

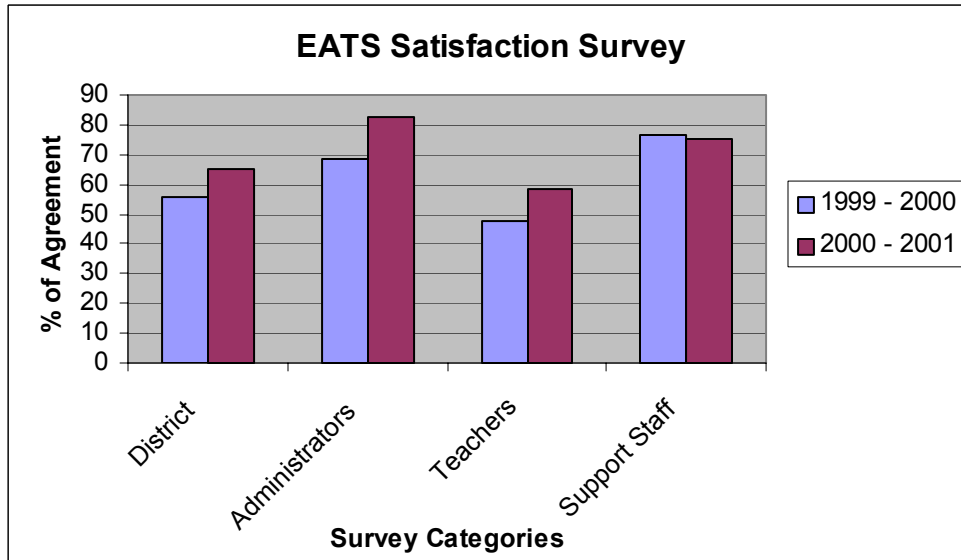
## Satisfaction Survey Results

In April of 2001 Educational and Administrative Technology Services administered its second user satisfaction survey. All administrators, teachers and support staff were asked to respond to 31 questions designed to help us improve the quality of our service.

Percentage of agreement to the general statement “Overall, I am satisfied with the service provided by Educational and Administrative Technology Services”.

Staff Grouping	2000	2001	% Increase
District	55.9	65.0	16.3
Administrators	68.8	82.8	20.3
Teachers	47.8	58.4	22.2
Support Staff	76.5	75.4	-1.4

The overall satisfaction for the department increased by 16.3% with major increases in administrative and teacher groups. The support staff group, which was the highest in 2000 experienced an insignificant decrease.



The following are the top 5 satisfaction items as expressed by all groups

5 Items with highest agreement	2000	2001	% Increase
The District has effective e-mail for administrators	95.5	93.4	-2.2
The technology infrastructure supports administrative needs.	76.3	83.5	9.4
I am knowledgeable about the Information and Communication Technology program of studies	79.3	81.3	2.5
The District is moving in the right direction in its use of computer technology	76.9	79.6	3.5
I am aware of the District Technology Plan	80	78.2	-2.3

The following two items provided information where we still need to direct effort to improve our service. Even though these were the lowest items in overall satisfaction, it needs to be pointed out that these items showed significant increase in satisfaction from 2000.

<b>2 Items with lowest agreement</b>	<b>2000</b>	<b>2001</b>	<b>% Increase</b>
I am satisfied with the information provided by SASI.	46.9	53.9	14.9
The technology department consults effectively with educators	40.5	51.1	26.2