Human Resources Department Customer Service Survey: 2010-2011 Results

March 2011

DEPARTMENT OF ACCOUNTABILITY

INFORMATION
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DEPARTMENT OF ACCOUNTABILITY

ALEXANDRIA CITY PUBLIC SCHOOLS

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This report provides an analysis of data collected from the November 2010 administration of the Human Resources Department Customer Service Survey (HR Survey) to Alexandria City Public Schools' (ACPS) employees. The goal of this document is to describe and compare ACPS employee responses regarding services provided by the Human Resources Department (HR). The report format includes four general sections: background; narrative with embedded recommendations; summary of implications and; tables, figures, and appendixes displaying the results.

Background

Purpose. Annually, since 2008 HR has worked with the Department of Accountability to create the HR Survey. The purpose of this survey was to seek ACPS employee feedback about the quality of services HR provides. Results of this annual survey assist HR staff [1] in improving customer support for all ACPS employees. In response to the results of the 2009 HR Survey, the Executive Director of HR sent the following email to all employees[2], on Friday March 12, 2010:

> [I]want to let you know that the Department of Human Resources (HR) received your feedback on our annual customer service survey. We thank you for your feedback and we are listening to your voice. Some of these improvements include:
> - Posted the personnel policies on the website. We are working to update these policies in 2010.
> - Added an organization chart on the HR website. This chart identifies who does what in HR and our supervisory chain of responsibilities.
> - Established 24/7 access for EAA leadership. Your EAA President may contact the Executive Director for Human Resources directly on any urgent matter, any day, any time, all the time.
> - Improved same-day, customer service. HR will provide an initial response to your request within the business day. Should you not receive prompt, courteous treatment, please email (not call) the Executive Director and we will resolve your concern.
>
> We appreciate your ideas and suggestions. We are committed to superior service[….]

Survey Administration. The Executive Director of HR invited ACPS employees via email to participate in the 18-item anonymous HR Survey on November 11, 2010. The survey was open for responses between November 11 and December 3, 2010. ACPS employees were able to complete the survey online or in paper form. The online survey software,

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[1] "Staff" used in this report refers to the ACPS employees who work within Human Resources

[2] "Employee (s)" used in this report refers to all ACPS employees who completed or were invited to complete the HR Survey.

K12 *Insight,* was used to mange the electronic responses. Paper copies were available for employees by request. However, respondents primarily completed the survey online.

The 18-item survey, developed in collaboration by the Department of Accountability and HR, included 16 selected response multiple-choice questions and 2 short answer questions designed to garner accounts of employee interaction with HR during the past year.

Survey Results

Organized into three themes (participation, contact with HR, and ratings of HR Services), the results provide insight into the experiences of ACPS employees with the Human Resources Department. The results cover a variety of important topics, with a particular emphasis on customer service delivered by HR.

Participation (Figures 1-5 and Table 1)

The total number of participants (412) decreased by 37%, down 242 participants, from the 2009 survey. With about 1,892 employees, the survey had a response rate of about 22%. While no agreed upon response rate for all surveys exists, 412 exceeded the minimal required respondents to ensure a meaningful sample. The respondents were similar demographically to the previous participants, and indicative of the ACPS employee demographics. Majority of employees to respond were white (73%), female (80%), between ages 26-45 (53%). Licensed employees (teachers, coordinators, nurses, SLP, OT, PT, guidance counselors, social workers, and school psychologists) accounted for three-fourths of all the participants. The remaining 25% included administrators (28) and support/technical employees (60). Elementary school employees continue to represent the highest proportion of respondents (46%). A change from last year's results, more respondents (17%), compared to 2009 (9%), have worked for ACPS less than one year.

Recommendation 1: Increase visibility of the HR Survey during survey window. The first recommendation is to increase the visibility of the HR Survey. Most responses came the day after the initial invitation and the reminder email from the HR, Executive Director. Increased visibility for the HR Survey will address this low response rate and enhance the collection of representative information. Embedding a link to the HR Survey in multiple electronic communications can increase the response rate. One example would be to include the link to the HR Survey in all HR staff email signature lines during the administration window. A link posted on the HR blackboard webpage would be beneficial also.

Contact with HR (Figures 6-10 and Tables 2-6)

Computer mediated communication with HR is increasing. This shift in communication is not surprising considering the increase in number of first-year employees within the ACPS. In addition, ACPS shifted some key functions (e.g., Employee Self Service)

completely online, provided computer access to all employees (e.g., Kiosk stations for cafeteria, maintenance, and transportation employees), and issued email addresses to all personnel. Beginning with initial employment, more employees reported communicating with HR via electronic means. The majority of respondents this year reported completing the online application for employment (59%). With the increase in electronic communication, the frequency of contact with HR continued to be mostly between 1-3 times and 4-7 times.

The top three methods for employee contact with HR remained Telephone, Email, and In-person. However, in comparison to the previous HR Survey, more employees contacted HR via Email (74%) this year. The same was true when looking at licensed staff only, and across work locations.

Consistent with the previous year most (52%) staff reported contacting HR between 1-3 times over the course of the last year. However, respondent comments suggest that employees are contacting HR multiple times through various media to address a similar request. In example, one respondent noted, "*I contacted […]*[3] *several times in regards to my contract status, […] this was after an in person visit, several emails and several phone calls. […] has promised me in writing to make the changes and still hasn't*". The rise in email communication with HR may be in part a response to the perceived need for improving customer service as it relates to telephone communications. For example, several employees provided suggestions related to the tone of HR staff, e.g., "*The staff should go through some sort of training to address their harsh tone when speaking on the phone […]*".

Given the confidentiality of most HR requests and the grievances about responses to email requests it is not surprising that telephone remains the top way to contact HR. Specific grievances related to email include frustrations with not getting a response from HR staff. In example one survey participant responded, "*Most of the time they do not even reply to emails or voice messages. On the rare chance that you do make phone contact, the person is either rude or does not seem to care about your questions*". Other complaints related to frustrations from not knowing who to direct email messages to regarding specific questions. For example, employees noted:

> There is difficulty in determining the right phone numbers to call. The website for the dental insurance is not helpful.
>
> A complete list of employees, their job description, their emails and their phone numbers would be more helpful.
>
> List specific duties of each HR employee: who to contact for what or perhaps a FAQ section on the web-page.

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[3] […] indicates that material were omitted from the original source; [ ] indicates that the quote begins at a point other than the beginning; [*sic*] indicates that the passage is just as it appears from the original source

The top three reasons for contacting HR remained Benefits, Payroll and Licensure support. In comparing to the previous year, more employees are contacting HR about Compensation, and Reviews and less regarding Leave and Evaluations.

Recommendation 2: Expand the current HR organizational chart and focus on improving telephone and email communication with employees. The second recommendation is an expanded organizational HR chart that will include the names, contact information, and specific duties for each HR staff. In addition to updating the HR organizational chart, HR should focus on improving the customer service delivered to employees who contact HR by telephone or email. While feedback relates to customer service, most of the anecdotal comments suggest that low rating of HR is indicative of consistently contacting the wrong person and having to attempt to locate the correct contact for their issue. Most comments exemplified this frustration of contacting the wrong HR staff to resolve their HR concerns. For example, one employee commented that:

> Accurate contact information for who[m] to contact regarding which matters (e.g., a contact person for health benefits, a contact person for payroll questions...and if specific individuals handle payroll for specific schools, please indicate this info). I find that I spend extra time trying to hunt down the specific individuals that can help me with HR related questions because this info isn't always readily available.

In turn when contacting the wrong person, narrative responses suggest that the person whom they contact appears irritated by the repeated occurrences of responding to matters outside of their purview. Expanding the current organizational chart will improve this communication gap and help to direct the customers of HR (employees) to the appropriate HR staff, thus improving customer service.

While this survey solicited, comments related to HR; that the lack of access to appropriate contact information for all central office departments was reported. Employees stated that finding contact information for anyone in central office was difficult using the current ACPS website. One recommendation was the posting of an ACPS organizational chart displaying the roles and responsibilities of all ACPS departments.

Rating of HR Services (Tables 7-33)

The responses and ratings of HR were more favorable this year compared to 2009. Generally, responses to open-ended questions were "solution focused" in that; they acknowledged steps that HR has taken over the past year within their recommendations for improving HR service. Some example comments are below:

> It has been a lot better in the past few years since I began years ago. The ability for us to look at our records is very helpful now.

My response to the question below is that the HR department is improving but could be a much more welcoming place to potential applicants.

Thanks for trying to improve services to ACPS employees and external customers.

It has gotten A LOT better this year!!! Certainly, a lot better than all the horror stories I've heard. Keep up the good work!!! It is hard to change habits of behavior, especially as they relate to customer service.

Several questions on the HR survey asked employees to rate their agreement or comfort with statements related to HR customer service or accessibility. The ratings ranged between one and five, with five representing more positive views. In comparison to the previous results the percent to agree (Strongly Agree or Agree) with statements related to accessibility and customer service were similar. HR received the highest percent of agreement with services related to the application process, and for HR staff assistance in obtaining Virginia State Licensure. The comments below supported the positive views of service related to the application process and licensure:

I just want to say that I have worked in about a half dozen schools in my career and this position was the easiest to obtain in terms of HR work. The application/hiring process was great once I knew I had made it through the principal's interview and would be hired. Everyone in HR was and remains most helpful.

Any questions I had on licensure were answered quickly - that department has always been easy to work with.

HR received the lowest percent of agreement for questions related to the use of the Substitute Assignment Manager (SAM), and assistance with employee relations (i.e., grievance, complaints, etc.). The comments below provide context for the lower percent of agreement for service related to SAM.

Make the SAM process more clear. I was told that I have to call a number in order to get my login information, but the number is nowhere on the SAM website. I still do not know how to login SAM and request a substitute if I need to be out.

[A] suggestion I have is regarding SAM. It is redundant to fill out the carbon copy leave request and contact SAM. Might this process be streamlined?

Recommendation 3: Solicit feedback regarding customer service throughout the year. HR should create a short customer feedback survey for each HR staff member. The survey could range from one to five questions to be completed, using an online survey application, after interaction with employees or applicants. A survey created for each HR staff will enable HR staff to track their performance. This will create a space for HR staff to monitor their perceived customer service and make effective changes sooner. Some

example survey items could center on, friendliness, helpfulness and demonstrated knowledge. Feedback surveys provide a unique way to get instant feedback from customers on the services provided.

Overall rating of HR (Figure 11 and Tables 34-38)

Consistent with previous years, the final question on the HR survey asked respondents to provide an overall rating of HR on a scale ranging from Very Poor to Excellent. This year 55% rated HR as Excellent or Very Good. The overall rating of HR for 2009 and 2010 were similar. Ratings of HR were also analyzed to determine if there were differences between staff ratings of HR based on their years working for ACPS, employee classification, number of contact, way of contact, and reasons for contacting HR. Comments below, highlight some positive interactions with HR, while others provides a background for lower ratings:

> As a retiree who still works part time for ACPS, I'm happy with HR services [….] have all been very helpful in answering questions and resolving proble[ms] I'm also happy with the Benefits department [ ] have been a big help with issues related to retirement or health insurance. In general, I've felt welcomed and have been treated with dignity and respect by HR since I retired in 2007.

> There are some wonderful and very helpful people in HR and I have had some very positive interactions, but there are some who are less than helpful. Thank you for offering this survey

> I have had more experiences with HR during the last year than any of the other 7 years I have been employed by ACPS. Two of them, a tax issue and a worker's comp issue were extremely hard to get helpful feedback or solutions on. The experience was quite frustrating because I was either being ignored or being blamed for a kink in the process. My most recent communication with the department was in regards to a benefits situation. The employee in contact with me admitted her mistake and apologized for making it. It was the first time I ever felt respected, and not treated like a hassle, by the department. I am very understanding when mistakes happen, everyone makes them, and it was a pleasant surprise to hear such an honest, considerate, response to the situation.

> [….] Hire friendly people that are willing to work with teachers who are rapped [*sic*] up all day with students and only have certain times to contact them and be willing to respond in a timely manner and speak to them with the respect that they deserve. Hire people who realize that teachers don't understand the ins and outs of the benefits, licensure, compensation, payroll process and that sometimes a little hand holding and explanation is necessary. Hire people who realize that they are handling our lively hood [*sic*] and how we support our families and then need to be patient and take it seriously.

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Recommendation 4: Continue responding to feedback received regarding customer service. The response to the HR survey results from the Executive Director of Human Resources at the conclusion of the survey window proved useful in reviewing the responses regarding HR this year. The verbatim comments shifted from solely a list of things "not working" within HR towards a focus on providing constructive feedback with examples of action items for HR. For example, based on the results of the survey last year, HR posted an HR organizational chart, and this year many employees noted and applauded the chart while suggesting that HR include contact information for HR staff as an enhancement. HR should continue to review and modify its procedures in an effort to improve customer service for current, future, and retired ACPS employees.

