Minot State University Staff Satisfaction Report

June 2021

The Staff Satisfaction Survey was conducted in late April 2021. 238 benefited 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 128 responses were collected, yielding a 54% response rate. Most respondents were female (58.0%) and just over half (58.7%) held a current position of Administrative/Professional Staff. Nearly all the respondents, (97.5%) were full-time employees at Minot State. Years of experience varied with 26.2% indicating they have been employed at Minot State for 1-5 years, 25.4% serving 6-10 years, and 23.8% serving 11-15 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: Staff voice not heard, undervalued Lack of clear vision for institution Benefits- Amount of leave Salary/Pay inadequacies Lack of diversity on committees- Same people serving on all committees Supervisor/Administration Does not address issues Work hour flexibility Poor communication Social Interactions have decreased No changes based on feedback -MSU resistant to change Lack of Recognition- Years of service, going above and beyond, hard work <u>Positive Comments:</u> Staff Senate continues to do good things Coworkers and relationships with coworkers Satisfied overall with my position

State of the Institution (23 individual comments)

Areas of Concern: No incentive for obtaining higher degree Too many committees-little changes comes from committee work, unproductive, same individuals chosen for committee work Departments work in silos-very little teamwork across campus Budgets Lack of strategic plan-goals-clear mission Administration-addressing issues, decision making Lack of a onboarding process for new hires Lack of continuity Disconnect between administration and staff Salaries are not equitable Staff not recognized for accomplishments by administration Low enrollment Staff voice not heard or valued

<u>Positive Comments:</u> Colleagues are hard-working Good Teamwork Works well promoting student activities Reaction to COVID was effectively addressed

State of the Staff (20 individual comments)

<u>Areas of Concern:</u> No incentive for obtaining higher degree Divide between faculty and staff, us versus them mentality Lack of support from administration, staff are undervalued Salaries are inequitable Supervisor/administrators do not address issues

<u>Positive Comments:</u> Better communication between staff and faculty Direct supervisor is amazing

Support Services (15 individual comments)

Areas of Concern: Facilities Management Business Office ITC needs more personnel Administration support Senior faculty/Chairs Cafeteria food

<u>Positive Comments:</u> Positive atmosphere Wellness Center is great Financial Aid Office is easy to work with Facilities Management do a great job Publications and Design Office are great to work with

Staff Governance (12 individual comments)

<u>Areas of Concern:</u> Need a budget or funding Staff Senate needs a voice, unable to make changes Supervisors are not empowered to make decisions Supervisor treats certain staff differently Staff voice not heard; no change based on data...surveys etc. Mandatory customer service training

<u>Positive Comments:</u> Staff Senate does a good job Appreciate the work Senate members do Staff Senate Scholarship- lots of hard work put into raising money Customer service training

Profile

Name of the survey

Staff Satisfaction Survey 2021

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.

11) 0							
^{1.1)} Op	oportunity to implement new ideas.	Very Satisfied	Not at all Satisfied	n=124	av.=2.29	md=2.00	dev.=0.85
^{1.2)} Re	ecruiting of students.	Very Satisfied	Not at all Satisfied	n=88	av.=2.35	md=2.00	dev.=0.83
^{1.3)} Wo	orking conditions (hours, location, etc).	Very Satisfied	Not at all Satisfied	n=127	av.=1.87	md=2.00	dev.=0.77
^{1.4)} Au	tonomy and Independence.	Very Satisfied	Not at all Satisfied	n=127	av.=1.80	md=2.00	dev.=0.72
^{1.5)} Pro	ofessional relationships with other staff.	Very Satisfied	Not at all Satisfied	n=128	av.=1.79	md=2.00	dev.=0.67
^{1.6)} So	ocial relationships with other staff.	Very Satisfied	Not at all Satisfied	n=125	av.=1.98	md=2.00	dev.=0.75
^{1.7)} Cc	ompetence of colleagues.	Very Satisfied	Not at all Satisfied	n=126	av.=1.99	md=2.00	dev.=0.73
^{1.8)} Re	elationship with administration.	Very Satisfied	Not at all Satisfied	n=126	av.=2.21	md=2.00	dev.=0.90
^{1.9)} I fe	eel secure in my job.	Very Satisfied	Not at all Satisfied	n=128	av.=2.15	md=2.00	dev.=0.91
^{1.10)} Th	is institution listens to its staff.	Very Satisfied	Not at all Satisfied	n=127	av.=2.65	md=3.00	dev.=0.95
	is institution involves its staff in planning for e future.	Very Satisfied	Not at all Satisfied	n=128	av.=2.69	md=3.00	dev.=0.95
ev	is institution regularly conducts surveys to aluate the quality of its programs and rvices.	Very Satisfied	Not at all Satisfied	n=123	av.=2.27	md=2.00	dev.=0.86
	ach department or work unit has written, up- date service expectations.	Very Satisfied	Not at all Satisfied	n=119	av.=2.43	md=2.00	dev.=0.85
en	ocesses for selecting, orientating, training, npowering and recognizing employees are refully planned.	Very Satisfied	Not at all Satisfied	n=124	av.=2.59	md=3.00	dev.=0.79
^{1.15)} Sta	aff are empowered to resolve problems ickly.	Very Satisfied	Not at all Satisfied	n=125	av.=2.42	md=2.00	dev.=0.86
	aff are rewarded for outstanding job rformance.	Very Satisfied	Not at all Satisfied	n=121	av.=2.73	md=3.00	dev.=0.89
	aff are encouraged to provide suggestions on ays to improve work flow.	Very Satisfied	Not at all Satisfied	n=123	av.=2.50	md=2.00	dev.=0.92
^{1.18)} Ov	verall job satisfaction.	Very Satisfied	 Not at all Satisfied	n=126	av.=2.12	md=2.00	dev.=0.73

