#### 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)

<u>Areas of Concern:</u> Staff opinions do not matter/Staff not heard or listened to- Staff Not Valued Lack of communication Lack of recognition

<u>Positive Comments:</u> Satisfaction with job Appreciate the flexibility/Working from home

#### **State of the Institution (24 individual comments)**

<u>Areas of Concern:</u> 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:

<u>Positive Comments:</u> Team Collaboration- Lots of great people

#### **Support Services (17 individual comments)**

<u>Areas of Concern:</u> 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

<u>Positive Comments:</u> Faculty and Staff get along well Faculty trust staff Most interactions with faculty have been good-positive

#### **Staff Governance (13 individual comments)**

<u>Areas of Concern:</u> 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

<u>Positive Comments:</u> 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.

<sup>1.1)</sup> Opportunity to implement new ideas.	Very Satisfied	<b>_</b>	Not at all Satisfied	n=142	av.=2.12	md=2 00	dev =0 79
<sup>1.2)</sup> Recruiting of students.	Very Satisfied		Not at all	n=105		md=2.00	
<sup>1.3)</sup> Working conditions (hours, location, etc).	Very Satisfied		Satisfied Not at all				
			Satisfied	n=143	av.=1.86	md=2.00	dev.=0.72
<sup>1.4)</sup> Autonomy and Independence.	Very Satisfied		Not at all Satisfied	n=142	av.=1.79	md=2.00	dev.=0.67
<sup>1.5)</sup> Professional relationships with other staff.	Very Satisfied		Not at all Satisfied	n=144	av.=1.83	md=2.00	dev.=0.71
<sup>1.6)</sup> Social relationships with other staff.	Very Satisfied		Not at all Satisfied	n=142	av.=1.89	md=2.00	dev.=0.74
<sup>1.7)</sup> Competence of colleagues.	Very Satisfied	<mark>.</mark>	Not at all Satisfied	n=143	av.=1.90	md=2.00	dev.=0.76
<sup>1.8)</sup> Relationship with administration.	Very Satisfied		Not at all Satisfied	n=138	av.=2.03	md=2.00	dev.=0.84
<sup>1.9)</sup> I feel secure in my job.	Very Satisfied		Not at all Satisfied	n=144	av.=2.28	md=2.00	dev.=0.96
<sup>1.10)</sup> This institution listens to its staff.	Very Satisfied		Not at all Satisfied	n=142	av.=2.51	md=2.00	dev.=0.94
<sup>1.11)</sup> This institution involves its staff in planning the future.	g for Very Satisfied		Not at all Satisfied	n=140	av.=2.48	md=2.00	dev.=0.90
1.12) This institution regularly conducts surveys evaluate the quality of its programs and services.	to Very Satisfied		Not at all Satisfied	n=137	av.=2.25	md=2.00	dev.=0.82
<ul><li>1.13) Each department or work unit has written, to-date service expectations.</li></ul>	up- Very Satisfied		Not at all Satisfied	n=134	av.=2.34	md=2.00	dev.=0.87
1.14) Processes for selecting, orientating, training empowering and recognizing employees a carefully planned.	ng, Very Satisfied		Not at all Satisfied	n=135	av.=2.54	md=2.00	dev.=0.86
<sup>1.15)</sup> Staff are empowered to resolve problems quickly.	Very Satisfied		Not at all Satisfied	n=141	av.=2.32	md=2.00	dev.=0.86
<sup>1.16)</sup> Staff are rewarded for outstanding job performance.	Very Satisfied		Not at all Satisfied	n=142	av.=2.71	md=3.00	dev.=0.91
1.17) Staff are encouraged to provide suggestio ways to improve work flow.	ons on Very Satisfied		Not at all Satisfied	n=138	av.=2.37	md=2.00	dev.=0.89
<sup>1.18)</sup> Overall job satisfaction.	Very Satisfied		Not at all Satisfied	n=141	av.=2.00	md=2.00	dev.=0.69

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

<sup>2.1)</sup> Minot State has clear long-range plans.

