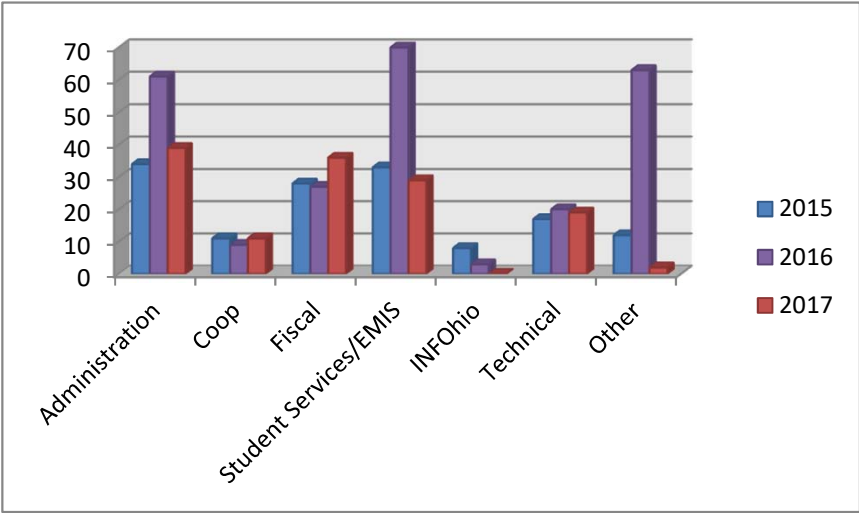


FY15, FY16 and FY17 Satisfaction Survey Comparison

| | 2015 | 2016 | 2017 |
|-----------------------|------|------|------|
| Reponse Number Totals | 92 | 199 | 88 |

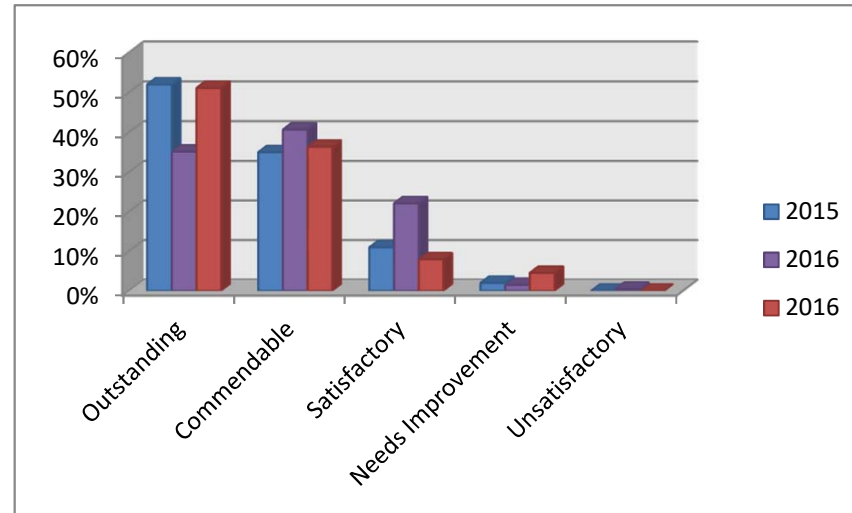
What area(s) are you responsible for within your district? (Select all that apply)

| | 2015 | 2016 | 2017 |
|-----------------------|------|------|------|
| Administration | 34 | 61 | 39 |
| Coop | 11 | 9 | 11 |
| Fiscal | 28 | 27 | 36 |
| Student Services/EMIS | 33 | 70 | 29 |
| INFOhio | 8 | 3 | 0 |
| Technical | 17 | 20 | 19 |
| Other | 12 | 63 | 2 |



