

Austin Independent School District Central Office Work Environment Survey

Spring 2016: Superintendent's Area



Introduction

The following report presents the AISD Central Office Work Environment Survey results for Spring 2016 for the Superintendent's area. Unless otherwise noted, results in this report represent the percentage of respondents who *strongly agreed* or *agreed* with each item.

The method of data collection in 2016 was unique relative to past AISD Central Office Climate surveys. Survey respondents selected their own work groups, rather than being assigned based on human resources job title and work location codes. Self-selection of work groups allowed participants to choose the immediate work group leadership about whom they wanted to provide feedback, and allowed them to provide feedback about their selected chief area's leadership. Results in this report are presented according to self-selected Superintendent's area work group.

Response Frequency by Superintendent's Area Work Group

Work group response summaries are provided when the number of responses per work group was 10 or more. Work groups with fewer than 10 respondents were grouped together in an "Other" category. Individual items with fewer than 10 responses were not reported (indicated with "-"). The counts of survey respondents per Superintendent's area work group are shown in Table 1. Three work groups had enough respondents for response summaries: Communications & Community Engagement, Customer Service, and Superintendent's area - Other.

Table 1

The majority of Superintendent's area work groups did not have enough respondents to individually report results.

Superintendent's Area Work Groups	N
Communications & Community Engagement	18
Customer Service	12
Superintendent's area - Other*	13
General Counsel's Office (2)	
Intergovernmental Relations & Policy Oversight (2)	
Internal Audit (4)	
Public Information and Special Projects (1)	
Other (4)	
Total (All Superintendent's area)	43

*Some respondents self-selecting into the Superintendent's Area with job titles associated with other chief areas were excluded from the summary of responses for the Superintendent's area. However, these excluded respondents were included in the overall district report.

District Leadership

Table 2
Superintendent's Area Perceptions of District Leadership in 2016

District leaders involve my work group in decisions that directly impact our operations.	Communications & Community Engagement	88%
	Customer Service	64%
	Superintendent's Area - Other	73%
	Superintendent's Area - All	77%
District leaders define expectations for my work group.	Communications & Community Engagement	76%
	Customer Service	80%
	Superintendent's Area - Other	91%
	Superintendent's Area - All	82%
There is an atmosphere of trust and mutual respect within this district.	Communications & Community Engagement	53%
	Customer Service	60%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	67%
District leaders provide support when we need it.	Communications & Community Engagement	78%
	Customer Service	58%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	78%
District leaders have a clearly defined mission and vision for all departments.	Communications & Community Engagement	80%
	Customer Service	64%
	Superintendent's Area - Other	82%
	Superintendent's Area - All	76%
District leaders encourage cooperation among departments toward improving district operations.	Communications & Community Engagement	71%
	Customer Service	64%
	Superintendent's Area - Other	75%
	Superintendent's Area - All	70%
District leaders take steps to solve problems.	Communications & Community Engagement	87%
	Customer Service	75%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	85%

Work Area Leadership

Table 3

Superintendent's Area Perceptions of Work Area Leadership in 2016

The staff and supervisor(s) have a shared vision.	Communications & Community Engagement	64%
	Customer Service	73%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	78%
There is an atmosphere of trust and mutual respect.	Communications & Community Engagement	47%
	Customer Service	73%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	68%
Staff feel comfortable raising issues and concerns that are important to them.	Communications & Community Engagement	53%
	Customer Service	67%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	71%
Supervisors consistently support staff.	Communications & Community Engagement	50%
	Customer Service	73%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	73%
Staff are held to high professional standards.	Communications & Community Engagement	82%
	Customer Service	83%
	Superintendent's Area - Other	85%
	Superintendent's Area - All	83%
Staff performance is assessed objectively.	Communications & Community Engagement	69%
	Customer Service	73%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	77%
Staff receive feedback that can help them improve their work.	Communications & Community Engagement	63%
	Customer Service	73%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	76%
The procedures for evaluation are consistent.	Communications & Community Engagement	75%
	Customer Service	64%
	Superintendent's Area - Other	91%
	Superintendent's Area - All	76%
Supervisors effectively communicate policy.	Communications & Community Engagement	65%
	Customer Service	67%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	76%

Training and Professional Development

Table 4

Superintendent's Area Perceptions of Training and Professional Development in 2016