Strongly Agree

-

Strongly Disagree

n=139 av.=2.31 md=2.00 dev.=0.77

2.2)	Minot State has strategies in place addressing campus sustainability.	Strongly Agree		Strongly Disagree	n=136	av.=2.31	md=2.00	dev.=0.74
2.3)	Minot State provides an engaging campus atmosphere.	Strongly Agree	$ - \langle                                    $	Strongly Disagree	n=143	av.=2.07	md=2.00	dev.=0.71
2.4)	At Minot State salaries and raises are equitable.	Strongly Agree		Strongly Disagree	n=138	av.=2.67	md=3.00	dev.=0.87
2.5)	The Minot State administration effectively works with the staff employees to achieve common goals.	Strongly Agree		Strongly Disagree	n=139	av.=2.34	md=2.00	dev.=0.80
2.6)	This institution has "user-friendly" computer systems to assist staff and students.	Strongly Agree		Strongly Disagree	n=142	av.=2.08	md=2.00	dev.=0.67
2.7)	This institution promotes excellent staff- administration relationships.	Strongly Agree		Strongly Disagree	n=141	av.=2.23	md=2.00	dev.=0.76
2.8)	Established standards and procedures define job expectations for staff.	Strongly Agree		Strongly Disagree	n=142	av.=2.21	md=2.00	dev.=0.72
2.9)	Job responsibilities are communicated clearly to staff.	Strongly Agree		Strongly Disagree	n=142	av.=2.15	md=2.00	dev.=0.70
2.10)	This institution analyzes complaints to determine appropriate remedial actions.	Strongly Agree		Strongly Disagree	n=126	av.=2.35	md=2.00	dev.=0.73
2.11)	Staff input is systematically monitored and measured as a basis for improvement.	Strongly Agree		Strongly Disagree	n=130	av.=2.38	md=2.00	dev.=0.74
2.12)	The institution uses teams/committees to solve problems.	Strongly Agree		Strongly Disagree	n=139	av.=1.99	md=2.00	dev.=0.64
2.13)	There is a spirit of teamwork and cooperation in this organization.	Strongly Agree		Strongly Disagree	n=142	av.=2.16	md=2.00	dev.=0.80
2.14)	This institution analyzes all relevant data before making decisions.	Strongly Agree		Strongly Disagree	n=131	av.=2.24	md=2.00	dev.=0.75
2.15)	This institution believes in continuous quality improvement.	Strongly Agree		Strongly Disagree	n=139	av.=2.14	md=2.00	dev.=0.72
2.16)	The mission, purpose and values of this institution are familiar to employees.	Strongly Agree		Strongly Disagree	n=140	av.=2.08	md=2.00	dev.=0.74
2.17)	This institution provides adequate financial/ budget support for departments/ work units.	Strongly Agree		Strongly Disagree	n=137	av.=2.40	md=2.00	dev.=0.72
2.18)	The Minot State administration promotes academic excellence.	Strongly Agree		Strongly Disagree	n=136	av.=2.07	md=2.00	dev.=0.79

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

3.1)	Minot State staff promote academic excellence.	Strongly Agree	•	Strongly Disagree	n=139	av.=1.83	md=2.00	dev.=0.67
3.2)	I have a feeling of ownership and control when it comes to the future direction of Minot State.	Strongly Agree		Strongly Disagree	n=136	av.=2.54	md=2.00	dev.=0.82
3.3)	I am actively seeking employment at other institutions/organizations.	Strongly Agree		Strongly Disagree	n=116	av.=3.34	md=4.00	dev.=0.82
3.4)	I know what is expected of me.	Strongly Agree		Strongly Disagree	n=143	av.=1.76	md=2.00	dev.=0.59
3.5)	I am satisfied with the work of others around me.	Strongly Agree		Strongly Disagree	n=144	av.=2.00	md=2.00	dev.=0.72
3.6)	I feel staff work well together.	Strongly Agree		Strongly Disagree	n=141	av.=1.95	md=2.00	dev.=0.72
3.7)	I feel staff and faculty work well together.	Strongly Agree		Strongly Disagree	n=141	av.=2.38	md=2.00	dev.=0.80
3.8)	My supervisor helps me improve my job performance.	Strongly Agree		Strongly Disagree	n=144	av.=1.81	md=2.00	dev.=0.81
3.9)	Minot State staff trust faculty.	Strongly Agree		Strongly Disagree	n=137	av.=2.35	md=2.00	dev.=0.88

3.10) Minot State faculty trust staff.	Strongly Agree		Strongly Disagree	n=133	av.=2.46	md=2.00	dev.=0.92
			Disagree	11 100	41. 2.40	1110 2.00	0.02