Additional recommendations made by employees for improving HR service:

- Create a Frequently Asked Question (FAQ) document and post it to the HR website with information about benefits, retirements, substitutes, etc.

- Review the hiring process and schedule. One employee noted the following:

  - I would like to see an earlier window for staff to identify intentions for the next school year, thus allowing schools to begin the hiring process earlier. The current system puts ACPS at a competitive disadvantage with neighboring districts that require teachers to sign contracts for the following year before we even know if we are going to have openings. This seems to impact our ability to recruit highly qualified veteran teachers from neighboring districts (Prince William County, Arlington, Fairfax etc.)

- Provide refresher trainings throughout the year regarding items covered during HR orientation including.

Conclusion

The purpose of the 2010-2011 Human Resources Department Customer Service Survey was to seek ACPS employee feedback about the quality of services the Department of Human Resources provides in order to help HR focus on improving customer support to better meet the needs of ACPS employees. The results provide insights into areas that HR can attend to address customer service needs. It is clear from this review of the results that respondents were generally positive about their interactions with HR, but continue to have reservations related to the ease of contacting HR.

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Tables and Figures

The previous narrative provided an overview of the feedback received from the 2010-2011 Human Resources Department Customer Service Survey. The accompanying tables and figures displayed in this section offer an expanded view of the survey responses.

Overview of Tables and figures

Table 1 and Figures 1-5 present demographic information such as age, race, and length of service working for ACPS. Tables 2-6 and Figures 6-10 display the frequency, type and reasons for contact with HR. Tables 7-39 and Figure 11, present employee ratings of Human Resources.

Notes about Tables and Figures

Some items allow survey respondents to select multiple options; consequently, some items have more than the 412 total. In addition, respondents could submit partially completed surveys; as a result, some items would have less than the 412 total responses.

Due to rounding, the sum of the percentage values may exceed 100%.
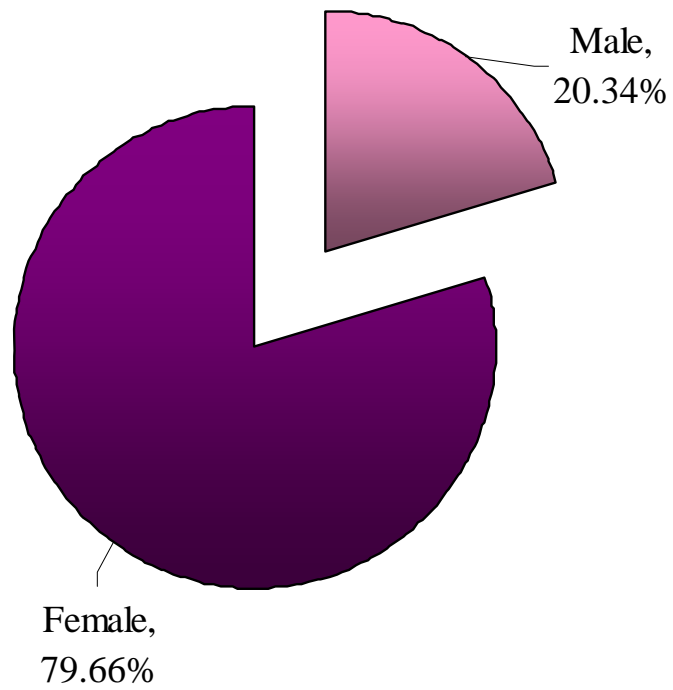
Figure 1: 2010 HR Survey participants by gender
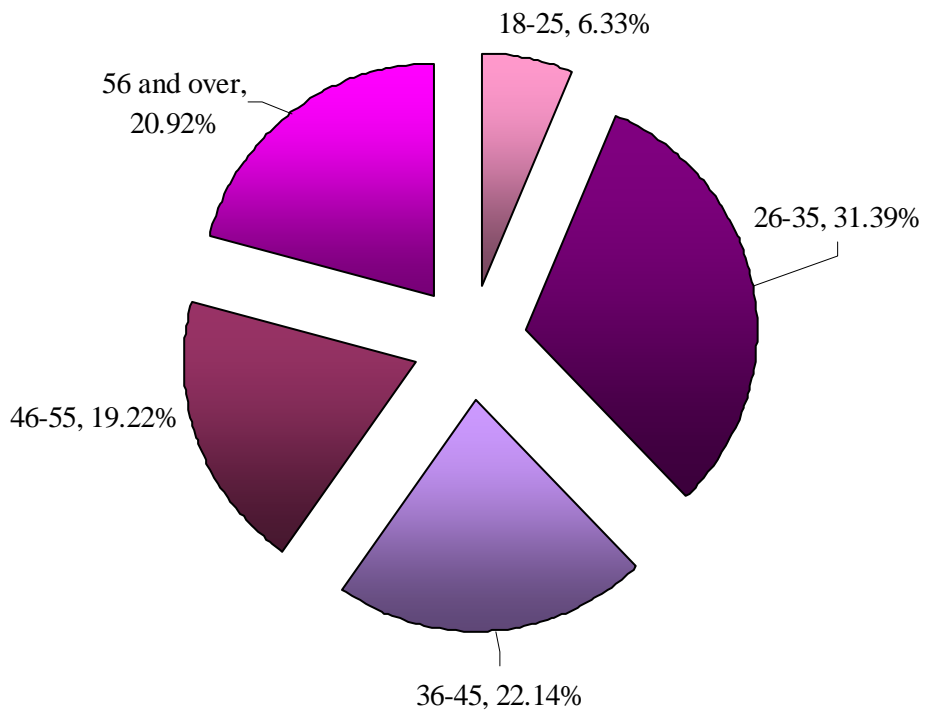
Figure 2: 2010-11 HR Survey Results: Survey participants by age

American Indian or Alaska Native, 2.00%
Asian, 1.25%
Other (please specify), 3.49%
Black or African American, 21.70%
Native Hawaiian or Other Pacific Islander, 0%
White, 73.32%
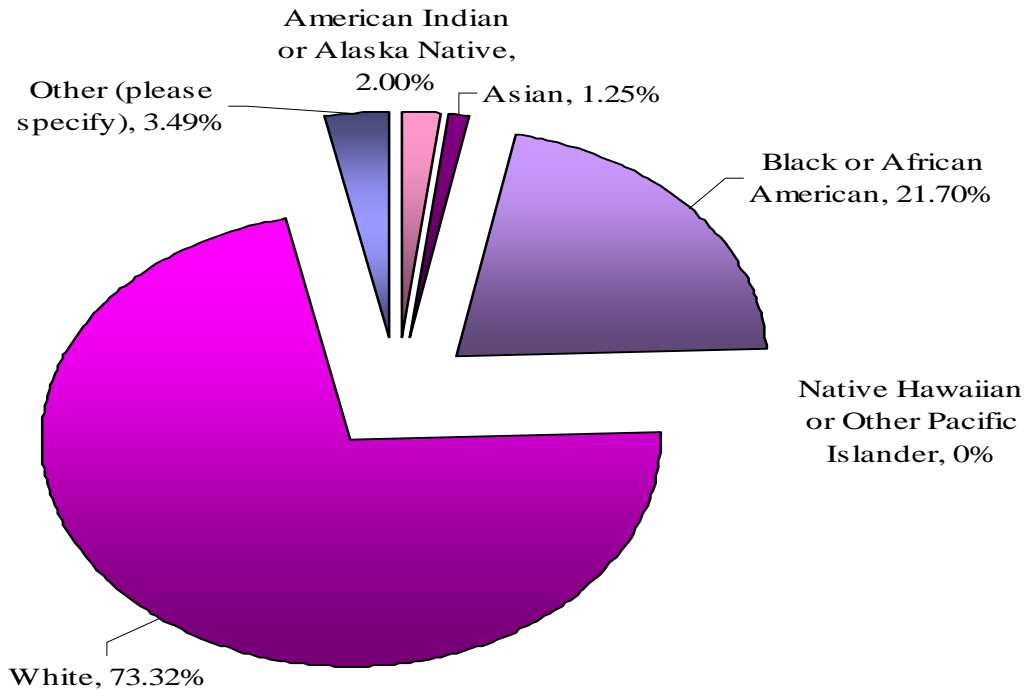
Figure 3: 2010-11 HR Survey Results: Survey participants by race

TABLE 1
Alexandria City Public Schools
2010-11 HR Survey Results: Survey participants by employment classification

Employment Classification	Count	%
School Administrator	12	2.91%
Administrator-Other	16	3.88%
Technical	2	0.49%
Licensed (Teacher, Coordinator, Nurse, SLP, OT, PT, Guidance Counselor, Social Worker, School Psychologist)	312	75.73%
Support (Clerical, Paraprofessional, Transportation, Maintenance & Custodial, Food Service, Security)	58	14.08%
Supervisor	2	0.49%
Other (please specify)	10	2.43%
Total Responses	**412**	
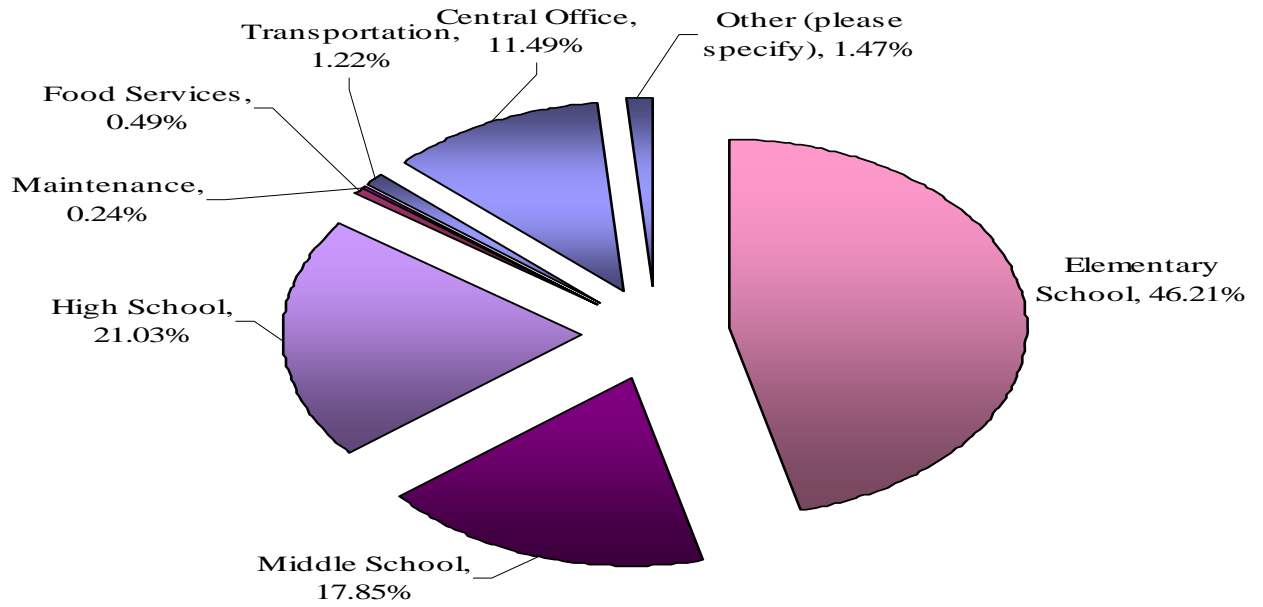
Figure 4: 2010-11 HR Survey Results: Survey participants by work location
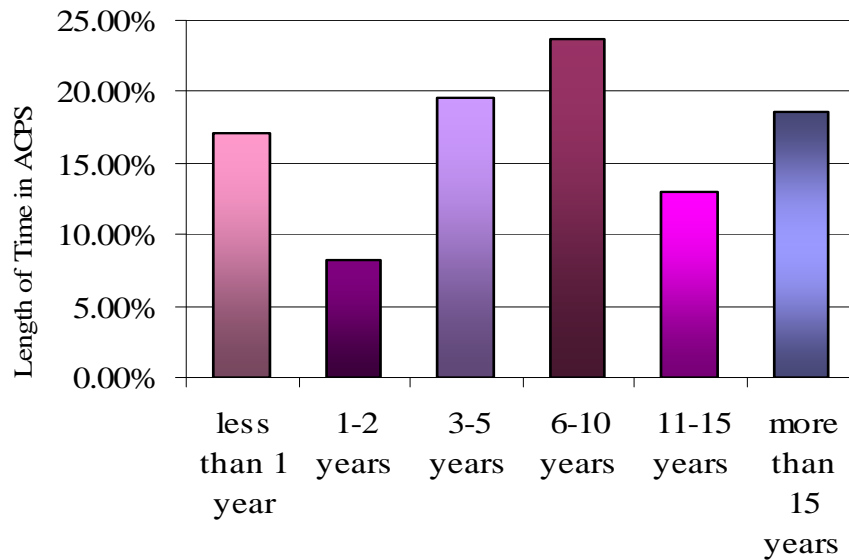
Figure 5: 2010-11 HR Survey Results: Survey participants by years at ACPS

