

Employee Experience Survey

Results Report

Oxford School District

Effective Date: Spring 2024

Table 1. Participation, Overall Mean and Top Box by Survey Administration

| | Fall 2022 | Spring 2023 | Fall 2023 | Spring 2024 |
|---------------------------|--------------|----------------|--------------|----------------|
| <i>Participation</i> | 369 | 325 | 385 | 421 |
| <i>Overall Mean</i> | 4.23 | 4.09 | 4.32 | 4.25 |
| <i>Top Box Percentage</i> | 49.85% | 43.90% | 54.00% | 50.50% |

Table 2. Net Promoter Score

| | Fall 2022 | Spring 2023 | Fall 2023 | Spring 2024 |
|---------------------------------|--------------|----------------|--------------|----------------|
| NPS: Organization | 50.14 | 37.65 | 45.31 | 40.14 |
| Promoter | 64.31% | 56.79% | 59.12% | 56.53% |
| Passive | 21.53% | 24.07% | 27.08% | 27.08% |
| Detractor | 14.17% | 19.14% | 13.80% | 16.39% |
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| NPS: Immediate Work Area | 51.91 | 42.90 | 56.40 | 51.31 |
| Promoter | 66.39% | 62.04% | 66.58% | 65.39% |
| Passive | 19.13% | 18.83% | 23.24% | 20.53% |
| Detractor | 14.48% | 19.14% | 10.18% | 14.08% |

Table 3. Item Means and Overall Mean by Survey Administration

| | Fall 2022 | Spring 2023 | Fall 2023 | Spring 2024 |
|----------------------------------------------------------------------------------------------------------------------------|--------------|----------------|--------------|----------------|
| 1. I feel supported with good processes and the appropriate resources to do my job. | 4.32 | 4.10 | 4.44 | 4.36 |
| 2. I receive feedback on my strengths as an employee. | 4.02 | 3.87 | 4.09 | 4.04 |
| 3. I feel supported in balancing my work responsibilities. | 4.05 | 3.95 | 4.13 | 4.17 |
| 4. I receive appropriate recognition when I do good work. | 4.06 | 3.84 | 4.04 | 3.95 |
| 5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare. | 4.37 | 4.22 | 4.47 | 4.39 |
| 6. I feel that resources in my immediate work environment are allocated to maximize effectiveness. | 4.22 | 4.08 | 4.28 | 4.27 |
| 7. I have the opportunity to provide input on decisions that affect my job. | 4.03 | 3.88 | 4.13 | 4.10 |
| 8. I have a clear understanding of my expectations as an employee. | 4.33 | 4.22 | 4.44 | 4.42 |
| 9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives. | 4.33 | 4.19 | 4.44 | 4.37 |
| 10. I receive feedback concerning areas for improving my performance. | 4.00 | 3.98 | 4.26 | 4.11 |
| 11. I feel that organization-level resources are allocated to maximize effectiveness across the organization. | 4.07 | 3.85 | 4.18 | 4.07 |
| 12. I believe organization-level information is communicated in a timely manner across the organization. | 4.07 | 3.88 | 4.16 | 4.09 |
| 13. I see progress being made to create a culture of success for employees across the organization and for those we serve. | 4.20 | 4.03 | 4.29 | 4.16 |
| 14. I would recommend that parents select my organization to serve their child. | 4.40 | 4.23 | 4.43 | 4.36 |
| 15. I feel that others in my organization connect with me in honest two-way communication. | 4.23 | 4.10 | 4.27 | 4.15 |
| 16. I work in an organization where employees regularly share and exchange ideas. | 4.39 | 4.28 | 4.41 | 4.31 |
| 17. I feel that organizational culture supports open and honest communication. | 4.16 | 4.00 | 4.24 | 4.12 |
| 18. I have a clear understanding of the mission and goals of my organization. | 4.38 | 4.33 | 4.54 | 4.45 |
| 19. I believe my work positively impacts those we serve. | 4.59 | 4.55 | 4.65 | 4.61 |
| 20. I feel a sense of pride when I tell people where I work. | 4.44 | 4.31 | 4.53 | 4.44 |
| Overall Mean | 4.23 | 4.09 | 4.32 | 4.25 |

