

Employee Experience Survey

Results Report

Oxford School District

Effective Date: Spring 2023

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

	Fall 2022	Spring 2023
Participation	369	325
Overall Mean	4.23	4.09
Top Box Percentage	49.85%	43.90%

Table 2. Net Promoter Score

	Fall 2022	Spring 2023
NPS: Organization	50.14	37.65
Promoter	64.31%	56.79%
Passive	21.53%	24.07%
Detractor	14.17%	19.14%
NPS: Immediate Work Area	51.91	42.90
Promoter	66.39%	62.04%
Passive	19.13%	18.83%
Detractor	14.48%	19.14%

Table 3. Item Means and Overall Mean by Survey Administration

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

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

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

Table 5. Participation by School / Department

	Fall 2022	Spring 2023
Accountability and Accreditation	4	-
Curriculum and Instruction	15	12
Financial Services	2	0
Human Resources Department	2	3
Operations Department	15	17
Student Support Services	21	12
Superintendent's Office	8	4
Oxford Early Childhood Center	37	34
Bramlett Elementary School (Kindergarten-1)	56	59
Della Davidson Elementary School (Grades 2-3)	56	46
Central Elementary School (Grades 4-5)	38	33
Oxford Intermediate School (Grade 6)	28	25
Oxford Middle School (Grades 7-8)	26	27
Oxford High School (Grades 9-12)	58	52
Total	369¹	325¹

¹ 3 employees did not identify a location (Fall 2022); 1 employee did not identify a location (Spring 2023).

Table 6. Overall Mean by School / Department

	Fall 2022*	Spring 2023
Accountability and Accreditation	n<5	-
Curriculum and Instruction	4.22	4.09
Financial Services	n<5	n<5
Human Resources Department	n<5	n<5
Operations Department	3.84	4.29
Student Support Services	4.57	4.29
Superintendent's Office	4.94	n<5
Oxford Early Childhood Center	4.52	4.65
Bramlett Elementary School (Kindergarten-1)	3.97	3.78
Della Davidson Elementary School (Grades 2-3)	4.69	4.52
Central Elementary School (Grades 4-5)	4.30	4.39
Oxford Intermediate School (Grade 6)	4.19	3.95
Oxford Middle School (Grades 7-8)	4.18	4.15
Oxford High School (Grades 9-12)	3.70	3.48
Total	4.23	4.09

<u>Accountability and Accreditation</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.		
2. I receive feedback on my strengths as an employee.		
3. I feel supported in balancing my work responsibilities.		
4. I receive appropriate recognition when I do good work.		
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.		
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.		
7. I have the opportunity to provide input on decisions that affect my job.		
8. I have a clear understanding of my expectations as an employee.		
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.		
10. I receive feedback concerning areas for improving my performance.		
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.		
12. I believe organization-level information is communicated in a timely manner across the organization.		
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.		
14. I would recommend that parents select my organization to serve their child.		
15. I feel that others in my organization connect with me in honest two-way communication.		
16. I work in an organization where employees regularly share and exchange ideas.		
17. I feel that organizational culture supports open and honest communication.		
18. I have a clear understanding of the mission and goals of my organization.		
19. I believe my work positively impacts those we serve.		
20. I feel a sense of pride when I tell people where I work.		
Overall Mean	n<5	-

<u>Curriculum and Instruction</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.47	4.25
2. I receive feedback on my strengths as an employee.	3.93	3.92
3. I feel supported in balancing my work responsibilities.	4.07	4.00
4. I receive appropriate recognition when I do good work.	3.93	4.25
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.73	4.73
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.53	3.83
7. I have the opportunity to provide input on decisions that affect my job.	4.13	4.00
8. I have a clear understanding of my expectations as an employee.	3.87	3.83
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.27	4.25
10. I receive feedback concerning areas for improving my performance.	4.00	3.83
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	4.33	3.82
12. I believe organization-level information is communicated in a timely manner across the organization.	4.07	3.82
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	3.93	4.36
14. I would recommend that parents select my organization to serve their child.	4.53	4.73
15. I feel that others in my organization connect with me in honest two-way communication.	4.07	4.45
16. I work in an organization where employees regularly share and exchange ideas.	4.53	4.55
17. I feel that organizational culture supports open and honest communication.	3.93	4.27
18. I have a clear understanding of the mission and goals of my organization.	4.33	4.45
19. I believe my work positively impacts those we serve.	4.13	4.64
20. I feel a sense of pride when I tell people where I work.	4.53	4.73
Overall Mean	4.22	4.09

