

Citizens of the World Kansas City

Family and Staff Survey Results
Winter 2017

Connection: Community

Goal: 90% parent participation & 90% reporting agree/strongly agree on yearly survey questions related to school and organizational culture.

Family Survey Results	CWC KC
1. I feel inspired by CWC mission and values.	92%
2. CWC is realizing its mission and core values.	88%
3. I am satisfied with the academic program my child is receiving.	84%
4. My child's teacher knows my child and is respectful toward him/her.	94%
5. My child's teacher(s) challenge him/her academically.	88%
6. My child is given opportunities to demonstrate his/her learning in a number of ways.	88%
7. My child's teacher has clearly communicated the learning goals s/he has for my child.	84%
8. My child is learning to take responsibility for his/her actions.	88%
9. My child is learning to work cooperatively with others.	94%
10. If I need to talk to my child's teacher, it is easy to do so.	94%
11. If I need to talk to the principal, it is easy to do so.	84%
12. If I were passionate or concerned about an issue at the school, I know how I can get involved to have a voice in the issue or concern.	92%
13. I would like to be involved in my child's school but I am not comfortable doing so.	6%
14. My child's school provides forums and opportunities for parents to understand and engage in major decisions.	82%
15. My child's school is safe.	92%
16. If asked, I or someone from my family would speak publically and positively on behalf of my child's school.	82%
17. My child's school is headed in the right direction.	94%
18. Overall, my child's school meets or exceeds my expectations.	93%
Number of Families that Responded to Survey	58 of 126

Connection: Community

Adult Culture & Employee Satisfaction Survey Results	CWC KC
12. I feel:	
...deeply known for my unique background and identity within the CWC community.	53%
...deeply valued for my unique background and identity within the CWC community.	47%
...deeply affirmed for my unique background and identity within the CWC community.	39%
13. My school values employees with varied backgrounds and experiences.	79%
14. My school values the following diverse characteristics:	
Differences in employees' individual characteristics, such as race, gender, age, disability status, family caregiver status, etc.	79%
Differences in cultural characteristics, such as religion, ethnic background, or life experience.	63%
Differences in the way people approach problems.	47%
Differences in life circumstances, such as caring for a sick loved one, a death in the family, etc.	68%
15. My co-workers possess the mindset that enables them to leverage difference and have effective interactions with others.	37%
16. I feel equipped to lead difficult conversations that arise in our diverse by design community.	58%
28. My school and our staff effectively serve the needs of all students.	53%
30. In the past 12 months, I have thought about leaving CWC for another employment opportunity because:	
...CWC does not value employees with varied background and experiences.	6%
...I am not happy in my role.	44%
...I am not happy with my school.	22%
...there are no opportunities for professional advancement.	22%
...other	36%
Number of Staff that Responded to Survey	19 of 19

Connection: Community

Adult Culture & Employee Satisfaction Survey Results	CWC KC
31. The morale of our teachers is high.	37%
32. The morale of our school leadership team is high.	53%
33. The morale of our Regional Support Office (RSO) is high.	78%
34. I would recommend CWC as a great place to work to friends and other contacts.	68%
35. My Principal provides me with respectful direct feedback on my performance.	72%
36. Principal communicates information on-time and in a way that deepens my understanding of our work.	68%
37. My Principal models and demonstrates the CWC Core Values of:	
Excellence. We demand lasting quality.	72%
Diversity. We are better and stronger because of our differences.	72%
Authenticity. We are our true selves in this work, and we are candid.	82%
Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, and seek joy, even in the tough times.	89%
Change. We welcome the unknown, embracing the unexpected and new. We adapt to meet the ever-changing times. We find new ways.	78%
38. CWC is realizing its Core Values of:	
Excellence. We demand lasting quality.	68%
Diversity. We are better and stronger because of our differences.	68%
Authenticity. We are our true selves in this work, and we are candid.	68%
Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, and seek joy, even in the tough times.	84%
Change. We welcome the unknown, embracing the unexpected and new. We adapt to meet the ever-changing times. We find new ways.	79%
Number of Staff that Responded to Survey	19 of 19

Staff Surveys

Beliefs

We believe that employee engagement is a powerful predictor of organization performance.

The engaged employee:

- is involved in and enthusiastic about his or her work.
- is 100% psychologically committed to their roles.
- is thrilled by the challenge of their work every day.

Finally, the engaged employee is in a role that uses his/her talents, s/he knows the scope of their job, and s/he is always looking for new and different ways of achieving the outcomes of their roles.

Our Theory of Action

Through collection of, and response to, employee engagement data, we can positively affect school performance, and specifically, student academic achievement and progress toward our shared goals.

Staff Surveys

Why GALLUP?

Employee surveys often measure employee happiness, role satisfaction, and satisfaction with their company on the whole. We find these types of surveys to be limiting in depth, scope, and sometimes, reliability of results, and therefore action plans that intend to be responsive to the data collected are too often not aligned to the true challenges to employee feedback.

