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## Arlington Independent School District District Services Survey

November 2015

## 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 and Figure 1 show the overall district mean and the mean for each support characteristic by District Services Survey administration.

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

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)
Accessibility	4.02	3.86	3.99	4.05	3.97	3.99	4.02	3.89
Accuracy	4.07	3.93	4.05	4.06	3.96	4.00	4.01	3.89
Attitude	4.17	4.00	4.16	4.14	4.07	4.14	4.12	4.01
Operations	3.96	3.86	3.97	4.02	3.91	3.97	3.95	3.81
Timeliness	3.88	3.71	3.84	3.90	3.85	3.83	3.89	3.77
<b>Overall Mean</b>	<b>4.02</b>	<b>3.87</b>	<b>4.00</b>	<b>4.03</b>	<b>3.95</b>	<b>3.99</b>	<b>4.00</b>	<b>3.87</b>

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

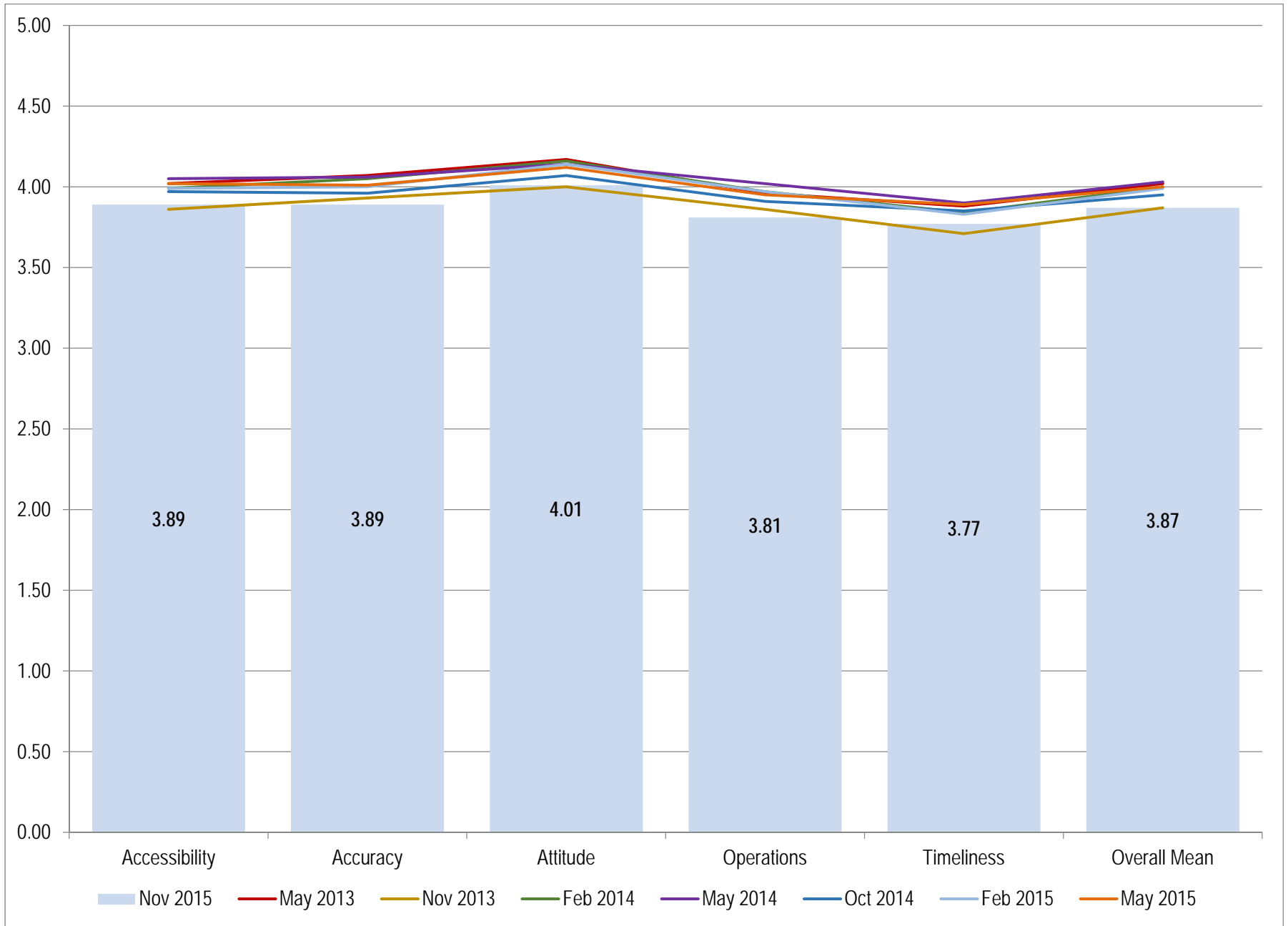


Table 2 below and Figure 2 below show AISD results for the Eighth Administration of the District Services Survey with select Studer Education partners' means for the same administrations. The original comparison districts, Districts 1, 2, and 3, no longer administer the DSS. The original District 4 and 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
<b>Overall Mean</b>	<b>3.87</b>	<b>4.56</b>	<b>4.33</b>	<b>4.10</b>	<b>4.39</b>

