

# Employee Opinion Survey – Instructional Aides



## **McAllen Independent School District**

April 2019

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# EXECUTIVE SUMMARY

## Background

The HR Services Division of the Texas Association of School Boards (TASB) conducted a survey of McAllen Independent School District (MISD) employees in March 2019 at the request of the district.

The purpose of the survey was to assess employee attitudes and level of satisfaction with their jobs and work conditions. Survey information may be used by district leaders to understand how respondents perceive specific issues and to reveal the general level of job satisfaction among employees. School districts benefit from an engaged workforce because highly engaged employees remain involved, passionate, and dedicated to their work, according to Gallup's "State of the American Workforce Report" (2013). The same report noted that organizations with more engaged employees also find themselves with lower absenteeism, lower turnover, and higher productivity.

TASB HR Services developed the survey in collaboration with McAllen ISD in 2013. Historically, MISD provided the survey to all teacher and professional staff only; however, the district decided to include instructional aides last year. In order to maintain year-to-year comparisons, the reports last year and this year are separated between teacher/professional and instructional aides.

Most of the survey requested that employees respond to statements using a Likert-type scale. Some responses were combined for purposes of analysis. For example, throughout this report, "strongly agree" and "agree" responses were combined to indicate a positive response. The survey included 11 categories of questions to gather data about the following:

- Demographics
- Job Satisfaction
- Working Conditions
- Compensation and Benefits
- Relationship with Coworkers
- Relationship with Supervisor
- District Communications
- District Leadership (Superintendent)
- Campus Environment
- Curriculum and Instructional Support (teachers only)
- Student Discipline Support (teachers only)

## Survey Administration and Respondents

McAllen ISD provided HR Services a list of employee e-mail addresses, and at the time of survey launch there were 359 instructional aides. HR Services sent an e-mail with a link to the survey to MISD staff requesting their participation. All employee responses were submitted directly to TASB. A total of 195 instructional aides participated, yielding a response rate of 54 percent, which is slightly above the 2018 response rate of 48 percent.

## Major Findings

### *Job Satisfaction*

Respondents were presented with eleven factors that are often considered important to job satisfaction and were asked to choose their top five. The largest groups of respondents valued learning opportunities (59 percent) and opportunities to use skills and abilities (63 percent). For the job satisfaction block of statements, over 90 percent of employees agreed with each measure of job satisfaction, and four statements had 98 percent agreement.

### *Working Environment*

Most respondents were satisfied with working conditions. Statements denoting reasonable hours (100 percent) and a safe environment (95 percent) had the highest agreement among respondents. Having needed equipment and tools had the lowest, but still a majority, with 87 percent agreement. Respondents were satisfied with the help received and district communication about benefits, with at least 89 percent agreement on both items. However, fewer agreed that pay was fair or competitive (38 percent each).

Two blocks of statements cover working relationships—coworker and supervisor. Coworker relationships are viewed favorably; the lowest item still had 93 percent agreement for the statement about dependable coworkers. Almost all respondents like the people they work with and fell loyal to their team (96 percent each). Supervisor relationships were also viewed in a positive light, and 91 percent of respondents felt their supervisor set clear goals and agreed that they liked working for their supervisor.

District communications are viewed positively overall, and nearly all respondents understand how their efforts contribute to the district and feel that the district shares important news and events (94 and 95 percent, respectively). District leadership is also well-received, with 89 percent believing leaders act in the best interest of students.

### *Learning Climate*

Across four campus environment items, at least 88 percent of respondents agreed that the leadership and environment was positive, which includes 93 percent agreement that principals treat the respondents with respect.

## DEMOGRAPHICS

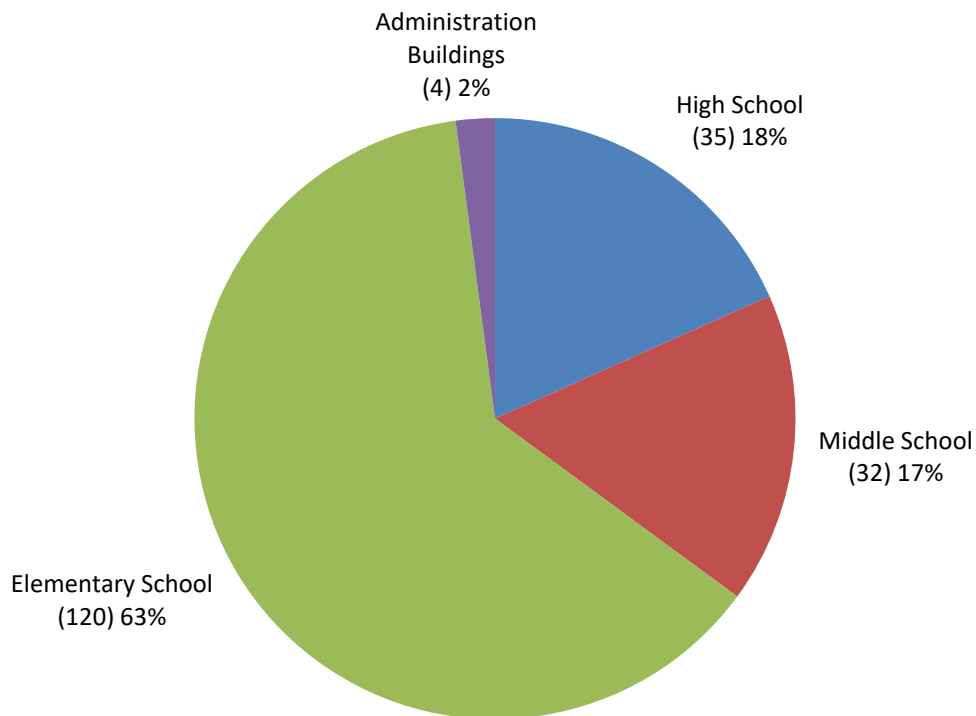
A total of 359 surveys were submitted, yielding a response rate of 54 percent. Respondents were asked for their job type first in order to show only relevant questions; for example, only teachers received questions about student discipline.

