

Citizens of the World Kansas City

Staff
Survey Results
2017-18

Connection: Stakeholder Feedback

Introduction

Each year, CWCS conducts stakeholder surveys (Family and Staff) as a service to CWC Kansas City. The surveys serve as an important source of information in tracking progress toward our shared goals:

- The Leadership and Staff Surveys help understand employee engagement and satisfaction, and gather feedback on key initiatives and areas for improvement.
- The Family Survey provides information on family engagement, satisfaction with program, feedback on the CWC Way, and family input regarding regional and school priorities.





Following the Staff Survey results, we have provided informational slides on the GALLUP Q12 which makes up the foundation of both employee surveys.

Thank you,

Citizens of the World Charter Schools

Summary of Results

Connection: Stakeholder Feedback

Overall	CWC Kansas City		
Percentage Agree/Strongly Agree	17-18	(+/-)	
Family Survey questions related to...			
I. CWC mission and values		---	
II. child's teacher		---	
III. child's experience		---	
IV. family participation and engagement		---	
V. overall school experience		---	
Staff Survey questions related to...			
I. D&I and SED		(-)	<ul style="list-style-type: none"> • Highest gains year over year for questions related to Principal's role in realizing Core Values • Declines year over year for a majority of questions, including those related to school morale, and difference and inclusion
II. school culture		(-)	
III. CWC Core Values		(-)	
IV. overall school experience		(-)	

n/a: Indicates question was not asked in prior year, and therefore no comparison is available.

Detailed Results by Question

Staff Survey

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
Percentage Agree/Strongly Agree	16-17	17-18	(+/-)
I. Questions related to Difference & Inclusion and Social & Emotional Development			
a. My school values employees with varied backgrounds and experiences.	79%	70%	-9%
b. I feel equipped to lead difficult conversations that arise in our diverse by design community.	58%	54%	-4%
c. My co-workers possess the mindset that enables them to leverage difference and have effective interactions with others.	37%	37%	0%
d. My school values the following diverse characteristics:			
1. Differences in life circumstances, such as caring for a sick loved one, a death in the family, etc.	68%	69%	+1%
2. Differences in employees' individual characteristics, such as race, gender, age, disability status, family caregiver status...	79%	63%	-16%
3. Differences in cultural characteristics, such as religion, ethnic background, or life experience.	63%	59%	-4%
4. Differences in the way people approach problems.	47%	48%	+1%
Percentage of staff responding	100%	97%	---
Number of staff responding	19	28	---

Staff Survey

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
Percentage Agree/Strongly Agree	16-17	17-18	(+/-)
I. Questions related to Difference & Inclusion and Social & Emotional Development, continued			
e. I feel “_____” for my unique background and identity within the CWC community			
1...deeply known	53%	48%	-4%
2...deeply valued	47%	37%	-10%
3...deeply affirmed	39%	35%	-4%
f. Social and emotional learning helps improve my instruction.	---	89%	n/a
g. I feel proficient using social and emotional learning strategies.	---	78%	n/a
Percentage of staff responding	100%	97%	---
Number of staff responding	19	28	---

n/a: Indicates question was not asked in prior year, and therefore no comparison is available.

Staff Survey

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
Percentage Agree/Strongly Agree	16-17	17-18	(+/-)
II. Questions related to school culture			
a. My Principal provides me with respectful direct feedback on my performance.	72%	81%	+9%
b. The morale of our Regional Support Office (RSO) is high.	78%	73%	-5%
c. The Principal communicates information on-time and in a way that deepens my understanding of our work.	68%	59%	-9%
d. I would recommend CWC as a great place to work to friends and other contacts.	68%	58%	-11%
e. The morale of our school leadership team is high.	53%	38%	-14%
f. The morale of our teachers is high.	37%	33%	-4%
Percentage of staff responding	100%	97%	---
Number of staff responding	19	28	---

Staff Survey

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
Percentage Agree/Strongly Agree	16-17	17-18	(+/-)
III. Questions related to CWC Core Values			
a. My Principal models and demonstrates the CWC Core Values:			
1. Authenticity. We are our true selves in this work, and we are candid.	82%	88%	+6%
2. Diversity. We are better and stronger because of our differences.	72%	85%	+13%
3. Excellence. We demand lasting quality.	72%	78%	+6%
4. Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, & seek joy, even...	89%	74%	-15%
5. Change. We welcome the unknown, embracing the unexpected & new. We adapt to meet ever-changing times.	78%	67%	-11%
Percentage of staff responding	100%	97%	---
Number of staff responding	19	28	---

