



2014 CLIENT SURVEY

SUMMIT COUNTY EDUCATIONAL SERVICE CENTER

SUMMIT COUNTY ESC

In the spring we sent an email to survey 131 of our clients. We feel fortunate to have received 50 responses. This is a response rate of 38%.

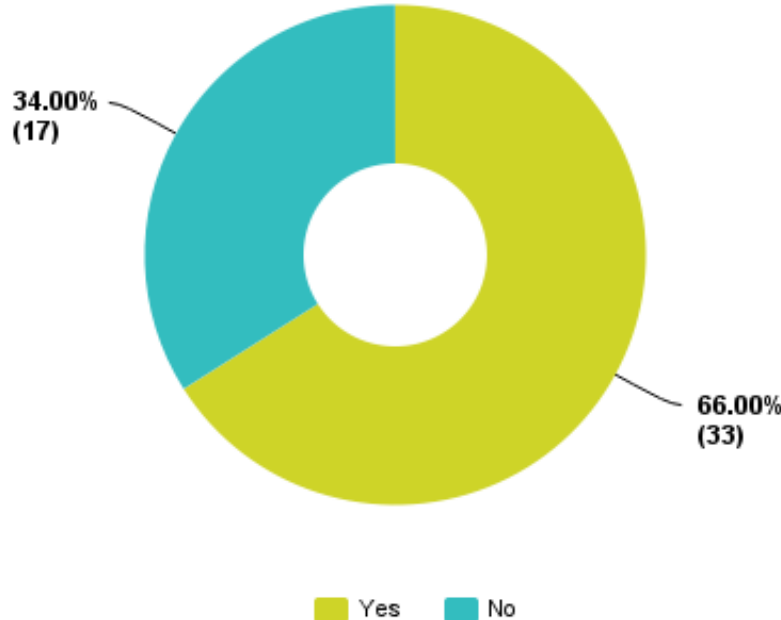
National Survey Statistics, an email open rate of 15-20% is considered "good", 20-40% is considered "Average", 40-60% "Above Average" and over 60% "Great"

- As a valued customer of the Summit County ESC (SCESC), we need a few minutes of your time to help us evaluate our programs and services.
- There are three (3) major sections to this survey.
 - Evaluate the SCESC as an agency
 - Evaluate each department that you have purchased services from or interacted with
 - Questions regarding SCESC programing, recommendations that you may have to improve programs and/or services.

CLIENT DEMOGRAPHICS

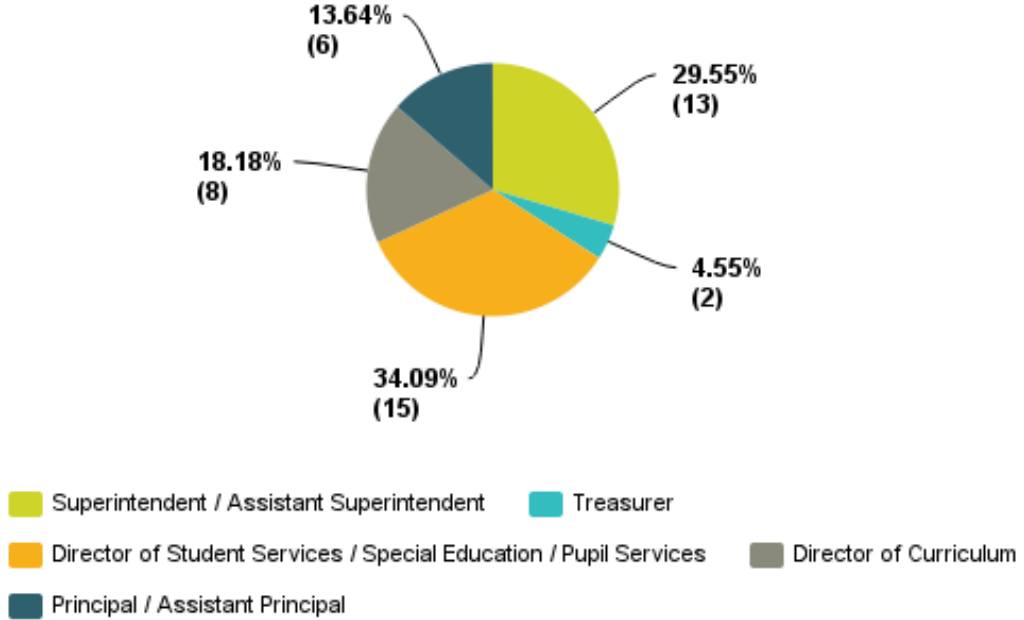
Q1 Do you represent a district in Summit County?

Answered: 50 Skipped: 0



Q3 Which of the following best describes your job role?

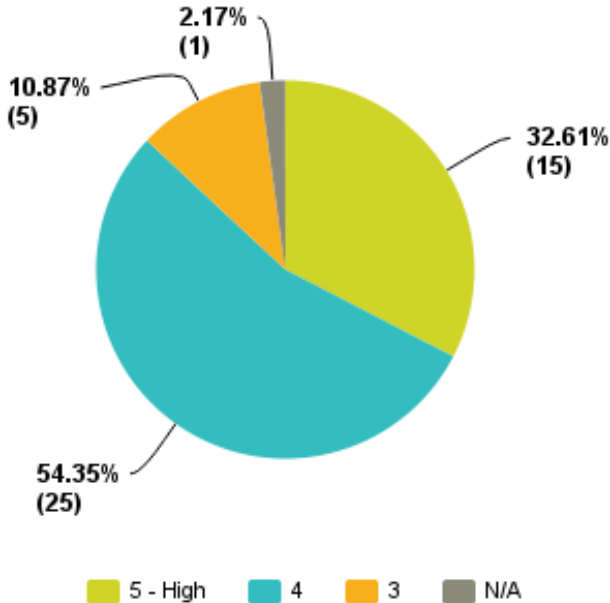
Answered: 44 Skipped: 6



SUMMIT COUNTY ESC CUSTOMER SERVICE AND RELATIONSHIPS

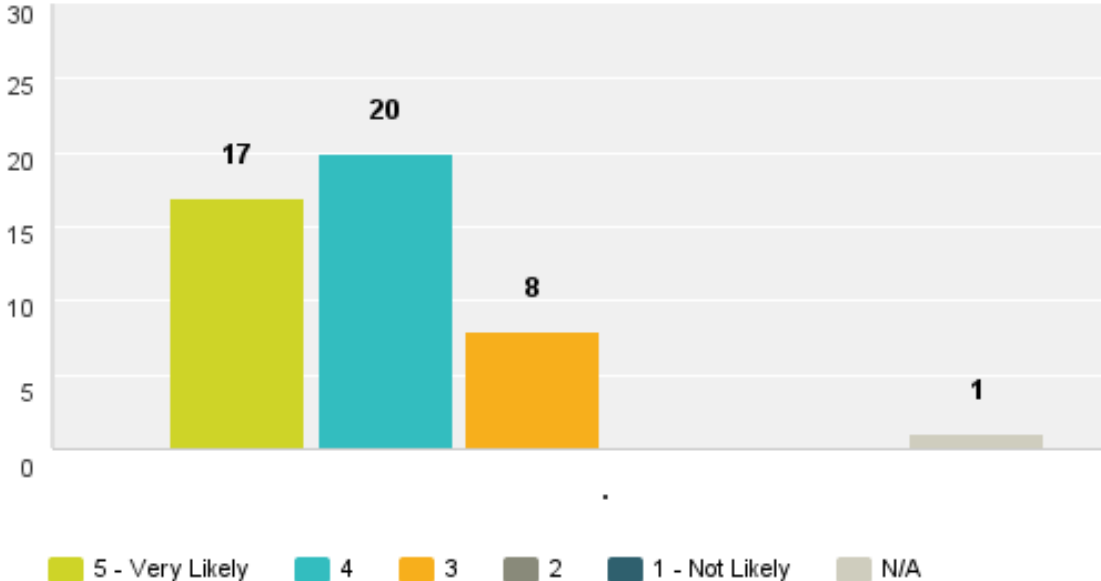
Q4 Overall, how satisfied are you with programs and services offered by the SCESC?

Answered: 46 Skipped: 4



Q5 How likely would you be to recommend programs and services of the SCESC to colleagues and other districts?

