

# Citizens of the World Kansas City

Staff Survey Results - Summary  
2019-20

# Connection: Stakeholder Feedback

## 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

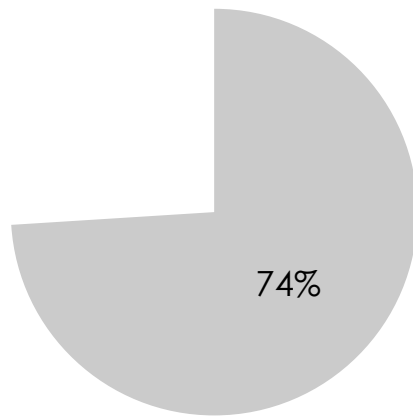
**Staff Survey Demographics**  
School-wide

# Stakeholder Engagement

## Staff Survey Participation Overview School-wide

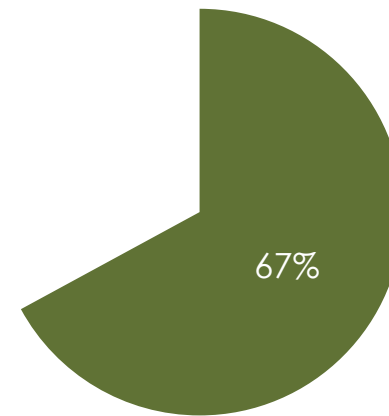
Percentage of staff  
that responded to Staff Survey

**2018-19**



**25**  
Staff Survey  
Responses

**2019-20**

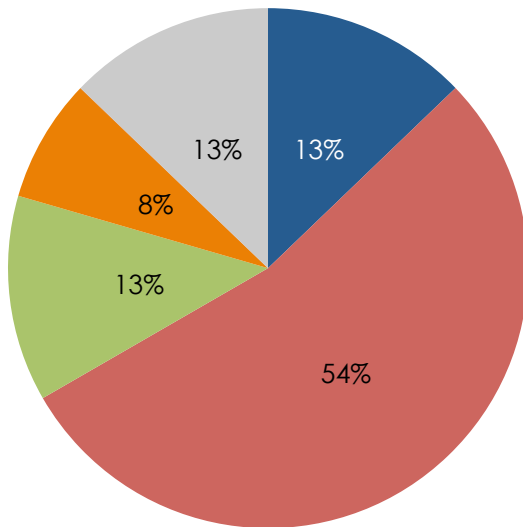


**39**  
Staff Survey  
Responses

# Stakeholder Engagement

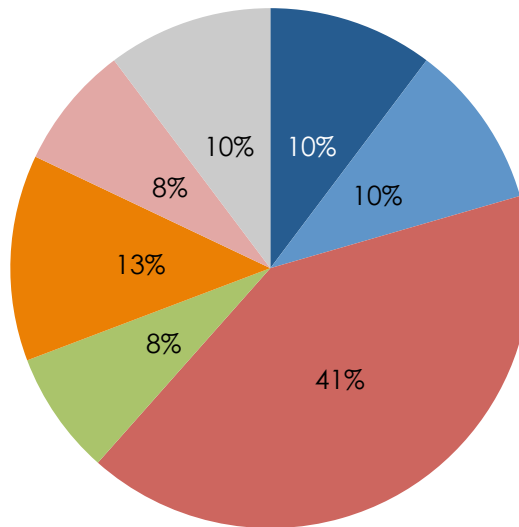
## Staff Survey Demographic Snapshot School-wide

Self-Identified Race / Ethnicity



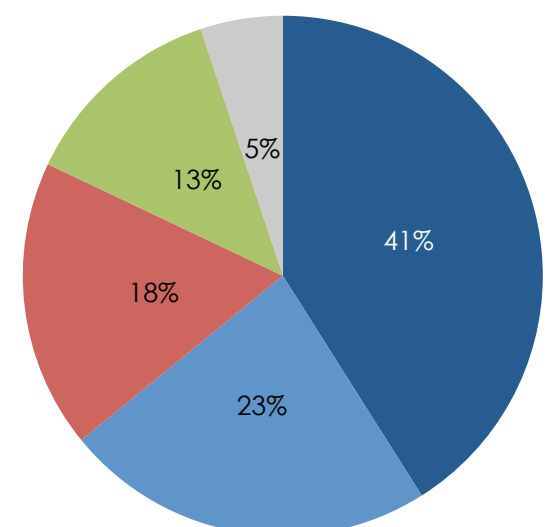
- African American, Black
- Caucasian, White
- Latino, Hispanic
- Multi-ethnic/multi-racial
- Prefer Not to Answer

Self-Reported Position



- EL or Spec. Ed. or Interv. Teacher
- Enrichment Teacher
- Classroom Teacher
- Teaching Associate
- Ops./Office Staff (non-instructional)
- Other
- Prefer Not to Answer

Self-Reported Tenure



- Less than one year
- 1-2 years
- 2-4 years
- 4-6 years
- Prefer not to answer

For Position, Other includes respondents that did not identify a position.

