

Minot State University Staff Satisfaction Report

July 2020

The Staff Satisfaction Survey was conducted in late May 2020. 253 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 145 responses were collected, yielding a 57% response rate. Most respondents were female (58.6%) and just over half (54.3%) held a current position of Administrative/Professional Staff. Nearly all the respondents, (90.2%) were full-time employees at Minot State. Years of experience varied with 29.9% indicating they have been employed at Minot State for 1-5 years, 27.6% 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 (26 individual comments)

Areas of Concern:

Staff opinions do not matter/Staff not heard or listened to- Staff Not Valued

Lack of communication

Lack of recognition

Positive Comments:

Satisfaction with job

Appreciate the flexibility/Working from home

State of the Institution (24 individual comments)

Areas of Concern:

No incentive for obtaining higher degree

Lack of Departmental Budgets/Financial Support

Unclear mission- lack of institutional direction-no efficiency plan
Enrollment continues to decrease
Need to be paperless
Lack of retention plan
Too many committees
Salaries are not equitable

Positive Comments:

State of the Staff (10 individual comments)

Areas of Concern:

Positive Comments:

Team Collaboration- Lots of great people

Support Services (17 individual comments)

Areas of Concern:

Faculty do not trust staff-forced trust- Us versus them
Faculty believe they are superior to staff
Disconnect between the academic side and the athletics side
Job security

Positive Comments:

Faculty and Staff get along well
Faculty trust staff
Most interactions with faculty have been good-positive

Staff Governance (13 individual comments)

Areas of Concern:

Not sure the role of Staff Senate- More social things than governance
Senate needs to get up to speed, aggressive
Lack of training/professional development opportunities
Poor communication/teamwork

Positive Comments:

