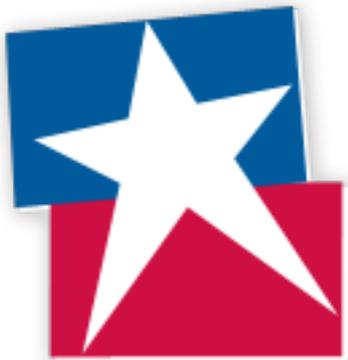


Customer Satisfaction Surveys

Results and Analysis

Hays Consolidated Independent School District

March 31 — April 17, 2014



Hays
CISD

Employee Satisfaction

Survey Participation

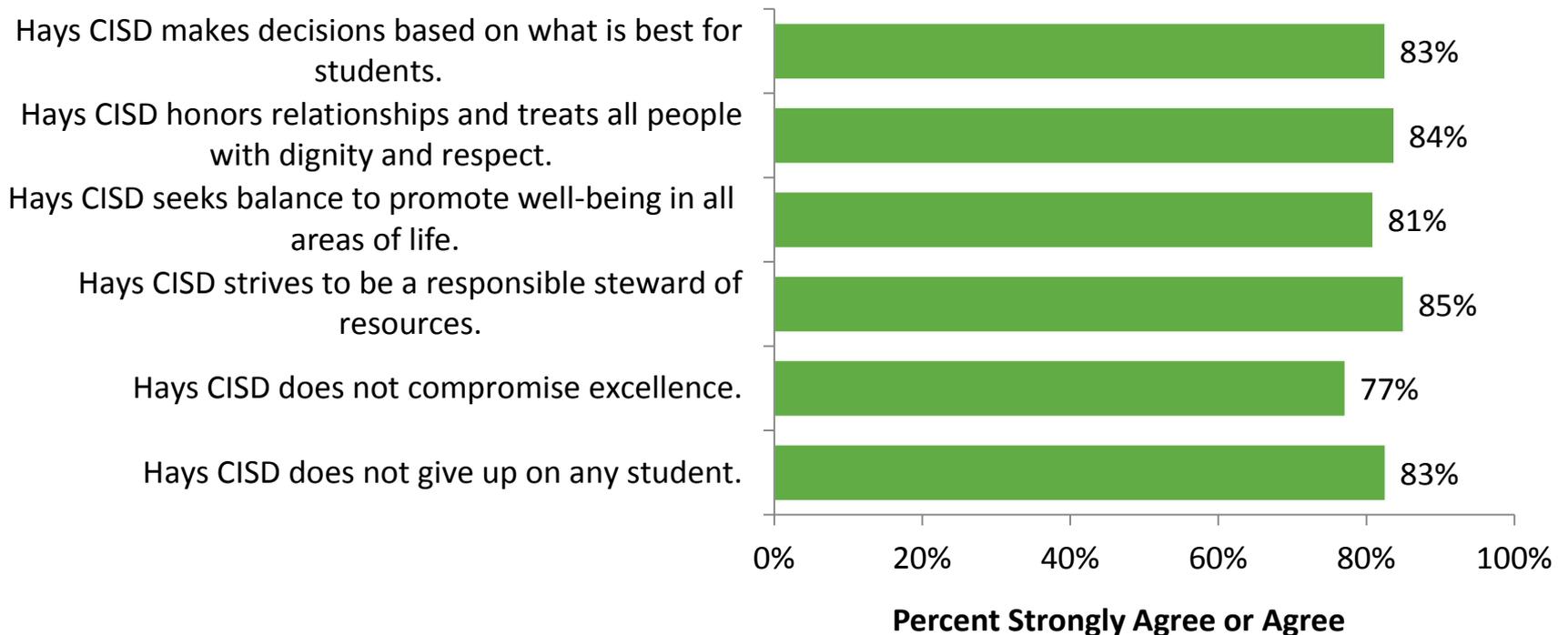
More employees participated in the 2014 Employee Satisfaction Survey than in prior years. The total number of survey participants increased by 14% between 2013 (N=1,117) and 2014 (N=1,360).

Job Type	SY 2012-13	SY 2013-14
	Participation Rate	Participation Rate
Teacher	63%	80%
Other Professional	63%	91%
Instructional Aide	57%	18%
Campus Administrator	65%	80%
District Administrator	100%	95%
Non-Campus Professional	81%	86%
Clerical/Office	55%	28%
Auxiliary Support	16%	12%
Overall Employee Participation	50%	57%

