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TO: Board of Education

FROM: Dale Ellis

DATE: January 9, 2017

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

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

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

4. GPA

	2015-2016						
Department	**A**	**B**	**C**	**D**	**F**	**GPA**	2016-2017
Finance	80	17	3	0	1	3.75	3.73
Child Nutrition	58	13	8	0	0	3.63	3.63
Receptionist	84	16	4	0	0	3.81	3.77
Public Information	68	14	9	0	0	3.75	3.65
Curriculum	59	19	11	0	0	3.64	3.54
Exceptional Children	49	21	9	8	2	3.48	3.2
Human Resources	84	16	2	0	1	3.74	3.77
Maintenance	63	18	7	2	0	3.63	3.58
Superintendent	63	13	8	1	0	3.76	3.62
Technology	77	16	4	1	0	3.68	3.72
Testing	59	18	6	0	0	3.64	3.64
Transportation	55	23	5	2	2	3.62	3.46

GPA Comparisons	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Department	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**
Finance	3.32	3.7	3.66	3.64	3.83	3.75	3.73
Child Nutrition	2.94	3.54	3.5	3.45	3.73	3.63	3.63

Receptionist	N/A	3.79	3.83	3.75	3.84	3.81	3.77
Public Information	3.24	3.68	3.65	3.52	3.78	3.75	3.65
Curriculum	3.09	3.51	3.5	3.39	3.61	3.64	3.54
Exceptional Children	2.75	3.46	3.25	3.31	3.34	3.48	3.2
Human Resources	3.26	3.7	3.66	3.56	3.8	3.74	3.77
Maintenance	3.06	3.54	3.46	3.31	3.57	3.63	3.58
Superintendent	3.23	3.65	3.42	3.39	3.8	3.76	3.62
Technology	3.14	3.63	3.6	3.56	3.75	3.68	3.72
Testing	3.13	3.4	3.44	3.45	3.68	3.64	3.64
Transportation	3.12	3.41	3.32	3.29	3.5	3.62	3.46