Did you complete an Online Application?

| 1 | Yes, 58.88% | No, 41.12% |

0%   20%   40%   60%   80%   100%
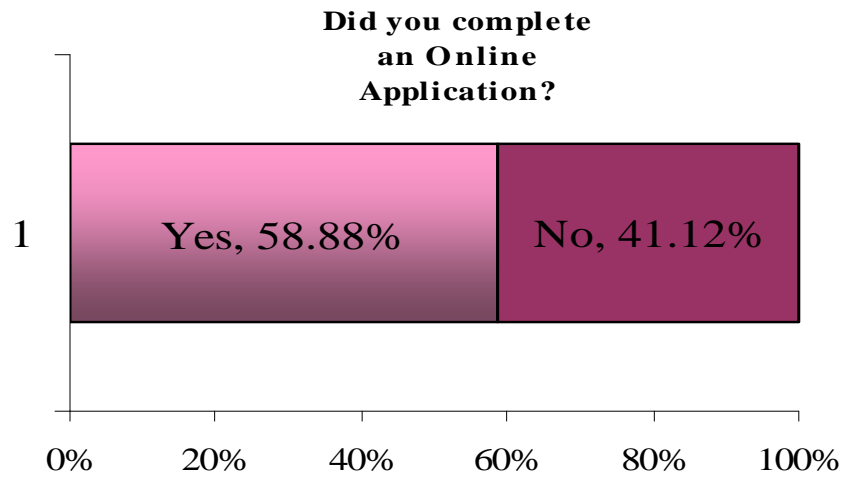
Figure 6: 2010-11 HR Survey Results: Survey participants by online application use

Frequency of contact with HR

- 11 or more times
- 8-10 times
- 4-7 times
- 1-3 times
- 0 times

0.00%   10.00%   20.00%   30.00%   40.00%   50.00%   60.00%
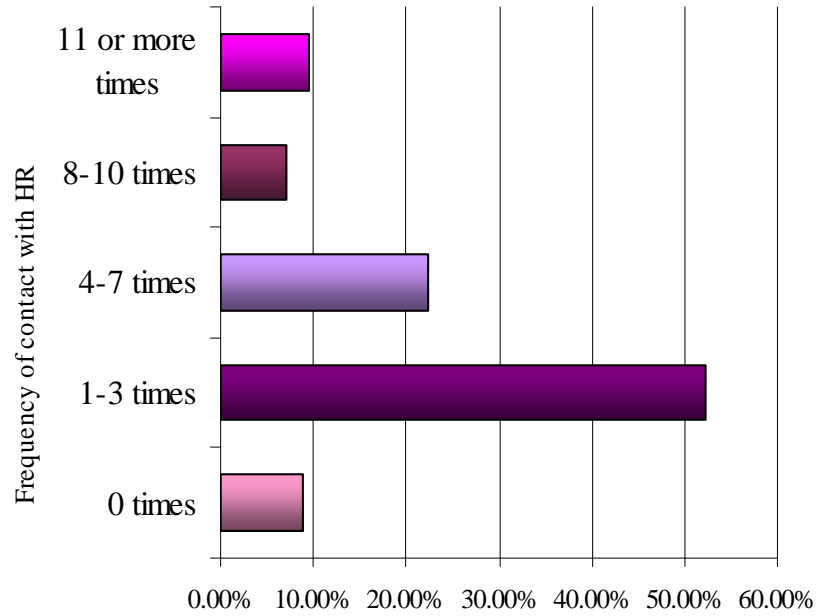
Figure 7: 2010-11 HR Survey Results: Contact with HR
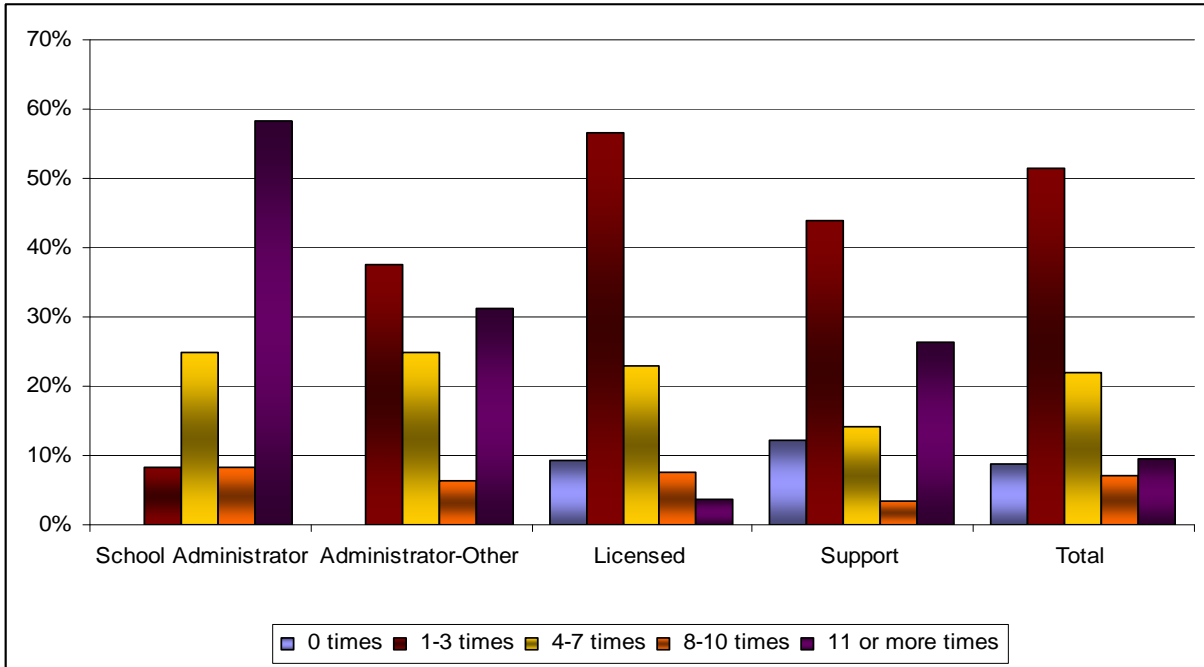
Figure 8: 2010-11 HR Survey Results: Employment Classification and HR Contact
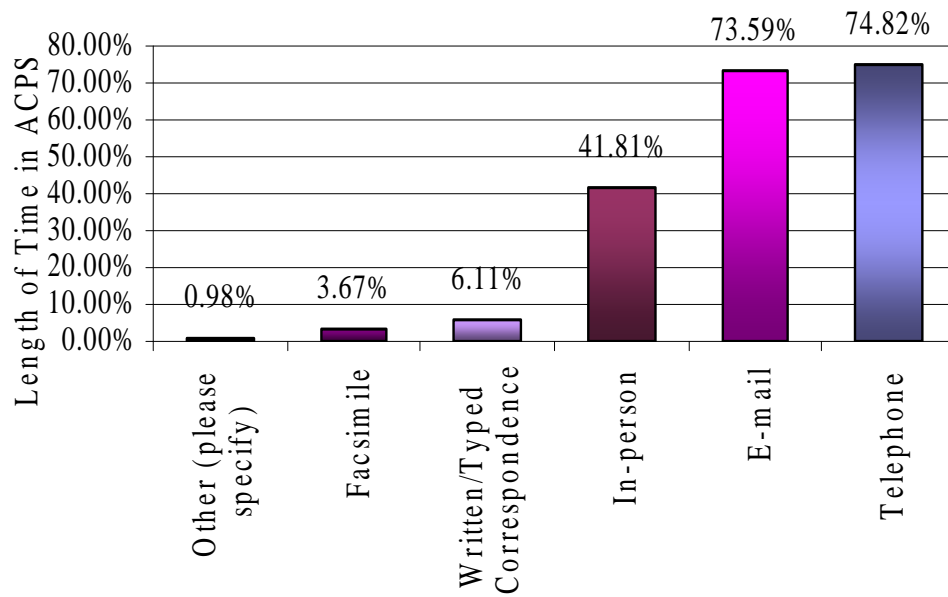
Figure 9: 2010-11 HR Survey Results: Top ways to contact HR

Table 2
Alexandria City Public Schools
2010-11 HR Survey Results: Contact with HR-Teachers only

Responses	Count	%	Percentage of total respondents
Telephone	226	72.90%	
In-person	132	42.58%	
Written/Typed Correspondence	21	6.77%	
E-mail	243	78.39%	
Facsimile	4	1.29%	
Other (please specify)	4	1.29%	
Total Responses	**630**		20% 40% 60% 80% 100%

Note: Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Table 3
Alexandria City Public Schools
2010-11 HR Survey Results: Contact with HR by Work Location

	Telephone	In-person	Written/Typed Correspondence	E-mail	Facsimile	Other Specify
Elementary School	76.34%	38.71%	7.53%	74.73%	4.30%	1.61%
Middle School	71.23%	42.47%	6.85%	78.08%	2.74%	0%
High School	77.91%	39.53%	4.65%	73.26%	2.33%	1.16%
Food Services	50.00%	50.00%	0%	50.00%	50.00%	0%
Maintenance	0%	100.00%	0%	100.00%	0%	0%
Transportation	100.00%	20.00%	0%	0%	0%	0%
Central Office	65.96%	55.32%	4.26%	68.09%	4.26%	0%
Others Specify	100.00%	66.67%	0%	100.00%	0%	0%
Total	**73.61%**	**41.16%**	**6.05%**	**72.40%**	**3.63%**	**0.97%**
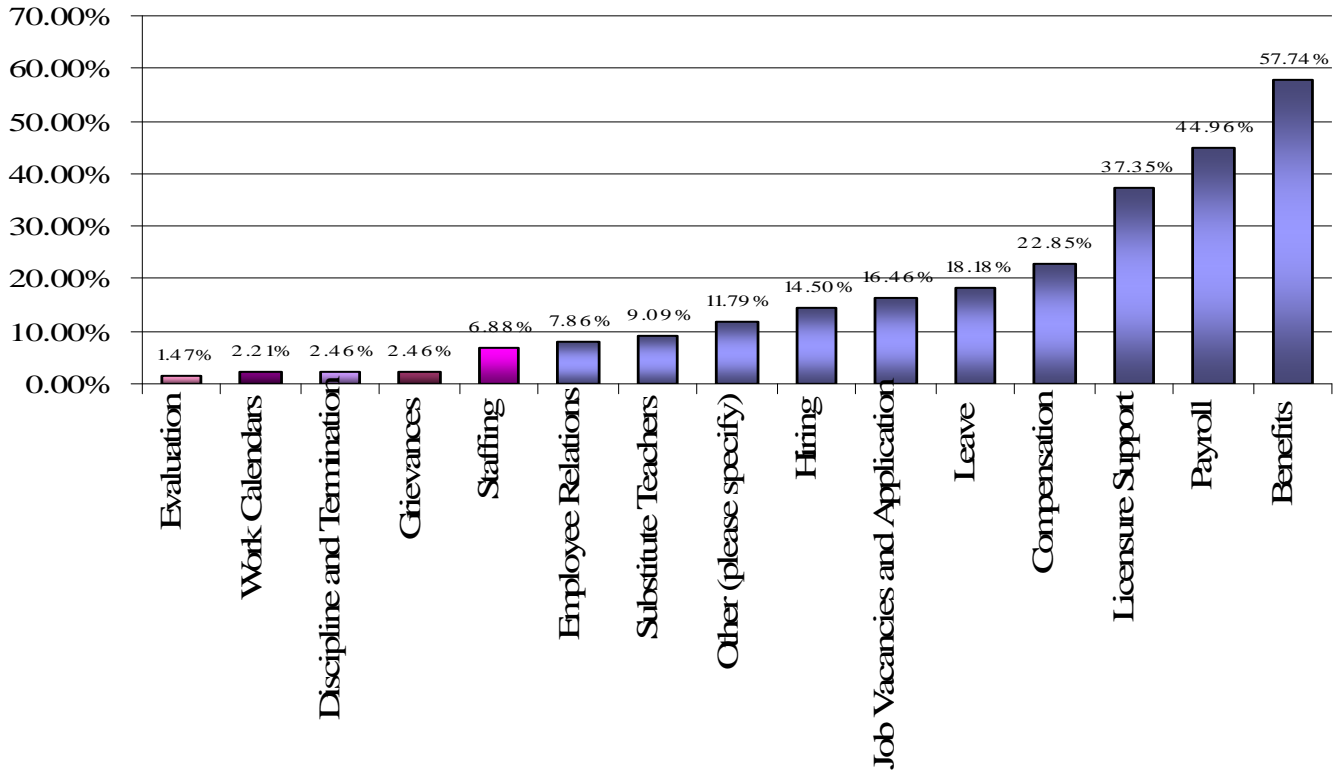
Figure 10: 2010-11 HR Survey Results: Top reasons for contacting HR

