Montgomery County Schools Central Support Survey

1. When I phone, the person to whom I speak is personable and pleasant.

	2010-2011	2011-2012
Department	**% Agreement**	**% Agreement**
Finance	90%	98%
Child Nutrition	83%	97%
Receptionist	N/A	99%
Public Information	89%	99%
Curriculum	87%	98%
Exceptional Children	79%	97%
Human Resources	90%	98%
Maintenance	83%	97%
Superintendent	87%	98%
Technology	86%	99%
Testing	87%	96%
Transportation	82%	92%

2. When I email, phone, or visit, I always receive a response within a reasonable amount of time (24 hours).

	2010-2011	2011-2012
Department	**% Agreement**	**% Agreement**
Finance	90%	97%
Child Nutrition	83%	98%
Receptionist	N/A	99%
Public Information	88%	99%
Curriculum	83%	95%
Exceptional Children	62%	94%
Human Resources	87%	98%
Maintenance	79%	94%
Superintendent	86%	98%
Technology	85%	97%

Testing	84%	93%
Transportation	82%	94%

3. When I email, phone, or visit, the information I receive is always accurate and consistent.

	2010-2011	2011-2012
Department	**% Agreement**	**% Agreement**
Finance	91%	97%
Child Nutrition	83%	98%
Receptionist	N/A	100%
Public Information	89%	99%
Curriculum	81%	97%
Exceptional Children	68%	98%
Human Resources	85%	97%
Maintenance	84%	98%
Superintendent	87%	96%
Technology	87%	97%
Testing	85%	96%
Transportation	82%	94%

4. GPA

	2011-2012					
Department	**A**	**B**	**C**	**D**	**F**	**GPA**
Finance	145	40	7	0	1	3.7
Child Nutrition	95	32	10	3	1	3.54
Receptionist	163	36	3	0	0	3.79
Public Information	110	39	5	0	0	3.68
Curriculum	94	47	13	1	0	3.51
Exceptional Children	85	43	12	2	1	3.46
Human Resources	148	32	5	1	3	3.7
Maintenance	96	45	11	0	1	3.54
Superintendent	108	30	9	0	1	3.65
Technology	115	46	8	0	0	3.63

Testing	76	42	12	2	2	3.4
Transportation	86	42	12	4	2	3.41

GPA Comparisons	2010-2011	2011-2012
Department	**GPA**	**GPA**
Finance	3.32	3.7
Child Nutrition	2.94	3.54
Receptionist	N/A	3.79
Public Information	3.24	3.68
Curriculum	3.09	3.51
Exceptional Children	2.75	3.46
Human Resources	3.26	3.7
Maintenance	3.06	3.54
Superintendent	3.23	3.65
Technology	3.14	3.63
Testing	3.13	3.4
Transportation	3.12	3.41