

2018 Employee Opinion Survey Results

Administration Department Results Only

2018 Total Responses: 37% return rate (114 of 303)
 2014 Total Responses: 25% return rate (81 of 329)
 2013 Total Responses: 24% return rate (71 of 291)
 2012 Response Rate: 23%

1. JOB SATISFACTION

Overall, how satisfied are you with the Carol Stream Park District as a place to work?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	5 29%	12 71%	17	100%	100%	80.0%	88.7%	97.6%	90.1%

How satisfied are you with your immediate Supervisor?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	4 24%	13 76%	17	100%	94%	na	na	na	na

How satisfied are you with your Department Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	2 12%	15 88%	17	100%	88%	na	na	na	na

How satisfied are you with Executive Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	3 18%	14 82%	17	100%	100%	na	na	na	na

1 * Job Satisfaction

3 Responses 10 per page Update

Answer	Respondent
it is a nice place to work.	Anonymous
I enjoy the people I work with. Our director is very positive and easy to communicate with. Directors are very approachable if you have a question or comment.	Anonymous
I really like the variety of my work and duties. Its challenging and rewarding. We have a great group of people to work with.	Anonymous

10 per page Update

On a scale of 1-4 with 4 being the highest, how would you rate the overall morale of the Park District?						Rating of 3 and 4 Percentage					
	1	2	3	4	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	2 12%	10 59%	5 29%	17	88%	94%	na	na	na	na

Comment(s) for:

2 * Job Satisfaction

5 Responses 10 per page Update

Answer	Respondent
it's getting better since Jim arrived.	Anonymous
with all the current staff and position changes it seems like things are a bit disarray. The CSPD needs to take time to clean up all the changes and get the staff and positions settled before making more changes. Staff Responsibilities and Organizational charts need to be updated and sent out to all staff as a starter.	Anonymous
I think there is disconnection in communication and expectations between full and part time staff. I also believe within the area I work there is a disconnection with staff and job expectations	Anonymous
There are a small number of folks with negative attitudes, but many, many more with positive attitudes and high morale. While a few debbie-downers can bring others down, I think the overall morale is really good!	Anonymous

I have seen a big improvement in morale over the past few years and hope it stays this way!

Anonymous

10 per page Update

Occasionally small events are held to build some fun and camaraderie (potluck lunches, free throw contest, etc.). Do you agree that these events help with employee morale?

Agreed & Strongly Agreed Percentage

	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 Admin Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	1 6%	0 0%	5 29%	11 65%	17	94%	na	na	na	na	na

3 * Job Satisfaction

5 Responses

10 per page Update

Answer	Respondent
They're fun and I'm glad you try and include everyone	Anonymous
too many potlucks	Anonymous
I am a part time worker so these events do not pertain to me. any of these type events are only meant for full time/day time staff - part time workers seem forgotten	Anonymous
I think that it is very helpful. I just wish there was a way for everyone to be able to be there, that is on that shift while the party is going on.	Anonymous
YES! Gives us a chance to mingle with staff we don't normally see.	Anonymous

10 per page Update

What do you like most about working for the Carol Stream Park District?

4 * Job SatisfactionWhat do you like most about working for the Carol Stream Park District?

17 Responses

20 per page Update

Answer	Respondent
That I get to use my skills to help others.	Anonymous
We all work as a team to serve the community and make it the best it can be.	Anonymous
I love the people I work with and the overall commitment the park district provides to the public.	Anonymous
The people and the freedom to share my ideas and insights.	Anonymous
The variety of my job and the people I work with make it a pleasure to come to work.	Anonymous
the people and the location. I used to welcome the challenge but I seem to be getting to old to enjoy that as much. HaHa	Anonymous
Co-workers.	Anonymous
My job, my boss, flexibility, independence, creativity, distance from home, ability to work from home, the people, most projects.	Anonymous
I enjoy working with caring people while helping create fun activities in Carol Stream.	Anonymous
I love my job and my job duties. I value the opportunity to work in my part time capacity. I just enjoy my job....simple	Anonymous
The people and the flexibility to work from home. Everyone is very nice and I love that there are no "set" hours i have to work on things. It really helps with my work/life balance.	Anonymous
I enjoy working with people. Also being a part of the community and all the things that are attached to the park district. When I go to one of our parks, I am proud that I work for CSPD	Anonymous
The variety of my work, the people, using my skills, and knowing that we make a difference to peoples lives.	Anonymous
It's a fun and laidback environment. I feel that it is a place to grow both in my career and as a person.	Anonymous
Making a difference	Anonymous
Co-workers.	Anonymous
I love that we provide great programs and events to our community. I love the flexibility that is afforded to me and I love my coworkers.	Anonymous

