

Performance Management Update

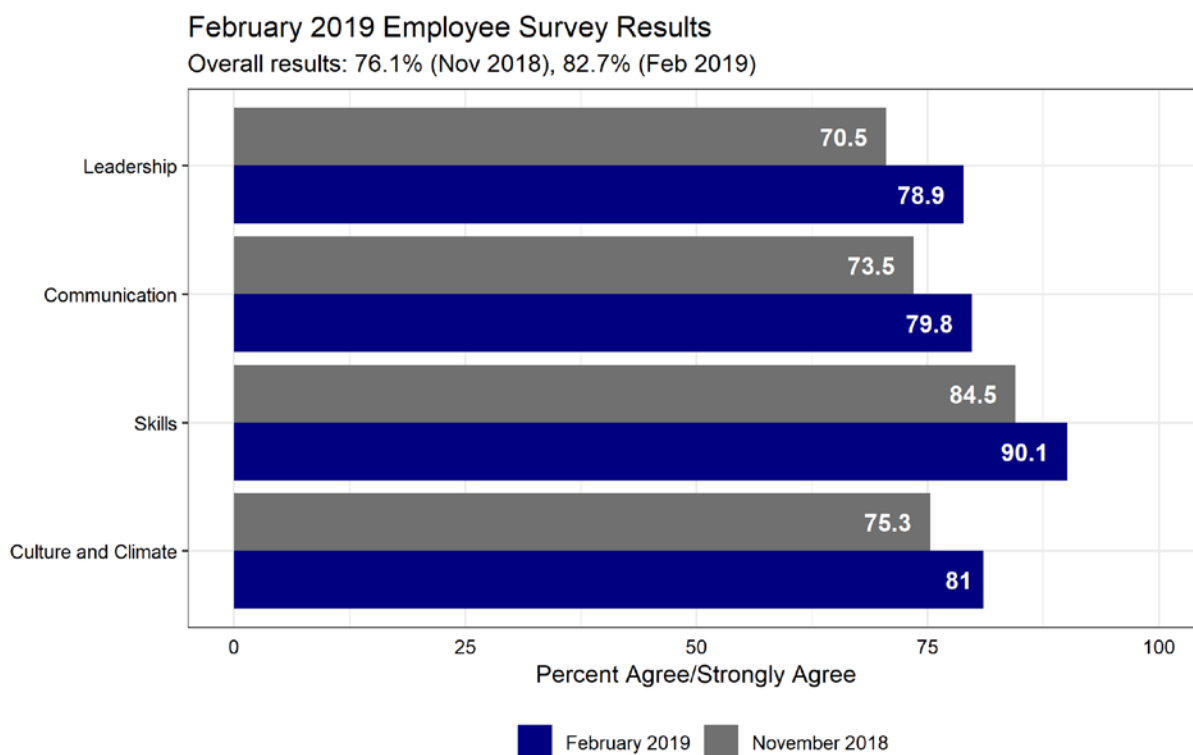
KDE Employees

The KDE Employee Survey was deployed from February 18, 2019 to February 28, 2019 to all Frankfort-based staff totaling approximately 588 employees. Overall, 343 respondents completed the survey, resulting in a 58% response rate.

Key Findings:

Overall employee survey results: 76.1% (November 2018), 82.7% (February 2019)

- Respondents' satisfaction has increased since last taking the survey in November 2018.
- Each of the four domains improved by more than 5 percentage points.
- Employees are most satisfied with their own level of knowledge, technical skills and ability to measure their work.
- The domain with the most room for improvement is leadership.



Customer Satisfaction

The Customer Satisfaction survey was deployed to district superintendents, district staff, school principals and school staff in November 2018 and again from April 22 – May 1, 2019. A total of 760 customers responded to the April/May survey which is up from 493 respondents in November 2018.