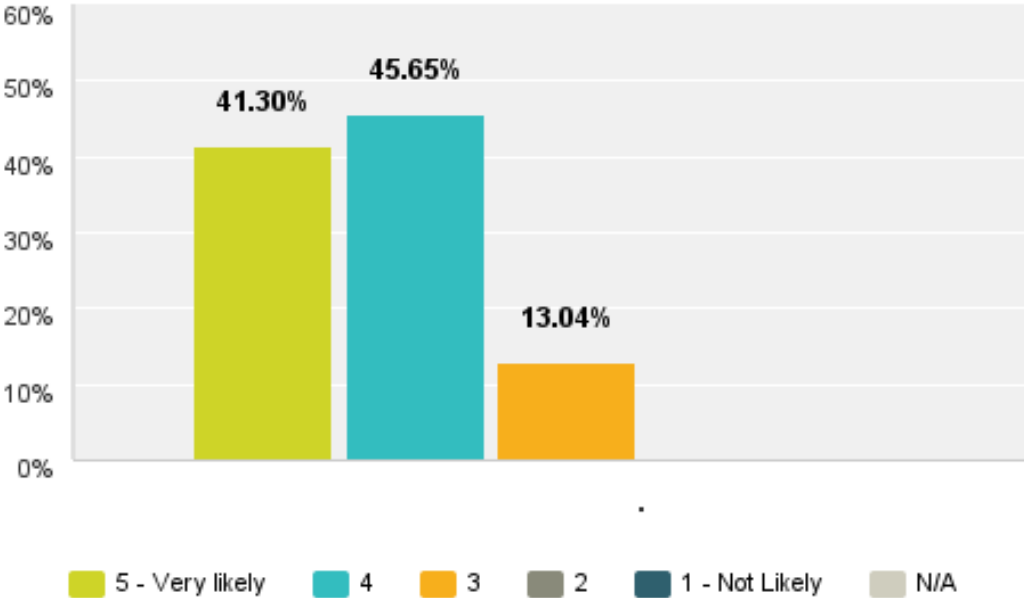
Answered: 46 Skipped: 4



SUMMIT COUNTY ESC CUSTOMER SERVICE AND RELATIONSHIPS

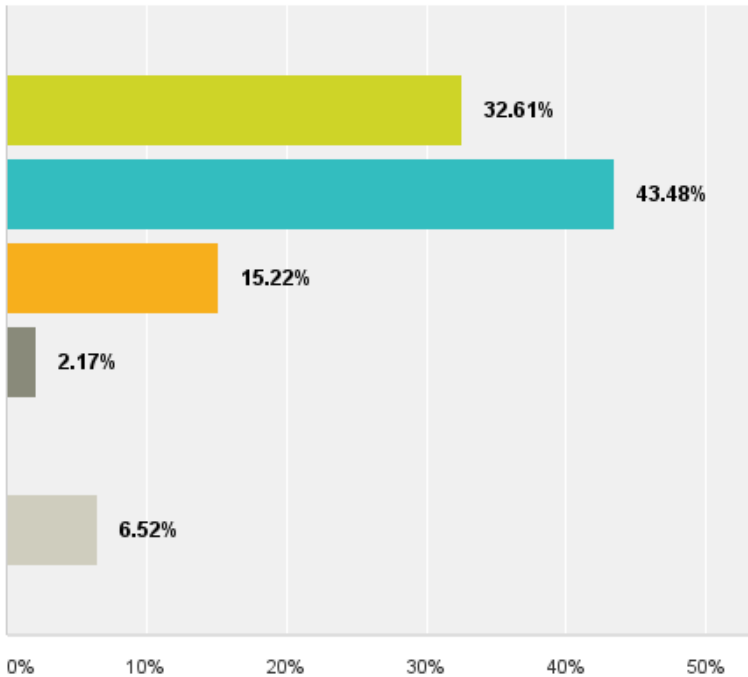
Q6 How likely are you to continue with programs or services provided by the SCEESC?

Answered: 46 Skipped: 4



Q7 If you were selecting a provider of an educational program or service for the first time, how likely is it that you would consider the SCEESC?

Answered: 46 Skipped: 4



5 - Very Likely 4 3 2 1 - Not Likely N/A

SUMMIT COUNTY ESC CUSTOMER SERVICE AND RELATIONSHIPS

Q8 Programs and services offered by the SCESC ...

Answered: 46 Skipped: 4

	Yes	No	Not sure	Total
Increase personal knowledge and skills	80.43% 37	4.35% 2	15.22% 7	46
Improve classroom instructional practices	88.89% 40	2.22% 1	8.89% 4	45
Support student outcomes	84.78% 39	4.35% 2	10.87% 5	46
Increase administrative effectiveness	75.56% 34	6.67% 3	17.78% 8	45
Enable school(s) or district to meet state / federal requirements	91.30% 42	6.52% 3	2.17% 1	46
Save the school district money	50.00% 23	8.70% 4	41.30% 19	46

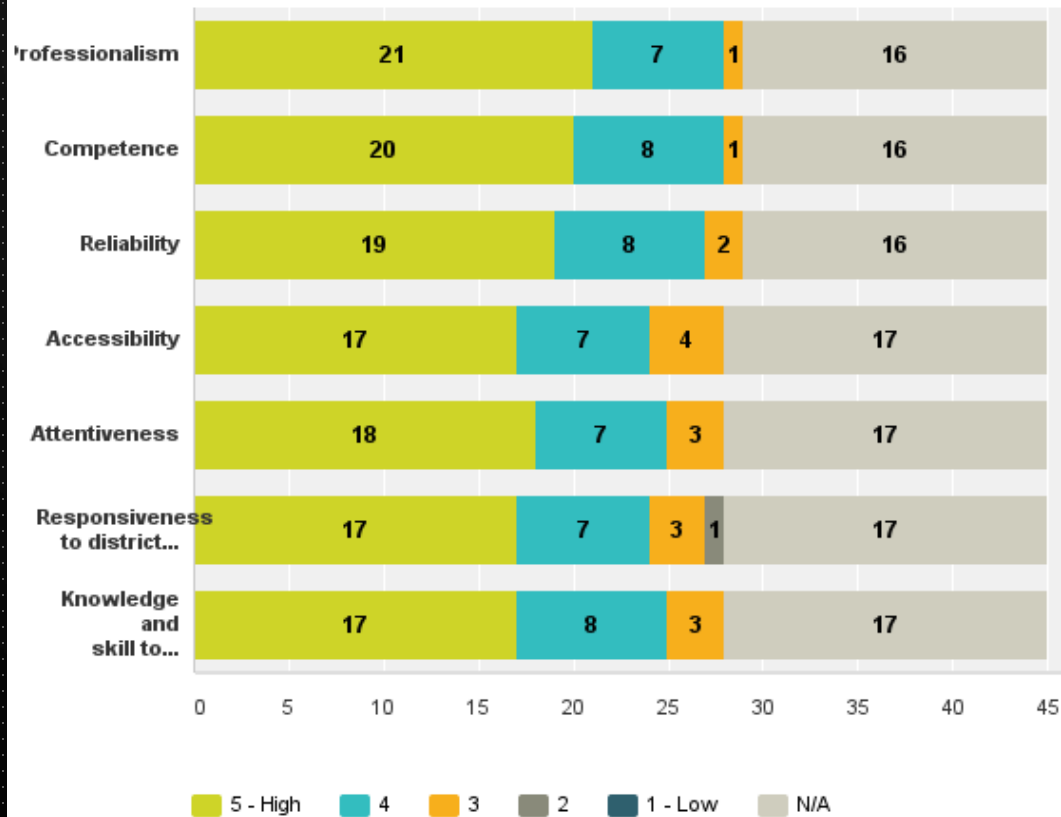
DEPARTMENT EVALUATIONS

- In the Department Evaluation Section Clients were asked to rate each department on Job Characteristics, Communication, and Responsiveness.
- Clients were asked to provide feedback on what the department excels at and recommendations for department improvements.

