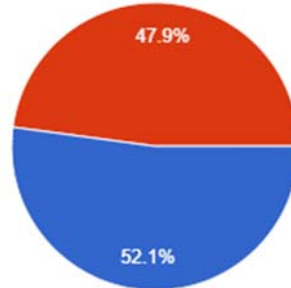


# Human Resources Survey Recap

The HR Department survey was sent out via email to all ESD staff on October 2, 2017, and remained open through October 6, 2017. This is a summary of the information we received and what we learned about how to improve our service. Thanks to everyone who participated!

## Responses

- Total responses: 166
- Vancouver campus responses: 86 (52.1%)
- Field staff responses: 79 (47.9%)
- Workplace question not answered: 1



## Connecting with HR

- HR communicates effectively about changes in policies and procedures (less than 4% disagree).
- HR responds to questions in a timely manner (38% strongly agree, 47% agree).
- Benefit support is the primary reason employees connect with HR (60.5%).
- Only one-third of ESD managers and employees interact regularly with HR (72.3% rarely contact HR for assistance).

What we are doing well	What we want to work on
<ul style="list-style-type: none"> <li>• Readily available to assist.</li> <li>• Sharing information with employees about job opportunities.</li> <li>• Communicating about benefits.</li> <li>• Understanding and focusing on employee and manager needs.</li> <li>• Commit to Fit.</li> <li>• Customer service – 88 (53%) are very satisfied and 50 (30.1%) are somewhat satisfied.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve clarity and understanding of who to go to in HR for answers to questions by making that information easy to find.</li> <li>• Collaborate with other departments to improve communication with new employees on topics like timesheets, payroll and email.</li> <li>• Connect and communicate with field staff and explore options to provide Open Enrollment in the field and agency sponsored events.</li> <li>• Create an HR newsletter with updates, policy changes and upcoming events.</li> <li>• Expand ways we communicate information about benefits, with potential quarterly workshops, Q &amp; A sessions, field visits by HR and vendors and after hours sessions.</li> <li>• Improve the understanding and utilization of recruitment efforts.</li> <li>• Develop communication plans for certificated compensation and matters of importance to school year employees.</li> <li>• Review and simplify processes.</li> </ul>
<p><b>Communication preference</b></p> <ul style="list-style-type: none"> <li>• Of the 166 employees who took the survey, <b>147</b> said they would like to receive updates and other communication from HR via email.</li> </ul>	

**Watch your email and GoESD for follow-up!**