

Results Rollout District Services Survey Employee Engagement Survey

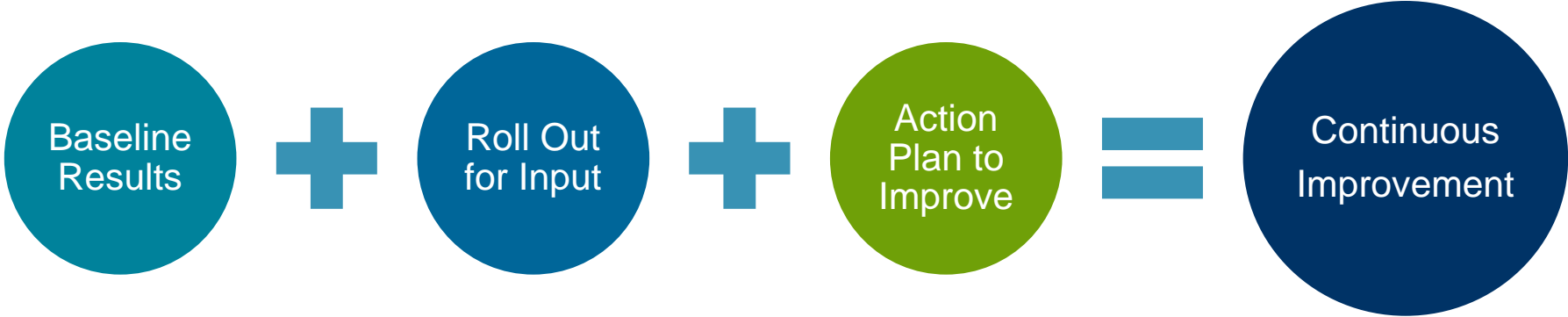


January-February 2016

“I TOOK THE SURVEY, SO WHAT?”

- Explain results
- Celebrate the wins
- Dig deeper into the data
- Gather input on how to improve
- Determine next steps for action

It's All About Continuous Improvement



Data are not blunt instruments for imposing sanctions and offering rewards; they are resources used to deepen understanding of current operations and to generate insights about where to focus efforts to improve.

Bryk, Gomez, Grunow, LeMahieu in
Learning To Improve:

How America's Schools Can Get Better at Getting Better

District Services Survey

District Services Survey-Why Do We Do It?

- Assess the current services provided to customers
- Determine current strengths and areas of excellence in services provided to customers
- Determine areas for improvement and develop and implement an action plan for improvement of services provided to customers

