

M E M O R A N D U M

TO: Ed Pratt-Dannals, Superintendent
Duval County Public Schools

VIA: Timothy R. Ballentine, Executive Director
Instructional Research and Accountability

FROM: Beth Gonzalez, Coordinator
Data Analysis and Reporting

SUBJECT: **Principal's Customer Satisfaction Survey**

DATE: August 4, 2009

Enclosed are the results of the Principal's Customer Satisfaction Survey that was administered to principals at the Principal's Institute on June 30, 2009.

Highlights of the Principal's Customer Satisfaction Survey responses are provided below. Please keep in mind that some principals did not respond to all survey items. The survey was ranked on a 5 point Likert Scale: 1 (excellent), 2 (exceeds expectation), 3 (meets expectation), 4 (below expectation), and 5 (unacceptable). The best score a department could receive was 1.0, meaning that all individuals rated the department as excellent. The lowest score possible was 5.0 which would occur if all principals rated the department as unacceptable. Averages have been rounded to the nearest hundredth for the purpose of ranking the departments; however, differences in rating of less than a few hundredths of a point should not be considered significant.

Although all principals were given the opportunity to complete the survey, 142 surveys were returned. Of the returned surveys, 35 respondents were principals with less than three years experience, 70 respondents were principals with three to ten years experience, 28 respondents were principals with more than ten years experience, and 9 individuals did not provide their number of years as a principal. Forty five of the surveys were completed by principals in cluster one, 34 in cluster two, 17 in cluster three, 24 in cluster four, and 18 principals did not indicate their cluster.

Overall Principal Responses:

- The four departments ranked highest overall were Cluster Office, Communications, Budget Services, and Business Services.
- Cluster Office received the best rating of satisfaction on all five questions while School Choice received the lowest rating on all five questions.
- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The highest rating was 1.29 with the lowest being 2.63 with an overall average rating of 2.04. This indicates that all departments exceed expectations.
- School Choice, followed closely by Academic Services, Transportation, and Payroll were areas rated lowest by participating principals.

Principals with Less than Three Years Experience Responses:

- The ranking for the top four departments for principals with less than three years experience changed slightly with Cluster Office, Communications still being the top two; however Alternative Education/Behavioral Support moved up to the third highest ranked department while Business Services stayed the same.
- Principals with less than three years experience rated the highest and lowest departments similar to the overall principal responses. Cluster Office received the top rating with an average ranking of 1.29. School Choice received the lowest level of satisfaction on four of the questions, Transportation received the lowest ranking on responding promptly to requests for information or service.
- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The best rating was 1.32 with the lowest being 2.36 with an overall average rating of 1.97, which indicated that all departments exceed expectations.
- School Choice, followed closely by Academic Services, Transportation, and Information Technology Operations Support were areas rated lowest by participating principals.

Principals with Three to Ten Years Experience Responses:

- The ranking for the top four departments for principals with three to ten years changed. Guidance now became the highest rated department followed by Budget Services, Student Information System/Genesis Support, and Communications.
- Guidance received the highest ranking on question 2 (provides clear guidance and direction as appropriate) and question 3 (works collaboratively with school leaders to solve problems). Information Technology Operations received the highest ranking on question 4 (responds promptly to requests for information and service) and question 5 (overall rating for this department). Business Services received the highest ranking on question 1 (treats school administrators with courtesy and respect). While School Choice received the lowest ranking on four of the questions, Transportation received the lowest ranking on question 4.
- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The highest rating was 1.23 with the lowest being 2.85 with an overall average rating of 2.07, which indicated that all departments exceed expectations.
- Again Transportation, followed closely by Reading/English Language Arts, and Student Information System/Genesis were the three lowest ranking departments; however, School Choice now became an area rated lowest by participating principals.
- Again School Choice was rated lowest by participating principals followed closely by Information Technology Operations Support, Reading/English Language Arts, and Alternative Education/Behavioral Support.

Principals with More than Ten Years Experience Responses:

- The ranking for the top four departments, for principals with more than ten years, are Exceptional Student Education Services being the highest rated department followed by Information Technology Operations, Budget Services, and Guidance.
- Transportation received the highest ranking on question 2 (provides clear guidance and direction as appropriate) and question 3 (works collaboratively with school leaders to solve problems). Information Technology Operations Support received the highest ranking on question 1 (treats school administrators with courtesy and respect). Professional Development/Schultz Center received the highest ranking on question 4 (responds promptly to requests for information and service.) Exceptional Student Education Services received

the highest ranking on question 5 (overall rating for this department). While Communications received the lowest ranking on two of the questions (2& 5), Transportation received the lowest ranking on question 4.

- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The highest (1.35) and lowest (2.30) rating span decreased; however, overall rating (2.00) still indicated that all departments exceed expectations.
- Student Information System/Genesis Support followed by Alternative Education/behavioral Support, School Choice, and Transportation are areas rated lowest by participating principals.

Cluster 1 Principal Responses:

- The ranking for the top four departments for principals in Cluster 1 shifted to Payroll, Instructional Research and Accountability, Information Technology Operations and Exceptional Student Education Services.
- Payroll received the top ranking for two questions; question 1 (treats school administrators with courtesy and respect) and question 4 (responds promptly to requests for information or service). Purchasing Services received the top ranking on question 2 (provides clear guidance and direction as appropriate). Budget Services received the highest ranking on question 3 (works collaboratively with school leaders to solve problems). Information Technology Operations Support received the highest ranking on question 5 (overall rating for this department). While Communications received the lowest ranking on two of the questions (question 2 and question 5). School Choice received the lowest ranking on question one (treats school administrators with courtesy and respect). Alternative Education/Behavioral Support received the lowest ranking on question 3 and Business Services received the lowest ranking on question 4.
- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The highest rating was 1.19 with the lowest being 2.47 with an overall average rating of 2.00, which indicated that all departments met or exceeded expectations.
- Student Information System/Genesis Support again was the department with the least satisfaction, while Information Technology Applications, Budget Services, and Communications followed closely behind.

Cluster 2 Principal Responses:

- As with Cluster 1, Payroll and Instructional Research and Accountability were two of the four ranked departments for principals in Cluster 2. Also in the top four are Cluster Office and Alternative Education/Behavioral Support.
- Budget Services received the top ranking for two questions; question 1 (treats school administrators with courtesy and respect) and question 2 (provides clear guidance and direction as appropriate). Communications received the top ranking on question 3 works collaboratively with school leaders to solve problems). Information Technology Applications received the highest ranking on question 4 (responds promptly to requests for information and service.) Grants received the highest ranking on question 5 (overall rating for this department). As with Cluster 1, Communications received the lowest ranking on two of the questions (question 2 and question 5). Again, School Choice received the lowest ranking on question one (treats school administrators with courtesy and respect) and Alternative Education/Behavioral Support received the lowest ranking on question 3. A change occurred with Academic Services receiving the lowest ranking on question 4.

- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The highest rating was 1.45 with the lowest being 2.77 with an overall average level of department satisfaction slightly decreased to 2.21, which still indicated that all departments exceed expectations.
- Student Information System/Genesis Support again was the department with the least satisfaction, while Reading/English Language Arts, Information Technology Operations Support, and Purchasing Services followed closely behind.

Cluster 3 Principal Responses:

- Communications, Guidance, Cluster Office, and Grants were the four highest ranked departments.
- Communications received the top ranking for four of the five questions with Guidance receiving the top ranking for question 1 (treats school administrators with courtesy and respect.) School Choice received the lowest ranking for four of the five questions with Transportation receiving the lowest ranking for question 2 (provides clear guidance and direction as appropriate.)
- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The range for satisfaction broadened with the highest rating being 1.16 and the lowest being 2.34 with an overall average rating increasing to 1.80, which indicated that all departments met or exceeded expectations.
- The four areas of least satisfaction shifted to Reading/English Language Arts, Information Technology Support/Help Desk, Student Information System/Genesis, and Budget Services.

Cluster 4 Principal Responses:

- The ranking for the top four departments for principals in Cluster 4 was similar to the answers of principals with less than 3 years experience with Cluster Office, Communications, and Alternative Education/Behavioral Support being the top three; however, Information Technology Applications moved up to the fourth highest ranked department.
- Cluster Office received the top ranking while School Choice received the lowest ranking on all five questions.
- All departments' average scores ranged in level from excellent, exceeding, or meeting expectations. The highest rating was 1.13 with the lowest being 3.01 with an overall average level of department satisfaction slightly decreased to 2.03, which still indicated that all departments exceed expectations.
- Much like the District Overall Responses; School Choice, followed closely by Academic Services, and Transportation were three of the areas ranked lowest by participating principals. The fourth lowest now became Student Information System/Genesis Support.

Please feel free to contact me at 390-2976 if you have any questions.

TRB/BCG/hs
Enclosed

Principal's Customer Satisfaction Survey Overall Responses

May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 1: Department Rankings (Alpha)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.93	1.91	1.99	1.89
Budget Services (Mike Perrone, Dept Manager)	1.85	1.65	1.94	1.89	1.94	1.83
Payroll (Cynthia Hill, Dept Manager)	2.24	2.12	2.27	2.21	2.35	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.09	1.96	2.14	2.08	2.15	2.12
Transportation (Leslee Russell, Dept Manager)	2.40	2.19	2.47	2.40	2.49	2.42
Cluster Office (For the Cluster to which you belong in 2008-09)	1.29	1.28	1.32	1.29	1.24	1.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.08	1.95	2.11	2.12	2.12	2.10
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.51	1.44	1.53	1.54	1.53	1.53
Information Technology Operations (John Morrison, Dept Manager)	2.01	1.93	2.01	2.00	2.08	2.01
Information Technology Applications (Patrick Barr, Dept Manager)	2.03	1.96	2.07	2.03	2.07	2.01
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.18	2.09	2.20	2.18	2.24	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.01	2.14	2.13	2.22	2.12
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.34	2.14	2.43	2.38	2.39	2.35
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.11	2.00	2.13	2.12	2.17	2.12
Grants (Pat Cascone, Dept Manager)	2.09	2.04	2.11	2.11	2.09	2.10
Guidance (Nan Worsowicz, Dept Manager)	1.96	1.89	1.98	1.95	1.99	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.02	1.92	2.03	2.05	2.05	2.05
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.99	1.80	2.09	2.03	2.02	1.99
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	1.93	2.14	2.07	2.09	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.63	2.48	2.69	2.71	2.59	2.66
Average Rating	2.04	1.92	2.09	2.06	2.09	2.05

Table 2: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.93	1.91	1.99	1.89
Budget Services (Mike Perrone, Dept Manager)	1.85	1.65	1.94	1.89	1.94	1.83
Payroll (Cynthia Hill, Dept Manager)	2.24	2.12	2.27	2.21	2.35	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.09	1.96	2.14	2.08	2.15	2.12
Transportation (Leslee Russell, Dept Manager)	2.40	2.19	2.47	2.40	2.49	2.42
Cluster Office (For the Cluster to which you belong in 2008-09)	1.29	1.28	1.32	1.29	1.24	1.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.08	1.95	2.11	2.12	2.12	2.10
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.51	1.44	1.53	1.54	1.53	1.53
Information Technology Operations (John Morrison, Dept Manager)	2.01	1.93	2.01	2.00	2.08	2.01
Information Technology Applications (Patrick Barr, Dept Manager)	2.03	1.96	2.07	2.03	2.07	2.01
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.18	2.09	2.20	2.18	2.24	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.01	2.14	2.13	2.22	2.12
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.34	2.14	2.43	2.38	2.39	2.35
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.11	2.00	2.13	2.12	2.17	2.12
Grants (Pat Cascone, Dept Manager)	2.09	2.04	2.11	2.11	2.09	2.10
Guidance (Nan Worsowicz, Dept Manager)	1.96	1.89	1.98	1.95	1.99	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.02	1.92	2.03	2.05	2.05	2.05
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.99	1.80	2.09	2.03	2.02	1.99
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	1.93	2.14	2.07	2.09	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.63	2.48	2.69	2.71	2.59	2.66
Average Rating	2.04	1.92	2.09	2.06	2.09	2.05