Staff Survey

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
Percentage Agree/Strongly Agree	16-17	17-18	(+/-)
III. Questions related to CWC Core Values, continued			
b. CWC is realizing its Core Values of:			
1. Change. We welcome the unknown, embracing the unexpected & new. We adapt to meet ever-changing times.	79%	74%	-5%
2. Diversity. We are better and stronger because of our differences.	68%	67%	-2%
3. Authenticity. We are our true selves in this work, and we are candid.	68%	62%	-7%
4. Excellence. We demand lasting quality.	68%	56%	-13%
5. Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, & seek joy, even...	84%	56%	-29%
Percentage of staff responding	100%	97%	---
Number of staff responding	19	28	---

Staff Survey

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
Percentage Agree/Strongly Agree	16-17	17-18	(+/-)
IV. Questions related to overall school experience			
a. I can clearly articulate the CWC learning program.	---	67%	n/a
b. My school is headed in the right direction.	---	63%	n/a
c. My school and our staff effectively serve the needs of all students.	53%	37%	-16%
d. In the past 12 months, I have thought about leaving CWC for another employment opportunity because:*			
1. ...CWC does not value employees with varied background and experiences.	6%	11%	+6%
2. ...I am not happy in my role.	44%	26%	-19%
3. ...there are no opportunities for professional advancement.	22%	26%	+4%
4. ...I am not happy with my school.	22%	37%	+15%
5. ...other	36%	35%	-1%
Percentage of staff responding	100%	97%	---
Number of staff responding	19	28	---

n/a: Indicates question was not asked in prior year, and therefore no comparison is available. *(+) indicates less improvement and a (-) indicates more improvement.

Staff Survey: Q¹², employee engagement

Staff Survey Results - Compared to Prior Year	CWC Kansas City		
	16-17	17-18	(+/-)
Base camp: What do I get?	58%	67%	+9%
a. I know what is expected of me at my school.	58%	70%	+12%
b. I have the materials and equipment to do my job correctly.	58%	63%	+5%
Camp 1: What do I give?	67%	67%	0%
a. My manager or someone at my school cares about me as a person.	89%	89%	0%
b. Someone at my work encourages my development.	63%	77%	14%
c. At work, I have the opportunity to do what I do best, every day.	58%	70%	12%
d. In the last 7 days, I received recognition/praise for good work.	58%	63%	5%
Camp 2: Do I belong here?	77%	62%	-16%
a. The mission and purpose of CWC make me feel my job is important.	100%	81%	-19%
b. At work, my opinions count.	83%	74%	-9%
c. My co-workers are committed to doing quality work.	79%	67%	-12%
d. I have a best friend at work.	47%	44%	-3%
Camp 3: How can we all grow?	76%	67%	-10%
This year, I have had opportunities to grow personally and/or professionally.	89%	70%	-19%
In the last six months, someone at work has talked to me about my progress.	63%	67%	+4%

**Additional Staff Results by
Self-Reported Racial/Ethnic Group**

Summary of Staff Results - Comparison by Racial/Ethnic Group

Questions with significant variances in Percentage that Agree/Strongly Agree	CWC Kansas City		
	Caucasian	African American	(+/-)
Difference & Inclusion and Social & Emotional Development			
My school values the following diverse characteristics:			
a. Differences in employees' individual characteristics, such as race, gender, age...	82%	38%	-45%
b. Differences in cultural characteristics, such as religion, ethnic background...	76%	38%	-39%
c. My school values employees with varied backgrounds and experiences.	82%	50%	-32%
d. Social and emotional learning helps improve my instruction.	100%	75%	-25%
School Culture			
e. My Principal provides me with respectful direct feedback on my performance.	76%	100%	+24%
f. Principal communicates info. on-time and...deepens my understanding of our work.	53%	75%	+22%
CWC Core Values			
CWC is realizing its Core Values of:			
g. Excellence. We demand lasting quality.	47%	88%	+40%
h. Diversity. We are better and stronger because of our differences.	82%	50%	-32%
My Principal models and demonstrates the CWC Core Values of:			
j. Excellence. We demand lasting quality.	76%	100%	+24%
k. Change. We welcome the unknown, embracing the unexpected and new...	65%	88%	+23%
Overall School Experience			
m...I thought about leaving CWC b/c...no opportunities for professional advancement.	47%	13%	-35%
n. I can clearly articulate the CWC learning program.	76%	50%	-26%
Number of staff that self-reported a specific racial/ethnic group*	18	8	---

*Two Staff respondents selected "Prefer Not to Answer"

Gallup Q¹² Introduction

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.

