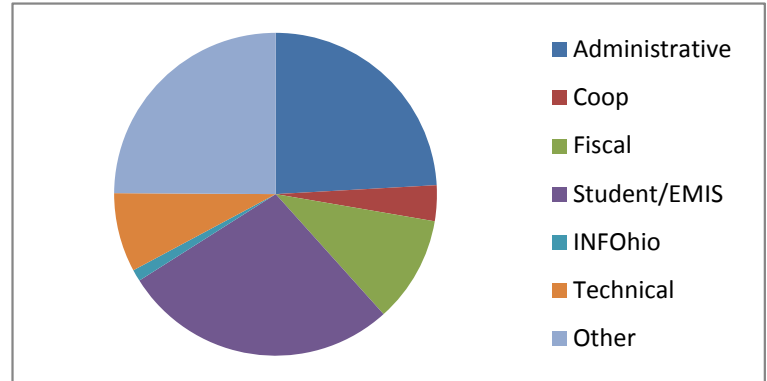


FY16 OME-RESA Satisfaction Survey

199 Responses

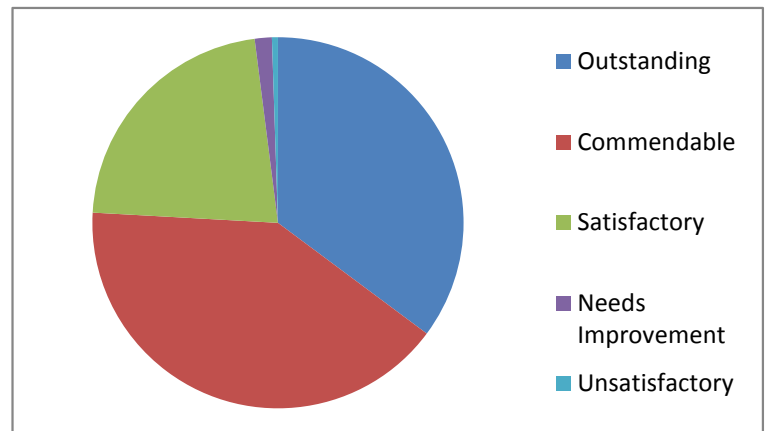
What area(s) are you responsible for within your district? (Select all that apply) Question Type: Check List

Administrative	61	24.11%
Coop	9	3.56%
Fiscal	27	10.67%
Student/EMIS	70	1.19%
INFOhio	3	70.00%
Technical	20	7.91%
Other	63	24.90%



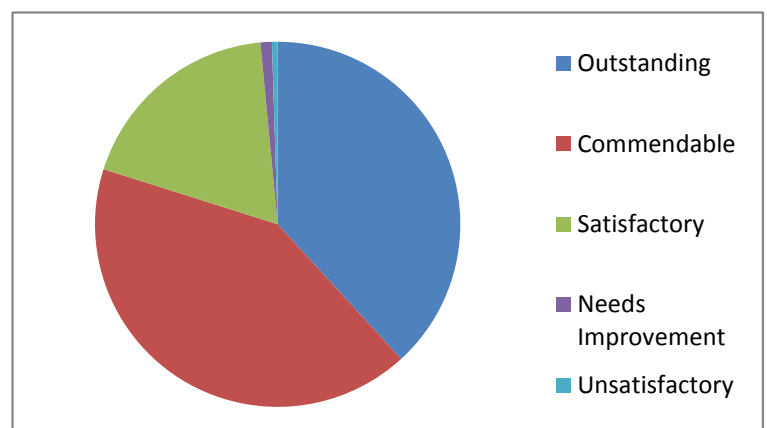
Quality of Services Provided by OME-RESA Question Type: Radio List

Outstanding	70	35.18%
Commendable	81	40.70%
Satisfactory	44	22.11%
Needs Improvement	3	1.51%
Unsatisfactory	1	0.50%



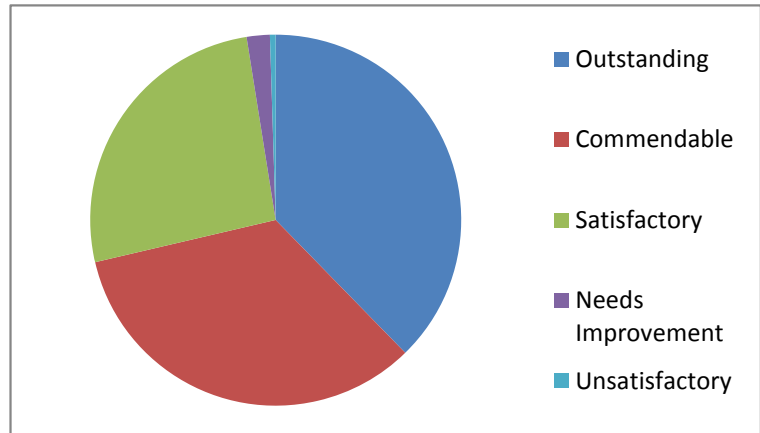
Quality, skill, and knowledge level of OME-RESA staff Question Type: Radio List

