

## 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 and Spring 2013 for Food Services, Service Center, Transportation and Warehouse employees. Table 1 displays participant counts and response rates for the Spring 2013 survey.

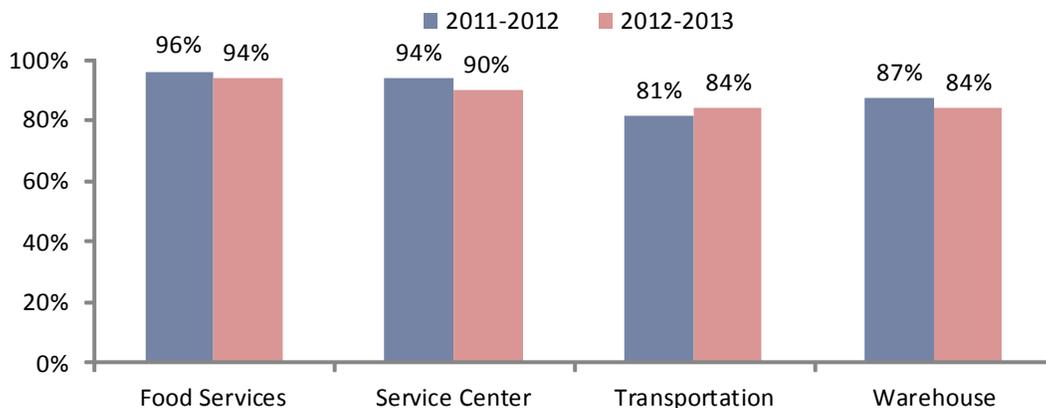
**Table 1.** Response Rate by Department

	<i>n</i>	%
Food Services	491	60%
Service Center	185	80%
Transportation	232	38%
Warehouse	21	91%
Total	929	55%

## Survey Results by Job Location

Response options for most subscales ranged from Strongly Agree to Strongly Disagree<sup>1</sup>. Results in this report are presented in terms of percentage of respondents who agreed and strongly agreed with each item, unless otherwise noted. 2013 percentages marked with an arrow denote a significant change from prior year responses.

**Figure 1.** Percentage of respondents who agreed or strongly agreed with the item, “Overall, AISD is a good place to work.”



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

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

**Table 2. Results for Area Leadership**

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

**Table 3. Results for District Leadership**

	Food Services		Service Center		Transportation		Warehouse	
	2012	2013	2012	2013	2012	2013	2012	2013
10. District leaders involve my work group in decisions that directly impact our operations.	75%	76%	46%	52%	45%	43%	31%	40%
11. District leaders define expectations for my work group.	76%	83%	62%	59%	54%	54%	60%	60%
12. There is an atmosphere of trust and mutual respect within this district.	72%	80%↑	54%	54%	36%	41%	40%	50%
13. District leaders provide support when we need it.	76%	81%	61%	60%	41%	44%	27%	50%
14. District leaders have a clearly defined mission and vision for all departments.	77%	81%	58%	58%	46%	47%	31%	47%
15. District leaders encourage cooperation among departments toward improving district operations.	81%	83%	64%	69%	50%	50%	40%	42%
16. District leaders take steps to solve problems.	78%	81%	57%	63%	43%	48%	44%	42%

**Table 4. Results for Training and Professional Development**

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

**Table 5. Results for Policies and Procedures**

	Food Services		Service Center		Transportation		Warehouse	
	2012	2013	2012	2013	2012	2013	2012	2013
20. I know the procedures for reporting sexual harassment	89%	91%	90%	87%	79%	85%	94%	60%
21. I know the procedures for filing a complaint.	82%	87%	75%	76%	73%	75%	81%	74%
22. I have experienced discrimination while employed at AISD.	52%	49%	48%	49%	44%	49%	36%	19%