Table 3: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.93	1.91	1.99	1.89
Budget Services (Mike Perrone, Dept Manager)	1.85	1.65	1.94	1.89	1.94	1.83
Payroll (Cynthia Hill, Dept Manager)	2.24	2.12	2.27	2.21	2.35	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.09	1.96	2.14	2.08	2.15	2.12
Transportation (Leslee Russell, Dept Manager)	2.40	2.19	2.47	2.40	2.49	2.42
Cluster Office (For the Cluster to which you belong in 2008-09)	1.29	1.28	1.32	1.29	1.24	1.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.08	1.95	2.11	2.12	2.12	2.10
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.51	1.44	1.53	1.54	1.53	1.53
Information Technology Operations (John Morrison, Dept Manager)	2.01	1.93	2.01	2.00	2.08	2.01
Information Technology Applications (Patrick Barr, Dept Manager)	2.03	1.96	2.07	2.03	2.07	2.01
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.18	2.09	2.20	2.18	2.24	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.01	2.14	2.13	2.22	2.12
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.34	2.14	2.43	2.38	2.39	2.35
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.11	2.00	2.13	2.12	2.17	2.12
Grants (Pat Cascone, Dept Manager)	2.09	2.04	2.11	2.11	2.09	2.10
Guidance (Nan Worsowicz, Dept Manager)	1.96	1.89	1.98	1.95	1.99	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.02	1.92	2.03	2.05	2.05	2.05
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.99	1.80	2.09	2.03	2.02	1.99
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	1.93	2.14	2.07	2.09	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.63	2.48	2.69	2.71	2.59	2.66
Average Rating	2.04	1.92	2.09	2.06	2.09	2.05

Table 4: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.93	1.91	1.99	1.89
Budget Services (Mike Perrone, Dept Manager)	1.85	1.65	1.94	1.89	1.94	1.83
Payroll (Cynthia Hill, Dept Manager)	2.24	2.12	2.27	2.21	2.35	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.09	1.96	2.14	2.08	2.15	2.12
Transportation (Leslee Russell, Dept Manager)	2.40	2.19	2.47	2.40	2.49	2.42
Cluster Office (For the Cluster to which you belong in 2008-09)	1.29	1.28	1.32	1.29	1.24	1.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.08	1.95	2.11	2.12	2.12	2.10
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.51	1.44	1.53	1.54	1.53	1.53
Information Technology Operations (John Morrison, Dept Manager)	2.01	1.93	2.01	2.00	2.08	2.01
Information Technology Applications (Patrick Barr, Dept Manager)	2.03	1.96	2.07	2.03	2.07	2.01
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.18	2.09	2.20	2.18	2.24	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.01	2.14	2.13	2.22	2.12
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.34	2.14	2.43	2.38	2.39	2.35
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.11	2.00	2.13	2.12	2.17	2.12
Grants (Pat Cascone, Dept Manager)	2.09	2.04	2.11	2.11	2.09	2.10
Guidance (Nan Worsowicz, Dept Manager)	1.96	1.89	1.98	1.95	1.99	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.02	1.92	2.03	2.05	2.05	2.05
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.99	1.80	2.09	2.03	2.02	1.99
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	1.93	2.14	2.07	2.09	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.63	2.48	2.69	2.71	2.59	2.66
Average Rating	2.04	1.92	2.09	2.06	2.09	2.05

Table 5: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.93	1.91	1.99	1.89
Budget Services (Mike Perrone, Dept Manager)	1.85	1.65	1.94	1.89	1.94	1.83
Payroll (Cynthia Hill, Dept Manager)	2.24	2.12	2.27	2.21	2.35	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.09	1.96	2.14	2.08	2.15	2.12
Transportation (Leslee Russell, Dept Manager)	2.40	2.19	2.47	2.40	2.49	2.42
Cluster Office (For the Cluster to which you belong in 2008-09)	1.29	1.28	1.32	1.29	1.24	1.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.08	1.95	2.11	2.12	2.12	2.10
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.51	1.44	1.53	1.54	1.53	1.53
Information Technology Operations (John Morrison, Dept Manager)	2.01	1.93	2.01	2.00	2.08	2.01
Information Technology Applications (Patrick Barr, Dept Manager)	2.03	1.96	2.07	2.03	2.07	2.01
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.18	2.09	2.20	2.18	2.24	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.01	2.14	2.13	2.22	2.12
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.34	2.14	2.43	2.38	2.39	2.35
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.11	2.00	2.13	2.12	2.17	2.12
Grants (Pat Cascone, Dept Manager)	2.09	2.04	2.11	2.11	2.09	2.10
Guidance (Nan Worsowicz, Dept Manager)	1.96	1.89	1.98	1.95	1.99	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.02	1.92	2.03	2.05	2.05	2.05
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.99	1.80	2.09	2.03	2.02	1.99
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	1.93	2.14	2.07	2.09	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.63	2.48	2.69	2.71	2.59	2.66
Average Rating	2.04	1.92	2.09	2.06	2.09	2.05

Table 6: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.93	1.91	1.99	1.89
Budget Services (Mike Perrone, Dept Manager)	1.85	1.65	1.94	1.89	1.94	1.83
Payroll (Cynthia Hill, Dept Manager)	2.24	2.12	2.27	2.21	2.35	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.09	1.96	2.14	2.08	2.15	2.12
Transportation (Leslee Russell, Dept Manager)	2.40	2.19	2.47	2.40	2.49	2.42
Cluster Office (For the Cluster to which you belong in 2008-09)	1.29	1.28	1.32	1.29	1.24	1.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.08	1.95	2.11	2.12	2.12	2.10
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.51	1.44	1.53	1.54	1.53	1.53
Information Technology Operations (John Morrison, Dept Manager)	2.01	1.93	2.01	2.00	2.08	2.01
Information Technology Applications (Patrick Barr, Dept Manager)	2.03	1.96	2.07	2.03	2.07	2.01
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.18	2.09	2.20	2.18	2.24	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.01	2.14	2.13	2.22	2.12
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.34	2.14	2.43	2.38	2.39	2.35
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.11	2.00	2.13	2.12	2.17	2.12
Grants (Pat Cascone, Dept Manager)	2.09	2.04	2.11	2.11	2.09	2.10
Guidance (Nan Worsowicz, Dept Manager)	1.96	1.89	1.98	1.95	1.99	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.02	1.92	2.03	2.05	2.05	2.05
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.99	1.80	2.09	2.03	2.02	1.99
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	1.93	2.14	2.07	2.09	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.63	2.48	2.69	2.71	2.59	2.66
Average Rating	2.04	1.92	2.09	2.06	2.09	2.05

Principal's Customer Satisfaction Survey Principals with Less than 3 Years Experience Responses
May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 7: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.32	1.34	1.34	1.31	1.29	1.31
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.40	1.40	1.46	1.46	1.51
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.73	1.71	1.74	1.74	1.74	1.74
Business Services (Stephen Bright, Dept Manager)	1.86	1.77	1.87	1.87	1.94	1.84
Information Technology Applications (Patrick Barr, Dept Manager)	1.87	1.76	1.94	1.85	1.91	1.88
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.84	1.90	1.87	1.97	1.87
Information Technology Operations (John Morrison, Dept Manager)	1.91	1.85	1.94	1.88	1.94	1.94
Budget Services (Mike Perrone, Dept Manager)	1.93	1.66	2.00	1.97	2.11	1.91
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.95	1.89	1.94	1.94	2.00	1.97
Payroll (Cynthia Hill, Dept Manager)	1.99	1.94	2.00	1.91	2.09	2.00
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.01	1.86	2.14	2.03	2.06	1.97
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.02	1.91	2.06	2.09	2.03	2.03
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	1.86	2.23	2.11	2.14	2.09
Purchasing Services (Terrence Wright, Dept Manager)	2.10	1.94	2.18	2.06	2.15	2.15
Grants (Pat Cascone, Dept Manager)	2.12	2.06	2.13	2.13	2.13	2.13
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.12	2.00	2.11	2.14	2.26	2.09
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.20	2.06	2.23	2.20	2.26	2.26
Transportation (Leslee Russell, Dept Manager)	2.28	2.13	2.25	2.31	2.38	2.34
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.31	2.14	2.40	2.37	2.34	2.31
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.15	2.45	2.48	2.27	2.42
Average Rating	1.97	1.86	2.01	1.99	2.02	1.99

Table 8: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.32	1.34	1.34	1.31	1.29	1.31
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.40	1.40	1.46	1.46	1.51
Budget Services (Mike Perrone, Dept Manager)	1.93	1.66	2.00	1.97	2.11	1.91
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.73	1.71	1.74	1.74	1.74	1.74
Information Technology Applications (Patrick Barr, Dept Manager)	1.87	1.76	1.94	1.85	1.91	1.88
Business Services (Stephen Bright, Dept Manager)	1.86	1.77	1.87	1.87	1.94	1.84
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.84	1.90	1.87	1.97	1.87
Information Technology Operations (John Morrison, Dept Manager)	1.91	1.85	1.94	1.88	1.94	1.94
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	1.86	2.23	2.11	2.14	2.09
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.01	1.86	2.14	2.03	2.06	1.97
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.95	1.89	1.94	1.94	2.00	1.97
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.02	1.91	2.06	2.09	2.03	2.03
Payroll (Cynthia Hill, Dept Manager)	1.99	1.94	2.00	1.91	2.09	2.00
Purchasing Services (Terrence Wright, Dept Manager)	2.10	1.94	2.18	2.06	2.15	2.15
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.12	2.00	2.11	2.14	2.26	2.09
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.20	2.06	2.23	2.20	2.26	2.26
Grants (Pat Cascone, Dept Manager)	2.12	2.06	2.13	2.13	2.13	2.13
Transportation (Leslee Russell, Dept Manager)	2.28	2.13	2.25	2.31	2.38	2.34
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.31	2.14	2.40	2.37	2.34	2.31
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.15	2.45	2.48	2.27	2.42
Average Rating	1.97	1.86	2.01	1.99	2.02	1.99

Table 9: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.32	1.34	1.34	1.31	1.29	1.31
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.40	1.40	1.46	1.46	1.51
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.73	1.71	1.74	1.74	1.74	1.74
Information Technology Applications (Patrick Barr, Dept Manager)	1.87	1.76	1.94	1.85	1.91	1.88
Business Services (Stephen Bright, Dept Manager)	1.86	1.77	1.87	1.87	1.94	1.84
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.84	1.90	1.87	1.97	1.87
Information Technology Operations (John Morrison, Dept Manager)	1.91	1.85	1.94	1.88	1.94	1.94
Payroll (Cynthia Hill, Dept Manager)	1.99	1.94	2.00	1.91	2.09	2.00
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.95	1.89	1.94	1.94	2.00	1.97
Budget Services (Mike Perrone, Dept Manager)	1.93	1.66	2.00	1.97	2.11	1.91
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.01	1.86	2.14	2.03	2.06	1.97
Purchasing Services (Terrence Wright, Dept Manager)	2.10	1.94	2.18	2.06	2.15	2.15
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.02	1.91	2.06	2.09	2.03	2.03
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	1.86	2.23	2.11	2.14	2.09
Grants (Pat Cascone, Dept Manager)	2.12	2.06	2.13	2.13	2.13	2.13
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.12	2.00	2.11	2.14	2.26	2.09
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.20	2.06	2.23	2.20	2.26	2.26
Transportation (Leslee Russell, Dept Manager)	2.28	2.13	2.25	2.31	2.38	2.34
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.31	2.14	2.40	2.37	2.34	2.31
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.15	2.45	2.48	2.27	2.42
Average Rating	1.97	1.86	2.01	1.99	2.02	1.99

