

# **U.S. DEPARTMENT OF EDUCATION**

## **FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS - 2023**

THURSDAY, DECEMBER 21, 2023  
OFFICE OF HUMAN RESOURCES  
OFFICE OF FINANCE AND OPERATIONS



# FEDERAL EMPLOYEE VIEWPOINT SURVEY TOPICS

- ☐ Survey Introduction
- ☐ Demographics Data
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- ☐ Indices Details
- ☐ Top Positive and Negative Scores
- ☐ Employee Engagement Index Data
- ☐ Global Satisfaction Index Data
- ☐ Performance Confidence Index Data
- ☐ Diversity, Equity, Inclusion, and Accessibility Index Data
- ☐ National Engagement Strategy Update



# 2023

## SURVEY INTRODUCTION

**Survey  
Period**

**May 15 –  
July 14**

**Surveys  
Sent**

**3,926**

**Surveys  
Completed**

**2,773**

**Response  
Rate**

**70.6%**

### Strengths

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

**71%**

### Challenges

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

**0%**

# DEMOGRAPHICS DATA

## GENDER

62.9% Female 37.1% Male

## HISPANIC, LATINO, SPANISH

8.6% Hispanic, Latino, Spanish

## BLACK, WHITE, OTHER

91.4% Black, White, Other

## MILITARY SERVICE

12.3% Active/Retired/  
Separated

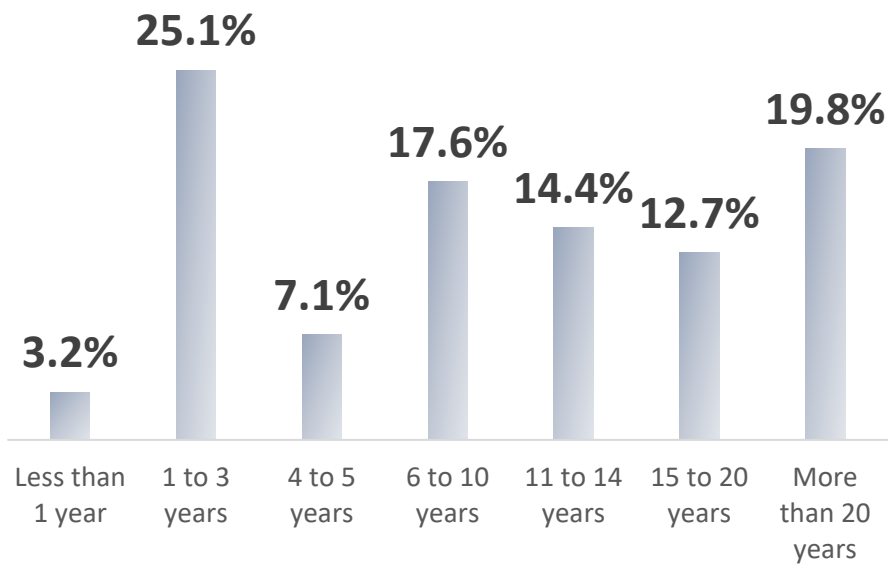
## RETIREMENT

22.2% within next five years

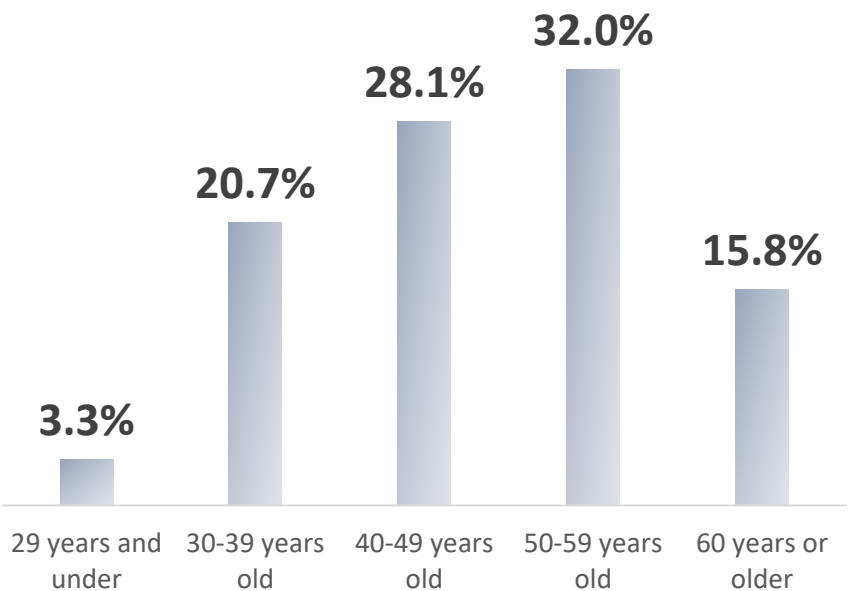
## PLAN TO LEAVE

27.9% within the next year

## Tenure at ED

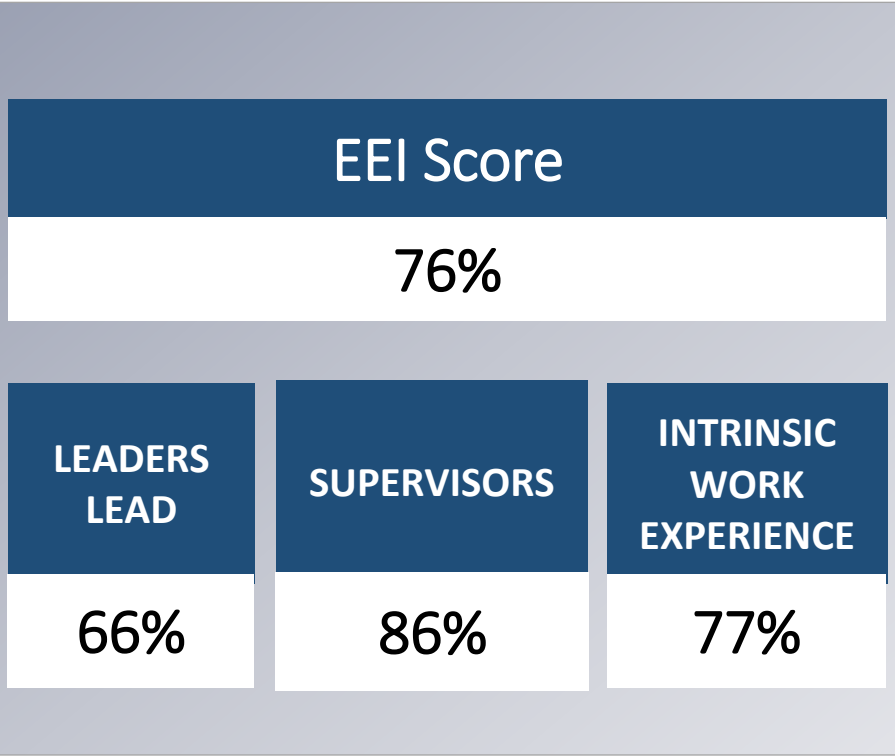


## Age Group



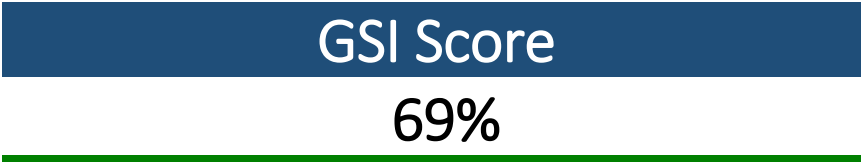
### Employee Engagement Index (EEI)

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.



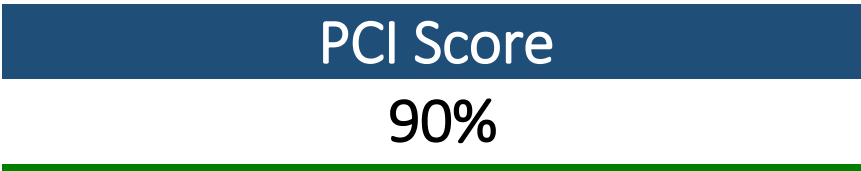
### Global Satisfaction Index (GSI)

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.



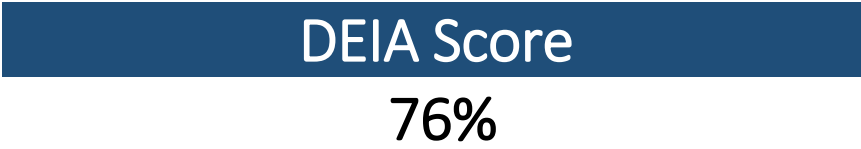
### Performance Confidence Index (PCI)

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.



### 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.



# INDICES DETAILS

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 (+)

