

Minot State University Staff Satisfaction Report

May 2019

The Staff Satisfaction Survey was conducted in late April 2019. 252 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 135 responses were collected, yielding a 54% response rate. A majority of respondents were female (65.2%) and just over half (58.7%) held a current position of Administrative/Professional Staff. Nearly all of the respondents, (93.5%) were full-time employees at Minot State. Years of experience varied with 32.3% indicating they have been employed at Minot State for 1-5 years, 29.1% 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:

- Lack of accountability for some
- Faculty do not respect staff
- Low Salary/salary compression
- Staff do not have a voice
- Lack of communication on campus
- Job insecurity
- Lack of recognition/appreciation

Positive Comments:

- Satisfaction with job
- Staff voice is underutilized

State of the Institution (28 individual comments)

Areas of Concern:

State funding cutbacks-budget issues linger
No accountability-Administration not handling issues
Lack of action, strategic planning
Lack of communication-Working in silos-Lack of teamwork
Equitable Salaries
Lack of institutional direction

Positive Comments:

Seem to be making changes for the better

State of the Staff (21 individual comments)

Areas of Concern:

Faculty and staff relationships-Treatment of staff by faculty
Lack of motivation/professionalism
Salary

Support Services (22 individual comments)

Areas of Concern:

Changes to the cafeteria- Sodexo
Fire alarms do not activate in adjoining buildings
Workload increases-Staff are stretched thin
Staff and improve the mailroom/information desk
Lack of teamwork-communication
Disconnect between faculty and staff

Positive Comments:

Security Services
Relationships across campus-Collaboration among colleagues

Staff Governance (19 individual comments)

Areas of Concern:

Administrations response to summer hour's proposal
Staff/Staff Senate are not valued, listened to, does not have a voice with administration
Senate representatives do not share information with departments
Senate focuses too much on fundraising and not enough on change
Lack of Professional development
Office turnover

Positive Comments:

Staff Senate has made numerous efforts to improve staff morale on campus

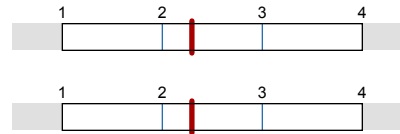
Cari Olson

Staff Satisfaction Survey 2019
No. of responses = 135



Overall indicators

Global Index



av.=2.3

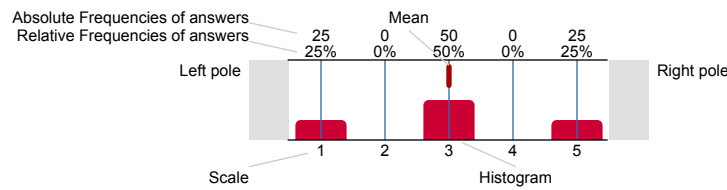
av.=2.3

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

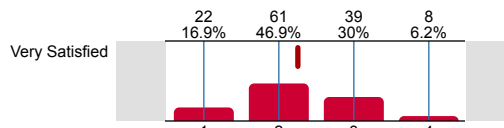
Question text



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

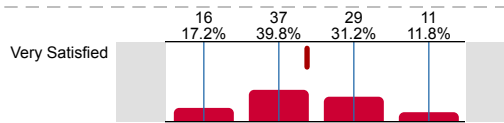
1. Job Satisfaction: Select the option that best describes your level of satisfaction or dissatisfaction with the following aspects of your role as a staff member.

1.1) Opportunity to implement new ideas.



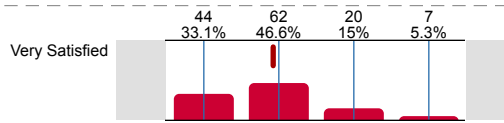
n=130
av.=2.25
ab.=4

1.2) Recruiting of students.



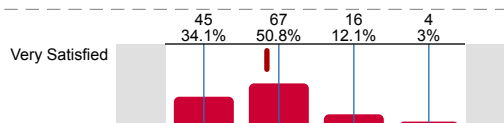
n=93
av.=2.38
ab.=41

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



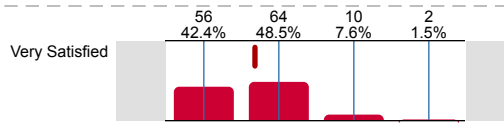
n=133
av.=1.92
ab.=1

1.4) Autonomy and Independence.



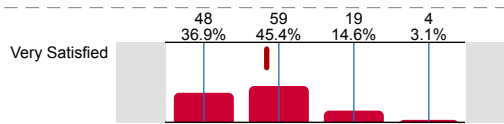
n=132
av.=1.84
ab.=1

1.5) Professional relationships with other staff.



n=132
av.=1.68
ab.=1

1.6) Social relationships with other staff.

