

**U.S. DEPARTMENT OF EDUCATION
FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS 2023
508-ACCESSIBLE VERSION**

THURSDAY, DECEMBER 21, 2023

OFFICE OF HUMAN RESOURCES OFFICE OF FINANCE AND OPERATIONS

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SURVEY INTRODUCTION

Data

Survey Period: May 15 – July 14

Surveys Sent: 3,926

Surveys Completed: 2,773

Response Rate: 70.6%

Number of questions identified as Strengths (65% positive or higher): 71%

Number of questions identified as Challenges (35% negative or higher): 0%

Insights

The 2023 FEVS was administered from May 15 to July 14 with 2,773 ED employees completing the survey resulting in a 70.6% response rate. The results of the 90 questions surveyed showed strengths at 71% and challenges at 0%.

DEMOGRAPHICS DATA

Data

Gender

Female - 62.9%

Male - 37.1%

Hispanic, Latino, Spanish

8.6%

Black, White, Other

91.4%

Military Service

12.3% - Active/Retired/ Separated

Retirement

22.2% within next five years

Plan to Leave

27.9% within the next year

Tenure at ED

Tenure	Percentage of Employees
Less than 1 year	3.2%
1 to 3 years	25.1%
4 to 5 years	7.1%
6 to 10 years	17.6%
11 to 14 years	14.4%
15 to 20 years	12.7%
More than 20 years	19.8%

Age Group

Age Range	Percentage of Employees
29 years and under	3.3%
30-39 years old	20.7%
40-49 years old	28.1%
50-59 years old	32.0%

Age Range	Percentage of Employees
60 years or older	15.8%

Insights

- People considering leaving ED within the next year for retirement increased by 0.7 percentage points from 2021-2023
 - 4.7% in 2023
 - 4.1% in 2022
 - 4.0% in 2021
- People considering leaving ED within the next year for another Federal job decreased by 0.4 percentage points from 2021-2023:
 - 15.3% in 2023
 - 14.5% in 2022
 - 15.7% in 2021
- People considering leaving ED within the next year for another job outside of the Federal government decreased by 0.6 percentage points from 2021-2023:
 - 2.8% in 2023
 - 2.7% in 2022
 - 3.4% in 2021
- People considering leaving ED within the next year for other reasons Increased by 1.7 percentage point from 2021-2023:
 - 5.1% in 2023
 - 3.5% in 2022
 - 3.4% in 2021

INDICES SUMMARY

Employee Engagement Index (EEI)

Comprised of three indices (Leaders Lead, Supervisors, and Intrinsic Work Experience that measures conditions conducive to engagement. It is comprised of the average of positive responses to 15 FEVS questions.

Global Satisfaction Index (GSI)

Measures the extent to which employees are satisfied with their job, pay and organization, along with a willingness to recommend their organization as a good place to work. It is comprised of the average of positive responses to 4 FEVS questions.

GSI Score: 69%

Performance Confidence Index (PCI)

Measures the extent to which employees believe their organization has an outstanding competitive future, based on innovative, high-quality products and services that are highly regarded by the marketplace.

PCI Score: 90%

Diversity, Equity, Inclusion, and Accessibility Index (DEIA)

Measures four distinct factors: diversity, equity, inclusion, and accessibility. It is comprised of 13 questions and aligns to Executive Order 14035.

DEIA Score: 76%

Insights

ED's 2023 FEVS Overall Index Scores ranged 69% - 90% as follow: GSI 69%; EEI 76%; DEIA 76%; and PCI 90%.