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)} Minot State has clear long-range plans.

Strongly Agree

Strongly Disagree

n=124 av.=2.30 md=2.00 dev.=0.83

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2.2)	Minot State has strategies in place addressing campus sustainability.	Strongly Agree	/	Strongly Disagree	n=120	av.=2.22	md=2.00	dev.=0.80
2.3)	Minot State provides an engaging campus atmosphere.	Strongly Agree		Strongly Disagree	n=125	av.=1.97	md=2.00	dev.=0.67
2.4)	At Minot State salaries and raises are equitable.	Strongly Agree		Strongly Disagree	n=126	av.=2.77	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=121	av.=2.45	md=2.00	dev.=0.81
2.6)	This institution has "user-friendly" computer systems to assist staff and students.	Strongly Agree		Strongly Disagree	n=127	av.=2.01	md=2.00	dev.=0.66
2.7)	This institution promotes excellent staff- administration relationships.	Strongly Agree		Strongly Disagree	n=122	av.=2.43	md=2.00	dev.=0.84
2.8)	Established standards and procedures define job expectations for staff.	Strongly Agree		Strongly Disagree	n=125	av.=2.15	md=2.00	dev.=0.73
2.9)	Job responsibilities are communicated clearly to staff.	Strongly Agree		Strongly Disagree	n=126	av.=2.10	md=2.00	dev.=0.79
2.10)	This institution analyzes complaints to determine appropriate remedial actions.	Strongly Agree		Strongly Disagree	n=112	av.=2.44	md=2.00	dev.=0.83
2.11)	Staff input is systematically monitored and measured as a basis for improvement.	Strongly Agree		Strongly Disagree	n=115	av.=2.50	md=2.00	dev.=0.79
2.12)	The institution uses teams/committees to solve problems.	Strongly Agree		Strongly Disagree	n=124	av.=2.09	md=2.00	dev.=0.78
2.13)	There is a spirit of teamwork and cooperation in this organization.	Strongly Agree		Strongly Disagree	n=123	av.=2.32	md=2.00	dev.=0.80
2.14)	This institution analyzes all relevant data before making decisions.	Strongly Agree		Strongly Disagree	n=113	av.=2.32	md=2.00	dev.=0.71
2.15)	This institution believes in continuous quality improvement.	Strongly Agree		Strongly Disagree	n=121	av.=2.19	md=2.00	dev.=0.72
2.16)	The mission, purpose and values of this institution are familiar to employees.	Strongly Agree	<u> </u>	Strongly Disagree	n=126	av.=2.08	md=2.00	dev.=0.73
2.17)	This institution provides adequate financial/ budget support for departments/ work units.	Strongly Agree		Strongly Disagree	n=116	av.=2.34	md=2.00	dev.=0.76
2.18)	The Minot State administration promotes academic excellence.	Strongly Agree		Strongly Disagree	n=119	av.=1.94	md=2.00	dev.=0.65

