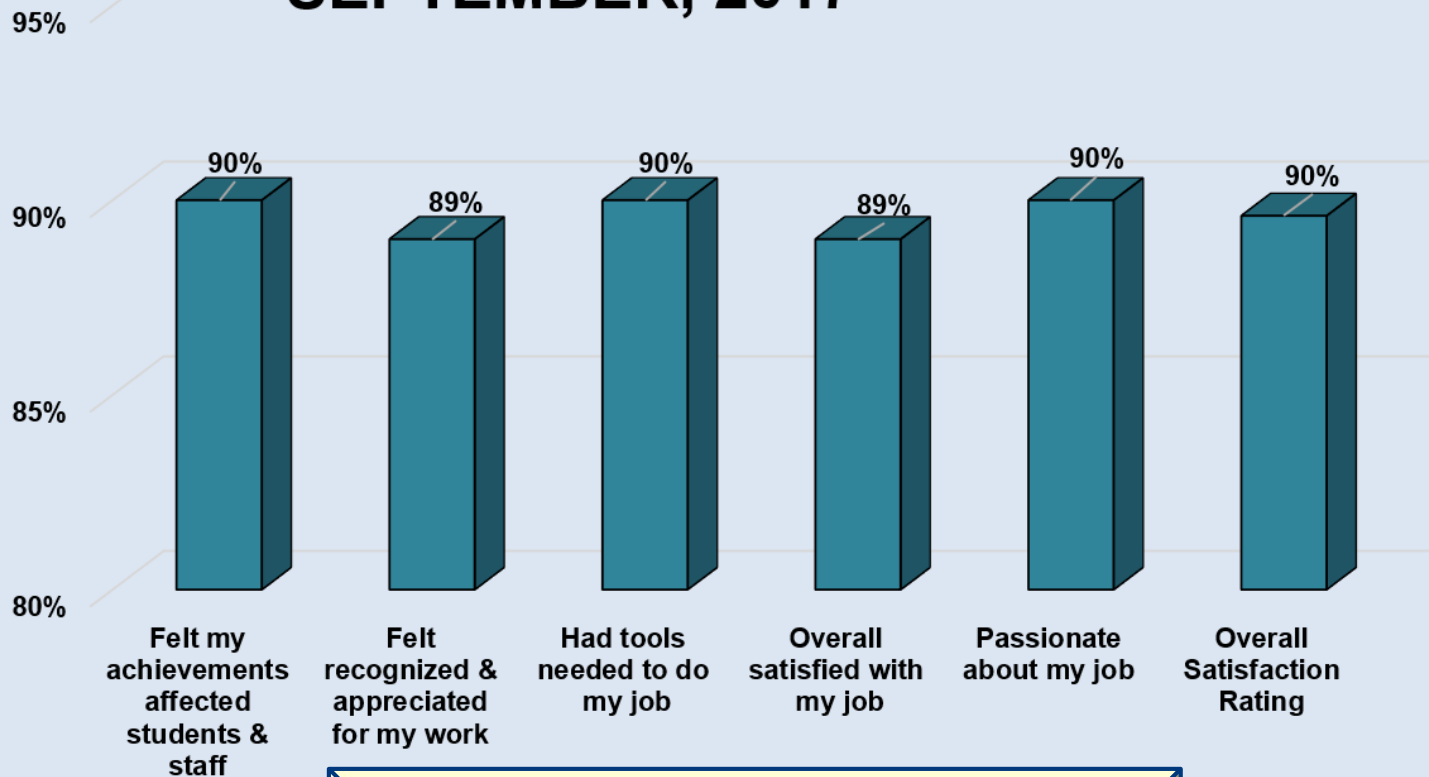




Employee Satisfaction



EMPLOYEE SATISFACTION SURVEY RESULTS SEPTEMBER, 2017



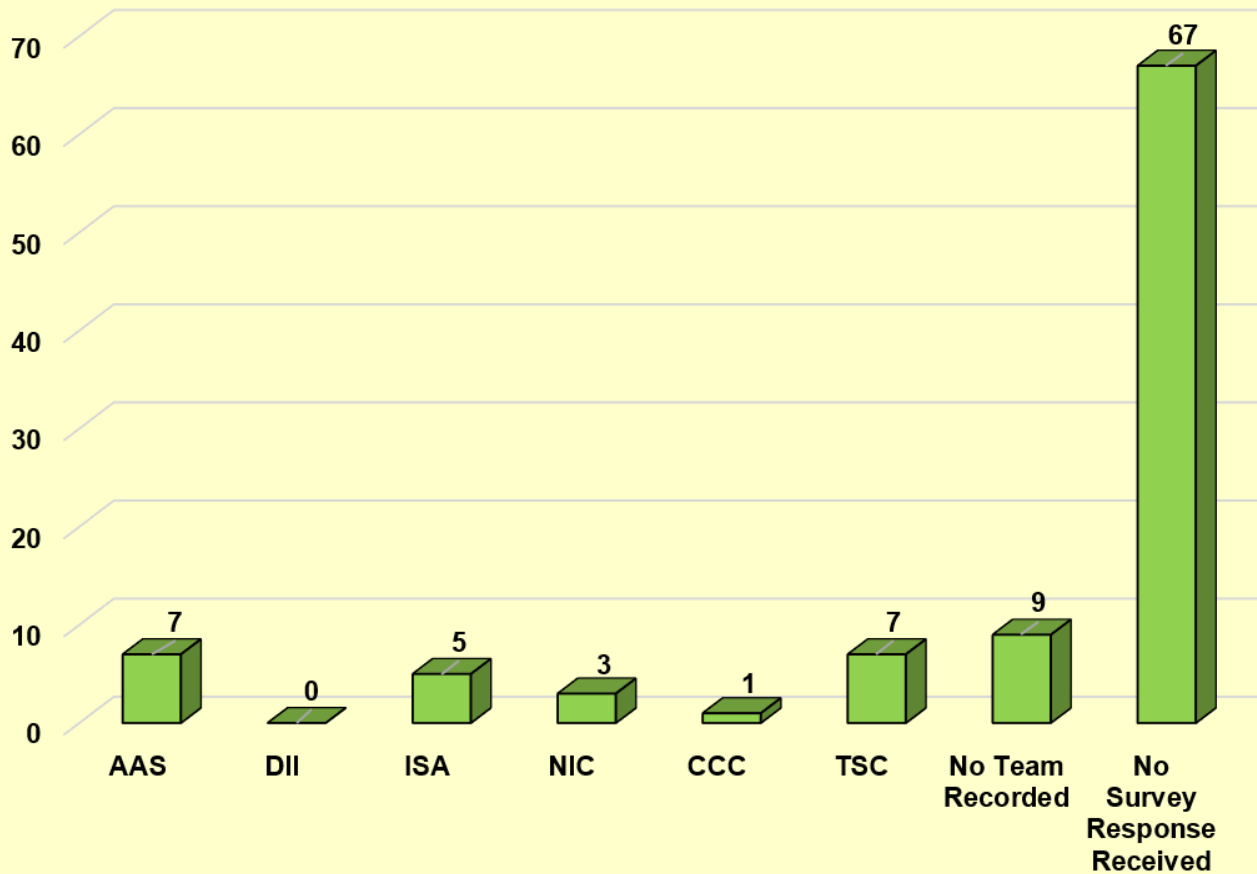
Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .



Employee Satisfaction Response Numbers



Employee Satisfaction Survey Results Team Submissions - September, 2017





Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

Members: Doug Baker, Kim Bowlin, Geoff Brown, Mike Diaz, Nancy Grella, Katie Hernandez, Richard Kurtz, Tony Rogers, Ann Sempe

SEPTEMBER Comments and TPAC Responses:

1. I know it only happened during that one week, but it really boosted my spirit when the 'treats' were given. The committee felt that it was a good morale booster and was a great idea.
2. The appreciation events / activities have been great. We have more events planned throughout the year.
3. Please stop coming up with new ways to bring down morale. Instead work on treating everyone with respect and creating a positive working environment. Maybe then we will be able to retain quality employees. Also, we need to start holding people accountable. Why should the group be punished because of the individual?
All employees should be treated with dignity and respect. Employees can and should be held accountable. We (as a team) are accountable to each other. If comments of this nature are more specific (like what are the "new ways") then they can be better addressed by the committee. If you have a personnel issue, please set up a time to communicate with your direct supervisor.



Employee Satisfaction Survey Comments & TPAC Response



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SEPTEMBER Comments and TPAC Responses Continued:

4. The technician meetings are only useful to the campus technicians. If you want to save money, stop buying ipads and tablets. There isn't a use for them if you're buying laptops. Start singling people out in order to have accountability.

