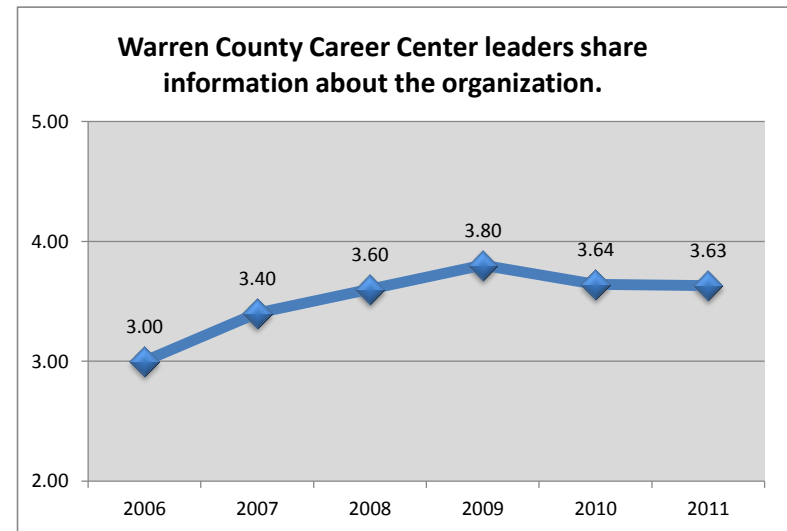
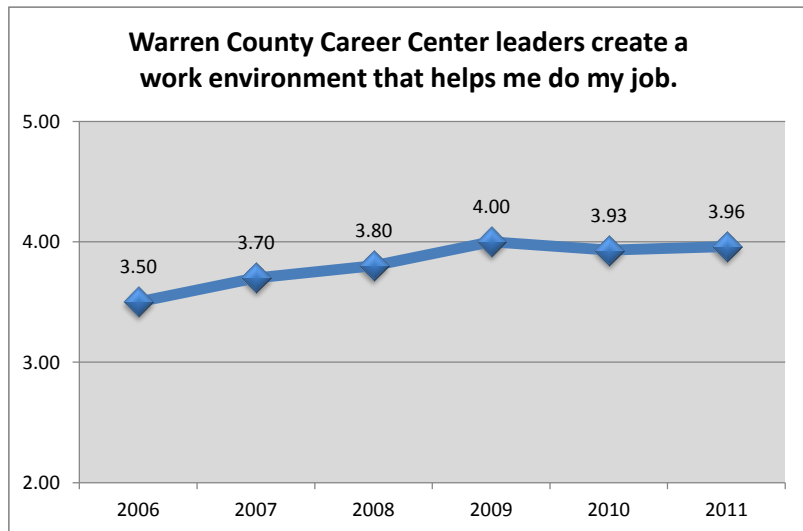
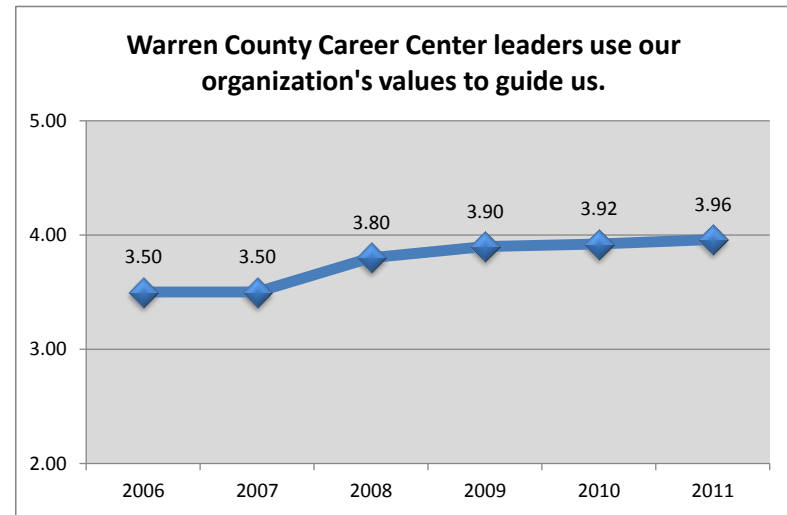
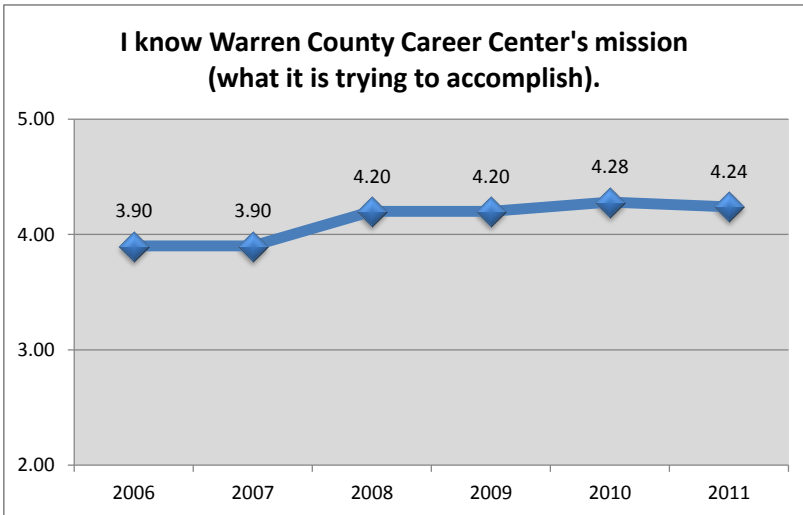


