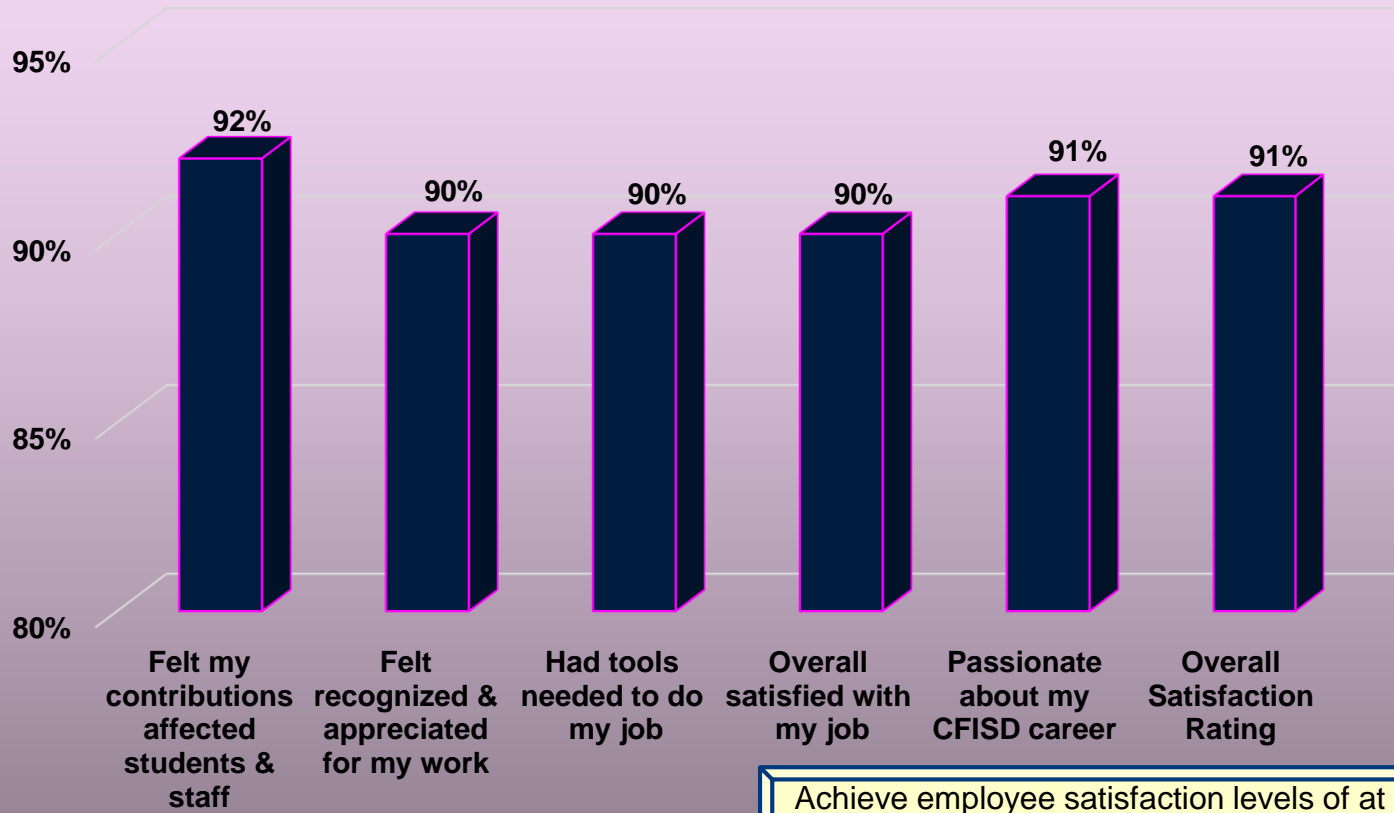




# Employee Satisfaction



## EMPLOYEE SATISFACTION SURVEY September, 2018 Results



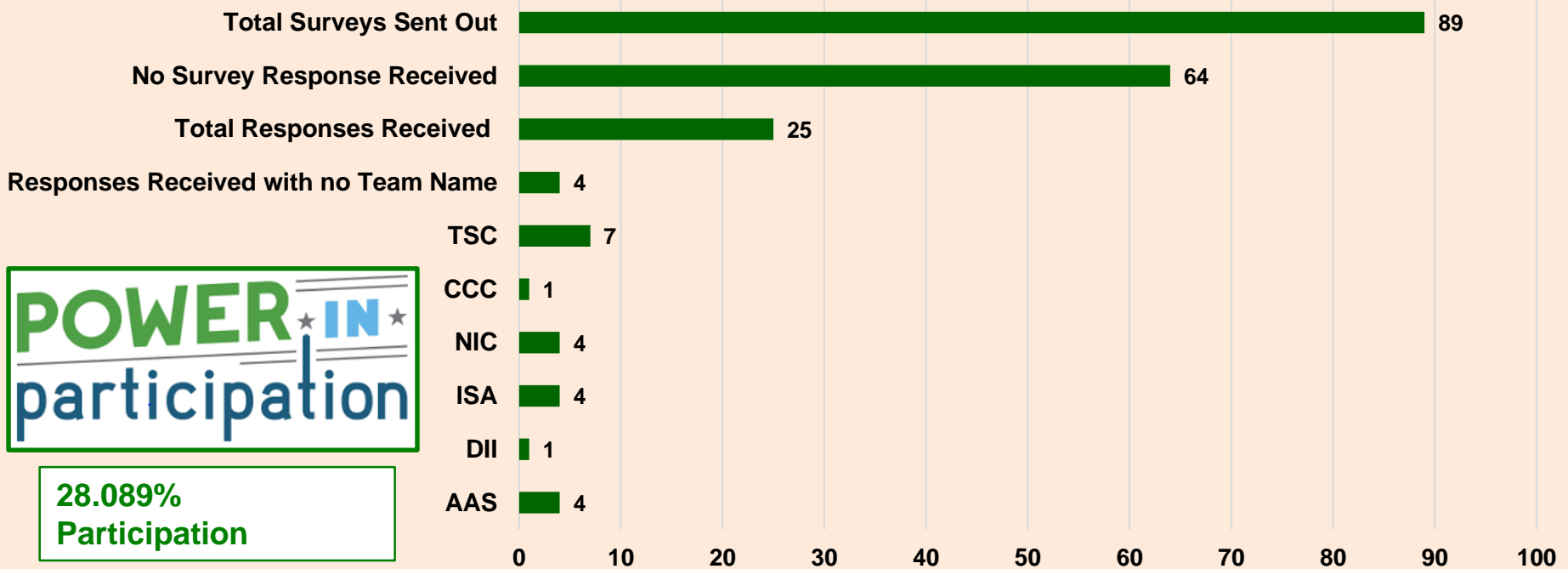
Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .



# Employee Satisfaction Response Numbers



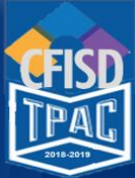
## EMPLOYEE SATISFACTION SURVEY TEAM PARTICIPATION FOR SEPTEMBER, 2018



**28.089%**  
Participation



# Employee Satisfaction Survey Comments & TPAC Response



**Technology Personnel Action Committee (TPAC)**  
**Members: Kim Bowlin, Geoff Brown, Julia Gibson, Demetria Hargrove, Katie Hernandez, Ashley Katzenberger, Elizabeth Montes, Tony Rogers, Lillie Swearingen, Aaron Widrick**

## September Comments and TPAC Responses:

1. I think we still need to work on information sharing so we don't get info regarding changes or issues from our campuses. Its not bad, but we can do better.  
 I also want to thank all the techs for their excellent teamwork. Watching how the techs support each other, just stepping up without being asked, I really feel we've grown closer as a team.

### TPAC RESPONSE

TPAC requests more details on the type of information needed (help sheets, delivery information, Apps down, general information, etc.)

2. It's refreshing to see staff actually participating in the team building and interacting with the department. There has been a real improvement.

### TPAC RESPONSE

TPAC concurs. Keep the positive comments coming, please.

3. Customer Service Appreciation Week was awesome!!!

### TPAC RESPONSE

Thank you to all the people who helped. A big shout out to Zuhura Gober for all of her hard work!



# Employee Satisfaction Survey Comments & TPAC Response



## Technology Personnel Action Committee (TPAC)

Members: Kim Bowlin, Geoff Brown, Julia Gibson, Demetria Hargrove, Katie Hernandez, Ashley Katzenberger, Elizabeth Montes, Tony Rogers, Lillie Swearingen, Aaron Widrick

### September Comments and TPAC Responses Continued:

4. IT Management, in my opinion; is doing a great job.

Because change comes from the top down, please ask all department heads and managers to fill out this questionnaire as well as asking their subordinates to fill it out. If management can express the importance everyone filling out this survey to every subordinate, then this tool can get a better sense of the overall employee satisfaction.

