



## Staff Satisfaction Survey 2023-2024 Results

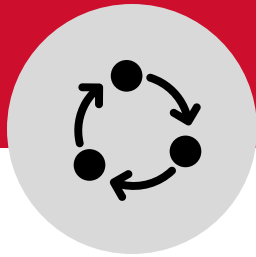
Staff Senate  
Staff Satisfaction Committee



# Objectives



Demonstrate  
where to access  
satisfaction data



Describe  
satisfaction  
survey methods



Identify  
areas of  
strength



Identify  
areas for  
growth



Summarize  
recommendations  
for improvement





# Where to Access Satisfaction Data





Be seen. Be heard. Be you.

ABOUT US ATHLETICS

ADMISSIONS STUDENTS

MINOT STATE / STAFF SENATE / SATISFACTION SURVEY

## Staff Senate Satisfaction Survey

Home

Members

Bylaws

Committees

Professional Development

Scholarship

Constitution

Calendar

Minutes

[2020-2023 MSU Staff Satisfaction Survey Power BI Report](#)

[2023 MSU Staff Satisfaction Survey Report](#) [pdf]

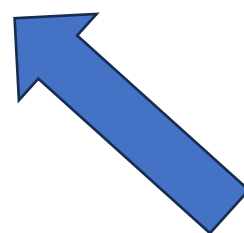
[2022 MSU Staff Satisfaction Survey Report](#) [pdf]

[2021 MSU Staff Satisfaction Survey Report](#) [pdf]

[2020 MSU Staff Satisfaction Survey Report](#) [pdf]

[2019 MSU Staff Satisfaction Survey Report](#) [pdf]

[2018 MSU Staff Satisfaction Survey Report](#) [pdf]



## Staff Satisfaction Survey

### 1. Job Satisfaction

Select Survey Year(s)

Multiple selections ▼

Guiding Questions: Which areas represent the highest or lowest levels of satisfaction?  
Which areas are above or below the expected level of satisfaction?  
Which areas demonstrate positive, negative, or neutral trends in satisfaction?

1 Very satisfied

2 Satisfied

3 Marginally  
satisfied

4 Not at  
all satisfied

#### Opportunity to implement new ideas

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Recruiting of students

	Year	n	M	Mdn	SD
2022					
2023					
2024					

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

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Autonomy and Independence

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Professional relationships with other staff

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Social relationships with other staff

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Competence of colleagues

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Relationship with administration

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### I feel secure in my job

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### This institution listens to its staff

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### This institution involves its staff in planning for t...

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### This institution regularly conducts surveys to eva...

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Each department or work unit has written, up-to...

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Processes for selecting, orienting, training, empo...

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Staff are empowered to resolve problems quickly

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Staff are rewarded for outstanding job performa...

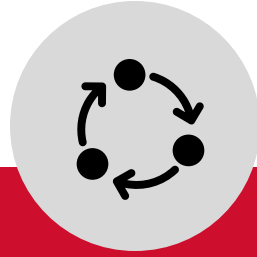
	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Staff are encouraged to provide suggestions on ...

