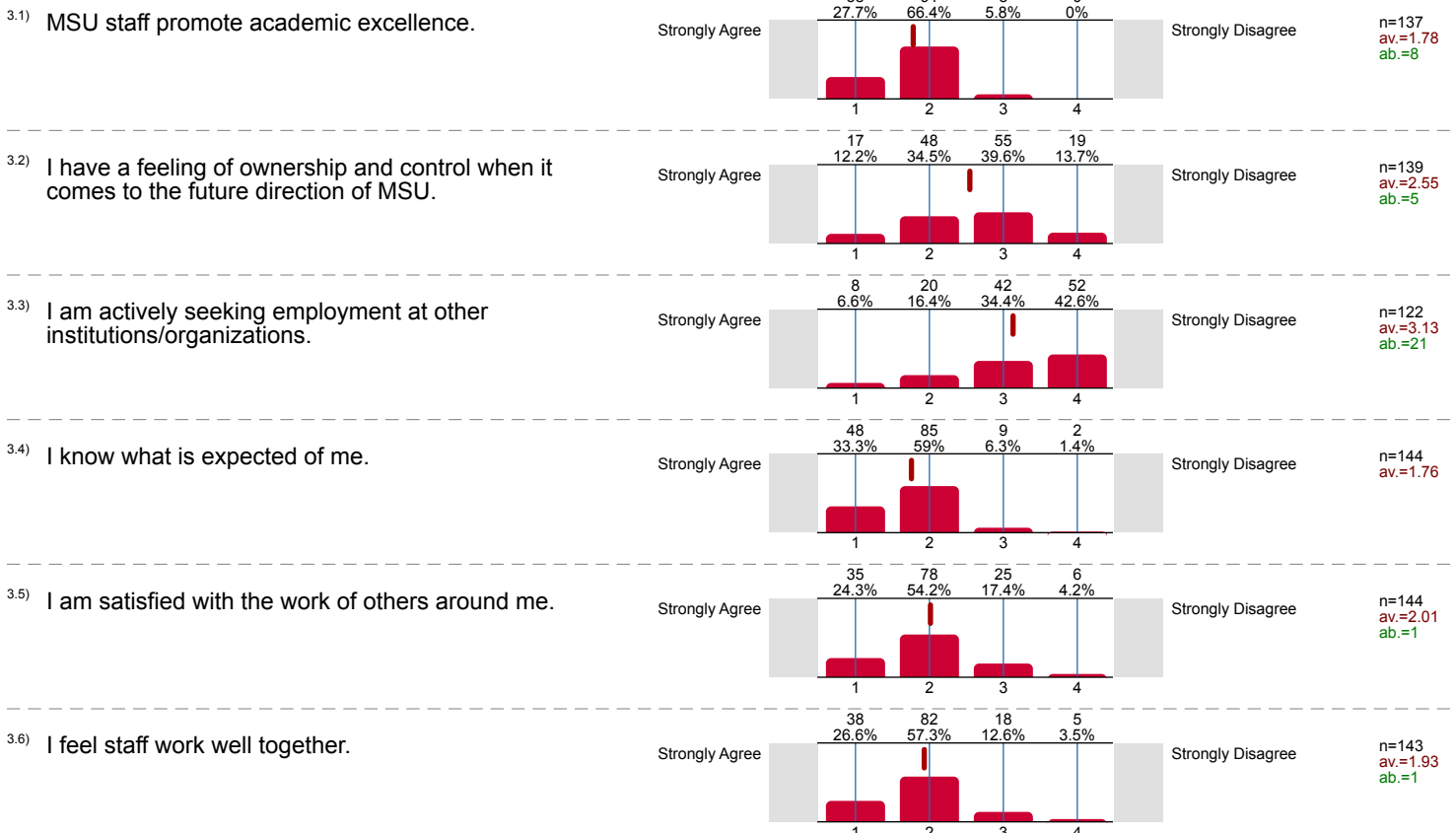


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution

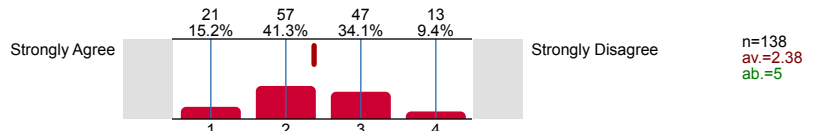




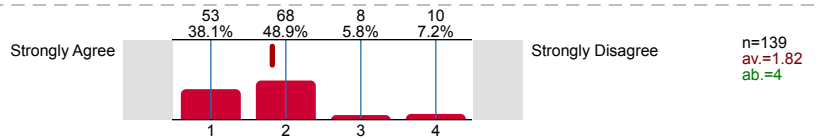
3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.



