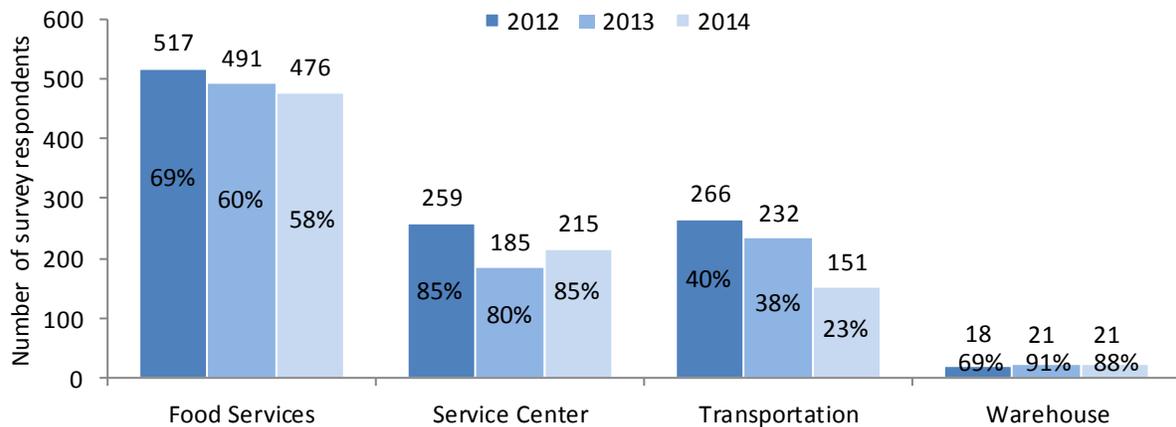


Introduction

To do their jobs well, staff need supportive and collaborative work environments where they feel valued and trusted. Since 2005, the AISD Central Office Work Environment Survey has been conducted to gather information about workplace conditions related to leadership, professional development, policies and procedures, facilities and resources, workgroup dynamics, and work expectations. The following report presents the work environment survey results for Spring 2012, Spring 2013, and Spring 2014 for Food Services, Service Center, Transportation, and Warehouse employees.

Figure 1. Survey Responses and Response Rates by Department, 2012 through 2014



Source. Spring 2012, Spring 2013 and Spring 2014 AISD Central Office Work Environment Survey

Survey Results by Job Location

Response options ranged from Strongly Agree to Strongly Disagree¹, unless otherwise noted (i.e., Table 9). Results in this report are presented in terms of the percentage of respondents who strongly agreed or agreed with each item. The 2013 and 2014 percentages followed by an up or down arrow denote a statistically meaningful change from the prior year.

Table 1. Percentage of Respondents Who Agreed or Strongly Agreed with the Item, “Overall, AISD is a good place to work.”

	2012	2013	2014
Overall, AISD is a good place to work	96%	94%	93%
Food Services	96%	94%	93%
Service Center	94%	90%	88%
Transportation	81%	84%	84%
Warehouse	87%	84%	100%

¹ “Don’t know/NA” responses were excluded from the analysis.

Table 2. Results for Area Leadership

		2012	2013	2014
1. The staff and supervisor(s) have a shared vision.	Food Services	85%	88%	86%
	Service Center	73%	74%	57% ↓
	Transportation	50%	55%	47%
	Warehouse	50%	67%	62%
2. There is an atmosphere of trust and mutual respect.	Food Services	79%	81%	78%
	Service Center	66%	67%	51% ↓
	Transportation	39%	41%	40%
	Warehouse	60%	63%	58%
3. Staff feel comfortable raising issues and concerns that are important to them.	Food Services	79%	85%	82%
	Service Center	79%	73%	57% ↓
	Transportation	56%	53%	52%
	Warehouse	69%	67%	67%
4. Supervisors consistently support staff.	Food Services	78%	84%	81%
	Service Center	73%	65%	55%
	Transportation	51%	51%	50%
	Warehouse	60%	65%	69%
5. Staff are held to high professional standards.	Food Services	82%	86%	84%
	Service Center	81%	69%	65%
	Transportation	51%	50%	44%
	Warehouse	56%	71%	71%
6. Staff performance is assessed objectively.	Food Services	84%	86%	83%
	Service Center	77%	68%	61%
	Transportation	49%	51%	50%
	Warehouse	64%	62%	59%
7. Staff receive feedback that can help them improve their work.	Food Services	83%	88%	82%
	Service Center	68%	68%	60%
	Transportation	56%	56%	55%
	Warehouse	43%	43%	67%
8. The procedures for evaluation are consistent.	Food Services	80%	87%	85%
	Service Center	68%	60%	57%
	Transportation	53%	53%	52%
	Warehouse	56%	47%	56%

Table 2. Results for Area Leadership (Cont.)