Senate has come a long way

Staff Satisfaction Survey 2020

Name of the survey Staff Satisfaction Survey 2020



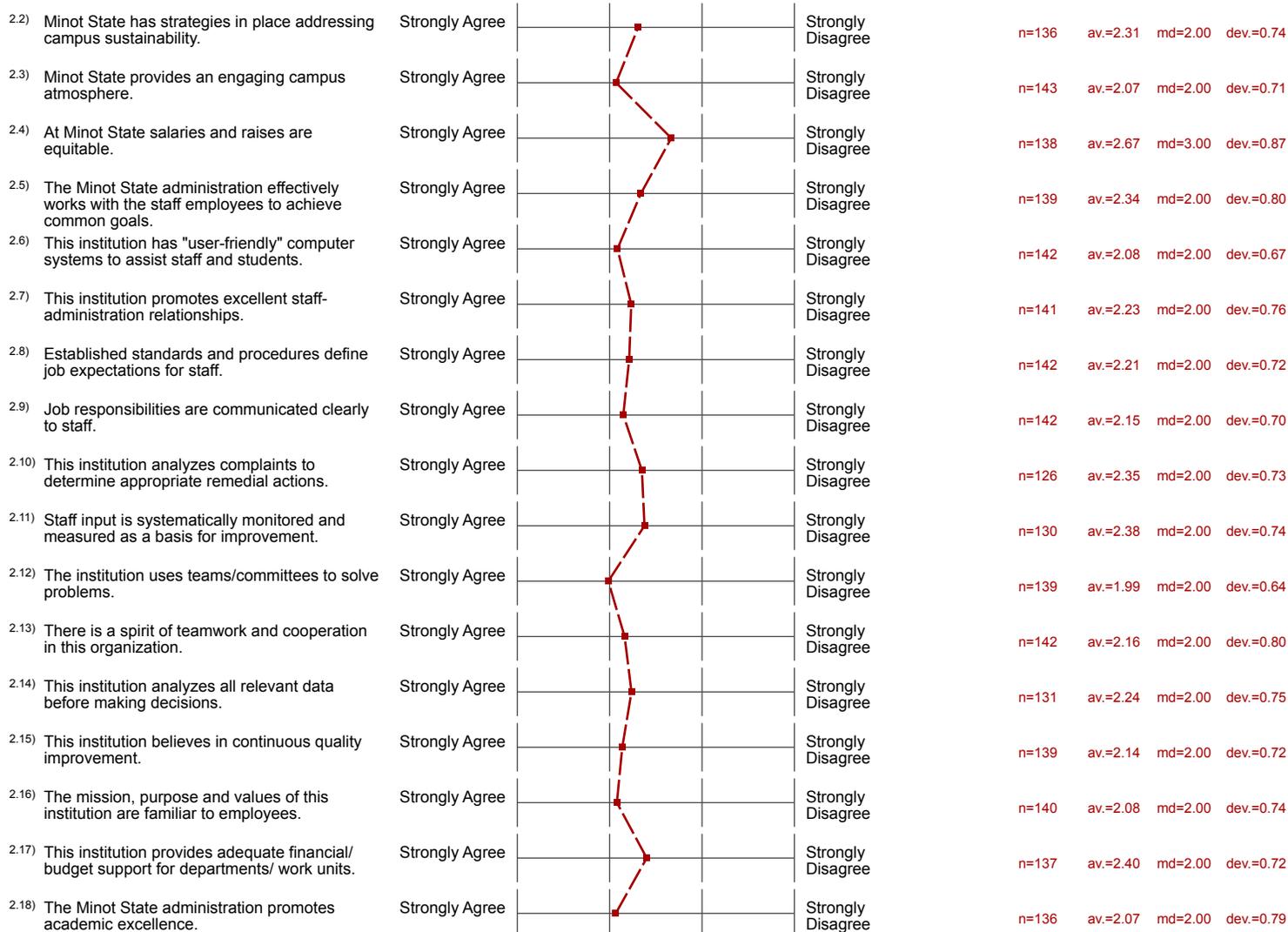
Values used in the profile line: Mean

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.

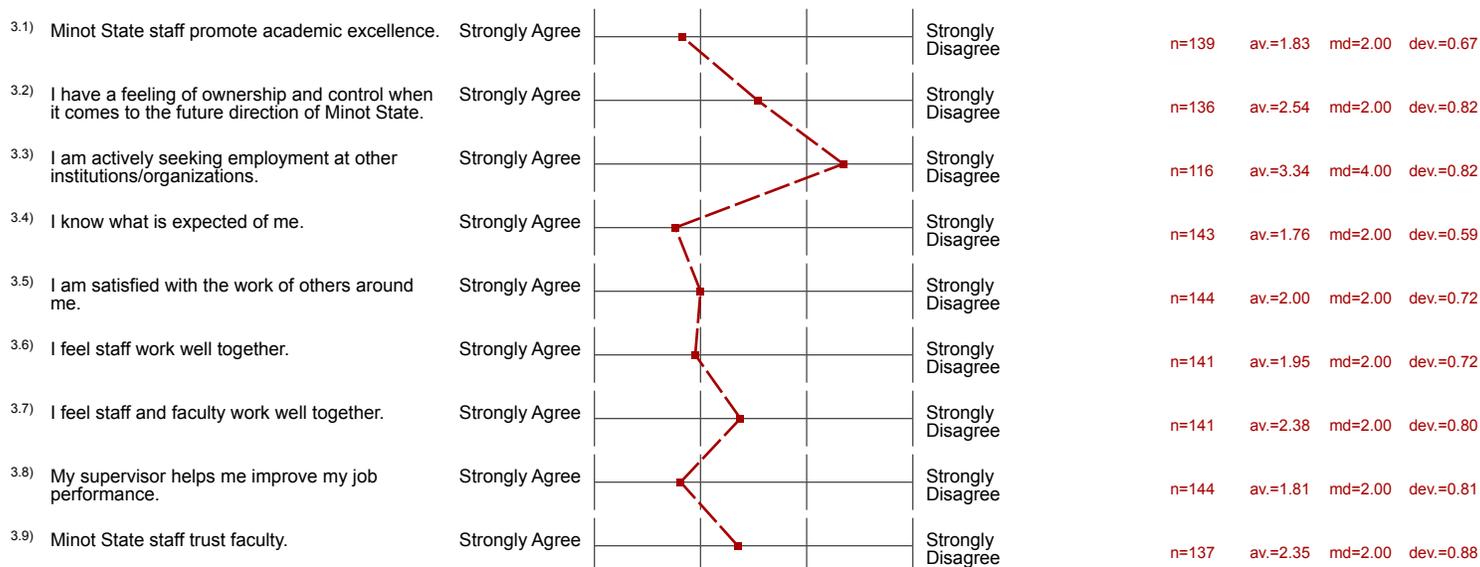


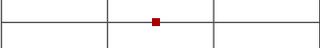
2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution





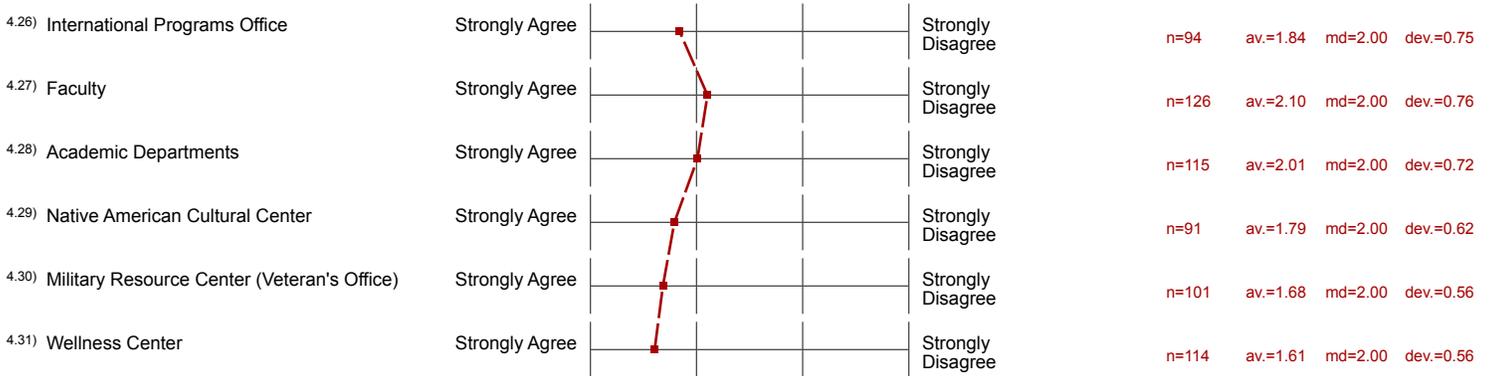
3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.



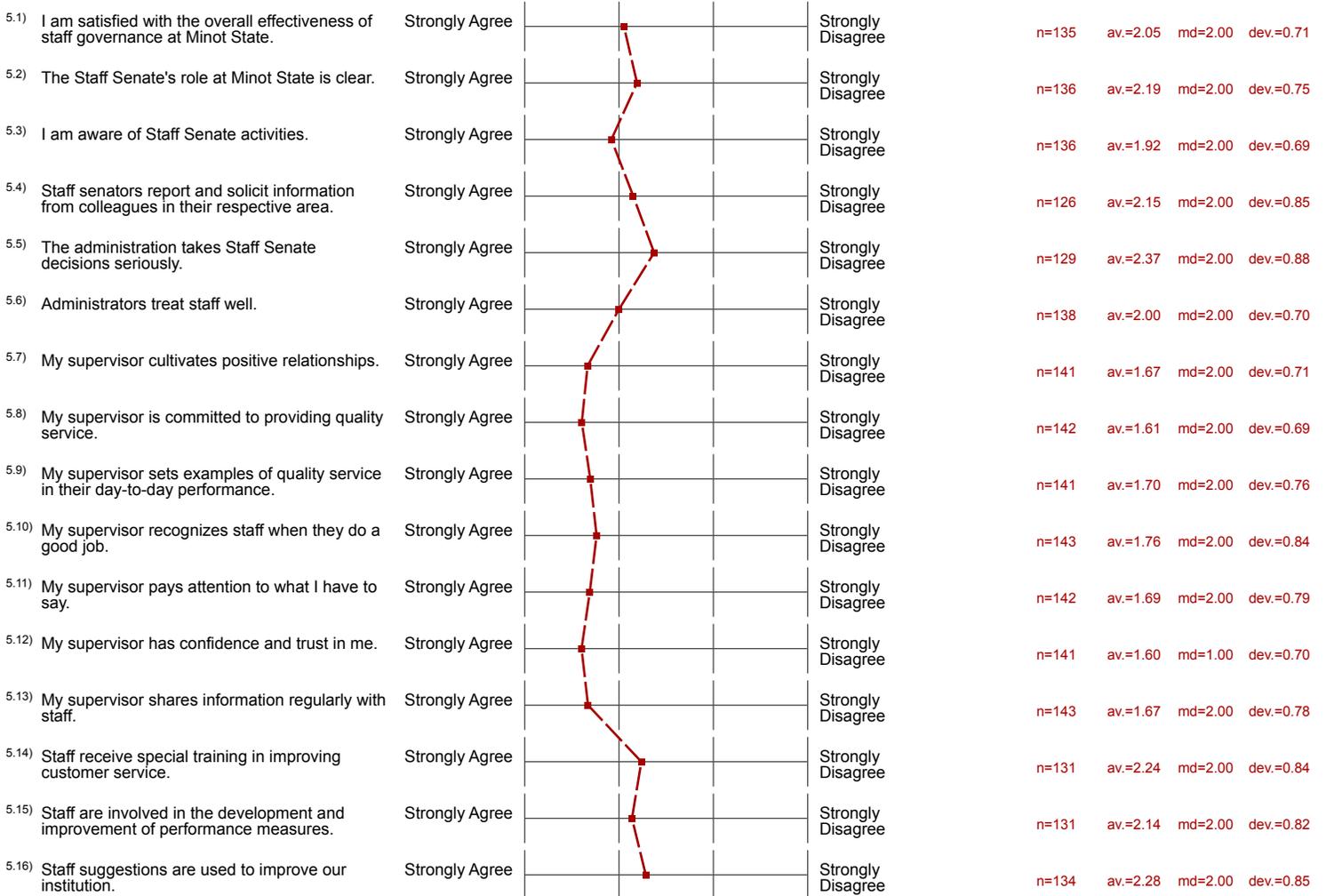
3.10) Minot State faculty trust staff.	Strongly Agree		Strongly Disagree	n=133	av.=2.46	md=2.00	dev.=0.92
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4. I receive adequate support/services from:

