

THE SCHOOL DISTRICT OF PALM BEACH COUNTY, FL

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EXECUTIVE SUMMARY

June 29, 2023

TO: School Board Members

THROUGH: Michael J. Burke, Superintendent

FROM: Jamie Wyatt, Chief of Staff Adam Miller, Ph.D., Chief of Performance Accountability

SUBJECT: FY23 DEPARTMENT QUALITY SERVICES SURVEY

The Department Quality Services (DQS) Survey was administered from May 1, 2023, to June 2, 2023. As with the prior DQS administrations, the survey examined District principals' satisfaction with the quality of services provided by District departments.

A total of 180 principals were invited to provide input via the survey; 121 (67.2%) responded, which is an increase in participation from 58.8% in FY22. Participation from the latest DQS increased for each school type compared to the FY22 administration:

- Elementary: 74.5%, up from 71.6%
- Middle: 66.7%, up from 56.3%

- High: 54.2%, up from 29.2%
- Other: 30.8%, compared to 23.5%.

For each of 48 departments, principals, in conference with their leadership teams, 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.

JAMIE WYATT CHIEF OF STAFF

ADAM MILLER, Ph.D. CHIEF OF PERFORMANCE ACCOUNTABILITY A total of 48 departments were rated in FY23, three fewer than the 51 rated in FY22.¹ Table 1 shows the distribution of grades for FY23 and the previous administration in FY22. Of the 45 departments that were rated in both years, four increased in letter grades, two decreased, and 39 maintained. The largest increase in the percentage of positive ratings was obtained by the transportation department, which increased by 17 percentage points from 48% (F) to 65% (D). A summary of ratings by department is attached (Table 2). Figure 4 (attached) shows the change in positive ratings from FY22 to FY23.

Table 1	. Depa	artment G	rades.	
		FY23	F	Y22
Grade	N	%	N	%

Grade	Ν	%	N	%
А	42	87.5%	43	84.3%
В	5	10.4%	7	13.7%
С	0	0.0%	0	0.0%
D	1	2.1%	0	0.0%
F	0	0.0%	1	2.0%
	A B C	A 42 B 5 C 0	A 42 87.5% B 5 10.4% C 0 0.0% D 1 2.1%	A 42 87.5% 43 B 5 10.4% 7 C 0 0.0% 0 D 1 2.1% 0

Detailed results for each department are provided on the <u>DQS Results Dashboard.²</u> Three dashboard views are available: Report Card, Score Matrix, and Annual Comparisons.

Report Card View

Each department is individually selectable on the Report Card View to display a breakdown of the ratings provided on each item (Figure 1). Users can further drill into respondent characteristics such as school type, region, and portfolio to explore ratings by these groups.

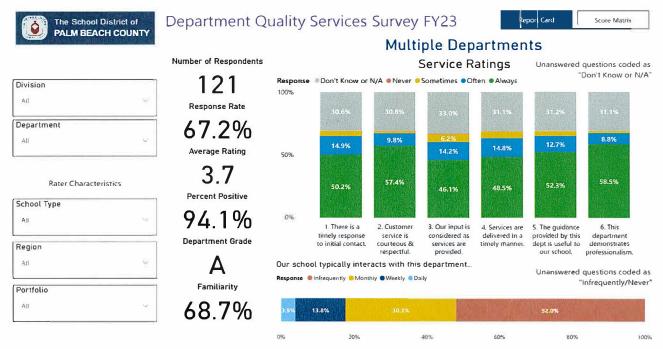


Figure 1. Report Card View

¹ Departments that do not typically interact with schools were excluded from the FY23 administration.

² The DQS Results Dashboard may be found at http://l.sdpbc.net/bv7gy.

Score Matrix View

The Score Matrix View (Figure 2) provides a tabular summary of the ratings for all department, 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.

