

## **Performance Measurement Review**

The Career Zone leadership team has determined the Center roll-out be pushed back until December. The following tools have been established and institutionalized within the Career Zone to ensure the Career Zone gathers feedback and measures employee satisfaction when its services begin.

### **Measuring Performance**

The following survey instruments were developed to measure Career Zone employee satisfaction. The surveys are identified within the Performance Plan to measure performance objectives that are 1) fundamental to its own success and 2) as part of an organization-wide effort to align teams with SFA's overall scorecard.

#### *Customer Feedback Cards:*

The Customer Feedback Card serves as medium for employees to provide feedback immediately following their use of a Career Zone service offering. The survey measures satisfaction with the level of service provided, the customization of that service, and overall experience. In addition, it asks the employee to indicate additional offerings the Career Zone could provide in the future to better serve SFA employee needs.

#### *Follow Up Phone Calls:*

The Follow Up Phone Call Survey measures how employees feel the Career Zone services have contributed to their job performance, increased skills, and career perspective.

#### *Semi-Annual Survey of Staff:*

The Semi-Annual Survey of Staff measures the utilization of the Career Zone, levels of employee knowledge of services available, and their ability to access those services.

#### *Career Zone Stakeholder Group:*

Members of the Stakeholder Group provide valuable feedback from the stakeholder groups whom they represent to enable the Career Zone to better meet the needs of the organization.

#### *Career Zone Web Site:*

A feedback button is placed prominently on the Career Zone web site to encourage staff to send ideas and comments directly to the staff. All messages will be reviewed by the Career Zone Manager and responded to as appropriate.

## **Analyzing Performance and Employee Needs**

#### *Performance Tracking Database:*

The Performance Tracking database is a tool to track, monitor, and analyze Career Zone effectiveness. It determines employee satisfaction by automatically processing raw data collected from the performance tracking surveys and calculating levels of overall satisfaction. These measures provide management with an overview of employee satisfaction with the Career Zone. Management will use tables outside the database that contain qualitative information, such as comments, to analyze the quantitative trends. These measures ensure that the Career Zone gathers employee feedback and measures their satisfaction with the level and quality of services.