Table 4
Alexandria City Public Schools
2010-11 HR Survey Results: Change in top reasons for Contacting HR

2010-11 Top Reason	Change in Raking from 2009-10
Benefits	=
Payroll	=
Licensure Support	=
Compensation	⬆
Leave	⬇
Job Vacancies and Application Process	=
Hiring	=
Others Specify	=
Substitute Teachers	=
Employee Relations	=
Staffing	=
Discipline and Termination	=
Grievances	⬆
Work Calendars	=
Evaluation	⬇

Table 5
Alexandria City Public Schools
2010-11 HR Survey Results: Reasons for contacting HR and frequency of contact

Q11. Please select your top 3 reasons for contacting the Human Resources Department:	Q9. During the past year, how many times have you contacted the Human Resources Department?					
	0	1-3	4-7	8-10	11 or more	Total
Benefits	17 7.36%	128 55.41%	48 20.78%	19 8.23%	19 8.23%	**231 100.00%**
Compensation	8 8.79%	37 40.66%	22 24.18%	12 13.19%	12 13.19%	**91 100.00%**
Discipline and Termination	0 0%	0 0%	2 20.00%	1 10.00%	7 70.00%	**10 100.00%**
Employee Relations	1 3.13%	10 31.25%	8 25.00%	2 6.25%	11 34.38%	**32 100.00%**
Evaluation	0 0%	1 16.67%	2 33.33%	1 16.67%	2 33.33%	**6 100.00%**
Grievances	0 0%	4 40.00%	1 10.00%	1 10.00%	4 40.00%	**10 100.00%**
Hiring	0 0%	21 35.59%	20 33.90%	6 10.17%	12 20.34%	**59 100.00%**
Job Vacancies and Application Process	2 2.99%	23 34.33%	20 29.85%	9 13.43%	13 19.40%	**67 100.00%**
Leave	9 12.33%	33 45.21%	12 16.44%	10 13.70%	9 12.33%	**73 100.00%**
Licensure Support	12 8.00%	77 51.33%	42 28.00%	15 10.00%	4 2.67%	**150 100.00%**
Payroll	13 7.18%	101 55.80%	42 23.20%	12 6.63%	13 7.18%	**181 100.00%**
Staffing	0 0%	5 17.86%	7 25.00%	3 10.71%	13 46.43%	**28 100.00%**
Substitute Teachers	4 11.11%	7 19.44%	10 27.78%	3 8.33%	12 33.33%	**36 100.00%**
Work Calendars	1 11.11%	3 33.33%	2 22.22%	0 0%	3 33.33%	**9 100.00%**
Others Specify	1 2.08%	27 56.25%	10 20.83%	4 8.33%	6 12.50%	**48 100.00%**
Total	**31 7.51%**	**213 51.57%**	**91 22.03%**	**29 7.02%**	**39 9.44%**	

Table 6
Alexandria City Public Schools
2010-11 HR Survey Results: Licensed Employees Only Reasons for Contacting HR

Q11. Please select your top 3 reasons for contacting the Human Resources Department:			
Responses	**Count**	**%**	**Percentage of total respondents**
Benefits	183	59.03%	
Compensation	73	23.55%	
Discipline and Termination	0	0%	
Employee Relations	16	5.16%	
Evaluation	1	0.32%	
Grievances	4	1.29%	
Hiring	40	12.90%	
Job Vacancies and Application Process	43	13.87%	
Leave	55	17.74%	
Licensure Support	142	45.81%	
Payroll	143	46.13%	
Staffing	7	2.26%	
Substitute Teachers	16	5.16%	
Work Calendars	3	0.97%	
Other (please specify)	37	11.94%	
Total Responses	**763**		20% 40% 60% 80% 100%

Note: Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Table 7
Alexandria City Public Schools
2010-11 HR Survey Results: The application was easy to complete

Q12(a). During the hiring process: The application was easy to complete		
Responses	**Count**	**%**
1-Strongly Disagree	3	0.87%
2-Disagree	28	8.14%
3-Neutral	56	16.28%
4-Agree	131	38.08%
5-Strongly Agree	126	36.63%
Total	344	100.00%

Table 8
Alexandria City Public Schools
2010-11 HR Survey Results: I understood the application process

Q12(b). During the hiring process: I understood the application process		
Responses	**Count**	**%**
1-Strongly Disagree	7	2.01%
2-Disagree	21	6.02%
3-Neutral	40	11.46%
4-Agree	142	40.69%
5-Strongly Agree	139	39.83%
Total	349	100.00%

Table 9
Alexandria City Public Schools
2010-11 HR Survey Results: I understood the hiring process

Q12(c). During the hiring process: I understood the hiring process		
Responses	**Count**	**%**
1-Strongly Disagree	19	5.34%
2-Disagree	32	8.99%
3-Neutral	68	19.10%
4-Agree	131	36.80%
5-Strongly Agree	106	29.78%
Total	356	100.00%

Table 10
Alexandria City Public Schools
2010-11 HR Survey Results: My contract/offer letter was explained to me

Q12(d). During the hiring process: My contract/offer letter was explained to me		
Responses	**Count**	**%**
1-Strongly Disagree	39	10.86%
2-Disagree	64	17.83%
3-Neutral	68	18.94%
4-Agree	96	26.74%
5-Strongly Agree	92	25.63%
Total	359	100.00%

Table 11
Alexandria City Public Schools
2010-11 HR Survey Results: My salary placement was explained to me

Q12(e). During the hiring process: My salary placement was explained to me		
Responses	**Count**	**%**
1-Strongly Disagree	42	11.51%
2-Disagree	44	12.05%
3-Neutral	69	18.90%
4-Agree	106	29.04%
5-Strongly Agree	104	28.49%
Total	365	100.00%

Table 12
Alexandria City Public Schools
2010-11 HR Survey Results: The use of the Substitute Assignment Manager (SAM) system was explained to me

Q12(f). During the hiring process: The use of the Substitute Assignment Manager (SAM) system was explained to me		
Responses	**Count**	**%**
1-Strongly Disagree	51	17.53%
2-Disagree	57	19.59%
3-Neutral	47	16.15%
4-Agree	68	23.37%
5-Strongly Agree	68	23.37%
Total	291	100.00%

Table 13
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department were helpful during the online application process

Q12(g). During the hiring process: The staff in the Human Resources Department were helpful during the online application process		
Responses	**Count**	**%**
1-Strongly Disagree	26	11.26%
2-Disagree	33	14.29%
3-Neutral	55	23.81%
4-Agree	60	25.97%
5-Strongly Agree	57	24.68%
Total	231	100.00%

Table 14
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department: Greet visitors with courtesy and respect

Q13(a). The staff in the Human Resources Department: Greet visitors with courtesy and respect		
Responses	**Count**	**%**
1-Strongly Disagree	17	4.46%
2-Disagree	38	9.97%
3-Neutral	87	22.83%
4-Agree	128	33.60%
5-Strongly Agree	111	29.13%
Total	381	100.00%

Table 15
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department: Greet visitors in a timely manner upon entry at lobby

Q13(b). The staff in the Human Resources Department: Greet visitors in a timely manner upon entry at lobby		
Responses	**Count**	**%**
1-Strongly Disagree	13	3.54%
2-Disagree	33	8.99%
3-Neutral	78	21.25%
4-Agree	131	35.69%
5-Strongly Agree	112	30.52%
Total	367	100.00%

Table 16
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department: Answer calls within three rings

Q13(c). The staff in the Human Resources Department: Answer calls within three rings		
Responses	**Count**	**%**
1-Strongly Disagree	27	7.85%
2-Disagree	45	13.08%
3-Neutral	79	22.97%
4-Agree	117	34.01%
5-Strongly Agree	76	22.09%
Total	344	100.00%

Table 17
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department:
Answer calls with a polite tone

Q13(d). The staff in the Human Resources Department: Answer calls with a polite tone		
Responses	**Count**	**%**
1-Strongly Disagree	15	4.19%
2-Disagree	39	10.89%
3-Neutral	97	27.09%
4-Agree	108	30.17%
5-Strongly Agree	99	27.65%
Total	358	100.00%

Table 18
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department:
Respond to e-mails or voice-mail within 24 hours

Q13(e). The staff in the Human Resources Department: Respond to e-mails or voice-mail within 24 hours		
Responses	**Count**	**%**
1-Strongly Disagree	45	12.26%
2-Disagree	63	17.17%
3-Neutral	69	18.80%
4-Agree	104	28.34%
5-Strongly Agree	86	23.43%
Total	367	100.00%

Table 19
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department:
Effectively assist with employee relations

Q13(f). The staff in the Human Resources Department: Effectively assist with employee relations (i.e., grievance, complaints, etc.)		
Responses	**Count**	**%**
1-Strongly Disagree	29	11.33%
2-Disagree	40	15.63%
3-Neutral	67	26.17%
4-Agree	73	28.52%
5-Strongly Agree	47	18.36%
Total	256	100.00%

Table 20
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department: Were
helpful in obtaining Virginia State Licensure

Q13(g). The staff in the Human Resources Department: Were helpful in obtaining Virginia State Licensure		
Responses	**Count**	**%**
1-Strongly Disagree	9	3.19%
2-Disagree	16	5.67%
3-Neutral	28	9.93%
4-Agree	76	26.95%
5-Strongly Agree	153	54.26%
Total	282	100.00%

Table 21
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department: Were helpful in understanding ACPS policies (i.e., FMLA, leave, etc.)

Q13(h). The staff in the Human Resources Department: Were helpful in understanding ACPS policies (i.e., FMLA, leave, etc.)		
Responses	**Count**	**%**
1-Strongly Disagree	40	12.35%
2-Disagree	47	14.51%
3-Neutral	75	23.15%
4-Agree	89	27.47%
5-Strongly Agree	73	22.53%
Total	324	100.00%

Table 22
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in the Human Resources Department: Provide accurate benefit information

Q13(i). The staff in the Human Resources Department: Provide accurate benefit information		
Responses	**Count**	**%**
1-Strongly Disagree	35	9.26%
2-Disagree	48	12.70%
3-Neutral	91	24.07%
4-Agree	104	27.51%
5-Strongly Agree	100	26.46%
Total	378	100.00%

Table 23
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in HR: Provide accurate compensation information

Q13(j). The staff in the Human Resources Department: Provide accurate compensation information		
Responses	**Count**	**%**
1-Strongly Disagree	25	7.12%
2-Disagree	35	9.97%
3-Neutral	90	25.64%
4-Agree	113	32.19%
5-Strongly Agree	88	25.07%
Total	351	100.00%

Table 24
Alexandria City Public Schools
2010-11 HR Survey Results: The staff in HR: Notifies me of personnel changes as they relate to me

Q13(k). The staff in the Human Resources Department: Notifies me of personnel changes as they relate to me		
Responses	**Count**	**%**
1-Strongly Disagree	42	13.86%
2-Disagree	41	13.53%
3-Neutral	74	24.42%
4-Agree	81	26.73%
5-Strongly Agree	65	21.45%
Total	303	100.00%

Table 25
Alexandria City Public Schools
2010-11 HR Survey Results: How comfortable are you with the following: Locating the Human Resources Department web-page on Blackboard

Q14(a). How comfortable are you with the following: Locating the Human Resources Department web-page on Blackboard		
Responses	**Count**	**%**
1 - Very Uncomfortable	17	4.45%
2-Uncomfortable	37	9.69%
3-Comfortable	97	25.39%
4 - Very Comfortable	231	60.47%
Total	382	100.00%

Table 26
Alexandria City Public Schools
2010-11 HR Survey Results: How comfortable are you with the following: Navigating the Human Resources Department web-page on Blackboard

Q14(b). How comfortable are you with the following: Navigating the Human Resources Department web-page on Blackboard		
Responses	**Count**	**%**
1 - Very Uncomfortable	20	5.39%
2-Uncomfortable	45	12.13%
3-Comfortable	131	35.31%
4 - Very Comfortable	175	47.17%
Total	371	100.00%

Table 27
Alexandria City Public Schools
2010-11 HR Survey Results: How comfortable are you with the following: Locating Human Resources Department forms on Blackboard

Q14(c). How comfortable are you with the following: Locating Human Resources Department forms on Blackboard		
Responses	Count	%
1 - Very Uncomfortable	24	6.45%
2-Uncomfortable	66	17.74%
3-Comfortable	127	34.14%
4 - Very Comfortable	155	41.67%
Total	372	100.00%

Table 28
Alexandria City Public Schools
2010-11 HR Survey Results: How comfortable are you with the following: Locating contact information for Human Resources Department staff

Q14(d). How comfortable are you with the following: Locating contact information for Human Resources Department staff		
Responses	Count	%
1 - Very Uncomfortable	22	5.79%
2-Uncomfortable	69	18.16%
3-Comfortable	119	31.32%
4 - Very Comfortable	170	44.74%
Total	380	100.00%

