

PCESC Administrator Satisfaction Survey Summary

PCESC RESPONSIVENESS			
ITEM	2007 Mean Response	2008 Mean Response	2010 Mean Response
Client satisfaction is a high priority for PCESC	3.93	4.00	4.57
I received responses to questions or concerns in a timely manner.	4.00	4.18	4.73
PCESC provides useful information to clients about its range of services.	3.87	3.91	4.47
PCESC services are tailored to the needs of individual districts and buildings.	3.86	3.91	4.47
Overall, I am highly satisfied with the quality of service provided by PCESC.	3.86	4.00	4.27

PCESC STAFF			
ITEM	2007 Mean Response	2008 Mean Response	2010 Mean Response
PCESC staff are knowledgeable in their fields of expertise.	4.29	4.27	4.47
PCESC representatives are professional and treat clients with respect.	4.07	4.36	4.57
The PCESC has a sufficient number of staff to meet our district's needs.	3.36	3.45	3.87
PCESC staff are readily accessible and responsive.	4.00	3.82	4.37
Overall, I am highly satisfied with PCESC staff.	4.00	3.82	4.47

PCESC ABILITY TO MEET EXPECTATIONS			
ITEM	2007 Mean Response	2008 Mean Response	2010 Mean Response
PCESC services meet expectations specified in planning and/or contracts for these services.	3.92	4.00	4.24
The effectiveness of PCESC services is commensurate with other options of comparable cost.	3.83	3.91	4.14
The services we receive from the PCESC are not duplicated elsewhere in the district.	4.07	4.27	4.21
PCESC services are important resources for meeting building and district goals.	4.13	4.18	4.45
Overall, contracting for PCESC services is a good value for the district.	4.08	3.82	4.24

AVAILABILITY OF PCESC STAFF			
ITEM	2007 Mean Response	2008 Mean Response	2010 Mean Response
Funding is available for the district to contract for all of the different PCESC services it needs.	3.36	3.00	3.29
PCESC staff are scheduled to spend enough time in my building each week.	3.08	2.82	3.83
There are procedures in place so that a school's main office can keep track of PCESC personnel.	3.57	3.09	3.79

PCESC SERVICES AND/OR RESOURCES			
ITEM	2007 Mean Response	2008 Mean Response	2010 Mean Response
I am aware of the following services/resources provided by PCESC:			
- the Media Center	4.00	4.64	3.41
- facilities for holding meetings	4.43	4.64	4.38
- the Alternative School	4.53	4.64	4.28
- professional development	4.27	4.55	4.14
I am satisfied with the quality of the following services/resources provided by PCESC:			
- the Media Center	3.92	3.91	3.72
- facilities for holding meetings	4.27	4.55	4.31
- the Alternative School	4.20	4.27	3.79
- professional development	3.87	3.91	4.07

ON-LINE EDUCATIONAL OPTION		
ITEM	2008 Mean Response	2010 Mean Response
I have received adequate information about the on-line educational option for students offered by PCESC.	3.70	3.62
The process for implementing the on-line educational option in my school/district has been successful.	3.00	3.55
The on-line educational option for students is having a positive impact on student learning.	3.13	3.52