3.7) I feel staff and faculty work well together.

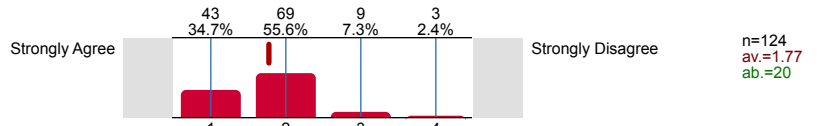


3.8) My supervisor helps me improve my job performance.

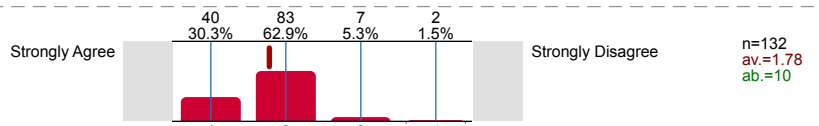


4. I receive adequate support/services from:

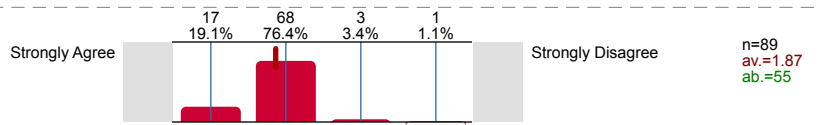
4.1) My specific department within my college



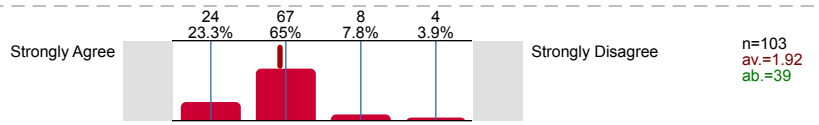
4.2) The Business Office



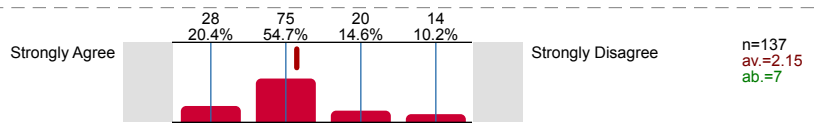
4.3) The Center for Extended Learning



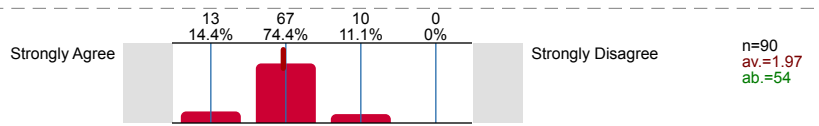
4.4) Enrollment Services



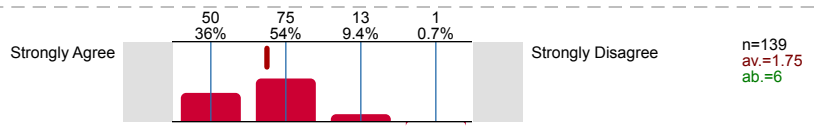
4.5) Human Resources



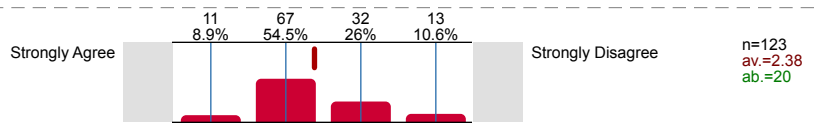
4.6) Library



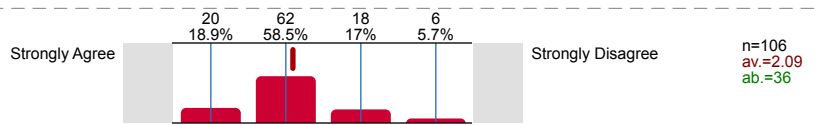
4.7) Facilities Management (maintenance, custodial)



