

Table of Contents

	Page
II. Overview of Divisional Analysis	1
A. Summary of Results across Divisions	2
1. Major Categories of Survey, Table II.A.1.	3
2. Detailed Response Satisfaction, Table II.A.2.	4
B. Academic Affairs - Summary	6
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.B.1.a.	7
C. Athletics - Summary	9
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.C.1.a.	10
D. Campus Services - Summary	12
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.D.1.a.	13
E. DAFVM - Summary	15
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.E.1.a.	16
F. Development - Summary	18
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.F.1.a.	19
G. Finance - Summary	21
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.G.1.a.	22
H. President - Summary	24
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.H.1.a.	25
I. Research - Summary	27
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.I.1.a.	28

Table of Contents

	Page
J. Student Affairs - Summary	30
1. Comparison of 2019 and 2017	
a. Satisfaction, Table II.J.1.a.	31

Overview Divisional Analysis of Staff Satisfaction Survey, Spring 2019

The 2019 Staff Satisfaction Survey was administered during February 2019. The following is a detailed analysis of staff responses separated by divisions of the university. Divisions are defined as a unit of the university represented by a vice president, the athletic director, and the collection of units reporting directly through the president's office.

The survey consisted of a typical five-level Likert Scale that asked staff to state their relative agreement (1 = strongly disagree and 5 = strongly agree) to a series of 45 items. The items were separated into the major categories of i) MSU Mission, ii) Workplace Values and Work Environment, iii) Support from Leadership, iv) Professional Development/Resources, v) Sense of Community, vi) University-wide Communication, and vii) Staff Council (formerly Professional and Support Staff Advisory Council).

The results presented in this summary include staff responses separated by the following university divisions: i) Academic Affairs, ii) Athletics, iii) Campus Services, iv) DAFVM, v) Development, vi) Finance, vii) President, viii) Research, and ix) Student Affairs.

Table II.A.1. contains results separated by university division averaged over major categories (page 3). Table II.A.2. (page 4) contains the responses for individual survey items for staff satisfaction. Data in the series Table II.B.1.a. through Table II.J.1.a. contain each division's responses in 2019 compared to the preceding survey.

Summary of Results across Divisions

When averaged within major categories (Table II.A.1.), respondents identified as working in the divisions of Development (4.34), President (4.50), and Research (4.25) were generally **more satisfied** than the university average (4.13), but those working in Finance (3.98) and Student Affairs (4.05) were **less satisfied**. Respondents working in Academic Affairs (4.14), Athletics (4.14), Campus Services (4.12), and DAFVM (4.13) were similar to the university average. In general, the satisfaction level for each major category increased from 2017 to 2019 for all divisions with the exception of Development, Student Affairs, and Finance, which showed a decrease in satisfaction.

When major categories (Table II.A.1.) are compared a similar pattern is observed across divisions; respondents were **most satisfied** with MSU's "MSU Mission", "Support from Leadership", "Sense of Community", and "University-wide Communication". Conversely, respondents were least satisfied with "Workplace Values and Work Environment", "Professional Development/Resources", and "Staff Council (formerly Professional and Support Staff Advisory Council)". "Workplace Values and Work Environment" contains survey items addressing employee pay and parking, which respondents consistently express the **lowest levels of satisfaction** (Table II.A.2).

When the major category averages are compared from 2017 to 2019 (Table II.A.1), the responses for "MSU Mission" **increased the most** (0.03), and "Support from Leadership" showed the second largest increase (0.02).

Table II.A.1. Reported Staff Satisfaction and Importance for the Divisions of MSU Averaged Over Major Categories of Survey.

