



Survey Results for

Texas Regional Education Service Centers

for

701 - Texas Education Agency

Region 16

**November 15, 2016
Through
December 31, 2016**

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 services supporting regular education programs (Items 1-4)
- (2) Satisfaction with services supporting programs for special populations (Items 5-9)
- (3) Satisfaction with other 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) Service Not Utilized

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 Service Not Utilized).

Frequency Distribution:

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

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Survey Items

701 - Texas Education Agency
Region 16

Survey Respondents

Total Number of Respondents: 51

Survey Items

701 - Texas Education Agency
 Region 16

Reading and Language Arts

Score: 4.86
Std. Dev.: 0.348
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	44	86.27%
Satisfied	7	13.73%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	86.27%
Satisfied	13.73%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Mathematics

Score: 4.84
Std. Dev.: 0.367
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	43	84.31%
Satisfied	8	15.69%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	84.31%
Satisfied	15.69%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Social Studies

Score: 4.80
Std. Dev.: 0.404
Number of Respondents: 50

Item Response	Count	Pct.
Very Satisfied	40	80.00%
Satisfied	10	20.00%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	80%
Satisfied	20%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Science

Score: 4.84
Std. Dev.: 0.370
Number of Respondents: 50

Item Response	Count	Pct.
Very Satisfied	42	84.00%
Satisfied	8	16.00%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	84%
Satisfied	16%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Special Education

Score: 4.85
Std. Dev.: 0.357
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	41	80.39%
Satisfied	7	13.73%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	3	5.88%

Frequency Distribution

Very Satisfied	80.39%
Satisfied	13.73%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	5.88%

Survey Items

701 - Texas Education Agency
 Region 16

At-Risk and Compensatory Education

Score: 4.88
Std. Dev.: 0.331
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	43	84.31%
Satisfied	6	11.76%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	2	3.92%

Frequency Distribution

Very Satisfied	84.31%
Satisfied	11.76%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	3.92%

Survey Items

701 - Texas Education Agency
 Region 16

Bilingual and ESL Education

Score: 4.86
Std. Dev.: 0.351
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	43	84.31%
Satisfied	7	13.73%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.96%

Frequency Distribution

Very Satisfied	84.31%
Satisfied	13.73%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	1.96%

Survey Items

701 - Texas Education Agency
 Region 16

Advanced Academics Education (e.g., gifted and talented and AP)

Score: 4.79
Std. Dev.: 0.459
Number of Respondents: 50

Item Response	Count	Pct.
Very Satisfied	39	78.00%
Satisfied	8	16.00%
Neutral	1	2.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	2	4.00%

Frequency Distribution

Very Satisfied	78%
Satisfied	16%
Neutral	2%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	4%

Survey Items

701 - Texas Education Agency
 Region 16

Migrant Education

Score: 4.86
Std. Dev.: 0.354
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	42	82.35%
Satisfied	7	13.73%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	2	3.92%

Frequency Distribution

Very Satisfied	82.35%
Satisfied	13.73%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	3.92%

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: 4.92
Std. Dev.: 0.272
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	47	92.16%
Satisfied	4	7.84%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	92.16%
Satisfied	7.84%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Services and support for PEIMS

Score: 4.92
Std. Dev.: 0.272
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	47	92.16%
Satisfied	4	7.84%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	92.16%
Satisfied	7.84%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items



701 - Texas Education Agency
 Region 16

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

Score: 4.92
Std. Dev.: 0.274
Number of Respondents: 50

Item Response	Count	Pct.
Very Satisfied	46	92.00%
Satisfied	4	8.00%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	 92%
Satisfied	 8%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

Services and assistance to help improve student performance

Score: 4.86
Std. Dev.: 0.348
Number of Respondents: 51

Item Response	Count	Pct.
Very Satisfied	44	86.27%
Satisfied	7	13.73%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	86.27%
Satisfied	13.73%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 16

School board training services

Score: 4.98
Std. Dev.: 0.144
Number of Respondents: 50

Item Response	Count	Pct.
Very Satisfied	47	94.00%
Satisfied	1	2.00%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	2	4.00%

Frequency Distribution

Very Satisfied	94%
Satisfied	2%
Neutral	0%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	4%

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:	31
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- Without our ESC's small schools would have to go out into the market to find all of these services. The ESC is a one stop shopping place for education. We rely on them for a variety of services and have NEVER been let down in their providing of services for our district.
 - I have been a Region 16 superintendent for 8 years and I am always impressed with attitude of their staff and personnel. They are there to serve school districts.
 - Our small District would be lost without the support from the educational service Center
 - Region 16 service center is a critical part of our ability as a school district to meet the needs of our students. I am especially appreciative of their willingness to adapt to the needs of the districts and to provide additional services when called upon.
 - Being in a small district would make it IMPOSSIBLE both financially and with staffing to provide the services that our Regional ESC provides us and provides us well. We would not be able to provide the services that our students and community demand without a highly effective ESC. We are very fortunate to be able to work alongside such a well run and professional ESC. They are also a 5 star when it comes to friendliness, communication, and support in areas this survey does not address.
 - Region 16 is by far the best service center of the four I have been involved with in my career. The director will do whatever it takes to make sure you are taken care of. True servant leadership.
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Survey Items