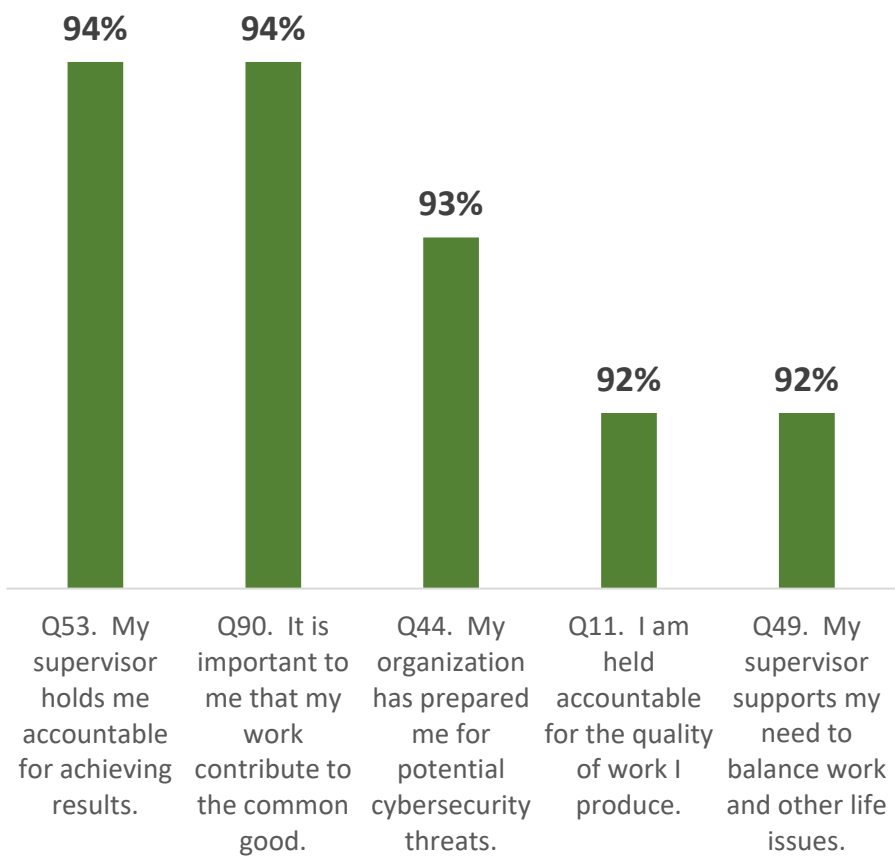
60% - 64% Positive (+)

59% or Lower Positive (-)

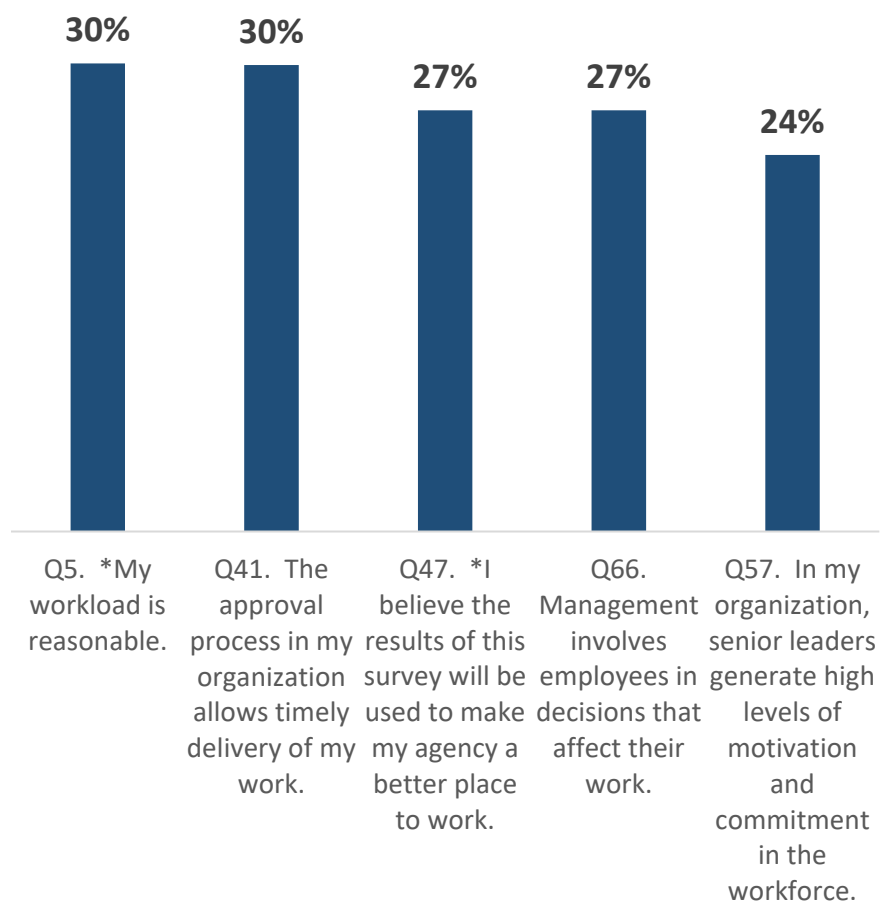
Employee Engagement Index Trends Trends

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

Top 5 Positive Scores



Top 5 Negative Scores



Trends

2019	2020	2021	2022	2023	2023 Govt-Wide
43%	53%	65%	66%	66%	67%

2023 Positive Scores



ED scores compared to Gov-Wide: Q57 (-3%); Q58 (same); Q59 (same); Q61 (-1%); and Q62 (-2%)

