

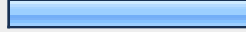


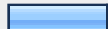

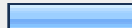










District Office Survey Dec09





1. My most recent contact with the District Office was?			
		Response Percent	Response Count
In Person (go to question #3)		31.4%	54
Via Telephone (go to question #7)		21.5%	37
<b>Via Email (go to question #10)</b>		<b>36.6%</b>	<b>63</b>
I Have Not Been in Contact with the District Office (go to question #15)		10.5%	18
		<i>answered question</i>	<b>172</b>
		<i>skipped question</i>	<b>1</b>



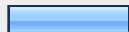




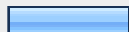


2. The nature of my visit to the District Office was?			
		Response Percent	Response Count
Student/Curriculum Related		6.4%	3
Staff Development Related		14.9%	7
Superintendent/School Board Related		8.5%	4
<b>Payroll Related</b>		<b>19.1%</b>	<b>9</b>
Finance Related		6.4%	3
Facility Related		2.1%	1
Technology Related		2.1%	1
Building/Grounds Related		4.3%	2
Copy Center Related		10.6%	5
Human Resource Related		12.8%	6
Accounts Payable/Accounts Receivable		4.3%	2
Other (please specify)		8.5%	4
		<b><i>answered question</i></b>	<b>47</b>
		<b><i>skipped question</i></b>	<b>126</b>

3. Upon my visit to the District Office I was greeted in a professional manner.			
		Response Percent	Response Count
Strongly Agree		58.8%	30
Agree		33.3%	17
Neutral		5.9%	3
Disagree		2.0%	1
Strongly Disagree		0.0%	0
<i>answered question</i>			<b>51</b>
<i>skipped question</i>			<b>122</b>

4. The staff was able to assist me in a timely manner.			
		Response Percent	Response Count
Strongly Agree		66.7%	34
Agree		29.4%	15
Neutral		0.0%	0
Disagree		2.0%	1
Strongly Disagree		2.0%	1
<i>answered question</i>			<b>51</b>
<i>skipped question</i>			<b>122</b>

5. Please choose the statement that best describes how you felt when you left the District Office.









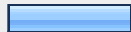



		Response Percent	Response Count
<b>The staff gave me a good solution and accurate information.</b>		90.4%	47
They answered my question but I was still uncertain when I left.		3.8%	2
They gave me wrong information.		0.0%	0
They didn't understand my question.		0.0%	0
They gave unclear answers.		0.0%	0
They couldn't solve my problem.		0.0%	0
They were disorganized.		3.8%	2
Other (please specify)		1.9%	1
		<b><i>answered question</i></b>	<b>52</b>
		<b><i>skipped question</i></b>	<b>121</b>

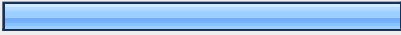
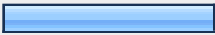


6. The nature of my contact with the District Office was?			
		Response Percent	Response Count
Student/Curriculum Related		0.0%	0
Staff Development Related		6.1%	2
Superintendent/School Board Related		12.1%	4
<b>Payroll Related</b>		<b>18.2%</b>	<b>6</b>
Finance Related		6.1%	2
Technology Related		3.0%	1
Building/Grounds Related		12.1%	4
Copy Center Related		6.1%	2
<b>Human Resources Related</b>		<b>18.2%</b>	<b>6</b>
Accounts Payable/Accounts Receivable		9.1%	3
Other (please specify)		9.1%	3
		<i>answered question</i>	<b>33</b>
		<i>skipped question</i>	<b>140</b>

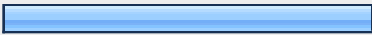
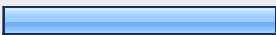

7. How long did you have to wait before you were assisted by phone?			
		Response Percent	Response Count
Call was taken immediately		89.2%	33
1 to 2 Minutes		5.4%	2
2 to 3 Minutes		2.7%	1
More than 3 Minutes		0.0%	0
Was Transferred Directly to Voicemail		2.7%	1
		<b>answered question</b>	<b>37</b>
		<b>skipped question</b>	<b>136</b>

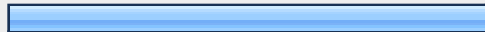
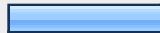


8. Did the staff speak clearly over the phone?			
		Response Percent	Response Count
Yes		100.0%	36
No		0.0%	0
		<b>answered question</b>	<b>36</b>
		<b>skipped question</b>	<b>137</b>

9. How would you best describe how the call was handled?			
		Response Percent	Response Count
Quickly Answered My Question and Solved the Problem		89.2%	33
Kept Me Waiting on Hold		0.0%	0
Had to Explain My Situation Several Times		2.7%	1
They Didn't Know How to Handle the Call		0.0%	0
Had to Ask Others for Assistance		5.4%	2
Other (please specify)		2.7%	1
		<b>answered question</b>	<b>37</b>
		<b>skipped question</b>	<b>136</b>


10. The nature of my contact with the District Office was?			
		Response Percent	Response Count
Student/Curriculum Related		3.4%	2
Staff Development Related		3.4%	2
Superintendent/School Board Related		5.1%	3
<b>Payroll Related</b>		<b>25.4%</b>	<b>15</b>
Finance Related		8.5%	5
Facility Related		5.1%	3
Technology Related		3.4%	2
Building/Grounds Related		1.7%	1
Copy Center Related		18.6%	11
Human Resource		6.8%	4
Accounts Payable/Accounts Receivable		3.4%	2
Other (please specify)		15.3%	9
		<b><i>answered question</i></b>	<b>59</b>
		<b><i>skipped question</i></b>	<b>114</b>

11. My email was responded to in a timely manner.			
		Response Percent	Response Count
Strongly Agree		61.0%	36
Agree		32.2%	19
Neutral		5.1%	3
Disagree		1.7%	1
Strongly Disagree		0.0%	0
<i>answered question</i>			<b>59</b>
<i>skipped question</i>			<b>114</b>

12. The response you received from our staff was clear and concise.			
		Response Percent	Response Count
Strongly Agree		56.7%	34
Agree		41.7%	25
Neutral		1.7%	1
Disagree		0.0%	0
Strongly Disagree		0.0%	0
<i>answered question</i>			<b>60</b>
<i>skipped question</i>			<b>113</b>

13. I was treated in a courteous and professional manner.			
		Response Percent	Response Count
Strongly Agree		73.5%	108
Agree		23.1%	34
Neutral		2.0%	3
Disagree		1.4%	2
Strongly Disagree		0.0%	0
		<i>answered question</i>	<b>147</b>
		<i>skipped question</i>	<b>26</b>

14. If you do not feel your were treated in a professional/courteous manner, please document comments on why you feel this way.		
		Response Count
		2
		<i>answered question</i>
		<b>2</b>
		<i>skipped question</i>
		<b>171</b>

15. Overall, please rate your level of satisfaction with the services received from the District Office.			
		Response Percent	Response Count
Very Satisfied		64.3%	92
Satisfied		31.5%	45
Neutral		3.5%	5
Dissatisfied		0.7%	1
Very Dissatisfied		0.0%	0
		<i>answered question</i>	<b>143</b>
		<i>skipped question</i>	<b>30</b>

16. What could the District Office do to better serve you and meet your needs?		
		Response Count
		29
	<i>answered question</i>	29
	<i>skipped question</i>	144

17. Please document any comments you have regarding the District Office of Marshall Public Schools.		
		Response Count
		24
	<i>answered question</i>	24
	<i>skipped question</i>	149