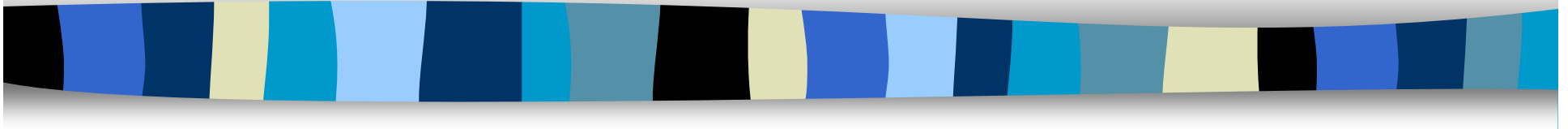


Use Your Voice Survey 2005-2006 Results



Oakland Unified School District
Human Resources Services and Support



Agenda for today

- Review survey purpose, design and 1-year timeline (5/06-10/07)
- Present and discuss key district-level findings
 - Focus today on Human Resources Services and Support
- Discuss next steps
 - Communication strategy
 - Identification of small set of priority issues for Human Resources Services and Support to address systemically
 - Cascading pressure/support to integrate key findings into goal setting process for next year

About the *Use Your Voice* Surveys as they relate to the Services Org

The Surveys...

- Serve as a public, formal vehicle for all stakeholders to speak their voices about what is working and what needs to change to improve our schools and our district
- Provide data for identifying priority system-wide priority issues to address at the executive level

The Surveys measure...

- District and school performance on 10 major “constructs” or themes (based on sources such as the *Resiliency Framework* and Jim Collins’s *From Good to Great*)
- *Service Area performance on customer satisfaction*

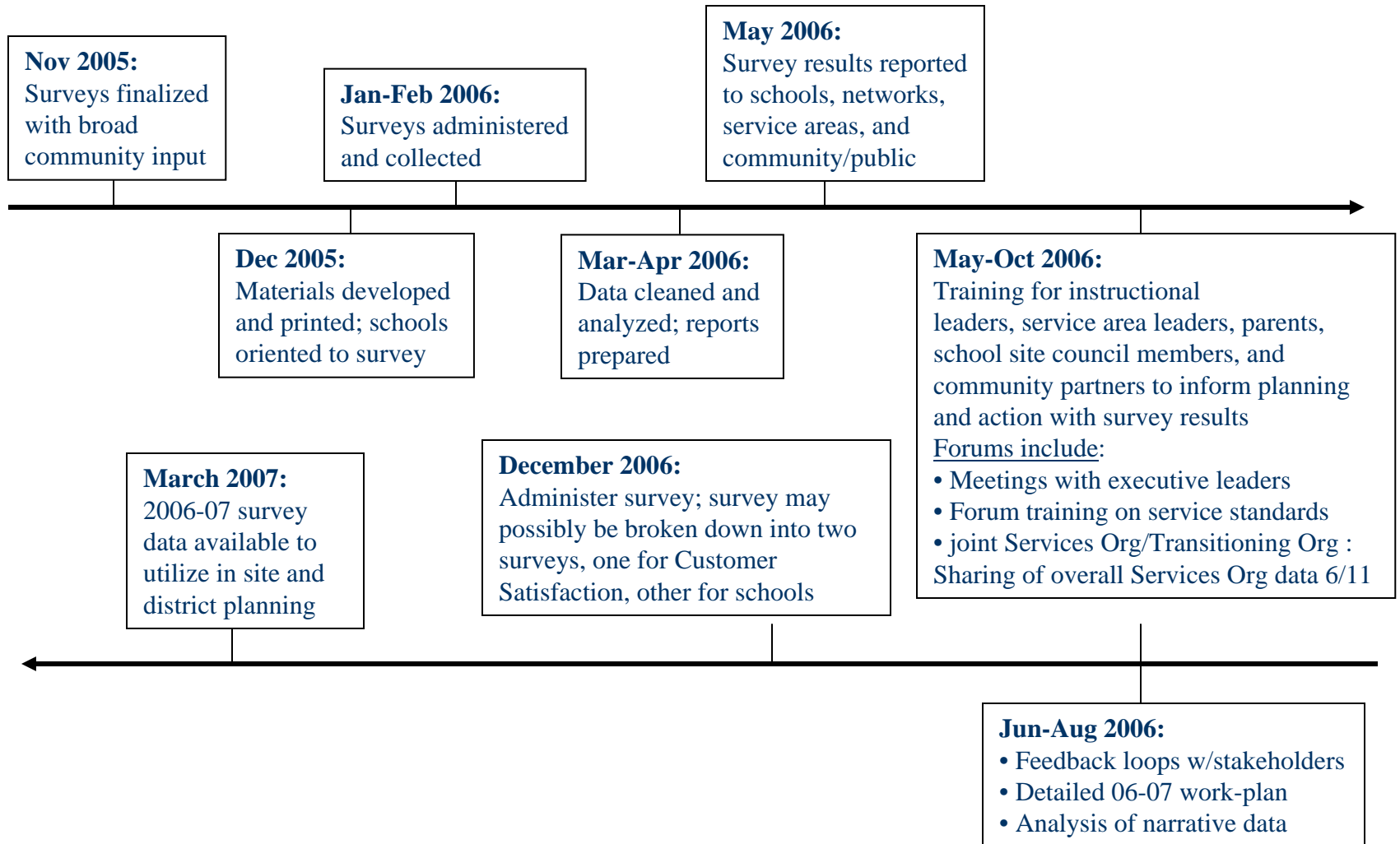
The Surveys were given to...

- All students (grades 3-12)
- Parents and guardians
- All OUSD employees : *Network Executive Officer and Principal data strongly considered as they are considered direct customers of the Services Org*

The *Use Your Voice* Survey assesses Services Organization performance on the following major themes:

This Theme	Covers areas such as...
1. RATER	Five tenets of what makes great customer service
2. Functional ratings	Customer feedback on services that this service area provides
3. Goal-Setting and Planning	Goal setting, data driven practice,
4. Employee satisfaction	Professional growth, respect, pride
5. District strategy	Results-driven leadership, goals, resources

Survey One Year Timeline



And now...THE DATA!

For today:

- Services Org RATER satisfaction data
- Functional data for Human Resources
- Staff ratings on district strategy and employee satisfaction

Who participated in the survey?

	Number of respondents	Total number of respondents possible	Percentage
Principals	80	106	75%
Network Executive Officers	8	10	80%
Service Area Employees	189	unknown	
Teachers	621	2196	28%
Service Area Executive Officers (includes transitioning departments)	8	10	80%
TOTAL	906		

*** There were 5 respondents from Human Resources Services and Support. ***

RATER ratings for each Service Area as rated by Network ExOs and Principals

There are 5 tenets of great customer service:

Reliability:

Ability to perform the service dependably and accurately

Assurance:

Employees' knowledge and courtesy and their ability to inspire trust and confidence.

Tangibles:

Appearance of physical facilities, equipment, personnel and communication materials.

Empathy:

Caring, individualized attention given to customers.

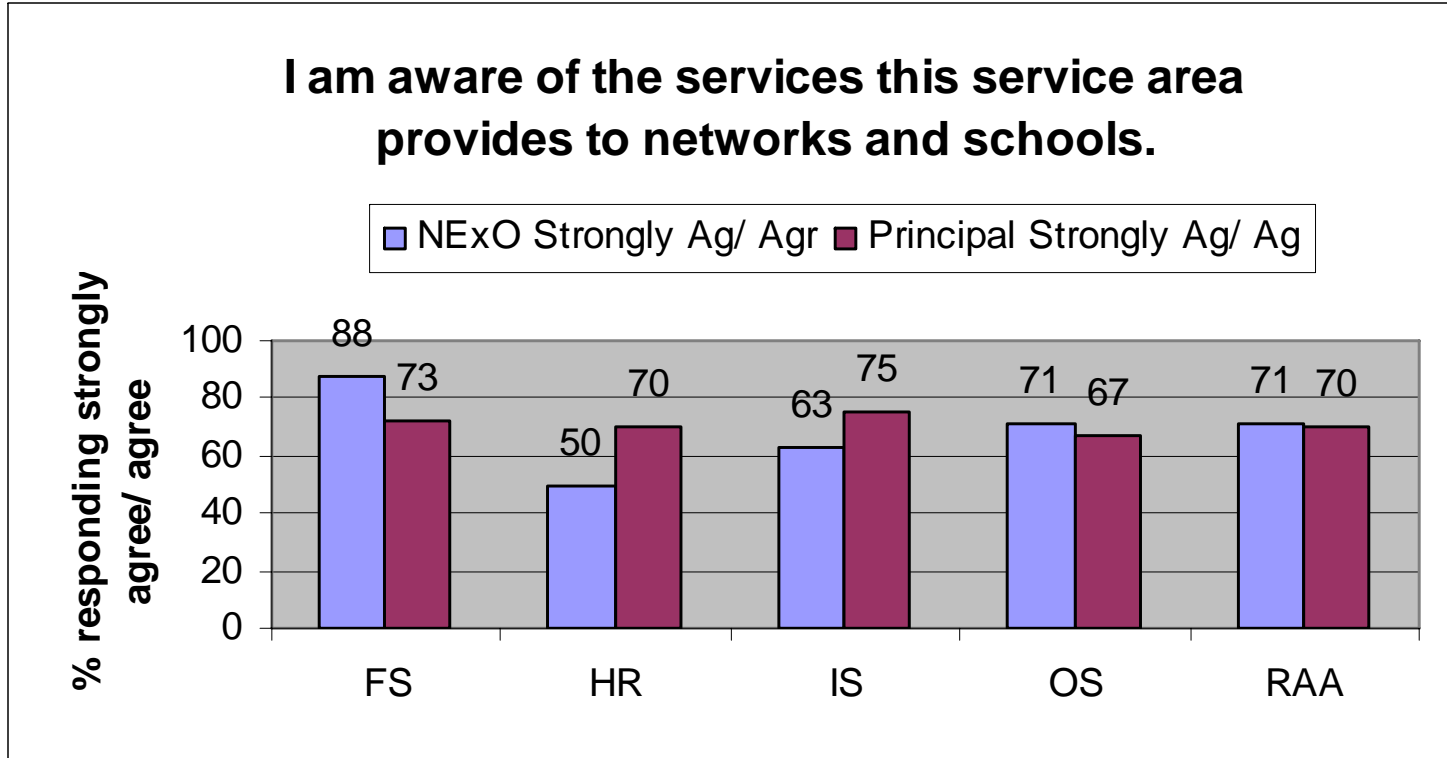
Responsiveness:

Willingness to help customers, provide prompt service and solve problems.

The same questions were asked for each service area, which allows us to easily compare ratings across the Services Org.

