

# 2016-17 DISTRICT SATISFACTION SURVEY SUMMARY RESULTS REPORT

Santa Clara County  Office of Education

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# Background

This summary report provides an overview of the 2017 District Satisfaction Survey results. 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 2017-18 school year and onward.

## 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 requested that directors and managers 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.

Table 1 illustrates completion rates. Overall response rates were low: A total of 175 survey responses were logged between January 9 and February 6, 2017. District office administrators (n=98) and Other (n=48) groupings made up the vast majority (85%) of respondents. The Other category included teachers, service providers, coaches and counselors.

**Table 1. Survey Completion Rates**

	Options	Respondents	
		Number of Total Responses	Percent of Total Responses
<b>Organization (n=175)</b>	Santa Clara County School District	160	91%
	Santa Clara County Charter School or Other	15	9%
<b>Current Role/Position (n=173)</b>	District Office Administrator	98	57%
	District Office Non-Administrator	12	7%
	School Site/Campus Administrator	15	9%
	Other	48	28%

Of the 32 Santa Clara County School Districts included, three had no respondents, 25 had fewer than 10 respondents, and only four districts had 10 or more respondents. Of the 67 Santa Clara County Charter Schools included, only eight responded to the survey and each of these had fewer than 10 respondents. Table 2 illustrates the School District Response Summary.

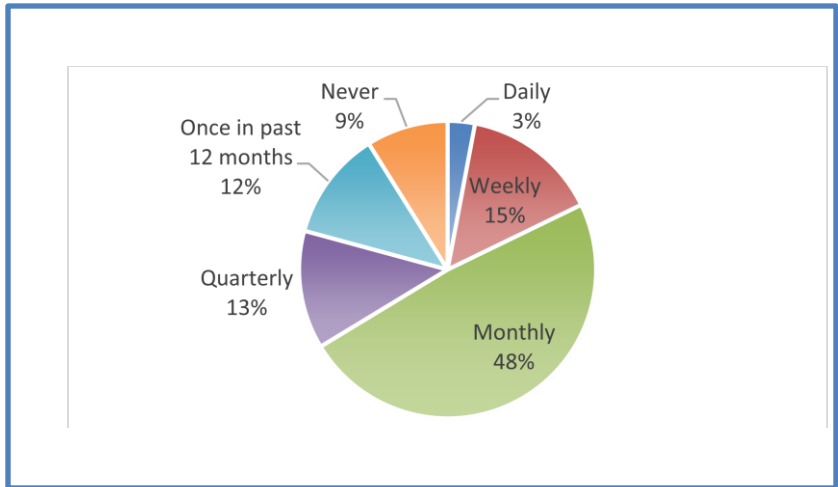
**Table 2. District Response Summary**

School District	Respondents	
	<i>Number of Total Responses</i>	<i>Percent of Total Responses</i>
Alum Rock Union School District	8	5%
Berryessa Union School District	8	5%
Cambrian School District	3	2%
Campbell Union High School District	5	3%
Campbell Union School District	3	2%
Cupertino Union School District	7	4%
East Side Union High School District	10	6%
Evergreen School District	5	3%
Franklin-McKinley School District	10	6%
Fremont Union High School District	3	2%
Gilroy Unified School District	1	<1%
Lakeside Joint School District	1	<1%
Loma Prieta Joint Union School District	3	2%
Los Altos School District	7	4%
Los Gatos Union School District	3	2%
Los Gatos-Saratoga Joint Union H.S. District	2	1%
Luther Burbank School District	0	0%
Metropolitan Education District	0	0%
Milpitas Unified School District	13	7%
Moreland School District	1	<1%
Morgan Hill Unified School District	7	4%
Mount Pleasant School District	3	2%
Mountain View Whisman School District	9	5%
Mountain View-Los Altos Union HS Dist.	1	<1%
Oak Grove School District	10	6%
Orchard School District	4	2%
Palo Alto Unified School District	7	4%
San Jose Unified School District	5	3%
Santa Clara Unified School District	3	2%
Saratoga Union School District	0	0%
Sunnyvale School District	9	5%
Union Elementary School District	9	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 (48%), weekly (15%), or quarterly (14%).