Table 10: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.32	1.34	1.34	1.31	1.29	1.31
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.40	1.40	1.46	1.46	1.51
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.73	1.71	1.74	1.74	1.74	1.74
Information Technology Applications (Patrick Barr, Dept Manager)	1.87	1.76	1.94	1.85	1.91	1.88
Business Services (Stephen Bright, Dept Manager)	1.86	1.77	1.87	1.87	1.94	1.84
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.84	1.90	1.87	1.97	1.87
Information Technology Operations (John Morrison, Dept Manager)	1.91	1.85	1.94	1.88	1.94	1.94
Payroll (Cynthia Hill, Dept Manager)	1.99	1.94	2.00	1.91	2.09	2.00
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.95	1.89	1.94	1.94	2.00	1.97
Budget Services (Mike Perrone, Dept Manager)	1.93	1.66	2.00	1.97	2.11	1.91
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.01	1.86	2.14	2.03	2.06	1.97
Purchasing Services (Terrence Wright, Dept Manager)	2.10	1.94	2.18	2.06	2.15	2.15
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.02	1.91	2.06	2.09	2.03	2.03
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	1.86	2.23	2.11	2.14	2.09
Grants (Pat Cascone, Dept Manager)	2.12	2.06	2.13	2.13	2.13	2.13
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.12	2.00	2.11	2.14	2.26	2.09
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.20	2.06	2.23	2.20	2.26	2.26
Transportation (Leslee Russell, Dept Manager)	2.28	2.13	2.25	2.31	2.38	2.34
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.31	2.14	2.40	2.37	2.34	2.31
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.15	2.45	2.48	2.27	2.42
Average Rating	1.97	1.86	2.01	1.99	2.02	1.99

Table 11: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.32	1.34	1.34	1.31	1.29	1.31
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.40	1.40	1.46	1.46	1.51
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.73	1.71	1.74	1.74	1.74	1.74
Information Technology Applications (Patrick Barr, Dept Manager)	1.87	1.76	1.94	1.85	1.91	1.88
Business Services (Stephen Bright, Dept Manager)	1.86	1.77	1.87	1.87	1.94	1.84
Information Technology Operations (John Morrison, Dept Manager)	1.91	1.85	1.94	1.88	1.94	1.94
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.84	1.90	1.87	1.97	1.87
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.95	1.89	1.94	1.94	2.00	1.97
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.02	1.91	2.06	2.09	2.03	2.03
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.01	1.86	2.14	2.03	2.06	1.97
Payroll (Cynthia Hill, Dept Manager)	1.99	1.94	2.00	1.91	2.09	2.00
Budget Services (Mike Perrone, Dept Manager)	1.93	1.66	2.00	1.97	2.11	1.91
Grants (Pat Cascone, Dept Manager)	2.12	2.06	2.13	2.13	2.13	2.13
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	1.86	2.23	2.11	2.14	2.09
Purchasing Services (Terrence Wright, Dept Manager)	2.10	1.94	2.18	2.06	2.15	2.15
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.20	2.06	2.23	2.20	2.26	2.26
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.12	2.00	2.11	2.14	2.26	2.09
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.15	2.45	2.48	2.27	2.42
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.31	2.14	2.40	2.37	2.34	2.31
Transportation (Leslee Russell, Dept Manager)	2.28	2.13	2.25	2.31	2.38	2.34
Average Rating	1.97	1.86	2.01	1.99	2.02	1.99

Table 12: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.32	1.34	1.34	1.31	1.29	1.31
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.40	1.40	1.46	1.46	1.51
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.73	1.71	1.74	1.74	1.74	1.74
Business Services (Stephen Bright, Dept Manager)	1.86	1.77	1.87	1.87	1.94	1.84
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.84	1.90	1.87	1.97	1.87
Information Technology Applications (Patrick Barr, Dept Manager)	1.87	1.76	1.94	1.85	1.91	1.88
Budget Services (Mike Perrone, Dept Manager)	1.93	1.66	2.00	1.97	2.11	1.91
Information Technology Operations (John Morrison, Dept Manager)	1.91	1.85	1.94	1.88	1.94	1.94
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.95	1.89	1.94	1.94	2.00	1.97
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.01	1.86	2.14	2.03	2.06	1.97
Payroll (Cynthia Hill, Dept Manager)	1.99	1.94	2.00	1.91	2.09	2.00
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.02	1.91	2.06	2.09	2.03	2.03
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.12	2.00	2.11	2.14	2.26	2.09
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	1.86	2.23	2.11	2.14	2.09
Grants (Pat Cascone, Dept Manager)	2.12	2.06	2.13	2.13	2.13	2.13
Purchasing Services (Terrence Wright, Dept Manager)	2.10	1.94	2.18	2.06	2.15	2.15
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.20	2.06	2.23	2.20	2.26	2.26
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.31	2.14	2.40	2.37	2.34	2.31
Transportation (Leslee Russell, Dept Manager)	2.28	2.13	2.25	2.31	2.38	2.34
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.15	2.45	2.48	2.27	2.42
Average Rating	1.97	1.86	2.01	1.99	2.02	1.99

Principal's Customer Satisfaction Survey Principals with 3 to 10 Years Experience Responses

May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 13: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Guidance (Nan Worsowicz, Dept Manager)	1.23	1.20	1.27	1.23	1.19	1.24
Budget Services (Mike Perrone, Dept Manager)	1.51	1.42	1.55	1.54	1.54	1.51
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	1.93	1.86	1.97	1.94	1.92	1.95
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.93	1.70	2.03	1.96	2.04	1.93
Transportation (Leslee Russell, Dept Manager)	1.95	1.81	2.03	2.00	1.97	1.96
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.96	1.88	1.96	1.96	2.06	1.97
Cluster Office (For the Cluster to which you belong in 2008-09)	1.99	1.69	2.07	2.06	2.10	2.00
Information Technology Operations (John Morrison, Dept Manager)	2.03	1.91	2.06	2.03	2.07	2.06
Business Services (Stephen Bright, Dept Manager)	2.05	1.94	2.10	2.06	2.10	2.04
Grants (Pat Cascone, Dept Manager)	2.06	2.02	2.07	2.07	2.07	2.07
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.06	1.91	2.08	2.11	2.10	2.10
Payroll (Cynthia Hill, Dept Manager)	2.08	2.04	2.08	2.11	2.09	2.06
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.09	2.01	2.10	2.10	2.13	2.10
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.12	1.99	2.18	2.13	2.15	2.13
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.19	2.12	2.22	2.19	2.25	2.15
Purchasing Services (Terrence Wright, Dept Manager)	2.24	2.10	2.29	2.25	2.29	2.26
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.32	2.19	2.40	2.32	2.37	2.32
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.43	2.21	2.51	2.50	2.49	2.46
Information Technology Applications (Patrick Barr, Dept Manager)	2.49	2.24	2.57	2.51	2.60	2.51
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.85	2.74	2.91	2.92	2.83	2.84
Average Rating	2.07	1.95	2.12	2.10	2.12	2.08

Table 14: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Business Services (Stephen Bright, Dept Manager)	1.23	1.20	1.27	1.23	1.19	1.24
Information Technology Operations (John Morrison, Dept Manager)	1.51	1.42	1.55	1.54	1.54	1.51
Cluster Office (For the Cluster to which you belong in 2008-09)	1.99	1.69	2.07	2.06	2.10	2.00
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.93	1.70	2.03	1.96	2.04	1.93
Transportation (Leslee Russell, Dept Manager)	1.95	1.81	2.03	2.00	1.97	1.96
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.93	1.86	1.97	1.94	1.92	1.95
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.96	1.88	1.96	1.96	2.06	1.97
Grants (Pat Cascone, Dept Manager)	2.06	1.91	2.08	2.11	2.10	2.10
Guidance (Nan Worsowicz, Dept Manager)	2.03	1.91	2.06	2.03	2.07	2.06
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.05	1.94	2.10	2.06	2.10	2.04
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.12	1.99	2.18	2.13	2.15	2.13
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.09	2.01	2.10	2.10	2.13	2.10
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.06	2.02	2.07	2.07	2.07	2.07
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.08	2.04	2.08	2.11	2.09	2.06
Purchasing Services (Terrence Wright, Dept Manager)	2.24	2.10	2.29	2.25	2.29	2.26
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.19	2.12	2.22	2.19	2.25	2.15
Budget Services (Mike Perrone, Dept Manager)	2.32	2.19	2.40	2.32	2.37	2.32
Payroll (Cynthia Hill, Dept Manager)	2.43	2.21	2.51	2.50	2.49	2.46
Information Technology Applications (Patrick Barr, Dept Manager)	2.49	2.24	2.57	2.51	2.60	2.51
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.85	2.74	2.91	2.92	2.83	2.84
Average Rating	2.07	1.95	2.12	2.10	2.12	2.08

Table 15: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Guidance (Nan Worsowicz, Dept Manager)	1.23	1.20	1.27	1.23	1.19	1.24
Payroll (Cynthia Hill, Dept Manager)	1.51	1.42	1.55	1.54	1.54	1.51
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.96	1.88	1.96	1.96	2.06	1.97
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	1.93	1.86	1.97	1.94	1.92	1.95
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.93	1.70	2.03	1.96	2.04	1.93
Transportation (Leslee Russell, Dept Manager)	1.95	1.81	2.03	2.00	1.97	1.96
Information Technology Operations (John Morrison, Dept Manager)	2.03	1.91	2.06	2.03	2.07	2.06
Grants (Pat Cascone, Dept Manager)	2.06	2.02	2.07	2.07	2.07	2.07
Cluster Office (For the Cluster to which you belong in 2008-09)	1.99	1.69	2.07	2.06	2.10	2.00
Budget Services (Mike Perrone, Dept Manager)	2.08	2.04	2.08	2.11	2.09	2.06
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.06	1.91	2.08	2.11	2.10	2.10
Purchasing Services (Terrence Wright, Dept Manager)	2.09	2.01	2.10	2.10	2.13	2.10
Information Technology Applications (Patrick Barr, Dept Manager)	2.05	1.94	2.10	2.06	2.10	2.04
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.12	1.99	2.18	2.13	2.15	2.13
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.19	2.12	2.22	2.19	2.25	2.15
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.24	2.10	2.29	2.25	2.29	2.26
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.32	2.19	2.40	2.32	2.37	2.32
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.43	2.21	2.51	2.50	2.49	2.46
Business Services (Stephen Bright, Dept Manager)	2.49	2.24	2.57	2.51	2.60	2.51
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.85	2.74	2.91	2.92	2.83	2.84
Average Rating	2.07	1.95	2.12	2.10	2.12	2.08

Table 16: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Guidance (Nan Worsowicz, Dept Manager)	1.23	1.20	1.27	1.23	1.19	1.24
Payroll (Cynthia Hill, Dept Manager)	1.51	1.42	1.55	1.54	1.54	1.51
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	1.93	1.86	1.97	1.94	1.92	1.95
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.96	1.88	1.96	1.96	2.06	1.97
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.93	1.70	2.03	1.96	2.04	1.93
Transportation (Leslee Russell, Dept Manager)	1.95	1.81	2.03	2.00	1.97	1.96
Information Technology Operations (John Morrison, Dept Manager)	2.03	1.91	2.06	2.03	2.07	2.06
Cluster Office (For the Cluster to which you belong in 2008-09)	1.99	1.69	2.07	2.06	2.10	2.00
Information Technology Applications (Patrick Barr, Dept Manager)	2.05	1.94	2.10	2.06	2.10	2.04
Grants (Pat Cascone, Dept Manager)	2.06	2.02	2.07	2.07	2.07	2.07
Purchasing Services (Terrence Wright, Dept Manager)	2.09	2.01	2.10	2.10	2.13	2.10
Budget Services (Mike Perrone, Dept Manager)	2.08	2.04	2.08	2.11	2.09	2.06
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.06	1.91	2.08	2.11	2.10	2.10
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.12	1.99	2.18	2.13	2.15	2.13
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.19	2.12	2.22	2.19	2.25	2.15
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.24	2.10	2.29	2.25	2.29	2.26
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.32	2.19	2.40	2.32	2.37	2.32
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.43	2.21	2.51	2.50	2.49	2.46
Business Services (Stephen Bright, Dept Manager)	2.49	2.24	2.57	2.51	2.60	2.51
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.85	2.74	2.91	2.92	2.83	2.84
Average Rating	2.07	1.95	2.12	2.10	2.12	2.08

