

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).

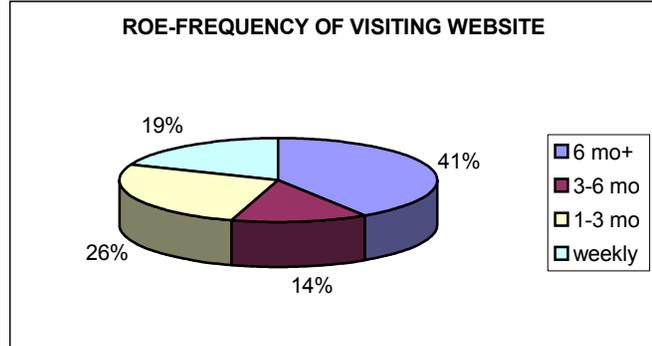
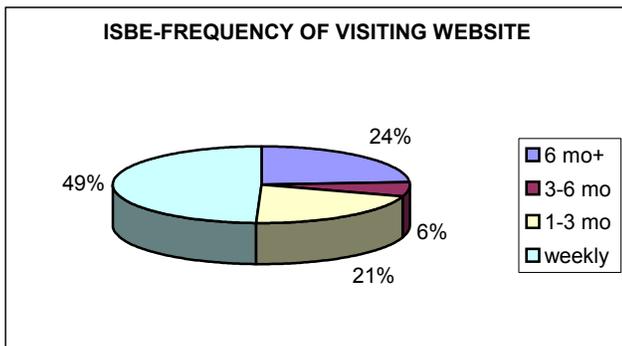
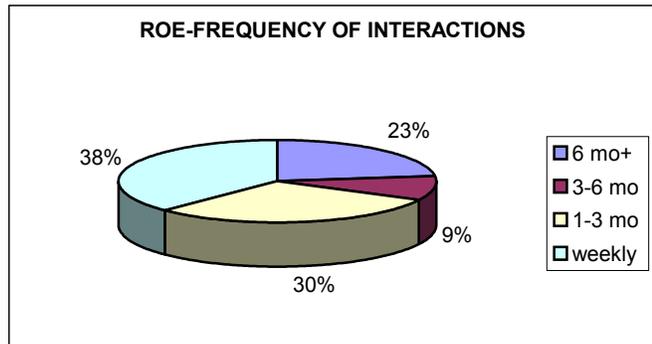
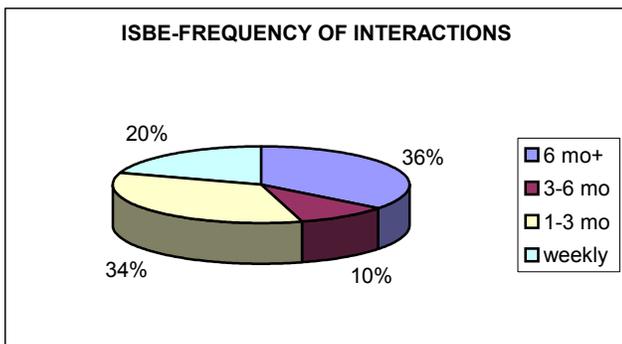
The survey found that the majority of respondents expressed satisfaction with ISBE and ROE, at rates nearly identical to the 2005 survey responses. ISBE's best marks were for communications, while ROEs were rated most highly for responsiveness.

Details of Survey Responses

Totals: Of the surveys sent to school board presidents, a total of 346 were returned (183 ISBE surveys and 163 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 twice as popular as the ROEs' website in that 50% of respondents visited the ISBE website on a weekly basis compared with 19% for ROEs. However, this year more people than any previous year have visited the ROEs' website on a weekly basis.



Part II: Service Evaluation of ISBE: The *overall rating was 65.1% satisfactory*, while 15.7% found ISBE needed improvement and 19.2% rated ISBE at excellent. Compared to last year, ISBE ratings have remained nearly identical.

ISBE's best marks are in the category of communications. Specifically, the highest percentage was a tie between the Superintendent's Bulletin and the ISBE home page. Both received 37% excellent.

ISBE's lowest grades are found in the "finances" section. However, the numbers compared to previous years are much improved. In 2005, 39% of the respondents recorded needs improvement, whereas in 2006, that number was down to 23%. The category of timeliness for funding showed the highest percentage of needs improvement at 40%.

Service Evaluation of ROEs: The *overall rating of ROEs was 55% excellent* with 35% satisfactory and 9% needs improvement. These numbers are nearly identical to the numbers from 2005.

ROEs earned the highest grades in the category of "responsiveness," ROEs received a 64% excellent in the subcategory of responding to telephone inquires.

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

ISBE v. ROEs: Overall, ROEs scored 90% satisfactory and above, where as ISBE scored 85% 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 ISBE has twice the percentages of "needs improvement" compared to the ROEs. ISBE, however, still has over 80% satisfactory or above in each of these subcategories related to responsiveness.
- Programs: ROEs scored very high on program leadership with an excellent rating of 50%. ISBE was scored satisfactory in all program subcategories with nearly 70% satisfactory ratings on all program questions.

