

Analysis of Survey Results

Summary

In August, every school board president in Illinois received the annual Service Evaluation Survey, intended to measure school districts' satisfaction with the services they receive from the Illinois State Board of Education (ISBE) and their Regional Office of Education (ROE).

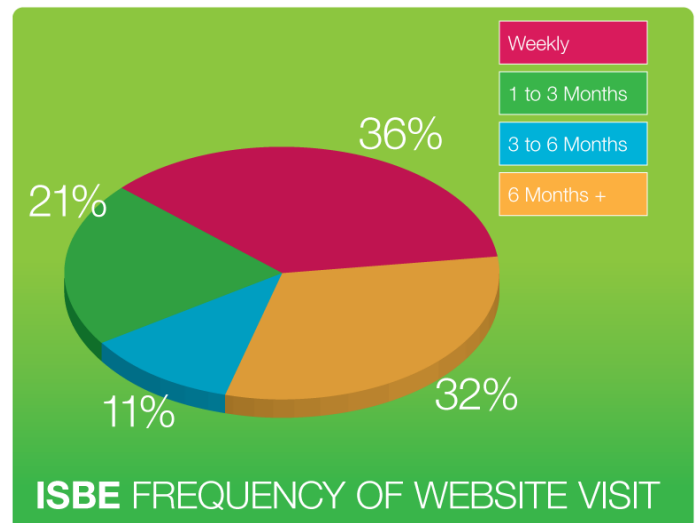
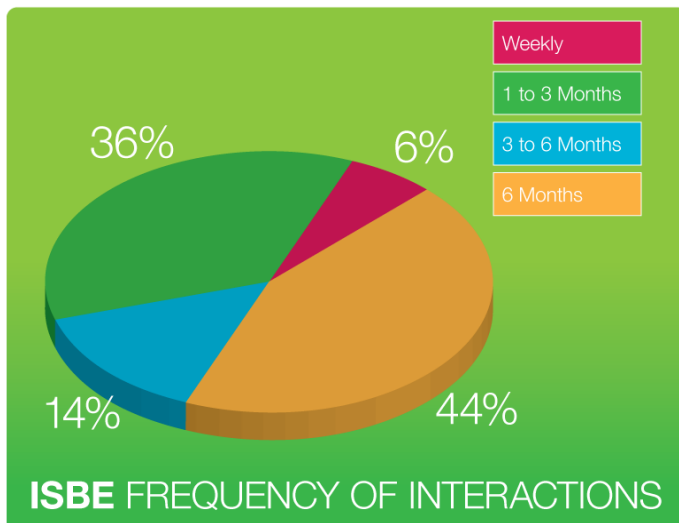
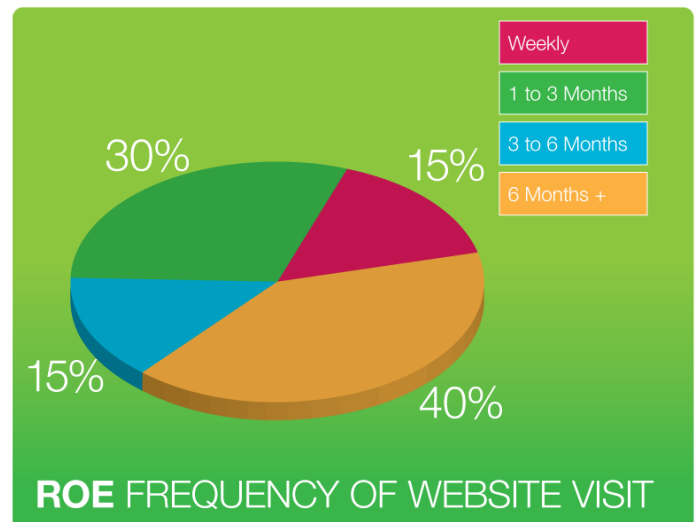
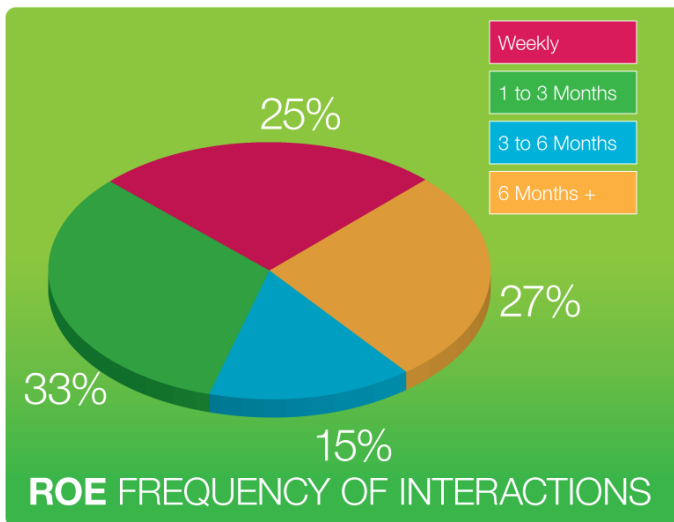
The survey found that the majority of respondents expressed satisfaction with ISBE and ROE, at rates nearly identical to the 2006 survey responses. ISBE's best marks were again for communications, while ROEs were rated most highly for advisory functions.