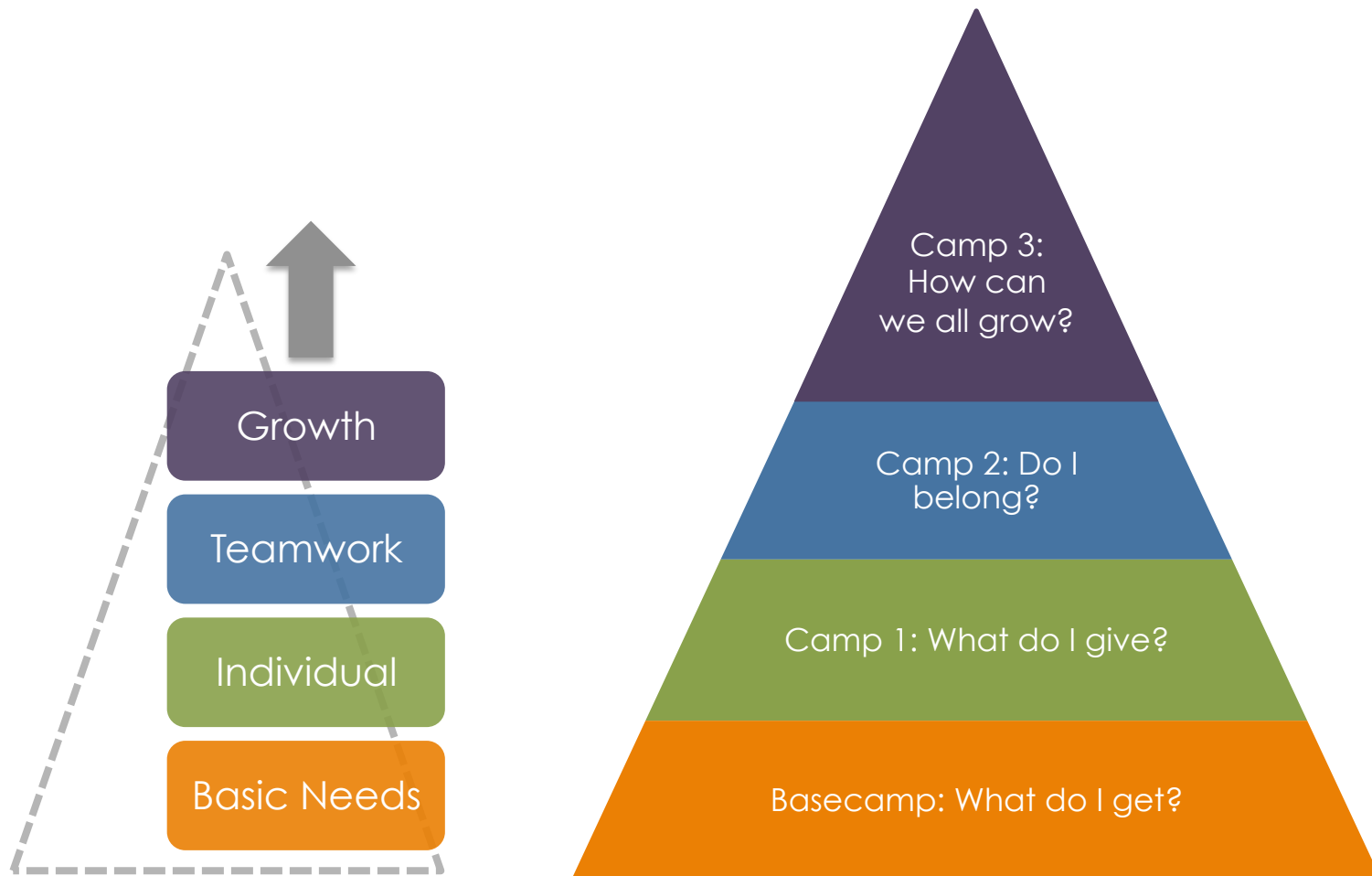
At CWC, we have selected the GALLUP Q¹² (Q¹²) as the core of our staff and leadership surveys. Below, we have provided some of the key reasons why we selected the Q¹²:

- 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 individual's hierarchy of need in the workplace. 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.

GALLUP 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.



GALLUP Q¹²: Survey Questions

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

