

**THE SCHOOL DISTRICT OF  
PALM BEACH COUNTY, FL**

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## EXECUTIVE SUMMARY

June 29, 2023

**TO:** School Board Members

**THROUGH:** Michael J. Burke, Superintendent

**FROM:** Jamie Wyatt, Chief of Staff  
Adam Miller, Ph.D., Chief of Performance Accountability

**SUBJECT: FY23 DEPARTMENT QUALITY SERVICES SURVEY**

The Department Quality Services (DQS) Survey was administered from May 1, 2023, to June 2, 2023. As with the prior DQS administrations, the survey examined District principals' satisfaction with the quality of services provided by District departments.

A total of 180 principals were invited to provide input via the survey; 121 (67.2%) responded, which is an increase in participation from 58.8% in FY22. Participation from the latest DQS increased for each school type compared to the FY22 administration:

- Elementary: 74.5%, up from 71.6%
- Middle: 66.7%, up from 56.3%
- High: 54.2%, up from 29.2%
- Other: 30.8%, compared to 23.5%

For each of 48 departments, principals, in conference with their leadership teams, provided ratings for the following items:

1. There is a timely response to initial contact.
2. Customer service is courteous & respectful.
3. Our school's input is considered as services are provided.
4. Services are delivered in a timely manner.
5. The guidance provided by this department is useful to our school.
6. This department demonstrates professionalism.

Ratings for the above items were made by selecting from among five options: *Always*, *Often*, *Sometimes*, *Never*, and *Don't Know or N/A*. In addition, principals indicated frequency of interaction with a department by indicating whether *Our school/dept typically interacts with this department (Daily, Weekly, Monthly, and Infrequently/Never)*.

Based on the percent of positive responses (ratings of *Always* or *Often* excluding *Don't Know or N/A*) a letter grade was computed for each department using the scale: A=90+, B=89-80, C=79-70, D=69-60, F=59 or below.

A total of 48 departments were rated in FY23, three fewer than the 51 rated in FY22.<sup>1</sup> Table 1 shows the distribution of grades for FY23 and the previous administration in FY22. Of the 45 departments that were rated in both years, four increased in letter grades, two decreased, and 39 maintained. The largest increase in the percentage of positive ratings was obtained by the transportation department, which increased by 17 percentage points from 48% (F) to 65% (D). A summary of ratings by department is attached (Table 2). Figure 4 (attached) shows the change in positive ratings from FY22 to FY23.

Table 1. Department Grades.

Grade	FY23		FY22	
	N	%	N	%
A	42	87.5%	43	84.3%
B	5	10.4%	7	13.7%
C	0	0.0%	0	0.0%
D	1	2.1%	0	0.0%
F	0	0.0%	1	2.0%

Detailed results for each department are provided on the [DQS Results Dashboard](#).<sup>2</sup> Three dashboard views are available: Report Card, Score Matrix, and Annual Comparisons.

### Report Card View

Each department is individually selectable on the Report Card View to display a breakdown of the ratings provided on each item (Figure 1). Users can further drill into respondent characteristics such as school type, region, and portfolio to explore ratings by these groups.