Results on a 5-pt. scale	Univ.	Academic Affairs	Athletics	Campus Services	DAFVM	Develop- ment/ Alumni	Finance	President	Research	Student Affairs
	2019 (N=741)	2019 (N=187)	2019 (N=16)	2019 (N=31)	2019 (N=178)	2019 (N=16)	2019 (N=35)	2019 (N=8)	2019 (N=87)	2019 (N=64)
Satisfaction with: (1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)										
MSU Mission	4.28	4.28	4.24	4.27	4.22	4.73	4.22	4.66	4.32	4.32
Change from last year (2019-2017)	0.03	-0.00	-0.18	0.06	0.02	0.02	-0.08	0.47	0.08	0.07
Workplace Values and Work Environment	3.76	3.73	3.86	3.75	3.81	3.88	3.55	4.31	3.96	3.49
Change from last year (2019-2017)	-0.01	0.07	0.36	-0.15	0.02	-0.20	-0.32	0.44	0.11	-0.18
Support from Leadership	4.22	4.28	4.36	4.16	4.24	4.27	3.98	4.37	4.31	4.14
Change from last year (2019-2017)	0.02	0.05	0.25	0.15	0.07	-0.36	-0.24	0.29	0.04	-0.14
Professional Development/Resources	3.94	3.94	4.19	4.03	3.94	4.00	3.80	4.33	4.11	3.80
Change from last year (2019-2017)	0.01	0.04	0.43	0.07	0.07	-0.29	-0.41	0.33	0.08	-0.02
Sense of Community	4.28	4.30	4.31	4.31	4.28	4.49	4.04	4.68	4.46	4.12
Change from last year (2019-2017)	-0.02	0.03	0.36	-0.06	0.05	-0.14	-0.51	0.42	0.02	-0.24
University-wide Communication	4.39	4.44	4.22	4.47	4.32	4.67	4.31	4.65	4.48	4.40
Change from last year (2019-2017)	-0.01	0.01	-0.03	0.11	-0.02	-0.13	-0.21	0.12	0.06	-0.09
Staff Council (formerly Professional and Support Staff Advisory Council)	4.02	3.99	3.84	3.89	4.07	4.36	3.97	4.52	4.13	4.05
Change from last year (2019-2017)	-0.00	0.04	-0.05	-0.21	0.07	-0.02	-0.38	0.37	0.14	0.03
Average of Major Categories	4.13	4.14	4.14	4.12	4.13	4.34	3.98	4.50	4.25	4.05
Average (2019-2017)	0.00	0.04	0.16	-0.00	0.04	-0.16	-0.31	0.35	0.08	-0.08

Table II.A.2. Reported Staff Satisfaction with Various Facets of Mississippi State University 2019

Satisfaction responses: (1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)	Univ.	Academic	Athletics	Campus	DAFVM	Develop- ment/ Alumni	Finance	President	Research	Student
	(N=741)	(N=187)	(N=16)	(N=31)	(N=178)	(N=16)	(N=35)	(N=8)	(N=87)	(N=64)
MSU Mission										
1. Understanding MSU's mission	4.35	4.34	4.27	4.43	4.31	4.81	4.29	4.63	4.34	4.38
2. Thinking my work at MSU contributes to the overall mission of MSU	4.43	4.44	4.20	4.39	4.41	4.73	4.38	4.88	4.41	4.42
3. Understanding the top 3-5 institutional priorities for improving MSU over the next three years	3.84	3.87	3.85	4.07	3.63	4.36	3.83	4.43	3.95	3.91
4. Believing MSU's leadership has a clear vision for university's future	4.30	4.25	4.46	4.21	4.30	4.73	4.14	4.50	4.34	4.40
5. Believing MSU is headed in a positive direction	4.39	4.37	4.38	4.26	4.36	4.88	4.42	4.86	4.45	4.38
Average	4.28	4.28	4.24	4.27	4.22	4.73	4.22	4.66	4.32	4.32
Workplace Values and Work Environment										
6. Morale is generally high among the staff I know	3.83	3.81	4.38	3.65	3.76	4.00	3.35	4.50	4.07	3.70
7. Believing that MSU is committed to my safety at work	4.34	4.33	4.31	4.17	4.31	4.38	4.44	4.50	4.48	4.32
8. Recognized for the contributions I make at work	3.82	3.86	4.09	3.81	3.89	3.71	3.39	4.38	3.94	3.57
9. Understanding why it is important for MSU to value diversity	4.47	4.50	4.53	4.31	4.46	4.63	4.21	4.75	4.51	4.44
10. Fairness in pay compared to others at MSU	3.28	3.31	3.18	3.46	3.37	3.18	2.75	4.50	3.79	2.69
11. Comfortable expressing my job related ideas/concerns with my supervisor	4.12	4.27	4.31	4.00	4.17	3.93	3.57	4.67	4.24	3.84
12. MSU's benefit programs meet my needs	4.10	4.15	4.10	4.19	4.10	4.33	4.09	4.60	4.18	3.96
13. Fairness in pay compared to others outside MSU	2.93	2.82	2.89	2.91	3.06	2.54	2.88	3.71	3.32	2.34
14. Believing MSU's physical facilities are adequate to support work and learning	4.02	3.84	4.54	4.08	4.07	4.23	3.94	4.57	4.26	3.93
15. Adequate parking	2.34	2.05	2.00	2.58	2.54	3.33	2.27	3.13	2.61	1.95
Average	3.76	3.73	3.86	3.75	3.81	3.88	3.55	4.31	3.96	3.49
Support from Leadership										
16. Having input into decisions that affect my job	3.85	3.92	4.00	3.72	3.86	4.15	3.36	4.50	4.11	3.70
17. Understanding what is expected of me at my job	4.33	4.36	4.56	4.21	4.27	4.57	4.32	4.14	4.47	4.29
18. Given a performance assessment on an annual basis	4.42	4.45	4.31	4.43	4.49	4.53	4.41	3.88	4.39	4.37
19. Understanding how my job performance is assessed	4.27	4.29	4.29	4.32	4.30	4.29	4.32	4.14	4.27	4.26
20. Supervisor/manager communicates with me regularly	4.28	4.40	4.69	4.29	4.27	4.06	3.81	4.83	4.38	4.20
21. Encouraged by my supervisor/manager/department head	4.18	4.29	4.20	4.10	4.25	3.86	3.58	4.71	4.32	4.02
22. Job makes good use of my skills and abilities	4.14	4.22	4.47	4.10	4.18	4.43	3.94	4.50	4.21	4.07
Average	4.22	4.28	4.36	4.16	4.24	4.27	3.98	4.37	4.31	4.14
Professional Development/Resources										
23. Having received adequate training for my job	4.18	4.21	4.42	4.04	4.20	4.36	4.06	4.40	4.26	4.16
24. Having the resources necessary to do my work	4.17	4.14	4.36	4.24	4.14	4.38	4.21	4.71	4.28	4.05
25. Job description matches what I really do	3.84	3.92	4.08	3.77	3.79	4.08	3.67	4.50	4.03	3.79
26. Believing my workload is manageable	4.08	4.00	4.21	4.41	4.13	3.94	3.79	4.50	4.32	3.82
27. Enough employees in my area/department/office to handle the work	3.66	3.58	3.86	4.00	3.73	3.07	3.61	3.83	4.07	3.26
28. Ability to take advantage of training and/or professional development opportunities	4.10	4.06	4.31	4.07	4.20	4.13	3.80	4.50	4.21	4.11
29. Having the opportunity for advancement within the university	3.49	3.57	4.11	3.71	3.31	4.00	3.32	3.60	3.56	3.34
Average	3.94	3.94	4.19	4.03	3.94	4.00	3.80	4.33	4.11	3.80