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

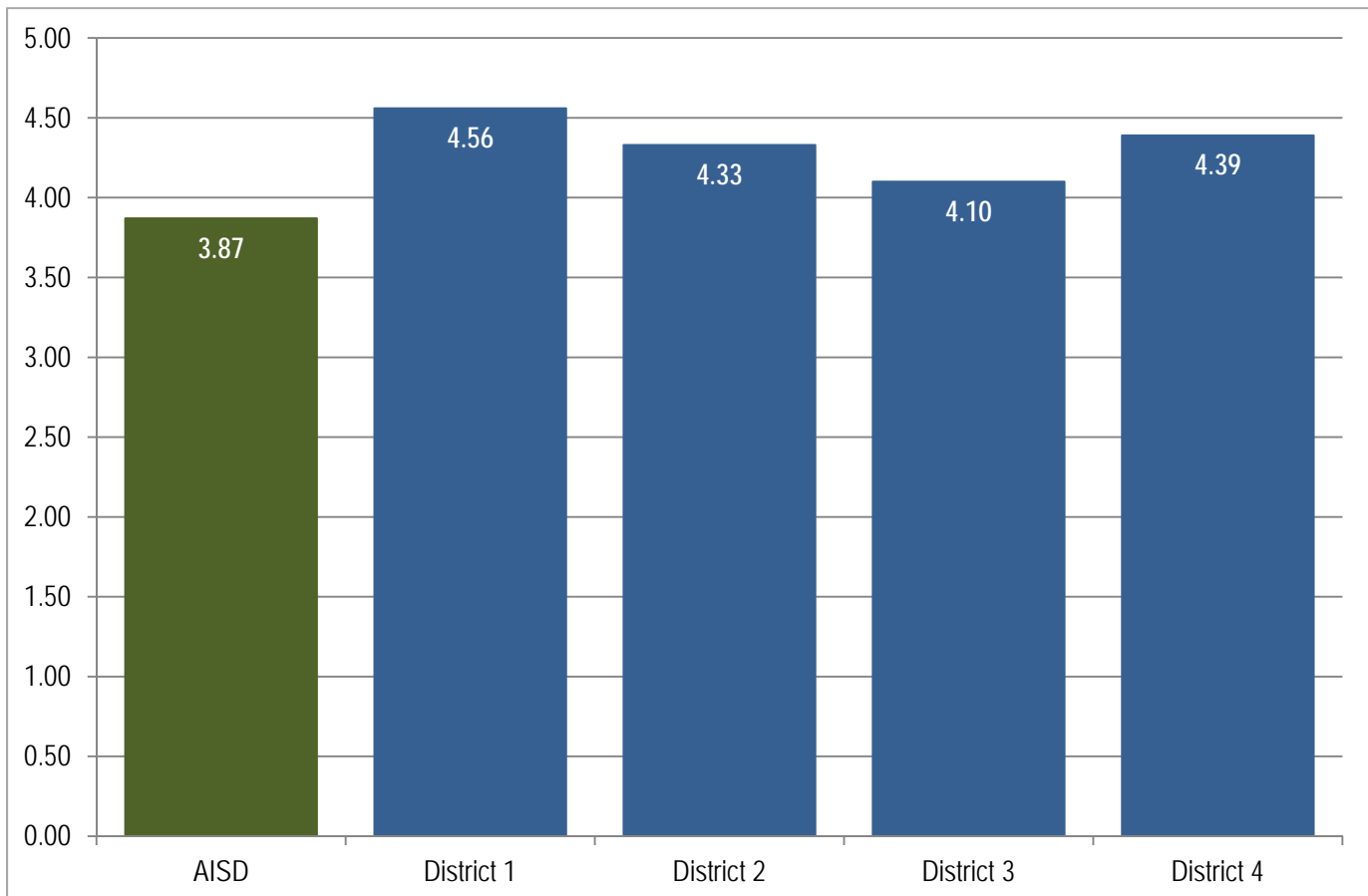


Table 3 shows each division mean across survey administrations. All divisions and departments have the goal of achieving a mean of a 4.50 or above on the District Services Survey. This indicates excellence of service from the division or department to their clients.

**Table 3. Division Means by Survey Administration**

Divisions	Mean 05/2013	Mean 11/2013	Mean 2/2014	Mean 05/2014	Mean 11/2014	Mean 02/2015	Mean 05/2015	Mean 11/2015
Accountability, Planning and Testing	4.23	4.07	4.17	4.37	4.15	4.32	4.23	4.30
Administration	3.88	3.74	3.93	3.94	4.12	4.03	3.98	3.68
Communication	4.16	4.20	4.22	4.24	4.22	4.20	4.18	4.21
Educational Support Services								3.50
Finance								4.21
Food and Nutrition <sup>1</sup>	4.26	4.30	4.27	4.29	4.19	4.38	4.18	4.29
Human Resources	3.73	3.34	3.69	3.67	3.33	2.94	3.59	2.83
Plant Services	3.84	3.68	3.72	3.94	3.77	4.01	3.99	3.98
Teaching and Learning <sup>2</sup>	3.72	3.46	3.74	3.72	3.75	3.65	3.76	3.75
Technology <sup>3</sup>	4.24	4.00	4.07	4.01	3.99	4.26	4.04	4.07
Transformational Learning								3.87
Business Office	4.12	4.09	4.23	4.12	4.01	4.07	4.03	Not Measured
<b>Overall Mean</b>	<b>4.02</b>	<b>3.87</b>	<b>4.00</b>	<b>4.03</b>	<b>3.95</b>	<b>3.99</b>	<b>4.00</b>	<b>3.87</b>

