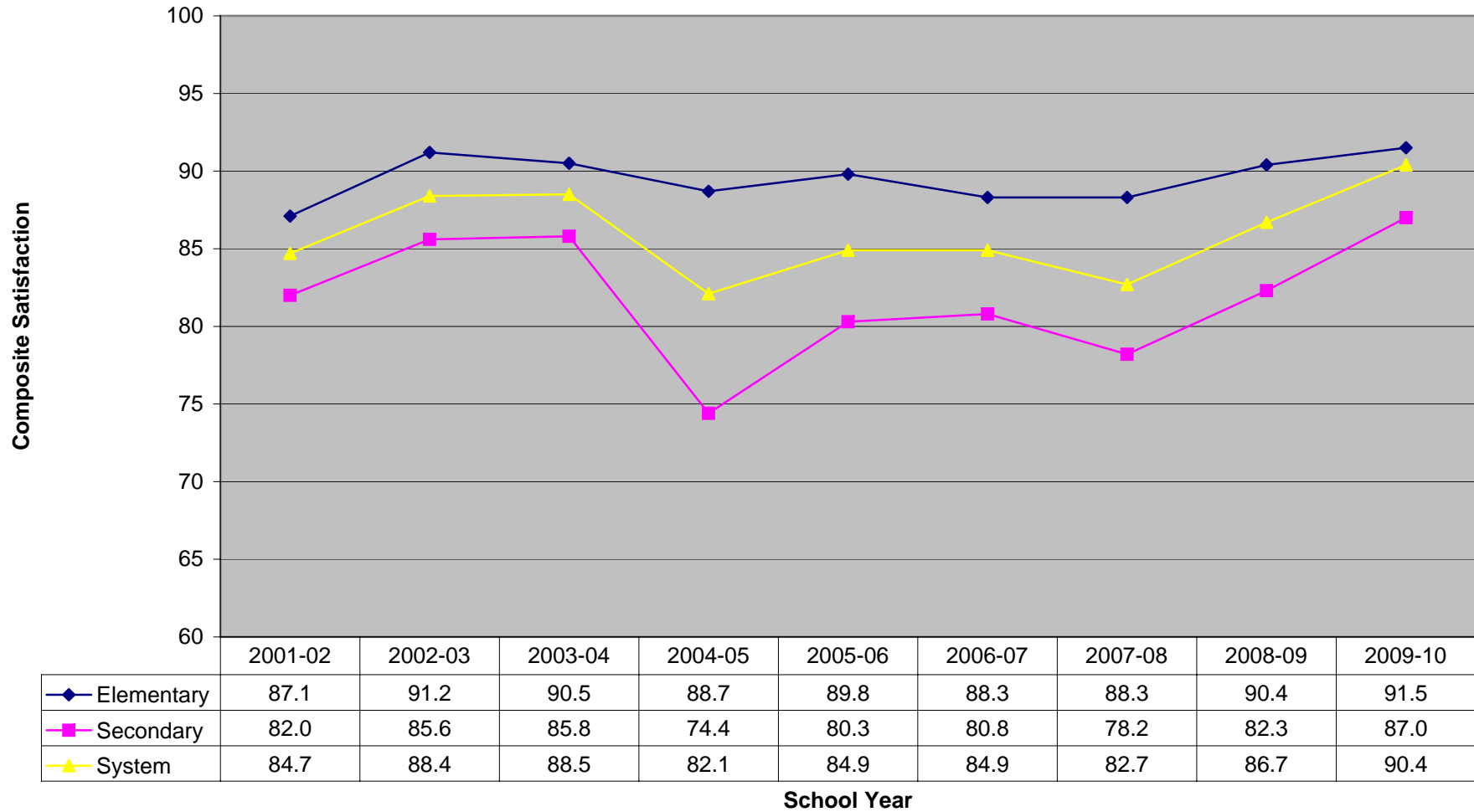


## Central Services Satisfaction Survey Composite

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



## 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 ID	School	Population	Item Code	Item Text	2002	2003	2004	2005	2006	2007	2008	2009	2010	2010 Process Variation	2010 Systemic Variation
LEA-CS01	880	System Average	CS01	I receive quality service from the BUSINESS SERVICES DEPARTMENT.	97	97	95	96	97	97	98	97	98	Stable	Above
LEA-CS02	880	System Average	CS02	I receive quality service from the CAREER-TECHNICAL EDUCATION DEPARTMENT.	84	90	89	89	91	93	92	95	99	Stable	Above
LEA-CS03	880	System Average	CS03	I receive quality service from the CHILD NUTRITION DEPARTMENT.	90	90	89	89	79	76	75	78	83	Stable	Normal
LEA-CS04	880	System Average	CS04	I receive quality service from the CURRICULUM AND INSTRUCTION OFFICE.	94	96	96	89	91	90	89	89	98	Stable	Above
LEA-CS05	880	System Average	CS05	I receive quality service from the FEDERAL PROGRAMS DEPARTMENT.	89	91	93	86	93	91	92	95	88	Stable	Normal
LEA-CS06	880	System Average	CS06	I receive quality service from the INSTRUCTIONAL TECHNOLOGY DEPARTMENT.	86	91	90	88	90	93	93	94	93	Stable	Normal
LEA-CS07	880	System Average	CS07	I receive quality service from the PERSONNEL OFFICE.	98	97	95	70	88	88	87	92	96	Stable	Above
LEA-CS08	880	System Average	CS08	I receive quality service from the PLANT OPERATIONS DEPARTMENT.	90	90	90	90	90	93	93	96	95	Stable	Above
LEA-CS09	880	System Average	CS09	I receive quality service from the PUBLIC INFORMATION OFFICE.	91	92	93	86	94	93	92	93	99	Stable	Above
LEA-CS10	880	System Average	CS10	I receive quality service from the SAFE SCHOOLS OFFICE.	95	97	96	97	97	97	96	95	97	Stable	Above
LEA-CS11	880	System Average	CS11	I receive quality service from the STUDENT SERVICES OFFICE.	95	95	95	95	95	97	97	97	98	Stable	Above
LEA-CS12	880	System Average	CS12	I receive quality service from the TECHNICAL SUPPORT DEPARTMENT.	67	85	77	80	90	90	93	94	91	Stable	Normal
LEA-CS13	880	System Average	CS13	I receive quality service from the TESTING AND ACCOUNTABILITY OFFICE.	93	95	95	92	92	92	92	92	95	Stable	Above
