



Survey Results for

Texas Regional Education Service Centers

for

701 - Texas Education Agency

Region 10

**September 15, 2008
Through
October 30, 2008**

Scoring Overview

701 - Texas Education Agency
Region 10

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 10

Survey Respondents






Total Number of Respondents: 69

Survey Items

701 - Texas Education Agency
 Region 10

Reading and Language Arts		
Score:	4.54	
Std. Dev.:	0.659	
Number of Respondents:	68	
Item Response	Count	Pct.
Very Satisfied	41	60.29%
Satisfied	22	32.35%
Neutral	3	4.41%
Dissatisfied	1	1.47%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.47%

Frequency Distribution

Very Satisfied	 60.29%
Satisfied	 32.35%
Neutral	 4.41%
Dissatisfied	 1.47%
Very Dissatisfied	0%
Service Not Utilized	 1.47%

Survey Items

701 - Texas Education Agency
 Region 10

Mathematics		
Score:	4.40	
Std. Dev.:	0.698	
Number of Respondents:	68	
Item Response	Count	Pct.
Very Satisfied	34	50.00%
Satisfied	27	39.71%
Neutral	5	7.35%
Dissatisfied	1	1.47%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.47%

Frequency Distribution






Very Satisfied	50%
Satisfied	39.71%
Neutral	7.35%
Dissatisfied	1.47%
Very Dissatisfied	0%
Service Not Utilized	1.47%

Survey Items

701 - Texas Education Agency
 Region 10

Social Studies		
Score:	4.43	
Std. Dev.:	0.665	
Number of Respondents:	68	
Item Response	Count	Pct.
Very Satisfied	32	47.06%
Satisfied	27	39.71%
Neutral	3	4.41%
Dissatisfied	1	1.47%
Very Dissatisfied	0	0.00%
Service Not Utilized	5	7.35%

Frequency Distribution






Very Satisfied	 47.06%
Satisfied	 39.71%
Neutral	 4.41%
Dissatisfied	 1.47%
Very Dissatisfied	0%
Service Not Utilized	 7.35%

Survey Items

701 - Texas Education Agency
 Region 10

Science		
Score:	4.40	
Std. Dev.:	0.708	
Number of Respondents:	67	
Item Response	Count	Pct.
Very Satisfied	32	47.76%
Satisfied	25	37.31%
Neutral	5	7.46%
Dissatisfied	1	1.49%
Very Dissatisfied	0	0.00%
Service Not Utilized	4	5.97%

Frequency Distribution




Very Satisfied	 47.76%
Satisfied	 37.31%
Neutral	 7.46%
Dissatisfied	 1.49%
Very Dissatisfied	0%
Service Not Utilized	 5.97%

Survey Items

701 - Texas Education Agency
 Region 10

Special Education		
Score:	4.46	
Std. Dev.:	0.677	
Number of Respondents:	69	
Item Response	Count	Pct.
Very Satisfied	39	56.52%
Satisfied	23	33.33%
Neutral	7	10.14%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution






Very Satisfied	 56.52%
Satisfied	 33.33%
Neutral	 10.14%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 10

At-Risk and Compensatory Education		
Score:	4.32	
Std. Dev.:	0.701	
Number of Respondents:	69	
Item Response	Count	Pct.
Very Satisfied	30	43.48%
Satisfied	31	44.93%
Neutral	6	8.70%
Dissatisfied	1	1.45%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.45%

Frequency Distribution





Very Satisfied	 43.48%
Satisfied	 44.93%
Neutral	 8.7%
Dissatisfied	 1.45%
Very Dissatisfied	0%
Service Not Utilized	 1.45%

Survey Items

701 - Texas Education Agency
 Region 10

Bilingual and ESL Education		
Score:	4.45	
Std. Dev.:	0.718	
Number of Respondents:	69	
Item Response	Count	Pct.
Very Satisfied	38	55.07%
Satisfied	26	37.68%
Neutral	3	4.35%
Dissatisfied	2	2.90%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution






Very Satisfied	 55.07%
Satisfied	 37.68%
Neutral	 4.35%
Dissatisfied	 2.9%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items

701 - Texas Education Agency
 Region 10

Advanced Academics Education (e.g., gifted and talented and AP)		
Score:	4.23	
Std. Dev.:	0.810	
Number of Respondents:	69	
Item Response	Count	Pct.
Very Satisfied	25	36.23%
Satisfied	27	39.13%
Neutral	5	7.25%
Dissatisfied	3	4.35%
Very Dissatisfied	0	0.00%
Service Not Utilized	9	13.04%

Frequency Distribution





Very Satisfied	 36.23%
Satisfied	 39.13%
Neutral	 7.25%
Dissatisfied	 4.35%
Very Dissatisfied	0%
Service Not Utilized	 13.04%

