

2018 Employee Opinion Survey Results

Recreation 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 Rec Only	2014 Rec 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	12	34	19	65	82%	92%	80.0%	88.7%	97.6%	90.1%
	0%	18%	52%	29%							

How satisfied are you with your immediate Supervisor?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Rec Only	2014 Rec 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	12	27	23	65	77%	92%	na	na	na	na
	5%	18%	42%	35%							

How satisfied are you with your Department Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Rec Only	2014 Rec 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	11	28	24	65	80%	88%	na	na	na	na
	3%	17%	43%	37%							

How satisfied are you with Executive Director?						Satisfied & Extremely Satisfied Percentage					
	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Rec Only	2014 Rec 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	27	27	65	83%	90%	na	na	na	na
	6%	11%	42%	42%							

Comment(s) for:

1

*** Job Satisfaction**

10 Responses 10 per page [Update](#)

Answer	Respondent
We don't see any Executive Directors around at all, so I couldn't say I am extremely satisfied with them.	Anonymous
People are great, pay is low.	Anonymous
No interactions with department director or executive director	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
This is a great company based on the people that are currently in place.	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 helpfull	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 Rec Only	2014 Rec 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	11	24	15	50	80%	78%	na	na	na	na
	0%	22%	48%	30%							

Comment(s) for:

2 * Job Satisfaction

14 Responses

20 per page Update

Answer	Respondent
It seems like people are down and negative at times. I can't quite put my finger on it. Workloads might be the issue. Some staff appear to be frustrated.	Anonymous
I think overall morale is good here. There could be improvements with conflicts between departments.	Anonymous
Morale around me is high.. but I am a happy person. I do get a sense that morale dips with the nature of what we do... there can be times when people are overwhelmed and lacking in an upbeat attitude. I really do think everyone tries to be at their best always.	Anonymous
Morale is low in dance/theater/gymnastics Disorganization of the supervisor	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
Morale can always be boosted. Need to work on getting all departments together instead of just "silos."	Anonymous
Work loads are regularly increased with little or no compensation or support. Heavy work load reduce overall efficiency creating a stressful work day.	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
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

20 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?

	Strongly Disagree	Disagree	Agree	Strongly Agree	Completed Responses	Agreed & Strongly Agreed Percentage					
						2018 Rec 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.	2 3%	13 19%	31 46%	21 31%	67	87%	na	na	na	na	na

Comment(s) for:

3 * Job Satisfaction

20 Responses

20 per page Update

Answer	Respondent
It would be nice to sometimes have a luncheon that was not a potluck. Even if it was just pizza & soda. Still good to get together but not have to bring something.	Anonymous
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
Yes, the events during the day are huge moral boosters for staff! Keep doing them!	Anonymous
Love these.	Anonymous
Activities are usually scheduled when part time employees are unable to attend due to scheduled hours or classes	Anonymous
Somewhat. I think you have two camps, joiners and scoffers. It is nice to keep staff social... this bridges support in work tasks. It helps to shake things up a bit so staff don't take things too seriously. Our jobs are about providing fun... we should have some.	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
I agree if everyone can participate. These are mostly done during the day and only certain employees can attend.	Anonymous
No.	Anonymous
If the employee has the time to participate, yes, however if employee is too busy and takes away from job responsibilities No.	Anonymous
Yes, some may not always be enthusiastic, but this is great for all.	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 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
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 Satisfaction What do you like most about working for the Carol Stream Park District?

