Employee Survey Report 2023

Includes Employee Engagement and Culture & Climate Surveys

Prepared by the Department of Research, Evaluation, and Testing



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Introduction

The research-based Employee Engagement Survey was administered for the first time in 2012-13. The anonymous, online survey is administered annually in January to all employee groups from all levels and central departments.

This year, the survey was sent to 5,725 staff via email, who were asked to complete it between January 9th and January 27th, 2023. In 2022-23, there were 2,702 employees who completed the survey, with representation from all departments and roles. The Employee Engagement Survey took staff approximately 10 minutes to complete and consisted of 21 main items, 20 of which are aligned with one of four dimensions:

- Basic needs
- Growth
- Supervisor support
- Team

Beginning in 2018-19, after staff submitted the Employee Engagement Survey, they had the opportunity to take the Site Culture and Climate Survey through a separate link. In 2022-23, there were 1,917 employees who completed this survey. This survey also took staff approximately 10 minutes to complete and was comprised of 21 items, 20 of which are aligned with one of four dimensions:

- Basic needs (different items than the Employee Engagement Survey)
- Supportive staff relationships
- Responsiveness and improvement
- Student and family focus

All answers to both surveys were anonymous. The Employee Engagement Survey asks for level/central department, role and years of service; however, to maintain anonymity in this survey, the data are never broken down and analyzed by more than one respondent characteristic at a time, so responses from individuals or small groups of staff cannot be identified. The only respondent characteristic asked on the Site Culture and Climate Survey is the staff member's site.

Results from these two employee surveys help inform district priorities and improvements and continue to provide essential input toward strengthening the culture and climate within our district and across our sites. Data from the Employee Engagement Survey is also used to measure an indicator on the district scorecard.

The Site Culture and Climate Survey, specifically, provides important feedback to site leadership teams and informs district efforts to improve the quality of work life in Anoka-Hennepin schools and other sites.

This report first compares overall engagement and satisfaction by level/department, role, years of service, alignment to special education and part-time/full-time status, followed by item level data. Following this, data over the last eleven years of administration are presented to allow for examination of data trends. The last portion of the report summarizes the culture and climate data by dimension, site, and item.

Key Messages

Illustrated in the graphs that follow.

Employee Engagement

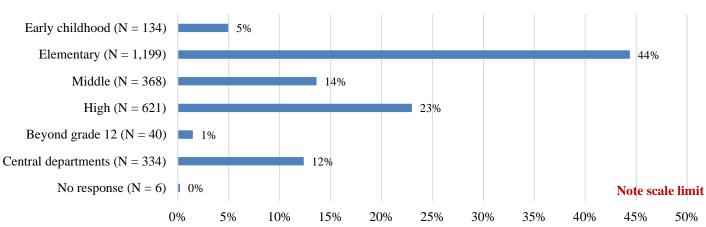
- Overall, based on 2,702 employees who completed the Employee Engagement Survey, there was 84% employee engagement and 64% overall satisfaction with one's job, both increasing from 2022.
 - The employee engagement percentage is based on an average of responses to 21 engagement items.
 - The satisfaction percentage is based on one item asking about overall satisfaction when considering all aspects of one's job.
- Out of all employees send the surveys, 47% completed the Employee Engagement Survey, an increase over last year's rate of 41%.
- Overall employee engagement increased at most levels/departments, except early childhood who maintained and beyond grade 12 who experienced a drop in engagement from last year. Engagement at the elementary level increased the most from 2022 to 2023.
 - Staff aligned to special education were less engaged than non-special education aligned staff, which has been true historically.
 - Full-time employees were less engaged than their part-time peers, aligning with findings from prior years.
- Job satisfaction increased overall and for all levels/departments.
 - Employees who have been in their role or at A-H for more years generally were less satisfied with their job than employees who have fewer years of service.
- Agreement with the engagement items was highest among the basic needs (89%) items and lowest among the growth items (78%) which is a consistent pattern across levels and has been consistent historically.

Culture and Climate

- Overall, based on the perceptions of 1,917 employees who completed the Culture and Climate Survey, there was an average level of positive culture agreement of 83%, an increase of 3% since 2022. In addition, 19 of 21 items increased over the last year.
 - Of the employees who completed the Employee Engagement Survey, 71% also responded to the Culture and Climate Survey.
- All levels (elementary, middle, and high) and other site categories reported an increased level of agreement of positive culture since 2022.
- Consistent with prior years' results, agreement was highest among the student and family focus items (86%) and lowest among the responsiveness and improvement items (80%).
- Elementary sites had a rather large spread of 37% between the highest and lowest average site ratings related to culture and climate. Middle and high schools had smaller, but still notable differences between the highest and lowest schools at 15% and 29%, respectively. However, it is important to keep in mind that the representation across sites varied, so interpretation of these results should be made with caution, taking participation counts into consideration.

Employee Engagement Survey Employee engagement respondents

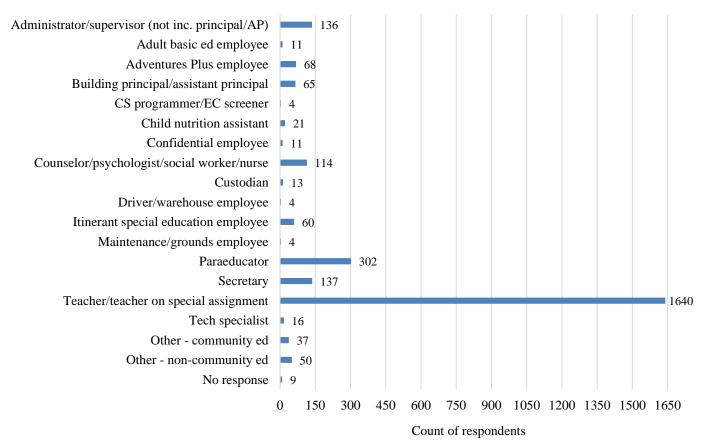
A total of 2,702 staff completed the Employee Engagement Survey, corresponding to a response rate of 47%. There was representation from of all levels and departments. This rate is higher than last year's rate of 41%.



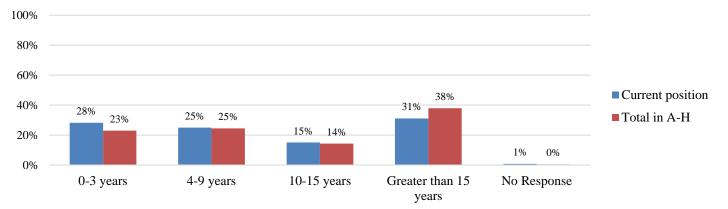
With which level or central department does your current position most closely align?

All employee groups had some degree of representation, however representation from CS programmers/EC screeners, driver/warehouse employees, and maintenance/grounds employees was low.