DEPARTMENT EVALUATIONS - SUPERINTENDENT

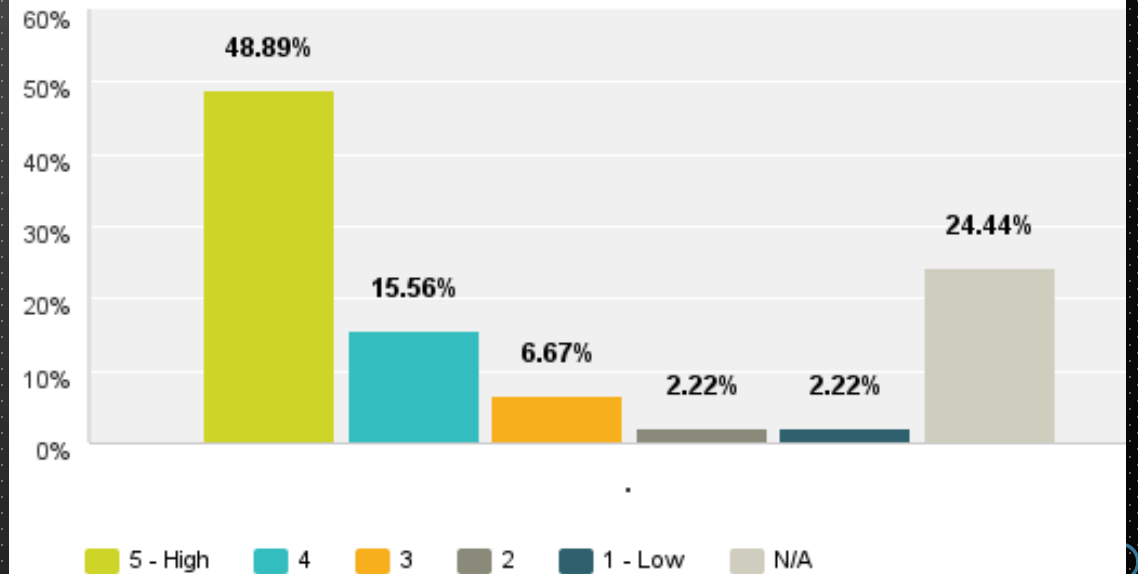
Q9 Superintendent's Office: During your interaction with the Superintendent's office how satisfied are you with their:

Answered: 45 Skipped: 5



Q10 How comfortable are you with contacting the superintendent's office?

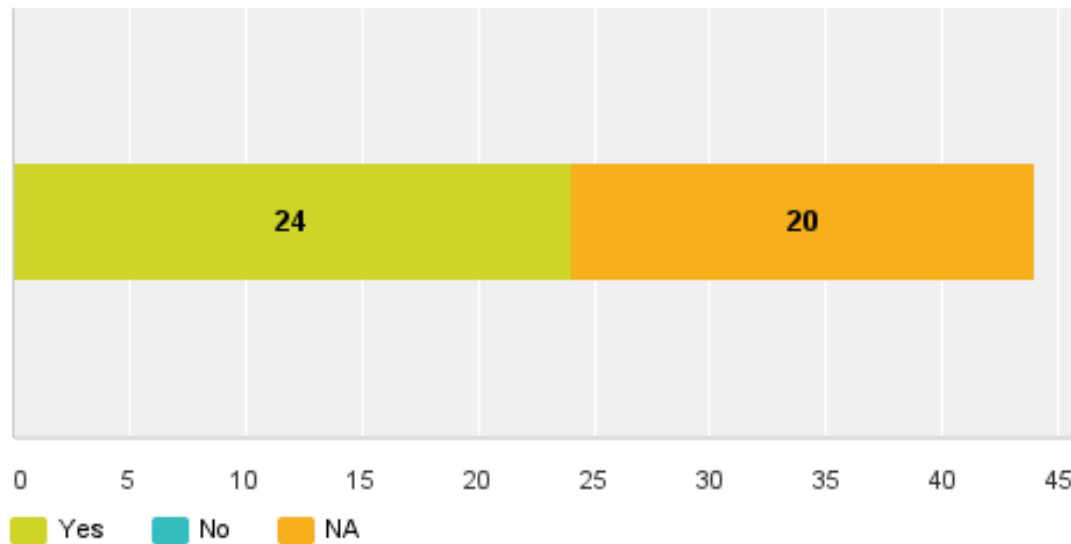
Answered: 45 Skipped: 5



DEPARTMENT EVALUATIONS - SUPERINTENDENT

Q11 The superintendent's office responds to phone calls and emails in a timely manner.

Answered: 44 Skipped: 6



Comments – Office Excels

- Followup
- Response to issues and knowledge level,
- I have not called the superintendent's office,
- Facilitating meetings- Providing current information,
- Willingness to work with the district is exceptional,
- I have never had a problem when contacting Mrs. Fuline. She does a wonderful job,
- Always upbeat--willing to help,
- Providing support and suggestions for resources for school improvement issues,
- Providing quality service that meets the needs of our district,
- Provides for a broad spectrum of answers and responds quickly,
- Both Linda Fuline and Christina Hodgkinson have a strong business sense, positive manner, respects and listens to our perspective and district needs, and demonstrate leadership and a willingness to be a part of solutions

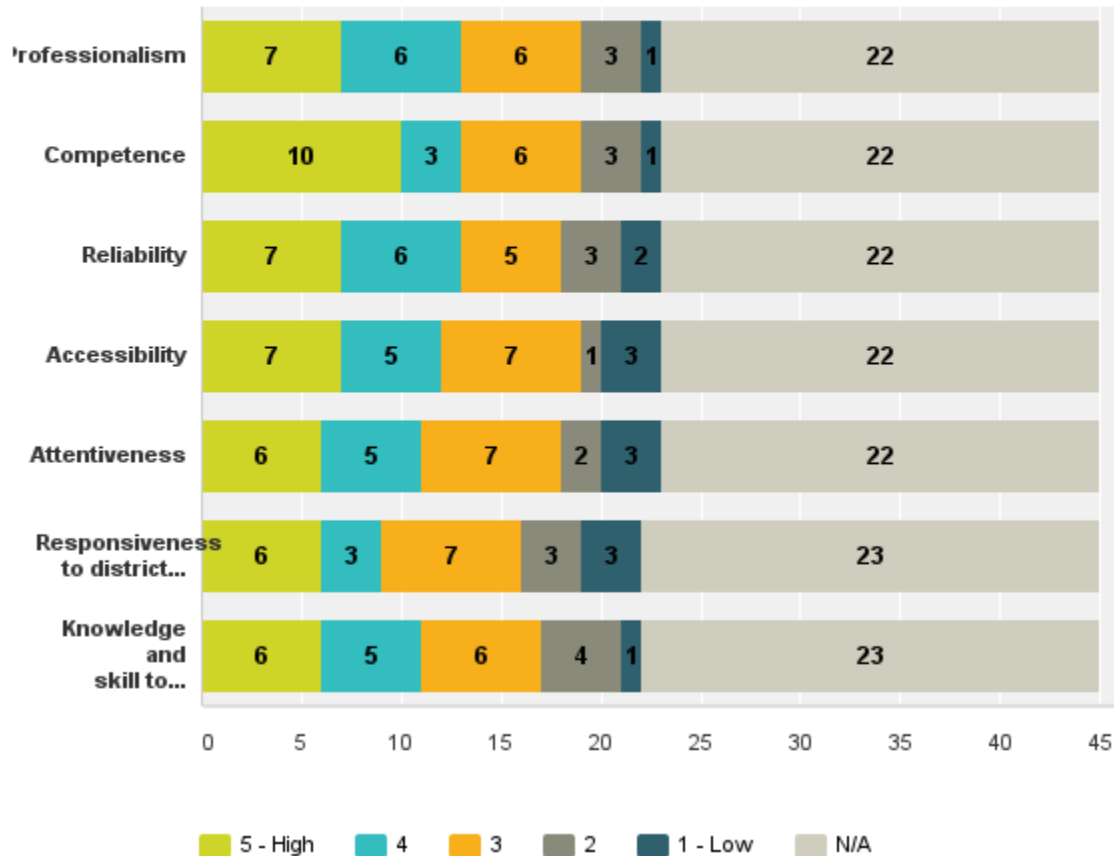
Suggestions for Improvement –

- 2 None, 2 N/A
- I have very little interaction w/ the Superintendent's office.