INDICES DETAIL

Agency Level	EEI Overall	EEI Leaders Lead	EEI Supervisors	EEI Intrinsic Work Experience	GSI	PCI	DEIA Overall
GOV-WIDE	76% +	67% +	85% +	77% +	70% +	89% +	76% +
ED	76% +	66% +	86% +	77% +	69% +	90% +	76% +
FSA	75% +	63% +	85% +	76% +	66% +	89% +	73% +
IES	78% +	67% +	89% +	77% +	69% +	91% +	80% +
OCIO	78% +	72% +	85% +	77% +	64% +	87% +	75% +
OCO	80% +	68% +	92% +	80% +	73% +	92% +	80% +
OCR	69% +	53% -	87% +	66% +	55% -	84% +	71% +
OCTAE	77% +	70% +	80% +	82% +	73% +	93% +	74% +
OELA	80% +	59% -	91% +	91% +	68% +	96% +	77% +
OESE	80% +	72% +	88% +	80% +	68% +	92% +	75% +
OFO	76% +	63% +	84% +	82% +	74% +	93% +	79% +
OGC	90% +	81% +	96% +	91% +	83% +	100% +	85% +
OIG	86% +	83% +	90% +	85% +	83% +	96% +	89% +
OPE	82% +	78% +	89% +	81% +	77% +	94% +	81% +
OPEPD	76% +	65% +	86% +	77% +	76% +	91% +	80% +
OS	81% +	73% +	88% +	82% +	74% +	91% +	82% +
OSERS	75% +	64% +	83% +	77% +	71% +	88% +	71% +

65% or Higher Positive (+)

60% - 64% Positive (+)

59% or Lower Positive (-)

Insights

The Overall index scores for Gov-wide, ED, and POCs ranged as 69% - 90% for EEI; 55% - 83% for GSI; 84% - 100% for PCI; and 71% - 89% for DEIA.

Gov-wide (medium size agency) comparison shows scores are very close or the same (differences are with EEI-Leaders Lead, EEI-Supervisors, GSI, and PCI each by 1%)

TOP POSITIVE AND NEGATIVE SCORES

2019	2020	2021	2022	2023
62%	70%	76%	76%	76%

Employee Engagement Index Trends

TOP 5 POSITIVE SCORES

QUESTION	PERCENTAGE
Q53 - My supervisor holds me accountable for achieving.	94%
Q90 – It is important to me that my work contribute to the common good.	94%
Q44 – My organization has prepared me for potential cybersecurity threats.	93%
Q11 – I am held accountable for the quality of work I produce.	92%
Q49 – My supervisor supports my need to balance work and other life issues.	92%

TOP 5 NEGATIVE SCORES

QUESTION	PERCENTAGE
Q5 – My workload is reasonable.	30%
Q41 – The approval process in my organization allows timely delivery of my work.	30%
Q47 – I believe the results of this survey will be used to make my agency a better place to work.	27%
Q66 – Management involves employees in decisions that affect their work.	27%
Q57 – In my organization, senior leader’s generate high levels of motivation and commitment in the workforce.	24%

Insights

- ED's EEI score ranged from low of 62% in 2019 to a high of 76% in 2021, 2022, and 2023 (score increased by 14 percentage points from 2019-2023)
- ED's top five **positive** scores ranged from a high of 94% to a low of 92% and centered around employees' perception.
 - ***that their supervisor held them accountable for achieving results;**
 - ***that it was important that their work contributed to the common good;**
 - ***that the organization has prepared them for potential cybersecurity threats;**
 - ***that they are held accountable for the quality of work produced;** and
 - that they believe their supervisors support their need to balance work and other life issues.

(The four items in bold with an asterisk above were in the top 5 in 2022)

- ED's top 5 **negative** scores ranged from a high of 30% to a low of 24% and centered around employees' perception:
 - ***of whether their workload was reasonable;**
 - that the approval process in ED allows timely delivery of their work;
 - ***that they believed the results of the survey would be used to make the agency a better place to work;**
 - ***whether they thought management involved them in decisions that affect their work; and**
 - if they thought senior leaders in ED generate high levels of motivation and commitment in the workforce.

