



## About the District Services Survey\*

The District Services Survey asks district principals and assistant principals to rate the support characteristics of departments within their school district. The support characteristics evaluated by department are:

Accessibility: Can you reach a live person or use an electronic tool to reach someone (or receive a response back within 24 hours)?

Accuracy: Do you receive the right product/service (or an acceptable variation)?

Attitude: Is your experience a pleasant experience?

Operations: Do day to day operations run efficiently and effectively?

Timeliness: Is the product/service delivered when promised?

Individuals rate the characteristics using a scale of: 1 (Very Poor), 2 (Poor), 3 (Average), 4 (Good), or 5 (Very Good). If an individual marks a department with a rating of "1 (Very Poor)," then he/she is asked to include comments to clarify/explain his/her response.

\* This survey was previously titled the Support Card Survey. Title was changed for the November 2013 survey administration to better represent what is being measured in the survey and differentiate the survey from other measurement tools.

## Results Summary

These data represent the District Services Survey results for the Arlington Independent School District for the survey administered April 2017. The survey provides all principals and assistant principals the opportunity to evaluate the service delivered to schools by all district departments.

A total of 129 leaders accessed the survey with the number of valid responses varying by department (n = 27 - 119). Table 1 below shows the district's overall mean and each support characteristic mean for surveys administered from 2014-15 school year to present. Appendix B provides the overall mean and support characteristic means for all survey administrations.

**Table 1. Overall District Mean and Support Characteristic Mean by Survey Administration**

Characteristics	Mean 10/2014 N = 181	Mean 02/2015 N = 85	Mean 05/2015 N = 165	Mean 11/2015 N = 161	Mean 04/2016 <sup>1</sup> N = 89	Mean 11/2016 <sup>2</sup> N = 133
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Percentile ranks were developed to provide a *normed* comparison for each district's support characteristic means and its overall mean. Table 2 displays the percentile ranks for each of the district's characteristic means and its overall mean. Two benefits of using percentile ranks include:

- (a) a standardized frame of reference for the support characteristic mean / overall mean interpretation, and
- (b) showing where a score, in this case the district's support characteristic means and overall mean, fits within a larger distribution of scores.

The "larger distribution of scores" in this report includes responses from all Studer Education partners across all survey administrations through November 2015 (more than 5,200 individual leader responses across the equivalent of 117 districts utilized for a Monte Carlo study simulation.) Using Monte Carlo simulation, the survey administration data are used to generate a dataset with 100,000 districts. The simulated dataset is based on the mean and standard deviation of the actual dataset, but has enough cases to smooth out the curve. The simulated dataset is used to calculate the percentile ranks.

#### Table 2. Overall Mean and Support Ch

Table 3. Division<sup>4</sup> Means by Survey Administration and Change by Quarter and by Year

Divisions	Mean 05/2015	Mean 11/2015	Mean 04/2016	Mean 11/2016	Mean 04/2017	Change (Quarter)	Change (Year)
Administration	4.09	3.68	3.89 <sup>5</sup>	3.98	4.01	0.03	0.12
Communication	4.18	4.21	4.43	4.53	4.44	-0.09	0.01
Educational Support Services		3.50	3.48	3.91	4.02	0.11	0.54

Table 4. Characteristic Mean by Department for Current Survey Administration

Department	Accessibility	Accuracy	Attitude	Operations	Timeliness
Admin: Athletics	3.67	3.41	3.48	3.19	3.37
Admin: Fine Arts	4.23	4.27	4.42	4.25	4.25
Admin: Health Services/Nurses	4.47	4.47	4.41	4.43	4.48
Admin: Parent & Community Engagement <sup>1</sup>	4.15	4.18	4.28	4.15	4.14
Admin: Security	4.22	4.11	4.16	4.05	4.01



Table 6. Accuracy: Do you receive the right product/service (or an acceptable variation)? [Frequencies]

	Very Good	Good
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Table 7. Attitude: Is your experience a pleasant experience? [Frequencies]

	Very Good	Good	Average	Poor	Very Poor	N/A	Valid n
Admin: Athletics	8	8	3	5	3	7	27



Table 8. Operations: Do day to day operations run efficiently and effectively? [Frequencies]

		Very Good	Good		Poor	Very Poor	N/A
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## Appendix A

Service Characteristic Means by Division and by Principal and Assistant Principal  
Response Frequencies by Division and by Principal and Assistant Principal

April 2017 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal

	Athletics		Fine Arts		Health Services / Nurses		Parent & Community Engagement		Security		Student Services	
	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating

April 2017 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal *continued*

	Food and Nutrition <sup>''</sup>	Plant Services <sup>'</sup>	Communications	HR: Compensation, Benefits & Substitutes	

November 2016 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal



November 2016 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal *continued*

	Food and Nutrition <sup>''</sup>		Plant Services <sup>'</sup>		Communications		HR: Compensation, Benefits & Substitutes		HR: Customer Service		HR: Employee Relations & Development	
	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating

**April 2016 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal**

	Athletics		Communication		Educational Support Services		Finance		Food and Nutrition		Health Services / Nurses	
	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating
Accessibility	3.57	4.14	4.40	4.38	3.20	3.84	4.24	4.26	4.52	4.45	4.14	4.52
Accuracy	2.81	4.14	4.42	4.48	3.16	3.95	4.20	4.28	4.57	4.48	4.31	4.50
Attitude	3.52	4.24	4.47	4.48	3.44	3.81	4.24	4.23	4.55	4.45	4.17	4.37
Operations	2.76	4.15	4.42	4.41	3.00	3.65	4.09	4.25	4.55	4.48	4.19	4.38
Timeliness	3.00	4.10	4.40	4.45	3.00	3.63	3.93	4.10	4.52	4.48	4.24	4.40
<b>Totals</b>	<b>3.13</b>	<b>4.15</b>	<b>4.42</b>	<b>4.44</b>	<b>3.16</b>	<b>3.78</b>	<b>4.14</b>	<b>4.22</b>	<b>4.54</b>	<b>4.47</b>	<b>4.21</b>	<b>4.43</b>

	HR: Compensation, Benefits & Substitutes	HR: Customer Service	HR: Employee Relations & Development	HR: Recruitment & Rel6808 7606.78
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April 2016 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal *continued*



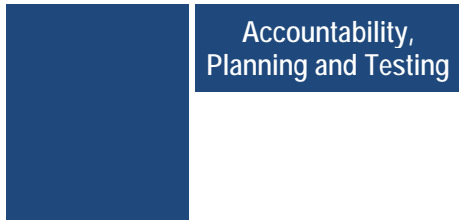
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May 2015 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal

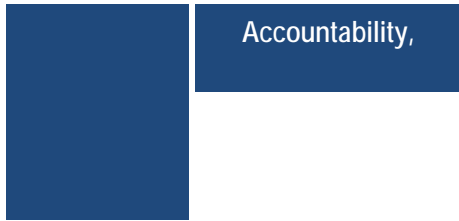


February 2015 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal



Accountability, Planning and Testing	
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October 2014 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal



May 2014 Overall Mean and Service Characteristic Mean Rating by Division and by Principal / Assistant Principal

	Accountability, Planning and Testing		Communication		Curriculum and Instruction		Business Office		Food Service		Plant Services	
	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating
Accessibility	4.42	4.44	4.19	4.28	3.61	3.82	4.14	4.13	4.34	4.28	3.94	4.07
Accuracy	4.25	4.30	4.36	4.28	3.53	3.79	4.31	4.13	4.26	4.19	3.85	4.03
Attitude	4.56	4.47	4.42	4.28	4.00	4.00	4.20	3.96	4.40	4.22	4.09	4.14
Operations	4.36	<b>4.30</b>	4.26	4.13	3.51	3.81	4.11	4.04	4.37	4.19	3.88	
Timeliness	4.25	4.29	4.11	4.13	3.34	3.79	4.11	3.96	4.26	4.33	3.71	3.79



## Appendix B

Table 1. Overall District Mean and Support Characteristic Mean by Survey Administration [All Administrations]

Characteristics	Mean 05/2013 N = 123	Mean 11/2013 N = 142	Mean 02/2014 N = 126	Mean 05/2014 N = 70	Mean 10/2014 N = 181	Mean 02/2015 N = 85	Mean 05/2015 N = 165	Mean 11/2015 N = 161	Mean 04/2016 <sup>1</sup> N = 89	Mean 11/2016 <sup>2</sup> N = 133	
Accessibility	4.02	3.86	3.99	4.05	3.97	3.99	4.02	3.89	3.94	4.07	
Accuracy	4.07	3.93	4.05	4.06	3.96	4.00	4.01	3.89	3.94	4.07	
Attitude	4.17	4.00	4.16	4.14	4.07	4.14	4.12	4.01	4.00	4.14	
Operations	3.96	3.86	3.97	4.02	3.91	3.97	3.95	3.81	3.88	4.00	
Timeliness	3.88	3.71	3.84	3.90	3.85	3.83	3.89	3.77	3.84	3.95	