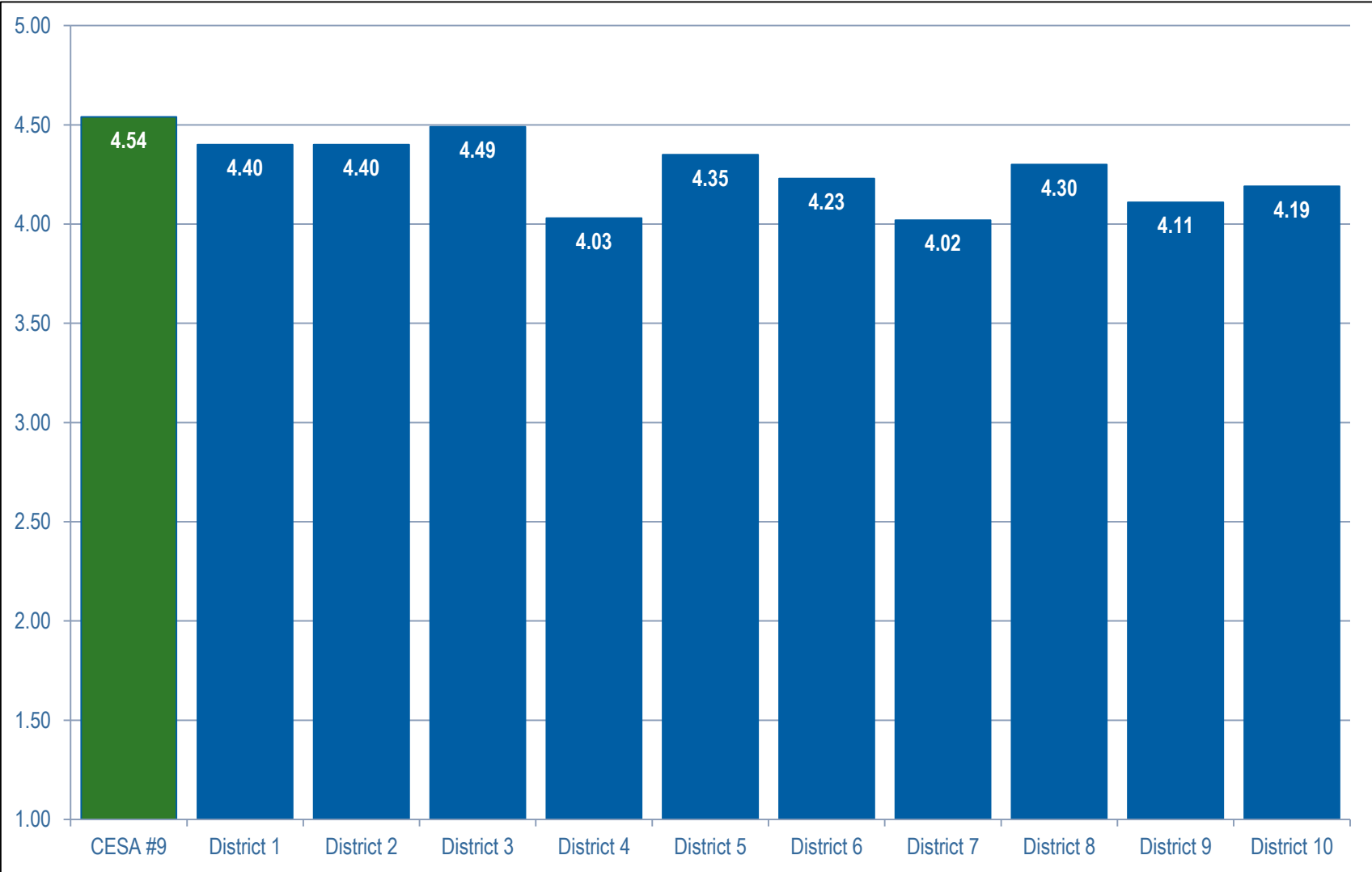
What are the characteristics assessed?

- **Accessibility:** Can we reach a live person or use an electronic tool to reach someone?
- **Accuracy:** Did we receive the right product/service or was a variation communicated?
- **Attitude:** Was it a nice experience? Did you receive service with a smile?
- **Operations:** Do day to day operations run efficiently and effectively?
- **Timeliness:** Was the response or solution delivered when promised?

Mean by Characteristic

Characteristics	Mean 11/2015 (N=41) 19% response rate
Accessibility	4.46
Accuracy	4.56
Attitude	4.62
Operations	4.53
Timeliness	4.52
Overall Mean	4.54

Comparison of Baseline Administrations



SO WHAT...NOW WHAT?

District Services Survey

- Our CESA 9 School Improvement Leadership Team (SILT) conducted in-depth analysis of the District Services Survey Results on January 6, 2016.
- The School Improvement Leadership Team met on January 25, 2016 to determine and communicate 1-2 action steps we will take together, based upon our collective analysis of the data to strengthen customer perceptions regarding our ACCESSIBILITY.
- These data will be used for progress monitoring on our organizational scorecard and for program/service improvement through cascaded goal setting/progress monitoring within specific programs/departments.
- We will conduct survey annually to assess to inform our work as an Agency.

Goal Setting w/ District Services Results

If your **current score** is 4.31 to 5.0

Then your **annual goal** is to maintain current score

If your **current score** is 4.00 to 4.30

Then your **annual goal** is your current score +.05

If your **current score** is 3.75 to 3.99

Then your **annual goal** is your current score +.10

**Our goal moving forward is to
maintain an overall mean score
of 4.5 or above
on the District Services Survey**

Employee Engagement Survey

Why do we do this? What does the evidence say?

A recent meta analysis of employee engagement studies published in the Journal of Applied Psychology found that...

High employee engagement is positively correlated with:

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

1. Harter, J.K., Schmidt, F.L., & T.L. Hayes. (2002). Business-unit-level relationship between employee satisfaction, employee engagement, and business outcomes: A meta-analysis. *Journal of Applied Psychology*, 87(2), pages 268-279.