Outstanding	76	38.19%
Commendable	83	41.71%
Satisfactory	37	18.59%
Needs Improvement	2	1.01%
Unsatisfactory	1	0.50%



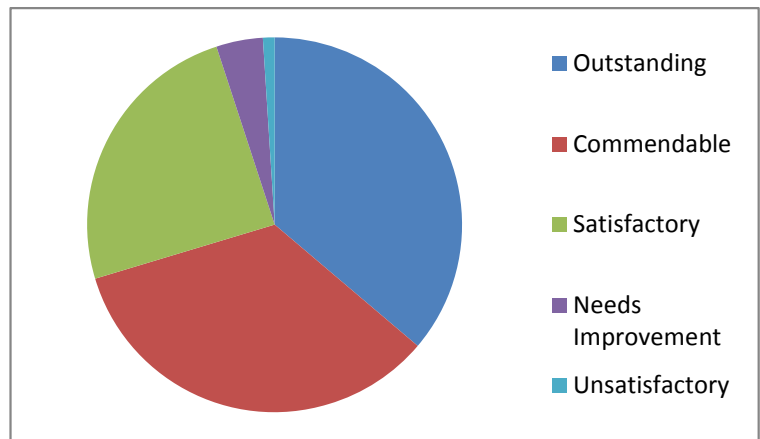
Staff available when needed Question Type: Radio List

Outstanding	75	37.69%
Commendable	67	33.67%
Satisfactory	52	26.13%
Needs Improvement	4	2.01%
Unsatisfactory	1	0.50%



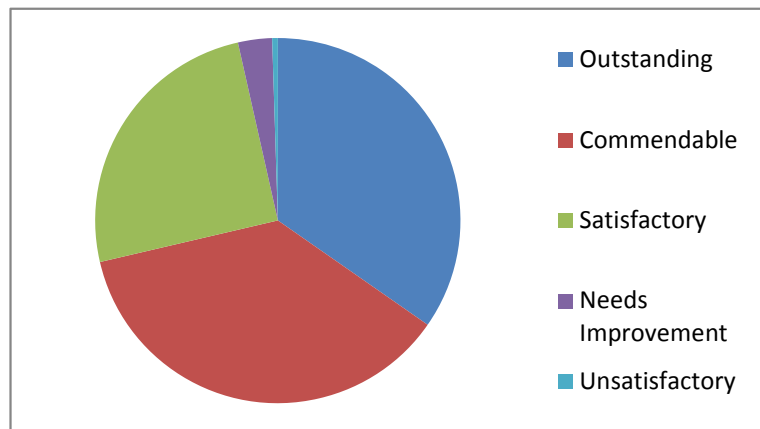
Flexibility and adaptability to meet my needs Question Type: Radio List

Outstanding	72	36.18%
Commendable	68	34.17%
Satisfactory	49	24.62%
Needs Improvement	8	4.02%
Unsatisfactory	2	1.01%



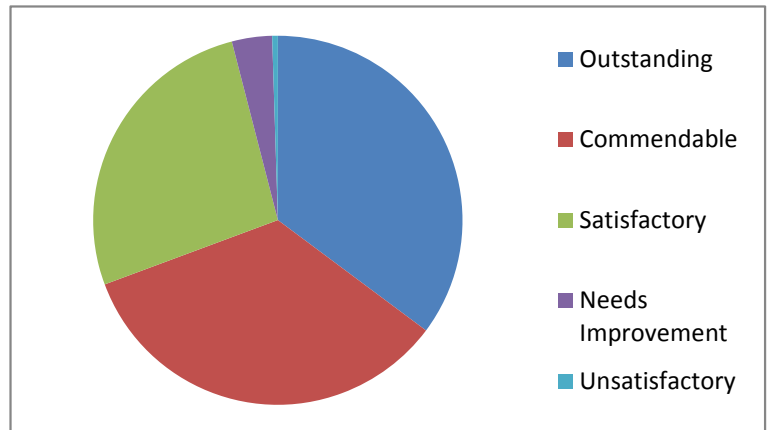
Response time - questions and problem resolution Question Type: Radio List

Outstanding	69	34.67%
Commendable	73	36.68%
Satisfactory	50	25.13%
Needs Improvement	6	3.02%
Unsatisfactory	1	0.50%



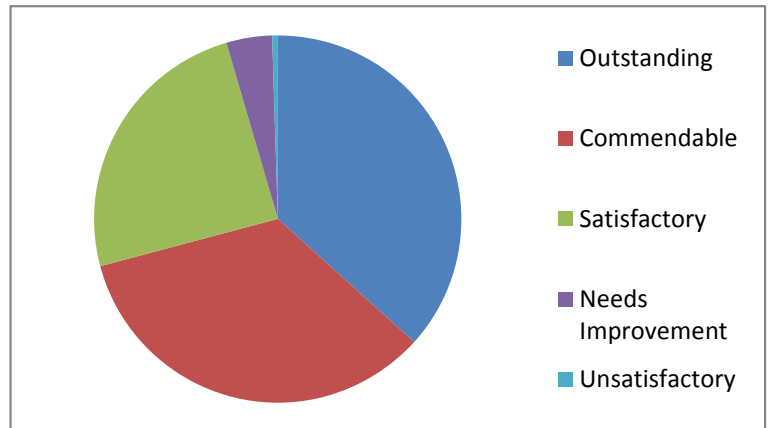
Availability of documentation Question Type: Radio List

