

***Service Evaluation Committee  
Minutes from June 24, 2008 Meeting***

**Lt. Governor's Office**

James R. Thompson Center Ste. 15-200 Conference Rm., Chicago, IL 60601	214 Capitol Bldg., Conference Room, Springfield, IL 62706
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**I. Call to Order and Opening Remarks:**

Dan Persky, Lt. Governor's Office, called the meeting to order at 10:00 am.

**II. Introduction of Members and Roll Call**

Council members present:

Sharon Teefey, Daryl Morrison, Jolene Lowder, Kay Pangle and John Lyday were present.  
Quorum was achieved.

Others in attendance included:

Chicago Attendance: Dan Persky (Lt. Governor's Office).

**III. Responsibilities of the Committee –**

*Dan Persky, Lt. Governor's Office*

Dan Persky described the responsibility of the committee to review, and change if necessary, the annual service evaluation survey. The survey is distributed to all school boards. The presidents of those school boards are asked to evaluate the nature and quality of the services offered by the regional offices of education (ROEs) and the Illinois State Board of Education (ISBE). A copy of the current survey form and the results of the 2007 survey were distributed before the meeting to all committee members.

**IV. Discussion of Service Evaluation Survey Revision Goals –**

*Committee Members*

Committee members commenced a discussion of their goals for the service evaluation survey. A consensus emerged that the current survey form has anachronistic questions that do not reflect the current structure or purpose of ISBE or the ROEs.

Kay Pangle expressed concern that the current survey questions do not recognize the changes at ISBE brought on by No Child Left Behind. She explained that accountability is now a priority at ISBE, and this is not reflected in the survey.

John Lyday offered to have the Illinois Association of School Boards host the online version of the survey. He also requested that more survey questions be added on online services offered by ISBE and the ROEs.

Sharon Teefey suggested that the survey should not evaluate individual ISBE departments but rather the quality of their services.

Kay Pangle requested that survey respondents evaluate the website of the Illinois Association of Regional Superintendents of Schools. She also requested the addition of questions on health/life safety inspections performed by ROEs.

Sharon Teefey requested that questions be added on the quality of professional development and certification services. She also requested that a question be asked to determine to what extent school boards rely on ISBE/ROEs for professional development as compared to other sources.

Jolene Lowder said that Illinois PTA does not find the current survey valuable to their needs.

Daryl Morrison recommended not using the current Excellent/Satisfactory/Needs Improvement scoring system. John Lyday recommended a 1-5 point scale.

Daryl Morrison also recommended that questions about ISBE and ROEs be separated. Kay Pangle and Sharon Teefey seconded this suggestion.

Daryl Morrison suggested changing questions to evaluate effectiveness of communications not frequency. A consensus was reached that the effectiveness of all services is more important than the frequency.

The committee also discussed questioning school boards on what services they need and desire. The current survey only questions about nature and quality of existing services.

Dan Persky asked what demographic data should be requested from respondents. A consensus was reached that demographic data should be limited to geography and size of school district. Kay Pangle requested that the demographic categories correspond to those used on other state and federal reporting forms.

#### **V. Assign Members to Draft New Form**

John Lyday and Kay Pangle offered to draft new survey form.

#### **VI. Other business**

Dan Persky was requested to send a committee membership list, the results of the 2007 survey results and a copy of the authorizing law for the committee. He promised to do so.

#### **VII. Set date for next quarterly meeting**

The next meeting was set for July 23, 2008 at 10:00am.

#### **VIII. Adjournment**

The meeting was adjourned at 10:58 am.