

Austin Independent School District Central Office Work Environment Survey

Spring 2016: Technology Learning and Systems Office



Introduction

The following report presents the AISD Central Office Work Environment Survey results for Spring 2016 for the Technology Learning & Systems office. Unless otherwise noted, results in this report represent the percentage of respondents who *strongly agreed* or *agreed* with each item.

The method of data collection in 2016 was unique relative to past AISD Central Office Climate surveys. Survey respondents selected their own work groups, rather than being assigned based on human resources job title and work location codes. Self-selection of work groups allowed participants to choose the immediate work group leadership about whom they wanted to provide feedback, and allowed them to provide feedback about their selected chief area's leadership. Results in this report are presented according to self-selected Technology Learning & Systems work group.

Response Frequency by Technology Learning & Systems Work Group

Work group response summaries are provided when the number of responses per work group was 10 or more. Work groups with fewer than 10 respondents were grouped together in an "Other" category. Individual items with fewer than 10 responses were not reported (indicated with " - "). The counts of survey respondents per Technology Learning & Systems work group are shown in Table 1. Three work groups had enough respondents for response summaries: Customer Support Services, Information Management Support Services, and Technology Learning & Systems - Other.

Table 1

Only one of the Technology Learning & Systems work groups did not have enough respondents to individually report results.

Technology Learning & Systems Work Groups	N
Customer Support Services	18
Information Management Support Services	22
Technology Learning & Systems - Other	20
Network Services (9)	
Other (11)	
Did not select a work group* (0)	
Total (All Technology Learning & Systems)	60

*Respondents were forced to choose a chief area, but did not have to select their immediate work group.

District Leadership

Table 2

Technology Learning & Systems Perceptions of District Leadership in 2016

District leaders involve my work group in decisions that directly impact our operations.	Customer Support Services	47%
	Information Management Support Services	74%
	Technology Learning & Systems - Other	56%
	Technology Learning & Systems - All	59%
District leaders define expectations for my work group.	Customer Support Services	59%
	Information Management Support Services	67%
	Technology Learning & Systems - Other	72%
	Technology Learning & Systems - All	66%
There is an atmosphere of trust and mutual respect within this district.	Customer Support Services	44%
	Information Management Support Services	81%
	Technology Learning & Systems - Other	55%
	Technology Learning & Systems - All	61%
District leaders provide support when we need it.	Customer Support Services	47%
	Information Management Support Services	80%
	Technology Learning & Systems - Other	63%
	Technology Learning & Systems - All	64%
District leaders have a clearly defined mission and vision for all departments.	Customer Support Services	63%
	Information Management Support Services	72%
	Technology Learning & Systems - Other	61%
	Technology Learning & Systems - All	65%
District leaders encourage cooperation among departments toward improving district operations.	Customer Support Services	71%
	Information Management Support Services	84%
	Technology Learning & Systems - Other	56%
	Technology Learning & Systems - All	70%
District leaders take steps to solve problems.	Customer Support Services	50%
	Information Management Support Services	84%
	Technology Learning & Systems - Other	72%
	Technology Learning & Systems - All	69%

Chief Area Leadership

Table 3

Technology Learning & Systems Perceptions of Chief Area Leadership in 2016

Chief area leaders involve my work group in decisions that directly impact our operations.	Customer Support Services	64%
	Information Management Support Services	80%
	Technology Learning & Systems - Other	88%
	Technology Learning & Systems - All	78%
Chief area leaders define expectations for my work group.	Customer Support Services	67%
	Information Management Support Services	80%
	Technology Learning & Systems - Other	79%
	Technology Learning & Systems - All	76%
There is an atmosphere of trust and mutual respect within this chief area.	Customer Support Services	65%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	78%
	Technology Learning & Systems - All	75%
Chief area leaders provide support when we need it.	Customer Support Services	71%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	94%
	Technology Learning & Systems - All	84%
Chief area leaders have a clearly defined mission and vision for all departments.	Customer Support Services	67%
	Information Management Support Services	76%
	Technology Learning & Systems - Other	72%
	Technology Learning & Systems - All	72%
Chief area leaders encourage cooperation among departments toward improving district operations.	Customer Support Services	69%
	Information Management Support Services	81%
	Technology Learning & Systems - Other	83%
	Technology Learning & Systems - All	78%
Chief area leaders take steps to solve problems.	Customer Support Services	71%
	Information Management Support Services	91%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	84%