What is your current role in the school district?

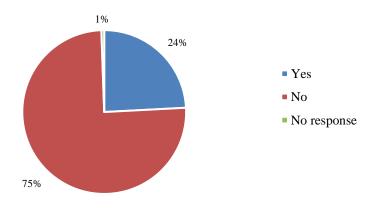


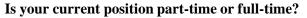
The greatest percentage of staff who responded to the survey have been employed in their current role for more than 15 years, and those employed between 10 and 15 years had the least representation. Representation by total years in Anoka-Hennepin (A-H) was similar, however, a higher percentage of employees were in their current role 0-3 years than those with 0-3 total years in A-H, and a lower percentage served in their current role greater than 15 years than those with 15 or more total years in A-H. In addition, just under one-fourth of respondents were aligned to special education and 91% of respondents reported full-time employment.

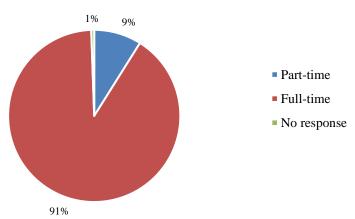


How many years of service do you have?

Is your primary assignment aligned to special education?

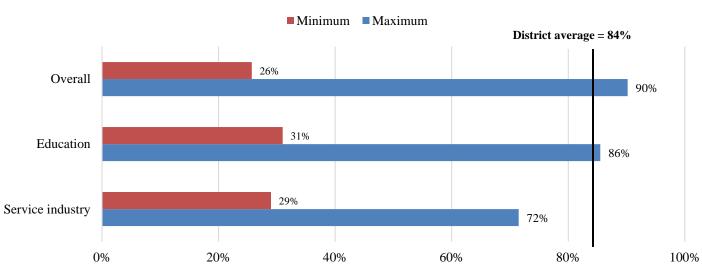






Industry standards

While there are no statistics on employee engagement available across districts in the state, there are a number of research companies that publish average employee engagement levels across various industries. The graph below displays the minimum and maximum employee engagement values found when reviewing the research overall, in the education field, as well as in the service industry^a. External sources report varied overall engagement levels in the education industry, ranging from 31% to 86% average overall engagement. The vertical black line represents overall employee engagement in Anoka-Hennepin in 2022-23. Across the Anoka-Hennepin levels (elementary, middle, high, etc.) and departments, the minimum and maximum average employee engagement ranged from 76% to 87%.

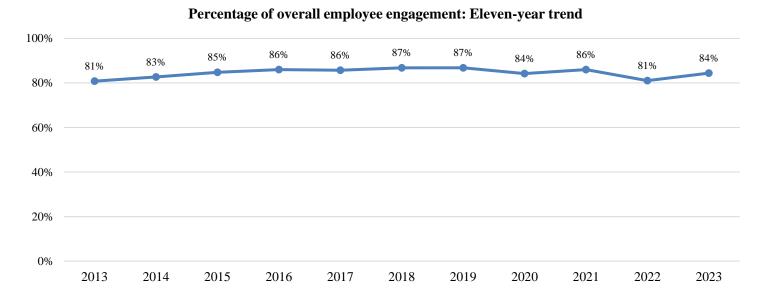


Industry standards range

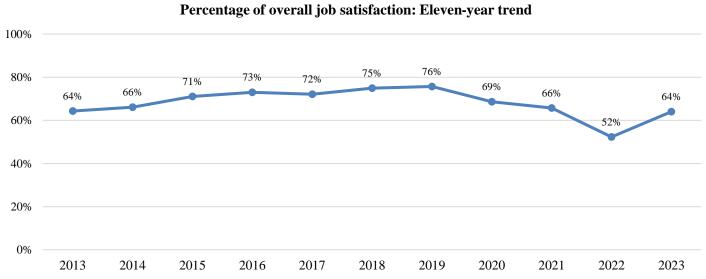
^a These employee engagement statistics are from Quantum Workplace "Engagement in K-12 Education" and the Gallup "State of the American Workplace" report.

Percentage of overall employee engagement and employee satisfaction

Employee engagement. Over the past four years, overall employee engagement rates have been up and down. After 2022, when the overall employee engagement rating was at the lowest level since the survey's inception, the 2023 results show the largest increase from one year to the next in the survey's history, 3%.



Employee satisfaction. In general, since the first administration of this survey in 2013, there had been a steady increase in the percentage of employees reporting overall satisfaction through 2019. Starting in 2020, there has been a downward trend in satisfaction, when it reached its lowest point in survey history in 2022, before the largest increase in survey history from 52% in 2022 to 64% in 2023.

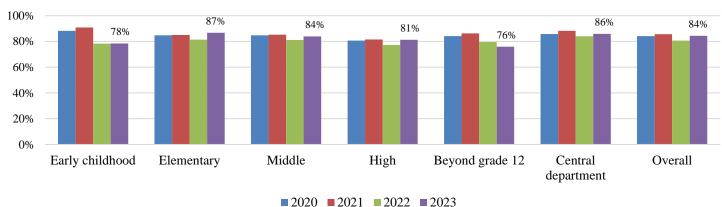


Percentage of overall employee engagement across all engagement items

(Disaggregated by level/department, role, years of service, special education alignment, and part-time/full-time status)

This section is focused on overall average agreement, combining *strongly agree* and *agree*, across all 21 engagement items. Staff reported an overall average engagement level of 84%, up from 81% in 2022.

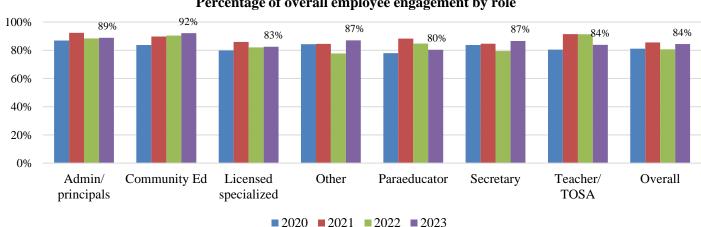
Level/department. Overall levels of engagement reported by staff were relatively similar across levels. Most levels increased in overall engagement compared to 2022. Early childhood maintained the level of engagement, and beyond grade 12 experienced a drop in engagement since 2022. The elementary level showed the largest increase in engagement, from 81% in 2022 to 87% in 2023, which is the largest increase in the past four years.



Percentage of overall employee engagement by level/department

Note: Data labels represent 2023 responses.

Role. Overall levels of engagement reported by staff based on role category^b ranged from 80% (Paraeducators) to 92% (Community education employees) in 2023. Across the past four years, for six of the seven role categories, average engagement increased from 2020 to 2021, and for five groups, engagement decreased from 2021 to 2022. There was an increase for five of the seven role categories from 2022 to 2023, with the largest increase (9%) being for the Other category. However, engagement for the Paraeducator and Teacher/TOSA groups decreased since 2022 by 4% and 7%, respectively.