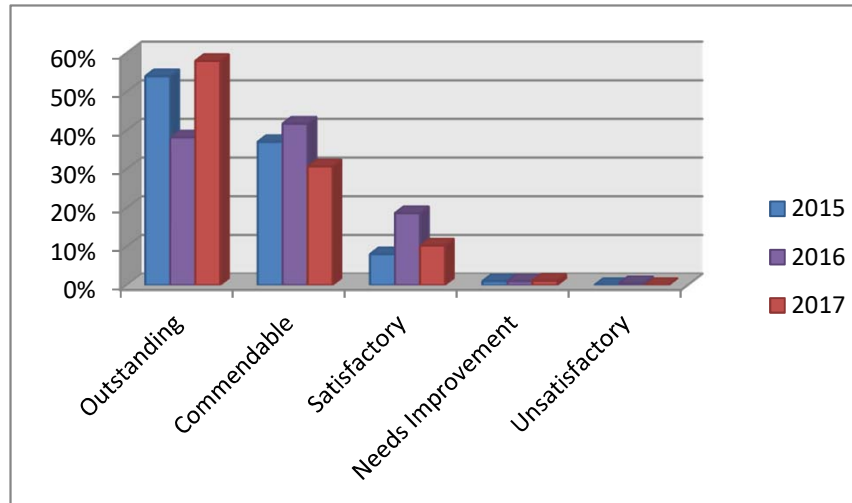
Quality of Services Provided by OME-RESA

| | 2015 | | 2016 | | 2016 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 48 | 52% | 70 | 35% | 45 | 51% |
| Commendable | 32 | 35% | 81 | 41% | 32 | 36% |
| Satisfactory | 10 | 11% | 44 | 22% | 7 | 8% |
| Needs Improvement | 2 | 2% | 3 | 2% | 4 | 5% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 0 | 0% |



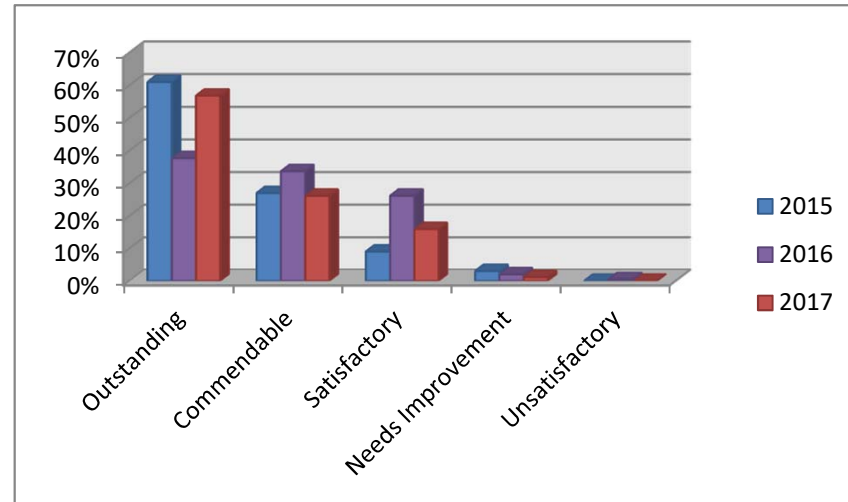
Quality, skill, and knowledge level of OME-RESA staff

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 50 | 54% | 76 | 38% | 51 | 58% |
| Commendable | 34 | 37% | 83 | 42% | 27 | 31% |
| Satisfactory | 7 | 8% | 37 | 19% | 9 | 10% |
| Needs Improvement | 1 | 1% | 2 | 1% | 1 | 1% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 0 | 0% |



