

2014-2015 Customer Satisfaction Survey Feedback

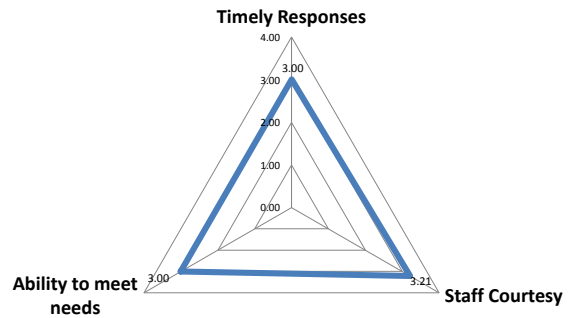
Office of the Superintendent

The data below are based on feedback from principals, assistant principals, and central office staff members on the 2014-2015 Central Office Customer Satisfaction Surveys. The surveys contained items addressing three key metrics related to customer service: timely responses, staff courtesy, and the ability of an office to meet respondents' needs.

Participation

Overall Satisfaction

Overall	98
Principal/Assistant Principal	27
Central Office Staff	71



The three angles of the triangle represent the three customer service metrics assessed on the survey. The closer the blue score line is to the outer edge of the triangle, the higher the score of the metric represented at that angle.

Results by By Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	3.00	3.21	3.00	3.07
Principal	2.93	3.08	2.88	2.96
Central Office Staff	3.08	3.35	3.13	3.19

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
Strategy Delivery	3.10	3.50	3.00	Too Few Responses	Too Few Responses	Too Few Responses	3.10	3.50	3.00
Strategic Partnerships	3.05	3.10	2.95	2.90	2.90	2.70	3.20	3.30	3.20
Government Relations	3.30	3.60	3.40	Too Few Responses	Too Few Responses	Too Few Responses	3.30	3.60	3.40
Communications	2.80	3.05	2.85	2.70	3.10	2.70	2.90	3.00	3.00
General Counsel	2.95	3.25	3.10	3.10	3.10	3.10	2.80	3.40	3.10
Grants Development	3.10	3.25	3.05	3.00	3.20	3.00	3.20	3.30	3.10

Survey items were scored on a 4-point Likert-style scale, where a score of "1" indicated the poorest rating and "4" the highest.

Indicators can be used to easily identify an office's relative strengths and areas most in need of support. Scores appear for items with at least 15 responses.

Legend

Indicator	1.00	2.00	3.00
Metric Score	1.0-1.99	2.0-2.99	3.0-4.00

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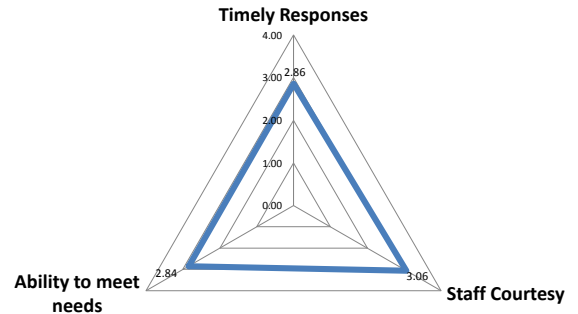
Office of Academic Supports

The data below are based on feedback from principals, assistant principals, and central office staff members on the 2014-2015 Central Office Customer Satisfaction Surveys. The surveys contained items addressing three key metrics related to customer service: timely responses, staff courtesy, and the ability of an office to meet respondents' needs.

Participation

Overall	101
Principal/Assistant Principal	31
Central Office Staff	70

Overall Satisfaction



The three angles of the triangle represent the three customer service metrics assessed on the survey. The closer the blue score line is to the outer edge of the triangle, the higher the score of the metric represented at that angle.

