

Top Ten Client Satisfaction Questions where we have influence to change performance results	
Quality	To what extent did CEC tailor its services to match your district's needs? 90% 2017-18 81%. 2016-17
Communication	What positions respond most to CEC communications? Board Member, Teacher, Principal. 2017-2018 Union Leader, Supt, Central Office Leader 2016-17
Work	Overall, how satisfied are you with the CEC staff that worked in your district or school? 92% 2017-18 86% 2016-17
Professional Development	Have you been able to sustain improvements as a result of CEC's services? 90% 2017-2018 82% 2016-2017
Teamwork	To what extent has CEC's work improved collaboration within your organization? 85% 2017-18 79% 2016-17
Resources and Processes	Have you been able to build capacity following CEC's services? 90% 2017-18 84% 2016-17