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.

Executive Summary

These data represent the District Services Survey results for the Arlington Independent School District for the survey administered November 2015 to provide all principals and assistant principals the opportunity to evaluate the service delivered by all district departments.

A total of 161 leaders accessed the survey with the number of valid responses varying by department (n = 107 - 123). Table 1 below

Figure 1. Overall District Mean and Mean for each Support Characteristic by District Services Survey Administration

Table 2 below and Figure 2 below show AISD results for the Eighth Administration of the District Services Survey with select Studer Education partners' means for the same administrations. The original comparison districts, Districts 1, 2, and 3, no longer administer the DSS. The original District 4 and 5 remain, but are renamed "District 1" and "District 2" respectively in this report and moving forward. Two new districts are added as "District 3" and "District 4."

Table 2. Overall Mean and Support Characteristic Means for 8th Survey Administration for Arlington ISD and Select Studer Education Partners

Characteristics	AISD	District 1	District 2	District 3	District 4
Accessibility	3.89	4.58	4.34	4.17	4.36
Accuracy	3.89	4.52	4.33	4.09	4.42
Attitude	4.01	4.71	4.39	4.10	4.57
Operations	3.81	4.53	4.29	4.04	4.33
Timeliness	3.77	4.47	4.29	4.12	4.29
Overall Mean	**3.87**	**4.56**	**4.33**	**4.10**	**4.39**

Figure 2. Overall Mean for 8th Survey Administration for Arlington ISD and Select Studer Education Partners

Table 3 shows each division mean across survey administrations. All divisions and departments have the goal of achieving a mean of

Tables 5 – 7 provide the frequency distribution of responses by support characteristic and department for the baseline survey administration. Comments by department begin on page 10. Appendix A shows responses by principals and assistant principals.

Table 5. Accessibility: Can you reach a live person or use an electronic tool to reach someone (or receive a response back within 24 hours)? [Frequencies]

	Very Good	Good	Average	Poor	Very Poor	N/A	Valid n
Accountability, Planning and Testing	57	41	16	0	0	10	114
Administration	27	46	38	8	4	1	123
Communication	54	40	21	2	1	4	118
Educational Support Services	22	38	45	13	4	2	122
Finance	46	46	16	0	1	15	109
Food and Nutrition	48	47	15	0	0	8	110
Human Resources	6	24	45	21	22	0	118
Plant Services	35	47	24	1	1	10	108
Teaching and Learning	23	52	32	8	0	3	115
Technology	37	56	24	1	0		118
Transformef229.98	562CJ5407.4	.47998	21.6	21.2.78	.47998		ref30.12

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

	Very Good	Good	Average	Poor	Very Poor	N/A	Valid n
Accountability, Planning and Testing	44	48	22	0	1	9	115
Administration	27	51	37	6	2	1	123
Communication	51	42	24	2	0	3	119
Educational Support Services	19	50	38	11	4	2	122
Finance	51	40	18	0	1	14	110
Food and Nutrition	48	47	14	0	0	9	109
Human Resources	11	23	52	15	17	0	118
Plant Services	32	42	29	4	1	10	108
Teaching and Learning	19	54	33	9	0	3	
Technology	40	54	23				

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

	Very Good	Good	Average	Poor	Very Poor	N/A	Valid n
Accountability, Planning and Testing	67	38	8	1	0	10	114
Administration	37	44	31	7	4	1	123

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

	Very Good	Good	Average	Poor	Very Poor	N/A	

Table 9. Timeliness: Is the product/service delivered when promised? [Frequencies]

	Very Good	Good	Average	Poor	Very Poor	N/A	Valid n
Accountability, Planning and Testing	46	51	16	1	0	10	114
Administration	20	46	38	14	5	1	123
Communication	51	40	24	4	0	3	119
Educational Support Services	17	37	47	13	7	3	121
Finance	46	40	22	1	1	14	110
Food and Nutrition	49	46	14	0	1	8	110
Human Resources	6	13	44	28	27	0	118
Plant Services	30	45	25	7	2	9	109
Teaching and Learning	18	51	37	7	1	4	114
Technology	31	52	30	3	1	1	117
Transformational Learning	26	43	40	1	2	6	112
Overall Mean	340	464	337	79	47	59	1,267

Valid n omits N/A and Missing

APPENDIX A

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

Access

	Accessed 02/2014	Accessed 05/2014	Accessed 10/2014	Accessed 02/2015	Accessed 05/2015	Accessed 11/2015
Principal	73	43	77	55	56	65
Assistant Principal	53	41	104	30	124	95

	Accountability, Planning and Testing	Communication	Curriculum and Instruction	Business Office	Food Service	Plant Services

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

	Accountability, Planning and Testing		Communication		Curriculum and Instruction		B____ ___ice		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

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

	Accountability, Planning and Testing		Communication		Curriculum and Instruction				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	4.18	4.20	4.25	4.24	3.53	3.94	3.94	4.02	4.34	4.15	3.81	4.00