DEPARTMENT EVALUATIONS - TREASURER

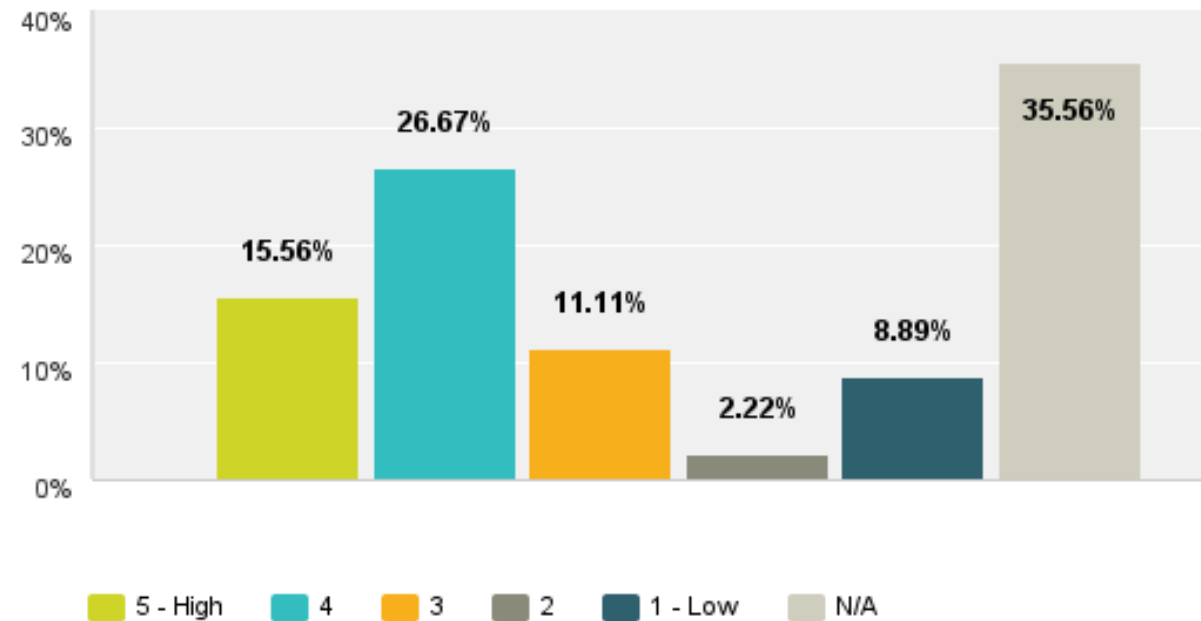
Q14 Treasurer's Office: During your interaction with the Treasurer's office how satisfied are you with their:

Answered: 45 Skipped: 5



Q15 How comfortable are you with contacting the treasurer's office?

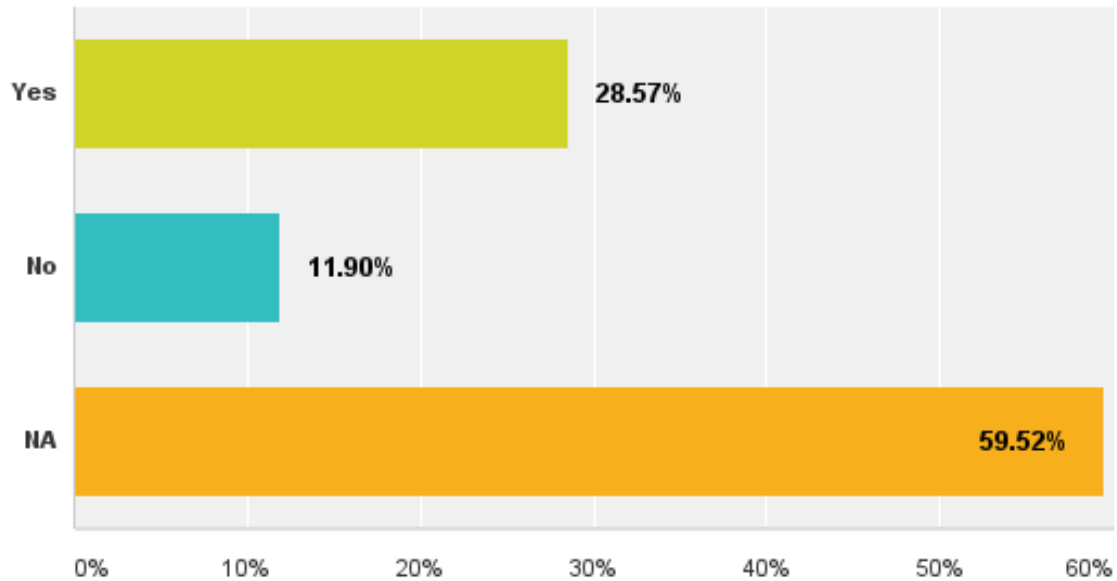
Answered: 45 Skipped: 5



DEPARTMENT EVALUATIONS - TREASURER

Q16 The treasurers's office responds to phone calls and emails in a timely manner.

Answered: 42 Skipped: 8



Comments – Office Excels

- I have not dealt with the treasure's office in my role as CD or SPED Director
- I have not called the treasurer's office.
- I have not needed to contact the treasurer.
- The office is helpful when contacted.
- I have not had to contact the treasurer's office directly but would feel comfortable doing so.
- Broad knowledge base.

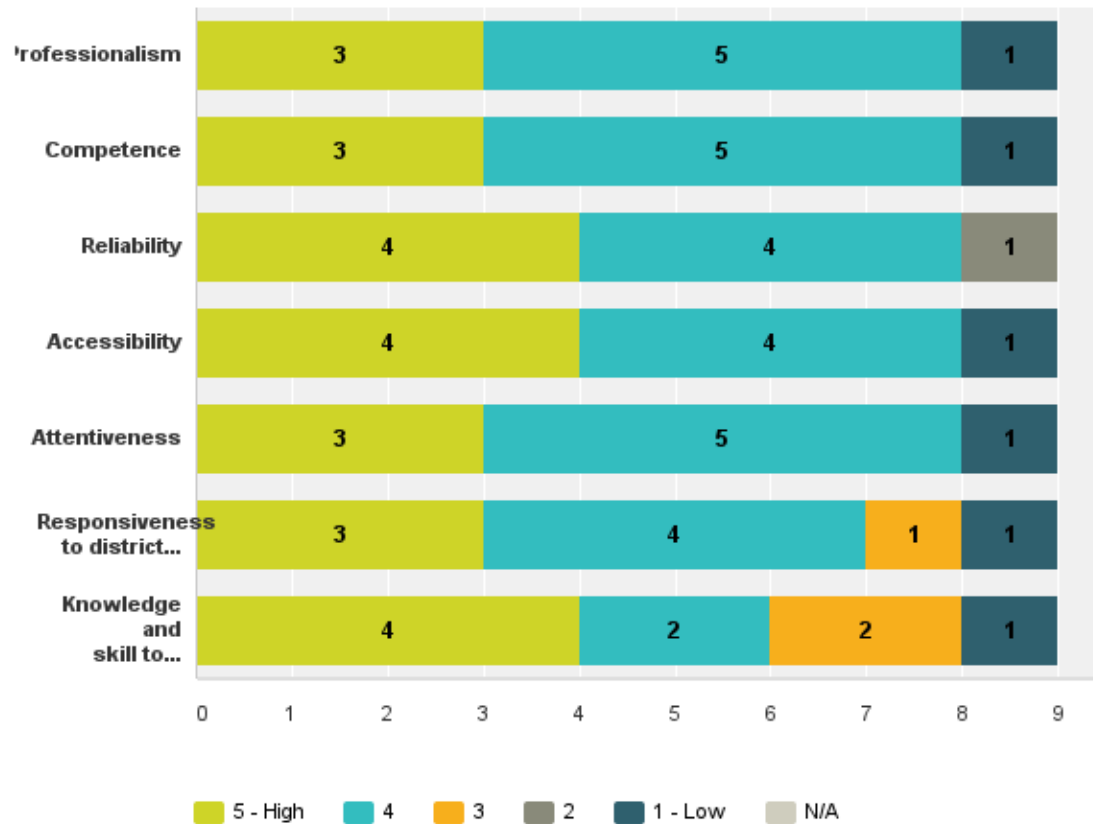
Suggestions for Improvement –

- They are not district friendly
- Budget reporting monthly. More timely PO's. Better response time when contact is made. Follow thru on items requested.
- Be more responsive, more receptive to needs, less regimented, increase collaboration, project a sense of caring while working with clients.
- 2 – None. 2 N/A

