

Results for: 2011 Staff Satisfaction Survey - Golden Valley Charter School

Please note: Comments directed at specific employees, that are critical in nature, will be addressed with each affected employee(s) privately. In those cases, names of specific individuals have been removed from this summary.

1) Please indicate your total years of service with GVCS, Inc. (OPTIONAL)

	Percentage Responses	
1-2 years	22.7	5
3-5 years	18.2	4
6+ years	59.1	13

2) Please indicate your current job category (OPTIONAL).

	Percentage Responses	
Education Specialist	95.8	23
Certificated Leadership	4.2	1
Classified Staff	0.0	0

3) I know what is expected of me at GVCS.

	Percentage Responses	
Strongly Agree	38.9	14
Agree	44.4	16
Neutral	2.8	1
Disagree	0.0	0
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- Staff Meetings are very helpful in knowing what is expected of me.
- If I am unsure, I feel like I can definitely ask.
- I'm expected to take on more and more work without complaint or compensation.
- This is an area of strength for GVCS - the expectations are made quite clear.
- I sometimes don't feel that I get the information that is disseminated at the ES meeting which I don't attend. I know that things have been explained in Pasadena that haven't been talked about in Ventura and I missed some important info.

4) There is a feeling of teamwork and cooperation at GVCS.

Percentage Responses		
Strongly Agree	10.5	4
Agree	50.0	19
Neutral	18.4	7
Disagree	2.6	1
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- Every error is a check mark.
- Education Specialists are cooperative with one another, but seem to go out of their way less and less because of the extra duty work and paper work. Emails are very quiet - Ed Specialists used to have more time to share ideas and send helpful hints, etc. That does not really happen anymore. You do not see or hear a lot of sharing anymore. I think Ed Spec. are just too bogged down with their jobs to go out of their way to share.

Advisers are very cooperative with Ed Specialists.

- I feel that everyone works together as a team.
- Yes, usually.
- I do feel there is a feeling of teamwork within the office organization as a whole. I would like to be able to have more opportunities to speak with colleagues without having the feeling that this is frowned upon.
- Sometimes there is a feeling of "us" against "them" with the office staff. Also, some of the ESs complain too much and I don't like working with complainers. It seems that people want to have extra compensation for every little thing - that is a Union mindset that I don't appreciate.
- Everyone seems to be readily supportive when there is a need for information, advice, or help.

5) In the past 30 days, I have received recognition or praise for doing good work.

Percentage Responses		
Strongly Agree	13.2	5
Agree	23.7	9
Neutral	21.1	8
Disagree	18.4	7
Strongly Disagree	5.3	2
Not Applicable to My Position	0.0	0

- There is too much complaining and not enough common sense.
- I don't feel I need special recognition for a job well-done. I know if there is a problem I will hear about it.
- Not yet come up.
- Individually-no, as a group-yes.
- I have received praise within the last 30 days however positive feedback with upper management comes far and few between. A focus on the positive rather than on the little negative would be greatly appreciated.

- I rarely receive feedback on my performance, unless I have made a mistake.
 - My supervisor complimented me on my learning records at the December meeting.
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6) Employees are treated with respect at GVCS.

	Percentage Responses	
Strongly Agree	8.1	3
Agree	48.6	18
Neutral	24.3	9
Disagree	5.4	2
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- Check marks.
 - Yes, but sometimes, I feel like the admin. cuts them off if they have criticism or differing ideas.
 - I do feel like this has increased greatly in the past 2 or so years. I feel like there was a drop in moral a while back but it is certainly back up.
 - I have been treated with respect at GVCS. However, I have overheard other employees receiving inappropriately harsh or curt input from an administrator. I have also witnessed a few ESs speak disrespectfully to others during monthly meetings.
 - *NAME REMOVED* needs to be friendlier.
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7) My supervisor, or someone at work, seems to care about me as a person. Please indicate below if your response refers to your immediate supervisor, colleague, administrator or someone else in the organization.