Six Core Beliefs

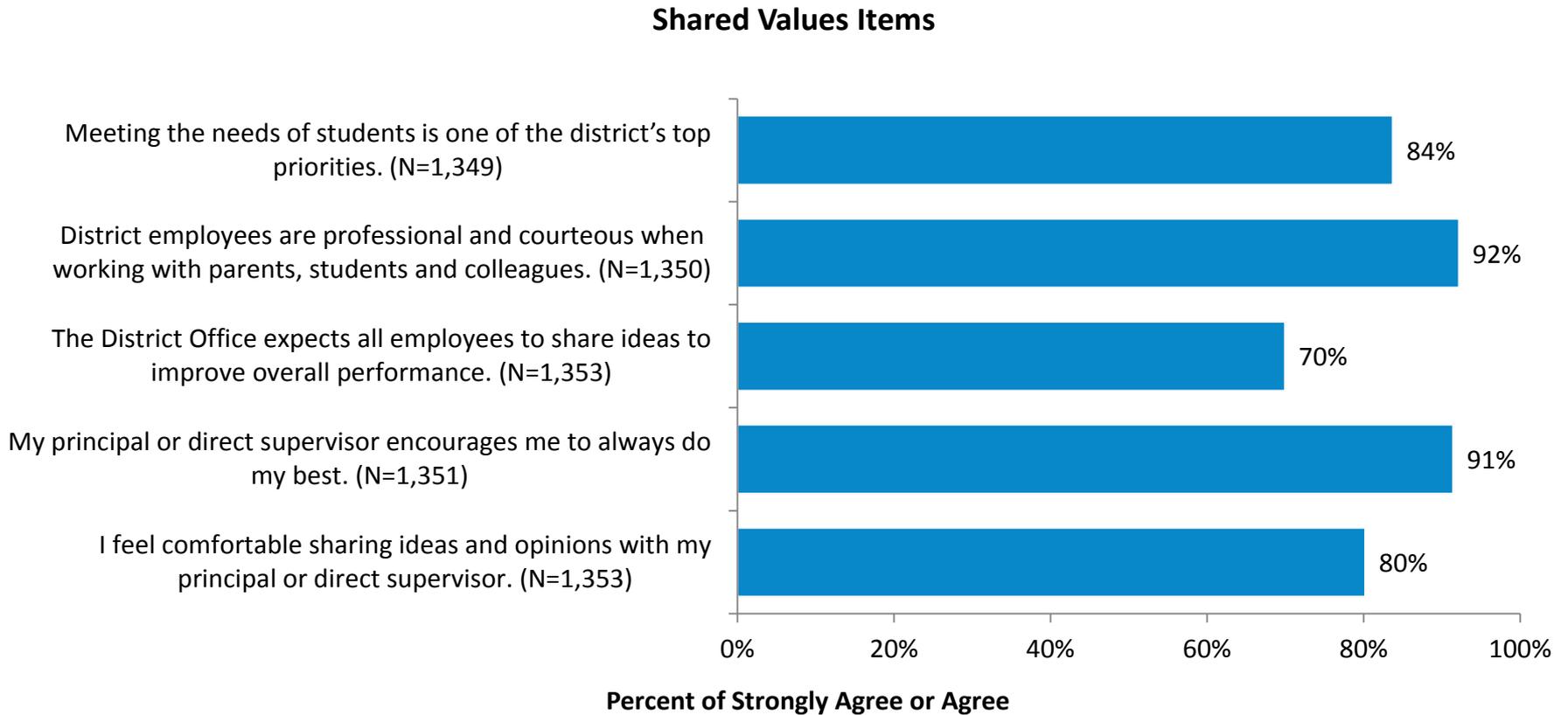
Implementation of the Hays CISD six core beliefs received more favorable responses this year than in 2013 and 2012.

Perceptions of the Hays CISD Six Core Beliefs



Shared Values

Survey respondents indicate a sense of shared value for professional and courteous behavior.



Overall Satisfaction and Enjoyment

Non-administrative school-based staff who:

Feel good about their job in public education	82%
Indicated they enjoy working at their school	89%

Overall Satisfaction and Enjoyment (Cont.)

However, breaking down the responses about job satisfaction by position type shows a range in agreement of 36 percentage points. Respondents who feel good about their job (the most favorable response) ranged from 14% for teachers to 50% for auxiliary support staff.

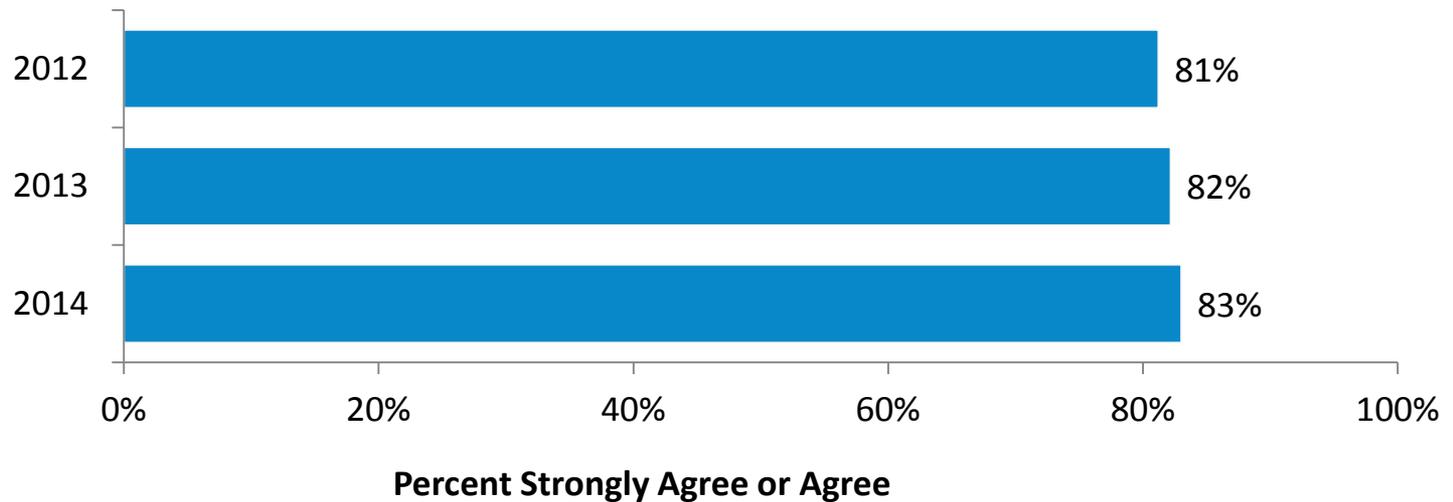
Q5: Overall, how do you feel as an employee in a public school system?

I always feel good about my job in public education.	Percentage
Auxiliary Support	50%
Clerical/Office Employee	43%
Other	31%
District Administrator	31%
Campus Administrator	26%
Instructional Aide	24%
Non-Campus Professional	19%
Teacher	14%

Work Environment

The majority of respondents indicated the overall work environment in Hays CISD is professional (87%), allows employees to decide how to do their work (87%) and encourages collaboration (89%).