65 Responses

20 per page Update

Answer	Respondent
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Flexible schedule and hours	Anonymous
My boss is respectful and let's me do my job.	Anonymous
The satisfaction of providing leisure activities for all ages. Seeing patrons having a great time and smiling.	Anonymous
The interactions we make with people and connections we build with other employees.	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
People I work with & the children.	Anonymous
Coworkers and happy participants	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
It is a flexible place to work as far as job schedule. I enjoy the open door policy with my superiors.	Anonymous
Opportunity to positively impact the community.	Anonymous
The vaieryy of things to do.	Anonymous
flexibility of schedule	Anonymous
Working within the gym.	Anonymous
Flexibility, Jeans Days, and being part of a team.	Anonymous
The people and the flexibility.	Anonymous
It's fun interacting with customers and employees in a fun environment	Anonymous
the people that I work with directly.	Anonymous

20 per page Update

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

65 Responses

20 per page Update

Answer	Respondent
I appreciate the flexibility with shifts.	Anonymous
What I enjoy most about work for the Carol Stream Park District is giving back to the community and families. I like the programs we offer to the community, as well as our parks and facilities.	Anonymous
My Co-Workers.	Anonymous
The gym membership	Anonymous
the people	Anonymous
The people serve	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
My Supervisor	Anonymous
Everyone is very nice and easy to work with.	Anonymous
Communications and team	Anonymous
I get to do the job I love!	Anonymous
Easy work.	Anonymous
Staff is very friendly.	Anonymous
Co-workers, supervisors, directors	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
The people. Proud to work for the CSPD, the overall services, programs, parks, facilities, and events are all good things for the community.	Anonymous
Flexibility in my work schedule.	Anonymous

20 per page Update

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

65 Responses

20 per page Update

Answer	Respondent
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
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
Part time hours and fitness membership	Anonymous
The family atmosphere.	Anonymous
I appreciate the sense of everyone being on one team	Anonymous

I appreciate the sense of everyone being on one team.	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
I enjoy the atmosphere and the people that surround me.	Anonymous
Getting to know new people	Anonymous
Flexible hours	Anonymous
Flexibility	Anonymous
Being part of a team and knowing if you need help, there is someone there to help you.	Anonymous

◀ | ▶ 20 per page Update

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

65 Responses

Answer	Respondent
THE PEOPLE ARE NICE AND IT IS A FRIENDLY ATMOSPHERE.	Anonymous
I like the people I work with and the specifics of my job. These two factors make my job fun and interesting.	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
The community of staff and the family oriented-ness of the district	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?

61 Responses

Answer	Respondent
Very low pay	Anonymous
I work only a few hours a week, I have no complaints	Anonymous
The feeling of not having enough time in the day to get everything done.	Anonymous
The pay is a little lower than I would like it to be.	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
Expanding on what I mentioned above, there are conflicts between departments often. I feel that sometimes we have a hard time being patient or understanding what others do since some of our jobs are so different from one another.	Anonymous
Silos between departments leading to lack of communication or inability to work together to complete a common goal.	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 Pay.	Anonymous
Email and Massive group Emails.... and Emails that are not pertaining to anything I do. I wish instead we had a communication forum that allowed everyone to check into and once logged onto the poster could see who viewed.	Anonymous
The pay	Anonymous
each department gets treated differently	Anonymous
n/a	Anonymous
The lack of cleaning staff!	Anonymous
There is nothing about the Carol Stream Park District I like the least. There is nothing about the Carol Stream Park District I like the least. There is nothing about the Carol Stream Park District I like the least. There is nothing about the Carol Stream Park District I like the least.	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

▶ | ▶ 20 per page Update

Text answer(s) for:

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

61 Responses

Answer	Respondent
The hours given	Anonymous
none	Anonymous
None	Anonymous
Pay	Anonymous
The disorganization and lack of follow through	Anonymous

◀ | ▶ 20 per page Update

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
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
Not everyone can participate in parties and in some areas there are clicks.	Anonymous
That I have had to limit my work because I cannot work over a certain amount for the year. (Limiting the lessons I have given, turning customers away then some not coming back. Therefore losing money coming into the park district.)	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
Some positions are given to unqualified staff.	Anonymous
all departments being so segregated, and looking after themselves instead of the district as a whole. I know I have fallen into this category at times, but the more everyone works on it the better the district will be.	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
Work load.	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
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. 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