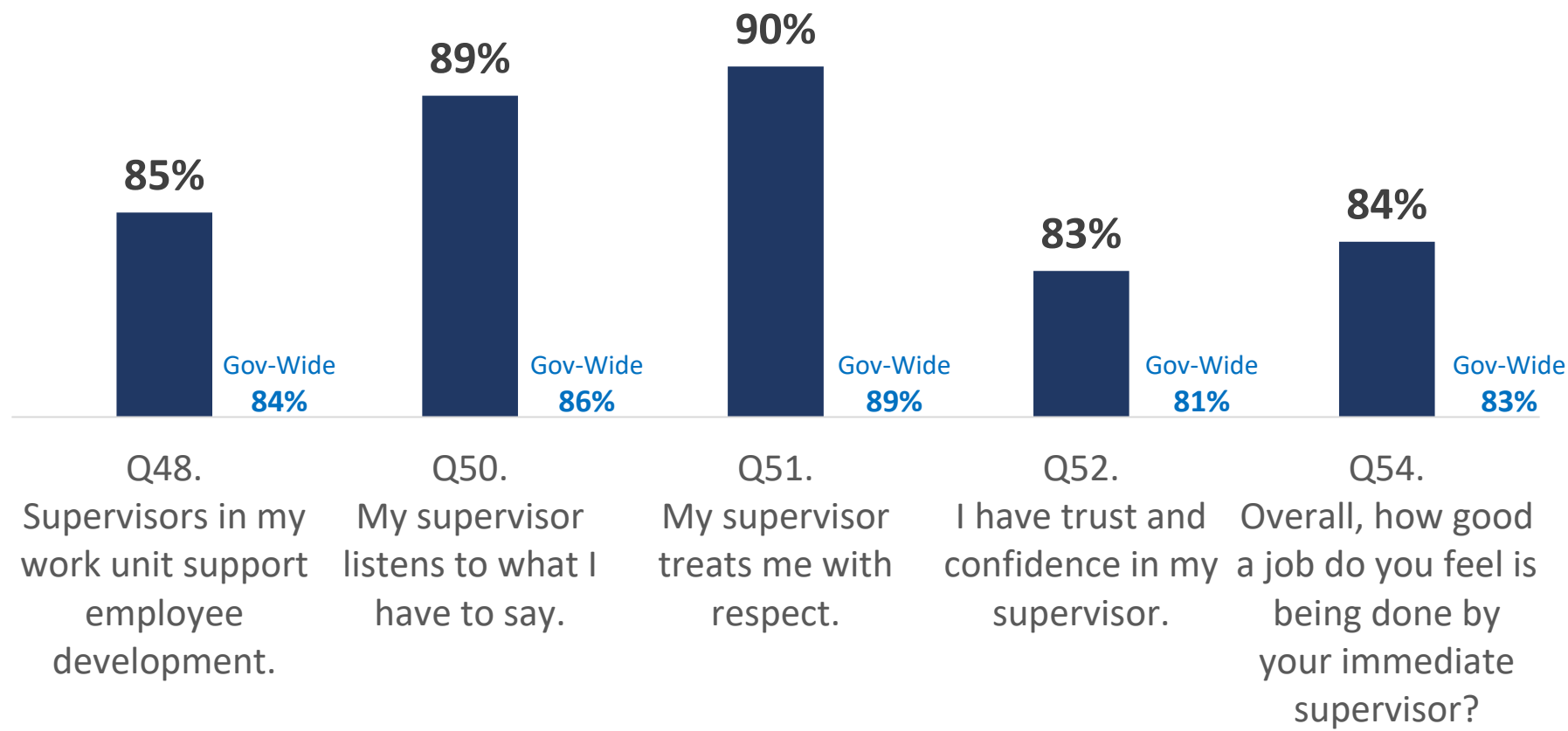


## Trends

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

2023 Gov-Wide  
85%

## 2023 Positive Scores



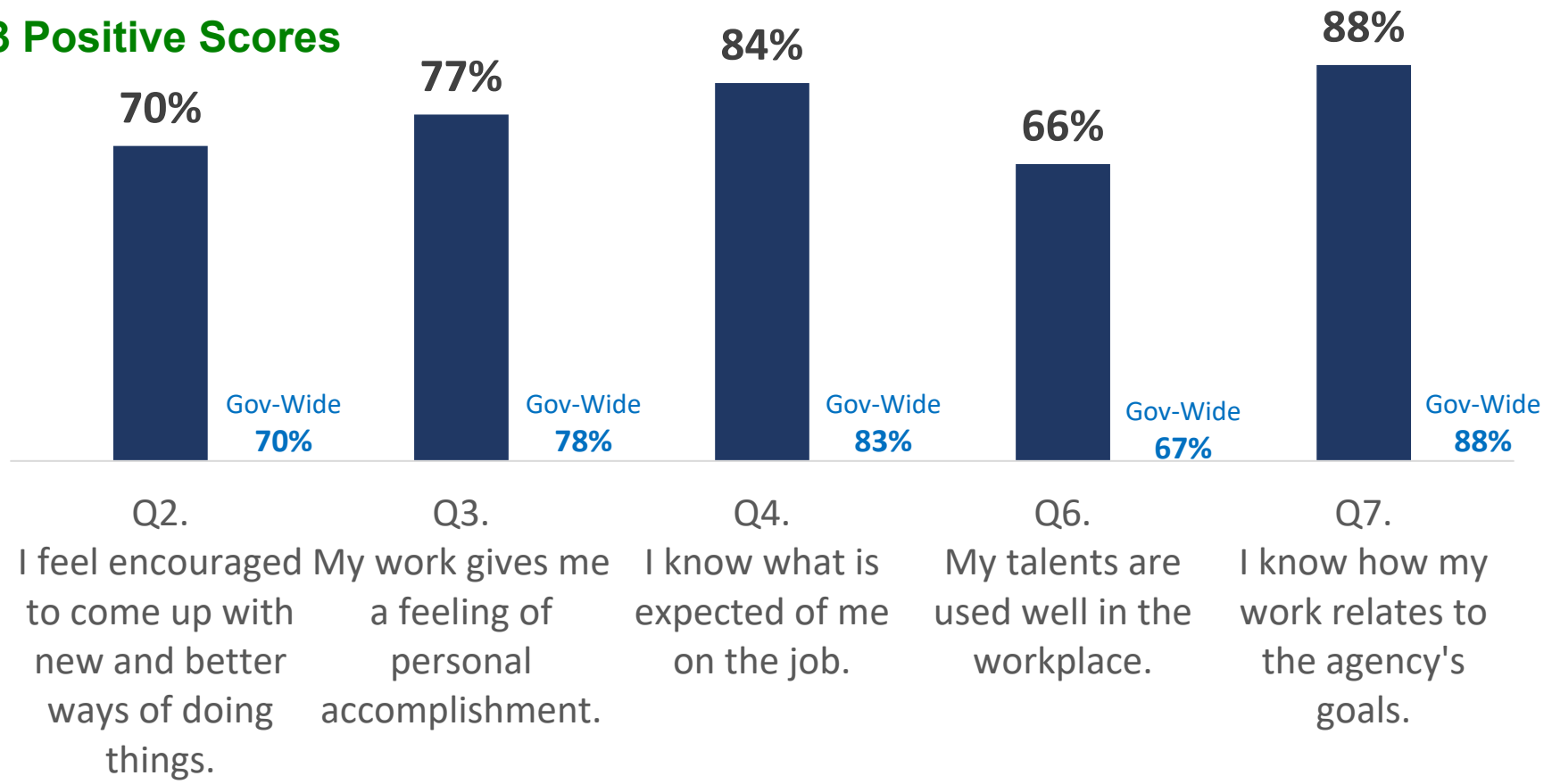
ED scores compared to Gov-Wide: Q48 (+1%); Q50 (+3%); Q51 (+1%); Q52 (+2%); and Q54 (+1%)

