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	2013-2014
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	98%	97%	98%
Child Nutrition	83%	97%	97%	97%
Receptionist	N/A	99%	99%	99%
Public Information	89%	99%	98%	99%
Curriculum	87%	98%	97%	95%
Exceptional Children	79%	97%	96%	92%
Human Resources	90%	98%	99%	96%
Maintenance	83%	97%	92%	97%
Superintendent	87%	98%	97%	97%
Technology	86%	99%	97%	99%
Testing	87%	96%	97%	97%
Transportation	82%	92%	88%	93%

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	2013-2014
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	97%	96%	98%
Child Nutrition	83%	98%	97%	96%
Receptionist	N/A	99%	100%	98%
Public Information	88%	99%	98%	98%
Curriculum	83%	95%	96%	93%
Exceptional Children	62%	94%	79%	83%
Human Resources	87%	98%	96%	96%
Maintenance	79%	94%	92%	91%
Superintendent	86%	98%	96%	94%
Technology	85%	97%	97%	95%

Testing	84%	93%	95%	96%
Transportation	82%	94%	92%	89%

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

	2010-2011	2011-2012	2012-2013	2013-2014
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	91%	97%	96%	96%
Child Nutrition	83%	98%	97%	94%
Receptionist	N/A	100%	99%	98%
Public Information	89%	99%	97%	99%
Curriculum	81%	97%	93%	93%
Exceptional Children	68%	98%	87%	83%
Human Resources	85%	97%	96%	96%
Maintenance	84%	98%	95%	91%
Superintendent	87%	96%	96%	94%
Technology	87%	97%	99%	95%
Testing	85%	96%	95%	96%
Transportation	82%	94%	90%	89%

4. GPA

	2013-2014					
Department	**A**	**B**	**C**	**D**	**F**	**GPA**
Finance	124	36	8	2	1	3.64
Child Nutrition	76	29	14	2	1	3.45
Receptionist	147	26	7	2	0	3.75
Public Information	79	28	12	2	0	3.52
Curriculum	81	38	15	3	2	3.39
Exceptional Children	78	36	19	6	1	3.31
Human Resources	123	31	13	5	1	3.56
Maintenance	71	38	19	4	1	3.31
Superintendent	87	31	16	5	2	3.39
Technology	104	31	15	2	0	3.56

Testing	77	30	15	3	0	3.45
Transportation	69	44	17	5	1	3.29

GPA Comparisons	2010-2011	2011-2012	2012-2013	2013-2014
Department	**GPA**	**GPA**	**GPA**	**GPA**
Finance	3.32	3.7	3.66	3.64
Child Nutrition	2.94	3.54	3.5	3.45
Receptionist	N/A	3.79	3.83	3.75
Public Information	3.24	3.68	3.65	3.52
Curriculum	3.09	3.51	3.5	3.39
Exceptional Children	2.75	3.46	3.25	3.31
Human Resources	3.26	3.7	3.66	3.56
Maintenance	3.06	3.54	3.46	3.31
Superintendent	3.23	3.65	3.42	3.39
Technology	3.14	3.63	3.6	3.56
Testing	3.13	3.4	3.44	3.45
Transportation	3.12	3.41	3.32	3.29