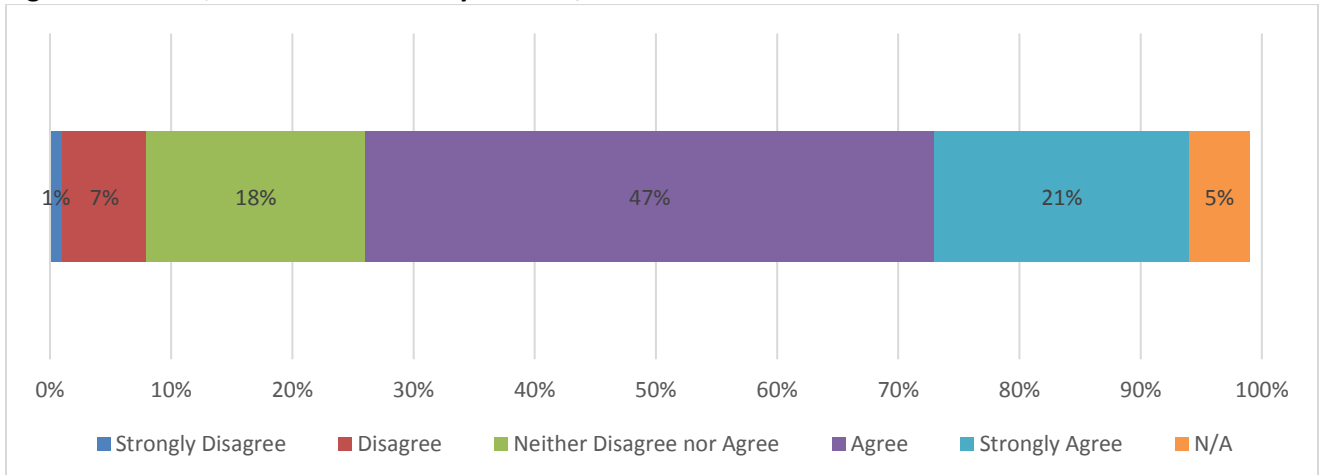


*“SCCOE has very knowledgeable staff to support district functions. SCCOE does not have as many program offerings that support the variety of student needs in the county.”*

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 (68%) of survey respondents believe that the SCCOE meets their school’s/district’s needs; 47% “agree” and 21% “strongly agree” with this statement. A sizable portion (18%) 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 3 shows weighted averages about how survey participants view the SCCOE as a whole on a scale from 1 to 5, where higher ratings are more favorable. 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 distributed in 2013 returned to a satisfaction scale, and the 2016 and 2017 survey asked respondents their level of agreement on the statement “Overall, the SCCOE meets my school’s/district’s needs.”

**Table 3. Overall Ratings of the SCCOE, 2002-2017**

2002*	2003*	2004*	2005*	2006*	2007*	2010**	2012**	2013*	2016***	2017***
3.7	3.9	4.1	4.0	4.3	3.7	3.8	3.6	3.6	3.8	3.9

\* 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 4 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 and 2017 surveys asked similar questions but on an agreement scale (1- Strongly Disagree to 5- Strongly Agree.)

**Table 4. Ratings on Select Criteria, 2010-2016**

	2010*	2012*	2013**	2016***	2017***
<b>Courtesy</b>	4.3	4.4	--	--	--
<b>Customer Service</b>	4.1	4.2	3.7	3.9	3.9
<b>Information</b>	3.9	3.9	3.8	4.1	4.2
<b>Professionalism</b>	4.2	4.3	4.0	4.2	4.2
<b>Promptness</b>	3.9	4.1	--	4.0	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

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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 knowledgeable (M=4.2); and
- ✓ The SCCOE staff is helpful (M=4.1).

The items with the lowest weighted average are:

- ✓ The SCCOE is efficient in delivering programs and services (M=3.6);
- ✓ The SCCOE provides supports to communities (M=3.6); and
- ✓ The SCCOE has a good reputation/public image in my school/district (M=3.7).

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:

*“SCCOE is on target with the needs that school districts have, but sometimes the delivery of content is not strategic.”*

*“I do not know what services SCCOE is currently providing our district.”*

*“Does not apply to our district and community needs.”*

Table 5 shows the weighted average responses to the general items for the different categories of respondents.

# Key Findings – General Questions (cont.)

**Table 5. The weighted average responses for the different categories of respondents.**

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



# 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- Very Dissatisfied to 5- Very Satisfied), or N/A (unweighted)].

Table 6 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 eleven are shaded). Lower numbers on the scale generally indicate dissatisfaction and higher numbers generally represent satisfaction.