20 per page Update

Text answer(s) for:

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

61 Responses

20 per page Update

Answer	Respondent
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
Nothing!	Anonymous
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
Co workers that don't do their jobs and having members point out the uncleanliness of fitness equipment and locker rooms	Anonymous
not much	Anonymous
I have no answer	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
The review process seems slow and doesn't give employees enough recognition for their work	Anonymous
Nothing	Anonymous
Close to home	Anonymous
Pay	Anonymous
n/a	Anonymous
SOME OF THE DISCREPENCY IN EMPLOYEES FEELING A PART OF THINGS	Anonymous
the politics of it and the trying to throw people under the bus. Need to pull from the same rope and not just say well a mistake was made and its their fault. Fix the issues as a team.	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

Text answer(s) for:

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

61 Responses

20 per page Update

Answer	Respondent
Payroll errors - there have two instances in the past 6 months where I was overpaid and have had to have my current checks deducted.	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 Rec Only	2014 Rec 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 28%	33 51%	12 18%	65	69%	76%	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 Rec Only	2014 Rec 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%	7 11%	37 57%	21 32%	65	89%	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 Rec Only	2014 Rec 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%	13 20%	36 55%	15 23%	65	78%	86%	na	na	na	na

Comment(s) for:

6 * Personal Opportunities

7 Responses 10 per page Update

Answer	Respondent
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
Of course I feel that I am an asset to the district.	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
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 Rec Only	2014 Rec 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%	5 8%	36 55%	23 35%	66	89%	94%	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."

5 Responses 10 per page Update

Answer	Respondent
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
I think we could brain storm and freshen up as times change... we may have some holes in programming. Babies, Toddlers, Middle Schoolers, and pre tweens.. moms.	Anonymous
Lol!	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

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
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	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	Completed Responses	2018 Rec Only	2014 Rec 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 6%	10 15%	33 51%	18 28%	65	78%	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 Rec Only	2014 Rec 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%	10 15%	35 54%	17 26%	65	80%	82%	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 Rec 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 6%	4 6%	40 62%	17 26%	65	88%	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 Rec Only	2014 Rec 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%	7 11%	44 68%	11 17%	65	85%	98%	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 Rec 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.	8 12%	9 14%	39 60%	9 14%	65	74%	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 Rec 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 9%	9 14%	39 60%	11 17%	65	77%	na	na	na	na	na

Comment(s) for:

8 * Communication and Teamwork

19 Responses

20 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
J.I.M awards seem to be given for just about anything. I think people are missing the point of the award. For example: People getting a J.I.M. award for putting stamps on envelopes is ridiculous.	Anonymous
Never even heard of a quarterly all staff meeting and I have been working here for years.	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
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
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
Have no knowledge of J.I.M and I have never been informed of any quarterly staff meetings	Anonymous
It seems the purpose of the JIM award has been lost. Awards for doing your job (labels on envelopes) shouldn't be considered.	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

20 per page Update

My Supervisor is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 Rec Only	2014 Rec 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.	59 91%	6 9%	65	91%	92%	na	na	na	na

My Department Director is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 Rec Only	2014 Rec 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.	52 80%	13 20%	65	80%	82%	na	na	na	na

The Executive Director is visible and easy to reach.				Yes Percentage					
	Yes	No	Completed Responses	2018 Rec Only	2014 Rec 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.	48 74%	17 26%	65	74%	80%	na	na	na	na

Comment(s) for:

9 * Communication and Teamwork

8 Responses 10 per page Update

Answer	Respondent
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
Everyone above has an open door policy making them all easily accessible.	Anonymous
Other are not visible, but if I needed to reach them I could pretty easily.	Anonymous
My supervisor hasn't replied to emails or texts in a timely manner and also forgets to do things. They have forgotten to do some major things that have caused problems and issues within their department.	Anonymous
My supervisor does her best but clearly gets no help from above her.	Anonymous
Heather Holtz - Direct Supervisor 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