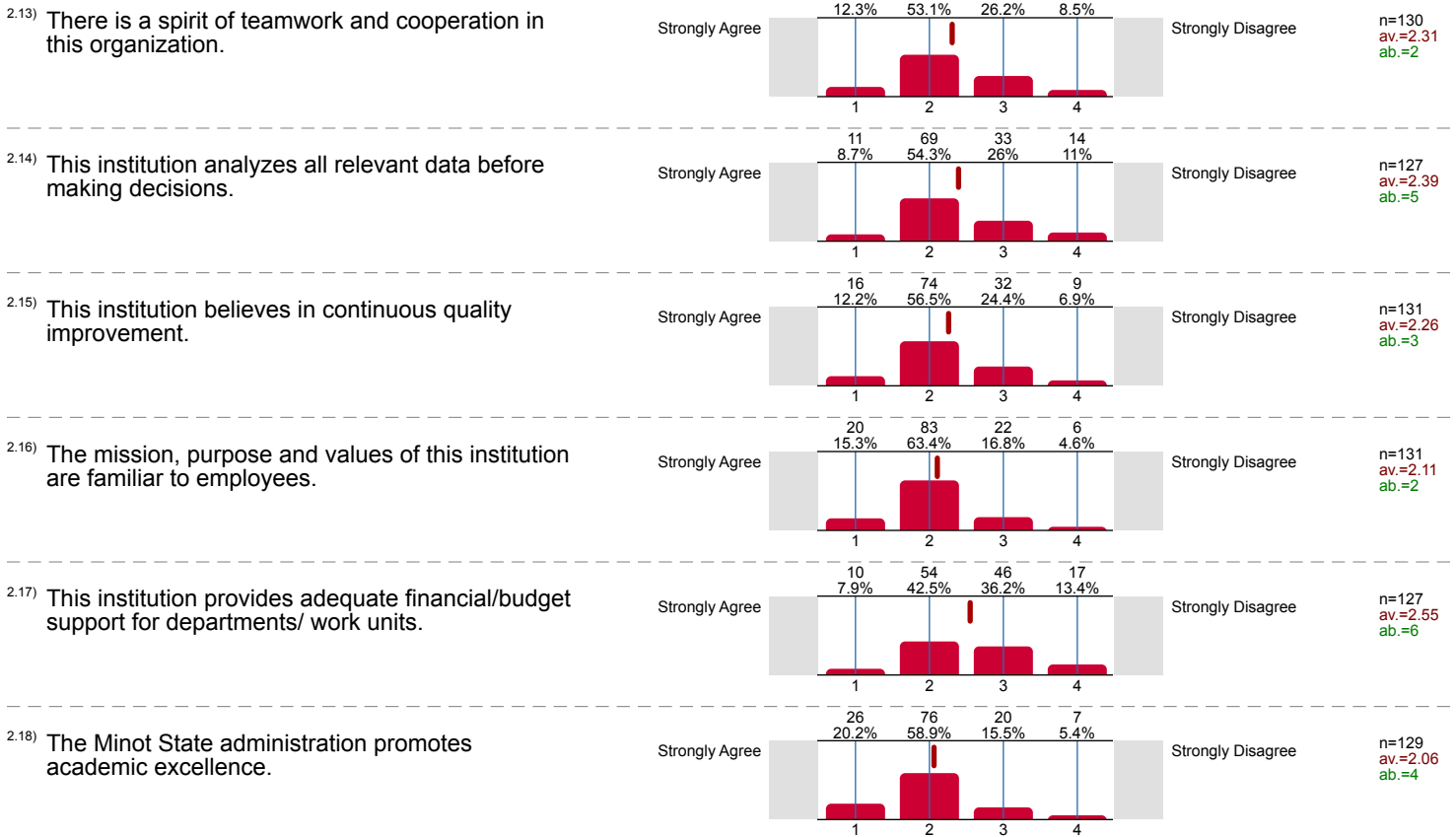


n=130
av.=1.84
ab.=4

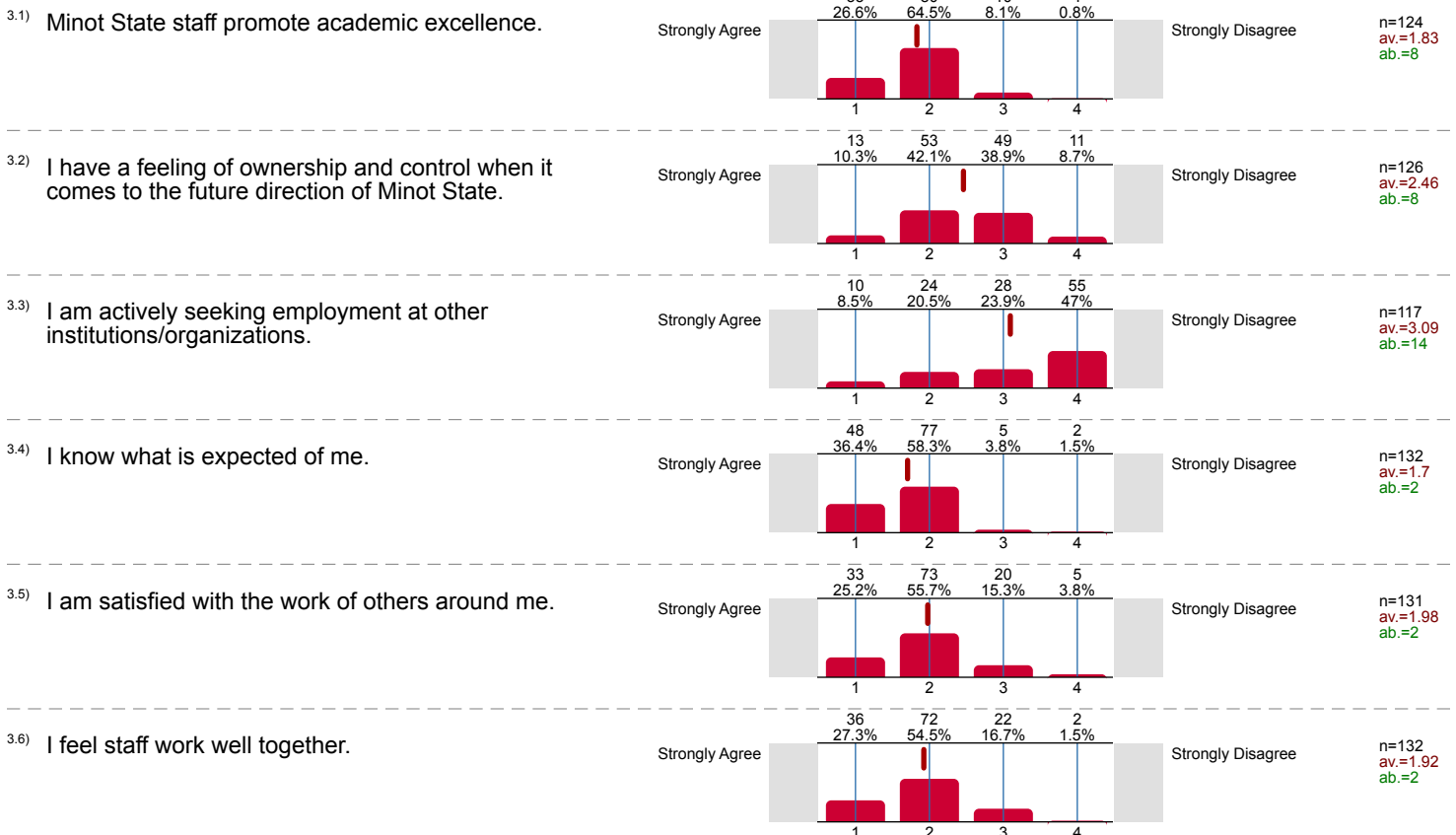


