

New Approach Proving Value

- Contracting with vendor
- Cell phone based; less than 10 mins to take; completely anonymous
- ~25% response rate thus far
- Identifying areas of strength...
- ...and areas needing improvement



Field helping to shape Our Focus



screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

Basic Structure of Survey

- Four quantitative sections (4-10 questions each)
 - Organizational Culture, Working Style, Employment Satisfaction, Organizational Alignment
 - Rated from Strongly Agree to Strongly Disagree
- Four qualitative (open-ended) questions
- Invites based on monthly random sampling of cell phone numbers provided by officers



Brief and Anonymous



screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

Who Is Responding?

- Almost 2,400 officer responses through first 9 months
- Rank – 53% CO IV, 32% CO V
- Gender – 57% male, 43% female
- Race – 49% Black, 30% White, 17% Hispanic
- Tenure – 26% < 1 year; 29% 1-3 years; 32% 5+ years
- 93 units represented; maximum security units account for 35% of respondents



Respondents reflect TDCJ

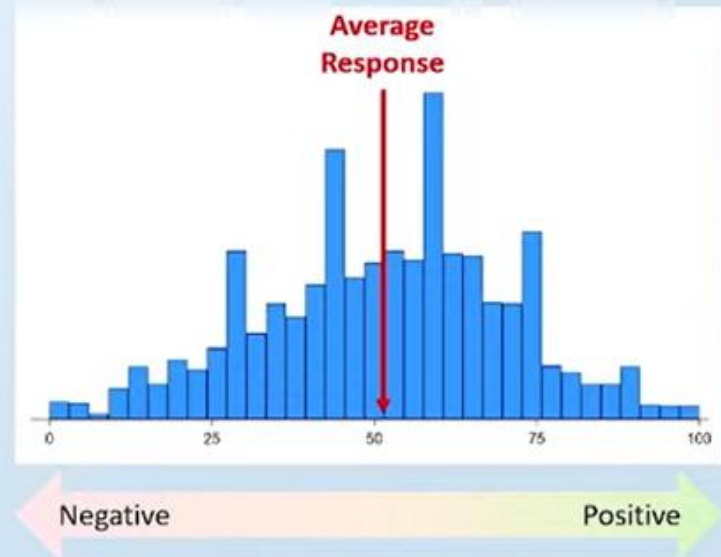


screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

What Are We Learning?

- Staff generally agree that they do not treat one another with enough respect, and
- Strong perceptions of lack of professionalism by supervisors

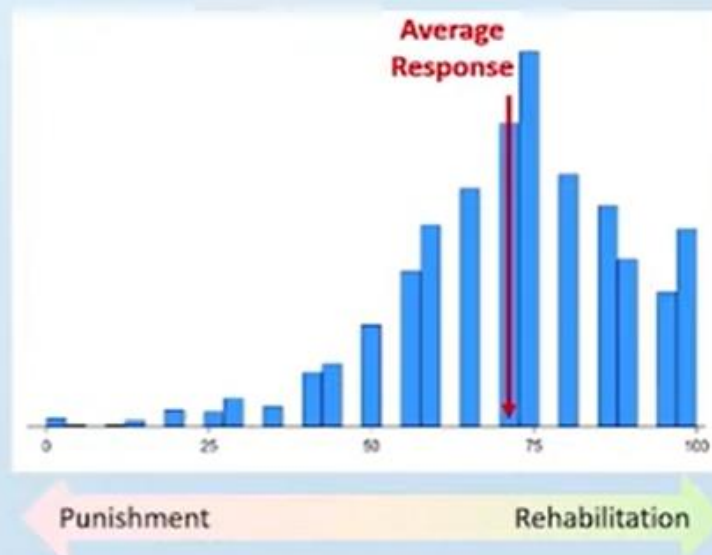


Organizational Culture – 51/100



What Are We Learning?