Results Report

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

CESA #9 Baseline Mean Compared to Partner Districts

Engagement Items	Dec 2015 (n=29)	Pct. Rank
1. My supervisor(s) provides me good processes and resources to do my job.	4.48	99
2. My supervisor(s) provides feedback on my strengths as an employee.	4.59	99
3. Supervisor led team meetings make efficient use of time and are productive.	4.10	74
4. My supervisor(s) recognizes good performance.	4.72	99
5. My supervisor(s) demonstrates a genuine concern for my welfare.	4.76	99
6. My supervisor(s) makes the best use of available funds.	4.37	98
7. My supervisor(s) consults me on the decisions that affect my job.	4.07	94
8. My supervisor(s) sets clear expectations for judging my performance.	4.48	99
9. My supervisor(s) provides the support needed to accomplish my work objectives.	4.21	90
10. My supervisor(s) provides feedback concerning areas for improving my performance.	4.21	97
11. The agency administrator manages organizational finances effectively.	4.44	99
12. The agency administrator uses a variety of methods to promote effective communication throughout the organization.	4.55	97
13. The agency administrator makes decisions in the best interest of the organization.	4.59	99
14. If given a choice, I would recommend that a school district select this organization for support.	4.79	99
Overall Agency Mean	4.46	99

Highest Item Means

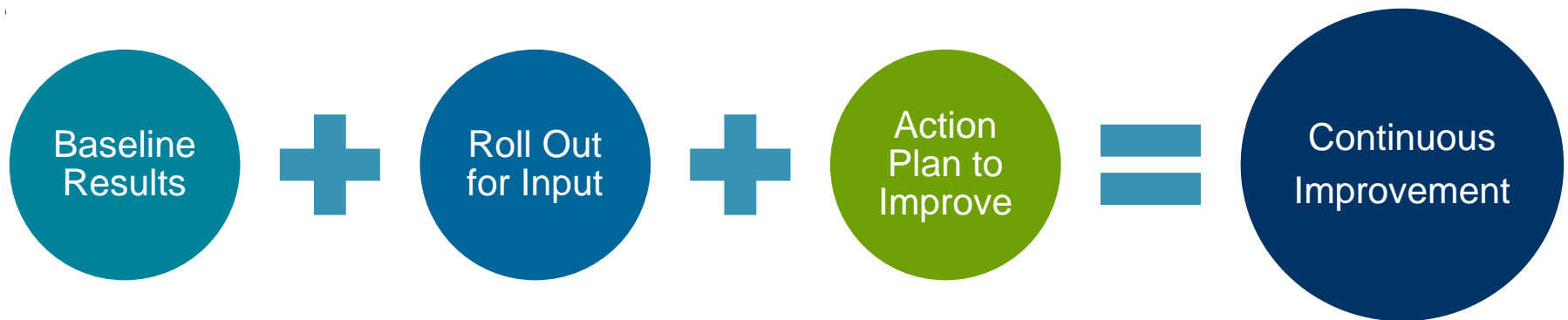
- Three highest means are for the following items:
 - My supervisor(s) demonstrates a genuine concern for my welfare. **4.76**
 - My supervisor(s) recognizes good performance. **4.72**
 - My supervisor(s) provides feedback on my strengths as an employee. **4.59**
- Let's Dig Deeper: Think-Pair-Share to identify the actions or conditions that led to these results. What's working in these areas?

Lowest Item Means

- The lowest means are for the following items:
 - Supervisor led team meetings make efficient use of time and are productive. **4.10**
 - My supervisor(s) consults me on the decisions that affect my job. **4.07**
- Let's Dig Deeper: Snowball to identify the actions or conditions that led to these results. What could be improved in these areas?
- Which of these items brainstormed – if improved – would make the greatest difference to your experience as an employee of CESA #9?
- What action step(s) could improve the #1 item?

Next Steps

- Karen creates an action plan of 1-2 steps from our suggestions following January 25 staff meeting.
- Matt will conduct a similar roll out with his team (our itinerant staff) on February 1 and creates an action plan of 1-2 steps by February 15.
- The Employee Engagement Survey will be administered again in early May to assess progress and annually thereafter.



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of 4.5 or above**

and move

from 4.10 to 4.15 on Q3 (meetings)

from 4.07 to 4.12 on Q7 (decisions)

on the Employee Engagement Survey.

VALIDATE

Verify leaders
execute with
consistency
& fidelity



ASSESS

Gauge progress
toward achieving
growth goals



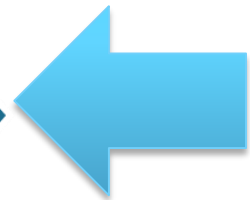
DIAGNOSE

Gather & analyze
baseline data to
set growth goals



ACT

Execute focused,
consistent & aligned
actions to achieve
growth goals



Thank YOU!