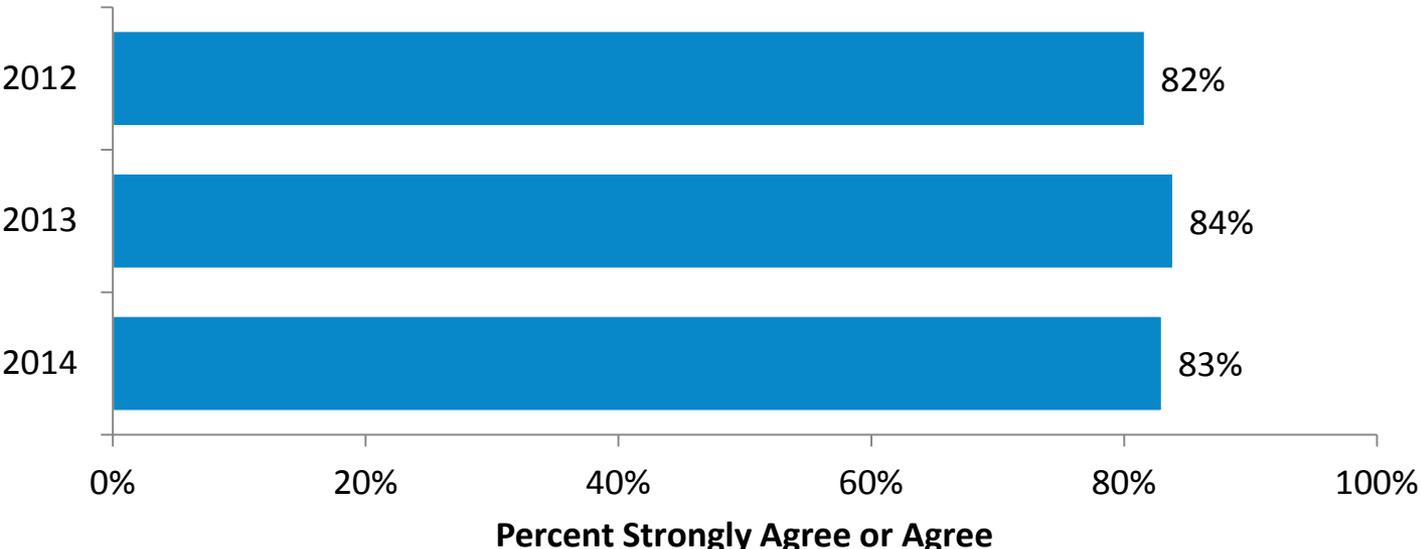
Working Environment



School Leadership

Employees view school leaders and their leadership positively. The majority of respondents indicated their principal makes decisions that are in the best interests of the students (82%) and the principal has confidence in their ability (86%). Additionally, if an employee had an issue or concern, the school leader responded in a professional manner (84%).

Overall Perception of Relationship with Primary Supervisor



Quality of Education

Overall, the majority responded favorably to the quality of education expected at Hays CISD.