DEPARTMENT EVALUATIONS – BUSINESS OPERATIONS, AND TECHNOLOGY

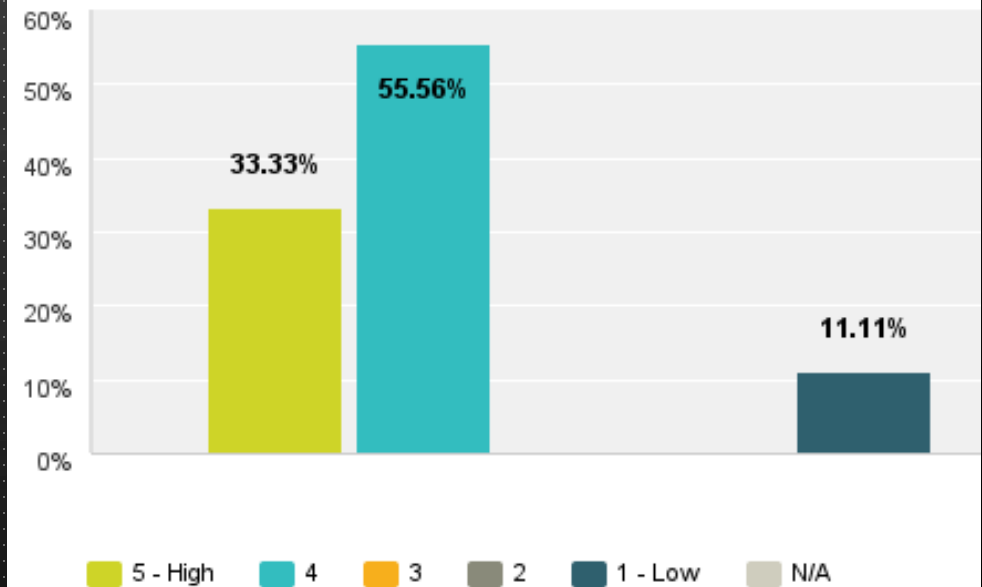
Q20 During your interaction with the Business Operations and Technology department how satisfied are you with their:

Answered: 9 Skipped: 41



Q21 How comfortable are you with contacting the Business Operations and Technology office?

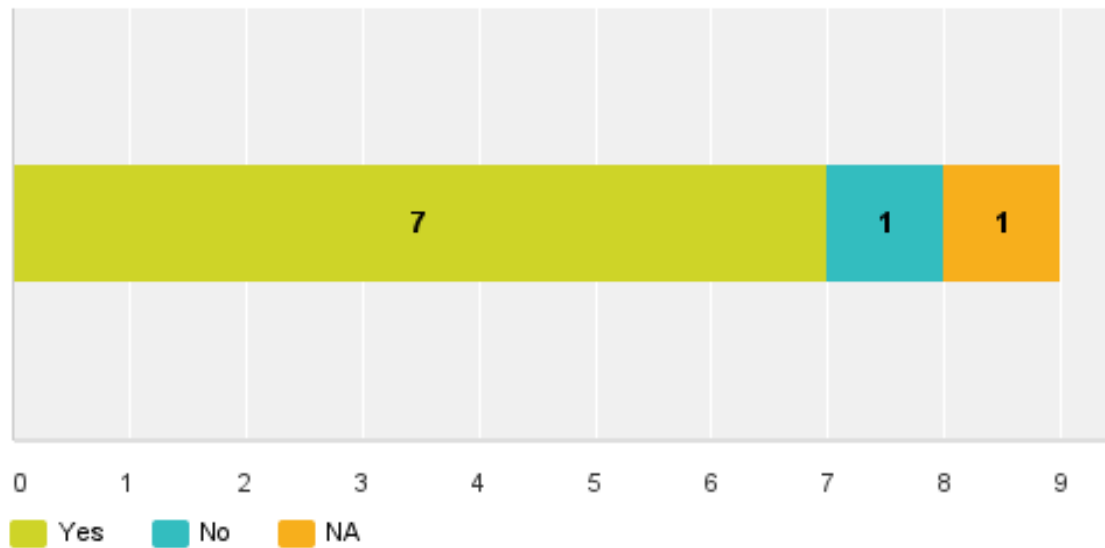
Answered: 9 Skipped: 41



DEPARTMENT EVALUATIONS – BUSINESS OPERATIONS, AND TECHNOLOGY

Q22 The Business Operations and Technology department responds to phone calls and emails in a timely manner.

Answered: 9 Skipped: 41



Comments – Office Excels

- Answers inquiries from local districts very quickly.