<u>Financial Services</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.		
2. I receive feedback on my strengths as an employee.		
3. I feel supported in balancing my work responsibilities.		
4. I receive appropriate recognition when I do good work.		
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.		
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.		
7. I have the opportunity to provide input on decisions that affect my job.		
8. I have a clear understanding of my expectations as an employee.		
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.		
10. I receive feedback concerning areas for improving my performance.		
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.		
12. I believe organization-level information is communicated in a timely manner across the organization.		
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.		
14. I would recommend that parents select my organization to serve their child.		
15. I feel that others in my organization connect with me in honest two-way communication.		
16. I work in an organization where employees regularly share and exchange ideas.		
17. I feel that organizational culture supports open and honest communication.		
18. I have a clear understanding of the mission and goals of my organization.		
19. I believe my work positively impacts those we serve.		
20. I feel a sense of pride when I tell people where I work.		
Overall Mean	n<5	n<5

<u>Human Resources</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.		
2. I receive feedback on my strengths as an employee.		
3. I feel supported in balancing my work responsibilities.		
4. I receive appropriate recognition when I do good work.		
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.		
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.		
7. I have the opportunity to provide input on decisions that affect my job.		
8. I have a clear understanding of my expectations as an employee.		
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.		
10. I receive feedback concerning areas for improving my performance.		
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.		
12. I believe organization-level information is communicated in a timely manner across the organization.		
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.		
14. I would recommend that parents select my organization to serve their child.		
15. I feel that others in my organization connect with me in honest two-way communication.		
16. I work in an organization where employees regularly share and exchange ideas.		
17. I feel that organizational culture supports open and honest communication.		
18. I have a clear understanding of the mission and goals of my organization.		
19. I believe my work positively impacts those we serve.		
20. I feel a sense of pride when I tell people where I work.		
Overall Mean	n<5	n<5

<u>Operations</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	3.93	4.47
2. I receive feedback on my strengths as an employee.	3.60	4.18
3. I feel supported in balancing my work responsibilities.	4.07	4.29
4. I receive appropriate recognition when I do good work.	3.53	4.38
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.07	4.41
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	3.87	4.25
7. I have the opportunity to provide input on decisions that affect my job.	3.80	4.41
8. I have a clear understanding of my expectations as an employee.	3.80	4.35
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.00	4.59
10. I receive feedback concerning areas for improving my performance.	3.67	4.12
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	3.60	3.69
12. I believe organization-level information is communicated in a timely manner across the organization.	3.21	3.82
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	3.67	4.12
14. I would recommend that parents select my organization to serve their child.	4.21	4.47
15. I feel that others in my organization connect with me in honest two-way communication.	4.00	4.41
16. I work in an organization where employees regularly share and exchange ideas.	3.93	4.24
17. I feel that organizational culture supports open and honest communication.	3.53	4.12
18. I have a clear understanding of the mission and goals of my organization.	3.87	4.47
19. I believe my work positively impacts those we serve.	4.27	4.59
20. I feel a sense of pride when I tell people where I work.	4.20	4.53
Overall Mean	3.84	4.29