- Officers broadly agree their roles are critical to rehabilitation
- Officers broadly believe that most inmates can be rehabilitated
- Most officers do not believe the primary purpose of prison is to punish inmates



Working Style – 72/100

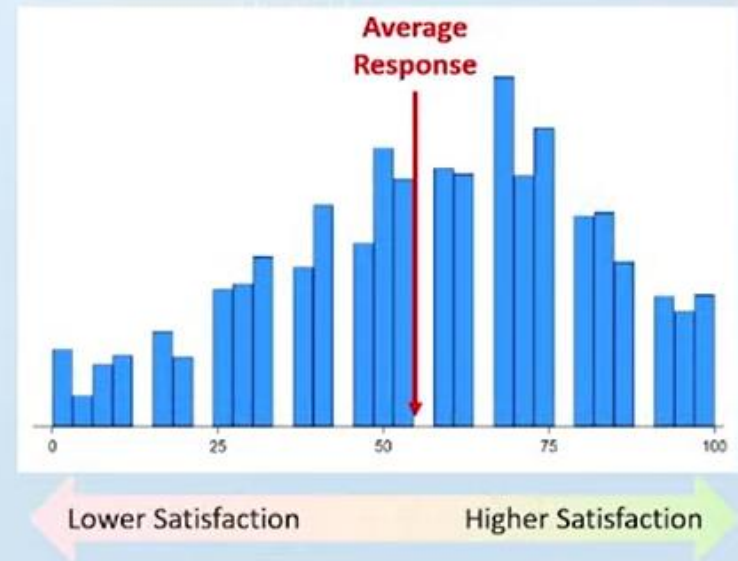


screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

What Are We Learning?

- More than half indicate they would like to retire with TDCJ, but
- Two-thirds indicate it would be easy to find a better job than being a correctional officer at TDCJ, and
- More than half have thought of quitting in the past 6 months



Employment Satisfaction – 57/100

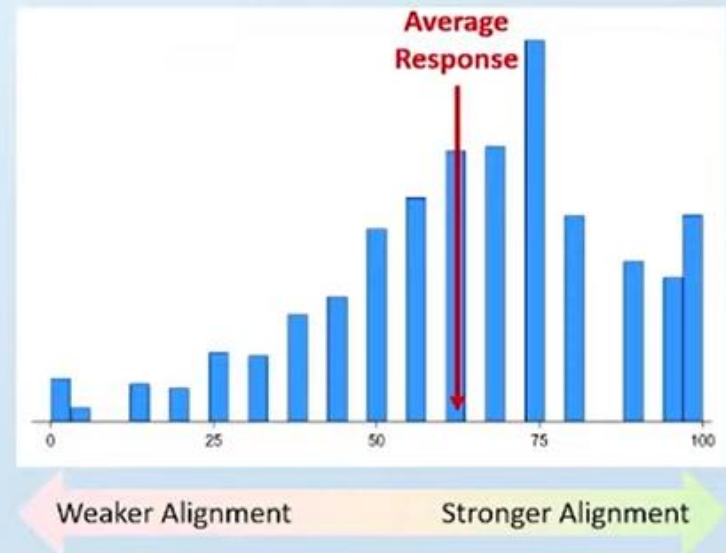


screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

What Are We Learning?

- Three quarters of officers really care about the fate of TDCJ, and
- Over half are proud to tell others they work for TDCJ, but
- Half of officers do not feel TDCJ inspires them to perform at their best



Organizational Alignment – 65/100



screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

What Are We Learning?

- Top three areas of concern highlighted in the open-ended questions:
 - Compensation
 - Leadership effectiveness and accountability
 - Training and standards for hire



Open-Ended Questions = High Value



screen shot from the Texas department of criminal justice YouTube channel

237th TBCJ Meeting and 344th Windham School District Board of Trustees Meeting

Moving Forward

- Reviewing strategies to address concerns
- Already deployed survey exploring equipment issues
- Communication back to the field
- New surveys to focus on correctional officer training
- Eventual expansion to Parole and rest of agency



Surveying the Field to be Ongoing