Table 17: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Information Technology Operations (John Morrison, Dept Manager)	1.23	1.20	1.27	1.23	1.19	1.24
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.51	1.42	1.55	1.54	1.54	1.51
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.93	1.86	1.97	1.94	1.92	1.95
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	1.95	1.81	2.03	2.00	1.97	1.96
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.93	1.70	2.03	1.96	2.04	1.93
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.96	1.88	1.96	1.96	2.06	1.97
Purchasing Services (Terrence Wright, Dept Manager)	2.06	2.02	2.07	2.07	2.07	2.07
Guidance (Nan Worsowicz, Dept Manager)	2.03	1.91	2.06	2.03	2.07	2.06
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.08	2.04	2.08	2.11	2.09	2.06
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.06	1.91	2.08	2.11	2.10	2.10
Cluster Office (For the Cluster to which you belong in 2008-09)	1.99	1.69	2.07	2.06	2.10	2.00
Information Technology Applications (Patrick Barr, Dept Manager)	2.05	1.94	2.10	2.06	2.10	2.04
Budget Services (Mike Perrone, Dept Manager)	2.09	2.01	2.10	2.10	2.13	2.10
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.12	1.99	2.18	2.13	2.15	2.13
Payroll (Cynthia Hill, Dept Manager)	2.19	2.12	2.22	2.19	2.25	2.15
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.24	2.10	2.29	2.25	2.29	2.26
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.32	2.19	2.40	2.32	2.37	2.32
Grants (Pat Cascone, Dept Manager)	2.43	2.21	2.51	2.50	2.49	2.46
Business Services (Stephen Bright, Dept Manager)	2.49	2.24	2.57	2.51	2.60	2.51
Transportation (Leslee Russell, Dept Manager)	2.85	2.74	2.91	2.92	2.83	2.84
Average Rating	2.07	1.95	2.12	2.10	2.12	2.08

Table 18: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Information Technology Applications (Patrick Barr, Dept Manager)	1.23	1.20	1.27	1.23	1.19	1.24
Information Technology Operations (John Morrison, Dept Manager)	1.51	1.42	1.55	1.54	1.54	1.51
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.93	1.70	2.03	1.96	2.04	1.93
Purchasing Services (Terrence Wright, Dept Manager)	1.93	1.86	1.97	1.94	1.92	1.95
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.95	1.81	2.03	2.00	1.97	1.96
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.96	1.88	1.96	1.96	2.06	1.97
Cluster Office (For the Cluster to which you belong in 2008-09)	1.99	1.69	2.07	2.06	2.10	2.00
Business Services (Stephen Bright, Dept Manager)	2.05	1.94	2.10	2.06	2.10	2.04
Budget Services (Mike Perrone, Dept Manager)	2.03	1.91	2.06	2.03	2.07	2.06
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.08	2.04	2.08	2.11	2.09	2.06
Grants (Pat Cascone, Dept Manager)	2.06	2.02	2.07	2.07	2.07	2.07
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.06	1.91	2.08	2.11	2.10	2.10
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.09	2.01	2.10	2.10	2.13	2.10
Transportation (Leslee Russell, Dept Manager)	2.12	1.99	2.18	2.13	2.15	2.13
Payroll (Cynthia Hill, Dept Manager)	2.19	2.12	2.22	2.19	2.25	2.15
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.24	2.10	2.29	2.25	2.29	2.26
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.32	2.19	2.40	2.32	2.37	2.32
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.43	2.21	2.51	2.50	2.49	2.46
Guidance (Nan Worsowicz, Dept Manager)	2.49	2.24	2.57	2.51	2.60	2.51
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.85	2.74	2.91	2.92	2.83	2.84
Average Rating	2.07	1.95	2.12	2.10	2.12	2.08

Principal's Customer Satisfaction Survey Principals with More than 10 Years Experience Responses

June 19, 2008

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 19: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.35	1.36	1.39	1.36	1.29	1.36
Information Technology Operations (John Morrison, Dept Manager)	1.61	1.50	1.62	1.65	1.65	1.62
Budget Services (Mike Perrone, Dept Manager)	1.64	1.50	1.75	1.71	1.61	1.61
Guidance (Nan Worsowicz, Dept Manager)	1.71	1.68	1.79	1.63	1.75	1.71
Information Technology Applications (Patrick Barr, Dept Manager)	1.85	1.73	1.88	1.85	1.88	1.88
Payroll (Cynthia Hill, Dept Manager)	1.97	1.85	2.00	1.96	2.04	2.00
Purchasing Services (Terrence Wright, Dept Manager)	2.02	2.00	2.00	2.00	2.08	2.00
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.02	1.95	2.05	2.05	2.00	2.05
Grants (Pat Cascone, Dept Manager)	2.05	1.88	2.12	2.04	2.15	2.04
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.06	1.81	2.19	2.12	2.12	2.08
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.08	2.00	2.08	2.08	2.16	2.08
Cluster Office (For the Cluster to which you belong in 2008-09)	2.13	2.00	2.19	2.22	2.15	2.07
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.13	1.93	2.18	2.11	2.25	2.18
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.96	2.11	2.22	2.22	2.15
Business Services (Stephen Bright, Dept Manager)	2.14	2.04	2.12	2.19	2.23	2.12
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.17	1.96	2.28	2.20	2.24	2.16
Transportation (Leslee Russell, Dept Manager)	2.18	2.04	2.31	2.12	2.27	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.22	2.15	2.27	2.27	2.15	2.27
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.25	2.14	2.27	2.27	2.27	2.27
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.30	2.04	2.30	2.26	2.56	2.33
Average Rating	2.00	1.88	2.04	2.02	2.05	2.01

Table 20: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.35	1.36	1.39	1.36	1.29	1.36
Information Technology Operations (John Morrison, Dept Manager)	1.64	1.50	1.75	1.71	1.61	1.61
Grants (Pat Cascone, Dept Manager)	1.61	1.50	1.62	1.65	1.65	1.62
Business Services (Stephen Bright, Dept Manager)	1.71	1.68	1.79	1.63	1.75	1.71
Information Technology Applications (Patrick Barr, Dept Manager)	1.85	1.73	1.88	1.85	1.88	1.88
Payroll (Cynthia Hill, Dept Manager)	2.06	1.81	2.19	2.12	2.12	2.08
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.97	1.85	2.00	1.96	2.04	2.00
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.05	1.88	2.12	2.04	2.15	2.04
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.13	1.93	2.18	2.11	2.25	2.18
Purchasing Services (Terrence Wright, Dept Manager)	2.02	1.95	2.05	2.05	2.00	2.05
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.17	1.96	2.28	2.20	2.24	2.16
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.13	1.96	2.11	2.22	2.22	2.15
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.13	2.00	2.19	2.22	2.15	2.07
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.08	2.00	2.08	2.08	2.16	2.08
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.02	2.00	2.00	2.00	2.08	2.00
Cluster Office (For the Cluster to which you belong in 2008-09)	2.30	2.04	2.30	2.26	2.56	2.33
Transportation (Leslee Russell, Dept Manager)	2.18	2.04	2.31	2.12	2.27	2.19
Guidance (Nan Worsowicz, Dept Manager)	2.14	2.04	2.12	2.19	2.23	2.12
Budget Services (Mike Perrone, Dept Manager)	2.25	2.14	2.27	2.27	2.27	2.27
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.22	2.15	2.27	2.27	2.15	2.27
Average Rating	2.00	1.88	2.04	2.02	2.05	2.01

Table 21: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Transportation (Leslee Russell, Dept Manager)	1.35	1.36	1.39	1.36	1.29	1.36
Grants (Pat Cascone, Dept Manager)	1.61	1.50	1.62	1.65	1.65	1.62
Payroll (Cynthia Hill, Dept Manager)	1.64	1.50	1.75	1.71	1.61	1.61
Guidance (Nan Worsowicz, Dept Manager)	1.71	1.68	1.79	1.63	1.75	1.71
Business Services (Stephen Bright, Dept Manager)	1.85	1.73	1.88	1.85	1.88	1.88
Purchasing Services (Terrence Wright, Dept Manager)	1.97	1.85	2.00	1.96	2.04	2.00
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.02	2.00	2.00	2.00	2.08	2.00
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.02	1.95	2.05	2.05	2.00	2.05
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.08	2.00	2.08	2.08	2.16	2.08
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.96	2.11	2.22	2.22	2.15
Cluster Office (For the Cluster to which you belong in 2008-09)	2.14	2.04	2.12	2.19	2.23	2.12
Budget Services (Mike Perrone, Dept Manager)	2.05	1.88	2.12	2.04	2.15	2.04
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	1.93	2.18	2.11	2.25	2.18
Information Technology Operations (John Morrison, Dept Manager)	2.13	2.00	2.19	2.22	2.15	2.07
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.06	1.81	2.19	2.12	2.12	2.08
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.22	2.15	2.27	2.27	2.15	2.27
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.25	2.14	2.27	2.27	2.27	2.27
Information Technology Applications (Patrick Barr, Dept Manager)	2.17	1.96	2.28	2.20	2.24	2.16
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.30	2.04	2.30	2.26	2.56	2.33
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.18	2.04	2.31	2.12	2.27	2.19
Average Rating	2.00	1.88	2.04	2.02	2.05	2.01

Table 22: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Transportation (Leslee Russell, Dept Manager)	1.35	1.36	1.39	1.36	1.29	1.36
Guidance (Nan Worsowicz, Dept Manager)	1.71	1.68	1.79	1.63	1.75	1.71
Cluster Office (For the Cluster to which you belong in 2008-09)	1.61	1.50	1.62	1.65	1.65	1.62
Payroll (Cynthia Hill, Dept Manager)	1.64	1.50	1.75	1.71	1.61	1.61
Business Services (Stephen Bright, Dept Manager)	1.85	1.73	1.88	1.85	1.88	1.88
Budget Services (Mike Perrone, Dept Manager)	1.97	1.85	2.00	1.96	2.04	2.00
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.02	2.00	2.00	2.00	2.08	2.00
Grants (Pat Cascone, Dept Manager)	2.05	1.88	2.12	2.04	2.15	2.04
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.02	1.95	2.05	2.05	2.00	2.05
Purchasing Services (Terrence Wright, Dept Manager)	2.08	2.00	2.08	2.08	2.16	2.08
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.13	1.93	2.18	2.11	2.25	2.18
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.18	2.04	2.31	2.12	2.27	2.19
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.06	1.81	2.19	2.12	2.12	2.08
Information Technology Applications (Patrick Barr, Dept Manager)	2.14	2.04	2.12	2.19	2.23	2.12
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.17	1.96	2.28	2.20	2.24	2.16
Information Technology Operations (John Morrison, Dept Manager)	2.13	2.00	2.19	2.22	2.15	2.07
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.96	2.11	2.22	2.22	2.15
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.30	2.04	2.30	2.26	2.56	2.33
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.22	2.15	2.27	2.27	2.15	2.27
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.25	2.14	2.27	2.27	2.27	2.27
Average Rating	2.00	1.88	2.04	2.02	2.05	2.01