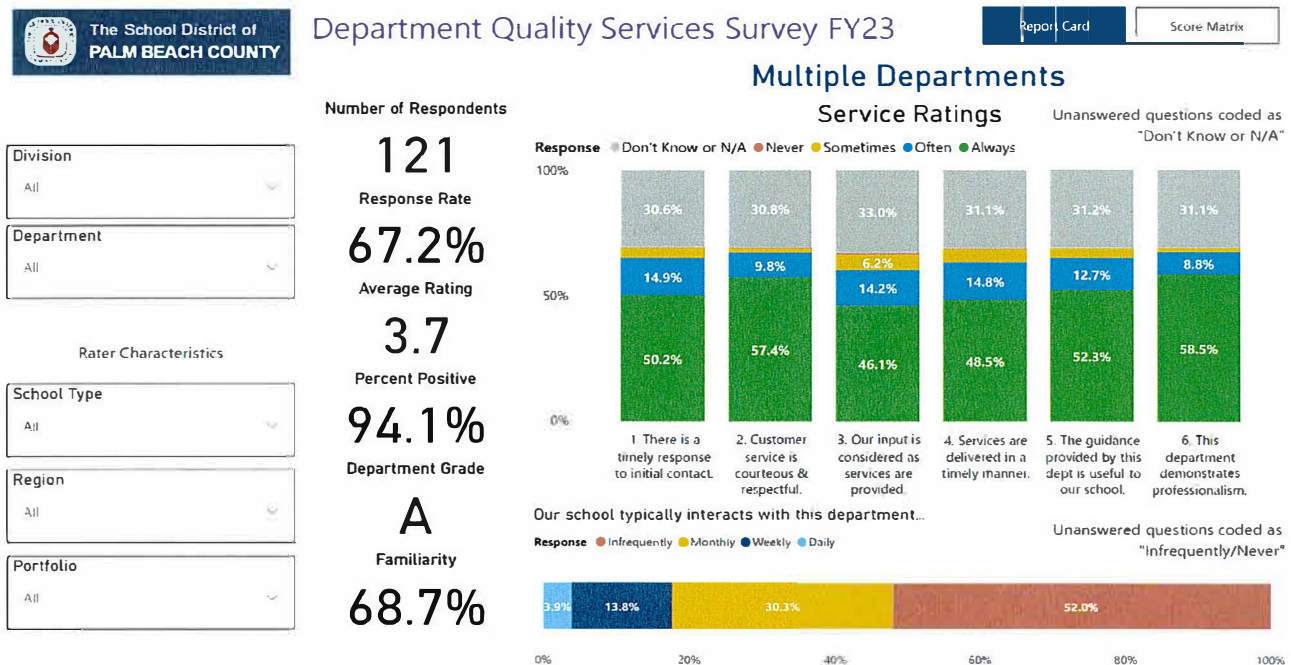


Figure 1. Report Card View

<sup>1</sup> Departments that do not typically interact with schools were excluded from the FY23 administration.

<sup>2</sup> The DQS Results Dashboard may be found at <http://l.sdpbc.net/bv7gy>.

### Score Matrix View

The Score Matrix View (Figure 2) provides a tabular summary of the ratings for all department, arranged by division. The table can be filtered by division and department. Filtering is also available by rater characteristics of school type, region, and portfolio.

