SACRAMENTO CITY UNIFIED SCHOOL DISTRICT

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Operational Expectation Monitoring Report
OE #4: Personnel Administration
October 4, 2012

PART I: THE POLICY

OE #4: Personnel Administration

The Superintendent shall assure the recruitment, employment, development, evaluation and compensation of district employees in a manner necessary to enable the district to achieve its Results policies.

PART II: SUPERINTENDENT'S CERTIFICATION

I certify that the information in this report is true for the period

beginning September 20, 2011, and ending September 19, 2012.

Based on this report, I believe the school system is

___ In compliance
___ In compliance with exceptions
___ Not in compliance

Signed: _____ Date: _____
Jonathan P. Raymond, Superintendent

PART III: DISPOSITION OF THE BOARD

Based on this report and our discussion, the Board of Education finds this OE policy to be

___ In compliance
___ In compliance with exceptions
___ Not in compliance

Signed: _____ Date: _____
Diana Rodriguez, Board President

PART IV: COMMENTS

OE#4.2: The Superintendent will conduct reasonable background inquiries and checks prior to utilizing the services of volunteers.

Interpretation:

I interpret "reasonable background inquiries" to mean that the district will avail itself to county, state, national and sexual offender criminal history databases. Further, I interpret "services of volunteers" to mean the resources of parents or other community members who assist at school sites and in classrooms on an unpaid basis.

Indicators for Compliance:

- Extensive criminal background check and a sexual offender background check for all potential volunteers.
- Volunteer requests denied based on the results of background check.

EVIDENCE OF COMPLIANCE September 20, 2011 to September 19, 2012
• 100% of volunteers were subjected to either a criminal background check and/or a sexual offender background check dependent upon their volunteer status. • Volunteers have been denied access to school sites based on background checks.

Compliance Status	In Compliance

OE#4.3: The Superintendent will select for all positions the most highly qualified and best suited candidates with a focus on diversity, striving to match the demographic profile of the student population.

Interpretation:

I interpret the

- x District recruitment database of highly qualified candidates.
- x Reference checks for all employees prior to recommendation for hire.
- x Site visits where appropriate.
- x Williams Act monitoring data indicating compliance with No Child Left Behind Highly Qualified Teacher standards.
- x Employee demographic data aligned to student demographic data.

EVIDENCE OF COMPLIANCE
September 20, 2011 to September 19, 2012

- x The Human Resources Department has student

EVIDENCE OF COMPLIANCE
September 20, 2011 to September 19, 2012

- 100% of newly hired employees received an Employee Handbook at the time of processing.
- The Annual Employee Notification has been sent to all district employees via district website and e mail.
- The Human Resource Services Departments continues to update rules and procedures which are posted on the district website.
- The Human Resource Services Department to t47n

OE-4.6: The Superintendent will maintain adequate job descriptions for all staff positions.

Interpretation:

I interpret "maintain adequate job staff

Interpretation:

I interpret “protect confidentialinformation” to meanthe district hassystemsand processesin placeto ensurethat confidentialinformation is only retrievableby authorized

Indicators for Compliance:

- Salary schedules posted on the district web site for public access.
- Fair and appropriate employee compensation negotiated with all collective bargaining groups.
- Employee compensation and benefit comparisons performed every three years to determine the competitive salary structure for the district.

EVIDENCE OF COMPLIANCE September 20, 2011 to September 19, 2012
• The Human Resource Services Department has negotiated with all five bargaining units in a fair and appropriate manner. All collective bargaining agreements are on line at www.scusd.edu/human resources contract administration. • Employee compensation and benefit comparisons are performed at the time of job description revision which includes internal and external alignments. As an example, the Child Development Specialist and II available on line at www.scusd.edu/human resources position description Another example would be the total compensation analysis for all principal and assistant principals during the last school year.

Compliance Status	In Compliance

OE#4.9: The Superintendent will Consistent with the Superintendent's own evaluation, evaluate all employee performance according to their contribution toward achieving the Board's Results policies and their compliance with the Board's Operational Expectations policies.