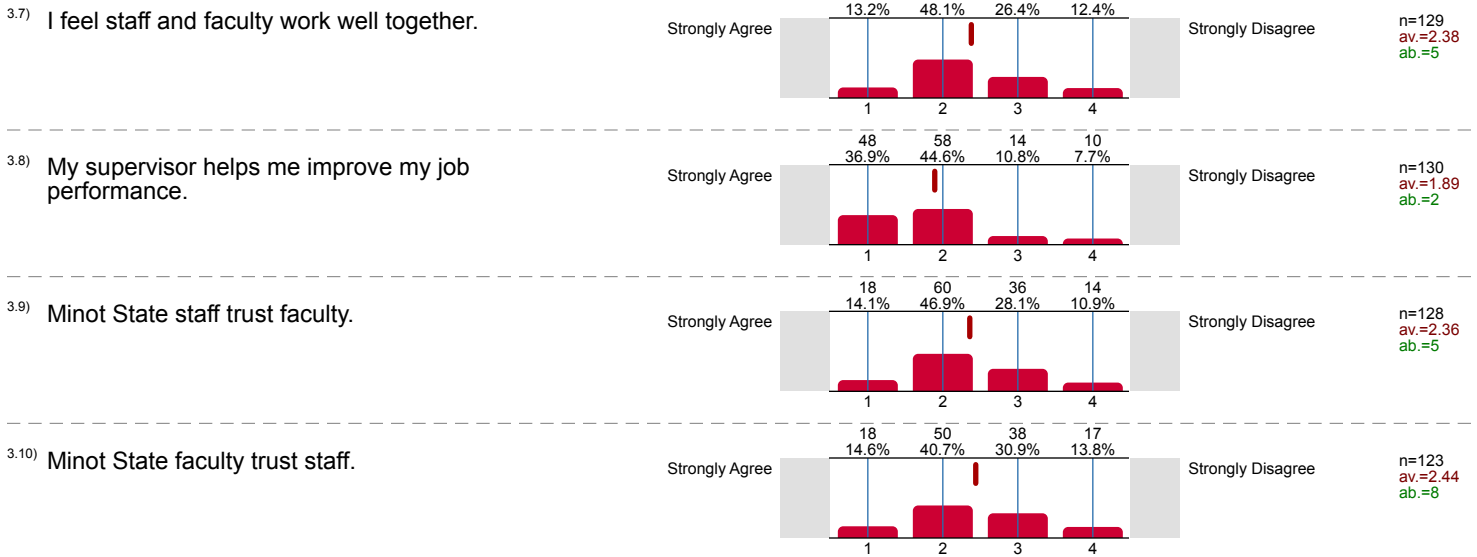
2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution



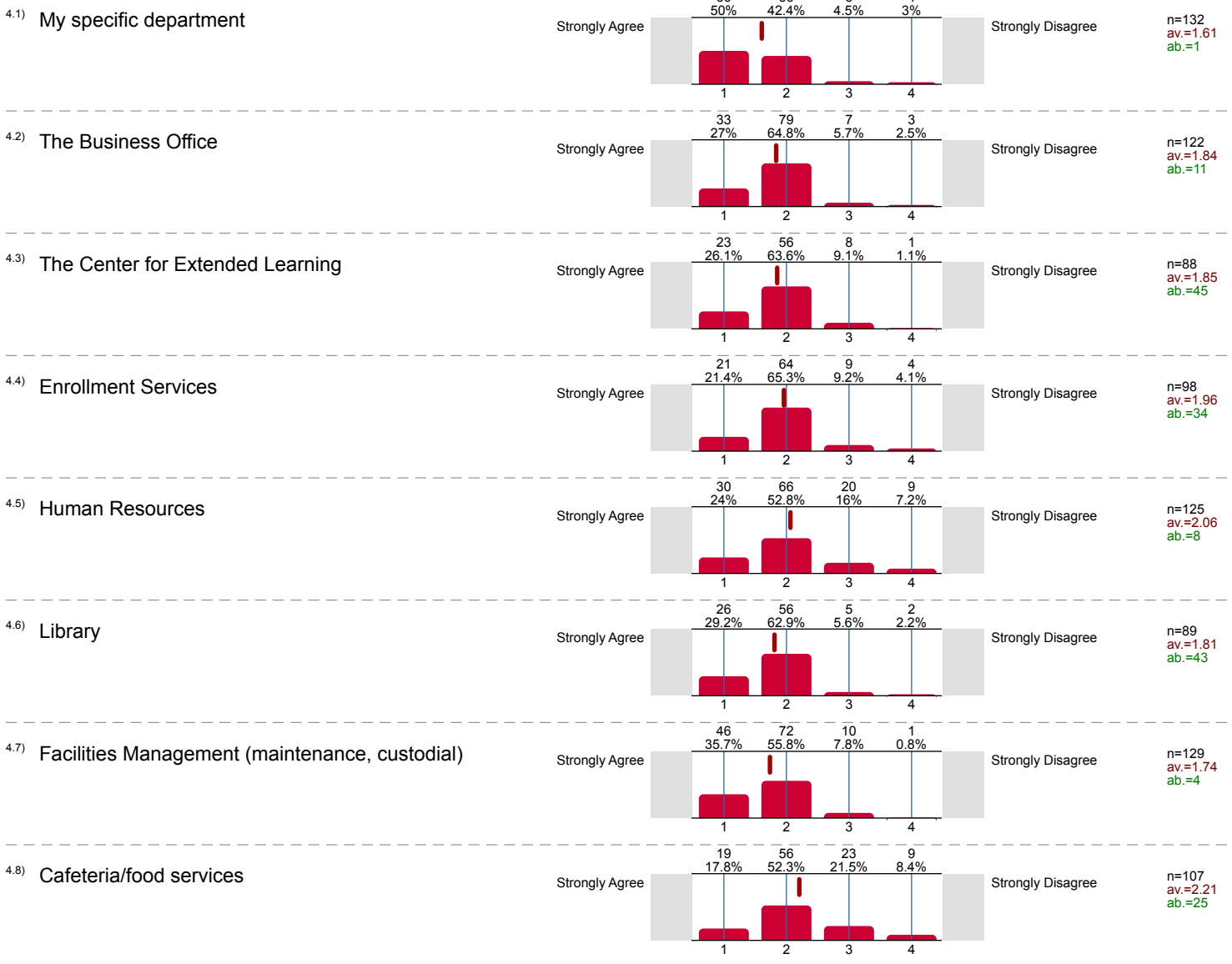


3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.