Are We Making Progress Results 2011

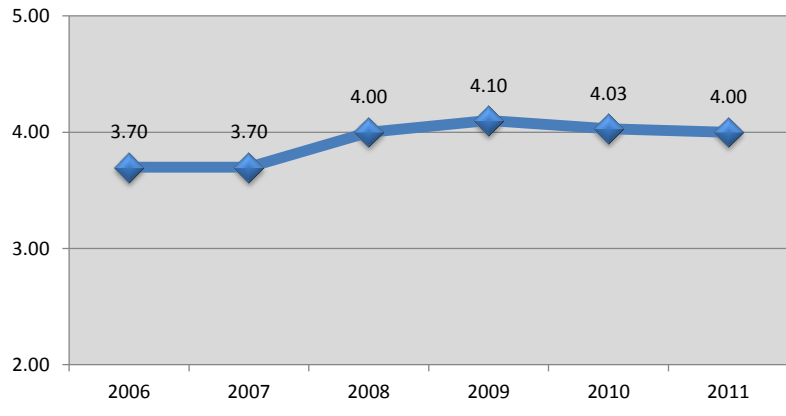
No.	Question	2006	2007	2008	2009	2010	2011
1	I know Warren County Career Center's mission (what it is trying to accomplish).	3.90	3.90	4.20	4.20	4.28	4.24
2	Warren County Career Center leaders use our organization's values to guide us.	3.50	3.50	3.80	3.90	3.92	3.96
3	Warren County Career Center leaders create a work environment that helps me do my job.	3.50	3.70	3.80	4.00	3.93	3.96
4	Warren County Career Center leaders share information about the organization.	3.00	3.40	3.60	3.80	3.64	3.63
5	Warren County Career Center leaders encourage learning that will help me advance in my career.	3.70	3.70	4.00	4.10	4.03	4.00
6	Warren County Career Center lets me know what it thinks is most important.	3.20	3.50	3.70	3.70	3.86	3.85
7	Warren County Career Center asks what I think.	3.00	3.20	3.30	3.50	3.46	3.52
8	As it plans for the future, Warren County Career Center asks for my ideas.	3.00	3.30	3.40	3.50	3.37	3.36
9	I know the parts of Warren County Career Center plans that will affect me and my work.	3.20	3.20	3.50	3.70	3.63	3.48
10	I know how to tell if we are making progress on my work group's part of the plan.	3.10	3.20	3.40	3.60	3.52	3.50
11	I know who my most important customers are.	4.30	4.40	4.50	4.60	4.58	4.61
12	I keep in touch with my customers.	4.20	4.10	4.40	4.40	4.48	4.46
13	My customers tell me what they need and want.	3.90	4.00	4.20	4.30	4.26	4.25
14	I ask if my customers are satisfied or dissatisfied with my work.	3.90	3.90	4.10	4.10	4.21	4.11
15	I am allowed to make decisions to solve problems for my customers.	3.80	3.70	4.00	4.00	4.04	4.04
16	I know how to measure the quality of my work.	4.10	4.20	4.30	4.30	4.48	4.38
17	I know how to analyze (review) the quality of my work to see if changes are needed.	4.10	4.20	4.30	4.40	4.47	4.42
18	I use these analyses for making decisions about my work.	4.00	4.20	4.30	4.30	4.43	4.35
19	I know how the measures I use in my work fit into the organization's overall improvement measures.	3.50	3.70	3.80	4.00	3.97	3.99
20	I get all the important information I need to do my work.	3.30	3.50	3.60	3.80	3.85	3.79
21	I get the information I need to know about how my Warren County Career Center is doing.	3.20	3.30	3.60	3.70	3.59	3.70
22	I can make changes that will improve my work.	3.80	3.80	4.10	4.10	4.19	4.03
23	The people I work with cooperate and work as a team.	3.40	3.80	3.90	3.90	3.88	4.01
24	My Warren County Career Center supervisor encourages me to develop my job skills so I can advance in my career.	3.70	3.80	4.10	4.20	4.08	4.00
25	I am recognized for my work.	3.40	3.50	3.70	3.90	3.79	3.69
26	I have a safe workplace.	3.80	3.80	4.10	4.10	4.24	4.22
27	My Warren County Career Center supervisor and Warren County Career Center care about me.	3.80	3.80	3.90	4.10	4.01	3.99
28	I can get everything I need to do my job.	3.50	3.70	3.70	3.80	3.87	3.70
29	I collect information (data) about the quality of my work.	3.70	3.70	3.80	4.00	4.00	3.99
30	We have good processes for doing our work.	3.40	3.50	3.80	3.90	3.92	3.87
31	I have control over my work processes.	3.60	3.80	3.90	4.00	3.95	3.92
32	My customers are satisfied with my work.	4.00	4.00	4.10	4.20	4.21	4.18
33	My work products meet all requirements.	3.90	3.90	4.10	4.20	4.25	4.21
34	I know how well Warren County Career Center is doing financially.	2.70	2.60	3.10	3.10	3.04	3.38
35	Warren County Career Center uses my time and talents well.	3.50	3.40	3.60	3.80	3.71	3.77
36	Warren County Career Center removes things that get in the way of progress.	3.00	3.10	3.20	3.30	3.32	3.44
37	Warren County Career Center obeys laws and regulations.	3.90	3.90	4.10	4.10	4.13	4.27
38	Warren County Career Center has high standards and ethics.	3.60	3.70	3.90	3.90	3.98	4.06
39	Warren County Career Center helps me help my community.	3.60	3.60	3.80	4.00	3.92	4.07
40	I am satisfied with my job.	4.10	4.10	4.20	4.30	4.28	4.23

Category 1: Leadership.

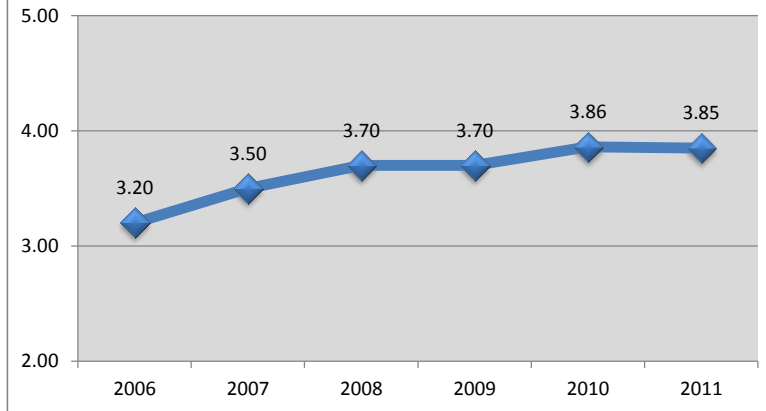


Category 1: Leadership cont'd

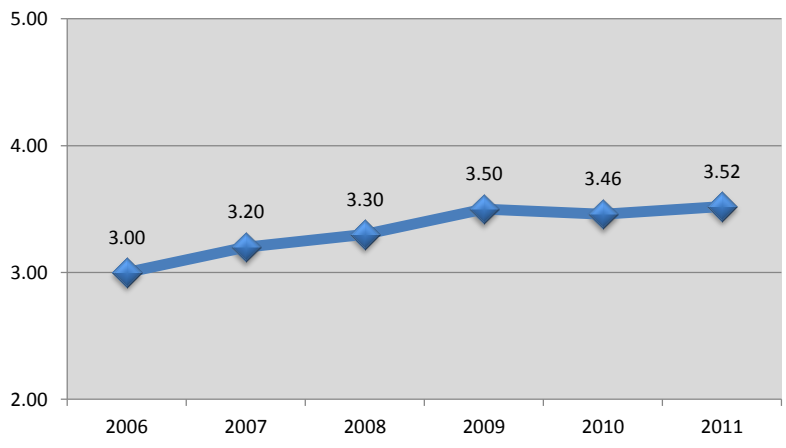
**Warren County Career Center leaders encourage learning that will help me advance in my career.**



