

2018 Employee Opinion Survey Results

Part Time 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 Part Time Only | 2014 Part Time 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% | 10 17% | 29 49% | 20 34% | 59 | 83% | 97% | 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 Part Time Only | 2014 Part Time 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. | 3 5% | 9 15% | 19 32% | 28 47% | 59 | 80% | 92% | 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 Part Time Only | 2014 Part Time 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 3% | 8 14% | 24 41% | 25 42% | 59 | 83% | 94% | na | na | na | na |

| How satisfied are you with Executive Director? | | | | | | Satisfied & Extremely Satisfied Percentage | | | | | |
|---|------------------------|--------------|-----------|---------------------|---------------------|--|---------------------|------|------|------|------|
| | Extremely Dissatisfied | Dissatisfied | Satisfied | Extremely Satisfied | Completed Responses | 2018 Part Time Only | 2014 Part Time 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. | 4 7% | 4 7% | 24 41% | 27 46% | 59 | 86% | 94% | na | na | na | na |

Comment(s) for:

1 * Job Satisfaction

10 Responses

10 per page Update

| Answer | Respondent |
|---|------------|
| None | Anonymous |
| We don't see any Executive Directors around at all, so I couldn't say I am extremely satisfied with them. | Anonymous |
| No interactions with department director or executive director | Anonymous |
| it is a nice place to work. | Anonymous |
| Things are run extremely poorly. Staff members are never informed of anything and left out in the cold. Members get upset because no one relays information to the rest of us. | Anonymous |
| Heather Holtz is usually present at the fitness center and doing a majority of the work including supplies orders, staff updates and monitoring of customers. She deals with a majority of issues the fitness desk entails while it seems that Juli is usually out of the office. | Anonymous |
| N/A | Anonymous |
| April is my immediate supervisor and she is very patient and helpful | Anonymous |
| Communication is via email more than face to face. If someone is doing something wrong, then talk to that person instead of blaming the entire group. Creates a lot of insecurity and defensiveness. Does not motivate a team at all. | Anonymous |
| lack of communication | 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 Part Time Only | 2014 Part Time 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. | 3 5% | 11 18% | 34 57% | 12 20% | 60 | 78% | 83% | na | na | na | na |

Comment(s) for:

2 * Job Satisfaction

13 Responses

15 per page Update

| Answer | Respondent |
|---|------------|
| I hear a lot of complaints about low pay | Anonymous |
| Morale is low in dance/theater/gymnastics | Anonymous |
| Disorganization of the supervisor | Anonymous |
| it's getting better since Jim arrived | Anonymous |

| | |
|---|-----------|
| is going better since I'm arrived. | Anonymous |
| High turnover and low morale due to low wages. | Anonymous |
| People are sluggish and seems like no one really cares. The low pay and no direction don't help much! | Anonymous |
| Middle managers have no clue to what goes on in day to day work of those that work directly with the public. They need to be in touch, and if they don't, allow the people who work for them, make decisions and stand behind them. Also everyone is aware of the people that don't really work, yet nothing is done about them, so the rest have to do more. Why should anyone give a hundred percent. | Anonymous |
| I think management at the Carol Stream Park District is very cliquy. The chosen few are obvious and the rest are treated as less than. | Anonymous |
| More hours, or not be over staffed. | 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 |
| By actually holding coworkers accountable for performing their duties. | Anonymous |
| I think you guys are doing fine as if it is and I don't have any ideas to improve it | Anonymous |
| It seems like many people say they do not have hours in their budget for the work needed. | Anonymous |
| increase pay scale | Anonymous |

15 per page Update

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

| | Strongly Disagree | Disagree | Agree | Strongly Agree | Completed Responses | Agreed & Strongly Agreed Percentage | | | | | |
|---|-------------------|-----------|-----------|----------------|---------------------|-------------------------------------|------|------|------|------|------|
| | | | | | | 2018 Part Time 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. | 3 5% | 12 20% | 34 56% | 12 20% | 61 | 75% | na | na | na | na | na |

Comment(s) for:

3 * Job Satisfaction

16 Responses

20 per page Update

| Answer | Respondent |
|--|------------|
| Yes I do believe they help build morale, but because my job requires me to be at work at the time they are held, we usually miss out on these events. | Anonymous |
| Activities are usually scheduled when part time employees are unable to attend due to scheduled hours or classes | Anonymous |
| Non office staff are not invited | Anonymous |
| The bulk of the employees, who make the lowest wages, usually do not participate in the fun events, so the events have very little to do with the overall morale. | Anonymous |
| No. | Anonymous |
| This is a great way to meet and get to know new and old employees | Anonymous |
| They seem to only be available and accessible to those at simkus. | Anonymous |
| I do believe this is a good way to build morale, but it seems like it's easier for the full time and some permanent part time employees to attend. I think that if each department at least did their own event, that could bring some team building within the dept | Anonymous |
| Only for the select few that can attend at those times. | Anonymous |
| I have been to the group outing in the summer twice and both times the only people who have even said hello to me, were my immediate coworkers and a few board members. As mentioned prior, the cliquy-ness is obvious at these events. | Anonymous |
| N/A | Anonymous |
| These events sound like fun, but they only seem to be available to employees that work during the day. There are many part time employees that work nights and are unable to participate! | Anonymous |
| These are directed more to the full time staff, not part time. | 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 |
| They are helpful for those that attend however they are held at times when people are usually worki g | Anonymous |
| THEY ARE ONLY SET UP FOR A SMALL GROUP OF EMPLOYEES AND NOT FOR EVERYONE THAT WORKS HERE. | Anonymous |

20 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?

59 Responses

20 per page Update

| Answer | Respondent |
|--|------------|
| My boss is respectful and let's me do my job. | Anonymous |
| hours | Anonymous |
| I have the opportunity to help people in the Carol Stream community. | Anonymous |
| The interactions we make with people and connections we build with other employees. | Anonymous |
| Flexible hours | Anonymous |
| The people I work with. | Anonymous |
| The people I work with. It's a great group of people that get along well together. | Anonymous |
| The hours are flexible with my school and sports schedules. | Anonymous |
| Encouraging and positive attitude of the Manager. Others working in my area are friendly, helpful and encouraging as well | Anonymous |
| Everyone always works as a team. We all have our own departments that we work for, but if there is ever a problem everyone helps out where they can! | Anonymous |
| I love the people I work with and the overall commitment the park district provides to the public. | Anonymous |
| The vaiery of things to do. | Anonymous |
| flexibility of schedule | Anonymous |
| I appreciate the flexibility with shifts. | Anonymous |
| My Co-Workers. | Anonymous |
| The gym membership | Anonymous |
| the people | Anonymous |
| I like the people I work with a lot and I love the kids at the school I work at. | Anonymous |
| I like the hours I can work and how they are flexible. | Anonymous |

Everyone is very friendly. Anonymous

▶▶ 20 per page Update

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

59 Responses ◀◀ | ▶▶ 20 per page Update

| Answer | Respondent |
|--|------------|
| Seeing the community come together. | Anonymous |
| Location | Anonymous |
| The people we serve | Anonymous |
| I enjoy meeting new people and going to new places so as a forever young trip supervisor it's perfect. | Anonymous |
| The variety of my job and the people I work with make it a pleasure to come to work. | Anonymous |
| My Supervisor | Anonymous |
| Communications and team | Anonymous |
| Easy work. | Anonymous |
| Its a very nice facility | Anonymous |
| The way management interact and are friendly to all the staff. | Anonymous |
| I like that my direct manager makes fun events and makes the work environment not just tolerable, but enjoyable with small gestures such as decorating, planning work events for us and always being so positive. | Anonymous |
| I enjoy working with most people as long as they are kind and not negative or condescending. I could see building friendships with co workers | Anonymous |
| Flexibility in my work schedule. | Anonymous |
| It's not boring and does help the community. | Anonymous |
| I would say it is feeling valued by my supervisors. I feel respected by them and comfortable coming to them if I had an issue. I enjoy the independence they give me as a site coordinator for before and after care programs because it allows me to grow as an individual and develop professionally as well with their at a distant guidance. | Anonymous |
| Friendly people and safe work environment. | Anonymous |
| I like the customers. I pride myself in providing Quality Customer Service and my opinion of my work environment won't change my work ethic. | Anonymous |
| Very flexible with your schedule; sports, school, etc. | Anonymous |
| There are many friendly staff members that I enjoy working with! I also enjoy being able to help customers. | Anonymous |
| The other people I work with are great and wonderful people. I also like that we are an awesome park district!! | Anonymous |

