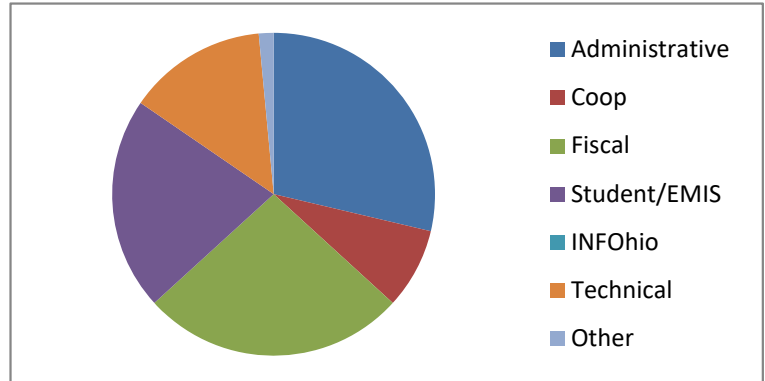


FY17 OME-RESA Satisfaction Survey

88 Responses

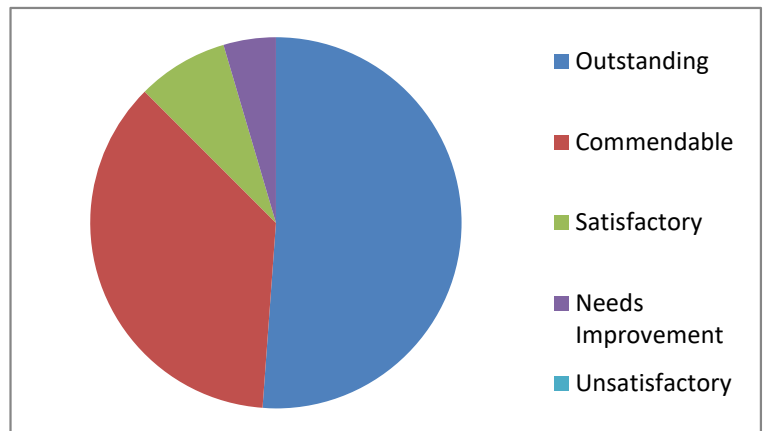
What area(s) are you responsible for within your district? (Select all that apply) Question Type: Check List

Administrative	39	28.68%
Coop	11	8.09%
Fiscal	36	26.47%
Student/EMIS	29	21.32%
INFOhio	0	0.00%
Technical	19	13.97%
Other	2	1.47%



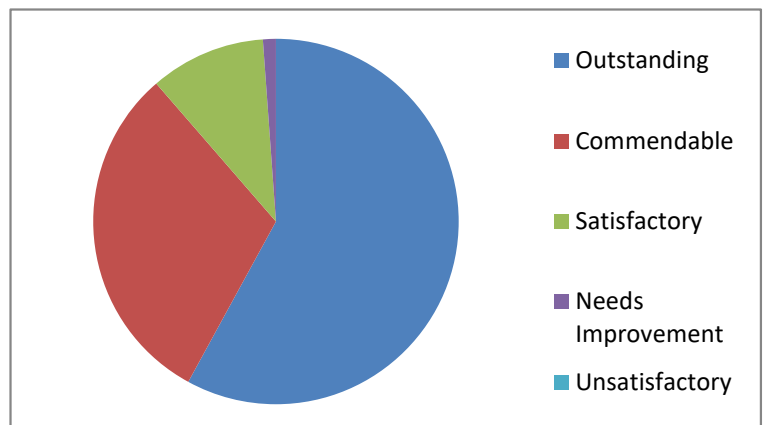
Quality of Services Provided by OME-RESA Question Type: Radio List

Outstanding	45	51.14%
Commendable	32	36.36%
Satisfactory	7	7.95%
Needs Improvement	4	4.55%
Unsatisfactory	0	0.00%



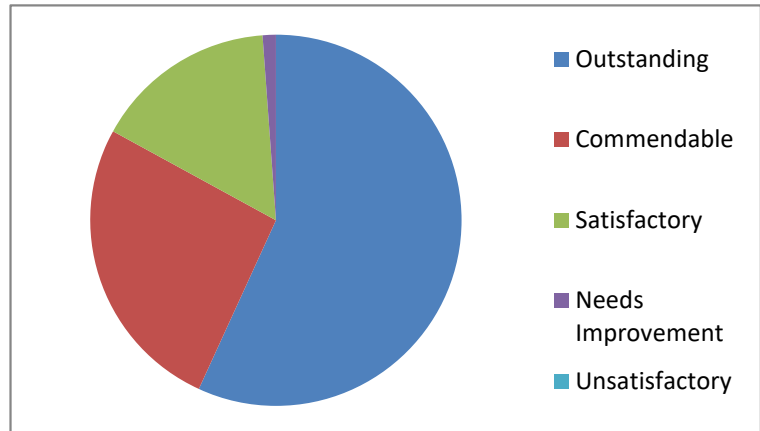
Quality, skill, and knowledge level of OME-RESA staff Question Type: Radio List

