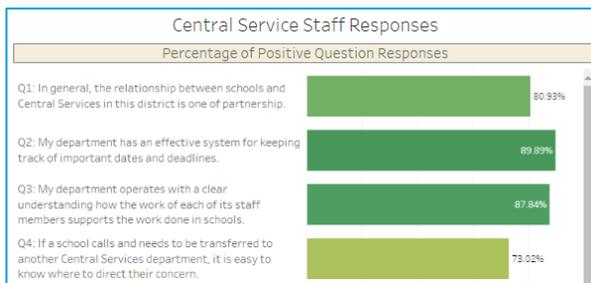


Central Services Survey Visualization Guide

Workbook Name: Central Services Survey (CSS) Analysis (May 2018)

1 Use your Internet browser to navigate to <http://cssurveyresults.ccsd.net>. Log in with your Datalab credentials. These should be your Active Directory (AD) credentials.

2 Data **visualization** is a graphical representation of data that is used to communicate information clearly and efficiently to users. The Central Services Survey Visualization represents the results of the Central Services Survey and School-Based Surveys. These annual surveys are required by Assembly Bill 469, Section 31, which gauge central services staff satisfaction with their ability to serve schools and to gauge school staff satisfaction with the services provided by central services.



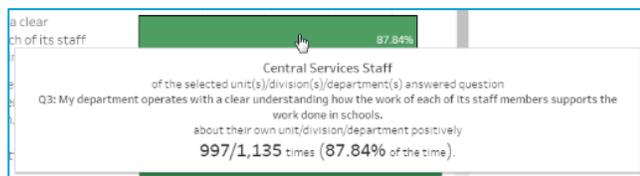
Visualization of survey results

3 Information in a workbook is presented in **worksheets** and **dashboards**, which are similar to worksheets in Microsoft Excel. To switch between dashboards, click on the tabs at the top.



Dashboards (Tabs)

4 **Tooltips** are displayed when hovering one's cursor over a graph element of a chart.



5 **Filters** allow the user to look at the Central Services Survey data for a specific segment of the population. **Quick Filters** are represented by a dropdown list, checkbox, or slider on the right side and top of the dashboard. The available Quick Filters are as follows:

- Survey Respondent Type
- School Year
- Unit(s) / Unit(s) Rated
- Division(s) / Division(s) Rated
- Department(s) / Department(s) Rated
- Office(s) or Group(s) / Office(s) or Group(s) Rated
- Question
- Respondent Employee Category

2 - Select Respondent Type
Central Services Staff Responses

3 - Select a Valid Question
Q1: In general, the relationship be...

School Year
2017-2018

Organizational Level 1
(All)

Organizational Level 2
(All)

Organizational Level 3
(All)

Organizational Level 4
(All)

6 For detailed information, begin at the **Start/Help** tab which contains instructions on how to use the visualization, contact information, and disclaimers. There is a link to print the manual at the top right above the Table of Contents.

Central Services Performance Plan

Transparent reporting of Central Services Survey results provides information to school communities and the public to ensure accountability for results. The *Central Services Performance Plan* allows central service divisions and departments to focus their efforts and guide their work to improve services and support to schools.

The *Central Services Performance Plan* should be used by all divisions and departments to analyze the data relative to both the Central Services Staff Survey and the Central Services Survey for School Staff. Using a process similar to that of creating the School Performance Plan, central service personnel will identify measurable goals designed to increase services and support to schools. Specific action steps will be detailed to strategically prioritize and focus efforts.

To complete a performance plan, navigate to the Start/Help tab and scroll down to “Next Steps: Central Services Performance Plan” within the Table of Contents. There you will find links to a template “Goals Page” to fill out which will serve as the performance plan. There is also a link to a “Data Analysis Tool” which may aid in drafting the performance plan.

Next Steps: Central Services Performance Plan

Similar to how the School Performance Plan serves as a blueprint designed to support school leadership teams in improving overall school performance, the Central Services Performance Plan will serve as a blueprint designed to assist and guide Central Services divisions and departments in improving overall services and support to schools.

Transparent reporting of Central Services Survey results provides information to school communities and the public to ensure accountability for results. The Central Services Performance Plan will allow Central Services divisions and departments to focus their efforts and guide their work to improve services and support to schools and is a tool for Central Services personnel to document and monitor their plans for improving customer service and support. The plan will provide information on the division and/or department data analysis and identify strategies that will be utilized to increase services and support to schools. The Central Services Performance Plan will be used by all divisions and departments to analyze the data relative to both the Central Services Staff Survey and the Central Services Survey for School Staff. Using a process similar to that of creating the School Performance Plan, Central Services personnel will identify measurable goals designed to increase services and support to schools. Specific action steps will be detailed to strategically prioritize and focus efforts.

Central Services departments are being asked to review their results and complete a [Goals Page](#) which will act as their Central Services Performance Plan. Once departments submit their performance plans, they will go to division heads for review. After division heads review them, they will go to unit chiefs. Ultimately, these plans will be made public along with the survey results.

To aid departments in interacting with the data and completing the performance plan, we have created a [Data Analysis Tool](#). Unlike the performance plan, this document is not required and will not be made public.

Once departments submit their **Goals Page**, they will go to division heads for review. After division heads review them, they will go to unit chiefs. Ultimately, these plans will be made public along with the survey results.

Definitions

Workbook	Dashboard	Filters
<ul style="list-style-type: none"> Contains the visualizations (vizzes) Group of one or more dashboards 	<ul style="list-style-type: none"> Each workbook consists of one or more dashboards These dashboards are indicated by the tabs at the top of the workbook Single page visualization that is comprised of one or more charts or tables, referred to as worksheets 	<ul style="list-style-type: none"> A different way to view the data results <div style="margin-left: 20px;"> Organizational Level 1 <input type="text" value="(All)"/> </div> <div style="margin-left: 20px; margin-top: 5px;"> Organizational Level 2 <input type="text" value="(All)"/> </div>
Tooltips	Visualization	Percent Positive Responses
<ul style="list-style-type: none"> Tooltips are displayed when hovering over a graph element of a chart. The tooltip will show what is being measured and any other available information related to that set of data. 	<ul style="list-style-type: none"> Data visualization is a graphical representation of data that is used to communicate information clearly and efficiently to users. 	<ul style="list-style-type: none"> Longer, dark green bars indicate a higher percentage of respondents who agree with the statement, while shorter, red bars indicate a lower percentage of respondents agreed with the statement. All questions are positively-worded, so longer bars indicate more positive responses.