LEA-CS14	880	System Average	CS14	I receive quality service from the TRANSPORTATION DEPARTMENT.	91	91	90	91	94	94	91	94	99	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 ID	School	Population	Item Code	Item Text	2002	2003	2004	2005	2006	2007	2008	2009	2010	2010 Process Variation	2010 Systemic Variation
LEA-CS15	880	System Average	CS15	My school building and grounds are clean and in good condition.	88	85	84	82	85	82	77	87	90	Stable	Normal
LEA-CS16	880	System Average	CS16	Work orders are completed in a timely manner.	64	69	84	71	76	82	79	88	87	Stable	Normal
LEA-CS17	880	System Average	CS17	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	Stable	Below
LEA-CS18	880	System Average	CS18	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	Stable	Above
LEA-CS19	880	System Average	CS19	The volunteer program at my school provides valuable assistance to staff and students.	95	93	93	94	90	90	86	88	90	Stable	Normal
LEA-CS20	880	System Average	CS20	Clear processes are in place regarding revision and implementation of curriculum.	91	94	92	90	87	81	83	85	94	Stable	Above
LEA-CS21	880	System Average	CS21	Appropriate resources exist to deliver a quality special education program to all identified students.	83	84	87	84	80	83	76	84	86	Stable	Normal
LEA-CS22	880	System Average	CS22	Staff development activities are aligned with my School Improvement Plan.	94	98	94	94	94	90	90	92	93	Stable	Normal
LEA-CS23	880	System Average	CS23	Information, analysis, and related tools support strategic planning at the district and school levels.	93	97	97	89	90	91	92	94	95	Stable	Above
LEA-CS24	880	System Average	CS24	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	Stable	Normal
LEA-CS25	880	System Average	CS25	My school is treated fairly and equitably in comparison to other schools in Transylvania County.	68	77	81	69	77	74	68	75	82	Stable	Normal
LEA-CS26	880	System Average	CS26	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	Stable	Above

## Central Services Satisfaction Survey Composites

### SYSTEM AVERAGES BY ITEM

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