◀◀ | ▶▶ 20 per page Update

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

59 Responses ◀◀ | ▶▶ 20 per page Update

| Answer | Respondent |
|---|------------|
| 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 team feel...that we all have the same goal of providing quality programs for our patrons, and the assurance put in me, individually, to get that done! | Anonymous |
| The flexibility | Anonymous |
| Complementary gym and outdoor pool membership. Also, how flexible my supervisor is with my school schedule that is always changing. | Anonymous |
| Meeting new people | 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 |
| Part time hours and fitness membership | 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 |
| i enjoy interacting with people that come in. everyone has their good and bad days but everyone has a story to learn of them too. | Anonymous |
| Meeting new people and the community we live in | Anonymous |
| Getting to know new people | Anonymous |
| Flexible hours | Anonymous |
| Flexibility | Anonymous |
| I love the being able to work with other departments on events. I lo e getting to work with others in my community and build relationships. | Anonymous |
| The Schedule is built around my school schedule | Anonymous |
| THE PEOPLE ARE NICE AND IT IS A FRIENDLY ATMOSPHERE. | Anonymous |
| Building a relationship with the members | Anonymous |
| The respectful staff, the atmosphere and being able to see familiar faces walk in and out of the facilities. | Anonymous |
| closeness to home | Anonymous |

◀◀ | ▶▶ 20 per page Update

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

Text answer(s) for:

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

57 Responses ▶▶ 20 per page Update

| Answer | Respondent |
|---|------------|
| I work only a few hours a week, I have no complaints | Anonymous |
| it's cold | Anonymous |
| Organization | Anonymous |
| The pay is a little lower than I would like it to be. | Anonymous |

| | |
|--|-----------|
| Rate of pay | Anonymous |
| Nothing | Anonymous |
| That we don't have more hours in the afternoon anymore, I made more money in the first 5 years I worked, then I do now, because of low enrollment in the program, classes have been cancelled. | Anonymous |
| Shifts can be really short, so I don't get a lot of hours in. | Anonymous |
| Nothing to report, I am satisfied and I have no comments about what I like least. | 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 |
| communication between supervisor and employees is poor. Required meetings are rarely attended by all employees in department. Suggestions for department improvements are rarely acted upon | Anonymous |
| The lack of cleaning staff! | Anonymous |
| The higher ups implementing rules and procedures that they do not understand the implications of on a day-to-day basis. Those who make decisions are not the ones carrying out the decisions on a daily basis. | Anonymous |
| The hours given | Anonymous |
| none | Anonymous |
| The pay rate. | Anonymous |
| Moving around to different schools very often. I like to stay in the same school for most of the time. | Anonymous |
| I do not have any complaints. | Anonymous |
| Compensation. | Anonymous |

20 per page Update

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

57 Responses

20 per page Update

| Answer | Respondent |
|--|------------|
| Pay | Anonymous |
| The disorganization and lack of follow through | Anonymous |
| That our Forever Young Bus Drivers are not included in all trip venue's and lunches. I get if it's in the city of Chicago that they have to be with the bus but all other trips they should always be included and not just if someone doesn't show up. Without the bus driver there would not be a forever young program. | Anonymous |
| Sometimes the attitude of other employees. | Anonymous |
| Poor business decision making at higher management levels, which results in a long run extra costs. The way the park district is run, it would be insolvent if it was a for profit business. | Anonymous |
| Low pay. Unclean facilities. Every member has noticed we have not had a cleaning crew for months and they are getting upset. Leaving us with a little carpet duster to clean the entire upstairs is pathetic. | Anonymous |
| Its a challenge to teach class in the pool area as the stereo is not always working and there is no mic | Anonymous |
| Inconsistency in policies and procedures, especially between departments. | Anonymous |
| I dislike that as a part-time worker, I cannot work more than 40 hours a week or 1000 hours a year. If employees are willing to work more for your organization, is it possible to have a contract printed up stating we do not want or need the benefits that come with working more than 40 hours or more than 1000 hours a year? | Anonymous |
| I do think the pay is pretty low considering all the information and knowledge the front desk staff is expected to know | Anonymous |
| I try to help substitute when I can but can't always be available. I hope that this does not count against me when they are evaluating me. | Anonymous |
| Park district has rules but they bow to the public whenever someone complains. We who hold up the rules look like idiots for doing our jobs. | Anonymous |
| I would say the technology. We are usually having problems with the technology at my site which creates a headache. Thankfully everything can be done on paper as well. | Anonymous |
| Just started so nothing all good so far!! | Anonymous |
| Most of the management staff is condescending. I don't feel they take the time to get to know the part time staff well. I have worked here over 8 years and most of them don't even know my name or what I do. | Anonymous |
| There are way too many meetings. I truly believe it is someone's full time job to host meeting. WAY TOO MANY UNPRODUCTIVE MEETINGS | Anonymous |
| Not getting enough hours | Anonymous |
| Communication can be a little better | Anonymous |
| As a front desk staff member, we are expected to remember a great deal of information and perform a wide variety of tasks, yet I don't feel our pay reflects that. | Anonymous |
| The pay could be better.Hold recreation supervisors accountable for their actions. Back your employees instead of throwing them under the bus for what is not their fault or responsibility. Have all supervisors work each position they have to supervise(during the busy season) That way they will be empathetic to what employees have to deal with | 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 |
| Nothing! | Anonymous |