(Three items in bold with an asterisk above were in the top 5 negative in 2022)

EEI: LEADERS LEAD DATA

TRENDS

2019	2020	2021	2022	2023
43%	53%	65%	66%	66%

2023 – GOVERNMENT WIDE – 67%

EEl: LEADERS LEAD DATA - 2023 POSITIVE SCORES

QUESTION	PERCENTAGE	GOV-WIDE
Q57 – In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53%	56%
Q58 – My organization’s senior leaders maintain high standards of honesty and integrity.	66%	66%
Q59 – Managers communicate the goals of the organization.	74%	74%
Q61 – Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	73%	74%
Q62 – I have a high level of respect for my organization’s senior leaders.	64%	66%

Insights

The *EEl Leaders Lead* score improved by 23 percentage points from 2019 to 2023. Top two areas to improve based on 2023 data are questions 57 and 62.

Questions 57 (at 53% positive), 58 (at 66% positive), and 62 (at 64% positive) of the Leaders Lead index will be in ED’s National Engagement Strategy from 2023 – 2025 to continue improving. The other two were removed from the NES because they have improved with a positive score at or above 73%.

EEl: SUPERVISORS DATA

TRENDS

2019	2020	2021	2022	2023
77%	82%	85%	86%	86%

2023 – GOVERNMENT WIDE – 85%

EEI: SUPERVISORS DATA - 2023 POSITIVE SCORES

QUESTION	PERCENTAGE	GOV-WIDE
Q48 – Supervisors in my work unit support employee development.	85%	84%
Q50 – My supervisor listens to what I have to say.	89%	86%
Q51 – My supervisor treats me with respect.	90%	89%
Q52 – I have trust and confidence in my supervisor.	83%	81%
Q54 – Overall, how good a job do you feel is being done by your immediate supervisor?	84%	83%

Insights

The *EEI Supervisors* score improved by 9 percentage points from 2019 to 2023. 2023 results for all questions in this index show strengths with scores ranging from low of 83% to high of 90%.

EEI: INTRINSIC WORK EXPERIENCE

TRENDS

2019	2020	2021	2022	2023
66%	73%	77%	77%	77%

2023 – GOVERNMENT WIDE – 77%

EEI: INTRINSIC WORK EXPERIENCE - 2023 POSITIVE SCORES

QUESTION	PERCENTAGE	GOV-WIDE
Q2 – I feel encouraged to come up with new and better ways of doing things.	70%	70%
Q3 – My work gives me a feeling of personal accomplishment.	77%	78%
Q4 – I know what is expected of me on the job.	84%	83%
Q6 – My talents are used well in the workplace.	66%	67%
Q7 – I know how my work relates to the agency's goals.	88%	88%

Insights

The **EEI Intrinsic Work Experience** score improved by 11 percentage points from 2019 to 2023. 2023 results for most questions in this index show strengths with scores ranging from low of 66% to high of 88%.

Question 6 (my talents are used well in the workplace) could be improved.

GLOBAL SATISFACTION INDEX DATA

TRENDS

2019	2020	2021	2022	2023
50%	61%	70%	67%	69%

2023 – GOVERNMENT WIDE – 70%

GLOBAL SATISFACTION INDEX - 2023 POSITIVE SCORES

QUESTION	PERCENTAGE	GOV-WIDE
Q46 – I recommend my organization as a good place to work.	68%	72%
Q70 – Considering everything, how satisfied are you with your job?	73%	73%
Q71 – Considering everything, how satisfied are you with your pay?	67%	65%
Q72 – Considering everything, how satisfied are you with your organization?	67%	69%

Insights

The **GSI** score improved by 19 percentage points from 2019 to 2023.

Top three questions that may be good to work on based on 2023 data are numbers 46, 71, and 72 (although they are not considered as challenges).

Work done in support of ED's National Engagement Strategy focus areas from 2023 – 2025 could positively impact scores for some GSI questions (i.e., Q46 and Q72).

