

BASELINE RESULTS

2008-2009 SDP Central Office Department Customer Service Survey

How to read this report:

This report is a collection of the results of the School District of Philadelphia Central Office Department Customer Service Survey. In November 2008, all principals and central office directors were given the opportunity to rate their satisfaction with each individual administrative office, according to their own experiences and perceptions. Employees that had not had any experiences with the specific office being rated at the time of the survey were asked to choose the “No interaction with this office” option, and skip to the next question. Additionally, each employee provided an overall rating for each Deputy’s office.

To accurately capture the degree of employees’ familiarity and negative or positive experiences of each of the offices’ divisions, the questionnaire featured scale items which allowed employees to choose one of the responses of Poor, Fair, Good, or Excellent. All of the results were calculated based on how many “Good” and “Excellent” (positive) responses that were received from the employees being surveyed. All respondents were asked to rate offices based on the following questions:

- Response to initial contact within 24 hours
- Content area knowledge of staff
- Courtesy of office staff
- Effectiveness in meeting your needs

Note: 249 surveys were completed. Offices that do not have direct interaction with schools were rated only by administrative employees. Offices with fewer than 65 responses are not shown.

Example:

Percentage designated as “Good” or “Excellent”

Targets for Spring 2009 set for each office

Division Name	<> out of <> targets met	FALL 2008	SPRING 2009	SPRING 2009	TARGET
		BASELINE	TARGET	ACTUAL	MET
Deputy Name	Subdivision Name (Director Name)	(%)			
Deputy Contact Information	Subdivision Name (Director Name)	(%)			
	Overall Rating	(%)			

To be released after Spring survey

ACADEMIC OFFICE

Dr. Maria Pitre, Chief Academic Officer

2008-2009 ANNUAL REPORT

440 N. Broad St., Philadelphia, PA 19130 (215-400-4200), cao@philasd.org

The role of the Office of the Chief Academic Officer is to model, teach, and support continuous improvement; align effective educational programs and practices; facilitate inter-office communication; provide process support; and continuously monitor key performance factors.

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

10 out of 25 targets met

		FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
Teaching and Learning		3 out of 7 targets met			
Linda Chen, Deputy lpchen@philasd.org 215-400-6883	Comprehensive Arts (D. Creedon)	76%	79%	72%	⊗
	Elementary Education (J. Diljohn)	67%	70%	72%	⊕
	Health and Physical Education (B. A. Creighton)	80%	82%	85%	⊕
	High Schools (A. Hook)	73%	75%	74%	⊕
	Middle School Education (N. Bratton)	77%	79%	69%	⊗
	Multilingual Education (S. Stover)	43%	52%	62%	⊕
	Overall Rating	64%	68%	66%	⊕
High School Reform		0 out of 2 targets met			
Nancy Hopkins-Evans, Deputy nhopkinsevans@philasd.org 215-400-5712	Career, College & Technical Education (L. Aniloff)	84%	86%	79%	⊗
	College and Career Awareness (D. Frisby-Greenwood)	N/A	N/A	71%	N/A
	Overall Rating	77%	79%	74%	⊗
Early Childhood		0 out of 2 targets met			
Donna Piekarski, Deputy dpiekarski@philasd.org 215-400-5688	Head Start & Bright Futures (J. Crooms)	83%	85%	81%	⊗
	Overall Rating	79%	81%	71%	⊗
Empowerment		1 out of 2 targets met			
Darienne Driver, Deputy ddriver@philasd.org 215-400-6883	Empowerment Schools Inst. Support (H.S. Brady)	68%	71%	68%	⊕
	Overall Rating	61%	65%	66%	⊕
Inst. Leadership Support		2 out of 3 targets met			
Emmanuel Caulk, Deputy ecaulk@philasd.org 215-400-4280	Instructional Development (N. Johnson)	76%	79%	81%	⊕
	New Teacher Support (W. Graham)	77%	79%	73%	⊗
	Overall Rating	64%	68%	74%	⊕
Accountability		1 out of 4 targets met			
David Weiner, Deputy daweiner@philasd.org 215-400-5148	Accountability & Assessment (M. Schlesinger)	83%	85%	79%	⊗
	Educational Technology (F. Newberg)	87%	88%	88%	⊕
	Performance Targets & Data Analysis (D. Piotrowski)	82%	84%	79%	⊗
	Overall Rating	84%	86%	77%	⊗

ACADEMIC OFFICE (cont.)