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 Rec Only	2014 Rec 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.	9 14%	15 23%	38 58%	4 6%	66	65%	62%	na	na	na	na

Comment(s) for:

10 * Compensation and Performance Review Process

15 Responses 20 per page Update

Answer	Respondent
Still not understanding the recent grade levels that were given to positions.	Anonymous
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
It would be more satisfying to make more money... flexibility is compensating for monetary.	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
Based on my responsibilities I think I should be Full time.	Anonymous
If you work hard you will receive the financial recognition that is deserved, but if you do bare minimum and try to just skate by you will also how it negatively impacts that.	Anonymous
I disagree with the district position wage comparison.	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 not because it's low for the area. Several other businesses are paying several dollars more per hour.	Anonymous

It's fine however it's low for the area. Several other businesses are paying several dollars over min wage
Wish it was a little more but who doesn't

Anonymous
Anonymous

20 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 Rec Only	2014 Rec 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%	8 12%	30 45%	9 14%	16 24%	66	59%	70%	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

8 Responses

10 per page Update

Answer	Respondent
The forms are difficult to fill out and are repetitive.	Anonymous
I believe this is a document/process that could use an update.	Anonymous
I have been evaluated, but my work has never been observed	Anonymous
Can't even remember it was so long ago.	Anonymous
It is hard to make and achieve goals because there is not much free time to develop, or work on new ideas, programs or events. A heavy work load doesn't leave room for anything new. There are a lot of new ideas that go around, but not a lot of time to put them into action.	Anonymous
There could be more communication in regards to the performance evaluations.	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

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 Rec Only	2014 Rec 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%	15 23%	41 62%	9 14%	66	76%	76%	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 Rec Only	2014 Rec 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 9%	40 61%	19 29%	66	89%	88%	na	na	na	na

Comment(s) for:

12 * Culture and Image

7 Responses

10 per page Update

Answer	Respondent
It would be great to see more efforts to work together to solve problems rather than pointing fingers. There is often an obvious us vs. them mentality.	Anonymous
I think staff work really hard to get programs pulled together.	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 park district is successful because of the amazing people working hard everyday to make things work. Great people, good leaders. Just a ton of work per person to get it done. Employee burnout.	Anonymous
Nothing in my department is ever solved so I'm going with more Blame	Anonymous
It sometimes seems that some areas prefer to complain rather than offering solutions that work for both involved areas.	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 Rec Only	2014 Rec 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.	6 2%	9 22%	37 58%	14 17%	66	77%	68%	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 Rec Only	2014 Rec 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%	6 4%	43 56%	12 35%	66	83%	90%	na	na	na	na

Comment(s) for:

13 * Benefits

10 Responses 10 per page Update

Answer	Respondent
I am part time, so benefits is something I do not receive	Anonymous
I am satisfied, however would love to wear jeans more regularly ;)	Anonymous
The more jeans days, the better! Having more casual sweatshirt-approved days would be nice too.	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
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.	Anonymous
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 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
I don't like dressing in slacks. More comfy in jeans.	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.

12 Responses 20 per page Update

Answer	Respondent
I think CSPD is a group of dedicated people.	Anonymous
Would like to see more involvement in team building at different hours, not just for the day time people	Anonymous
Coordinator is doing more work than supervisor and is doing half of supervisors job while completing own job.	Anonymous
The park district is a great place to work and there are many wonderful people that work here.	Anonymous
I will say the holiday's for our department were ignored and it was hard to see how other departments were making an effort to get together and celebrate.	Anonymous

Things better improve fast or be prepared for a lot of members to leave.	Anonymous
Good place to work. A lot of really great people. Just a ton of work behind the scenes.	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. With the way our world is today, if/when there is an emergency, I properly prepared. 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
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
I really love working for CSPD - coming to work is fun and never something I wake up and dread doing. Thank you for an awesome work environment!	Anonymous

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