Outstanding	70	35.18%
Commendable	68	34.17%
Satisfactory	53	26.63%
Needs Improvement	7	3.52%
Unsatisfactory	1	0.50%



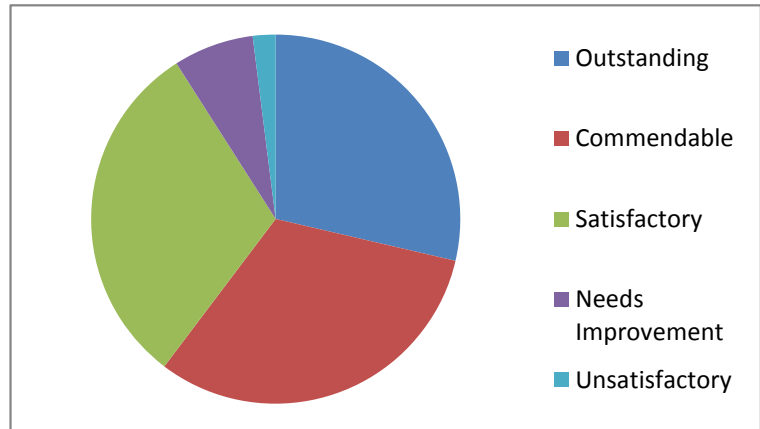
Adequate opportunities for feedback to OME-RESA staff Question Type: Radio List

Outstanding	73	36.68%
Commendable	68	34.17%
Satisfactory	49	24.62%
Needs Improvement	8	4.02%
Unsatisfactory	1	0.50%



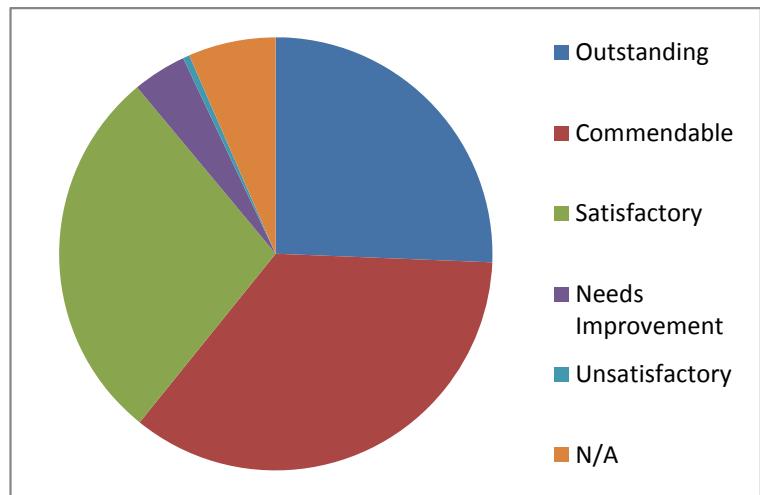
Level of professional development available for your position Question Type: Radio List

Outstanding	57	28.64%
Commendable	63	31.66%
Satisfactory	61	30.65%
Needs Improvement	14	7.04%
Unsatisfactory	4	2.01%



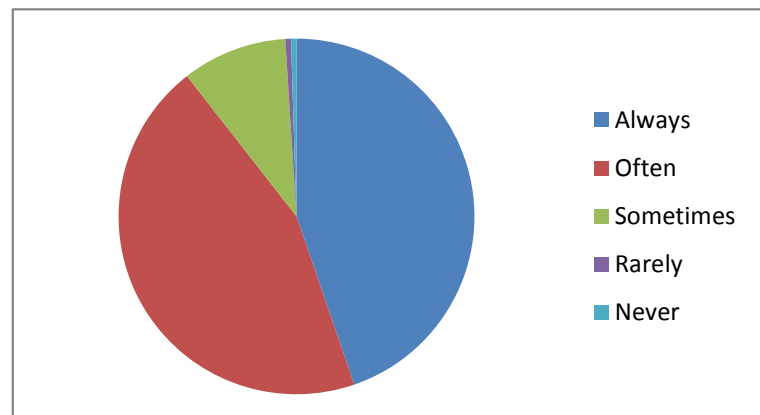
Quality of OME-RESA's applications Question Type: Radio List

Outstanding	51	25.63%
Commendable	70	35.18%
Satisfactory	56	28.14%
Needs Improvement	8	4.02%
Unsatisfactory	1	0.50%
N/A	13	6.53%



The OME-RESA staff meet my expectations Question Type: Radio List

Always	89	44.72%
Often	89	44.72%
Sometimes	19	9.55%
Rarely	1	0.50%
Never	1	0.50%



OME-RESA services meet my expectations Question Type: Radio List

Always	79	39.70%
Often	92	46.23%
Sometimes	26	13.07%
Rarely	1	0.50%
Never	1	0.50%