<u>Student Support Services</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.38	4.25
2. I receive feedback on my strengths as an employee.	4.48	4.17
3. I feel supported in balancing my work responsibilities.	4.52	4.33
4. I receive appropriate recognition when I do good work.	4.43	4.00
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.71	4.42
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.48	4.33
7. I have the opportunity to provide input on decisions that affect my job.	4.67	4.25
8. I have a clear understanding of my expectations as an employee.	4.62	4.42
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.71	4.50
10. I receive feedback concerning areas for improving my performance.	4.52	4.17
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	4.38	4.08
12. I believe organization-level information is communicated in a timely manner across the organization.	4.38	4.36
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	4.43	4.08
14. I would recommend that parents select my organization to serve their child.	4.76	4.17
15. I feel that others in my organization connect with me in honest two-way communication.	4.62	4.17
16. I work in an organization where employees regularly share and exchange ideas.	4.71	4.50
17. I feel that organizational culture supports open and honest communication.	4.43	4.25
18. I have a clear understanding of the mission and goals of my organization.	4.57	4.50
19. I believe my work positively impacts those we serve.	4.86	4.67
20. I feel a sense of pride when I tell people where I work.	4.71	4.25
Overall Mean	4.57	4.29

<u>Superintendent's Office</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.75	
2. I receive feedback on my strengths as an employee.	4.88	
3. I feel supported in balancing my work responsibilities.	5.00	
4. I receive appropriate recognition when I do good work.	4.88	
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	5.00	
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	5.00	
7. I have the opportunity to provide input on decisions that affect my job.	5.00	
8. I have a clear understanding of my expectations as an employee.	4.88	
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	5.00	
10. I receive feedback concerning areas for improving my performance.	4.88	
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	5.00	
12. I believe organization-level information is communicated in a timely manner across the organization.	4.88	
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	5.00	
14. I would recommend that parents select my organization to serve their child.	5.00	
15. I feel that others in my organization connect with me in honest two-way communication.	5.00	
16. I work in an organization where employees regularly share and exchange ideas.	4.88	
17. I feel that organizational culture supports open and honest communication.	5.00	
18. I have a clear understanding of the mission and goals of my organization.	4.88	
19. I believe my work positively impacts those we serve.	5.00	
20. I feel a sense of pride when I tell people where I work.	5.00	
Overall Mean	4.94	n<5

<u>Oxford Early Childhood Center</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.65	4.79
2. I receive feedback on my strengths as an employee.	4.38	4.59
3. I feel supported in balancing my work responsibilities.	4.41	4.62
4. I receive appropriate recognition when I do good work.	4.38	4.50
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.49	4.68
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.49	4.71
7. I have the opportunity to provide input on decisions that affect my job.	4.32	4.47
8. I have a clear understanding of my expectations as an employee.	4.68	4.74
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.57	4.79
10. I receive feedback concerning areas for improving my performance.	4.43	4.50
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	4.42	4.62
12. I believe organization-level information is communicated in a timely manner across the organization.	4.49	4.62
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	4.49	4.74
14. I would recommend that parents select my organization to serve their child.	4.62	4.62
15. I feel that others in my organization connect with me in honest two-way communication.	4.41	4.62
16. I work in an organization where employees regularly share and exchange ideas.	4.51	4.56
17. I feel that organizational culture supports open and honest communication.	4.54	4.53
18. I have a clear understanding of the mission and goals of my organization.	4.78	4.71
19. I believe my work positively impacts those we serve.	4.76	4.82
20. I feel a sense of pride when I tell people where I work.	4.68	4.74
Overall Mean	4.52	4.65

<u>Bramlett Elementary School (Kindergarten-1)</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	3.98	3.59
2. I receive feedback on my strengths as an employee.	3.70	3.49
3. I feel supported in balancing my work responsibilities.	3.89	3.58
4. I receive appropriate recognition when I do good work.	3.91	3.45
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.07	3.86
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	3.88	3.66
7. I have the opportunity to provide input on decisions that affect my job.	3.64	3.51
8. I have a clear understanding of my expectations as an employee.	4.11	4.03
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	3.93	3.78
10. I receive feedback concerning areas for improving my performance.	3.73	3.83
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	3.77	3.31
12. I believe organization-level information is communicated in a timely manner across the organization.	3.84	3.50
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	3.87	3.61
14. I would recommend that parents select my organization to serve their child.	4.16	4.05
15. I feel that others in my organization connect with me in honest two-way communication.	4.02	3.78
16. I work in an organization where employees regularly share and exchange ideas.	4.18	4.15
17. I feel that organizational culture supports open and honest communication.	3.89	3.51
18. I have a clear understanding of the mission and goals of my organization.	4.20	4.24
19. I believe my work positively impacts those we serve.	4.45	4.58
20. I feel a sense of pride when I tell people where I work.	4.20	3.98
Overall Mean	3.97	3.78

