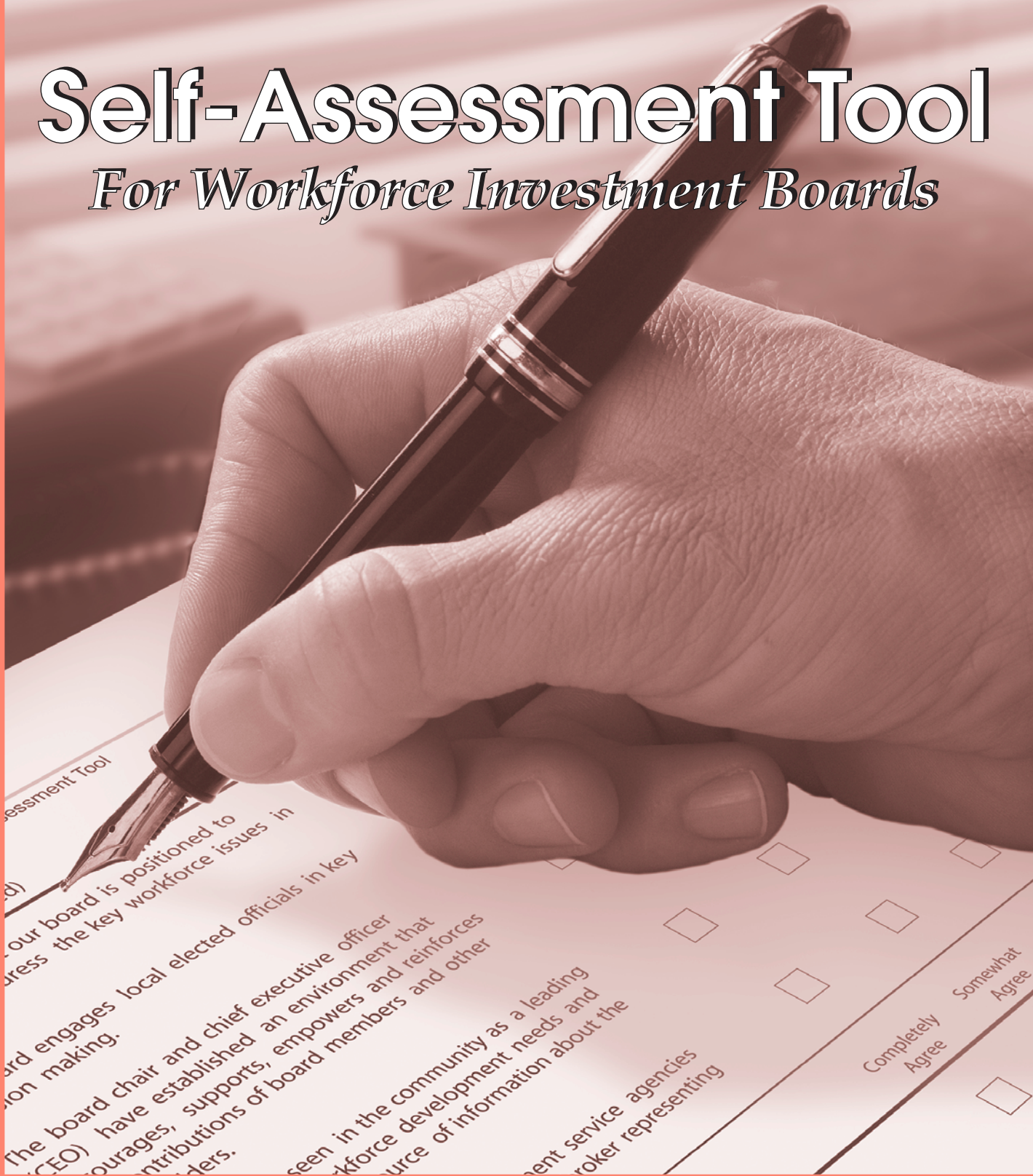




National Association of
Workforce Boards

Self-Assessment Tool

For Workforce Investment Boards



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Workforce Board Self-Assessment Survey

Instructions

Attached is a *workforce board self-assessment survey* that should be completed by each board member. This tool will provide you with information about your knowledge and contribution to the board's work. It will help our board measure its progress, better understand the wants and needs of its members and identify areas that need attention. It will give the board leadership information regarding capacity building strategies that may need to be provided to ensure our board is functioning as smoothly as possible and carrying out its mission in an exemplary manner. The survey will also help strengthen the partnership that exists within the board, and between the board and its stakeholders (local elected officials and the community).

This survey consists of approximately 50 statements grouped into seven topic areas—Leadership, Strategic Planning, Customer Focus, Information and Analysis, Process Management, Measurable Results and Human Resources. These areas correspond to the seven evaluation criteria of the Malcolm Baldrige Quality Award, commonly used in industry to assess organizational excellence and self-improvement. For each statement, please mark the appropriate box if you **Completely Agree**, **Somewhat Agree**, **Disagree** or **Don't Know**. Your answers will provide a snapshot of how our board is functioning today, our levels of understanding of our work and what value we add to our community. The survey concludes with three open-ended questions that we hope you will use to share your thoughts.