Interpretation:

I interpret this to mean that the district will develop and employ formal and informal processes for assessing, determining, supporting, training, and developing the performance of employees in terms of the goals outlined in it of to interpret

EVIDENCE OF COMPLIANCE
September 20, 2011 to September 19, 2012

- x 100% of probationary employees received an annual evaluation.
- x Evaluations for permanent employees are conducted every other year. Most employees are evaluated every other year and some teachers are evaluated every 5 years as outlined in the SCTA CBA and as specified by AB 954.
- x At the Board of Education meeting Superintendent will present the percentage of eligible employees who received an evaluation during the 2011-12 school year for the below units:
  - r UPE
  - r SCTA
  - r SEIU
  - r CSA
  - r Confidential
  - r Unrepresented Supervisors
  - r Unrepresented Management
- x All evaluation tools are available on line [illegible] <0003>Tj /TT2).9(hum.00i)-5.9(ne)]TJ 9T

Indicators for Compliance:

- Annual evaluations for all permanent and probationary employees.
- Design and development of evaluation instruments that use multiple measures of student performance and promote continuous improvement and development that are aligned with the district's Strategic Plan 2010-2014: Putting Children First, Board Result policies and collective bargaining agreements.
- The number of Special Evaluations conducted on employees to define expectations, provide coaching, support and development to improve performance.

EVIDENCE OF COMPLIANCE
September 20, 2011 to September 19, 2012

- 100% of probationary employees received an annual evaluation. Evaluations for permanent employees are conducted every other year. All evaluation tools are available on line at www.scusd.edu/human-resources

EVIDENCE OF COMPLIANCE
September 20, 2011 to September 19, 2012

- Credential validation is conducted on all certificated teaching staff on a quarterly basis.

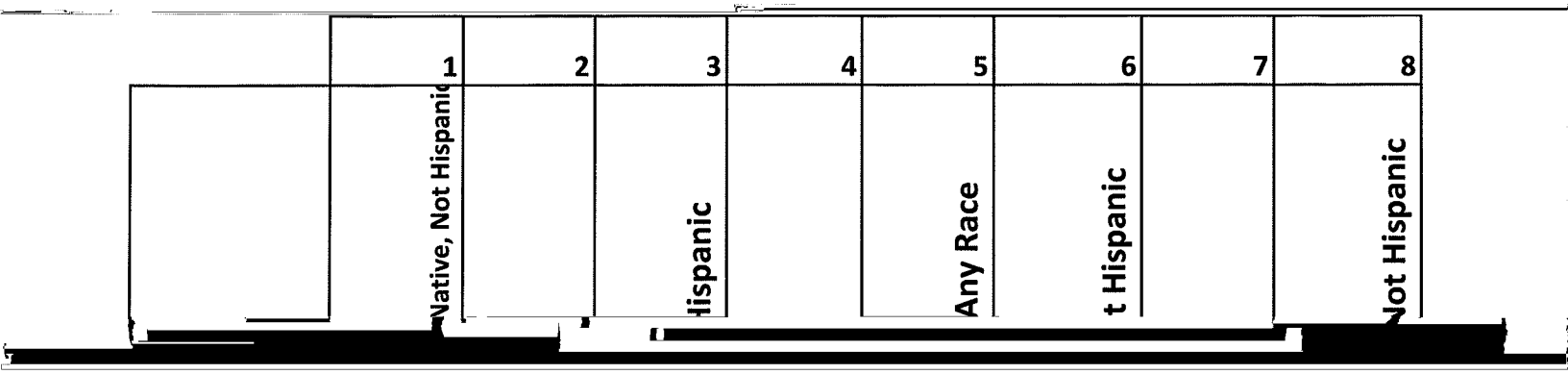
OE 4.12: The Superintendent will maintain an organizational culture that positively impacts the ability of staff to responsibly perform their jobs and allows them to work in an environment of professional support and courtesy.

Interpretation:

I interpret this to mean that the staff, students and community will interact with each other in an atmosphere of trust, respect, honesty, caring and integrity – the district's core values. This

adults at the school have close professional relationship with one another?
77% of staff who took the survey responded 'nearly all' or 'most' to the statement: How many adults at the school support and treat each other with respect?
72% of staff who took the survey 'strongly agree' or 'agree' to the statement: This school promotes trust and collegiality among staff.
88% of staff who took the survey 'strongly agree' or 'agree' with the statement: This school has

Student Demographic Data and Employee Demographic Data
Four-Year Trend
2008-2012



Customer Satisfaction Survey Results

29 June 12

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	0	11	30	12	4
	0%	19%	53%	21%	7%
	0	4	13	35	5
	0%	7%	23%	61%	9%
	0	6	23	19	9
	0%	11%	40%	33%	16%
	1	6	22	20	8
	2%	11%	39%	35%	14%
	1	11	19	20	6
	2%	19%	33%	35%	11%