Survey Items

701 - Texas Education Agency
 Region 10

Migrant Education		
Score:	4.30	
Std. Dev.:	0.763	
Number of Respondents:	69	
Item Response	Count	Pct.
Very Satisfied	24	34.78%
Satisfied	17	24.64%
Neutral	9	13.04%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	19	27.54%

Frequency Distribution

Very Satisfied	 34.78%
Satisfied	 24.64%
Neutral	 13.04%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	 27.54%

Survey Items






701 - Texas Education Agency
 Region 10

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: 4.55
Std. Dev.: 0.661
Number of Respondents: 69

Item Response	Count	Pct.
Very Satisfied	41	59.42%
Satisfied	21	30.43%
Neutral	3	4.35%
Dissatisfied	1	1.45%
Very Dissatisfied	0	0.00%
Service Not Utilized	3	4.35%

Frequency Distribution




Very Satisfied	 59.42%
Satisfied	 30.43%
Neutral	 4.35%
Dissatisfied	 1.45%
Very Dissatisfied	0%
Service Not Utilized	 4.35%

Survey Items

701 - Texas Education Agency
 Region 10

Services and support for PEIMS		
Score:	4.59	
Std. Dev.:	0.577	
Number of Respondents:	69	
Item Response	Count	Pct.
Very Satisfied	44	63.77%
Satisfied	22	31.88%
Neutral	3	4.35%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	0	0.00%

Frequency Distribution

Very Satisfied	 63.77%
Satisfied	 31.88%
Neutral	 4.35%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	0%

Survey Items





701 - Texas Education Agency
 Region 10

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

Score: 4.55
Std. Dev.: 0.558
Number of Respondents: 68

Item Response	Count	Pct.
Very Satisfied	39	57.35%
Satisfied	26	38.24%
Neutral	2	2.94%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.47%

Frequency Distribution






Very Satisfied	 57.35%
Satisfied	 38.24%
Neutral	 2.94%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	 1.47%

Survey Items

701 - Texas Education Agency
 Region 10

Services and assistance to help improve student performance		
Score:	4.34	
Std. Dev.:	0.664	
Number of Respondents:	68	
Item Response	Count	Pct.
Very Satisfied	29	42.65%
Satisfied	33	48.53%
Neutral	4	5.88%
Dissatisfied	1	1.47%
Very Dissatisfied	0	0.00%
Service Not Utilized	1	1.47%

Frequency Distribution






Very Satisfied	 42.65%
Satisfied	 48.53%
Neutral	 5.88%
Dissatisfied	 1.47%
Very Dissatisfied	0%
Service Not Utilized	 1.47%

Survey Items

701 - Texas Education Agency
 Region 10

School board training services		
Score:	4.39	
Std. Dev.:	0.726	
Number of Respondents:	68	
Item Response	Count	Pct.
Very Satisfied	29	42.65%
Satisfied	22	32.35%
Neutral	5	7.35%
Dissatisfied	1	1.47%
Very Dissatisfied	0	0.00%
Service Not Utilized	11	16.18%

Frequency Distribution

Very Satisfied	 42.65%
Satisfied	 32.35%
Neutral	 7.35%
Dissatisfied	 1.47%
Very Dissatisfied	0%
Service Not Utilized	 16.18%

Survey Items

701 - Texas Education Agency
Region 10

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: 23

- ESC 10 is always receptive to whatever needs we might have as a district. I believe they truly try to help in any way that they can.
 - The ESC is a vital part of the function our school district is committed to. Without them, we would be spending several thousands of dollars to meet the needs of our students.
 - [NAME] has done an excellent job of creating a service oriented atmosphere at Region 10.
 - Boles ISD does not take advantage of all the fantastic programs available at ESC 10
 - This last year our service center has been exceptionally helpful.
 - The Region 10 staff members do a good job of supporting Region 10 school districts.
 - Region 10 personnel exemplify professionalism and are always available to assist.
 - Region X Service Center has been a most useful resource for our school district. Region X allows our school district to accomplish much more than could otherwise be possible. Our service center has always been there for us and has made every attempt to ensure that services to ALL districts are equally distributed. Region X, in my opinion, offers the highest quality of services and programs to its member schools.
 - Region 10 is very proactive in reaching out to schools to assess needs. One area, however, that neither our ESC nor TEA has been able to help with is ayp in regard to the 3% cap. Our district achieved a Recognized rating the same year we missed ayp. Why should the district be penalized for respecting the iep?!
 - Region 10 does a great job at a reasonable cost in helping us in all areas.
-