		2012	2013	2014
9. Supervisors effectively communicate policy.	Food Services	86%	84%	84%
	Service Center	65%	65%	58%
	Transportation	55%	53%	46%
	Warehouse	53%	40%	53%

Table 3. Results for District Leadership

		2012	2013	2014
10. District leaders involve my work group in decisions that directly impact our operations.	Food Services	75%	76%	72%
	Service Center	46%	52%	46%
	Transportation	45%	43%	31% ↓
	Warehouse	31%	40%	31%
11. District leaders define expectations for my work group.	Food Services	76%	83%	79%
	Service Center	62%	59%	60%
	Transportation	54%	54%	42% ↓
	Warehouse	60%	60%	44%
12. There is an atmosphere of trust and mutual respect within this district.	Food Services	72%	80% ↑	76%
	Service Center	54%	54%	42% ↓
	Transportation	36%	41%	31% ↓
	Warehouse	40%	50%	44%
13. District leaders provide support when we need it.	Food Services	76%	81%	73% ↓
	Service Center	61%	60%	49% ↓
	Transportation	41%	44%	39%
	Warehouse	27%	50%	42%
14. District leaders have a clearly defined mission and vision for all departments.	Food Services	77%	81%	78%
	Service Center	58%	58%	43% ↓
	Transportation	46%	47%	39%
	Warehouse	31%	47%	41%
15. District leaders encourage cooperation among departments toward improving district operations.	Food Services	81%	83%	79%
	Service Center	64%	69%	57% ↓
	Transportation	50%	50%	45%
	Warehouse	40%	42%	44%

Table 3. Results for District Leadership (Cont.)

		2012	2013	2014
16. District leaders take steps to solve problems.	Food Services	78%	81%	79%
	Service Center	57%	63%	48% ↓
	Transportation	43%	48%	44%
	Warehouse	44%	42%	33%

Table 4. Results for Training and Professional Development

		2012	2013	2014
17. I am satisfied with the types of professional development (learning/training) offered to me.	Food Services	78%	80%	78%
	Service Center	59%	53%	53%
	Transportation	59%	63%	56%
	Warehouse	63%	52%	69%
18. I am satisfied with the amount of professional development (learning/training) required of me.	Food Services	82%	84%	83%
	Service Center	68%	60%	64%
	Transportation	63%	65%	55%
	Warehouse	80%	62%	71%
19. I am satisfied with the opportunities for professional advancement (promotion) available to me.	Food Services	76%	79%	80%
	Service Center	50%	42%	49%
	Transportation	46%	53%	49%
	Warehouse	20%	43%	44%

Table 5. Results for Policies and Procedures

		2012	2013	2014
20. I know the procedures for reporting sexual harassment	Food Services	89%	91%	90%
	Service Center	90%	87%	88%
	Transportation	79%	85%	87%
	Warehouse	94%	60% ↓	100% ↑
21. I know the procedures for filing a complaint.	Food Services	82%	87%	85%
	Service Center	75%	76%	79%
	Transportation	73%	75%	80%
	Warehouse	81%	74%	94%

Table 5. Results for Policies and Procedures (Cont.)

		2012	2013	2014
22. I have experienced discrimination while employed at AISD.	Food Services	52%	49%	49%
	Service Center	48%	49%	40%
	Transportation	44%	49%	47%
	Warehouse	36%	19%	18%

Table 6. Results for Work Expectations

		2012	2013	2014
23. I am given deadlines that are reasonable.	Food Services	45%	50%	53%
	Service Center	30%	33%	32%
	Transportation	36%	34%	36%
	Warehouse	27%	37%	29%
24. My department/work group is given deadlines that are reasonable.	Food Services	42%	49% ↑	49%
	Service Center	27%	32%	36%
	Transportation	33%	37%	36%
	Warehouse	40%	30%	33%
25. I am satisfied with the amount of autonomy and control I have over my own work.	Food Services	82%	87%	85%
	Service Center	84%	78%	74%
	Transportation	65%	68%	71%
	Warehouse	75%	84%	65%
26. My work environment is too stressful.*	Food Services	48%	49%	45%
	Service Center	29%	30%	36%
	Transportation	38%	50% ↑	44%
	Warehouse	13%	25%	12%

Note. * Due to the negative wording of the survey item, ↓ indicates a statistically significant improvement.