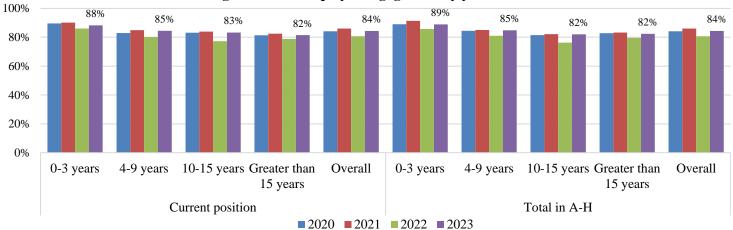


Percentage of overall employee engagement by role

Note: Data labels represent 2023 responses.

^b The Admin/principals grouping contains the Administrator/supervisor and Building principal/assistant principal survey options. The Community Ed grouping contains the Adult basic ed employee, Adventures plus employee, and Other-community ed options. The licensed specialized grouping contains the Counselor/psychologist/social worker/nurse and Itinerant special education employee options. The Other grouping contains the CS programmer/EC screener, Child nutrition assistant, Confidential employee, Custodian, Driver/warehouse employee, Maintenance/grounds employee, Tech specialist, and Other-non community ed options. All other groups on the graphic are listed as the response option offered on the survey.

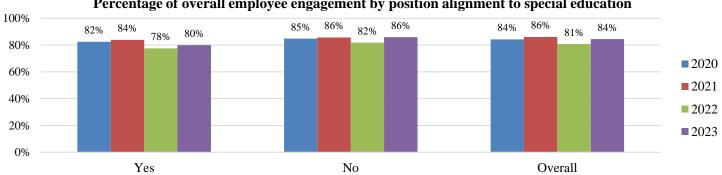
Years of service. Engagement increased for employees across all years of service from last year. Groups that increased to an extent beyond the increase at the overall district level were employees with 4-9 years in their current role (4% increase since last year), 10-15 years in their current role (6% increase since last year), and 10-15 total years in A-H (6% increase since last year). Consistent with prior years, engagement was highest among those who have less than four years of service in their current role or in A-H, and engagement generally decreased as years of service increased.

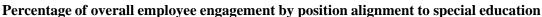


Percentage of overall employee engagement by years of service

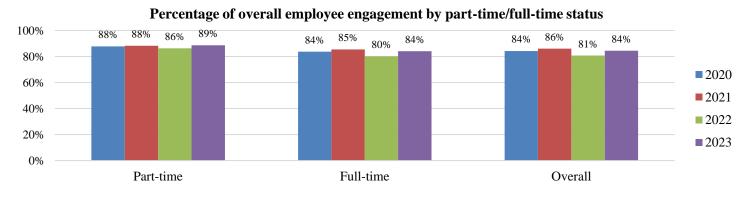
Note: Data labels represent 2023 responses.

Alignment to special education. Employees whose role is aligned to special education (SpEd) reported being less engaged than their non-SpEd aligned counterparts. Though both groups increased in their engagement, the increase for SpEd aligned employees was not to the extent of the non-SpEd group, so the gap between the two groups continues to widen (2% in 2021, 4% in 2022, and 6% in 2023).





Part-time/full-time status. Overall engagement was higher for employees who reported that their current position is parttime (89%) compared to full-time (84%), which has also been true historically. Engagement for both groups increased since 2022.

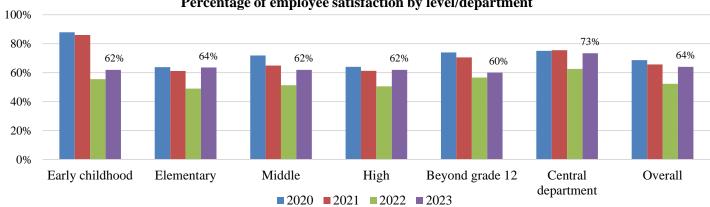


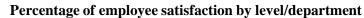
Percentage of employee satisfaction when considering all aspects of their job

(Disaggregated by level/department, role, years of service, special education alignment, and part-time/full-time status)

This section is focused on the percentage of employees who reported being either extremely satisfied or satisfied, when considering all aspects of their job. Overall, 64% of staff reported overall satisfaction, rebounding from the large drop experienced in 2022.

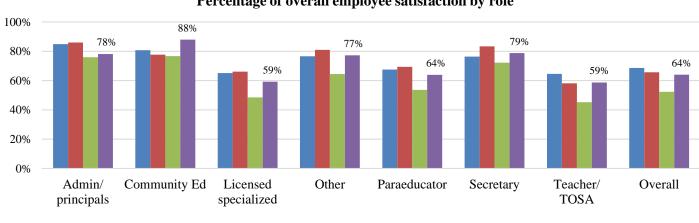
Level/department. Responses from employees at all levels indicated an increase in job satisfaction, after a drop that occurred across all levels in 2022. While all levels/departments increased from 2022 to 2023, employees who work at the elementary and high school levels reported satisfaction at even greater levels than what was shown on the 2021 survey. Prior to 2022, employees working in early childhood reported the highest satisfaction, but in 2022 and 2023, central department employees reported the highest satisfaction.





Note: Data labels represent 2023 responses.

Role. Overall levels of satisfaction reported by staff based on role category^c ranged from 59% (Licensed specialized and Teachers/TOSA) to 88% (community education employees) in 2023. Looking across recent years, for all role categories, there was a decrease from 2021 to 2022, then an increase from 2022 to 2023. The groups with the largest increase over last year are the Teachers/TOSA group (14% increase) and the Other` grouping (13% increase).



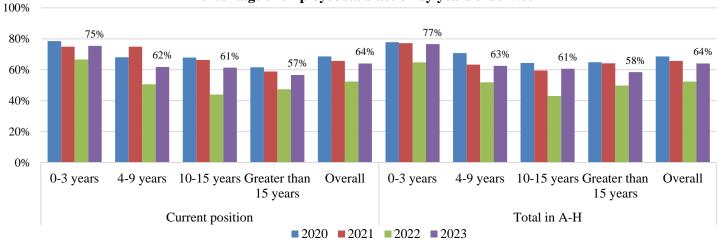
Percentage of overall employee satisfaction by role

■ 2020 ■ 2021 ■ 2022 ■ 2023

Note: Data labels represent 2023 responses.

