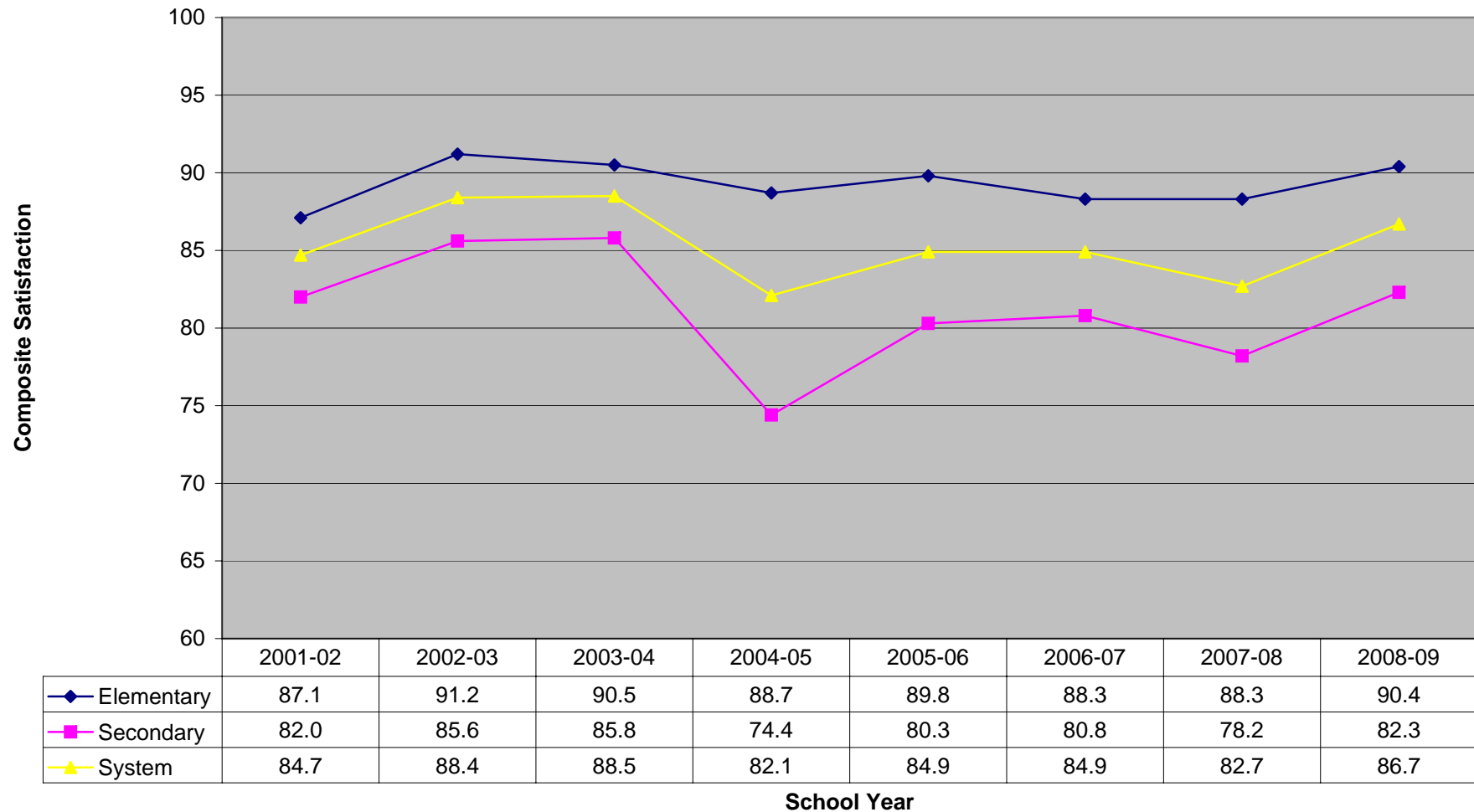


## Central Services Satisfaction Survey Composite

**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 | 2009<br>Process<br>Variation | 2009<br>Systemic<br>Variation |
|----------|--------|----------------|-----------|---|------|------|------|------|------|------|------|------|------------------------------|-------------------------------|
| LEA-CS01 | 880    | System Average | CS01      | I receive quality service from the BUSINESS SERVICES DEPARTMENT.          | 97   | 97   | 95   | 96   | 97   | 97   | 98   | 97   | 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   | 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   | 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   | Stable                       | Normal                        |
| LEA-CS05 | 880    | System Average | CS05      | I receive quality service from the FEDERAL PROGRAMS DEPARTMENT.           | 89   | 91   | 93   | 86   | 93   | 91   | 92   | 95   | Stable                       | Above                         |
| LEA-CS06 | 880    | System Average | CS06      | I receive quality service from the INSTRUCTIONAL TECHNOLOGY               | 86   | 91   | 90   | 88   | 90   | 93   | 93   | 94   | Stable                       | Above                         |
| LEA-CS07 | 880    | System Average | CS07      | I receive quality service from the PERSONNEL OFFICE.                      | 98   | 97   | 95   | 70   | 88   | 88   | 87   | 92   | Stable                       | Normal                        |
| LEA-CS08 | 880    | System Average | CS08      | I receive quality service from the PLANT OPERATIONS DEPARTMENT.           | 90   | 90   | 90   | 90   | 90   | 93   | 93   | 96   | 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   | Stable                       | Normal                        |
| LEA-CS10 | 880    | System Average | CS10      | I receive quality service from the SAFE SCHOOLS OFFICE.                   | 95   | 97   | 96   | 97   | 97   | 97   | 96   | 95   | 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   | 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   | Up                           | Above                         |
| LEA-CS13 | 880    | System Average | CS13      | I receive quality service from the TESTING AND ACCOUNTABILITY OFFICE.     | 93   | 95   | 95   | 92   | 92   | 92   | 92   | 92   | Stable                       | Normal                        |
| LEA-CS14 | 880    | System Average | CS14      | I receive quality service from the TRANSPORTATION DEPARTMENT.             | 91   | 91   | 90   | 91   | 94   | 94   | 91   | 94   | Stable                       | Above                         |
| 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   | Stable                       | Normal                        |

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|----------|--------|----------------|-----------|---|------|------|------|------|------|------|------|------|------------------------------|-------------------------------|
| LEA-CS16 | 880    | System Average | CS16      | Work orders are completed in a timely manner.   | 64   | 69   | 84   | 71   | 76   | 82   | 79   | 88   | Up                           | 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   | Down                         | 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   | Stable                       | Normal                        |
| 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   | 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   | Stable                       | Normal                        |