	Percentage Responses	
Strongly Agree	26.0	13
Agree	28.0	14
Neutral	8.0	4
Disagree	0.0	0
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- colleague
- I don't think they particularly care.
- All
- colleague, immediate supervisor
- Overall, I feel there is a general feeling about wanting to know how others are doing, how their families are, etc.
- colleagues
- colleague

- From my experience, everyone is very thoughtful about one another.
 - ES Advisor - very supportive, helpful, and thoughtful. The best!
 - Advisor, Director, several ESs.
 - I have some dear friends that share this job with me. I also have advisors that also care. Yes, I feel cared for as a person.
 - Immediate supervisor is wonderful.
 - Immediate supervisor and colleagues.
 - Birthday cards are not enough.
 - Many people at GVCS express care for me, including colleagues and my supervisor. Some colleagues are more demonstratively warm than others. Some seem just too stressed to express personal concern for co-workers.
 - All of the above- immed. supervisor, colleagues
 - supervisor
 - Colleagues, administrator
 - My advisor, and colleague
-

8) My direct supervisor keeps me well informed.

	Percentage	Responses
Strongly Agree	41.2	14
Agree	38.2	13
Neutral	11.8	4
Disagree	0.0	0
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- I am unable to communicate with my advisor.
 - Yes, Christine is great!
 - My direct supervisor is on the ball and always keeps me informed of what is going on.
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9) There is someone at work who encourages my development.

	Percentage	Responses
Strongly Agree	13.5	5
Agree	48.6	18
Neutral	18.9	7
Disagree	5.4	2
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- Thankfully I have other ESs for support.

- Opportunities seem to be plentiful, and are well-advertised.
- Yes, in areas other than work.
- My direct supervisor strongly encourages both personal and professional development.
- Other ESs.

10) I am treated fairly at GVCS.

	Percentage Responses	
Strongly Agree	25.0	8
Agree	40.6	13
Neutral	25.0	8
Disagree	3.1	1
Strongly Disagree	3.1	1
Not Applicable to My Position	0.0	0

- Yes, I feel on equal ground with all other ESs.

11) Generally, there is good staff morale at GVCS.

	Percentage Responses	
Strongly Agree	4.9	2
Agree	29.3	12
Neutral	26.8	11
Disagree	9.8	4
Strongly Disagree	4.9	2
Not Applicable to My Position	0.0	0

- Staff are generally unhappy due to the condescending criticisms of *NAME REMOVED*. Lori McManus and Valerie Barroso are welcome additions to the office staff.
- Tough call . cannot generalize on this one. I do not know how morale is at the office. The morale of the ESs that I work with closest seems to be fine, though it takes a hit or dips during the incredibly busy season at the end of January. Short term and linked to demands of the days, not staff relationships. During that season, the transition into second semester through portfolios Part 2, the work load can be severe. We get tired. Simple as that.
- Generally, yes.
However, feelings of more and more requirements/extra committees expected without further compensation. Offering small stipends for these extra requests might go a long way towards morale.
- Yes, unless there is a complaint/problem that someone felt wasn't listened to.
- Yes, and I think it is improving. I think there is an effort being made to boost this each year.
- For the most part the staff morale is low. I think if those in upper management had a more positive reaction to new ideas and suggestions to better the school the staff would feel more valued.
- Everyone is worried about capricious job security policies.

- Morale is a mixed bag at GVCS. Some employees are satisfied with their work environment and the flexibility of the job while others feel overworked, underappreciated, or just plain afraid to speak about their concerns because of the possible consequences. There is always an underlying tension among employees as they try to navigate how to stay in the good graces of *NAME REMOVED*.
 - Staff morale seems to be an ongoing issue. I'm not sure that morale is any lower than in any other typical place of employment, but it would be nice to increase it.
 - see answer #4
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12) My co-workers are committed to doing quality work.