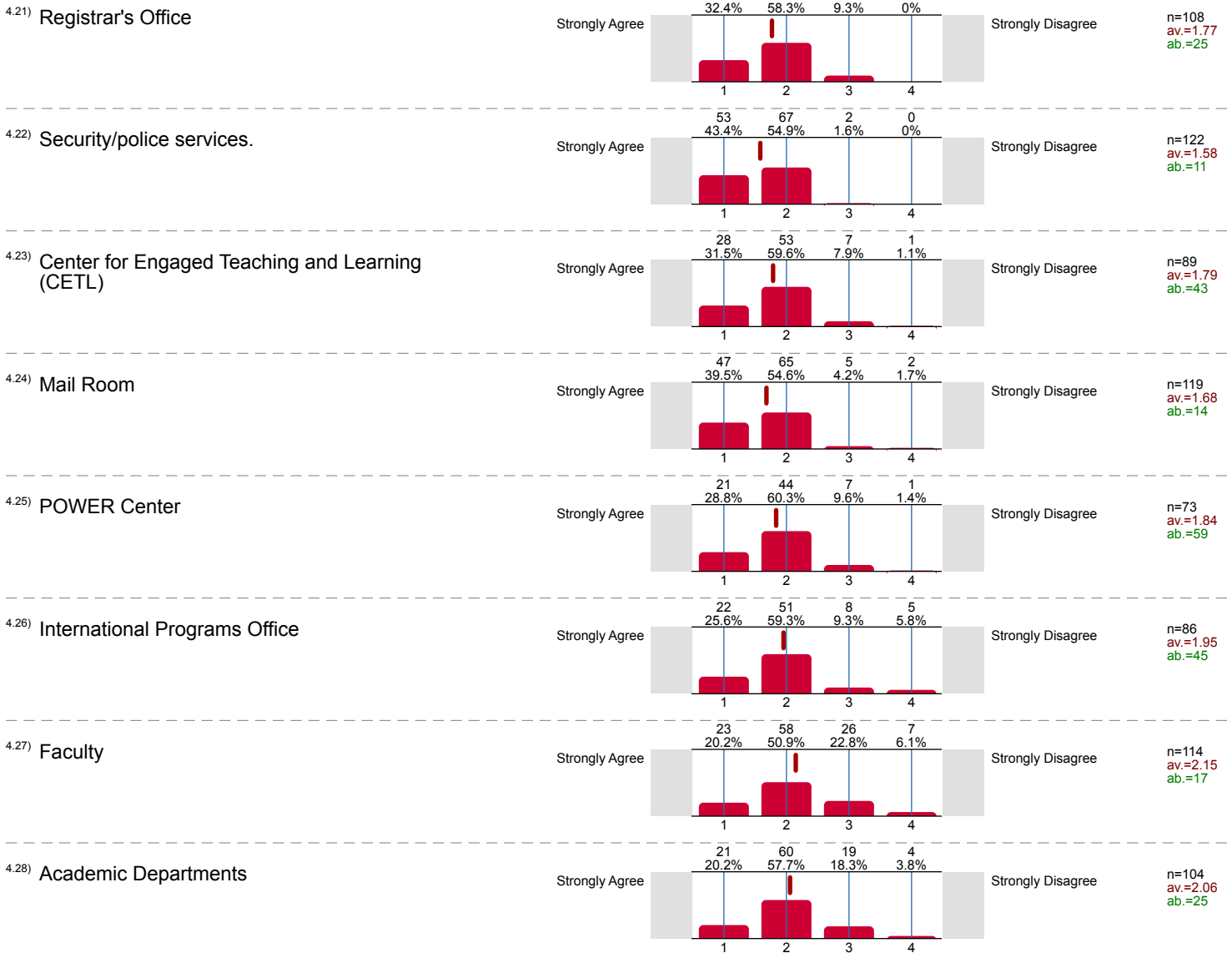




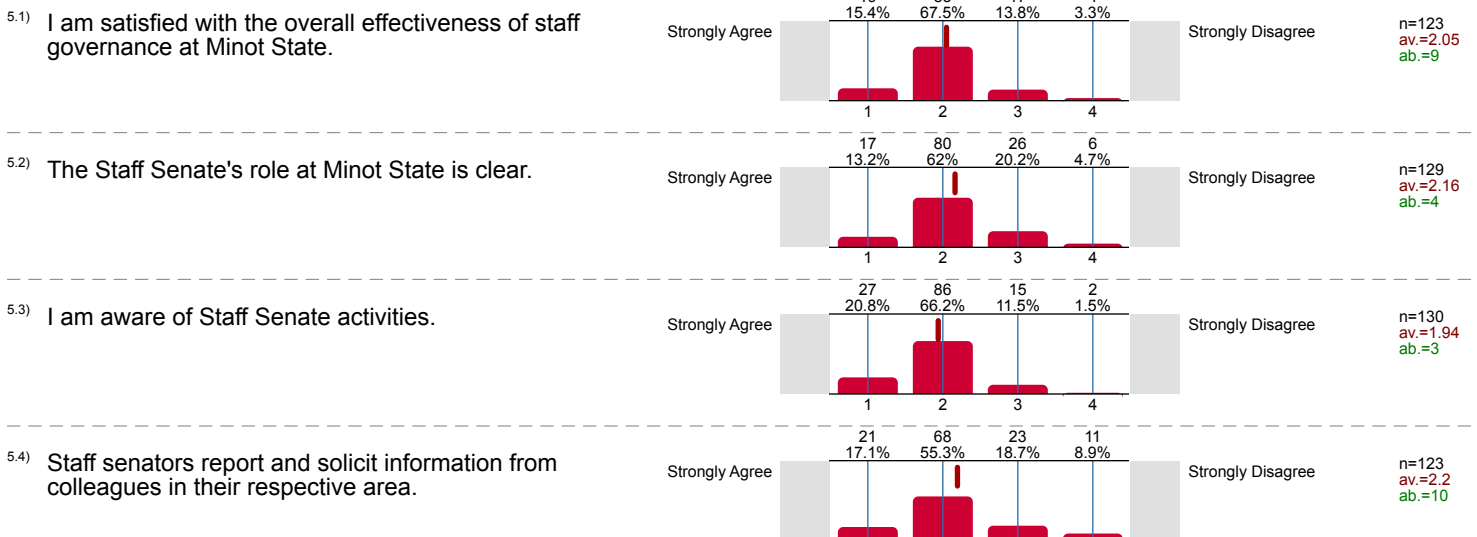
4. I receive adequate support/services from:





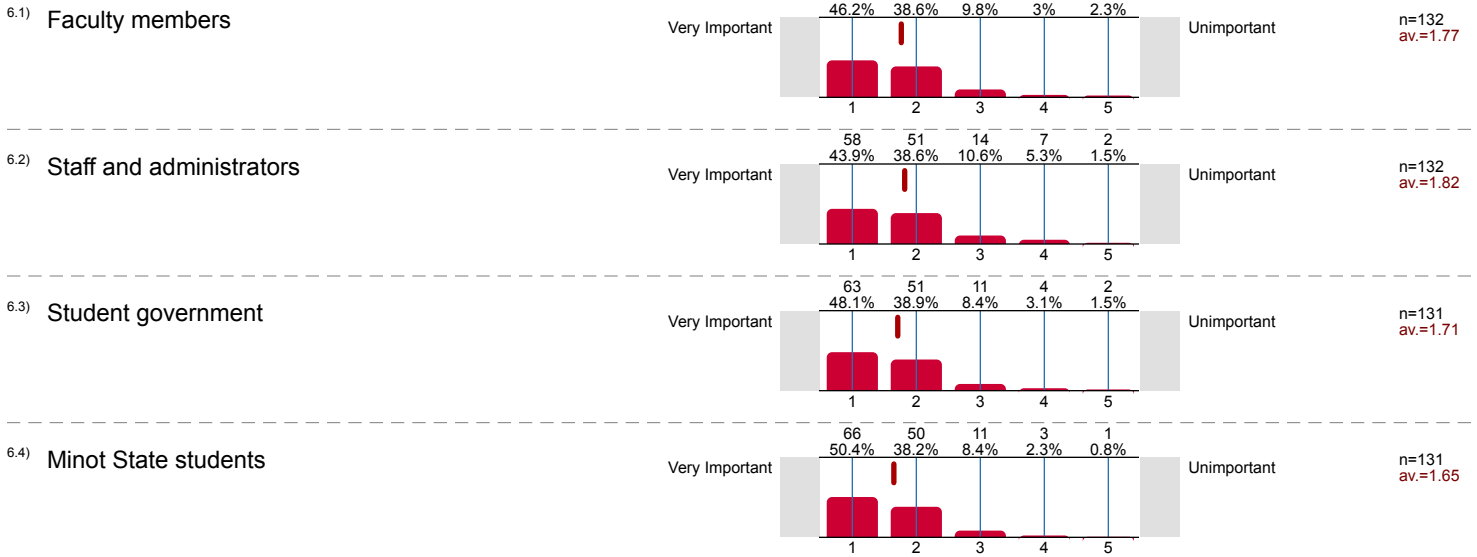


5. Staff Governance: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff governance.



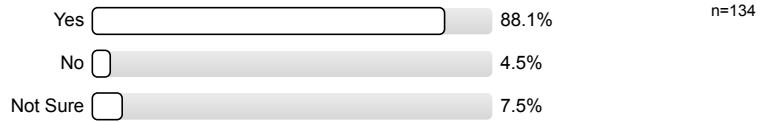


6. In your opinion, how important is diversity to the following groups at Minot State?

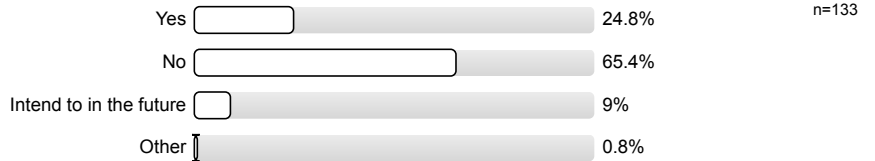


7. Staff Benefit Opportunities

7.1) Are you aware of Minot State's staff Wellness Policy?