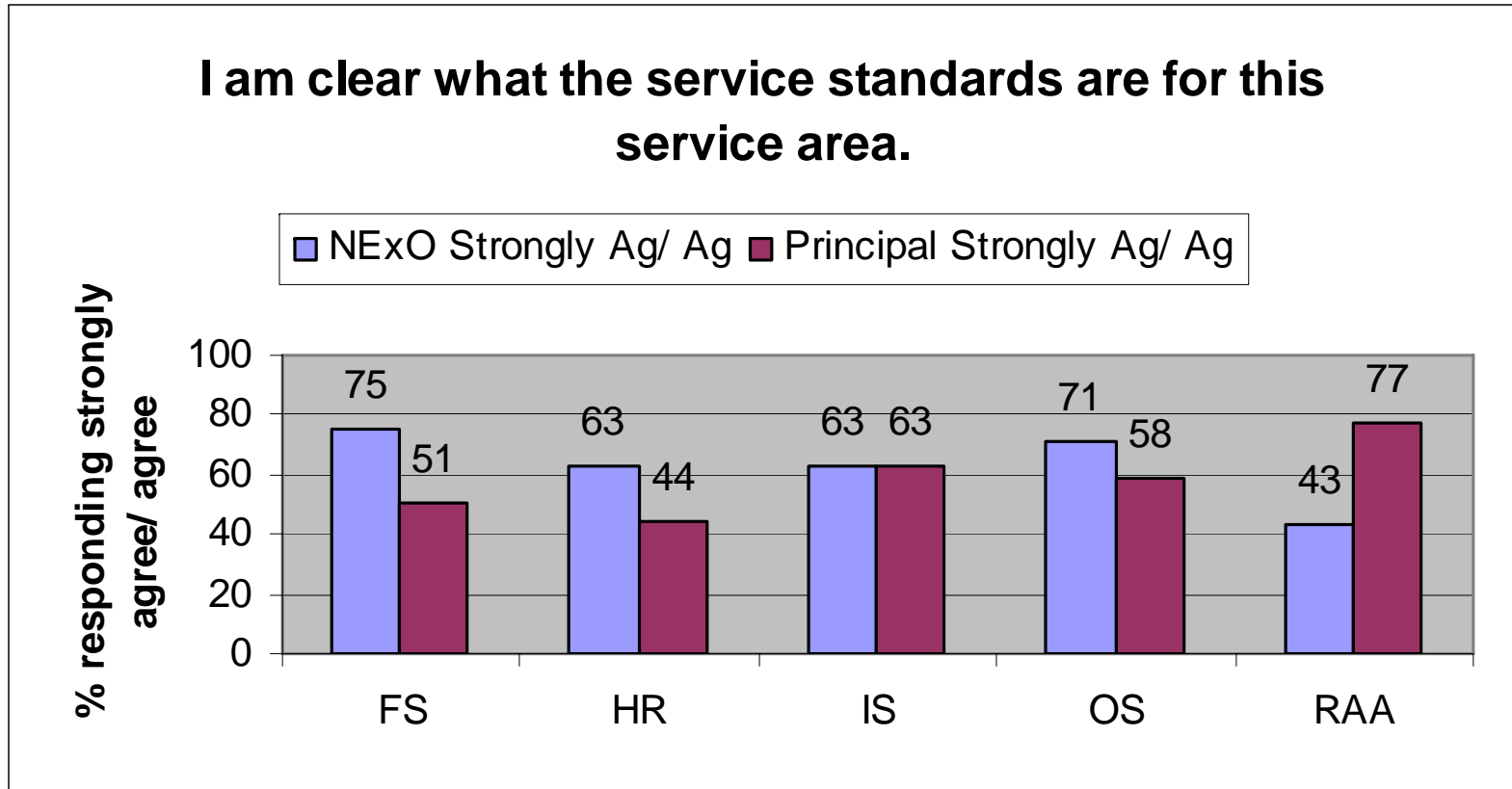
Note that the following ratings are based on ALL respondents.

Service standards - overall



<p>What does this THEME mean to me?</p>	<p>What do I SEE in the data?</p>	<p>What QUESTIONS do the data raise for me?</p>	<p>What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?</p>
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Service standards - overall

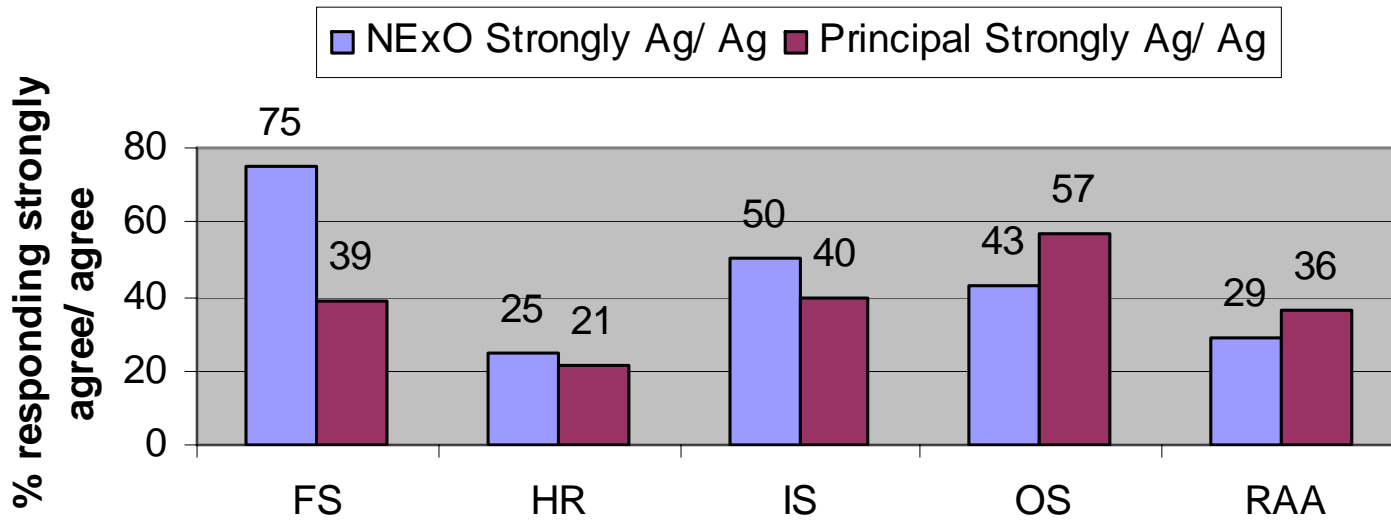


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Reliability ratings

Ability to perform the service dependably and accurately

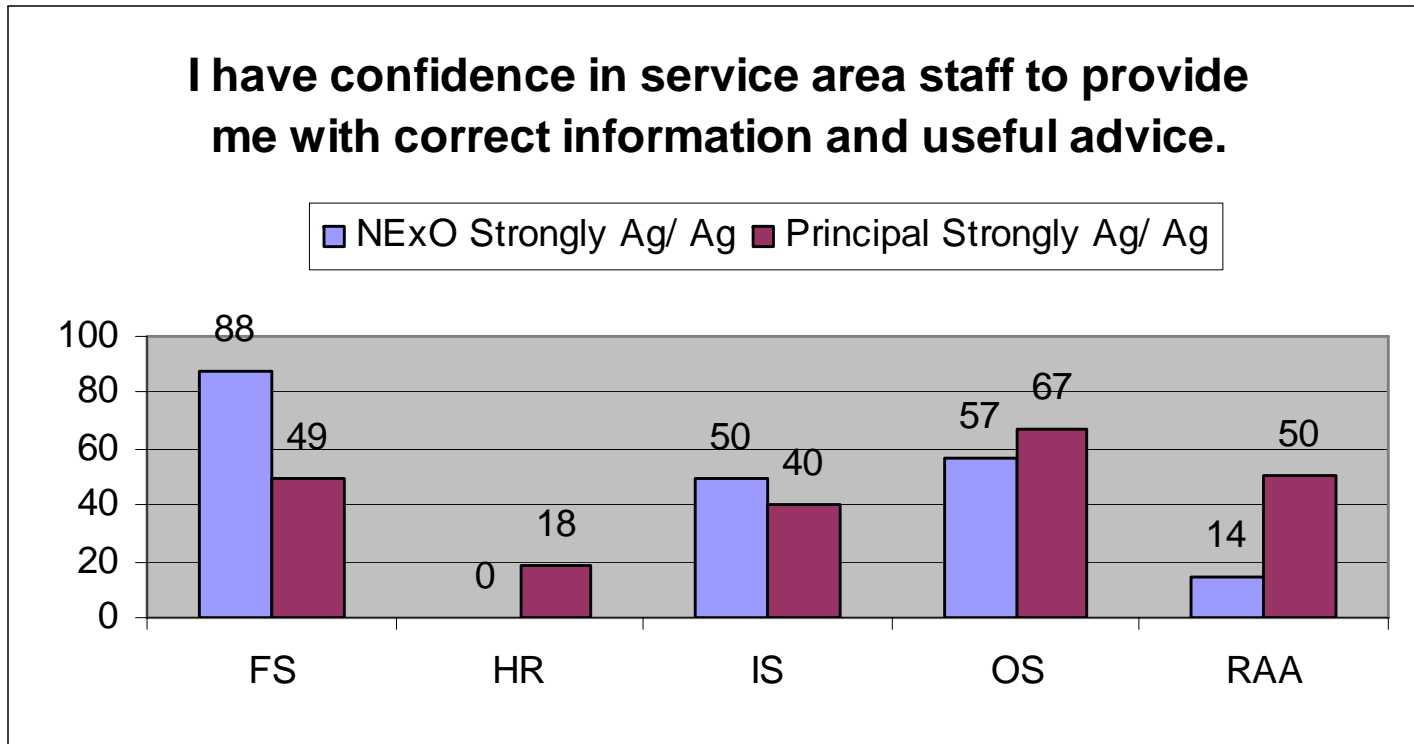
It is evident that staff are intent on maintaining their service standards commitment.