	Percentage Responses	
Strongly Agree	44.7	17
Agree	31.6	12
Neutral	2.6	1
Disagree	2.6	1
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- They are underappreciated, but they are.
 - Our reputation attests to our high quality staff.
 - Yes, I feel that I could take over for any ES and find the work quality standard at the same level as mine and vice versa.
 - I think we are all trying to do the best we can. I also know that the nature of this job and the variability of the families we have to deal with could cause some to "try harder" and others to get frustrated at different levels.
 - Staff is very impressive. I glean a lot of helpful info from everyone.
 - My co-workers are all hard workers and go above and beyond their job responsibilities on many occasions.
 - Most of them are - others seem to want to take short-cuts and have the parents do their work. But, I usually find these facts out after an ES has left and I received their transfer students.
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13) I believe the administration can be trusted to do what they say they will.

	Percentage Responses	
Strongly Agree	19.4	7
Agree	44.4	16
Neutral	13.9	5
Disagree	8.3	3
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- *NAME REMOVED* has not gained the trust of her employees.
- Yes, but sometimes there seem to be exceptions that don't fit with "policy".
- I have never had issues with this. I feel like I can trust them.

- I agree that the administration will do what they say they will however I don't believe this is the general consensus among my colleagues.

- The GVCS administration is hard-working, detail-oriented, and ethical with regard to public funds and accountability.

14) I believe the administration cares about my opinions and ideas.

Percentage Responses		
Strongly Agree	17.1	6
Agree	31.4	11
Neutral	22.9	8
Disagree	8.6	3
Strongly Disagree	8.6	3
Not Applicable to My Position	0.0	0

- Most of the time, other times I feel like they are brushed over.

- Yes and no. I know that they ask to hear our views and I know that policies and "ways" have been changed because of our viewpoint. I also know that there is a way to get things done that they want, or they have to work with laws/ statutes that I don't fully understand so sometimes it is hard to process.

- I often offer suggestions however it seems that they are met with hesitation. I would love to see more openness to new ideas.

- I believe this question hinges on the specific person within the administration. Some welcome honest feedback and thoughtful discussion. Others ask for input, but respond defensively or aggressively when opinions are expressed.

15) I am fairly compensated.

Percentage Responses		
Strongly Agree	11.1	4
Agree	44.4	16
Neutral	11.1	4
Disagree	13.9	5
Strongly Disagree	5.6	2
Not Applicable to My Position	0.0	0

- A raise would be welcome, but I understand the nature of our business and these economic times.

- Insurance premiums are really expensive for part-timers. Otherwise, the compensation is fair.

- Yes, but each year the "requirements" of the job seem to increase where the pay doesn't.

- I should receive more compensation for high school students.

- If I were in the classroom I would be making \$75,000 instead of \$55,000. Sure, there are perks, but that is a tremendous difference. In certain instances there is no compensation for mileage.

16) I have the freedom I need to manage the needs of my students and job tasks.

	Percentage Responses	
Strongly Agree	32.4	12
Agree	35.1	13
Neutral	13.5	5
Disagree	2.7	1
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- This is the best part of my job. Although there is a check system in place, I appreciate so much that no one at GVCS is hovering over me but rather knows I am capable of completing my work.
- There seems to be an acceptance of different ways of accomplishing the same task.
- Yes, the best part of the job.
- Having to record orders online, in the students' binders and in my record book and then receive them in all three places is overkill. If a student is transferred, all information can be found in Escape. The budget pages we are required to complete are too cumbersome with repeated information that need not be included, such as date received, date marked in Escape and Reconciled. The first two are recorded online in Escape.
- Yes, very much so. Strongly agree.
- I appreciate the value that GVCS places on my professional skills and abilities. I am not micro-managed.

17) I have a friend at work I feel I can talk to.