**Table 6. 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	7	21	23	70	3.3
ASAPconnect	0	19	3	97	3.1
Assessment and Accountability	3	20	43	53	3.6
Career Technical Education	2	22	12	83	3.3
Charter Schools Office	4	23	10	81	3.2
County Committee on School District Organization	1	25	10	83	3.3
Credential Services	2	13	66	39	3.8
Curriculum Leadership Council	3	19	32	64	3.5
District Business and Advisory Services	3	21	29	66	3.5
Early Learning Services (Head Start, Transitional Kinder, etc.)	1	20	25	73	3.5
Educational Technology Training and Technical Assistance	3	17	34	64	3.6
English Language Arts (C&I)	3	21	38	56	3.6
Environmental Education (Walden West)	3	15	32	67	3.6
EPIC/Special Education Credentialing Program	2	20	22	74	3.5
Evaluation, Research and Analysis Services	1	21	22	73	3.5
Expulsion Appeals	1	23	6	86	3.2
Fingerprint Livescan Services	2	18	44	52	3.7
Foster and Homeless Education	4	21	38	55	3.5
History-Social Sciences (C&I)	5	22	16	74	3.3
Human Resources	4	21	30	62	3.5
Inclusion Collaborative	4	18	31	64	3.5
Interdistrict Attendance Appeals	7	24	6	80	3.0

**Table 6. Continued.**

	<b>Negative Responses*</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Positive Responses*</b>	<b>N/A</b>	<b>Weighted Average</b>
LEAP Administrative Credentialing Program (Tier I/Tier II)	2	19	32	66	3.6
Learning Multimedia Center	2	19	19	76	3.4
Local Early Education Planning Council	0	21	7	88	3.3
Mathematics (C&I)	2	23	29	61	3.5
Media & Communications	1	22	17	77	3.4
Migrant Education	2	21	15	78	3.3
Multilingual Education Services	1	18	27	70	3.6
Payroll Services	2	18	39	58	3.6
Print Services	0	19	21	75	3.5
QSS Financial System Training and Technical Assistance	5	20	32	59	3.5
Safe and Healthy Schools	2	20	28	66	3.5
Science (C&I)	4	20	26	60	3.4
Special Education Programs and Services	13	20	30	54	3.3
Staff Recruitment (Job Fairs, EdJoin, etc.)	1	14	54	46	3.7
State and Federal Programs Monitoring, Compliance and Technical Assistance	3	19	40	54	3.6
Science, Technology, Engineering, Arts, and Mathematics (STEAM)	1	23	20	72	3.4
Unemployment Insurance Services	0	18	20	77	3.5
Visual and Performing Arts (C&I)	2	23	14	77	3.3
Web Development Services	0	20	10	86	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 11 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.

**Positive:** *“The trainings/workshops that are put on are very helpful and pertinent to our community.”*

**Negative:** *“There should be collaboration between the two educational organizations but at times it feels more adversarial.”*

**Little contact:** *“I am unaware of the support that SCCOE gives to my district. It would help to be more in the loop of the services and support that is*

When asked for general feedback on how the SCCOE is doing in terms of service to districts, schools, and students, 75 participants provided feedback. The comments were categorized as follows:

- ✓ Positive (n=56);
- ✓ Negative (n=23); and
- ✓ Little contact (n=19).

When asked to provide ideas about what the SCCOE can do to better serve the districts, schools, and students, 70 participants provided feedback. The following three categories of comments were mentioned the most often:

- ✓ Improve communication (n=26);
- ✓ More and/or better professional development (n=20); and
- ✓ Regional representation (n=11).

**Improve communication:** *“If there are services to our students, better advertising may be needed.”*

**More/better PD:** *“1. We need more technical support for Title I, II, III, 2. We need more support for CTE credentialing, 3. We need more opportunities to share best practices in each department, C&I, student services, technology, EL programs.”*

**Regional representation:** *“SCCOE may want to consider holding some of their meetings at the various school district offices.”*

**Positive:** *“I think the COE does many things well and is at its best when it is supporting Districts in meeting their goals in educating all students.”*

**Negative:** *“Wish it was user friendly and accessible. No one there.”*

**Little contact:** *“I have no experience or contact with the county office.”*

When asked for general feedback on SCCOE’s programs/services, 32 participants provided feedback. The comments were categorized as follows:

- ✓ Positive (n=20);
- ✓ Little contact (n=10); and
- ✓ Negative (n=8).

## Key Findings – Qualitative Feedback (cont.)

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When asked for ideas on how the SCCOE can improve its programs/services, 30 participants provided feedback. The following three categories of comments were mentioned the most often:

- ✓ More support (n=9);
- ✓ Outreach/Personalization (n=8); and
- ✓ Better staffing (n=6).

**More support:** *“Help us connect our school visions with available resources to help us be our own best versions of schools that best serve our communities.”*

**Outreach/Personalization:** *“We would appreciate more outreach from the County Office. Traffic makes travelling there very tedious. More personalized learning tailored to our needs would be appreciated.”*

**Better staffing:** *“Staff turnover at the county is challenging as we attempt to build partnerships around the work we are doing”*



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