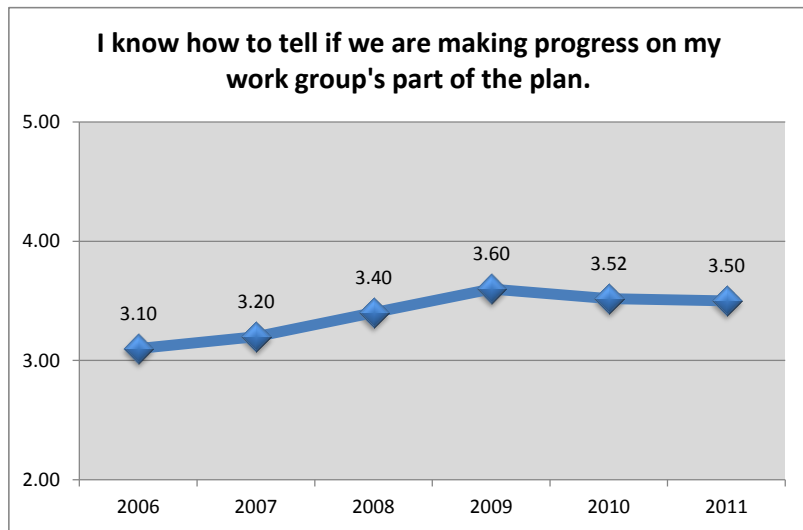
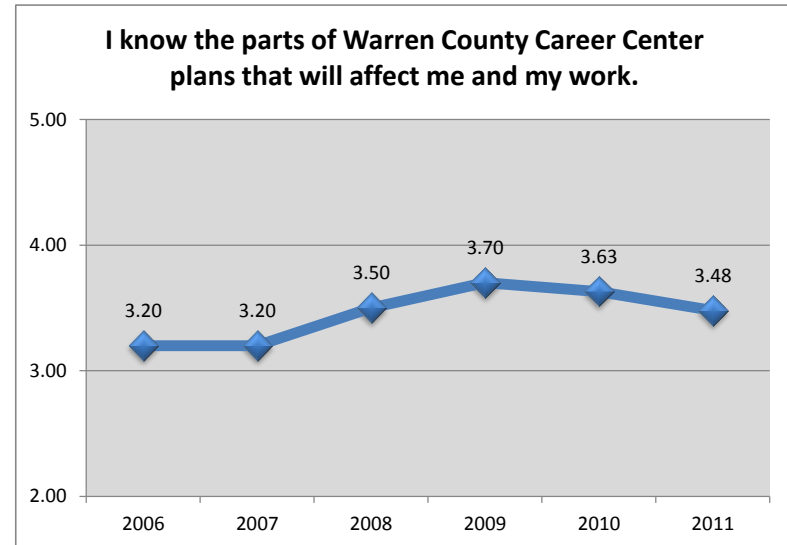
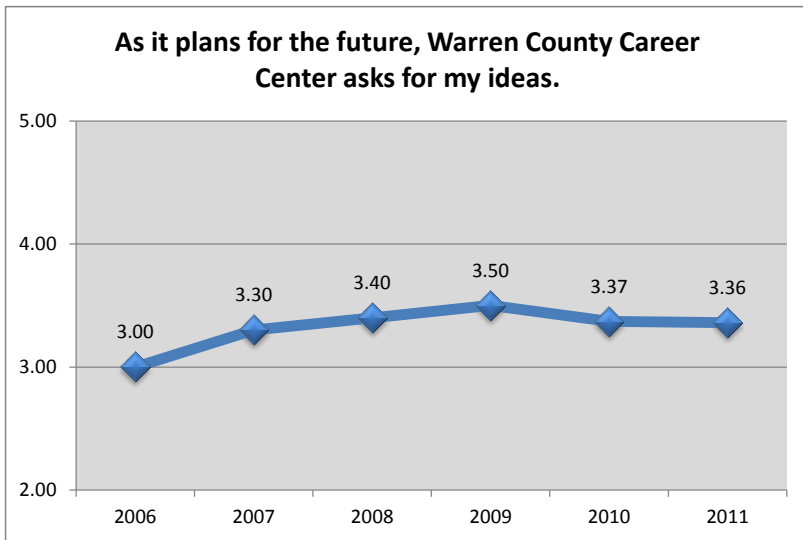
**Warren County Career Center lets me know what it thinks is most important.**