^c The Admin/principals grouping contains the Administrator/supervisor and Building principal/assistant principal survey options. The Community Ed grouping contains the Adult basic ed employee, Adventures plus employee, and Other-community ed options. The licensed specialized grouping contains the Counselor/psychologist/social worker/nurse and Itinerant special education employee options. The Other grouping contains the CS programmer/EC screener, Child nutrition assistant, Confidential employee, Custodian, Driver/warehouse employee, Maintenance/grounds employee, Tech specialist, and Other-non community ed options. All other groups on the graphic are listed as the response option offered on the survey.

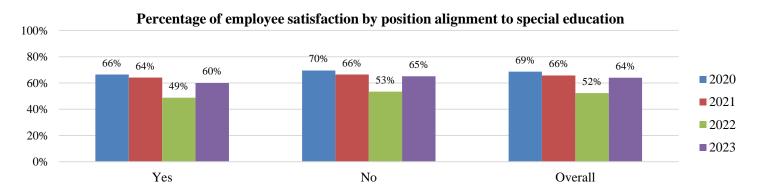
Years of service. As employees' years of service increased for both current positions and total years in A-H, their levels of satisfaction decreased, a trend that was seen in prior years. After steady, incremental declines for many groups from 2019 to 2022, some groups have returned to a satisfaction level similar to or greater than what was reported in 2021: 0-3 years in current role, and 0-3, 4-9, and 10-15 total years in A-H.



Percentage of employee satisfaction by years of service

Note: Data labels represent 2023 responses.

Alignment to special education. Overall job satisfaction was higher for employees who reported that their current position was not aligned to special education compared to those aligned to special education. Special education aligned and non-special education aligned employees experienced a similar rate of increase (11% and 12%, respectively) in job satisfaction from 2022 to 2023, with both groups returning to rates more similar to years prior to 2022.



Part-time/full-time status. Compared to full-time employees in the district, 14% more of part-time employees reported being satisfied or extremely satisfied with their job. This difference has decreased from 2022 when it was 19%. In 2023, both groups returned to rates more similar to years prior to 2022.



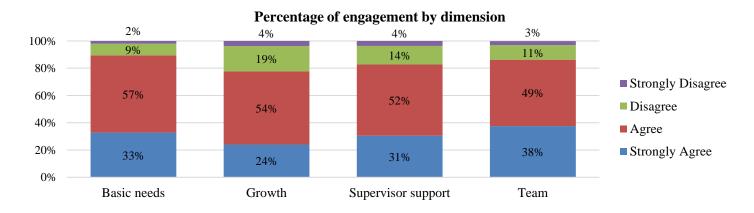
Percentage of employee satisfaction by part-time/full-time status

Overall employee engagement by dimension

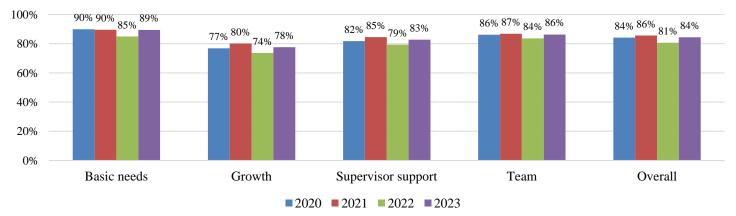
This section disaggregates overall engagement rates by the four dimensions that make up the Employee Engagement Survey. Each of the 20^d main items addressed one of the four dimensions: basic needs, growth, supervisor support, or team.

The basic needs dimension is made up of items such as *I feel safe in my work place* and *I understand my job requirements* and expectations. The growth dimension includes items such as *I receive ongoing support to improve my skills* and *I regularly receive meaningful feedback on my performance*. The supervisor support dimension contains items such as *I am recognized for the quality of my work* and *I have the opportunity to use my skills and abilities each day*. The team dimension is made up of items such as *My work is important to the mission of the district* and *I feel I am a part of a team*.

Across all dimensions, the percentage of employees who chose *strongly agree* increased since last year, by 2 to 4 percentage points, and the percentage of employees who chose the *agree* option either maintained or increased for each dimension compared last year. Although the basic needs dimension has the highest overall agreement, the team dimension has the highest percentage of employees choosing the *strongly agree* response option for items within the dimension.



The percentage of overall agreement was highest on the basic needs dimension and lowest on the growth dimension, consistent with patterns from previous years. All dimensions increased by 2% or more since 2022.

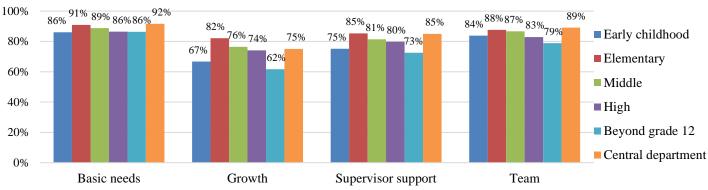


Overall engagement by dimension

Note: Overall engagement by dimension values, inclusive of agree and strongly agree options, may not exactly match stacked bars of operation breakdowns by dimension due to rounding.

^d There are 21 engagement items; however, one is a general question, not aligned to any one dimension.

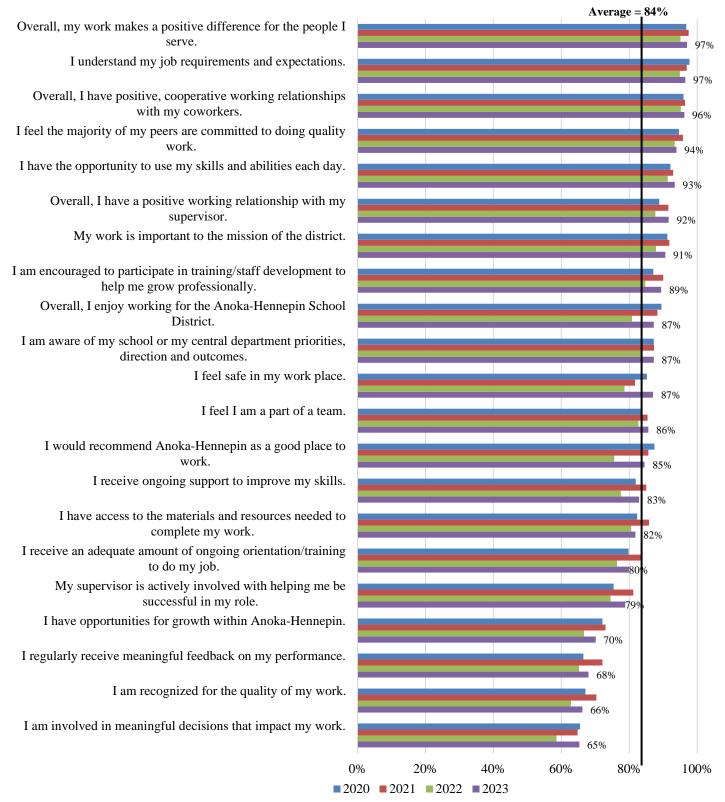
Levels/departments were most similar across the basic needs dimension. The greatest difference between two levels was within the growth dimension: elementary staff reported the highest (82%) and beyond grade 12 staff reported the lowest (62%) level of agreement, a difference of 20 percentage points. Consistent with last year's results, the basic needs dimension was rated highest for every level/department, while growth was consistently the lowest.