20 per page Update

Text answer(s) for:

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

57 Responses

20 per page Update

| Answer | Respondent |
|---|------------|
| No one is held accountable for their job. Comes in late/leaves early. Immediate supervisor doesn't seem to care. She cares more about people being friends with her | Anonymous |
| I wish part time employees got some discount on fitness classes or other classes. I am interested in taking the TRX classes but do not want to pay the \$35 for the class. | Anonymous |
| Not being notified if a shift gets cancelled until you're at the shift | 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 |
| Co workers that don't do their jobs and having members point out the uncleanliness of fitness equipment and locker rooms | 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 |
| i wish there was a bit more structure. with a lot of part time staff, it does not seem that there is much consistency with how things run. more help with having instructions easily accessible than just on a drive that is not clearly stated or updated. also, training would be nice to have cleaned up and restricted to help out. | Anonymous |
| N/A | Anonymous |
| Nothing | Anonymous |
| Close to home | Anonymous |
| Pay | Anonymous |
| n/a | Anonymous |
| The pay | Anonymous |
| SOME OF THE DISCREPENCY IN EMPLOYEES FEELING A PART OF THINGS | Anonymous |
| Not being allowed to eat when I work a shift during dinner time and I have to come straight from school/other commitments | Anonymous |
| Answering the phone, hesitating when working with impatient customers, or when other staff members become strict with me. | Anonymous |
| uncleanliness of fitness facility | 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 Part Time Only | 2014 Part Time 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 3% | 18 31% | 29 49% | 10 17% | 59 | 66% | 64% | 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 Part Time Only | 2014 Part Time 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% | 8 14% | 31 53% | 20 34% | 59 | 86% | 86% | 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 Part Time Only | 2014 Part Time 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. | 1 2% | 11 19% | 33 56% | 14 24% | 59 | 80% | 81% | na | na | na | na |

Comment(s) for:

6 * Personal Opportunities

8 Responses

10 per page Update

| Answer | Respondent |
|---|------------|
| None | Anonymous |
| I have only been with group fitness for less than two weeks. I am still getting in the know | Anonymous |
| I'm very friendly to members but many of our staff really aren't and it shows. People are surprised when I say good morning or have a nice day. These are common courtesies. | Anonymous |
| Strongly, strongly, STRONGLY agree on all of these. My job here put me in a leadership role that is so valuable to my long term career goals and gives me a chance to learn skills I will need and to work on those skills/already existing skills even more. | Anonymous |
| N/A | 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 |
| DONT SEE THAT I MAY BE TOO NEW | Anonymous |
| I would appreciate if staff members could please respect my disability (Aspergers) and understand who I am | 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 Part Time Only | 2014 Part Time 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 3% | 6 10% | 36 60% | 16 27% | 60 | 87% | 92% | na | na | na | na |

Comment(s) for:

7 * Mission/PhilosophyOur 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."

8 Responses

10 per page Update

| Answer | Respondent |
|--|------------|
| None | Anonymous |
| Im impressed with how Fountain View serves different sectors of the community. It's good to see so many opportunities offered and so many participating. | Anonymous |
| We have vastly improved since Jim came on board. | Anonymous |
| Lol! | Anonymous |
| Mostly directors. | Anonymous |
| N/A | Anonymous |
| I have heard many positive comments from customers regarding the wide variety of programs and activities offered through our park district. | Anonymous |
| Recreation is fun, but at the end of the day this is a business.... | 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 Part Time Only | 2014 Part Time 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. | 4 7% | 10 17% | 30 51% | 15 25% | 59 | 76% | 92% | na | na | na | na |