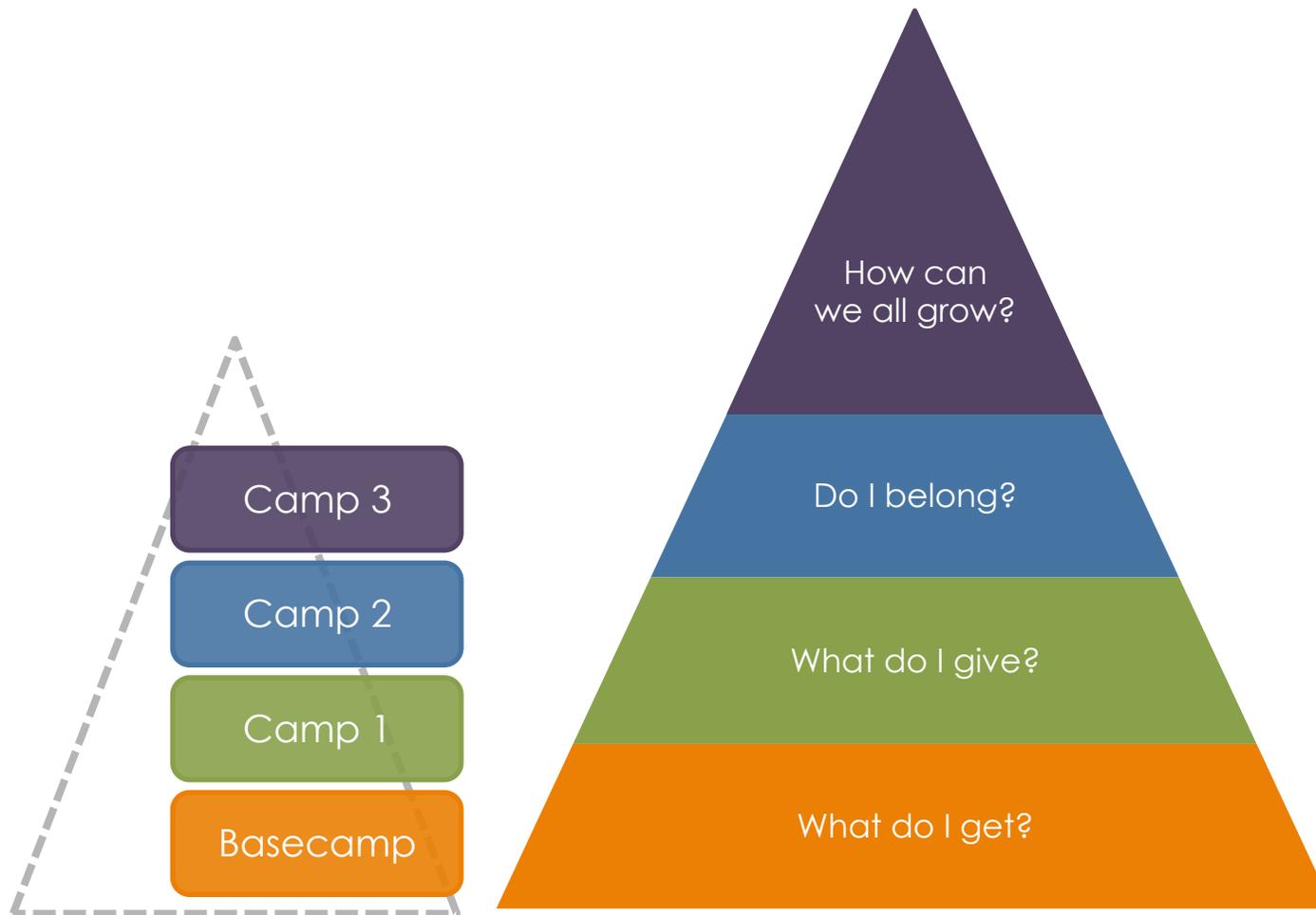
At CWC, we have selected the GALLUP Q¹² (Q¹²) as the core of our staff and leadership surveys. Below, we have provided some of the key reasons why we selected the Q¹²:

- The Q¹² is a researched, proven tool to understanding engagement. In each of the four main categories, managers can rely on GALLUP's internal research to develop understanding of the results, therefore the results are highly actionable.
- The Q¹²'s measure of engagement effectively predicts key business outcomes, in the expected direction (e.g., poor scores predict poor outcomes).
- The Q¹² provides a method for measuring employee beliefs related to satisfaction, loyalty, and pride, and maps these beliefs within an individuals' hierarchy of need in the workplace. Here at CWC, this proves to be a powerful tool in assessing adult culture, and aligns well with the foundational elements of the CWC Way.

Note: Material related to the GALLUP Q12 has been taken in part and whole from First, Break All the Rules, by Marcus Buckingham & Curt Coffman.