Overall engagement by dimension and level/department

Employee engagement agreement by item

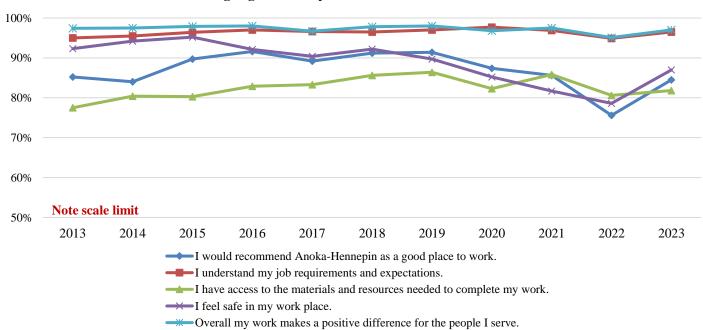
The graph below represents the percentage of employees who responded *strongly agree* or *agree* to each item. The vertical black line in this graph represents the average overall agreement, 84%. The data labels represent the 2023 ratings for each item. Agreement on all 21 survey items showed increases since 2022, with the largest increase being for the item *I would recommend Anoka-Hennepin as a good place to work* (76% in 2022, 85% in 2023).



Note: Data labels represent 2023 responses.

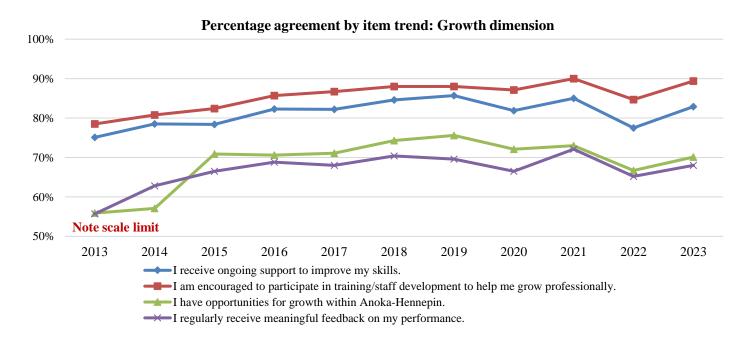
Trend data: Percentage agreement of employee engagement items by dimension

Basic needs. After being on a decline for five years in a row, the item *I feel safe in my workplace* increased from 79% in 2022 to 87% in 2023. Agreement for the item *I would recommend Anoka-Hennepin as a good place to work* was at its lowest in survey history in 2022, and increased by 9% in 2023 to 87%. Each item in the dimension decreased in the percentage of agreement from 2021 to 2022, then increased from 2022 to 2023. Three of the five items were at a similar or higher agreement level in 2023 as was reported in 2020, prior to the start of the Covid-19 pandemic.

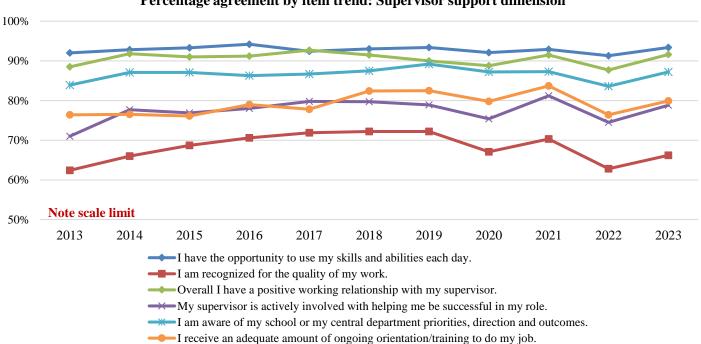


Percentage agreement by item trend: Basic needs dimension

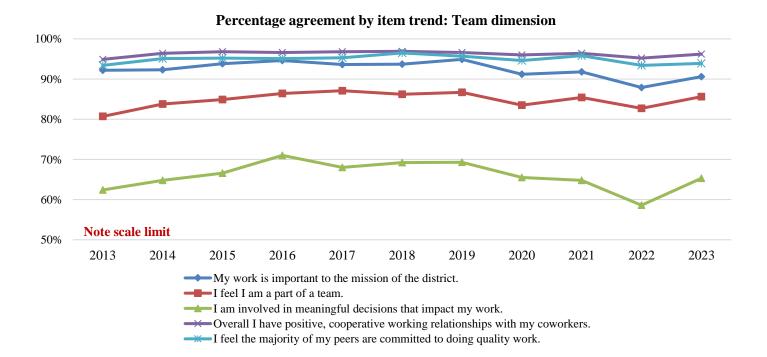
Growth. Each item in this dimension has been up and down over the past four years, with decreases across the board from 2019 to 2020, followed by increases in 2021, decreases in 2022, and increases in 2023. Two of the four items were at a higher percentage of agreement in 2023 compared to 2020.



Supervisor support. Each item in this dimension has been up and down over the past several years, with decreases across the board from 2019 to 2020, followed by increases in 2021, decreases in 2022, and increases in 2023. All but one item, *I am recognized for the quality of my work,* has either ended up at the same or a higher agreement level in 2023 compared to 2020.



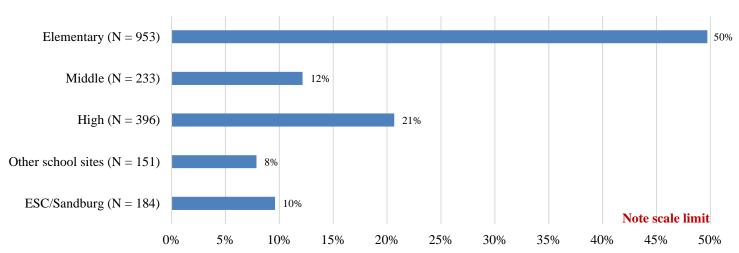
Team. After every item decreased from 2021 to 2022, there was an increase in agreement with every item in 2023. Three of the five items have a similar or higher agreement level in 2023 compared to 2020. Generally, each item has maintained its relative position within the dimension across the history of the survey administration.



Percentage agreement by item trend: Supervisor support dimension

Culture and Climate Survey Culture and climate respondents

A total of 1,917 staff completed the Culture and Climate Survey that followed the Employee Engagement Survey, with representation across all levels and departments, corresponding to a response rate of 33% of total employees. Of the employees who completed the Employee Engagement Survey, 71% also responded to the Culture and Climate Survey.