Work Area Leadership

Table 4

Technology Learning & Systems Perceptions of Work Area Leadership in 2016

The staff and supervisor(s) have a shared vision.	Customer Support Services	72%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	74%
	Technology Learning & Systems - All	76%
There is an atmosphere of trust and mutual respect.	Customer Support Services	67%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	78%
	Technology Learning & Systems - All	78%
Staff feel comfortable raising issues and concerns that are important to them.	Customer Support Services	67%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	74%
	Technology Learning & Systems - All	76%
Supervisors consistently support staff.	Customer Support Services	72%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	83%
	Technology Learning & Systems - All	79%
Staff are held to high professional standards.	Customer Support Services	83%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	86%
Staff performance is assessed objectively.	Customer Support Services	63%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	75%
	Technology Learning & Systems - All	75%
Staff receive feedback that can help them improve their work.	Customer Support Services	71%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	75%
	Technology Learning & Systems - All	76%
The procedures for evaluation are consistent.	Customer Support Services	67%
	Information Management Support Services	80%
	Technology Learning & Systems - Other	80%
	Technology Learning & Systems - All	75%
Supervisors effectively communicate policy.	Customer Support Services	59%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	68%
	Technology Learning & Systems - All	72%

Training and Professional Development

Table 5

Technology Learning & Systems Perceptions of Training and Professional Development in 2016

I am satisfied with the types of professional development (learning/training) offered to me.	Customer Support Services	29%
	Information Management Support Services	36%
	Technology Learning & Systems - Other	67%
	Technology Learning & Systems - All	44%
I am satisfied with the amount of professional development (learning/training) required of me.	Customer Support Services	69%
	Information Management Support Services	59%
	Technology Learning & Systems - Other	78%
	Technology Learning & Systems - All	68%
I am satisfied with the opportunities for professional advancement (promotion) available to me.	Customer Support Services	18%
	Information Management Support Services	64%
	Technology Learning & Systems - Other	67%
	Technology Learning & Systems - All	51%

Policies and Procedures

Table 6

Technology Learning & Systems Perceptions of Policies and Procedures in 2016

I know the procedures for reporting sexual harassment.	Customer Support Services	94%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	94%
	Technology Learning & Systems - All	89%
I know the procedures for filing a complaint.	Customer Support Services	94%
	Information Management Support Services	77%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	86%
I have experienced discrimination while employed at AISD.	Customer Support Services	29%
	Information Management Support Services	10%
	Technology Learning & Systems - Other	17%
	Technology Learning & Systems - All	18%

Work Area Expectations

Table 7

Technology Learning & Systems Perceptions of Work Area Expectations in 2016

I am given deadlines that are reasonable.	Customer Support Services	81%
	Information Management Support Services	77%
	Technology Learning & Systems - Other	83%
	Technology Learning & Systems - All	80%
My department/work group is given deadlines that are reasonable.	Customer Support Services	87%
	Information Management Support Services	77%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	84%
I am satisfied with the amount of autonomy and control I have over my own work.	Customer Support Services	94%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	94%
	Technology Learning & Systems - All	89%
My work environment is too stressful.*	Customer Support Services	29%
	Information Management Support Services	27%
	Technology Learning & Systems - Other	28%
	Technology Learning & Systems - All	28%

Note. * Due to the wording of this survey item, low percentages are desirable.

Work Area Environment

Table 8

Technology Learning & Systems Perceptions of Work Area Environment in 2016

Morale is high in my work group.	Customer Support Services	27%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	59%
	Technology Learning & Systems - All	59%
Cultural diversity is respected in my work group.	Customer Support Services	88%
	Information Management Support Services	95%
	Technology Learning & Systems - Other	100%
	Technology Learning & Systems - All	95%
The opinions of staff in my work group are respected by employees in other areas.	Customer Support Services	64%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	76%
	Technology Learning & Systems - All	75%
Staff in my work group accomplish their jobs with enthusiasm.	Customer Support Services	65%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	76%
	Technology Learning & Systems - All	77%
The interactions among staff in my work group are cooperative.	Customer Support Services	82%
	Information Management Support Services	95%
	Technology Learning & Systems - Other	94%
	Technology Learning & Systems - All	91%
Staff in my work group communicate with each other in an open and honest way.	Customer Support Services	79%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	82%
	Technology Learning & Systems - All	81%
Staff in my work group 'go the extra mile.'	Customer Support Services	81%
	Information Management Support Services	95%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	89%
Staff in my work group provide strong social support for each other.	Customer Support Services	80%
	Information Management Support Services	91%
	Technology Learning & Systems - Other	76%
	Technology Learning & Systems - All	83%

