



# 2016 CESA 9 EMPLOYEE ENGAGEMENT SURVEY

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*Results Roll-Out  
January 23, 2017*





# CONNECTING TO PURPOSE

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High employee engagement is positively correlated with:

- Increased customer satisfaction
- Increased productivity
- Increased results
- Reduced employee turnover
- Reduced absenteeism

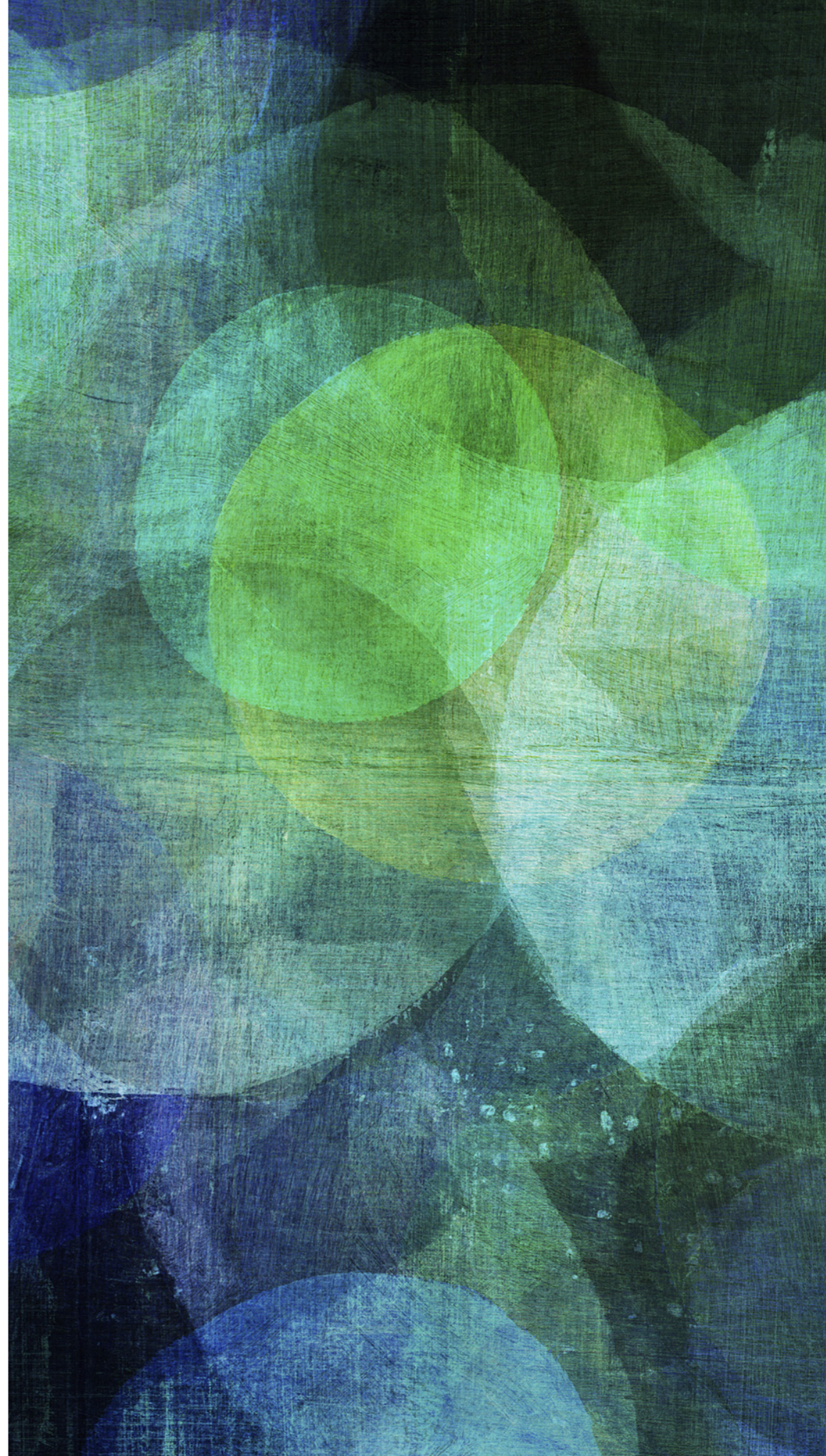
Journal of Applied Psychology meta analysis study (2002)



# A LOOK BACK

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*2015 Results and  
Improvement Actions*





# 2015 RESULTS REPORT

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- The overall mean was 4.46 (on a five-point scale, five being the highest)
- Participation was 29 respondents (total staff 42 = 69% return rate)





# Action Steps from Results Roll Out

## for Continuous Innovation and Improvement

Shared with PAC 2-12-16  
Stakeholders via newsletter 2-16-16  
Doc - 3-2-16

### District Services Survey (Goal: 4.5 or higher on overall mean)

- ✓ ● **Accessibility:** Karen will create a spreadsheet for receptionist and program assistant reference outlining each director/administrators preferred method of being reached when not in the office. *emailed to director/SILT (including Fred & Evelyn) 2-8-16*
- ✓ ● **Accessibility:** CESA staff will respond to voicemail and email requests from customers within 24 hours (one business day) unless on vacation, leave or on non-contract day. *included in email to SILT*