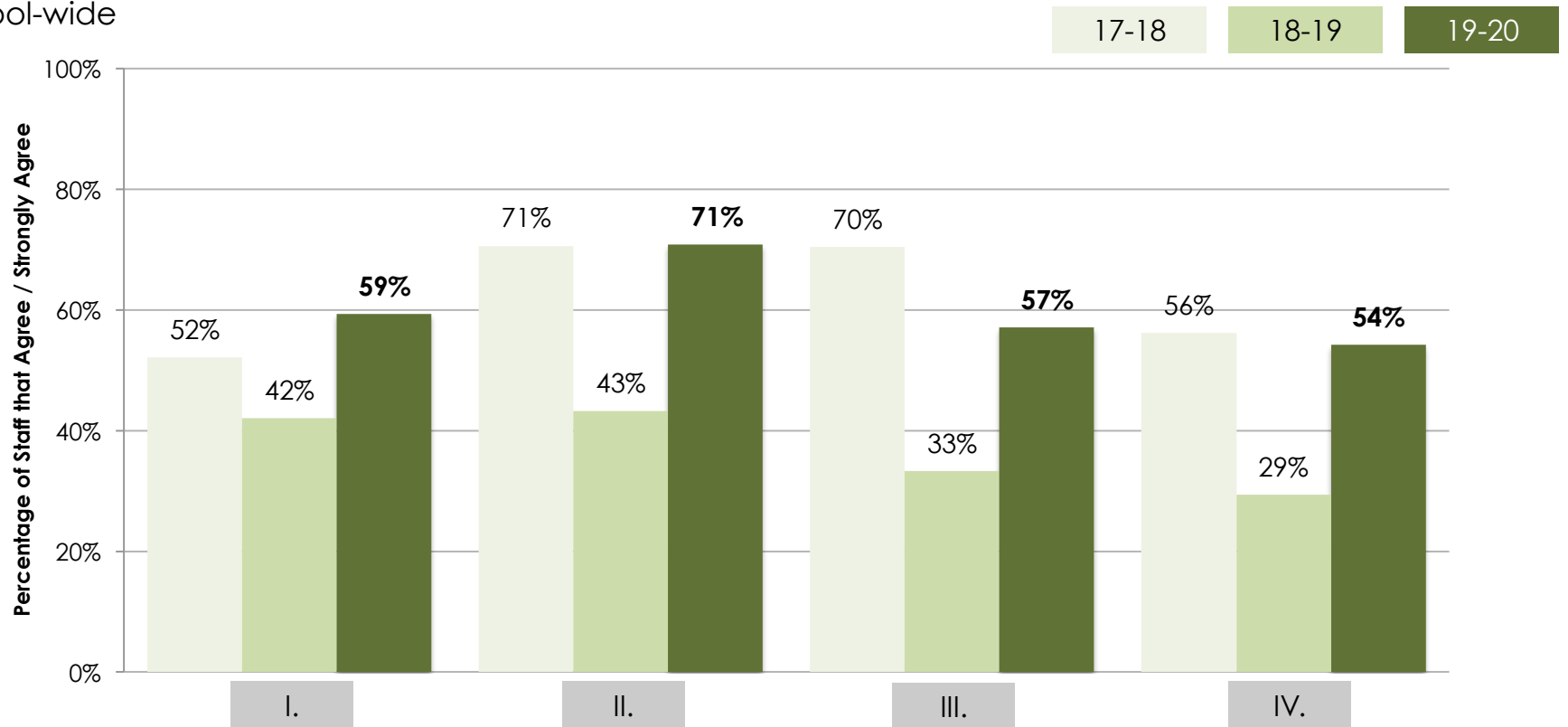
## **Summary of Results** School-wide

# Staff Survey

## Summary of Results by Question Groupings (Averages)

Current Year compared to Prior Two Years

School-wide



I. Difference and Inclusion

II. CWC Core Values

III. School Culture

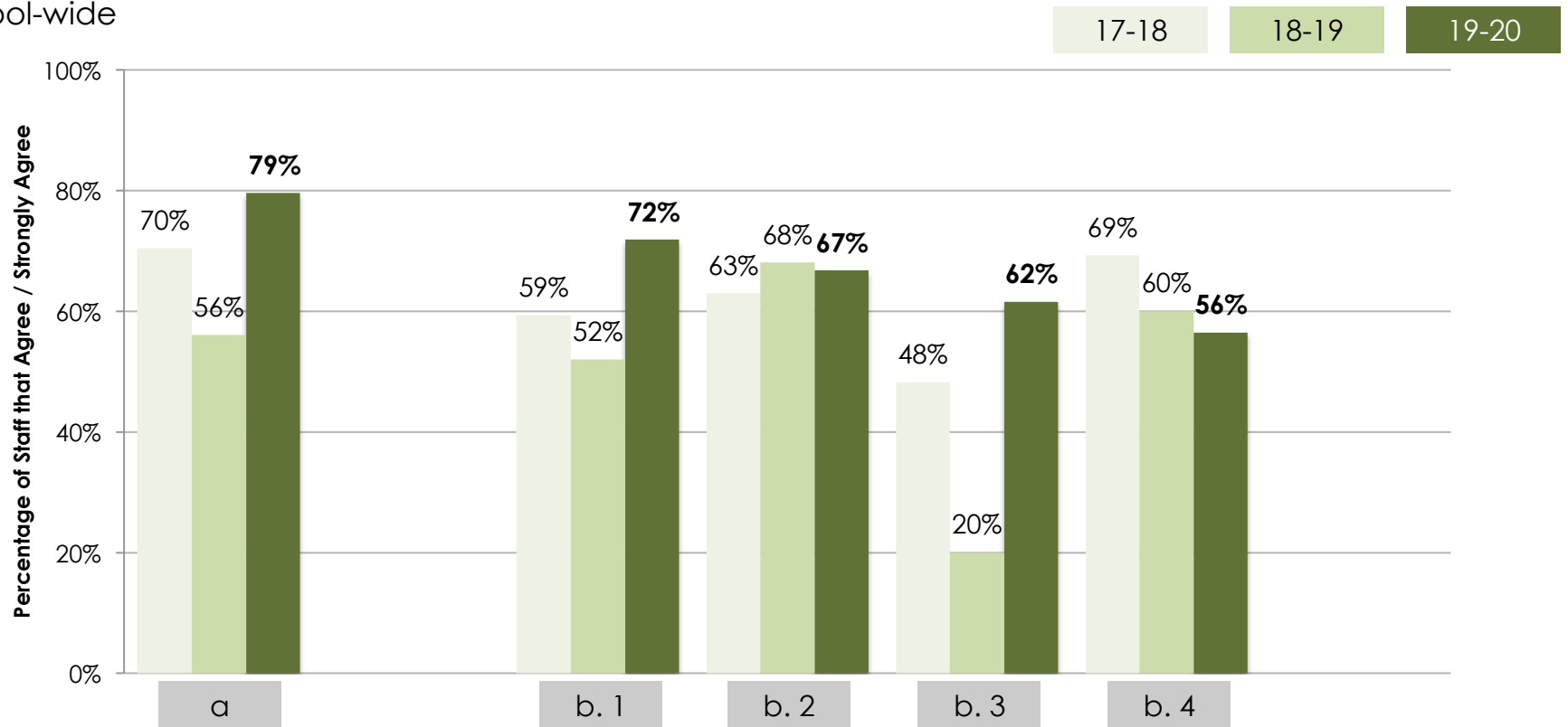
IV. Overall School Experience

## **Detailed Results** School-wide



# Staff Survey

## I. Questions related to Difference and Inclusion Current Year compared to Prior Two Years School-wide



a. My school values employees with varied backgrounds and experiences.