<sup>1</sup> Titled "Food Service" prior to Nov 2015 survey administration.

<sup>2</sup> Titled "Curriculum and Instruction" prior to Nov 2015 survey administration.

<sup>3</sup> Titled "Technology & Telecommunications" prior to Nov 2015 survey administration.

Table 4 shows the support characteristic means by department. All departments have the goal of achieving a mean of a 4.50 or above on the District Services Survey. This indicates excellence of service from the department to their clients.

**Table 4. Characteristic Mean by Department for November 2015 Baseline Survey Administration**

Department	Accessibility	Accuracy	Attitude	Operations	Timeliness
Accountability, Planning and Testing	4.36	4.17	4.50	4.23	4.25
Administration	3.68	3.77	3.84	3.60	3.50
Communication	4.22	4.19	4.31	4.16	4.16
Educational Support Services	3.50	3.57	3.61	3.46	3.36
Finance	4.25	4.27	4.19	4.18	4.17
Food and Nutrition	4.30	4.31	4.30	4.25	4.29
Human Resources	2.75	2.97	3.20	2.73	2.52
Plant Services	4.06	3.93	4.17	3.89	3.86
Teaching and Learning	3.78	3.72	3.88	3.68	3.68
Technology	4.09	4.13	4.15	4.06	3.93
Transformational Learning	3.91	3.85	4.00	3.81	3.80
<b>Overall Mean</b>	<b>3.89</b>	<b>3.89</b>	<b>4.01</b>	<b>3.81</b>	<b>3.77</b>