2. Facilities and Maintenance: The mission of the Facilities and Maintenance Department is to maintain the highest l evel of service possible to our school district, by enforcing that all schools and offices are clean, safe and provide an attractive learning and work environment, es pecially for all students and teachers.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a	0	18	21	18	0
	0%	32%	37%	32%	0%
	0	5	13	39	0
	0%	9%	23%	68%	0%
	0	5	26	26	0
	0%	9%	46%	46%	0%
	1	9	24	20	0
	2%	17%	44%	37%	0%
	2	12	17	22	1
	4%	22%	31%	41%	2%

A	10	18%
B	29	51%
C	13	23%
D	4	7%
F	1	2%
Not Applicable	0	0%
	57	100%

	0	16	25	15	1
	0%	28%	44%	26%	2%
	0	4	8	43	2
	0%	7%	14%	75%	4%
	0	14	18	24	1
	0%	25%	32%	42%	2%
	1	12	22	21	1
	2%	21%	39%	37%	2%
	1	16	21	18	1
	2%	28%	37%	32%	2%

A	18	32%
B	18	32%
C	16	28%
D	5	9%
F	0	0%
Not Applicable	0	0%
	57	100%

11. What services provided by this department worked well for your school's needs?

19 Responses

Accoun tabilit y Offi ce The Accoun tabilit y Offi ce assists the Superintendent with the design, development and implementation of strategic plans for educational initiatives. This office oversees the implementation of federal, state and district requirements related to student achievement

12. Area Assistant Superintendent: The primary ro les of the Area Assistant Superintendents are to prov ide leadership, direction, suppor t and accoun tabilit y to principals and to the instructional and operational functions of K-12 schools within an assigned area of the school district. D uties hoorcssigned area of ctif K-12 schools wi7 55.68 213.72 4

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	0	3	12	40	2
	0%	5%	21%	70%	4%
	0	2	5	48	2
	0%	4%	9%	84%	4%
	0	3	12	40	2
	0%	5%	21%	70%	4%

	0	5	12	38	2
	0%	9%	21%	67%	4%
	0	5	10	39	2
	0%	9%	18%	70%	4%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	1	0	6	10	39
	2%	0%	11%	18%	70%
	0	1	5	11	39
	0%	2%	9%	20%	70%
	0	1	5	11	38
	0%	2%	9%	20%	69%
Flexible: staff was able to provide solutions for my school's unique needs.	0	1	6	12	37
	0%	2%	11%	21%	66%
Communication: staff shared sufficient information with my site.	0	1	6	11	37
	0%	2%	11%	20%	67%

14. Assessment, Research and Evaluation: The office of Assessment, Research and Evaluation provides leadership and support to h elp administrators, teachers and parents understand students' needs in order to improve the academic achievement of all students. The department pl ans, organizes, coordinates, ainsesucch a co61.90nto ossm co timely fashion.

Courtesy: staff was polite and respectful when listening t

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	0	2	12	41	2
	0%	4%	21%	72%	4%
	0	2	10	41	2
	0%	4%	18%	75%	4%
	0	1	7	47	2
	0%	2%	12%	82%	4%
Flexible: staff was able to provide solutions for my school's unique needs.	0	2	11	40	3
	0%	4%	20%	71%	5%
Communication: staff shared sufficient information with my site.	0	2	11	41	3
	0%	4%	19%	72%	5%

15. Attendance and Dropout: The goal of this department is to formulate specific and coherent evidence-based strategies/program s for the Sacramento City Unified School District to address the challenges of reducing the dropout numbers and improving attendance and graduation rates .

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	12	20	13	7	5
	21%	35%	23%	12%	9%
Courtesy: staff was polite and respectful when listening to my concerns.	3	11	15	19	9
	5%	19%	26%	33%	16%
Accuracy: information provided was correct.	9	16	18	8	5
	16%	29%	32%	14%	9%
Flexible: staff was able to provide solutions for my school's unique needs.	13	13	18	7	6
	23%	23%	32%	12%	11%

