

Montgomery County Schools Central Support Survey

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

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Department	% Agreement	% Agreement	% Agreement	% Agreement	% Agreement
Admin./Student Ser.	N/A	N/A	N/A	N/A	100%
Finance	99%	98%	99%	100%	100%
Child Nutrition	100%	100%	99%	100%	100%
Receptionist	100%	100%	100%	100%	100%
Public Information	100%	99%	100%	100%	100%
Curriculum	99%	99%	99%	100%	100%
Exceptional Children	93%	99%	95%	100%	97%
Human Resources	98%	99%	100%	100%	100%
Maintenance	100%	98%	100%	99%	99%
Superintendent	97%	100%	100%	100%	99%
Technology	99%	98%	100%	99%	97%
Testing	88%	94%	97%	97%	100%
Transportation	96%	95%	98%	99%	100%

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

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Department	% Agreement	% Agreement	% Agreement	% Agreement	% Agreement
Admin./Student Ser.	N/A	N/A	N/A	N/A	98%
Finance	97%	99%	100%	100%	100%
Child Nutrition	100%	100%	100%	99%	100%
Receptionist	100%	100%	100%	100%	100%
Public Information	99%	100%	100%	100%	100%
Curriculum	98%	95%	97%	98%	98%
Exceptional Children	91%	100%	97%	98%	98%
Human Resources	98%	99%	100%	99%	99%
Maintenance	95%	98%	99%	97%	99%

Superintendent	99%	100%	100%	99%	100%
Technology	97%	97%	100%	98%	99%
Testing	93%	98%	98%	98%	98%
Transportation	92%	91%	97%	99%	98%

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

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Department	% Agreement	% Agreement	% Agreement	% Agreement	% Agreement
Admin./Student Ser.	N/A	N/A	N/A	N/A	98%
Finance	98%	99%	99%	100%	100%
Child Nutrition	99%	100%	99%	100%	100%
Receptionist	100%	100%	99%	100%	100%
Public Information	100%	100%	99%	100%	100%
Curriculum	97%	98%	98%	98%	98%
Exceptional Children	91%	98%	96%	99%	92%
Human Resources	98%	99%	99%	98%	99%
Maintenance	99%	100%	99%	98%	99%
Superintendent	99%	100%	100%	100%	100%
Technology	99%	98%	100%	99%	98%
Testing	91%	97%	98%	99%	99%
Transportation	95%	95%	98%	98%	96%

4. GPA

	2021-2022							2020-2021
Department	A	B	C	D	F	GPA		
Admin./Student Ser.	114	15	2	1	0	3.83	N/A	
Finance	132	13	2	0	0	3.88	3.93	
Child Nutrition	103	14	1	0	0	3.86	3.87	
Receptionist	132	14	1	0	0	3.89	3.90	
Public Information	113	16	1	0	0	3.86	3.89	
Curriculum	103	17	3	1	0	3.79	3.80	
Exceptional Children	97	18	5	3	3	3.61	3.79	

Human Resources	124	17	3	0	0	3.84	3.84
Maintenance	110	17	4	1	0	3.79	3.77
Superintendent	108	15	3	0	0	3.83	3.82
Technology	126	18	3	1	0	3.82	3.85
Testing	103	17	2	1	0	3.80	3.81
Transportation	104	15	4	1	1	3.76	3.78

GPA Comparisons	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Department	GPA	GPA	GPA	GPA	GPA
Admin./Student Ser.	N/A	N/A	N/A	N/A	3.83
Finance	3.83	3.84	3.85	3.93	3.88
Child Nutrition	3.86	3.80	3.80	3.87	3.86
Receptionist	3.86	3.84	3.85	3.90	3.89
Public Information	3.76	3.80	3.86	3.89	3.86
Curriculum	3.68	3.71	3.75	3.80	3.79
Exceptional Children	3.44	3.63	3.70	3.79	3.61
Human Resources	3.78	3.81	3.83	3.84	3.84
Maintenance	3.78	3.75	3.83	3.77	3.79
Superintendent	3.73	3.77	3.73	3.82	3.83
Technology	3.78	3.77	3.82	3.85	3.82
Testing	3.40	3.60	3.69	3.81	3.80
Transportation	3.51	3.57	3.78	3.78	3.76

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