	Year	n	M	Mdn	SD
2022					
2023					
2024					

#### Overall job satisfaction

	Year	n	M	Mdn	SD
2022					
2023					
2024					



# Satisfaction Survey Methods





1	Task	Responsible	Target date	Status
2	Identify survey edits	SS Committee	1/21	Complete
3	Send survey edits to Cari	Nathan	1/26	Complete
4	Create online survey based on edits	Cari	1/26	Complete
5	Complete IRB application	Cari	1/31	Complete
6	Submit IRB application	Cari	1/31	Complete
7	Review IRB application	IRB	2/14	Complete
8	Receive IRB approval letter	Cari	2/14	Complete
9	Open survey	Cari	2/16	Complete
10	Invite staff to participate in survey	Cari (on behalf of Tiffany)	2/16	Complete
11	Advertise survey daily in campus announcements	UComm	2/17-2/29	Complete
12	Close survey	Cari	3/1	Complete
13	Export raw data from survey and send to Nathan	Cari	3/6	Complete
14	Export PDF report and send to SS Committee	Cari	3/6	Complete
15	Add raw data to dashboard	Nathan	3/8	Complete
16	Review quantitative data and comments	SS Committee	3/13	Complete
17	Create follow-up survey based on review of quantitative data and comments*	SS Committee	3/15	Complete
18	Send items for follow-up survey to Cari	Nathan	3/15	Complete
19	Complete IRB application for follow-up survey	Cari		Complete
20	Submit IRB application for follow-up survey	Cari		Complete
21	Review IRB application for follow-up survey	IRB		Complete
22	Receive IRB approval letter for follow-up survey	Cari		Complete
23	Create online follow-up survey	Cari	3/20	Complete
24	Open follow-up survey	Cari	3/20	Complete
25	Invite staff to participate in follow-up survey	Tiffany via UComm	3/20	Complete
26	Advertise follow-up survey daily in campus announcements	UComm	3/21-4/2	Complete
27	Remind staff to participate in follow-up survey	Tiffany via UComm	4/1	Complete
28	Close follow-up survey	Cari	4/3	Complete
29	Export survey data and send to SS Committee	Cari	4/5	Complete
30	Review follow-up survey data	SS Committee	4/12	Complete
31	Formulate conclusions (e.g., strengths, weaknesses, recommendations) based on results of the staff senate survey, follow-up survey, and open forum	SS Committee	5/5	Complete
32	Prepare presentation for President's staff based on conclusions	SS Committee	5/24	Complete
33	Present conclusions to President's staff	SS Committee	5/31	Not started

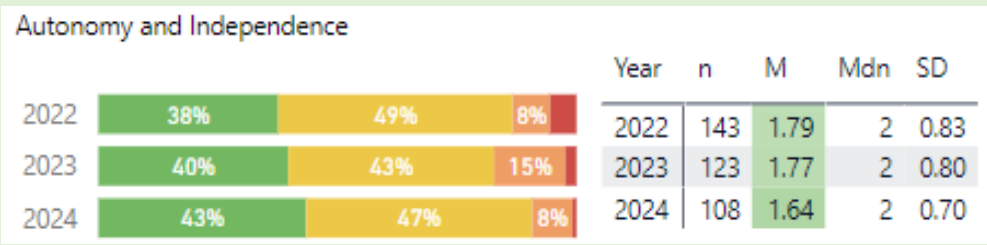
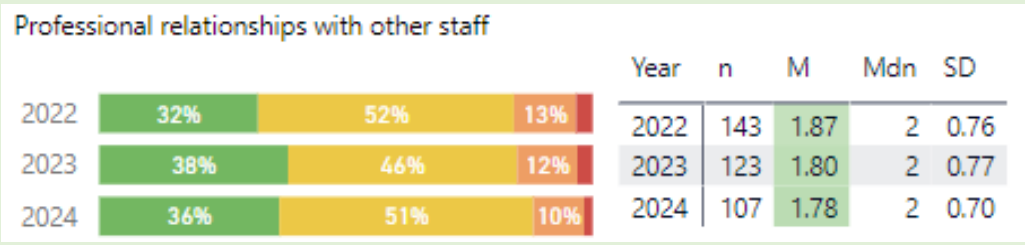


# Areas of Strength

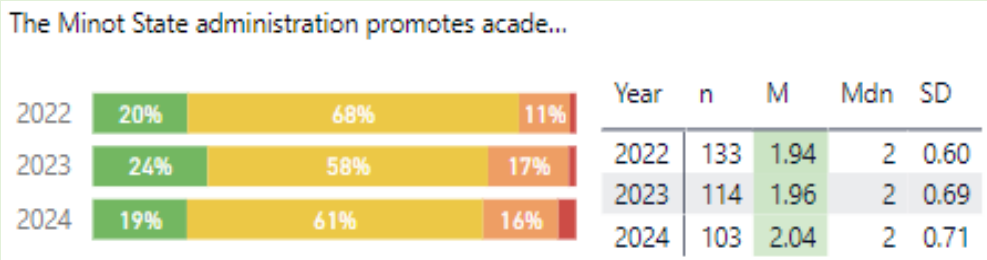
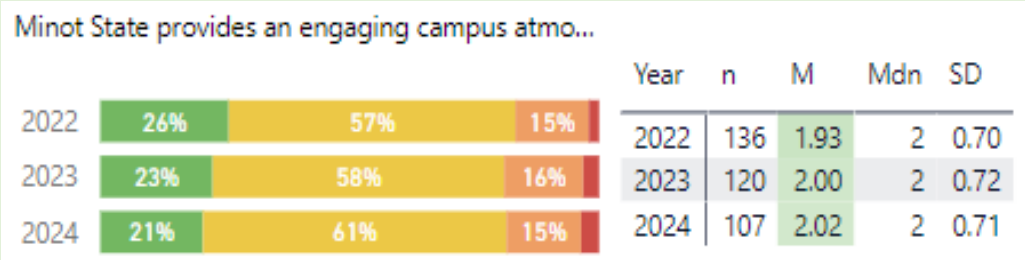


