Montgomery County Schools Central Support Survey

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

	2010-2011	2011-2012	2012-2013
Department	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	98%	97%
Child Nutrition	83%	97%	97%
Receptionist	N/A	99%	99%
Public Information	89%	99%	98%
Curriculum	87%	98%	97%
Exceptional Children	79%	97%	96%
Human Resources	90%	98%	99%
Maintenance	83%	97%	92%
Superintendent	87%	98%	97%
Technology	86%	99%	97%
Testing	87%	96%	97%
Transportation	82%	92%	88%

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

	2010-2011	2011-2012	2012-2013
Department	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	97%	96%
Child Nutrition	83%	98%	97%
Receptionist	N/A	99%	100%
Public Information	88%	99%	98%
Curriculum	83%	95%	96%
Exceptional Children	62%	94%	79%
Human Resources	87%	98%	96%
Maintenance	79%	94%	92%
Superintendent	86%	98%	96%
Technology	85%	97%	97%

Testing	84%	93%	95%
Transportation	82%	94%	92%

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

	2010-2011	2011-2012	2012-2032
Department	**% Agreement**	**% Agreement**	**% Agreement**
Finance	91%	97%	96%
Child Nutrition	83%	98%	97%
Receptionist	N/A	100%	99%
Public Information	89%	99%	97%
Curriculum	81%	97%	93%
Exceptional Children	68%	98%	87%
Human Resources	85%	97%	96%
Maintenance	84%	98%	95%
Superintendent	87%	96%	96%
Technology	87%	97%	99%
Testing	85%	96%	95%
Transportation	82%	94%	90%

4. GPA

	2012-2013					
Department	**A**	**B**	**C**	**D**	**F**	**GPA**
Finance	105	37	5	0	1	3.66
Child Nutrition	60	23	6	1	2	3.5
Receptionist	129	21	1	1	0	3.83
Public Information	94	29	6	0	1	3.65
Curriculum	77	30	9	1	2	3.5
Exceptional Children	66	33	13	4	5	3.25
Human Resources	110	34	5	1	1	3.66
Maintenance	70	32	12	1	1	3.46
Superintendent	70	31	11	2	2	3.42
Technology	91	31	7	1	1	3.6

Testing	67	31	12	0	2	3.44
Transportation	67	29	10	4	4	3.32

GPA Comparisons	2010-2011	2011-2012	2012-2013
Department	**GPA**	**GPA**	**GPA**
Finance	3.32	3.7	3.66
Child Nutrition	2.94	3.54	3.5
Receptionist	N/A	3.79	3.83
Public Information	3.24	3.68	3.65
Curriculum	3.09	3.51	3.5
Exceptional Children	2.75	3.46	3.25
Human Resources	3.26	3.7	3.66
Maintenance	3.06	3.54	3.46
Superintendent	3.23	3.65	3.42
Technology	3.14	3.63	3.6
Testing	3.13	3.4	3.44
Transportation	3.12	3.41	3.32