Dr. Maria Pitre, Chief Academic Officer

2008-2009

ANNUAL REPORT

440 N. Broad St., Philadelphia, PA 19130 (215-400-4200), cao@philasd.org

The role of the Office of the Chief Academic Officer is to model, teach, and support continuous improvement; align effective educational programs and practices; facilitate inter-office communication; provide process support; and continuously monitor key performance factors.

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

10 out of 25 targets met

Specialized Inst. Services

Brenda Taylor, Deputy
btaylor@philasd.org
215-400-6075

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
2 out of 4 targets met				
Comp. Student Assist. Program (CSAP) (vacancy)	63%	66%	73%	⊕
Behavioral Health (R. Zibbell)	51%	56%	55%	⊕
Special Education (L. Williams)	69%	72%	69%	⊕
Overall Rating	60%	64%	69%	⊕

Academic Counseling & Promotion Standards

Wilfredo Ortiz, Deputy
wortiz@philasd.org
215-400-5092

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
1 out of 1 targets met				
Counseling and Guidance Services (W. Ortiz)	63%	67%	72%	⊕
Overall Rating	N/A	N/A	N/A	N/A

OFFICE OF SCHOOL OPERATIONS

Tomas Hanna, Chief of School Operations

2008-2009

ANNUAL REPORT

440 N. Broad St., Philadelphia, PA 19130 (215-400-4800), thanna@philasd.org

The Office of School Operations (OSO) was established to provide a support system for schools, students, families, and the community. The Office strives to ensure the achievement, safety, and security of all students through an array of academic and non-instructional services to schools and regional offices. OSO oversees the offices of Parent, Family, and Community Engagement and Faith-Based Partnerships; School Climate and Safety; Attendance and Truancy; Dropout Prevention and Recovery; Grants Development and Support; and Student Support Services which includes, Title I, Sports Administration, School Management Support, Student Placement, and Non-Instructional Support.

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

8 out of 12 targets met

Safety

1 out of 3 targets met

James Golden, Deputy
jgolden@philasd.org
215-400-6011

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
School Climate & Safety Programs (V. Trent)	77%	79%	80%	⊕
School Police Operations (B. Lee)	80%	82%	73%	⊗
Overall Rating	77%	79%	74%	⊗

Student Support

7 out of 7 targets met

Denise Wing, Deputy
dwing@philasd.org
215-400-4220

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
Athletics (R. Coleman)	76%	79%	82%	⊕
School Management (S. Spence)	63%	67%	81%	⊕
Non-School Hours Support (V. Ellis)	71%	74%	81%	⊕
Student Placement (L. Jones)	71%	74%	76%	⊕
Title 1 (M. Bonner)	86%	87%	90%	⊕
Grants Support (M. Sonkowsky)	N/A	N/A	77%	N/A
Overall Rating	75%	78%	82%	⊕

Parent, Family, Community Engagement & Faith Based Services

0 out of 1 targets met

Karren Dunkley, Deputy
kdunkley@phila.k12.pa.us
215-400-4100

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
Family Support Center (K. James)	68%	71%	66%	⊗
Parent and Family Engagement (Q. Divine)	N/A	N/A	65%	N/A
Overall Rating	66%	69%	64%	N/A

Attendance & Truancy

1 out of 1 targets met

Frank Pombar, Deputy
fpombar@phila.k12.pa.us
215-400-4220

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
Attendance & Truancy (D. Reveron)	66%	69%	65%	⊗

BUSINESS OFFICE

Michael Masch, Chief Business Officer

2008-2009
ANNUAL REPORT

440 N. Broad St., Philadelphia, PA 19130 (215-400-4500), mmasch@philasd.org

The role of the Chief Business Office is to advance, serve, and support the education of all students and to ensure the highest level of financial accountability for the Superintendent, the SRC, and the entire community. The Chief Business Office provides leadership on fiscal policy, budgeting, and financial practices; operates and maintains environments that are conducive to learning for students and staff; manages the internal business affairs of the District; seeks to identify areas for improvement and efficiencies; and adopts best practices in data-driven decision-making, financial management, and business operations.

