

2006 SERVICE EVALUATION SURVEY

PART I: Illinois State Board of Education (ISBE) – Evaluation of services and functions
The following is the survey in its original form sent out to each school board president.

A. INTERACTION

	<u>Once every:</u>			
	6 mo+	3-6 mo	1-3 mo	weekly
1. Rate the frequency by which you interact with ISBE (through person-to-person phone calls, letters, NOT including mass mailings by ISBE)	35.6%	10.0%	34.4%	20.0%
2. Rate the frequency by which you visit the ISBE website	23.9%	6.2%	20.5%	49.4%

B. SERVICES EVALUTION	Needs		
	Excellent	Satisfactory	Improvement
1. Regulatory functions (helps district meet mandates of School Code and federal law)	23.0%	60.8%	16.2%
a. No Child Left Behind	13.0%	60.5%	26.6%
b. School/district recognition	26.3%	61.7%	12.0%
c. External assurance/audits	13.9%	72.8%	13.3%
2. Advisory functions (provides access to resources, data, information, suggestions)	27.0%	63.1%	9.9%
a. Education technology	19.2%	68.4%	12.4%
b. Learning standards/curriculum materials	29.9%	63.2%	6.9%
c. Assessment	17.2%	57.5%	25.3%
d. Accountability	17.0%	66.5%	16.5%
e. Certification	22.3%	57.1%	20.6%
f. Nutrition support	19.3%	68.8%	11.9%
3. Programs (coordination and facilitation of programs for school district)	15.5%	69.7%	14.8%
a. Teacher quality	14.8%	69.9%	15.3%
b. Continuing education	15.7%	71.5%	12.8%
c. Systems of support (academically)	13.9%	68.1%	18.1%

challenged districts/schools)			
d. At-risk programs for specific student groups	12.0%	68.3%	19.8%
4. ISBE Products/Tools	20.9%	56.9%	22.2%
a. State assessments	16.2%	49.1%	34.7%
b. Illinois learning standards	29.9%	59.6%	11.1%
c. School and district report cards	25.0%	49.4%	25.6%
5. Accessibility (personnel and programs are easily accessed)	22.8%	61.4%	15.9%
a. Information/data/research	25.1%	61.4%	13.5%
b. Timely information on important issues	23.8%	55.8%	20.3%
c. Technical assistance	23.4%	57.9%	18.7%
6. Finances (school funding and finances)	18.8%	58.4%	22.7%
a. Timeliness of funding	12.9%	46.8%	40.4%
b. Processing funding applications	13.9%	61.3%	24.9%
c. Financial management assistance	15.3%	67.1%	17.6%
7. Responsiveness (responds in helpful and timely manner)	23.4%	62.0%	14.6%
a. Written inquiries	16.9%	68.7%	14.5%
b. Telephone inquiries	28.0%	53.6%	18.5%
c. Internet inquiries	22.6%	65.5%	11.9%
8. Communication (clear, timely and accurate)	31.2%	59.7%	9.0%
a. Superintendent's bulletin	37.6%	55.9%	6.5%
b. ISBE home page	37.0%	56.6%	6.4%
c. ISBE printed publications	28.7%	64.9%	6.4%
9. Overall rating of value of ISBE to school district	19.2%	65.1%	15.7%

2006 SERVICE EVALUATION SURVEY

Part 2: Regional Office of Education (ROE) – Evaluation of Services and Functions

The following is the survey in its original form sent out to each school board president.

A. INTERACTION

1. Rate the frequency by which you interact with a ROE (through person to person phone calls, letters, but NOT including mass mailings)	<u>Once every:</u> 6 mo+ 23.1%	3-6 mo 9.4%	1-3 mo 30.0%	weekly 37.5%
2. Rate the frequency by which you visit any ROE website	6 mo+ 40.9%	3-6 mo 13.8%	1-3 mo 26.4%	weekly 18.9%
3. Do you have dealings with an Intermediate Service Center (ISC) (this may only apply in suburban Cook County)	YES 13.6%	NO 86.4%		

B. SERVICES EVALUTION

	Excellent	Satisfactory	Needs Improvement
1. Regulatory functions (helps school meet mandates of School Code)	52.8%	38.4%	8.8%
2. Advisory functions (provides access to resources, information, suggestions)	51.2%	37.5%	11.2%
3. Program leadership (coordination and facilitation of programs benefit school districts in region)	50.0%	41.9%	8.1%
4. Services (assistance to all constituents)	51.6%	39.8%	8.7%
5. Accessibility (personnel and programs are easily accessed)	56.6%	37.2%	6.2%
a. Information/data/research	45.3%	45.3%	9.3%
b. Timely information on important issues	51.2%	42.5%	6.2%
c. Technical assistance	47.5%	42.4%	10.1%
6. Finances (school funding and finances)	43.7%	45.1%	11.3%
a. Processing funding applications	41.9%	47.7%	10.3%
7. Responsiveness (responds in helpful and timely manner)	59.8%	32.6%	7.6%

a. Written inquiries	54.4%	38.6%	7.0%
b. Telephone inquiries	63.1%	30.6%	6.2%
c. Internet inquiries	49.0%	43.6%	7.4%
8. Communication (clear, timely and accurate)	48.6%	45.8%	5.6%
a. Web page(s)	43.0%	45.7%	11.3%
b. Publications	45.2%	47.1%	7.7%
9. Overall rating of value of ROE to school district	55.7%	35.4%	8.9%