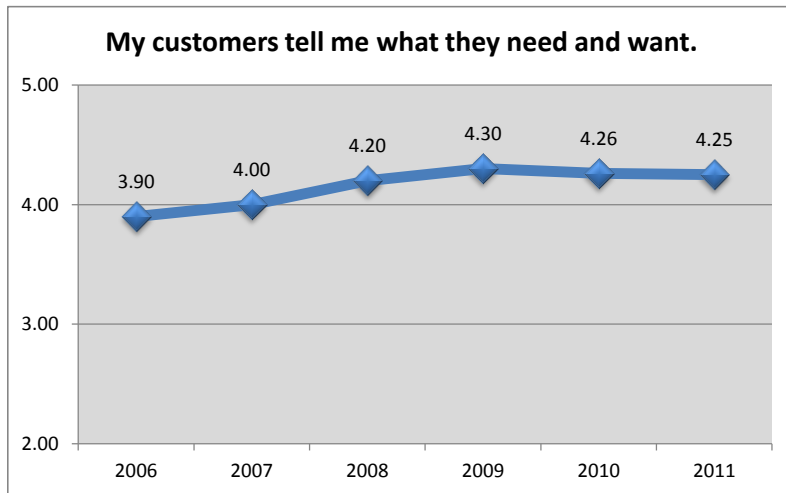
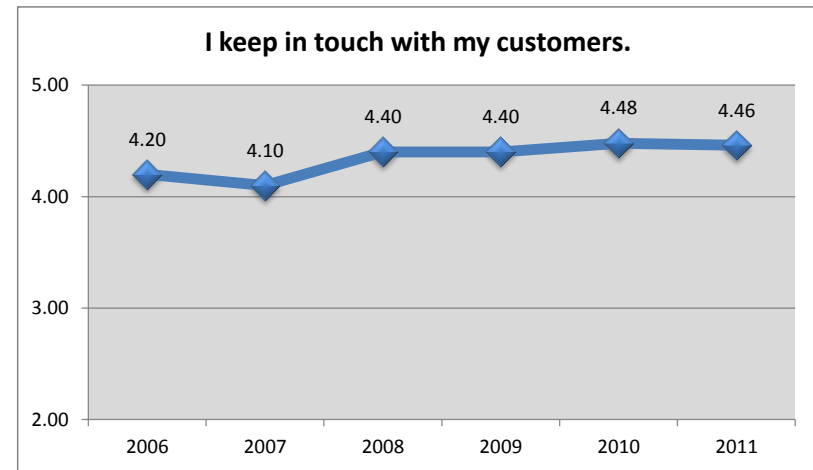
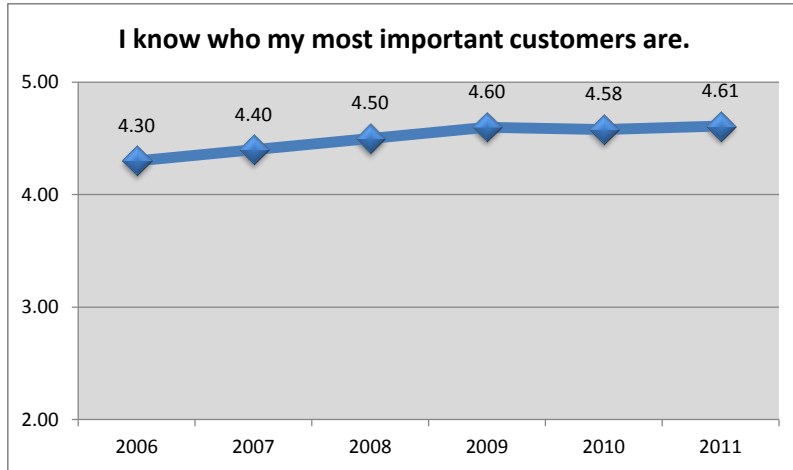
**Warren County Career Center asks what I think.**



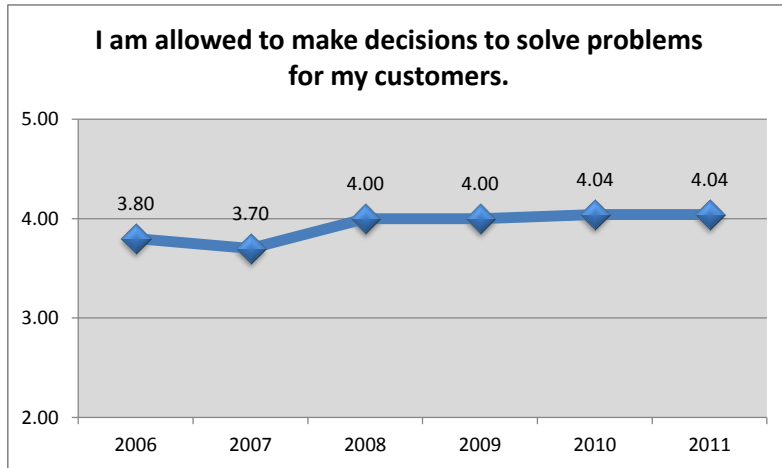
Category 2: Strategic Planning



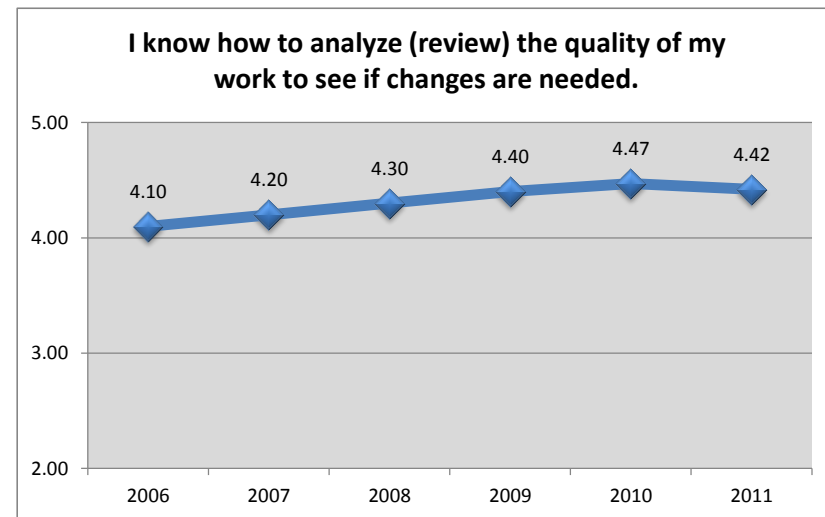
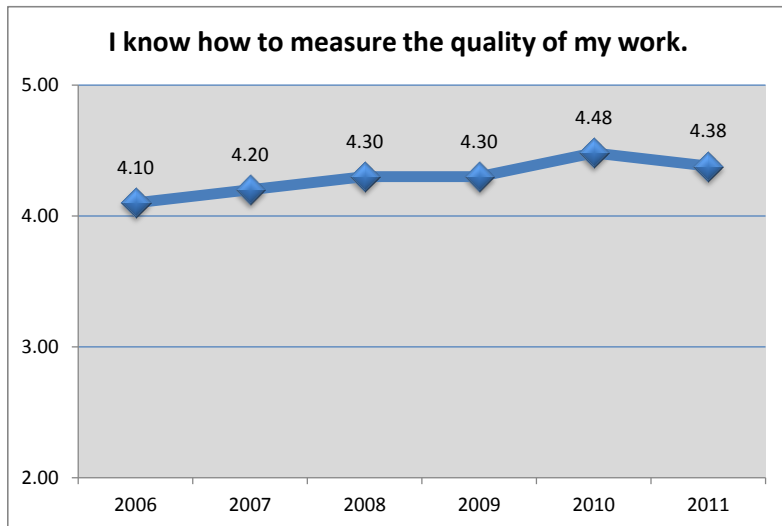
Category 3: Customer and Market Focus.



