



Inside SFA

How YOU Help Put America Through School

STATUS REPORT SENIOR LEADERS' COMMITMENTS TO STAFF

We've just come through the second quarterly SFA Employee Satisfaction Survey and distributed the results via SFANet, your new Intranet. The Performance Measurement team is going through everyone's comments and boiling them down into general themes (since we promised everyone confidentiality) to be released soon.

As happened after the first survey, the senior leadership team is meeting with managers and staff to try to identify the sources of satisfaction (so they can be fostered and used as models) and the sources of dissatisfaction (so we can work to make them better) that shaped the survey results.

After the first survey earlier this year, senior leaders committed to a list of tasks aimed at the sources of satisfaction and dissatisfaction that managers and leaders reported hearing from you. Here is a status report on those tasks:

Goal: "TOUCH EVERYBODY" WITH THE PBO (Helping Everyone Understand and Use the PBO in their Job)

Tasks:

1. Provide "PBO at the Front Lines" training for each SFA staff member:

This is moving along as scheduled, so that every SFA staff member—no matter their level in the organization and no matter their location (Washington or regional office)—will have PBO at the Front Lines training by July 1.

Questions? Please email "SFA University" or call Anne Teresa, Acting Director of SFA U., at (202) 708-8631.

2. Institute exception-based time and attendance reporting for all SFA staff members:

Exception-based reporting—that is, reporting only time missed (as "annual leave," "sick leave," etc.) or any departure from your "set" schedule—is scheduled to begin in July. The new system was explained in an email to everyone on May 1, and you'll be reminded later in June. Timekeeper training is set for July.

Questions? Please email Monica Woods of the COO's Office or call her at (202) 205-2289.

3. Hold a "Town Hall" meeting to announce the site chosen for the new Washington building and roll out a new newsletter about the move:

The all-Washington staff meeting was held April 11. A new newsletter, "A New Beginning," was hand-delivered to each Washington staff member on April 3 to start telling everyone about the move, and we've published two issues so far. "A New Beginning" is distributed in paper form and also is available on SFANet. Bulletin boards with info about "the move" are displayed in ROB-3 and the Portals building in Washington. (http://sfanet/sfa_communications/space_news/sfabul504.pdf)

Questions? Please email the "SFA Space Team" or call Tina Hunter at (202) 260-8730.

4. Roll out a “transformation” newsletter:

Communications and the Andersen Consulting “Modernization Partner” team worked together to roll out a new newsletter on April 28. “In Step” was designed to keep everyone “in step” with information about SFA’s transformation as a PBO. It is a fact-based, journalistic-style newsletter specifically designed to communicate info that directly affects YOU. “In Step” is distributed in paper form (to Washington and regional staff) and is available on SFANet. (http://sfanet/sfa_communications/transformation_news/)

Questions? Please email “SFA Communications” or call Lisa Cain at (202) 260-5398.

5. Launch an Intranet and provide Intranet training:

On May 18, SFANet’s “Sneak Preview” was unveiled to everyone, after several days of testing by staff volunteers. Your Intranet is being built incrementally, so new areas are going up and fresh information is being added all the time.

SFA U. and CIO are working on a training module to help everyone better learn to use what SFANet offers. In the meantime, if you need or want help, please use the CIO or Communications contacts below.

Questions? Please email Carole Kuriatnikova or “SFA Communications” or call (202) 401-3843 or (202) 205-1531.

Goal: PBO TRANSFORMATION "WAVE 2" AS AN OPPORTUNITY (Answering the Question “Where Are the New Job Opportunities Promised as Part of Wave 2?”)

Tasks:

6. SFA job announcements should be clearly identified as opportunities made possible by “Wave 2” of the PBO transformation:

SFA Human Resources has been emailing job announcements to everyone. As soon as possible, these emails will be distributed using SFANet.

Questions? Please email “SFA Human Resources” or call John Mondragon at (202) 205-0766.

7. Begin announcing to all staff when new organizational plans are approved:

This will be done. As yet, no additional organizations within SFA have been formally approved. (For more info about the organization approval process, see #8 below.)

Questions? Please email “SFA Human Resources” or call John Mondragon at (202) 205-0766.

8. Communications will distribute an email announcing which organizations have been approved and were included in the March 2 revised organization chart emailed to everyone:

The first (April) edition of “In Step” illustrated in graph form where each organization within SFA stands in the “reorganization” and explained the approval process.

(http://sfanet/sfa_communications/transformation_news/instep6.pdf)

Questions? Please email “SFA Human Resources” or “SFA Communications” or call John Mondragon at (202) 205-0766 or Lisa Cain at (202) 260-5398.

9. Let everyone know what opportunities are coming up in the reorganization:

As indicated in #6 above, SFA Human Resources is distributing job announcements by email. Also, articles in “InStep,” the transformation newsletter, will be designed to let everyone know about upcoming opportunities.

Questions? Please email “SFA Human Resources” or “SFA Communications” or call John Mondragon at (202) 205-0766 or Lisa Cain at (202) 260-5398.

Goal: STRONGER TWO-WAY COMMUNICATION (Efforts to Improve the Flow of Info from Leaders and Managers to Staff and Staff to Leaders and Managers)

Tasks:

10. SFA will work with ED’s HRG to create a process to advertise and fill “bunches” of jobs:

SFA Contracting & Acquisitions and Human Resources are continuing to work with the Dept.’s Human Resources Group (HRG) and Contracts office to make this happen.

Questions? Please email Candace Hardesty or “SFA Human Resources” or call Candace at (202) 708-5140 or John Mondragon (202) 205-0766.

11. Communications will distribute to all staff an email with these Sr. Leadership commitments:

The email with the tasks was originally distributed March 30.

