

**Special School District Climate Survey for Support Staff  
2016-2019**

**Job Satisfaction**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I feel SSD treats me with respect.	2018-2019	26%	72	58%	58	12%	32	4%	10	272
	2017-2018	29%	98	59%	201	11%	36	2%	7	342
	2016-2017	34%	118	55%	190	10%	34	2%	6	348

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I believe that SSD has a positive public image.	2018-2019	27%	74	65%	177	7%	20	0%	1	272
	2017-2018	29%	100	64%	220	6%	21	1%	2	343
	2016-2017	36%	128	57%	202	6%	21	0%	1	352

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I know what is expected of me in order to complete my job.	2018-2019	37%	100	54%	148	8%	22	1%	3	273
	2017-2018	36%	123	56%	192	7%	24	1%	4	343
	2016-2017	45%	157	49%	173	5%	19	1%	3	352

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I feel others are clear about the parameters of my job.	2018-2019	9%	25	50%	138	34%	92	7%	19	274
	2017-2018	13%	46	53%	181	29%	100	5%	17	344
	2016-2017	18%	62	50%	175	29%	101	4%	14	352

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I feel personal satisfaction with my job.	2018-2019	36%	97	54%	147	8%	23	2%	6	273
	2017-2018	37%	128	50%	172	11%	37	1%	5	342
	2016-2017	42%	148	50%	176	6%	20	1%	5	349

**Special School District Climate Survey for Support Staff  
2016-2019**

**Job Satisfaction (Continued)**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
My immediate SSD supervisor models continuous improvement.	2018-2019	38%	104	42%	115	12%	32	8%	21	272
	2017-2018	38%	129	45%	153	11%	37	7%	23	342
	2016-2017	44%	155	38%	135	13%	44	5%	17	351

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
Support is available to help me incorporate computers and other technology into my instructional practices.	2018-2019	27%	72	55%	144	14%	37	3%	9	262
	2017-2018	27%	89	60%	196	10%	32	4%	12	329
	2016-2017	31%	102	55%	180	11%	37	2%	8	327

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I feel supported by partner district teachers and staff (if applicable).	2018-2019	16%	32	67%	130	14%	28	2%	4	194
	2017-2018	18%	45	68%	170	12%	31	2%	4	250
	2016-2017	25%	60	62%	149	12%	28	1%	3	240

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I feel supported by other SSD teachers and staff.	2018-2019	27%	72	61%	159	11%	28	1%	3	262
	2017-2018	29%	95	62%	205	7%	24	2%	5	329
	2016-2017	32%	102	59%	187	8%	24	2%	6	319

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I feel connected to my partner district (if applicable).	2018-2019	14%	25	69%	123	15%	26	2%	4	178
	2017-2018	17%	37	68%	149	13%	29	2%	4	219
	2016-2017	28%	61	59%	127	10%	22	3%	7	217

**Special School District Climate Survey for Support Staff  
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**Job Satisfaction (Continued)**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I have received adequate technology training and resources to do my job.	2018-2019	17%	46	61%	166	18%	50	3%	9	271
	2017-2018	19%	63	56%	189	21%	71	4%	12	335
	2016-2017	28%	96	54%	186	16%	55	3%	10	347

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
SSD provides opportunities that promote employee wellness (e.g., employee health and general well-being).	2018-2019	35%	96	57%	155	7%	19	1%	2	272
	2017-2018	29%	100	62%	213	5%	18	3%	11	342
	2016-2017	35%	122	59%	205	5%	19	1%	3	349

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I have quick, accurate, and reliable access to all the resources I need to do my job.	2018-2019	17%	46	54%	147	25%	69	4%	10	272
	2017-2018	15%	52	57%	196	23%	80	4%	13	341
	2016-2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
I see myself and my culture reflected in the building(s) where I work.	2018-2019	18%	48	61%	161	16%	43	5%	12	264
	2017-2018	18%	61	62%	207	16%	52	4%	14	334
	2016-2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
At my school or work site, all staff and students are included as members of the school or workplace community.	2018-2019	19%	50	54%	143	24%	64	3%	9	266
	2017-2018	17%	57	61%	200	19%	62	3%	10	329
	2016-2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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**Job Satisfaction (Continued)**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
The employee performance evaluation process provides me with an accurate and meaningful appraisal of my job performance.	2018-2019	12%	33	42%	112	32%	87	14%	37	269
	2017-2018	9%	31	54%	184	26%	87	11%	37	339
	2016-2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
My workload is manageable.	2018-2019	16%	44	56%	152	21%	58	6%	16	270
	2017-2018	17%	57	57%	193	19%	65	8%	26	341
	2016-2017	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Satisfaction With SSD Support Departments**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
The SSD Technology Services staff provides friendly customer service.	2018-2019	45%	124	48%	132	5%	14	1%	3	273
	2017-2018	47%	162	46%	159	6%	20	0%	1	342
	2016-2017	49%	171	46%	159	4%	13	1%	5	348