### Participation by Job Type

Job Type	# of Employees	# of Respondents	Participation Rate	% of Total Survey
Instructional Aide	359	195	54%	100%
Total	359	195	54%	100%

\*As part of the survey, respondents self-identified within a job group. This can lead to a slight difference between district-reported counts and the respondent-reported demographics.

### Representation by Work Location



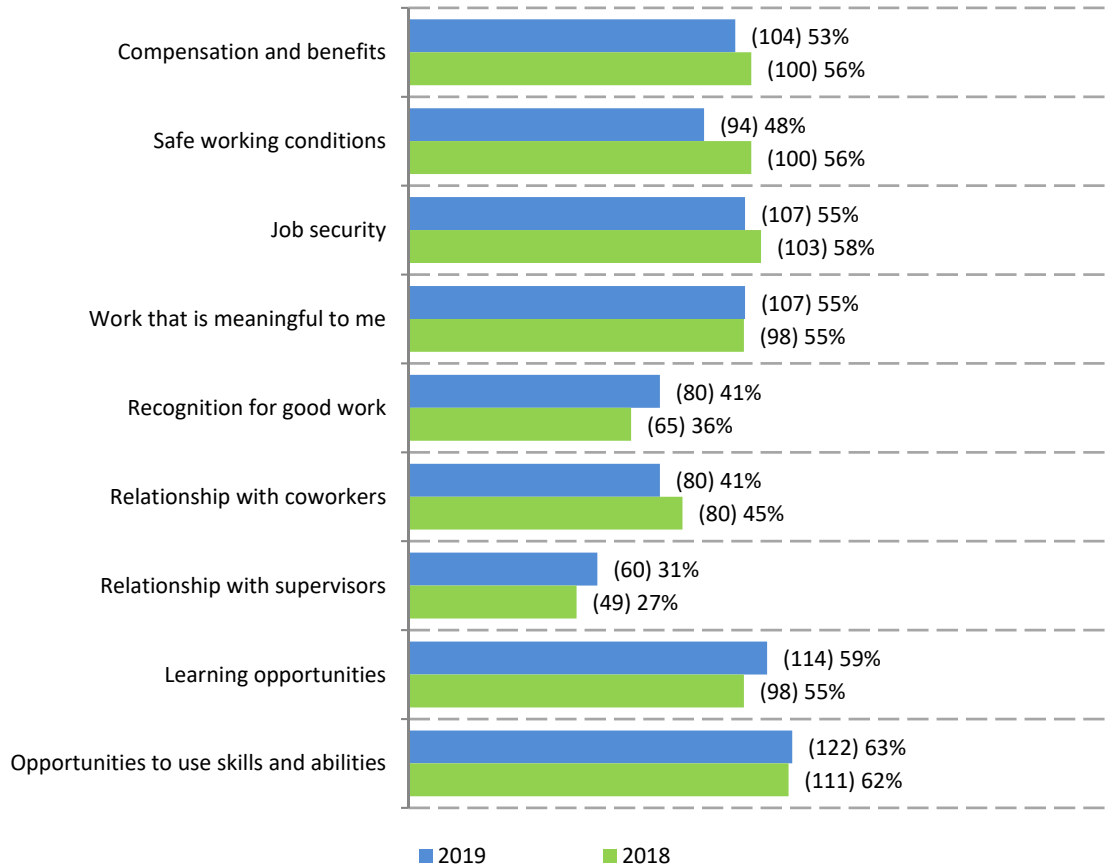
All work locations were represented in the survey. The largest groups of participants worked at the elementary schools (63 percent).

## FINDINGS BY SURVEY TOPIC

### Job Satisfaction Factors

For this question, respondents could choose up to five items that they valued as most important to their job satisfaction.

