

# Central Services Survey Results (April 2018)

## Office of the Chief Instructional Services Officer

### Responses from Office of the Chief Instructional Services Officer Staff

#### Number of Survey Responses

Administrative Personnel	Licensed Personnel	Support Staff	All Employee Categories
158	221	164	543

#### Percentage of Positive Question Responses

This table shows the percentage of positive responses to each question (not including questions that were left unanswered by respondents or questions for which the respondent answered "Unsure") from each employee category. If the number of question responses from any given employee category is less than 5, N/A is displayed to preserve anonymity.

Question	Admin	Licensed	Support	All
Q1: In general, the relationship between schools and Central Services in this district is one of partnership.	86.71%	87.33%	81.60%	85.42%
Q2: My department has an effective system for keeping track of important dates and deadlines.	100.00%	92.31%	95.71%	95.56%
Q3: My department operates with a clear understanding how the work of each of its staff members supports the work done in schools.	98.73%	92.20%	91.41%	93.88%
Q4: If a school calls and needs to be transferred to another Central Services department, it is easy to know where to direct their concern.	88.61%	78.90%	79.75%	82.00%
Q5: My department provides quality customer service to schools.	99.37%	98.60%	98.77%	98.88%
Q6: My department is responsive to the needs of schools.	99.37%	97.24%	100.00%	98.70%
Q7: Upon contact from a school, my department follows-up with the school in a timely manner.	100.00%	100.00%	98.10%	99.43%
Q8: My department acts professionally when working with schools.	100.00%	98.16%	100.00%	99.25%
Q9: My department is committed to resolve the issues at schools.	99.36%	96.76%	99.36%	98.30%
Q10: My department provides quality services to schools.	99.37%	97.67%	99.38%	98.69%
Q11: I know what is expected of me at work.	98.10%	96.36%	99.39%	97.79%
Q12: I have the materials and/or equipment to properly complete my work.	96.20%	94.98%	93.90%	95.01%
Q13: I receive the training I need to perform my job successfully.	93.67%	89.50%	90.74%	91.09%
Q14: My department has the appropriate staffing to support the services needed at schools.	58.23%	58.45%	72.05%	62.45%
Q15: I receive effective and useful communication from the District.	75.80%	74.31%	73.91%	74.63%
Q16: I view the District as a credible source for information.	83.54%	69.27%	67.48%	72.91%
Q17: The District is transparent and open about how it operates.	67.09%	44.95%	53.99%	54.17%

# Responses from School Staff Regarding Office of the Chief Instructional Services Officer

## Number of Survey Responses

Administrative Personnel	Licensed Personnel	Support Staff	All Employee Categories
120	310	48	478

## Q1: How often did you interact with this department this year?

Response Option	Admin	Licensed	Support	All
Never	1	8	2	11
Less Than Monthly	25	105	16	146
Monthly	55	112	7	174
Weekly	28	60	10	98
Daily	6	22	12	40

## Percentage of Positive Question Responses

This table shows the percentage of positive responses to questions 2 through 5 (not including questions that were left unanswered by respondents) from each employee category. Note that responses to question 1 are not interpreted to be positive or negative, so percent positive is not calculated.

Question	Admin	Licensed	Support	All
Q1: How often did you interact with this department this year?	N/A	N/A	N/A	N/A
Q2: Received a response within two working days after contact?	78.33%	85.34%	85.42%	83.58%
Q3: The commitment to address my needs?	69.17%	79.22%	89.58%	77.73%
Q4: The professionalism of the response?	79.17%	84.42%	91.49%	83.79%
Q5: The overall satisfaction with the service provided?	70.83%	79.22%	87.50%	77.94%