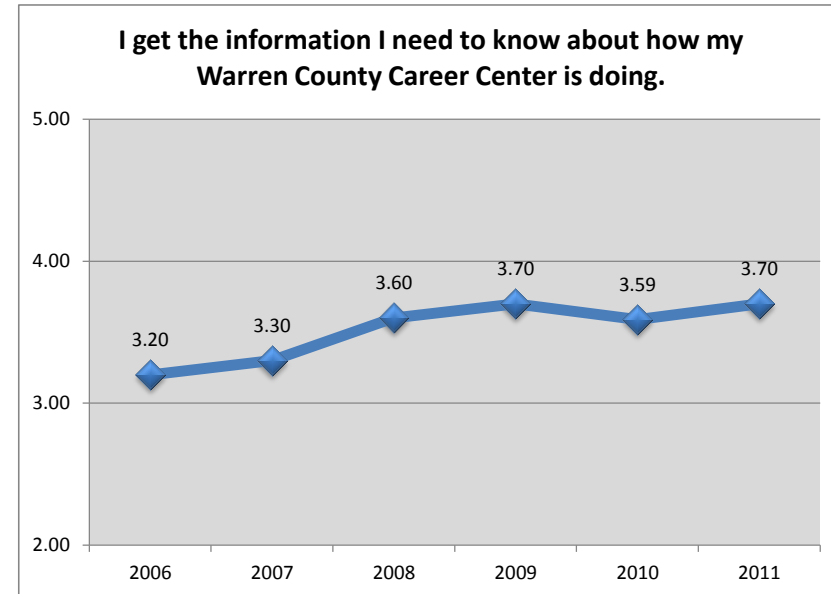
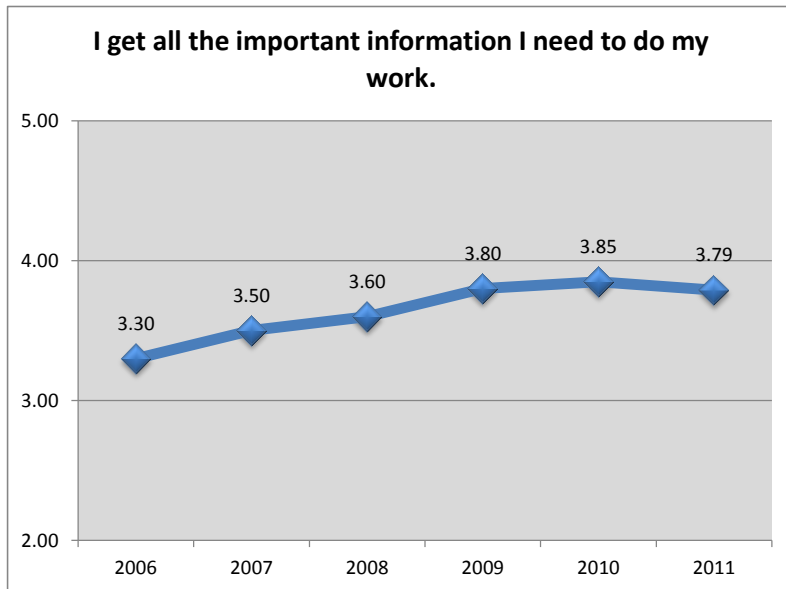
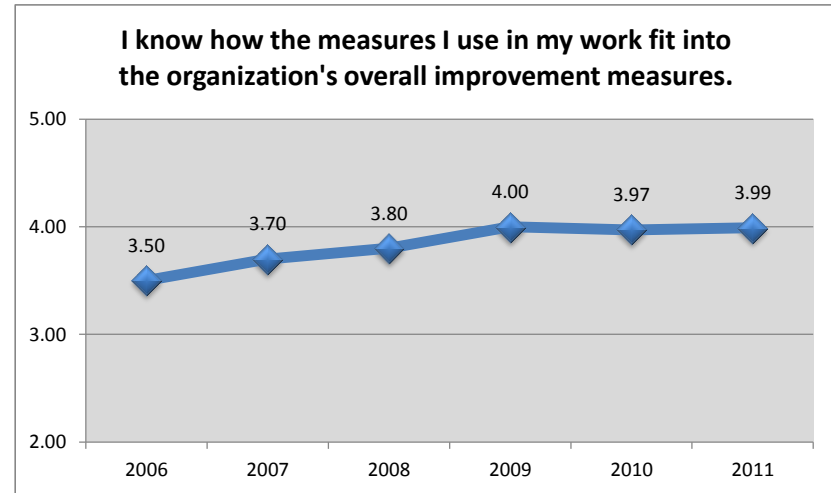
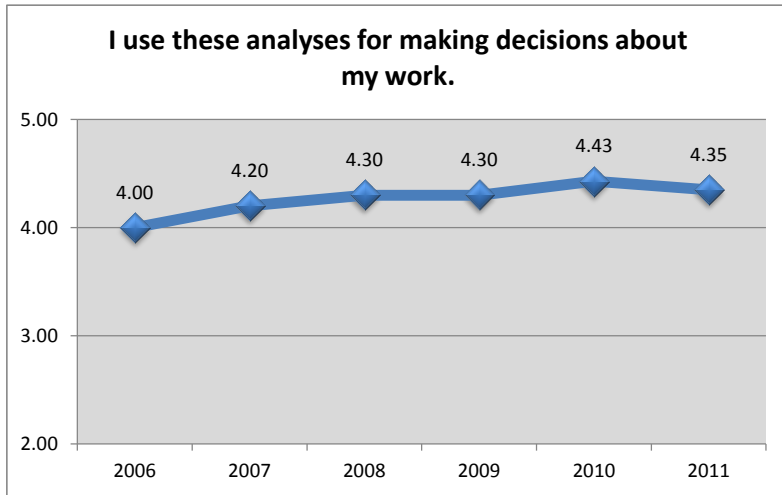
Category 3: Customer and Market Focus Cont'd