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=117	av.=1.82	md=2.00	dev.=0.58
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=118	av.=2.67	md=3.00	dev.=0.85
3.3)	I am actively seeking employment at other institutions/organizations.	Strongly Agree	Strongly Disagree	n=98	av.=3.27	md=4.00	dev.=0.94
3.4)	I know what is expected of me.	Strongly Agree	Strongly Disagree	n=127	av.=1.73	md=2.00	dev.=0.65
3.5)	I am satisfied with the work of others around me.	Strongly Agree	Strongly Disagree	n=126	av.=2.01	md=2.00	dev.=0.73
3.6)	I feel staff work well together.	Strongly Agree	Strongly Disagree	n=127	av.=1.94	md=2.00	dev.=0.73
3.7)	I feel staff and faculty work well together.	Strongly Agree	Strongly Disagree	n=121	av.=2.53	md=3.00	dev.=0.88
3.8)	My supervisor helps me improve my job performance.	Strongly Agree	Strongly Disagree	n=122	av.=1.75	md=2.00	dev.=0.82
3.9)	Minot State staff trust faculty.	Strongly Agree	Strongly Disagree	n=116	av.=2.48	md=2.00	dev.=0.92

^{3.10)} Minot State faculty trust staff.

Strongly Agree

Strongly Disagree

n=113 av.=2.59 md=3.00 dev.=0.95

4. I receive adequate support/services from:

4.1)	My specific department	Strongly Agree	Strongly Disagree	n=126	av.=1.49	md=1.00	dev.=0.62
4.2)	The Business Office	Strongly Agree	Strongly Disagree	n=114	av.=1.75	md=2.00	dev.=0.68
4.3)	The Center for Extended Learning (CEL)	Strongly Agree	Strongly Disagree	n=73	av.=1.77	md=2.00	dev.=0.64
4.4)	Enrollment Services	Strongly Agree	Strongly Disagree	n=92	av.=1.75	md=2.00	dev.=0.72
4.5)	Human Resources	Strongly Agree	Strongly Disagree	n=122	av.=1.70	md=2.00	dev.=0.69
4.6)	Library	Strongly Agree	Strongly Disagree	n=77	av.=1.66	md=2.00	dev.=0.72
4.7)	Facilities Management (maintenance, custodial)	Strongly Agree	Strongly Disagree	n=122	av.=1.49	md=1.00	dev.=0.62
4.8)	Cafeteria/food services	Strongly Agree	Strongly Disagree	n=87	av.=2.11	md=2.00	dev.=0.85
4.9)	Marketing Office	Strongly Agree	Strongly Disagree	n=89	av.=1.75	md=2.00	dev.=0.66
4.10)	University Communications (Public Information Office)	Strongly Agree	Strongly Disagree	n=104	av.=1.63	md=2.00	dev.=0.51
4.11)	Financial Aid Office	Strongly Agree	Strongly Disagree	n=93	av.=1.55	md=2.00	dev.=0.58
4.12)	Counseling Services	Strongly Agree	Strongly Disagree	n=73	av.=1.66	md=2.00	dev.=0.75
4.13)	IT Central	Strongly Agree	Strongly Disagree	n=124	av.=1.58	md=1.00	dev.=0.70
4.14)	Payroll Office	Strongly Agree	Strongly Disagree	n=123	av.=1.44	md=1.00	dev.=0.55
4.15)	Bookstore	Strongly Agree	Strongly Disagree	n=96	av.=1.58	md=2.00	dev.=0.61
4.16)	Parking Office	Strongly Agree	Strongly Disagree	n=112	av.=1.62	md=2.00	dev.=0.69
4.17)	President's Office	Strongly Agree	Strongly Disagree	n=101	av.=1.66	md=2.00	dev.=0.70
4.18)	Vice President of Academic Affairs Office	Strongly Agree	Strongly Disagree	n=95	av.=1.68	md=2.00	dev.=0.66
4.19)	Vice President of Student Affairs Office	Strongly Agree	Strongly Disagree	n=95	av.=1.71	md=2.00	dev.=0.71
4.20)	Health and nursing services	Strongly Agree	Strongly Disagree	n=90	av.=1.56	md=2.00	dev.=0.58
4.21)	Registrar's Office	Strongly Agree	Strongly Disagree	n=99	av.=1.68	md=2.00	dev.=0.65
4.22)	Security/police services	Strongly Agree	Strongly Disagree	n=112	av.=1.50	md=1.00	dev.=0.64
4.23)	Academic Support Center	Strongly Agree	Strongly Disagree	n=79	av.=1.61	md=2.00	dev.=0.63
4.24)	Mail Room/Information Desk	Strongly Agree	Strongly Disagree	n=111	av.=1.51	md=1.00	dev.=0.67
4.25)	POWER Center	Strongly Agree	Strongly Disagree	n=74	av.=1.76	md=2.00	dev.=0.68