Trends

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

2023 Govt-Wide  
77%

2023 Positive Scores



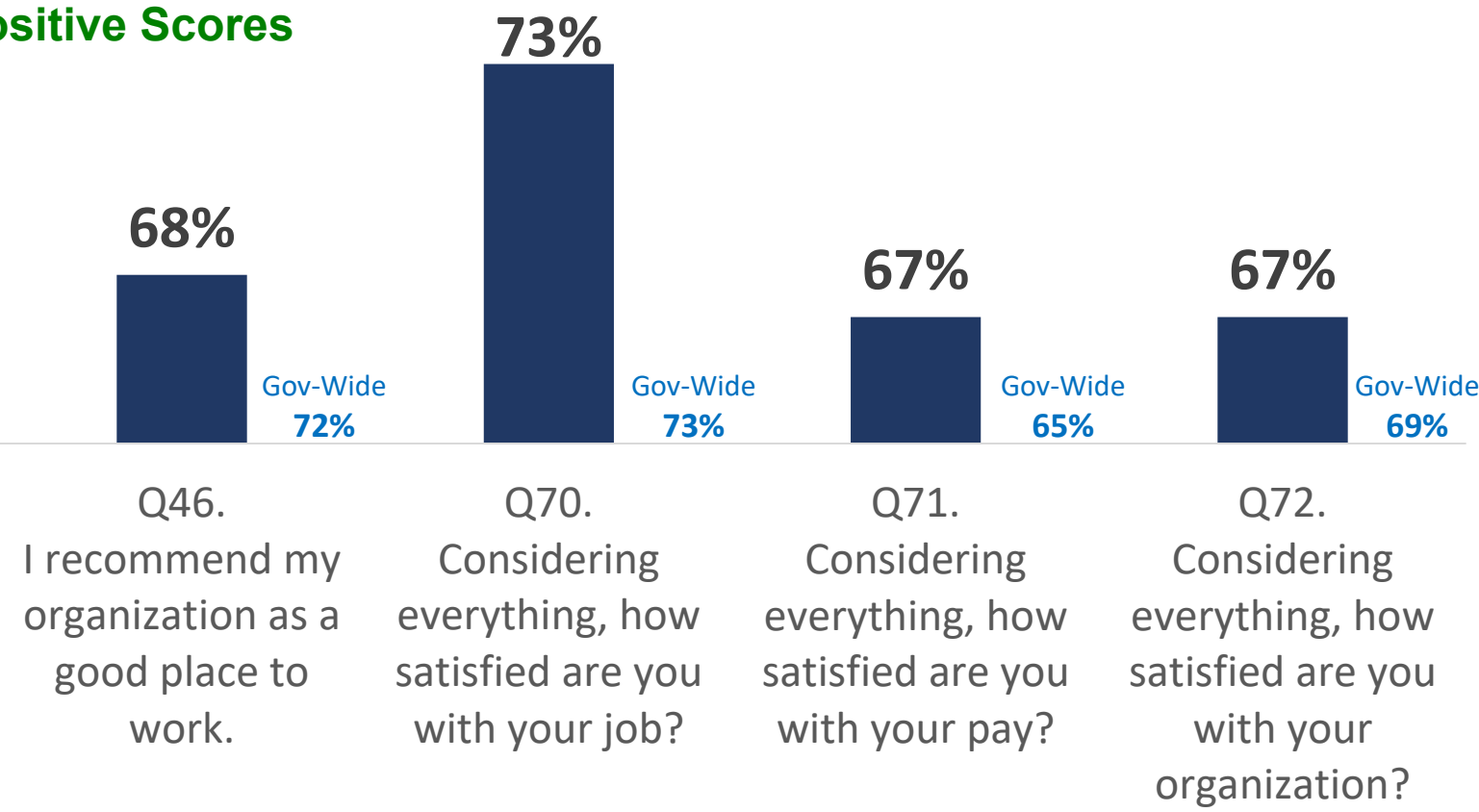
ED scores compared to Gov-Wide: Q2 (same); Q3 (-1%); Q4 (+1%); Q6 (-1%); and Q7 (same)