b. My school values the following diverse characteristics:

1. Differences in cultural characteristics, such as religion, ethnic background, or life experience.

2. Differences in employees' individual characteristics, such as race, gender, sexual orientation, age, disability status...

3. Differences in the way people approach problems.

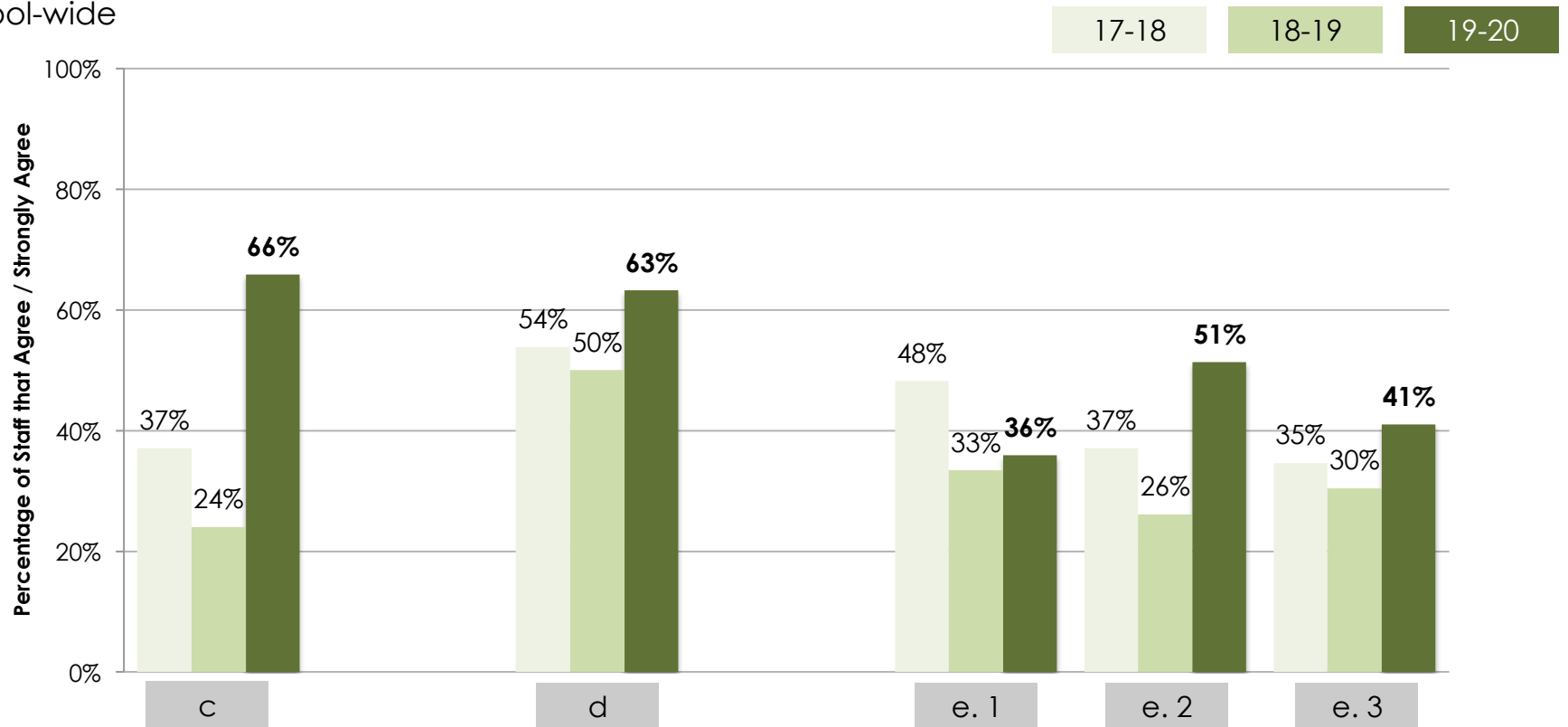
4. Differences in life circumstances, such as caring for a sick loved one, a death in the family, etc.