Results by Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	2.86	3.06	2.84	2.92
Principal	2.68	2.96	2.60	2.75
Central Office Staff	3.04	3.16	3.09	3.10

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
Early Childhood Education	3.20	3.20	3.10	3.00	3.00	2.80	3.40	3.40	3.40
Curriculum, Instruction and Assessment	2.80	3.10	2.75	2.60	2.90	2.40	3.00	3.30	3.10
Career and Technical Education	3.10	3.40	3.20	Too Few Responses	Too Few Responses	Too Few Responses	3.10	3.40	3.20
Academic Enrichment	3.00	2.90	3.10	Too Few Responses	Too Few Responses	Too Few Responses	3.00	2.90	3.10
School Improvement	2.75	2.95	2.75	3.00	3.30	3.00	2.50	2.60	2.50
Multilingual Programs	3.05	3.35	3.00	2.80	3.20	2.70	3.30	3.50	3.30
GEAR UP	3.40	3.30	3.30	Too Few Responses	Too Few Responses	Too Few Responses	3.40	3.30	3.30
Specialized Services	2.30	2.65	2.45	2.00	2.40	2.10	2.60	2.90	2.80

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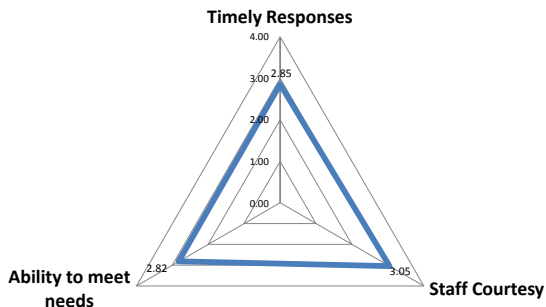
Office of Talent

The data below are based on feedback from principals, assistant principals, and central office staff members on the 2014-2015 Central Office Customer Satisfaction Surveys. The surveys contained items addressing three key metrics related to customer service: timely responses, staff courtesy, and the ability of an office to meet respondents' needs.

Participation

Overall Satisfaction

Overall	101
Principal/Assistant Principal	29
Central Office Staff	72



The three angles of the triangle represent the three customer service metrics assessed on the survey. The closer the blue score line is to the outer edge of the triangle, the higher the score of the metric represented at that angle.

Results by By Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	2.85	3.05	2.82	2.91
Principal	2.56	2.86	2.60	2.67
Central Office Staff	3.14	3.24	3.04	3.14

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
Staffing Support	2.35	2.90	2.40	2.30	3.00	2.40	2.40	2.80	2.40
Educator Effectiveness: Professional	2.85	2.90	2.65	2.50	2.70	2.40	3.20	3.10	2.90
Educator Effectiveness: Evaluation	2.60	2.75	2.55	2.30	2.40	2.30	2.90	3.10	2.80
Educator Effectiveness: Teacher Coaching	2.80	2.90	2.65	2.40	2.60	2.40	3.20	3.20	2.90
Classification and Compensation	3.40	3.50	3.40	Too Few Responses	Too Few Responses	Too Few Responses	3.40	3.50	3.40
Benefits	3.40	3.50	3.40	Too Few Responses	Too Few Responses	Too Few Responses	3.40	3.50	3.40
Employee Relations	3.40	3.55	3.50	3.30	3.60	3.50	3.50	3.50	3.50

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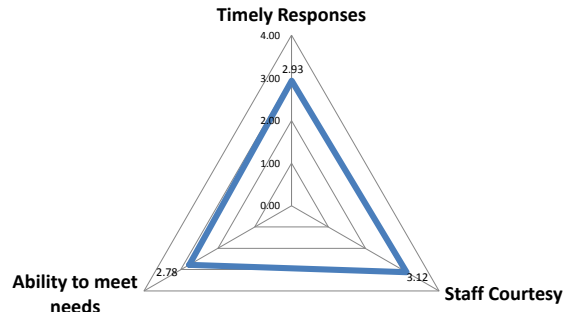
2014-2015 Customer Satisfaction Survey Feedback

Office of Facilities and Operations

The data below are based on feedback from principals, assistant principals, and central office staff members on the 2014-2015 Central Office Customer Satisfaction Surveys. The surveys contained items addressing three key metrics related to customer service: timely responses, staff courtesy, and the ability of an office to meet respondents' needs.