20 per page Update

What do you like least about working for the Carol Stream Park District?

Text answer(s) for:

5 * Job SatisfactionWhat do you like least about working for the Carol Stream Park District?

17 Responses

20 per page Update

Answer	Respondent
Tough question because I'm very happy working here.	Anonymous
na	Anonymous

n/a	Anonymous
There is a disconnect between departments that is evident when issues arise within programs and daily initiatives. It makes it difficult for those in the middle to feel good about the job they are doing.	Anonymous
It would be nice to have an administrative office so everyone could be in the same place.	Anonymous
Sometimes the attitude of other employees.	Anonymous
The finger pointing. We are a team and should start operating like a TEAM.	Anonymous
Using Restrictive/Outdated Technology Tools.	Anonymous
There are the occasional frustrations with staff, customers and other issues, but every job has them.	Anonymous
There is nothing I don't like about working for the park district.	Anonymous
The "disconnection" I feel from the agency as a part time worker. I think you may attract a more eager group of part time workers if you valued the contribution they provide. As a part time worker at time I think my contribution is under valued	Anonymous
I love the get togethers we have but it would be nice if we could have food catered every once in awhile. I understand though if it's not in the budget. I'd rather have a potluck than nothing at all :)	Anonymous
because of my position, sometimes things get a little slow. I enjoy being busy. but there is always something to dig in and do.	Anonymous
Dealing with negative customers, or residents who don't appreciate the services.	Anonymous
Dispelling false rumors about the park district ---like the one that says we are going bankrupt because we had to cut the number of fitness desk staff.	Anonymous
UGH!	Anonymous
The pay is a bit low. There are a lot of politics recently that make focusing on the job more difficult. I don't feel very close or in tune with the majority of my co-workers. Policies are overly complicated.	Anonymous
Communication between departments	Anonymous
The divide of departements	Anonymous
I wish the pay was higher.	Anonymous

20 per page Update

2. PERSONAL OPPORTUNITIES

I feel the Park District encourages and supports my career growth.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	# of Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	1 6%	11 65%	5 29%	17	94%	69%	na	na	na	na

My job makes good use of my skills and abilities.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	# of Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	8 47%	9 53%	17	100%	88%	na	na	na	na

I feel I am an important asset to the Carol Stream Park District and my abilities and talents are valued.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	# of Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	1 6%	5 29%	11 65%	17	94%	88%	na	na	na	na

Comment(s) for:

6 * Personal Opportunities

3 Responses

10 per page Update

Answer	Respondent
More money should be invested in individual training and growth opportunities. Too many educational opps are cut from the budget. Need to invest in people, keep them knowledgeable, fresh and motivated.	Anonymous
third questions is a tough one to answer. I feel my skills are put to use, but I don't think they are valued - management never shows appreciation. Often appreciation may be shown but it is not sincere - so it is not taken as valued	Anonymous
positions are usually always posted internally before going to the outside	Anonymous

10 per page Update

3. MISSION/PHILOSOPHY

Directors and Supervisors are leading the District according to our mission.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of	0	1	7	9	17						

the total respondents selecting the option.	0%	6%	41%	53%	94%	88%	na	na	na	na
---	----	----	-----	-----	-----	-----	----	----	----	----

Comment(s) for:

7 * Mission/Philosophy Our mission states: "The mission of the Carol Stream Park District is to enrich our community by fulfilling our residents' needs for healthy, accessible, quality recreation activities, parks and facilities, and to be responsible stewards of our community resources."