Table II.A.2. Reported Staff Satisfaction with Various Facets of Mississippi State University 2019

	Univ. (N=741)	Academic Affairs (N=187)	Athletics (N=16)	Campus Services (N=31)	DAFVM (N=178)	Develop- ment/ Alumni (N=16)	Finance (N=35)	President (N=8)	Research (N=87)	Student Affairs (N=64)
Satisfaction responses: (1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)										
<u>Sense of Community</u>										
30. Would recommend MSU as a place of employment	4.36	4.40	4.50	4.34	4.29	4.63	4.26	4.75	4.46	4.29
31. Believing there is a spirit of cooperation among those with whom I work	4.18	4.20	4.25	4.08	4.16	4.33	3.61	4.63	4.49	3.95
32. Proud to be a member of the MSU community	4.52	4.53	4.71	4.74	4.48	4.75	4.47	4.75	4.62	4.45
33. Believing the university values employee retention	4.05	4.04	3.80	4.04	4.16	4.25	3.74	4.57	4.26	3.81
Average	4.28	4.30	4.31	4.31	4.28	4.49	4.04	4.68	4.46	4.12
<u>University-wide Communication</u>										
34. Being well informed about changes in policies and procedures that affect my employment	4.13	4.15	4.08	4.07	4.09	4.40	4.00	4.50	4.30	4.02
35. Can check MSU's website while at work	4.53	4.56	4.31	4.61	4.46	4.75	4.43	4.75	4.60	4.59
36. Can send and receive email while at work	4.55	4.56	4.44	4.65	4.50	4.75	4.44	4.75	4.60	4.56
37. Knowing how to find information about events happening at the university	4.38	4.43	3.93	4.50	4.29	4.80	4.34	4.63	4.44	4.44
38. Visiting the MSU website on a regular basis to find information	4.35	4.48	4.29	4.47	4.25	4.63	4.32	4.63	4.42	4.35
Average	4.39	4.44	4.22	4.47	4.32	4.67	4.31	4.65	4.48	4.40
<u>Staff Council (formerly Professional and Support Staff Advisory Council)</u>										
39. Understanding the role of Staff Council at MSU	3.94	3.99	3.67	3.88	3.95	4.27	4.13	4.38	3.89	3.91
40. Knowing how to contact my Staff Council representative	3.88	3.91	3.58	3.75	3.86	4.25	3.93	4.38	3.88	4.02
41. Believing Staff Council effectively fosters communication between MSU staff and MSU administration	4.03	3.98	3.78	3.81	4.14	4.46	3.93	4.67	4.22	3.90
42. Believing the Staff Council provides a forum for MSU staff to discuss issues at the university	4.04	3.96	4.00	3.77	4.13	4.42	3.89	4.67	4.25	4.08
43. Believing the Staff Council provides a unified voice when communicating on behalf of MSU staff	4.01	3.94	3.75	3.92	4.09	4.45	3.88	4.57	4.22	4.06
44. Believing Staff Council offers programs and/or events that benefit Staff	4.11	4.03	4.14	4.08	4.20	4.29	3.89	4.57	4.26	4.23
45. Staff Council effectively communicates with Staff via email	4.14	4.12	4.09	4.00	4.19	4.44	4.16	4.50	4.27	4.16
Average	4.02	3.99	3.84	3.89	4.07	4.36	3.97	4.52	4.13	4.05
To what degree would you say MSU uses the following methods of communication when informing staff? (1=way too little, 2=too little, 3=about right, 4=too much, 5=way too much)										
46. MSU Home Page...	2.93	2.98	2.93	3.03	2.87	3.00	2.86	3.00	2.91	2.95
47. Email communication...	3.07	3.12	3.00	3.03	3.02	3.06	3.06	3.13	3.13	3.08
48. Paper communication...	3.09	3.16	2.87	3.22	3.08	3.13	3.17	3.13	3.08	3.12
49. MSU Social Media...	2.96	3.01	2.81	2.97	2.99	2.94	2.81	3.00	2.97	2.88
50. Use of emergency text messaging (Maroon Alert) related to severe weather and other emergencies requiring action...	3.00	3.03	2.94	3.06	3.01	3.00	2.94	3.00	2.99	3.02
Average	3.01	3.06	2.91	3.06	3.00	3.03	2.97	3.05	3.01	3.01