# Staff Survey

## 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.

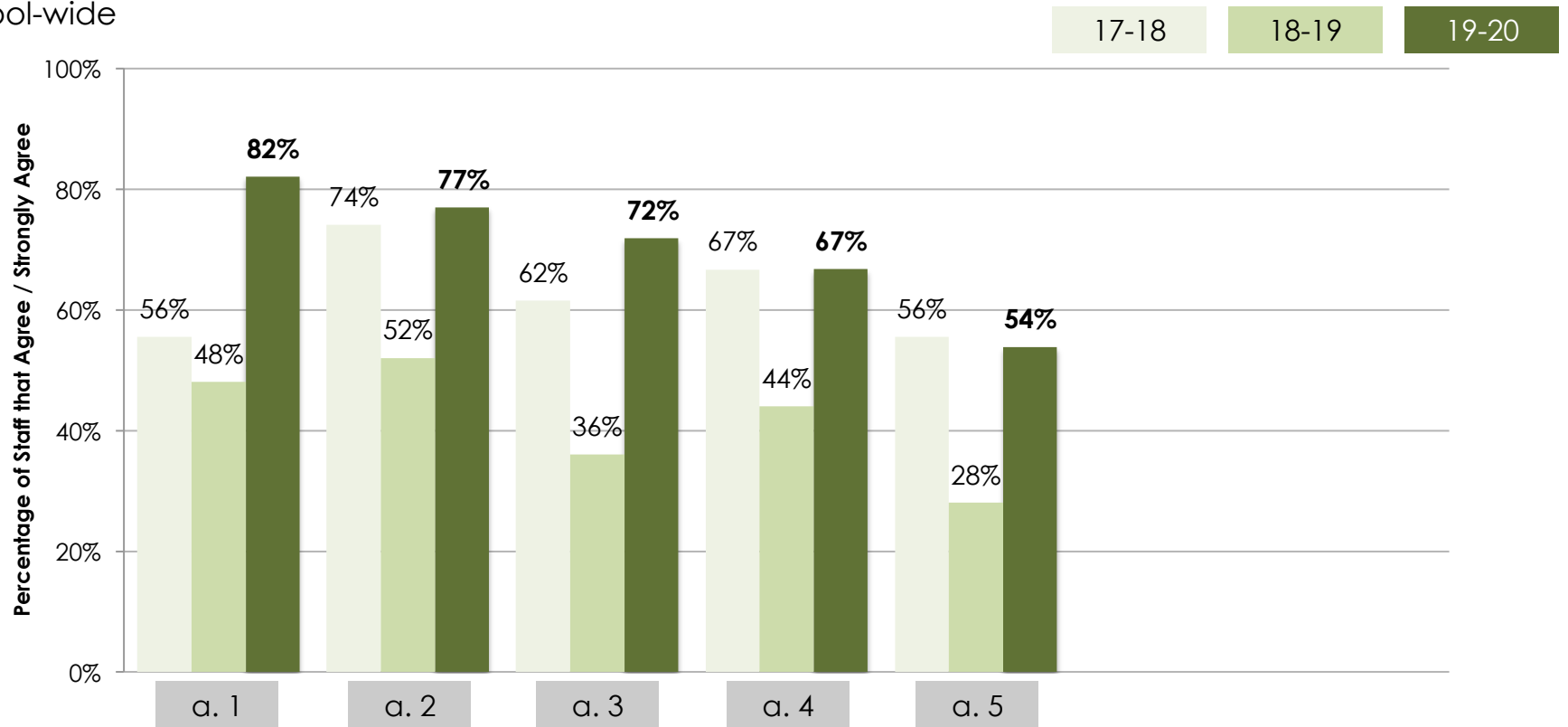
1...deeply known

2...deeply valued

3...deeply affirmed

# Staff Survey

## II. Questions related to CWC Core Values Current Year compared to Prior Two Years School-wide

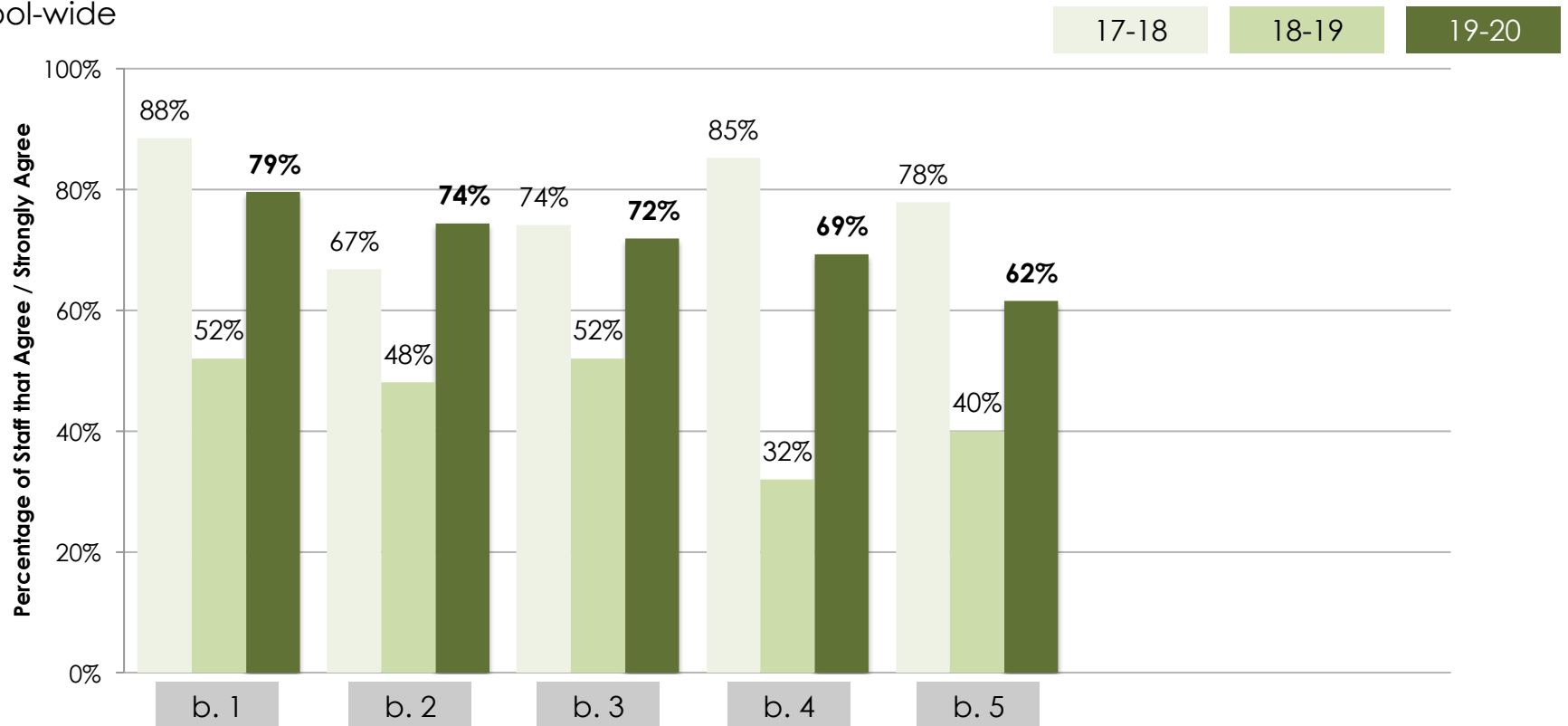


a. CWC is realizing its Core Values of:

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.

# Staff Survey

## II. Questions related to CWC Core Values, continued Current Year compared to Prior Two Years School-wide



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.

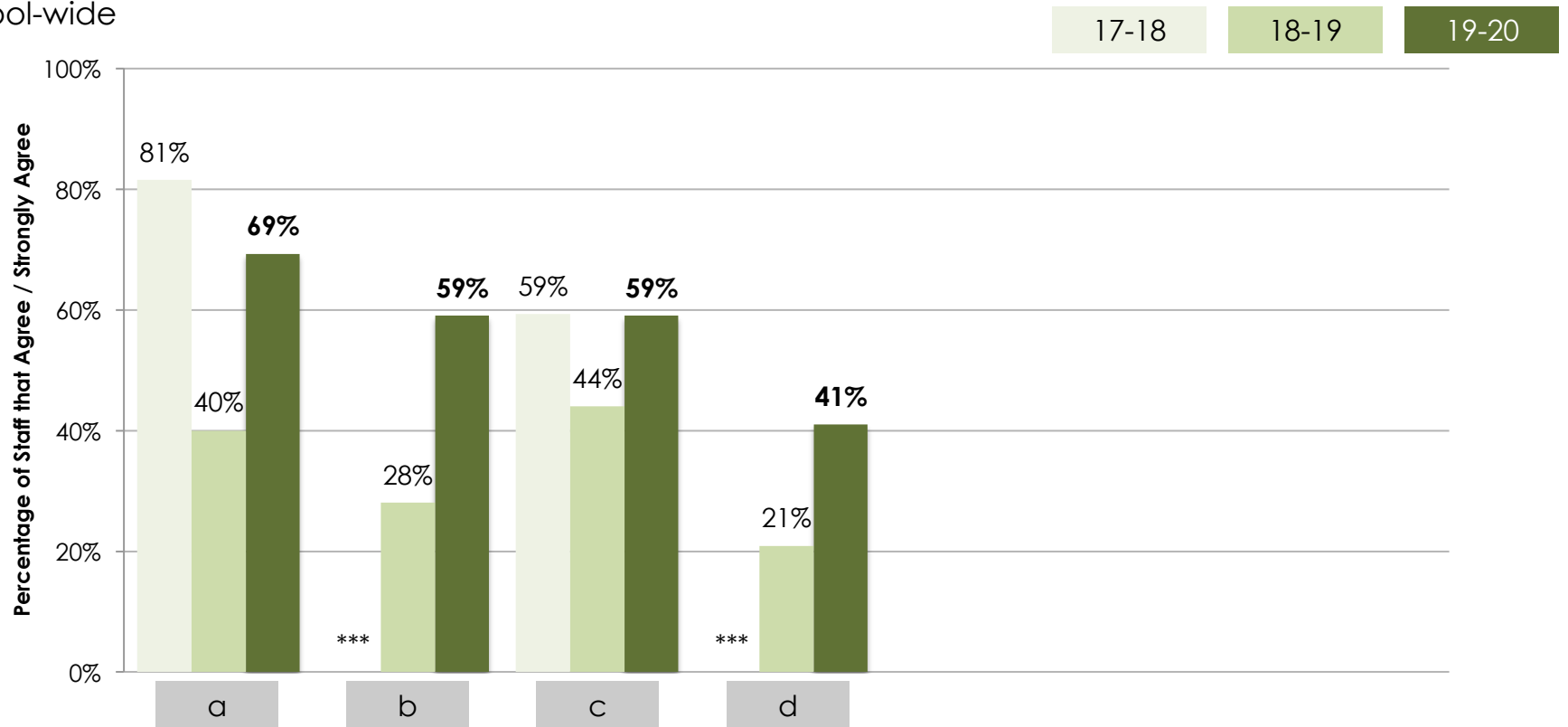
3. Community. We care deeply about people. We share and build partnerships. We celebrate, laugh, & seek joy, even...

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

5. Excellence. We demand lasting quality.

# Staff Survey

## III. Questions related to School Culture Current Year compared to Prior Two Years School-wide



a. My direct supervisor provides me with respectful direct feedback on my performance.

b. My Principal builds and maintains a positive staff culture founded on trust and professionalism.

c. My Principal communicates information in a way that deepens my understanding of our work.

d. The morale of our staff is high.

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.

