Montgomery County Schools Central Support Survey

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

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Admin./Student Ser.	N/A	N/A	100%	99%	100%
Finance	99%	100%	100%	95%	100%
Child Nutrition	99%	100%	100%	98%	98%
Receptionist	100%	100%	100%	99%	100%
Marketing/Comm.	100%	100%	100%	98%	100%
Curriculum	99%	100%	100%	97%	99%
Exceptional Children	95%	100%	97%	97%	94%
Human Resources	100%	100%	100%	97%	100%
Maintenance/Aux. Ser	100%	99%	99%	97%	100%
Superintendent	100%	100%	99%	98%	98%
Technology	100%	99%	97%	99%	99%
Testing	97%	97%	100%	98%	100%
Transportation	98%	99%	100%	98%	97%

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

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Admin./Student Ser.	N/A	N/A	98%	99%	100%
Finance	100%	100%	100%	99%	100%
Child Nutrition	100%	99%	100%	98%	100%
Receptionist	100%	100%	100%	99%	100%
Marketing/Comm.	100%	100%	100%	98%	100%
Curriculum	97%	98%	98%	99%	98%
Exceptional Children	97%	98%	98%	99%	95%
Human Resources	100%	99%	99%	97%	100%
Maintenance/Aux. Ser	99%	97%	99%	99%	98%

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

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

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Department	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**	**% Agreement**
Admin./Student Ser.	N/A	N/A	98%	99%	100%
Finance	99%	100%	100%	99%	100%
Child Nutrition	99%	100%	100%	97%	100%
Receptionist	99%	100%	100%	99%	100%
Marketing/Comm.	99%	100%	100%	98%	100%
Curriculum	98%	98%	98%	98%	98%
Exceptional Children	96%	99%	92%	97%	94%
Human Resources	99%	98%	99%	97%	99%
Maintenance/Aux. Ser	99%	98%	99%	97%	100%
Superintendent	100%	100%	100%	98%	100%
Technology	100%	99%	98%	99%	99%
Testing	98%	99%	99%	98%	96%
Transportation	98%	98%	96%	97%	100%

4. GPA

	2023-2024						
Department	**A**	**B**	**C**	**D**	**F**	**GPA**	2022-2023
Admin./Student Ser.	63	5	2	0	0	3.87	3.84
Finance	65	9	2	0	0	3.83	3.83
Child Nutrition	60	4	1	0	0	3.91	3.85
Receptionist	73	10	0	0	0	3.88	3.89
Marketing/Comm.	67	6	1	0	0	3.89	3.88
Curriculum	59	9	3	0	0	3.79	3.78
Exceptional Children	52	11	7	1	1	3.56	3.74

Human Resources	71	8	0	0	0	3.90	3.79
Maintenance/Aux. Ser	59	10	1	0	0	3.83	3.73
Superintendent	64	6	1	0	0	3.89	3.81
Technology	74	5	3	0	1	3.82	3.82
Testing	58	9	2	1	0	3.77	3.86
Transportation	53	11	2	0	0	3.77	3.81

GPA Comparisons	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Department	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**
Admin./Student Ser.	N/A	N/A	3.83	3.84	3.87
Finance	3.85	3.93	3.88	3.83	3.83
Child Nutrition	3.80	3.87	3.86	3.85	3.91
Receptionist	3.85	3.90	3.89	3.89	3.88
Marketing/Comm.	3.86	3.89	3.86	3.88	3.89
Curriculum	3.75	3.80	3.79	3.78	3.79
Exceptional Children	3.70	3.79	3.61	3.74	3.56
Human Resources	3.83	3.84	3.84	3.79	3.90
Maintenance/Aux. Ser	3.83	3.77	3.79	3.73	3.83
Superintendent	3.73	3.82	3.83	3.81	3.89
Technology	3.82	3.85	3.82	3.82	3.82
Testing	3.69	3.81	3.80	3.86	3.77
Transportation	3.78	3.78	3.76	3.81	3.77