<p>What does this THEME mean to me?</p>	<p>What do I SEE in the data?</p>	<p>What QUESTIONS do the data raise for me?</p>	<p>What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?</p>
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Assurance ratings

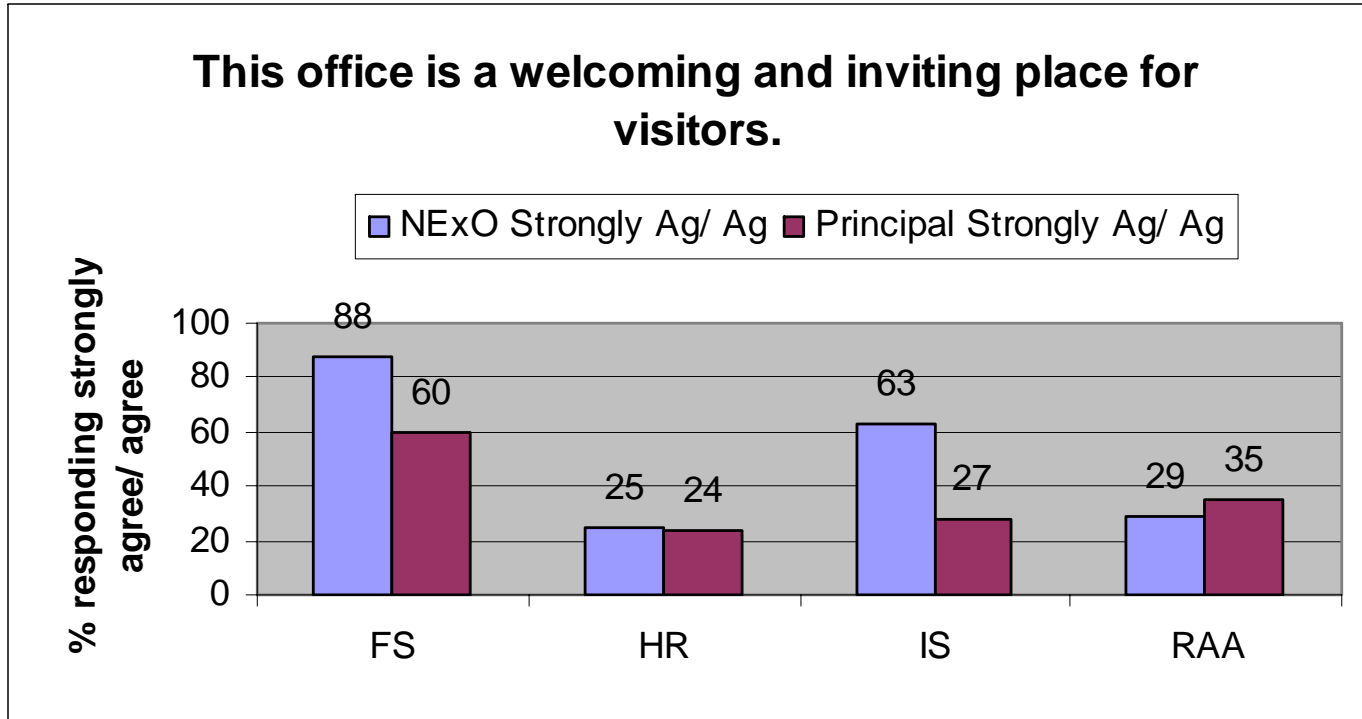
Employees' knowledge and courtesy and their ability to inspire trust and confidence.



What does this THEME mean to me?	What do I SEE in the data?	What QUESTIONS do the data raise for me?	What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?

Tangibles ratings

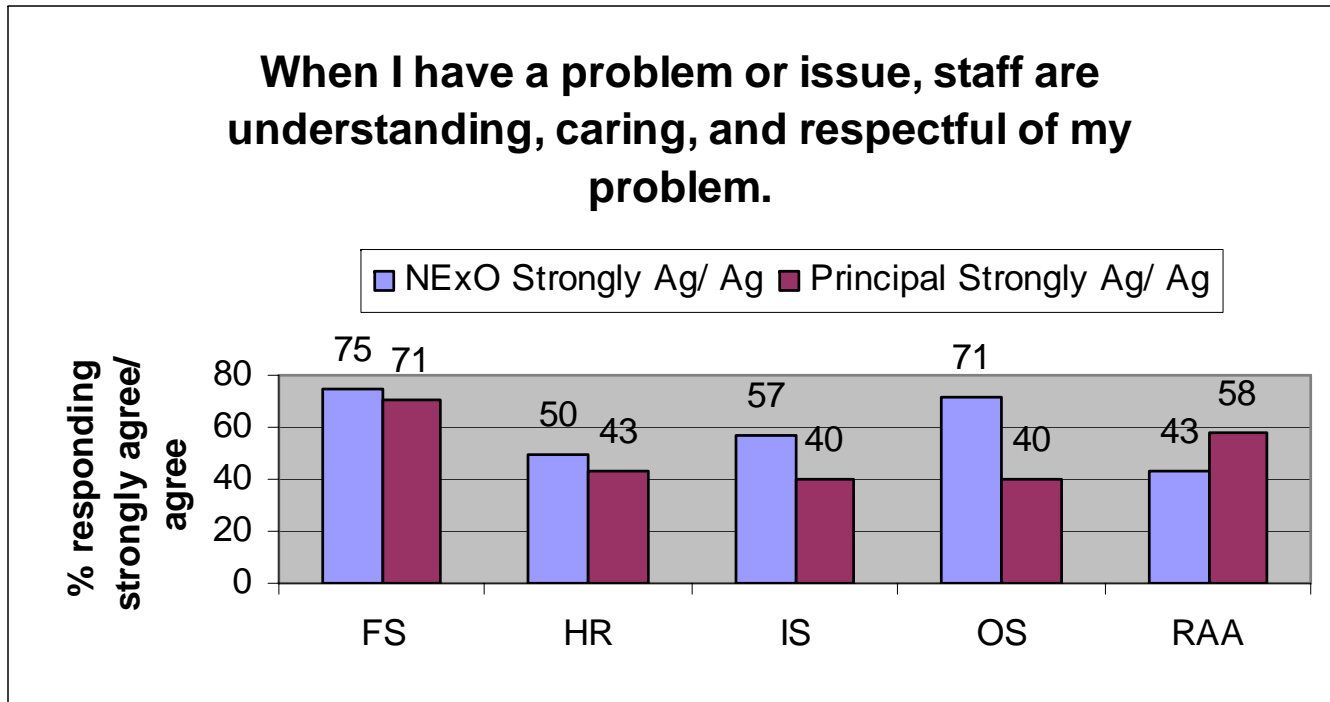
Appearance of physical facilities, equipment, personnel and communication materials.



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Empathy Ratings

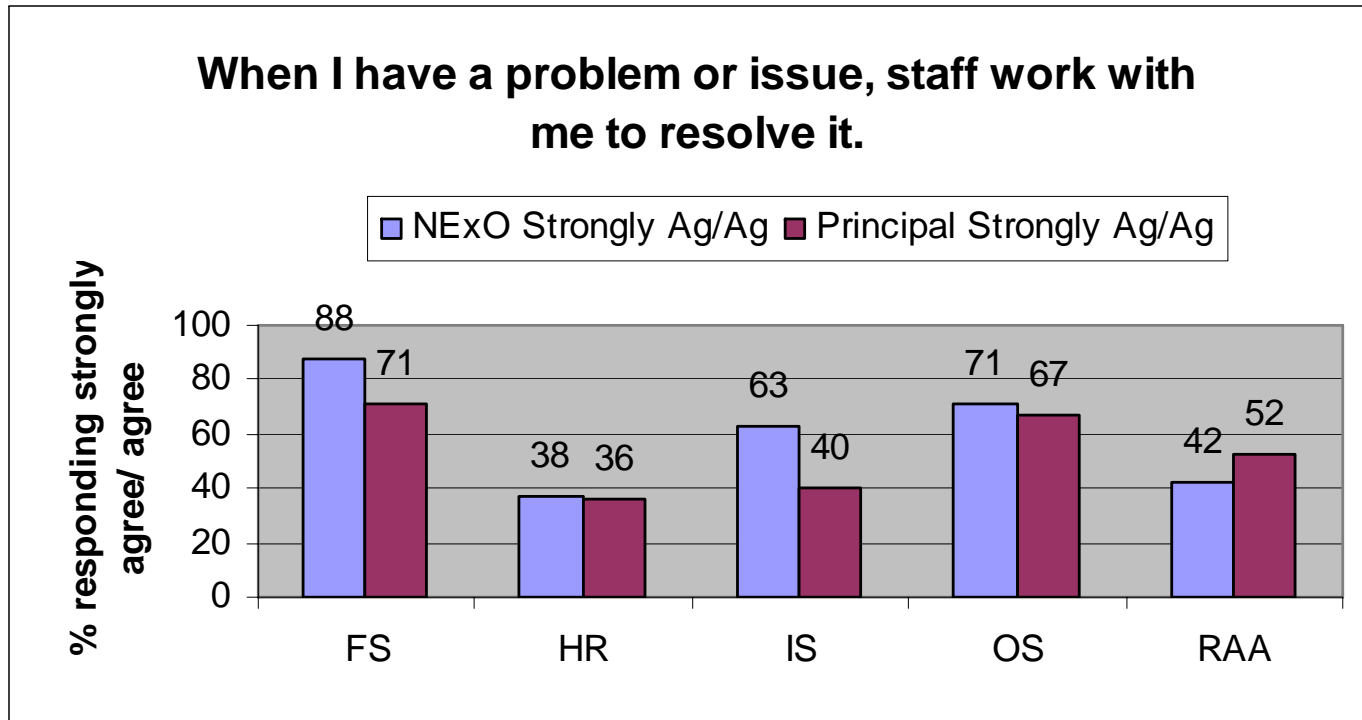
Caring, individualized attention given to customers.



<p>What does this THEME mean to me?</p>	<p>What do I SEE in the data?</p>	<p>What QUESTIONS do the data raise for me?</p>	<p>What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?</p>
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Responsiveness ratings

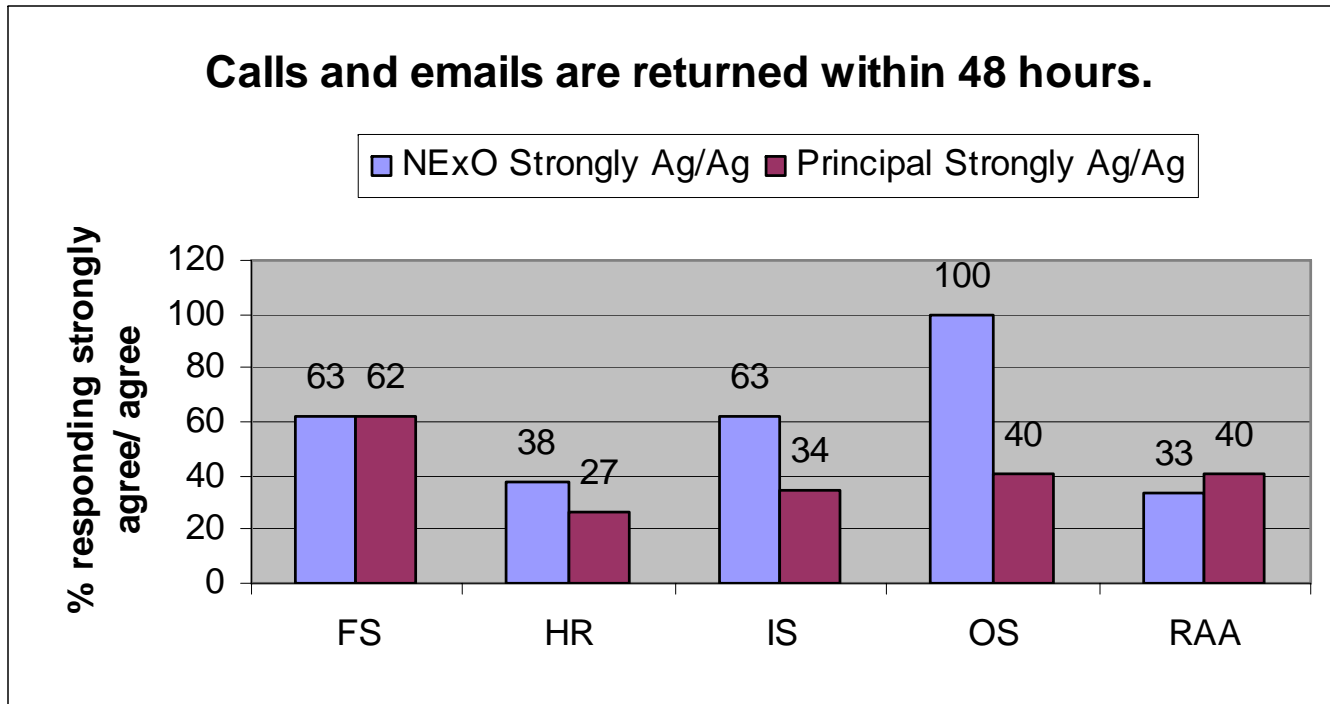
Willingness to help customers, provide prompt service and solve problems.