Table 1. Number of Respondents

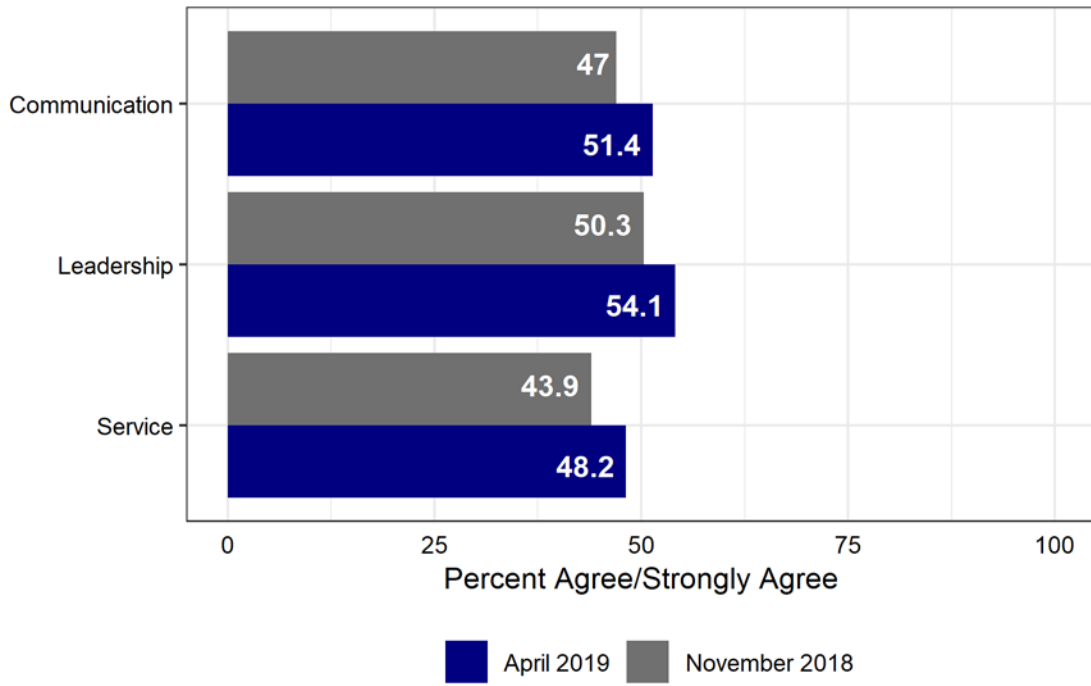
	November 2018		April 2019	
	<i>N</i>	%	<i>N</i>	%
Teacher	135	27.4	364	47.9
Student support staff	35	7.1	84	11.1
School administrator	17	3.4	25	3.3
Principal	72	14.6	33	4.3
District administrator	105	21.3	64	8.4
Superintendent	68	13.8	60	7.9
Other	61	12.4	130	17.1
Total	493		760	

Key Findings:

Overall customer survey results: 46.8% (November 2018), 51.0% (April 2019)

- More than half of the questions on the survey saw an improvement of four percentage points or higher.
- Customer satisfaction varied by respondent position in all three domains.
- *Communication:*
 - District-level staff broadly saw greater satisfaction with KDE’s communication than school-level staff.
 - Respondents were generally more satisfied with KDE’s use of communication tools and the quality of communication; they were less satisfied with two-way communication.
- *Leadership:*
 - KDE’s work in setting standards received relatively higher levels of satisfaction, whereas areas such as collaboration and addressing educational issues in the state were rated the lowest.
 - Student support staff most frequently registered the highest levels of satisfaction with KDE’s leadership, while teachers and principals most frequently saw the lowest.
- *Service:*
 - Respondents generally had a positive opinion of KDE staff, but most respondents were not satisfied with the work KDE produces or the quality of service provided.
 - Principals and student support staff most frequently showed the highest levels of satisfaction with KDE’s service, whereas teachers and superintendents frequently showed the lowest levels of satisfaction with KDE’s service.

Customer Survey Results



Strategic Management Maturity

The Strategic Management Maturity survey was deployed to KDE Frankfort-based staff in October 2018 and again from March 11-19, 2019. A total of 219 employees responded to the March survey, resulting in a response rate of 37% which is down from the 48% response rate in October.

Table 1. Number of Respondents

	October 2018	March 2019
Associate Commissioner	11	8
Division Director	16	12
Staff	255	199
Total	282 (48%)	219 (37%)

Key Findings:

Strategic Maturity Model grand score: 2.6 in October to 3.1 in March

- Overall, the results of the March survey indicate a broad movement from a Level 2: Reactive to Level 3: Structured and Proactive.
- All domains saw score increases of similar magnitude.
- Leadership continued to score the highest, while Process Improvement continued to score the lowest.
- The re-org may have impacted the initial results; the large jump in scores (about half a level on average) could be a result of re-org implementation reaching the staff level.

March 2019 Strategic Management Maturity Results

Overall Scores: 2.6 (Oct 2018), 3.1 (March 2019)