| LEA-CS21 | 880    | System Average | CS21      | Appropriate resources exist to deliver a quality special education program to all identified            | 83   | 84   | 87   | 84   | 80   | 83   | 76   | 84   | 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   | 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   | Stable                       | Above                         |
| LEA-CS24 | 880    | System Average | CS24      | I understand the connection between the TCS strategic plan, my School Improvement Plan, and             | 93   | 94   | 93   | 92   | 88   | 89   | 85   | 90   | Stable                       | Normal                        |
| LEA-CS25 | 880    | System Average | CS25      | My school is treated fairly and equitably in comparison to other schools in Transylvania                | 68   | 77   | 81   | 69   | 77   | 74   | 68   | 75   | Stable                       | Below                         |
| 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   | Stable                       | Normal                        |
| LEA-CS27 | 880    | System Average | CS27      | Decisions made by the Board of Education reflect the priorities and goals of the district's strategic   | 87   | 95   | 93   | 87   | 94   | 92   | 89   | 92   | Stable                       | Normal                        |
| 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   | Up                           | Below                         |
| 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   | Stable                       | Below                         |
| LEA-CS30 | 880    | System Average | CS30      | The school system recognizes me for my work.  | 70   | 73   | 78   | 64   | 69   | 70   | 62   | 70   | Stable                       | Below                         |

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|----------|--------|----------------|-----------|--|------|------|------|------|------|------|------|------|------------------------------|-------------------------------|
| LEA-CS31 | 880    | System Average | CS31      | District leaders care about me.                                  | 77   | 87   | 90   | 74   | 74   | 73   | 67   | 80   | 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   | Up                           | Normal                        |
| LEA-CS33 | 880    | System Average | CS33      | The school system uses my time and talents well.                 | 77   | 81   | 86   | 77   | 78   | 78   | 75   | 79   | Stable                       | Normal                        |
| LEA-CS34 | 880    | System Average | CS34      | The school system eliminates obsolete and ineffective processes. | 55   | 69   | 74   | 62   | 60   | 60   | 51   | 58   | Stable                       | Below                         |
| LEA-CS35 | 880    | System Average | CS35      | The school system obeys laws and regulations.                    | 96   | 97   | 97   | 89   | 94   | 94   | 93   | 94   | Stable                       | Above                         |
| LEA-CS36 | 880    | System Average | CS36      | The school system maintains high standards and ethics.           | 92   | 97   | 97   | 85   | 92   | 93   | 87   | 92   | Stable                       | Normal                        |
| LEA-CS37 | 880    | System Average | CS37      | The school system helps me help my community.                    | 92   | 94   | 95   | 83   | 88   | 86   | 84   | 89   | Stable                       | Normal                        |