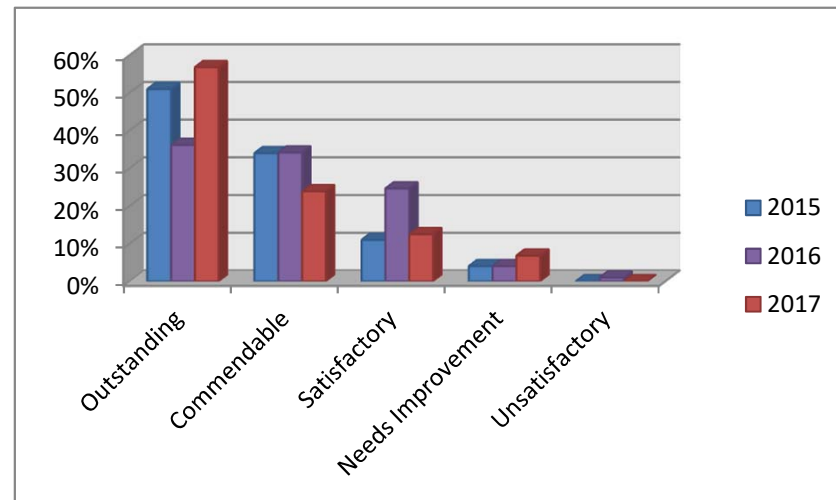
Staff available when needed

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 56 | 61% | 75 | 38% | 50 | 57% |
| Commendable | 25 | 27% | 67 | 34% | 23 | 26% |
| Satisfactory | 8 | 9% | 52 | 26% | 14 | 16% |
| Needs Improvement | 3 | 3% | 4 | 2% | 1 | 1% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 0 | 0% |



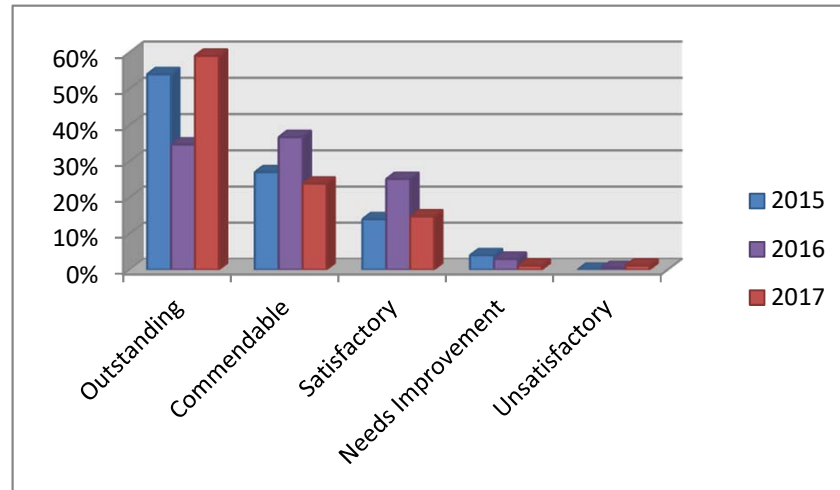
Flexibility and adaptability to meet my needs

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 47 | 51% | 72 | 36% | 50 | 57% |
| Commendable | 31 | 34% | 68 | 34% | 21 | 24% |
| Satisfactory | 10 | 11% | 49 | 25% | 11 | 13% |
| Needs Improvement | 4 | 4% | 8 | 4% | 6 | 7% |
| Unsatisfactory | 0 | 0% | 2 | 1% | 0 | 0% |



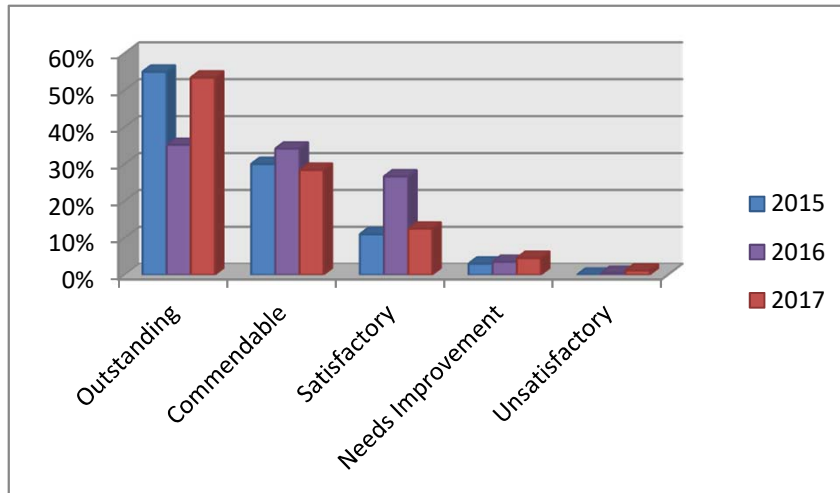
Response time - questions and problem resolution

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 50 | 54% | 69 | 35% | 52 | 59% |
| Commendable | 25 | 27% | 73 | 37% | 21 | 24% |
| Satisfactory | 13 | 14% | 50 | 25% | 13 | 15% |
| Needs Improvement | 4 | 4% | 6 | 3% | 1 | 1% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 1 | 1% |