The CCC sends out an agenda query to all technicians. Technicians from the TSC should respond to this email with training needs or concerns. Then, those items can be added to the meeting agenda. As the district implements fully the BYOT, all iPads, tablets, and smart phones will find a use.

5. Training

Please take your training needs to your manager. Each department has a budget for training.



Employee Satisfaction Survey Comments & TPAC Response



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SEPTEMBER Comments and TPAC Responses Continued:

6. Less unnecessary PowerPoints and reports.

The hope is that the PowerPoint slides provide transparency to our department. It allows us to improve communication within our groups and with our external customers. It also validates why we are needed and why our work is so important to the district. Our department's goal is that we are to be a world-class service provider to our customers. In order to be work-classed, we have to make data-based decisions. The data is coming from the reports provided.

7. For everything to work. Network and/or imaging server. Not sure which one caused all the September imaging issues.

In September, the imaging server had a hardware issue. This was resolved. If you experience other issues, please contact the CCC.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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SEPTEMBER Comments and TPAC Responses Continued:

8. Better communication between departments

The NIC group is going to pilot a change control process. If this is successful, we can implement with all groups for better communication.

9. I would like to see an easier to navigate knowledge base...one that is up to date and reflects the current time frame... i.e. old obsolete entries removed with the new current entries.

The committee recommends that the owners of the documents set aside a bi-monthly review / work session to start updating the knowledge base.