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Responsiveness ratings

Willingness to help customers, provide prompt service and solve problems.



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Functional / Operational ratings for Service Area specific questions

The following slides show ratings of the operational services provided by each of the service areas.

Questions were developed jointly with Service Area Executive Officers.

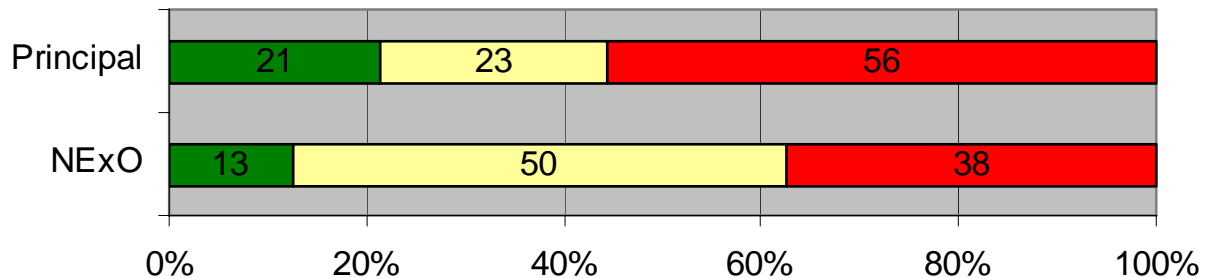
Questions reflect the array of services currently offered by each of the Service Areas.

Note that these results exclude those principals and Network ExOs who selected "N/A" or "I don't know" because they do not currently work with the service offered by the Service Area. They also exclude those who skipped the question.

Human Resources Services and Support ratings

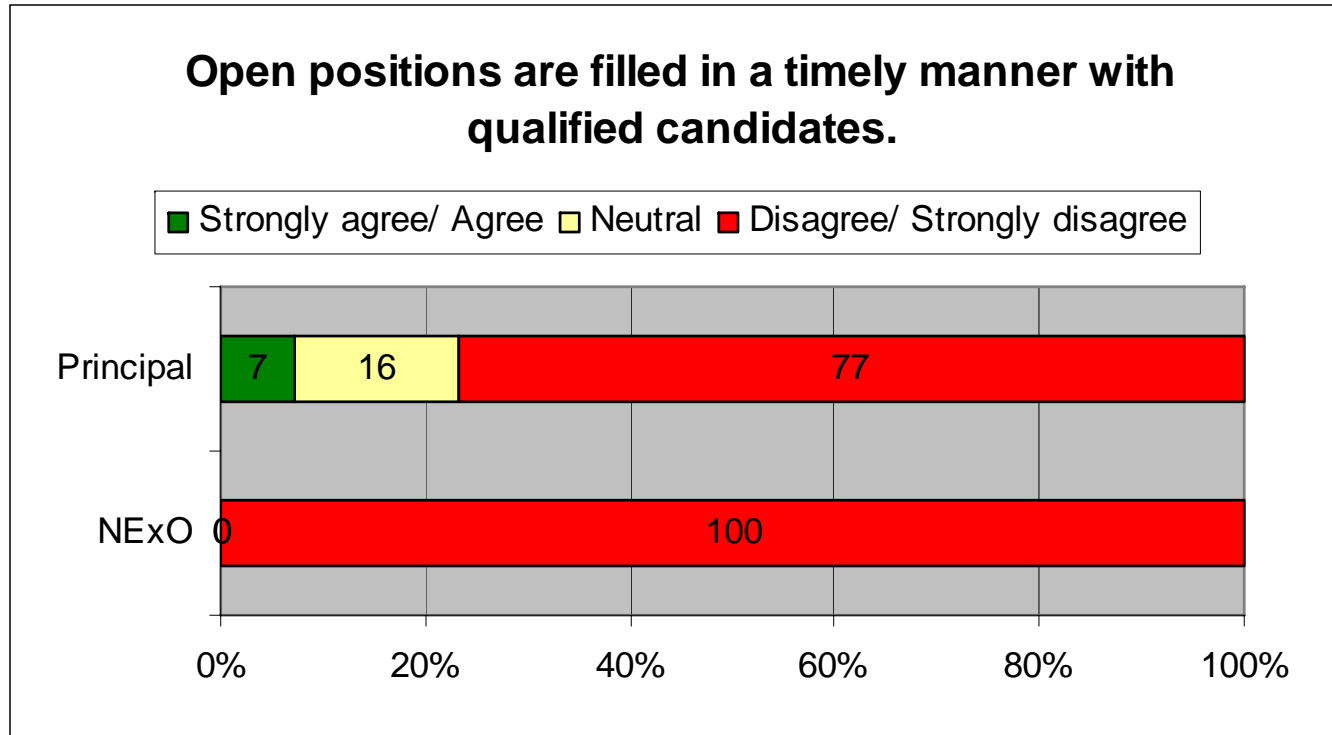
I can quickly find useful Human Resources information through my Human Resources Site Team Manager/ Generalist, the Human Resources website, or via phone and fax service.

■ Strongly agree/ Agree
 ■ Neutral
 ■ Disagree/ Strongly disagree



What does this THEME mean to me?	What do I SEE in the data?	What QUESTIONS do the data raise for me?	What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?
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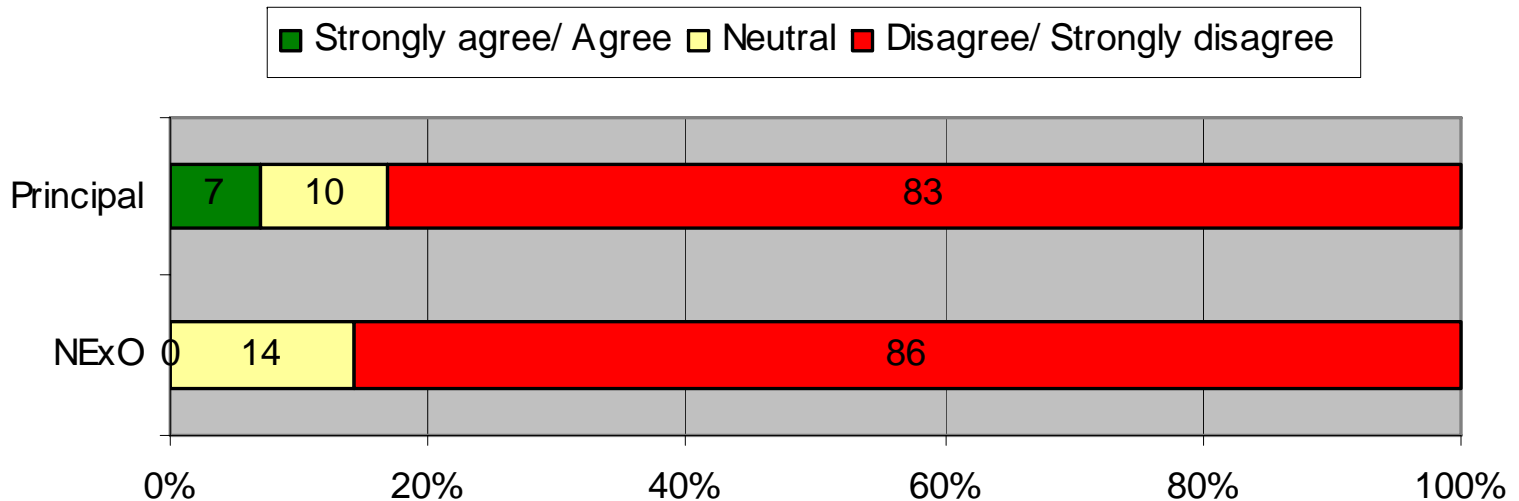
Human Resources Services and Support ratings



What does this THEME mean to me?	What do I SEE in the data?	What QUESTIONS do the data raise for me?	What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?
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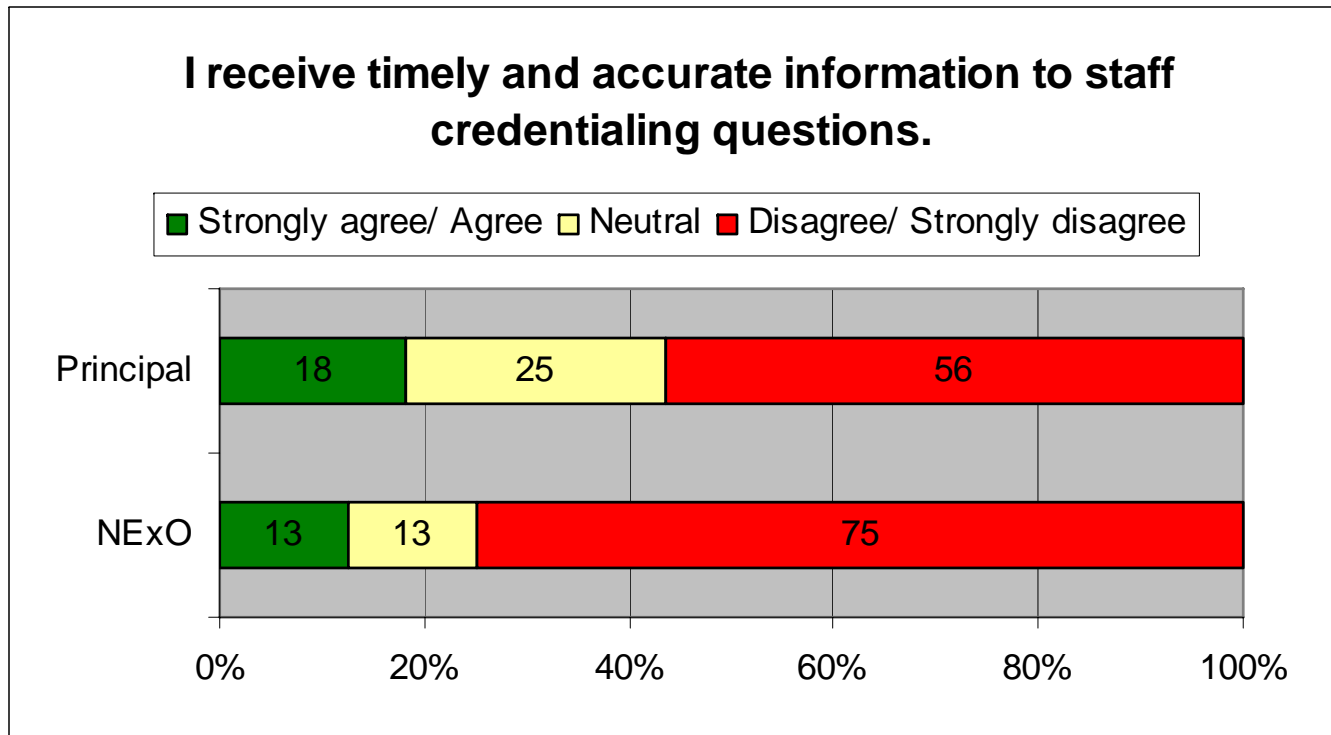
Human Resources Services and Support ratings

Appropriately qualified substitutes are provided when requested.