Please take time to complete this survey in a thoughtful and candid manner. You should be able to complete the questionnaire in 30 minutes or less. Your responses and comments will be treated confidentially. After the results are tabulated, compiled and analyzed, a summary will be returned to all board members for discussion.

Questionnaire

*For each statement mark only one box:
(Completely Agree, Somewhat Agree, Disagree or Don't Know)*

Leadership	Completely Agree	Somewhat Agree	Disagree	Don't Know
The workforce board leadership has clearly communicated the board's vision, mission and goals so that as a board member, I understand them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board's vision, mission and goals are often referred to at meetings as the board carries out its business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Leadership (continued)	Completely Agree	Somewhat Agree	Disagree	Don't Know
I am satisfied that our board is positioned to identify and address the key workforce issues in our area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our board engages local elected officials in key decision making.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board chair and chief executive officer (CEO) have established an environment that encourages, supports, empowers and reinforces the contributions of board members and other stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board is seen in the community as a leading authority on workforce development needs and as an important source of information about the labor market.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local workforce development service agencies see the board as a neutral broker representing the needs of employers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Strategic Planning	Completely Agree	Somewhat Agree	Disagree	Don't Know
The board's strategic plan is related to the community's overall economic development strategies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board's strategic plan is directly related to the board's mission and organizational goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has a strategic-planning process that includes key community workforce development stakeholders and customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our strategic plan is being developed based on data about local demographics, key employer needs and existing training program capabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our strategic plan is being developed with input from the provider and "partner" agencies who will carry out the plan's objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The strategic plan includes objectives that relate to the specific role, activities and "value added" of the board itself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the personal contribution I am making to the board's strategic-planning process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer Focus	Completely Agree	Somewhat Agree	Disagree	Don't Know
I am satisfied that the board has correctly identified our customers and their expectations for the board and for the workforce development system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board regularly seeks out the opinions of jobseekers, employers, elected officials, program agencies, board members and staff about the work of the board and the workforce development system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware of how the board uses customer feedback to improve our products and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has a communications plan to market and promote workforce development activities and programs to its customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board ensures that its one-stop operators and service provider agencies measure and address customer satisfaction concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information and Analysis	Completely Agree	Somewhat Agree	Disagree	Don't Know
The board analyzes available workforce data, employer information and training provider capacity as part of its strategic-planning process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board consults with technical and professional experts before making decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board consults with "affected parties" before making decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board secures and analyzes relevant information before making decisions regarding:				
Issues that it brings forward to the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chartering one-stop operators.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accountability of one-stop partners.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selection of youth program providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approval of eligible service providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information and Analysis <i>(continued)</i>	Completely Agree	Somewhat Agree	Disagree	Don't Know
I am satisfied with the data that the board collects and utilizes to track "continuous improvement" in the local workforce development system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied that our board examines the long term economic development trends, employment opportunities and population demographics of our area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Process Management	Completely Agree	Somewhat Agree	Disagree	Don't Know
I can see how the day-to-day activities of the board relate to its overall vision, mission and goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has a process in place to examine the ongoing activities and programs of service providers to see if they are following the objectives set down in the board's strategic plan and to support and encourage them to do so.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has engaged local elected officials and obtained their endorsement of our mission and work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board has a management process that establishes accountability for the activities of the board and its individual members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board's committee and staffing structure and its operating procedures are helpful in supporting the work of the board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied that the board has a systematic mechanism for communicating the board's goals and activities to the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board is positioned to work with state and/or national leaders regarding the development of a quality workforce system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Measurable Results	Completely Agree	Somewhat Agree	Disagree	Don't Know
I am aware of the measures the board uses to judge the performance of the workforce development system and to ensure that it is in keeping with the goals of the strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware of the measures the board uses to judge the satisfaction of customers with services received from agencies and program providers overseen by the board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board analyzes current and past performance data and information to assess and understand the overall performance of the local workforce development system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board effectively oversees the public funds for which it is responsible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board examines the activities of other boards in order to provide benchmarks for its own work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied that the board is making a valuable contribution to the local workforce development system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Board's Own Human Resources	Completely Agree	Somewhat Agree	Disagree	Don't Know
I understand my responsibilities as a board member.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The board's initial orientation and subsequent membership development activities have provided me with useful and relevant information regarding the work of the board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that board meetings are well organized and conducive to meaningful and relevant discussion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I clearly understand the board's governance process and the expectations of our chair and CEO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel the chair exercises good leadership in the management of meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel the chair exercises good leadership in managing the relationship between the board and its CEO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Board's Own Human Resources
(continued)

	Completely Agree	Somewhat Agree	Disagree	Don't Know
I actively help identify and recruit new business and community members to serve on the board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with my knowledge of the work of the board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with my own participation on board committees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the overall contribution I am making to the mission of the board.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Write-In Responses

I think that our board performs very well in the following area(s):

I think that our board needs improvement in the following area(s):

Any other comments:

Write-In Responses *(continued)*

Additional comments:



National Association of
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