Participation **Overall Satisfaction**

Overall	100
Principal/Assistant Principal	29
Central Office Staff	71



The three angles of the triangle represent the three customer service metrics assessed on the survey. The closer the blue score line is to the outer edge of the triangle, the higher the score of the metric represented at that angle.

Results by By Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	2.93	3.12	2.78	2.94
Principal	2.77	2.95	2.40	2.71
Central Office Staff	3.10	3.28	3.15	3.18

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
Facilities/Operations	2.85	3.00	2.85	2.60	2.80	2.50	3.10	3.20	3.20
Maintenance	2.80	3.00	2.80	2.50	2.80	2.40	3.10	3.20	3.20
Food Services	3.20	3.40	3.25	3.00	3.20	3.10	3.40	3.60	3.40
Print Shop	3.65	3.70	3.40	3.90	3.90	Too Few Responses	3.40	3.50	3.40
Procurement	3.00	3.15	3.10	3.00	2.90	Too Few Responses	3.00	3.40	3.10
Transportation	2.10	2.45	2.10	1.60	2.10	1.60	2.60	2.80	2.60

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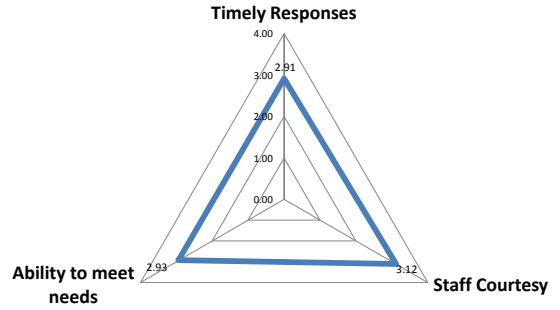
Office of Student Support Services

The data below are based on feedback from principals, assistant principals, and central office staff members on the 2014-2015 Central Office Customer Satisfaction Surveys. The surveys contained items addressing three key metrics related to customer service: timely responses, staff courtesy, and the ability of an office to meet respondents' needs.

Participation



Overall Satisfaction



Results by By Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	2.91	3.12	2.93	2.99
Principal	2.74	3.00	2.77	2.84
Central Office Staff	3.08	3.24	3.10	3.14

The three angles of the triangle represent the three customer service metrics assessed on the survey. The closer the blue score line is to the outer edge of the triangle, the higher the score of the metric represented at that angle.

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
Attendance and Truancy	2.80	3.10	3.20	2.50	2.90	Too Few Responses	3.10	3.30	3.20
Student Rights and Responsibilities	3.30	3.30	3.30	3.30	3.40	3.40	3.30	3.20	3.20
Prevention and Intervention	2.70	2.90	2.90	Too Few Responses	Too Few Responses	Too Few Responses	2.70	2.90	2.90
Climate and Safety	3.20	3.30	3.30	3.10	3.30	Too Few Responses	3.30	3.30	3.30
Bullying Prevention and Compliance	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses
Student Records and Management	3.10	3.40	3.10	Too Few Responses	Too Few Responses	Too Few Responses	3.10	3.40	3.10
Student Enrollment and Placement	2.80	3.10	2.85	2.30	2.70	2.40	3.30	3.50	3.30
School Health Services	2.90	3.10	3.00	Too Few Responses	Too Few Responses	Too Few Responses	2.90	3.10	3.00
Parent and Community Engagement	2.70	2.95	2.65	2.50	2.70	2.50	2.90	3.20	2.80

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Indicators can be used to easily identify an office's relative strengths and areas most in need of support. Scores appear for items with at least 15 responses.