4.26) International Programs Office	Strongly Agree	Strongly Disagree	n=76 a	av.=1.75	md=2.00	dev.=0.73
4.27) Faculty	Strongly Agree	Strongly Disagree	n=108 a	av.=2.18	md=2.00	dev.=0.80
4.28) Academic Departments	Strongly Agree	Strongly Disagree	n=99 a	av.=1.97	md=2.00	dev.=0.71
^{4.29)} Native American Cultural Center	Strongly Agree	Strongly Disagree	n=74 a	av.=1.72	md=2.00	dev.=0.61
^{4.30)} Military Resource Center (Veteran's Office)	Strongly Agree	Strongly Disagree	n=81 a	av.=1.68	md=2.00	dev.=0.63
4.31) Wellness Center	Strongly Agree	Strongly Disagree	n=93 a	av.=1.39	md=1.00	dev.=0.49
4.32) Vice President of Advancement Office	Strongly Agree	Strongly Disagree	n=74 a	av.=1.54	md=1.50	dev.=0.58
^{4.33)} Publications and Design Services	Strongly Agree	Strongly Disagree	n=102 a	av.=1.39	md=1.00	dev.=0.49

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

5.1)		Strongly Agree		Strongly	101	1.00		
	staff governance at Minot State.		N N	Disagree	n=121	av.=1.89	md=2.00	dev.=0.69
5.2)	The Staff Senate's role at Minot State is clear.	Strongly Agree	├	Strongly Disagree	n=123	av.=2.02	md=2.00	dev.=0.73
5.3)	I am aware of Staff Senate activities.	Strongly Agree	<u> </u>	Strongly Disagree	n=123	av.=1.84	md=2.00	dev.=0.71
5.4)	Staff senators report and solicit information from colleagues in their respective area.	Strongly Agree	├── Ì	Strongly Disagree	n=111	av.=2.09	md=2.00	dev.=0.78
5.5)	The administration takes Staff Senate decisions seriously.	Strongly Agree		 Strongly Disagree	n=113	av.=2.33	md=2.00	dev.=0.81
5.6)	Supervisors treat staff well.	Strongly Agree		Strongly Disagree	n=126	av.=1.80	md=2.00	dev.=0.65
5.7)	My supervisor cultivates positive relationships.	Strongly Agree		Strongly Disagree	n=125	av.=1.62	md=1.00	dev.=0.80
5.8)	My supervisor is committed to providing quality service.	Strongly Agree		Strongly Disagree	n=127	av.=1.50	md=1.00	dev.=0.71
5.9)	My supervisor sets examples of quality service in their day-to-day performance.	Strongly Agree	├ -	Strongly Disagree	n=125	av.=1.58	md=1.00	dev.=0.78
5.10)	My supervisor recognizes staff when they do a good job.	Strongly Agree		Strongly Disagree	n=125	av.=1.67	md=1.00	dev.=0.80
5.11)	My supervisor pays attention to what I have to say.	Strongly Agree		Strongly Disagree	n=125	av.=1.56	md=1.00	dev.=0.79
5.12)	My supervisor has confidence and trust in me.	Strongly Agree		Strongly Disagree	n=125	av.=1.48	md=1.00	dev.=0.63
5.13)	My supervisor shares information regularly with staff.	Strongly Agree		Strongly Disagree	n=126	av.=1.60	md=1.00	dev.=0.78
5.14)	Staff receive special training in improving customer service.	Strongly Agree		Strongly Disagree	n=117	av.=1.97	md=2.00	dev.=0.82
5.15)	Staff are involved in the development and improvement of performance measures.	Strongly Agree		Strongly Disagree	n=113	av.=2.15	md=2.00	dev.=0.85
5.16)	Staff suggestions are used to improve our institution.	Strongly Agree		Strongly Disagree	n=115	av.=2.25	md=2.00	dev.=0.88

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

6.1)	Faculty members	Very Important			Unimportant	n=127	av.=1.84	md=2.00	dev.=0.89
6.2)	Staff and administrators	Very Important			Unimportant	n=127	av.=1.88	md=2.00	dev.=0.86
6.3)	Student government	Very Important			Unimportant	n=127	av.=1.73	md=2.00	dev.=0.87
6.4)	Minot State students	Very Important	┝──┶┼		Unimportant	n=127	av.=1.77	md=2.00	dev.=0.89