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

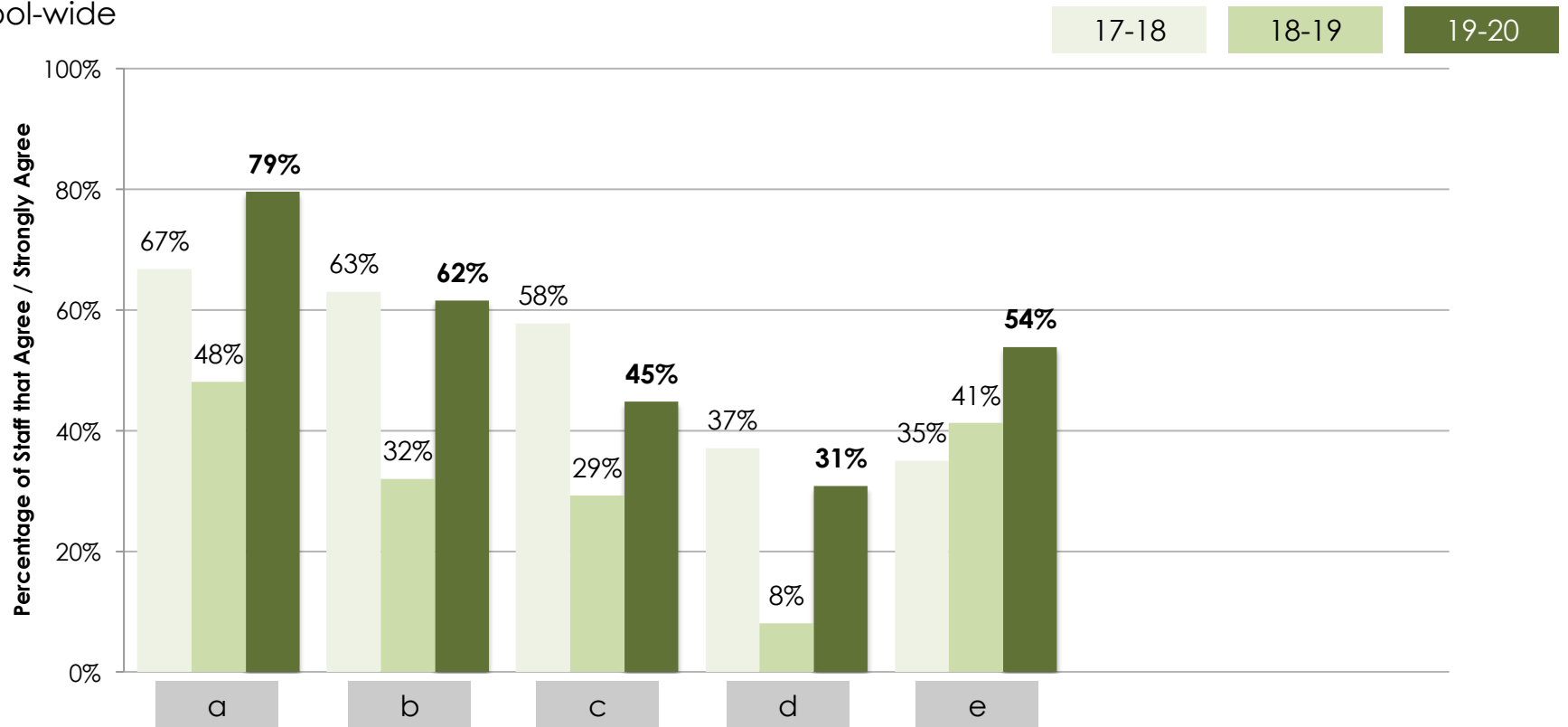
\*\*\*Indicates question was not asked in prior year.

# Staff Survey

## IV. Questions related to Overall School Experience

Current Year compared to Prior Two Years

School-wide



a. I know the CWC Learning Model includes the graduate dispositions, Core Academics, Social and Emotional Development, Difference and Inclusion, and key instructional strategies.

b. My school is headed in the right direction.

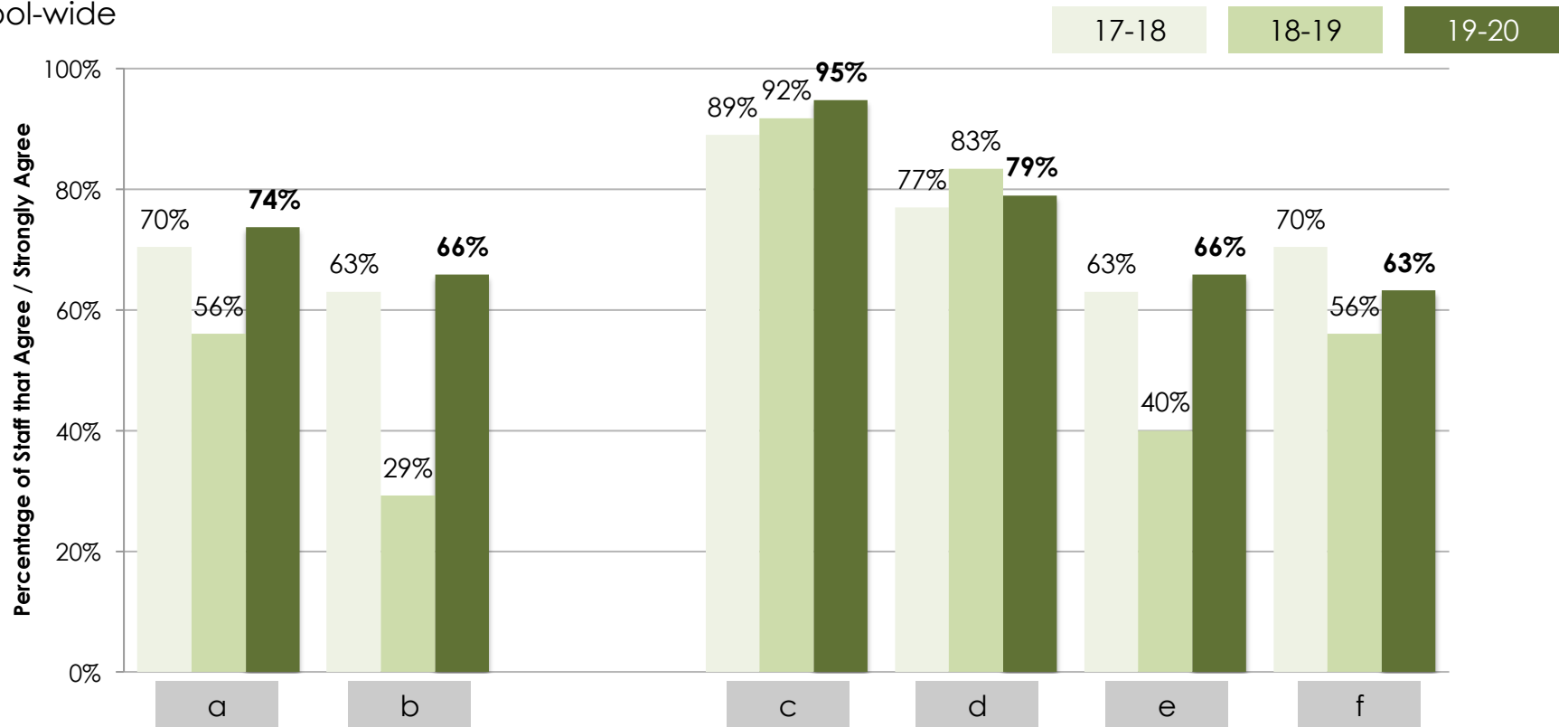
c. I would recommend CWC as a great place to work to friends and other contacts.