Questions? Please email “SFA Communications” or call Karen Santos Freeman at (202) 205-1531.

12. The leader of each channel and functional area commits to regular, interactive meetings with their staffs:

Senior leaders report these meetings are regularly taking place.

Questions? Please contact your manager or the leader of your channel or functional area.

13. Candy Kane, SFA Chief of Staff, commits to listening sessions in each functional area of the organization and in the regional offices:

These listening sessions are being scheduled.

Questions? Please email Monica Woods of the Front Office or call her at (202) 205-2289.

14. SFA U. will begin PBO-specific supervisors’ training for all SFA supervisors on April 28:

PBO training for SFA’s “middle-managers” kicked off April 28, and a make-up session is set for early June. Training will continue through early summer.

Questions? Please email “SFA University” or call Anne Teresa at (202) 708-8631.

15. All managers will have an “open door” policy:

Managers report they are maintaining an “open door” policy so that staff members feel free to come to them to talk.

Questions? Please contact your manager or the senior leader in your channel or functional area.

16. Andersen Consulting/Modernization Partner representatives will attend channel and functional area staff meetings, interactive meetings, and listening sessions when invited:

Steve Shane, Senior Managing Partner for Andersen Consulting, and other AC team members have attended meetings in the Schools and Students channels.

Questions? Please email Steve Shane at steven.r.shane@ac.com or call (202) 260-5986.

17. Performance Measurement (in Analysis) will conduct another employee satisfaction survey in April:

The second quarterly survey was distributed April 28 and completed May 17. A clear issue that arose during and after the January Employee Satisfaction Survey was confidentiality. A confidential electronic response method, using a software called Perseus, was bought for the Spring survey, and a paper option was also offered. Results are posted on SFANet. (http://sfanet/performance/employee_survey_index.html)

Questions? Please email Barry Goldstein or call (202) 708-6522.

18. Andersen Consulting and CIO will hold “brown bag” lunches to explain more about their work as the “Mod Partner:”

AC and CIO have been holding the “brown bag” lunches but they have been sparsely attended. Communications is working with AC and CIO to increase awareness about these lunch/information sharing/discussion opportunities.

Questions? Please email Wayne Wright, SFA Deputy CIO for IT Management, or call (202) 205-8840.

19. Communications will reinvigorate and redirect the Internal Communicators team:

The team has renewed its mission as a “bottom-up/top-down” communications endeavor that serves to informally pass on comments and concerns from SFA staff members and, likewise, informally distribute information from management to all staff members. The team changed its meeting schedule from weekly to monthly and now is facilitated by Lisa Cain of SFA Communications. (A fact sheet about the Internal Communicators team soon will be posted on SFANet.)

Questions? Please email “SFA Communications” or call Lisa Cain at (202) 260-5398.

20. All leaders will celebrate staff successes and remind staff of progress in the PBO’s transformation:

All managers have been encouraged to celebrate staff members’ successes, and senior leaders report they are highlighting these successes in regular channel/functional area staff meetings. (We also will be adding these success stories to SFANet in the near future.)

Questions? Please contact your manager or the senior leader in your channel or functional area.

Goal: GIVE PEOPLE “THE BASICS” (What Are We Doing to Ensure People Have the Basic Tools to Perform their Jobs?)

Tasks:

21. The Intranet site will include forms for ordering new IT equipment such as computers, software, etc.

Ensuring we have the right Information Technology (IT) equipment to do our jobs (and that it works!) is one of the biggest challenges we face, and we’re working on it. All of us need the right computer equipment and software, as well as phones, fax machines, etc. As we continue to look at this, the first step is to get you the form for ordering new equipment. That form, the “IT Equipment Procurement Form” (in Microsoft Word) is available under “Reference” on SFANet. (<http://sfanet/reference/forms/procuresfa.dot>) (The form also is available in the Adobe “Acrobat Reader” software format.)

Questions? Please email Wayne Wright, SFA Deputy CIO for IT Management, or call (202) 205-8840.

22. CFO and SFA U. will partner to compile a fact sheet to help new staff members with info such as where to park, where Washington buildings and regions are located, where cafeterias are located, etc:

This document has been drafted and is being tested. It will be made available soon through SFANet.

Questions? Please email "SFA Communications" or call Karen Santos Freeman at (202) 205-1531.

23. CFO will distribute a fact sheet on furniture, refrigerator, and microwave procurement, telephones, buying supplies, etc:

This fact sheet was drafted and is being reviewed by ED's Office of the General Counsel. As soon as it's finalized, it will be distributed to everyone through SFANet.

Questions? Please email "SFA University" or Jim Lynch or call Anne Teresa, Acting Director of SFA U., at (202) 708-8631 or Jim, the CFO, at (202) 708-4664.

24. SFA U. and Communications will "blitz" the organization with info about how to use the \$500 Learning Coupon:

SFA U. continues to distribute information about how you can use your learning coupon. There will be more info on SFANet, too, as the SFA U. homepage goes up soon. (Remember, the deadline to redeem your learning coupon is September.)

Questions? Email "SFA University" or call Pat Reese at (202) 260-3526.

25. CFO will distribute a memo with travel guidelines:

A Travel Handbook has been drafted and is being posted on SFANet.

Questions? Please email "SFA Communications" or Mary Grace Lintz or call Karen Santos Freeman at (202) 205-1531 or Mary Grace at (202) 260-4827.

26. CIO will address issues and find a solution for email management guidelines (folder size restrictions) imposed by ED/CIO:

SFA/CIO has been working with ED/CIO and the Assistant Secretary's office, but this has not yet been resolved.

Questions? Please email David Moore, SFA Deputy CIO for IT Services, or call (202) 260-9778.