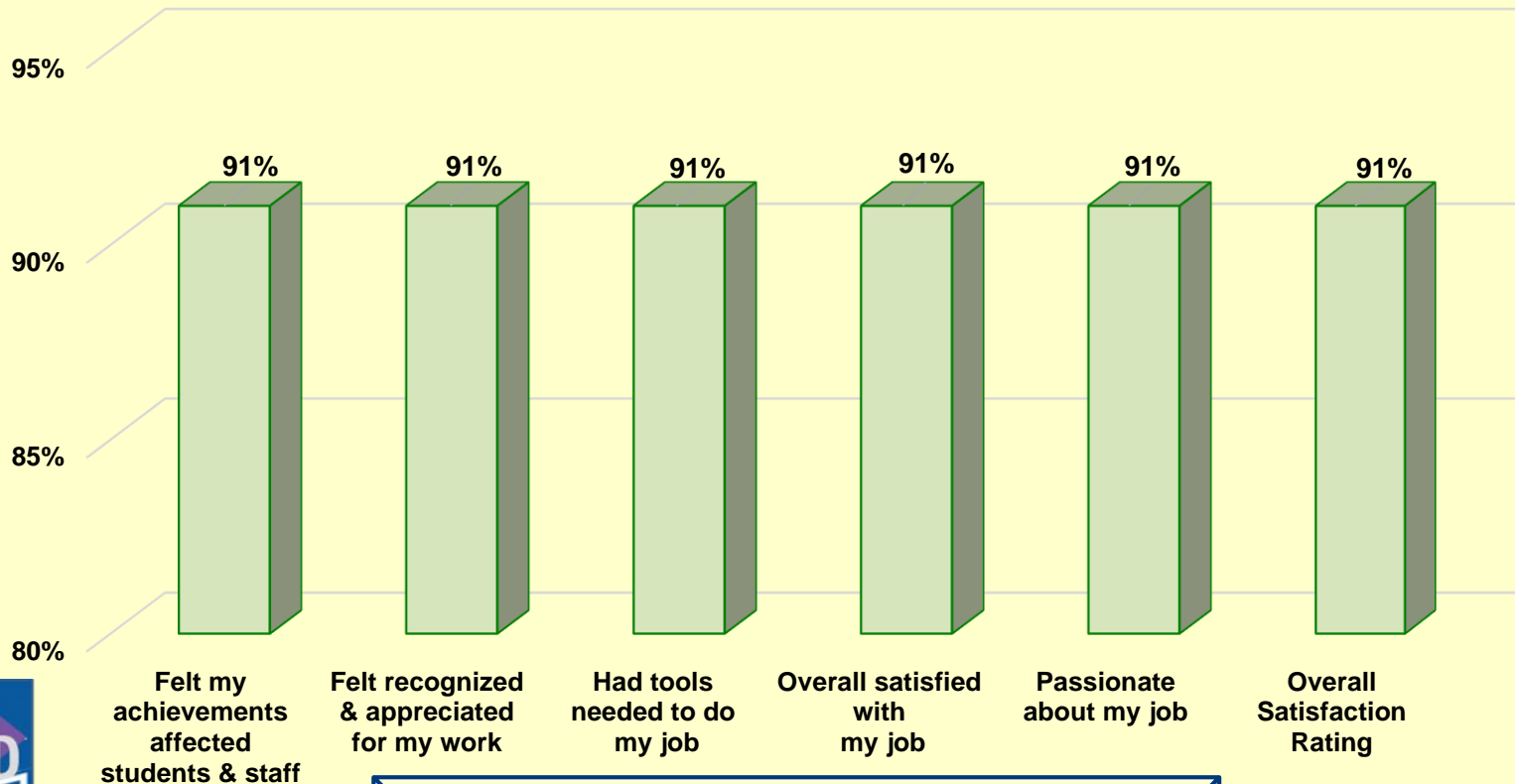




Employee Satisfaction



EMPLOYEE SATISFACTION SURVEY RESULTS JULY, 2018



Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .

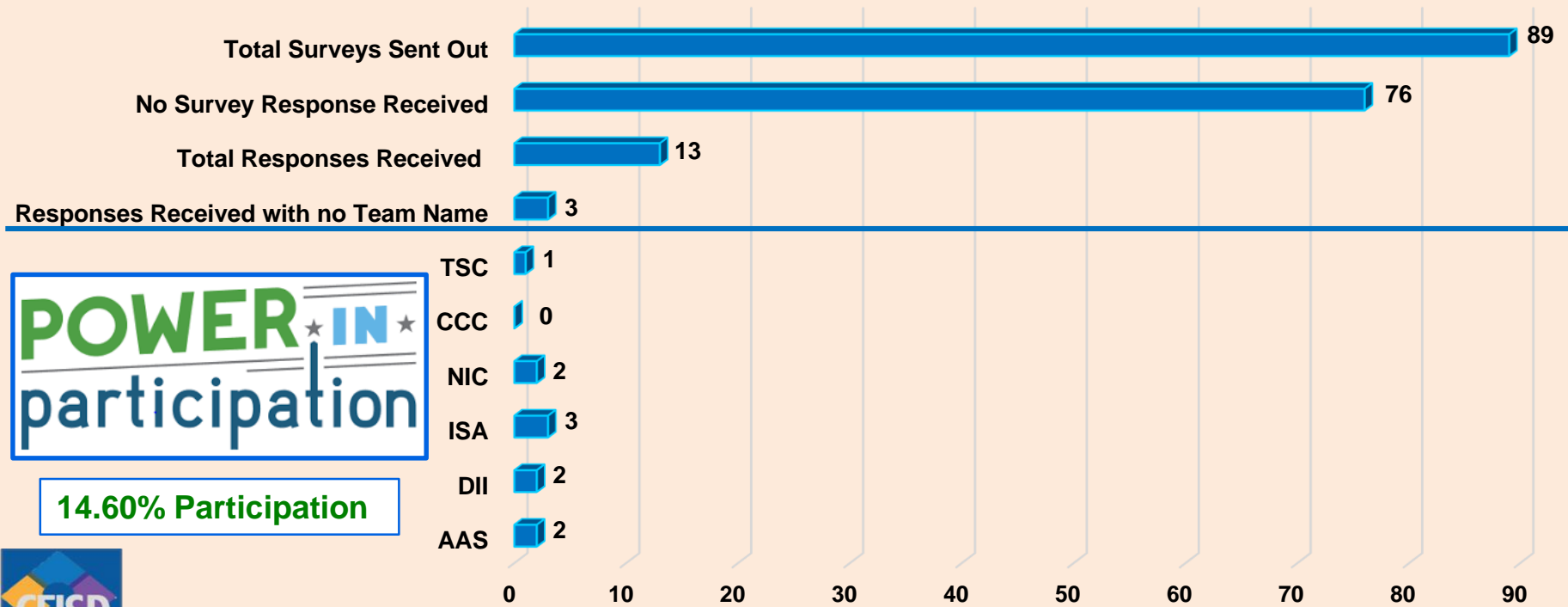




Employee Satisfaction Response Numbers

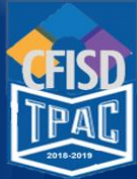


Employee Satisfaction Survey Team Submissions - July, 2018





Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

Members: Kim Bowlin, Geoff Brown, Julia Gibson, Nancy Grella, Demetria Hargrove, Katie Hernandez, Elizabeth Montes, Tony Rogers, Ann Sempe, Aaron Widrick

July Comments and TPAC Responses:

1. I read the June Satisfaction Survey about how CCC was overwhelmed with calls . Things happen and you need to adapt and overcome. My suggestion is maybe they need to outsource the call center that way they don't have to worry about how many calls they are getting and how much they are getting paid to do a job they applied for .

TPAC RESPONSE

In the last two surveys, there were multiple feedback comments regarding the password reset and the issues that followed. However, TPAC felt that the comments were centered around providing better customer services versus complaining about job tasks. If team members are able to provide suggestions that improve our service to customers, then we should seriously consider them. TPAC appreciates all feedback.

2. It is nice to see employees being promoted from within. So often someone who is doing great at their job is stuck there, ironically because they do such a great job. Keep giving new opportunities to sharp employees.

TPAC RESPONSE

TPAC appreciates your positive energy.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

Members: Kim Bowlin, Geoff Brown, Julia Gibson, Nancy Grella, Demetria Hargrove, Katie Hernandez, Elizabeth Montes, Tony Rogers, Ann Sempe, Aaron Widrick



July Comments and TPAC Responses Continued:

3. We should have department meetings with our Director monthly. We never do that.

TPAC RESPONSE

TPAC recommends that you visit with your department leader and share how this would benefit your team. Frankie Jackson will discuss weekly meetings among the department groups with her leadership team at the next T4 meeting.