Facilities and Resources

Table 9

Technology Learning & Systems Perceptions of Facilities and Resources in 2016

Staff have sufficient access to appropriate materials necessary to do our work.	Customer Support Services	75%
	Information Management Support Services	86%
	Technology Learning & Systems - Other	72%
	Technology Learning & Systems - All	79%
Staff have sufficient access to technology, including computers, printers, software and Internet access.	Customer Support Services	76%
	Information Management Support Services	91%
	Technology Learning & Systems - Other	83%
	Technology Learning & Systems - All	84%
Staff have sufficient training and support to fully utilize the available technology, software, data systems, etc.	Customer Support Services	38%
	Information Management Support Services	64%
	Technology Learning & Systems - Other	76%
	Technology Learning & Systems - All	60%
Staff have sufficient access to office equipment and supplies such as copy machines, paper, pens, etc.	Customer Support Services	76%
	Information Management Support Services	91%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	86%
The work environment is clean and well maintained.	Customer Support Services	82%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	94%
	Technology Learning & Systems - All	86%
Staff have adequate space to work productively.	Customer Support Services	76%
	Information Management Support Services	100%
	Technology Learning & Systems - Other	89%
	Technology Learning & Systems - All	89%
My work group is provided sufficient data and information to make informed decisions.	Customer Support Services	60%
	Information Management Support Services	90%
	Technology Learning & Systems - Other	83%
	Technology Learning & Systems - All	80%
I am satisfied with my health benefits.	Customer Support Services	53%
	Information Management Support Services	82%
	Technology Learning & Systems - Other	50%
	Technology Learning & Systems - All	63%

Employee Experiences with Negative Workplace Behaviors in their Work Area

Table 10

Percentage of Technology Learning & Systems Staff Indicating Each Negative Workplace Behavior Occurs Once a Month or More in their Work Area and Never Occurs in their Work Area, both for 2016

		Once a Month or More	Never
Racial tension	Customer Support Services	0%	88%
	Information Management Support Services	0%	90%
	Technology Learning & Systems - Other	0%	94%
	Technology Learning & Systems - All	0%	91%
Bullying	Customer Support Services	0%	63%
	Information Management Support Services	0%	85%
	Technology Learning & Systems - Other	6%	89%
	Technology Learning & Systems - All	2%	80%
Disrespect for supervisors	Customer Support Services	6%	63%
	Information Management Support Services	0%	80%
	Technology Learning & Systems - Other	11%	78%
	Technology Learning & Systems - All	6%	74%
Disrespect for co-workers	Customer Support Services	19%	56%
	Information Management Support Services	0%	80%
	Technology Learning & Systems - Other	6%	83%
	Technology Learning & Systems - All	7%	74%
Unsafe practices	Customer Support Services	0%	75%
	Information Management Support Services	0%	85%
	Technology Learning & Systems - Other	6%	83%
	Technology Learning & Systems - All	2%	81%
Discrimination	Customer Support Services	6%	75%
	Information Management Support Services	0%	95%
	Technology Learning & Systems - Other	6%	88%
	Technology Learning & Systems - All	4%	87%
Sexual harassment	Customer Support Services	0%	94%
	Information Management Support Services	0%	100%
	Technology Learning & Systems - Other	0%	94%
	Technology Learning & Systems - All	0%	96%

Employee Experiences with Negative Workplace Behaviors in their Chief Area and the Central Office for 2016

Table 11

Percentage of Technology Learning & Systems Staff Indicating Each Negative Workplace Behavior Occurs Once a Month or More and Never Occurs in their Chief Area and the Central Office in 2016