Table 23: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.35	1.36	1.39	1.36	1.29	1.36
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.64	1.50	1.75	1.71	1.61	1.61
Guidance (Nan Worsowicz, Dept Manager)	1.61	1.50	1.62	1.65	1.65	1.62
Information Technology Operations (John Morrison, Dept Manager)	1.71	1.68	1.79	1.63	1.75	1.71
Business Services (Stephen Bright, Dept Manager)	1.85	1.73	1.88	1.85	1.88	1.88
Payroll (Cynthia Hill, Dept Manager)	2.02	1.95	2.05	2.05	2.00	2.05
Information Technology Applications (Patrick Barr, Dept Manager)	1.97	1.85	2.00	1.96	2.04	2.00
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.02	2.00	2.00	2.00	2.08	2.00
Grants (Pat Cascone, Dept Manager)	2.06	1.81	2.19	2.12	2.12	2.08
Purchasing Services (Terrence Wright, Dept Manager)	2.13	2.00	2.19	2.22	2.15	2.07
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.05	1.88	2.12	2.04	2.15	2.04
Transportation (Leslee Russell, Dept Manager)	2.22	2.15	2.27	2.27	2.15	2.27
Cluster Office (For the Cluster to which you belong in 2008-09)	2.08	2.00	2.08	2.08	2.16	2.08
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.96	2.11	2.22	2.22	2.15
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.14	2.04	2.12	2.19	2.23	2.12
Budget Services (Mike Perrone, Dept Manager)	2.17	1.96	2.28	2.20	2.24	2.16
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.13	1.93	2.18	2.11	2.25	2.18
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.18	2.04	2.31	2.12	2.27	2.19
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.25	2.14	2.27	2.27	2.27	2.27
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.30	2.04	2.30	2.26	2.56	2.33
Average Rating	2.00	1.88	2.04	2.02	2.05	2.01

Table 24: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.35	1.36	1.39	1.36	1.29	1.36
Information Technology Operations (John Morrison, Dept Manager)	1.64	1.50	1.75	1.71	1.61	1.61
Business Services (Stephen Bright, Dept Manager)	1.61	1.50	1.62	1.65	1.65	1.62
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.68	1.79	1.63	1.75	1.71
Guidance (Nan Worsowicz, Dept Manager)	1.85	1.73	1.88	1.85	1.88	1.88
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.97	1.85	2.00	1.96	2.04	2.00
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.02	2.00	2.00	2.00	2.08	2.00
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.05	1.88	2.12	2.04	2.15	2.04
Payroll (Cynthia Hill, Dept Manager)	2.02	1.95	2.05	2.05	2.00	2.05
Cluster Office (For the Cluster to which you belong in 2008-09)	2.13	2.00	2.19	2.22	2.15	2.07
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.06	1.81	2.19	2.12	2.12	2.08
Grants (Pat Cascone, Dept Manager)	2.08	2.00	2.08	2.08	2.16	2.08
Budget Services (Mike Perrone, Dept Manager)	2.14	2.04	2.12	2.19	2.23	2.12
Transportation (Leslee Russell, Dept Manager)	2.13	1.96	2.11	2.22	2.22	2.15
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.17	1.96	2.28	2.20	2.24	2.16
Purchasing Services (Terrence Wright, Dept Manager)	2.13	1.93	2.18	2.11	2.25	2.18
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.18	2.04	2.31	2.12	2.27	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.22	2.15	2.27	2.27	2.15	2.27
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.25	2.14	2.27	2.27	2.27	2.27
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.30	2.04	2.30	2.26	2.56	2.33
Average Rating	2.00	1.88	2.04	2.02	2.05	2.01

Principal's Customer Satisfaction Survey Cluster 1 Responses

May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 25: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Payroll (Cynthia Hill, Dept Manager)	1.19	1.20	1.20	1.16	1.20	1.18
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.63	1.51	1.62	1.67	1.64	1.69
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.53	1.87	1.73	1.87	1.76
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.80	1.59	1.91	1.82	1.89	1.82
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	1.85	1.67	1.93	1.88	1.86	1.88
Cluster Office (For the Cluster to which you belong in 2008-09)	1.90	1.75	1.93	1.89	2.00	1.91
Purchasing Services (Terrence Wright, Dept Manager)	1.95	1.84	2.00	2.00	1.95	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.97	1.74	2.12	1.98	2.02	1.98
Guidance (Nan Worsowicz, Dept Manager)	1.99	1.86	2.07	2.00	2.02	2.00
Business Services (Stephen Bright, Dept Manager)	2.06	2.00	2.08	2.08	2.05	2.08
Transportation (Leslee Russell, Dept Manager)	2.07	1.88	2.13	2.10	2.13	2.10
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.09	2.05	2.12	2.07	2.12	2.07
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.09	2.02	2.12	2.07	2.14	2.09
Grants (Pat Cascone, Dept Manager)	2.12	2.00	2.09	2.11	2.22	2.18
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.13	2.05	2.14	2.09	2.23	2.16
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.98	2.16	2.23	2.14	2.16
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.19	2.04	2.27	2.20	2.24	2.20
Budget Services (Mike Perrone, Dept Manager)	2.22	2.09	2.20	2.18	2.38	2.24
Information Technology Applications (Patrick Barr, Dept Manager)	2.38	2.16	2.45	2.43	2.41	2.43
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.47	2.28	2.57	2.60	2.40	2.50
Average Rating	2.00	1.86	2.05	2.01	2.05	2.02

Table 26: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Payroll (Cynthia Hill, Dept Manager)	1.19	1.20	1.20	1.16	1.20	1.18
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.63	1.51	1.62	1.67	1.64	1.69
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.53	1.87	1.73	1.87	1.76
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.80	1.59	1.91	1.82	1.89	1.82
Guidance (Nan Worsowicz, Dept Manager)	1.85	1.67	1.93	1.88	1.86	1.88
Budget Services (Mike Perrone, Dept Manager)	1.97	1.74	2.12	1.98	2.02	1.98
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.90	1.75	1.93	1.89	2.00	1.91
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.95	1.84	2.00	2.00	1.95	1.96
Business Services (Stephen Bright, Dept Manager)	1.99	1.86	2.07	2.00	2.02	2.00
Transportation (Leslee Russell, Dept Manager)	2.07	1.88	2.13	2.10	2.13	2.10
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.98	2.16	2.23	2.14	2.16
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.12	2.00	2.09	2.11	2.22	2.18
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.08	2.08	2.05	2.08
Purchasing Services (Terrence Wright, Dept Manager)	2.09	2.02	2.12	2.07	2.14	2.09
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.19	2.04	2.27	2.20	2.24	2.20
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.05	2.14	2.09	2.23	2.16
Cluster Office (For the Cluster to which you belong in 2008-09)	2.09	2.05	2.12	2.07	2.12	2.07
Grants (Pat Cascone, Dept Manager)	2.22	2.09	2.20	2.18	2.38	2.24
Information Technology Applications (Patrick Barr, Dept Manager)	2.38	2.16	2.45	2.43	2.41	2.43
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.47	2.28	2.57	2.60	2.40	2.50
Average Rating	2.00	1.86	2.05	2.01	2.05	2.02

Table 27: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Purchasing Services (Terrence Wright, Dept Manager)	1.19	1.20	1.20	1.16	1.20	1.18
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.63	1.51	1.62	1.67	1.64	1.69
Grants (Pat Cascone, Dept Manager)	1.75	1.53	1.87	1.73	1.87	1.76
Transportation (Leslee Russell, Dept Manager)	1.80	1.59	1.91	1.82	1.89	1.82
Information Technology Applications (Patrick Barr, Dept Manager)	1.85	1.67	1.93	1.88	1.86	1.88
Budget Services (Mike Perrone, Dept Manager)	1.90	1.75	1.93	1.89	2.00	1.91
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.95	1.84	2.00	2.00	1.95	1.96
Guidance (Nan Worsowicz, Dept Manager)	1.99	1.86	2.07	2.00	2.02	2.00
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.06	2.00	2.08	2.08	2.05	2.08
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.12	2.00	2.09	2.11	2.22	2.18
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.09	2.02	2.12	2.07	2.14	2.09
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.97	1.74	2.12	1.98	2.02	1.98
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.09	2.05	2.12	2.07	2.12	2.07
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.07	1.88	2.13	2.10	2.13	2.10
Cluster Office (For the Cluster to which you belong in 2008-09)	2.13	2.05	2.14	2.09	2.23	2.16
Information Technology Operations (John Morrison, Dept Manager)	2.13	1.98	2.16	2.23	2.14	2.16
Payroll (Cynthia Hill, Dept Manager)	2.22	2.09	2.20	2.18	2.38	2.24
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.19	2.04	2.27	2.20	2.24	2.20
Business Services (Stephen Bright, Dept Manager)	2.38	2.16	2.45	2.43	2.41	2.43
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.47	2.28	2.57	2.60	2.40	2.50
Average Rating	2.00	1.86	2.05	2.01	2.05	2.02

Table 28: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Budget Services (Mike Perrone, Dept Manager)	1.19	1.20	1.20	1.16	1.20	1.18
Grants (Pat Cascone, Dept Manager)	1.63	1.51	1.62	1.67	1.64	1.69
Guidance (Nan Worsowicz, Dept Manager)	1.75	1.53	1.87	1.73	1.87	1.76
Transportation (Leslee Russell, Dept Manager)	1.80	1.59	1.91	1.82	1.89	1.82
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	1.85	1.67	1.93	1.88	1.86	1.88
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.90	1.75	1.93	1.89	2.00	1.91
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	1.97	1.74	2.12	1.98	2.02	1.98
Payroll (Cynthia Hill, Dept Manager)	1.99	1.86	2.07	2.00	2.02	2.00
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.95	1.84	2.00	2.00	1.95	1.96
Purchasing Services (Terrence Wright, Dept Manager)	2.09	2.02	2.12	2.07	2.14	2.09
Information Technology Operations (John Morrison, Dept Manager)	2.09	2.05	2.12	2.07	2.12	2.07
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.06	2.00	2.08	2.08	2.05	2.08
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.13	2.05	2.14	2.09	2.23	2.16
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.07	1.88	2.13	2.10	2.13	2.10
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.12	2.00	2.09	2.11	2.22	2.18
Cluster Office (For the Cluster to which you belong in 2008-09)	2.22	2.09	2.20	2.18	2.38	2.24
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.19	2.04	2.27	2.20	2.24	2.20
Information Technology Applications (Patrick Barr, Dept Manager)	2.13	1.98	2.16	2.23	2.14	2.16
Business Services (Stephen Bright, Dept Manager)	2.38	2.16	2.45	2.43	2.41	2.43
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.47	2.28	2.57	2.60	2.40	2.50
Average Rating	2.00	1.86	2.05	2.01	2.05	2.02

Table 29: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Payroll (Cynthia Hill, Dept Manager)	1.19	1.20	1.20	1.16	1.20	1.18
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.63	1.51	1.62	1.67	1.64	1.69
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.85	1.67	1.93	1.88	1.86	1.88
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.75	1.53	1.87	1.73	1.87	1.76
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.80	1.59	1.91	1.82	1.89	1.82
Information Technology Applications (Patrick Barr, Dept Manager)	1.95	1.84	2.00	2.00	1.95	1.96
Transportation (Leslee Russell, Dept Manager)	1.90	1.75	1.93	1.89	2.00	1.91
Information Technology Operations (John Morrison, Dept Manager)	1.99	1.86	2.07	2.00	2.02	2.00
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.97	1.74	2.12	1.98	2.02	1.98
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.06	2.00	2.08	2.08	2.05	2.08
Budget Services (Mike Perrone, Dept Manager)	2.09	2.05	2.12	2.07	2.12	2.07
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.07	1.88	2.13	2.10	2.13	2.10
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.13	1.98	2.16	2.23	2.14	2.16
Purchasing Services (Terrence Wright, Dept Manager)	2.09	2.02	2.12	2.07	2.14	2.09
Grants (Pat Cascone, Dept Manager)	2.12	2.00	2.09	2.11	2.22	2.18
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.05	2.14	2.09	2.23	2.16
Cluster Office (For the Cluster to which you belong in 2008-09)	2.19	2.04	2.27	2.20	2.24	2.20
Guidance (Nan Worsowicz, Dept Manager)	2.22	2.09	2.20	2.18	2.38	2.24
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.47	2.28	2.57	2.60	2.40	2.50
Business Services (Stephen Bright, Dept Manager)	2.38	2.16	2.45	2.43	2.41	2.43
Average Rating	2.00	1.86	2.05	2.01	2.05	2.02