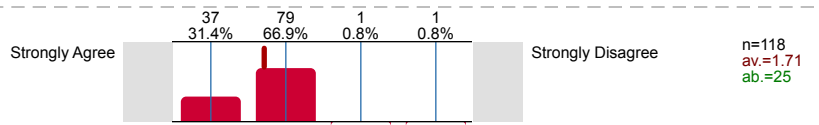
4.8) Cafeteria/food services



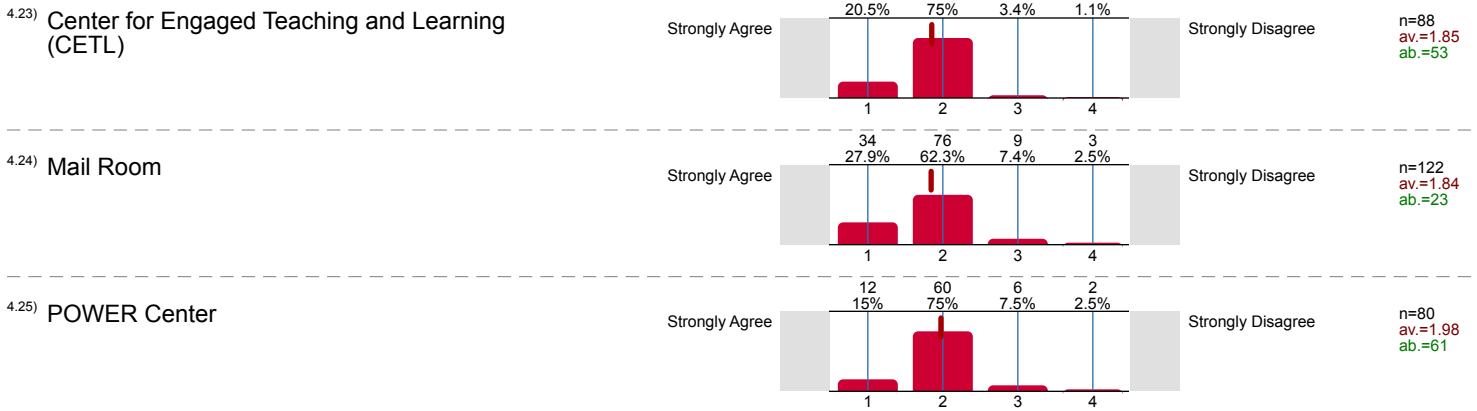
4.9) Marketing Office



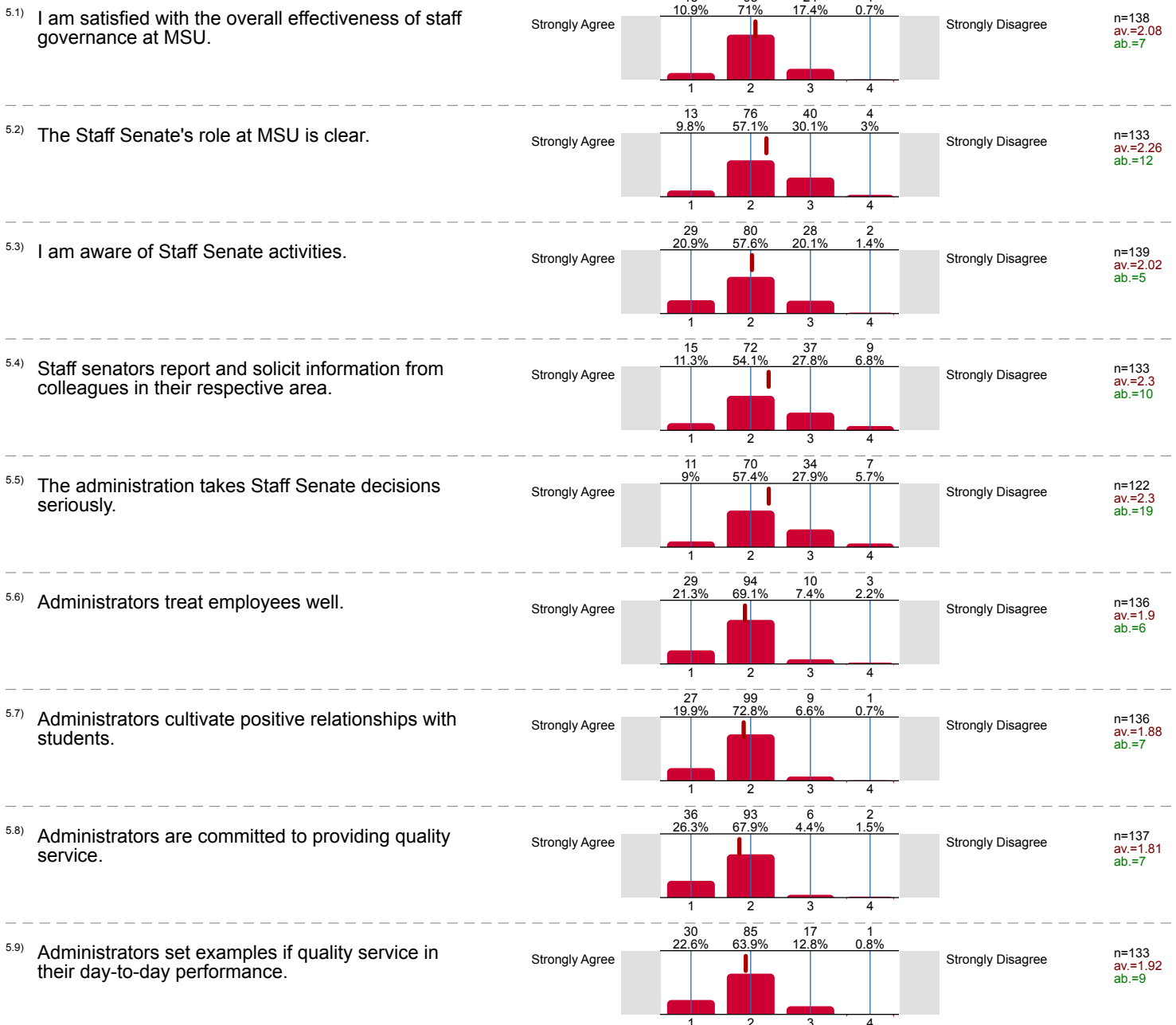
4.10) University Communications (Public Information Office)





