

2016 DISTRICT SATISFACTION SURVEY SUMMARY RESULTS REPORT

Santa Clara County  Office of Education

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Background

This summary report provides a preview of the 2016 District Satisfaction Survey results. Complete results will be presented in the *Framing Our Future* strategic plan initiative scheduled to be finished **June 2016**. These survey results will undergo further analysis and review and, along with other data points discovered during the ongoing *Framing Our Future* efforts, will be used to develop strategy for the 2016-17 school year and onward.

The District Satisfaction Survey was part of the first phase of the larger *Framing Our Future* initiative. The input received about our organizational culture and the services provided will be part of a comprehensive planning framework that will drive our goals and actions in the near future.

Methodology

The survey was built using previous SCCOE surveys, items from other county office of education surveys, and staff input. The survey has a total of 13 items divided into the following sections: demographics, supports and services, and suggestions/comments about current practices.

To cast a wide net, SCCOE cabinet members instructed their directors and managers to gather distribution lists of key stakeholder groups that could provide valuable input. These distribution lists included district office administrators and personnel, school/campus administrators and staff, service providers/counselors/therapists for students and/or families, service providers/coaches for staff, teachers and, other educational partners. A total of 302 survey responses were logged between January 4 and February 19, 2016. Table 1 illustrates completion rates. District office administrators (n=132) and teachers (n=91) made up the vast majority (75%) of respondents.

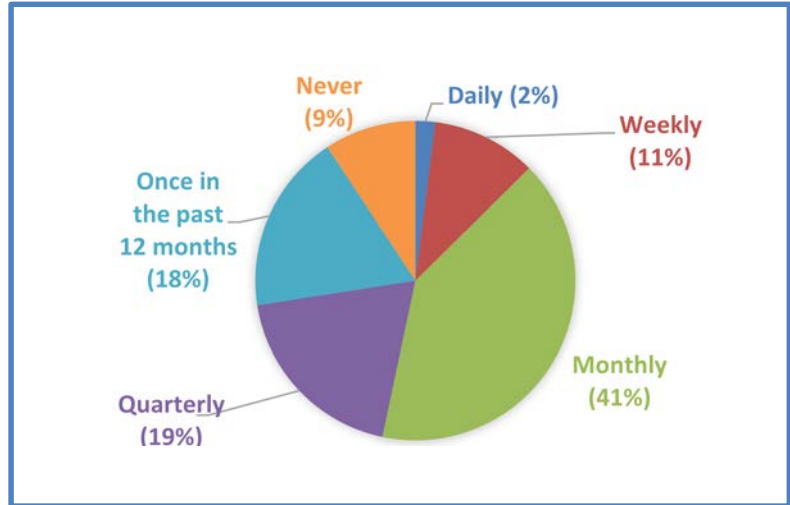
Table 1. Survey Completion Rates

	Options	Respondents	
		#	%
Organization (n=302)	Santa Clara County District	266	88%
	Charter	15	5%
	Other	21	7%
Current Role/Position (n=297)	District Office Administrator	132	44%
	District Office Non-Administrator	13	4%
	School Site/Campus Administrator	41	14%
	Service Provider/Counselor/Therapist for Students and/or Families	0	0%
	Service Provider/Coach for Staff	6	2%
	Teacher	91	31%
	Other	14	5%

Key Findings – Interaction & Satisfaction

Survey respondents were asked to select the frequency they had interacted with the SCCOE in the past 12 months (e.g., participated in meetings/events or used a service).

Most survey respondents interacted with the SCCOE monthly (41%), quarterly (19%), or once in the past 12 months (18%).