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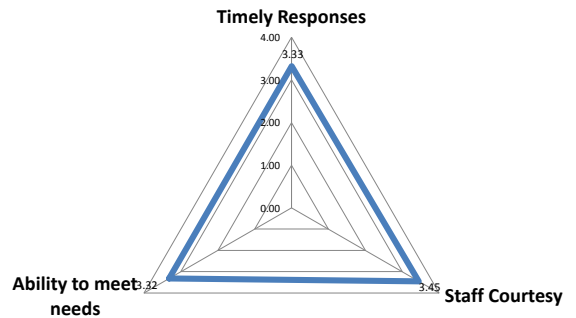
Office of Information and Data Management

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Participation

Overall Satisfaction

Overall	136
Principal/Assistant Principal	31
Central Office Staff	105



The three angles of the triangle represent the three customer service metrics assessed on the survey. The closer the blue score line is to the outer edge of the triangle, the higher the score of the metric represented at that angle.

Results by By Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	3.33	3.45	3.32	3.36
Principal	3.37	3.45	3.30	3.37
Central Office Staff	3.28	3.45	3.33	3.36

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
IT Help Desk and Field Support	3.30	3.45	3.35	3.30	3.40	3.30	3.30	3.50	3.40
Educational Technology	3.35	3.50	3.30	3.40	3.50	3.30	3.30	3.50	3.30
Information Systems	3.50	3.50	3.40	Too Few Responses	Too Few Responses	Too Few Responses	3.50	3.50	3.40
Strategic Analytics	3.00	3.30	3.20	Too Few Responses	Too Few Responses	Too Few Responses	3.00	3.30	3.20
Research and Evaluation	3.30	3.40	3.30	Too Few Responses	Too Few Responses	Too Few Responses	3.30	3.40	3.30
Technology Services	3.35	3.50	3.40	3.40	Too Few Responses	Too Few Responses	3.30	3.50	3.40

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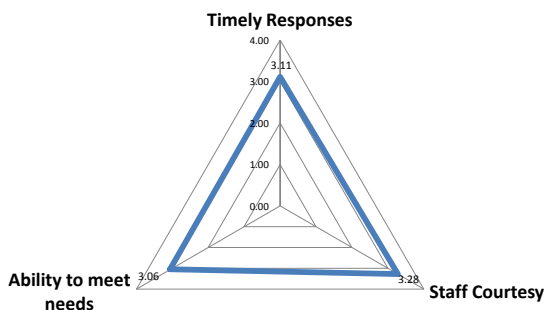
Office of Budget and Finance

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Participation

Overall	90
Principal/Assistant Principal	24
Central Office Staff	66

Overall Satisfaction



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Results by By Question

	Timely Responses	Staff Courtesy	Ability to meet needs	Overall Satisfaction
Overall	3.11	3.28	3.06	3.15
Principal	3.20	3.50	3.10	3.27
Central Office Staff	3.01	3.06	3.01	3.03

Results by Office and Respondent

	Overall			Principal/Assistant Principal			Central Office Staff		
	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs	Timely Responses	Staff Courtesy	Ability to meet needs
Child Accounting	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses
Office of Management and Budget	3.00	3.20	3.10	Too Few Responses	Too Few Responses	Too Few Responses	3.00	3.20	3.10
Grants Compliance	3.05	3.15	2.95	3.20	3.50	3.10	2.90	2.80	2.80
Grants Fiscal Services	3.30	3.20	3.20	Too Few Responses	Too Few Responses	Too Few Responses	3.30	3.20	3.20
Accounting Services	3.00	3.00	3.00	Too Few Responses	Too Few Responses	Too Few Responses	3.00	3.00	3.00
Accounts Payable	3.00	3.10	3.00	Too Few Responses	Too Few Responses	Too Few Responses	3.00	3.10	3.00
Office of Special Finance	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses	Too Few Responses
Office of Risk Management	2.90	3.10	3.00	Too Few Responses	Too Few Responses	Too Few Responses	2.90	3.10	3.00
Payroll	3.00	3.00	3.00	Too Few Responses	Too Few Responses	Too Few Responses	3.00	3.00	3.00

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