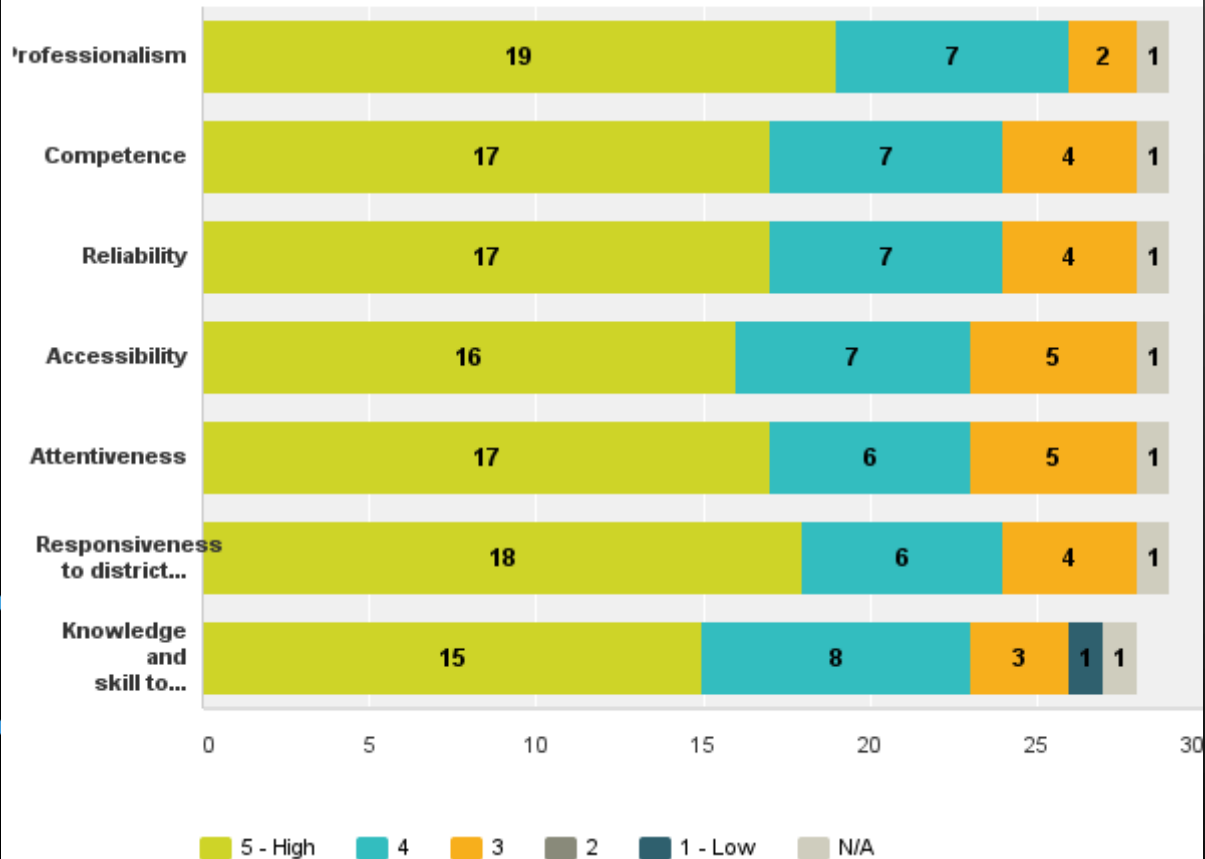
Suggestions for Improvement –

- 1 None, 1 N/A

DEPARTMENT EVALUATIONS – CURRICULUM AND INSTRUCTION

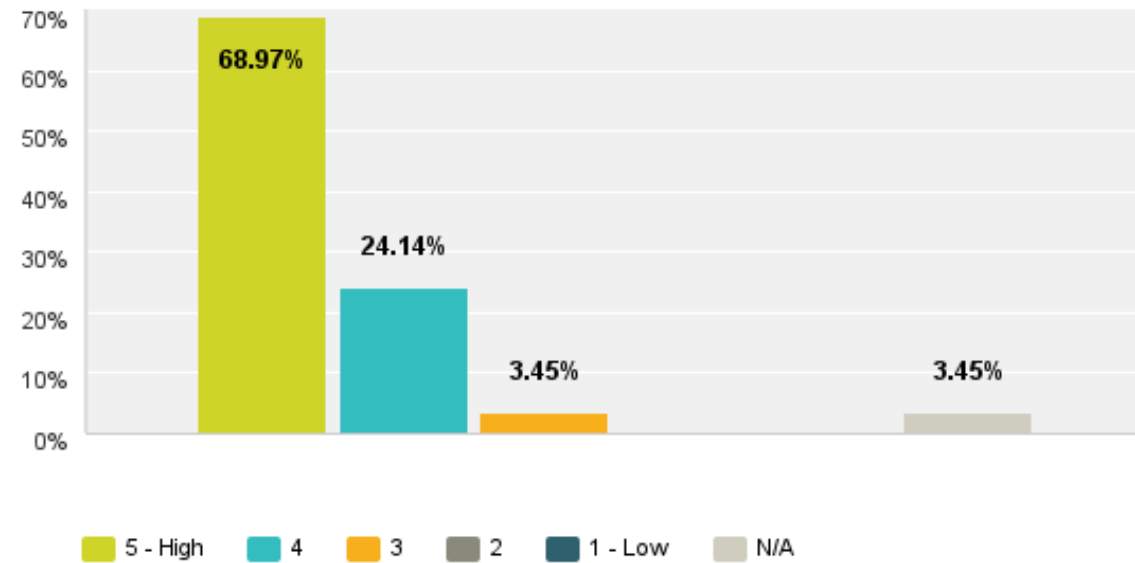
Q26 During your interaction with the Department of Curriculum and Instruction how satisfied are you with their:

Answered: 29 Skipped: 21



Q27 How comfortable are you with contacting the Department of Curriculum and Instruction?

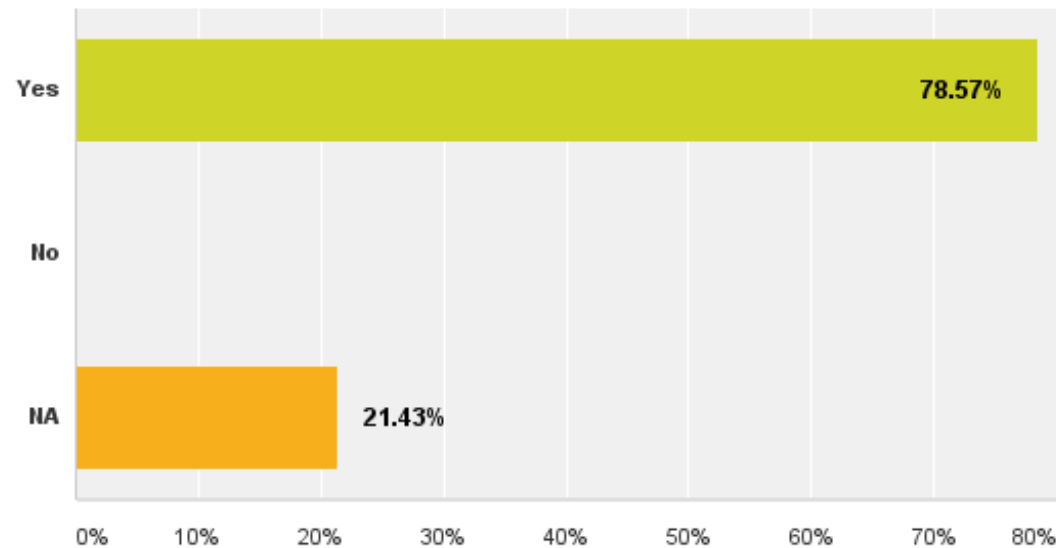
Answered: 29 Skipped: 21



DEPARTMENT EVALUATIONS – CURRICULUM AND INSTRUCTION

Q28 The Department of Curriculum and Instruction responds to phone calls and emails in a timely manner.

Answered: 28 Skipped: 22



Comments – Office Excels

- Knowledgeable consultants
- Karen Rumley
- Presentation and knowledge level of the consultants and willingness to meet district needs
- Follow up to a posed question is quick and accurate.
- Always willing to help or try and help
- I have rave reviews for Karen Rumley.
- Provision of professional development activities.
- Great consultants for higher education and K-12
- Variety of offerings and time of those offerings. Priced right as well.
- Combining curriculum and special Ed meetings.
- Service with a smile! Experience!
- Shawn Jividen and Karen Rumley's services

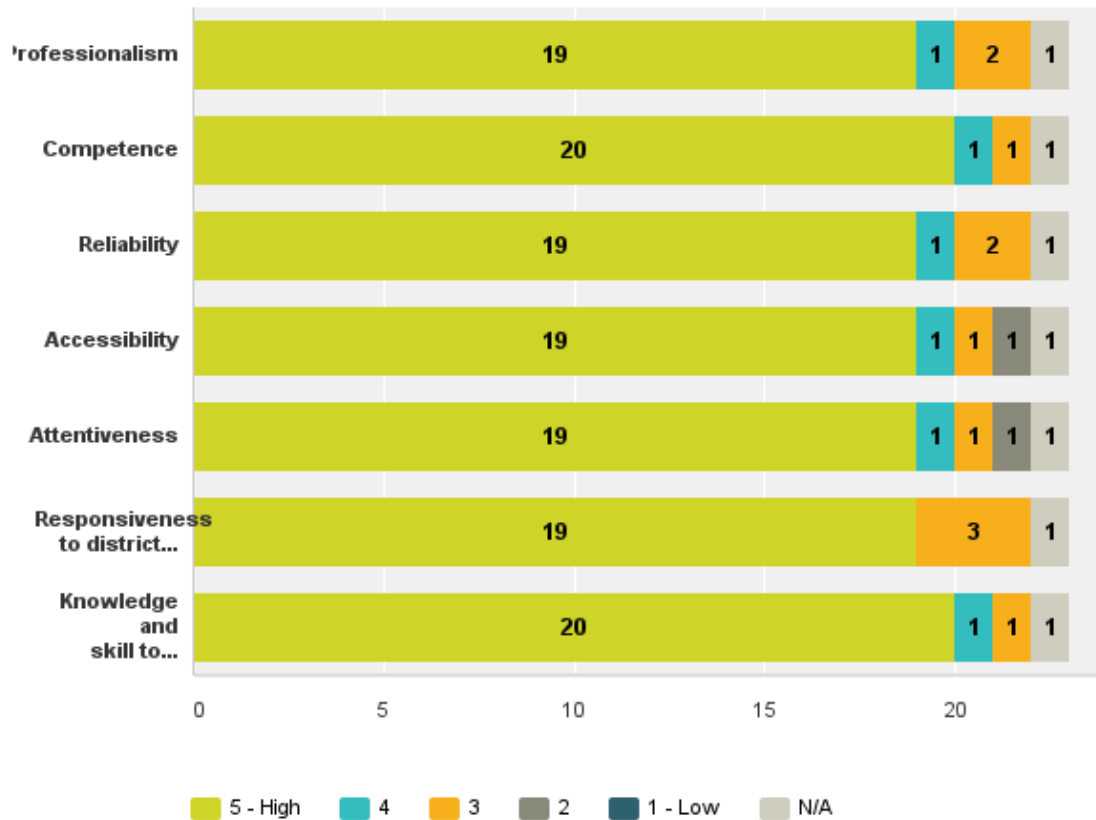
Suggestions for Improvement –

- Would use them more but the costs are too high
- Need a better tool for networking. Do not have a meeting when the purpose isn't clear.
- Too much wasted time with the initiatives in motion piece. Need information for curriculum and then get back to the district with that information instead of unneeded or wanted PD.
- I am learning the expertise and personalities of the consultants.
- 1 None, 1 N/A