12	14	17	8	6

19. Enrollment Center: "Addressing student achievement gaps is a top priority of the Sacramento City Unified School District – and of urban public school districts across the nation. As such, the District has adopted Strategic Plan 2010-14: Putting Children First to address issues concerning access to quality teaching and learning for all of our students. The SCUSD Enrollment Center is a key component of the district's multi-front focus on improving equity within our community. The Enrollment Center was created as a one-stop resource to service families seeking resources and information when enrolling their children in our district. Families are able to enroll students, submit transfer and open enrollment applications, have questions answered, receive pre-testing services and benefit from the on-site immunization clinic. The Enrollment Center ensures fairness and equity in the treatment of families and allows central monitoring

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	2 4%	12 21%	21 37%	19 33%	3 5%
Courtesy: staff was polite and respectful when listening to my concerns.	3 5%	16 28%	15 26%	21 37%	2 4%
Accuracy: information provided was correct.	1 2%	18 32%	20 36%	15 27%	2 4%
Flexible: staff was able to provide solutions for my school's unique needs.	3 5%	17 30%	16 28%	19 33%	2 4%
Communication: staff shared sufficient information with my site.	1 2%	16 28%	18 32%	19 33%	3 5%

20. What overall grade would you give the Accountability Office services? Use the scale from A to F, where "A" is outstanding, "C" is average, and "F" is failure.		
A	10	18%
B	30	55%
C	14	25%
D	1	2%
F	0	0%
Not Applicable	0	0%
Total	55	100%

21. What changes would you like to see with the Accountability Office?

17 Responses

22. What services provided by these departments worked well for your school's needs?

16 Responses

Academic Office The Academic Office assists the Superintendent with the design, development and implementation of strategic plans for educational change in the areas of learning and teaching, as well as initiatives for the future that will ensure our students are career and college ready when they exit

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	6	13	19	14	4
	11%	23%	34%	25%	7%
	3	8	21	22	3
	5%	14%	37%	39%	5%
	3	10	22	18	3
	5%	18%	39%	32%	5%
	4	13	19	16	5
	7%	23%	33%	28%	9%
	6	12	16	19	4
	11%	21%	28%	33%	7%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	0	3	9	7	37
	0%	5%	16%	12%	66%
	0	2	8	10	36
	0%	4%	14%	18%	64%
	0	2	7	10	37
	0%	4%	12%	18%	66%
Flexible: staff was able to provide solutions for my school’s unique needs.	1	2	7	10	36
	2%	4%	12%	18%	64%
Communication: staff shared sufficient information with my site.	1	4	7	7	36
	2%	7%	13%	13%	65%

25. GATE/Enrollment: “Putting Children First” is the mantra of the office staff in the GATE, Summer School, Open Enrollment and School Choice departments. Ou are ep ogcaity placeent ao pensurestaudnt sresceive areslevntr, rigorousand twell-roudend eduation as tour goal. Povideng CpaTj 61.48477T TD (tnts.with)meanng ful

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	1	7	12	15	22
	2%	12%	21%	26%	39%
	1	2	13	21	20
	2%	4%	23%	37%	35%
	1	3	16	16	21
	2%	5%	28%	28%	37%
Flexible: staff was able to provide solutions for my school’s unique needs.	2	5	13	13	24
	4%	9%	23%	23%	42%
Communication: staff shared sufficient information with my site.	2	4	15	15	20
	4%	7%	27%	27%	36%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	2	9	22	15	9
	4%	16%	39%	26%	16%
	1	8	14	26	8
	2%	14%	25%	46%	14%
	2	9	18	19	9
	4%	16%	32%	33%	16%
Flexible: staff was able to provide solutions for my school's unique needs.	4	9	21	14	8
	7%	16%	38%	25%	14%
Communication: staff shared sufficient information with my site.	4	11	16	17	8
	7%	20%	29%	30%	14%

27. Instructional Support Technology: The vision of the Technology Services Department is to be the leading provider of state o f the art technologies and services in support of excellence in learning for Sacramento City Unified School District. Our mission is to provide quality se rvice, technology support and applica7. In suading p

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	1	6	20	20	8
	2%	11%	36%	36%	15%
	1	3	13	31	9
	2%	5%	23%	54%	16%
	0	4	16	27	10
	0%	7%	28%	47%	18%
Flexible: staff was able to provide solutions for my school's unique needs.	1	9	11	27	9
	2%	16%	19%	47%	16%
Communication: staff shared sufficient information with my site.	1	7	16	24	9
	2%	12%	28%	42%	16%

