

Making Waves Academy

Chief of Staff Board Report *Staff Satisfaction Survey 2021*

June 17, 2021 MWA Board Meeting



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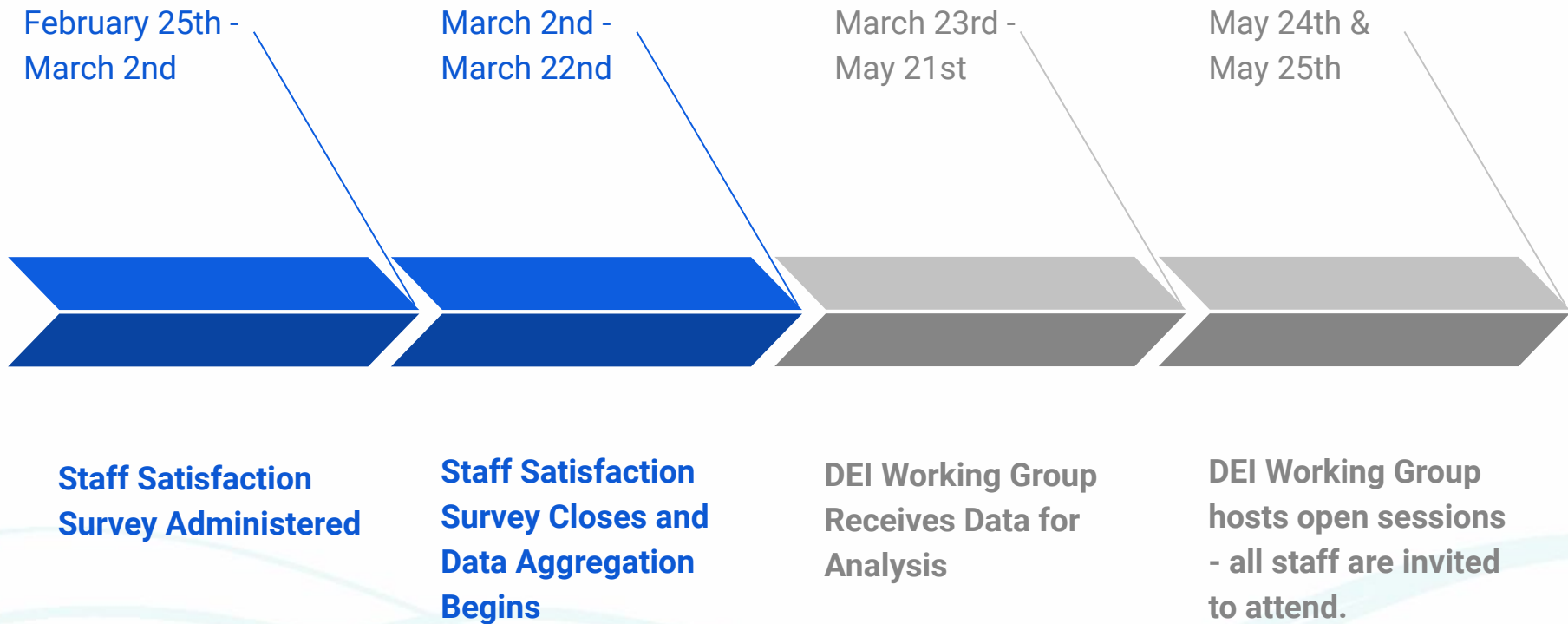
Contents of Report

- I. **Timeline:** provides overview of the survey's timeline from administration to data release
- II. **Dissemination of Data:** summary of who led the dissemination of the data and the approach for sharing
- III. **Key Data Points and Emergent Themes:** key data points and themes that emerged from our analysis of the results
- IV. **Staff Engagement:** overview of staff engagement with the survey results
- V. **Next Steps**
- VI. **Reflections on Survey Administration**

I. Timeline



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II. Dissemination of Data

The ***Staff Culture and HR Operations DEI Working Group***:

