



THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FL

RESEARCH, EVALUATION, & ASSESSMENT
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EXECUTIVE SUMMARY

June 24, 2024

TO: School Board Members
THROUGH: Michael J. Burke, Superintendent *MJB*
FROM: Jamie Wyatt, Chief of Staff *JW*
Adam Miller, Ph.D., Chief of Performance Accountability *AM*
SUBJECT: **FY24 DEPARTMENT QUALITY SERVICES SURVEY RESULTS**

The Department Quality Services (DQS) Survey was administered from May 6, 2024, to June 3, 2024. As with the prior DQS administrations, the survey examined District principals' satisfaction with the quality of services provided by District departments.

A total of 181 principals were invited to provide input via the survey; 165 (91.2%) responded, which is an increase in participation from 67.2% in FY23. For each of the 48 departments, Principals, in collaboration with their leadership team, provided ratings for the quality of services provided. Based on the percent of positive responses to B=89-80, C=79-70, D=69-60, F=59 or below. Table 1 shows the distribution of grades for FY22 to FY24.

Table 1. Department Grades.

Grade	FY24		FY23		FY22	
	N	%	N	%	N	%
A	42	87.5%	42	87.5%	43	84.3%
B	5	10.4%	5	10.4%	7	13.7%
C	1	2.1%	0	0.0%	0	0.0%
D	0	0.0%	1	2.1%	0	0.0%
F	0	0.0%	0	0.0%	1	2.0%

Detailed results for each department are provided on the [DQS Results Dashboard](#). In addition to the item ratings that are summarized on the dashboard, principals had an opportunity to provide written feedback for each department. The written comments have been shared with each department for their review and consideration regarding the improvement of services. Questions concerning the DQS should be directed to Dr. Paul Houchens, Director of Research, Evaluation, & Assessment at 561-434-8780.

MJB/JW/AM/PH/RC:wI

- c: Academic and Operating Chiefs
- Regional/Instructional Superintendents
- Assistant Superintendents
- Academic Directors
- Principals