

## **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

Positive Comments:

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

Positive Comments:

Colleagues are hard-working  
Good Teamwork  
Works well promoting student activities  
Reaction to COVID was effectively addressed

**State of the Staff (20 individual comments)**

Areas of Concern:

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

Positive Comments:

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

Positive Comments:

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)**

Areas of Concern:

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

Positive Comments:

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

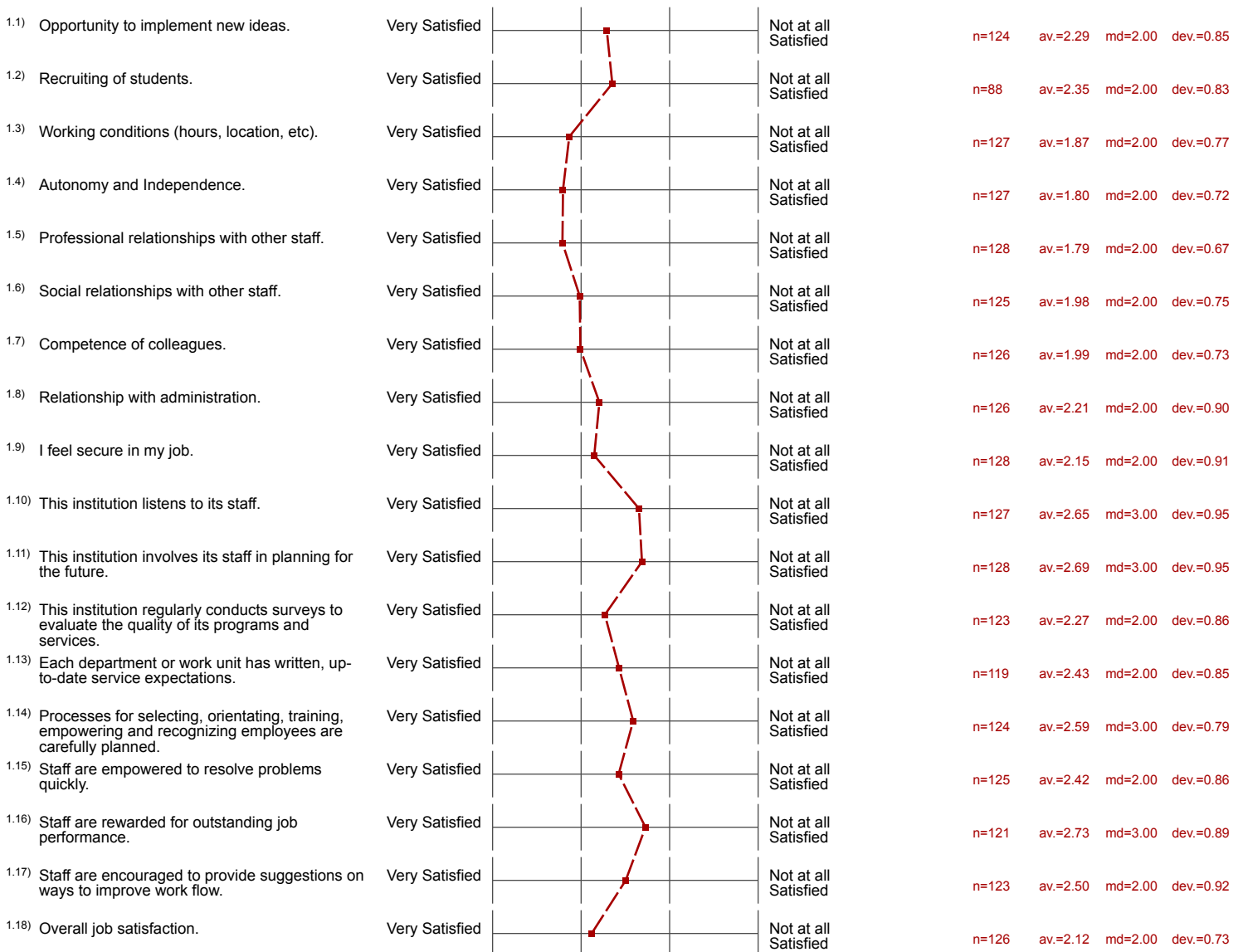
# Profile

Name of the survey **Staff Satisfaction Survey 2021**



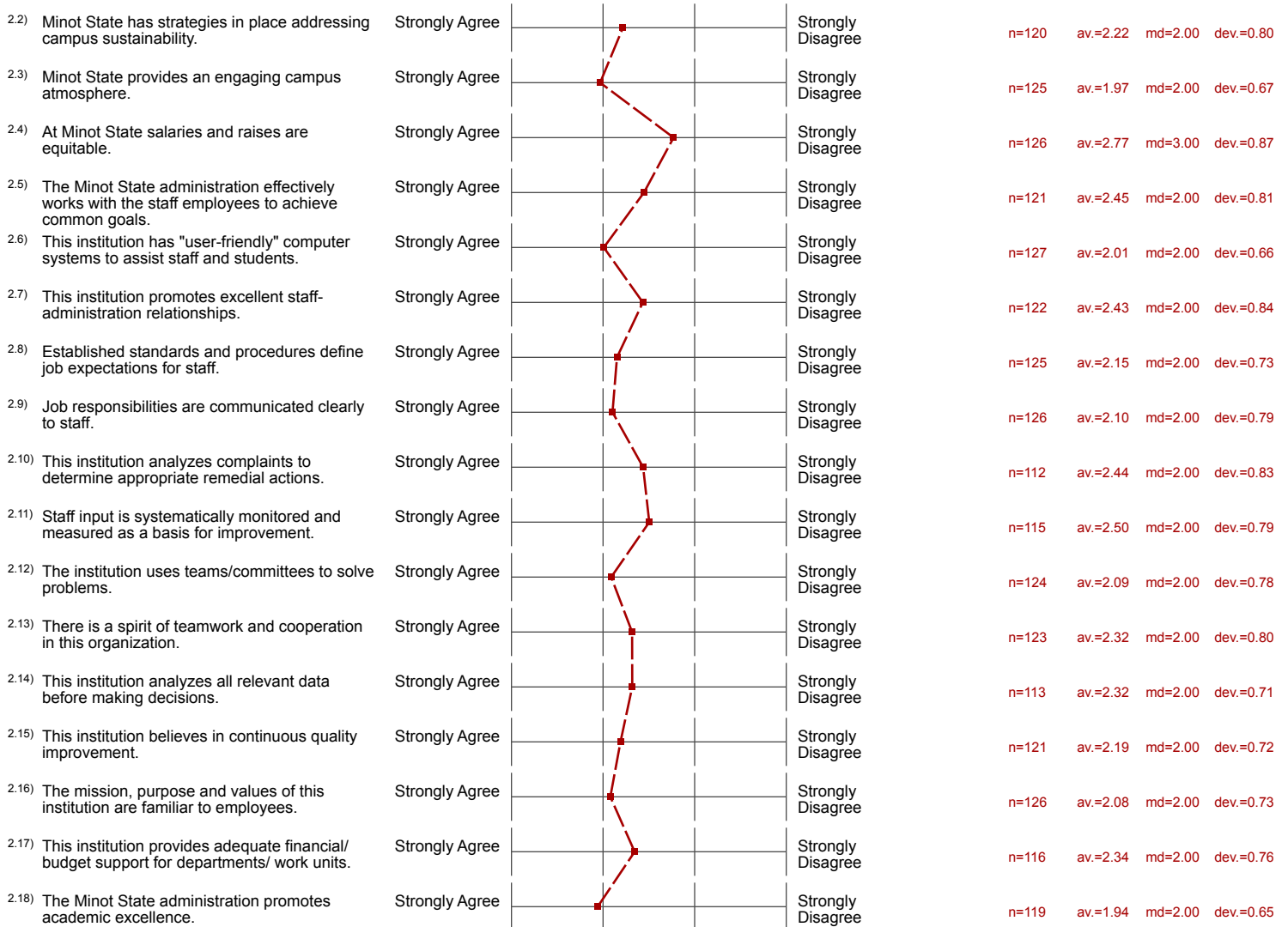
Values used in the profile line: Mean

**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.**

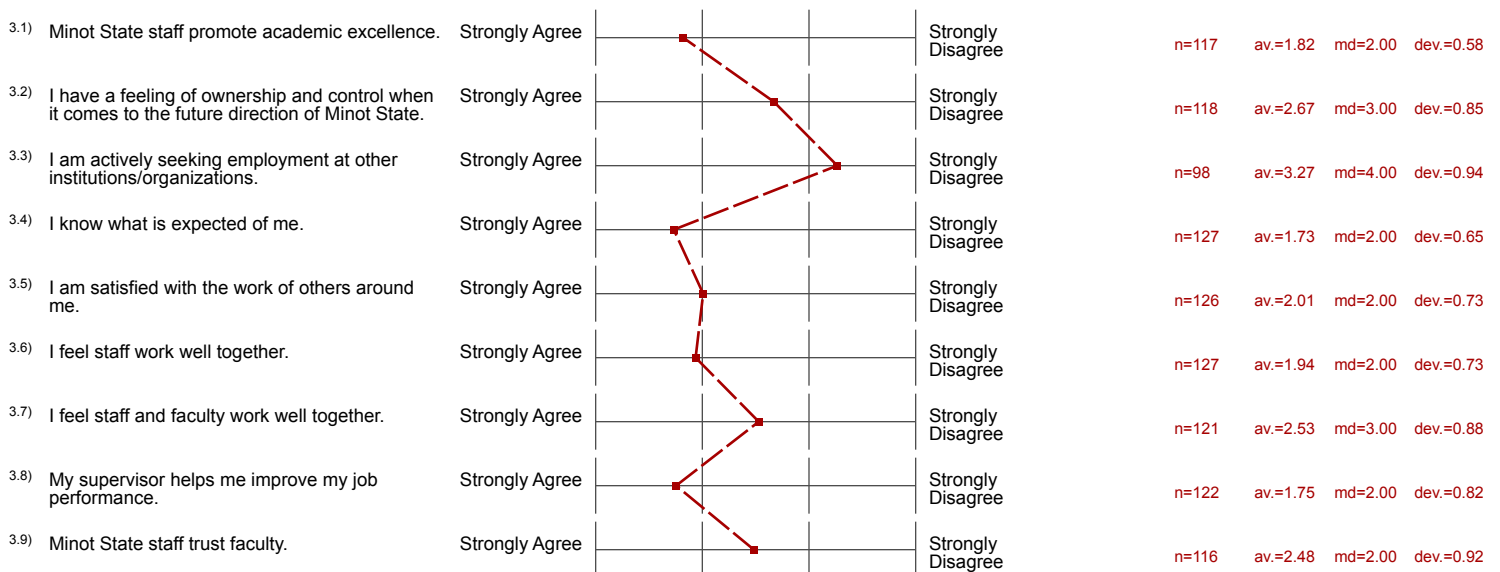


**2. State of the Institution: Select the option that best describes your level of agreement or disagreement with