	Percentage Responses	
Strongly Agree	45.5	15
Agree	45.5	15
Neutral	3.0	1
Disagree	0.0	0
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- Several
- I am friendly with others - but I don't really consider them my friends who I would share anything with. We just don't see each other that often. But, I am okay with that.

18) I am able to balance work priorities with my personal life.

	Percentage	Responses
Strongly Agree	29.7	11
Agree	37.8	14
Neutral	10.8	4
Disagree	5.4	2
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- Tough to do in September to mid-October. Tough to do between mid-January to the end of April. Variables: unexpected disenrolls and new enrollments, WASC tasks, committee assignment, etc.

- I love the flexibility of working for GVCS.

- Yes, and am glad to have the freedom to do so!

- This is a constant struggle. This job has changed so much since back when I was hired. It used to be so simple compared to what it is now. My kids have gotten older and their demands are greater now. Everything has just gotten more difficult so it is a constant balance in all areas of my life.

- I appreciate the flexibility.

- I get better at this every year - but always room for improvement.

19) The tools and equipment I need to do my job are readily available.

	Percentage	Responses
Strongly Agree	30.3	10
Agree	57.6	19
Neutral	9.1	3
Disagree	0.0	0
Strongly Disagree	0.0	0
Not Applicable to My Position	0.0	0

- The web site and having all the forms on line now is a huge improvement.

20) Has your job satisfaction changed over the past year?

	Percentage	Responses
Yes, I am more satisfied with my job	18.4	7
Yes, I am less satisfied with my job	2.6	1
No, my job satisfaction has not changed	60.5	23

- Attitude adjustment.
- I have always been satisfied with my job.
- It remains the same. I am happy to be here. Stressed, yes. Overwhelmed sometimes, yes. But happy to have this job - YES!
- Lori McManus is an asset to the school. It's a pleasure working with her.
- I continue to be very satisfied with my job.
- I think I am a little more satisfied in my job because I am able to make it run a little smoother each year.
- It is the same. I am satisfied with my job.

21) Below, please provide additional feedback regarding areas that were not covered in the survey. Include areas where GVCS excels, as well as areas where improvement is needed. (OPTIONAL)

- Criticisms are handed out in full doses, but praise is rarely demonstrated.
- I love my job and am proud to be a part of a school with high standards and strong expectations for student achievement.
- The office staff can be a little more friendly.
- I think Lori McManus is a great asset to our staff. She is friendly and kind and is very good about wanting to help us as Ed Specialists, especially with our high school students. If I ask her for something, she gets it done! She does her job well. I also think Valerie is an asset to GVCS. It seems that the human resource position was something that was missing and very much needed over the past several years. She fills a gap that has been there for quite a while now. I appreciate her moving forward with the needs and requests of the ESs.
- It would be great if we could streamline some of the paperwork. I am inundated with forms, check out forms, procedural pages, Instructional Funding Use Plan Forms, CSF's, Report Cards and ESLR's. Aren't there any that could be reduced?
- MEETING LUNCHEONS ARE ALWAYS APPRECIATED!
- Work is piled on us with out more pay. There are so many unnecessary forms including this one. We have complained and complained, but are told that all the busy work is necessary.

Why do we have to go to the 10 year anniversary? Because *NAME REMOVED* will never forgive us, yet it is held on a religious holiday, on a Saturday, we do not get mileage (optional? not if you want to keep your job) and far away from where the majority of our students live.

22) Please tell us what you think about this online survey format. Should we do the survey online again next year?

	Percentage	Responses
Yes - The format was easy and quick - let's do this again next year!	83.9	26
No - I prefer to complete a hard copy survey	0.0	0

- We have to do it this way for privacy. Our zip codes can't be read or handwriting reviewed.

- It is much easier to complete an honest survey in the comfort and privacy of one's own home.
- I doubt if it is confidential. I restricted my answers because of my doubts.
- but doing it online, I think that I might be less inclined to write additional feedback than if I had a hard copy.
Can there be both options (hard copy and online) available?
- Great format!