Table 7. Results for Workgroup

		2012	2013	2014
27. Morale is high in my work group.	Food Services	78%	79%	81%
	Service Center	63%	61%	50% ↓
	Transportation	41%	45%	40%
	Warehouse	43%	48%	59%

Table 7. Results for Workgroup (Cont.)

		2012	2013	2014
28. Cultural diversity is respected in my work group.	Food Services	81%	83%	82%
	Service Center	78%	75%	70%
	Transportation	51%	53%	54%
	Warehouse	75%	67%	88%
29. The opinions of employees in my work group are respected by employees in other areas.	Food Services	75%	77%	77%
	Service Center	63%	65%	57%
	Transportation	40%	44%	42%
	Warehouse	50%	62%	50%
30. Employees in my work group accomplish their jobs with enthusiasm.	Food Services	78%	80%	78%
	Service Center	73%	68%	66%
	Transportation	44%	47%	43%
	Warehouse	38%	55%	71%
31. The interactions among employees in my work group are cooperative.	Food Services	80%	80%	79%
	Service Center	77%	76%	70%
	Transportation	52%	52%	49%
	Warehouse	80%	70%	79%
32. The employees in my work group communicate with each other in an open and honest way.	Food Services	74%	75%	73%
	Service Center	72%	69%	70%
	Transportation	43%	48%	45%
	Warehouse	50%	70%	67%
33. Employees in my work group 'go the extra mile.'	Food Services	76%	78%	77%
	Service Center	69%	70%	70%
	Transportation	48%	50%	48%
	Warehouse	44%	40%	61%
34. Employees in my work group provide strong social support for each other.	Food Services	73%	79%	78%
	Service Center	69%	62%	65%
	Transportation	43%	47%	44%
	Warehouse	67%	55%	81%

Table 8. Results for Facilities & Resources

		2012	2013	2014
35. Staff have sufficient access to appropriate materials necessary to do our work.	Food Services	83%	87%	85%
	Service Center	74%	72%	73%
	Transportation	57%	59%	57%
	Warehouse	50%	80%	71%
36. Staff have sufficient access to technology, including computers, printers, software and Internet access.	Food Services	76%	80%	81%
	Service Center	70%	69%	65%
	Transportation	61%	60%	68%
	Warehouse	56%	55%	58%
37. Staff have sufficient access to office equipment and supplies such as copy machines, paper, etc.	Food Services	79%	84%	83%
	Service Center	76%	76%	75%
	Transportation	62%	65%	67%
	Warehouse	94%	85%	83%
38. The work environment is clean and well maintained.	Food Services	90%	93%	92%
	Service Center	84%	80%	77%
	Transportation	71%	74%	77%
	Warehouse	87%	60%	89%
39. Staff have adequate space to work productively.	Food Services	80%	88% ↑	87%
	Service Center	81%	72%	70%
	Transportation	64%	68%	74%
	Warehouse	64%	50%	83% ↑
40. My work group is provided sufficient data and information to make informed decisions.	Food Services	83%	88%	87%
	Service Center	73%	75%	65%
	Transportation	56%	53%	60%
	Warehouse	54%	68%	59%
41. I am satisfied with my health benefits.	Food Services	65%	76% ↑	77%
	Service Center	57%	57%	58%
	Transportation	51%	64% ↑	63%
	Warehouse	75%	70%	89%

