



Survey Results for

Texas Regional Education Service Centers

for

701 - Texas Education Agency

Region 16

**September 14, 2009
Through
October 30, 2009**

Scoring Overview

701 - Texas Education Agency
Region 16

Texas Education Agency participated in a survey to measure the satisfaction of Superintendents and Charter School Directors with Texas Regional Education Service Centers. The survey consists of demographic items and 14 standard items that measure satisfaction in three areas:

- (1) Satisfaction with ESC services supporting regular education programs (Items 1-4)
- (2) Satisfaction with ESC services supporting programs for special populations (Items 5-9)
- (3) Satisfaction with other ESC services (Items 10-14)

Scoring for Standard Items:

Respondents are asked to indicate how satisfied they are with the ESC support services. Possible responses and related point value for the response are listed below:

- (1) Very Dissatisfied
- (2) Dissatisfied
- (3) Neutral
- (4) Satisfied
- (5) Very Satisfied
- (Not scored) Doesn't Apply

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that respondents perceive the issue more positively than negatively. Scores of "4.0" or higher indicate a substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively and should be a significant source of concern.

Standard Deviation (Std. Dev.):

Standard Deviation data provide a measure of variance on how well individuals agree with one another. The higher the deviation, the more the group disagreed.

Number of Respondents:

Number of Respondents are the number of valid responses (including Doesn't Apply).

Frequency Distribution:

Frequency Distribution is represented by both the frequency and corresponding percentage in numerical and graphical formats for each possible response.

This Survey was administered by **The Organizational Excellence Group**.
Please visit our web site at www.survey.utexas.edu for more information.

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Survey Items

701 - Texas Education Agency
Region 16

Survey Respondents

Total Number of Respondents: 57

Survey Items

701 - Texas Education Agency
 Region 16

Reading and Language Arts		
Score:	4.74	
Std. Dev.:	0.444	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	42	73.68%
Satisfied	15	26.32%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution



Very Satisfied	73.68%
Satisfied	26.32%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Mathematics		
Score:	4.68	
Std. Dev.:	0.469	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	39	68.42%
Satisfied	18	31.58%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution




Very Satisfied	 68.42%
Satisfied	 31.58%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Social Studies		
Score:	4.68	
Std. Dev.:	0.506	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	40	70.18%
Satisfied	16	28.07%
Neutral	1	1.75%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	 70.18%
Satisfied	 28.07%
Neutral	 1.75%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Science		
Score:		4.74
Std. Dev.:		0.444
Number of Respondents:		57
Item Response	Count	Pct.
Very Satisfied	42	73.68%
Satisfied	15	26.32%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution





Very Satisfied	73.68%
Satisfied	26.32%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Special Education		
Score:	4.64	
Std. Dev.:	0.563	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	34	59.65%
Satisfied	14	24.56%
Neutral	2	3.51%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	7	12.28%

Frequency Distribution

Very Satisfied	 59.65%
Satisfied	 24.56%
Neutral	 3.51%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	 12.28%

Survey Items

701 - Texas Education Agency
 Region 16

At-Risk and Compensatory Education		
Score:	4.73	
Std. Dev.:	0.486	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	42	73.68%
Satisfied	13	22.81%
Neutral	1	1.75%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.75%

Frequency Distribution




Very Satisfied	73.68%
Satisfied	22.81%
Neutral	1.75%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	1.75%

Survey Items

701 - Texas Education Agency
 Region 16

Bilingual and ESL Education		
Score:		4.75
Std. Dev.:		0.440
Number of Respondents:		57
Item Response	Count	Pct.
Very Satisfied	38	66.67%
Satisfied	13	22.81%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	6	10.53%

Frequency Distribution






Very Satisfied	 66.67%
Satisfied	 22.81%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	 10.53%

Survey Items

701 - Texas Education Agency
 Region 16

Advanced Academics Education (e.g., gifted and talented and AP)		
Score:	4.45	
Std. Dev.:	0.711	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	31	54.39%
Satisfied	20	35.09%
Neutral	4	7.02%
Dissatisfied	1	1.75%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.75%