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	0	118
Transformational Learning	27	50	33	2	0	6	112
<b>Overall Mean</b>	<b>382</b>	<b>487</b>	<b>309</b>	<b>56</b>	<b>33</b>	<b>59</b>	<b>1,267</b>

Valid n omits N/A and Missing

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	115
Technology	40	54	23	1	0	0	118
Transformational Learning	24	49	37	2	0	6	112
<b>Overall Mean</b>	366	500	327	50	26	57	1,269

Valid n omits N/A and Missing



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
Communication	60	36	21	1	0	4	118
Educational Support Services	24	45	39	10	4	2	122
Finance	46	42	20	1	1	14	110
Food and Nutrition	50	43	17	0	0	8	110
Human Resources	18	31	41	13	15	0	118
Plant Services	44	42	21	1	1	9	109
Teaching and Learning	27	52	31	5	0	3	115
Technology	42	51	24	0	0	1	117
Transformational Learning	33	48	29	2	0	6	112
<b>Overall Mean</b>	448	472	282	41	25	58	1,268

Valid n omits N/A and Missing

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

	Very Good	Good	Average	Poor	Very Poor	N/A	Valid n
Accountability, Planning and Testing	48	45	16	0	2	13	111
Administration	22	47	39	8	5	3	121
Communication	49	40	25	1	1	6	116
Educational Support Services	22	34	45	13	5	5	119
Finance	42	45	18	1	1	17	107
Food and Nutrition	45	46	15	0	1	11	107
Human Resources	7	20	47	20	23	1	117
Plant Services	28	47	26	4	2	11	107
Teaching and Learning	17	49	39	7	0	6	112
Technology	35	54	24	2	0	3	115
Transformational Learning	25	44	38	4	0	7	111
<b>Overall Mean</b>	340	471	332	60	40	83	1,243

Valid n omits N/A and Missing

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
<b>Overall Mean</b>	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

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

	Accountability, Planning and Testing		Administration		Communication		Educational Support Services		Finance		Food and Nutrition	
	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	4.47	4.26	3.28	3.99	4.32	4.14	3.09	3.81	4.28	4.21	4.29	4.31
Accuracy	4.19	4.15	3.36	4.09	4.26	4.14	3.21	3.84	4.32	4.23	4.33	4.29
Attitude	4.62	4.39	3.42	4.16	4.43	4.22	3.19	3.94	4.25	4.14	4.39	4.22
Operations	4.38	4.10	3.17	3.93	4.31	4.05	3.04	3.79	4.21	4.15	4.30	4.21
Timeliness	4.30	4.20	3.11	3.80	4.23	4.11	2.96	3.68	4.23	4.12	4.31	4.27
<b>Totals</b>	<b>4.39</b>	<b>4.22</b>	<b>3.27</b>	<b>3.99</b>	<b>4.31</b>	<b>4.13</b>	<b>3.10</b>	<b>3.81</b>	<b>4.26</b>	<b>4.17</b>	<b>4.33</b>	<b>4.26</b>

	Human Resources		Plant Services		Teaching and Learning		Technology		Transformational Learning		Overall	
	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating	Principal Mean Rating	Assistant Principal Mean Rating
Accessibility	2.35	3.06	3.75	4.33	3.43	4.06	4.06	4.12	3.78	4.02	3.74	4.01
Accuracy	2.55	3.28	3.67	4.16	3.33	4.03	4.06	4.18	3.73	3.95	3.73	4.02
Attitude	2.92	3.42	3.86	4.43	3.61	4.09	4.18	4.14	3.92	4.07	3.89	4.10
Operations	2.35	3.02	3.56	4.18	3.32	3.97	3.96	4.14	3.66	3.93	3.66	3.94
Timeliness	2.02	2.90	3.51	4.17	3.27	4.02	3.94	3.92	3.65	3.93	3.60	3.91
<b>Totals</b>	<b>2.44</b>	<b>3.13</b>	<b>3.67</b>	<b>4.25</b>	<b>3.39</b>	<b>4.03</b>	<b>4.04</b>	<b>4.10</b>	<b>3.75</b>	<b>3.98</b>	<b>3.72</b>	<b>4.00</b>

