

# Employee Experience Survey

## Results Report

Oxford School District

Effective Date: Spring 2024

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

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

**Table 2. Net Promoter Score**

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

**Table 3. Item Means and Overall Mean by Survey Administration**

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

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

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

## Appendix

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

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

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

The NPS questions for Employee Experience were:

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

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

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