TO: Board of Education

FROM: Dale Ellis

DATE: January 8, 2018

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.

Department	2010-2011 % Agreement	2011-2012 % Agreement	2012-2013 % Agreement	2013-2014 % Agreement	2014-2015 % Agreement	2015-2016 % Agreement	2016-2017 % Agreement	2017-2018 % Agreement
Finance	90%	98%	97%	98%	99%	99%	98%	99%
Child Nutrition	83%	97%	97%	97%	99%	98%	99%	100%
Receptionist	N/A	99%	99%	99%	99%	99%	99%	100%
Public Information	89%	99%	98%	99%	99%	99%	99%	100%
Curriculum	87%	98%	97%	95%	98%	97%	98%	99%
Exceptional Children	79%	97%	96%	92%	89%	96%	92%	93%
Human Resources	90%	98%	99%	96%	98%	99%	99%	98%
Maintenance	83%	97%	92%	97%	97%	99%	98%	100%
Superintendent	87%	98%	97%	97%	99%	98%	97%	97%
Technology	86%	99%	97%	99%	99%	98%	99%	99%
Testing	87%	96%	97%	97%	98%	99%	97%	88%
Transportation	82%	92%	88%	93%	95%	94%	93%	96%

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

Department	2010-2011 % Agreement	2011-2012 % Agreement	2012-2013 % Agreement	2013-2014 % Agreement	2014-2015 % Agreement	2015-2016 % Agreement	2016-2017 % Agreement	2017-2018 % Agreement
Finance	90%	97%	96%	98%	98%	97%	98%	97%
Child Nutrition	83%	98%	97%	96%	99%	98%	98%	100%
Receptionist	N/A	99%	100%	98%	99%	99%	98%	100%
Public Information	88%	99%	98%	98%	99%	99%	99%	99%
Curriculum	83%	95%	96%	93%	100%	96%	96%	98%
Exceptional Children	62%	94%	79%	83%	92%	95%	92%	91%
Human Resources	87%	98%	96%	96%	98%	96%	98%	98%
Maintenance	79%	94%	92%	91%	93%	95%	95%	95%
Superintendent	86%	98%	96%	94%	99%	98%	99%	99%
Technology	85%	97%	97%	95%	98%	97%	98%	97%
Testing	84%	93%	95%	96%	97%	98%	99%	93%
Transportation	82%	94%	92%	89%	93%	91%	93%	92%

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

Department	2010-2011 % Agreement	2011-2012 % Agreement	2012-2013 % Agreement	2013-2014 % Agreement	2014-2015 % Agreement	2015-2016 % Agreement	2016-2017 % Agreement	2017-2018 % Agreement
Finance	91%	97%	96%	96%	100%	99%	98%	98%
Child Nutrition	83%	98%	97%	94%	98%	97%	99%	99%
Receptionist	N/A	100%	99%	98%	99%	99%	98%	100%
Public Information	89%	99%	97%	99%	99%	99%	99%	100%
Curriculum	81%	97%	93%	93%	96%	97%	97%	97%
Exceptional Children	68%	98%	87%	83%	90%	93%	85%	91%
Human Resources	85%	97%	96%	96%	97%	97%	98%	98%
Maintenance	84%	98%	95%	91%	95%	98%	96%	99%
Superintendent	87%	96%	96%	94%	99%	98%	99%	99%
Technology	87%	97%	99%	95%	98%	97%	97%	99%
Testing	85%	96%	95%	96%	97%	98%	99%	91%
Transportation	82%	94%	90%	89%	94%	93%	91%	95%

4. GPA

Department	2017-2018 A	B	C	D	F	GPA	2016-2017
Finance	112	16	1	0	1	3.83	3.73
Child Nutrition	85	10	2	0	0	3.86	3.63
Receptionist	114	14	2	0	0	3.86	3.77
Public Information	87	20	3	0	0	3.76	3.65
Curriculum	84	19	6	0	1	3.68	3.54
Exceptional Children	74	22	7	3	4	3.44	3.20
Human Resources	115	19	2	1	1	3.78	3.77
Maintenance	90	15	3	1	0	3.78	3.58
Superintendent	89	13	3	2	1	3.73	3.62
Technology	105	22	2	1	0	3.78	3.72
Testing	74	15	8	6	4	3.40	3.64
Transportation	76	16	11	2	2	3.51	3.46

GPA Comparisons	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Department	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**	**GPA**
Finance	3.32	3.7	3.66	3.64	3.83	3.75	3.73	3.83
Child Nutrition	2.94	3.54	3.5	3.45	3.73	3.63	3.63	3.86
Receptionist	N/A	3.79	3.83	3.75	3.84	3.81	3.77	3.86
Public Information	3.24	3.68	3.65	3.52	3.78	3.75	3.65	3.76
Curriculum	3.09	3.51	3.5	3.39	3.61	3.64	3.54	3.68
Exceptional Children	2.75	3.46	3.25	3.31	3.34	3.48	3.20	3.44
Human Resources	3.26	3.7	3.66	3.56	3.8	3.74	3.77	3.78
Maintenance	3.06	3.54	3.46	3.31	3.57	3.63	3.58	3.78
Superintendent	3.23	3.65	3.42	3.39	3.8	3.76	3.62	3.73
Technology	3.14	3.63	3.6	3.56	3.75	3.68	3.72	3.78
Testing	3.13	3.4	3.44	3.45	3.68	3.64	3.64	3.40
Transportation	3.12	3.41	3.32	3.29	3.5	3.62	3.46	3.51