the following statements concerning the institution**






























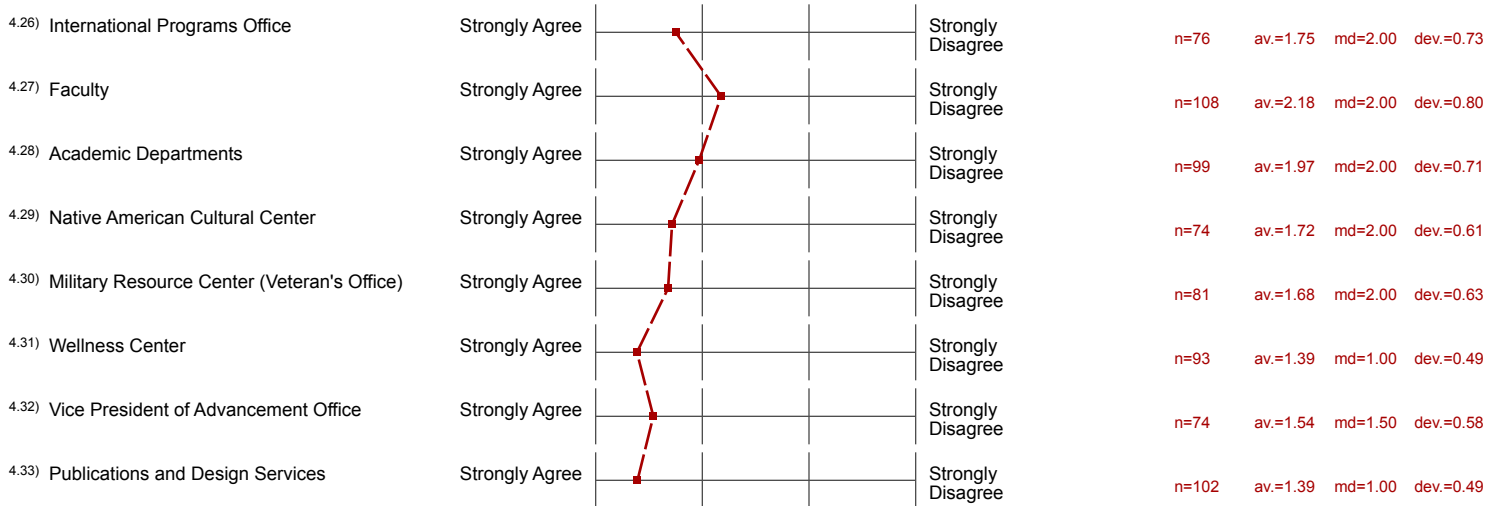
3. State of the Staff: Select the option that best describes your level of agreement or disagreement with the following statements concerning staff employees.



3.10) Minot State faculty trust staff.	Strongly Agree		Strongly Disagree	n=113	av.=2.59	md=3.00	dev.=0.95
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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



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?