28. Library and Media Services: Coordinates central ordering, cataloging, receiving and shipping of all K-12 textbooks and cons umables as well as all K-6 and K 8 library materials. Coordinates the Williams Review process for all Decile 1-3 sites and works to ensure that all students are assigned textbooks in the core subjects by the eighth week of school. Administers and trains all users in the library and textbook automation systems, Athena and Destiny. Coordinates the Reading is Fundamental (RIF) Program, a federally funded program that provides books for students to keep. Consults and assists sites with school library issues including facilities, staffing, programs and management of school library collections.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	0	4	17	32	4
	0%	7%	30%	56%	7%
Courtesy: staff was polite and respectful when listening to my concerns.	0	3	14	36	4
	0%	5%	25%	63%	7%
Accuracy: information provided was correct.	0	2	18	33	4
	0%	4%	32%	58%	7%
Flexible: staff was able to provide solutions for my school's unique needs.	0	4	21	28	4
	0%	7%	37%	49%	7%
Communication: staff shared sufficient information with my site.	0	2	22	28	5
	0%	4%	39%	49%	9%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	1	14	21	19	2
	2%	25%	37%	33%	4%
	1	6	21	27	2
	2%	11%	37%	47%	4%
	0	14	17	24	2
	0%	25%	30%	42%	4%
	5	11	25	14	2
	9%	19%	44%	25%	4%
	2	11	19	22	2
	4%	20%	34%	39%	4%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	2	2	3	6	42
	4%	4%	5%	11%	76%
	0	2	4	7	42
	0%	4%	7%	13%	76%
	2	3	4	4	42
	4%	5%	7%	7%	76%
Flexible: staff was able to provide solutions for my school’s unique needs.	2	3	2	6	42
	4%	5%	4%	11%	76%
Communication: staff shared sufficient information with my site.	2	2	4	5	42
	4%	4%	7%	9%	76%

31. State, Local and Federal Programs: The State and Federal Programs Department ensures that we are in compliance with legally mandated services for students. The department coordinates training, implementation, support and monitoring for a variety of programs, including Titl e I Program Improvement 3 [(151 (Activcuracyf d Federal Prinformadd sufcorrica -4.8 (65ommunication: staff shared sufficient information with)Tj 0 -1.283 TD (my site.)Tj /TT6 1 Tf 0 -6.1509 TD (31. State, Local and Federal

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	2	4	27	11	12
	4%	7%	48%	20%	21%
	0	4	23	17	12
	0%	7%	41%	30%	21%
	1	3	29	10	12
	2%	5%	53%	18%	22%
Flexible: staff was able to provide solutions for my school’s unique needs.	0	7	25	10	14
	0%	12%	45%	18%	25%
Communication: staff shared sufficient information with my site.	1	7	25	10	13
	2%	12%	45%	18%	23%

A	6	11%
B	28	50%
C	17	30%
D	4	7%
F	1	2%
Not Applicable	0	0%
	56	100%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	5	11	16	12	10
	9%	20%	30%	22%	19%
	4	9	10	21	10
	7%	17%	19%	39%	19%
	6	8	15	13	12

36. Youth Development: The Youth Development Office provides support to teachers and school site administrators in creating an environment conducive to the achievement of academic, as well as social, emotional, success for all students. Services are based upon the philosophy of building resiliency to assure that students successfully adapt in the face of adversity and develop academic, social and vocational competence.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	5 9%	3 6%	18 33%	9 17%	19 35%
Courtesy: staff was polite and respectful when listening to my concerns.	2 4%	4 7%	10 19%	19 35%	19 35%
Accuracy: information provided was correct.	5 9%	1 2%	17 31%	12 22%	19 35%
Flexible: staff was able to provide solutions for my school's unique needs.	5 9%	1 2%	15 28%	13 25%	19 36%
Communication: staff shared sufficient information with my site.	6 11%	1 2%	16 30%	12 23%	18 34%

37. Integrated Support Services: The Integrated Support Services Department operates the "Connect Center," a central youth and family resource center locate on the Genesis campus, as well as 19 youth and family resource centers at school sites throughout the district. The purpose of the centers is to provide support to students who are struggling socially, emotionally, behaviorally and/or academically. Integrated Support Services als o operates the Homeless Services Program which supports the enrollment, attendance and achievement of homeless students to ensure they receive equal ac cess to educational opportunities. The department also operates Project Thrive and Early Mental Health Initiative (EMHI), mental health programs se rving select elementary schools in the district. The department helps to promote the academic success of students by integrating the efforts of schools, famili es, community partners, businesses and constituents.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	2 4%	5 9%	13 24%	21 39%	13 24%
Courtesy: staff was polite and respectful when listening to my concerns.	1 2%	4 7%	10 19%	25 46%	14 26%
Accuracy: information provided was correct.	2 4%	3 6%	13 25%	22 42%	13 25%
Flexible: staff was able to provide solutions for my school's unique needs.	3 6%	4 7%	14 26%	20 37%	13 24%
Communication: staff shared sufficient information with my site.	2 4%	5 9%	13 24%	21 39%	13 24%