Survey Items

701 - Texas Education Agency
Region 10

Verbatim Responses: (Cont.) 23

- Region 10 has been very supportive in all areas.
 - Region X has always been great at serving our needs. I do not ever remember a time in 30 years of working with Region X as a teacher or administrator that they have not been responsive to any need I have experienced.
 - Region X has been very energetic in finding solutions to district problems.
 - Region X has been at the forefront in helping districts plan for the upcoming 403(b) administrative changes, and for being the guiding force for our new broadband installations coming next year.
 - Region X ESC has many great qualities but I feel they have one primary weakness. I feel that they are catering to the superintendents of the region more than necessary. Maybe having several "big district" superintendents in the region makes this a requirement. The smaller districts need their teachers catered to much more. For instance, if a secretary, teacher, etc. calls the ESC for help they may or may not get to talk to someone in a timely manner. On the other hand, I make the same contact and I usually get a return call within minutes.
 - Our service center does a great job.
 - [NAME] and EVERYONE else at ESC X goes out of their way to provide exemplary service and to disseminate information. It would be much more difficult to do my job as the Superintendent if it were not for ESC X and all they do for us!!!!!!
 - This last twelve months is the first time I have felt that the business and ops side of the ESC cared about charter schools and their support. Now they seem to be quite focused and we just need to spend more time with the resources they provide.
 - I have very pleased with the support that region 10 has giving me.
-

Survey Items

701 - Texas Education Agency
Region 10

Verbatim Responses: (Cont.) 23

- Region 10 is a great partner with LISD!
 - We could not survive without the help of the service center
 - Region X does a good job getting input from the school districts on what they need to help students.
 - My staff and I believe Region 10 ESC is one of the finest in the State of Texas.
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Survey Items

701 - Texas Education Agency
Region 10

I am a

Number of Respondents: 69

Item Response	Count	Pct.
Superintendent	52	75.36%
Charter School Director	17	24.64%

Frequency Distribution

Superintendent	75.36%
Charter School Director	24.64%

Survey Items

701 - Texas Education Agency
Region 10

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


Number of Respondents: 69

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	69	100.00%
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	0	0.00%
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 10

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	 100%
Region 11	0%
Region 12	0%
Region 13	0%
Region 14	0%
Region 15	0%
Region 16	0%
Region 17	0%
Region 18	0%
Region 19	0%
Region 20	0%

Survey Items

701 - Texas Education Agency
 Region 10

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

Number of Respondents: 60

Item Response	Count	Pct.
Less than 1	6	10.00%
1-2	4	6.67%
3-5	14	23.33%
6-10	15	25.00%
11-15	10	16.67%
16+	11	18.33%

Frequency Distribution

Less than 1	■ 10%
1-2	■ 6.67%
3-5	■ 23.33%
6-10	■ 25%
11-15	■ 16.67%
16+	■ 18.33%

Survey Items

701 - Texas Education Agency
Region 10

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

Number of Respondents: 57

Item Response	Count	Pct.
Less than 1	6	10.53%
1-2	9	15.79%
3-5	12	21.05%
6-10	19	33.33%
11-15	5	8.77%
16+	6	10.53%

Frequency Distribution

Less than 1	■ 10.53%
1-2	■ 15.79%
3-5	■ 21.05%
6-10	■ 33.33%
11-15	■ 8.77%
16+	■ 10.53%

Survey Items





701 - Texas Education Agency
 Region 10

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

Number of Respondents: 17

Item Response	Count	Pct.
Less than 1	3	17.65%
1-2	3	17.65%
3-5	3	17.65%
6-10	8	47.06%
11-15	0	0.00%
16+	0	0.00%

Frequency Distribution

Less than 1	 17.65%
1-2	 17.65%
3-5	 17.65%
6-10	 47.06%
11-15	0%
16+	0%

Survey Items





701 - Texas Education Agency
 Region 10

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

Number of Respondents: 17

Item Response	Count	Pct.
Less than 1	3	17.65%
1-2	2	11.76%
3-5	3	17.65%
6-10	9	52.94%
11-15	0	0.00%
16+	0	0.00%

Frequency Distribution

Less than 1	 17.65%
1-2	 11.76%
3-5	 17.65%
6-10	 52.94%
11-15	0%
16+	0%

Survey Items

701 - Texas Education Agency
 Region 10

Item Score Summary

Item Text	Score	Std. Dev.
Reading and Language Arts	4.54	0.659
Mathematics	4.40	0.698
Social Studies	4.43	0.665
Science	4.40	0.708
Special Education	4.46	0.677
At-Risk and Compensatory Education	4.32	0.701
Bilingual and ESL Education	4.45	0.718
Advanced Academics Education (e.g., gifted and talented and AP)	4.23	0.810
Migrant Education	4.30	0.763
Services to help the district/charter school operate more efficiently and economically (e.g. shared services, cooperatives, curriculum support, business services, teacher recruitment, etc.)	4.55	0.661
Services and support for PEIMS	4.59	0.577
Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. NCLB, AYP, PBM, Child Nutrition)	4.55	0.558
Services and assistance to help improve student performance	4.34	0.664
School board training services	4.39	0.726