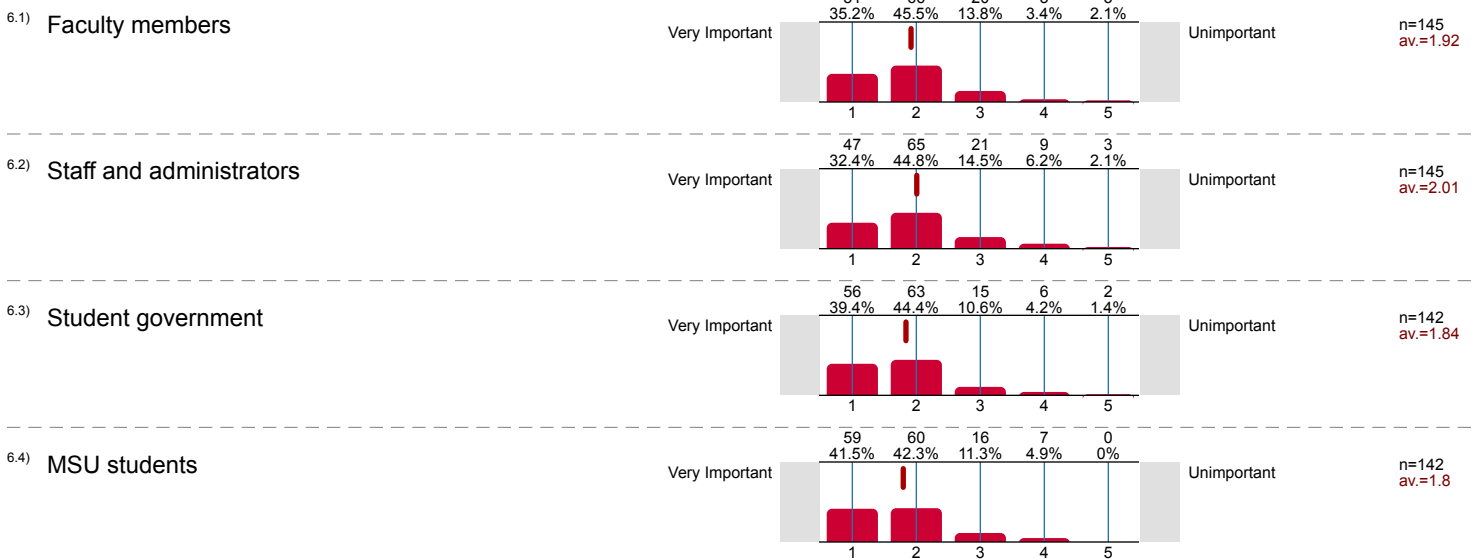


5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.