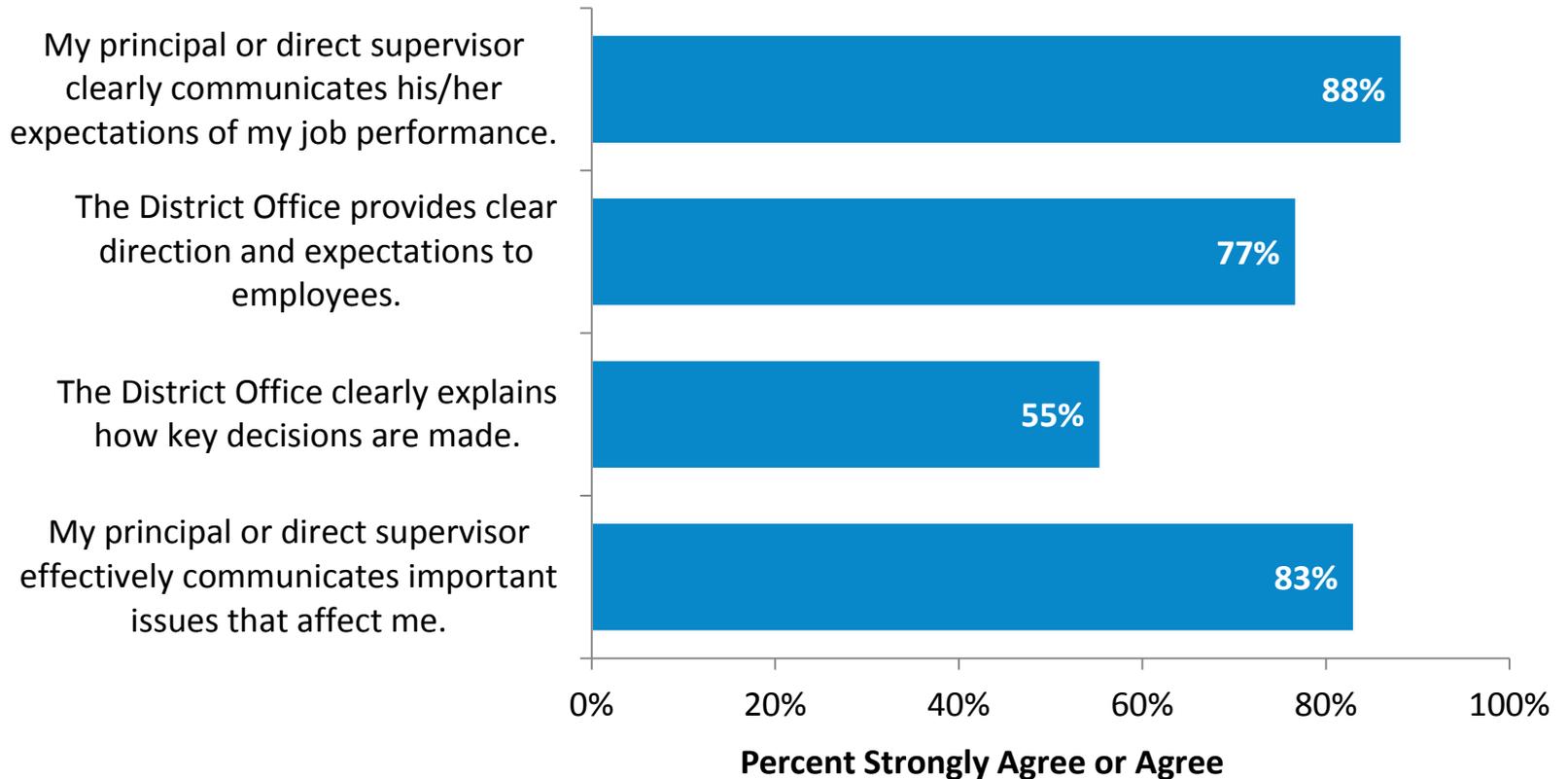
Quality of Education*

Item	School-Level Employees Strongly Agree or Agree
High learning standards are set for students at this school.	90%
High expectations are set for all students at this school.	83%
Learning standards and expectations are clearly explained to students at this school.	90%
Curriculum, instruction and assessments are aligned to support student learning at this school.	82%
Helping students meet challenging academic goals is a primary focus of this school.	88%
Students at this school are learning what they need to know to be successful in the next grade level or after graduation.	84%
Teachers at this school work together to ensure student success.	93%
Teachers at this school give timely and helpful feedback on student work.	94%

*Note: Excludes Don't Know responses

Communication

The survey responses indicate that employees feel differently about district communications than they do about school communications.

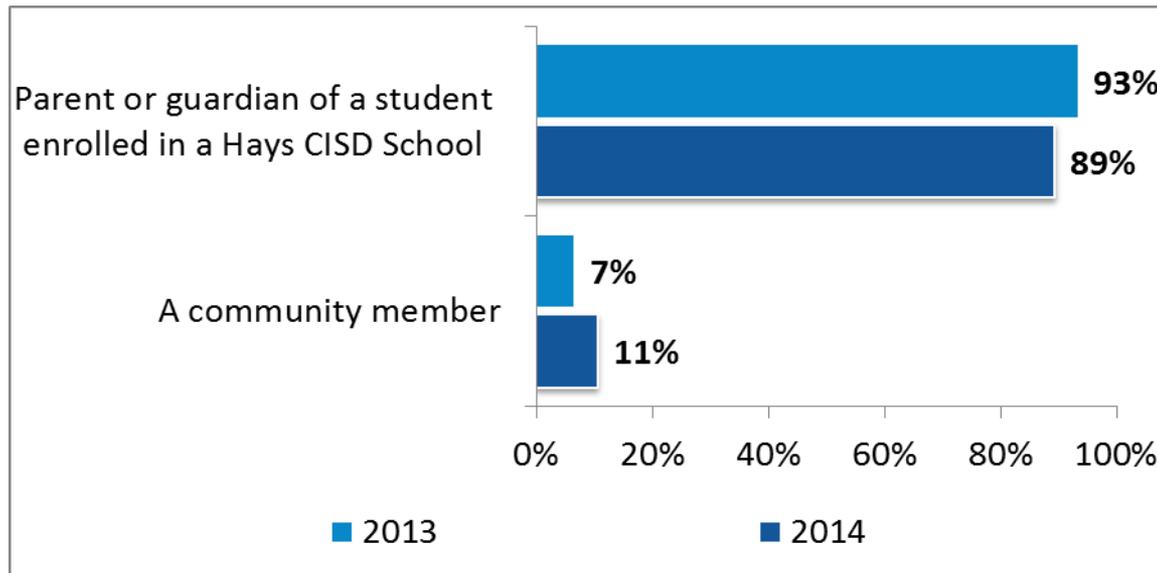


Family and Community Member Satisfaction

Participation

Compared to last year's respondent group participation, more community members took the survey this year (N=94 in 2013; N=228 in 2014) and more parents/guardians took this year's survey (N=1,341 in 2013; N=1,928 in 2014).

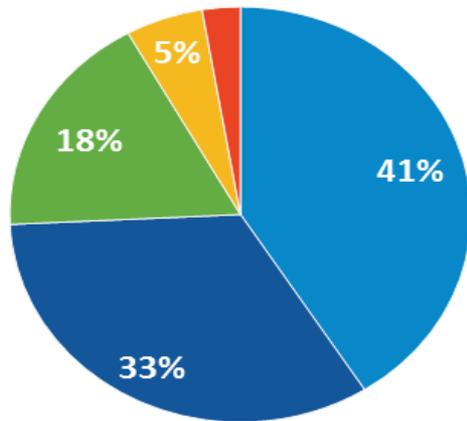
Nine out of 10 survey participants were parents or guardians of an enrolled student, while 11% of survey participants were community members .