	1							Rater Characte	eristics			
Division	Depa	rtment			5	chool Type		Region		Port	olio	View Value C
Alf	Ail			đ		All	9	All	×	All		< ()
Division	Grade	Positive Response	Familiarity Index	Average Rating	1 There is a timely	2 Customer service dsd	3 Our inpi is consider	ed are	5 The gu provided	by this	6 This department	7 Our school typically interact
		Percent			response te initial contact	courteous & respectful	as service are provide		depart is to our se		demonstrated professionalism	with this department
E Chief Academic Office	A	92.2%	62.4%	3.60	3.59	3.73	3.41	3.53	3.5	9	3.77	1.70
Athletics	В	87.7%	38.0%	3.53	3.52	3.57	3.41	3.40	3.5		3.69	1.36
Choice & Career Options	A	91.2%	81.0%	3.56	3.58	3.68	3.33	3.53	3.5	6	3.70	1.71
Early Childhood Education	A	97.3%	45.5%	3.82	384	3.91	3.67	3.82	3.7	6	3.91	1.53
Elementary Education	В	87.2%	67.8%	3.43	3.37	3.61	3.18	3.35	3.3	9	3.65	1.75
Exceptional Student Education	A	92.5%	99.6%	3.60	3.58	3.76	3.38	3.46	3.6		3.78	2.50
Extended Learning	A	95.1%	67.9%	3.67	3.67	3,74	3.53	3.63	3.6	s	3.82	1.61
Secondary Education	A	95.9%	37.1%	3,71	3,65	3.87	3.52	3.66	3.6	7	1.89	1.41
E Chief Equity & Wellness Office	A	95.5%	81.9%	3.70	3.65	3.82	3.58	3.65	3.6	6	3.84	1.81
Behavioral & Mental Health	A	95.8%	91.3%	3.69	3,66	3.85	3.56	3.57	3.5		3.85	1.98
Health Services	8	89.9%	69.8%	3.50	3,45	3.62	3.26	3.51	3,4	4	3.68	1.49
Multicultural Education	A	97.7%	88.8%	3.76	3,69	3.86	3.65	3.76	3.7	1	3.84	1.88
Sate Schools	A	97.9%	97.9%	3'84	3.81	3.92	3.75	379	3.8	1	3.95	2.21
Support Services	A	94.6%	61.4%	3.65	3.57	3 79	3.56	3.55	3.6	4	3,79	1.52
Chief Financial Office	A	94.6%	76.9%	3.71	3.68	3.80	3.56	3.65	3.7	2	3.83	1.84
Total	4	94.1%	68.7%	3.70	3.66	3.80	3.58	3.62	3.7	0	3.82	1.70

Figure 2. Score Matrix View

Annual Comparison

The Annual Comparison (Figure 3) view provides a summary of ratings and changes from the FY22 and FY23 administrations for each department.