Outstanding	51	57.95%
Commendable	27	30.68%
Satisfactory	9	10.23%
Needs Improvement	1	1.14%
Unsatisfactory	0	0.00%



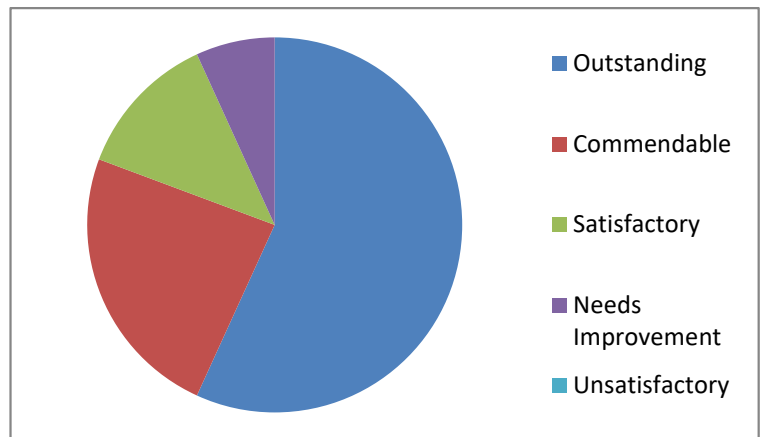
Staff available when needed Question Type: Radio List

Outstanding	50	56.82%
Commendable	23	26.14%
Satisfactory	14	15.91%
Needs Improvement	1	1.14%
Unsatisfactory	0	0.50%



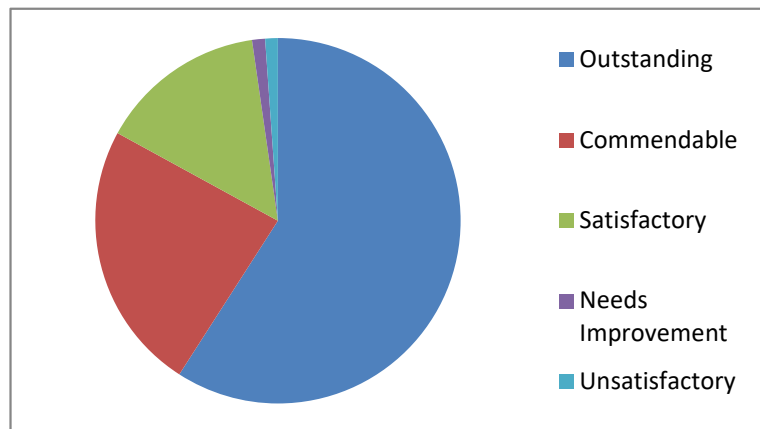
Flexibility and adaptability to meet my needs Question Type: Radio List

Outstanding	50	56.82%
Commendable	21	23.86%
Satisfactory	11	12.50%
Needs Improvement	6	6.82%
Unsatisfactory	0	0.00%



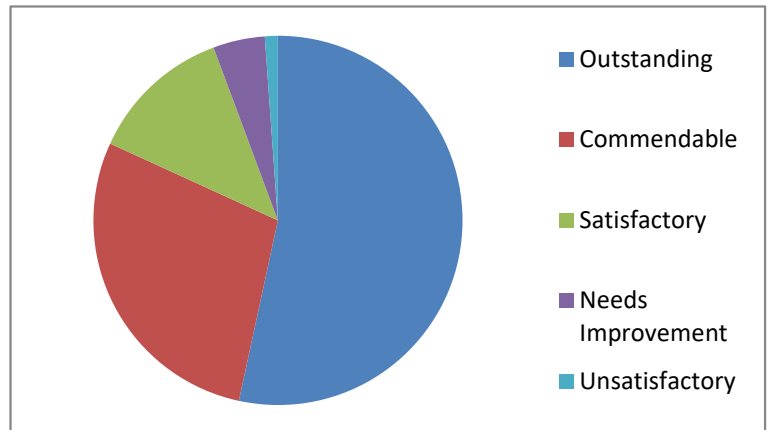
Response time - questions and problem resolution Question Type: Radio List

Outstanding	52	59.09%
Commendable	21	23.86%
Satisfactory	13	14.77%
Needs Improvement	1	1.14%
Unsatisfactory	1	1.14%



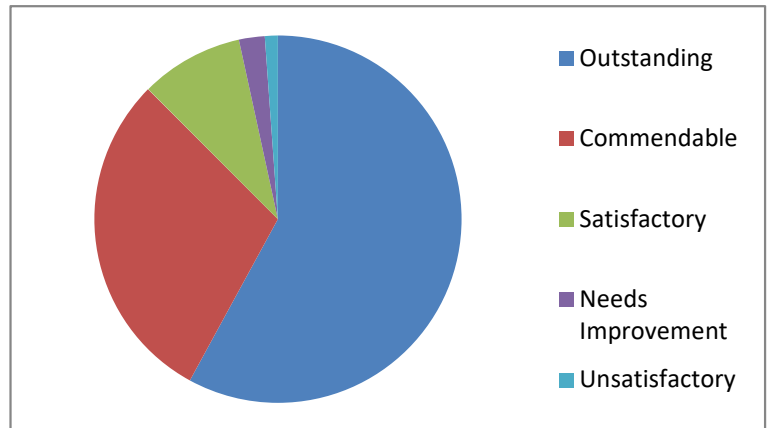
Availability of documentation Question Type: Radio List