What does this THEME mean to me?	What do I SEE in the data?	What QUESTIONS do the data raise for me?	What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?

Human Resources Services and Support ratings

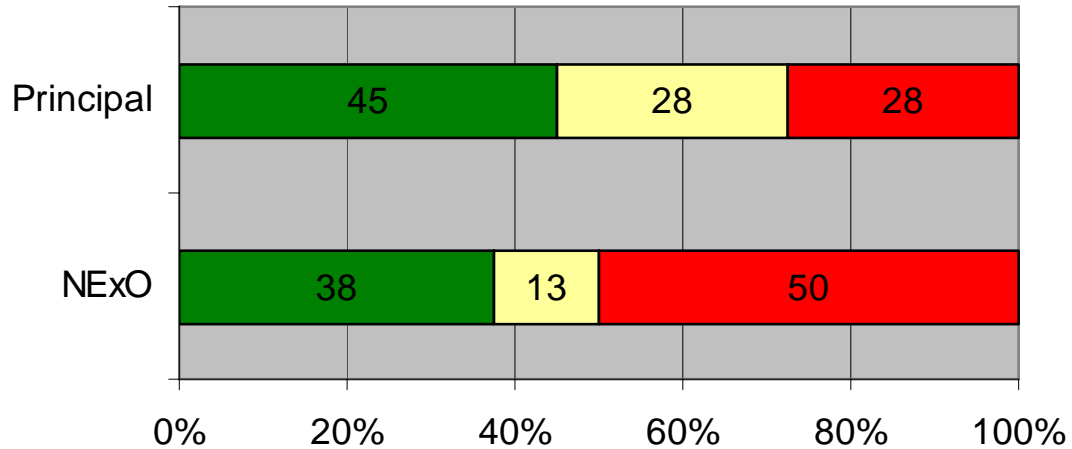


<p>What does this THEME mean to me?</p>	<p>What do I SEE in the data?</p>	<p>What QUESTIONS do the data raise for me?</p>	<p>What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?</p>
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Human Resources Services and Support ratings

I have a clear understanding of the performance evaluation process, and I receive support to complete the evaluation in a timely manner.

■ Strongly agree/ Agree
 ■ Neutral
 ■ Disagree/ Strongly disagree

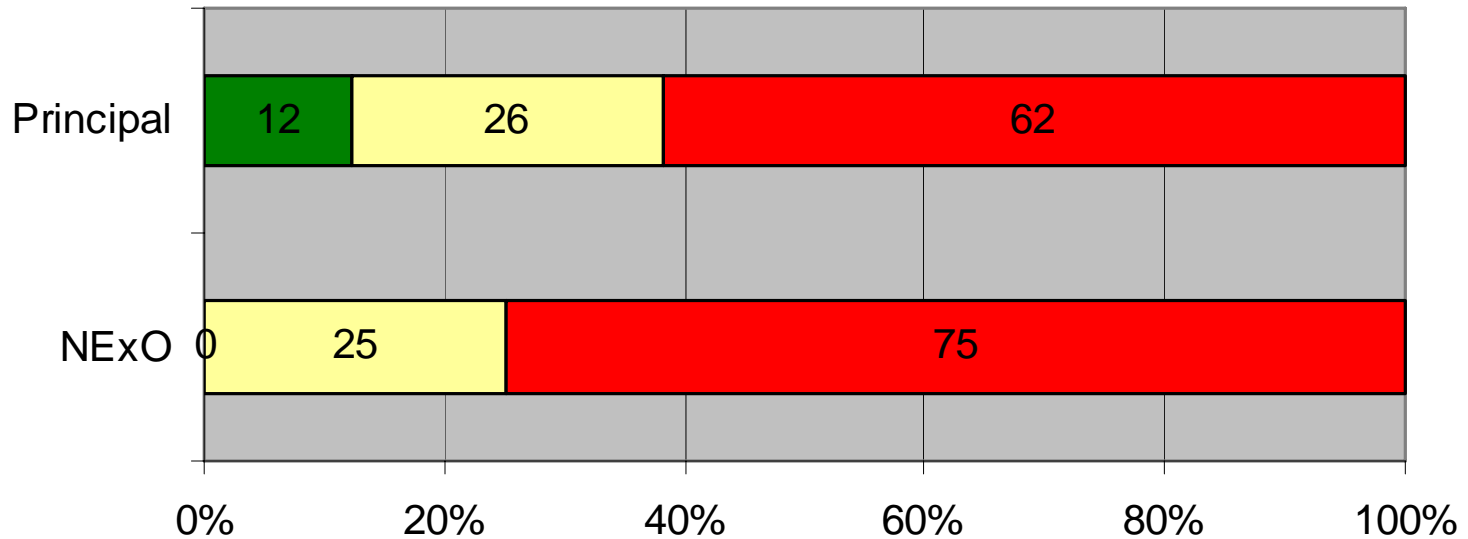


What does this THEME mean to me?	What do I SEE in the data?	What QUESTIONS do the data raise for me?	What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?
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Human Resources Services and Support ratings

Overall satisfaction with Human Resources

■ Strongly agree/ Agree
 ■ Neutral
 ■ Disagree/ Strongly disagree



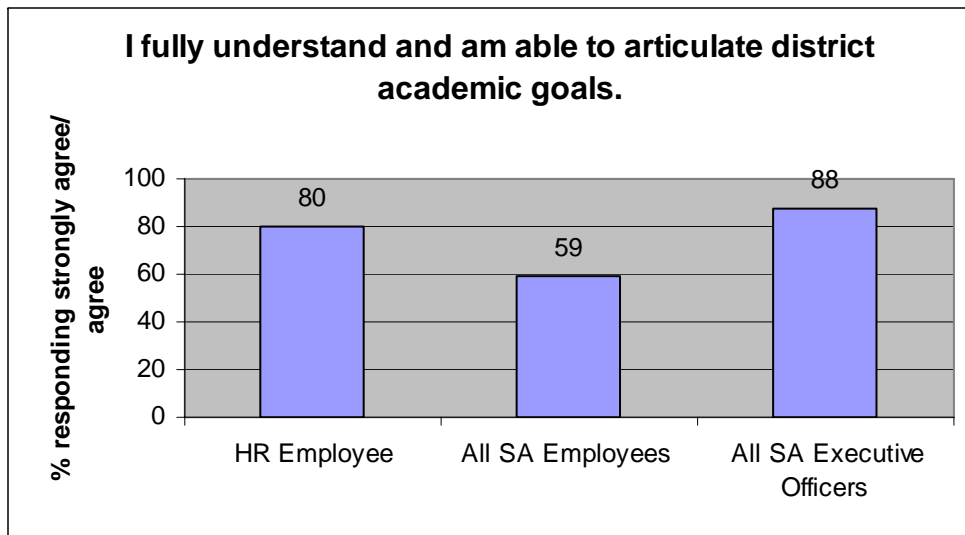
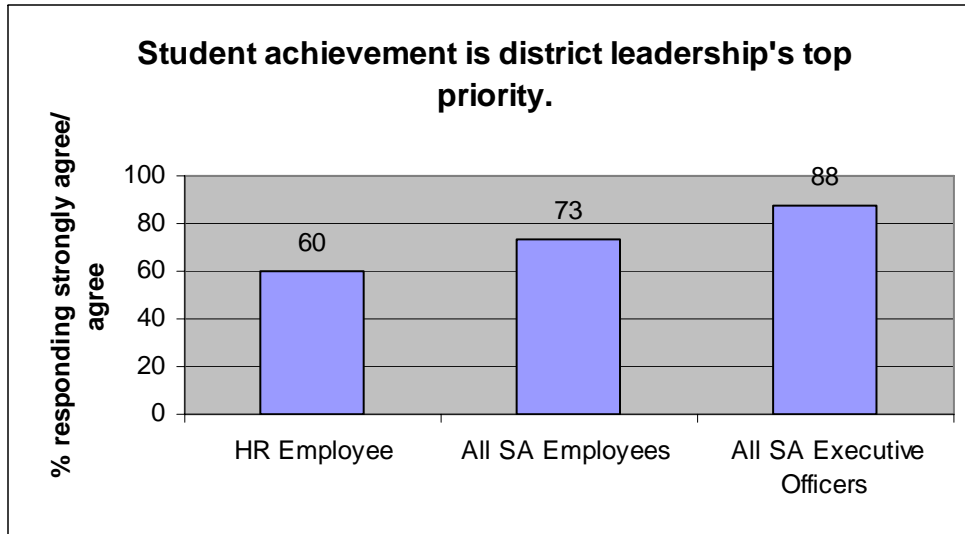
What does this THEME mean to me?	What do I SEE in the data?	What QUESTIONS do the data raise for me?	What 1 or 2 QUESTIONS/ IDEAS about this theme might we consider in our improvement plan?
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Human Resources on District Strategy and Employee Satisfaction

This next section is a reflection of what Human Resources staff, in comparison to Service Area Staff and Executive Officers, think about:

- District Strategy
- Goal-setting and Planning
- Employee Satisfaction

District Strategy



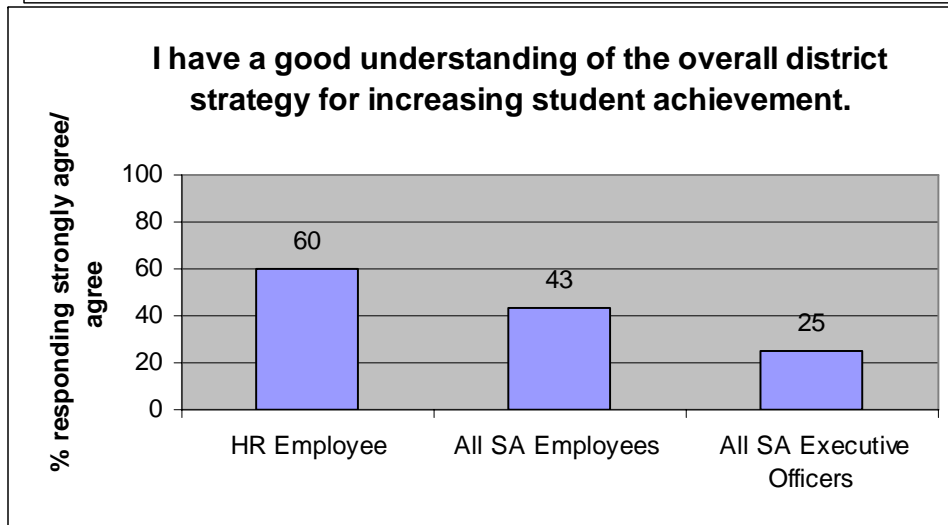
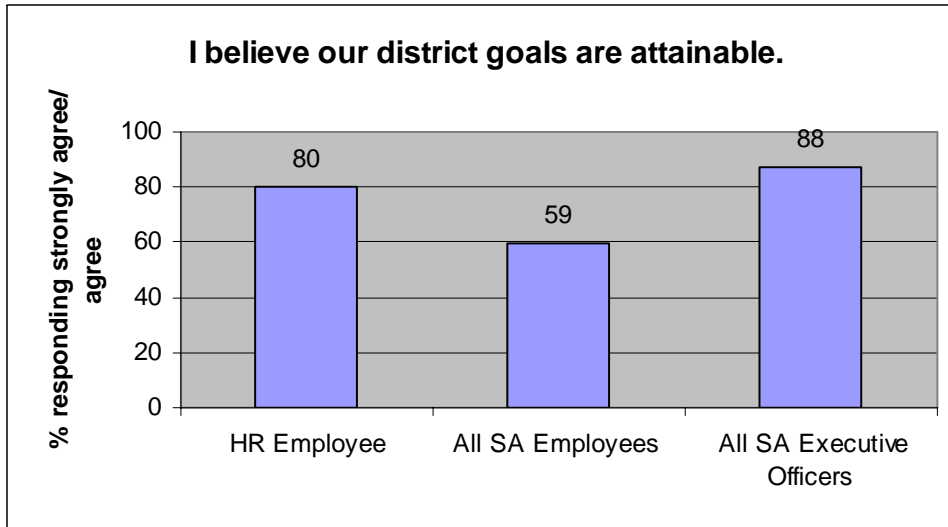
What does this **THEME** mean to me?

What do I **SEE** in the data?

What **QUESTIONS** do the data raise for me?

What 1 or 2 **QUESTIONS/ IDEAS** about this theme might we consider in our improvement plan?

District Strategy



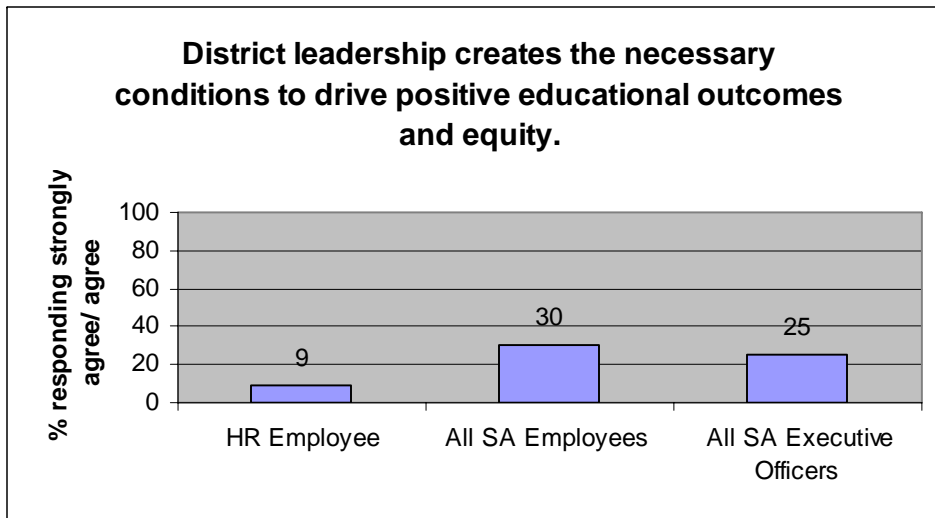
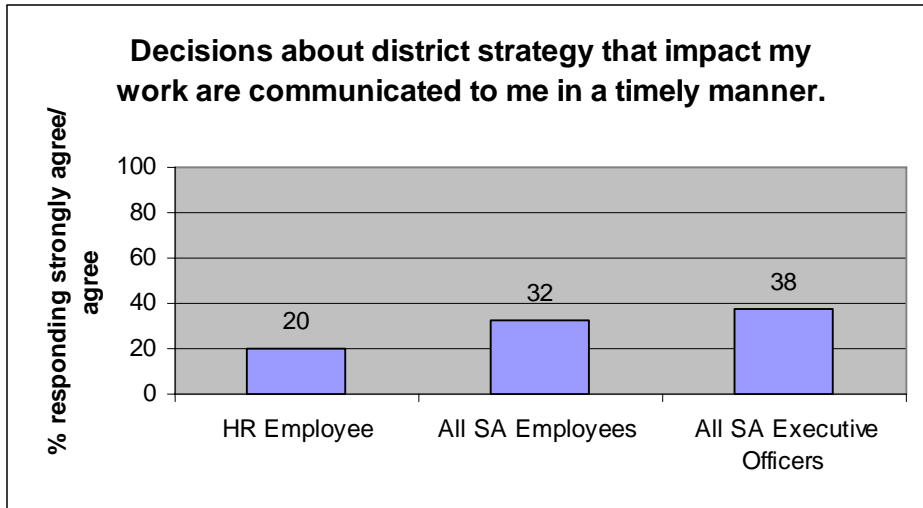
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District Strategy



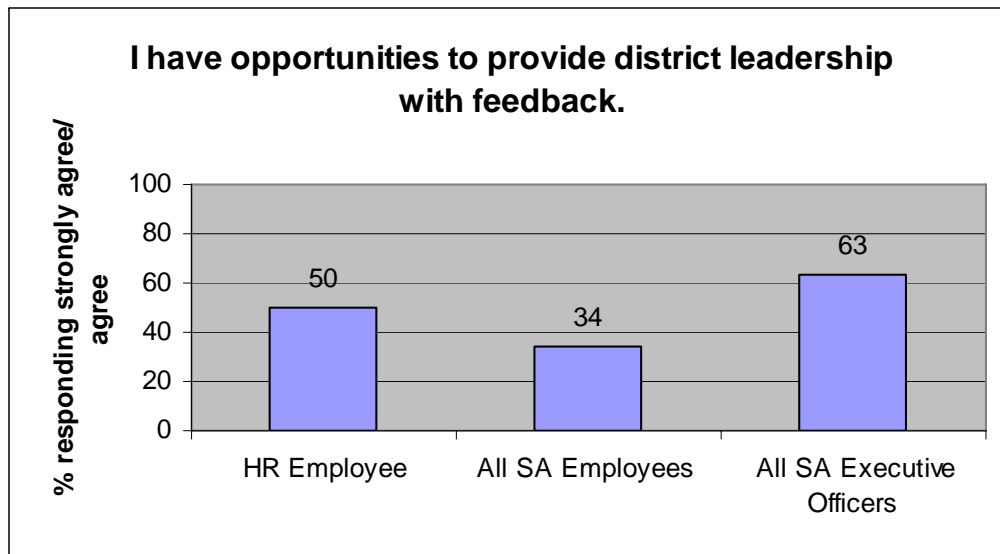
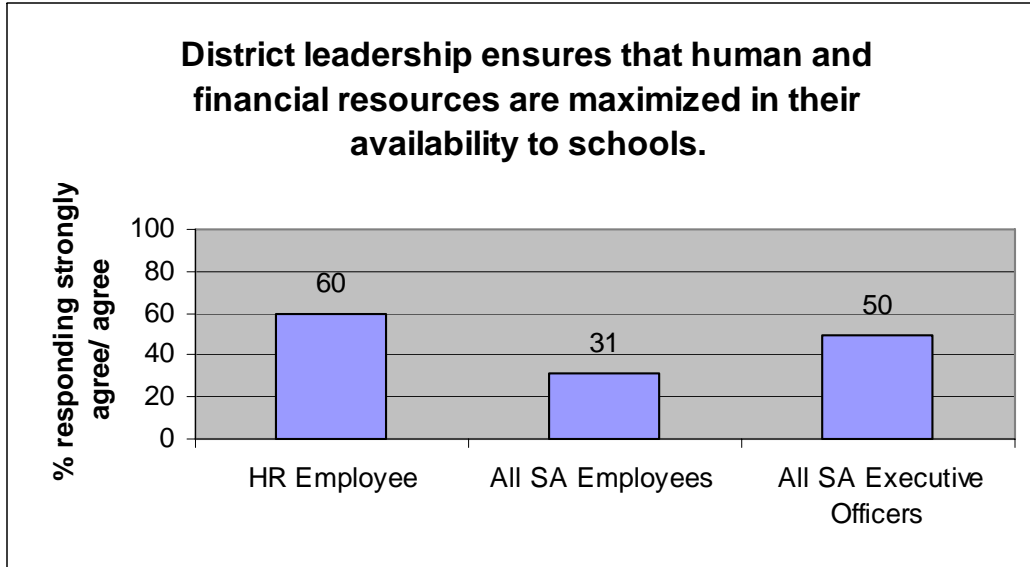
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District Strategy