Overall Quality

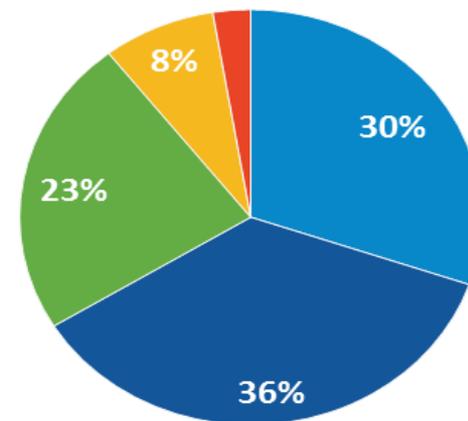
Overall, the survey data indicate high levels of satisfaction among the families and community members who took the survey.

**Overall Quality of Schools
(Family Only)**



■ A (N=784) ■ B (N=637) ■ C (N=338)
■ D (N=104) ■ F (N=51)

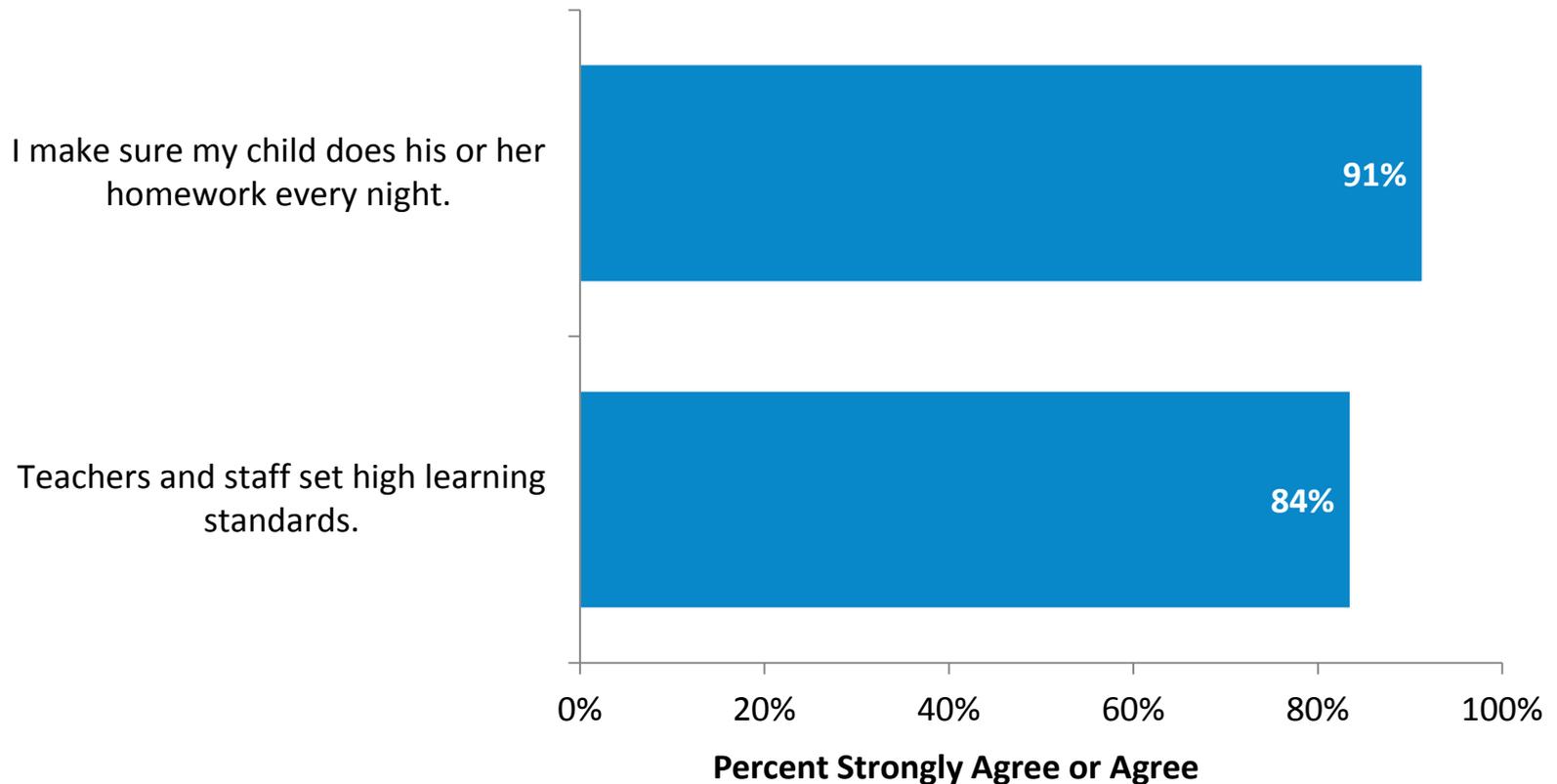
**Overall Quality of Hays CISD
(Community Only)**



■ A (N=69) ■ B (N=82) ■ C (N=53)
■ D (N=18) ■ F (N=6)