| 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 Part Time Only | 2014 Part Time 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. | 3 5% | 11 19% | 30 51% | 15 25% | 59 | 76% | 83% | na | na | na | na |

| 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 Part Time 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. | 4 7% | 4 7% | 34 58% | 17 29% | 59 | 86% | na | na | na | na | na |

| 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 Part Time Only | 2014 Part Time 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. | 3 5% | 6 10% | 42 71% | 8 14% | 59 | 85% | 100% | na | na | na | na |

| 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 Part Time 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. | 7 12% | 9 15% | 36 61% | 7 12% | 59 | 73% | na | na | na | na | na |

| How satisfied are you with the quarterly All Staff Meetings? | | | | | | Satisfied and Extremely Satisfied Percentage | | | | | |
|---|------------------------|--------------|-----------|---------------------|---------------------|--|------|------|------|------|------|
| | Extremely Dissatisfied | Dissatisfied | Satisfied | Extremely Satisfied | Completed Responses | 2018 Part Time 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. | 6 10% | 11 19% | 35 59% | 7 12% | 59 | 71% | na | na | na | na | na |

Comment(s) for:

8 * Communication and Teamwork

22 Responses

50 per page Update

| Answer | Respondent |
|---|------------|
| No experience with the last two. I don't know anything about the award program nor have I attended any staff meetings. | Anonymous |
| Never heard of JIM Award program. | Anonymous |
| Never notified of all staff meetings. Maybe N/A for part time employees | Anonymous |
| all staff meeting do not apply to evening part time employee's | Anonymous |
| No interaction with department and executive director Not invited to all staff meetings if not office member | Anonymous |
| Never had or been to quarterly all staff meetings - maybe 2 total. | 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 |
| Never even heard of a quarterly all staff meeting and I have been working here for years. | Anonymous |
| Dont always get info in a timely manner regarding meetings | Anonymous |
| Employee Portal needs to be updated more often with current events. | Anonymous |
| We do not have quarterly meetings, just once a year. Quarterly would be beneficial since though since we always have specials and new workout programs. I think Juli should be delegated the task of planning these and ensuring staff | Anonymous |
| Foam fingers? Really? If you don't work 9-5 who sees you. | Anonymous |
| I don't know what J.I.M stands for but I'll find out. | Anonymous |
| The name of those meeting should be changed. Most of your STAFF is part time and not available during the meeting time. This is obvious and shouldn't even need to be told. As a part time staff member, there are many people at night and weekend that are not recognized for the JIM award. Same people are recognized over and over again. This goes back to my comment that full time staff, does not have a clue what some people do. They are out of touch. | Anonymous |
| N/A | Anonymous |
| There have been some emails to our department that have included general "scolding" for various behaviors. This leaves people feeling defensive and lowers morale. | Anonymous |
| I am not sure anyone has ever explained the JIM program to me and I did receive one for something I did not feel was worthy of an award. I am not a full time employee and miss most of the meetings. | 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 know what the Jim program is, and I've been to one meeting in the last year, (not quarterly). And just recently did I learn I had access to the employee portal. Not by my supervisor but when I needed to change my with holdings for tax purposes | 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 |
| Have no knowledge of J.I.M and I have never been informed of any quarterly staff meetings | Anonymous |
| the meetings seems very slow. to have them cleaned up to go over in better bullet points for those to understand esp if new and also just helps if more to the point than getting side tracked. | Anonymous |
| have no idea what J.I.M. is and we don't have quarterly staff meetings | Anonymous |

| My Supervisor is visible and easy to reach. | | | | | Yes Percentage | | | | |
|---|-----------|----------|---------------------|---------------------|---------------------|------|------|------|------|
| | Yes | No | Completed Responses | 2018 Part Time Only | 2014 Part Time 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. | 53 90% | 6 10% | 59 | 100% | 94% | na | na | na | na |

| My Department Director is visible and easy to reach. | | | | | Yes Percentage | | | | |
|---|-----------|-----------|---------------------|---------------------|---------------------|------|------|------|------|
| | Yes | No | Completed Responses | 2018 Part Time Only | 2014 Part Time 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. | 47 80% | 12 20% | 59 | 92% | 72% | na | na | na | na |

| The Executive Director is visible and easy to reach. | | | | | Yes Percentage | | | | |
|---|-----------|-----------|---------------------|---------------------|---------------------|------|------|------|------|
| | Yes | No | Completed Responses | 2018 Part Time Only | 2014 Part Time 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. | 44 75% | 15 25% | 59 | 92% | 75% | na | na | na | na |

