

Community Consolidated School District 62 Support Staff Satisfaction Data Report

There was little data available to represent Support Staff needs and opinions. The district reviewed examples of Support Staff satisfaction surveys and drafted a ten-question survey that was administered in September 2023. The Support Staff Union had the opportunity to review the survey and provide any feedback.

Scoring based on a five-point Likert scale:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree

The following represents the percentage of support staff who responded to the survey:
2023

Summary of Responses with a 4 or 5 Agree/Strongly Agree

Question	Percent Agree/Strongly Agree
1. I find my work engaging.	28, 32 = 60 Total out of 71 responses
2. I think my opinions count at work.	21, 16 = 37 Total out of 71 responses
3. When the school district makes changes, I understand why.	17, 11 = 28 Total out of 71 responses
4. When I contribute to District 62's success, I feel recognized.	26, 13 = 39 Total out of 71 responses
5. I trust this school district to be fair to all employees	20, 13 = 33 Total out of 71 responses
6. I feel like I belong in District 62.	24, 30 = 54 Total out of 71 responses
7. Goals and accountabilities are clear to everyone on my team.	24, 18 = 42 Total out of 71 responses
8. I have the materials and equipment I need to do my job.	21, 32 = 53 Total out of 71 responses
9. I know how I fit into the school district's future.	30, 15 = 45 Total out of 71 responses

10. Something about our school district that needs improvement:

Themes:

- Pay better.
- Be proactive rather than reactive.
- Better communication.
- Professional development and onboarding.
- Do not treat as second-class citizens.

Analysis of Support Staff Responses: District Survey

Top 5 Strengths

Top 5 Opportunities for Improvement

Support Staff Top Areas Needing Improvement

Top 3 Areas