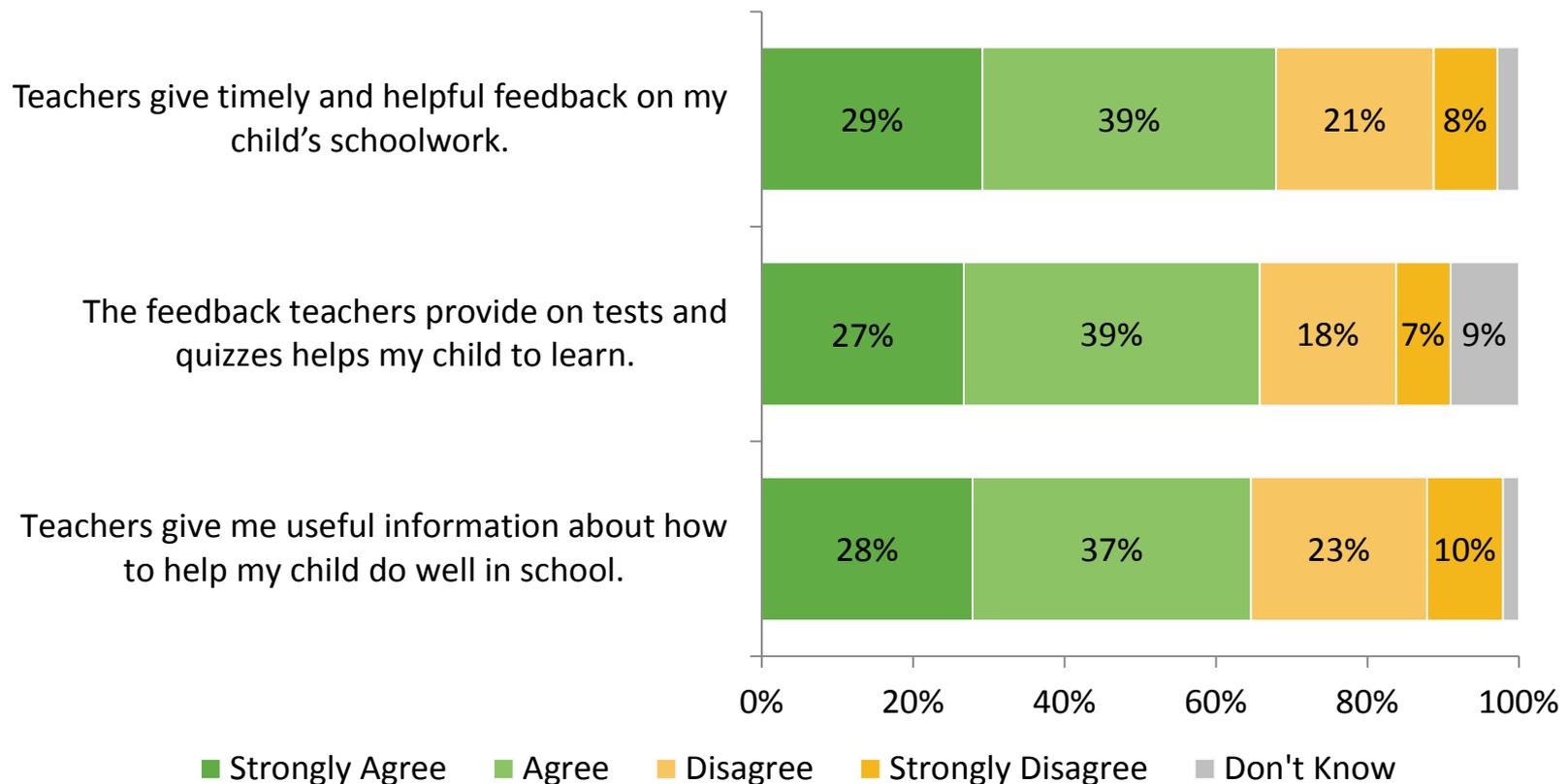
Learning Standards and Expectations

The majority of participating parents/guardians indicated staff set high learning standards and high expectations for students.



Information and Feedback

A significant percentage of participating parents/guardians indicated that they are not receiving timely and helpful feedback on schoolwork (29%) or tests and quizzes (25%), nor are they receiving useful information to help their child do well in school (33%).



