

Washington State Auditor's Office

10 Largest Districts Performance Audit

A. Demographics

1. In what school district do you work?	Edmonds					
2. What is your current position category?	CO Admin	School Admin	Teacher	Prof Support	Classified	Other
	6.5%	3.6%	48.7%	18.8%	17.0%	5.4%
3. How long have you worked in this school district?	0-5 years	6-10 years	11-15 years	16-20 years	20+ years	
4. How long have you been in your current position in this school district?	24.9%	30.7%	20.2%	11.2%	13.0%	
5. How long have you worked in the education field?	41.5%	30.0%	16.3%	6.5%	5.8%	
	9.0%	23.8%	21.7%	15.5%	30.0%	

Response Rates

Group	n	# Response	% Response Rate	Margin of Error
All	2420	277	11%	± 5.5%
CO Admin	40	18	45%	± 17.4%
School Admin	48	10	21%	± 27.9%
Prof Support	282	52	18%	± 12.3%
Teacher	1475	135	9%	± 8.0%
Classified	575	47	8%	± 13.7%
Other	NA	15	NA	NA

B. District Administration

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
6. School board members know and understand the educational needs of students in the school district.	56.3%	18.1%	72.2%	27.8%	50.0%	40.0%	51.9%	17.3%	64.5%	12.6%	34.0%	27.7%	53.3%	13.3%
7. School board members know and understand the operations of the school district.	59.9%	16.6%	77.8%	22.2%	60.0%	40.0%	51.9%	17.3%	70.4%	4.4%	31.9%	42.6%	60.0%	20.0%
8. The Superintendent is a respected and effective instructional leader.	60.3%	23.5%	50.0%	44.5%	40.0%	50.0%	53.8%	26.9%	74.1%	9.6%	34.1%	44.7%	66.7%	26.7%
9. The Superintendent is a respected and effective business manager.	69.7%	18.1%	61.1%	33.3%	70.0%	30.0%	65.4%	21.2%	85.2%	3.7%	31.9%	44.7%	73.3%	26.7%
10. The district administration operates efficiently.	46.6%	41.9%	61.1%	38.9%	60.0%	40.0%	48.1%	40.4%	50.4%	36.3%	25.5%	59.6%	46.7%	46.7%

11. The district administration supports the educational process.	72.9%	15.9%	83.3%	11.1%	70.0%	20.0%	75.0%	19.2%	75.6%	11.9%	59.6%	21.3%	73.3%	26.7%
12. District leaders do not make controlling administrative costs a priority.	20.9%	58.8%	16.7%	77.8%	20.0%	70.0%	17.3%	59.6%	13.3%	65.2%	42.6%	34.0%	40.0%	46.7%
13. School-based personnel play an important role in making decisions that affect schools in the district.	53.8%	31.0%	83.3%	16.7%	60.0%	30.0%	53.9%	36.5%	57.8%	28.2%	34.0%	38.3%	40.0%	33.3%
14. Department and school staffing allocations are determined equitably and fairly.	43.7%	40.1%	61.1%	27.8%	50.0%	40.0%	48.1%	34.6%	43.0%	39.3%	31.9%	55.3%	46.7%	33.3%
15. Principals are effective instructional leaders in their schools.	67.9%	17.7%	77.8%	11.1%	90.0%	10.0%	57.7%	23.1%	74.8%	17.8%	59.6%	10.6%	40.0%	33.3%
16. Principals are effective managers of the staff and teachers in their schools.	66.8%	18.4%	66.7%	11.1%	80.0%	20.0%	61.5%	28.8%	77.8%	14.8%	46.8%	14.9%	40.0%	33.3%
17. There are not enough school administrators to meet school needs.	22.8%	60.7%	38.9%	44.4%	30.0%	40.0%	17.3%	71.2%	24.4%	63.7%	21.3%	51.1%	6.7%	60.0%
18. Most administrative practices in the school district are highly efficient and effective.	42.2%	35.7%	55.6%	38.9%	40.0%	40.0%	48.1%	32.7%	43.0%	31.1%	29.8%	48.9%	40.0%	40.0%
19. Administrative decisions are made promptly and decisively.	38.3%	39.7%	55.6%	38.9%	50.0%	40.0%	48.1%	32.7%	39.3%	36.3%	25.5%	53.2%	6.7%	53.3%
20. School district administrators are easily accessible and open to input.	55.6%	30.0%	77.8%	22.2%	70.0%	20.0%	53.8%	34.6%	60.0%	23.0%	38.3%	46.8%	40.0%	40.0%
21. Authority for administrative decisions is delegated to the lowest possible level, as appropriate.	33.6%	25.3%	55.6%	22.2%	70.0%	30.0%	38.5%	26.9%	35.6%	14.1%	12.8%	51.1%	13.3%	40.0%
22. Bottlenecks exist in many administrative processes that cause unnecessary time delays.	39.4%	33.2%	38.9%	61.1%	40.0%	40.0%	36.5%	36.5%	31.9%	31.1%	57.5%	23.4%	60.0%	33.3%
23. Grants administration is effective.	22.4%	10.5%	27.8%	22.2%	20.0%	30.0%	23.1%	21.2%	22.2%	8.2%	19.2%	0.0%	26.7%	0.0%
24. The school district has too many layers of administrators.	41.2%	36.8%	16.7%	83.3%	30.0%	70.0%	38.5%	34.6%	39.3%	31.9%	59.6%	23.4%	46.7%	53.3%
25. District administrators provide quality service to schools.	53.1%	24.2%	83.3%	16.7%	60.0%	30.0%	53.9%	25.0%	55.6%	20.0%	34.0%	34.0%	46.7%	33.3%