#### TPAC RESPONSE

TPAC agrees. Our numbers of responses have gone up this year. We need to continue to stress the importance of completing the survey.

5. Why are there so many issues with imaging?

#### TPAC RESPONSE

We need iSupport tickets created for imaging issues. The queue currently has no iSupport open tickets. DII is currently researching the issue but needs more information. Please include details – model, image, school, location, time, etc.





# Employee Satisfaction Survey Comments & TPAC Response



## Technology Personnel Action Committee (TPAC)

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### September Comments and TPAC Responses Continued:

6. No questions or concerns at this time. I see all department groups as working hard and are deserving of praise.

TPAC RESPONSE

TPAC appreciates the feedback.

Update

TEAM  
BUILDING

- Planning for the Christmas team building will begin soon. Survey coming soon.
- TPAC acknowledges that there is an interest in creating an Escape Room for team building. Recently TPAC has received multiple requests for this activity from one particular group. TPAC recommends that this group develops and presents a plan to implement an Escape Room team building day.

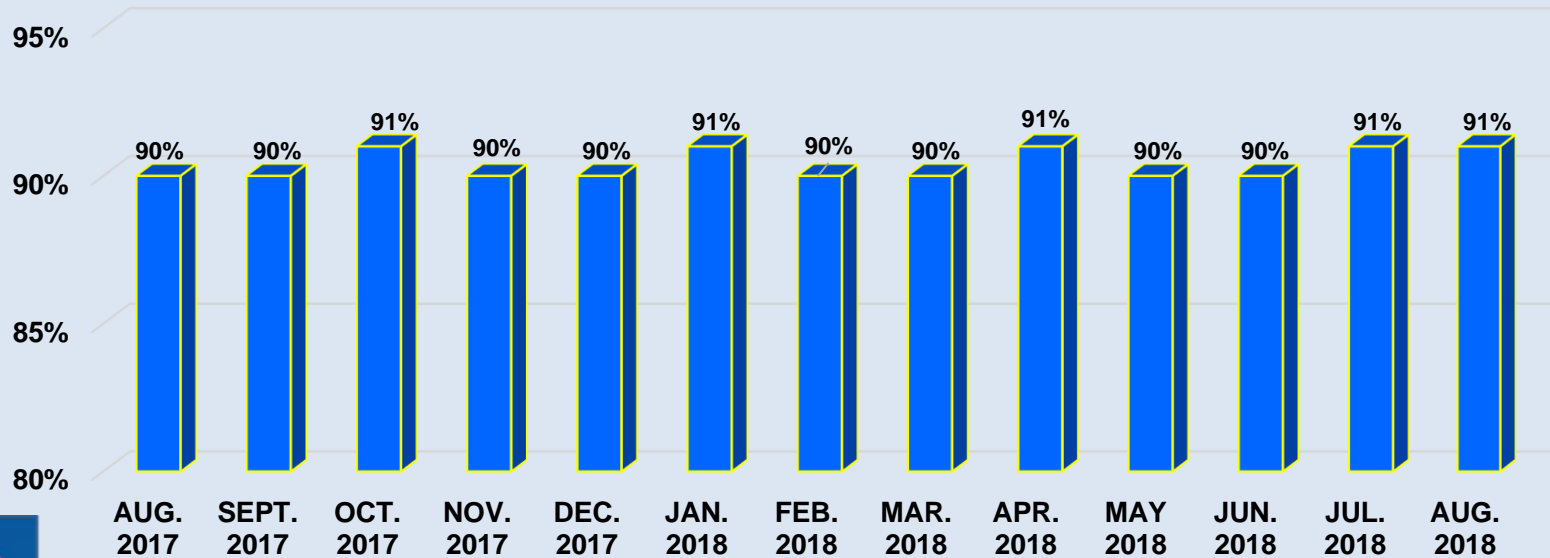




# Employee Satisfaction Annual Summary



## EMPLOYEE SATISFACTION SURVEY RESULTS Overall Satisfaction August, 2017 - August, 2018



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