



Kentucky Department of

Our Children,

Our Commonwealth

Education



Strategic Performance

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June 5, 2019

KDE Employee Survey

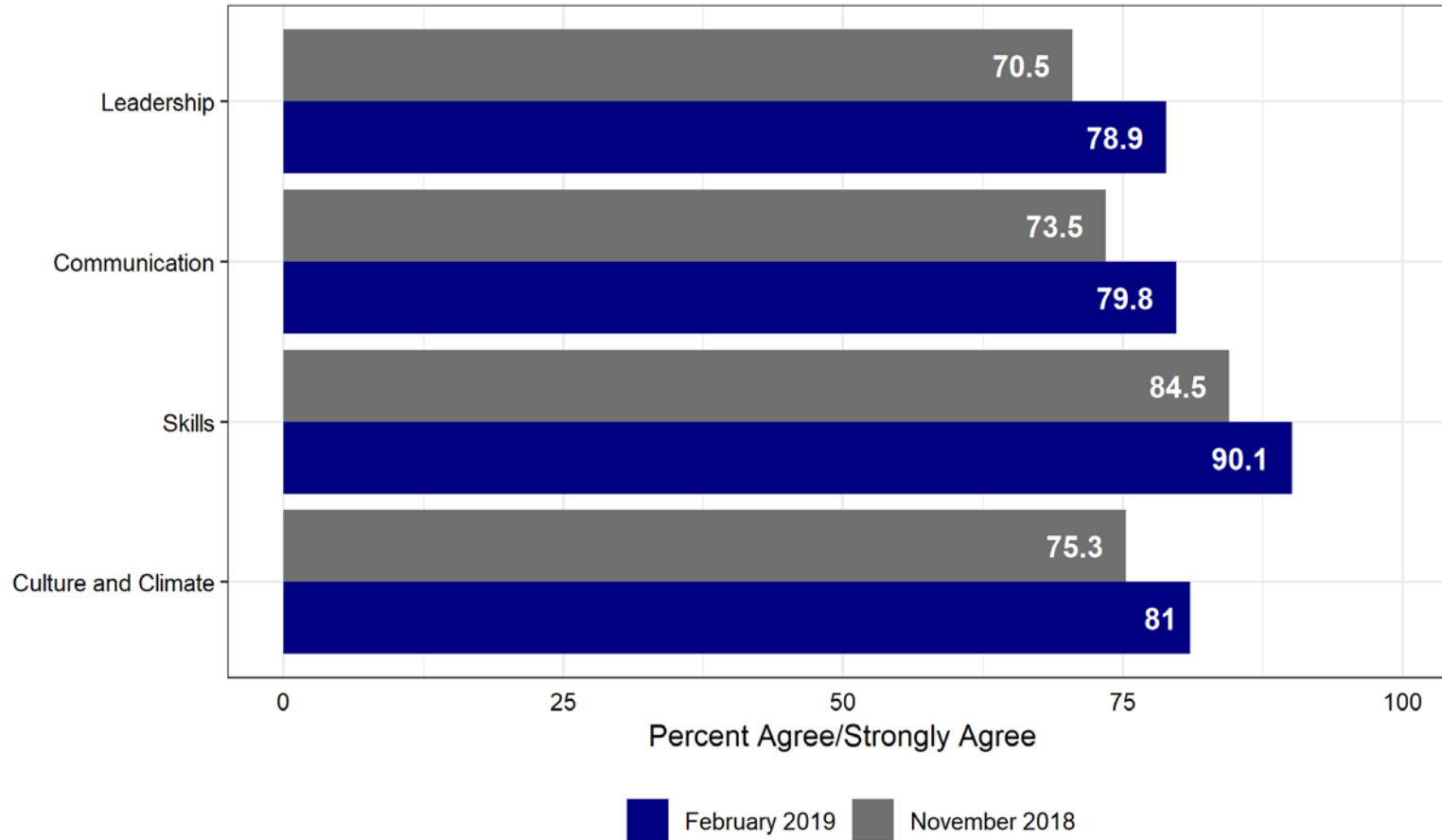
The KDE Employee Survey was deployed from February 18, 2019 to February 28, 2019 to all Frankfort-based staff totaling approximately 588 employees. Overall, 343 respondents completed the survey, resulting in a 58% response rate.