Table 29
Alexandria City Public Schools
2010-11 HR Survey Results: The web page is easy to read and use

Q15(a). Please select your level of agreement with the following statements about the Human Resources Department web-page: The web-page is easy to read and use		
Responses	**Count**	**%**
0-Strongly Disagree	8	2.17%
1-Disagree	11	2.98%
2-Somewhat Disagree	23	6.23%
3-Somewhat Agree	112	30.35%
4-Agree	120	32.52%
5-Strongly Agree	95	25.75%
Total	369	100.00%

Table 30
Alexandria City Public Schools
2010-11 HR Survey Results: The web-site provides all the HR information needed

Q15(b). Please select your level of agreement with the following statements about the Human Resources Department web-page: The web-site provides all the Human Resources Department information needed to support my needs		
Responses	**Count**	**%**
0-Strongly Disagree	13	3.56%
1-Disagree	24	6.58%
2-Somewhat Disagree	40	10.96%
3-Somewhat Agree	109	29.86%
4-Agree	114	31.23%
5-Strongly Agree	65	17.81%
Total	365	100.00%

Table 31
Alexandria City Public Schools
2010-11 HR Survey Results: Hiring Process Percent Agree and Strongly Agree

Please select your level of agreement with the following statements:	2009	2010
Q12(a). During the hiring process: The application was easy to complete	73%	75%
Q12(b). During the hiring process: I understood the application process	80%	81%
Q12(c). During the hiring process: I understood the hiring process	69%	67%
Q12(d). During the hiring process: My contract/offer letter was explained to me	59%	52%
Q12(e). During the hiring process: My salary placement was explained to me	62%	58%
Q12(f). During the hiring process: The use of the Substitute Assignment Manager (SAM) system was explained to me	46%	47%
Q12(g). During the hiring process: The staff in the HR Department were helpful during the online application process	52%	51%

Table 32
Alexandria City Public Schools
2010-11 HR Survey Results: Customer Service Percent Agree and Strongly Agree

Please select your level of agreement with the following statements:	2009	2010
Q13(a). The staff in the HR: Greet visitors with courtesy and respect	64%	63%
Q13(b). The staff in the HR: Greet visitors in a timely manner upon entry at lobby	66%	66%
Q13(c). The staff in the HR: Answer calls within three rings	52%	56%
Q13(d). The staff in the HR: Answer calls with a polite tone	58%	58%
Q13(e). The staff in the HR: Respond to e-mails or voice-mail within 24 hours	51%	52%
Q13(f). The staff in the HR: Effectively assist with employee relations (i.e., grievance, complaints, etc.)	50%	47%
Q13(g). The staff in the HR: Were helpful in obtaining Virginia State Licensure	77%	81%
Q13(h). The staff in the HR: Were helpful in understanding ACPS policies (i.e., FMLA, leave, etc.)	53%	50%
Q13(i). The staff in the HR: Provide accurate benefit information	57%	54%
Q13(j). The staff in the HR: Provide accurate compensation information	57%	57%
Q13(k). The staff in the HR: Notifies me of personnel changes as they relate to me	46%	48%

Table 33[4]
Alexandria City Public Schools
2010-11 HR Survey Results: Technology Percent Agree and Strongly Agree

Please select your level of agreement with the following statements:	2009	2010
Q14(a). How comfortable are you with the following: Locating the HRweb-page on Blackboard	84%	86%
Q14(b). How comfortable are you with the following: Navigating the HR web-page on Blackboard	80%	82%
Q14(c). How comfortable are you with the following: Locating HR forms on Blackboard	75%	76%
Q14(d). How comfortable are you with the following: Locating contact information for HR staff	77%	76%
Q15(a). Please select your level of agreement with the following statement: The web-page is easy to read and use	59%	58%
Q15(b). Please select your level of agreement with the following statement: The web-site provides all the HR information needed to support my needs.	48%	49%

Very Poor, 3.00%
Poor, 8.00%
Excellent, 9.50%
Fair, 34.00%
Very good, 45.50%
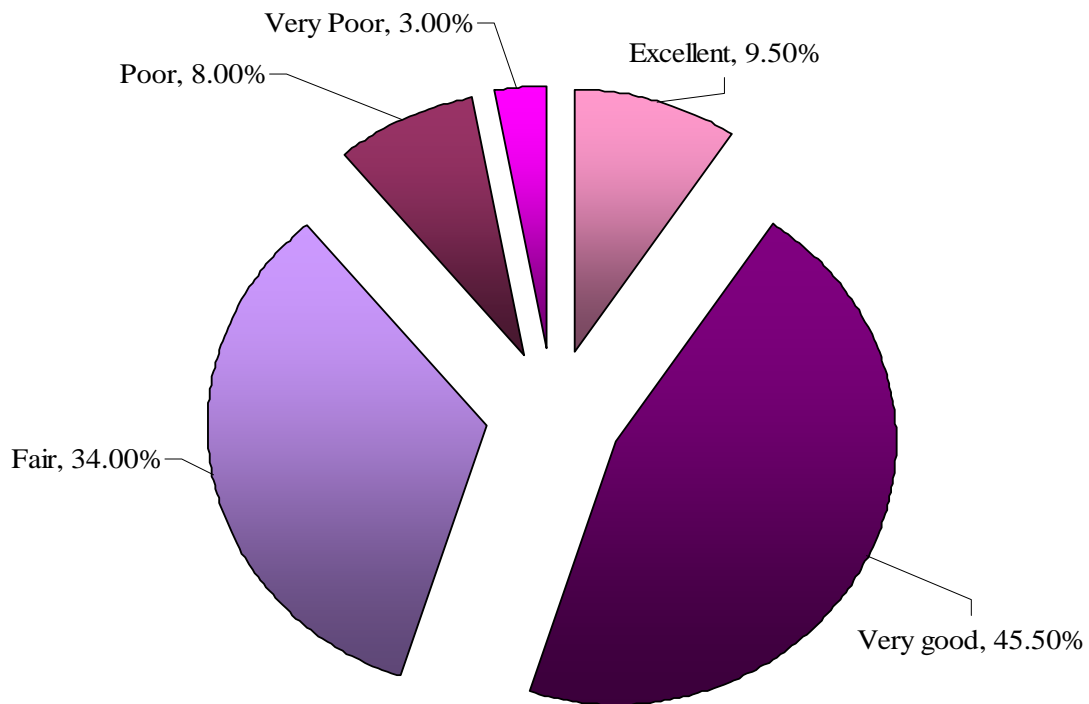
Figure 11. 2010-11 HR Survey Results: Overall rating of HR

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[4] **N/A responses were not included in total for Tables 7-9**

Table 34
Alexandria City Public Schools
2010-11 HR Survey Results: Change Overall rating of HR

	2009-10 Percent	2010-11 Percent
Overall rating of HR		
Excellent	12.80%	9.50
Very Good	41.62%	45.50
Fair	31.25%	34.00
Poor	7.47%	8.00
Very Poor	2.29%	3.00

TABLE 35
Alexandria City Public Schools
2010-11 HR Survey Results: Overall HR rating by years worked for ACPS

Q7: How long have you worked for ACPS?							
Q18. How would you rate your overall interaction with the Human Resources Department?							
Ver. Hori.		Excellent	Very good	Fair	Poor	Very Poor	Total
less than 1 year	Count %	5 7.25%	40 57.97%	19 27.54%	3 4.35%	2 2.90%	**69** **100.00%**
1-2 years	Count %	6 17.65%	21 61.76%	6 17.65%	1 2.94%	0 0%	**34** **100.00%**
3-5 years	Count %	11 14.10%	33 42.31%	27 34.62%	6 7.69%	1 1.28%	**78** **100.00%**
6-10 years	Count %	4 4.35%	29 31.52%	41 44.57%	12 13.04%	6 6.52%	**92** **100.00%**
11-15 years	Count %	4 7.55%	24 45.28%	17 32.08%	6 11.32%	2 3.77%	**53** **100.00%**
more than 15 years	Count %	8 11.11%	34 47.22%	25 34.72%	4 5.56%	1 1.39%	**72** **100.00%**
Total	Count %	**38** **9.20%**	**181** **43.83%**	**135** **32.69%**	**32** **7.75%**	**12** **2.91%**	

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TABLE 36
Alexandria City Public Schools
2010-11 HR Survey Results: Overall HR rating by employment classification

Ver. Hori.		Excellent	Very good	Fair	Poor	Very Poor	Total
School Administrator	Count %	5 45.45%	6 54.55%	0 0%	0 0%	0 0%	**11 100.00 %**
Administrator-Other	Count %	4 25.00%	6 37.50%	6 37.50%	0 0%	0 0%	**16 100.00 %**
Technical	Count %	0 0%	1 50.00%	1 50.00%	0 0%	0 0%	**2 100.00 %**
Licensed (Teacher, Coordinator, Nurse, SLP, OT, PT, Guidance Counselor, Social Worker, School Psychologist)	Count %	21 6.95%	138 45.70%	105 34.77%	27 8.94%	11 3.64%	**302 100.00 %**
Support (Clerical, Paraprofessional, Transportation, Maintenance & Custodial, Food Service, Security)	Count %	6 10.53%	25 43.86%	20 35.09%	5 8.77%	1 1.75%	**57 100.00 %**
Supervisor	Count %	1 50.00%	0 0%	1 50.00%	0 0%	0 0%	**2 100.00 %**
Others Specify	Count %	1 10.00%	6 60.00%	3 30.00%	0 0%	0 0%	**10 100.00 %**
Total	Count %	**38 9.20%**	**182 44.07%**	**136 32.93%**	**32 7.75%**	**12 2.91%**	

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TABLE 37
Alexandria City Public Schools
2010-11 HR Survey Results: Overall HR rating by past year number of contact

Ver. Hori.		Excellent	Very good	Fair	Poor	Very Poor	Total
0 times	Count	4	18	10	1	0	**33**
	%	12.12%	54.55%	30.30%	3.03%	0%	**100.00%**
1-3 times	Count	16	103	73	10	6	**208**
	%	7.69%	49.52%	35.10%	4.81%	2.88%	**100.00%**
4-7 times	Count	10	37	27	11	4	**89**
	%	11.24%	41.57%	30.34%	12.36%	4.49%	**100.00%**
8-10 times	Count	1	7	13	6	1	**28**
	%	3.57%	25.00%	46.43%	21.43%	3.57%	**100.00%**
11 or more times	Count	7	16	11	4	1	**39**
	%	17.95%	41.03%	28.21%	10.26%	2.56%	**100.00%**
Total	Count	**38**	**181**	**134**	**32**	**12**	
	%	**9.20%**	**43.83%**	**32.45%**	**7.75%**	**2.91%**	

TABLE 38
Alexandria City Public Schools
2010-11 HR Survey Results: Overall HR rating by ways usually contacting HR

Q10. Please indicate the ways you usually contact the Human Resources Department:							
Q18. How would you rate your overall interaction with the Human Resources Department?							
Ver. Hori.		Excellent	Very good	Fair	Poor	Very Poor	Total
Telephone	Count	29	134	95	27	10	**295**
	%	9.83%	45.42%	32.20%	9.15%	3.39%	**100.00%**
In-person	Count	20	64	58	16	6	**164**
	%	12.20%	39.02%	35.37%	9.76%	3.66%	**100.00%**
Written/Typed Correspondence	Count	3	11	7	2	2	**25**
	%	12.00%	44.00%	28.00%	8.00%	8.00%	**100.00%**
E-mail	Count	29	131	100	24	10	**294**
	%	9.86%	44.56%	34.01%	8.16%	3.40%	**100.00%**
Facsimile	Count	4	3	6	1	0	**14**
	%	28.57%	21.43%	42.86%	7.14%	0%	**100.00%**
Others Specify	Count	0	0	2	0	1	**3**
	%	0%	0%	66.67%	0%	33.33%	**100.00%**
Total	**Count**	**37**	**180**	**136**	**32**	**12**	
	%	**8.96%**	**43.58%**	**32.93%**	**7.75%**	**2.91%**	

TABLE 39
Alexandria City Public Schools
2010-11 HR Survey Results: Overall HR rating by top reasons for contacting HR

Ver. Hori.		Excellent	Very good	Fair	Poor	Very Poor	Total
Benefits	Count %	20 8.62%	107 46.12%	77 33.19%	21 9.05%	7 3.02%	**232 100.00%**
Compensation	Count %	4 4.44%	29 32.22%	44 48.89%	8 8.89%	5 5.56%	**90 100.00%**
Discipline and Termination	Count %	3 30.00%	3 30.00%	4 40.00%	0 0%	0 0%	**10 100.00%**
Employee Relations	Count %	6 20.00%	9 30.00%	9 30.00%	6 20.00%	0 0%	**30 100.00%**
Evaluation	Count %	2 33.33%	3 50.00%	1 16.67%	0 0%	0 0%	**6 100.00%**
Grievances	Count %	1 10.00%	3 30.00%	3 30.00%	2 20.00%	1 10.00%	**10 100.00%**
Hiring	Count %	5 8.47%	34 57.63%	15 25.42%	3 5.08%	2 3.39%	**59 100.00%**
Job Vacancies and Application Process	Count %	7 10.45%	29 43.28%	23 34.33%	7 10.45%	1 1.49%	**67 100.00%**
Leave	Count %	5 6.94%	34 47.22%	27 37.50%	5 6.94%	1 1.39%	**72 100.00%**
Licensure Support	Count %	14 9.46%	67 45.27%	53 35.81%	8 5.41%	6 4.05%	**148 100.00%**
Payroll	Count %	17 9.55%	83 46.63%	64 35.96%	10 5.62%	4 2.25%	**178 100.00%**
Staffing	Count %	6 21.43%	13 46.43%	9 32.14%	0 0%	0 0%	**28 100.00%**
Substitute Teachers	Count %	8 22.86%	14 40.00%	10 28.57%	3 8.57%	0 0%	**35 100.00%**
Work Calendars	Count %	1 11.11%	3 33.33%	3 33.33%	2 22.22%	0 0%	**9 100.00%**
Others Specify	Count %	6 13.04%	19 41.30%	16 34.78%	4 8.70%	1 2.17%	**46 100.00%**
Total	**Count %**	**37 8.96%**	**178 43.10%**	**136 32.93%**	**32 7.75%**	**12 2.91%**	

Appendixes

The narrative provided in this report present an analysis of the feedback received from the 2010-2011 Human Resources Department Customer Service Survey. The tables and figures provide an expanded view of the survey responses. The appendixes included in this section provide the detailed responses written by employees in reply to the two open-ended questions on the HR Survey.