Trends

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

2023 Govt-Wide  
70%

2023 Positive Scores



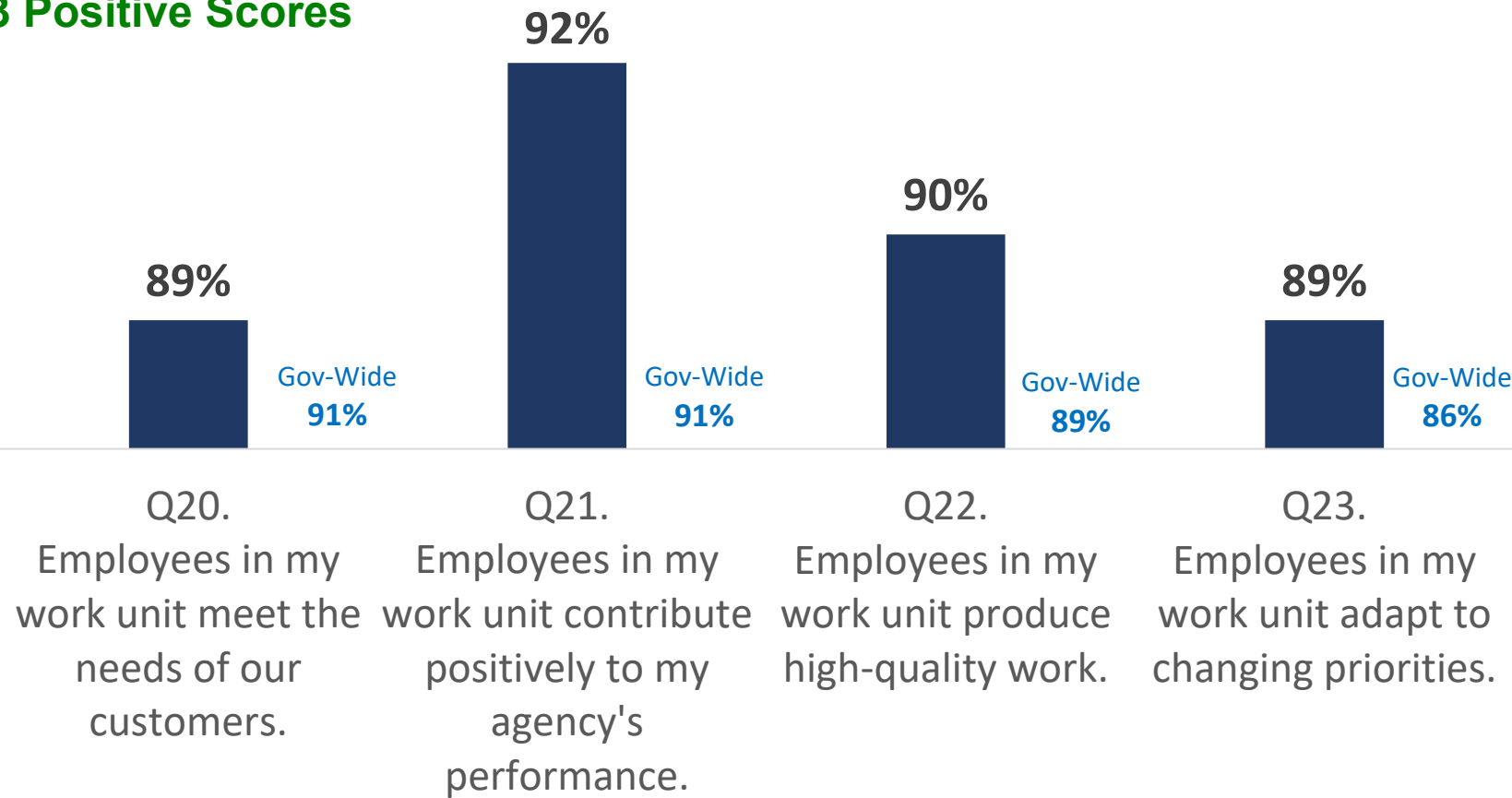
ED scores compared to Gov-Wide: Q46 (-4%); Q70 (same); Q71 (+2%); and Q72 (-2%)