d. My school and our staff effectively serve the needs of all students.

e. In the past 12 months, I have thought about leaving CWC for another employment opportunity.

# Staff Survey

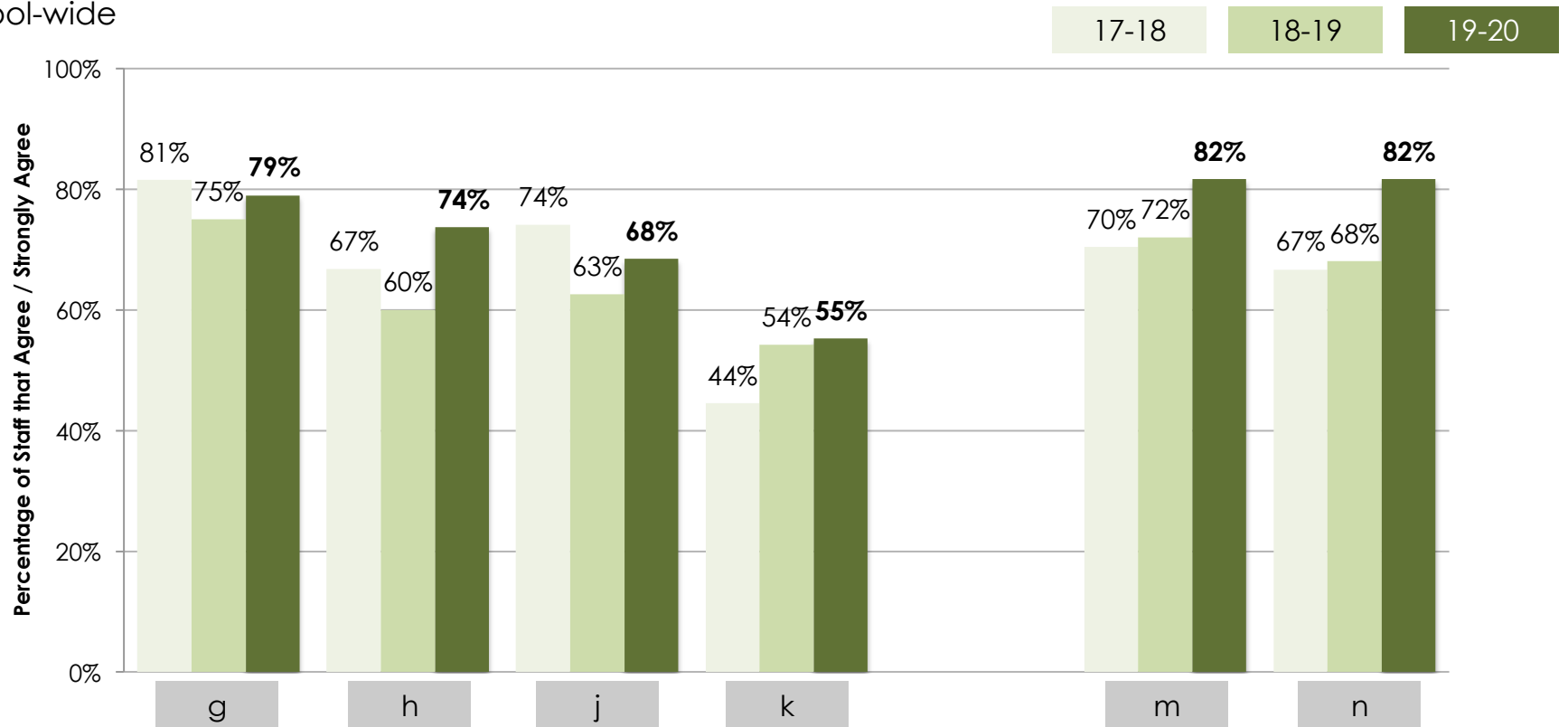
Questions related to Q<sup>12</sup>, Employee Engagement  
 Current Year compared to Prior Year  
 School-wide



a. Basecamp: What do I get?	- I know what is expected of me at my school.
b. Basecamp: What do I get?	- I have the materials and equipment to do my job correctly.
c. Camp 1: What do I give?	- My manager or someone at my school cares about me as a person.
d. Camp 1: What do I give?	- Someone at my work encourages my development.
e. Camp 1: What do I give?	- In the last seven days, I have received recognition or praise for doing good work.
f. Camp 1: What do I give?	- At work, I have the opportunity to do what I do best, every day.