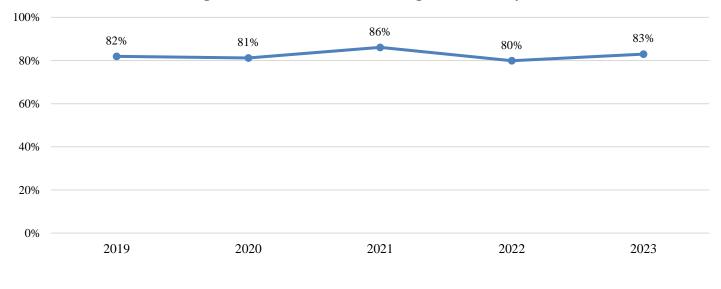
With which site does your current position most closely align?

Note: 'Other school sites' include A-H Regional HS, A-H Technical HS, Bridges, Compass Bell, Pathways, Riverview ECC, River Trail Learning Center (RTLC), Sorteberg ECC, STEP, and 'Other'.

Percentage of overall positive culture agreement

The overall positive culture agreement is calculated by combining responses of *strongly agree* and *agree* across all 21 of the culture and climate items. Across all sites, there was 83% agreement of a positive culture, up from 80% in 2022.

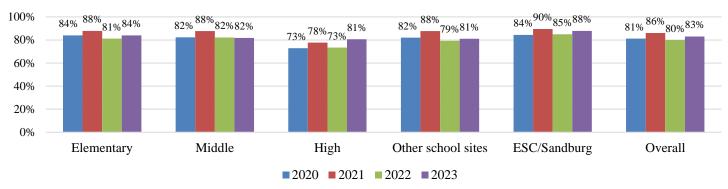
Over the past five years since the inception of the culture and climate survey, overall culture and climate agreement has maintained a level at or slightly above 80 percent, with the exception of 2021, when agreement was higher.



Percentage of overall culture and climate agreement: Five-year trend

Percentage of overall positive culture agreement disaggregated by site level (Disaggregated by level/department)

Site level. All site categories reported higher agreement in 2023 than in 2022, except for middle school who showed maintenance. The remaining site categories showed increases ranging from 2% (other school sites) to 8% (high school).

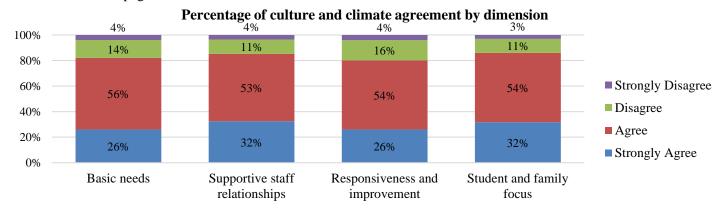


Percentage of agreement by site level

Overall positive culture agreement by dimension

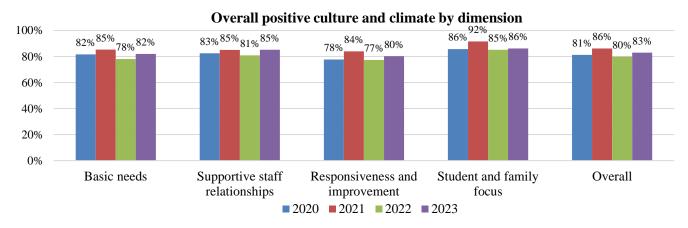
This section disaggregates the ratings of overall culture and climate by the four dimensions that make up the Culture and Climate Survey. Each of the 20^e main items addressed one of the four dimensions: basic needs, supportive staff relationships, responsiveness and improvement, or student and family focus. The basic needs dimension contains items like *The expectations of my job are reasonable* and *Staff wellness is a priority at my building*. The supportive staff relationships dimension contains items like *I feel a sense of belonging at work* and *I feel like I am valued in my workplace*. The responsiveness and improvement dimension includes items like *At this site, we adapt well to change* and *Staff are held to high expectations*. The student and family focus dimension includes items like *Students are held to high expectations* and *Staff at this site work to meet the learning needs of all students*.

Across all dimensions, the percentage of employees who chose *strongly agree* increased since last year, by 1 to 3 percentage points, and the percentage of employees who chose the *agree* option either maintained or increased for each dimension compared last year. Across dimensions, there was little difference in the percentage of employees who responded *strongly disagree*. The percentage of employees who chose *strongly agree* was highest for the dimensions of supportive staff relationships and student and family focus, which align with the overall agreement reported in the graph at the bottom of the page.

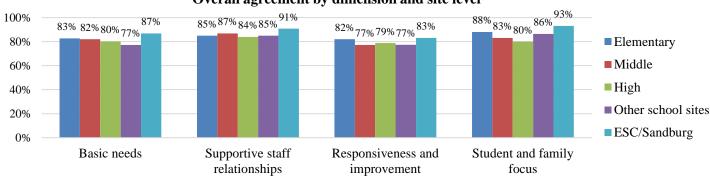


^e There are 21 culture and climate items; however, one is a general item, not aligned to any one dimension.

The percentage of overall agreement was highest for the student and family focus dimension (86%) and lowest for the responsiveness and improvement dimension (80%). All dimensions increased from 2022 to 2023, with the largest increase being in the dimension of supportive staff relationships (81% in 2022 to 85% in 2023).



The greatest difference across dimensions within a group of staff were with ESC/Sandburg employees who rated student and family focus highest (93%) and responsiveness and improvement lowest (83%) and middle school who rated supportive staff relationships highest (87%) and responsiveness and improvement lowest (77%), with both comparisons demonstrating a 10% difference. The greatest difference across staff groups within a dimension was seen in student and family focus dimension with ESC/Sandburg staff reporting the highest levels of agreement (93%) while high school staff reported the lowest (80%).

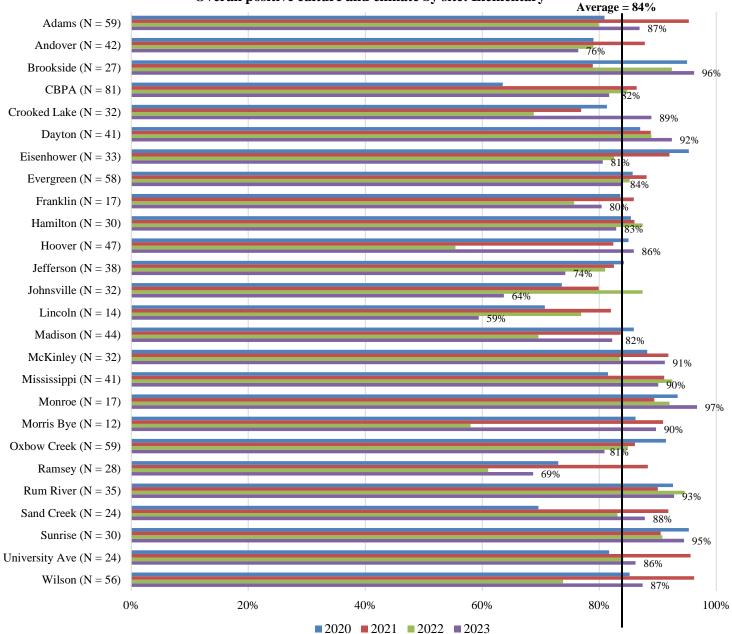


Overall agreement by dimension and site level

Overall positive culture agreement by site

The graphs on pages 16-18 represent the average percentage of employees who agreed with the 21 culture and climate items. The vertical black line in each graph represents the average overall agreement for that site level. Please note the number of respondents when interpreting results. These averages are not necessarily representative of site-wide views as survey participation was voluntary and not randomly assigned. Site size should also be considered when accounting for participant counts.