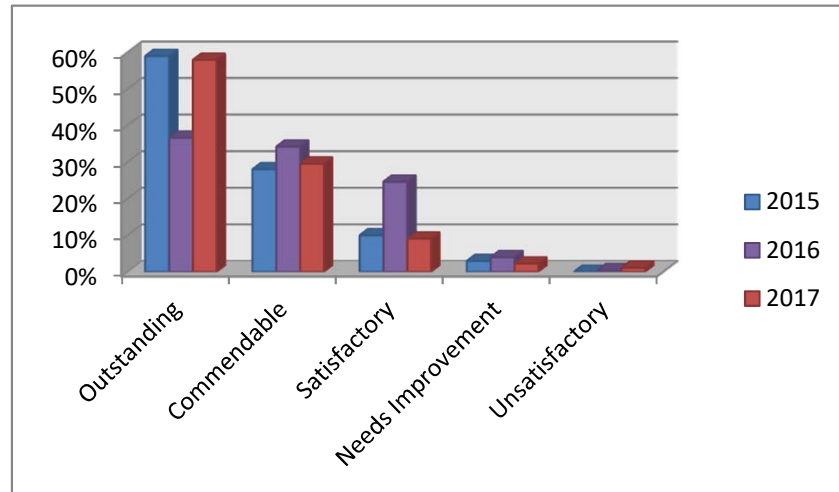
Availability of documentation

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 51 | 55% | 70 | 35% | 47 | 53% |
| Commendable | 28 | 30% | 68 | 34% | 25 | 28% |
| Satisfactory | 10 | 11% | 53 | 27% | 11 | 13% |
| Needs Improvement | 3 | 3% | 7 | 4% | 4 | 5% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 1 | 1% |



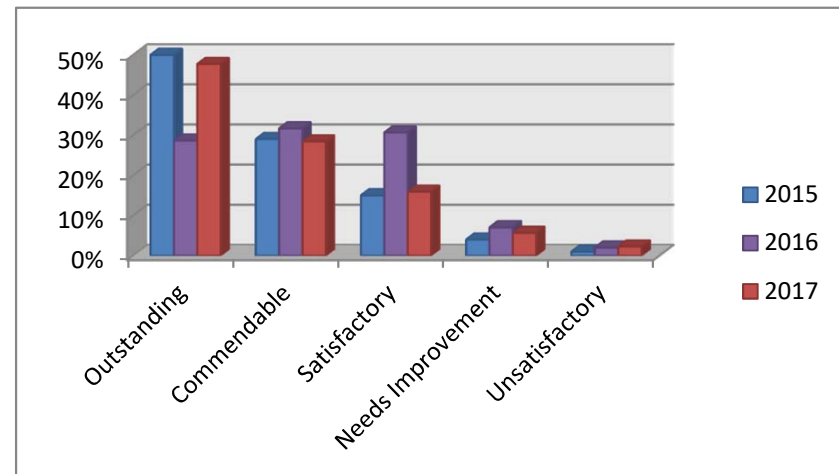
Adequate opportunities for feedback to OME-RESA staff

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 54 | 59% | 73 | 37% | 51 | 58% |
| Commendable | 26 | 28% | 68 | 34% | 26 | 30% |
| Satisfactory | 9 | 10% | 49 | 25% | 8 | 9% |
| Needs Improvement | 3 | 3% | 8 | 4% | 2 | 2% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 1 | 1% |