#### Factors that Contribute to Job Satisfaction



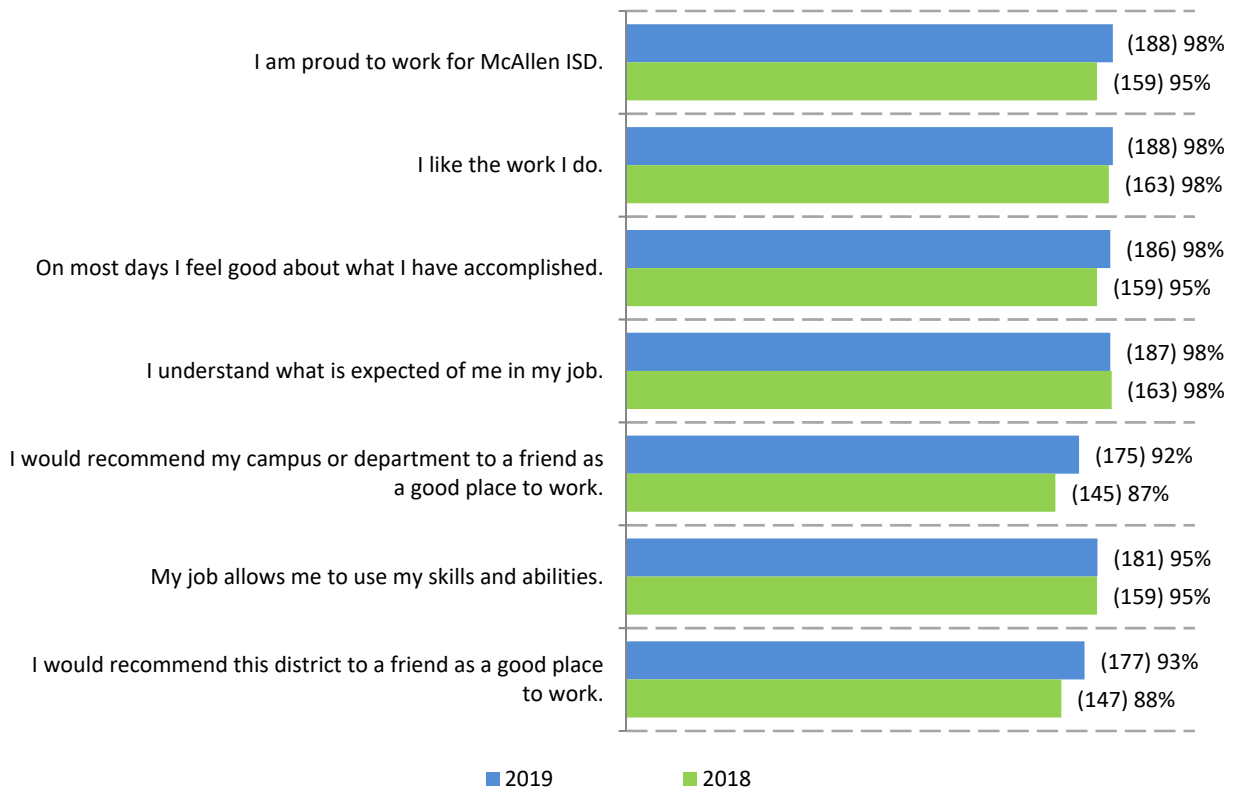
Most factors were chosen by over half of respondents. Learning opportunities (59 percent) and having the opportunity to use skills and abilities (63 percent) received the largest number of responses. For 55 percent of respondents, meaningful work and job security were factors. Compensation and benefits was named by 53 percent as a factor in job satisfaction, and remained within a few percentage points as in 2018.

Four factors were selected by a larger portion of respondents than in 2018. More notable increases were seen for recognition for good work (5 point increase), relationship with supervisors, and learning opportunities (4 point increase each).

## Likert-type Scale Questions

The remaining sections of the survey provided respondents with a list of statements and asked for their level of agreement. Response categories were strongly agree, agree, disagree, strongly disagree, and no opinion/not applicable. The categories of strongly agree and agree were combined for these charts to indicate a positive response.