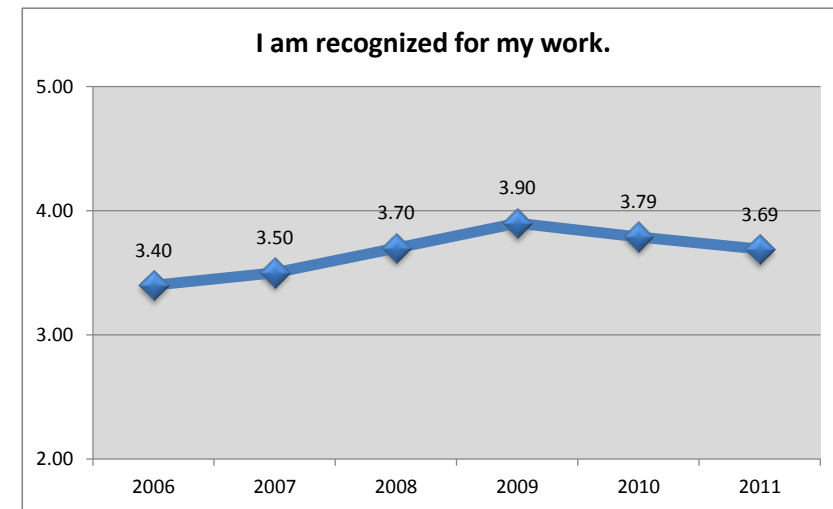
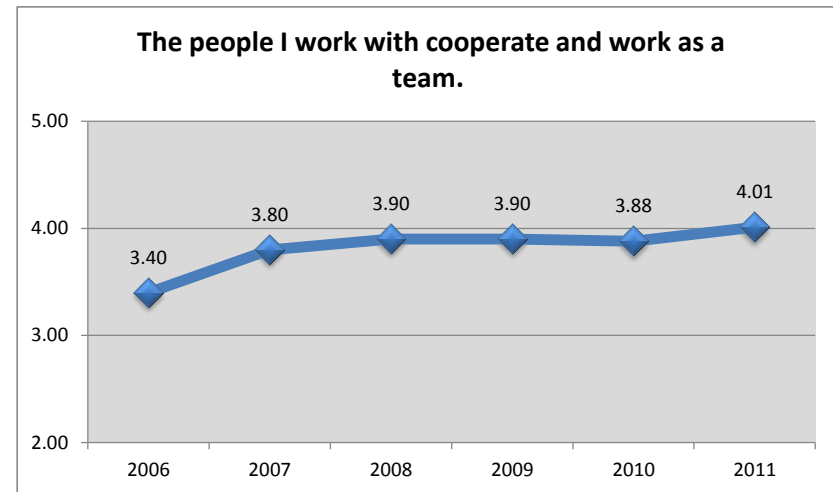
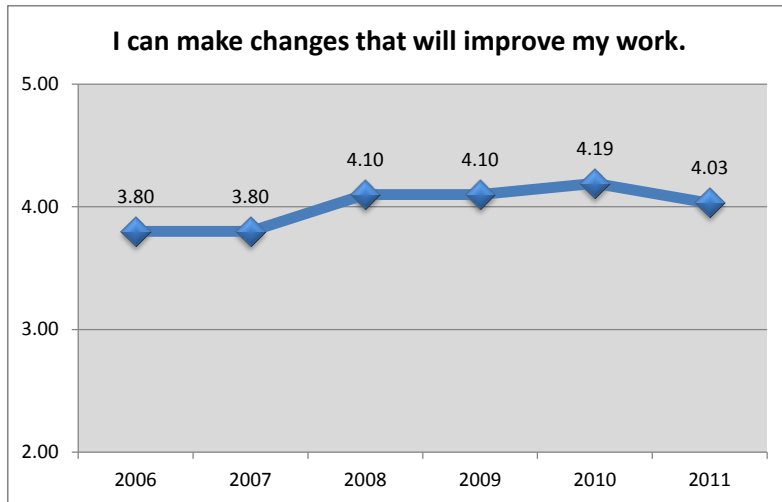
Category 4: Information and Analysis.



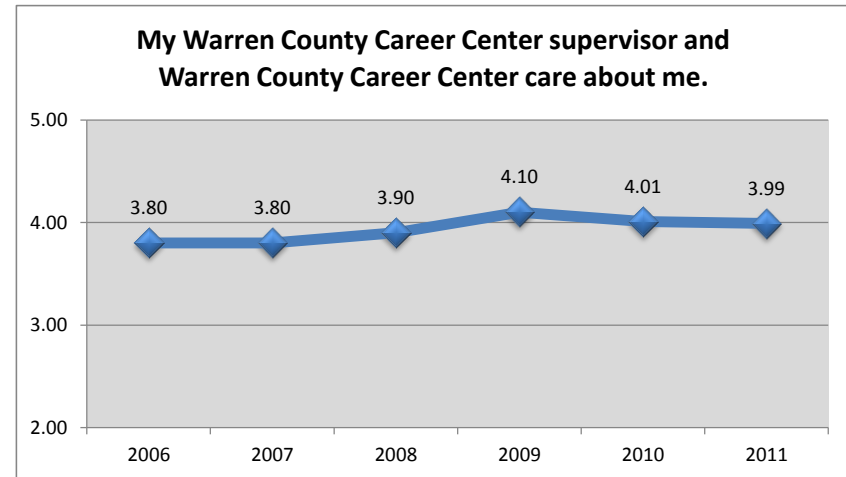
Category 4: Information and Analysis Cont'd



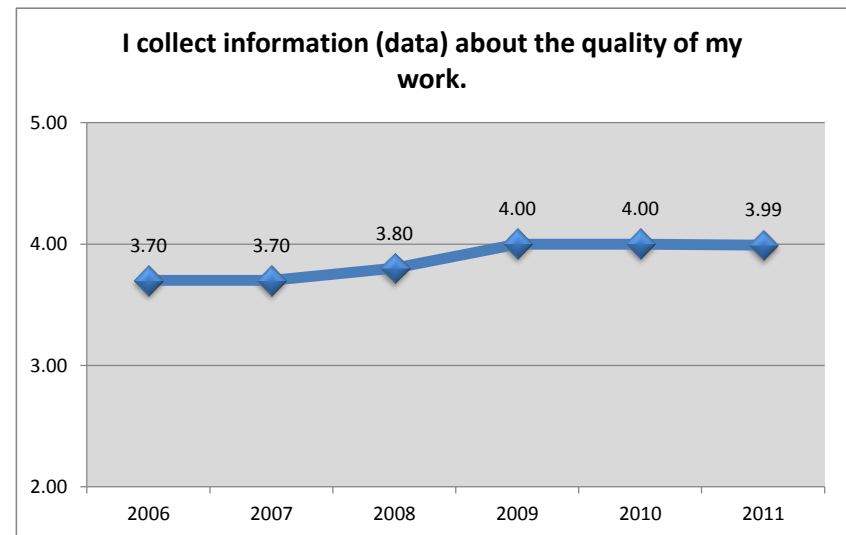
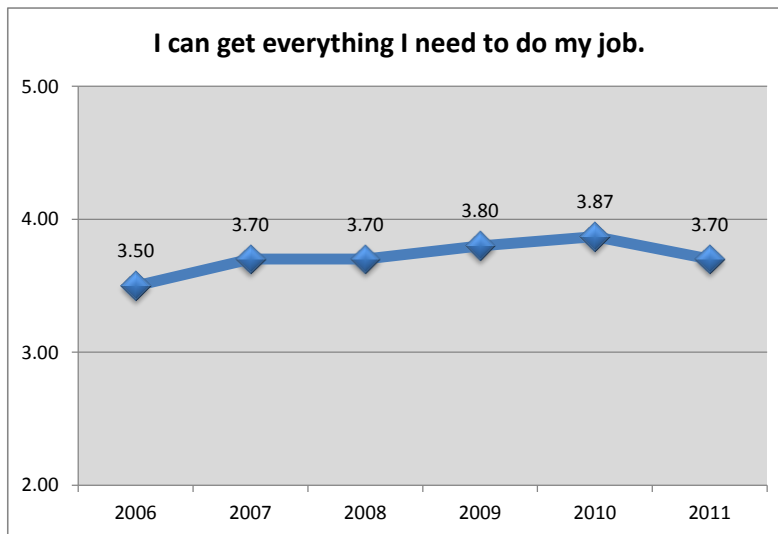
Category 5: Human Resource Focus.