Table II.G.1.a. Finance: Reported Staff Satisfaction with Various Facets of Mississippi State University in 2019 Compared to 2017.

(1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)	Satisfaction					
2017 (N=41); 2019 (N=35)	Results from 2019		Comparison of 2017 and 2019			
	Average Response	Rank	Change (2019 vs. 2017)	t-test Significance	Rank	
MSU Mission						
1. I understand MSU's mission.	4.29	12	-0.07	ns	40	
2. I think my work at MSU contributes to the overall mission of MSU.	4.38	7	-0.14	ns	34	
3. I understand the top 3-5 institutional priorities for improving MSU over the next three years.	3.83	29	0.09	ns	39	
4. I believe MSU's leadership has a clear vision for university's future.	4.14	17	-0.21	ns	28	
5. I believe MSU is headed in a positive direction.	4.42	5	-0.02	ns	45	
Average	4.22		-0.08			
Workplace Values and Work Environment						
6. Morale (team spirit) is generally high among the staff I know.	3.35	41	-0.47	ns	18	
7. I believe that MSU is committed to my safety at work.	4.44	2	0.08	ns	38	
8. I am recognized for the contributions I make at work.	3.39	39	-0.55	ns	15	
9. I understand why it is important for MSU to value diversity.	4.21	14	-0.16	ns	30	
10. Compared to other people doing similar work AT MSU, I think I am paid fairly.	2.75	44	-0.57	ns	14	
11. I am comfortable expressing my job related ideas/concerns with my supervisor.	3.57	38	-0.57	-	7	
12. MSU's benefit programs meet my needs.	4.09	19	-0.03	ns	43	
13. Compared to other people doing similar work, OUTSIDE OF MSU, I think I am paid fairly.	2.88	43	-0.16	ns	37	
14. I believe MSU's physical facilities are adequate to support work and learning.	3.94	22	-0.17	ns	29	
15. Parking at MSU is adequate.	2.27	45	-0.86	-	3	
Average	3.55		-0.32			
Support from Leadership						
16. I have input into decisions that affect my job.	3.36	40	-0.67	-	5	
17. I understand what is expected of me at my job.	4.32	10	0.02	ns	44	
18. I am given a performance assessment on an annual basis.	4.41	6	-0.04	ns	42	
19. I understand how my job performance is assessed.	4.32	11	0.07	ns	41	
20. My supervisor/manager communicates with me regularly.	3.81	30	-0.39	ns	23	
21. I am encouraged by my supervisor/manager/department head.	3.58	37	-0.55	ns	11	
22. My job makes good use of my skills and abilities.	3.94	23	-0.18	ns	32	
Average	3.98		-0.24			
Professional Development/Resources						
23. I have received adequate training for my job.	4.06	20	-0.33	ns	20	
24. I have the resources necessary to do my work.	4.21	15	-0.14	ns	36	
25. My job description matches what I really do.	3.67	34	-0.47	ns	16	
26. I believe my workload is manageable.	3.79	32	-0.36	ns	21	
27. There are enough employees in my area/department/office to handle the work.	3.61	36	-0.42	ns	19	
28. I am able to take advantage of training and/or professional development opportunities.	3.80	31	-0.49	ns	13	
29. I have the opportunity for advancement within the university.	3.32	42	-0.71	-	4	
Average	3.80		-0.41			
Sense of Community						
30. I would recommend MSU as a place of employment.	4.26	13	-0.38	ns	12	
31. I believe there is a spirit of cooperation among those with whom I work.	3.61	35	-0.79	--	1	
32. I am proud to be a member of the MSU community.	4.47	1	-0.23	ns	25	
33. I believe the university values employee retention.	3.74	33	-0.72	--	2	
Average	4.04		-0.51			