Frequency Distribution





Very Satisfied	 54.39%
Satisfied	 35.09%
Neutral	 7.02%
Dissatisfied	 1.75%
Very Dissatisfied	0%
Service Not Utilized	 1.75%

Survey Items

701 - Texas Education Agency
 Region 16

Migrant Education		
Score:	4.67	
Std. Dev.:	0.554	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	36	63.16%
Satisfied	13	22.81%
Neutral	2	3.51%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	6	10.53%

Frequency Distribution

Very Satisfied	 63.16%
Satisfied	 22.81%
Neutral	 3.51%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	 10.53%

Survey Items







701 - Texas Education Agency
 Region 16

Services to help the district/charter school operate more efficiently and economically (e.g. shared services, cooperatives, curriculum support, business services, teacher recruitment, etc.)

Score: 4.75
Std. Dev.: 0.477
Number of Respondents: 57

Item Response	Count	Pct.
Very Satisfied	43	75.44%
Satisfied	12	21.05%
Neutral	1	1.75%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.75%

Frequency Distribution




Very Satisfied	 75.44%
Satisfied	 21.05%
Neutral	 1.75%
Dissatisfied	 0%
Very Dissatisfied	 0%
Service Not Utilized	 1.75%

Survey Items

701 - Texas Education Agency
 Region 16

Services and support for PEIMS		
Score:	4.74	
Std. Dev.:	0.483	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	43	75.44%
Satisfied	13	22.81%
Neutral	1	1.75%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	 75.44%
Satisfied	 22.81%
Neutral	 1.75%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items


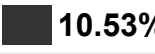


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Region 16

Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. NCLB, AYP, PBM, Child Nutrition)

Score: 4.86
Std. Dev.: 0.401
Number of Respondents: 57

Item Response	Count	Pct.
Very Satisfied	49	85.96%
Satisfied	6	10.53%
Neutral	1	1.75%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.75%

Frequency Distribution




Very Satisfied	 85.96%
Satisfied	 10.53%
Neutral	 1.75%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	 1.75%

Survey Items

701 - Texas Education Agency
 Region 16

Services and assistance to help improve student performance		
Score:	4.72	
Std. Dev.:	0.526	
Number of Respondents:	57	
Item Response	Count	Pct.
Very Satisfied	43	75.44%
Satisfied	12	21.05%
Neutral	2	3.51%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	 75.44%
Satisfied	 21.05%
Neutral	 3.51%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

School board training services		
Score:		4.84
Std. Dev.:		0.417
Number of Respondents:		57
Item Response	Count	Pct.
Very Satisfied	48	84.21%
Satisfied	7	12.28%
Neutral	1	1.75%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.75%

Frequency Distribution

Very Satisfied	84.21%
Satisfied	12.28%
Neutral	1.75%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	1.75%

Survey Items

701 - Texas Education Agency
Region 16

Use this space for additional comments about services and assistance your district/charter school has received from the ESC in your region. Comments may also include suggestions for new services and comments on programs and services not referenced above.

Verbatim Responses: 28

- Region 16 ESC is the very best Service Center in the state for meeting the needs of small school districts like ours.
 - Region 16 is very receptive to our needs and have always been very helpful. Our district is better able to serve the needs of all our students because of the services provided by the staff at Region 16 ESC.
 - I cannot say enough about the service attitude of all the personnel at Region 16. [NAME] exemplifies this service attitude at the top and my staff appreciates the willingness of the ESC 16 employees always willing to go the extra mile.
 - Region 16 ESC is invaluable to this rural area of Texas. They are dependable, customer service oriented and always professional. [NAME] does an excellent job, employing top notch people who take care of business.
 - Region 16 provides great support/assistance.
 - [NAME] and [PRONOUN] staff does an outstanding job. [PRONOUN] is always willing to help and do whatever needs to be done to help out my District.
 - We are very fortunate in Region 16 to have the crew that we have. I feel comfortable as an administrator that when I call my issues are very important to the folks there, and that I get quality care. They are TOP NOTCH!
 - The administration and staff of ESC 16 are dedicated and knowledgeable. They are very beneficial to our school district, its teachers, and our students. We appreciate them and their work very much!
 - Region 16 does an excellent job of supporting our LEA. If they don't have a specific program to address a need, they will invent one.
-