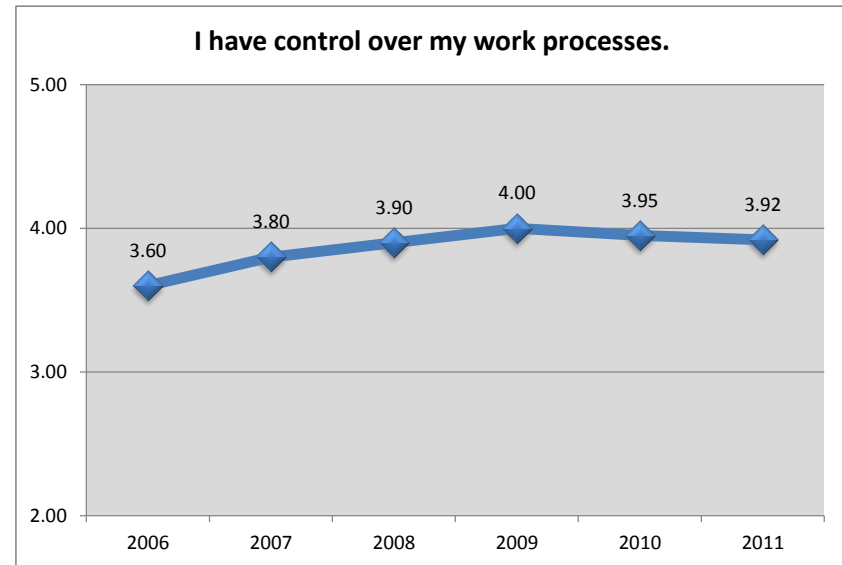
Category 5: Human Resource Focus Cont'd



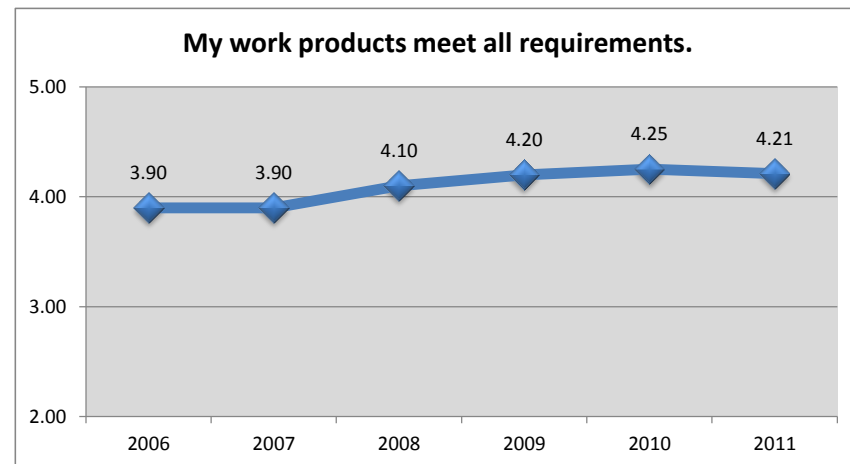
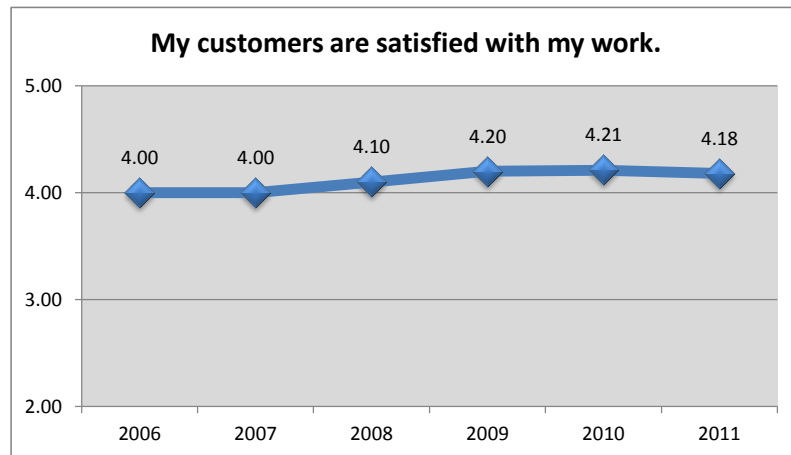
Category 6: Process Management.



