



**THE SCHOOL DISTRICT OF  
PALM BEACH COUNTY, FL**

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## EXECUTIVE SUMMARY

July 7, 2025

**TO:** Academic and Operating Chiefs, Regional/Instructional Superintendents and Academic Directors

**THROUGH:** Michael J. Burke, Superintendent

**FROM:** Jamie Wyatt, Deputy Superintendent/Chief of Schools  
Adam Miller, Ph.D., Chief of Performance Accountability

**SUBJECT: FY25 DEPARTMENT QUALITY SERVICES SURVEY**

The Department Quality Services (DQS) Survey was administered from May 5 to June 7. As with the prior DQS administrations, the survey examined District principals' satisfaction with the quality of services provided by District departments.

A total of 179 principals were invited to provide input via the survey; 175 (97.8%) responded, which is an increased participation from 91.2% in FY24. For each of the 48 departments, principals, in conference with their leadership team, provided ratings for the quality of services provided. Based on the percent of positive responses to each item, a letter grade was computed for each department using the scale: A=90+, B=89-80, C=79-70, D=69-60, F=59 or below. Table 1 shows the distribution of grades for FY23 to FY25.

**Table 1. Department Grades.**

Grade	FY25		FY24		FY23	
	N	%	N	%	N	%
A	45	93.8%	42	87.5%	42	87.5%
B	2	4.2%	5	10.4%	5	10.4%
C	1	2.1%	1	2.1%	0	0.0%
D	0	0.0%	0	0.0%	1	2.1%
F	0	0.0%	0	0.0%	0	0.0%

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 Paul Houchens, Director, Research, Evaluation & Assessment at 561-434-8780, or Adam Miller, Chief of Performance Accountability at 561-434-8851.

MJB/JW/AM/PH/RC:wI