DEPARTMENT EVALUATIONS – HUMAN RESOURCES

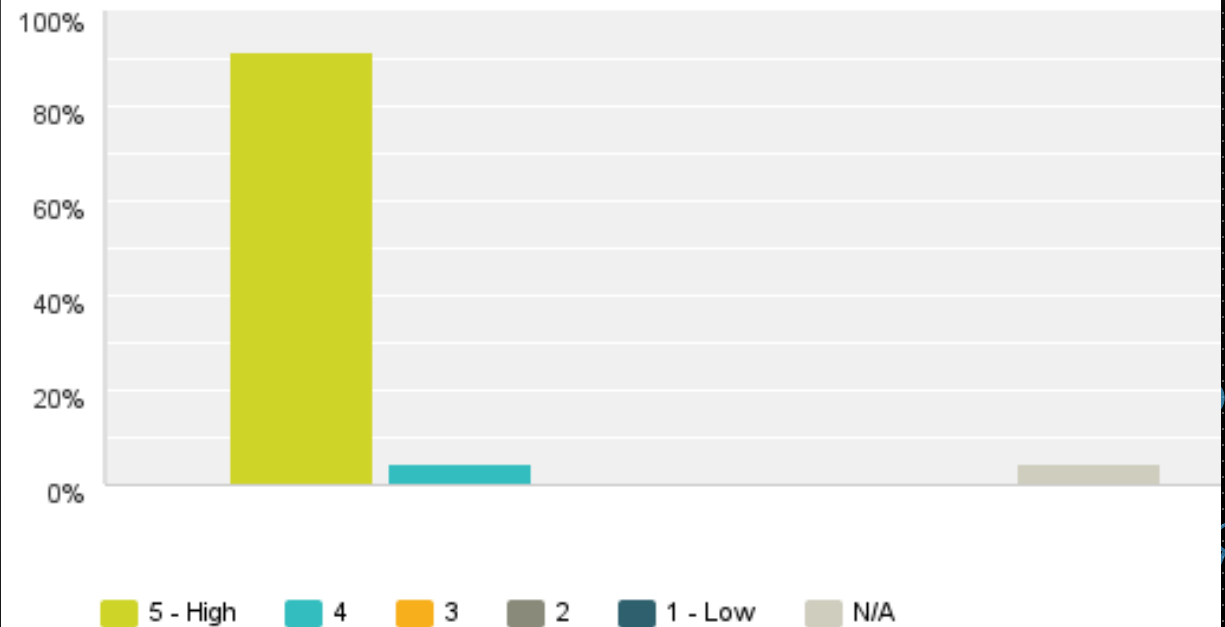
Q32 During your interaction with the Human Resources Department how satisfied are you with their:

Answered: 23 Skipped: 27



Q33 How comfortable are you with contacting the Human Resources Department?

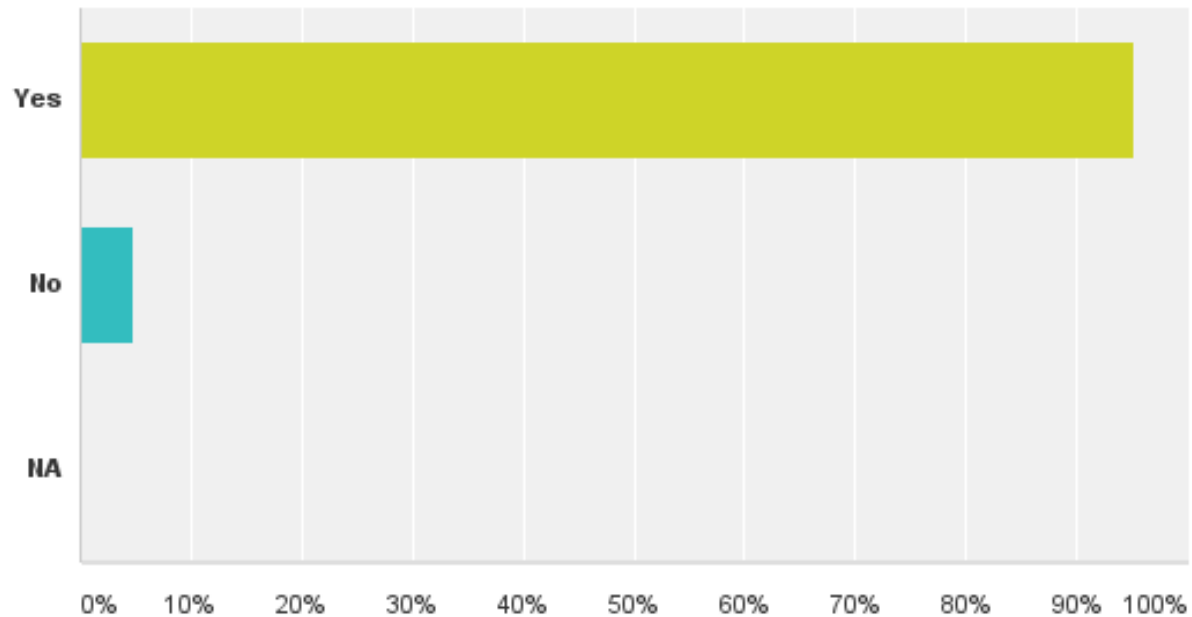
Answered: 23 Skipped: 27



DEPARTMENT EVALUATIONS – HUMAN RESOURCES

Q34 The Human Resources Department responds to phone calls and emails in a timely manner.

Answered: 21 Skipped: 29



Comments – Office Excels

- Problem solving and providing guidance in such a professional and skilled way
- It doesn't get any better than Melissa Habowski.
- Communication
- All areas
- IDEA meetings, contracting with individuals to provide support to districts, availability, knowledge, expertise
- Melissa Habowski is top notch!!! I will be requesting her again!
- Expertise, professionalism, efficiency, talent and responsive to district needs!
- In every area the expertise and professional manner has been outstanding. Melissa Habowski is a positive, trustworthy, highly competent leader.

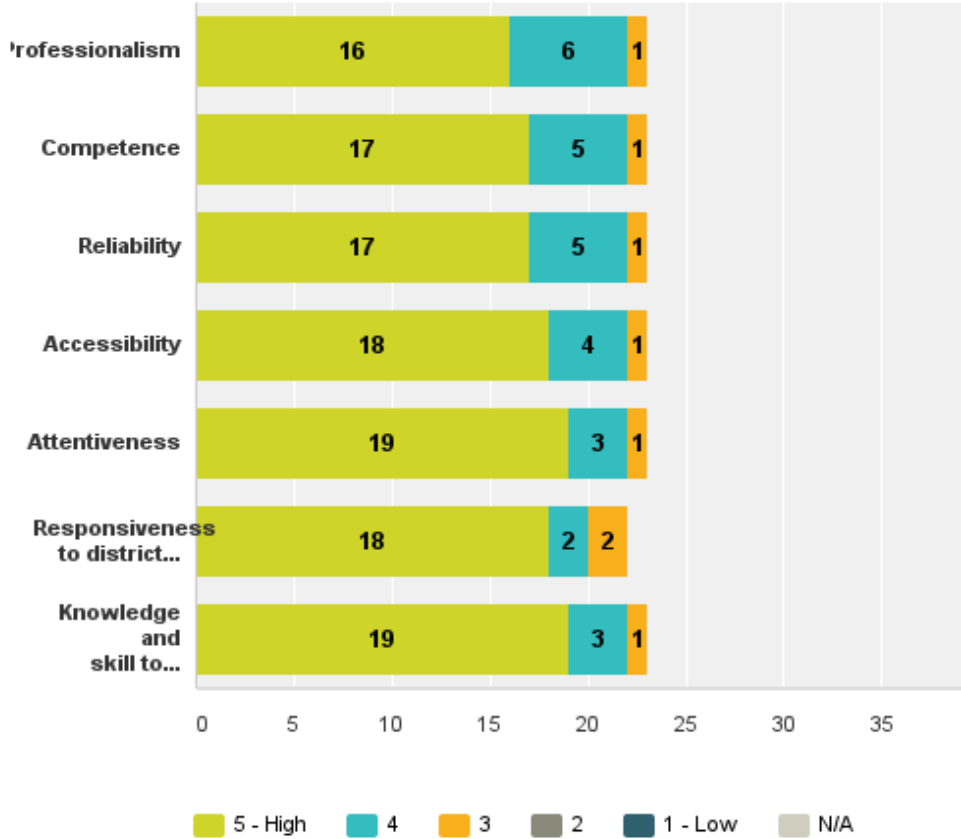
Suggestions for Improvement –

- Sometimes response time is lacking. Hopefully the new process this year will make the LEA process go smoother.
- 2 None, 1 N/A