3 Responses 10 per page Update

Answer	Respondent
We have vastly improved since Jim came on board.	Anonymous
Recreation is fun, but at the end of the day this is a business....	Anonymous
I see a lot of people trying to make all of our patrons satisfied. It is not always easy.	Anonymous

10 per page Update

4. COMMUNICATION AND TEAMWORK

How satisfied are you with the communication you receive from your immediate Supervisor?	Satisfied and Extremely Satisfied Percentage										
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	1	6	10	17	76%	81%	na	na	na	na
	0%	6%	35%	59%							

How satisfied are you with the communication you receive from your Department Director?	Satisfied and Extremely Satisfied Percentage										
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	1	4	12	17	94%	69%	na	na	na	na
	0%	6%	24%	71%							

How satisfied are you with the communication you receive from the Executive Director?	Satisfied and Extremely Satisfied Percentage										
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	1	5	11	17	94%	na	na	na	na	na
	0%	6%	29%	65%							

How satisfied are you with the information on the Employee Portal and other communication you receive on behalf of the District?	Satisfied and Extremely Satisfied Percentage										
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	2	6	9	17	88%	100%	na	na	na	na
	0%	12%	35%	53%							

How satisfied are you with the J.I.M. Award Program?	Satisfied and Extremely Satisfied Percentage										
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	1	3	6	7	17	76%	na	na	na	na	na
	6%	18%	35%	41%							

How satisfied are you with the quarterly All Staff Meetings?	Satisfied and Extremely Satisfied Percentage										
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0	1	10	6	17	94%	na	na	na	na	na
	0%	6%	59%	35%							

Comment(s) for:

8 * Communication and Teamwork

8 Responses 10 per page Update

Answer	Respondent
I love the fact that a fun weekly e-mail is shared with all staff to keep things light for the weekend. Thank you	Anonymous
I like the Jim awards/(another since Jim arrived) and the quarterly staff meetings. The staff meetings you get to see people that you don't see every day and get to say hi and mingle with them a bit.	Anonymous
The quarterly All-Staff meetings are good because they bring us together as a company. Safety & other topics are discussed, along with what other departments are doing. It is good to have facetime with staff you don't always see, and it's very important for the ED and Directors to report on happenings. I suggest tables are mixed with staff from other depts to force more interaction with each other.	Anonymous
In regards to the JIM award...the award is extremely diluted...people get awards for doing their job, that's why we get a paycheck right?	Anonymous

I don't think I get included on many of the quarterly meetings, but maybe since I am very part time, it's not critical.	Anonymous
The JIM award is a great idea. But, sometimes, just sometimes people get them for just doing their job. I hear about people that should get them because they went above and beyond and it is never mentioned. but it is hard to manage and is appreciated.	Anonymous
Our Communication under this leadership team and Jim Reuter is much better than it was before.	Anonymous
I think the JIM awards are given out to people for doing their job and not going above and beyond what their job expectation is. I don't feel like people are equally getting recognized for the good work they are doing.	Anonymous

10 per page Update

My Supervisor is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	17 100%	0 0%	17	100%	94%	na	na	na	na

My Department Director is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	17 100%	0 0%	17	100%	57%	na	na	na	na

The Executive Director is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	17 100%	0 0%	17	100%	94%	na	na	na	na

Comment(s) for:

9 * Communication and Teamwork

2 Responses

Answer	Respondent
The ED has an open door policy and I appreciate that he allows us to stop in and see him if we choose. A++	Anonymous
	Anonymous

10 per page Update

5. COMPENSATION AND PERFORMANCE REVIEW PROCESS

How satisfied are you with your compensation?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	# of Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	1 6%	16 94%	0 0%	17	94%	63%	na	na	na	na

Comment(s) for:

10 * Compensation and Performance Review Process

1 Responses

Answer	Respondent
Hoping to continue to receive pay adjustments to get me closer to the midpoint of my salary range.	Anonymous

10 per page Update

How satisfied are you with the evaluation process?						Satisfied and Extremely Satisfied Percentage						
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Have not gotten a review yet	# of Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005

Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	1 6%	12 71%	4 24%	0 0%	17	94%	81%	na	na	na	na
---	---------	---------	-----------	----------	---------	----	-----	-----	----	----	----	----