Division Department							Positive Rat	ing Change FY22 to FY23	
All	 ✓ All 		\sim			76	Thread Contraine	7 3% 7 3% 4 7%	
Division	Department	Grade FY23	Grade FY22	Positive % FY23	Positive % FY22	Positive % Change	Educational Tec School Food Ser	3,2%	
Chief Academic Office	Athletics	В	NR	87.7%			Recruitment & R	3.0%	
Chief Academic Office	Choice & Career Options	A	А	91.2%	94.2%	-3.0%	IT Security	2 9%	
Chief Academic Office	Early Childhood Education	А	А	97 3%	97.3%	0.0%	Strategy Manag	2.7%	
Chief Academic Office	Elementary Education	В	A	87.2%	94.3%	-7.1%	Risk & Benefits	2.6%	
Chief Academic Office	Exceptional Student Education	A	A	92.5%	91.4%	1 1%	Facilities Constr	2.4're	
Chief Academic Office	Extended Learning	Α	А	95.1%	95.9%	-0.8%	Behavioral & M	2.25%	
Chief Academic Office	Secondary Education	A	NR	95.9%			Budger Besearch & Eval	2.2%	
Chief Equity & Wellness Office	Behavioral & Mental Health	A	А	95 8%	93 6%	2.2%	E Research & Eval	1.6%	
Chief Equity & Wellness Office	Health Services	в	в	89.9%	89 2%	0.7%	IT Technical Ope	1.7%	
Chief Equity & Wellness Office	Multicultural Education	A	A	97.7%	97.0%	0.7%	Communication	1.25%	
Chief Equity & Wellness Office	Safe Schools	А	A	97 9%	97 7%	0.2%	Exceptional Stud	1 1 %	
Chief Equity & Wellness Office	Support Services	A	A	94.6%	94.9%	-0.3%	Assessment	0.6%	
Chief Financial Office	Accounting	А	А	92 9%	94.9%	-20%	Health Services	0.7%	
Chief Financial Office	Budget	A	В	91.0%	88.8%	2.2%	Multicultural Ed	0 7%	
Chief Financial Office	Federal Programs	А	A	93.0%	92 6%	0.4%	Federal Programs	0.40%	
Chief Financial Office	FTE & Student Reporting	A	А	96.7%	97.2%	-0.5%	The Education N	0.5%	
Chief Financial Office	PeopleSoft	A	A	967%	98 7%	-20%	Env ronmenta C	0.2%	
Chief Financial Office	Purchasing	А	Α	92.6%	96.4%	-3.8%	IT Enterprise Ap	0.2%	
Chief Financial Office	Risk & Benefits Management	А	A	98.2%	95 6%	2 6%		0.2%	
Chief Financial Office	Treasury	А	А	97.0%	98.0%	~1.0%	four Regional O Early Childhood	0.1%	
Chief of Human Resources Office	Admin/Non-Instructional Staffing	NR	в		87 9%		cany chilonooo	0.0%	
Chief of Human Resources Office	Compensation & Employee Information	A	A	92.4%	96.8%	-4.4%		0% Percentage Point Change	20%

Figure 3. Annual Comparison 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/JW/AM/PH/RC:jp

Attachments

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

		FY23		FY22	Change FY23-FY22		
Department	Grade	Positive %	Grade	Positive %	Grade	Positive %	
	Chief Aca	demic Office	-n watso				
Athletics	В	88%	NR	NR			
Choice & Career Options	Α	91%	Α	94%	=	-3%	
Early Childhood Education	Α	97%	А	97%	=	0%	
Elementary Education	В	87%	А	94%	<u>1</u>	-7%	
Exceptional Student Education	Α	93%	А	91%	Ξ	1%	
Extended Learning	А	95%	А	96%	=	-1%	
Secondary Education	А	96%	NR	NR			
Chi	ef Equity &	& Wellness Of	fice				
Behavioral & Mental Health	Α	96%	А	94%	=	2%	
Health Services	В	90%	В	89%	=	1%	
Multicultural Education	А	98%	А	97%	=	1%	
Safe Schools	А	98%	А	98%	=	0%	
Support Services	А	95%	А	95%	=	0%	
	Chief Fin	ancial Office					
Accounting	А	93%	А	95%	=	-2%	
Budget	А	91%	В	89%	+	2%	
ederal Programs	А	93%	А	93%	=	0%	
FTE & Student Reporting	А	97%	А	97%	=	-1%	
PeopleSoft	А	97%	А	99%	=	-2%	
Purchasing	А	93%	А	96%	=	-4%	
Risk & Benefits Management	А	98%	А	96%	=	3%	
Treasury	А	97%	А	98%	=	-1%	
		n Resources C	Office		20		
Admin/Non-Instructional Staffing	NR	NR	В	88%			
Compensation & Employee Information	А	92%	А	97%	=	-4%	
Leadership Development	A	97%	NR	NR		22	
Professional Development	A	97%	Α	98%	=	-1%	
Professional Growth & Leadership						_,,	
Development	NR	NR	А	96%			
Professional Standards	В	90%	А	94%	-	-4%	
Recruitment & Retention	А	94%	А	91%	=	3%	
		on Technolog					
T Enterprise Applications	A	98%	Α	97%	=	0%	
IT Infrastructure & Support	A	97%	A	97%	=	0%	
T Project Management Office	NR	NR	A	95%			
T Security	A	97%	A	94%	=	3%	
T Technical Operations	A	99%	A	97%	=	2%	