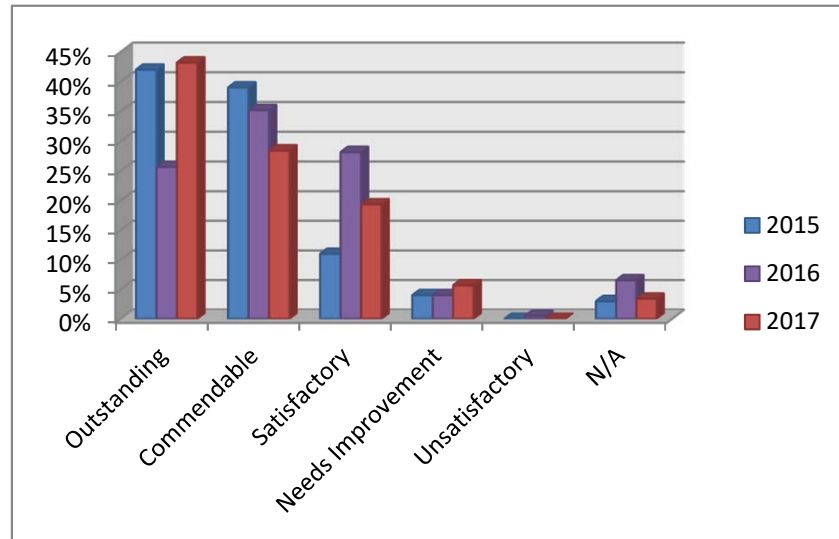
Level of profession development for your Position

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 46 | 50% | 57 | 29% | 42 | 48% |
| Commendable | 27 | 29% | 63 | 32% | 25 | 28% |
| Satisfactory | 14 | 15% | 61 | 31% | 14 | 16% |
| Needs Improvement | 4 | 4% | 14 | 7% | 5 | 6% |
| Unsatisfactory | 1 | 1% | 4 | 2% | 2 | 2% |



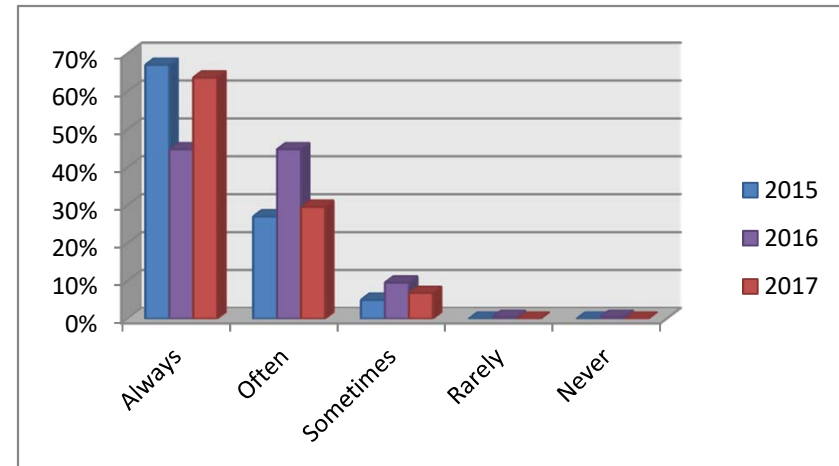
Quality of OME-RESA's software

| | 2015 | | 2016 | | 2017 | |
|-------------------|------|-----|------|-----|------|-----|
| Outstanding | 39 | 42% | 51 | 26% | 38 | 43% |
| Commendable | 36 | 39% | 70 | 35% | 25 | 28% |
| Satisfactory | 10 | 11% | 56 | 28% | 17 | 19% |
| Needs Improvement | 4 | 4% | 8 | 4% | 5 | 6% |
| Unsatisfactory | 0 | 0% | 1 | 1% | 0 | 0% |
| N/A | 3 | 3% | 13 | 7% | 3 | 3% |



The OME-RESA staff meet my expectations

| | 2015 | | 2016 | | 2017 | |
|-----------|------|-----|------|-----|------|-----|
| Always | 62 | 67% | 89 | 45% | 56 | 64% |
| Often | 25 | 27% | 89 | 45% | 26 | 30% |
| Sometimes | 5 | 5% | 19 | 10% | 6 | 7% |
| Rarely | 0 | 0% | 1 | 1% | 0 | 0% |
| Never | 0 | 0% | 1 | 1% | 0 | 0% |



OME-RESA services meet my expectations

| | 2015 | | 2016 | | 2017 | |
|-----------|------|-----|------|-----|------|-----|
| Always | 52 | 57% | 79 | 40% | 53 | 60% |
| Often | 33 | 39% | 92 | 46% | 25 | 28% |
| Sometimes | 6 | 7% | 26 | 13% | 10 | 11% |
| Rarely | 1 | 1% | 1 | 1% | 0 | 0% |
| Never | 0 | 0% | 1 | 1% | 0 | 0% |