**Table 6. Results for Work Expectations**

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

**Table 7. Results for Workgroup**

	Food Services		Service Center		Transportation		Warehouse	
	2012	2013	2012	2013	2012	2013	2012	2013
27. Morale is high in my work group.	78%	79%	63%	61%	41%	45%	43%	48%
28. Cultural diversity is respected in my work group.	81%	83%	78%	75%	51%	53%	75%	67%
29. The opinions of employees in my work group are respected by employees in other areas.	75%	77%	63%	65%	40%	44%	50%	62%
30. Employees in my work group accomplish their jobs with enthusiasm.	78%	80%	73%	68%	44%	47%	38%	55%
31. The interactions among employees in my work group are cooperative.	80%	80%	77%	76%	52%	52%	80%	70%
32. The employees in my work group communicate with each other in an open and honest way.	74%	75%	72%	69%	43%	48%	50%	70%
33. Employees in my work group 'go the extra mile.'	76%	78%	69%	70%	48%	50%	44%	40%
34. Employees in my work group provide strong social support for each other.	73%	79%	69%	62%	43%	47%	67%	55%

**Table 8. Results for Facilities & Resources**

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

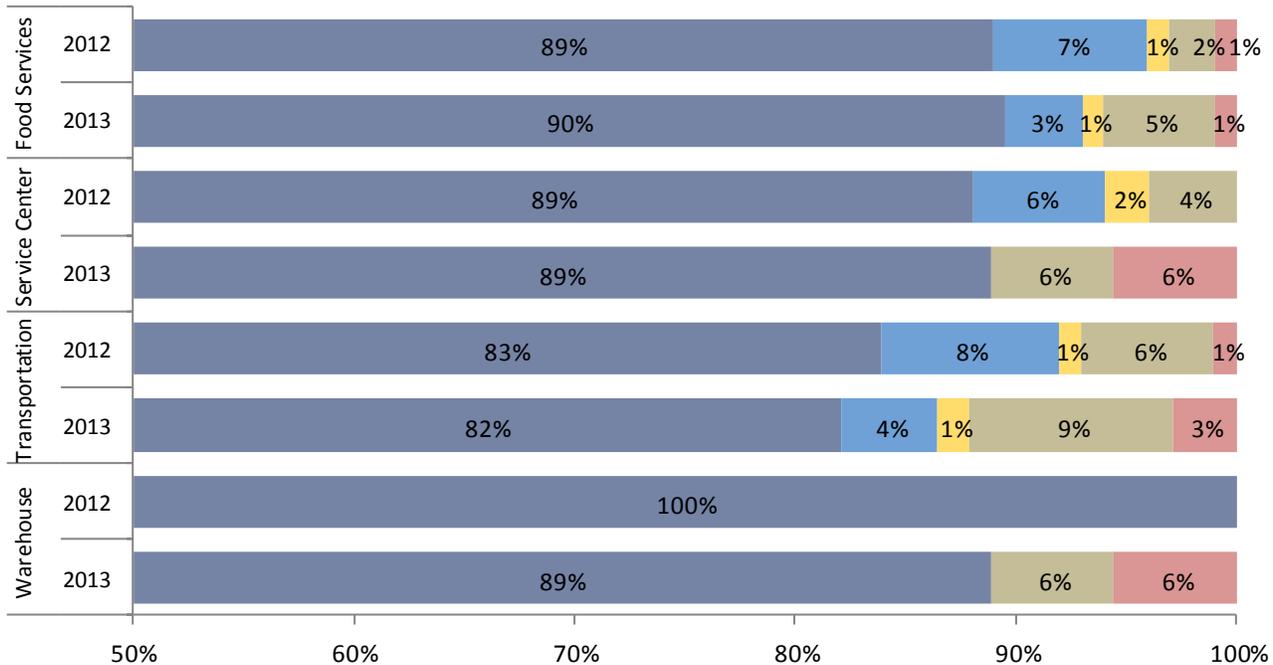
**Table 9.** Percentage of respondents who reported experiencing negative behaviors once a month or more, by job location.

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

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

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

- Continue working in my current job
- Continue working in education, but pursue a different position
- Continue working in this district, but leave this job
- Continue working in this state, but leave this district
- Leave education entirely



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

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