10. Unity.

The committee agrees with department unity as a goal. Several activities have been planned to support that goal.

11. Communication is supposed to be the key ingredient between departments. Communication only works when it comes from everybody.

Communication is an ongoing goal of the department.



Employee Satisfaction TPAC Recommendations Summary



SUMMARY

Summarization of TPAC Recommendations for September Survey Comments:

- Customer Appreciation Week was a good morale booster.
- More events are planned throughout the year.
- Treat all employees with dignity and respect. Individual employees and teams should be held accountable. Please be specific with comments and suggestions and communicate with your supervisor regarding personnel issues.
- Review the technician meeting agenda which is sent out by the CCC. Respond via email with any training or discussion suggestions which might be added to the agenda. BYOT implementation will allow use of all devices.
- Discuss training needs with your supervisor who can utilize department budgets to bring training to the staff.
- PowerPoint slides provide transparency, improvement in communications and validates the department's work.
- The hardware issue experienced in September has been resolved. Report any new issues to CCC.
- NIC will implement a pilot process in the hopes of improving communication between the groups.
- Owners of documents should regularly review and update the knowledge base.
- In agreement with department unity.
- Communication is an ongoing goal.



Employee Satisfaction TPAC Recommendations Summary



Update

TEAM BUILDING ACTIVITIES:

Watch for emails regarding UPCOMING activities:



November – Pot Luck Luncheon

December – Toy Drive / Mission of Yahweh / adopt-a-family
December – Cookie Exchange

February – Chili Cook Off

March 8th – Breakfast for Danish

May – Hot Sauce / Salsa Contest

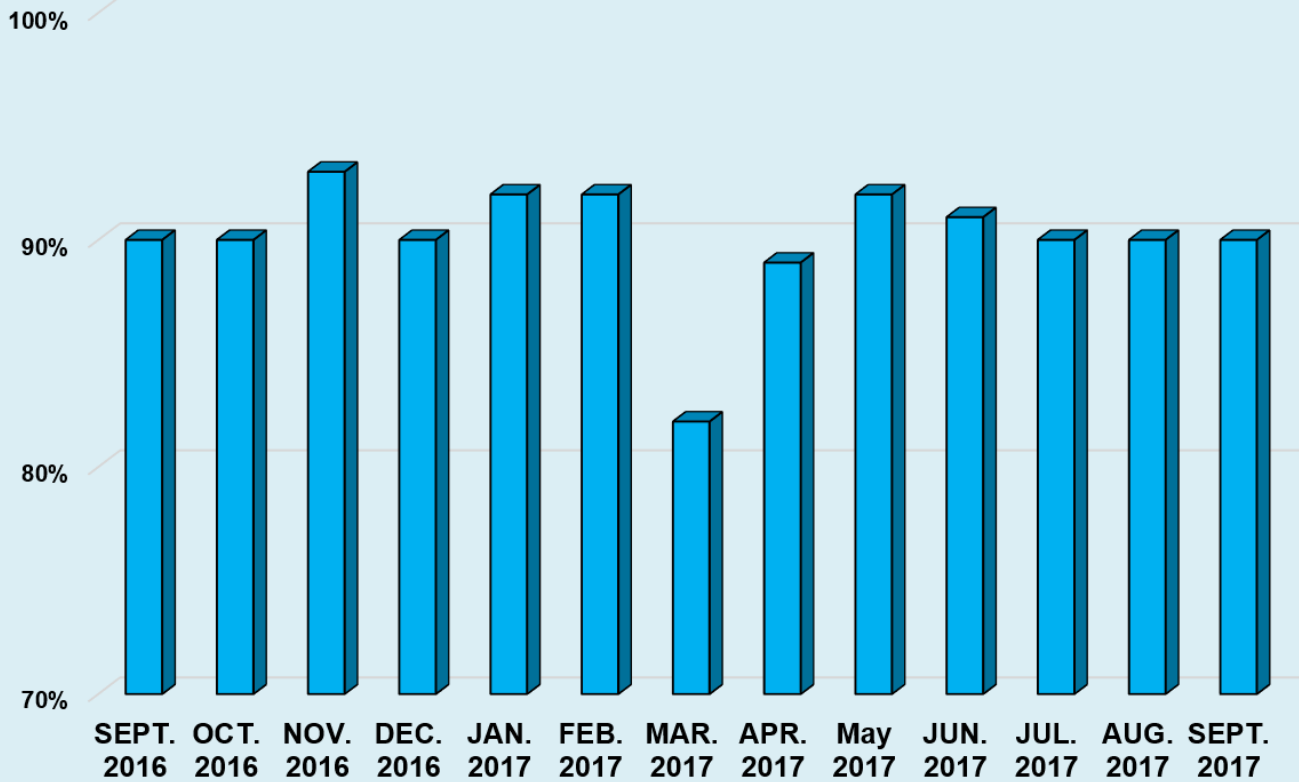




Employee Satisfaction Annual Summary



EMPLOYEE SATISFACTION SURVEY OVERALL SATISFACTION September, 2016 - September, 2017



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