C. Selected Aspects of Educational Service Delivery

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
26. The district uses detailed classroom-level data for instructional decision-making.	46.6%	21.7%	61.1%	5.6%	50.0%	30.0%	59.6%	17.3%	48.9%	29.6%	23.4%	6.4%	33.3%	26.7%

27. Students find curriculum, course selections, and lessons relevant to their needs and interests.	56.7%	18.1%	38.9%	11.1%	50.0%	20.0%	59.6%	21.2%	68.2%	17.8%	34.1%	14.9%	40.0%	26.7%
28. The district has an effective truancy reduction program.	22.4%	32.1%	27.8%	11.1%	20.0%	30.0%	21.2%	34.6%	21.5%	40.7%	23.4%	14.9%	26.7%	26.7%
29. Educational programs are regularly and objectively evaluated.	45.1%	23.5%	50.0%	27.8%	40.0%	40.0%	38.5%	30.8%	53.3%	23.0%	31.9%	10.6%	33.3%	26.7%
30. Teachers are held accountable for ensuring students learn.	56.7%	25.6%	33.3%	44.5%	40.0%	50.0%	53.9%	30.8%	75.6%	16.3%	27.7%	29.8%	26.7%	40.0%
31. Principals are held accountable for ensuring students learn.	53.4%	20.6%	61.1%	22.2%	40.0%	50.0%	44.2%	26.9%	68.2%	14.8%	29.8%	19.2%	26.7%	33.3%
32. Teachers are given the skills and knowledge to effectively differentiate instruction for each student.	48.4%	33.6%	38.9%	33.3%	50.0%	50.0%	46.2%	40.4%	55.6%	38.5%	36.2%	12.8%	40.0%	20.0%
33. Teachers/teacher groups use data to tailor learning experiences for individual students/student groups.	61.0%	19.5%	38.9%	33.3%	50.0%	40.0%	69.2%	21.2%	74.8%	18.5%	31.9%	6.4%	33.3%	33.3%
34. All schools have equal access to educational materials such as computers, television monitors, and science labs.	40.8%	40.4%	50.0%	22.2%	60.0%	40.0%	50.0%	40.4%	35.6%	51.1%	34.1%	23.4%	53.3%	20.0%
35. NCLB has been effectively implemented in our school district.	29.6%	15.5%	50.0%	16.7%	60.0%	30.0%	25.0%	17.3%	34.1%	17.0%	10.6%	4.3%	20.0%	20.0%
36. I receive quality services from the district's curriculum planning area.	38.3%	26.4%	55.6%	5.6%	60.0%	30.0%	34.6%	23.1%	45.9%	36.3%	8.5%	6.4%	40.0%	33.3%

D. Personnel or Human Resources

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
37. Salary levels in the school district are competitive.	48.0%	42.2%	77.8%	16.7%	70.0%	20.0%	50.0%	38.5%	52.6%	40.0%	21.3%	66.0%	33.3%	46.7%
38. My salary level is adequate for my level of work and experience.	29.2%	66.4%	77.8%	22.2%	70.0%	30.0%	26.9%	65.4%	26.7%	70.4%	12.8%	85.1%	26.7%	53.3%
39. Teacher openings are filled quickly.	54.9%	23.5%	38.9%	33.3%	40.0%	60.0%	48.1%	34.6%	71.1%	19.3%	38.3%	8.5%	13.3%	33.3%
40. Teachers who do not meet expected work standards are disciplined.	17.0%	47.7%	16.7%	44.5%	30.0%	40.0%	13.5%	53.9%	20.0%	50.4%	14.9%	34.0%	0.0%	53.3%
41. Staff who do not meet expected work standards are disciplined.	16.2%	53.1%	22.2%	50.0%	30.0%	50.0%	15.4%	53.9%	18.5%	47.4%	10.6%	68.1%	0.0%	60.0%
42. Teacher turnover is low.	36.1%	36.1%	27.8%	22.2%	40.0%	30.0%	40.4%	38.5%	43.7%	42.2%	19.2%	23.4%	13.3%	33.3%
43. The district has a good orientation program for new employees.	50.5%	19.9%	72.2%	11.1%	70.0%	20.0%	53.8%	19.2%	49.6%	14.1%	40.4%	34.0%	40.0%	40.0%

44. The district accurately projects future staffing needs.	37.5%	38.3%	61.1%	22.2%	50.0%	50.0%	42.3%	38.5%	34.8%	38.5%	27.7%	42.6%	40.0%	33.3%
45. The district has an effective employee recruitment program.	16.6%	27.1%	33.3%	44.5%	10.0%	50.0%	15.4%	28.9%	19.3%	18.5%	8.5%	31.9%	6.7%	46.7%
46. District employees receive annual performance evaluations.	80.5%	11.9%	72.2%	22.2%	90.0%	10.0%	80.8%	15.4%	85.2%	3.0%	72.3%	25.5%	66.7%	26.7%
47. The district rewards competence and experience, and provides opportunities needed for promotion.	17.3%	59.6%	33.3%	61.1%	30.0%	50.0%	28.9%	53.8%	14.8%	54.1%	6.4%	78.7%	6.7%	73.3%
48. There are not enough high quality professional development opportunities for teachers.	34.3%	37.5%	22.2%	44.5%	10.0%	70.0%	32.7%	42.3%	48.2%	39.3%	10.6%	19.2%	20.0%	33.3%
49. There are not enough high quality professional development opportunities for non-teaching staff or administrators.	45.1%	20.6%	38.9%	44.5%	20.0%	60.0%	55.8%	26.9%	38.5%	10.4%	59.6%	21.3%	46.7%	33.3%
50. I receive quality services from the human resources department in my district.	60.3%	28.5%	55.6%	44.5%	30.0%	50.0%	63.5%	28.8%	65.9%	17.8%	51.1%	44.7%	53.3%	40.0%

E. Public Communications and Information

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
51. The district regularly communicates with parents.	80.1%	5.1%	72.2%	0.0%	70.0%	30.0%	88.5%	1.9%	86.7%	3.7%	61.7%	8.5%	66.7%	6.7%
52. Parents play an active role in decision-making in our schools.	47.3%	24.6%	72.2%	5.6%	20.0%	70.0%	55.8%	15.4%	48.9%	30.4%	31.9%	14.9%	40.0%	26.7%
53. Teachers regularly communicate with the parents of the students they teach.	72.9%	6.5%	44.4%	11.1%	90.0%	10.0%	76.9%	9.6%	87.4%	4.4%	44.7%	2.1%	40.0%	20.0%
54. Teachers and administrators have electronic means of communicating with parents.	83.8%	1.8%	77.8%	5.6%	90.0%	10.0%	88.5%	3.9%	93.3%	0.0%	59.6%	2.1%	60.0%	0.0%
55. Most parents seem to know what goes on in our schools.	49.8%	23.5%	44.5%	16.7%	50.0%	30.0%	51.9%	28.8%	63.0%	18.5%	19.2%	25.5%	26.7%	46.7%
56. The district website is useful communications tool.	71.5%	17.0%	61.1%	33.3%	60.0%	40.0%	65.4%	23.1%	78.5%	8.2%	68.1%	21.3%	60.0%	26.7%
57. The school district explains test results to parents.	55.6%	13.7%	66.7%	5.6%	70.0%	20.0%	61.5%	11.5%	60.7%	13.3%	31.9%	14.9%	40.0%	26.7%

F. Facilities Use and Management

Survey Questions	All Staff SA+A D+SD	CO Admin SA+A D+SD	School Admin SA+A D+SD	Prof Staff SA+A D+SD	Teachers SA+A D+SD	Classified SA+A D+SD	Other SA+A D+SD
------------------	---------------------------	--------------------------	------------------------------	----------------------------	--------------------------	----------------------------	-----------------------

58. Parents, citizens, students, faculty, staff and the board provide input into facility planning.	51.3%	19.9%	77.8%	11.1%	60.0%	20.0%	59.6%	17.3%	52.6%	14.1%	29.8%	36.2%	40.0%	40.0%
59. Schools are clean.	74.4%	14.8%	77.8%	11.1%	60.0%	40.0%	78.9%	17.3%	78.5%	14.8%	61.7%	8.5%	66.7%	13.3%
60. Our schools have sufficient space and facilities to support the instructional programs.	34.7%	51.6%	55.6%	22.2%	40.0%	40.0%	40.4%	50.0%	31.9%	63.0%	27.7%	40.4%	33.3%	33.3%
61. Schools are well-maintained.	68.2%	19.5%	72.2%	11.1%	40.0%	50.0%	75.0%	19.2%	71.9%	18.5%	57.5%	19.2%	60.0%	20.0%
62. Repairs are not made in a timely manner.	23.8%	53.4%	44.5%	38.9%	30.0%	40.0%	11.5%	69.2%	24.4%	56.3%	25.5%	44.7%	26.7%	26.7%
63. District facilities are open for community use.	78.0%	4.0%	94.5%	5.6%	90.0%	10.0%	82.7%	7.7%	77.0%	3.0%	70.2%	2.1%	66.7%	0.0%
64. Emergency maintenance is handled promptly.	63.5%	11.2%	66.7%	11.1%	70.0%	20.0%	61.5%	13.5%	64.4%	8.2%	63.8%	12.8%	53.3%	20.0%
65. The district has an effective energy management program.	19.1%	24.5%	38.9%	22.2%	30.0%	40.0%	21.2%	23.1%	15.6%	22.2%	17.0%	29.8%	20.0%	26.7%

C. Fiscal and Financial Services

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
66. Principals and teachers are effectively involved in site-based budgeting.	49.8%	23.5%	55.6%	22.2%	50.0%	50.0%	50.0%	26.9%	60.7%	24.4%	21.3%	12.8%	33.3%	20.0%
67. Campus administrators are well trained in fiscal management techniques.	26.0%	20.9%	38.9%	33.3%	0.0%	60.0%	38.5%	13.5%	30.4%	15.6%	4.3%	31.9%	13.3%	20.0%
68. Funds are managed wisely to support education in the school district.	40.1%	28.2%	66.7%	22.2%	50.0%	30.0%	42.3%	19.2%	42.2%	28.1%	19.2%	42.6%	40.0%	20.0%
69. The district's internal financial reports are easy to understand and read.	18.4%	33.2%	44.4%	50.0%	10.0%	50.0%	23.1%	26.9%	14.1%	25.2%	12.8%	53.2%	33.3%	33.3%
70. Campus and program administrators have sufficient access to the financial data they need.	31.4%	13.7%	55.6%	27.8%	30.0%	50.0%	34.6%	11.5%	30.4%	8.2%	25.5%	14.9%	20.0%	26.7%
71. Financial reports are made available to community members when asked.	29.2%	12.3%	72.2%	16.7%	20.0%	40.0%	36.5%	19.2%	20.0%	5.2%	31.9%	14.9%	33.3%	20.0%
72. I receive quality services from the district's budgeting, accounting, and finance areas.	31.8%	18.1%	61.1%	33.3%	40.0%	40.0%	32.7%	21.2%	20.7%	8.9%	44.7%	27.7%	46.7%	26.7%
73. The school district routinely purchases the highest quality materials and equipment at the lowest possible cost.	31.8%	31.0%	72.2%	22.2%	20.0%	40.0%	34.6%	26.9%	25.9%	27.4%	27.7%	51.1%	46.7%	20.0%

74. The purchase order process is efficient and effective.	41.2%	25.6%	61.1%	27.8%	40.0%	40.0%	46.2%	25.0%	37.0%	17.8%	40.4%	44.7%	40.0%	26.7%
75. I receive quality services from the district's purchasing area.	37.6%	15.9%	66.7%	33.3%	40.0%	40.0%	42.3%	13.5%	28.9%	9.6%	44.7%	25.5%	40.0%	13.3%

H. Transportation

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
76. Students are often late arriving to and/or departing from school because the buses do not arrive to school on time.	24.2%	47.7%	16.7%	27.8%	20.0%	60.0%	21.2%	57.7%	26.7%	57.0%	29.8%	14.9%	6.7%	46.7%
77. There are sufficient buses and drivers to meet extracurricular needs of students.	17.0%	45.9%	16.7%	33.3%	30.0%	50.0%	17.3%	42.3%	18.5%	51.9%	10.6%	38.3%	13.3%	40.0%
78. Buses are often broken down, disrupting services.	7.2%	46.2%	0.0%	50.0%	0.0%	90.0%	5.8%	57.7%	8.9%	47.4%	6.4%	25.5%	13.3%	26.7%
79. The process for requesting a field trip is efficient and effective.	27.8%	31.8%	33.3%	11.1%	40.0%	40.0%	34.6%	17.3%	25.9%	48.9%	21.3%	12.8%	26.7%	6.7%
80. Bus ride times are too long.	12.3%	21.3%	5.6%	22.2%	20.0%	50.0%	23.1%	15.4%	7.4%	22.2%	19.2%	14.9%	0.0%	33.3%

I. Food Service Operations

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
81. The Food Services Department provides nutritious and appealing meals and snacks.	39.0%	37.2%	77.8%	0.0%	30.0%	50.0%	34.6%	36.5%	29.6%	50.4%	48.9%	19.2%	66.7%	13.3%
82. Vending machines are not available to students during lunch periods.	34.7%	23.5%	22.2%	11.1%	50.0%	30.0%	30.8%	25.0%	41.5%	28.9%	23.4%	14.9%	26.7%	6.7%
83. The vending machines available to students during lunch periods only have nutritional snacks and drinks.	19.1%	22.0%	22.2%	0.0%	40.0%	30.0%	17.3%	26.9%	18.5%	23.7%	17.0%	17.0%	20.0%	26.7%
84. Bus riders get to school with enough time to eat breakfast.	36.1%	28.5%	16.7%	16.7%	40.0%	40.0%	36.5%	30.8%	45.9%	30.4%	17.0%	25.5%	26.7%	20.0%
85. Adults regularly purchase cafeteria meals.	22.4%	38.3%	33.3%	0.0%	20.0%	30.0%	23.1%	44.2%	22.2%	47.4%	19.2%	27.7%	20.0%	20.0%
86. Cafeterias are calm environments in which to eat.	19.9%	40.8%	16.7%	33.3%	30.0%	40.0%	21.2%	32.7%	23.7%	47.4%	12.8%	34.0%	0.0%	40.0%
87. Students spend too long waiting in line to get their lunches.	44.0%	18.4%	16.7%	22.2%	50.0%	40.0%	42.3%	19.2%	53.3%	20.7%	29.8%	10.6%	40.0%	0.0%
88. Many students bring their lunch from home every day.	37.2%	18.8%	11.1%	5.6%	50.0%	40.0%	34.6%	13.5%	43.0%	26.7%	29.8%	6.4%	40.0%	6.7%

