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

1. Rate the frequency by which you interact with ISBE (through person-to-person phone calls, letters, NOT including mass mailings by ISBE)
   Once every: 6 mo+ 3-6 mo 1-3 mo weekly
   35.6% 10.0% 34.4% 20.0%

2. Rate the frequency by which you visit the ISBE website
   6 mo+ 3-6 mo 1-3 mo weekly
   23.9% 6.2% 20.5% 49.4%

B. SERVICES EVALUATION

1. Regulatory functions (helps district meet mandates of School Code and federal law)
   a. No Child Left Behind
   Excellent Satisfactory Improvement
   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)
   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)
   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%

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**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)
   Once every:
   6 mo+ 3-6 mo 1-3 mo weekly
   23.1% 9.4% 30.0% 37.5%

2. Rate the frequency by which you visit any ROE website
   6 mo+ 3-6 mo 1-3 mo weekly
   40.9% 13.8% 26.4% 18.9%

3. Do you have dealings with an Intermediate Service Center (ISC) (this may only apply in suburban Cook County)
   YES  NO
   13.6% 86.4%

B. SERVICES EVALUATION

1. Regulatory functions (helps school meet mandates of School Code)
   Excellent Satisfactory Needs Improvement
   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)
   a. Information/data/research
   Excellent Satisfactory Needs Improvement
   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)
   a. Processing funding applications
   43.7% 45.1% 11.3%

7. Responsiveness (responds in helpful and timely manner)
   59.8% 32.6% 7.6%
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<td>Overall rating of value of ROE to school district</td>
<td>55.7%</td>
<td>35.4%</td>
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