- led the ***analysis of the data*** from the survey
- led the ***dissemination and staff engagement opportunities*** for the survey data

The ***Working Group decided to share only aggregated survey data and the identified themes from the open comments.***

- ***“After reviewing all of the open-ended responses and reflecting on how they would support or harm our culture, we decided to share common themes from the responses to retain the anonymity of the survey and encourage constructive discourse.”***
- Working Group Members: Hayley Yasui, Ben Arizmendi-Calvert, Marcus Logan, and Liz Martinez



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III. Key Data Points & Themes

Success & Growth Areas



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Success Areas

- **78%** of respondents often or always feel good about their job at MWA.
 - **100%** of Central Office respondents often or always feel good about their job at MWA.
- **60-65%** of respondents either agree or strongly agree that there are desirable career opportunities for them at MWA and they envision having a long-term career (5+ years) at MWA.
- **88%** of respondents either agree or strongly agree that their colleagues contribute to MWA's mission and embody MWA's core values.
- **70%** of respondents either agree or strongly agree that their supervisor has helped them identify strengths and areas of growth.

Growth Areas

- **24%** of teacher respondents disagree or strongly disagree that they would recommend employment at MWA in comparison to 6% of non-faculty respondents.
- **27%** of respondents disagree or strongly disagree that MWA clearly explains how key decisions are made.
- **24%** of respondents disagree or strongly disagree that MWA effectively communicates important issues that affect them – the 9th-12th grade faculty has a higher percentage of **53%** who disagree or strongly disagree.
- **32%** of teacher respondents disagree or strongly disagree that they feel valued in comparison to **3%** of non-faculty respondents.

Emergent Themes



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Communication

- Late communications for items that are planned which impact daily operations
- No clear systems for communications
- Lack of follow through
- Disparity of experience by department, by supervisor
- Need for communication that is more responsive and less reactionary

Understanding Roles & Responsibilities

- Lack of clarity on who owns what -- who do I go to when I need X, Y or Z?
- Confidence in leadership needs improvement
- Support/Education for Families is needed to support the work of all employees with an emphasis on teachers
- Disparity of experience for all employees is different by department, by supervisor

Emergent Themes



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DEI +

- Building on training that already took place this year
- More opportunities to turn learning into practice
- Training is needed on restoration after harm
- Tools for utilizing RJ in classrooms that are actionable
- Identify ways we can build on the strengths we have, this could contribute to a shift of being seen/heard/respected

Systems & Procedures

- Inconsistent processes
- The processes that are in place are cumbersome, rigid, and sometimes antiquated
- A shift is needed to really orient people to truly testing and learning
- Are the right people in the right rooms? Are the most relevant/impacted voices incorporated in different processes?
- Onboarding and induction for new teachers and new employees



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IV. Staff Engagement

- Hayley, Marcus, and Calvert hosted two open sessions (all staff were invited), approximately 20 participated.
- The ***purpose of the sessions*** were to:
 - ***widen the input funnel*** for potential solutions
 - create a ***space for dialogue*** that is focused on moving the culture forward
 - ***surface solutions*** that we can consider for implementation in the new school year

IV. Staff Engagement



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Participants in the open sessions broke out into small groups, by theme, and brainstormed ideas using a ***framework that asked them to expand on their ideas*** by reflecting on:

1. How does their idea addresses specific data points that they are identifying as barriers/challenges?
2. Who could implement the idea they are putting forward?
3. Ease of implementation.

V. Next Steps



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- Working Group will complete the review and consolidation of the solutions that emerged through the open sessions
- Proposed solutions will be shared with the Culture and Climate Advisory Committee over the summer
- All staff will receive routine updates



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VI. Reflection on the Survey Process

- In my 5 years here, ***this was by far the best version of the Staff Satisfaction Survey administration***
- The process was ***led and owned by*** the working group which was largely composed of ***teachers***
- ***Engagement with the survey results*** by employees ***was constructive and fruitful***
- The ***solutions*** put forth by the working group and staff ***are actionable, measurable, and practical***