7.2) Do you currently use Wellness at Minot State?



7.4) Are you aware of Minot State's policy regarding flexible work schedules?

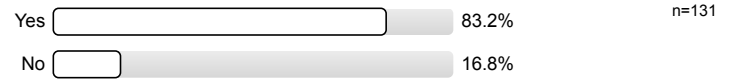
Flexible Work Schedule: A flexible work schedule is an alternative to the established regular hours of operation. Flexibility is allowed in those situations where its practice will benefit both the employee and the university, as determined and approved by a division vice president. During the summer and winter break, the standard workday is not limited to eight hours, but must consist of a forty-hour workweek.



7.5) Do you currently or have you in the past worked a flexible schedule at the approval of your supervisor?

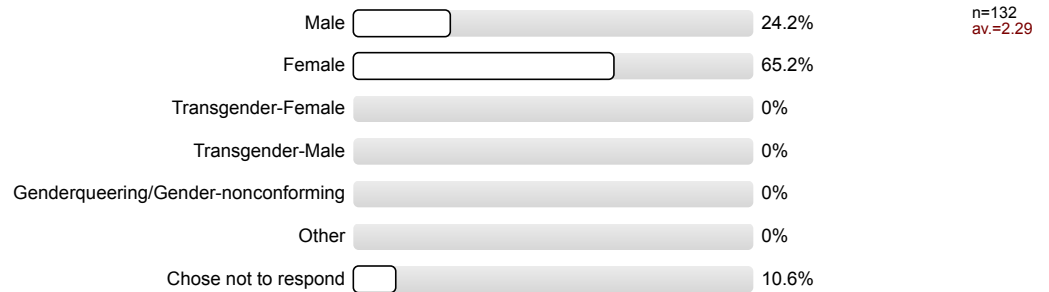


7.6) Would you be interested in working a flexible work schedule?

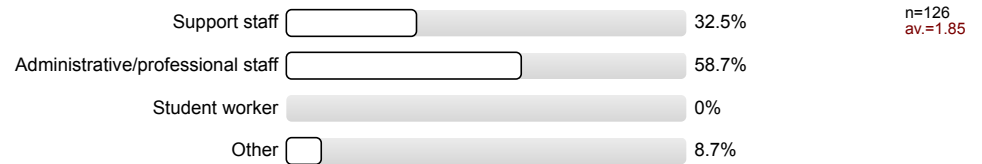


9. Demographic Information: Please supply the following information about yourself and position at Minot State.

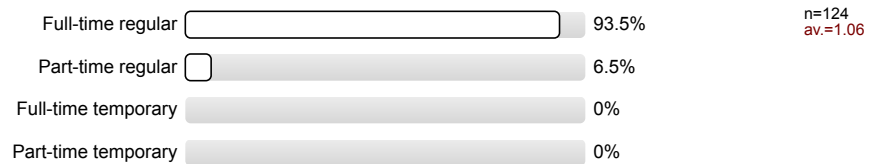
9.1) What is your gender?



9.2) What is your current position?



9.3) Employment Status



9.4) How many years of service to Minot State?



Profile

Subunit: General Surveys
 Name of the instructor: Cari Olson
 Name of the course: Staff Satisfaction Survey 2019
 (Name of the survey)

