

## Client Services Feedback

The Educational Service Center of Central Ohio strives to provide the highest-quality programs and services to our clients. In order to continually improve our offerings we provide, we ask that you take a few moments to complete the following survey. Following the submission and analysis of all surveys, the ESC will share the results of the survey with our clients.

### 1. What is your District?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Bexley CS             | <input type="checkbox"/> Big Walnut LSD        | <input type="checkbox"/> Buckeye Valley LSD      |
| <input type="checkbox"/> Canal Winchester LSD  | <input type="checkbox"/> Columbus CS           | <input type="checkbox"/> DACC                    |
| <input type="checkbox"/> Delaware CS           | <input type="checkbox"/> Dublin SC             | <input type="checkbox"/> Eastland Fairfield C&TC |
| <input type="checkbox"/> Fairbanks LSD         | <input type="checkbox"/> Gahanna-Jefferson CSD | <input type="checkbox"/> Grandview Heights CS    |
| <input type="checkbox"/> Groveport Madison LSD | <input type="checkbox"/> Hamilton LSD          | <input type="checkbox"/> Hilliard CS             |
| <input type="checkbox"/> Marysville EVSD       | <input type="checkbox"/> New Albany-Plain LSD  | <input type="checkbox"/> Olentangy LSD           |
| <input type="checkbox"/> Reynoldsburg CS       | <input type="checkbox"/> Southwestern CS       | <input type="checkbox"/> Tolles C &TC            |
| <input type="checkbox"/> Upper Arlington CS    | <input type="checkbox"/> Westerville CS        | <input type="checkbox"/> Whitehall CS            |
| <input type="checkbox"/> Worthington CS        |  |  |

### 2. What is your title/role?

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Superintendent                    | <input type="checkbox"/> Assistant Superintendent | <input type="checkbox"/> Treasurer       |
| <input type="checkbox"/> Student Services                  | <input type="checkbox"/> Business/Operations      | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Curriculum/Instruction Assessment | <input type="checkbox"/> Other _____              |  |

### 3. From what ESC department(s) do you receive a program or service?

- |   |  |                                     |
|---|--|-------------------------------------|
| <input type="checkbox"/> Achievement/SST  | <input type="checkbox"/> Business Services/Treasurer | <input type="checkbox"/> Leadership |
| <input type="checkbox"/> Student Services/SST/Special Education/Alternative Education | <input type="checkbox"/> Print Shop/Communication    | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Attendance Services  | <input type="checkbox"/> Other _____                 |                                     |
| <input type="checkbox"/> Human Resources/COG  |  |                                     |

### 4. The ESC delivers high-quality programs, and services.

1	2	3	4	5	n/a
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

Comments:

### 5. ESC programs and services are provided at a reasonable price.

1	2	3	4	5	n/a
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

Comments:

**6. The ESC responds to emerging needs in my school district with new programs, and services.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**7. I am satisfied with the programs and services received from the ESC.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**8. The ESC's programs and services address important needs of my district.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**9. ESC staff members provide accurate information.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**10. ESC staff members respond promptly to my requests and questions.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**11. ESC communication is clear and effective.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**12. I will continue to utilize the ESC as a service provider of choice for the needs of my district for the foreseeable future.**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
Completely Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Completely Agree	Does Not Apply

*Comments:*

**13. What will be the most important areas in your district to address in the next 1-3 years?**

**Thank you for your time!**