Table II.G.1.a. Finance: Reported Staff Satisfaction with Various Facets of Mississippi State University in 2019 Compared to 2017.

(1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)	Satisfaction				
	Results from 2019		Comparison of 2017 and 2019		
	Average Response	Rank	Change (2019 vs. 2017)	t-test Significance	Rank
2017 (N=41); 2019 (N=35)					
University-wide Communication					
34. I am well informed about changes in policies and procedures that affect my employment (changes in Human Resources policies, health/safety issues, legal precedents, etc.).	4.00	21	-0.43	-	6
35. I can check MSU's website while at work.	4.43	4	-0.15	ns	31
36. I can send and receive email while at work.	4.44	3	-0.14	ns	33
37. I know how to find information about events happening at the university.	4.34	8	-0.18	ns	27
38. I visit the MSU website on a regular basis to find information.	4.32	9	-0.15	ns	35
Average	4.31		-0.21		
Staff Council (formerly Professional and Support Staff Advisory Council)					
39. I understand the role of Staff Council at MSU.	4.13	18	-0.21	ns	26
40. I know how to contact my Staff Council representative(s).	3.93	24	-0.49	-	8
41. I believe Staff Council effectively fosters communication between MSU staff and MSU administration.	3.93	25	-0.41	ns	17
42. I believe the Staff Council provides a forum for MSU staff to discuss issues at the university.	3.89	27	-0.47	-	9
43. I believe the Staff Council provides a unified voice when communicating on behalf of MSU staff.	3.88	28	-0.36	ns	22
44. I believe Staff Council offers programs and/or events that benefit Staff.	3.89	26	-0.44	-	10
45. Staff Council effectively communicates with Staff via email, website and Facebook page.	4.16	16	-0.27	ns	24
Average	3.97		-0.38		
Change from 2017 to 2019					
"ns (not significant) = pvalue > 0.05"					
"+/- (significant) = pvalue < 0.05 and > 0.005"					
"++/-- (highly significant) = pvalue < 0.005 and > 0.0005"					
"+++/-- (very highly significant) = pvalue < 0.0005"					

President – Summary

Satisfaction (Table II.H.1.a.)

- **Highest satisfaction** – Thinking my work at MSU contributes to the overall mission of MSU, Believing MSU is headed in a positive direction, Supervisor/manager communicates with me regularly, Can check MSU's website while at work, and Understanding why it is important for MSU to value diversity.
- **Lowest satisfaction** – Given a performance assessment on an annual basis, Enough employees in my area/department/office to handle the work, Fairness in pay compared to others outside MSU, Having the opportunity for advancement within the university, and Adequate parking.
- **Change from 2017 to 2019**
 - Twenty-one (21) of 45 items statistically increased
 - Forty-three (43) of 45 items numerically increased
 - Two (2) of 45 items numerically decreased
 - **Greatest increase** – Recognized for the contributions I make at work, Adequate parking, and Morale is generally high among the staff I know
 - **Greatest decrease** – Understanding what is expected of me at my job, Visiting the MSU website on a regular basis to find information, and Given a performance assessment on an annual basis

Comparison of President to the rest of MSU

- **More satisfied** – Thinking my work at MSU contributes to the overall mission of MSU, Understanding the top 3-5 institutional priorities for improving MSU over the next three years, Believing MSU is headed in a positive direction, Morale is generally high among the staff I know, Recognized for the contributions I make at work, Fairness in pay compared to others at MSU, Believing MSU's physical facilities are adequate to support work and learning, Having input into decisions that affect my job, Supervisor/manager communicates with me regularly, Encouraged by my supervisor/manager/department head, Having the resources necessary to do my work, Job description matches what I really do, Believing Staff Council effectively fosters communication between MSU staff and MSU administration, Believing the Staff Council provides a forum for MSU staff to discuss issues at the university, and Believing the Staff Council provides a unified voice when communicating on behalf of MSU staff
- **Less satisfied** – none
- **More Important** – none
- **Less important** – none

Table II.H.1.a. President: Reported Staff Satisfaction with Various Facets of Mississippi State University in 2019 Compared to 2017.