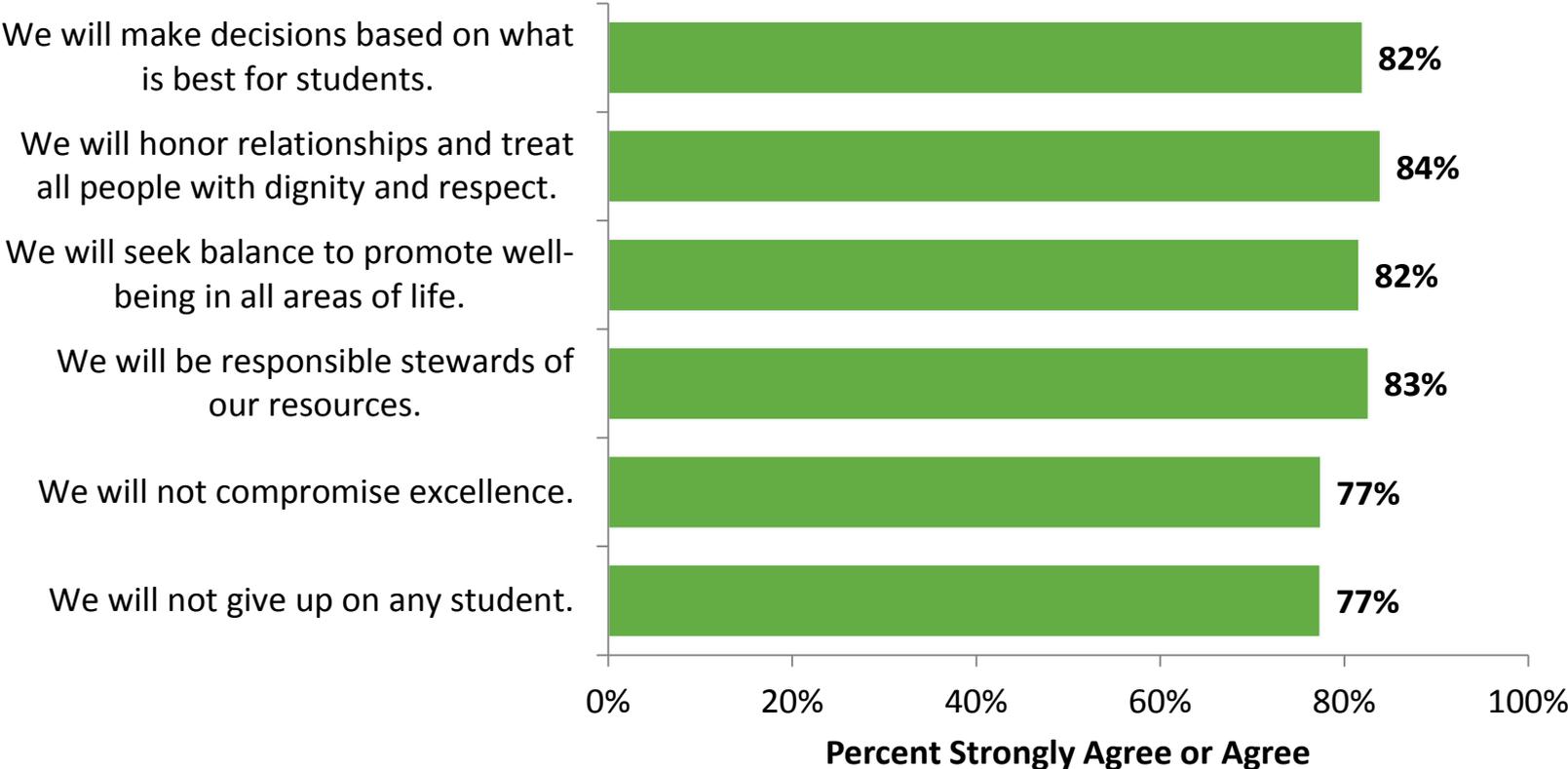
Educational Programs and Services

The majority of respondents rated Hays CISD educational programs and services as Excellent or Good.

Programs and Services	Excellent or Good*
Adult Education Programs that help adults learn new skills or complete a Graduate Equivalency Diploma (GED)	67%
Advanced Academic Programs (Honors, AP or Dual Enrollment)	72%
Art and Music Education Programs (HB 5)	80%
Career and Technical Education (HB 5)	70%
College and Career Readiness (HB 5)	65%
Co-curricular/Extracurricular Activities (Sports, Academic Clubs, Student Performances, etc.)	75%
Digital Learning Environment (HB 5)	67%
Dropout Prevention Strategies (HB 5)	63%
English Language Development for English Learners (Programs designed specifically for limited English-speaking students)	69%
Guidance Counseling Services (HB 5)	62%
Health Services (School Nurse) (HB 5)	78%
Gifted and Talented Program (HB 5)	64%
Parent and Community Involvement (HB 5)	66%
Physical Education Program/Gym Class (HB 5)	75%
Second Language Programs (HB 5)	67%
Special Education Services	72%
Student Engagement (HB 5)	67%

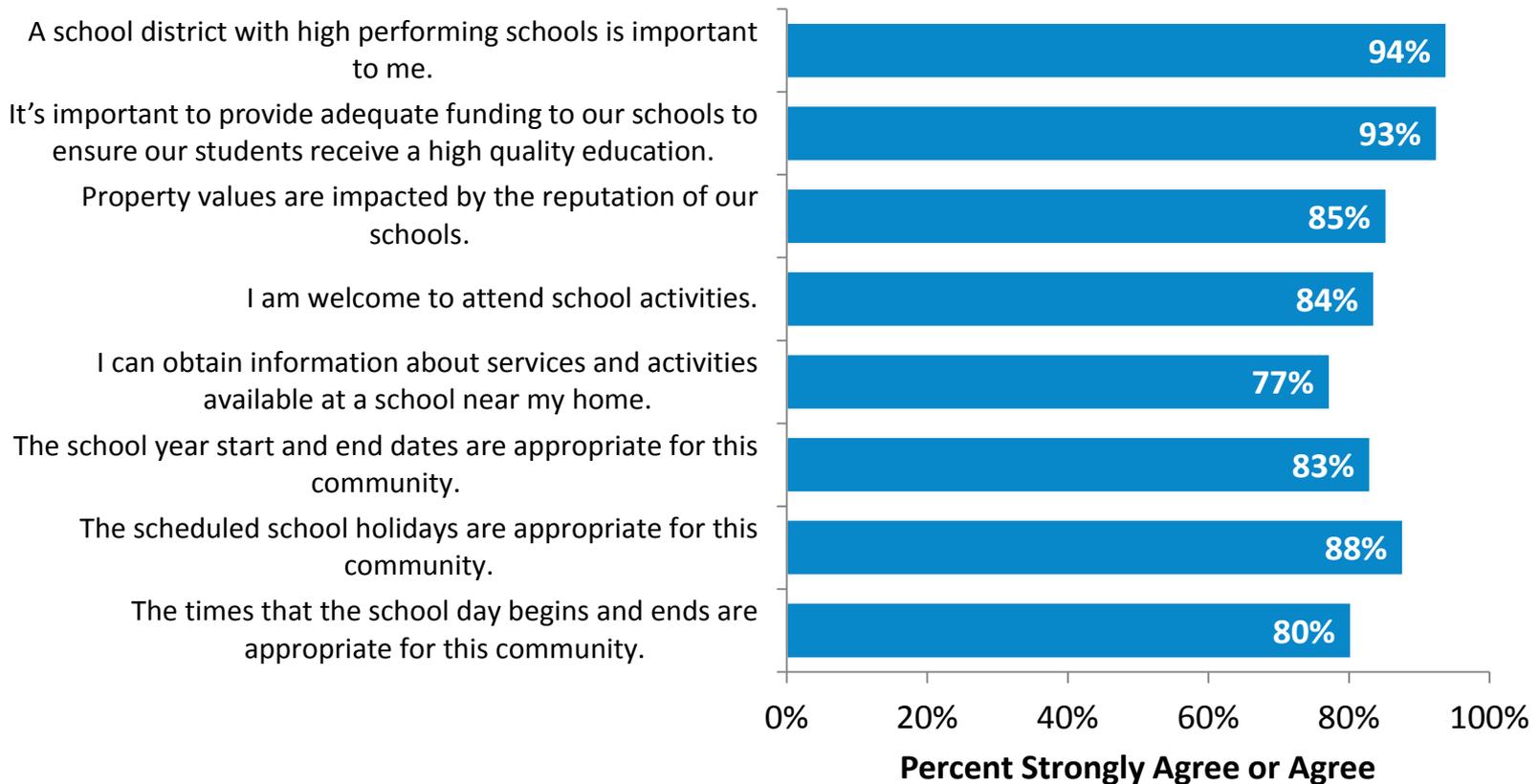
Six Belief Statements

The majority of respondents (82%) agree with Hays CISD six core belief statements.