PERFORMANCE CONFIDENCE INDEX DATA

TRENDS

2020	2021	2022	2023
89%	91%	91%	90%

2023 – GOVERNMENT WIDE – 70%

PERFORMANCE CONFIDENCE INDEX - 2023 POSITIVE SCORES

QUESTION	PERCENTAGE	GOV-WIDE
Q20 – Employees in my work unit meet the needs of our customers.	89%	91%
Q21 – Employees in my work unit contribute positively to my agency’s performance.	92%	91%
Q22 – Employees in my work unit produce high-quality work.	90%	89%
Q23 – Employees in my work unit adapt to changing priorities.	89%	86%

Insights

The **PCI** score dropped by 4 percentage points from 2020 to 2023. 2023 results for all questions in this index show strengths with scores ranging from a low of 89% to a high of 92%.

With scores declining, ED can keep a closer look at this index performance (although it does not appear to currently reflect challenges for ED).

DEIA INDEX DATA

DEIA INDEX DATA - DIVERSITY

QUESTION	PERCENTAGE	GOV-WIDE
Q74 – My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	80%	79%
Q73 – My organization’s management practices promote diversity (e.g, outreach, recruitment, promotion opportunities).	73%	75%

DEIA INDEX DATA - EQUITY

QUESTION	PERCENTAGE	GOV-WIDE
Q76 – My supervisor provides opportunities fairly to all employees in my work unit (e.g, promotions, work assignments).	75%	74%
Q77 – In my work unit, excellent work is similarly recognized for all employees (e.g, awards, acknowledgements).	70%	70%
Q75 – I have similar access to advancement opportunities (e.g, promotion, career development, training) as others in my work unit.	68%	69%

Insights

The overall DEIA score was 76% in 2022 and in 2023. OPM started the index in 2022.

- 2023 Govt-wide score: 76%
- Positive Scores as follow:
- Diversity ranged 73% to 80%
- Equity ranged 68% to 75%
- Inclusion ranged 79% to 83%
- Accessibility ranged 72% to 78%

DEIA INDEX DATA cont.

DEIA INDEX DATA - INCLUSION

QUESTION	PERCENTAGE	GOV-WIDE
Q78 – Employees in my work unit make me feel I belong.	83%	83%
Q79 – Employees in my work unit care about me as a person.	82%	81%
Q80 – I am comfortable expressing opinions that are different from other employees in my work unit.	82%	79%
Q81 – In my work unit, people's differences are respected.	82%	80%
Q82 – I can be successful in my organization being myself.	79%	78%

DEIA INDEX DATA - ACCESSIBILITY

QUESTION	PERCENTAGE	GOV-WIDE
Q83 – I can easily make a request of my organization to meet my accessibility needs.	78%	76%
Q85 – My organization meets my accessibility needs.	76%	74%
Q84 – My organization responds to my accessibility needs in a timely manner.	72%	72%

Insights

The overall DEIA score was 76% in 2022 and in 2023. OPM started the index in 2022.

- 2023 Govt-wide score: 76%
- Positive Scores as follow:
- Diversity ranged 73% to 80%
- Equity ranged 68% to 75%
- Inclusion ranged 79% to 83%
- Accessibility ranged 72% to 78%

NATIONAL ENGAGEMENT STRATEGY

OVERVIEW

- National Engagement Strategy (NES) is an enterprise-wide plan to improve engagement and reinvigorate employees' commitment to the Department.
 - NES period is 2023 – 2025 and includes three focus areas to improve: Leaders Lead, Collaborative Management, and Top 5 Highest % Negative Questions
 - ED will work to increase the NES focus area scores by 2 percentage points each year.
 - Latest status and next steps are shown below.
- 1) Created Draft NES – OCTOBER 2023
 - 2) Review Draft NES – NOVEMBER 2023
 - 3) Finalize and Share NES – DECEMBER 2023

Insights

The first draft of the NES 2023-2025 was created and is currently being reviewed for approval by multiple individuals. Next steps are to finalize and distribute to POC leaders.