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

7 out of 15 targets met

Operations

4 out of 7 targets met

FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
72%	75%	68%	⊗
71%	73%	65%	⊗
78%	80%	79%	⊕
82%	84%	87%	⊕
69%	72%	74%	⊕
79%	81%	81%	⊕
70%	73%	81%	⊕

Francis X. Dougherty, Deputy
fdougherty@philasd.org
215-400-4500

Capital Programs (P. Henwood)	72%	75%	68%	⊗
Facilities, Maintenance, and Operations (J. Lewis)	71%	73%	65%	⊗
Food Services (W. Grasela)	78%	80%	79%	⊕
Information Technology (M. Harris)	82%	84%	87%	⊕
Transportation (J. Lombardi)	69%	72%	74%	⊕
Employee Support Operations (S. Gilbert)	79%	81%	81%	⊕
Overall Rating	70%	73%	81%	⊕

Finance

3 out of 8 targets met

FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
79%	81%	80%	⊕
82%	84%	79%	⊗
81%	83%	84%	⊕
75%	78%	78%	⊕
73%	76%	72%	⊗
84%	85%	72%	⊗
90%	91%	89%	⊗
82%	84%	85%	⊕

Ellen Steiker, Deputy
esteiker@philasd.org
215-400-4500

Comptroller (M. Blender)	79%	81%	80%	⊕
Management and Budget (W. Harris)	82%	84%	79%	⊗
Payroll (E. Pelzer)	81%	83%	84%	⊕
Procurement (J. Byars)	75%	78%	78%	⊕
Risk Management (J. Marshall)	73%	76%	72%	⊗
Special Finance (C. Ward)	84%	85%	72%	⊗
Systems Administration (J. Yaworski)	90%	91%	89%	⊗
Overall Rating	82%	84%	85%	⊕

TALENT DEVELOPMENT OFFICE

Estelle Matthews, Chief Talent Development Officer

2008-2009

ANNUAL REPORT

440 N. Broad St., Philadelphia, PA 19130 (215-400-4690), egmatthews@philasd.org

The responsibility of the Office of Talent & Development is to acquire and retain the best talent to serve our children. In addition, our aim is to ensure that all employees have a great experience in the School District of Philadelphia from the time they are hired until they retire.

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

1 out of 4 targets met

Talent Devel. Office

1 out of 4 targets met

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
Employee Entry (M. Crisfulla)	63%	67%	54%	⊗
Employee Relations (A. Rosen)	88%	89%	82%	⊗
H.R. Business Processes & Systems (K. Williams)	66%	70%	67%	⊕
Overall Rating	67%	70%	73%	⊕

440 N. Broad St., Philadelphia, PA 19130 (215-400-6484), brayer@philasd.org

The role of the Office of Charter, Partnership and New Schools is to provide support and service to all public schools operated by external partners. The office also holds these schools accountable for achieving certain levels of student achievement and for complying with all federal, state, and local regulations.

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

0 out of 1 targets met

Charter, Partnership & New Schools

0 out of 1 targets met

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
Innovations Office (T. Field)	N/A	N/A	59%	N/A
Charter School Office (C. Balsley)	68%	71%	53%	⊗
Overall Rating	N/A	N/A	62%	N/A

440 N. Broad St., Philadelphia, PA 19130 (215-400-4000)

INDICATOR GUIDE

- ⊗ Target missed
- ⊕ Target missed, positive growth
- ⊕ Target Met

Other Offices

0 out of 0 targets met

	FALL 2008 BASELINE	SPRING 2009 TARGET	SPRING 2009 ACTUAL	TARGET MET
General Counsel (S. Swirsky & M. Shore)	N/A	N/A	80%	N/A
Strategic Partnerships (S. Crowder)	N/A	N/A	67%	N/A
Communications (C. Cummings)	N/A	N/A	78%	N/A
Grants Development and Support (M. Sonkowsky)	N/A	N/A	77%	N/A