# Montgomery County Schools Central Support Survey

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

| | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|---|---|---|---|---|---|
| Department | % Agreement | % Agreement | % Agreement | % Agreement | % Agreement |
| Finance | 99% | 98% | 99% | 98% | 99% |
| Child Nutrition | 98% | 99% | 100% | 100% | 99% |
| Receptionist | 99% | 99% | 100% | 100% | 100% |
| Public Information | 99% | 99% | 100% | 99% | 100% |
| Curriculum | 97% | 98% | 99% | 99% | 99% |
| Exceptional Children | 96% | 92% | 93% | 99% | 95% |
| Human Resources | 99% | 99% | 98% | 99% | 100% |
| Maintenance | 99% | 98% | 100% | 98% | 100% |
| Superintendent | 98% | 97% | 97% | 100% | 100% |
| Technology | 98% | 99% | 99% | 98% | 100% |
| Testing | 99% | 97% | 88% | 94% | 97% |
| Transportation | 94% | 93% | 96% | 95% | 98% |

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

| | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|---|---|---|---|---|---|
| Department | % Agreement | % Agreement | % Agreement | % Agreement | % Agreement |
| Finance | 97% | 98% | 97% | 99% | 100% |
| Child Nutrition | 98% | 98% | 100% | 100% | 100% |
| Receptionist | 99% | 98% | 100% | 100% | 100% |
| Public Information | 99% | 99% | 99% | 100% | 100% |
| Curriculum | 96% | 96% | 98% | 95% | 97% |
| Exceptional Children | 95% | 92% | 91% | 100% | 97% |
| Human Resources | 96% | 98% | 98% | 99% | 100% |
| Maintenance | 95% | 95% | 95% | 98% | 99% |
| Superintendent | 98% | 99% | 99% | 100% | 100% |
| Technology | 97% | 98% | 97% | 97% | 100% |

| | | | | | |
|---|---|---|---|---|---|
| Testing | 98% | 99% | 93% | 98% | 98% |
| Transportation | 91% | 93% | 92% | 91% | 97% |

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

| | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|---|---|---|---|---|---|
| **Department** | **% Agreement** | **% Agreement** | **% Agreement** | **% Agreement** | **% Agreement** |
| Finance | 99% | 98% | 98% | 99% | 99% |
| Child Nutrition | 97% | 99% | 99% | 100% | 99% |
| Receptionist | 99% | 98% | 100% | 100% | 99% |
| Public Information | 99% | 99% | 100% | 100% | 99% |
| Curriculum | 97% | 97% | 97% | 98% | 98% |
| Exceptional Children | 93% | 85% | 91% | 98% | 96% |
| Human Resources | 97% | 98% | 98% | 99% | 99% |
| Maintenance | 98% | 96% | 99% | 100% | 99% |
| Superintendent | 98% | 99% | 99% | 100% | 100% |
| Technology | 97% | 97% | 99% | 98% | 100% |
| Testing | 98% | 99% | 91% | 97% | 98% |
| Transportation | 93% | 91% | 95% | 95% | 98% |

4. GPA

| | 2019-2020 | | | | | | |
|---|---|---|---|---|---|---|---|
| **Department** | **A** | **B** | **C** | **D** | **F** | **GPA** | 2018-2019 |
| Finance | 121 | 14 | 2 | 1 | 0 | 3.85 | 3.84 |
| Child Nutrition | 79 | 12 | 2 | 1 | 0 | 3.80 | 3.80 |
| Receptionist | 121 | 18 | 0 | 1 | 0 | 3.85 | 3.84 |
| Public Information | 106 | 15 | 1 | 0 | 0 | 3.86 | 3.80 |
| Curriculum | 98 | 13 | 2 | 0 | 3 | 3.75 | 3.71 |
| Exceptional Children | 91 | 18 | 3 | 1 | 2 | 3.70 | 3.63 |
| Human Resources | 122 | 14 | 1 | 0 | 2 | 3.83 | 3.81 |
| Maintenance | 98 | 15 | 2 | 0 | 0 | 3.83 | 3.75 |
| Superintendent | 91 | 13 | 2 | 3 | 1 | 3.73 | 3.77 |
| Technology | 110 | 19 | 2 | 0 | 0 | 3.82 | 3.77 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Testing | 87 | 19 | 1 | 3 | 1 | 3.69 | 3.60 |
| Transportation | 93 | 14 | 4 | 1 | 0 | 3.78 | 3.57 |

| GPA Comparisons | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|---|---|---|---|---|---|
| **Department** | **GPA** | **GPA** | **GPA** | **GPA** | **GPA** |
| Finance | 3.75 | 3.73 | 3.83 | 3.84 | 3.85 |
| Child Nutrition | 3.63 | 3.63 | 3.86 | 3.80 | 3.80 |
| Receptionist | 3.81 | 3.77 | 3.86 | 3.84 | 3.85 |
| Public Information | 3.75 | 3.65 | 3.76 | 3.80 | 3.86 |
| Curriculum | 3.64 | 3.54 | 3.68 | 3.71 | 3.75 |
| Exceptional Children | 3.48 | 3.20 | 3.44 | 3.63 | 3.70 |
| Human Resources | 3.74 | 3.77 | 3.78 | 3.81 | 3.83 |
| Maintenance | 3.63 | 3.58 | 3.78 | 3.75 | 3.83 |
| Superintendent | 3.76 | 3.62 | 3.73 | 3.77 | 3.73 |
| Technology | 3.68 | 3.72 | 3.78 | 3.77 | 3.82 |
| Testing | 3.64 | 3.64 | 3.40 | 3.60 | 3.69 |
| Transportation | 3.62 | 3.46 | 3.51 | 3.57 | 3.78 |