38. Health Services: The mission of the Health Services Office is to provide school health programs which assist students, fami lies and the community to reach optimal physical, mental and social health in order to succeed in school and in life.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	1 2%	7 13%	14 25%	22 40%	11 20%
Courtesy: staff was polite and respectful when listening to my concerns.	0 0%	7 13%	11 20%	24 44%	12 22%
Accuracy: information provided was correct.	0 0%	6 11%	12 22%	24 44%	12 22%
Flexible: staff was able to provide solutions for my school's unique needs.	0 0%	9 16%	10 18%	24 44%	12 22%
Communication: staff shared sufficient information with my site.	3 6%	7 13%	10 19%	24 45%	9 17%

39. Matriculation and Orientation Center (MOC): The Matriculation and Orientation Center (MOC) is a centralized district site f or registering new students whose primary language is non-English. During the registration process, students are administered the California English Language Dev elopment Test (CELDT), whic h is required in the state of California. Parents receive these test results as well as an orientation about the U.S. school syst em, in their primary language where possible. Also, parents are given information and referrals for adult classes, pre-school and healthcare services, as needed. A dditionally, the MOC staff provides translation services of foreign transcripts and district-to-home written communications, as well as verbal interpretat ion.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	0 0%	7 13%	18 34%	13 25%	15 28%
Courtesy: staff was polite and respectful when listening tc my concerns.	0 0%	6 11%	17 31%	16 30%	15 28%
Accuracy: information provided was correct.	0 0%	4 7%	20 37%	15 28%	15 28%
Flexible: staff was able to provide solutions for my school's unique needs.	2 4%	8 15%	17 31%	12 22%	15 28%
Communication: staff shared sufficient information with my site.	1 2%	5 9%	18 33%	14 26%	16 30%

40. What overall grade would you give the Family and Community Engagement office services? Use the scale from A to F, where "A" is outstanding, "C" is average, and "F" is failure.

A	6	12%
B	20	38%
C	15	29%
D	9	17%
F	1	2%
Not Applicable	1	2%
Total	52	100%

41. What changes would you like to see with the FACE Office?

18 Responses

42. What services provided by these departments worked well for your school's needs?

7 Responses

Administrative Services The Administrative Services Department provides a wide variety of services to support our students, school sites, community and parents. This division is responsible for all fiscal activities related to accounts payable, accounts receivable, budgeting, employee benefits, payroll

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	1	6	22	22	4
	2%	11%	40%	40%	7%
	0	4	17	31	3
	0%	7%	31%	56%	5%
	0	11	17	24	3
	0%	20%	31%	44%	5%
	2	7	22	21	3
	4%	13%	40%	38%	5%
	2	5	21	24	3

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	0	6	19	24	5
	0%	11%	35%	44%	9%
	0	2	15	32	6
	0%	4%	27%	58%	11%
	0	4	19	25	6
	0%	7%	35%	46%	11%
	0	4	20	23	6
	0%	8%	38%	43%	11%
	0	3	20	25	6
	0%	6%	37%	46%	11%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	0	1	18	30	6
	0%	2%	33%	55%	11%
	0	1	15	34	5
	0%	2%	27%	62%	9%
	0	1	15	32	7
	0%	2%	27%	58%	13%
Flexible: staff was able to provide solutions for my school’s unique needs.	0	1	18	29	7
	0%	2%	33%	53%	13%
Communication: staff shared sufficient information with my site.	0	0	17	30	6
	0%	0%	32%	57%	11%

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	1	9	14	29	1
	2%	17%	26%	54%	2%
	2	6	15	30	1
	4%	11%	28%	56%	2%
	2	6	15	31	1
	4%	11%	27%	56%	2%
Flexible: staff was able to provide solutions for my school’s unique needs.	1	9	18	26	1
	2%	16%	33%	47%	2%
Communication: staff shared sufficient information with my site.	3	7	16	28	1
	5%	13%	29%	51%	2%