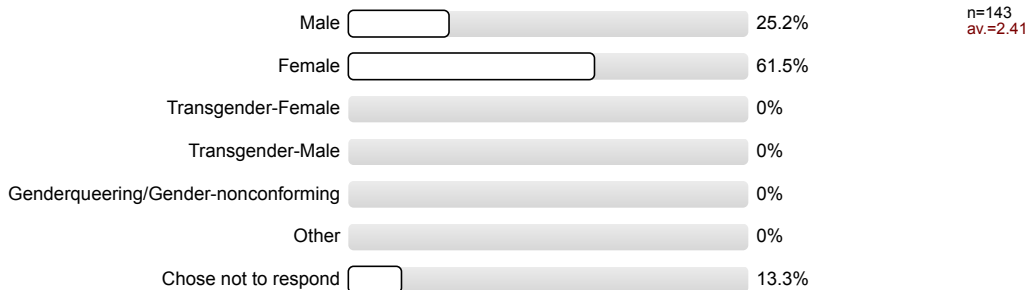


6. In your opinion, how important is diversity to the following groups at MSU?

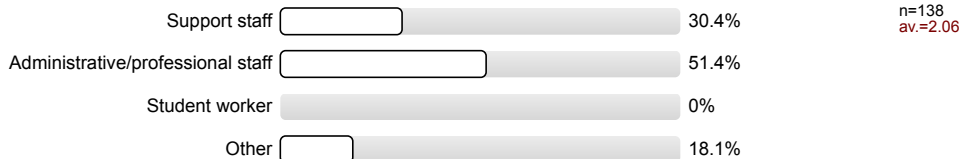


8. Demographic Information: Please supply the following information about yourself and position at MSU.

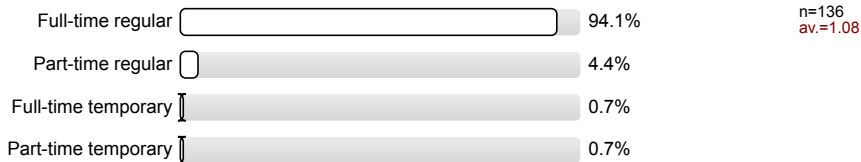
8.1) What is your gender?



8.2) What is your current position?



8.3) Employment Status



8.4) How many years of service to MSU?



Profile

Subunit: General Surveys
 Name of the instructor: Cari Olson
 Name of the course: Staff Senate Satisfaction Survey 2018
 (Name of the survey)