I. Information Technology

Survey Questions	All Staff		CO Admin		School Admin		Prof Staff		Teachers		Classified		Other	
	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD	SA+A	D+SD
89. Students regularly use computers or other technology.	74.0%	9.0%	61.1%	11.1%	80.0%	20.0%	84.6%	3.9%	75.6%	12.6%	57.4%	2.1%	86.7%	6.7%
90. Teachers do not receive sufficient training in how to integrate technology into the classroom.	30.3%	51.3%	27.8%	61.1%	30.0%	70.0%	19.2%	69.2%	41.5%	46.7%	14.9%	40.4%	20.0%	40.0%
91. Teachers are expected to integrate technology into the classroom.	79.4%	4.7%	77.8%	11.1%	90.0%	10.0%	75.0%	13.5%	88.2%	1.5%	57.5%	2.1%	80.0%	0.0%
92. Most teachers in this district use technolog at a Tier 3 level, integrated into instruction with frequent student use.	26.4%	32.5%	27.8%	33.3%	30.0%	70.0%	28.9%	36.5%	28.2%	40.0%	21.3%	6.4%	13.3%	6.7%
93. The district website or intranet is a useful tool for work-related tasks.	55.2%	24.2%	61.1%	38.9%	60.0%	40.0%	55.8%	25.0%	57.8%	20.0%	42.6%	29.8%	60.0%	13.3%
94. I get assistance quickly when I have a computer problem.	61.4%	27.4%	77.8%	22.2%	70.0%	20.0%	71.2%	23.1%	57.8%	27.4%	51.1%	38.3%	66.7%	20.0%
95. The school district provides appropriate software and online resources for student learning.	52.0%	15.2%	50.0%	5.6%	50.0%	30.0%	59.6%	17.3%	55.6%	18.5%	38.3%	6.4%	40.0%	6.7%
96. The school district provides adequate administrative technology.	44.8%	18.8%	72.2%	27.8%	70.0%	20.0%	55.8%	21.2%	35.6%	12.6%	42.6%	27.7%	46.7%	26.7%
97. I have adequate technology to conduct my work.	68.2%	24.2%	72.2%	27.8%	80.0%	20.0%	65.4%	30.8%	71.1%	20.0%	57.5%	29.8%	73.3%	20.0%
98. There are not enough technology training opportunities for district staff.	36.1%	46.9%	44.4%	38.9%	40.0%	60.0%	36.5%	55.8%	28.9%	51.9%	51.1%	23.4%	40.0%	46.7%
99. Most administrative processes (purchasing, student attendance, payroll etc.) are done on-line.	40.4%	16.2%	50.0%	22.2%	60.0%	20.0%	44.2%	17.3%	36.3%	11.1%	42.6%	25.5%	33.3%	20.0%
100. I receive timely communications from the Information Technology Department.	63.9%	15.9%	72.2%	22.2%	70.0%	10.0%	71.2%	19.2%	64.5%	11.1%	53.2%	23.4%	53.3%	20.0%
101. I receive quality services from the Information Technology Department.	67.5%	15.5%	83.3%	16.7%	70.0%	20.0%	76.9%	15.4%	67.4%	11.1%	53.2%	25.5%	60.0%	20.0%