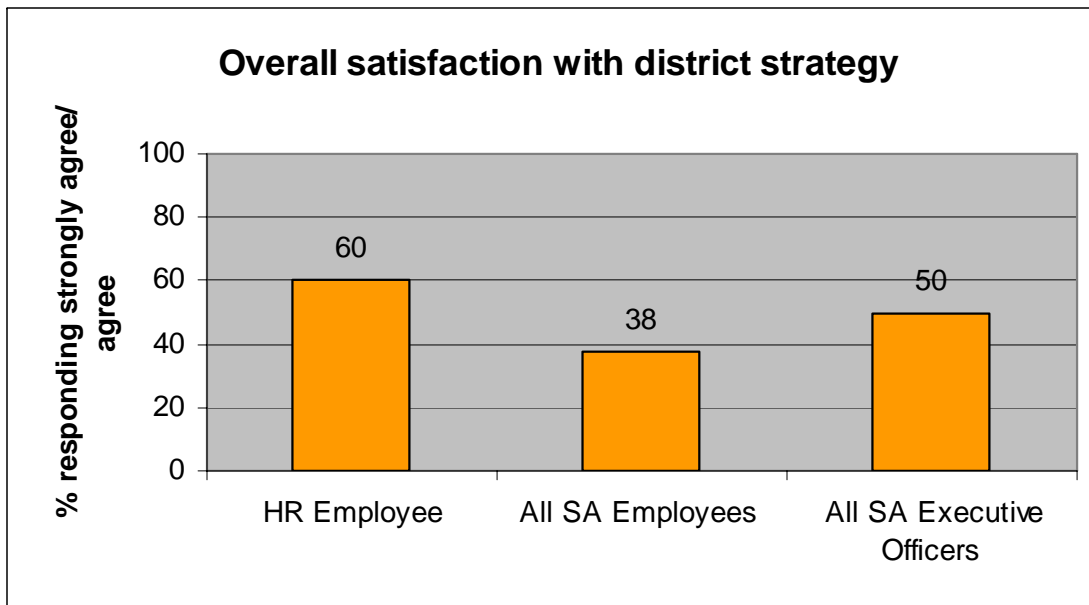
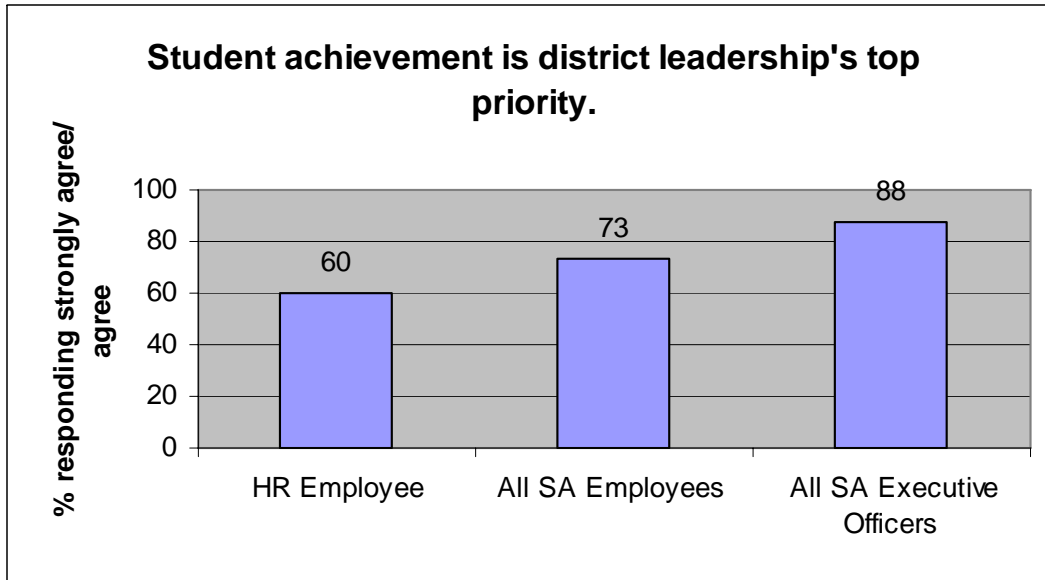
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District Strategy



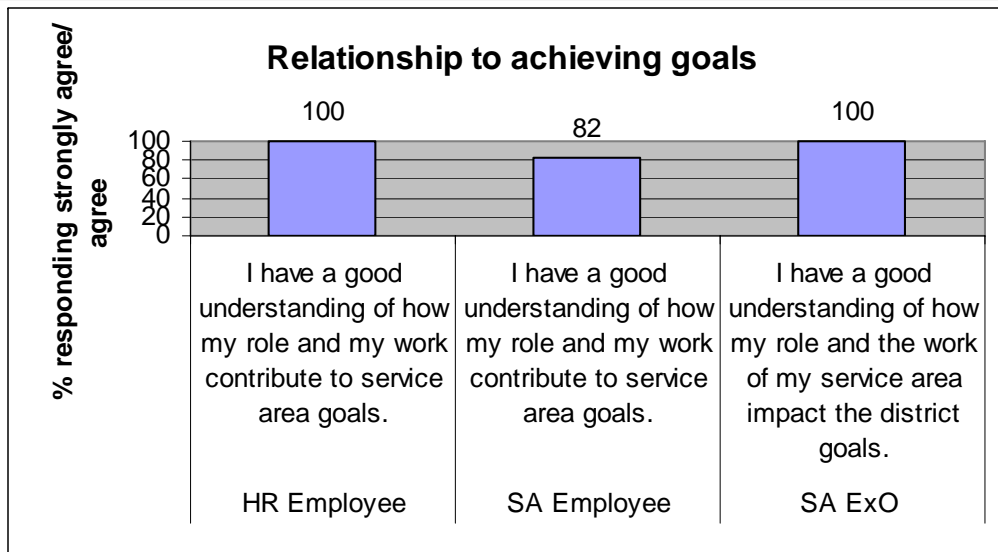
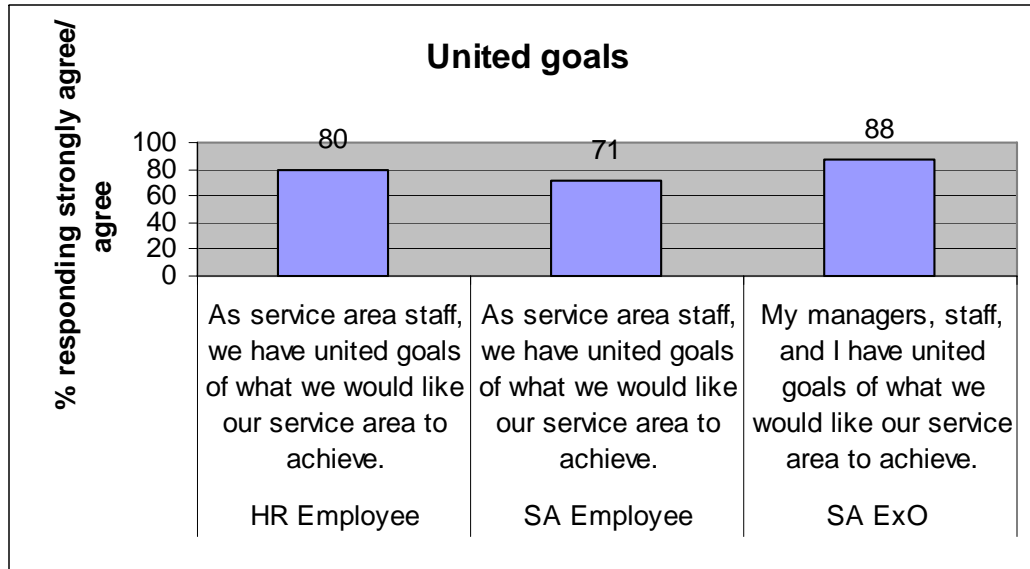
What does this THEME mean to me?

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Goal-setting and Planning



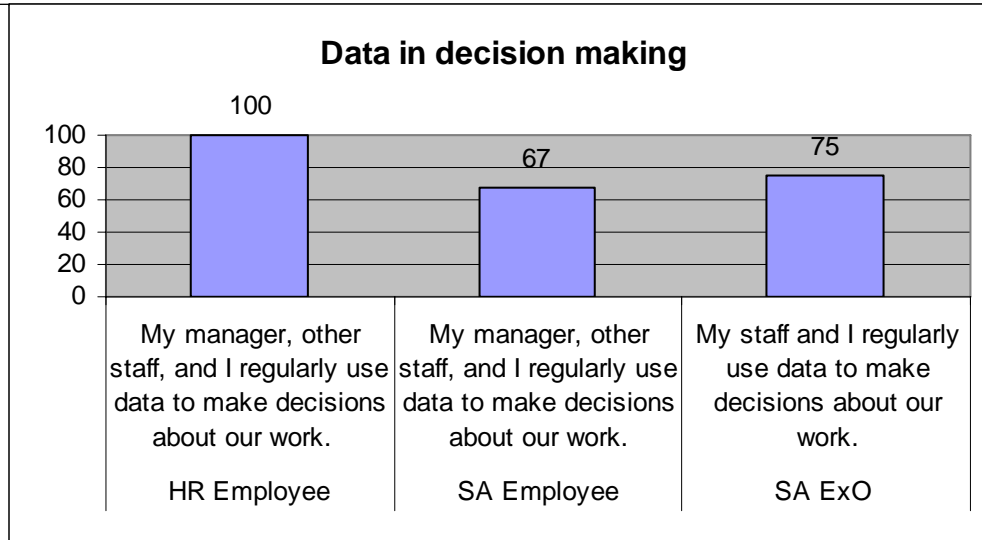
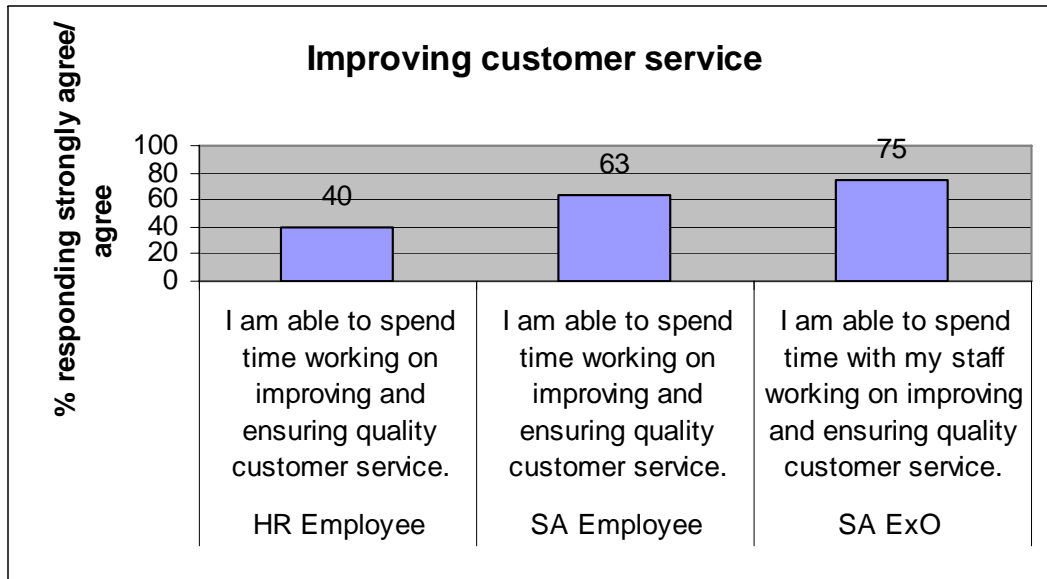
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Goal-Setting and Planning