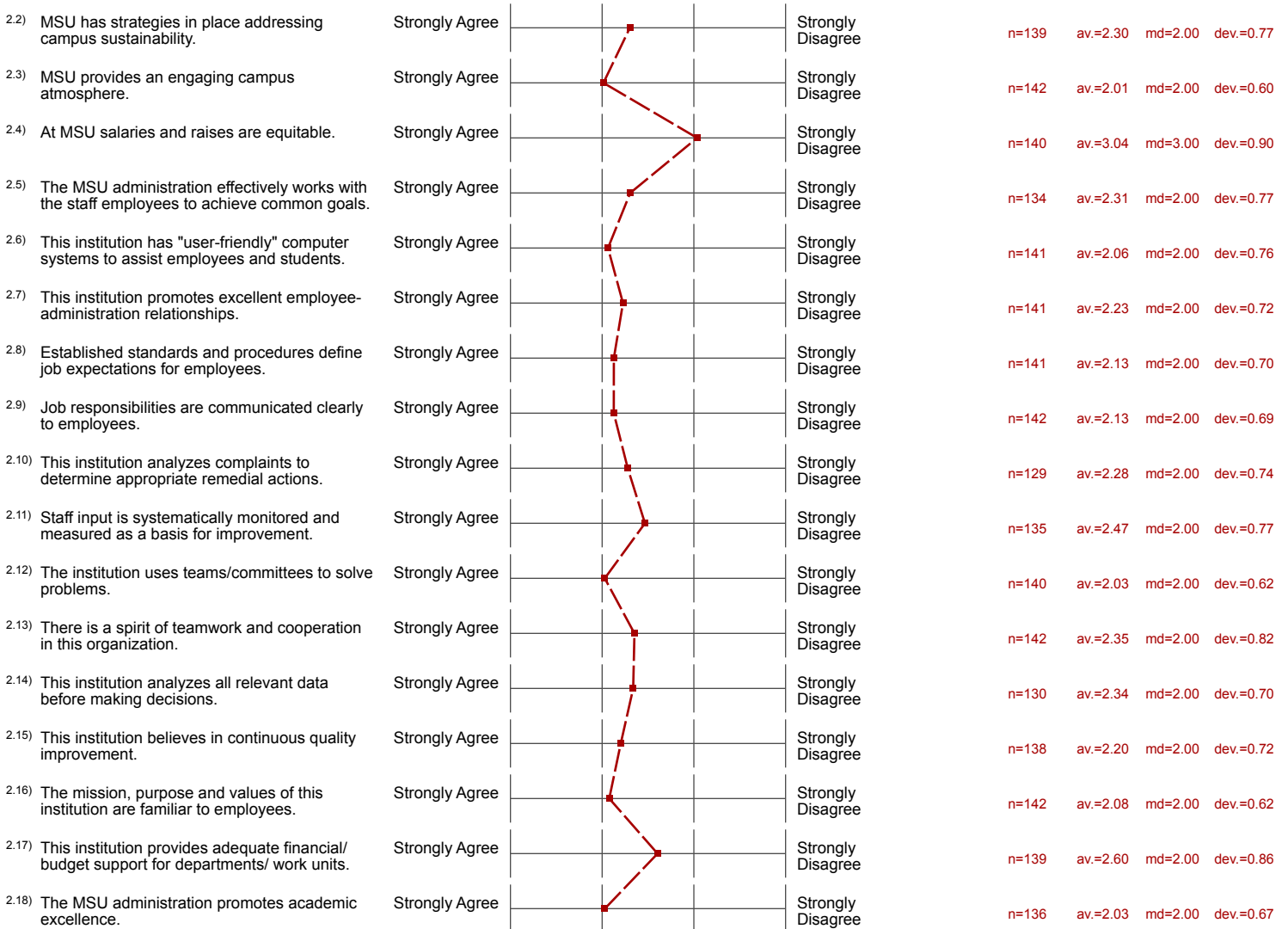
Values used in the profile line: Mean

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.

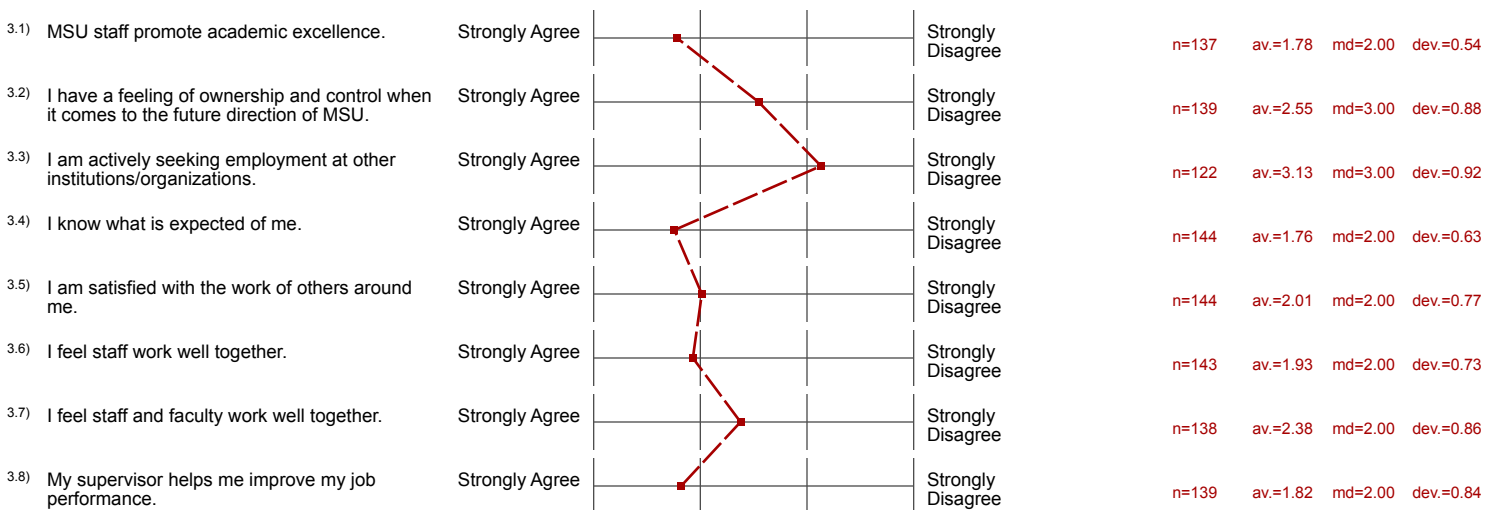


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution





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