Comment(s) for:

9

*** Communication and Teamwork**

7 Responses

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| Answer | Respondent |
|---|------------|
| None | Anonymous |
| I have been impressed that at any questions or need that I have had, I have been given easy access and the person picking up the request has been extremely helpful, friendly and professional. | Anonymous |
| My supervisor does her best but clearly gets no help from above her. | Anonymous |
| Heather Holtz - Direct Supervisor | Anonymous |
| Juli Murray- Department Director | Anonymous |
| N/A | Anonymous |
| I usually only see my supervisor. No one checks in ever. The recreation department is extremely unfriendly. | Anonymous |
| Jim is very approachable in and out of his office. | Anonymous |

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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 Part Time Only | 2014 Part Time 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. | 7 12% | 13 22% | 37 62% | 3 5% | 60 | 67% | 64% | na | na | na | na |

Comment(s) for:

10

*** Compensation and Performance Review Process**

10 Responses

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| Answer | Respondent |
|---|------------|
| The percentage of increases are so small, I think I would be more satisfied with a larger percentage, especially because I am a long time employee. | Anonymous |
| When the annual salary increase is 10-25 cents/hour there is little incentive to maximize effort | Anonymous |
| Feel I am a very loyal, hardworking member here and after years of working, I have received one pay raise of a lousy 2.5%. Thanks for the extra \$100 a year. It means a lot. | Anonymous |
| Bit underpaid, but close to home and hours work. | Anonymous |
| Have not experienced yet. | Anonymous |
| The pay is horrible. I don't know of anyone who works here for the pay. Because the pay is so poor, this is a stepping stone in recreation/fitness/aquatics for a better job. | Anonymous |
| N/A | Anonymous |
| As a front desk staff member, we are expected to remember a great deal of information and perform a wide variety of tasks, yet I don't feel our pay reflects that. | Anonymous |
| We are not paid very much at all and a lot is expected out of us not to mention a lack of training. | Anonymous |
| It's fine however it's low for the area. Several other businesses are paying several dollars over min wage | Anonymous |

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| 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 Part Time Only | 2014 Part Time 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. | 3 5% | 6 10% | 28 47% | 7 12% | 16 27% | 60 | 58% | 75% | 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

11 * Compensation and Performance Review Process

7 Responses

10 per page Update

| Answer | Respondent |
|---|------------|
| None | Anonymous |
| I have been evaluated, but my work has never been observed | Anonymous |
| Can't even remember it was so long ago. | Anonymous |
| There could be more communication in regards to the performance evaluations. | Anonymous |
| Only a certain percentage can get superior, why is that! | Anonymous |
| I think the performance evaluations are out dated and need to be looked at. | Anonymous |
| I feel it is not effective and our input is not considered. It's more of a politically correct thing to do, or just for show. | Anonymous |

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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 Part Time Only | 2014 Part Time 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. | 3 5% | 15 25% | 34 57% | 8 13% | 60 | 70% | 78% | 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 Part Time Only | 2014 Part Time 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. | 1 2% | 6 10% | 36 60% | 17 28% | 60 | 88% | 92% | na | na | na | na |

Comment(s) for:

12 * Culture and Image

6 Responses

10 per page Update

| Answer | Respondent |
|--|------------|
| None | Anonymous |
| I believe our image has improved since Jim came on board. | Anonymous |
| People think the place is falling apart. The maintenance crew doesn't respond and when they do they can't fix a simple light bulb. The gym is disgusting and members notice. | Anonymous |
| There is an inappropriate member, Anthony Os, at the fitness center. He was contacted by police at fountain view for taking pictures of an underage life guard and touching himself to them. He should be removed from the fitness center along with charges pressed since he is also a teacher. | Anonymous |
| The people on the front lines yes, not higher up. | Anonymous |
| Nothing in my department is ever solved so I'm going with more Blame | Anonymous |

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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 Part Time Only | 2014 Part Time 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. | 5 2% | 12 22% | 36 58% | 7 17% | 60 | 72% | 72% | 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 Part Time Only | 2014 Part Time 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. | 5 2% | 7 4% | 38 56% | 10 35% | 60 | 80% | 97% | na | na | na | na |

Comment(s) for:

13 * Benefits

10 Responses

10 per page Update

| Answer | Respondent |
|--|------------|
| None | Anonymous |
| I am part time, so benefits is something I do not receive | Anonymous |
| There is no break time allowed when working a 5+ hour shift. Also, no extra compensation for working holidays. | Anonymous |
| We can't work 1,000. Seems like CSPD does everything in their power to limit our growth and pay. | Anonymous |
| The uniform for exercise instructors is limiting | Anonymous |
| I strongly dislike the new dress code for the front desk staff. Requiring everyone to wear the cobalt blue clothing of their choice results in employees looking like they tried to match, but failed. With the different shades of cobalt blue and different styles, I feel that it comes off looking sloppy. I have had to spend a great deal of time and money shopping for that specific color of clothing. Staff would look much more professional in business casual attire. | Anonymous |
| I do not receive benefits, I am 1000 hours or less. The gym membership is nice. I do not like that they changed our dress code and I have to purchase clothes that cost more than I get paid per hour. If its not broke don't fix it. The front desk looks very unprofessional. | Anonymous |
| I wish the dress code for the front desk was dress up days Monday through Thursday. And on the weekends it would be cobalt blue. This would make getting dressed for work easier. With the new color change, I had to find cobalt blue tops, which in the winter was not that easy. Also, I wish we could wear more than just black or white under our shirts. | Anonymous |
| (I don't receive benefits since I am barely part time) | Anonymous |
| i say i'm satisfied with the dress code but as long as no holes in jeans, would love to just wear jeans every day! | Anonymous |

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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.

13 Responses

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| Answer | Respondent |
|---|------------|
| Ofentimes feedback from different departments is taken as criticism instead of just information so when giving feedback even if it's not meant to degrade is seen as such and we get unsatisfactory results. | Anonymous |
| Coordinator is doing more work than supervisor and is doing half of supervisors job while completing own job. | 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 |
| Things better improve fast or be prepared for a lot of members to leave. | Anonymous |
| I only teach a few classes at FVF, it is a nice facility and I enjoy the members. | Anonymous |
| Need to hire more qualified help. Pay them if you have too, and get rid of the ones just collecting a pay check. Don't tolerate non workers only because they have been around for a long time, new people see how they don't work, so why should they. Makes it hard for those who actually care. | Anonymous |
| I've had nothing but positive experiences here and look forward to many more. | Anonymous |
| I far as I am aware, there is no emergency evacuation plan for weather, or any sort of threat of violence. I have been told that the full time staff has one. As a part time staff member that has worked here for over 8 years, I have never been told of one. I have asked 3 different managers and have gotten 3 different answers. | Anonymous |
| With the way our world is today, if/when there is an emergency, I properly prepared. | Anonymous |
| I take this very seriously. Please show that you care about your night and weekend staff as well as customers. Please put a plan in place and COMMUNICATE that plan to the staff that is here. | Anonymous |
| It is very unfortunate that you do not offer more full time positions. You lose a lot of good people because they have to get full time jobs for benefits. | Anonymous |
| A lot of issues are directly a result of the recreation supervisor's not doing their jobs correctly and not communicating to all departments. If you have an event inform lower employees of the details and information they need to do their job. Let all departments know of things that affect them, instead of finding out as we are thrown into the mix. We learn by doing which is not a productive way to run a business. If things are known, communicate. Don't keep it to yourself. Be more specific when spelling out programs both in the guide and to the employees that have to work with the public involved. Not just rec attendants. Inform maintenance, the front desk of specifics so we can do our jobs more efficiently. Don't assume people know because you have done the position for some time. Communication is the key! | Anonymous |
| I feel very fortunate to work at such an extraordinary park district! | Anonymous |
| Having grown up in this town, I have enjoyed giving my time back to the park district that helped shape me into the person I am today. | Anonymous |
| The park district is a great place, I'd like to see more flexibility in the dress code because buying the park district apparel is rare and expensive! Thank you! | Anonymous |
| I do want members of our staff to understand my limitations and qualities as a person. Having this position is a great opportunity for me to strengthen my social skills and learn more about office work. However, I still struggle with answering the phone as well as getting nervous and shaking up when someone asks me something I do not know how to answer. I will always do my best, but I am not perfect. I could use some extra help from staff members or supervisors when it comes to things that I am not sure what to do, as well as have them understand my limitations and who I am with living with an autistic disorder. | Anonymous |

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