4. Better communication

TPAC RESPONSE

TPAC recognizes that communication is essential to our team / department's success. If there is a specific suggestion, please provide more information in the next survey so that it can be addressed.

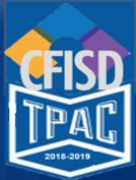
5. Have the next kick off meeting at a location with chairs versus cafeteria tables

TPAC RESPONSE

TPAC concurs. The Berry Center has been reserved for next year's departmental meeting.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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Comments left in the suggestion box at the Technology Services Department Kick-Off Meeting

1. No more motivational speakers!

TPAC recommends sending out a survey in April next year to request speaker and agenda topic ideas.

2. Tacos

At the kick-off meeting, we elected to have a light breakfast since lunch was served early. Also, budget constraints were considered. We will keep this request in mind for future gatherings.

3. Training, Training, Training

Please visit with your supervisor who can direct you to many opportunities for training. Each team has a budget for training; your specific training suggestions will be reviewed and facilitated if at all possible. The Falcon Service Center is currently being renovated to include a training room.

4. Bowling, Escape Room, Top Golf & Holiday Party

TPAC agrees that these are great ideas to be discussed with leadership. We recommend that we focus some fun team building activities around times when the technicians are here for meetings.





Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

Members: Kim Bowlin, Geoff Brown, Julia Gibson, Nancy Grella, Demetria Hargrove, Katie Hernandez, Tony Rogers, Ann Sempe, Aaron Widrick

Update

- The Technology Personnel Action Committee is now seeking new members. Our goal is to have a representative from each departmental group (AAS, CCC, DII, ECN, ISA, NMO). That representative will serve on the committee for one year, ending June 30th. If you're interested in stepping in as the representative for your group, please let your current rep know.
- The survey questions in the Employee Satisfaction Survey have been updated. We strongly urge you to participate in this survey in an effort to get the most accurate results possible.

GET INVOLVED!

★ Always watch for emailed updates! ★

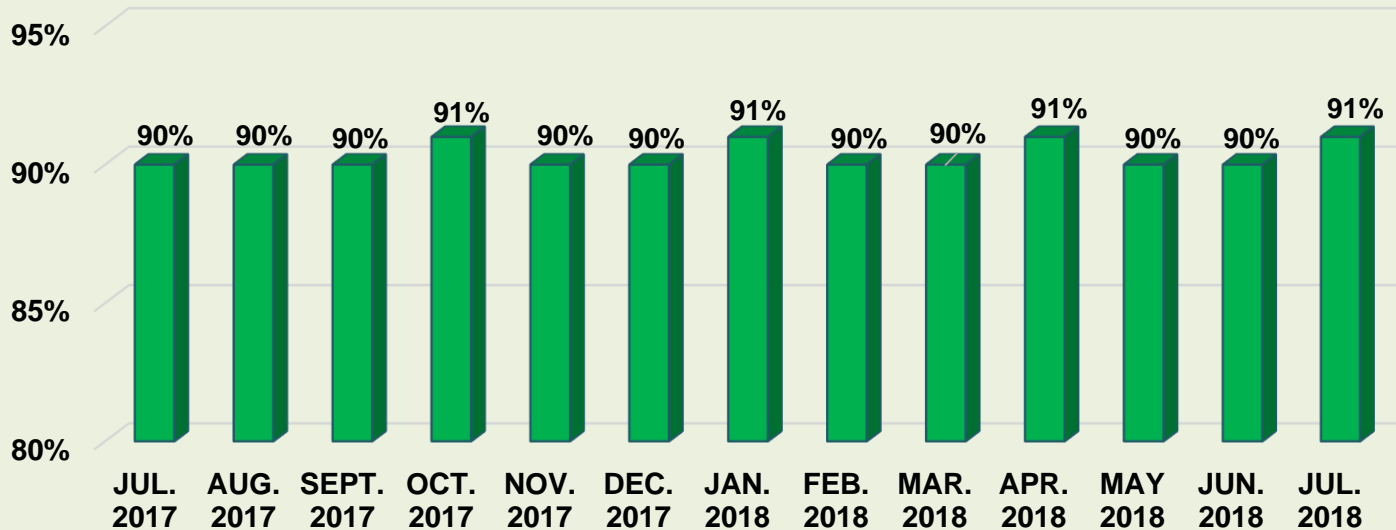




Employee Satisfaction Annual Summary



EMPLOYEE SATISFACTION SURVEY RESULTS Overall Satisfaction July, 2017 - July, 2018



Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .

