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Summary results for Part 1 Lt Governor 2007 ISBE Service Evaluation Survey

Survey information

<p>Closed</p> <p>Purpose</p> <p>Anonymity</p> <p>Organizers</p> <p>Number of respondents</p>	<p>Part 1: Illinois State Board of Education (ISBE)--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)</p> <p>The organizer can see who has responded and what the answers were</p> <p><u>Janice Kidd Laurel DiPrima</u></p> <p>177</p>
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Survey questions

Question 1 (Multiple choice, Single Select)

INTERACTION: Rate the frequency by which you interact through person to person phone calls or letters but NOT including mass mailings by ISBE.

Option	Percentage of responses	Number of responses
6 months +	43.8%	[77]
3-6 months	14.2%	[25]
1-3 months	35.8%	[63]
weekly	6.2%	[11]
Total number of responses		176

Question 2 (Multiple choice, Single Select)

INTERACTION: Rate the frequency by which you visit the ISBE website.

Option	Percentage of responses	Number of responses
6 months +	31.4%	[55]
3-6 months	11.4%	[20]
1-3 months	21.1%	[37]
weekly	36%	[63]
Total number of responses		175

Question 3 (Multiple choice, Single Select)

SERVICES EVALUATION: Regulatory Functions (helps district meet mandates of School Code and federal Law)

Option	Percentage of responses	Number of responses
Excellent	19.6%	[11]
Satisfactory	71.4%	[40]
Needs Improvement	8.9%	[5]
Total number of responses		56

Question 4 (Multiple choice, Single Select)

SERVICES EVALUATION: Regulatory Functions--NO CHILD LEFT BEHIND

Option	Percentage of responses	Number of responses
Excellent	16.8%	[29]
Satisfactory	64.2%	[111]
Needs Improvement	19.1%	[33]
Total number of responses		173

Question 5 (Multiple choice, Single Select)

SERVICES EVALUATION: Regulatory Functions--SCHOOL/DISTRICT RECOGNITION

Option	Percentage of responses	Number of responses
Excellent	23.7%	[41]
Satisfactory	69.9%	[121]
Needs Improvement	6.4%	[11]
Total number of responses		173

Question 6 (Multiple choice, Single Select)

SERVICES EVALUATION: Regulatory Functions--EXTERNAL ASSURANCE/AUDITS

Option	Percentage of responses	Number of responses
Excellent	17.5%	[30]
Satisfactory	70.2%	[120]
Needs Improvement	12.3%	[21]
Total number of responses		171

Question 7 (Multiple choice, Single Select)

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

Option	Percentage of responses	Number of responses
Excellent	26%	[13]
Satisfactory	56%	[28]
Needs Improvement	18%	[9]
Total number of responses		50

Question 8 (Multiple choice, Single Select)

SERVICES EVALUATION: Advisory Functions--EDUCATION TECHNOLOGY

Option	Percentage of responses	Number of responses
Excellent	18.2%	[31]
Satisfactory	67.6%	[115]
Needs Improvement	14.1%	[24]
Total number of responses		170

Question 9 (Multiple choice, Single Select)

SERVICES EVALUATION: Advisory Functions--LEARNING STANDARDS/CURRICULUM

Option	Percentage of responses	Number of responses
Excellent	27.2%	[47]
Satisfactory	66.5%	[115]
Needs Improvement	6.4%	[11]
Total number of responses		173

Question 10 (Multiple choice, Single Select)

SERVICES EVALUATION: Advisory Functions--ASSESSMENT

Option	Percentage of responses	Number of responses
Excellent	20.3%	[35]
Satisfactory	61%	[105]
Needs Improvement	18.6%	[32]
Total number of responses		172

Question 11 (Multiple choice, Single Select)

SERVICES EVALUATION: Advisory Functions--ACCOUNTABILITY

Option	Percentage of responses	Number of responses
Excellent	23.8%	[41]
Satisfactory	60.5%	[104]
Needs Improvement	15.7%	[27]
Total number of responses		172

Question 12 (Multiple choice, Single Select)

SERVICES EVALUATION: Advisory Functions--CERTIFICATION

Option	Percentage of responses	Number of responses
Excellent	21.5%	[37]
Satisfactory	64.5%	[111]
Needs Improvement	14%	[24]
Total number of responses		172

Question 13 (Multiple choice, Single Select)

SERVICES EVALUATION: Advisory Functions--NUTRITION SUPPORT

Option	Percentage of responses	Number of responses
Excellent	17.4%	[15]
Satisfactory	67.4%	[58]
Needs Improvement	15.1%	[13]
Total number of responses		86

Question 14 (Multiple choice, Single Select)

SERVICES EVALUATION: Programs (Coordination and facilitation of programs for school districts)

Option	Percentage of responses	Number of responses
Excellent	20.4%	[10]
Satisfactory	65.3%	[32]
Needs Improvement	14.3%	[7]
Total number of responses		49

Question 15 (Multiple choice, Single Select)

SERVICES EVALUATION: Programs--TEACHER QUALITY

Option	Percentage of responses	Number of responses
Excellent	15.3%	[26]
Satisfactory	70.6%	[120]
Needs Improvement	14.1%	[24]
Total number of responses		170

Question 16 (Multiple choice, Single Select)

SERVICES EVALUATION: Programs--CONTINUING EDUCATION

Option	Percentage of responses	Number of responses
Excellent	17.8%	[30]
Satisfactory	67.5%	[114]
Needs Improvement	14.8%	[25]
Total number of responses		169

Question 17 (Multiple choice, Single Select)

SERVICES EVALUATION: Programs--SYSTEMS OF SUPPORT
(academically challenged districts/schools)

Option	Percentage of responses	Number of responses
Excellent	16%	[26]
Satisfactory	67.3%	[109]
Needs Improvement	16.7%	[27]
Total number of responses		162

Question 18 (Multiple choice, Single Select)
SERVICES EVALUATION: Programs--AT RISK PROGRAMS FOR
SPECIFIC STUDENT GROUPS

Option	Percentage of responses	Number of responses
Excellent	14.2%	[24]
Satisfactory	60.9%	[103]
Needs Improvement	24.9%	[42]
Total number of responses		169

Question 19 (Multiple choice, Single Select)
SERVICES EVALUATION: Products/Tools

Option	Percentage of responses	Number of responses
Excellent	17.4%	[8]
Satisfactory	73.9%	[34]
Needs Improvement	8.7%	[4]
Total number of responses		46

Question 20 (Multiple choice, Single Select)
SERVICES EVALUATION: Products/Tools--
STATE ASSESSMENTS

Option	Percentage of responses	Number of responses
Excellent	18.8%	[32]
Satisfactory	60%	[102]
Needs Improvement	21.2%	[36]
Total number of responses		170

Question 21 (Multiple choice, Single Select)
SERVICES EVALUATION: Products/Tools--ILLINOIS LEARNING
STANDARDS

Option	Percentage of responses	Number of responses
Excellent	31.6%	[54]
Satisfactory	57.3%	[98]
Needs Improvement	11.1%	[19]
Total number of responses		171

Question 22 (Multiple choice, Single Select)
SERVICES EVALUATION: Products/Tools--SCHOOL AND DISTRICT
REPORT CARDS

Option	Percentage of responses	Number of responses
Excellent	25.6%	[44]
Satisfactory	51.7%	[89]
Needs Improvement	22.7%	[39]
Total number of responses		172

Question 23 (Multiple choice, Single Select)
SERVICES EVALUATION:
Accessibility(personnel and programs are easily accessed)

Option	Percentage of responses	Number of responses
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Excellent	14.3%	[7]
Satisfactory	77.6%	[38]
Needs Improvement	8.2%	[4]
Total number of responses		49

Question 24 (Multiple choice, Single Select)

SERVICES EVALUATION:

Accessibility--INFORMATION/DATA/RESEARCH

Option	Percentage of responses	Number of responses
Excellent	18.5%	[31]
Satisfactory	67.9%	[114]
Needs Improvement	13.7%	[23]
Total number of responses		168

Question 25 (Multiple choice, Single Select)

SERVICES EVALUATION: Accessibility--TIMELY INFORMATION ON IMPORTANT ISSUES

Option	Percentage of responses	Number of responses
Excellent	22.9%	[39]
Satisfactory	58.8%	[100]
Needs Improvement	18.2%	[31]
Total number of responses		170

Question 26 (Multiple choice, Single Select)

SERVICES EVALUATION: Accessibility--TECHNICAL ASSISTANCE

Option	Percentage of responses	Number of responses
Excellent	19.9%	[34]
Satisfactory	64.9%	[111]
Needs Improvement	15.2%	[26]
Total number of responses		171

Question 27 (Multiple choice, Single Select)

SERVICES EVALUATION: Finances(school funding and finances)

Option	Percentage of responses	Number of responses
Excellent	14%	[7]
Satisfactory	50%	[25]
Needs Improvement	36%	[18]
Total number of responses		50

Question 28 (Multiple choice, Single Select)

SERVICES EVALUATION: Finances--TIMELINESS OF FUNDING

Option	Percentage of responses	Number of responses
Excellent	11.7%	[20]
Satisfactory	46.2%	[79]
Needs Improvement	42.1%	[72]
Total number of responses		171

Question 29 (Multiple choice, Single Select)

SERVICES EVALUATION: Finances--PROCESSING FUNDING APPLICATIONS

Option	Percentage of responses	Number of responses
Excellent	11.9%	[20]
Satisfactory	60.1%	[101]
Needs Improvement	28%	[47]
Total number of responses		168

Question 30 (Multiple choice, Single Select)

SERVICES EVALUATION: Finances--FINANCIAL MANAGEMENT ASSISTANCE

Option	Percentage of responses	Number of responses
Excellent	13.3%	[22]
Satisfactory	63%	[104]
Needs Improvement	23.6%	[39]
Total number of responses		165

Question 31 (Multiple choice, Single Select)

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

Option	Percentage of responses	Number of responses
Excellent	24%	[12]
Satisfactory	70%	[35]
Needs Improvement	6%	[3]
Total number of responses		50

Question 32 (Multiple choice, Single Select)

SERVICES EVALUATION: Responsiveness--WRITTEN INQUIRIES

Option	Percentage of responses	Number of responses
Excellent	19.6%	[32]
Satisfactory	69.3%	[113]
Needs Improvement	11%	[18]
Total number of responses		163

Question 33 (Multiple choice, Single Select)

SERVICES EVALUATION: Responsiveness--TELEPHONE INQUIRIES

Option	Percentage of responses	Number of responses
Excellent	30.6%	[52]
Satisfactory	57.6%	[98]
Needs Improvement	11.8%	[20]
Total number of responses		170

Question 34 (Multiple choice, Single Select)

SERVICES EVALUATION: Responsiveness--INTERNET INQUIRIES

Option	Percentage of responses	Number of responses
Excellent	21%	[35]
Satisfactory	71.3%	[119]
Needs Improvement	7.8%	[13]
Total number of responses		167

Question 35 (Multiple choice, Single Select)

SERVICES EVALUATION: Communication (clear, timely and accurate)

Option	Percentage of responses	Number of responses
Excellent	18.9%	[10]
Satisfactory	75.5%	[40]
Needs Improvement	5.7%	[3]
Total number of responses		53

Question 36 (Multiple choice, Single Select)

SERVICES EVALUATION: Communication--SUPERINTENDENT'S BULLETIN

Option	Percentage of responses	Number of responses
Excellent	40.4%	[67]

Satisfactory	55.4%	[92]
Needs Improvement	4.2%	[7]
Total number of responses		166

Question 37 (Multiple choice, Single Select)

SERVICES EVALUATION: Communication-- ISBE HOME PAGE

Option	Percentage of responses	Number of responses
Excellent	34.9%	[59]
Satisfactory	59.8%	[101]
Needs Improvement	5.3%	[9]
Total number of responses		169

Question 38 (Multiple choice, Single Select)

SERVICES EVALUATION: Communication--ISBE PRINTED PUBLICATIONS

Option	Percentage of responses	Number of responses
Excellent	28.1%	[47]
Satisfactory	67.1%	[112]
Needs Improvement	4.8%	[8]
Total number of responses		167

Question 39 (Multiple choice, Single Select)

SERVICES EVALUATION: Overall rating of value of ISBE to school districts

Option	Percentage of responses	Number of responses
Excellent	19.4%	[33]
Satisfactory	70.6%	[120]
Needs Improvement	10%	[17]
Total number of responses		170

Question 40 (Multiple Lines Of Text)

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

20 answers were posted.

Created: 8/6/07 by Janice Kidd
 Last Modified: 11/19/07 by Janice Kidd
 Published: 8/27/07 by Janice Kidd