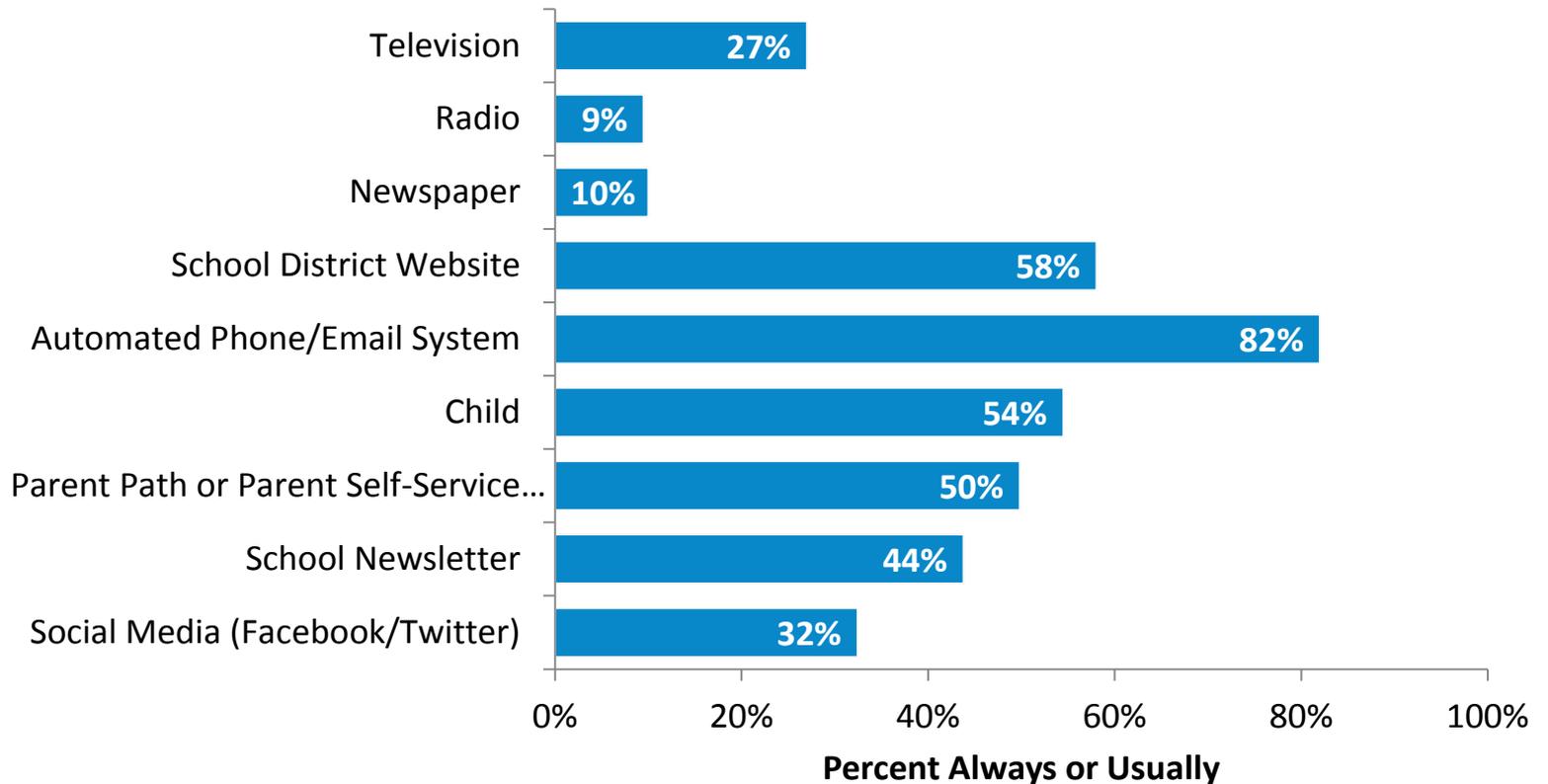
School Operations

There was a high level of agreement across all survey questions related to school operations, such as school start and end times, the school calendar and their views on district performance and reputation.



Communication

Eighty-two percent (82%) of survey participants indicated that they used the Automated Phone/Email System Always or Usually. The least frequently used communication method was Radio (9%).



Next Steps

- Identify and prioritize areas in need of improvement
- Plan future projects to further study high priorities
 - For example:
 - Focus groups with staff members and parents, possibly on the topic of information and feedback
 - Staff engagement study
 - Survey students on their perceptions of the quality of programs and services
- Set up Let's Talk! to continue the conversation

K12 *Insight* is a technology-based research and communications firm that helps school district leadership better engage in conversations with parents, teachers, staff, students and the general public on critical district issues.

K12 *Insight*'s approach results in greater transparency and collaborative decision-making.

Watch our [Candid Conversations video](#), at <http://bit.ly/12m6z4x>, to learn more about how we work.