701 - Texas Education Agency
Region 16

Verbatim Responses: (Cont.) 31

- Region 16 will provide any service that we have asked for. If they do not have the information they will find it and you know it will always be researched based and properly presented in a manner that is well received in the district.
 - From the Director of Region 16 down, the service we have received has been vital to the success of our district.
 - Being a small school district, our ESC is vital not only in providing services for regular and special education, but all of the contracted services as well. It would be extremely difficult for us to survive without the help of the great people at ESC16!
 - If Region 16 does not know the answer they will find it for us quickly and efficiently.
 - We have experienced excellent service when/as requested.
 - The services we receive here, Region 16 have been as good or better than services provided by any other ESC I have been associated with.
 - Our Region 16 service center is a wonderful resource for Wellington ISD and is always willing to help us in any way needed.
 - Region 16 offers a huge service for small rural schools. Their expertise is outstanding. The savings incurred by sharing the cost of very specific yet necessary positions makes for a very efficient system.
 - I have worked as an administrator in ESC 12, 14 and 16 and I can tell you by FAR, I have been EXCEPTIONALLY pleased with EVERY aspect of the service from ESC 16 staff and administration. They are TRULY there to help us in every way possible to make sure we are able to meet the needs of our students !!
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Survey Items

701 - Texas Education Agency
Region 16

Verbatim Responses: (Cont.) 31

- I could not be more satisfied with ESC 16. [NAME] and his staff do a phenomenal job supporting the school districts.
 - Board training is excellent. Very supportive and great resource for TEA initiatives etc.
 - We use ESC 16 for our business services. They do an excellent job with our payroll, budgeting, and any HR issues we encounter. Can't say enough about their expertise, professionalism, and willingness to help us at every turn.
 - Region 16 staff continually goes above and beyond to assist our District in various areas of need. I am very comfortable reaching out to individual departments. Region 16 is invaluable to our district.
 - The services provided by the ESC are vital to the continued success of small school districts and our students.
 - ESC 16 is awesome. They keep us abreast of innovative change. They are working with Friona ISD to implement Instructional Rounds - we are in our 3rd year. The support for new superintendents is also amazing.
 - Two years ago we had an elementary school and two feeder campuses not meet the state accountability standard. With the assistance of Region 16, we met standard on all campuses last year, and we are working diligently to continue to make growth in student achievement.
 - Claude ISD could not make it without the services Region 16 provides. They are life savers.
 - We are very fortunate to have such a strong and supportive ESC. They take great pride in their work and strive for excellence in their services to their districts.
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Survey Items

701 - Texas Education Agency
Region 16

Verbatim Responses: (Cont.) 31

- ESC 16 personnel are always very helpful when we have questions. They reply in a very timely fashion and are an invaluable resource for our school district.
 - Our Service Center Personnel have gone above and beyond to answer my questions as a 1st year Supt. They have assisted us in many ways when we have lost some key people to retirement, (PEIMS clerk and technology person). I appreciate their great attitude and the expertise that they so willingly share with our teachers, and our administration, myself included.
 - Region 16 service center does an extremely good job!
 - We are very happy with the services and support we receive from our regional service center. They are a great partner for the school district, our campuses and in turn our scholars.
 - ESC 16 is a service that our small, rural district would have a hard time surviving without. They are a great bang for our buck as we could not hire enough people to provide those services.
 - Our ESC works very hard to help districts in a lot of areas. The only drawback is at times it is hard to get free or get teachers free to come to training held during the school day.
 - [NAME] and his staff continuously bend over backwards in helping River Road ISD with many different endeavors. If not for Region 16, it would be extremely difficult for us to have the funding needed to provide these services.
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Survey Items


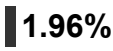
701 - Texas Education Agency
Region 16

I am a

Number of Respondents: 51

Item Response	Count	Pct.
Superintendent	50	98.04%
Charter School Administrator	1	1.96%

Frequency Distribution

Superintendent	 98.04%
Charter School Administrator	 1.96%

Survey Items

701 - Texas Education Agency
Region 16

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


Number of Respondents: 51

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	51	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: 51

Item Response	Count	Pct.
Less than 1	10	19.61%
1-2	9	17.65%
3-5	8	15.69%
6-10	14	27.45%
11-15	8	15.69%
16+	2	3.92%

Frequency Distribution

Less than 1	 19.61%
1-2	 17.65%
3-5	 15.69%
6-10	 27.45%
11-15	 15.69%
16+	 3.92%

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: 50

Item Response	Count	Pct.
Less than 1	10	20.00%
1-2	9	18.00%
3-5	12	24.00%
6-10	12	24.00%
11-15	5	10.00%
16+	2	4.00%

Frequency Distribution

Less than 1	20%
1-2	18%
3-5	24%
6-10	24%
11-15	10%
16+	4%

Survey Items

701 - Texas Education Agency
 Region 16

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

Number of Respondents: 1

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

Frequency Distribution

Less than 1	100%
1-2	0%
3-5	0%
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 administrator in your current ESC region?

Number of Respondents: 1

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

Frequency Distribution

Less than 1	100%
1-2	0%
3-5	0%
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	4.86	0.348
Mathematics	4.84	0.367
Social Studies	4.80	0.404
Science	4.84	0.370
Special Education	4.85	0.357
At-Risk and Compensatory Education	4.88	0.331
Bilingual and ESL Education	4.86	0.351
Advanced Academics Education (e.g., gifted and talented and AP)	4.79	0.459
Migrant Education	4.86	0.354
Services to help the district/charter school operate more efficiently and economically (e.g. shared services, cooperatives, curriculum support, business services, teacher recruitment, etc.)	4.92	0.272
Services and support for PEIMS	4.92	0.272
Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. ESSA, PBM, Child Nutrition)	4.92	0.274
Services and assistance to help improve student performance	4.86	0.348
School board training services	4.98	0.144