Montgomery County Schools Central Support Survey

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

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Admin./Student Ser.	N/A	N/A	N/A	100%	99%
Finance	98%	99%	100%	100%	95%
Child Nutrition	100%	99%	100%	100%	98%
Receptionist	100%	100%	100%	100%	99%
Marketing/Comm.	99%	100%	100%	100%	98%
Curriculum	99%	99%	100%	100%	97%
Exceptional Children	99%	95%	100%	97%	97%
Human Resources	99%	100%	100%	100%	97%
Maintenance	98%	100%	99%	99%	97%
Superintendent	100%	100%	100%	99%	98%
Technology	98%	100%	99%	97%	99%
Testing	94%	97%	97%	100%	98%
Transportation	95%	98%	99%	100%	98%

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

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Admin./Student Ser.	N/A	N/A	N/A	98%	99%
Finance	99%	100%	100%	100%	99%
Child Nutrition	100%	100%	99%	100%	98%
Receptionist	100%	100%	100%	100%	99%
Marketing/Comm.	100%	100%	100%	100%	98%
Curriculum	95%	97%	98%	98%	99%
Exceptional Children	100%	97%	98%	98%	99%
Human Resources	99%	100%	99%	99%	97%
Maintenance	98%	99%	97%	99%	99%

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

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

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Admin./Student Ser.	N/A	N/A	N/A	98%	99%
Finance	99%	99%	100%	100%	99%
Child Nutrition	100%	99%	100%	100%	97%
Receptionist	100%	99%	100%	100%	99%
Marketing/Comm.	100%	99%	100%	100%	98%
Curriculum	98%	98%	98%	98%	98%
Exceptional Children	98%	96%	99%	92%	97%
Human Resources	99%	99%	98%	99%	97%
Maintenance	100%	99%	98%	99%	97%
Superintendent	100%	100%	100%	100%	98%
Technology	98%	100%	99%	98%	99%
Testing	97%	98%	99%	99%	98%
Transportation	95%	98%	98%	96%	97%

4. GPA

	2022-2023						
Department	**A**	**B**	**C**	**D**	**F**	**GPA**	2021-2022
Admin./Student Ser.	65	10	1	0	0	3.84	3.83
Finance	69	10	2	0	0	3.83	3.88
Child Nutrition	59	8	1	0	0	3.85	3.86
Receptionist	72	9	0	0	0	3.89	3.89
Marketing/Comm.	64	7	1	0	0	3.88	3.86
Curriculum	60	12	2	0	0	3.78	3.79
Exceptional Children	60	11	2	0	1	3.74	3.61

Human Resources	63	14	1	0	0	3.79	3.84
Maintenance	55	14	1	1	0	3.73	3.79
Superintendent	58	11	1	0	0	3.81	3.83
Technology	65	12	1	0	0	3.82	3.82
Testing	60	8	1	0	0	3.86	3.80
Transportation	56	11	1	0	0	3.81	3.76

GPA Comparisons	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Department	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**
Admin./Student Ser.	N/A	N/A	N/A	3.83	3.84
Finance	3.84	3.85	3.93	3.88	3.83
Child Nutrition	3.80	3.80	3.87	3.86	3.85
Receptionist	3.84	3.85	3.90	3.89	3.89
Marketing/Comm.	3.80	3.86	3.89	3.86	3.88
Curriculum	3.71	3.75	3.80	3.79	3.78
Exceptional Children	3.63	3.70	3.79	3.61	3.74
Human Resources	3.81	3.83	3.84	3.84	3.79
Maintenance	3.75	3.83	3.77	3.79	3.73
Superintendent	3.77	3.73	3.82	3.83	3.81
Technology	3.77	3.82	3.85	3.82	3.82
Testing	3.60	3.69	3.81	3.80	3.86
Transportation	3.57	3.78	3.78	3.76	3.81