441 Page Street • P.O. Box 427
Troy, North Carolina 27371-0427
PHONE: (910) 576-6511 • FAX: (910) 576-2044

TO: Board of Education

FROM: Dale Ellis

DATE: January 11, 2016

SUBJ: INFORMATION ITEM (Central Support Services Survey)

Enclosed are the results of the annual Central Support Services Survey. I will briefly cover the results, but customer satisfaction with the Central Office remains very high.

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

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

Testing	84%	93%	95%	96%	97%	98%
Transportation	82%	94%	92%	89%	93%	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
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Finance	91%	97%	96%	96%	100%	99%
Child Nutrition	83%	98%	97%	94%	98%	97%
Receptionist	N/A	100%	99%	98%	99%	99%
Public Information	89%	99%	97%	99%	99%	99%
Curriculum	81%	97%	93%	93%	96%	97%
Exceptional Children	68%	98%	87%	83%	90%	93%
Human Resources	85%	97%	96%	96%	97%	97%
Maintenance	84%	98%	95%	91%	95%	98%
Superintendent	87%	96%	96%	94%	99%	98%
Technology	87%	97%	99%	95%	98%	97%
Testing	85%	96%	95%	96%	97%	98%
Transportation	82%	94%	90%	89%	94%	93%

4. GPA

	2015-2016					
Department	**A**	**B**	**C**	**D**	**F**	**GPA**
Finance	132	23	5	0	2	3.75
Child Nutrition	77	18	7	1	1	3.63
Receptionist	137	21	5	0	0	3.81
Public Information	93	24	3	0	0	3.75
Curriculum	86	32	5	1	0	3.64
Exceptional Children	80	29	11	3	1	3.48
Human Resources	130	26	3	2	1	3.74
Maintenance	91	24	11	0	0	3.63
Superintendent	94	18	5	0	0	3.76
Technology	115	27	7	0	2	3.68

Testing	77	18	8	1	0	3.64
Transportation	81	29	6	1	0	3.62

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