Trends

2020	2021	2022	2023
94%	91%	91%	90%

2023 Govt-Wide  
70%

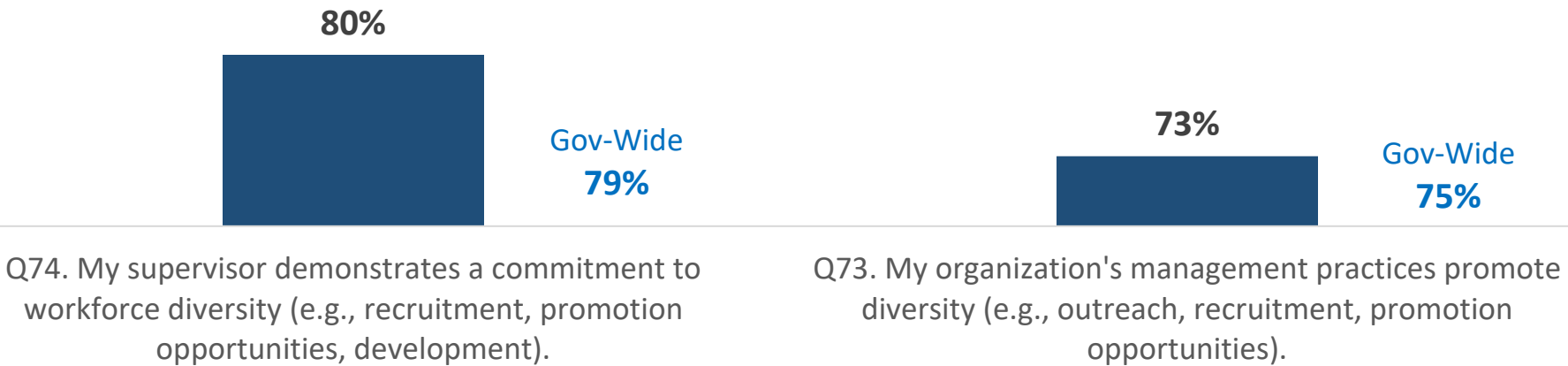
2023 Positive Scores



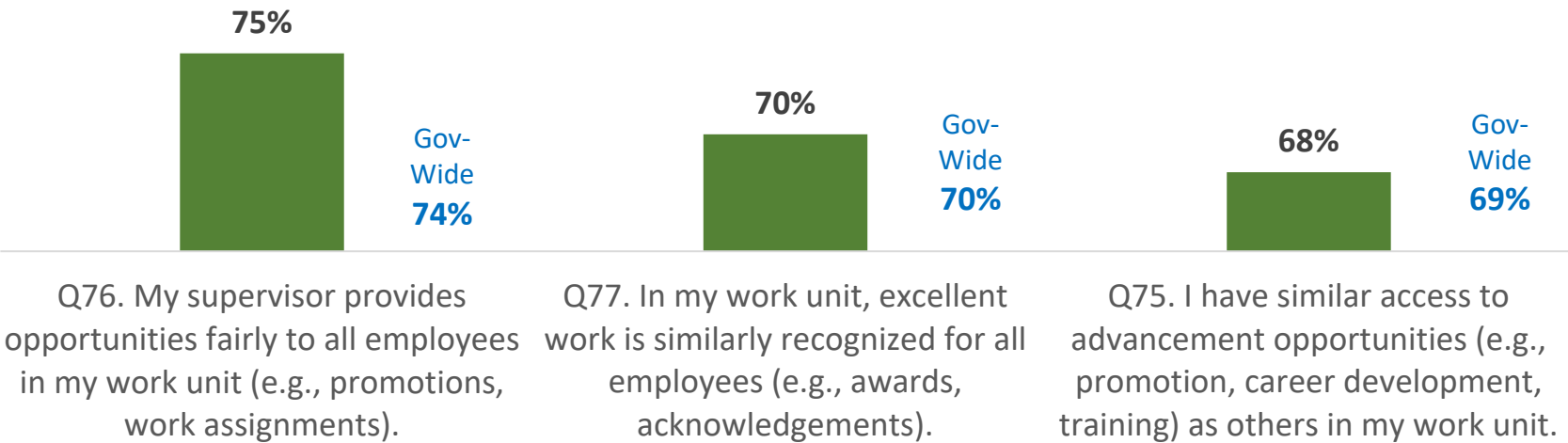
ED scores compared to Gov-Wide: Q20 (-2%); Q21 (+1%); Q22 (+1%); and Q23 (+3%)