KDE Employee Survey



February 2019 Employee Survey Results
Overall results: 76.1% (Nov 2018), 82.7% (Feb 2019)



KDE Employee Survey

Key Findings

- 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 Survey

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.

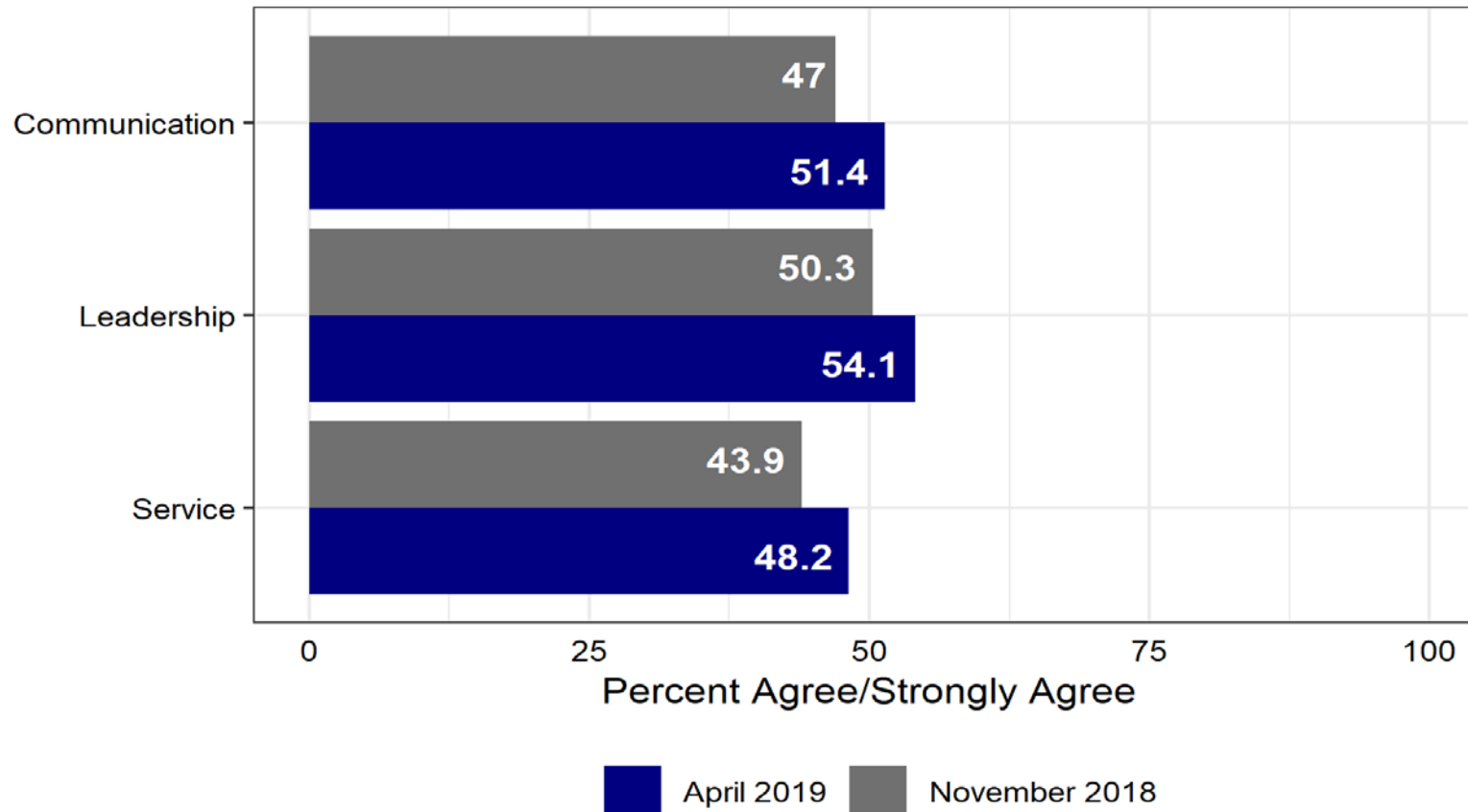


Customer Survey

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



Customer Survey Results



Customer Survey

Key Findings:

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.