<u>Della Davidson Elementary School (Grades 2-3)</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.82	4.57
2. I receive feedback on my strengths as an employee.	4.55	4.33
3. I feel supported in balancing my work responsibilities.	4.30	4.20
4. I receive appropriate recognition when I do good work.	4.54	4.31
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.75	4.54
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.73	4.61
7. I have the opportunity to provide input on decisions that affect my job.	4.48	4.30
8. I have a clear understanding of my expectations as an employee.	4.80	4.72
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.84	4.57
10. I receive feedback concerning areas for improving my performance.	4.57	4.58
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	4.66	4.39
12. I believe organization-level information is communicated in a timely manner across the organization.	4.67	4.48
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	4.71	4.52
14. I would recommend that parents select my organization to serve their child.	4.84	4.61
15. I feel that others in my organization connect with me in honest two-way communication.	4.68	4.44
16. I work in an organization where employees regularly share and exchange ideas.	4.77	4.61
17. I feel that organizational culture supports open and honest communication.	4.68	4.46
18. I have a clear understanding of the mission and goals of my organization.	4.79	4.65
19. I believe my work positively impacts those we serve.	4.82	4.70
20. I feel a sense of pride when I tell people where I work.	4.84	4.76
Overall Mean	4.69	4.52

Central Elementary School (Grades 4-5)	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.38	4.30
2. I receive feedback on my strengths as an employee.	4.08	4.24
3. I feel supported in balancing my work responsibilities.	4.24	4.09
4. I receive appropriate recognition when I do good work.	4.19	4.12
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.41	4.55
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.38	4.30
7. I have the opportunity to provide input on decisions that affect my job.	4.03	4.18
8. I have a clear understanding of my expectations as an employee.	4.30	4.52
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.38	4.52
10. I receive feedback concerning areas for improving my performance.	3.97	4.24
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	4.14	4.09
12. I believe organization-level information is communicated in a timely manner across the organization.	4.19	4.21
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	4.35	4.21
14. I would recommend that parents select my organization to serve their child.	4.62	4.58
15. I feel that others in my organization connect with me in honest two-way communication.	4.05	4.52
16. I work in an organization where employees regularly share and exchange ideas.	4.49	4.61
17. I feel that organizational culture supports open and honest communication.	4.22	4.52
18. I have a clear understanding of the mission and goals of my organization.	4.43	4.63
19. I believe my work positively impacts those we serve.	4.62	4.70
20. I feel a sense of pride when I tell people where I work.	4.59	4.67
Overall Mean	4.30	4.39

<u>Oxford Intermediate School (Grade 6)</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.29	3.84
2. I receive feedback on my strengths as an employee.	4.07	3.60
3. I feel supported in balancing my work responsibilities.	3.93	3.76
4. I receive appropriate recognition when I do good work.	4.11	3.60
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.32	3.96
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.11	3.96
7. I have the opportunity to provide input on decisions that affect my job.	4.14	3.84
8. I have a clear understanding of my expectations as an employee.	4.39	3.79
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.36	4.00
10. I receive feedback concerning areas for improving my performance.	3.96	3.80
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	4.07	4.04
12. I believe organization-level information is communicated in a timely manner across the organization.	3.89	3.68
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	4.25	3.72
14. I would recommend that parents select my organization to serve their child.	4.25	4.12
15. I feel that others in my organization connect with me in honest two-way communication.	4.18	4.20
16. I work in an organization where employees regularly share and exchange ideas.	4.32	4.29
17. I feel that organizational culture supports open and honest communication.	4.14	4.16
18. I have a clear understanding of the mission and goals of my organization.	4.25	4.12
19. I believe my work positively impacts those we serve.	4.64	4.36
20. I feel a sense of pride when I tell people where I work.	4.19	4.12
Overall Mean	4.19	3.95