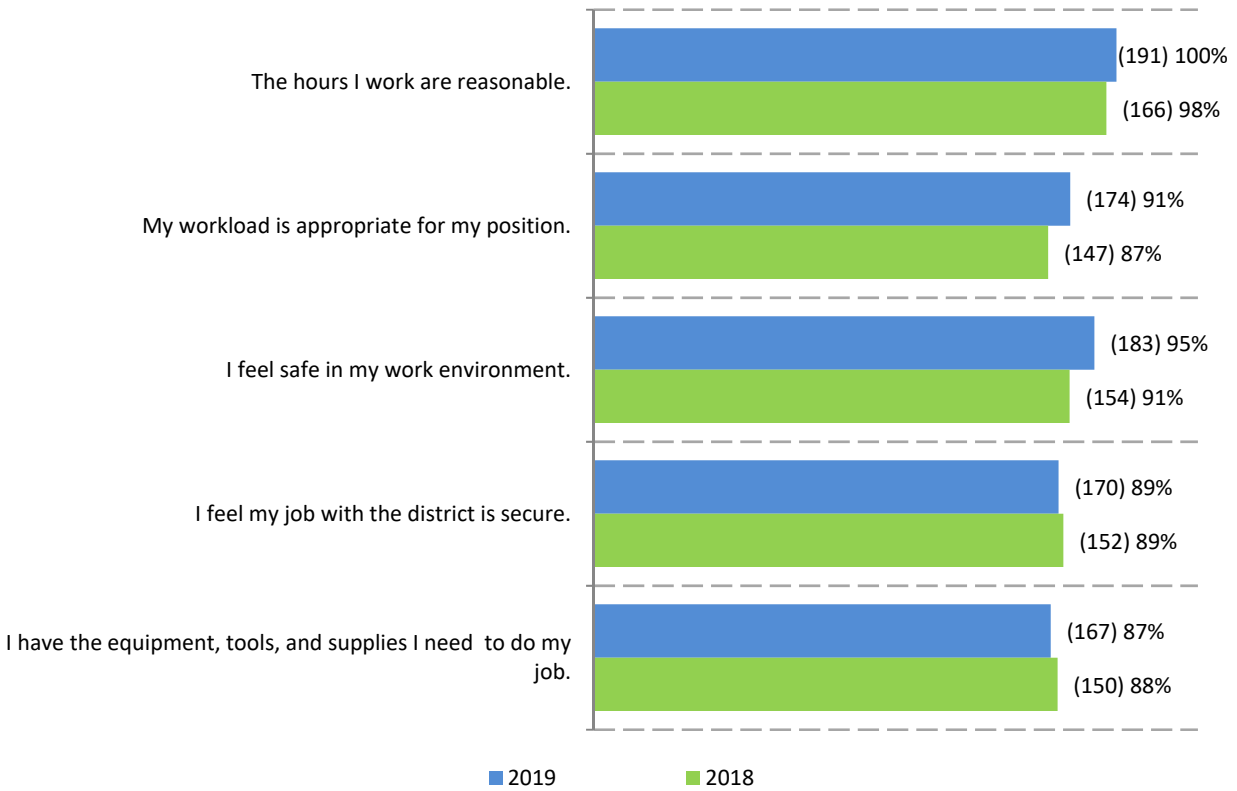
### Job Satisfaction



Survey participants responded favorably regarding job satisfaction, with over 90 percent expressing agreement with each statement. Four items had 98 percent agreement: proud to work for MISD, like the work, feel good about accomplishments, and understand expectations.

There were increases from last year, with 5 percentage point increases for both items about recommending it as a good place to work, indicating that the district respondents are again satisfied by the work they do. Later topics will give additional insight into what items, outside of the job itself, make respondents satisfied with their employment at McAllen ISD.

## Working Conditions

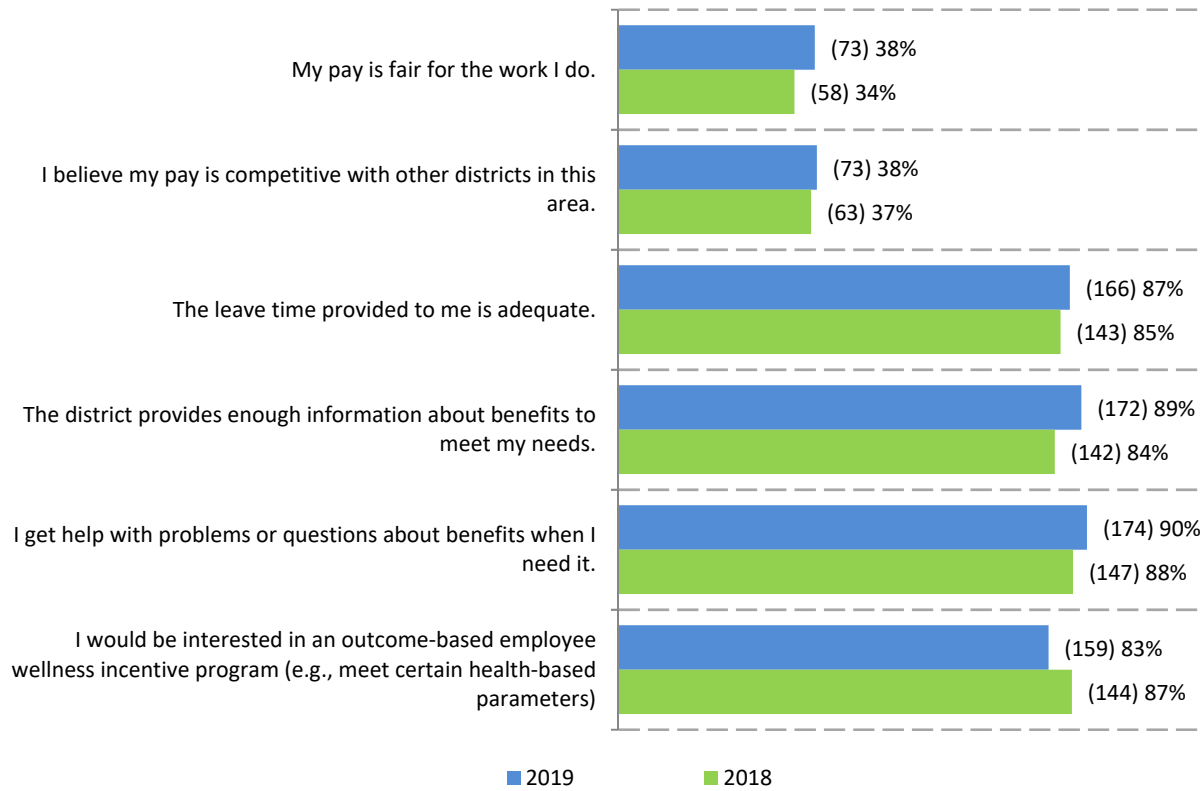


Overall, McAllen ISD respondents expressed satisfaction with their working conditions. All agreed that their work hours were reasonable (100 percent) and nearly all report working in an environment that is safe (95 percent). Most felt their job is secure (89 percent) and that they have the tools or supplies needed to do their jobs (87 percent).

Regarding workload, 91 percent agree that it is appropriate for their position, which is an increase from 87 percent agreement last year. Feeling safe in the work environment also increased by 4 percentage points. Ratings of the other four working conditions all remained very similar to 2018 values.