DEPARTMENT EVALUATIONS – STUDENT SERVICES

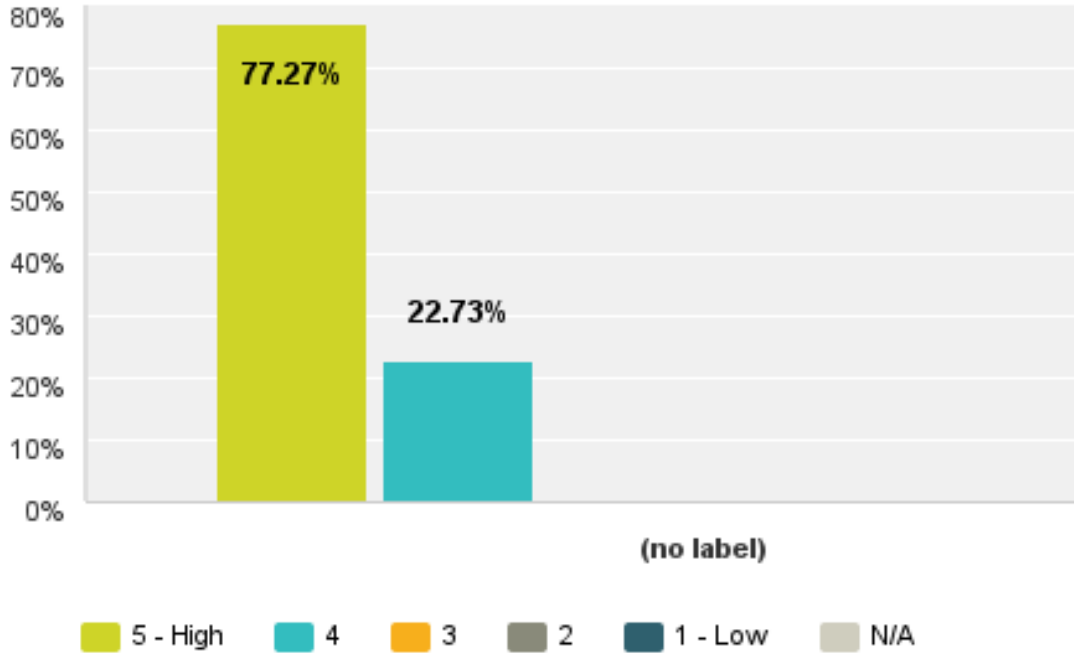
Q38 During your interaction with the Department of Student Services how satisfied are you with their:

Answered: 23 Skipped: 27



Q39 How comfortable are you with contacting the Department of Student Services?

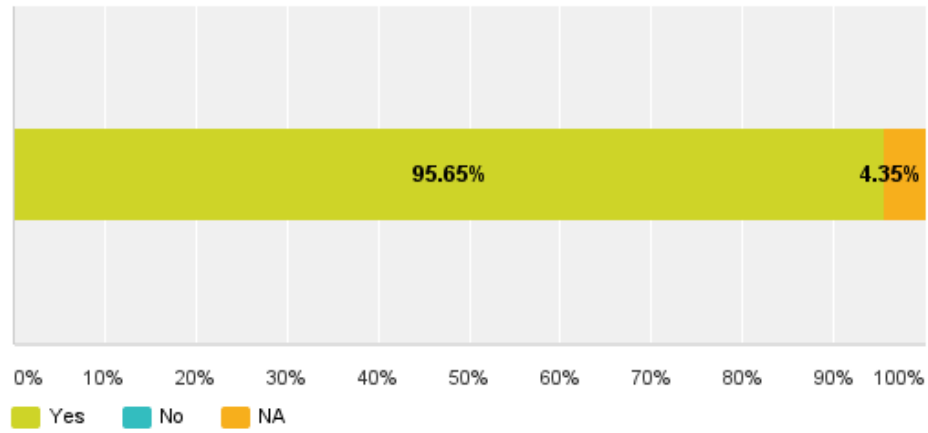
Answered: 22 Skipped: 28



DEPARTMENT EVALUATIONS – STUDENT SERVICES

Q40 The Department of Student Services responds to phone calls and emails in a timely manner.

Answered: 23 Skipped: 27



Suggestions for Improvement –

- Continue what you are already doing..... I think with our fiscal restraints, districts are going to need to share mores services
- None- happy with Joe and the department
- Would like to see cost for TOPS program lowered but am very impressed with the program.

Comments – Office Excels

- Excellent follow through answering questions,
- Great resource always willing to help and network
- I really enjoy working with Joe!
- Knowledge; attentive to needs; willing to do whatever it takes to help; problem solving; talking through issues
- Knowledge - willingness to go the extra mile to really assist with questions and problems - in such a way that you do not feel like a bother - administrative assistants to the Director- very well run department
- INFORMATIVE!! I learn so much from Joe! And he's so happy to help and pleasant to be around.
- Up-dates and current information
- Excellent resource for information. Communication from this office is outstanding. Provides current and essential professional development opportunities.
- Has the student. parent and school in mind when issues need to be taken care of.
- Directors meetings, TOPS program, availability, knowledge, expertise
- Updates
- Highly knowledgeable and responsive. Very positive to work with...

3 SCESC PROGRAMS AND/OR SERVICES THAT YOU VALUED MOST DURING THE PAST 12 MONTHS

1 st	2 nd	3 rd
<ul style="list-style-type: none"> • Curriculum consultants • Curriculum Directors Meeting • Curriculum Updates • Curriculum/Human Resources • Facilitated Superintendent Meetings • Gifted • Gifted Coordinators Meetings • Leadership Special Ed Director's meetings • Initiatives in Motion • Preschool – 3 times • Professional Development – 4 times • Science consultant support during science materials adoption and standards-based • Special ed / needs Assistance - 2 times • Special Education Director Meetings • SST 8 • Staffing • Student Services – 3 times • Student services staff • Student Services support- PD and meetings - and distractor level assistance • Superintendent meetings – 3 times • Superintendent services – 2 times • Superintendent's Office • training for IEP's and ETR's 	<ul style="list-style-type: none"> • C & I consultants PD in district • C&I – 3 Times • Collaboration to bring additional services to our counties • Curriculum PD for teachers • Director's of special education meetings • Email communications • Gifted Services / Consultants – 2 times • Help with Personnel • Human Relations Office • Human Resources – 5 Times • Initiatives in Motion • Initiatives in Motion • Karen Majeski • OTEs training • School psych • Social studies standards-based professional development activities • Special services • Student services • The ability to fill staffing needs through ESC • Training 	<ul style="list-style-type: none"> • Administrative retreat • Collaboration between Medina County ESC and SCESC • Gifted • Grant opportunities • Hiring of Instructional Assistants • Human resources support in district • IDEA • Initiatives in Motion Meetings • Joint meetings of special ed and curriculum • Math consultation as we selected a new math instructional program • Monthly meetings for administrative staff • Pre-school • SLO writing • SLO/ETPES help • Sped director meetings • Superintendents office • Technology • Updates

WHAT ARE THE MOST IMPORTANT ACTIONS THE SCESC SHOULD TAKE TO INCREASE YOUR SATISFACTION WITH THE PROGRAMS AND/OR SERVICES OFFERED?

- Stronger supervision and observations of assigned staff members
- Decrease costs of services
- Smoother budgeting process. More timely responses. Reduced fees
- Try to devise a way to not have C & I have to bill by each thing presented - offered - how can districts all support a common good - so to speak option or options
- Continue to look at ways to help district's reduce costs.
- Work to promote collaboration among districts. Special Education- Bussing - Alternative Schools- Counseling- Nursing
- Continue to provide professional development opportunities for our district.
- Improve curriculum director's meetings...need time to discuss with colleagues, perhaps through panel discussion and Q & A. Talk about "now" issues. There are hot topics and I do not know how other districts are approaching them....this is the perfect time for "those" discussions.
- Continue to provide support to close the achievement gap, implement the new learning standards, and support with the CCIP/OIP
- Providing services that meet individual needs.
- I am all about shared services between the ESC and districts and district to district. The ESC's help in facilitating these relationships is always welcomed. You have helped us a great deal in this area and we appreciate it. Another idea: you might consider developing a resource list of retired admins who would want to take on part-time work in districts.
- We could use subs for principals that are ill or are on maternity leave, help with OTES in larger districts, etc.
- Improve the reception services, Improve the quality of the services offered through Special Services,
- Assess the demeanor and professionalism of the treasurer's office.

ADDITIONAL COMMENTS....

- We have had a very good working relationship with the ESC. I work most closely with Linda Fuline and have a high regard for her and her leadership.
- Joe Petrarca has been a valued resource for me this year
- I believe the superintendent does a good job trying to share a vision but not sure if there is adequate support or personnel to carry out some of the goals.
- Being new to my position....it would have been nice to have a “meet and greet” with the consultants to learn their expertise and passion and what they can offer.
- Thank you for all of your efforts.
- The ESC provides quality service that meets the needs of our district. Thank you.
- Thank you for helping serve us over in Portage County. We appreciate the support that your ESC offers even to those districts not in your county.
- Thank you for asking...We'd be lost without our ESC!