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
The SSD Human Resources staff provides friendly customer service.	2018-2019	27%	73	54%	145	15%	40	4%	11	269
	2017-2018	28%	93	55%	183	14%	46	4%	13	335
	2016-2017	29%	99	57%	195	12%	42	2%	8	344

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
		%	Count	%	Count	%	Count	%	Count	
The SSD Communications staff promotes a positive image of the district.	2018-2019	30%	81	60%	161	7%	19	3%	8	269
	2017-2018	33%	112	60%	202	5%	18	2%	6	338
	2016-2017	32%	110	63%	214	5%	16	1%	2	342

### Special School District Climate Survey for Support Staff

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#### Satisfaction With SSD Support Departments (Continued)

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Human Resources	2018-2019	17%	45	51%	139	17%	46	11%	30	4%	12	272
	2017-2018	18%	63	50%	171	19%	66	9%	29	4%	12	341
	2016-2017	22%	74	49%	169	20%	67	6%	22	3%	10	342

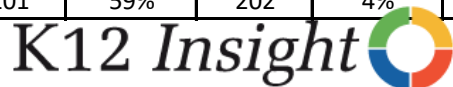
	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Communications	2018-2019	17%	47	58%	158	8%	21	7%	18	10%	28	272
	2017-2018	20%	70	57%	195	10%	33	2%	6	11%	38	342
	2016-2017	24%	83	55%	190	9%	31	1%	3	11%	38	345

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Technology Services	2018-2019	39%	104	49%	132	8%	22	3%	9	1%	3	270
	2017-2018	38%	131	47%	160	10%	36	3%	10	2%	6	343
	2016-2017	40%	138	46%	158	9%	30	3%	10	3%	10	346

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
IEP Help Desk (Special Education Information Management Systems/SEIMS)	2018-2019	24%	64	37%	97	5%	12	2%	5	32%	84	262
	2017-2018	25%	83	43%	140	5%	15	1%	2	27%	88	328
	2016-2017	31%	102	42%	136	2%	8	0%	1	24%	80	327

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Accounting	2018-2019	23%	63	48%	129	5%	14	1%	3	23%	61	270
	2017-2018	22%	73	54%	179	3%	9	2%	7	20%	65	333
	2016-2017	29%	99	47%	162	2%	7	1%	2	21%	72	342

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Insurance/Benefits	2018-2019	27%	73	56%	154	5%	14	3%	8	9%	25	274
	2017-2018	26%	89	59%	202	5%	18	1%	5	8%	27	341
	2016-2017	29%	101	59%	202	4%	15	0%	0	8%	27	345



### Special School District Climate Survey for Support Staff

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#### Satisfaction With SSD Support Departments (Continued)

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Payroll	2018-2019	31%	84	55%	150	5%	15	2%	5	7%	20	274
	2017-2018	28%	95	61%	208	4%	13	1%	5	6%	22	343
	2016-2017	33%	115	56%	193	5%	17	1%	3	5%	19	347

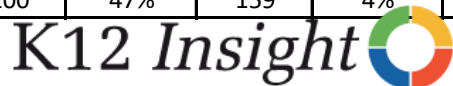
	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Purchasing	2018-2019	24%	64	43%	116	5%	14	4%	11	23%	62	267
	2017-2018	24%	80	49%	164	7%	22	1%	5	19%	64	335
	2016-2017	28%	95	48%	164	4%	13	1%	3	19%	66	341

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Warehouse	2018-2019	22%	60	48%	130	7%	18	2%	6	21%	58	272
	2017-2018	20%	68	49%	165	8%	28	3%	9	20%	69	339
	2016-2017	25%	85	48%	165	6%	22	2%	6	19%	65	343

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Print Shop	2018-2019	36%	98	33%	90	2%	5	1%	2	28%	74	269
	2017-2018	37%	124	37%	126	1%	4	0%	0	25%	83	337
	2016-2017	43%	146	36%	121	0%	1	0%	0	20%	69	337

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Student Data Department (SIS)	2018-2019	28%	74	36%	97	3%	9	2%	5	31%	82	267
	2017-2018	26%	86	44%	146	4%	12	2%	6	24%	81	331
	2016-2017	31%	104	43%	145	2%	7	0%	1	24%	80	337

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
		%	Count	%	Count	%	Count	%	Count	%	Count	
Facilities	2018-2019	24%	66	46%	123	4%	11	2%	6	24%	64	270
	2017-2018	24%	81	46%	155	5%	17	1%	5	23%	76	334
	2016-2017	29%	100	47%	159	4%	13	1%	3	19%	65	340



## Special School District Climate Survey for Support Staff

2016-2019

### Satisfaction With SSD Support Departments (Continued)

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
Student Transportation	2018-2019	22%	59	42%	111	10%	26	6%	17	19%	51	264
	2017-2018	23%	74	43%	140	8%	25	4%	13	23%	75	327
	2016-2017	28%	93	46%	151	5%	18	2%	5	19%	62	329

