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	2014-2015	2015-2016	2016-2017	2017-2018
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	98%	97%	98%	99%	99%	98%	99%
Child Nutrition	83%	97%	97%	97%	99%	98%	99%	100%
Receptionist	N/A	99%	99%	99%	99%	99%	99%	100%
Public Information	89%	99%	98%	99%	99%	99%	99%	100%
Curriculum	87%	98%	97%	95%	98%	97%	98%	99%
Exceptional Children	79%	97%	96%	92%	89%	96%	92%	93%
Human Resources	90%	98%	99%	96%	98%	99%	99%	98%
Maintenance	83%	97%	92%	97%	97%	99%	98%	100%
Superintendent	87%	98%	97%	97%	99%	98%	97%	97%
Technology	86%	99%	97%	99%	99%	98%	99%	99%
Testing	87%	96%	97%	97%	98%	99%	97%	88%
Transportation	82%	92%	88%	93%	95%	94%	93%	96%

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	2014-2015	2015-2016	2016-2017	2017-2018
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	97%	96%	98%	98%	97%	98%	97%
Child Nutrition	83%	98%	97%	96%	99%	98%	98%	100%
Receptionist	N/A	99%	100%	98%	99%	99%	98%	100%
Public Information	88%	99%	98%	98%	99%	99%	99%	99%
Curriculum	83%	95%	96%	93%	100%	96%	96%	98%
Exceptional Children	62%	94%	79%	83%	92%	95%	92%	91%
Human Resources	87%	98%	96%	96%	98%	96%	98%	98%
Maintenance	79%	94%	92%	91%	93%	95%	95%	95%
Superintendent	86%	98%	96%	94%	99%	98%	99%	99%
Technology	85%	97%	97%	95%	98%	97%	98%	97%
Testing	84%	93%	95%	96%	97%	98%	99%	93%
Transportation	82%	94%	92%	89%	93%	91%	93%	92%

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

	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	91%	97%	96%	96%	100%	99%	98%	98%
Child Nutrition	83%	98%	97%	94%	98%	97%	99%	99%
Receptionist	N/A	100%	99%	98%	99%	99%	98%	100%
Public Information	89%	99%	97%	99%	99%	99%	99%	100%
Curriculum	81%	97%	93%	93%	96%	97%	97%	97%
Exceptional Children	68%	98%	87%	83%	90%	93%	85%	91%
Human Resources	85%	97%	96%	96%	97%	97%	98%	98%
Maintenance	84%	98%	95%	91%	95%	98%	96%	99%
Superintendent	87%	96%	96%	94%	99%	98%	99%	99%
Technology	87%	97%	99%	95%	98%	97%	97%	99%
Testing	85%	96%	95%	96%	97%	98%	99%	91%
Transportation	82%	94%	90%	89%	94%	93%	91%	95%

4. GPA

	2017-2018						
Department	**A**	**B**	**C**	**D**	**F**	**GPA**	2016-2017
Finance	112	16	1	0	1	3.83	3.73
Child Nutrition	85	10	2	0	0	3.86	3.63
Receptionist	114	14	2	0	0	3.86	3.77
Public Information	87	20	3	0	0	3.76	3.65
Curriculum	84	19	6	0	1	3.68	3.54
Exceptional Children	74	22	7	3	4	3.44	3.20
Human Resources	115	19	2	1	1	3.78	3.77
Maintenance	90	15	3	1	0	3.78	3.58
Superintendent	89	13	3	2	1	3.73	3.62
Technology	105	22	2	1	0	3.78	3.72
Testing	74	15	8	6	4	3.40	3.64
Transportation	76	16	11	2	2	3.51	3.46

GPA Comparisons	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Department	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**
Finance	3.32	3.7	3.66	3.64	3.83	3.75	3.73	3.83
Child Nutrition	2.94	3.54	3.5	3.45	3.73	3.63	3.63	3.86
Receptionist	N/A	3.79	3.83	3.75	3.84	3.81	3.77	3.86
Public Information	3.24	3.68	3.65	3.52	3.78	3.75	3.65	3.76
Curriculum	3.09	3.51	3.5	3.39	3.61	3.64	3.54	3.68
Exceptional Children	2.75	3.46	3.25	3.31	3.34	3.48	3.20	3.44
Human Resources	3.26	3.7	3.66	3.56	3.8	3.74	3.77	3.78
Maintenance	3.06	3.54	3.46	3.31	3.57	3.63	3.58	3.78
Superintendent	3.23	3.65	3.42	3.39	3.8	3.76	3.62	3.73
Technology	3.14	3.63	3.6	3.56	3.75	3.68	3.72	3.78
Testing	3.13	3.4	3.44	3.45	3.68	3.64	3.64	3.40
Transportation	3.12	3.41	3.32	3.29	3.5	3.62	3.46	3.51