## Category 6: Process Management Cont'd

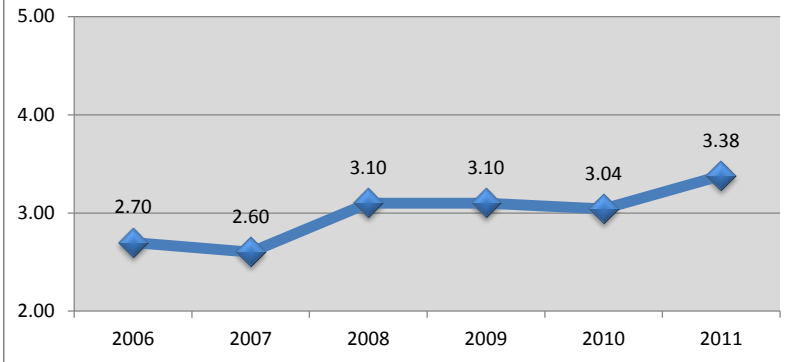


## Category 7: Business Results.

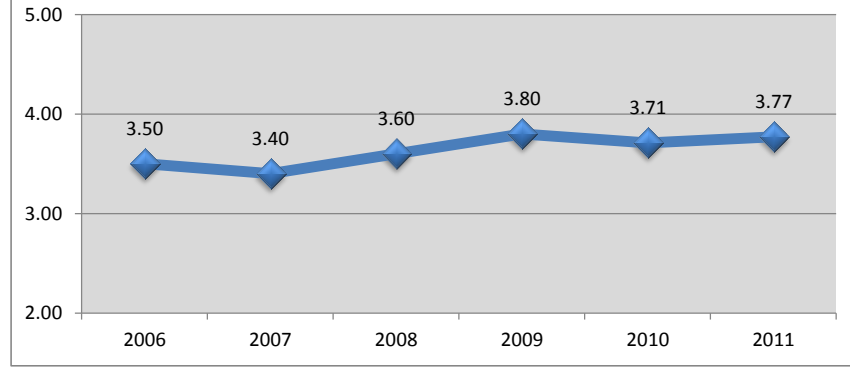


Category 7: Business Results Cont'd

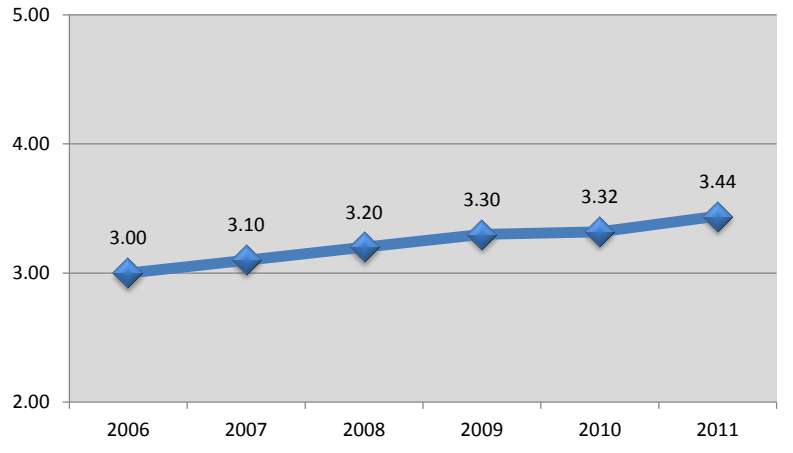
**I know how well Warren County Career Center is doing financially.**



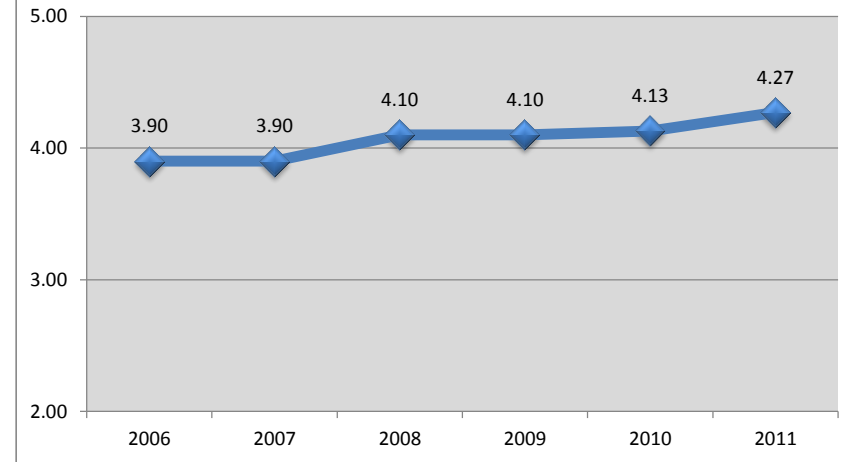
**Warren County Career Center uses my time and talents well.**



**Warren County Career Center removes things that get in the way of progress.**

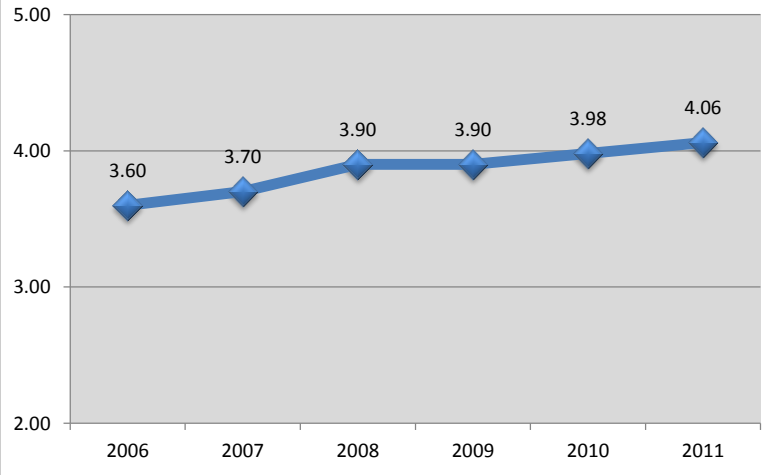


**Warren County Career Center obeys laws and regulations.**

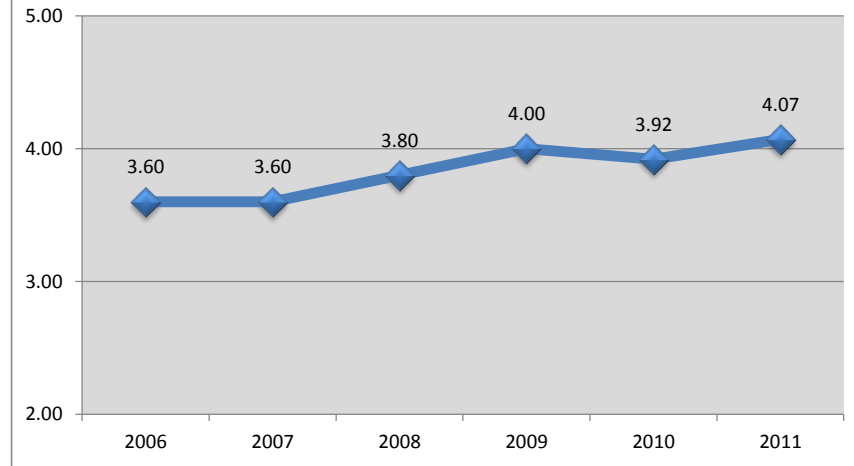


Category 7: Business Results Cont'd

**Warren County Career Center has high standards and ethics.**



**Warren County Career Center helps me help my community.**



**I am satisfied with my job.**