## Compensation and Benefits

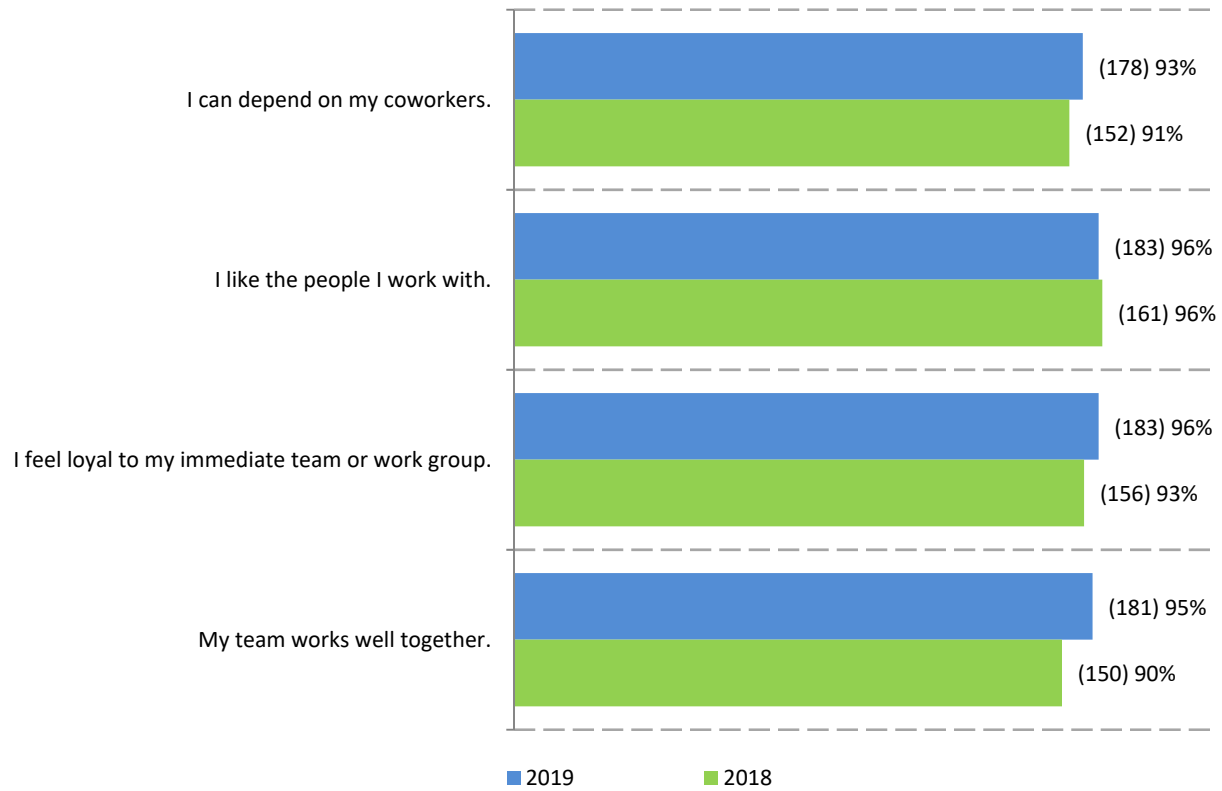


Nearly all respondents are satisfied with the assistance they receive when they have questions about benefits (90 percent) and the information they receive about benefits (89 percent, an increase of 5 points). Further, 83 percent would be interested in an outcome-based wellness incentive program, a slight decrease from 2018.

Respondents were less inclined to agree that their pay was fair or competitive with other districts in the area (38 percent each). Responses on pay fairness have improved slightly (4 points) since last year.

Perceptions of pay can be driven by a variety of factors, including communication. Respondents rated district communication about benefits very well, so there may be opportunities to evaluate communications about pay and replicate the style used with benefits.