(1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)	Satisfaction					
2017 (N=16); 2019 (N=8)	Results from 2019		Comparison of 2017 and 2019			
	Average Response	Rank	Change (2019 vs. 2017)	t-test Significance	Rank	
MSU Mission						
1. I understand MSU's mission.	4.63	15	0.36	ns	24	
2. I think my work at MSU contributes to the overall mission of MSU.	4.88	1	0.61	ns	2	
3. I understand the top 3-5 institutional priorities for improving MSU over the next three years.	4.43	34	0.56	ns	10	
4. I believe MSU's leadership has a clear vision for university's future.	4.50	33	0.23	ns	32	
5. I believe MSU is headed in a positive direction.	4.86	2	0.59	ns	4	
Average	4.66		0.47			
Workplace Values and Work Environment						
6. Morale (team spirit) is generally high among the staff I know.	4.50	25	0.70	ns	3	
7. I believe that MSU is committed to my safety at work.	4.50	29	0.30	ns	29	
8. I am recognized for the contributions I make at work.	4.38	36	0.73	ns	1	
9. I understand why it is important for MSU to value diversity.	4.75	7	0.35	ns	18	
10. Compared to other people doing similar work AT MSU, I think I am paid fairly.	4.50	23	0.50	ns	12	
11. I am comfortable expressing my job related ideas/concerns with my supervisor.	4.67	12	0.67	ns	6	
12. MSU's benefit programs meet my needs.	4.60	18	0.45	ns	21	
13. Compared to other people doing similar work, OUTSIDE OF MSU, I think I am paid fairly.	3.71	43	0.08	ns	42	
14. I believe MSU's physical facilities are adequate to support work and learning.	4.57	22	0.36	ns	19	
15. Parking at MSU is adequate.	3.13	45	0.71	ns	11	
Average	4.31		0.44			
Support from Leadership						
16. I have input into decisions that affect my job.	4.50	32	0.65	ns	7	
17. I understand what is expected of me at my job.	4.14	40	0.01	ns	45	
18. I am given a performance assessment on an annual basis.	3.88	41	-0.19	ns	40	
19. I understand how my job performance is assessed.	4.14	39	0.34	ns	30	
20. My supervisor/manager communicates with me regularly.	4.83	3	0.45	ns	14	
21. I am encouraged by my supervisor/manager/department head.	4.71	9	0.63	ns	8	
22. My job makes good use of my skills and abilities.	4.50	30	0.21	ns	34	
Average	4.37		0.29			
Professional Development/Resources						
23. I have received adequate training for my job.	4.40	35	0.17	ns	39	
24. I have the resources necessary to do my work.	4.71	10	0.21	ns	33	
25. My job description matches what I really do.	4.50	24	0.63	ns	5	
26. I believe my workload is manageable.	4.50	28	0.44	ns	20	
27. There are enough employees in my area/department/office to handle the work.	3.83	42	0.02	ns	44	
28. I am able to take advantage of training and/or professional development opportunities.	4.50	27	0.21	ns	35	
29. I have the opportunity for advancement within the university.	3.60	44	0.27	ns	36	
Average	4.33		0.33			
Sense of Community						
30. I would recommend MSU as a place of employment.	4.75	5	0.55	ns	9	
31. I believe there is a spirit of cooperation among those with whom I work.	4.63	17	0.31	ns	25	
32. I am proud to be a member of the MSU community.	4.75	4	0.42	ns	17	
33. I believe the university values employee retention.	4.57	20	0.42	ns	23	
Average	4.68		0.42			

Table II.H.1.a. President: Reported Staff Satisfaction with Various Facets of Mississippi State University in 2019 Compared to 2017.