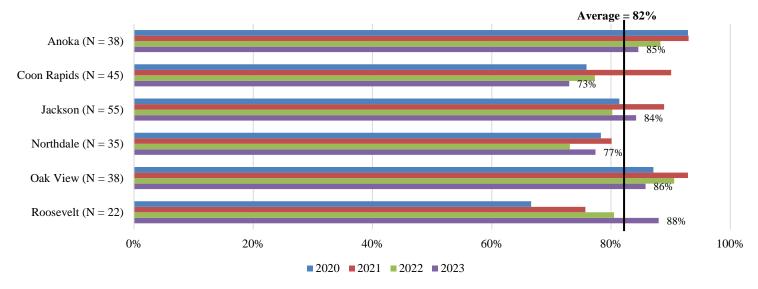
Elementary. The elementary average agreement was 84%. Fifteen of the twenty-six sites increased their average agreement over last year. There was significant variability around this average with a 37% spread between the lowest (59%) and highest (96%) site ratings. However, representation across sites varied, so caution should be taken when interpreting these results.



Overall positive culture and climate by site: Elementary

Note: Count of respondents by site represent 2023 participation. Representation of the site may have been different in earlier years. Data labels represent 2023 responses.

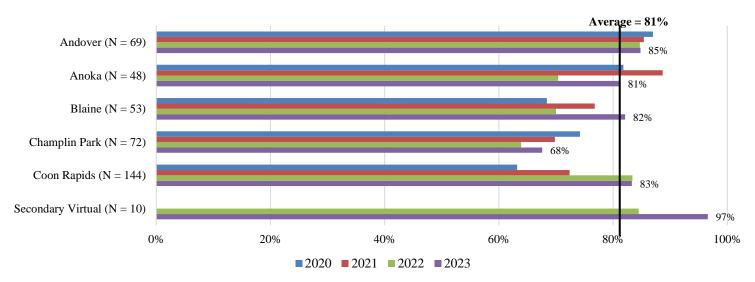
Middle. On average, there was 82% agreement across the middle school sites with considerable variation around that average. Three of the six sites increased their average agreement this year. There was an 15% spread between the highest (88%) and lowest (73%) rated sites. Note, some sites had less representation than others.



Overall positive culture and climate by site: Middle

Note: Count of respondents by site represent 2023 participation. Representation of the site may have been different in earlier years. Data labels represent 2023 responses.

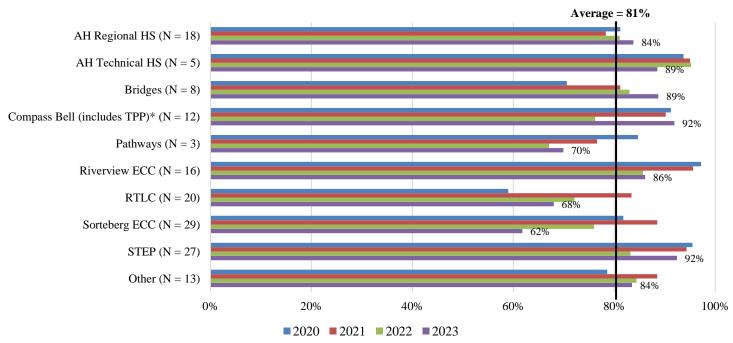
High. Across the high school sites, there was an overall average agreement rate of 81% with considerable spread around this average. All sites increased or maintained their average agreement this year. There was a 29% spread between the highest (97%) and lowest (68%) rated sites. Note, some sites had less representation than others.

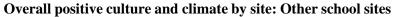


Overall positive culture and climate by site: High

Note: Count of respondents by site represent 2023 participation. Representation of the site may have been different in earlier years. Data labels represent 2023 responses.

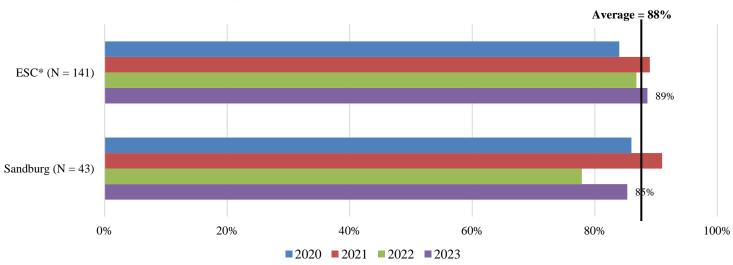
Other school sites. Overall, the average agreement across other school sites was 81%. Six of ten sites increased their average agreement since last year. There was quite a bit of variability across sites, though many of these smaller sites did not have significant representation.





Note: Count of respondents by site represent 2023 participation. Representation of the site may have been different in earlier years. *TPP is the Teen Parenting Program. In years prior to 2023, TPP was included with the ESC data.

Non-instructional sites. The average agreement for non-instructional sites, Educational Service Center (ESC) and Sandburg combined was 88%. The agreement rate of Sandburg employees increased from 78% in 2022 to 85% in 2023.