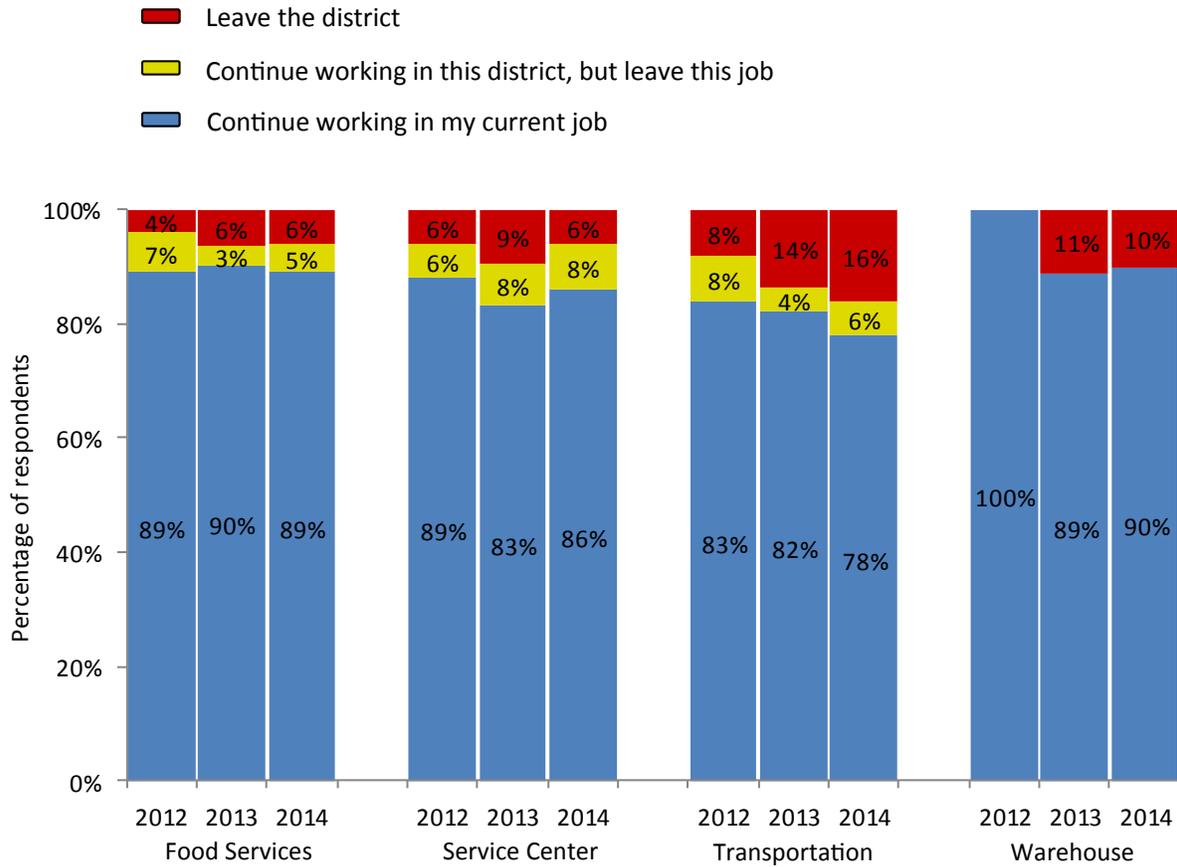
Table 9. Percentage of Respondents Experiencing Negative Workplace Behaviors Once a Month or More, by Job Location.

		2012	2013	2014
Racial tension	Food Services	11%	11%	11%
	Service Center	10%	15%	18%
	Transportation	35%	30%	22% ↓
	Warehouse	13%	22%	0% ↓
Bullying	Food Services	11%	11%	9%
	Service Center	13%	16%	17%
	Transportation	26%	24%	22%
	Warehouse	7%	32% ↑	26%
Disrespect for supervisors	Food Services	8%	9%	8%
	Service Center	15%	18%	18%
	Transportation	37%	35%	34%
	Warehouse	36%	33%	22%
Disrespect for co-workers	Food Services	15%	11% ↓	10%
	Service Center	17%	19%	19%
	Transportation	47%	44%	34% ↓
	Warehouse	33%	37%	21%
Unsafe practices	Food Services	8%	5% ↓	9% ↑
	Service Center	18%	19%	14%
	Transportation	34%	27%	29%
	Warehouse	7%	28% ↑	0% ↓
Discrimination	Food Services	10%	7% ↓	9%
	Service Center	10%	16% ↑	17%
	Transportation	40%	30% ↓	27%
	Warehouse	7%	17%	5%
Sexual harassment	Food Services	3%	2%	4% ↑
	Service Center	4%	7%	5%
	Transportation	17%	13%	16%
	Warehouse	0%	17% ↑	0% ↓

Note. Response options ranged from “Never” to “Daily” on a five point scale; values represent the percentage of respondents who reported experiencing negative workplace behaviors on a monthly basis or more.

Note. ↑reflects an increase in negative workplace behaviors; ↓reflects an improved work environment.

Figure 2. Which of the following best describes your plans for the next school year?



Source. Spring 2012, Spring 2013 and Spring 2014 AISD Central Office Work Environment Survey

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