I am satisfied with the types of professional development (learning/training) offered to me.	Communications & Community Engagement	60%
	Customer Service	82%
	Superintendent's Area - Other	75%
	Superintendent's Area - All	71%
I am satisfied with the amount of professional development (learning/training) required of me.	Communications & Community Engagement	71%
	Customer Service	82%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	81%
I am satisfied with the opportunities for professional advancement (promotion) available to me.	Communications & Community Engagement	38%
	Customer Service	64%
	Superintendent's Area - Other	73%
	Superintendent's Area - All	55%

Policies and Procedures

Table 5

Superintendent's Area Perceptions of Policies and Procedures in 2016

I know the procedures for reporting sexual harassment.	Communications & Community Engagement	88%
	Customer Service	100%
	Superintendent's Area - Other	91%
	Superintendent's Area - All	93%
I know the procedures for filing a complaint.	Communications & Community Engagement	73%
	Customer Service	100%
	Superintendent's Area - Other	91%
	Superintendent's Area - All	87%
I have experienced discrimination while employed at AISD.	Communications & Community Engagement	15%
	Customer Service	27%
	Superintendent's Area - Other	8%
	Superintendent's Area - All	17%

Work Area Expectations

Table 6
 Superintendent's Area Perceptions of Work Area Expectations in 2016

I am given deadlines that are reasonable.	Communications & Community Engagement	93%
	Customer Service	83%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	93%
My department/work group is given deadlines that are reasonable.	Communications & Community Engagement	64%
	Customer Service	73%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	79%
I am satisfied with the amount of autonomy and control I have over my own work.	Communications & Community Engagement	76%
	Customer Service	83%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	83%
My work environment is too stressful.*	Communications & Community Engagement	44%
	Customer Service	42%
	Superintendent's Area - Other	8%
	Superintendent's Area - All	33%

Note. * Due to the wording of this survey item, low percentages are desirable.

Work Area Environment

Table 7

Superintendent's Area Perceptions of Work Area Environment in 2016

Morale is high in my work group.	Communications & Community Engagement	47%
	Customer Service	75%
	Superintendent's Area - Other	91%
	Superintendent's Area - All	68%
Cultural diversity is respected in my work group.	Communications & Community Engagement	82%
	Customer Service	83%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	88%
The opinions of staff in my work group are respected by employees in other areas.	Communications & Community Engagement	69%
	Customer Service	80%
	Superintendent's Area - Other	91%
	Superintendent's Area - All	78%
Staff in my work group accomplish their jobs with enthusiasm.	Communications & Community Engagement	71%
	Customer Service	83%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	82%
The interactions among staff in my work group are cooperative.	Communications & Community Engagement	65%
	Customer Service	83%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	81%
Staff in my work group communicate with each other in an open and honest way.	Communications & Community Engagement	59%
	Customer Service	82%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	78%
Staff in my work group 'go the extra mile.'	Communications & Community Engagement	81%
	Customer Service	92%
	Superintendent's Area - Other	85%
	Superintendent's Area - All	85%
Staff in my work group provide strong social support for each other.	Communications & Community Engagement	73%
	Customer Service	73%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	79%

Facilities and Resources

Table 8
Superintendent's Area Perceptions of Facilities and Resources in 2016

Staff have sufficient access to appropriate materials necessary to do our work.	Communications & Community Engagement	88%
	Customer Service	75%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	88%
Staff have sufficient access to technology, including computers, printers, software and Internet access.	Communications & Community Engagement	82%
	Customer Service	75%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	83%
Staff have sufficient training and support to fully utilize the available technology, software, data systems, etc.	Communications & Community Engagement	88%
	Customer Service	75%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	85%
Staff have sufficient access to office equipment and supplies such as copy machines, paper, pens, etc.	Communications & Community Engagement	94%
	Customer Service	92%
	Superintendent's Area - Other	85%
	Superintendent's Area - All	90%
The work environment is clean and well maintained.	Communications & Community Engagement	88%
	Customer Service	92%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	93%
Staff have adequate space to work productively.	Communications & Community Engagement	94%
	Customer Service	67%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	88%
My work group is provided sufficient data and information to make informed decisions.	Communications & Community Engagement	69%
	Customer Service	75%
	Superintendent's Area - Other	100%
	Superintendent's Area - All	79%
I am satisfied with my health benefits.	Communications & Community Engagement	76%
	Customer Service	82%
	Superintendent's Area - Other	92%
	Superintendent's Area - All	83%