Survey Items

701 - Texas Education Agency
Region 16

Verbatim Responses: (Cont.) 28

- I am very pleased with ESC 16 as they are truly a service organization that delivers. I have never NOT gotten an answer to my question or NOT had a phone call returned. They are very good about meeting our needs and surveying how they can help more.
 - Overall we could not be more pleased with the assistance we get from Region 16. Staff is always very helpful and knowledgeable. As a rural district, they are our lifeline to information and services we could never access on our own. The only complaint I ever hear from my staff is that the student services department at ESC 16 can only be reached by e-mail and not direct telephone contact. That is a real pain if you are trying to get something figured out and need to talk to someone immediately.
 - Region 16 provides quality service in all areas.
 - ESC 16 provides all the services we need and provides assistance upon request, such as our request for assistance on our growing refugee population and the impact on NCLB.
 - Region XVI ESC is very district friendly and is open to provide services as needed to any district.
 - We could not function without the services of our Regional Service Center. Executive Director, [NAME], and [PRONOUN] staff are committed to excellence and the success of the school districts in Region 16. They work very hard to adapt to the changing needs presented by the current issues in our ever changing educational arena.
 - I think Region 16 is wonderful. I can't imagine operating my school without their support.
 - We are appreciative of Region 16 providing ARRA guidance free of charge.
 - Region 16 does an excellent job of supporting small districts. They provide a vital service.
-

Survey Items

701 - Texas Education Agency
Region 16

Verbatim Responses: (Cont.) 28

- Region 16 ESC is very helpful in all aspects of service. We would have a very difficult time if we had to operate without them.
 - Financial Services have been excellent.
 - The entire staff has been very helpful in the short time I've been in Region 16.
 - Great leadership from all of the administrators and field service reps. at region 16. They work very hard to advise and direct us with all of the circumstances we face. Great communication!
 - Wonderful ESC staff; personable and caring.
 - As a small school ESC 16 keeps us going, in all aspects of that term. We could not survive without the service center.
 - I could not have a better ESC. They are very helpful, knowledgeable, and friendly. Being in a very small school, I could not keep up with all the mandates from the state and federal government without the folks at Region 16. [NAME] and [PRONOUN] staff are excellent!
 - ESC 16 staff are very professional and knowledgeable. They have a service oriented focus. They are very responsive to the needs of the school districts in the region.
 - Overall our service center does a great job of support. [NAME] is a great leader and pays attention to detail.
 - I truly believe Region 16 is one of the best service centers in the state of Texas!
-

Survey Items


701 - Texas Education Agency
Region 16

I am a

Number of Respondents: 57

Item Response	Count	Pct.
Superintendent	57	100.00%
Charter School Director	0	0.00%

Frequency Distribution

Superintendent	 100%
Charter School Director	0%

Survey Items

701 - Texas Education Agency
Region 16

Your district/charter school is located in which ESC region?


Number of Respondents: 57

Item Response	Count	Pct.
Region 1	0	0.00%
Region 2	0	0.00%
Region 3	0	0.00%
Region 4	0	0.00%
Region 5	0	0.00%
Region 6	0	0.00%
Region 7	0	0.00%
Region 8	0	0.00%
Region 9	0	0.00%
Region 10	0	0.00%
Region 11	0	0.00%
Region 12	0	0.00%
Region 13	0	0.00%
Region 14	0	0.00%
Region 15	0	0.00%
Region 16	57	100.00%
Region 17	0	0.00%
Region 18	0	0.00%
Region 19	0	0.00%
Region 20	0	0.00%