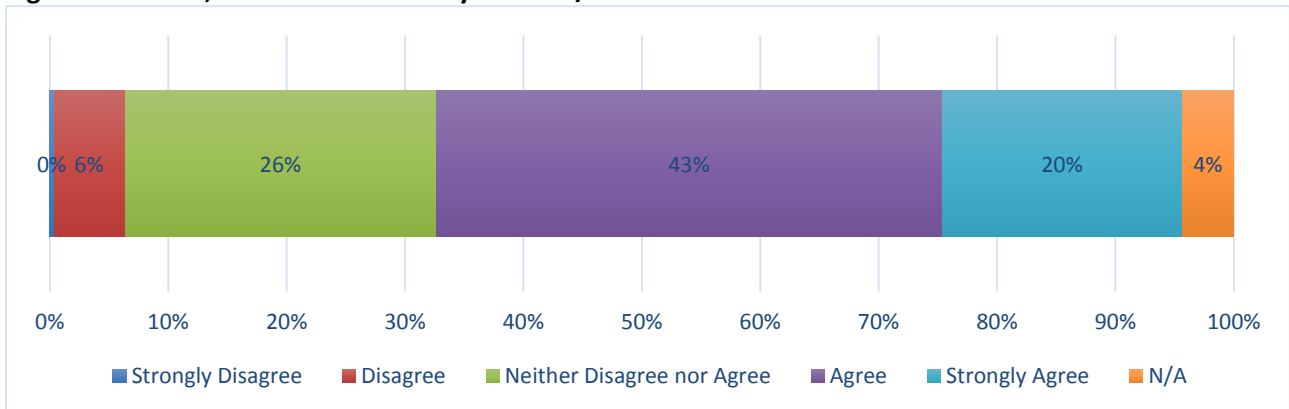


“At the site level, SCCOE services are not a component of our school’s program. We do not have any interaction with the COE. It is viewed by the staff as a satellite service but not directly connected to the school and its curriculum.”

Survey respondents were also asked the rate to which the SCCOE meets their district’s or school’s needs on a 5-point Likert scale (1- Strongly Disagree to 5- Strongly Agree). The majority (63%) of survey respondents believe that the SCCOE meets their school’s/district’s needs; 43% “agree” and 20% “strongly agree” with this statement. A sizable portion (26%) of respondents say they “neither disagree nor agree” with this statement. A question later in the survey may provide some insight (“Please provide overall feedback on how the SCCOE is doing in terms of service to districts, schools, and students.”). School site administrators and teachers did mention in open-ended questions that they are unaware of most of the services provided by the SCCOE and that there is little actual interaction

between them and the SCCOE; they have interactions with one or a few departments and are usually satisfied with them.

Figure 1. Overall, the SCCOE meets my school's/district's needs.



Key Findings – Longitudinal Data

The Santa Clara County Office of Education has sent out surveys for the past 10+ years to gather input from districts on its services, programs, and staff. In an effort to allow for longitudinal analyses, the tables below present the weighted averages on various topics. Due to changes in leadership and question styles, it is important to note that the tables display weighted averages of questions that were not asked in exactly the same way nor using the same rating scale.

Table 2 shows weighted averages about how survey participants view the SCCOE as a whole. Surveys administered from 2002 to 2007 measured participants’ satisfaction with the SCCOE, whereas the 2010 and 2012 surveys asked participants to rate how indispensable they felt the SCCOE is. The survey sent out in 2013 returned to a satisfaction scale, and the 2016 survey asked respondents their level of agreement on the statement “Overall, the SCCOE meets my school’s/district’s needs.”

Table 2. Overall Ratings of the SCCOE, 2002-2016

	2002*	2003*	2004*	2005*	2006*	2007*	2010**	2012**	2013*	2016***
SCCOE	3.7	3.9	4.1	4.0	4.3	3.7	3.8	3.6	3.6	3.8

*Survey asked about satisfaction on a scale from 1 (very dissatisfied) to 5 (very satisfied)

**Survey asked about services that are indispensable on a scale from 1 (strongly disagree) to 5 (strongly agree)

*** “Overall, the SCCOE meets my school’s/district’s needs” on a scale from 1 (strongly disagree) to 5 (strongly agree)

Table 3 shows weighted averages on a variety of qualities that the SCCOE as an organization aims to exude when interacting with the school districts. Participants were asked in the 2010 and 2012 surveys to rate SCCOE service from “poor” (1) to “outstanding” (5). The 2013 survey asked similar questions on a satisfaction scale (1-Very Dissatisfied to 5-Very Satisfied). The 2016 survey asked similar questions but on an agreement scale (1-Strongly Disagree to 5- Strongly Agree.)

Table 3. Ratings on Select Criteria, 2010-2016

	2010*	2012*	2013**	2016***
Courtesy	4.3	4.4	--	--
Customer Service	4.1	4.2	3.7	3.9
Information	3.9	3.9	3.8	4.1
Professionalism	4.2	4.3	4.0	4.2
Promptness	3.9	4.1	--	4.0

*Rate our service from 1 (Poor) to 5 (Outstanding)

**To what extent are you satisfied with the following from 1 (Very Dissatisfied) to 5 (Very Satisfied)

***Please rate your level of agreement with the following statements from 1 (Strongly Disagree) to 5 (Strongly Agree)

Key Findings – General Questions

To gauge the level of satisfaction with SCCOE programs and services, survey respondents were asked to rate their level of agreement on general items about the SCCOE. Participants were asked to choose a response on a 5-point Likert scale (1- Strongly Disagree to 5- Strongly Agree), or N/A (unweighted.)] General items about the SCCOE include but are not limited to: “The SCCOE provides supports to communities”; “The SCCOE is efficient in delivering programs and services”; and “The SCCOE has a good reputation/public image in my school/district.”