Table 30: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.19	1.20	1.20	1.16	1.20	1.18
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.63	1.51	1.62	1.67	1.64	1.69
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.53	1.87	1.73	1.87	1.76
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.80	1.59	1.91	1.82	1.89	1.82
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	1.85	1.67	1.93	1.88	1.86	1.88
Grants (Pat Cascone, Dept Manager)	1.90	1.75	1.93	1.89	2.00	1.91
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.95	1.84	2.00	2.00	1.95	1.96
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.97	1.74	2.12	1.98	2.02	1.98
Information Technology Applications (Patrick Barr, Dept Manager)	1.99	1.86	2.07	2.00	2.02	2.00
Purchasing Services (Terrence Wright, Dept Manager)	2.09	2.05	2.12	2.07	2.12	2.07
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.06	2.00	2.08	2.08	2.05	2.08
Cluster Office (For the Cluster to which you belong in 2008-09)	2.09	2.02	2.12	2.07	2.14	2.09
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.07	1.88	2.13	2.10	2.13	2.10
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.13	2.05	2.14	2.09	2.23	2.16
Transportation (Leslee Russell, Dept Manager)	2.13	1.98	2.16	2.23	2.14	2.16
Payroll (Cynthia Hill, Dept Manager)	2.12	2.00	2.09	2.11	2.22	2.18
Budget Services (Mike Perrone, Dept Manager)	2.19	2.04	2.27	2.20	2.24	2.20
Business Services (Stephen Bright, Dept Manager)	2.22	2.09	2.20	2.18	2.38	2.24
Guidance (Nan Worsowicz, Dept Manager)	2.38	2.16	2.45	2.43	2.41	2.43
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.47	2.28	2.57	2.60	2.40	2.50
Average Rating	2.00	1.86	2.05	2.01	2.05	2.02

Principal's Customer Satisfaction Survey Cluster 2 Responses

May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 31: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.45	1.44	1.47	1.47	1.41	1.47
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.59	1.52	1.61	1.61	1.64	1.58
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.92	1.76	2.00	2.00	1.97	1.85
Payroll (Cynthia Hill, Dept Manager)	1.97	1.74	1.97	2.03	2.13	1.97
Guidance (Nan Worsowicz, Dept Manager)	2.01	1.97	2.00	2.03	2.09	1.97
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.13	1.94	2.16	2.09	2.28	2.16
Business Services (Stephen Bright, Dept Manager)	2.14	2.03	2.18	2.12	2.27	2.09
Grants (Pat Cascone, Dept Manager)	2.22	2.18	2.18	2.21	2.29	2.24
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.25	2.13	2.23	2.27	2.33	2.27
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.28	2.09	2.32	2.32	2.41	2.26
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.29	2.23	2.27	2.33	2.30	2.30
Information Technology Applications (Patrick Barr, Dept Manager)	2.32	2.18	2.45	2.30	2.33	2.30
Transportation (Leslee Russell, Dept Manager)	2.32	2.21	2.35	2.35	2.35	2.32
Information Technology Operations (John Morrison, Dept Manager)	2.36	2.22	2.41	2.28	2.47	2.41
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.12	2.36	2.30	2.61	2.39
Budget Services (Mike Perrone, Dept Manager)	2.38	2.24	2.58	2.36	2.39	2.33
Purchasing Services (Terrence Wright, Dept Manager)	2.39	2.18	2.48	2.42	2.42	2.42
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.44	2.41	2.48	2.44	2.44	2.44
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.69	2.39	2.82	2.70	2.85	2.70
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.77	2.74	2.90	2.77	2.68	2.77
Average Rating	2.21	2.09	2.26	2.22	2.28	2.21

Table 32: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Budget Services (Mike Perrone, Dept Manager)	1.45	1.44	1.47	1.47	1.41	1.47
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.59	1.52	1.61	1.61	1.64	1.58
Payroll (Cynthia Hill, Dept Manager)	1.97	1.74	1.97	2.03	2.13	1.97
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.92	1.76	2.00	2.00	1.97	1.85
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.13	1.94	2.16	2.09	2.28	2.16
Business Services (Stephen Bright, Dept Manager)	2.01	1.97	2.00	2.03	2.09	1.97
Transportation (Leslee Russell, Dept Manager)	2.14	2.03	2.18	2.12	2.27	2.09
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.28	2.09	2.32	2.32	2.41	2.26
Guidance (Nan Worsowicz, Dept Manager)	2.36	2.12	2.36	2.30	2.61	2.39
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.25	2.13	2.23	2.27	2.33	2.27
Purchasing Services (Terrence Wright, Dept Manager)	2.22	2.18	2.18	2.21	2.29	2.24
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.39	2.18	2.48	2.42	2.42	2.42
Information Technology Applications (Patrick Barr, Dept Manager)	2.32	2.18	2.45	2.30	2.33	2.30
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.32	2.21	2.35	2.35	2.35	2.32
Information Technology Operations (John Morrison, Dept Manager)	2.36	2.22	2.41	2.28	2.47	2.41
Cluster Office (For the Cluster to which you belong in 2008-09)	2.29	2.23	2.27	2.33	2.30	2.30
Grants (Pat Cascone, Dept Manager)	2.38	2.24	2.58	2.36	2.39	2.33
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.69	2.39	2.82	2.70	2.85	2.70
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.44	2.41	2.48	2.44	2.44	2.44
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.77	2.74	2.90	2.77	2.68	2.77
Average Rating	2.21	2.09	2.26	2.22	2.28	2.21

Table 33: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Budget Services (Mike Perrone, Dept Manager)	1.45	1.44	1.47	1.47	1.41	1.47
Guidance (Nan Worsowicz, Dept Manager)	1.59	1.52	1.61	1.61	1.64	1.58
Purchasing Services (Terrence Wright, Dept Manager)	1.97	1.74	1.97	2.03	2.13	1.97
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.92	1.76	2.00	2.00	1.97	1.85
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.01	1.97	2.00	2.03	2.09	1.97
Transportation (Leslee Russell, Dept Manager)	2.13	1.94	2.16	2.09	2.28	2.16
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.22	2.18	2.18	2.21	2.29	2.24
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.14	2.03	2.18	2.12	2.27	2.09
Information Technology Operations (John Morrison, Dept Manager)	2.25	2.13	2.23	2.27	2.33	2.27
Payroll (Cynthia Hill, Dept Manager)	2.29	2.23	2.27	2.33	2.30	2.30
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.28	2.09	2.32	2.32	2.41	2.26
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.32	2.21	2.35	2.35	2.35	2.32
Information Technology Applications (Patrick Barr, Dept Manager)	2.36	2.12	2.36	2.30	2.61	2.39
Grants (Pat Cascone, Dept Manager)	2.36	2.22	2.41	2.28	2.47	2.41
Business Services (Stephen Bright, Dept Manager)	2.32	2.18	2.45	2.30	2.33	2.30
Cluster Office (For the Cluster to which you belong in 2008-09)	2.44	2.41	2.48	2.44	2.44	2.44
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.39	2.18	2.48	2.42	2.42	2.42
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.38	2.24	2.58	2.36	2.39	2.33
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.69	2.39	2.82	2.70	2.85	2.70
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.77	2.74	2.90	2.77	2.68	2.77
Average Rating	2.21	2.09	2.26	2.22	2.28	2.21

Table 34: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.45	1.44	1.47	1.47	1.41	1.47
Payroll (Cynthia Hill, Dept Manager)	1.59	1.52	1.61	1.61	1.64	1.58
Grants (Pat Cascone, Dept Manager)	1.92	1.76	2.00	2.00	1.97	1.85
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.01	1.97	2.00	2.03	2.09	1.97
Budget Services (Mike Perrone, Dept Manager)	1.97	1.74	1.97	2.03	2.13	1.97
Transportation (Leslee Russell, Dept Manager)	2.13	1.94	2.16	2.09	2.28	2.16
Purchasing Services (Terrence Wright, Dept Manager)	2.14	2.03	2.18	2.12	2.27	2.09
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.22	2.18	2.18	2.21	2.29	2.24
Cluster Office (For the Cluster to which you belong in 2008-09)	2.25	2.13	2.23	2.27	2.33	2.27
Guidance (Nan Worsowicz, Dept Manager)	2.36	2.22	2.41	2.28	2.47	2.41
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.36	2.12	2.36	2.30	2.61	2.39
Business Services (Stephen Bright, Dept Manager)	2.32	2.18	2.45	2.30	2.33	2.30
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.28	2.09	2.32	2.32	2.41	2.26
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.29	2.23	2.27	2.33	2.30	2.30
Information Technology Operations (John Morrison, Dept Manager)	2.32	2.21	2.35	2.35	2.35	2.32
Information Technology Applications (Patrick Barr, Dept Manager)	2.38	2.24	2.58	2.36	2.39	2.33
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.39	2.18	2.48	2.42	2.42	2.42
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.44	2.41	2.48	2.44	2.44	2.44
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.69	2.39	2.82	2.70	2.85	2.70
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.77	2.74	2.90	2.77	2.68	2.77
Average Rating	2.21	2.09	2.26	2.22	2.28	2.21

Table 35: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Information Technology Applications (Patrick Barr, Dept Manager)	1.45	1.44	1.47	1.47	1.41	1.47
Information Technology Operations (John Morrison, Dept Manager)	1.59	1.52	1.61	1.61	1.64	1.58
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.92	1.76	2.00	2.00	1.97	1.85
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.01	1.97	2.00	2.03	2.09	1.97
Payroll (Cynthia Hill, Dept Manager)	1.97	1.74	1.97	2.03	2.13	1.97
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	2.14	2.03	2.18	2.12	2.27	2.09
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.13	1.94	2.16	2.09	2.28	2.16
Purchasing Services (Terrence Wright, Dept Manager)	2.22	2.18	2.18	2.21	2.29	2.24
Cluster Office (For the Cluster to which you belong in 2008-09)	2.29	2.23	2.27	2.33	2.30	2.30
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.25	2.13	2.23	2.27	2.33	2.27
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.32	2.18	2.45	2.30	2.33	2.30
Budget Services (Mike Perrone, Dept Manager)	2.32	2.21	2.35	2.35	2.35	2.32
Guidance (Nan Worsowicz, Dept Manager)	2.38	2.24	2.58	2.36	2.39	2.33
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.28	2.09	2.32	2.32	2.41	2.26
Transportation (Leslee Russell, Dept Manager)	2.39	2.18	2.48	2.42	2.42	2.42
Grants (Pat Cascone, Dept Manager)	2.44	2.41	2.48	2.44	2.44	2.44
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.36	2.22	2.41	2.28	2.47	2.41
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.36	2.12	2.36	2.30	2.61	2.39
Business Services (Stephen Bright, Dept Manager)	2.77	2.74	2.90	2.77	2.68	2.77
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.69	2.39	2.82	2.70	2.85	2.70
Average Rating	2.21	2.09	2.26	2.22	2.28	2.21