May 2015 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	4.58	4.16	4.58	4.17	3.40	3.95	4.13	4.03	4.35	4.16	3.97	4.09
Accuracy	4.27	4.19	4.27	4.15	3.38	3.86	4.23	4.03	4.22	4.09	3.94	4.02
Attitude	4.51	4.26	4.51	4.20	3.75	4.05	4.23	3.94	4.22	4.17	4.00	4.16
Operations	4.29	4.11	4.29	4.09	3.30	3.83	4.13	4.00	4.22	4.12	3.82	3.97
Timeliness	4.27	4.15	4.27	4.10	3.15	3.79	3.92	3.96	4.28	4.20	3.64	3.92
<b>Totals</b>	<b>4.38</b>	<b>4.17</b>	<b>4.38</b>	<b>4.14</b>	<b>3.40</b>	<b>3.90</b>	<b>4.13</b>	<b>3.99</b>	<b>4.26</b>	<b>4.15</b>	<b>3.88</b>	<b>4.03</b>

	Administration		Human Resources		Technology and Telecommunications		Overall	
	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	4.05	4.02	3.24	3.60	4.15	4.03	4.03	4.02
Accuracy	4.08	4.14	3.34	3.68	4.11	4.03	4.00	4.02
Attitude	4.18	4.24	3.61	3.81	4.26	4.18	4.13	4.11
Operations	4.10	4.07	3.03	3.51	3.97	4.02	3.91	3.97
Timeliness	3.82	4.04	2.63	3.37	3.92	3.97	3.77	3.94
<b>Totals</b>	<b>4.05</b>	<b>4.10</b>	<b>3.17</b>	<b>3.59</b>	<b>4.08</b>	<b>4.04</b>	<b>3.97</b>	<b>4.01</b>

**February 2015: 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	4.35	4.26	4.26	3.95	3.47	3.76	4.18	4.00	4.38	4.43	4.15	3.94
Accuracy	4.13	4.30	4.28	4.20	3.45	3.90	4.13	4.11	4.36	4.13	4.00	4.06
Attitude	4.58	4.30	4.32	4.11	3.98	4.00	4.16	4.00	4.44	4.27	4.20	4.11
Operations	4.30	4.32	4.22	4.10	3.46	3.84	4.02	4.17	4.40	4.40	4.03	3.94
Timeliness	4.26	4.26	4.13	4.20	3.32	3.80	3.89	4.05	4.39	4.40	3.80	3.76
<b>Totals</b>	<b>4.32</b>	<b>4.29</b>	<b>4.24</b>	<b>4.11</b>	<b>3.53</b>	<b>3.86</b>	<b>4.08</b>	<b>4.06</b>	<b>4.39</b>	<b>4.32</b>	<b>4.03</b>	<b>3.97</b>

	Administration		Human Resources		Technology and Telecommunications		Overall	
	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	3.86	4.26	2.81	3.32	4.37	4.20	3.98	4.01
Accuracy	3.98	4.37	2.86	3.58	4.26	4.30	3.94	4.11
Attitude	4.09	4.21	3.19	3.58	4.47	4.35	4.16	4.10
Operations	4.02	4.28	2.63	3.50	4.24	4.10	3.92	4.07
Timeliness	3.68	4.26	2.02	3.37	4.12	4.00	3.74	4.01
<b>Totals</b>	<b>3.93</b>	<b>4.28</b>	<b>2.70</b>	<b>3.47</b>	<b>4.29</b>	<b>4.19</b>	<b>3.95</b>	<b>4.06</b>

**October 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	4.18	4.20	4.25	4.24	3.53	3.94	3.94	4.02	4.34	4.15	3.81	4.00
Accuracy	4.08	4.10	4.19	4.18	3.45	3.94	4.01	4.07	4.17	4.07	3.70	3.87
Attitude	4.33	4.29	4.31	4.29	3.95	4.09	4.13	4.01	4.35	4.08	3.88	3.95
Operations	4.11	4.05	4.20	4.16	3.41	3.84	3.97	4.01	4.25	4.09	3.64	3.79
Timeliness	4.00	4.15	4.15	4.22	3.27	3.83	3.90	3.99	4.28	4.15	3.39	3.65
<b>Totals</b>	<b>4.14</b>	<b>4.16</b>	<b>4.22</b>	<b>4.22</b>	<b>3.52</b>	<b>3.93</b>	<b>3.99</b>	<b>4.02</b>	<b>4.28</b>	<b>4.11</b>	<b>3.69</b>	<b>3.85</b>

