



THE SCHOOL DISTRICT OF
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EXECUTIVE SUMMARY

June 27, 2022

TO: School Board Members

THROUGH: Michael J. Burke, Superintendent *MJB*

FROM: Edward C. Tierney, Deputy Superintendent/Chief of Schools *EdT*
Glenda Sheffield, Ed.D., Chief Academic Officer *G.S.*
Adam Miller, Ph.D., Assistant Superintendent, Performance Accountability *AM*

SUBJECT: FY22 DEPARTMENT QUALITY SERVICES SURVEY

The Department Quality Services (DQS) Survey was administered from May 2-27. The DQS was last administered during FY19 and suspended during FY20 and FY21 due to the COVID pandemic. As with the prior DQS administrations, the survey examined District principals' satisfaction with the quality of services provided by District departments.

A total of 182 principals were invited to provide input via the survey; 107 (of 182 schools - 58.8%) responded. Participation by school type was:

- Elementary: 78 of 109 schools (71.6%)
- Middle: 18 of 32 schools (56.3%)
- High: 7 of 24 schools (29.2%)
- Other: 4 of 17 schools (23.5%)

For each of 51 departments, principals, in conference with their leadership team, provided ratings for the following items:

1. There is a timely response to initial contact.
2. Customer service is courteous & respectful.
3. Our school's input is considered as services are provided.
4. Services are delivered in a timely manner.
5. The guidance provided by this department is useful to our school.
6. This department demonstrates professionalism.

Ratings for the above items were made by selecting from among five options: *Always, Often, Sometimes, Never, and Don't Know or N/A*. In addition, principals indicated frequency of interaction with a department by indicating whether *Our school/dept typically interacts with this department (Daily, Weekly, Monthly, and Infrequently/Never)*.

Based on the percent of positive responses (ratings of Always or Often excluding Don't Know or N/A) a letter grade was computed for each department using the scale: A=90+, B=89-80, C=79-70, D=69-60, F=59 or below.

Table 1. Department Grades

Grade	N	%
A	43	84.3%
B	7	13.7%
C	0	0.0%
D	0	0.0%
F	1	2.0%

Detailed results for each department are provided on the [DQS Results Dashboard](#).¹ Two dashboard views are available: Report Card and Score Matrix.

Report Card View

Each department is individually selectable on the Report Card View to display a breakdown of the ratings provided on each item. Users can further drill into respondent characteristics such as school type, region, and portfolio to explore ratings by these groups.