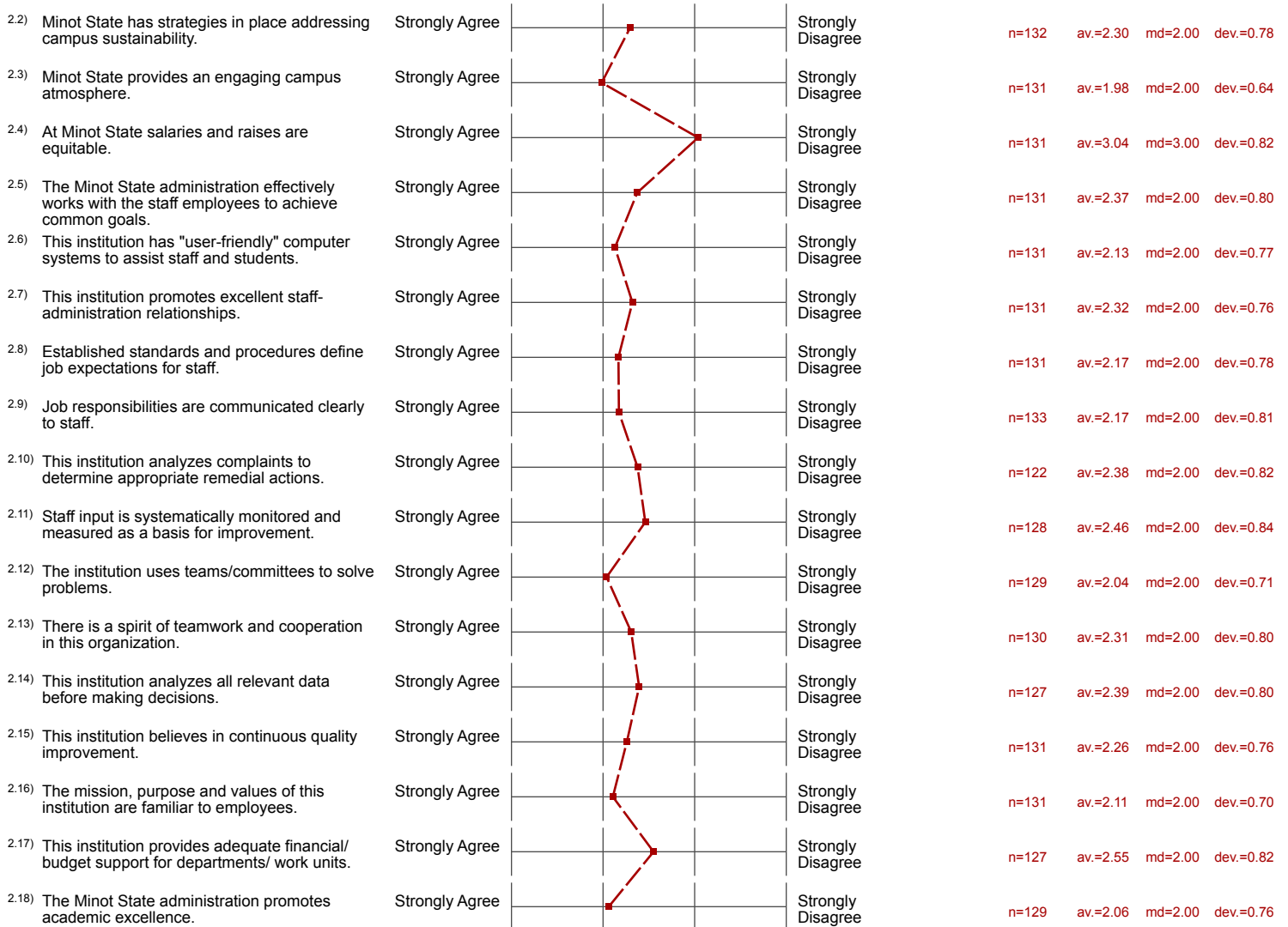
Values used in the profile line: Mean

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.

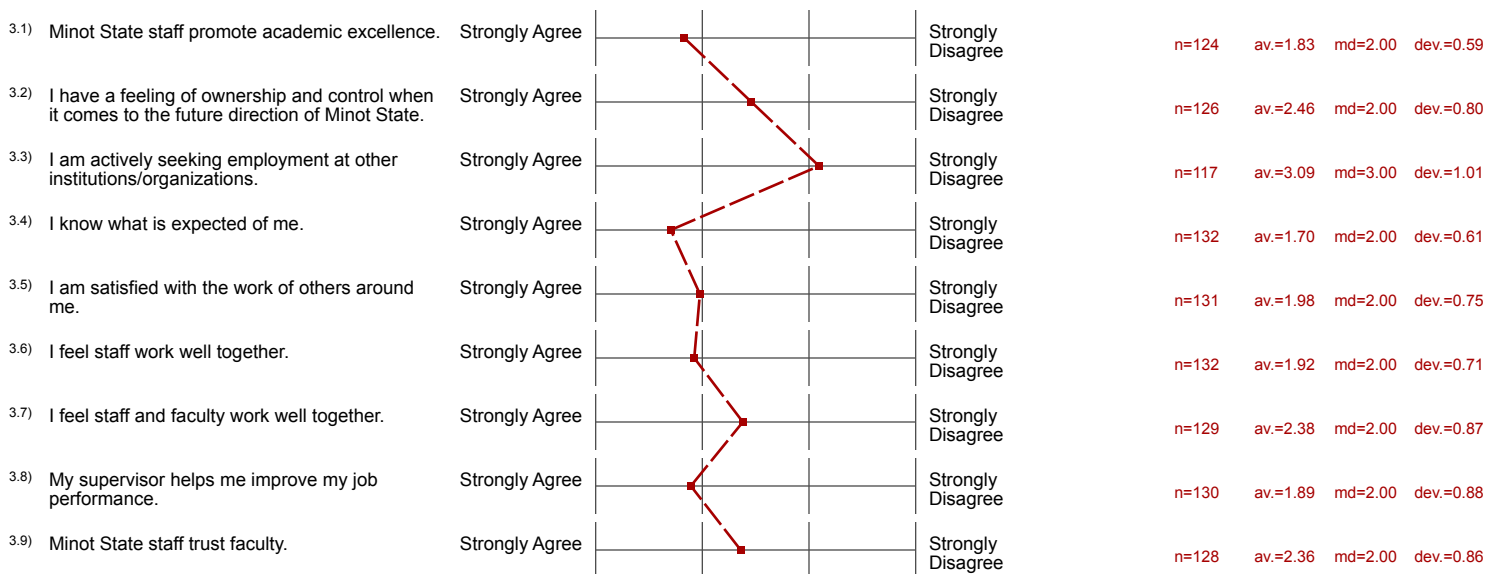


2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution





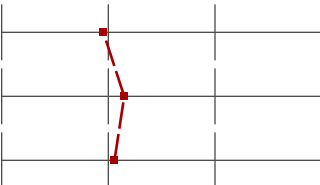
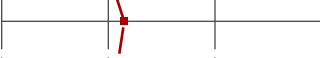

3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.






3.10) Minot State faculty trust staff.	Strongly Agree		Strongly Disagree	n=123	av.=2.44	md=2.00	dev.=0.91
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4. I receive adequate support/services from:





4.1) My specific department	Strongly Agree		Strongly Disagree	n=132	av.=1.61	md=1.50	dev.=0.72
4.2) The Business Office	Strongly Agree		Strongly Disagree	n=122	av.=1.84	md=2.00	dev.=0.63
4.3) The Center for Extended Learning	Strongly Agree		Strongly Disagree	n=88	av.=1.85	md=2.00	dev.=0.62
4.4) Enrollment Services	Strongly Agree		Strongly Disagree	n=98	av.=1.96	md=2.00	dev.=0.69
4.5) Human Resources	Strongly Agree		Strongly Disagree	n=125	av.=2.06	md=2.00	dev.=0.83
4.6) Library	Strongly Agree		Strongly Disagree	n=89	av.=1.81	md=2.00	dev.=0.64
4.7) Facilities Management (maintenance, custodial)	Strongly Agree		Strongly Disagree	n=129	av.=1.74	md=2.00	dev.=0.63
4.8) Cafeteria/food services	Strongly Agree		Strongly Disagree	n=107	av.=2.21	md=2.00	dev.=0.83
4.9) Marketing Office	Strongly Agree		Strongly Disagree	n=102	av.=2.11	md=2.00	dev.=0.84
4.10) University Communications (Public Information Office)	Strongly Agree		Strongly Disagree	n=110	av.=1.74	md=2.00	dev.=0.66
4.11) Financial Aid Office	Strongly Agree		Strongly Disagree	n=96	av.=1.63	md=2.00	dev.=0.55
4.12) Counseling Services	Strongly Agree		Strongly Disagree	n=73	av.=1.89	md=2.00	dev.=0.64
4.13) IT Central	Strongly Agree		Strongly Disagree	n=130	av.=1.74	md=2.00	dev.=0.72
4.14) Payroll Office	Strongly Agree		Strongly Disagree	n=129	av.=1.52	md=1.00	dev.=0.55
4.15) Bookstore	Strongly Agree		Strongly Disagree	n=101	av.=1.63	md=2.00	dev.=0.54
4.16) Campus Information/Switchboard	Strongly Agree		Strongly Disagree	n=99	av.=1.94	md=2.00	dev.=0.74
4.17) President's Office	Strongly Agree		Strongly Disagree	n=110	av.=1.75	md=2.00	dev.=0.70
4.18) Vice President of Academic Affairs Office	Strongly Agree		Strongly Disagree	n=111	av.=1.76	md=2.00	dev.=0.73
4.19) Vice President of Student Affairs Office	Strongly Agree		Strongly Disagree	n=106	av.=1.84	md=2.00	dev.=0.71
4.20) Health and nursing services.	Strongly Agree		Strongly Disagree	n=96	av.=1.66	md=2.00	dev.=0.56
4.21) Registrar's Office	Strongly Agree		Strongly Disagree	n=108	av.=1.77	md=2.00	dev.=0.61
4.22) Security/police services.	Strongly Agree		Strongly Disagree	n=122	av.=1.58	md=2.00	dev.=0.53
4.23) Center for Engaged Teaching and Learning (CETL)	Strongly Agree		Strongly Disagree	n=89	av.=1.79	md=2.00	dev.=0.63
4.24) Mail Room	Strongly Agree		Strongly Disagree	n=119	av.=1.68	md=2.00	dev.=0.64
4.25) POWER Center	Strongly Agree		Strongly Disagree	n=73	av.=1.84	md=2.00	dev.=0.65

4.26) International Programs Office	Strongly Agree		Strongly Disagree	n=86	av.=1.95	md=2.00	dev.=0.77
4.27) Faculty	Strongly Agree		Strongly Disagree	n=114	av.=2.15	md=2.00	dev.=0.81
4.28) Academic Departments	Strongly Agree		Strongly Disagree	n=104	av.=2.06	md=2.00	dev.=0.74

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 Minot State.	Strongly Agree		Strongly Disagree	n=123	av.=2.05	md=2.00	dev.=0.65
5.2) The Staff Senate's role at Minot State is clear.	Strongly Agree		Strongly Disagree	n=129	av.=2.16	md=2.00	dev.=0.70
5.3) I am aware of Staff Senate activities.	Strongly Agree		Strongly Disagree	n=130	av.=1.94	md=2.00	dev.=0.62
5.4) Staff senators report and solicit information from colleagues in their respective area.	Strongly Agree		Strongly Disagree	n=123	av.=2.20	md=2.00	dev.=0.83
5.5) The administration takes Staff Senate decisions seriously.	Strongly Agree		Strongly Disagree	n=121	av.=2.47	md=2.00	dev.=0.82
5.6) Administrators treat staff well.	Strongly Agree		Strongly Disagree	n=126	av.=1.98	md=2.00	dev.=0.66
5.7) My supervisor cultivates positive relationships.	Strongly Agree		Strongly Disagree	n=130	av.=1.78	md=2.00	dev.=0.84
5.8) My supervisor is committed to providing quality service.	Strongly Agree		Strongly Disagree	n=129	av.=1.64	md=2.00	dev.=0.72
5.9) My supervisor sets examples of quality service in their day-to-day performance.	Strongly Agree		Strongly Disagree	n=130	av.=1.72	md=2.00	dev.=0.79
5.10) My supervisor recognizes staff when they do a good job.	Strongly Agree		Strongly Disagree	n=131	av.=1.79	md=2.00	dev.=0.81
5.11) My supervisor pays attention to what I have to say.	Strongly Agree		Strongly Disagree	n=130	av.=1.70	md=2.00	dev.=0.80
5.12) My supervisor has confidence and trust in me.	Strongly Agree		Strongly Disagree	n=131	av.=1.57	md=1.00	dev.=0.69
5.13) My supervisor shares information regularly with staff.	Strongly Agree		Strongly Disagree	n=129	av.=1.72	md=2.00	dev.=0.79
5.14) Staff receive special training in improving customer service.	Strongly Agree		Strongly Disagree	n=125	av.=2.37	md=2.00	dev.=0.88
5.15) Staff are involved in the development and improvement of performance measures.	Strongly Agree		Strongly Disagree	n=126	av.=2.26	md=2.00	dev.=0.84
5.16) Staff suggestions are used to improve our institution.	Strongly Agree		Strongly Disagree	n=125	av.=2.38	md=2.00	dev.=0.81

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

6.1) Faculty members	Very Important		Unimportant	n=132	av.=1.77	md=2.00	dev.=0.92
6.2) Staff and administrators	Very Important		Unimportant	n=132	av.=1.82	md=2.00	dev.=0.93
6.3) Student government	Very Important		Unimportant	n=131	av.=1.71	md=2.00	dev.=0.86
6.4) Minot State students	Very Important		Unimportant	n=131	av.=1.65	md=1.00	dev.=0.79