(1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)	Satisfaction					
	Results from 2019		Comparison of 2017 and 2019			
	Average Response	Rank	Change (2019 vs. 2017)	t-test Significance	Rank	
2017 (N=16); 2019 (N=8)						
University-wide Communication						
34. I am well informed about changes in policies and procedures that affect my employment (changes in Human Resources policies, health/safety issues, legal precedents, etc.).	4.50	31	0.30	ns		26
35. I can check MSU's website while at work.	4.75	6	0.13	ns		38
36. I can send and receive email while at work.	4.75	8	0.13	ns		37
37. I know how to find information about events happening at the university.	4.63	14	0.09	ns		41
38. I visit the MSU website on a regular basis to find information.	4.63	16	-0.04	ns		43
	Average 4.65		0.12			
Staff Council (formerly Professional and Support Staff Advisory Council)						
39. I understand the role of Staff Council at MSU.	4.38	37	0.52	ns		16
40. I know how to contact my Staff Council representative(s).	4.38	38	0.30	ns		31
41. I believe Staff Council effectively fosters communication between MSU staff and MSU administration.	4.67	11	0.42	ns		15
42. I believe the Staff Council provides a forum for MSU staff to discuss issues at the university.	4.67	13	0.44	ns		13
43. I believe the Staff Council provides a unified voice when communicating on behalf of MSU staff.	4.57	19	0.37	ns		22
44. I believe Staff Council offers programs and/or events that benefit Staff.	4.57	21	0.30	ns		27
45. Staff Council effectively communicates with Staff via email, website and Facebook page.	4.50	26	0.27	ns		28
	Average 4.52		0.37			
Change from 2017 to 2019						
"ns (not significant) = pvalue > 0.05"						
"+/- (significant) = pvalue < 0.05 and > 0.005"						
"++/-- (highly significant) = pvalue < 0.005 and > 0.0005"						
"+++/-- (very highly significant) = pvalue < 0.0005"						

Research – Summary

Satisfaction (Table II.I.1.a.)

- **Highest satisfaction** – Proud to be a member of the MSU community, Can send and receive email while at work, Can check MSU's website while at work, Understanding why it is important for MSU to value diversity, and Believing there is a spirit of cooperation among those with whom I work.
- **Lowest satisfaction** – Knowing how to contact my Staff Council representative, Fairness in pay compared to others at MSU, Having the opportunity for advancement within the university, Fairness in pay compared to others outside MSU, and Adequate parking.
- **Change from 2017 to 2019**
 - Twelve (12) of 45 items statistically increased
 - Thirty-six (36) of 45 items numerically increased
 - Nine (9) of 45 items numerically decreased
 - **Greatest increase** – Understanding the top 3-5 institutional priorities for improving MSU over the next three years, Knowing how to contact my Staff Council representative, and Fairness in pay compared to others at MSU
 - **Greatest decrease** – Understanding the role of Staff Council at MSU, Understanding how my job performance is assessed, and Given a performance assessment on an annual basis

Comparison of Research to the rest of MSU

- **More satisfied** – Morale is generally high among the staff I know, Fairness in pay compared to others at MSU, Fairness in pay compared to others outside MSU, Believing MSU's physical facilities are adequate to support work and learning, Adequate parking, Having input into decisions that affect my job, Believing my workload is manageable, Enough employees in my area/department/office to handle the work, Believing there is a spirit of cooperation among those with whom I work, Believing the university values employee retention, Being well informed about changes in policies and procedures that affect my employment, Believing Staff Council effectively fosters communication between MSU staff and MSU administration, Believing the Staff Council provides a forum for MSU staff to discuss issues at the university, and Believing the Staff Council provides a unified voice when communicating on behalf of MSU staff
- **Less satisfied** – none
- **More Important** – none
- **Less important** – none

Table II.I.1.a. Research: Reported Staff Satisfaction with Various Facets of Mississippi State University in 2019 Compared to 2017.

