November 7, 2016

TO THE ADMINISTRATOR ADDRESSED:

SUBJECT: Annual Client Satisfaction Survey of Regional Education Service Centers and Executive Directors

TEC §8.103 requires the commissioner to conduct an annual evaluation of each regional education service center (ESC) and executive director. The annual evaluation must include:

- Audit of ESC finances
- Review of ESC performance
- Review of client satisfaction
- Other factors as determined by the commissioner

As part of this review process, the Texas Education Agency has contracted with the University of Texas Organizational Excellence Group to conduct a client satisfaction survey. Every school district superintendent and charter school director in Texas will be receiving an email in the near future. The specifics of the email you will receive are as follows:

- The subject line will read “SEE_SURVEY1”
- The sender is “SEE_SURVEY1@austin.utexas.edu

I encourage each superintendent and charter school administrator to follow the directions in the email and complete this twenty-question survey. The information is an important part of the annual review for each ESC and executive director. If you have questions about this survey process, please contact Megan Aghazadian at (512) 463-9190 or megan.aghazadian@tea.texas.gov.

Sincerely,

Mike Morath
Commissioner of Education

MM/ma
Texas Regional Education Service Centers
Client Satisfaction Questionnaire for Superintendents/Charter School Administrators
Fall 2017

Instructions
- Click here to view a letter from Commissioner Mike Morath
- This survey is NOT anonymous.

Please enter your Survey Access Code: 000000

Section 1: How satisfied has your district/charter school been with ESC services to support regular education programs?
1. Reading and Language Arts
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
2. Mathematics
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
3. Social Studies
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
4. Science
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized

Section 2: How satisfied has your district/charter school been with ESC services to support these programs for special populations?
5. Special Education
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
6. At-Risk and Compensatory Education
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
7. Bilingual and ESL Education
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
8. Advanced Academics Education (e.g., gifted and talented and AP)
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
9. Migrant Education
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized

Section 3: How satisfied has your district/charter school been with the following ESC Services?
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.)
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized
11. Services and support for PEIMS
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized

https://www.orgexcel.net/survey/index.php?sc=70101
9/29/2017
12. Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. ESSA, PBM, Child Nutrition)
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized

13. Services and assistance to help improve student performance
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized

14. School board training services
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   - Service Not Utilized

Section 4: Comments

15. 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.

Section 5: Additional Information

16. I am a
   - Superintendent
   - Charter School Administrator

17. District or charter school name

18. Your district/charter school is located in which ESC region?
   - Region 1
   - Region 2
   - Region 3
   - Region 4
   - Region 5
   - Region 6
   - Region 7
   - Region 8
   - Region 9
   - Region 10
   - Region 11
   - Region 12
   - Region 13
   - Region 14
   - Region 15
   - Region 16
   - Region 17
   - Region 18
   - Region 19
   - Region 20

17. (School districts only)
   a. How many years, including the current school year, have you been a superintendent in Texas public schools?
      - Less than 1
      - 1-2
      - 3-5
      - 6-10
      - 11-15
      - 16+
   b. How many years, including the current school year, have you been a superintendent in your current ESC region?
      - Less than 1
      - 1-2
      - 3-5
      - 6-10
      - 11-15
      - 16+

18. (Charter schools only)
   a. How many years, including the current school year, have you been a charter school administrator in Texas?
      - Less than 1
      - 1-2
      - 3-5
      - 6-10
      - 11-15
      - 16+
   b. How many years, including the current school year, have you been a charter school administrator in your current ESC region?
      - Less than 1
      - 1-2
      - 3-5
      - 6-10
      - 11-15
      - 16+