

Central Services Satisfaction Survey Composites

SYSTEM AVERAGES BY ITEM

Goal 5.2: Support processes within the education system are aligned to achieve high performance.

Item Code	School	Population	Item Text	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2011 Process Variation	2011 Systemic Variation
CS01	880	System Average	I receive quality service from the BUSINESS SERVICES DEPARTMENT.	97	97	95	96	97	97	98	97	98	97	Stable	Above
CS02	880	System Average	I receive quality service from the CAREER-TECHNICAL EDUCATION DEPARTMENT.	84	90	89	89	91	93	92	95	99	99	Stable	Above
CS03	880	System Average	I receive quality service from the CHILD NUTRITION DEPARTMENT.	90	90	89	89	79	76	75	78	83	80	Stable	Normal
CS04	880	System Average	I receive quality service from the CURRICULUM AND INSTRUCTION OFFICE.	94	96	96	89	91	90	89	89	98	97	Stable	Above
CS05	880	System Average	I receive quality service from the FEDERAL PROGRAMS DEPARTMENT.	89	91	93	86	93	91	92	95	88	94	Stable	Normal
CS06	880	System Average	I receive quality service from the INSTRUCTIONAL TECHNOLOGY DEPARTMENT.	86	91	90	88	90	93	93	94	93	94	Stable	Normal
CS07	880	System Average	I receive quality service from the PERSONNEL OFFICE.	98	97	95	70	88	88	87	92	96	97	Stable	Above
CS08	880	System Average	I receive quality service from the PLANT OPERATIONS DEPARTMENT.	90	90	90	90	90	93	93	96	95	95	Stable	Above
CS09	880	System Average	I receive quality service from the PUBLIC INFORMATION OFFICE.	91	92	93	86	94	93	92	93	99	95	Stable	Above
CS10	880	System Average	I receive quality service from the SAFE SCHOOLS OFFICE.	95	97	96	97	97	97	96	95	97	97	Stable	Above
CS11	880	System Average	I receive quality service from the STUDENT SERVICES OFFICE.	95	95	95	95	95	97	97	97	98	99	Stable	Above
CS12	880	System Average	I receive quality service from the TECHNICAL SUPPORT DEPARTMENT.	67	85	77	80	90	90	93	94	91	92	Stable	Normal
CS13	880	System Average	I receive quality service from the TESTING AND ACCOUNTABILITY OFFICE.	93	95	95	92	92	92	92	92	95	98	Stable	Above
CS14	880	System Average	I receive quality service from the TRANSPORTATION DEPARTMENT.	91	91	90	91	94	94	91	94	99	98	Stable	Above

Central Services Satisfaction Survey Composites

SYSTEM AVERAGES BY ITEM

Goal 5.2: Support processes within the education system are aligned to achieve high performance.

Item Code	School	Population	Item Text	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2011 Process Variation	2011 Systemic Variation
CS15	880	System Average	My school building and grounds are clean and in good condition.	88	85	84	82	85	82	77	87	90	87	Stable	Normal
CS16	880	System Average	Work orders are completed in a timely manner.	64	69	84	71	76	82	79	88	87	89	Stable	Normal
CS17	880	System Average	I am satisfied with the quality of food and food choices available to me in my school's cafeteria.	65	66	65	65	42	44	45	46	49	53	Stable	Below
CS18	880	System Average	Staff members at my school are aware of the goals and priorities of the Board of Education.	92	94	92	87	91	91	89	92	94	96	Stable	Above
CS19	880	System Average	The volunteer program at my school provides valuable assistance to staff and students.	95	93	93	94	90	90	86	88	90	90	Stable	Normal
CS20	880	System Average	Clear processes are in place regarding revision and implementation of curriculum.	91	94	92	90	87	81	83	85	94	93	Stable	Normal
CS21	880	System Average	Appropriate resources exist to deliver a quality special education program to all identified students.	83	84	87	84	80	83	76	84	86	83	Stable	Normal
CS22	880	System Average	Staff development activities are aligned with my School Improvement Plan.	94	98	94	94	94	90	90	92	93	93	Stable	Normal
CS23	880	System Average	Information, analysis, and related tools support strategic planning at the district and school levels.	93	97	97	89	90	91	92	94	95	96	Stable	Above
CS24	880	System Average	I understand the connection between the TCS strategic plan, my School Improvement Plan, and my CII / IGP.	93	94	93	92	88	89	85	90	93	96	Stable	Above
CS25	880	System Average	My school is treated fairly and equitably in comparison to other schools in Transylvania County.	68	77	81	69	77	74	68	75	82	82	Stable	Normal
CS26	880	System Average	Decisions made by the superintendent reflect the priorities and goals of the district's strategic plan.	82	97	98	82	94	92	90	93	99	98	Stable	Above

Central Services Satisfaction Survey Composites

SYSTEM AVERAGES BY ITEM

Goal 5.2: Support processes within the education system are aligned to achieve high performance.

Item Code	School	Population	Item Text	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2011 Process Variation	2011 Systemic Variation
CS27	880	System Average	Decisions made by the Board of Education reflect the priorities and goals of the district's strategic plan.	87	95	93	87	94	92	89	92	98	97	Stable	Above
CS28	880	System Average	As it plans for the future, the school system asks for my ideas and input.	67	76	72	61	60	61	57	74	77	82	Up	Normal
CS29	880	System Average	District leaders encourage me to develop my job skills so I can advance in my career.	79	84	85	73	73	75	68	73	81	81	Stable	Normal
CS30	880	System Average	The school system recognizes me for my work.	70	73	78	64	69	70	62	70	75	79	Stable	Normal
CS31	880	System Average	District leaders care about me.	77	87	90	74	74	73	67	79	91	91	Stable	Normal
CS32	880	System Average	I have access to the school system's annual budget information.	81	74	62	48	85	87	85	93	93	94	Up	Normal
CS33	880	System Average	The school system uses my time and talents well.	77	81	86	77	78	78	75	79	89	86	Stable	Normal
CS34	880	System Average	The school system eliminates obsolete and ineffective processes.	55	69	74	62	60	60	51	58	70	69	Stable	Below
CS35	880	System Average	The school system obeys laws and regulations.	96	97	97	89	94	94	93	94	97	97	Stable	Above
CS36	880	System Average	The school system maintains high standards and ethics.	92	97	97	85	92	93	87	92	97	94	Stable	Normal
CS37	880	System Average	The school system helps me help my community.	92	94	95	83	88	86	84	89	94	94	Stable	Normal

Central Services Satisfaction Survey Composite

Goal 5.2: Support processes within the education system are aligned to achieve high performance.