Details of Survey Responses

Totals: Of the 869 surveys sent to school board presidents, a total of 338 were returned (177 ISBE surveys and 161 ROE surveys.)

Measurements: Part I of the survey measures the frequency of respondents' interaction with ISBE and the ROEs. Part II measures the quality of services provided by ISBE and ROEs. Part III allows for respondents to provide written comments.

Part I: Interaction. The following charts reflect the answers to how often and by what means people interact with ISBE and the ROEs. ISBE's website is more than twice as popular as the ROEs' website in that 36% of respondents visited the ISBE website on a weekly basis compared with 15% for ROEs. However, this year roughly 50% of the ROE responses frequent the ROE website once every three months (15.4% weekly, and 30.1% 1-3 months).



Part II: Service Evaluation of ISBE: The *overall rating was 70.6% satisfactory*, while 10% of respondents found ISBE needed improvement and 19.4% rated ISBE at excellent. Compared to last year, ISBE ratings have increased favorably.

ISBE's best marks are in the category of communications. Specifically, the highest percentage was the Superintendent's Bulletin at a 40.4% in the excellent ranking.

ISBE's lowest grades are found in the "finances" section. The *overall rating was 36% needs improvement*, with the lowest ranking of the subcategories of finance being the timeliness of funding with a 42.1% needs improvement. These numbers are relatively identical with the 2006 survey.

Service Evaluation of ROEs: The *overall rating of ROEs was 47.7% excellent* with 40.4% satisfactory and 11.9% needs improvement. These numbers have decreased slightly from the 2006 survey.

ROEs earned the highest grade in the category of "Advisory Functions," ROEs received a 50.3% excellent. ROEs also scored high in the "Responsiveness" category with scores of 42.4% excellent for written inquiries, 51% excellent for telephone inquiries, and 41.3% excellent for internet inquiries.

Although the majority of responses were satisfactory, the highest numbers of "needs improvement" was related to finances.

ISBE v. ROEs: Overall, ROEs scored 91% satisfactory and above, where as ISBE scored 90% satisfactory and above. The following is a comparison of two categories that are in both the ISBE and ROE survey:

- Responsiveness: ROEs have substantially better marks for responsiveness in all subcategories. In nearly all subcategories the "needs improvement" marks are very close, however the number of excellent responses greatly favors the ROEs surveys. ISBE, however, still has over 85% satisfactory or above in each of these subcategories related to responsiveness.
- Programs: ROEs scored very high on program leadership with an excellent rating of 45.1%. ISBE was scored satisfactory in all program subcategories with nearly 70% satisfactory ratings on all program questions besides finance.