4.1) My specific department	Strongly Agree		Strongly Disagree	n=145	av.=1.60	md=2.00	dev.=0.63
4.2) The Business Office	Strongly Agree		Strongly Disagree	n=136	av.=1.88	md=2.00	dev.=0.69
4.3) The Center for Extended Learning	Strongly Agree		Strongly Disagree	n=91	av.=1.88	md=2.00	dev.=0.63
4.4) Enrollment Services	Strongly Agree		Strongly Disagree	n=107	av.=1.99	md=2.00	dev.=0.78
4.5) Human Resources	Strongly Agree		Strongly Disagree	n=138	av.=2.01	md=2.00	dev.=0.83
4.6) Library	Strongly Agree		Strongly Disagree	n=94	av.=1.72	md=2.00	dev.=0.61
4.7) Facilities Management (maintenance, custodial)	Strongly Agree		Strongly Disagree	n=140	av.=1.60	md=2.00	dev.=0.70
4.8) Cafeteria/food services	Strongly Agree		Strongly Disagree	n=111	av.=2.26	md=2.00	dev.=0.79
4.9) Marketing Office	Strongly Agree		Strongly Disagree	n=116	av.=2.13	md=2.00	dev.=0.79
4.10) University Communications (Public Information Office)	Strongly Agree		Strongly Disagree	n=122	av.=1.70	md=2.00	dev.=0.60
4.11) Financial Aid Office	Strongly Agree		Strongly Disagree	n=108	av.=1.75	md=2.00	dev.=0.73
4.12) Counseling Services	Strongly Agree		Strongly Disagree	n=97	av.=1.68	md=2.00	dev.=0.65
4.13) IT Central	Strongly Agree		Strongly Disagree	n=143	av.=1.56	md=1.00	dev.=0.63
4.14) Payroll Office	Strongly Agree		Strongly Disagree	n=140	av.=1.52	md=1.50	dev.=0.56
4.15) Bookstore	Strongly Agree		Strongly Disagree	n=113	av.=1.65	md=2.00	dev.=0.64
4.16) Parking Office	Strongly Agree		Strongly Disagree	n=128	av.=1.73	md=2.00	dev.=0.62
4.17) President's Office	Strongly Agree		Strongly Disagree	n=126	av.=1.79	md=2.00	dev.=0.72
4.18) Vice President of Academic Affairs Office	Strongly Agree		Strongly Disagree	n=121	av.=1.76	md=2.00	dev.=0.73
4.19) Vice President of Student Affairs Office	Strongly Agree		Strongly Disagree	n=115	av.=1.84	md=2.00	dev.=0.77
4.20) Health and nursing services	Strongly Agree		Strongly Disagree	n=103	av.=1.59	md=2.00	dev.=0.57
4.21) Registrar's Office	Strongly Agree		Strongly Disagree	n=110	av.=1.84	md=2.00	dev.=0.68
4.22) Security/police services	Strongly Agree		Strongly Disagree	n=138	av.=1.57	md=2.00	dev.=0.63
4.23) Academic Support Center	Strongly Agree		Strongly Disagree	n=99	av.=1.83	md=2.00	dev.=0.78
4.24) Mail Room/Information Desk	Strongly Agree		Strongly Disagree	n=130	av.=1.59	md=2.00	dev.=0.64
4.25) POWER Center	Strongly Agree		Strongly Disagree	n=87	av.=1.85	md=2.00	dev.=0.66



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?



6.3) Student government	Very Important  Unimportant	n=143 av.=1.85 md=2.00 dev.=0.83
6.4) Minot State students	Very Important  Unimportant	n=142 av.=1.80 md=2.00 dev.=0.85