<u>Oxford Middle School (Grades 7-8)</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	4.38	4.48
2. I receive feedback on my strengths as an employee.	4.04	4.04
3. I feel supported in balancing my work responsibilities.	4.19	4.33
4. I receive appropriate recognition when I do good work.	4.00	3.93
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	4.31	4.41
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	4.08	3.89
7. I have the opportunity to provide input on decisions that affect my job.	4.04	3.78
8. I have a clear understanding of my expectations as an employee.	4.31	4.33
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	4.27	4.44
10. I receive feedback concerning areas for improving my performance.	3.77	3.96
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	3.96	3.96
12. I believe organization-level information is communicated in a timely manner across the organization.	4.12	4.07
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	4.27	4.19
14. I would recommend that parents select my organization to serve their child.	4.08	4.19
15. I feel that others in my organization connect with me in honest two-way communication.	4.27	4.07
16. I work in an organization where employees regularly share and exchange ideas.	4.16	4.15
17. I feel that organizational culture supports open and honest communication.	4.27	3.93
18. I have a clear understanding of the mission and goals of my organization.	4.31	4.30
19. I believe my work positively impacts those we serve.	4.40	4.41
20. I feel a sense of pride when I tell people where I work.	4.50	4.22
Overall Mean	4.18	4.15

<u>Oxford High School (Grades 9-12)</u>	Fall 2022	Spring 2023
1. I feel supported with good processes and the appropriate resources to do my job.	3.83	3.48
2. I receive feedback on my strengths as an employee.	3.31	3.21
3. I feel supported in balancing my work responsibilities.	3.18	3.37
4. I receive appropriate recognition when I do good work.	3.34	3.06
5. I believe that leaders in my immediate work environment are genuinely concerned for my welfare.	3.95	3.71
6. I feel that resources in my immediate work environment are allocated to maximize effectiveness.	3.69	3.67
7. I have the opportunity to provide input on decisions that affect my job.	3.34	3.23
8. I have a clear understanding of my expectations as an employee.	3.91	3.63
9. I have the support needed from leadership in my immediate work environment to accomplish my work objectives.	3.91	3.56
10. I receive feedback concerning areas for improving my performance.	3.28	3.23
11. I feel that organization-level resources are allocated to maximize effectiveness across the organization.	3.34	3.21
12. I believe organization-level information is communicated in a timely manner across the organization.	3.39	3.02
13. I see progress being made to create a culture of success for employees across the organization and for those we serve.	3.71	3.48
14. I would recommend that parents select my organization to serve their child.	3.93	3.55
15. I feel that others in my organization connect with me in honest two-way communication.	3.83	3.42
16. I work in an organization where employees regularly share and exchange ideas.	4.17	3.77
17. I feel that organizational culture supports open and honest communication.	3.57	3.37
18. I have a clear understanding of the mission and goals of my organization.	3.91	3.75
19. I believe my work positively impacts those we serve.	4.48	4.25
20. I feel a sense of pride when I tell people where I work.	3.93	3.75
Overall Mean	3.70	3.48

Appendix

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

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

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

The NPS questions for Employee Experience were:

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

In the first round of surveys administered in Fall 2022, baseline NPS metrics were established for 18 partners.

Q1: How likely are you to recommend this organization as a good place to work?	Q2: How likely are you to recommend your immediate work environment as a good place to work?
Individual Partner NPS ranged from -28.34 to 42.12.	Individual Partner NPS ranged from -5.04 to 49.
Average Partner Network NPS: 12.69	Average Partner Network NPS: 23.49
8,906 stakeholders responded over 18 partners.	