The items with the highest weighted average are:

- ✓ The SCCOE staff conduct themselves professionally (M=4.2);
- ✓ The SCCOE staff is helpful (M=4.1); and
- ✓ The SCCOE provides supports to schools and districts (M=4.0).

The items with the lowest weighted average are:

- ✓ The SCCOE provides supports to communities (M=3.4);
- ✓ The SCCOE has improved the educational equity for students in the county (M=3.6); and
- ✓ The SCCOE provides supports to students (M=3.6).

It is important to note that the items that had the lowest weighted average were also the items that had the highest rates of survey participants selecting the “N/A” column. The open-ended comments provide some insight into why these items were rated the lowest. One participant said: “I’m not familiar with services SCCOE is providing students and communities as referred to by the first four questions. Perhaps SCCOE can better communicate these areas.” Another participant said: “I have heard that there are really good resources available but I don’t know how to access them. More widespread communication of available resources and programs would address the lack of knowledge around a lot of the programs and services offered by the SCCOE.”

Key Findings – General Questions (cont.)

Table 4. Provides the weighted average responses for the different categories of respondents.

The SCCOE...	All Respondents (n=297)	District Office Administrator (n=132)	District Office Non-Administrator Staff (n=13)	School Site/Campus Administrator (n=41)	Service Provider/Coach for Staff (n=6)	Teacher (n=91)	Other (n=14)
...staff conduct themselves professionally.	4.2	4.3	4.6	4.1	5.0	4.0	4.5
...staff is helpful.	4.1	4.1	4.6	4.1	5.0	4.0	4.5
...staff is knowledgeable.	4.1	4.1	4.6	4.1	4.5	4.0	4.4
...provides supports to schools/districts.	4.0	4.1	4.5	4.1	4.5	3.8	4.4
...staff is responsive (for example, responds in a timely manner and makes changes based upon feedback when appropriate).	4.0	4.0	4.5	4.0	4.5	3.8	4.4
...provides services useful for my school/district.	3.9	4.0	4.5	4.0	4.5	3.8	4.4
...provides good customer service.	3.9	3.9	4.3	3.9	4.5	3.7	4.3
...provides quality services.	3.9	3.9	4.2	3.9	4.5	3.7	4.3
...is effective in delivering programs and services.	3.8	3.8	4.2	3.8	4.5	3.7	4.3
...has a good reputation/public image in my school/district.	3.7	3.7	4.0	3.8	4.0	3.5	4.3
...is efficient in delivering programs and services.	3.7	3.7	4.0	3.7	3.0	3.5	4.3
...provides supports to students.	3.6	3.6	3.9	3.7	--	3.4	4.3
...has improved the educational equity for students in the county (by providing programs, policies, and practices that improve outcomes for underserved youth).	3.6	3.6	3.9	3.6	--	3.3	4.2
...provides supports to communities.	3.4	3.3	3.8	3.6	--	3.3	4.1

Key Findings – SCCOE Programs & Services

To gauge the level of satisfaction with SCCOE programs and services, survey respondents were asked to rate a list of programs and services currently provided by the SCCOE on a 5-point Likert scale (1- Strongly Disagree to 5- Strongly Agree), or N/A (unweighted.)]

Table 5 shows, in alphabetical order, all the programs/services offered by the SCCOE. The answer options “Very Dissatisfied” and “Dissatisfied” have been grouped under “Negative Responses” and the answer options “Satisfied” and “Very Satisfied” have been grouped under “Positive Responses.” The top five (highest weighted average rating) programs and/or services are shaded (some services tied on their average rating thus nine are listed); these services are: Credential Services (M=4.1), District and Leadership Support (M=3.8), Educational Technology Training and Technical Assistance (M=3.8), Environmental Education (Walden West) (M=3.8), Fingerprint Livescan Services (M=3.9), Human Resources (M=3.8), Mathematics (C&I) (M=3.8), Staff Recruitment (M=4.1), and Science, Technology, Engineering, Arts, and Mathematics (STEAM) (M=3.8).

Table 5. Rate your satisfaction of the following SCCOE programs/services (n=224).