Table 4. Item Top Box and Overall Top Box by Survey Administration

| | Fall 2022 | Spring 2023 | Fall 2023 | Spring 2024 |
|----------------------------------------------------------------------------------------------------------------------------|---------------|----------------|---------------|----------------|
| 1. I feel supported with good processes and the appropriate resources to do my job. | 52.72% | 44.31% | 58.07% | 55.71% |
| 2. I receive feedback on my strengths as an employee. | 41.58% | 35.69% | 42.71% | 41.67% |
| 3. I feel supported in balancing my work responsibilities. | 45.50% | 38.46% | 44.13% | 45.82% |
| 4. I receive appropriate recognition when I do good work. | 43.48% | 36.65% | 42.45% | 39.62% |
| 5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare. | 56.68% | 51.85% | 62.66% | 59.52% |
| 6. I feel that resources in my immediate work environment are allocated to maximize effectiveness. | 47.55% | 41.05% | 48.70% | 49.88% |
| 7. I have the opportunity to provide input on decisions that affect my job. | 42.39% | 36.92% | 47.27% | 45.37% |
| 8. I have a clear understanding of my expectations as an employee. | 51.77% | 49.38% | 58.75% | 56.19% |
| 9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives. | 55.16% | 49.54% | 59.79% | 55.13% |
| 10. I receive feedback concerning areas for improving my performance. | 36.69% | 36.53% | 48.95% | 42.58% |
| 11. I feel that organization-level resources are allocated to maximize effectiveness across the organization. | 40.60% | 32.82% | 46.21% | 40.95% |
| 12. I believe organization-level information is communicated in a timely manner across the organization. | 45.60% | 36.34% | 45.20% | 44.15% |
| 13. I see progress being made to create a culture of success for employees across the organization and for those we serve. | 50.14% | 41.67% | 54.95% | 48.57% |
| 14. I would recommend that parents select my organization to serve their child. | 57.92% | 49.85% | 59.64% | 55.13% |
| 15. I feel that others in my organization connect with me in honest two-way communication. | 45.65% | 39.63% | 49.09% | 44.50% |
| 16. I work in an organization where employees regularly share and exchange ideas. | 56.40% | 48.92% | 58.59% | 52.51% |
| 17. I feel that organizational culture supports open and honest communication. | 47.55% | 40.43% | 51.95% | 46.78% |
| 18. I have a clear understanding of the mission and goals of my organization. | 53.95% | 50.77% | 64.32% | 57.89% |
| 19. I believe my work positively impacts those we serve. | 65.85% | 63.58% | 70.50% | 67.70% |
| 20. I feel a sense of pride when I tell people where I work. | 59.95% | 53.56% | 66.06% | 60.48% |
| Overall Top Box | 49.85% | 43.90% | 54.00% | 50.50% |

Appendix

In the 2022-23 academic year, the Net Promoter Score metric was added to multiple surveys conducted by Studer Education partners: Employee, Parent/Caregiver, and Student Experience Surveys. The Net Promoter Score measures a loyalty relationship between an organization and the survey participants. The scores are categorized into 3 areas: Detractors (unhappy, dissatisfied stakeholders), Passives ("on the fence"/neutral stakeholders), and Promoters (engaged, enthusiastic stakeholders). The NPS can range from -100 (lowest, everyone is a Detractor) to +100 (highest, everyone is a Promoter). The NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters.

When interpreting the NPS, the following guidelines may be helpful:

- 100 to 0: there are more detractors than promoters and a good opportunity for improvement
- 0 to 30: good performance, opportunity for improvement
- 30 to 50: strong performance, sustain or grow
- 50 to 100: excellent performance, sustain

The NPS questions for Employee Experience were:

1. How likely are you to recommend this organization as a good place to work?
2. How likely are you to recommend your immediate work environment as a good place to work?

In the first round of surveys administered in Fall 2022-Spring 2023, baseline NPS metrics were established.

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|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Q1: How likely are you to recommend this organization as a good place to work? | Q2: How likely are you to recommend your immediate work environment as a good place to work? |
| Individual Partner NPS ranged from -76.8 to +67.1. | Individual Partner NPS ranged from -53.1 to +67.1. |
| Average Partner Network NPS: 17.15 | Average Partner Network NPS: 29.34 |
| 35,466 stakeholders responded over 72 partners. | |