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TO: Board of Education

FROM: Dale Ellis

DATE: January 7, 2019

SUBJ: INFORMATION ITEM – Central Support Services Survey

Attached are the results of the annual Central Support Services Survey. I will briefly cover the results and will be available to answer any questions you may have.

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	2018-2019
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	98%	97%	98%	99%	99%	98%	99%	98%
Child Nutrition	83%	97%	97%	97%	99%	98%	99%	100%	100%
Receptionist	N/A	99%	99%	99%	99%	99%	99%	100%	100%
Public Information	89%	99%	98%	99%	99%	99%	99%	100%	99%
Curriculum	87%	98%	97%	95%	98%	97%	98%	99%	99%
Exceptional Children	79%	97%	96%	92%	89%	96%	92%	93%	99%
Human Resources	90%	98%	99%	96%	98%	99%	99%	98%	99%
Maintenance	83%	97%	92%	97%	97%	99%	98%	100%	98%
Superintendent	87%	98%	97%	97%	99%	98%	97%	97%	100%
Technology	86%	99%	97%	99%	99%	98%	99%	99%	98%
Testing	87%	96%	97%	97%	98%	99%	97%	88%	94%
Transportation	82%	92%	88%	93%	95%	94%	93%	96%	95%

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	2018-2019
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	90%	97%	96%	98%	98%	97%	98%	97%	99%
Child Nutrition	83%	98%	97%	96%	99%	98%	98%	100%	100%
Receptionist	N/A	99%	100%	98%	99%	99%	98%	100%	100%
Public Information	88%	99%	98%	98%	99%	99%	99%	99%	100%
Curriculum	83%	95%	96%	93%	100%	96%	96%	98%	95%
Exceptional Children	62%	94%	79%	83%	92%	95%	92%	91%	100%
Human Resources	87%	98%	96%	96%	98%	96%	98%	98%	99%
Maintenance	79%	94%	92%	91%	93%	95%	95%	95%	98%
Superintendent	86%	98%	96%	94%	99%	98%	99%	99%	100%
Technology	85%	97%	97%	95%	98%	97%	98%	97%	97%
Testing	84%	93%	95%	96%	97%	98%	99%	93%	98%
Transportation	82%	94%	92%	89%	93%	91%	93%	92%	91%

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	2018-2019
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	91%	97%	96%	96%	100%	99%	98%	98%	99%
Child Nutrition	83%	98%	97%	94%	98%	97%	99%	99%	100%
Receptionist	N/A	100%	99%	98%	99%	99%	98%	100%	100%
Public Information	89%	99%	97%	99%	99%	99%	99%	100%	100%
Curriculum	81%	97%	93%	93%	96%	97%	97%	97%	98%
Exceptional Children	68%	98%	87%	83%	90%	93%	85%	91%	98%
Human Resources	85%	97%	96%	96%	97%	97%	98%	98%	99%
Maintenance	84%	98%	95%	91%	95%	98%	96%	99%	100%
Superintendent	87%	96%	96%	94%	99%	98%	99%	99%	100%
Technology	87%	97%	99%	95%	98%	97%	97%	99%	98%
Testing	85%	96%	95%	96%	97%	98%	99%	91%	97%
Transportation	82%	94%	90%	89%	94%	93%	91%	95%	95%

4. GPA

	2017-2018						
Department	**A**	**B**	**C**	**D**	**F**	**GPA**	2018-2019
Finance	134	17	2	1	0	3.83	3.84
Child Nutrition	98	15	4	0	0	3.86	3.80
Receptionist	138	24	1	0	0	3.86	3.84
Public Information	105	15	5	0	0	3.76	3.80
Curriculum	95	23	5	1	0	3.68	3.71
Exceptional Children	90	25	5	2	1	3.44	3.63
Human Resources	136	19	4	1	0	3.78	3.81
Maintenance	102	25	2	1	0	3.78	3.75
Superintendent	94	19	4	0	0	3.73	3.77
Technology	121	24	4	1	0	3.78	3.77
Testing	86	23	6	3	1	3.40	3.60
Transportation	89	26	12	2	0	3.51	3.57

GPA Comparisons	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Department	**GPA**	**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	3.84
Child Nutrition	2.94	3.54	3.5	3.45	3.73	3.63	3.63	3.86	3.80
Receptionist	N/A	3.79	3.83	3.75	3.84	3.81	3.77	3.86	3.84
Public Information	3.24	3.68	3.65	3.52	3.78	3.75	3.65	3.76	3.80
Curriculum	3.09	3.51	3.5	3.39	3.61	3.64	3.54	3.68	3.71
Exceptional Children	2.75	3.46	3.25	3.31	3.34	3.48	3.20	3.44	3.63
Human Resources	3.26	3.7	3.66	3.56	3.8	3.74	3.77	3.78	3.81
Maintenance	3.06	3.54	3.46	3.31	3.57	3.63	3.58	3.78	3.75
Superintendent	3.23	3.65	3.42	3.39	3.8	3.76	3.62	3.73	3.77
Technology	3.14	3.63	3.6	3.56	3.75	3.68	3.72	3.78	3.77
Testing	3.13	3.4	3.44	3.45	3.68	3.64	3.64	3.40	3.60
Transportation	3.12	3.41	3.32	3.29	3.5	3.62	3.46	3.51	3.57