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Summary results for Part 2 Lt Governor 2007 ROE Service Evaluation Survey

Survey information

Closed

Purpose

Part 2: Regional Office of Education(ROE)--Evaluation of Services and Functions. The following Survey of Illinois School Districts is an annual survey sent out by the Lieutenant Governor's Office in order to receive feedback from every school board president on the need and quality of the services of the Illinois State Board of Education and the Regional Offices of Education. This survey is required by state law. (105 ILCS 5/2-3.112)

Anonymity

Organizers

The organizer can see who has responded and what the answers were

Janice Kidd Laurel DiPrima

Number of respondents

161

Survey questions

Question 1 (Multiple choice, Single Select)

ROE INTERACTION: Rate the frequency by which you interact

Option	Percentage of responses	Number of responses
6 months +	27%	[43]
3-6 months	15.1%	[24]
1-3 months	32.7%	[52]
weekly	25.2%	[40]
Total number of responses		159

Question 2 (Multiple choice, Single Select)

ROE INTERACTION: Rate the frequency by which you visit any ROE website.

Option	Percentage of responses	Number of responses
6 months +	40.4%	[63]
3-6 months	14.1%	[22]
1-3 months	30.1%	[47]
weekly	15.4%	[24]
Total number of responses		156

Question 3 (Multiple choice, Single Select)

ROE INTERACTION: Do you have dealings with an Intermediate Service Center(ISC)

Option	Percentage of responses	Number of responses
Yes	12.9%	[19]
No	87.1%	[128]
Total number of responses		147

Question 4 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Regulatory Functions (helps school meet mandates of School Code)

Option	Percentage of responses	Number of responses
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Excellent	42.2%	[65]
Satisfactory	46.8%	[72]
Needs Improvement	11%	[17]
Total number of responses		154

Question 5 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Advisory Functions (provides access to resources, information, suggestions)

Option	Percentage of responses	Number of responses
Excellent	50.3%	[78]
Satisfactory	38.1%	[59]
Needs Improvement	11.6%	[18]
Total number of responses		155

Question 6 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Program Leadership (coordination and facilitation of programs benefit school districts in region)

Option	Percentage of responses	Number of responses
Excellent	45.1%	[69]
Satisfactory	40.5%	[62]
Needs Improvement	14.4%	[22]
Total number of responses		153

Question 7 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Services (assistance to all constituents)

Option	Percentage of responses	Number of responses
Excellent	43.1%	[66]
Satisfactory	43.1%	[66]
Needs Improvement	13.7%	[21]
Total number of responses		153

Question 8 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Accessibility (personnel and programs are easily accessed)

Option	Percentage of responses	Number of responses
Excellent	45.1%	[23]
Satisfactory	45.1%	[23]
Needs Improvement	9.8%	[5]
Total number of responses		51

Question 9 (Multiple choice, Single Select)

ROE SERVICES EVALUATION:
Accessibility--Information/data/research

Option	Percentage of responses	Number of responses
Excellent	40.1%	[61]
Satisfactory	50%	[76]
Needs Improvement	9.9%	[15]
Total number of responses		152

Question 10 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Accessibility--Timely information on important issues

Option	Percentage of responses	Number of responses
Excellent	45.8%	[70]
Satisfactory	43.8%	[67]

Needs Improvement	10.5%	[16]
Total number of responses		153

Question 11 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Accessibility--Technical assistance

Option	Percentage of responses	Number of responses
Excellent	39.1%	[59]
Satisfactory	47.7%	[72]
Needs Improvement	13.2%	[20]
Total number of responses		151

Question 12 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Finances (school funding and finances)

Option	Percentage of responses	Number of responses
Excellent	26.2%	[11]
Satisfactory	59.5%	[25]
Needs Improvement	14.3%	[6]
Total number of responses		42

Question 13 (Multiple choice, Single Select)

ISBE SERVICES EVALUATION: Finances--Processing funding applications (school funding and finances)

Option	Percentage of responses	Number of responses
Excellent	34.9%	[52]
Satisfactory	51.7%	[77]
Needs Improvement	13.4%	[20]
Total number of responses		149

Question 14 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Responsiveness (responds in helpful and timely manner)

Option	Percentage of responses	Number of responses
Excellent	35.7%	[15]
Satisfactory	50%	[21]
Needs Improvement	14.3%	[6]
Total number of responses		42

Question 15 (Multiple choice, Single Select)

ROE SERVICES EVALUATION:

Responsiveness--Written inquires (responds in helpful and timely manner)

Option	Percentage of responses	Number of responses
Excellent	42.4%	[61]
Satisfactory	47.9%	[69]
Needs Improvement	9.7%	[14]
Total number of responses		144

Question 16 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Responsiveness--Telephone inquiries (responds in helpful and timely manner)

Option	Percentage of responses	Number of responses
Excellent	51%	[77]
Satisfactory	40.4%	[61]
Needs Improvement	8.6%	[13]

Total number of responses **151**

Question 17 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Responsiveness--Internet inquiries (responds in helpful and timely manner)

Option	Percentage of responses	Number of responses
Excellent	41.3%	[59]
Satisfactory	49%	[70]
Needs Improvement	9.8%	[14]
Total number of responses		143

Question 18 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Communication (clear, timely and accurate)

Option	Percentage of responses	Number of responses
Excellent	41.5%	[17]
Satisfactory	41.5%	[17]
Needs Improvement	17.1%	[7]
Total number of responses		41

Question 19 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Communication--Web page(s) (clear, timely and accurate)

Option	Percentage of responses	Number of responses
Excellent	28.1%	[41]
Satisfactory	61%	[89]
Needs Improvement	11%	[16]
Total number of responses		146

Question 20 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Communication--ROE printed publications (clear, timely and accurate)

Option	Percentage of responses	Number of responses
Excellent	33.6%	[48]
Satisfactory	56.6%	[81]
Needs Improvement	9.8%	[14]
Total number of responses		143

Question 21 (Multiple choice, Single Select)

ROE SERVICES EVALUATION: Overall rating of value of ROE to school district

Option	Percentage of responses	Number of responses
Excellent	47.7%	[72]
Satisfactory	40.4%	[61]
Needs Improvement	11.9%	[18]
Total number of responses		151

Question 22 (Multiple Lines Of Text)

Please provide any comments, suggestions, or explanations to the above questions. We appreciate your guidance in making continuous improvements.

29 answers were posted.

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