Employee Experiences with Negative Workplace Behaviors in their Work Area

Table 9

Percentage of Superintendent's Area Staff Indicating Each Negative Workplace Behavior Occurs Once a Month or More in their Work Area and Never Occurs in their Work Area, both for 2016

		Once a Month or More	Never
Racial tension	Communications & Community Engagement	6%	63%
	Customer Service	8%	67%
	Superintendent's Area - Other	0%	100%
	Superintendent's Area - All	5%	76%
Bullying	Communications & Community Engagement	13%	53%
	Customer Service	8%	75%
	Superintendent's Area - Other	0%	100%
	Superintendent's Area - All	8%	75%
Disrespect for supervisors	Communications & Community Engagement	7%	53%
	Customer Service	8%	58%
	Superintendent's Area - Other	8%	92%
	Superintendent's Area - All	8%	78%
Disrespect for co-workers	Communications & Community Engagement	31%	44%
	Customer Service	8%	50%
	Superintendent's Area - Other	0%	92%
	Superintendent's Area - All	15%	61%
Unsafe practices	Communications & Community Engagement	7%	73%
	Customer Service	17%	67%
	Superintendent's Area - Other	0%	100%
	Superintendent's Area - All	8%	80%
Discrimination	Communications & Community Engagement	7%	47%
	Customer Service	8%	75%
	Superintendent's Area - Other	0%	92%
	Superintendent's Area - All	5%	70%
Sexual harassment	Communications & Community Engagement	0%	100%
	Customer Service	0%	92%
	Superintendent's Area - Other	0%	100%
	Superintendent's Area - All	0%	98%

Employee Experiences with Negative Workplace Behaviors in their Chief Area and the Central Office for 2016

Table 10

Percentage of Superintendent's Area Staff Indicating Each Negative Workplace Behavior Occurs Once a Month or More and Never Occurs in their Chief Area and the Central Office in 2016

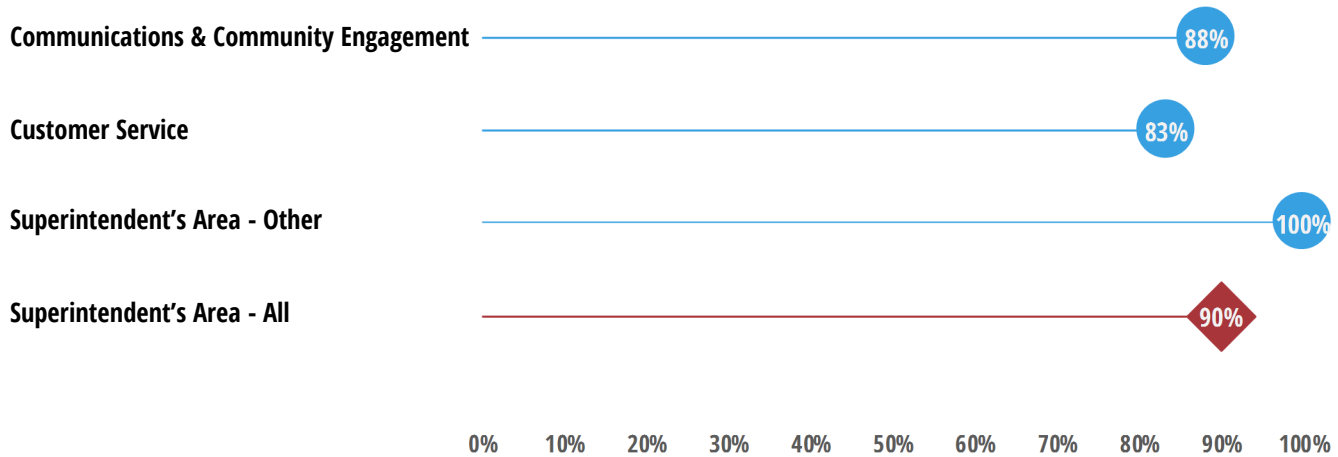
		Chief Area		Central Office	
		Once a month or more	Never	Once a month or more	Never
Racial tension	Communications & Community Engagement	7%	67%	7%	67%
	Customer Service	8%	75%	8%	58%
	Superintendent's Area - Other	0%	100%	0%	80%
	Superintendent's Area - All	5%	78%	5%	68%
Bullying	Communications & Community Engagement	13%	67%	7%	60%
	Customer Service	8%	83%	9%	64%
	Superintendent's Area - Other	0%	100%	0%	90%
	Superintendent's Area - All	8%	81%	6%	69%
Disrespect for supervisors	Communications & Community Engagement	7%	71%	7%	64%
	Customer Service	8%	83%	8%	75%
	Superintendent's Area - Other	10%	80%	10%	70%
	Superintendent's Area - All	8%	78%	8%	69%
Disrespect for co-workers	Communications & Community Engagement	7%	47%	7%	57%
	Customer Service	8%	75%	8%	58%
	Superintendent's Area - Other	0%	80%	0%	70%
	Superintendent's Area - All	5%	65%	6%	61%
Unsafe practices	Communications & Community Engagement	0%	73%	0%	79%
	Customer Service	0%	83%	0%	83%
	Superintendent's Area - Other	0%	100%	0%	90%
	Superintendent's Area - All	0%	84%	0%	83%
Discrimination	Communications & Community Engagement	7%	71%	7%	64%
	Customer Service	8%	83%	8%	75%
	Superintendent's Area - Other	0%	90%	0%	80%
	Superintendent's Area - All	6%	81%	6%	72%
Sexual harassment	Communications & Community Engagement	0%	100%	0%	100%
	Customer Service	0%	92%	0%	92%
	Superintendent's Area - Other	0%	100%	0%	90%
	Superintendent's Area - All	0%	97%	0%	94%

