Montgomery County Schools

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TO: Board of Education

FROM: Dale Ellis

DATE: January 7, 2013

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

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

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

| | 2010-2011 | 2011-2012 | 2012-2032 |
|---|---|---|---|
| **Department** | **% Agreement** | **% Agreement** | **% Agreement** |
| Finance | 91% | 97% | 96% |
| Child Nutrition | 83% | 98% | 97% |
| Receptionist | N/A | 100% | 99% |
| Public Information | 89% | 99% | 97% |
| Curriculum | 81% | 97% | 93% |
| Exceptional Children | 68% | 98% | 87% |
| Human Resources | 85% | 97% | 96% |
| Maintenance | 84% | 98% | 95% |
| Superintendent | 87% | 96% | 96% |
| Technology | 87% | 97% | 99% |
| Testing | 85% | 96% | 95% |
| Transportation | 82% | 94% | 90% |

4. GPA

| | 2012-2013 | | | | | |
|---|---|---|---|---|---|---|
| **Department** | **A** | **B** | **C** | **D** | **F** | **GPA** |
| Finance | 105 | 37 | 5 | 0 | 1 | 3.66 |
| Child Nutrition | 60 | 23 | 6 | 1 | 2 | 3.5 |
| Receptionist | 129 | 21 | 1 | 1 | 0 | 3.83 |
| Public Information | 94 | 29 | 6 | 0 | 1 | 3.65 |
| Curriculum | 77 | 30 | 9 | 1 | 2 | 3.5 |
| Exceptional Children | 66 | 33 | 13 | 4 | 5 | 3.25 |
| Human Resources | 110 | 34 | 5 | 1 | 1 | 3.66 |
| Maintenance | 70 | 32 | 12 | 1 | 1 | 3.46 |
| Superintendent | 70 | 31 | 11 | 2 | 2 | 3.42 |
| Technology | 91 | 31 | 7 | 1 | 1 | 3.6 |
| Testing | 67 | 31 | 12 | 0 | 2 | 3.44 |
| Transportation | 67 | 29 | 10 | 4 | 4 | 3.32 |

| GPA Comparisons | 2010-2011 | 2011-2012 | 2012-2013 |
|---|---|---|---|
| **Department** | **GPA** | **GPA** | **GPA** |
| Finance | 3.32 | 3.7 | 3.66 |
| Child Nutrition | 2.94 | 3.54 | 3.5 |
| Receptionist | N/A | 3.79 | 3.83 |
| Public Information | 3.24 | 3.68 | 3.65 |
| Curriculum | 3.09 | 3.51 | 3.5 |
| Exceptional Children | 2.75 | 3.46 | 3.25 |
| Human Resources | 3.26 | 3.7 | 3.66 |
| Maintenance | 3.06 | 3.54 | 3.46 |
| Superintendent | 3.23 | 3.65 | 3.42 |
| Technology | 3.14 | 3.63 | 3.6 |
| Testing | 3.13 | 3.4 | 3.44 |
| Transportation | 3.12 | 3.41 | 3.32 |