Introduction

Each year, CWCS conducts stakeholder surveys (Family, Staff, and Leadership) as a service to CWC Kansas City. The surveys serve as an important source of information in tracking progress toward our shared goals:

- The Staff Surveys help understand employee engagement and satisfaction, and gather feedback on key initiatives and areas for improvement.

- The Family Survey provides information on family engagement, satisfaction with program, feedback on the CWC Way, and family input regarding regional and school priorities.

Following the Staff Survey results, we have provided informational slides on the GALLUP Q12 in support of the employee surveys.

Thank you,

Citizens of the World Charter Schools
Staff Survey Demographics
School-wide
Staff Survey Participation Overview
School-wide

Percentage of staff that responded to Staff Survey

2018-19
74%

2019-20
67%

25 Staff Survey Responses

39 Staff Survey Responses
Stakeholder Engagement

Staff Survey Demographic Snapshot
School-wide

Self-Identified Race / Ethnicity
- African American, Black: 13%
- Caucasian, White: 13%
- Latino, Hispanic: 13%
- Multi-ethnic/multi-racial: 8%
- Prefer Not to Answer: 54%

Self-Reported Position
- EL or Spec. Ed. or Interv. Teacher: 10%
- Enrichment Teacher: 10%
- Classroom Teacher: 13%
- Teaching Associate: 8%
- Ops./Office Staff (non-instructional): 41%
- Other: 5%
- Prefer Not to Answer: 13%

Self-Reported Tenure
- Less than one year: 13%
- 1-2 years: 18%
- 2-4 years: 23%
- 4-6 years: 5%
- Prefer not to answer: 41%
Summary of Results
School-wide
## Staff Survey

### Summary of Results by Question Groupings (Averages)
Current Year compared to Prior Two Years
School-wide

<table>
<thead>
<tr>
<th>Question Groupings</th>
<th>17-18</th>
<th>18-19</th>
<th>19-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Difference and Inclusion</td>
<td>52%</td>
<td>59%</td>
<td>71%</td>
</tr>
<tr>
<td>II. CWC Core Values</td>
<td>42%</td>
<td>43%</td>
<td>71%</td>
</tr>
<tr>
<td>III. School Culture</td>
<td>57%</td>
<td>56%</td>
<td>54%</td>
</tr>
<tr>
<td>IV. Overall School Experience</td>
<td></td>
<td></td>
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</tbody>
</table>

- **I. Difference and Inclusion**
- **II. CWC Core Values**
- **III. School Culture**
- **IV. Overall School Experience**
Detailed Results
School-wide
I. Questions related to Difference and Inclusion
Current Year compared to Prior Two Years
School-wide

<table>
<thead>
<tr>
<th></th>
<th>17-18</th>
<th>18-19</th>
<th>19-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. My school values employees with varied backgrounds and experiences.</td>
<td>70%</td>
<td>59%</td>
<td>56%</td>
</tr>
<tr>
<td>b. My school values the following diverse characteristics:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Differences in cultural characteristics, such as religion, ethnic background, or life experience.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2. Differences in employees' individual characteristics, such as race, gender, sexual orientation, age, disability status...</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3. Differences in the way people approach problems.</td>
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<td></td>
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<tr>
<td>4. Differences in life circumstances, such as caring for a sick loved one, a death in the family, etc.</td>
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</tr>
</tbody>
</table>
I. Questions related to Difference and Inclusion, continued
Current Year compared to Prior Two Years
School-wide

c. My co-workers possess the mindset that enables them to leverage diff. and have effective interactions w/ others.

d. I feel equipped to lead difficult conversations that arise in our diverse by design community.

e. I feel “_____” for my unique background and identity within the CWC community.

1…deeply known
2…deeply valued
3…deeply affirmed
II. Questions related to CWC Core Values
Current Year compared to Prior Two Years
School-wide

a. CWC is realizing its Core Values of:

1. Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, & seek joy, even...

2. Change. We welcome the unknown, embracing the unexpected & new. We adapt to meet ever-changing times.

3. Authenticity. We are our true selves in this work, and we are candid.

4. Diversity. We are better and stronger because of our differences.

5. Excellence. We demand lasting quality.
b. My Principal models and demonstrates the CWC Core Values:

1. Authenticity. We are our true selves in this work, and we are candid.
2. Change. We welcome the unknown, embracing the unexpected & new. We adapt to meet ever-changing times.
3. Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, & seek joy, even...
4. Diversity. We are better and stronger because of our differences.
5. Excellence. We demand lasting quality.
III. Questions related to School Culture
Current Year compared to Prior Two Years
School-wide

In 2018-19, question (a) stated: **My Principal** provides me with respectful direct feedback on my performance.

In 2018-19, question (b) stated: My Principal builds and maintains a positive staff culture founded on trust and professionalism.

In 2018-19, question (c) stated: My Principal communicates information on-time and in a way that deepens my understanding of our work.

In 2018-19, question (d) stated: The morale of our staff is high.

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In 2018-19, question (b) stated: My Principal builds and maintains a positive staff culture founded on trust and professionalism.

In 2018-19, question (c) stated: My Principal communicates information on-time and in a way that deepens my understanding of our work.

