Montgomery County Schools Central Support Survey

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

	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	98%	99%	98%	99%	100%
Child Nutrition	99%	100%	100%	99%	100%
Receptionist	99%	100%	100%	100%	100%
Public Information	99%	100%	99%	100%	100%
Curriculum	98%	99%	99%	99%	100%
Exceptional Children	92%	93%	99%	95%	100%
Human Resources	99%	98%	99%	100%	100%
Maintenance	98%	100%	98%	100%	99%
Superintendent	97%	97%	100%	100%	100%
Technology	99%	99%	98%	100%	99%
Testing	97%	88%	94%	97%	97%
Transportation	93%	96%	95%	98%	99%

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

	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	98%	97%	99%	100%	100%
Child Nutrition	98%	100%	100%	100%	99%
Receptionist	98%	100%	100%	100%	100%
Public Information	99%	99%	100%	100%	100%
Curriculum	96%	98%	95%	97%	98%
Exceptional Children	92%	91%	100%	97%	98%
Human Resources	98%	98%	99%	100%	99%
Maintenance	95%	95%	98%	99%	97%
Superintendent	99%	99%	100%	100%	99%
Technology	98%	97%	97%	100%	98%

Testing	99%	93%	98%	98%	98%
Transportation	93%	92%	91%	97%	99%

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

	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	98%	98%	99%	99%	100%
Child Nutrition	99%	99%	100%	99%	100%
Receptionist	98%	100%	100%	99%	100%
Public Information	99%	100%	100%	99%	100%
Curriculum	97%	97%	98%	98%	98%
Exceptional Children	85%	91%	98%	96%	99%
Human Resources	98%	98%	99%	99%	98%
Maintenance	96%	99%	100%	99%	98%
Superintendent	99%	99%	100%	100%	100%
Technology	97%	99%	98%	100%	99%
Testing	99%	91%	97%	98%	99%
Transportation	91%	95%	95%	98%	98%

4. GPA

	2020-2021						
Department	**A**	**B**	**C**	**D**	**F**	**GPA**	2019-2020
Finance	129	8	1	0	0	3.93	3.85
Child Nutrition	100	9	3	0	0	3.87	3.80
Receptionist	126	12	1	0	0	3.90	3.85
Public Information	111	11	1	0	0	3.89	3.86
Curriculum	107	13	6	0	0	3.80	3.75
Exceptional Children	100	13	6	0	0	3.79	3.70
Human Resources	127	15	4	0	0	3.84	3.83
Maintenance	108	13	5	2	0	3.77	3.83
Superintendent	99	15	3	0	0	3.82	3.73
Technology	123	16	3	0	0	3.85	3.82

Testing	99	16	1	0	1	3.81	3.69
Transportation	97	19	4	0	0	3.78	3.78

GPA Comparisons	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Department	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**
Finance	3.73	3.83	3.84	3.85	3.93
Child Nutrition	3.63	3.86	3.80	3.80	3.87
Receptionist	3.77	3.86	3.84	3.85	3.90
Public Information	3.65	3.76	3.80	3.86	3.89
Curriculum	3.54	3.68	3.71	3.75	3.80
Exceptional Children	3.20	3.44	3.63	3.70	3.79
Human Resources	3.77	3.78	3.81	3.83	3.84
Maintenance	3.58	3.78	3.75	3.83	3.77
Superintendent	3.62	3.73	3.77	3.73	3.82
Technology	3.72	3.78	3.77	3.82	3.85
Testing	3.64	3.40	3.60	3.69	3.81
Transportation	3.46	3.51	3.57	3.78	3.78