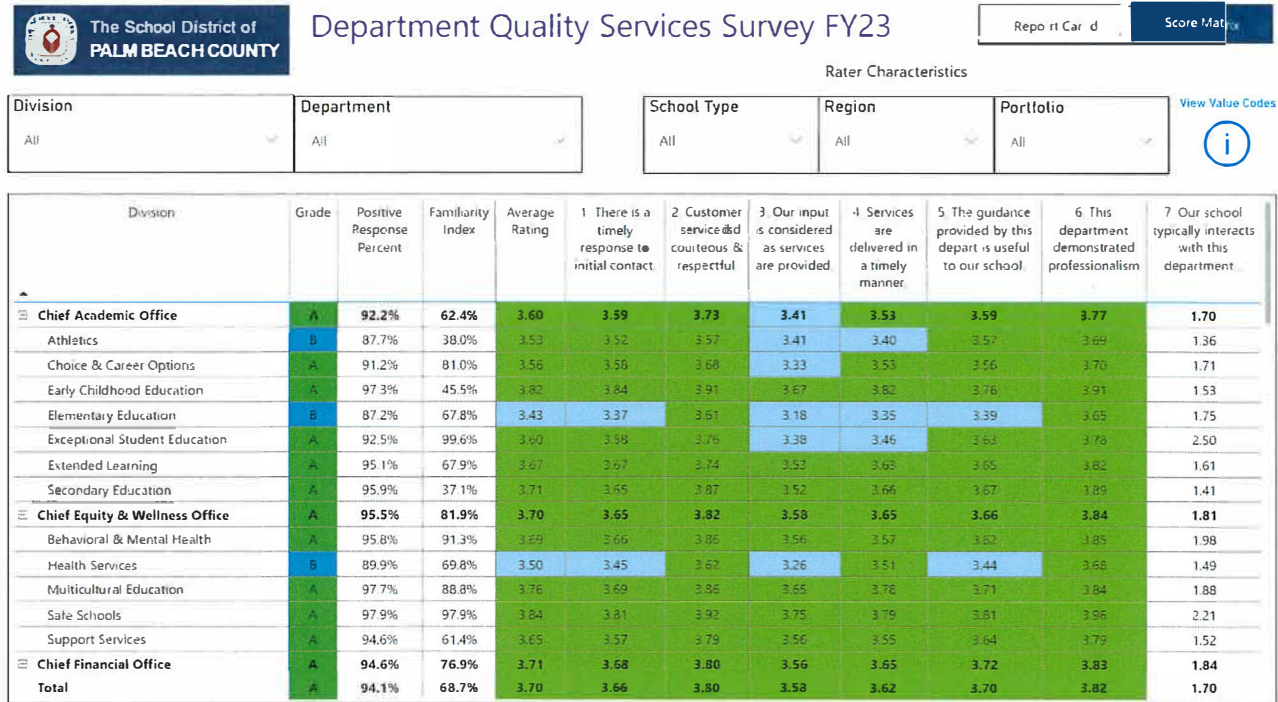


Figure 2. Score Matrix View

### Annual Comparison

The Annual Comparison (Figure 3) view provides a summary of ratings and changes from the FY22 and FY23 administrations for each department.

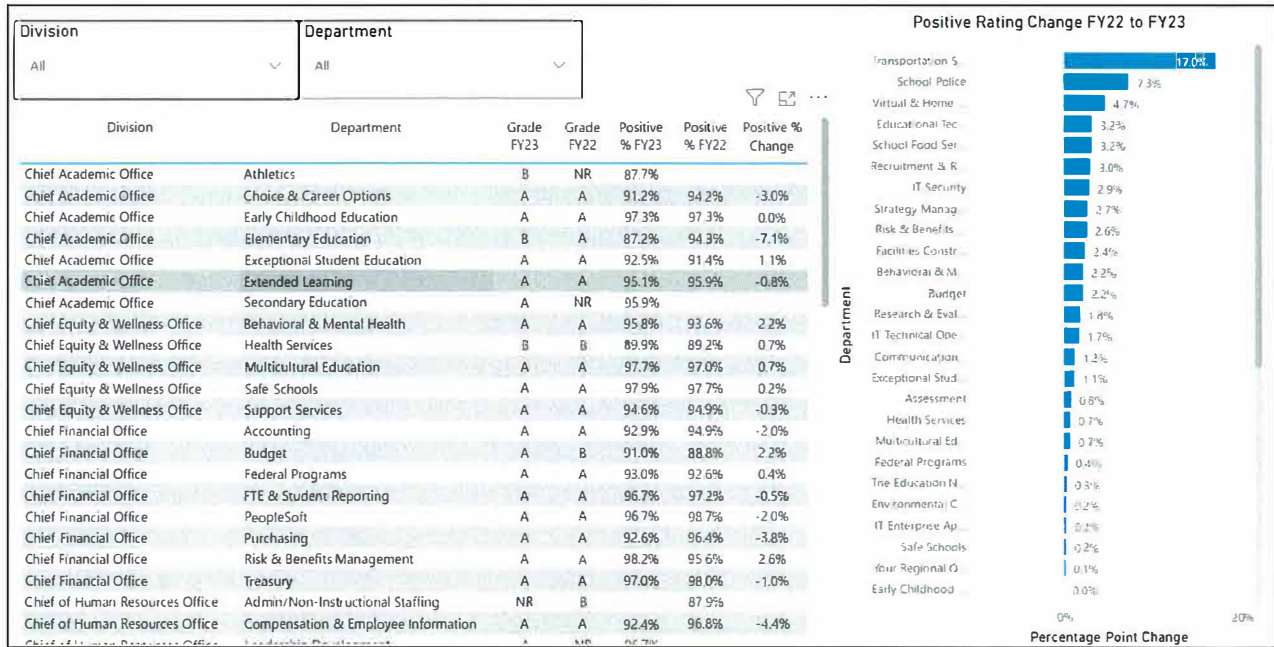


Figure 3. Annual Comparison View

In addition to the item ratings that are summarized on the dashboard, principals had an opportunity to provide written feedback for each department. The written comments have been shared with each department for their review and consideration in the improvement of services. Questions concerning the DQS should be directed to Paul Houchens, Director, Research and Evaluation at 561-434-8780.