### Employee Engagement Survey (Goal: 4.5 or higher on overall mean and 4.15 on Q3-meetings and 4.12 on Q7-decisions)

- **Q3 Meetings:** Karen will restructure our staff meetings to address:
  - ✓ ○ Purpose of meetings in general and specific intentions for each meeting *Email 2-8-16*
  - Move to a new format-rolling agenda with notes and evaluation of meeting *Sept. 2016*
  - ✓ ○ Move all-staff meeting to afternoon so it is held *after* monthly School Improvement Leadership Team (SILT) meeting so that SILT team can determine focus for Information Sharing and Opportunity for Feedback on all staff agenda *email 2-8-16*
- **Q3 Meetings:** At Back-to-School Kickoff, each employee will be provided a template and will write a brief narrative that captures professional and personal highlights. Karen (and Jenny) will use these bios to publish a staff directory and will post "getting to know CESA 9 staff" on our social media accounts *Aug. 2016*
- **Q7 Decisions:** All staff will be intentional about asking each other, "What do you think about this?" to provide expanded opportunity for input, feedback, and solution across the Agency *email 2-8-16*





# GOAL SETTING

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- If current score is 4.31-5.00, then annual goal is to maintain score above 4.3
- If current score is 4.00-4.30, then annual goal is current score + .05
- If current score is 3.75-3.99, then annual goal is current score + .10





# SO HOW DID WE DO?

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- Overall goal was to maintain above a 4.3 (4.36)
- Q3 meetings goal was to increase from 4.10 to 4.15 (4.15)
- Q7 decisions goal was to increase from 4.07 to 4.12 (4.10)



# RESULTS REPORT

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- The Employee Engagement Survey was administered to all employees to assess the extent to which leaders provided work environments that support the highest performance for employees. Employees completed the survey about the work environment of the department they identified as the place where their supervisor is located.
- The overall mean was 4.36 (on a five-point scale, five being the highest)
- Participation was 41 respondents (total staff 48 = 85% return rate)



**Table 2. Overall Mean and Item Mean Percentile Ranks across All Studer Education Partner Responses**

Engagement Items	Nov 2016	Percentile Rank
1. My supervisor(s) provides me with good processes and resources to do my job.	4.34	93
2. My supervisor(s) provides feedback on my strengths as an employee.	4.44	99
3. Supervisor led team meetings make efficient use of time and are productive.	4.15	77
4. My supervisor(s) recognizes good performance.	4.35	95
5. My supervisor(s) demonstrates a genuine concern for my welfare.	4.50	96
6. My supervisor(s) makes the best use of available funds.	4.28	93
7. My supervisor(s) consults me on the decisions that affect my job.	4.10	94
8. My supervisor(s) sets clear expectations for judging my performance.	4.42	99
9. My supervisor(s) provides the support needed to accomplish my work objectives.	4.20	86
10. My supervisor(s) provides feedback concerning areas for improving my performance.	4.28	98
11. The agency administrator manages organizational finances effectively.	4.35	98
12. The agency administrator uses a variety of methods to promote effective communication throughout the organization.	4.49	95
13. The agency administrator makes decisions in the best interest of the organization.	4.45	97
14. If given a choice, I would recommend that a school district select this organization for support.	4.67	99
<b>Overall Agency Mean</b>	<b>4.36</b>	<b>98</b>



**Table 1. Overall Mean and Item Means**

<b>Engagement Items</b>	<b>Dec 2015 (n=29)</b>	<b>Nov 2016 (n=41)</b>
1. My supervisor(s) provides me with good processes and resources to do my job.	4.48	4.34
2. My supervisor(s) provides feedback on my strengths as an employee.	4.59	4.44
3. Supervisor led team meetings make efficient use of time and are productive.	4.10	4.15
4. My supervisor(s) recognizes good performance.	4.72	4.35
5. My supervisor(s) demonstrates a genuine concern for my welfare.	4.76	4.50
6. My supervisor(s) makes the best use of available funds.	4.37	4.28
7. My supervisor(s) consults me on the decisions that affect my job.	4.07	4.10
8. My supervisor(s) sets clear expectations for judging my performance.	4.48	4.42
9. My supervisor(s) provides the support needed to accomplish my work objectives.	4.21	4.20
10. My supervisor(s) provides feedback concerning areas for improving my performance.	4.21	4.28
11. The agency administrator manages organizational finances effectively.	4.44	4.35
12. The agency administrator uses a variety of methods to promote effective communication throughout the organization.	4.55	4.49
13. The agency administrator makes decisions in the best interest of the organization.	4.59	4.45
14. If given a choice, I would recommend that a school district select this organization for support.	4.79	4.67
<b>Overall Agency Mean</b>	<b>4.46</b>	<b>4.36</b>



# HIGHEST ITEM MEANS

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- My supervisor(s) demonstrates a genuine concern for my welfare (4.50);
- My supervisor(s) provides feedback on my strengths as an employee (4.44);
- My supervisor(s) sets clear expectations for judging my performance (4.42).
  
- Let's dig deeper: THINK, PAIR, SHARE to identify the actions or conditions that led to these results. What's working in these areas?



# LOWEST ITEM MEANS

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- The lowest means are for the following items:
- My supervisor(s) consults me on the decisions that affect my job (4.10);
- Supervisor led team meetings make efficient use of time and are productive (4.15)
- Let's dig deeper: Snowball to identify the actions or conditions that led to these results.
- What could we do together to improve these areas?
- Which of these ideas, if enacted, would make the greatest difference to your experience as an employee of CESA 9?





# NEXT STEPS

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- Administrative Team creates an action plan of 1-2 steps from our improvement ideas at today's retreat.
- Matt will conduct a similar results roll out with our itinerant staff on \_\_\_\_\_ and create an action plan of 1-2 steps by February 20.





# GOAL SETTING

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- If current score is 4.31-5.00, then annual goal is to maintain score above 4.3
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We are what we repeatedly do.  
Excellence then, is not an act, but a  
habit.

*-Aristotle*