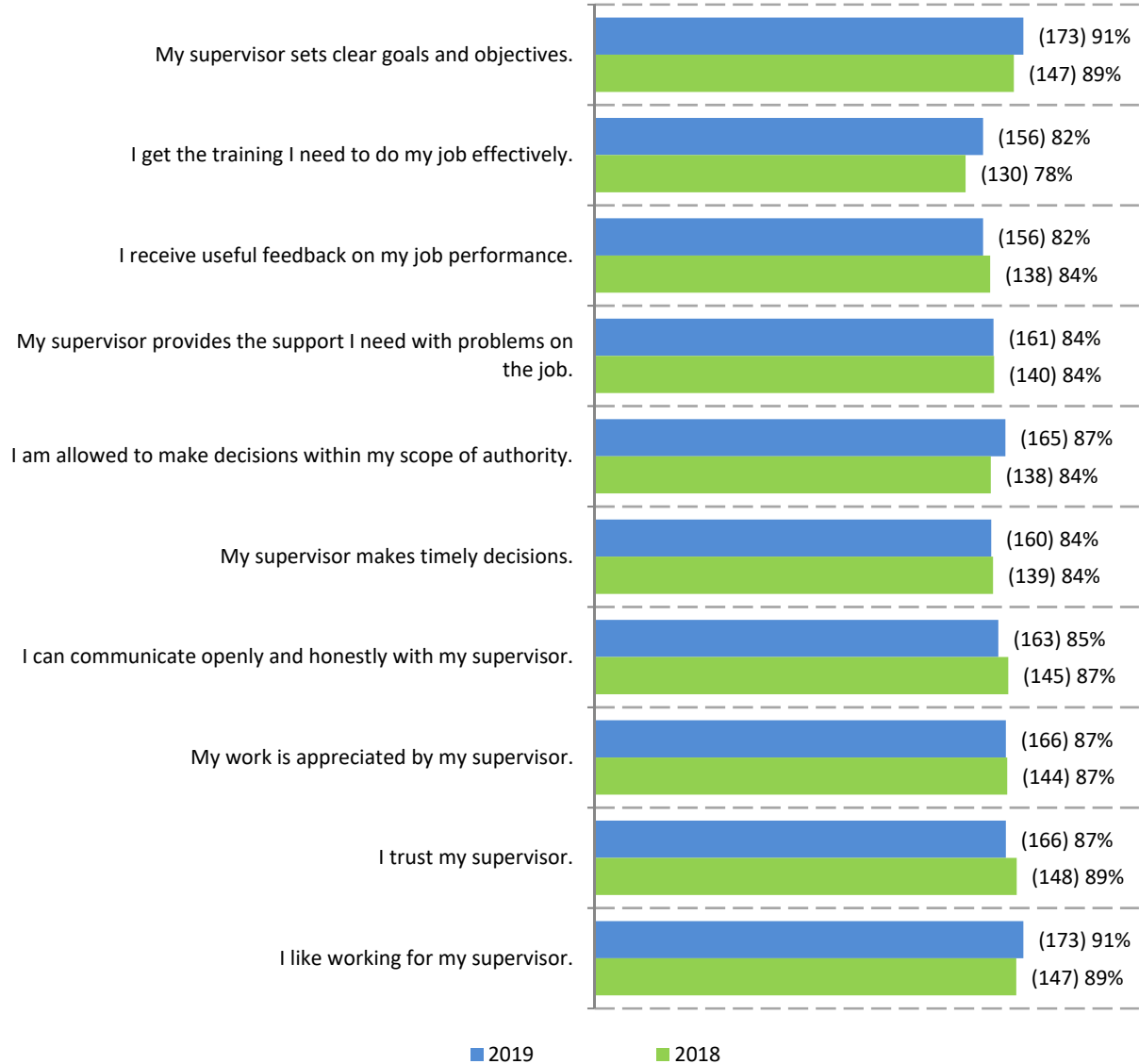
## Relationship with Coworkers



Respondents view coworker relationships very favorably, with over 90 percent of respondents agreeing with each item in this topic. Opinions remained steady or improved from last year, with all answers remaining within 5 percentage point of values from 2018.

Respondents almost unanimously like their coworkers and feel loyal to their team (96 percent each). In addition, they agreed that coworkers were dependable (93 percent) and that the team works well together (95 percent).

## Relationship with Supervisor

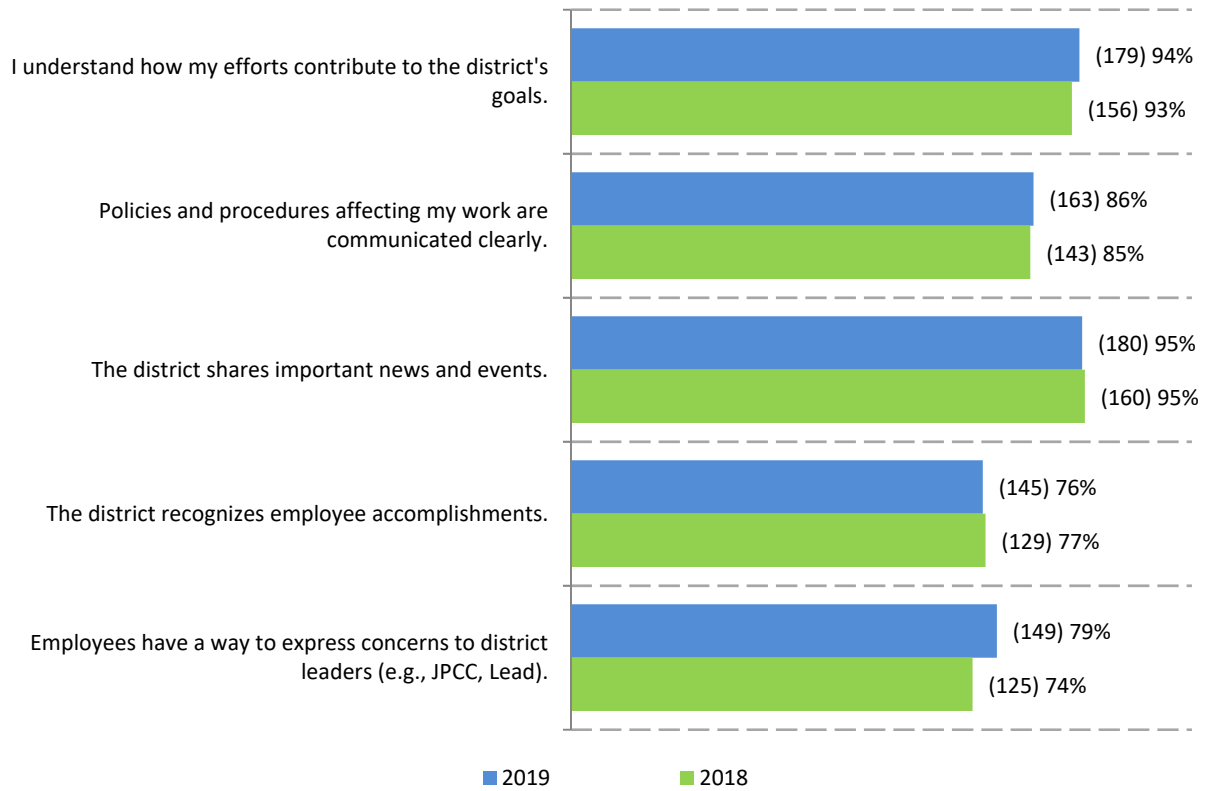


Supervisor relationships foster employee engagement in the short-term, by clarifying expectations and providing feedback, and in the long-term, by monitoring progress and encouraging growth.