MJB/JW/AM/PH/RC:jp

Attachments

- c: Academic and Operating Chiefs
- Regional/Instructional Superintendents
- Assistant Superintendents
- Academic Directors
- Principals

Table 2. DQS Department Ratings, FY22 and FY23.

Department	FY23		FY22		Change FY23-FY22	
	Grade	Positive %	Grade	Positive %	Grade	Positive %
<b>Chief Academic Office</b>						
Athletics	B	88%	NR	NR		--
Choice & Career Options	A	91%	A	94%	=	-3%
Early Childhood Education	A	97%	A	97%	=	0%
Elementary Education	B	87%	A	94%	-	-7%
Exceptional Student Education	A	93%	A	91%	=	1%
Extended Learning	A	95%	A	96%	=	-1%
Secondary Education	A	96%	NR	NR		--
<b>Chief Equity &amp; Wellness Office</b>						
Behavioral & Mental Health	A	96%	A	94%	=	2%
Health Services	B	90%	B	89%	=	1%
Multicultural Education	A	98%	A	97%	=	1%
Safe Schools	A	98%	A	98%	=	0%
Support Services	A	95%	A	95%	=	0%
<b>Chief Financial Office</b>						
Accounting	A	93%	A	95%	=	-2%
Budget	A	91%	B	89%	+	2%
Federal Programs	A	93%	A	93%	=	0%
FTE & Student Reporting	A	97%	A	97%	=	-1%
PeopleSoft	A	97%	A	99%	=	-2%
Purchasing	A	93%	A	96%	=	-4%
Risk & Benefits Management	A	98%	A	96%	=	3%
Treasury	A	97%	A	98%	=	-1%
<b>Chief of Human Resources Office</b>						
Admin/Non-Instructional Staffing	NR	NR	B	88%		--
Compensation & Employee Information	A	92%	A	97%	=	-4%
Leadership Development	A	97%	NR	NR		--
Professional Development	A	97%	A	98%	=	-1%
Professional Growth & Leadership Development	NR	NR	A	96%		--
Professional Standards	B	90%	A	94%	-	-4%
Recruitment & Retention	A	94%	A	91%	=	3%
<b>Chief of Information Technology Office</b>						
IT Enterprise Applications	A	98%	A	97%	=	0%
IT Infrastructure & Support	A	97%	A	97%	=	0%
IT Project Management Office	NR	NR	A	95%		--
IT Security	A	97%	A	94%	=	3%
IT Technical Operations	A	99%	A	97%	=	2%

*table continues*

Table 2 Continued

Department	FY23		FY22		Change FY23-FY22	
	Grade	Positive %	Grade	Positive %	Grade	Positive %
<b>Chief Operating Office</b>						
Business Diversity	NR	NR	A	96%		--
Planning & Intergovernmental Relations	A	92%	A	97%	=	-5%
School Food Service	A	98%	A	94%	=	3%
Transportation Services	D	65%	F	48%	+	17%
<b>Deputy Superintendent/Chief of Schools Office</b>						
Adult & Community Education	A	96%	A	98%	=	-1%
School Transformation	A	94%	A	100%	=	-5%
Virtual & Home Ed Services	A	97%	A	92%	=	5%
Your Regional Office	A	99%	A	99%	=	0%
<b>Facilities Management</b>						
Building Code Services	A	91%	A	96%	=	-5%
Facilities Management	NR	NR	B	87%		--
Environmental Conservation Services	A	97%	A	97%	=	0%
Facilities Construction	A	91%	B	89%	+	2%
Maintenance & Plant Operations	B	82%	B	87%	=	-5%
<b>Office of Chief of Staff</b>						
Communications & Engagement	A	99%	A	98%	=	1%
Labor Relations	A	99%	A	99%	=	0%
Legislative Affairs	NR	NR	A	99%		--
The Education Network	A	99%	A	99%	=	0%
<b>Performance Accountability</b>						
Assessment	A	97%	A	96%	=	1%
Educational Technology	A	99%	A	96%	=	3%
Research & Evaluation	A	99%	A	98%	=	2%
Strategy Management	A	100%	A	97%	=	3%
<b>Superintendent's Office</b>						
School Police	A	93%	B	86%	+	7%