Table 36: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Grants (Pat Cascone, Dept Manager)	1.45	1.44	1.47	1.47	1.41	1.47
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.59	1.52	1.61	1.61	1.64	1.58
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.92	1.76	2.00	2.00	1.97	1.85
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	1.97	1.74	1.97	2.03	2.13	1.97
Information Technology Applications (Patrick Barr, Dept Manager)	2.01	1.97	2.00	2.03	2.09	1.97
Purchasing Services (Terrence Wright, Dept Manager)	2.14	2.03	2.18	2.12	2.27	2.09
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.13	1.94	2.16	2.09	2.28	2.16
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.22	2.18	2.18	2.21	2.29	2.24
Cluster Office (For the Cluster to which you belong in 2008-09)	2.28	2.09	2.32	2.32	2.41	2.26
Payroll (Cynthia Hill, Dept Manager)	2.25	2.13	2.23	2.27	2.33	2.27
Budget Services (Mike Perrone, Dept Manager)	2.29	2.23	2.27	2.33	2.30	2.30
Guidance (Nan Worsowicz, Dept Manager)	2.32	2.18	2.45	2.30	2.33	2.30
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.32	2.21	2.35	2.35	2.35	2.32
Business Services (Stephen Bright, Dept Manager)	2.38	2.24	2.58	2.36	2.39	2.33
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.36	2.12	2.36	2.30	2.61	2.39
Information Technology Operations (John Morrison, Dept Manager)	2.36	2.22	2.41	2.28	2.47	2.41
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.39	2.18	2.48	2.42	2.42	2.42
Transportation (Leslee Russell, Dept Manager)	2.44	2.41	2.48	2.44	2.44	2.44
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.69	2.39	2.82	2.70	2.85	2.70
Communications (Jim Streit/Jill Johnson, Dept Managers)	2.77	2.74	2.90	2.77	2.68	2.77
Average Rating	2.21	2.09	2.26	2.22	2.28	2.21

Principal's Customer Satisfaction Survey Cluster 3 Responses

May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 37: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.16	1.18	1.18	1.12	1.18	1.18
Guidance (Nan Worsowicz, Dept Manager)	1.19	1.13	1.20	1.20	1.20	1.20
Cluster Office (For the Cluster to which you belong in 2008-09)	1.25	1.24	1.35	1.18	1.18	1.29
Grants (Pat Cascone, Dept Manager)	1.50	1.50	1.50	1.50	1.50	1.50
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.59	1.47	1.59	1.65	1.65	1.59
Budget Services (Mike Perrone, Dept Manager)	1.68	1.71	1.71	1.76	1.65	1.59
Business Services (Stephen Bright, Dept Manager)	1.69	1.65	1.76	1.76	1.65	1.65
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.74	1.80	1.60	1.80	1.73	1.75
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.78	1.59	1.82	1.88	1.76	1.82
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.87	1.88	1.82	1.94	1.82	1.88
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.89	1.82	1.94	1.94	1.88	1.88
Information Technology Operations (John Morrison, Dept Manager)	1.95	1.94	1.94	2.00	1.94	1.94
Purchasing Services (Terrence Wright, Dept Manager)	1.98	1.94	2.06	1.94	1.94	2.00
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.00	2.00	1.94	2.12	2.00	1.94
Information Technology Applications (Patrick Barr, Dept Manager)	2.00	1.88	2.06	2.13	1.94	2.00
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.00	2.00	2.06	2.00	2.00	1.94
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.03	2.00	2.00	2.06	2.00	2.06
Payroll (Cynthia Hill, Dept Manager)	2.06	2.06	2.19	2.06	2.00	2.00
Transportation (Leslee Russell, Dept Manager)	2.23	2.13	2.27	2.20	2.38	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.34	2.24	2.24	2.53	2.29	2.41
Average Rating	1.80	1.76	1.81	1.84	1.78	1.79

Table 38: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Guidance (Nan Worsowicz, Dept Manager)	1.19	1.13	1.20	1.20	1.20	1.20
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.16	1.18	1.18	1.12	1.18	1.18
Cluster Office (For the Cluster to which you belong in 2008-09)	1.25	1.24	1.35	1.18	1.18	1.29
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.59	1.47	1.59	1.65	1.65	1.59
Grants (Pat Cascone, Dept Manager)	1.50	1.50	1.50	1.50	1.50	1.50
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.78	1.59	1.82	1.88	1.76	1.82
Business Services (Stephen Bright, Dept Manager)	1.69	1.65	1.76	1.76	1.65	1.65
Budget Services (Mike Perrone, Dept Manager)	1.68	1.71	1.71	1.76	1.65	1.59
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.74	1.80	1.60	1.80	1.73	1.75
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.89	1.82	1.94	1.94	1.88	1.88
Information Technology Applications (Patrick Barr, Dept Manager)	2.00	1.88	2.06	2.13	1.94	2.00
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.87	1.88	1.82	1.94	1.82	1.88
Information Technology Operations (John Morrison, Dept Manager)	1.95	1.94	1.94	2.00	1.94	1.94
Purchasing Services (Terrence Wright, Dept Manager)	1.98	1.94	2.06	1.94	1.94	2.00
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.00	2.00	2.06	2.00	2.00	1.94
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.00	2.00	1.94	2.12	2.00	1.94
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.03	2.00	2.00	2.06	2.00	2.06
Payroll (Cynthia Hill, Dept Manager)	2.06	2.06	2.19	2.06	2.00	2.00
Transportation (Leslee Russell, Dept Manager)	2.23	2.13	2.27	2.20	2.38	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.34	2.24	2.24	2.53	2.29	2.41
Average Rating	1.80	1.76	1.81	1.84	1.78	1.79

Table 39: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.16	1.18	1.18	1.12	1.18	1.18
Guidance (Nan Worsowicz, Dept Manager)	1.19	1.13	1.20	1.20	1.20	1.20
Cluster Office (For the Cluster to which you belong in 2008-09)	1.25	1.24	1.35	1.18	1.18	1.29
Grants (Pat Cascone, Dept Manager)	1.50	1.50	1.50	1.50	1.50	1.50
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.59	1.47	1.59	1.65	1.65	1.59
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.74	1.80	1.60	1.80	1.73	1.75
Budget Services (Mike Perrone, Dept Manager)	1.68	1.71	1.71	1.76	1.65	1.59
Business Services (Stephen Bright, Dept Manager)	1.69	1.65	1.76	1.76	1.65	1.65
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.78	1.59	1.82	1.88	1.76	1.82
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.87	1.88	1.82	1.94	1.82	1.88
Information Technology Operations (John Morrison, Dept Manager)	1.95	1.94	1.94	2.00	1.94	1.94
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.00	2.00	1.94	2.12	2.00	1.94
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.89	1.82	1.94	1.94	1.88	1.88
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.03	2.00	2.00	2.06	2.00	2.06
Purchasing Services (Terrence Wright, Dept Manager)	1.98	1.94	2.06	1.94	1.94	2.00
Information Technology Applications (Patrick Barr, Dept Manager)	2.00	1.88	2.06	2.13	1.94	2.00
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.00	2.00	2.06	2.00	2.00	1.94
Payroll (Cynthia Hill, Dept Manager)	2.06	2.06	2.19	2.06	2.00	2.00
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.34	2.24	2.24	2.53	2.29	2.41
Transportation (Leslee Russell, Dept Manager)	2.23	2.13	2.27	2.20	2.38	2.19
Average Rating	1.80	1.76	1.81	1.84	1.78	1.79

Table 40: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.16	1.18	1.18	1.12	1.18	1.18
Cluster Office (For the Cluster to which you belong in 2008-09)	1.25	1.24	1.35	1.18	1.18	1.29
Guidance (Nan Worsowicz, Dept Manager)	1.19	1.13	1.20	1.20	1.20	1.20
Grants (Pat Cascone, Dept Manager)	1.50	1.50	1.50	1.50	1.50	1.50
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.59	1.47	1.59	1.65	1.65	1.59
Business Services (Stephen Bright, Dept Manager)	1.69	1.65	1.76	1.76	1.65	1.65
Budget Services (Mike Perrone, Dept Manager)	1.68	1.71	1.71	1.76	1.65	1.59
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.74	1.80	1.60	1.80	1.73	1.75
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.78	1.59	1.82	1.88	1.76	1.82
Purchasing Services (Terrence Wright, Dept Manager)	1.98	1.94	2.06	1.94	1.94	2.00
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.89	1.82	1.94	1.94	1.88	1.88
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.87	1.88	1.82	1.94	1.82	1.88
Information Technology Operations (John Morrison, Dept Manager)	1.95	1.94	1.94	2.00	1.94	1.94
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.00	2.00	2.06	2.00	2.00	1.94
Payroll (Cynthia Hill, Dept Manager)	2.06	2.06	2.19	2.06	2.00	2.00
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.03	2.00	2.00	2.06	2.00	2.06
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.00	2.00	1.94	2.12	2.00	1.94
Information Technology Applications (Patrick Barr, Dept Manager)	2.00	1.88	2.06	2.13	1.94	2.00
Transportation (Leslee Russell, Dept Manager)	2.23	2.13	2.27	2.20	2.38	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.34	2.24	2.24	2.53	2.29	2.41
Average Rating	1.80	1.76	1.81	1.84	1.78	1.79

Table 41: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.16	1.18	1.18	1.12	1.18	1.18
Cluster Office (For the Cluster to which you belong in 2008-09)	1.25	1.24	1.35	1.18	1.18	1.29
Guidance (Nan Worsowicz, Dept Manager)	1.19	1.13	1.20	1.20	1.20	1.20
Grants (Pat Cascone, Dept Manager)	1.50	1.50	1.50	1.50	1.50	1.50
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.59	1.47	1.59	1.65	1.65	1.59
Business Services (Stephen Bright, Dept Manager)	1.69	1.65	1.76	1.76	1.65	1.65
Budget Services (Mike Perrone, Dept Manager)	1.68	1.71	1.71	1.76	1.65	1.59
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.74	1.80	1.60	1.80	1.73	1.75
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.78	1.59	1.82	1.88	1.76	1.82
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.87	1.88	1.82	1.94	1.82	1.88
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.89	1.82	1.94	1.94	1.88	1.88
Purchasing Services (Terrence Wright, Dept Manager)	1.98	1.94	2.06	1.94	1.94	2.00
Information Technology Operations (John Morrison, Dept Manager)	1.95	1.94	1.94	2.00	1.94	1.94
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.00	2.00	2.06	2.00	2.00	1.94
Payroll (Cynthia Hill, Dept Manager)	2.06	2.06	2.19	2.06	2.00	2.00
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.03	2.00	2.00	2.06	2.00	2.06
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.00	2.00	1.94	2.12	2.00	1.94
Information Technology Applications (Patrick Barr, Dept Manager)	2.00	1.88	2.06	2.13	1.94	2.00
Transportation (Leslee Russell, Dept Manager)	2.23	2.13	2.27	2.20	2.38	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.34	2.24	2.24	2.53	2.29	2.41
Average Rating	1.80	1.76	1.81	1.84	1.78	1.79