49. Transportation: The Transportation Department carries more than 3,000 students to and from school daily, plus many more on field trips for athletics and other school activities, noon runs, emergencies and shuttles for therapy and other Special Education services. Additional responsibilities include planning over 135 routes, supervising buses, purchasing and dispensing fuel, coordinating vehicle inspections, safety instruction, licensing drivers and affiliated transportation requirements, training staff, developing and evaluating walk-zone boundaries, safe walk routes, transportation eligibility zones and safety zones, auditing carrier billings and producing local and state reports.					
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
Responsiveness: staff addressed my concerns in a timely fashion.	0 0%	3 5%	21 38%	26 47%	5 9%
Courtesy: staff was polite and respectful when listening to my concerns.	2 4%	4 7%	18 33%	25 45%	6 11%
Accuracy: information provided was correct.	0 0%	4 7%	17 31%	27 50%	6 11%
Flexible: staff was able to provide solutions for my school's unique needs.	3 5%	4 7%	20 36%	22 40%	6 11%
Communication: staff shared sufficient information with my site.	0 0%	6 11%	17 31%	25 46%	6 11%

50. What overall grade would you give the Administrative Services Office? Use the scale from A to F, where "A" is outstanding, "C" is average, and "F" is failure.		
A	10	19%
B	26	49%
C	17	32%
D	0	0%
F	0	0%
Not Applicable	0	0%
Total	53	100%

51. What changes would you like to see with the Administrative Services Office?
9 Responses

52. What services provided by these departments worked well for your school's needs?
3 Responses

53. I believe the District makes student-centered decisions.					
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Never	Sometimes	Usually	Always	Not Applicable
	1	2	3	4	5
	2 4%	14 26%	31 57%	7 13%	0 0%

A. M. Winn Elementary	0	0%
Abraham Lincoln Elementary	0	0%
Albert Einstein	0	0%
Alice Birney Waldorf-Inspired	1	4%
American Legion	0	0%
Bowling Green - Chacon	0	0%
Bowling Green - McCoy	0	0%
Bret Harte	0	0%
C.K. McClatchy	0	0%
Caleb Greenwood	0	0%
California Middle	0	0%
Camellia Elementary	1	4%
Capital City	0	0%
Caroline Wenzel Elementary	0	0%
Cesar Chavez Elementary	0	0%
Clayton B. Wire Elementary	0	0%
Collis P. Huntington Elementary	1	4%
Crocker Riverside Elementary	0	0%
David Lubin Elementary	0	0%
Earl Warren Elementary	0	0%
Edward Kemble Elementary	0	0%
Elder Creek Elementary	0	0%
Ethel I. Baker Elementary	0	0%
Ethel Phillips Elementary	0	0%
Fern Bacon Middle	0	0%
Fr. Keith B. Kenny Elementary	1	4%
Fruit Ridge Elementary	0	0%
Genevieve F. Didion K-8	1	4%
George Washington Carver High	0	0%
Golden Empire Elementary	0	0%
H. W. Harkness Elementary	0	0%
Health Professions High	1	4%
Hiram W. Johnson High	2	8%
Hollywood Park Elementary	0	0%
Hubert Bancroft Elementary	0	0%

Mark Twain Elementary	0	0%
Martin Luther King, Jr. K-8	0	0%
Matsuyama Elementary	0	0%
New Technology High	0	0%
Nicholas Elementary	0	0%
O. W. Erlewine Elementary	1	4%
Oak Ridge Elementary	0	0%
Pacific Elementary	0	0%
Parkway Elementary	0	0%
Peter Burnett Elementary	0	0%
Phoebe Hearst Elementary	0	0%
Pony Express Elementary	0	0%
Rosa Parks Middle	1	4%
Rosemont High	2	8%
Sacramento Accelerated Academy	0	0%
Sam Brannan Middle	0	0%
School of Engineering and Science	0	0%
Sequoia Elementary	0	0%
Success Academy	0	0%
Susan B. Anthony Elementary	1	4%
Sutter Middle	0	0%
Sutterville Elementary	0	0%
Tahoe Elementary	0	0%
The Met High	0	0%
Theodore Judah Elementary	0	0%
Washington Elementary	0	0%
West Campus High	0	0%
Will C. Wood Middle	3	12%
William Land Elementary	0	0%
Woodbine Elementary	1	4%
Yav Pem Suab Academy	0	0%
Language Academy	0	0%
	24	100%