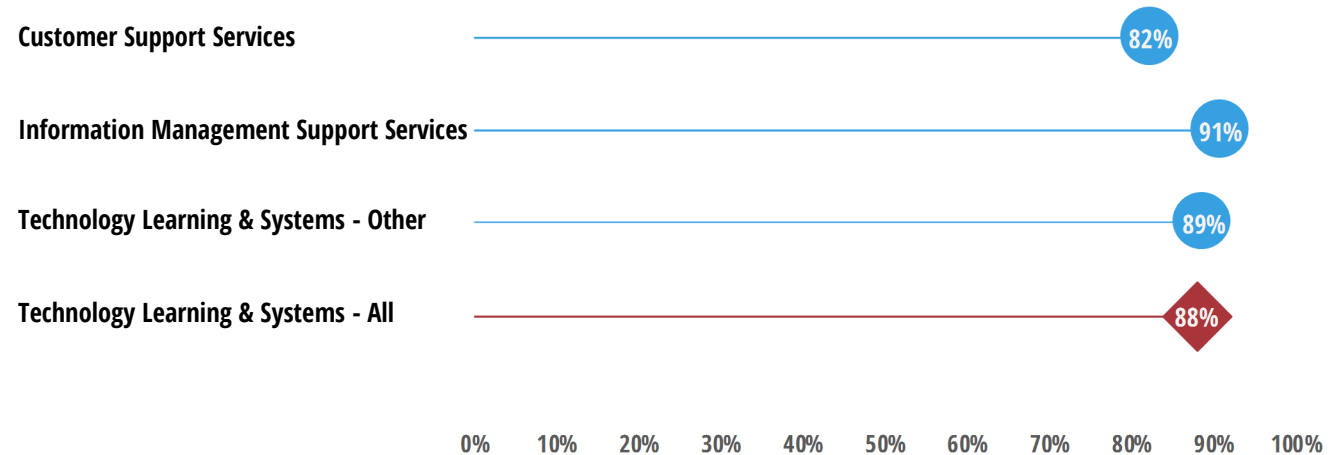
		Chief Area		Central Office	
		Once a month or more	Never	Once a month or more	Never
Racial tension	Customer Support Services	0%	75%	0%	85%
	Information Management Support Services	0%	95%	0%	88%
	Technology Learning & Systems - Other	0%	94%	0%	75%
	Technology Learning & Systems - All	0%	88%	0%	82%
Bullying	Customer Support Services	0%	56%	0%	77%
	Information Management Support Services	0%	84%	6%	81%
	Technology Learning & Systems - Other	6%	82%	13%	81%
	Technology Learning & Systems - All	2%	75%	7%	80%
Disrespect for supervisors	Customer Support Services	0%	56%	0%	69%
	Information Management Support Services	0%	84%	6%	63%
	Technology Learning & Systems - Other	6%	65%	0%	75%
	Technology Learning & Systems - All	2%	69%	2%	69%
Disrespect for co-workers	Customer Support Services	13%	56%	8%	69%
	Information Management Support Services	0%	84%	6%	63%
	Technology Learning & Systems - Other	6%	71%	0%	81%
	Technology Learning & Systems - All	6%	71%	4%	71%
Unsafe practices	Customer Support Services	0%	81%	0%	85%
	Information Management Support Services	0%	84%	6%	81%
	Technology Learning & Systems - Other	6%	82%	6%	88%
	Technology Learning & Systems - All	2%	83%	4%	84%
Discrimination	Customer Support Services	6%	75%	0%	85%
	Information Management Support Services	0%	95%	6%	88%
	Technology Learning & Systems - Other	6%	94%	6%	94%
	Technology Learning & Systems - All	4%	88%	4%	89%
Sexual harassment	Customer Support Services	0%	94%	0%	85%
	Information Management Support Services	0%	100%	0%	94%
	Technology Learning & Systems - Other	0%	94%	0%	94%
	Technology Learning & Systems - All	0%	96%	0%	91%

Working at AISD

In the Technology Learning & Systems office, approximately 88% of employees agreed AISD is a good place to work (Figure 1). District-wide, approximately 90% of employees agreed that AISD is a good place to work.

Figure 1

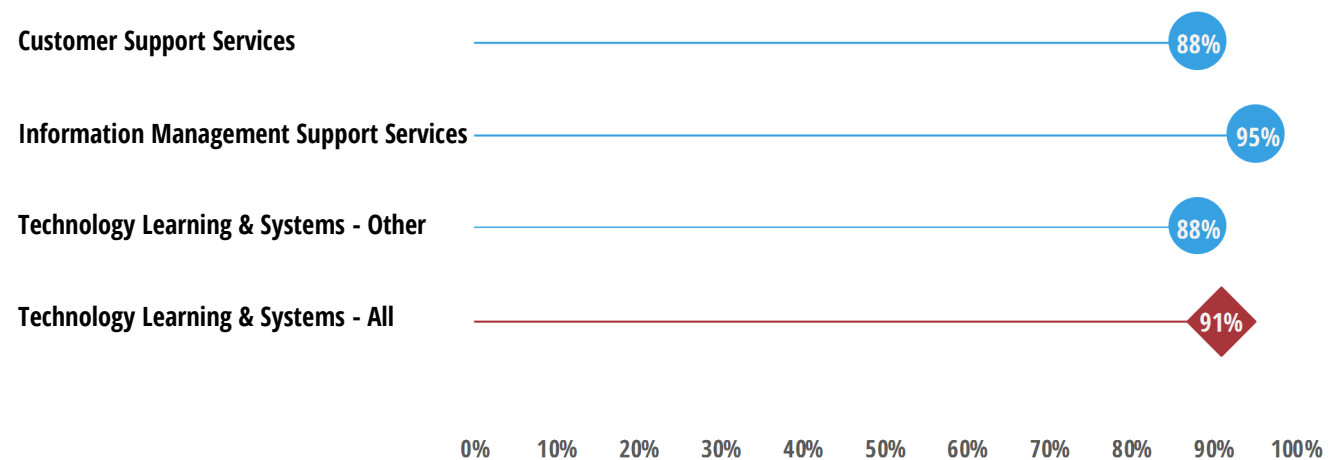
Most Technology Learning & Systems Staff agreed that “Overall, AISD is a good place to work” in 2016.



In the Technology Learning & Systems office, approximately 91% of employees indicated they plan to continue working in their current job next year (Figure 2). District-wide, approximately 89% of employees indicated they plan to continue working in their current job next year.

Figure 2

Most Technology Learning & Systems Staff plan to continue working in their current job next year.



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