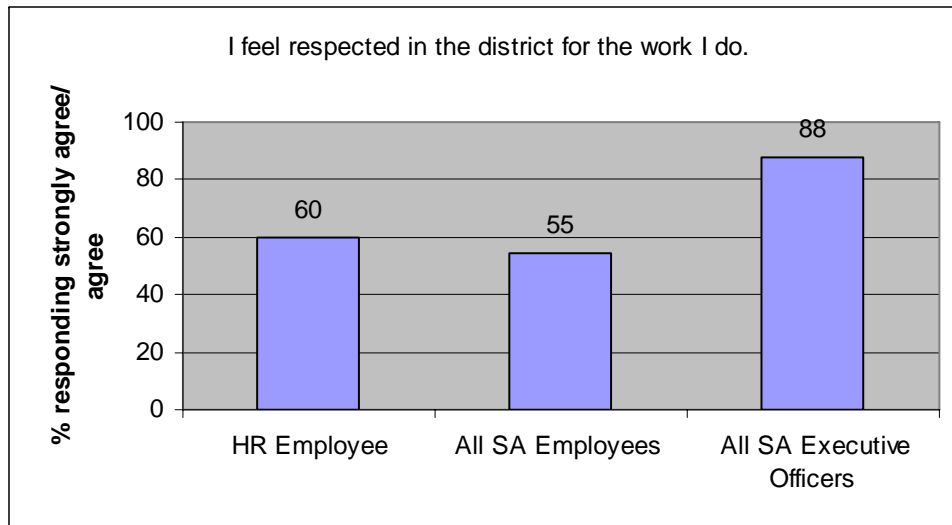
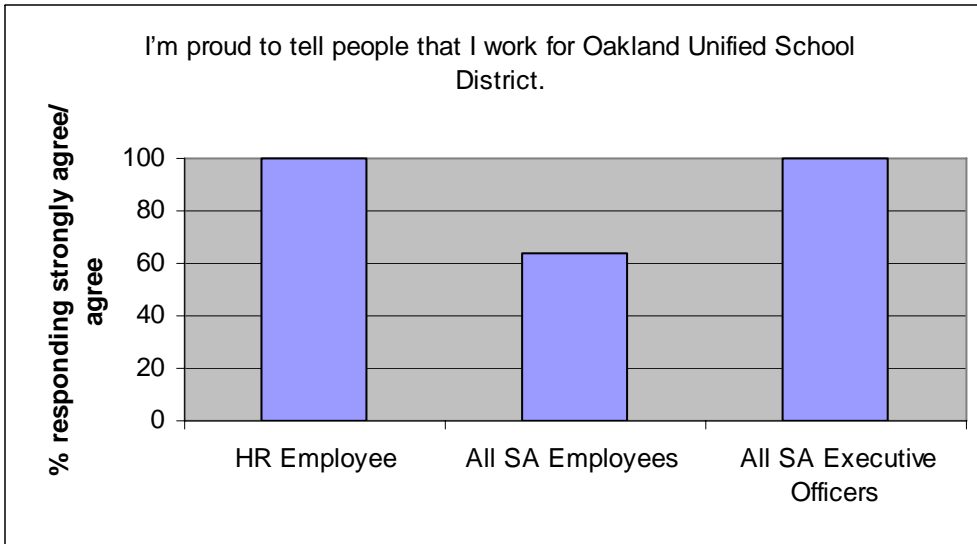
What does this THEME mean to me?

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Employee Satisfaction



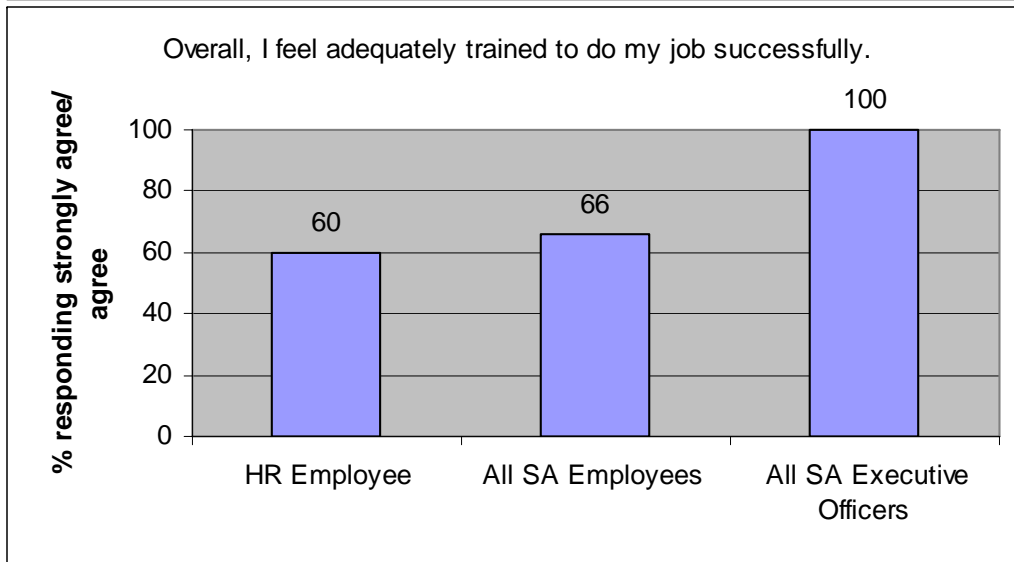
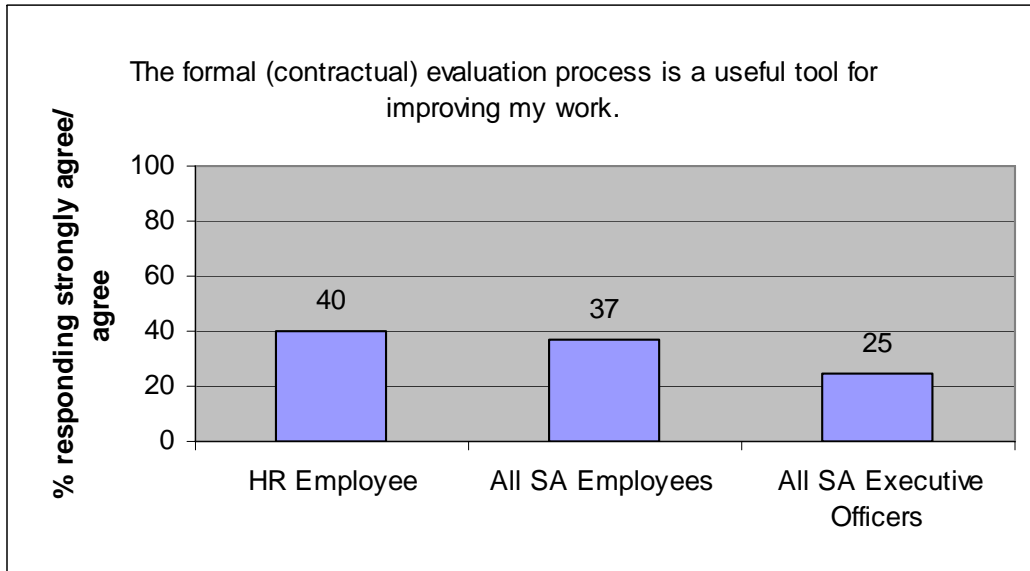
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Employee Satisfaction



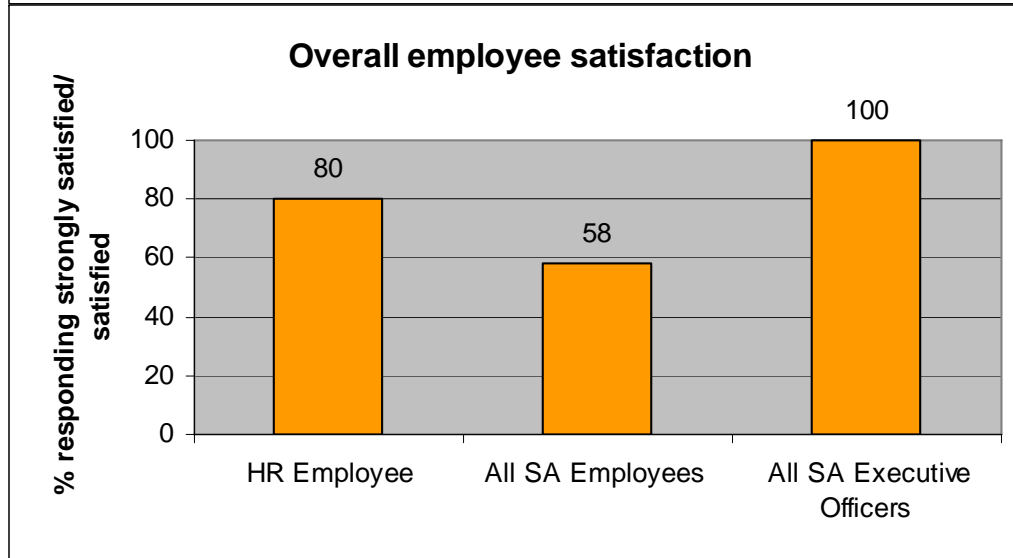
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Employee Satisfaction



What does this **THEME** mean to me?

What do I **SEE** in the data?

What **QUESTIONS** do the data raise for me?

What 1 or 2 **QUESTIONS/ IDEAS** about this theme might we consider in our improvement plan?

Qualitative feedback

What do you like most about the service area for which you work?

Satisfied with management

Would recommend to others as a great employer to work for....

When we have challenges of any kind we are able to pull together as a unit.

I like the vision of my executive officer.

What support do you need to be more effective at work?

The Staff.

Training

ongoing training

Structured Training.

More training around labor issues and discipline.

I feel that the plan is great the execution of said plan needs work.

Identifying priorities based on the survey data

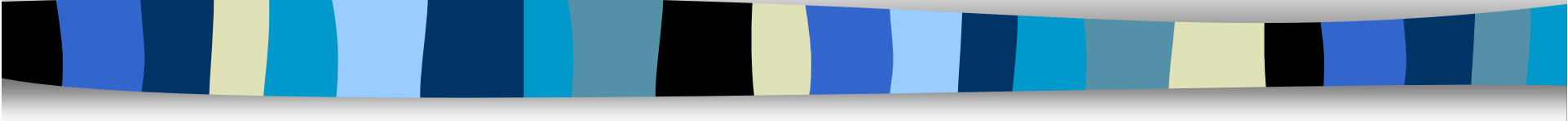
Step 1: Summarize all the questions/ideas that you previously generated for each theme.

Highest Priority Questions/ Ideas for each theme	
RATER • •	Functional • •
Goal-setting and Planning • •	Employee satisfaction • •
District Strategy • •	Other • •

Step 2: Identify the “vital few” (highest impact) questions/ideas to be addressed in your next improvement plan.

1. 2. 3.

Next Steps: Informing Continuous Improvement with Key Survey Findings

- 
- Use data to identify small set of priority issues to systematically address
 - Engage with the staff determine how best to address these issues, which results to acknowledge and emphasize
 - Cascading attention/support to service area managers