Principal	28	78%
Assistant Principal	8	22%
	36	100%

Respondent #	Response
1	I would like

4 Provide more protocols so that all schools follow a consistent practice.
5 None
6 A published list of services that could be provided for site administration
7 N/A
8 Collaborate and establish better relationships with the local media. Sometimes, the Bee was reporting things that were one sided and no one corrected them.
9 More training for school and classroom websites, as well as other social media communication options.
10 Add videos to the econnections.
11 Help with setting up School Facebook accounts
12 If possible, more positive stories from our schools shared with other media agencies like local neighborhood papers, local magazines, the [redacted]

12	It was a good vehicle to showcase the many positive things happening in our schools
13	E connection information about what is going on in the district
14	Everything I needed I was able to call communications and get an answer. I had several unique and stressful situations wehre communication was vital and the office was fantastic
15	This department is very proactive and swift in assisting my site.
16	Assistance with ConnetEd messages being sent to parents
17	e-connection highlighting important events throughout the year. Janet, Joette, and Gabe are wonderful.
18	They helped me deal with all the media attention my school got this year.
19	Gabe Ross has the pulse on how to write "in the moment" urgent public PR messages.
20	Always helpful
21	Having someone to help with the website template. Joette is always helpful.

Respondent #	Response
1	Count the number of surplus employees from Priority Schools and give each school a share of them.
2	The technicians have a lot on their plate. The communication from HR is not nearly proactive enough and I felt like I had to search around for answers and updates to know what was happening. Many people on my schoolsite knew more than I did about what was happening with staffing, cuts and surplus. More timely, and accurate, information is crucial and it has been really detrimental to be behind the information staffing, BDC 980.622 35 0 TD < TD <0003>Tj /T1 1463579 0 TD <

Respondent #	Response
9	It would be helpful to get things done well in advance (ie calendars, impacts of bargaining unit decisions, etc) so sites aren't flying by the seats of their pants
10	They appear to be understaffed. Difficult to get responses during critical HR time periods (lay r offs. one stop staffing. etc.`
11	I would like to see the personnel that represents the school sites be more in tune with what is going on at the school site
12	better communication with other departments. My teacher posting was held up for weeks because they did not have correct information from budget/cabinet
13	Better communication is key. Principals have been kept out of the loop this spring and were not given the necessary information. It makes principals feel stupid when we can't answer basic questions
14	Sometimes hands on help is needed with completing drafts of responses to parent complaints
15	Answer phones. Consider sites needs.
1	Communications of what was occuring at our sites
2	My HR director, Cancy is amazing! She is always responsive, helpful, knowledgable and willing to find out the answer to any question or issue. She returns my call seven if she has to do so outside of the day and even calls on weekends if she hasn't been even 0 0313 0 TD <0003>Tj /8450003>Tj /TT2 1 Tf .2261 0 TD (answer)TjTT1 1 Tf 5.6768 0TD 3<0003

7 The enrollment center should be closed; it was created to serve white priviledge and to act as a buffer between priviledged parents and priviledged school administration

8 N/A

9 More work is needed in the enrollment office. A few of our parents did not have pleasant experience enrolling their children through enrollment center

10 Better communication between Enrollment Center, Behavior Office, Special Ed Department, and Sites. Too often students would just show up at the school sites expecting to have schedules, when the school had not been notified previously

11 As the enrollment center learns more, they can better serve our districts needs. Their policies were sometmes different than the schools.

12 I would like to see better commuication to the families regarding attendance letters. Many parents come to the school and ask questions of us, but we do not generate the letters. I would also like to see more individualuized support for students who have challenges around attendance. The mostly punitive route of SART/SARB is highly ineffective mainly because it is deficit minded and the cionsequences are not enforced.

13 The technology

4	My area assistant, Mary Hardin Young, is hands down the most supportive, strategic, innovative, and bold support I have. She literally responds to my questions and needs any hour of the day, and has helped me with some incredibly delicate issues with grace and lazer like precision. Her skill set continues to amaze me.		
5	ARE always does a great job. Enrollment center concept has not been helpful.		
6	All that were applicable worked well.		
7	N/A		
8	Safe Schools Office is excellent in addressing current needs of our facilities and safety issues/concern	excellent	Office
9	Quickly address the issue of equity in technology at elementary school sites		
10	The Area Assistant for my area was outstanding.		

6 GateOfficeis an extensionof white privilegeand supports/protectsthe most affluent students/familiesin the district to