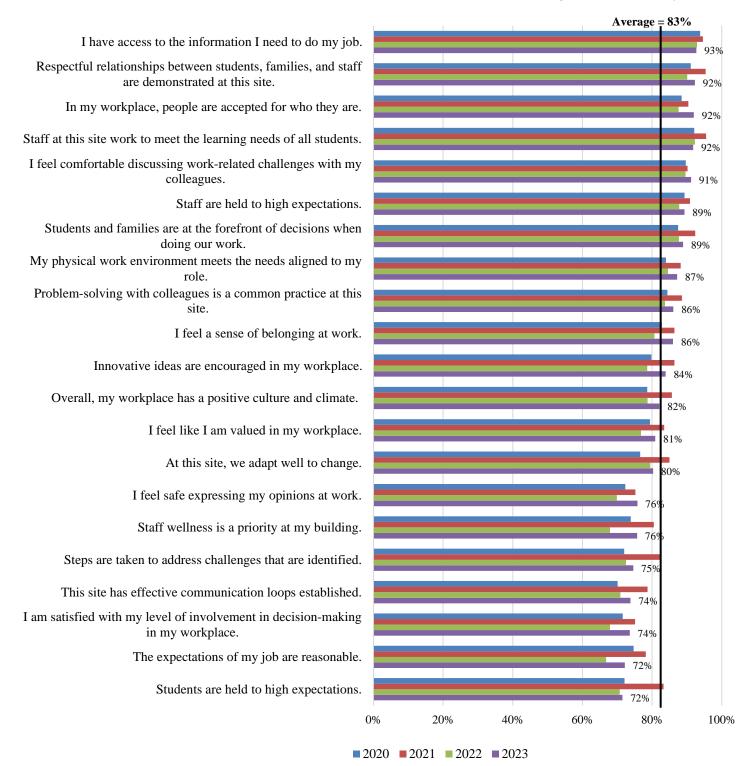


Overall positive culture and climate by site: ESC/Sandburg

Note: Count of respondents by site represent 2023 participation. Representation of the site may have been different in earlier years. *TPP was included with ESC data in years 2022 and earlier.

Culture and climate agreement by item

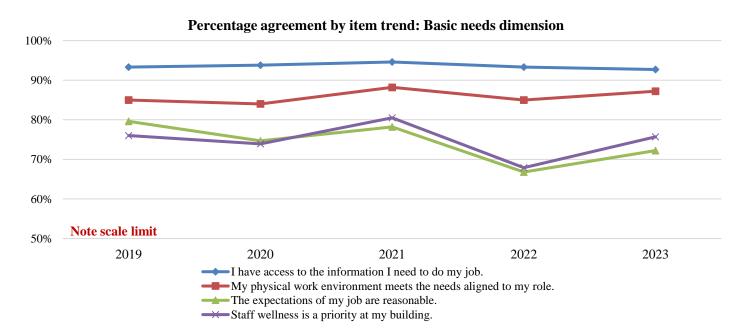
The graph below represents the percentage of employees who responded *strongly agree* or *agree* to each item. The vertical black line in this graph represents the average overall agreement. Agreement with 19 of the 21 survey items increased from 2022 to 2023. The greatest increase was seen for the item *Staff wellness is a priority at my building*, which increased by 8% from 2022. The item *Staff at this site work to meet the learning needs of all students* decreased by 1%, and the item *I have access to information I need to do my job* maintained the same level of agreement from last year.



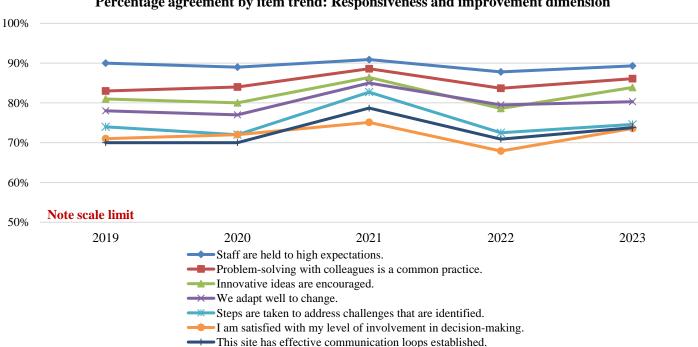
Note: Data labels represent 2023 responses.

Trend data: Percentage agreement of culture and climate items by dimension

Basic needs. Each item in the basic needs dimension increased or maintained the agreement rate from 2022 to 2023. Generally, the item My physical work environment meets the needs aligned to my role has been on a slight upward trend since 2019, which is a different pattern than the other items in this dimension.

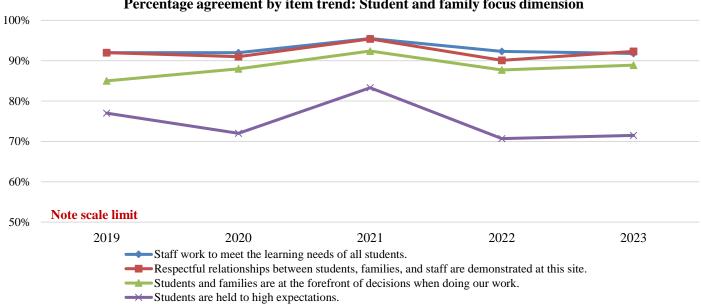


Responsiveness and improvement. Over the past three years, the percentage of agreement responses to items in this dimension have varied; from 2020 to 2021, agreement increased across all items, then decreased in 2022, and agreement increased for all items in 2023. Six of the seven items are at higher agreement in 2023 than they were at the inception of the survey in 2019. Items in this dimension have shown similar response patterns over time.



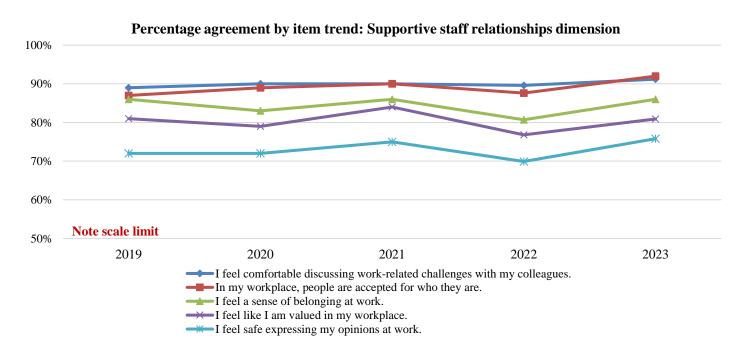
Percentage agreement by item trend: Responsiveness and improvement dimension

Student and family focus. All items in the student family and focus dimension increased since last year, with the exception of *Staff work to meet the learning needs of all students*, which maintained a similar level from 2022. The item Students are held to high expectations has consistently been the lowest item in this dimension since the first administration of this survey and has shown the greatest variability across time in this dimension.



Percentage agreement by item trend: Student and family focus dimension

Supportive staff relationships. Each item in this dimension has increased since last year, and is at the same or higher level of agreement as the first survey administration in 2019. Generally, across the five years the survey has been distributed, each item within this dimension has maintained the same relative position; the item I feel safe expressing my opinions at work has consistently been the item with the lowest agreement, and I feel comfortable discussing work-related challenges with my colleagues has been the item with the highest agreement. However, this pattern has shifted slightly in 2023.



This report was generated by the Research, Evaluation, and Testing department of the Anoka-Hennepin School District. For further information, please visit the RET website, <u>www.ahschools.us/ret</u>, or call (763) 506-1000 and request the RET department.