	Negative Responses*	Neither Satisfied nor Dissatisfied	Positive Responses*	N/A	Weighted Average
Alternative Education Department	6	48	35	132	3.4
ASAPconnect	1	45	13	162	3.2
Assessment and Accountability	6	44	75	94	3.7
Career Technical Education	3	40	36	141	3.5
Charter Schools Office	18	40	23	140	3.1
County Committee	5	43	21	151	3.3
Credential Services	5	26	116	73	4.1
Curriculum Leadership Council	8	42	62	106	3.7
District and Leadership Support	6	32	65	118	3.8
District Business and Advisory Services	10	46	38	126	3.4
Early Learning Services	3	43	49	123	3.6
Educational Technology Training and Technical Assistance	7	39	81	94	3.8
English Language Arts	11	42	76	90	3.7
Environmental Education (Walden West)	7	38	66	108	3.8
Evaluation, Research and Analysis Services	5	49	28	136	3.4
Expulsion Appeals	5	40	19	154	3.2
Fingerprint Livescan Services	6	32	75	107	3.9
Foster and Homeless Education	7	41	44	127	3.5
History-Social Sciences	10	48	39	121	3.4
Human Resources	5	36	71	108	3.8
Inclusion Collaborative	1	54	35	125	3.5
Interdistrict Attendance Appeals	10	45	20	145	3.1
Learning Multimedia Center	4	44	52	119	3.7
Local Early Education Planning Council	1	48	17	153	3.3
Mathematics	8	38	81	93	3.8
Media & Communications	7	46	34	131	3.4

	Negative Responses*	Neither Satisfied nor Dissatisfied	Positive Responses*	N/A	Weighted Average
Migrant Education	2	48	34	133	3.5
Multilingual Education Services	1	48	48	121	3.7
Payroll Services	4	38	60	118	3.7
Print Services	2	42	25	147	3.5
QSS Financial System Training and Technical Assistance	8	44	34	132	3.4
Safe and Healthy Schools	3	48	50	118	3.6
Science	8	47	60	102	3.6
Special Education Programs and Services	19	46	56	95	3.4
Staff Recruitment	4	34	97	83	4.1
State and Federal Programs Monitoring, Compliance and Technical Assistance	6	44	62	105	3.7
Science, Technology, Engineering, Arts, and Mathematics (STEAM)	7	44	71	96	3.8
Unemployment Insurance Services	1	42	26	148	3.5
Visual and Performing Arts	8	39	39	132	3.5
Web Development Services	3	47	18	146	3.3

*Negative Responses (Very Dissatisfied and Dissatisfied); Positive Responses (Satisfied and Very Satisfied).

Note: Shaded rows represent the programs/services that ranked in the top five (based on weighted average); some services/programs tied in their average and thus 9 are shaded in the table above.

Key Findings – Qualitative Feedback

Participants were asked a range of open-ended questions and to provide their feedback on various topics. A comment for a respondent could have been counted multiples times if it covered more than one theme.

"I think there are a lot of programs that teachers are not aware of."

When asked for overall feedback on how the SCCOE is doing in terms of service to districts, schools, and students, 148 participants provided feedback. The comments were categorized as follows:

- ✓ Positive (n=102);
- ✓ Very little contact (n=31); and
- ✓ Negative (n=34).

When asked to provide ideas about what the SCCOE can do to better serve the districts, schools, and students, 118 participants provided feedback. The following three categories of comments were mentioned the most often:

- ✓ Improve communication (n=36);
- ✓ More and/or better professional development (n=23); and
- ✓ Regional representation (n=15).

"I can always count on SCCOE staff to help answer questions, provide professional development and customized trainings for our staff as requested."

"Didn't realize they were supposed to be helping teachers -- just a bureaucracy in my mind."

When asked for general feedback on SCCOE's programs/services, 87 participants provided feedback. The comments were categorized as follows:

- ✓ Positive (n=41);
- ✓ Very little contact (n=35); and
- ✓ Negative (n=12).

When asked for ideas on how the SCCOE can improve its programs/services, 63 participants provided feedback. The following three categories of comments were mentioned the most often:

- ✓ Improve communication (n=20);
- ✓ Professional development (n=7); and
- ✓ Technical assistance (n=6).

Suggestions for Improvement

Below are key themes for improvement as provided by survey participants. These ideas will help provide a road map for next steps in providing support to districts, communities, schools, and students.

- ✓ Communication
 - Services & Programs
 - Link to resources, other venues than website
 - General information to community (SCCOE brochure in the works)
 - Better/Quicker response times
 - Facilitating better communication between districts
- ✓ Professional Development
 - Teachers contacted directly
 - More lead time, notification of trainings
 - Offer trainings at District Offices around the County
 - Tailor to needs of participants

Next Steps

Thank you to the district personnel, teachers, and other community partners who completed this survey. The input received about our organization will directly shape our vision and priorities moving forward for the rest of the year, and beyond. Next steps include:

- ✓ Continue the analysis of survey data;
- ✓ Triangulate survey data with other survey data and information; and
- ✓ Provide a more complete report on these survey results June 2016.

County Board of Education

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