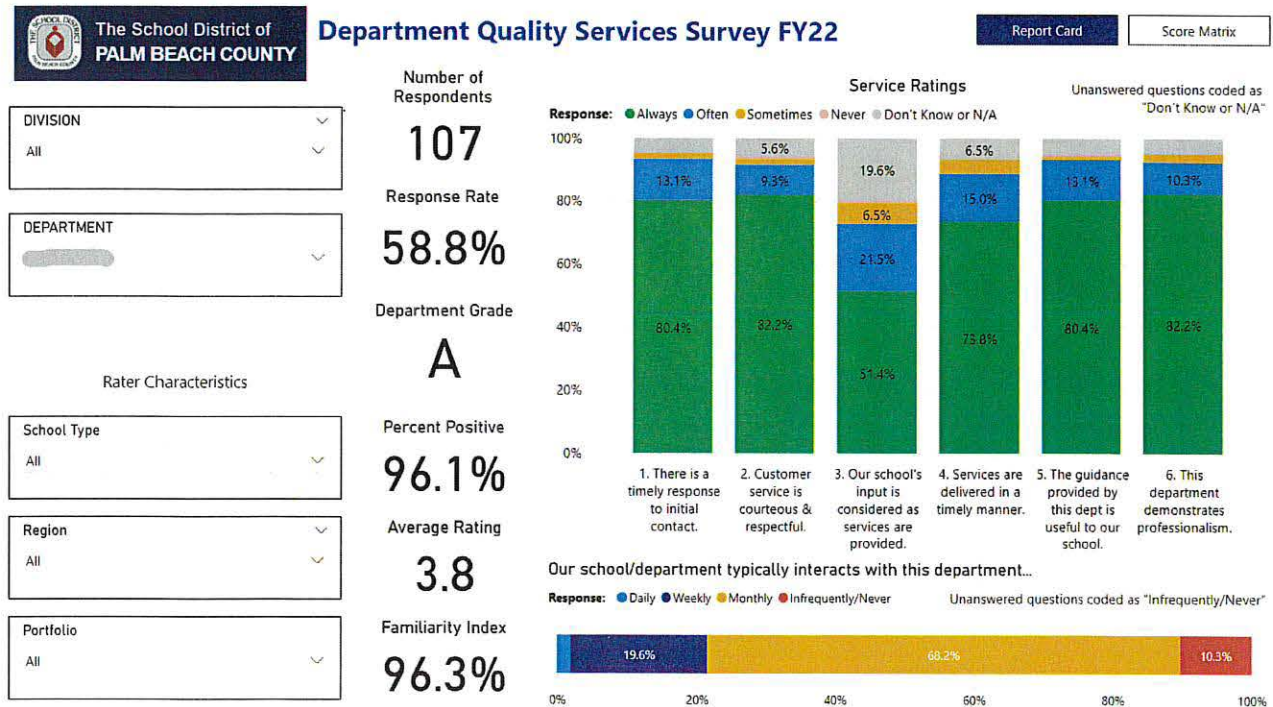


Figure 1. Report Card View

¹ The DQS Results Dashboard may be found at <http://l.sdpbc.net/atb1o>.

Score Matrix View

The Score Matrix View provides a tabular summary of the ratings for all departments, arranged by division. The table can be filtered by division and department. Filtering is also available by rater characteristics of school type, region, and portfolio.

DIVISION	Grade	Positive Ratings	Familiarity Index	Average Rating	1. There is a timely response to initial contact.	2. Customer service is courteous & respectful.	3. Our school's input is considered as services are provided.	4. Services are delivered in a timely manner.	5. The guidance provided by this dept is useful to our school.	6. This department demonstrates professionalism.	7. Our school/dept typically interacts with this department...
Chief Academic Office	A	95.2%	100.0%	3.74	3.76	3.83	3.55	3.70	3.73	3.88	1.99
Assessment	A	96.1%	96.3%	3.77	3.82	3.83	3.53	3.74	3.81	3.83	2.20
Choice & Career Options	A	94.2%	80.4%	3.73	3.74	3.75	3.62	3.74	3.65	3.90	1.70
Early Childhood Education	A	97.3%	53.3%	3.80	3.84	3.95	3.53	3.73	3.84	3.91	1.74
Educational Technology	A	95.8%	91.6%	3.77	3.76	3.87	3.64	3.66	3.75	3.92	1.99
Elementary Education	A	94.3%	73.8%	3.68	3.69	3.86	3.42	3.59	3.65	3.88	2.05
Exceptional Education	A	91.4%	99.1%	3.63	3.57	3.78	3.36	3.55	3.66	3.85	2.58
Extended Learning	A	95.9%	67.3%	3.77	3.81	3.80	3.65	3.72	3.75	3.87	1.77
Research & Evaluation	A	97.5%	88.8%	3.84	3.87	3.86	3.73	3.87	3.77	3.89	1.83
Chief Equity & Wellness Office	A	94.7%	98.1%	3.76	3.74	3.87	3.59	3.72	3.73	3.89	1.98
Behavioral & Mental Health	A	93.6%	91.6%	3.73	3.70	3.87	3.62	3.65	3.65	3.91	1.98
Health Services	B	89.2%	81.3%	3.57	3.55	3.72	3.28	3.52	3.57	3.79	2.01
Multicultural Education	A	97.0%	92.5%	3.82	3.80	3.92	3.66	3.79	3.84	3.91	2.08
Safe Schools	A	97.7%	97.2%	3.86	3.86	3.95	3.68	3.85	3.84	3.95	2.09
Support Services	A	94.9%	65.4%	3.77	3.75	3.85	3.65	3.75	3.73	3.85	1.69
Total	A	93.5%	100.0%	3.74	3.71	3.83	3.61	3.67	3.74	3.85	1.91

Responses of "Don't Know or N/A" not included in score.

Figure 2. Score Matrix View

In addition to the item ratings that are summarized on the dashboard, principals had an opportunity to provide written feedback for each department. The written comments have been shared with each department for their review and consideration in the improvement of services. Questions concerning the DQS should be directed to Paul Houchens, Director, Research and Evaluation at 561-434-8780.

MJB/ECT/GS/AM/PH/RC:wI

- c: Academic and Operating Chiefs
- Regional/Instructional Superintendents
- Assistant Superintendents
- Academic Directors
- Principals