



Survey Results for

# **Texas Regional Education Service Centers**

for

**701 - Texas Education Agency**

**Region 16**

**November 15, 2019  
Through  
December 30, 2019**

# Scoring Overview

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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

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701 - Texas Education Agency  
Region 16

Survey Respondents

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**Total Number of Respondents: 56**

# Survey Items

701 - Texas Education Agency  
 Region 16

Reading and Language Arts		
<b>Score:</b>	4.80	
<b>Std. Dev.:</b>	0.447	
<b>Number of Respondents:</b>	55	

Item Response	Count	Pct.
Very Satisfied	45	81.82%
Satisfied	9	16.36%
Neutral	1	1.82%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution

Very Satisfied	<b>81.82%</b>
Satisfied	<b>16.36%</b>
Neutral	<b>1.82%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# Survey Items

701 - Texas Education Agency  
 Region 16

**Mathematics**




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**Score:** 4.71  
**Std. Dev.:** 0.494  
**Number of Respondents:** 56

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Item Response	Count	Pct.
Very Satisfied	41	73.21%
Satisfied	14	25.00%
Neutral	1	1.79%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution




Very Satisfied	 <b>73.21%</b>
Satisfied	 <b>25%</b>
Neutral	 <b>1.79%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# Survey Items

701 - Texas Education Agency  
 Region 16

Social Studies		
<b>Score:</b>	4.70	
<b>Std. Dev.:</b>	0.537	
<b>Number of Respondents:</b>	56	
Item Response	Count	Pct.
Very Satisfied	41	73.21%
Satisfied	13	23.21%
Neutral	2	3.57%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution




Very Satisfied	 <b>73.21%</b>
Satisfied	 <b>23.21%</b>
Neutral	 <b>3.57%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# Survey Items

701 - Texas Education Agency  
 Region 16

<b>Science</b>		
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<b>Score:</b>	4.64	
<b>Std. Dev.:</b>	0.586	
<b>Number of Respondents:</b>	56	
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<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Very Satisfied	39	69.64%
Satisfied	14	25.00%
Neutral	3	5.36%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution

Very Satisfied	 <b>69.64%</b>
Satisfied	 <b>25%</b>
Neutral	 <b>5.36%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# Survey Items





701 - Texas Education Agency  
 Region 16

## Special Education

**Score:** 4.75  
**Std. Dev.:** 0.551  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	43	76.79%
Satisfied	7	12.50%
Neutral	3	5.36%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	3	5.36%

## Frequency Distribution

Very Satisfied	 <b>76.79%</b>
Satisfied	 <b>12.5%</b>
Neutral	 <b>5.36%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>5.36%</b>



## Survey Items

701 - Texas Education Agency  
 Region 16

### At-Risk and Compensatory Education

**Score:** 4.80  
**Std. Dev.:** 0.444  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	46	82.14%
Satisfied	9	16.07%
Neutral	1	1.79%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

### Frequency Distribution

Very Satisfied	<b>82.14%</b>
Satisfied	<b>16.07%</b>
Neutral	<b>1.79%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# Survey Items





701 - Texas Education Agency  
 Region 16

## Bilingual and ESL Education

**Score:** 4.75  
**Std. Dev.:** 0.517  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	43	76.79%
Satisfied	10	17.86%
Neutral	2	3.57%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.79%

## Frequency Distribution

Very Satisfied	 <b>76.79%</b>
Satisfied	 <b>17.86%</b>
Neutral	 <b>3.57%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>1.79%</b>

# Survey Items






701 - Texas Education Agency  
 Region 16

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

**Score:** 4.56  
**Std. Dev.:** 0.718  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	36	64.29%
Satisfied	13	23.21%
Neutral	4	7.14%
Dissatisfied	1	1.79%
Very Dissatisfied	0	0.00%
Service Not Utilized	2	3.57%

## Frequency Distribution

Very Satisfied	 <b>64.29%</b>
Satisfied	 <b>23.21%</b>
Neutral	 <b>7.14%</b>
Dissatisfied	 <b>1.79%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>3.57%</b>

## Survey Items





701 - Texas Education Agency  
 Region 16

### Migrant Education

**Score:** 4.72  
**Std. Dev.:** 0.536  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	38	67.86%
Satisfied	10	17.86%
Neutral	2	3.57%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	6	10.71%

### Frequency Distribution

Very Satisfied	 <b>67.86%</b>
Satisfied	 <b>17.86%</b>
Neutral	 <b>3.57%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>10.71%</b>

## 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:** 4.76  
**Std. Dev.:** 0.470  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	43	76.79%
Satisfied	11	19.64%
Neutral	1	1.79%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.79%

### Frequency Distribution

Very Satisfied	 <b>76.79%</b>
Satisfied	 <b>19.64%</b>
Neutral	 <b>1.79%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>1.79%</b>

# Survey Items

701 - Texas Education Agency  
 Region 16

Services and support for PEIMS

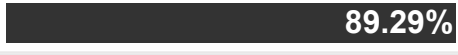

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**Score:** 4.89  
**Std. Dev.:** 0.312  
**Number of Respondents:** 56

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Item Response	Count	Pct.
Very Satisfied	50	89.29%
Satisfied	6	10.71%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution

Very Satisfied	 <b>89.29%</b>
Satisfied	 <b>10.71%</b>
Neutral	<b>0%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# 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:** 4.87  
**Std. Dev.:** 0.336  
**Number of Respondents:** 55

Item Response	Count	Pct.
Very Satisfied	48	87.27%
Satisfied	7	12.73%
Neutral	0	0.00%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution

Very Satisfied	<b>87.27%</b>
Satisfied	<b>12.73%</b>
Neutral	<b>0%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>

# Survey Items




701 - Texas Education Agency  
 Region 16

Services and assistance to help improve student performance

**Score:** 4.79  
**Std. Dev.:** 0.530  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	46	82.14%
Satisfied	9	16.07%
Neutral	0	0.00%
Dissatisfied	1	1.79%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

## Frequency Distribution

Very Satisfied	 <b>82.14%</b>
Satisfied	 <b>16.07%</b>
Neutral	<b>0%</b>
Dissatisfied	 <b>1.79%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	<b>0%</b>



## Survey Items





701 - Texas Education Agency  
 Region 16

### School board training services

**Score:** 4.78  
**Std. Dev.:** 0.462  
**Number of Respondents:** 56

Item Response	Count	Pct.
Very Satisfied	43	76.79%
Satisfied	10	17.86%
Neutral	1	1.79%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	2	3.57%

### Frequency Distribution

Very Satisfied	 <b>76.79%</b>
Satisfied	 <b>17.86%</b>
Neutral	 <b>1.79%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>3.57%</b>

## Survey Items

701 - Texas Education Agency  
 Region 16

### Item Score Summary

Item Text	Score	Std. Dev.
Reading and Language Arts	4.80	0.447
Mathematics	4.71	0.494
Social Studies	4.70	0.537
Science	4.64	0.586
Special Education	4.75	0.551
At-Risk and Compensatory Education	4.80	0.444
Bilingual and ESL Education	4.75	0.517
Advanced Academics Education (e.g., gifted and talented and AP)	4.56	0.718
Migrant Education	4.72	0.536
Services to help the district/charter school operate more efficiently and economically (e.g. shared services, cooperatives, curriculum support, business services, teacher recruitment, etc.)	4.76	0.470
Services and support for PEIMS	4.89	0.312
Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. ESSA, PBM, Child Nutrition)	4.87	0.336
Services and assistance to help improve student performance	4.79	0.530
School board training services	4.78	0.462