# Areas of Strength

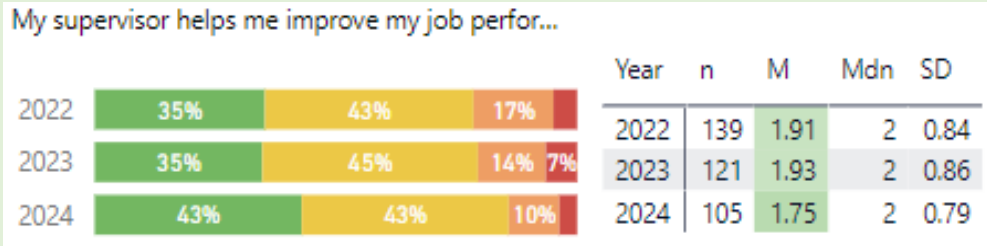
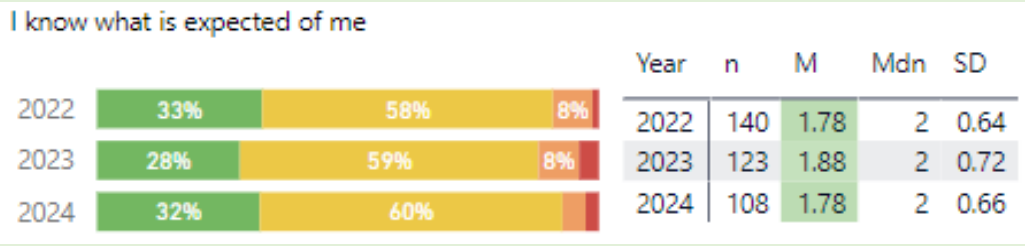
## Section 1 Job Satisfaction



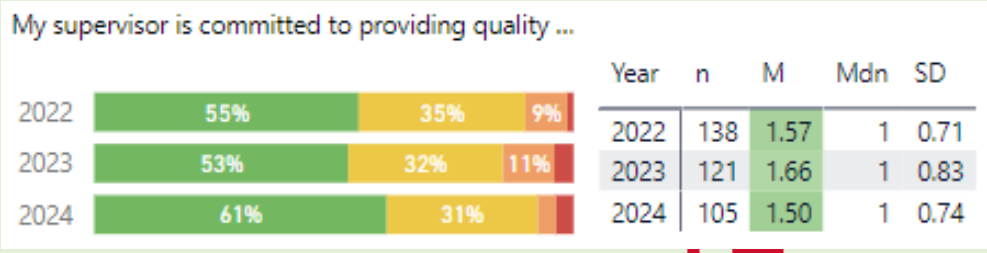
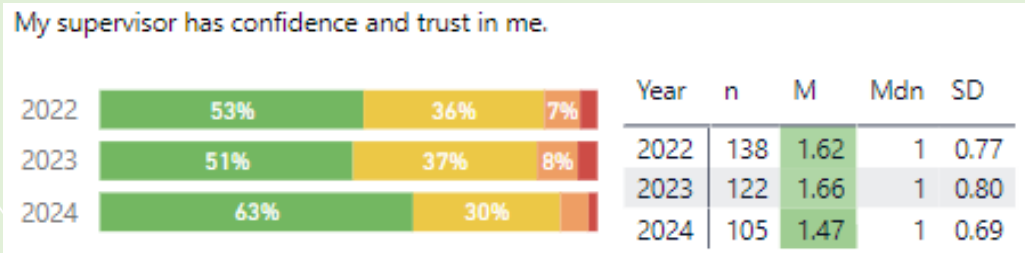
## Section 2 State of the Institution