## 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
<sup>4.3)</sup> 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
<ul><li>4.7) Facilities Management (maintenance, custodial)</li></ul>	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
<sup>4.9)</sup> 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
<sup>4.16</sup> ) 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
<sup>4.18)</sup> Vice President of Academic Affairs Office	Strongly Agree	Strongly Disagree	n=121	av.=1.76	md=2.00	dev.=0.73
<sup>4.19)</sup> Vice President of Student Affairs Office	Strongly Agree	Strongly Disagree	n=115	av.=1.84	md=2.00	dev.=0.77
<sup>4.20</sup> 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

<sup>4.26)</sup> International Programs Office	Strongly Agree	Strongly Disagree	n=94	av.=1.84	md=2.00	dev.=0.75
4.27) Faculty	Strongly Agree	Strongly Disagree	n=126	av.=2.10	md=2.00	dev.=0.76
4.28) Academic Departments	Strongly Agree	Strongly Disagree	n=115	av.=2.01	md=2.00	dev.=0.72
<sup>4.29)</sup> Native American Cultural Center	Strongly Agree	Strongly Disagree	n=91	av.=1.79	md=2.00	dev.=0.62
<sup>4.30)</sup> Military Resource Center (Veteran's Office)	Strongly Agree	Strongly Disagree	n=101	av.=1.68	md=2.00	dev.=0.56
4.31) Wellness Center	Strongly Agree	Strongly Disagree	n=114	av.=1.61	md=2.00	dev.=0.56

# 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=135	av.=2.05	md=2.00	dev.=0.71
5.2)	The Staff Senate's role at Minot State is clear.	Strongly Agree		Strongly Disagree	n=136	av.=2.19	md=2.00	dev.=0.75
5.3)	I am aware of Staff Senate activities.	Strongly Agree	│ <b>4</b> (	Strongly Disagree	n=136	av.=1.92	md=2.00	dev.=0.69
5.4)	Staff senators report and solicit information from colleagues in their respective area.	Strongly Agree		Strongly Disagree	n=126	av.=2.15	md=2.00	dev.=0.85
5.5)	The administration takes Staff Senate decisions seriously.	Strongly Agree		Strongly Disagree	n=129	av.=2.37	md=2.00	dev.=0.88
5.6)	Administrators treat staff well.	Strongly Agree		Strongly Disagree	n=138	av.=2.00	md=2.00	dev.=0.70
5.7)	My supervisor cultivates positive relationships.	Strongly Agree		Strongly Disagree	n=141	av.=1.67	md=2.00	dev.=0.71
5.8)	My supervisor is committed to providing quality service.	Strongly Agree		Strongly Disagree	n=142	av.=1.61	md=2.00	dev.=0.69
5.9)	My supervisor sets examples of quality service in their day-to-day performance.	Strongly Agree		Strongly Disagree	n=141	av.=1.70	md=2.00	dev.=0.76
5.10)	My supervisor recognizes staff when they do a good job.	Strongly Agree		Strongly Disagree	n=143	av.=1.76	md=2.00	dev.=0.84
5.11)	My supervisor pays attention to what I have to say.	Strongly Agree		Strongly Disagree	n=142	av.=1.69	md=2.00	dev.=0.79
5.12)	My supervisor has confidence and trust in me.	Strongly Agree		Strongly Disagree	n=141	av.=1.60	md=1.00	dev.=0.70
5.13)	My supervisor shares information regularly with staff.	Strongly Agree		Strongly Disagree	n=143	av.=1.67	md=2.00	dev.=0.78
5.14)	Staff receive special training in improving customer service.	Strongly Agree		Strongly Disagree	n=131	av.=2.24	md=2.00	dev.=0.84
5.15)	Staff are involved in the development and improvement of performance measures.	Strongly Agree		Strongly Disagree	n=131	av.=2.14	md=2.00	dev.=0.82
5.16)	Staff suggestions are used to improve our institution.	Strongly Agree		Strongly Disagree	n=134	av.=2.28	md=2.00	dev.=0.85

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

6.1)	Faculty members	Very Important	 		Unimportant	n=144	av.=1.90	md=2.00	dev.=0.87
6.2)	Staff and administrators	Very Important			Unimportant	n=144	av.=1.90	md=2.00	dev.=0.84

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