Most respondents agreed with the statements about their supervisor across all areas surveyed. For every item in this section, at least 82 percent of respondents agreed with the statement presented. The strongest areas were clear goals and expectations and liking working for supervisor (91 percent each).

Supervisors were viewed favorably overall, with most items fluctuating slightly from last year and the average response remaining the same. Such small changes would only become notable if responses continue to follow the same trend in future years.

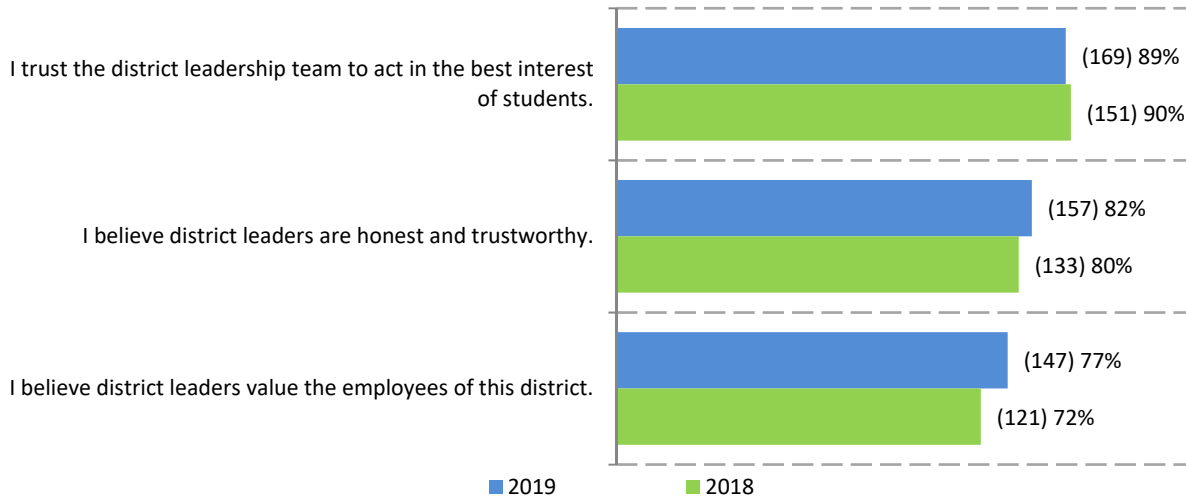
## District Communications



Respondents viewed district communications positively. Almost all respondents feel that the district shares important news and events (95 percent) and understand how their efforts contribute to the district (94 percent).

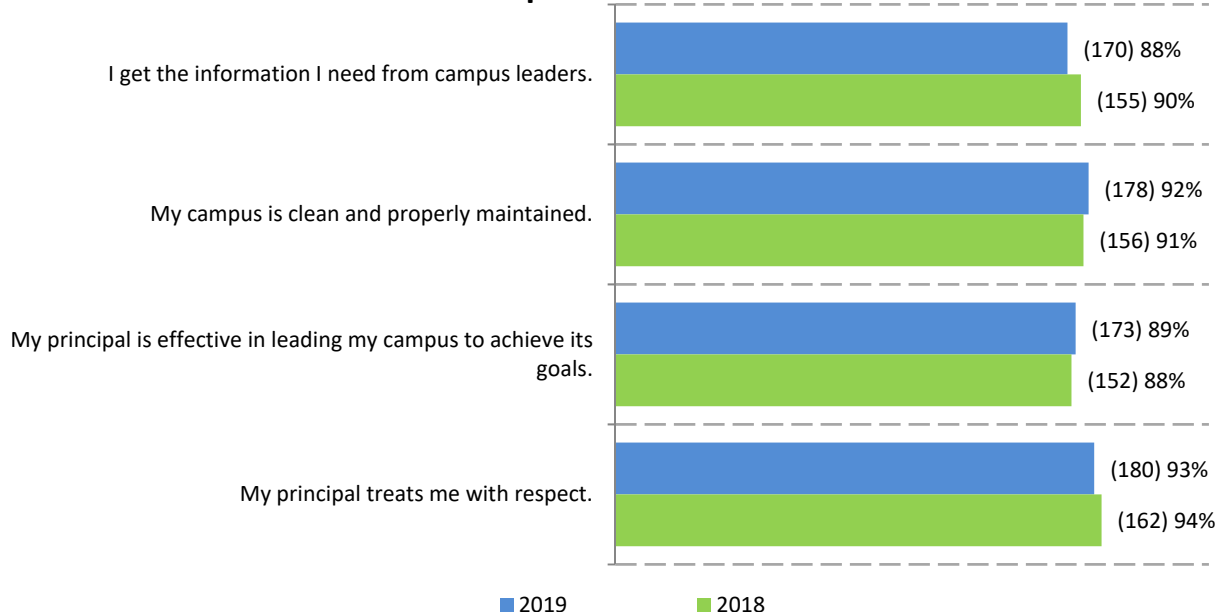
Respondents more readily agreed that employees have a way to express concerns to district leaders—79 percent now, up from 74 percent last year.