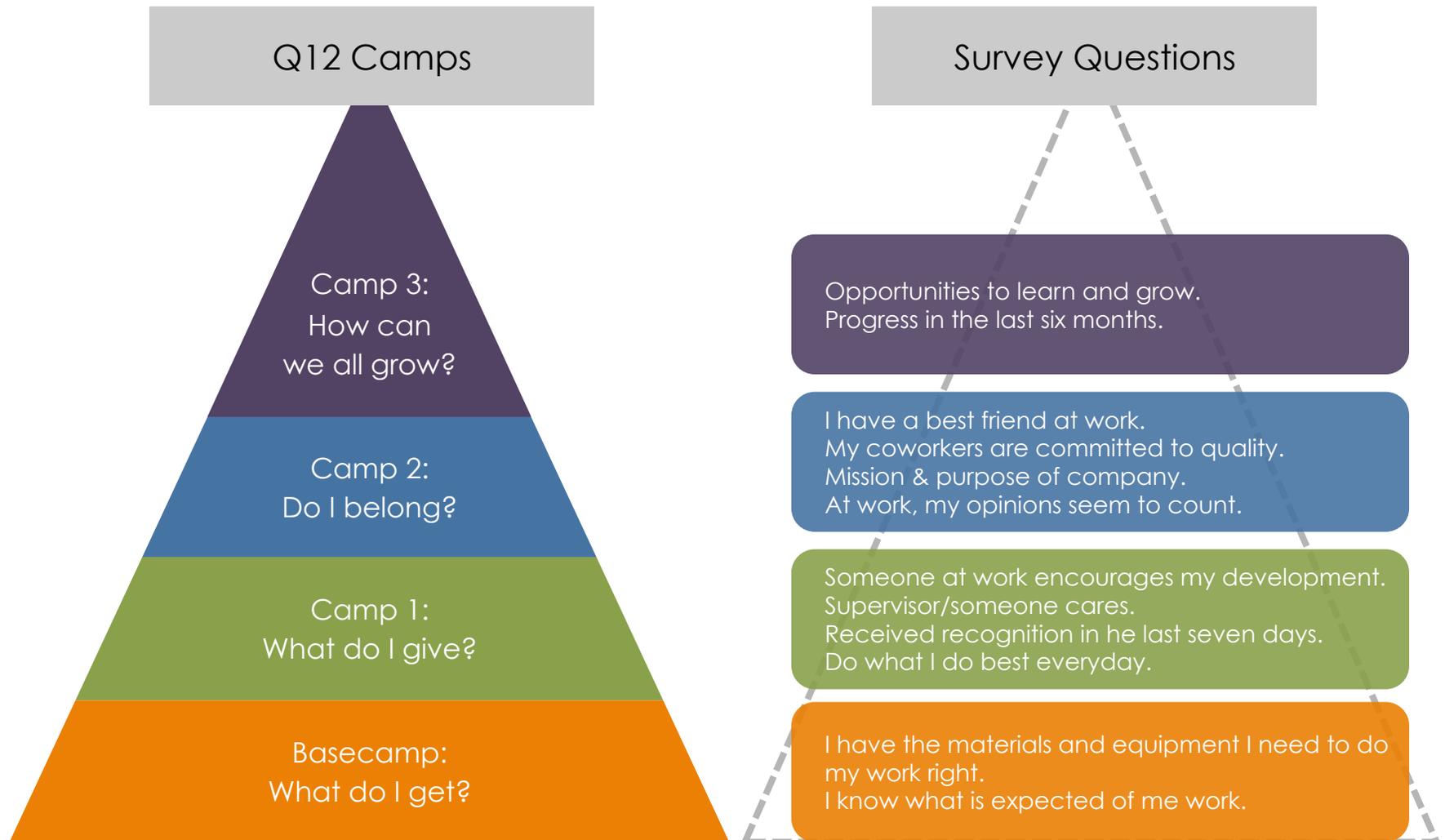
Q¹²: Hierarchy of engagement

The Q12 is organized by camps. Each camp represents employee engagement level. The goal is that employees respond favorably to questions in all camps.



Q¹²: Survey Questions

Below we map the Q¹² Camps to the questions asked on the staff and leadership surveys.



Connection: Community

Adult Culture & Employee Satisfaction Survey Results	CWC KC
Base camp: What do I get?	58%
17. I know what is expected of me at my school.	58%
18. I have the materials and equipment to do my job correctly.	58%
Camp 1: What do I give?	67%
19. At work, I have the opportunity to do what I do best, every day.	58%
20. In the last seven days, I have received recognition or praise for doing good work.	58%
21. My manager or someone at my school cares about me as a person.	89%
22. Someone at my work encourages my development.	63%
Camp 2: Do I belong here?	77%
23. At work, my opinions count.	83%
24. The mission and purpose of CWC make me feel my job is important.	100%
25. My co-workers are committed to doing quality work.	79%
26. I have a best friend at work.	47%
Camp 3: How can we all grow?	76%
27. In the last six months, someone at work has talked to me about my progress.	63%
29. This year, I have had opportunities to grow personally and/or professionally.	89%