Customer Survey

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.



Customer Survey

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.

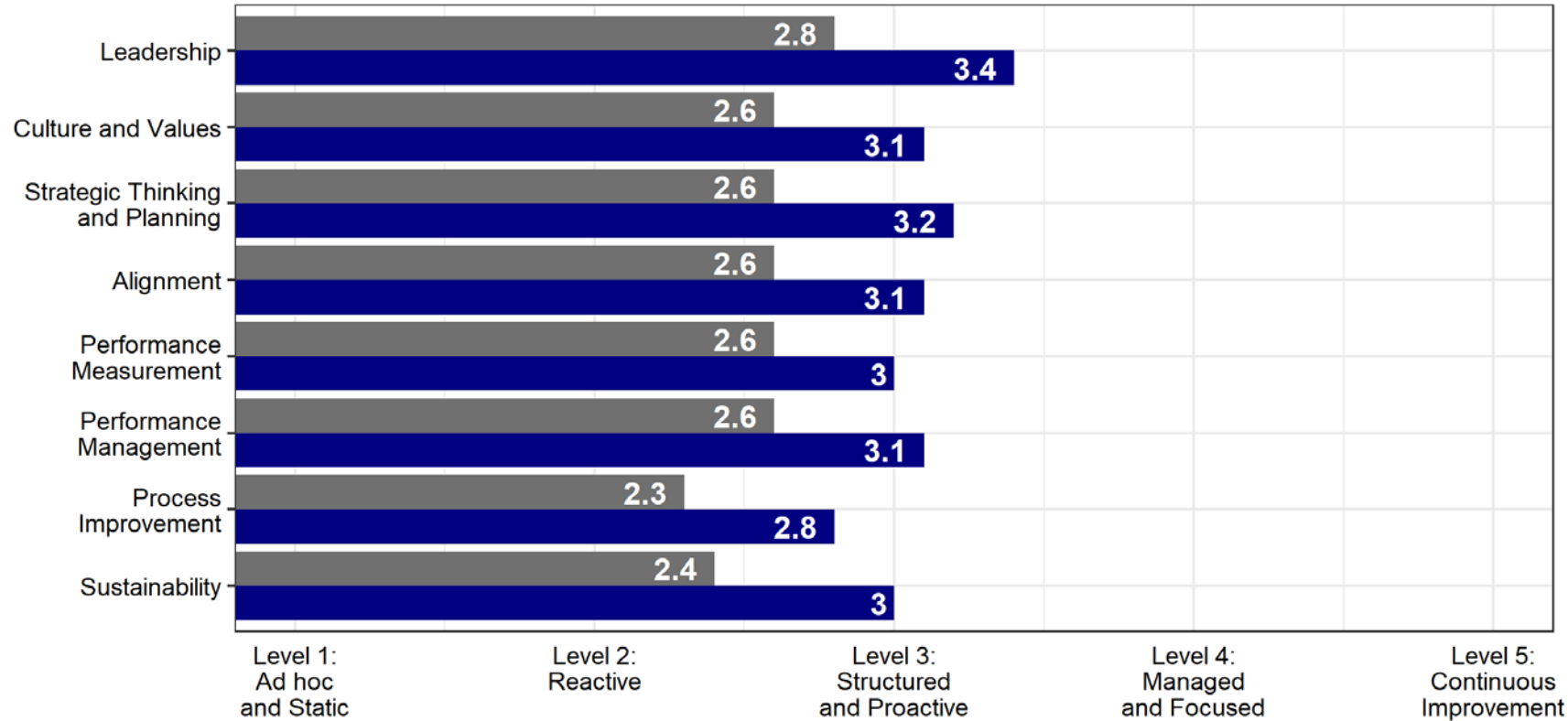


Strategic Management Maturity



March 2019 Strategic Management Maturity Results

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



■ Mar 2019 ■ Oct 2018

Strategic Management Maturity

Key Findings:

- 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.





Questions?