Working at AISD

In the Superintendent's Area, approximately 90% of employees agreed AISD is a good place to work (Figure 1). District-wide, approximately 90% of employees agreed that AISD is a good place to work.

Figure 1

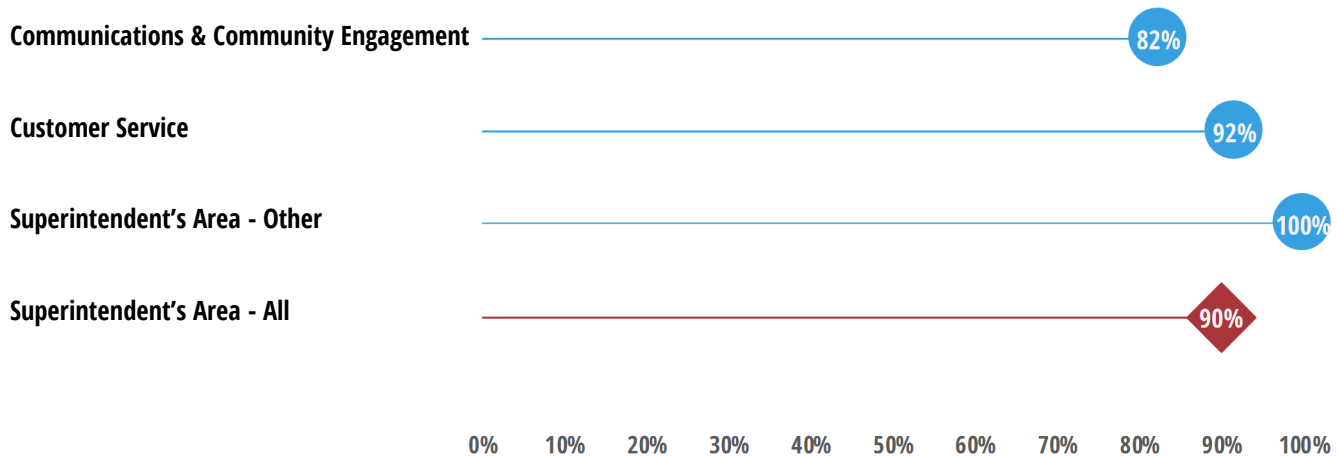
Most Superintendent's Area Staff agreed that "Overall, AISD is a good place to work" in 2016.



In the Superintendent's Area, approximately 90% of employees indicated they plan to continue working in their current job next year (Figure 2). District-wide, approximately 89% of employees indicated they plan to continue working in their current job next year.

Figure 2

Most Superintendent's Area Staff plan to continue working in their current job next year.



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