## District Leadership (Superintendent, Board of Trustees)



Most respondents agreed with items in the district leadership section, with 89 percent trusting the district leaders to act in the best interest of students. District leaders are believed to be trustworthy by 82 percent of respondents, and 77 percent believe that district leaders value the employees, up 5 percentage points from last year.

## Campus Environment



Overall, campus environments are viewed in a positive light. Each item in this section received at least 88 percent agreement among respondents. Nearly all respondents said their principal treats them with respect (93 percent), and 92 percent agreed their campus is clean and properly maintained. This year, 89 percent believe their principal is effective in leading a campus toward goals, and 88 percent reported getting the information they need from campus leaders.

## Summary

Overall, survey participants this year viewed their jobs and the district favorably. In most cases, responses remained consistent with last year's results. In nearly all topics, there was 80 percent or higher agreement on the statements provided; many items had over 90 percent agreement.

Some topics showed variation from last year. Campus environment saw a slight decrease in favorable responses, down just 1 percentage point. Relationship with supervisor was most consistent with last year's results. On the other hand, slight increases of 1 to 2 percentage points were seen in all other topics.

## APPENDIX: SURVEY INSTRUMENT

# McAllen ISD Professional Employee Survey 2019

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## Job Type

- Teacher or Librarian
- Instructional Aide
- Other Professional (e.g., counselor, RN, speech therapist, diagnostician, facilitator)
- Administrator

Please indicate what you value as most important to your job satisfaction.  
(Choose up to 5 that apply.)

- Compensation and benefits
- Safe working conditions
- Job security
- Work that is meaningful to me
- Recognition for good work
- Relationship with coworkers
- Relationship with supervisors
- Learning opportunities
- Opportunities to use skills and abilities



## District Communications

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
I understand how my efforts contribute to the district's goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policies and procedures affecting my work are communicated clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The district shares important news and events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The district recognizes employee accomplishments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees have a way to express concerns to district leaders (e.g., JPCC, Lead).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## District Leadership (Superintendent, Board of Trustees)

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
I trust the district leadership team to act in the best interest of students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe district leaders are honest and trustworthy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe district leaders value the employees of this district.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Job Satisfaction

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
I am proud to work for McAllen ISD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like the work I do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On most days I feel good about what I have accomplished.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand what is expected of me in my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend my campus or department to a friend as a good place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job allows me to use my skills and abilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this district to a friend as a good place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Relationship with Supervisor

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
My supervisor sets clear goals and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get the training I need to do my job effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive useful feedback on my job performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor provides the support I need with problems on the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am allowed to make decisions within my scope of authority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor makes timely decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can communicate openly and honestly with my supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work is appreciated by my supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust my supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like working for my supervisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Relationship with Coworkers

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
I can depend on my coworkers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like the people I work with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel loyal to my immediate team or work group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My team works well together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Campus Environment

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
I get the information I need from campus leaders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My campus is clean and properly maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My principal is effective in leading my campus to achieve its goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My principal treats me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Working Conditions

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
The hours I work are reasonable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My workload is appropriate for my position.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my work environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my job with the district is secure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the equipment, tools, and supplies I need to do my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Compensation and Benefits

	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion/Not Applicable
My pay is fair for the work I do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe my pay is competitive with other districts in this area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The leave time provided to me is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The district provides enough information about benefits to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get help with problems or questions about benefits when I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be interested in an outcome-based employee wellness incentive program (e.g., meet certain health-based parameters)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 1. Where do you work?

- High School
- Middle School
- Elementary School
- Administration Buildings

Early Childhood Center, Instruction & Guidance Center, Crockett Admin Annex, Instructional Materials & Student records Building, HR, Purchasing Services/Warehouse/Fixed assets building, Facilities, Maintenance, & Operations Building, Transportation Building, Child Nutrition Building, and Special Education Building

## Work Location

### High Schools

- Achieve Early College High School @ Lincoln
- Lamar Academy/Options High School
- McAllen High School
- Memorial High School
- James "Nikki" Rowe High School

## Work Location

### Middle Schools

- Dorothea Brown Middle School
- Dr. Rodney D. Cathey Middle School
- Alonzo De Leon Middle School
- Michael E. Fossum Middle School
- Homer J. Morris Middle School
- William B. Travis Middle School



## Work Location

### **Elementary Schools**

- Francisca Alvarez Elementary School
- James Bonham Elementary
- Dr. Carlos Castaneda Elementary
- Jose De Escandon Elementary
- Victor Fields Elementary School
- Reynaldo G. Garza Elementary School
- Leonelo H. Gonzalez Elementary School
- Lucile McKee Hendricks Elementary School
- Sam Houston Elementary School
- Andrew Jackson Elementary School
- Christa McAuliffe Elementary School
- Ben Milam Elementary School
- Dr. Pablo Perez Elementary School
- Sam Rayburn Elementary School
- Theodore Roosevelt Elementary School
- Blanca E. Sanchez Elementary School
- Juan Seguin Elementary School
- Thigpen-Zavala Elementary School
- Woodrow Wilson Elementary School

## Comments

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