Overview of Appendixes

Appendix A provides verbatim responses to the HR survey question 16 "What could the Human Resources Department do to further improve the communication and services we provide?" Appendix B includes employee written responses to the HR survey question 17 "Please tell us of any changes you would like to see on the Human Resources Department web-page."

Notes about Appendixes

Narrative comments modified were those that could potentially lead to the identification of ACPS employees; no additional edits for spelling and grammar occurred.

Appendix A
Alexandria City Public Schools
2010-2011 HR Survey Results
What could the Human Resources Department do to improve the communication
and services we provide?

Q16. What could the Human Resources Department do to improve the communication and services we provide?
I have had some very positive interactions with HR staff. Last spring I did email HR to request that someone mail me a new photo ID card. Unfortunately, this request must have fallen through the cracks because I never received one. I realize that I should just take the time to send another email.
answer emails follow up on correspondence
Post job openings in a central location in each building. We used do this many years ago and everyone knew what positions were available. Today many of the jobs and stipend positions are hidden and difficult to find for certified staff.
Be competent! Not lose important papers!
More prompt and friendlier service when visiting HR.
Not at this time.
Have multiple knowledgeable personnel working in the area of -------------- If the key person responsible------------- is unavailable: vacation, out on leave etc. then someone else should be able to accurately answer questions. Multiple knowledgeable personnel provides ACPS staff with options of choosing who todiscuss confident information and provides the opportunity for "second opinion." It also provides the -------------- person time to accurately deal with and follow-up on concerns and issues.
Benefits/flex spending/retirement providers contact info - need better contact info. to employees - emails -------------- go unanswered; need to publish who the every-day-questions should be addressed to.
Treat teacher cordially, like they are appreciated, like they earn their pay.
I contacted HR in July, August, September, October, and November regarding my benefits. In writing, I -------------- as of today. I also completed and turned in all necessary paperwork in August to begin receiving my-------------- I have contacted -------------- and they have not received the paperwork yet. I feel that these issues should have been taken care of by HR already. When I contact HR by e-mail, I have not received any reply.
Better explanation of benefits and providing or promoting meetings to review benefits after being in the district for more than 3 years. Responding to e-mails in a timely manner.
A workshop on customer service skills for long term HR employees. REMOVE-------------- Improve -------------- enthusiasm for -------------- job &-------------- speaking tone. While -------------- is efficient-------------- sometimes acts like -------------- doesn't care about HR employee issues or-------------- job. More recent HR hires are much more "pleasant" and professional ----------------------------.
Having sessions in which benefits, payroll and step-salary increases, etc. are explained on a one-on-one basis with a person face-to-face.
Make forms self explanatory. May require redesigning forms or writing up samples. Getting enrolled in the 403B was more than a little confusing. Cancelling coverage for a dependent should be easier/clearer. If the forms are not clear, perhaps HR could highlight the places they would like you to fill out. I wonder if I may not actually have the coverage that I think I have due to the lack of clarity. I wonder how

I would even check this?

Double check to ensure that you are providing accurate compensation figures to new hires. I was given an official offer   et crediting me as entering the system at a Masters's plus 30 credits payscale. I asked HR several times t-------------- -------------- I was reassured that the timing of the credits was fine. A -------------- -------------- When I called to request a further explanation/apology I was directed to-------------- did not handle my request with any sense of professionalism. -------------- was defensive and tried to rush me off the phone. I expressed my disappointment at being quoted an inaccurate salary offer, as it was a major consideration in my decision to leave my previous job. -------------- said, "really, -------------- is enough to have impacted your decision?" I told him that it was a lot of money to me at this point in my life. -------------- responded "Well, I guess. We didn't do anything wrong, the HR rep must not have understood your question." Since my hiring, this was my first and last experience with anyone in HR.

Answer the phone in a timely manner and without an attitude.

Make the SAM process more clear. I was told that I have to call a number in order to get my login information, but the number is nowhere on the SAM website. I still do not know how to login SAM and request a substitute if I need to be out.

I feel like Kaiser was misrepresented to me when I selected it, and I am now unhappy that I am stuck with it for a year. It would be better if there were an enrollment session at semester, too.

I have recently had a horrendous experience trying to activate my -------------- annuity. I was given accurate information about how to begin benefits but from there it went down hill. I was told the benefits would begin in 15 days. When the annuity did not start within the specified time, I was told the following: the fax machine was broken (and no one knew that it did not work) and that is why my paperwork was not processed; the forms had been refaxed on a new machine (they had not); the forms were lost. These occurrences were over a period of 11 weeks. Finally, when the admission came that the paperwork was lost, I refaxed the papers to HR. I immediately called to see if the paperwork had been received. It had but was unreadable due to a faulty fax machine! I faxed again to a different machine and the papers were finally processed. Fifteen days has turned into 3 months. The sad part is when I told people of my trials in trying to start my annuity, stories poured forth that were worse than mine. When I decide to retire I will take the State up on their offer of filing my papers. This experience has caused me to doubt the efficiency of our HR department and verified the horror stories that I heard others had experienced with retirement issues.

-------------- could try to be more understanding.

Respond in a timely manner to requests for information that should be readily available on the Web site. Additionally, address department errors promptly. I find it utterly ridiculous that carry-over personal days were not correctly rolled over to sick days this school year and that this problem has not been fixed in over a month, considering it affects so many employees.

It was very unclear, once I'd completed the online application, what the next step should be. I did attend the interviews in April, and was hired as a result, but without that, I really wouldn't have known how to proceed in finding vacancies. Three years ago, when I moved to the area, I had also applied online to ACPS, but had the same problem and ended up getting a job in Fairfax County, because their website showed what schools had openings so I could contact principals.

The communication and services in the HR department are awful. My interactions with HR staff have been contentious and very unprofessional. I have often been made to feel that all of the problems I have had were my fault. When trying to work out a contract issue, I was actually told by an HR employee, "Why couldn't you figure this out for yourself?" I will only contact HR if it was absolutely necessary. I would never seek them out for assistance because I feel as though it will be antagonistic, negative and frustrating. The biggest problem I have with my employment at ACPS deals directly with the HR department. Ironically, I feel as though the "human" is totally missing from Human Resources.

When -------------- is out of the office some documentation that is handed into other people at times to to get misplaced. If certain documentation have critical timelines/due dates for submission this could become a major problem.

Inform applicants about their status. I was never notified by HR about the status of my transfer application. I consider this very unprofessional.

Use more plain English. For example, instead of "192 day contract employees", say "teachers".

I have no problem with H.R. they have always been helpful completely answering any and all questions and concerns I've had....

Customer service-no phone etiquette; leave people standing in the office with no reason given as to whether their appointment is going to be there or not; lack of communication between cross functional areas (e.g. payroll). When an error is made, blame of others instead of owning the problem and solving it. Employee gets the run around. Much improvement in communication to departments w/re to the hiring process-much smoother and efficient-kudos to --------------

Some departments in Human Resources are easier to work with in terms of politeness and efficiency. All departments and staff should be helpful and polite as much of the information and procedures are new to staff, especially those who have just graduated from college.

The hiring process of potential candidates who are highly qualified and skilled is too slow. We loose too many great teachers to neighboring districts because of the HR department taking too long to get its act together.

Human Resources needs to make sure they do not hire or maintatin substitutes who are not qualified. With so many teachers out with trainings these substitutes are "teaching" the students. Some of these subs do not have proficiency in English and the students then disrespect them and behavior issues happen in the classroom. This causes loss of instructional time for 7 hours of a day and administrators time in dealing with the issues of that classroom! Also, if the teacher or principal reports that a substitute or a summer school teacher is not recommended or if there are complaints about the substitute person, I think there should be a code or "red flag" or some way for administrators to know not to hire them or you take them off the sub SAM list. This is the biggest issue I see as a teacher and parent with ACPS. Loss of instructional time and behavior issues due to lack of quality in substitutes, lack of behavior management training, and no remedy to ensure we maintain good subs and release ones who are ineffective or not qualified.

The treason for contacting HR so many times was due to HR personnel NOT following up as agreed nor doding what they said they would do!

Respond in a more timely manner. Not be condescending

The hiring process seems to be a little slow. Maybe the hiring of more HR staff would help with the process.

They could keep track of the paperwork submitted to them! I submitted an application for the new vision insurance at the end of the school year prior to the deadline. I hand delivered the form to the -------------- at the desk-------------- looked at it and took it. I never received the benefits. I then emailed-------------- about it in September. It is now November 12 and I have yet to receive a response from her.

The information that comes from HR is often inaccurate with the exception of -------------- We work in our own buildings to determine HR information because anytime you need to contact HR from -------------- you are LUCKY to get any response and often the response is contains inaccurate information. And most of the time, anyone that you can contact is not nice at all.

Keep the excellent work. My only complaint was having to sit through 2.5 hours of insurance explanation when I do not participate in division provided health insurance. (My husband covers mine)

It has gotten A LOT better this year!!! Certainly a lot better than all the horror stories I've heard. Keep up the good work!!! It is hard to change habits of behavior, especially as they relate to customer service.

The Human Resource Department could learn how to treat people with a little respect. Evertime I need information from the department I get a rude attitude. It almost seems like I am taking time out of their busy day to answer a few questions. Most of the time they do not even reply to emails or voice messages. On the rare chance that you do make phone contact, the person is either rude or does not seem to care about your questions. Don't even try to get anyone after 1 in the afternoon. It won't happen. You have a long way to go in training a staff!!!!!

Respond to emails in a timely manner.

Any questions I had on licensure were answered quickly - that department has always been easy to work with. Questions on benefits however took repeated emails to get answered.

I have not really had the opportunity or need to use the HR webpage yet. My contract had to be rewritten 3x. "I" detected the errors and had to bring it to the attention of HR. Something needs to be done to get these things right inasmuch as it concerns employees livelihood.

My experiences with -------------- that I am an annoyance. Emails are not returned. Then you feel intimidated to call cause they might bite your head off. I put off things I should take care of because they are not approachable. I don't think they realize that body language goes along with tone. Our job titles should be on our badges so that when interacting with the public they know how to ask for help, teacher, social worker, nurse, administrator

It would be nice for HR to put out a weekly/bi-weekly newsletter to notify staff of changes in HR, highlight aspects of HR, or spotlight HR personnel.

Replace most staff. They are consistently nasty and unhelpful. Personnel is the least personable department in the school district. I do not contact HR unless all other avenues have been exhausted. HR staff answering the phones should be monitored on a daily basis to insure basic courtesy to staff.

List specific duties of each HR employee: who to contact for what or perhaps a FAQ section on the web-page

Answer phones promptly and politely. Have accurate and consistent information as it applies to me. Be helpful in providing information and changes that I need.

Better communication by returning emails and phone calls. Time effecient when dealing with employees reimbursements.

not assume that everyone can catch everything you say when hired the first time when you speak so fast cause YOU have said it a million times.....cheerful patience would be appreciated....its the first time we heard it.