Table 42: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.16	1.18	1.18	1.12	1.18	1.18
Guidance (Nan Worsowicz, Dept Manager)	1.19	1.13	1.20	1.20	1.20	1.20
Cluster Office (For the Cluster to which you belong in 2008-09)	1.25	1.24	1.35	1.18	1.18	1.29
Grants (Pat Cascone, Dept Manager)	1.50	1.50	1.50	1.50	1.50	1.50
Budget Services (Mike Perrone, Dept Manager)	1.68	1.71	1.71	1.76	1.65	1.59
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	1.59	1.47	1.59	1.65	1.65	1.59
Business Services (Stephen Bright, Dept Manager)	1.69	1.65	1.76	1.76	1.65	1.65
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	1.74	1.80	1.60	1.80	1.73	1.75
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	1.78	1.59	1.82	1.88	1.76	1.82
Exceptional Student Education Services (Ken Sutton, Dept Manager)	1.89	1.82	1.94	1.94	1.88	1.88
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.87	1.88	1.82	1.94	1.82	1.88
Information Technology Operations (John Morrison, Dept Manager)	1.95	1.94	1.94	2.00	1.94	1.94
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.00	2.00	2.06	2.00	2.00	1.94
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.00	2.00	1.94	2.12	2.00	1.94
Payroll (Cynthia Hill, Dept Manager)	2.06	2.06	2.19	2.06	2.00	2.00
Purchasing Services (Terrence Wright, Dept Manager)	1.98	1.94	2.06	1.94	1.94	2.00
Information Technology Applications (Patrick Barr, Dept Manager)	2.00	1.88	2.06	2.13	1.94	2.00
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	2.03	2.00	2.00	2.06	2.00	2.06
Transportation (Leslee Russell, Dept Manager)	2.23	2.13	2.27	2.20	2.38	2.19
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	2.34	2.24	2.24	2.53	2.29	2.41
Average Rating	1.80	1.76	1.81	1.84	1.78	1.79

Principal's Customer Satisfaction Survey Cluster 4 Responses

May 14, 2009

1 = Excellent, 2 = Exceeds Expectation, 3 = Meets Expectation, 4 = Below Expectation, 5 = Unacceptable

Table 43: Department Rankings (by Average Overall Rank)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.13	1.13	1.13	1.13	1.13	1.13
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.39	1.38	1.38	1.42	1.42	1.38
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.66	1.58	1.67	1.67	1.71	1.67
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.71	1.71	1.71	1.71	1.71
Budget Services (Mike Perrone, Dept Manager)	1.73	1.50	1.88	1.75	1.79	1.71
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.71	1.75	1.71	1.83	1.75
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.96	1.88	2.00	1.88
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.79	2.00	1.88	1.88	1.92
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.98	1.96	1.96	1.96	2.08	1.92
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.00	1.71	2.17	2.04	2.08	2.00
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.04	2.04	2.13	2.08
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.11	2.00	2.08	2.17	2.21	2.08
Grants (Pat Cascone, Dept Manager)	2.21	2.14	2.23	2.23	2.23	2.23
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.23	2.04	2.25	2.21	2.38	2.25
Purchasing Services (Terrence Wright, Dept Manager)	2.27	2.21	2.25	2.25	2.33	2.29
Payroll (Cynthia Hill, Dept Manager)	2.33	2.17	2.38	2.29	2.50	2.29
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.34	2.29	2.29	2.29	2.46	2.38
Transportation (Leslee Russell, Dept Manager)	2.37	2.21	2.58	2.29	2.38	2.38
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.58	2.38	2.71	2.63	2.63	2.58
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	3.01	2.79	3.04	3.13	3.04	3.04
Average Rating	2.03	1.92	2.07	2.03	2.09	2.03

Table 44: Department Rankings (by Question 1: Treats school administrators with courtesy and respect)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.13	1.13	1.13	1.13	1.13	1.13
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.39	1.38	1.38	1.42	1.42	1.38
Budget Services (Mike Perrone, Dept Manager)	1.73	1.50	1.88	1.75	1.79	1.71
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.66	1.58	1.67	1.67	1.71	1.67
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.96	1.88	2.00	1.88
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.71	1.75	1.71	1.83	1.75
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.71	1.71	1.71	1.71	1.71
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.00	1.71	2.17	2.04	2.08	2.00
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.79	2.00	1.88	1.88	1.92
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.98	1.96	1.96	1.96	2.08	1.92
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.11	2.00	2.08	2.17	2.21	2.08
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.04	2.04	2.13	2.08
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.23	2.04	2.25	2.21	2.38	2.25
Grants (Pat Cascone, Dept Manager)	2.21	2.14	2.23	2.23	2.23	2.23
Payroll (Cynthia Hill, Dept Manager)	2.33	2.17	2.38	2.29	2.50	2.29
Purchasing Services (Terrence Wright, Dept Manager)	2.27	2.21	2.25	2.25	2.33	2.29
Transportation (Leslee Russell, Dept Manager)	2.37	2.21	2.58	2.29	2.38	2.38
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.34	2.29	2.29	2.29	2.46	2.38
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.58	2.38	2.71	2.63	2.63	2.58
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	3.01	2.79	3.04	3.13	3.04	3.04
Average Rating	2.03	1.92	2.07	2.03	2.09	2.03

Table 45: Department Rankings (by Question 2: Provides clear guidance and direction as appropriate)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.13	1.13	1.13	1.13	1.13	1.13
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.39	1.38	1.38	1.42	1.42	1.38
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.66	1.58	1.67	1.67	1.71	1.67
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.71	1.71	1.71	1.71	1.71
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.71	1.75	1.71	1.83	1.75
Budget Services (Mike Perrone, Dept Manager)	1.73	1.50	1.88	1.75	1.79	1.71
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.96	1.88	2.00	1.88
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.98	1.96	1.96	1.96	2.08	1.92
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.79	2.00	1.88	1.88	1.92
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.04	2.04	2.13	2.08
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.11	2.00	2.08	2.17	2.21	2.08
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.00	1.71	2.17	2.04	2.08	2.00
Grants (Pat Cascone, Dept Manager)	2.21	2.14	2.23	2.23	2.23	2.23
Purchasing Services (Terrence Wright, Dept Manager)	2.27	2.21	2.25	2.25	2.33	2.29
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.23	2.04	2.25	2.21	2.38	2.25
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.34	2.29	2.29	2.29	2.46	2.38
Payroll (Cynthia Hill, Dept Manager)	2.33	2.17	2.38	2.29	2.50	2.29
Transportation (Leslee Russell, Dept Manager)	2.37	2.21	2.58	2.29	2.38	2.38
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.58	2.38	2.71	2.63	2.63	2.58
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	3.01	2.79	3.04	3.13	3.04	3.04
Average Rating	2.03	1.92	2.07	2.03	2.09	2.03

Table 46: Department Rankings (by Question 3: Works collaboratively with school leaders to solve problems)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.13	1.13	1.13	1.13	1.13	1.13
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.39	1.38	1.38	1.42	1.42	1.38
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.66	1.58	1.67	1.67	1.71	1.67
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.71	1.75	1.71	1.83	1.75
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.71	1.71	1.71	1.71	1.71
Budget Services (Mike Perrone, Dept Manager)	1.73	1.50	1.88	1.75	1.79	1.71
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.96	1.88	2.00	1.88
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.79	2.00	1.88	1.88	1.92
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.98	1.96	1.96	1.96	2.08	1.92
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.04	2.04	2.13	2.08
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.00	1.71	2.17	2.04	2.08	2.00
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.11	2.00	2.08	2.17	2.21	2.08
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.23	2.04	2.25	2.21	2.38	2.25
Grants (Pat Cascone, Dept Manager)	2.21	2.14	2.23	2.23	2.23	2.23
Purchasing Services (Terrence Wright, Dept Manager)	2.27	2.21	2.25	2.25	2.33	2.29
Payroll (Cynthia Hill, Dept Manager)	2.33	2.17	2.38	2.29	2.50	2.29
Transportation (Leslee Russell, Dept Manager)	2.37	2.21	2.58	2.29	2.38	2.38
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.34	2.29	2.29	2.29	2.46	2.38
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.58	2.38	2.71	2.63	2.63	2.58
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	3.01	2.79	3.04	3.13	3.04	3.04
Average Rating	2.03	1.92	2.07	2.03	2.09	2.03

Table 47: Department Rankings (by Question 4: Responds promptly to requests for information or service)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.13	1.13	1.13	1.13	1.13	1.13
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.39	1.38	1.38	1.42	1.42	1.38
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.71	1.71	1.71	1.71	1.71
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.66	1.58	1.67	1.67	1.71	1.67
Budget Services (Mike Perrone, Dept Manager)	1.73	1.50	1.88	1.75	1.79	1.71
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.71	1.75	1.71	1.83	1.75
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.79	2.00	1.88	1.88	1.92
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.96	1.88	2.00	1.88
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.00	1.71	2.17	2.04	2.08	2.00
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.98	1.96	1.96	1.96	2.08	1.92
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.04	2.04	2.13	2.08
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.11	2.00	2.08	2.17	2.21	2.08
Grants (Pat Cascone, Dept Manager)	2.21	2.14	2.23	2.23	2.23	2.23
Purchasing Services (Terrence Wright, Dept Manager)	2.27	2.21	2.25	2.25	2.33	2.29
Transportation (Leslee Russell, Dept Manager)	2.37	2.21	2.58	2.29	2.38	2.38
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.23	2.04	2.25	2.21	2.38	2.25
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.34	2.29	2.29	2.29	2.46	2.38
Payroll (Cynthia Hill, Dept Manager)	2.33	2.17	2.38	2.29	2.50	2.29
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.58	2.38	2.71	2.63	2.63	2.58
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	3.01	2.79	3.04	3.13	3.04	3.04
Average Rating	2.03	1.92	2.07	2.03	2.09	2.03

Table 48: Department Rankings (by Question 5: Overall rating for this department)

Department	Average	Q1	Q2	Q3	Q4	Q5
Cluster Office (For the Cluster to which you belong in 2008-09)	1.13	1.13	1.13	1.13	1.13	1.13
Communications (Jim Streit/Jill Johnson, Dept Managers)	1.39	1.38	1.38	1.42	1.42	1.38
Alternative Education/Behavioral Support (Dana Kriznar/Gloria Lockley, Dept Managers)	1.66	1.58	1.67	1.67	1.71	1.67
Budget Services (Mike Perrone, Dept Manager)	1.73	1.50	1.88	1.75	1.79	1.71
Information Technology Applications (Patrick Barr, Dept Manager)	1.71	1.71	1.71	1.71	1.71	1.71
Information Technology Operations (John Morrison, Dept Manager)	1.75	1.71	1.75	1.71	1.83	1.75
Business Services (Stephen Bright, Dept Manager)	1.88	1.70	1.96	1.88	2.00	1.88
Guidance (Nan Worsowicz, Dept Manager)	1.89	1.79	2.00	1.88	1.88	1.92
Instructional Research and Accountability (Tim Ballentine, Dept Manager)	1.98	1.96	1.96	1.96	2.08	1.92
Reading/English Language Arts (Jeanne Ballentine, Dept Manager)	2.00	1.71	2.17	2.04	2.08	2.00
Information Technology Operations Support (Help Desk) (Don Begin, Dept Manager)	2.11	2.00	2.08	2.17	2.21	2.08
Exceptional Student Education Services (Ken Sutton, Dept Manager)	2.06	2.00	2.04	2.04	2.13	2.08
Grants (Pat Cascone, Dept Manager)	2.21	2.14	2.23	2.23	2.23	2.23
Professional Development/Schultz Center (Dawn Wilson, Dept Manager)	2.23	2.04	2.25	2.21	2.38	2.25
Payroll (Cynthia Hill, Dept Manager)	2.33	2.17	2.38	2.29	2.50	2.29
Purchasing Services (Terrence Wright, Dept Manager)	2.27	2.21	2.25	2.25	2.33	2.29
Transportation (Leslee Russell, Dept Manager)	2.37	2.21	2.58	2.29	2.38	2.38
Student Information System/Genesis Support (Barbara Burton, Dept Manager)	2.34	2.29	2.29	2.29	2.46	2.38
Academic Services (Mathematics, Science, Social Studies, etc.) (Kathy Leroy, Dept Manager)	2.58	2.38	2.71	2.63	2.63	2.58
School Choice (Magnet Programs, Charter Schools, etc.) (Sally Hague, Dept Manager)	3.01	2.79	3.04	3.13	3.04	3.04
Average Rating	2.03	1.92	2.07	2.03	2.09	2.03