## Section 3 State of the Staff



## Section 5 Staff Governance





## Areas for Growth



# Areas for Growth

From comments on initial survey

- Communication (9 comments)
- Morale (16 comments)
- Administration (16 comments)
- Supervisors (34 comments)

From quantitative results on initial survey

- Staff training and empowerment
- Influence on positive change
- Financial support of departments
- Faculty and staff relationships



# Areas for Growth - Qualitative

Communication e.g.,

- "Communication could be better between staff and administration"
- "It was not fair that all the campus finds out information from the news and not from leadership"

Morale e.g.,

- "I am a bit nervous for my position with budget cuts we need to make"
- "I do feel overlooked at times, given the amount of work I put in"

Administration e.g.,

- "I would love to hear more about the future of a strategic plan. I have no idea what leadership dreams about for the future."
- "I think the administration could benefit from more involvement of faculty and staff."



# Areas for Growth - Qualitative

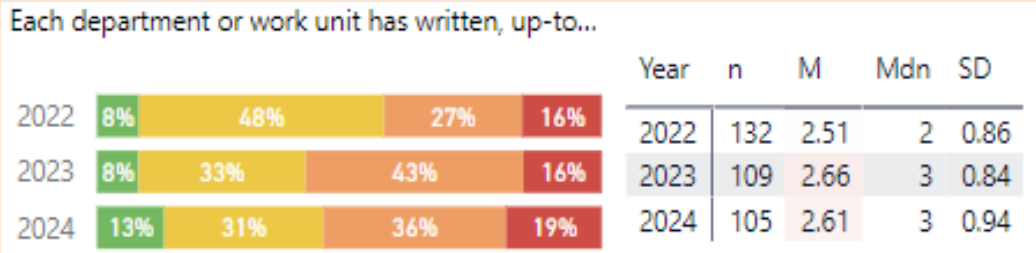
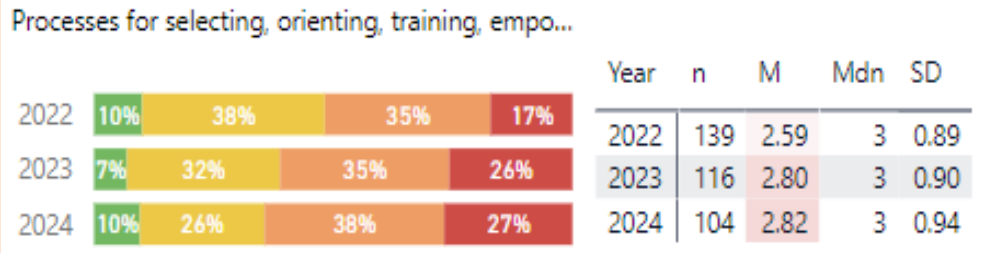
Supervisors e.g.,

- "I believe that there are a few supervisors that could use some training in how to deal with staff. There are a few departments that appear to have staff that are not happy or may have staff within their area being treated differently instead of being treated all the same causing friction within the department."
- "Supervisors need to allow their employees to enjoy benefits and also attend events on campus."
- "The standards held by our supervisor were not evident and led to low trust in what we are doing here at Minot state."