*** indicates question was not asked in prior year.
IV. Questions related to Overall School Experience
Current Year compared to Prior Two Years
School-wide

- I know the CWC Learning Model includes the graduate dispositions, Core Academics, Social and Emotional Development, Difference and Inclusion, and key instructional strategies.
- My school is headed in the right direction.
- I would recommend CWC as a great place to work to friends and other contacts.
- My school and our staff effectively serve the needs of all students.
- In the past 12 months, I have thought about leaving CWC for another employment opportunity.

In 2018-19, question (a) stated: I can clearly articulate the CWC learning program.
Questions related to Q12, Employee Engagement
Current Year compared to Prior Year
School-wide

<table>
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<th>18-19</th>
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</tr>
</thead>
<tbody>
<tr>
<td>a. Basecamp: What do I get?</td>
<td>I know what is expected of me at my school.</td>
<td>70%</td>
<td>63%</td>
</tr>
<tr>
<td>b. Basecamp: What do I get?</td>
<td>I have the materials and equipment to do my job correctly.</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>c. Camp 1: What do I give?</td>
<td>My manager or someone at my school cares about me as a person.</td>
<td>92%</td>
<td>83%</td>
</tr>
<tr>
<td>d. Camp 1: What do I give?</td>
<td>Someone at my work encourages my development.</td>
<td>69%</td>
<td>77%</td>
</tr>
<tr>
<td>e. Camp 1: What do I give?</td>
<td>In the last seven days, I have received recognition or praise for doing good work.</td>
<td>74%</td>
<td>63%</td>
</tr>
<tr>
<td>f. Camp 1: What do I give?</td>
<td>At work, I have the opportunity to do what I do best, every day.</td>
<td>66%</td>
<td>66%</td>
</tr>
</tbody>
</table>
Questions related to Q12, Employee Engagement, continued
Current Year compared to Prior Year
School-wide

<table>
<thead>
<tr>
<th>Question</th>
<th>2017-18</th>
<th>2018-19</th>
<th>2019-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>g. Camp 2: Do I belong here?</td>
<td>75%</td>
<td>79%</td>
<td>79%</td>
</tr>
<tr>
<td>h. Camp 2: Do I belong here?</td>
<td>67%</td>
<td>60%</td>
<td>74%</td>
</tr>
<tr>
<td>j. Camp 2: Do I belong here?</td>
<td>74%</td>
<td>63%</td>
<td>68%</td>
</tr>
<tr>
<td>k. Camp 2: Do I belong here?</td>
<td>44%</td>
<td>54%</td>
<td>55%</td>
</tr>
<tr>
<td>m. Camp 3: How can we all grow?</td>
<td>70%</td>
<td>72%</td>
<td>82%</td>
</tr>
<tr>
<td>n. Camp 3: How can we all grow?</td>
<td>67%</td>
<td>68%</td>
<td>82%</td>
</tr>
</tbody>
</table>

- The mission and purpose of CWC make me feel my job is important.
- My co-workers are committed to doing quality work.
- At work, my opinions count.
- I have a best friend at work.
- This year, I have had opportunities to grow personally and/or professionally.
- In the last six months, someone at work has talked to me about my progress.
Why GALLUP?

Employee surveys often measure employee happiness, role satisfaction, and satisfaction with their company on the whole. We find these types of surveys to be limiting in depth, scope, and sometimes, reliability of results, and therefore action plans that intend to be responsive to the data collected are too often not aligned to the true challenges to employee feedback.

At CWC, we have selected the GALLUP Q\textsuperscript{12} (Q\textsuperscript{12}) as the core of our staff and leadership surveys. Below, we have provided some of the key reasons why we selected the Q\textsuperscript{12}:

• The Q\textsuperscript{12} is a researched, proven tool to understanding engagement. In each of the four main categories, managers can rely on GALLUP’s internal research to develop understanding of the results, therefore the results are highly actionable.

• The Q\textsuperscript{12}’s measure of engagement effectively predicts key business outcomes, in the expected direction (e.g., poor scores predict poor outcomes).

• The Q\textsuperscript{12} provides a method for measuring employee beliefs related to satisfaction, loyalty, and pride, and maps these beliefs within an individuals' hierarchy of need in the workplace. At CWC, this proves to be a powerful tool in assessing adult culture, and aligns well with the foundational elements of the CWC Way.

Note: Material related to the GALLUP Q12 has been taken in part and whole from First, Break All the Rules, by Marcus Buckingham & Curt Coffman.
The Q12 is organized by camps. Each camp represents employee engagement level. The goal is that employees respond favorably to questions in all camps.
Below we map the Q¹² Camps to the questions asked on the staff and leadership surveys.

**Q¹² Camps**
- **Camp 3:** How can we all grow?
- **Camp 2:** Do I belong?
- **Camp 1:** What do I give?
- **Basecamp:** What do I get?

**Survey Questions**
- Opportunities to learn and grow. Progress in the last six months.
- I have a best friend at work. My coworkers are committed to quality. Mission & purpose of company. At work, my opinions seem to count.
- Someone at work encourages my development. Supervisor/someone cares. Received recognition in the last seven days. Do what I do best everyday.
- I have the materials and equipment I need to do my work right. I know what is expected of me work.