

Central Services Survey Results (June 2019)

All Central Services

Responses from All Central Service Staff

Number of Survey Responses

Administrative Personnel	Licensed Personnel	Support Staff	All Employee Categories
203	161	452	816

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.	87.68%	85.71%	75.95%	80.81%
Q2: My department has an effective system for keeping track of important dates and deadlines.	92.61%	93.17%	85.20%	88.64%
Q3: My department operates with a clear understanding how the work of each of its staff members supports the work done in schools.	91.63%	94.97%	80.22%	85.96%
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.	79.31%	73.58%	65.92%	70.78%
Q5: My department provides quality customer service to schools.	99.50%	99.36%	92.34%	95.51%
Q6: My department is responsive to the needs of schools.	98.51%	98.72%	94.42%	96.28%
Q7: Upon contact from a school, my department follows-up with the school in a timely manner.	97.50%	98.70%	91.84%	94.64%
Q8: My department acts professionally when working with schools.	100.00%	99.36%	96.83%	98.12%
Q9: My department is committed to resolve the issues at schools.	97.01%	98.73%	97.22%	97.47%
Q10: My department provides quality services to schools.	97.51%	98.71%	92.27%	94.85%
Q11: I know what is expected of me at work.	95.57%	97.50%	96.46%	96.44%
Q12: I have the materials and/or equipment to properly complete my work.	90.05%	95.63%	84.29%	87.95%
Q13: I receive the training I need to perform my job successfully.	79.31%	88.13%	78.75%	80.74%
Q14: My department has the appropriate staffing to support the services needed at schools.	51.72%	69.38%	50.22%	54.37%
Q15: I receive effective and useful communication from the District.	67.49%	74.21%	62.58%	66.09%
Q16: I view the District as a credible source for information.	72.91%	75.47%	59.06%	65.76%
Q17: The District is transparent and open about how it operates.	61.58%	55.00%	39.78%	48.27%

Responses from School Staff Regarding Central Services

Number of Survey Responses

Administrative Personnel	Licensed Personnel	Support Staff	All Employee Categories
433	5010	1726	7169

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: The overall satisfaction with the services received?	86.11%	83.29%	89.97%	85.07%
Q2: The process for getting your needs addressed?	80.74%	79.57%	86.88%	81.40%
Q3: The convenience of finding the appropriate division/department?	64.12%	70.42%	79.52%	72.23%
Q4: The partnership between schools and central services?	77.96%	75.08%	83.15%	77.20%

Responses from School Staff Regarding Central Services

Number of Survey Responses

Administrative Personnel	Licensed Personnel	Support Staff	All Employee Categories
87	564	153	804

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

Response Option	Admin	Licensed	Support	All
Never	3	92	32	127
Less Than Monthly	23	262	46	331
Monthly	28	128	22	178
Weekly	23	53	31	107
Daily	7	15	19	41

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?	65.12%	59.79%	74.67%	63.16%
Q3: The commitment to address my needs?	61.63%	54.79%	67.33%	57.88%
Q4: The professionalism of the response?	69.41%	64.54%	76.00%	67.21%
Q5: The overall satisfaction with the service provided?	58.14%	55.95%	69.54%	58.75%