*In 2018 we added the "Have not gotten a review yet" category so this may be the reason why the percentage of Satisfied and Extremely Satisfied went down this year

Comment(s) for:

11 * Compensation and Performance Review Process

1 Responses 10 per page Update

Answer	Respondent
We need to move to fillable forms	Anonymous

10 per page Update

6. CULTURE AND IMAGE

Generally, employees at our District are focused on solutions rather than blame						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	2 12%	2 12%	12 71%	1 6%	17	76%	81%	na	na	na	na

I am proud of the Park District's image in our community.						Agree and Strongly agree Percentage					
	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 0%	0 0%	11 65%	6 35%	17	100%	88%	na	na	na	na

Comment(s) for:

12 * Culture and Image

5 Responses 10 per page Update

Answer	Respondent
The brand in Carol Stream is extremely powerful.	Anonymous
I believe our image has improved since Jim came on board.	Anonymous
some more than others focus on solutions. but overall I think most everyone works together towards solutions. I am proud of our parks and think the parks department does a great job trying to keep up, especially in the Summer.	Anonymous
I think leadership is having a positive impact and that finger pointing is being reduced. Some staff are taking longer to get on board, but we are making progress.	Anonymous
There is still a lot of finger pointing, but Senior Leadership is doing a great job at trying to improve this.	Anonymous

10 per page Update

6. BENEFITS

Please tell us how satisfied you are with the benefits that you receive.						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 2%	1 22%	9 58%	7 17%	17	94%	94%	na	na	na	na

How satisfied are you with the revised dress code guidelines?						Satisfied and Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Admin Only	2014 Admin Only	2013	2012	2007	2005
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	0 2%	1 4%	12 56%	4 35%	17	94%	100%	na	na	na	na

Comment(s) for:

13 * Benefits

4 Responses 10 per page Update

Answer	Respondent
(I don't receive benefits since I am barely part time)	Anonymous
the dress code is ok. its a bit restricted. I am not sure if the public really notices what color we wear- I do notice people will look directly at a name tag and will sometimes repeat your name. So, I think that a name tag is very important.	Anonymous
I'd like to see more casual/jean days. we work in a casual/recreation industry, so why not dress the part? Just dress up for meetings, or dress-up Mondays.	Anonymous
Please allow us to wear jeans every day.	Anonymous

10 per page ▼ Update

6. JOB CLASSIFICATION

Please tell us your job classification

	Full Time or Full Time Equivalent	Regular Part Time	Part Time IMRF	Part Time or Seasonal	Completed Responses
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	36 32%	13 11%	4 4%	61 54%	114

7. DEPARTMENT

Please indicate your department

	Finance and Administration	Parks and Facilities	Recreation	No response given	Completed Responses
Top number is the count of respondents selecting the option. Bottom is percent of the total respondents selecting the option.	17 15%	23 20%	67 59%	7 6%	114

8. Additional thoughts and feedback from staff

Text answer(s) for:

16

Thank you for taking the time to complete this survey. Please use the space below to share any other thoughts or feedback.

7 Responses

10 per page ▼ Update

Answer	Respondent
Thank you for considering our opinion!	Anonymous
CSPD is a nice place to work. Everyone is usually nice and friendly and we have potlucks that are fun and different events. And I like the changes that have happened since Jim arrived. He has improved the Park District image he gets out and about and mingles with the community and has a good sense of humor.	Anonymous
Employee Annual Objectives and Budgets that effect multiple departments could be better aligned.	Anonymous
Mesurment of sales is reactive and reporting varies from depending on what department is reporting.	Anonymous
I love my job!	Anonymous
I have seen things revolve thru the years and I think the times that we are open at the front desk, maybe needs to shorten up a bit, now that we have 2 buildings along with on line registration. I think it would save money in the long run.	Anonymous
Other then that, great place to work for and great people to work with.	Anonymous
Thanks for taking the time to ask our opinion.	Anonymous
I love my job and I am proud to work for CSPD! Please keep adjusting pay rates per the new scale.	Anonymous

10 per page ▼ Update