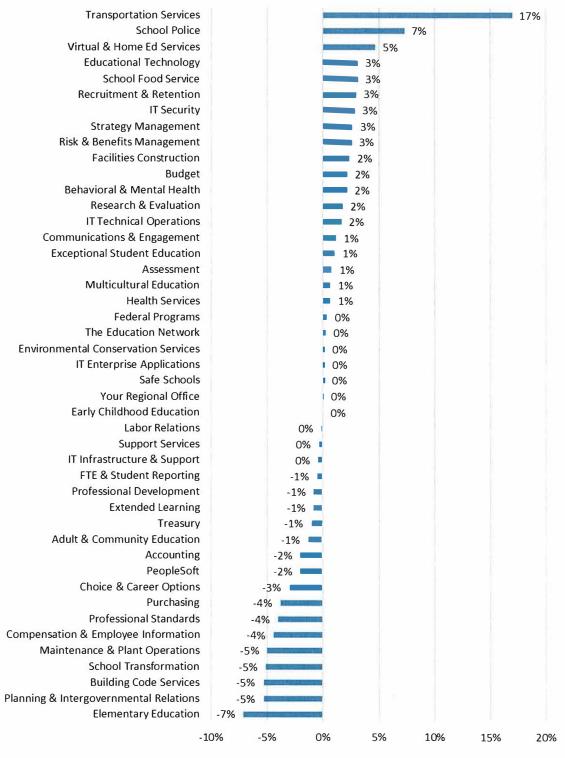
Table 2. DQS Department Ratings, FY22 and FY23.

The School District of Palm Beach County, Florida A Top High-Performing A-Rated School District An Equal Opportunity Education Provider and Employer

Table 2 Continued

	10 m	FY23		FY22	Change FY23-FY22		
Department	Grade	Positive %	Grade	Positive %	Grade	Positive %	
	Chief Ope	erating Office	•				
Business Diversity	NR	NR	Α	96%			
Planning & Intergovernmental Relations	А	92%	А	97%	=	-5%	
School Food Service	А	98%	А	94%	=	3%	
Transportation Services	D	65%	F	48%	+	17%	
Deputy Sup	erintende	nt/Chief of So	chools O	ffice			
Adult & Community Education	А	96%	А	98%	=	-1%	
School Transformation	А	94%	А	100%	=	-5%	
Virtual & Home Ed Services	А	97%	А	92%	=	5%	
Your Regional Office	А	99%	Α	99%	=	0%	
	Facilities I	Management	t				
Building Code Services	А	91%	А	96%	=	-5%	
Facilities Management	NR	NR	В	87%			
Environmental Conservation Services	А	97%	Α	97%	=	0%	
Facilities Construction	А	91%	В	89%	+	2%	
Maintenance & Plant Operations	В	82%	В	87%	=	-5%	
	Office of	Chief of Staff	1				
Communications & Engagement	А	99%	Α	98%	=	1%	
Labor Relations	А	99%	Α	99%	=	0%	
Legislative Affairs	NR	NR	Α	99%			
The Education Network	Α	99%	Α	99%	=	0%	
Pe	rformance	e Accountabi	lity				
Assessment	А	97%	А	96%	=	1%	
Educational Technology	А	99%	А	96%	=	3%	
Research & Evaluation	А	99%	А	98%	11	2%	
Strategy Management	А	100%	А	97%	=	3%	
	Superinte	ndent's Offic	e				
School Police	А	93%	В	86%	+	7%	

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Positive Rating Change FY22 to FY23

Figure 4. Change in Positive Rating FY22 to FY23.