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		I Don't Know		Total Responses
Professional Development (Planning and Development Department)	2018-2019	19%	52	47%	128	13%	34	8%	23	13%	35	272
	2017-2018	23%	77	47%	159	12%	42	5%	16	13%	45	339
	2016-2017	28%	94	51%	173	8%	27	2%	8	11%	37	339

### Issues of Concerns

	Year	Yes		No		Total Responses
Have you had an issue or concern to discuss with an SSD director, assistant superintendent, or cabinet member this school year?	2018-2019	38%	104	62%	170	274
	2017-2018	34%	117	66%	225	342
	2016-2017	37%	129	63%	222	351

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
he or she was available to talk to you.	2018-2019	32%	33	46%	47	11%	11	12%	12	103
	2017-2018	34%	40	47%	55	12%	14	7%	8	117
	2016-2017	40%	51	41%	52	10%	13	9%	11	127

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
he or she was courteous and listened to your concerns.	2018-2019	35%	36	41%	42	14%	14	11%	11	103
	2017-2018	33%	39	50%	59	9%	11	7%	8	117
	2016-2017	42%	52	40%	50	10%	12	8%	10	124

**Special School District Climate Survey for Support Staff  
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**Issues of Concerns (Continued)**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
he or she responded to your concerns in a professional manner, whether or not he or she agreed with your views.	2018-2019	33%	34	38%	39	17%	18	12%	12	103
	2017-2018	34%	39	43%	50	16%	18	8%	9	116
	2016-2017	42%	52	35%	43	14%	17	10%	12	124

**District Communications**

Please indicate the extent to which you agree or disagree that you use the following tools to get general information on a daily basis.	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
Local Newspaper	2018-2019	6%	15	29%	78	34%	90	31%	83	266
National Newspaper	2018-2019	6%	16	22%	57	40%	104	33%	86	263
Local Television News	2018-2019	28%	75	52%	139	13%	35	6%	17	266
National Television News	2018-2019	22%	57	47%	124	18%	48	13%	35	264
Local Radio	2018-2019	25%	68	51%	137	15%	41	8%	21	267
National Radio	2018-2019	13%	33	31%	81	36%	93	20%	52	259
Social Media (such as Facebook, Twitter, etc.)	2018-2019	30%	81	43%	114	16%	44	11%	29	268
Local News Websites	2018-2019	24%	64	54%	143	15%	39	7%	18	264
National News Websites	2018-2019	22%	59	46%	122	20%	54	11%	30	265



## Special School District Climate Survey for Support Staff

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### District Communications (Continued)

Please indicate the extent to which you agree or disagree that you use the following tools to get information about Special School District.	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
District Website (SSDMO.org)	2018-2019	32%	86	53%	142	13%	36	2%	5	269
District Social Media Accounts (Facebook, Twitter, etc.)	2018-2019	18%	48	38%	101	29%	78	15%	40	267
Special Edition Newsletter	2018-2019	7%	19	37%	97	39%	102	17%	45	263
Parent Connection Newsletter	2018-2019	7%	17	34%	89	43%	112	16%	41	259
SSD Unfiltered e-Newsletter	2018-2019	5%	14	19%	50	51%	131	24%	63	258
SSD Life	2018-2019	31%	84	56%	153	11%	29	2%	6	272

Please indicate the extent to which you agree or disagree that you use the following tools to get general information on a daily basis.	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
Facebook	2018-2019	28%	75	38%	103	17%	45	17%	46	269
Twitter	2018-2019	13%	34	23%	61	33%	85	31%	80	260
Instagram	2018-2019	9%	23	16%	41	39%	103	36%	94	261
Snap Chat	2018-2019	5%	12	10%	26	44%	114	41%	107	259
YouTube	2018-2019	12%	31	26%	67	33%	86	30%	77	261
Vimeo	2018-2019	5%	13	12%	31	42%	108	41%	104	256

**Special School District Climate Survey for Support Staff**

**2016-2019**

**District Communications (Continued)**

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
SSD communicates time-sensitive information, such as changes to operating schedules, in a timely and effective manner.	2018-2019	13%	34	61%	163	21%	57	5%	14	268
SSD sufficiently shares information about the accomplishments of its teachers and staff.	2018-2019	11%	30	59%	159	24%	65	6%	16	270
SSD sufficiently shares information about the accomplishments of students receiving SSD services.	2018-2019	14%	37	59%	159	23%	63	4%	11	270
SSD sufficiently shares information about District events.	2018-2019	12%	32	63%	170	21%	56	4%	11	269

	Year	Strongly Agree		Agree		Disagree		Strongly Disagree		Total Responses
I feel sufficiently informed about Special School District news and events.	2018-2019	8%	22	66%	177	22%	58	4%	10	267

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What grade would you give SSD for how well it is meeting the needs of its students?	2018-2019		2017-2018		2016-2017	
	<b>A</b>	29%	79	37%	126	47%
<b>B</b>	52%	139	45%	154	41%	141
<b>C</b>	14%	39	13%	45	9%	30
<b>D</b>	4%	12	4%	14	3%	11
<b>F</b>	0%	0	0%	1	1%	3
<b>Total Responses</b>		269		340		347