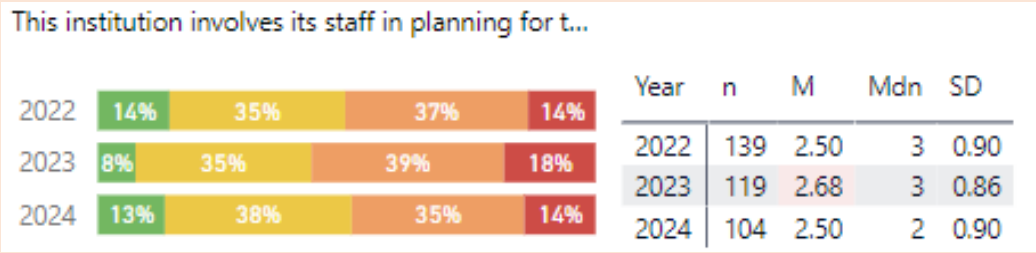
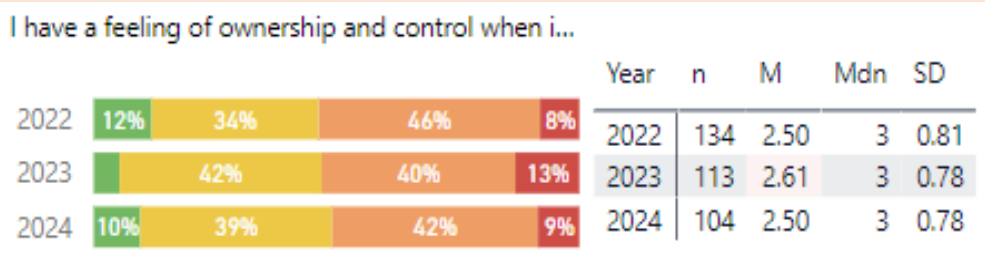


# Areas for Growth - Quantitative

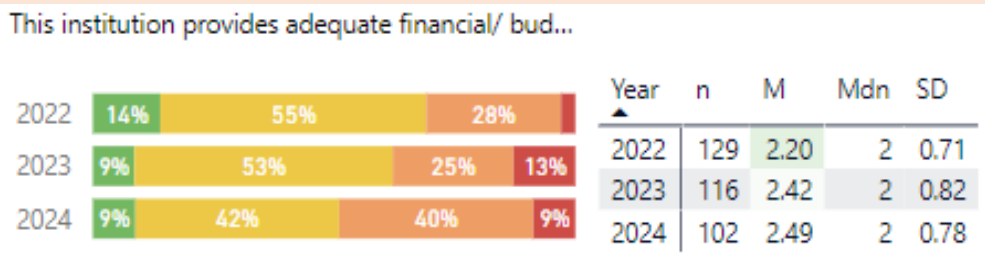
## Staff Training and Empowerment



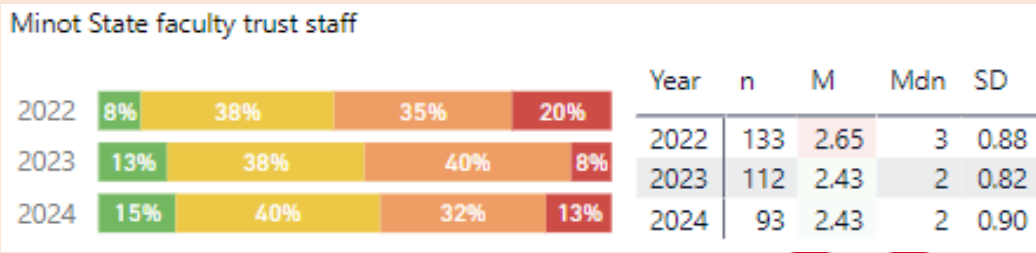
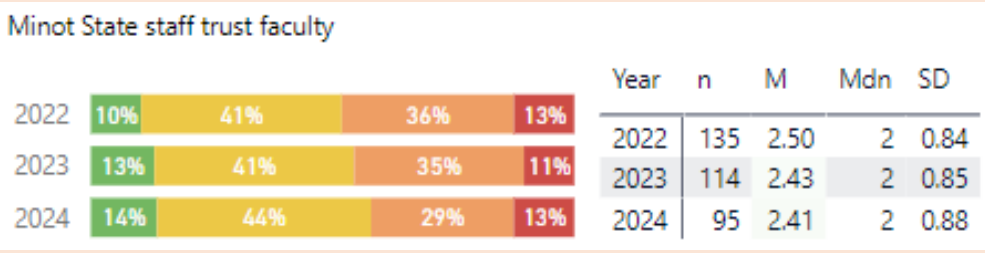
## Influence on positive change