# Staff Survey

Questions related to Q<sup>12</sup>, Employee Engagement, continued  
 Current Year compared to Prior Year  
 School-wide



g. Camp 2: Do I belong here?	- The mission and purpose of CWC make me feel my job is important.
h. Camp 2: Do I belong here?	- My co-workers are committed to doing quality work.
j. Camp 2: Do I belong here?	- At work, my opinions count.
k. Camp 2: Do I belong here?	- I have a best friend at work.
n. Camp 3: How can we all grow?	- This year, I have had opportunities to grow personally and/or professionally.
m. Camp 3: How can we all grow?	- In the last six months, someone at work has talked to me about my progress.



# Gallup Q<sup>12</sup> Introduction

## 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.

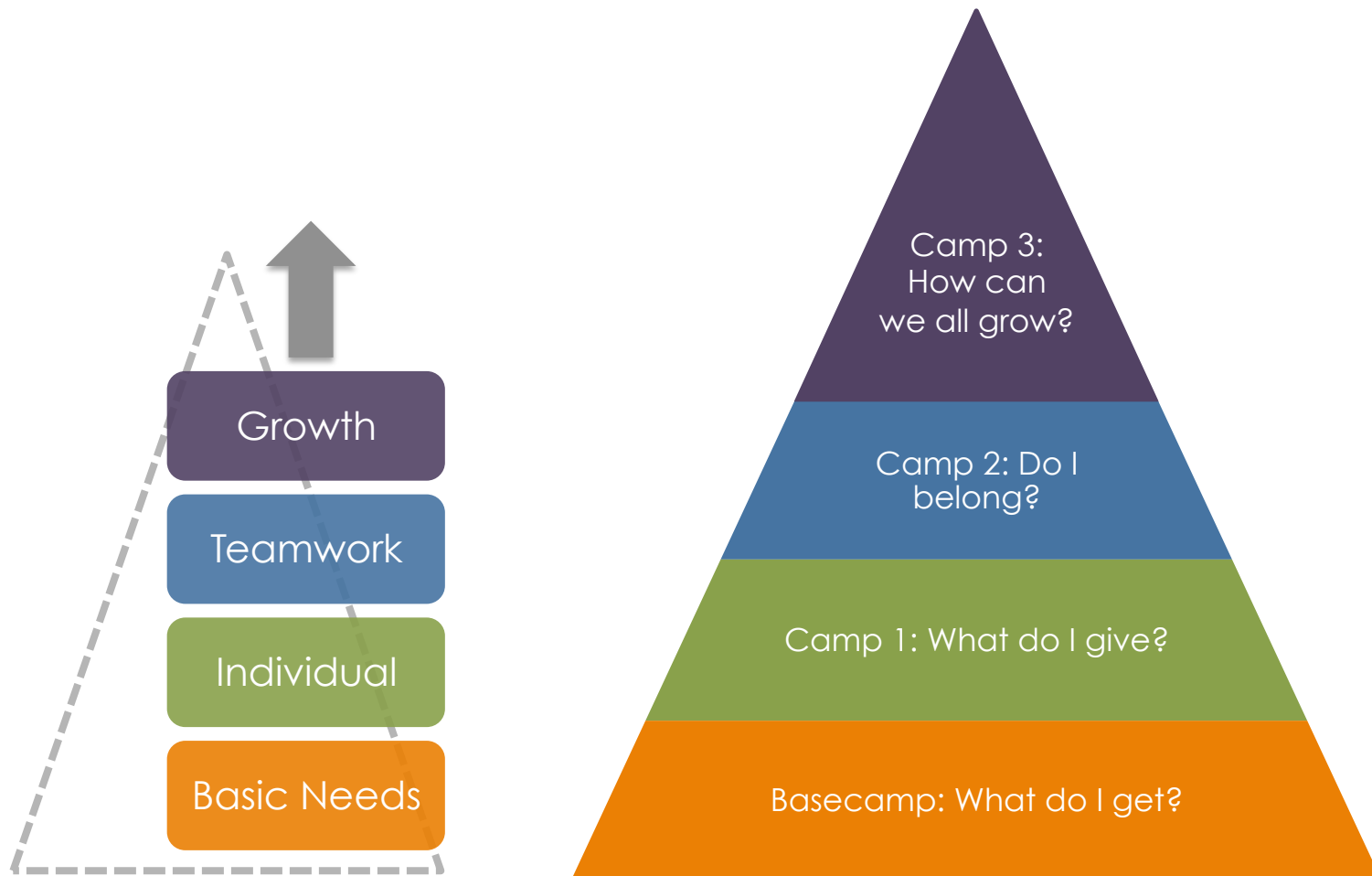
At CWC, we have selected the GALLUP Q<sup>12</sup> (Q<sup>12</sup>) as the core of our staff and leadership surveys. Below, we have provided some of the key reasons why we selected the Q<sup>12</sup>:

- The Q<sup>12</sup> 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<sup>12</sup>'s measure of engagement effectively predicts key business outcomes, in the expected direction (e.g., poor scores predict poor outcomes).
- The Q<sup>12</sup> provides a method for measuring employee beliefs related to satisfaction, loyalty, and pride, and maps these beliefs within an individual's 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.

# GALLUP Q<sup>12</sup>: Hierarchy of engagement

The Q<sup>12</sup> is organized by camps. Each camp represents employee engagement level. The goal is that employees respond favorably to questions in all camps.



# GALLUP Q<sup>12</sup>: Survey Questions

Below we map the Q<sup>12</sup> Camps to the questions asked on the staff and leadership surveys.