Survey Items

701 - Texas Education Agency
Region 16

Frequency Distribution

Region 1	0%
Region 2	0%
Region 3	0%
Region 4	0%
Region 5	0%
Region 6	0%
Region 7	0%
Region 8	0%
Region 9	0%
Region 10	0%
Region 11	0%
Region 12	0%
Region 13	0%
Region 14	0%
Region 15	0%
Region 16	 100%
Region 17	0%
Region 18	0%
Region 19	0%
Region 20	0%

Survey Items





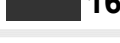
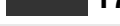
701 - Texas Education Agency
 Region 16

How many years, including the current school year, have you been a superintendent in Texas public schools?

Number of Respondents: 56

Item Response	Count	Pct.
Less than 1	7	12.50%
1-2	5	8.93%
3-5	14	25.00%
6-10	11	19.64%
11-15	9	16.07%
16+	10	17.86%

Frequency Distribution

Less than 1	 12.5%
1-2	 8.93%
3-5	 25%
6-10	 19.64%
11-15	 16.07%
16+	 17.86%

Survey Items







701 - Texas Education Agency
 Region 16

How many years, including the current school year, have you been a superintendent in your current ESC region?

Number of Respondents: 56

Item Response	Count	Pct.
Less than 1	9	16.07%
1-2	7	12.50%
3-5	17	30.36%
6-10	12	21.43%
11-15	6	10.71%
16+	5	8.93%

Frequency Distribution

Less than 1	 16.07%
1-2	 12.5%
3-5	 30.36%
6-10	 21.43%
11-15	 10.71%
16+	 8.93%

Survey Items

701 - Texas Education Agency
 Region 16

How many years, including the current school year, have you been a charter school director in Texas?

Number of Respondents: 1

Item Response	Count	Pct.
Less than 1	0	0.00%
1-2	0	0.00%
3-5	1	100.00%
6-10	0	0.00%
11-15	0	0.00%
16+	0	0.00%

Frequency Distribution

Less than 1	0%
1-2	0%
3-5	100%
6-10	0%
11-15	0%
16+	0%

Survey Items

701 - Texas Education Agency
 Region 16

How many years, including the current school year, have you been a charter school director in your current ESC region?

Number of Respondents: 1

Item Response	Count	Pct.
Less than 1	0	0.00%
1-2	0	0.00%
3-5	1	100.00%
6-10	0	0.00%
11-15	0	0.00%
16+	0	0.00%

Frequency Distribution

Less than 1	0%
1-2	0%
3-5	100%
6-10	0%
11-15	0%
16+	0%

Survey Items

701 - Texas Education Agency
 Region 16

Item Score Summary

Item Text	Score	Std. Dev.
Reading and Language Arts	4.74	0.444
Mathematics	4.68	0.469
Social Studies	4.68	0.506
Science	4.74	0.444
Special Education	4.64	0.563
At-Risk and Compensatory Education	4.73	0.486
Bilingual and ESL Education	4.75	0.440
Advanced Academics Education (e.g., gifted and talented and AP)	4.45	0.711
Migrant Education	4.67	0.554
Services to help the district/charter school operate more efficiently and economically (e.g. shared services, cooperatives, curriculum support, business services, teacher recruitment, etc.)	4.75	0.477
Services and support for PEIMS	4.74	0.483
Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. NCLB, AYP, PBM, Child Nutrition)	4.86	0.401
Services and assistance to help improve student performance	4.72	0.526
School board training services	4.84	0.417

Fall 2009 Workshop Evaluation Question 1

701- Texas Education Agency
Region 16 ESC

Question 1: I would recommend this training session to my colleagues.		
Score: 4.62		
Std. Dev.: 0.780		
Number of Respondents: 22873		
Item Response		
Count	Pct.	
Strongly Agree	17173	75.08%
Agree	3785	16.55%
Neutral	1217	5.32%
Disagree	377	1.65%
Strongly Disagree	321	1.40%