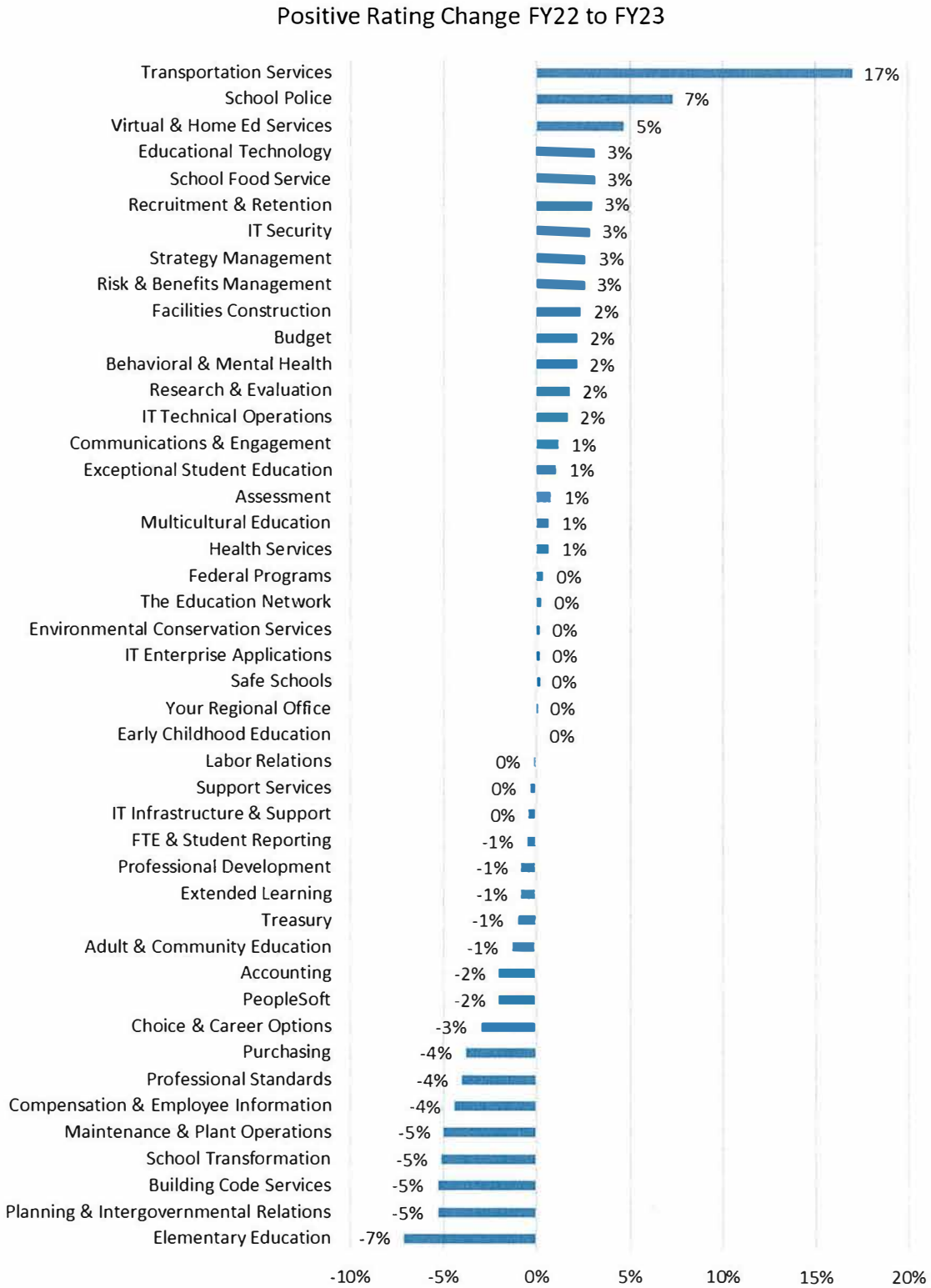


Figure 4. Change in Positive Rating FY22 to FY23.