## Financial support of departments

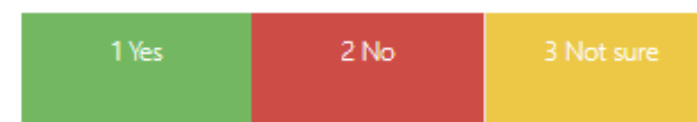


## Faculty and staff relationships

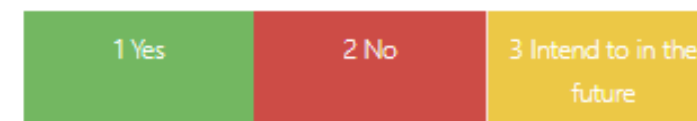
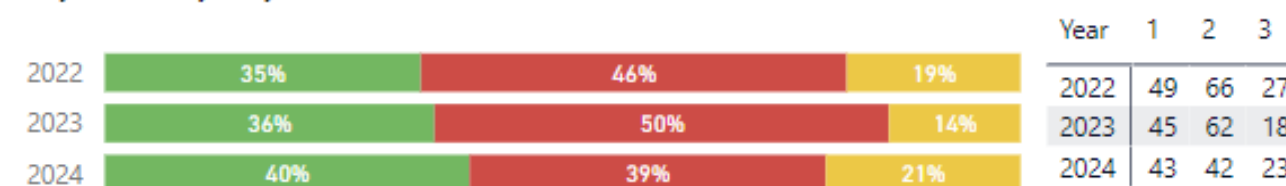


# Other Findings

Are you aware of Minot State's Wellness Policy?



Do you currently use your wellness benefit at Minot State?



Do you currently or have you in the past worked a flexible schedule at the approval o...



Would you be interested in working a flexible work schedule?





## Recommendations for Improvement



Recommendation	Area(s) for growth*
<b>Leadership Communication Strategy:</b> Establish a regular communication schedule from the president, such as a “Monday Morning Minute”, to share updates, reminders, shout outs, inspirational thoughts, and current activities. This can also be a platform to highlight a department and share what leadership is doing to practice wellness. Invest in a more robust communication platform for the website that can generate web content for current events.	1,2,3,5,7,8
<b>Strategic Decision-Making Strategy:</b> Clearly define the university’s non-negotiables and communicate these to all employees (faculty and staff). Have consistent expectations from customer service to curriculum implementation. This will help guide decision-making at all levels and ensure alignment with the university’s core values and initiatives.	1,2,3,4,5,6,8
<b>Budget Accountability Strategy:</b> Set clear expectations for each department regarding their budget and how they fit into the overall vision for the campus. The zero-based budget is a good start. This could include implementing centralized purchasing for office supplies to increase efficiency and reduce costs.	1,4,5,6,7,8

\*Areas for growth: 1. Communication, 2. Morale, 3. Administration, 4. Staff training and empowerment, 5. Influence on positive change, 6. Financial support of departments, 7. Faculty and staff relationships, 8. Supervisors

Recommendation	Area(s) for growth*
<b>Collaboration and Wellness Strategy:</b> Promote a culture of collaboration and wellness by assigning new employees a mentor from another department. This will expose them to other parts of campus and highlight the wellness benefits available.	1,2,5,7,8
<b>Autonomy and Appreciation Strategy:</b> Encourage autonomy in how employees carry out their job, trusting that they will meet the set parameters and expectations. Consistency in the service provided. Regularly express gratitude and appreciation to reinforce positive behavior and boost morale.	2,3,4,5,7,8

\*Areas for growth: 1. Communication, 2. Morale, 3. Administration, 4. Staff training and empowerment, 5. Influence on positive change, 6. Financial support of departments, 7. Faculty and staff relationships. 8 Supervisors

# Limitations

- Responses only represent perceptions at the times the surveys were completed
- Not all staff participated
- A different staff satisfaction committee may have interpreted the results differently



# Discussion

- How do you feel about the results?
- In what ways could staff support you and the institution in the implementation of strategies to sustain the strong areas and advance the areas for growth?
- What types of barriers may be encountered in the processes of identifying and implementing strategies to respond to the results?
- Do you have any questions for us?





Thank you!