(1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)	Satisfaction					
2017 (N=100); 2019 (N=87)	Results from 2019		Comparison of 2017 and 2019			
	Average Response	Rank	Change (2019 vs. 2017)	t-test Significance	Rank	
MSU Mission						
1. I understand MSU's mission.	4.34	16	0.00	ns	45	
2. I think my work at MSU contributes to the overall mission of MSU.	4.41	12	0.03	ns	36	
3. I understand the top 3-5 institutional priorities for improving MSU over the next three years.	3.95	38	0.30	ns	2	
4. I believe MSU's leadership has a clear vision for university's future.	4.34	15	0.03	ns	35	
5. I believe MSU is headed in a positive direction.	4.45	9	0.07	ns	24	
Average	4.32		0.08			
Workplace Values and Work Environment						
6. Morale (team spirit) is generally high among the staff I know.	4.07	36	0.03	ns	37	
7. I believe that MSU is committed to my safety at work.	4.48	6	0.02	ns	41	
8. I am recognized for the contributions I make at work.	3.94	39	0.07	ns	33	
9. I understand why it is important for MSU to value diversity.	4.51	4	0.11	ns	14	
10. Compared to other people doing similar work AT MSU, I think I am paid fairly.	3.79	42	0.24	ns	5	
11. I am comfortable expressing my job related ideas/concerns with my supervisor.	4.24	28	0.15	ns	12	
12. MSU's benefit programs meet my needs.	4.18	33	0.18	ns	6	
13. Compared to other people doing similar work, OUTSIDE OF MSU, I think I am paid fairly.	3.32	44	-0.03	ns	40	
14. I believe MSU's physical facilities are adequate to support work and learning.	4.26	25	0.20	ns	4	
15. Parking at MSU is adequate.	2.61	45	0.18	ns	13	
Average	3.96		0.11			
Support from Leadership						
16. I have input into decisions that affect my job.	4.11	34	0.13	ns	16	
17. I understand what is expected of me at my job.	4.47	7	0.13	ns	10	
18. I am given a performance assessment on an annual basis.	4.39	13	-0.09	ns	19	
19. I understand how my job performance is assessed.	4.27	21	-0.09	ns	22	
20. My supervisor/manager communicates with me regularly.	4.38	14	0.05	ns	34	
21. I am encouraged by my supervisor/manager/department head.	4.32	18	0.09	ns	23	
22. My job makes good use of my skills and abilities.	4.21	31	0.07	ns	29	
Average	4.31		0.04			
Professional Development/Resources						
23. I have received adequate training for my job.	4.26	24	0.07	ns	30	
24. I have the resources necessary to do my work.	4.28	20	-0.02	ns	42	
25. My job description matches what I really do.	4.03	37	0.08	ns	26	
26. I believe my workload is manageable.	4.32	17	0.21	ns	1	
27. There are enough employees in my area/department/office to handle the work.	4.07	35	0.16	ns	11	
28. I am able to take advantage of training and/or professional development opportunities.	4.21	32	-0.03	ns	38	
29. I have the opportunity for advancement within the university.	3.56	43	0.10	ns	28	
Average	4.11		0.08			
Sense of Community						
30. I would recommend MSU as a place of employment.	4.46	8	-0.01	ns	43	
31. I believe there is a spirit of cooperation among those with whom I work.	4.49	5	0.06	ns	31	
32. I am proud to be a member of the MSU community.	4.62	1	-0.02	ns	39	
33. I believe the university values employee retention.	4.26	26	0.07	ns	32	
Average	4.46		0.02			

Table II.I.1.a. Research: Reported Staff Satisfaction with Various Facets of Mississippi State University in 2019 Compared to 2017.

(1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree) 2017 (N=100); 2019 (N=87)	Satisfaction					
	Results from 2019		Comparison of 2017 and 2019			
	Average Response	Rank	Change (2019 vs. 2017)	t-test Significance	Rank	
University-wide Communication						
34. I am well informed about changes in policies and procedures that affect my employment (changes in Human Resources policies, health/safety issues, legal precedents, etc.).	4.30	19	0.11	ns	17	
35. I can check MSU's website while at work.	4.60	3	0.08	ns	20	
36. I can send and receive email while at work.	4.60	2	-0.01	ns	44	
37. I know how to find information about events happening at the university.	4.44	10	0.06	ns	25	
38. I visit the MSU website on a regular basis to find information.	4.42	11	0.09	ns	21	
Average 4.48			0.06			
Staff Council (formerly Professional and Support Staff Advisory Council)						
39. I understand the role of Staff Council at MSU.	3.89	40	-0.08	ns	27	
40. I know how to contact my Staff Council representative(s).	3.88	41	0.26	ns	3	
41. I believe Staff Council effectively fosters communication between MSU staff and MSU administration.	4.22	30	0.19	ns	8	
42. I believe the Staff Council provides a forum for MSU staff to discuss issues at the university.	4.25	27	0.19	ns	7	
43. I believe the Staff Council provides a unified voice when communicating on behalf of MSU staff.	4.22	29	0.15	ns	15	
44. I believe Staff Council offers programs and/or events that benefit Staff.	4.26	23	0.11	ns	18	
45. Staff Council effectively communicates with Staff via email, website and Facebook page.	4.27	22	0.15	ns	9	
Average 4.13			0.14			
Change from 2017 to 2019						
"ns (not significant) = pvalue > 0.05"						
"+/- (significant) = pvalue < 0.05 and > 0.005"						
"++/-- (highly significant) = pvalue < 0.005 and > 0.0005"						
"+++/-- (very highly significant) = pvalue < 0.0005"						