DEIA: Diversity



DEIA: Equity

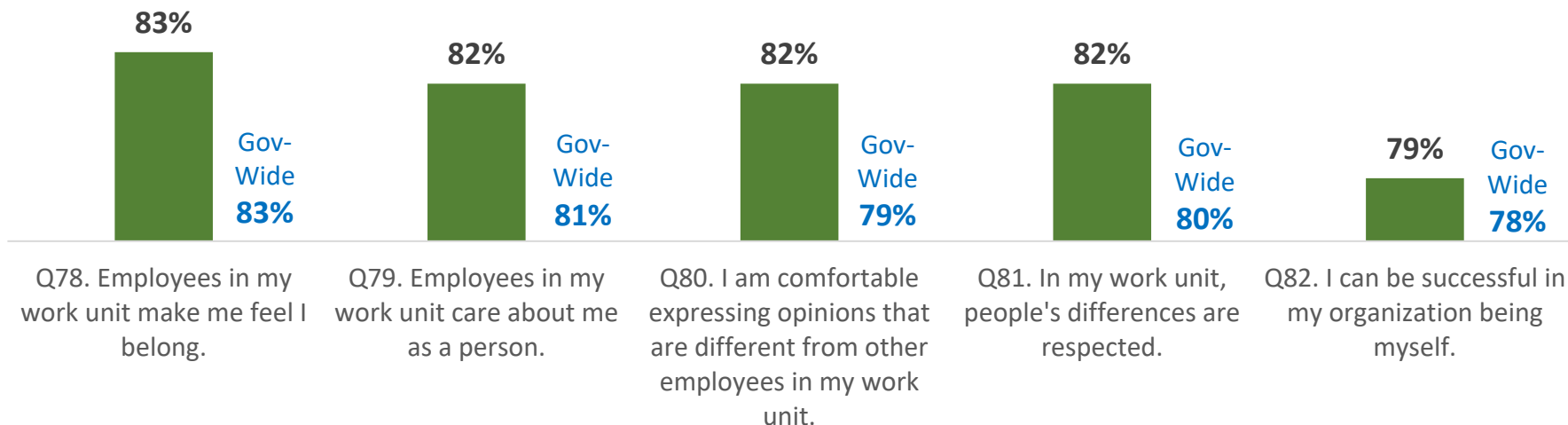




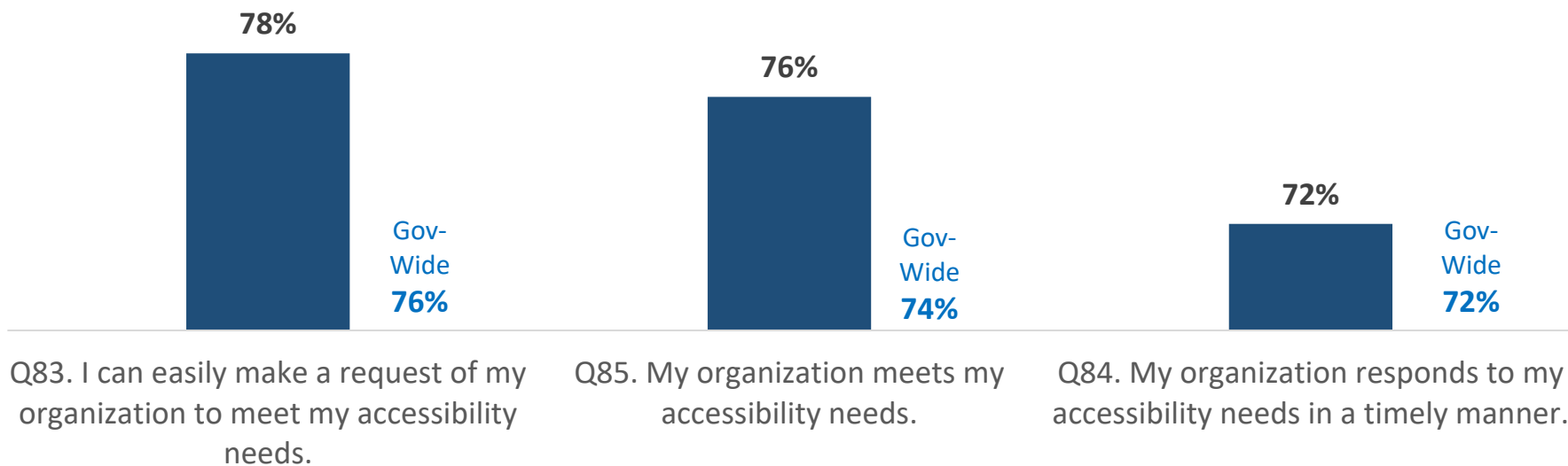
2023

## DEIA INDEX DATA CONT.

### DEIA: Inclusion



### DEIA: Accessibility





# 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**