When employees apply for vacant job opportunities, a lot of times we are not even contacted for an interview. When a job is posted and an ACPS employee applies for the job, a lot of employees are under the impression that because we already work for the school system, that we automatically get an interview. That is not the case most of the time. Also, if we were not chosen for the position that we interview for, we are not notified that we were not selected. We just assume if we never hear anything that we were not chosen.

The people I have contacted have been very pleasant and have tried to be helpful; however, often they were incorrect with the information, did not follow-through or filled out forms incorrectly.

Train more than one employee to handle any given area.

It's very hard to locate alot of necessary forms on the web page. I strongly suggest that all forms be put into one location.

One thing that could've been explained better was the snow policy last year. What does code red really mean for full time 240 day employees. Having to take a sick day or vacation day on a code red does not make sense or is very fair. If the parking lot is not plowed or the heat on in your building how can we come to work but we have to get docked for that.

I would like to see an earlier window for staff to identify intentions for the next school year, thus allowing schools to begin the hiring process earlier. The current system puts ACPS at a competitive disadvantage with neighboring districts that require teachers to sign contracts for the following year before we even know if we are going to have openings. This seems to impact our ability to recruit highly qualified veteran teachers from neighboring districts (Prince William County, Arlington, Fairfax etc)

They need to understand the circumstances and need of the person who is reaching to them, make them feel like they care about their problems or request.

BE HONEST WITH EMPLOYEES AND NOT SO RUDE. NOT EVERYONE BUT SOME OF THE STAFF.

Forms are difficult to locate. Leave forms, which must be the most requested form, was difficult to locate and when I called to get one, I was emailed an out of date form. There should probably be a category on Blackboard that is titled forms which should include all forms, even if they are already located under another button as well. When I have contacted the HR deparment by phone, generally the -------------- been extremely polite and helpful. -------------- has also been very helpful. However, dealing with others, I get the feeling that I am the enemy rather than being treated as a co-worker or employee. The minimal amount of information is often given, and when mistakes are made, there is generally an attitude associated with getting things fixed or answered. ACPS would greatly be served with having all staff understand the basics of customer service. Generally, when people contact HR or any other department, they are asking for help and should be treated like a customer with respect and friendliness. And I think that employees are afraid of HR. Employees are not treated as assets to the system as a whole, and often feel under appreciated. Many of us work far longer hours than we are supposed to with no compensation, and it would be nice to get some sort of concession from ACPS for a job well-done. United Healthcare is horrible insurance and I often get dropped from doctors because of it since the doctors have difficulty filing clai   And I cannot use Kaiser for personal reasons. Could we look into Cigna or another insurance carrier?

None at this time; communication changes are in motion.................

Make sure that phone calls are returned when the person says that you will be contacted.

-------------- -------------- could be a little nicer.

The customer service at-------------- has increased significantly since my first visit on my very first day. The benefits info detailed on the website could be more specific. There is difficulty in determining the right phone numbers to call. The website for the dental insurance is not helpful. I have unable to register despite providing the correct information. I would like to see HR explore short term disability options. Additionally, with respect to starting salary, I was told that because I was not being offered a teaching position that my education was not applicable. I'm not sure this is accurate and, if so, this should be reevaluated.

- Respond to phone calls and emails promptly. - Be honest. - Be accurate regarding information. - Admit mistakes.

I have emailed -------------- several times in relation to understanding my pay without any response. The-------------- of HR are very friendly. My main suggestion is in relation to understanding leave policies and procedures for FMLA and childcare. Every time I have a question, I receive another copy of the policy, rather than having my questions answered and anticipated. I would suggest having a FAQ page which anticipates all the things one would need to know when expecting to go on leave. For example, how do I put down a leave date when I'm not sure exactly when the baby will arrive; how can I find out when my last paycheck is expected to arrive and how much will each paycheck be? (this information is so helpful for personal financial planning); Do I need to contact SAM again in the fall if my leaves extends into another school year? Or maybe it should be a list of procedures (like a to-do list) with sections for "preparing to go out on leave", "while on leave" and "preparing to return from leave". I feel like I always got drips and drabs of information in response to my questions rather than a comprehensive understanding of the process (including my responsibilies and the responsibilities of HR/payroll) from the beginning. Another suggestion I have is regarding SAM. It is redundant to fill out the carbon copy leave request and contact SAM. Might this process be streamlined? Lastly, on the paychecks, the explanation of pay should be clear. For example, it would be helpful when a stipend is included to delineate what the pay is for (eg. committee chair, teaching a class, etc.). When I have called payroll in the past to find out what a stipend was for, I was made to feel that I should know (there are several reasons it could have been) and it took the person quite a while to manually flip through papers to find out what the stipend was for.

I feel that in one specific instance I received the worst treatment and feedback from an HR employee concerning Re-certification and the ACPS new policy. I was totally ignored, not even an email reply to 5-6 email requests about the problem. Almost at every turn, I was met with disdain and a contempt that I was not worth responding to. Basically this is our new policy DEAL WITH IT AND STOP BOTHERING ME. Contact with HR people is almost impossible by phone... it seems NO ONE is ever at there desk, or available to discuss or set a meeting to discuss a problem. I have been met with attitude, sarcasm, and a real lackadaisical attitude about any problem that I have had. NOT TOO GOOD!

More organization with the paperwork required for newly hired employees. Too many different people involved.

Make Tuition Assistance forms easier to find!

My biggest problem is that HR seems to loose paperwork. Almost every new emloyee this year I have talked to has had something from their application lost. This is not acceptable for such an office. Also, I was required to send official transcripts twice to two different people in the same office. When I asked if the transcript could jsut be shared, it was explained to me that documetns have a way of getting lost and it woudl be easier if I provided two. Documents shoudl nto be getting lost. Communication really need to improve amongst the workers in the HR office. These transcripts cost money, and it is not very respectful of employee resources to require such a document sent twice. Your office should be collaborating with each other.

Continue to modify when needed in a timely manner.

Hire me!

I would love to have an information session on retirement planning. It seems that all the retirement sessions are for people who will be retiring in the next year. It would be great to have a planning session for younger people so we can gauge what we need to do now (in our 20s and 30s) to prepare.

The HR could continue to send out any changes to procedures, policies or practices via email and flyers/ brochures.

They could be polite and respectful to people when they call and ask questions. At times I feel like I am being a problem for asking questions or requesting information. There are some wonderful and very helpful people in HR and I have had some very positive interactions, but there are some who are less than helpful. Thank you for offering this survey.

HR hours should be offset to accommodate teacher schedules. I visited HR 4 times before I was able to get a replacement id. In order to be at school on time, I need to be able to visit offices between 7:30 and 8 am, and up until 5-5:30.

Give accurate information in a timely fashion.

Employees need to be held accountable to 24 hr email response policies. I waited over a week to a response to a question. I am still waiting (2+ weeks for a response to a follow-up question.) Telephone hours need to be extended. School employees cannot make phone calls during the work day, and job related duties extend our work day until your closing hours on many days. There needs to be some reliable way to get through to HR employees by phone before 5:00pm.

-------------- Should be more helpful and polite

Put the license checklist forms online. For example, if I want to add an ESL endorsement, I want to be able to find the form to see what I need to acquire.

Sponsor orientation and workshops for new and current employees yearly to review important salary, contract, personnel... policies and procedures.

As a retiree who still works part time for ACPS, I'm happy with HR services. -------------- have all been very helpful in answering questions and resolving proble   I'm also happy with the Benefits department ---------------------------- have been a big help with issues related to retirement or health insurance. In general, I've felt welcomed and have been treated with dignity and respect by HR since I retired in 2007. My only suggestion is that you send this survey to other retirees who are still on payroll. There are a bunch of us who help with standardized testing, work at the ELL center, assist-------------- -------------- and/or actively substitute teach. I received the survey only because I have an ACPS email address... My only complaint is that some pay checks take forever to reach me. The substitute teaching pay system works very well, but some of the time   ets have taken up to two months after work is completed before I'm paid.

I find it difficult to know who does what within HR. It would be helpful to list duties or specific areas that each person can help with. For example, -------------- This would save a lot of time. Sometimes a job title does not tell us enough information as to what services each person provides.

Provide an easy to read/understand information regarding each deduction from pay check, including Insurance Liability.

when an employee is changing the number of days per week that they work, have HR automatically send the information to ALL staff at HR who need this information to make appropiate changes with salary, #of days off (personal and sick days). This woulkd be more helpfull than the employee have to contact each HR department individually.

No complaints at this time. Very satisfied!

Clear procedures for hiring, dismissal and reclassification.

Be more responsive. Listen to issues. Try to resolve issues. Too difficult to explain here, but when I was hired in 1990 there were mistakes made in my licensure due to administrative errors on ACPS and Johns Hopkins. I finally was a able to resolve on my own but ACPS was no help and they caused part of the problem--lack of timely information. It was a veritable nightmare.

My biggest interaction was for orientation. All that paperwork!! there was so much and it was confusing. I feel like the orient-er could have been a little more helpful sorting out that part.

It may help to have a page for frequently asked questions.

Hire new people who actually are helpful and realize that it is just as important for us to receive info in a timely manner as it is them. Hire friendly people that are willing to work with teachers who are rapped up all day with students and only have certain times to contact them and be willing to respond in a timely manner and speak to them with the respect that they deserve. Hire people who realize that teachers don't understand the ins and outs of the benefits, licensure, compensation, payroll process and that sometimes a little hand holding and explanation is necessary. Hire people who realize that they are handling our lively hood and how we support our families and then need to be patient and take it seriously.

RESPOND to questions from teachers, especially new teachers getting used to the school system. Inform teachers about how to verify recertification points from attended confereneces and presentations on ERO. The people I have talked with at the front desk do not seem to know anything. I have asked questions about who to talk to regarding contracts information, financial deptartment, and recertification points.

To improve retirement processing. When a person retiring process his/her paperwork and notifies HR on a timely manner, it would be helpful to the retiree to start receiving his benefits on the following pay period not a month later after he/   has retired.

Human Resources either needs to hire more internal employees that can handle the demand/workload brought on to them by the rest of the ACPS employee's or hire a individual who can get things done. I have physically been told by human resources that they don't care about any thing that's going on in an employee's life outside of the system. I find it rather disturbing that employees don't really have anyone on they side when it comes down to it.

All phone conversations feel like I'm a nuisance to the person, not the person directing the calls, but the person I'm contacting. Questions are answered in a curt and impolite way. The website has been helpful since it minimizes the interaction with people in central office. However, I've been referred to the website for forms that I was not able to locate, (and I'm a strong computer person) when I contacted the office for help trying to locate the forms (FMLA) the interaction was again impolite. When I contacted the HR office regarding a change in benefits since my husbands health insurance was changing I was cut off mid-sentence and told "No" What I was asking could not be done (I was asking to be added to our health insurance plan since his had changed and I found out I was pregnant). I understand if something can not be done, but there is a manner to approach these things that the staff does not have. I recommend better screening in interviews to make the interactions with HR staff more polite and cordial. However, although at time the licensure office staff seems overwhelmed, once in conversation they were always helpful in making sure I had everything done for my recent recertification.

I have had more experiences with HR during the last year than any of the other 7 years I have been employed by ACPS. Two of them, a tax issue and a worker's comp issue were extremely hard to get helpful feedback or solutions on. The experience was quite frustrating because I was either being ignored or being blamed for a kink in the process. My most recent communication with the department was in regards to a benefits situation. The employee in contact with me admitted her mistake and apologized for making it. It was the first time I ever felt respected, and not treated like a hassle, by the department. I am very understanding when mistakes happen, everyone makes them, and it was a pleasant surprise to hear such an honest, considerate, response to the situation.

If-------------- would respond to voicemails or e-mails regarding benefits questions, that would be great! I find that   is extremely unresponsive whenever I have basic questions regarding benefits (leaving a voicemail or an e-mail makes no difference in her level of responsiveness) and have learned to avoid contacting her if at all possible.

I just want to say that I have worked in about a half dozen schools in my career and this position was the easiest to obtain in terms of HR work. The application/hiring process was great once I knew I had made it through the principal's interview and would be hired. Everyone in HR was and remains most helpful.

-Respond in a more timely manner to email inquiries. -Answer the phone on a more consistent basis...there have been times I've called and no one answers at all -Help applicants better understand the application and hiring process...When I applied, almost 5 months went by before I heard anything, when I emailed HR about my status, I was told that there were too many applicants to update me on my status--this makes applicants feel that their application is not important and is a turn-off

Information is not always accurate. NO CLASSES ARE OFFERED FOR RECERTIFICATION POINTS FOR ELEMENTARY LIKE THEY USED TO. It's hard to find someone sympathetic in Human Resources as well.

NONE

Be more responsive to emails and telephone calls.

None noted at this time.

When a person completes the online application, have a quick   et available. Have you selected a job number? Have you saved it? Have you provided references? This might not be necessary for most applicants, however many omit the needed information.