	Administration		Human Resources		Technology and Telecommunications		Overall	
	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	3.96	4.14	2.97	3.63	3.89	4.10	3.88	4.05
Accuracy	4.04	4.24	3.17	3.69	3.83	4.13	3.85	4.04
Attitude	4.08	4.26	3.21	3.60	4.01	4.16	4.03	4.09
Operations	3.96	4.26	3.00	3.56	3.64	4.08	3.80	3.99
Timeliness	3.88	4.16	2.65	3.44	3.77	4.07	3.70	3.97
<b>Totals</b>	<b>3.98</b>	<b>4.21</b>	<b>3.00</b>	<b>3.58</b>	<b>3.83</b>	<b>4.11</b>	<b>3.85</b>	<b>4.03</b>



**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	4.38	4.26	4.13	3.51	3.81	4.11	4.04	4.37	4.19	3.88	3.93
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
<b>Totals</b>	<b>4.37</b>	<b>4.38</b>	<b>4.27</b>	<b>4.22</b>	<b>3.60</b>	<b>3.84</b>	<b>4.18</b>	<b>4.04</b>	<b>4.33</b>	<b>4.24</b>	<b>3.89</b>	<b>3.99</b>

	Administration		Human Resources		Technology and Telecommunications		Overall	
	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	3.74	4.03	3.54	3.88	3.85	4.23	3.98	4.13
Accuracy	3.89	4.27	3.60	3.97	3.88	4.23	3.99	4.13
Attitude	3.69	4.21	3.77	3.97	3.91	4.27	4.12	4.18
Operations	3.74	4.21	3.54	3.84	3.73	4.27	3.95	4.09
Timeliness	3.54	4.12	3.03	3.69	3.59	4.31	3.77	4.04
<b>Totals</b>	<b>3.72</b>	<b>4.17</b>	<b>3.50</b>	<b>3.87</b>	<b>3.79</b>	<b>4.26</b>	<b>3.96</b>	<b>4.11</b>

**February 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	4.19	4.20	4.29	4.29	3.60	3.90	4.15	4.29	4.21	4.41	3.46	4.41
Accuracy	4.00	4.29	4.24	4.43	3.68	3.95	4.27	4.43	4.21	4.45	3.45	4.28
Attitude	4.44	4.32	4.32	4.29	3.99	4.10	4.16	4.36	4.36	4.39	3.81	4.45
Operations	4.21	4.13	4.17	4.27	3.53	3.88	4.18	4.30	4.15	4.37	3.51	4.07
Timeliness	3.97	3.95	3.94	4.15	3.36	3.88	4.16	4.39	4.16	4.39	3.28	3.93
<b>Totals</b>	<b>4.16</b>	<b>4.18</b>	<b>4.19</b>	<b>4.29</b>	<b>3.63</b>	<b>3.94</b>	<b>4.19</b>	<b>4.35</b>	<b>4.22</b>	<b>4.40</b>	<b>3.50</b>	<b>4.23</b>

	Administration		Human Resources		Technology and Telecommunications		Overall	
	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	3.78	4.11	3.60	3.67	3.89	4.35	<b>3.91</b>	<b>4.16</b>
Accuracy	3.90	4.17	3.89	3.89	4.00	4.43	<b>3.96</b>	<b>4.25</b>
Attitude	3.96	4.31	3.81	3.77	4.08	4.50	<b>4.10</b>	<b>4.27</b>
Operations	3.86	4.15	3.65	3.69	3.88	4.32	<b>3.91</b>	<b>4.12</b>
Timeliness	3.59	4.11	3.46	3.57	3.72	4.31	<b>3.74</b>	<b>4.06</b>
<b>Totals</b>	<b>3.82</b>	<b>4.17</b>	<b>3.68</b>	<b>3.72</b>	<b>3.91</b>	<b>4.38</b>	<b>3.92</b>	<b>4.17</b>