Outstanding	47	53.41%
Commendable	25	28.41%
Satisfactory	11	12.50%
Needs Improvement	4	4.55%
Unsatisfactory	1	1.14%



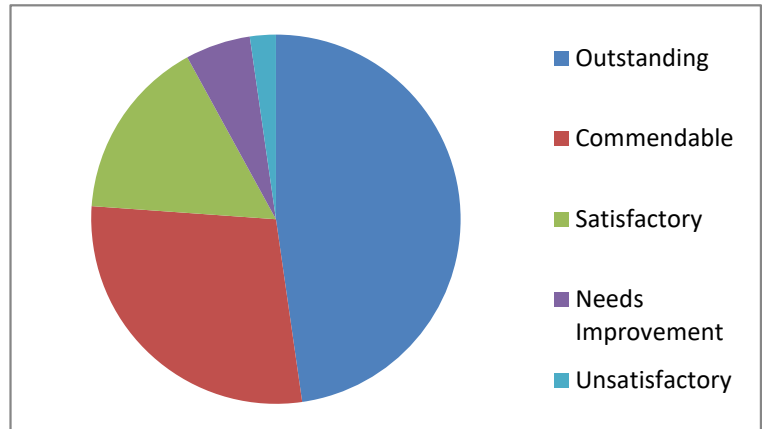
Adequate opportunities for feedback to OME-RESA staff Question Type: Radio List

Outstanding	51	57.95%
Commendable	26	29.55%
Satisfactory	8	9.09%
Needs Improvement	2	2.27%
Unsatisfactory	1	1.14%



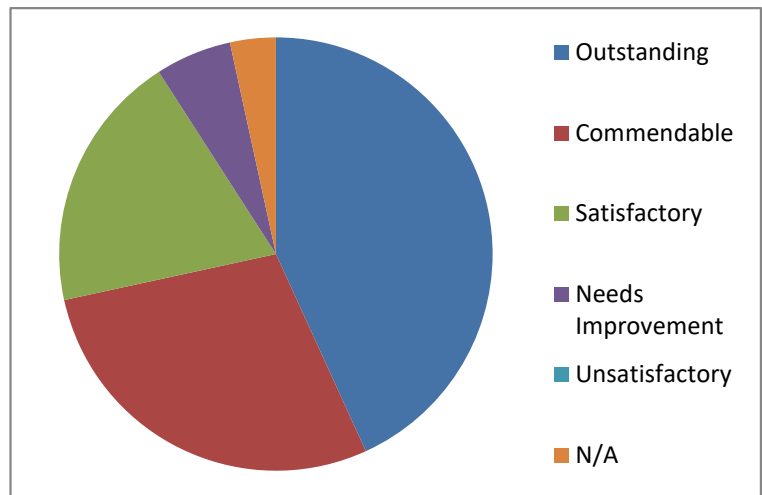
Level of professional development available for your position Question Type: Radio List

Outstanding	42	47.73%
Commendable	25	28.41%
Satisfactory	14	15.91%
Needs Improvement	5	5.68%
Unsatisfactory	2	2.27%



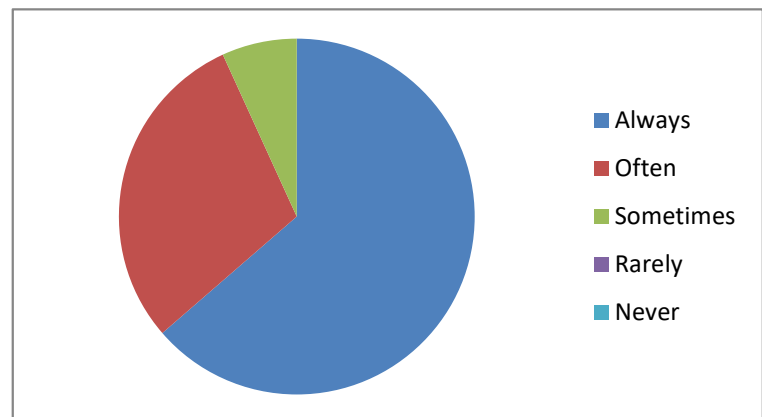
Quality of OME-RESA's applications Question Type: Radio List

Outstanding	38	43.18%
Commendable	25	28.41%
Satisfactory	17	19.32%
Needs Improvement	5	5.68%
Unsatisfactory	0	0.00%
N/A	3	3.41%



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

Always	56	63.64%
Often	26	29.55%
Sometimes	6	6.82%
Rarely	0	0.00%
Never	0	0.00%



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

Always	53	60.23%
Often	25	28.41%
Sometimes	10	11.36%
Rarely	0	0.00%
Never	0	0.00%