I am a new employee and I have been asked to provide two letters of recommendation to my file, even though I've already been hired. I provided reference on the online application. It makes more sense for the application to require recommendation letters at the time of submission. I suggest that the application have a section where one can provide reference information, and the request for a recommendation be sent electronically to the persons of reference. This cuts down on confusion and paper, and makes the process more organized.

1. Responding in a timely manner. Including notification of jobs that are posted but not filled. 2. Get teacher contracts right- correct. is great!!

Some staff members in that Department still do not understand they are part of the "HUMAn Resource" Department. They treat employees, including myself as if they are above all others, without the utmost respect and understanding of the staff member's personal situation, problems and/or request. There is one person there specifically, that I personally try to avoid having to dealing with.

Provide communication on what's "new" in employee related policy, services, personnel changes, etc. Encourage/support opportunies for all employees to take part in social gatherings; encourage/inform employees on freebee benefits (i.e., travel web site access for personal/family travel) Provide mentoring and career advancement programs for management to liaison/partner with support staff (promote from within, first) Encourage a healthy lifestyle by providing information on community based health seminars, screenings, exercise programs (Mark Center gym), etc.

I contacted-------------- several times in regards to my contract status (I should have been a C1 instead of a P2). He agreed but would never make the corrections. This was after an in person visit, several emails and several phone calls. He has promised me in writing to make the changes and still hasn't. That is unacceptable and unprofessional. I've worked for major corporations and that performance would not be accepted there.

It has been a lot better in the past few years since I began years ago. The ability for us to look at our records is very helpful now.

You need to make the phone system better. It takes FOREVER to speak to a real person!The employee extension process hardly ever

works correctly.

Maybe have seperate sections for coaching/ licensed teachers and info on how to go about getting hired for a coaching position.

not sure

Always respond to email in a timely fashion; particularly when it is indicated the request is urgent.

Return calls and emails in a timely manner. Be available on days that teachers have more time to contact hr (teacher work days, conference days, etc.)

Update personnel policies on the internet. Some are out of date, but who knows which ones?

Please make the benefits information easier to understand. Very little was actually covered in the initial meeting.

There have been so many new name changes in and different positions that you do not know who to call for what, also, we need to know what they are in charge of because I seem to call the wrong person. Could you send out an email with it or flyer or something?

Be more careful with my employment documents. I have been asked to fill out an I-9 form 3 times, but my first form was always in my portfolio.

Personal notices should come through home mail.

Applicants tell me that the people they talk with in HR are not friendly and do not assist them in the application process. Once HR is notified of which of several candidates has been recommended for hire, they are often very slow in notifying the other candidates that they were not selected. The process for reaching out to candidates could be greatly improved - both those selected for hire and those not selected at this time.

Actually haven't had time to navigate the web page so can't really answer question above. I like that HR is making it possible for us to look up this info on our own--just have to make time to do it. Could HR provide customer service training to front office staff in the schools? I hear complaints from families about poor customer service at the schools. Parents walk into an office and nobody looks up.

E-mail any updates

T

A tree diagram would help when identifying what person is responsible for what duties.

I was originally hired in -------------- I do not remember specific information about the hiring process. I contacted the human resource department about benefit changes (switching form United Healthcare to Kaiser), I did not receive my new Kaiser cards by July 1st. When I called and spoke with-------------- -------------- said that all the paperwork was processed and I would get them soon. When I called Kaiser they did not have my paperwork. (I turned in it on June 1st). I asked -------------- if -------------- could check and see if they even received my paperwork, -------------- told me that -------------- couldn't help me and would have -------------- assistant call me back. I did not receive a call back. I ended up calling 2 days later and speaking to-------------- -------------- told me that -------------- processed the paperwork on June 25th and wasn't sure why I didn't receive my cards yet. When I questioned and asked what to do because we had no health insurance -------------- offered me no answers or help. This happened the last week of June. I was worried because we were leaving for vacation and didn't have any insurance cards or coverage. The benefit department was no help to me and seemed quite unconcerned. Kaiser could offer me no help because they had no record of me. I am also unsure why I did not receive a call back when I was told I would. I left from vacation on July 3 and returned July 10, I finally received my cards on July 13th.

Before the orientation, HR sent me a number of forms to fill out via email. I also received another package via mail to bring to the employee orientation. Sending duplicate forms did not help. It was very confusing and I spent a good amount of time filling out the

information during the orientation. It would have helped if the directions were more clear instead of confusing. The-------------- also presenting the information at orientation also weren't as helpful. There was too little help for so many people in the room. ACPS is a great place to work.

A-------------- the system for several years I have always experienced significant incompetence with the HR department. Loss of submitted information, rude behavior and very slow processing of information that is needed in a timely. Another example of this lack of professionalism was the recent scare notification of several SPED educators that their contracts would be terminated after the new year due to license issues. Several teachers signed up for paraxis tests using their own money and then found out by researching themselves that they actually don't need the test at all to be HQ. Now these teachers are still waiting for HR to send notification to parxis to get their money back and HR has still not notified praxis. Finally we had one teacher who had their college credits counted incorrectly by HR and was told they would could not qualify for HQ. The teacher went back and counted the credits themself and corrected HRs mistake. This has all been in the 1st quarter of this year. I went through a big deal at the end of last year renewing my license and trying to get loan forgiveness. Several mistakes were made by HR turning the process into a long cumbersome ordeal.

Less automation and more personal, meaningful service is desired. Multiple automated responses to a single phone call is a turn off.

Improvement in provision of healthcare benefits information when questions are posed via email/phone call. Improvement in information specific to related healthcare providers. Improvement and alteration regarding the online application for related service providers..ie: therapists. Currently the application in geared for teaching staff.

Improve customer service as far as the attitude people are met with when dealing with the HR department. Eye contact and a smile can go a long way. After working with and caring for 19 loud first graders all day by myself and being pulled in multiple directions between students, parents, co-workers, and administrators, I can still manage a smile when I seek out advice or help from the HR staff sitting at their quiet desks working on their quiet computers. I also manage to return phone calls and respond to emails within 24 hours. I was trying to work with a   in HR starting in June to solve a problem. I emailed and called several times over the summer with zero response. In August, I lost my patience and left a voice mail message communicating my frustration.   called me back immediately saying   was there all by herself with a line out her door that morning. I'm pretty sure the line hadn't been out her door since June! To this day I'm not even sure the issue was ever resolved. Since the school year has started, I don't have any time to deal with issues outside my classroom.

Return calls/emails in a timely manner so I don't have to keep trying to contact.

I have never used the human resources web page nor did I fill out an on-line application 30+ years ago. For this reason, I answered NA on many of the questions in this survey. I have had very little contact recently with HR but do know in the past, 5 years ago and before that, they were not particularly friendly or helpful especially with new teachers in my school. They also seemed to lack a sense of urgency or understanding of how important it is to act quickly when hiring teachers, especially in hard to fill positions. I don't know if this has changed but hope it has.

Employees could be more polite and understanding when a teacher calls. At times it seems as if we are bothering them. This especially happens in the Patroll Dept.

The staff should go through some sort of training to address their harsh tone when speaking on the phone. I find their tone very uncomfortable and unprofessional. I do not look forward to speaking to anyone in the department. I rather email.

More and clear information about the health benefits, licensure, and retirement.

Return phone calls promptly.

File paperwork correctly, notify employees if a spouse is going to be left out of benefits because the social security number was brought in two days later--in compliance with demands of human resources employees. Providing copies of benefits applications when requested within first two times requested.

Sorry, but I can't think of anything, actually. :-)

Many questions I answered with N/A because I haven't had to contact HR.

One improvement would be better internal customer service. There are times when certain employees in H.R. can be VERY rude without provocation. Thanks for trying to improve services to ACPS employees and external customers.

create a facebook account so that employee can just post their questions and anybody who have the right info in the hr department can help the employee

should provide a wellness program for staff; greater compensation; more support for medical...costs employees way too much; better dental benefits

Alexandria City Public Schools
2010-2011 HR Survey Results
Please tell us of any changes you would like to see on the Human Resources
Department web-page.

Q17. Please tell us of any changes you would like to see on the Human Resources Department web-page.
It might be useful to provide a more detailed description of benefits offered by ACPS.
N/A
Specific contact via email or telephone by category (If you have a question about .... contact ....)
None.
Where is the link on Blackboard to this page?
It would be great if there were a seach box so I could get to what I am looking for quickly. But this applies to all pages on Blackboard. It drives me crazy how much time I spend clicking on various buttons to find what I need.
N/A
The Web page is not user-friendly for answering personnel questions. The fact that there is not a personnel manual and will not be one for some time is extremely frustrating. The suggestion that policy information can be accessed through school board policy is not at all helpful because the information available through this link is vague and unhelpful in answering most question, requiring employees to contact HR and wait for a reply.
I have no recommendations for the web-page.
I have never looked at your web page.
It works for for me the way it is..
None
Add more people. Get rid of the ones you have.
None at this time
A complete list of employees, their job description, their emails and their phone numbers would be more helpful.
Again, there are improvements on the web site. However, I still have a hard time locating information on the web site. I think it would be helpful if there were a list of the categories and what services are provided there. For example, when do you contact payroll v benefits. I also like it if all the forms are in the same place.

N/A
N/A
A link to leave forms that is not under payroll or finance. Explicit information on ACPS retirement plan, e.g. sick leave pay, dates to file, etc.
Quicker responses to inquiries and emails notify staff about status of jobs that was applied for Answer the phones Sound Friendly Make a greater effort to resolves issues in a timely manner
Copies of job descriptions should be posted online. What is a support specialist, or administrative assistant, or any other position available in ACPS? Often when jobs become open, there are no job descriptions associated with the position. For someone outside the system, it is difficult to understand the exact nature of the job, and for those inside ACPS, it is often unclear whether or not one can fulfill the duties of the job, or its qualifications. Since we are expected to do certain functions under each job description, it would be nice to be able to access all job descriptions online. They should not be a secret.
None at this time
ACPS and FMLA extended leave policies were not clearly laid out the last time I checked the page.
None
Leave procedures (see above)
HR should not really be about the web site..... Human Resources should be about human to human contact and assistance not how to dump forms online and have the staff do 90% of the work to resolve a complex problem.
Make Tuition Assistance forms easier to find!
I'm satisfied with the current web-page.
None that I can think of right now.
I don't always know where to find documents.
NA, I don't use this page.
n/a
Is there a link for retirees?
Create a separate page with telephone numbers and/or extensions for central office staff.
The entire ACPS website is confusing and difficult to navigate. It needs a makeover.
none

none
not sure
respect others
Much more specific information regarding usage of the Flex spending.
Web-page is good, however, a further training would be nice.
Accurate contact information for who to contact regarding which matters (e.g. a contact person for health benefits, a contact person for payroll questions...and if specific individuals handle payroll for specific schools, please indicate this info). I find that I spend extra time trying to hunt down the specific individuals that can help me with HR related questions because this info isn't always readily available.
NONE
None
None
none
HR is more than a web page- the web page is the port of entry. Most teachers contact HR because of a problem or unique situation. Put the "human" in Human resources. We are not a huge system. The service should be more responsive.
More sensitivity towards others. More respect towards others.
Better organization, fillable pdf forms Photos of staff
Streamline hiring of much needed special education paraprofessionals. They are a critical part of success for some students and are very much needed. If there is anyway, they could be hired faster, go through the process faster, be educated in their job performance and duties, so they can be in the schools faster to help serve students, that would be great! I feel some do not fully understand the job responsibilities especially when it comes to personal care for some students.
Nothing at the moment because I think in over all, you are doing a great job.
It is often difficult to find the forms necessary for leave and travel on the web site and blackboard. Making them more clearly marked would be helpful. My response to the question below is that the HR department is improving but could be a much more welcoming place to potential applicants.
none to think of at this time
Please update the information. Changes have been made and the old information is still there.
Information on National Board Certification. I am still trying to get information on this.

Haven't really needed to access it, only needed to find the number for--------------
If there was a step-by-step directions for processing the forms during the orientation. This would help the new employees not get confused as much. There was also confusion about the orientation as it was in conflict on the day for new teacher orientation. I felt that some of the meeting times weren't as convenient.
A much higher level of professionalism.
Ideally, I'd like to see accessing instructional planning materials for teachers limited to a single step or at most two.
The positions should be up to date. There should be an internal advertising first for positions before posted for the public.
N/A
Sorry, but I can't think of anything, actually. :-)
After meeting with a finacial advisor I contacted someone about what kind of contributions ACPS was making to my retirement (even though I am far from retirement age). I'm not sure if it was the HR department. Regretfully the answer I was given was, "you learned about that at orientation." During orientation I was given so much information and retirement was the last thing on my mind as a twenty something year old. I was VERY turned off by the response I was given. It would be nice to have some kind of retirement/savings advice given to those of us who are far from retirement.
include a facebook account
easier to navigate