



Survey Results for

# **Texas Regional Education Service Centers**

for

**701 - Texas Education Agency**

**October 15, 2013  
Through  
December 09, 2013**



# Scoring Overview

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701 - Texas Education Agency

**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.

The University of Texas at Austin  
School of Social Work  
1 University Station, R5000  
Austin, Texas 78712

[www.survey.utexas.edu](http://www.survey.utexas.edu)  
[soe@uts.cc.utexas.edu](mailto:soe@uts.cc.utexas.edu)  
Phone (512)471-9831  
Fax (512)471-9600

## Survey Items

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701 - Texas Education Agency

Survey Respondents

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**Total Number of Respondents: 945**

## Survey Items







701 - Texas Education Agency

### Reading and Language Arts

**Score:** 4.78  
**Std. Dev.:** 0.477  
**Number of Respondents:** 943

Item Response	Count	Pct.
Very Satisfied	735	77.94%
Satisfied	168	17.82%
Neutral	13	1.38%
Dissatisfied	2	0.21%
Very Dissatisfied	1	0.11%
Service Not Utilized	24	2.55%

### Frequency Distribution






Very Satisfied	 77.94%
Satisfied	 17.82%
Neutral	 1.38%
Dissatisfied	 0.21%
Very Dissatisfied	 0.11%
Service Not Utilized	 2.55%

# Survey Items

701 - Texas Education Agency

Mathematics		
<b>Score:</b>	4.79	
<b>Std. Dev.:</b>	0.460	
<b>Number of Respondents:</b>	939	
<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Very Satisfied	736	78.38%
Satisfied	157	16.72%
Neutral	17	1.81%
Dissatisfied	1	0.11%
Very Dissatisfied	0	0.00%
Service Not Utilized	28	2.98%

## Frequency Distribution

Very Satisfied	 <b>78.38%</b>
Satisfied	 <b>16.72%</b>
Neutral	 <b>1.81%</b>
Dissatisfied	 <b>0.11%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>2.98%</b>

# Survey Items

701 - Texas Education Agency

Social Studies		
<b>Score:</b>	4.75	
<b>Std. Dev.:</b>	0.493	
<b>Number of Respondents:</b>	940	
Item Response	Count	Pct.
Very Satisfied	705	75.00%
Satisfied	178	18.94%
Neutral	25	2.66%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	32	3.40%

## Frequency Distribution





Very Satisfied	75%
Satisfied	18.94%
Neutral	2.66%
Dissatisfied	0%
Very Dissatisfied	0%
Service Not Utilized	3.4%

# Survey Items

701 - Texas Education Agency

Science		
<b>Score:</b>	4.78	
<b>Std. Dev.:</b>	0.459	
<b>Number of Respondents:</b>	937	
<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Very Satisfied	731	78.01%
Satisfied	164	17.50%
Neutral	18	1.92%
Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Service Not Utilized	24	2.56%

## Frequency Distribution

Very Satisfied	 <b>78.01%</b>
Satisfied	 <b>17.5%</b>
Neutral	 <b>1.92%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>2.56%</b>




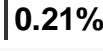
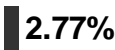


## Survey Items

701 - Texas Education Agency

Special Education		
<b>Score:</b>	4.82	
<b>Std. Dev.:</b>	0.438	
<b>Number of Respondents:</b>	937	
Item Response	Count	Pct.
Very Satisfied	761	81.22%
Satisfied	135	14.41%
Neutral	13	1.39%
Dissatisfied	2	0.21%
Very Dissatisfied	0	0.00%
Service Not Utilized	26	2.77%

### Frequency Distribution

Very Satisfied	 <b>81.22%</b>
Satisfied	 <b>14.41%</b>
Neutral	 <b>1.39%</b>
Dissatisfied	 <b>0.21%</b>
Very Dissatisfied	<b>0%</b>
Service Not Utilized	 <b>2.77%</b>

## Survey Items

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### At-Risk and Compensatory Education

**Score:** 4.76  
**Std. Dev.:** 0.490  
**Number of Respondents:** 936

Item Response	Count	Pct.
Very Satisfied	722	77.14%
Satisfied	165	17.63%
Neutral	24	2.56%
Dissatisfied	1	0.11%
Very Dissatisfied	0	0.00%
Service Not Utilized	24	2.56%

### Frequency Distribution

Very Satisfied	77.14%
Satisfied	17.63%
Neutral	2.56%
Dissatisfied	0.11%
Very Dissatisfied	0%
Service Not Utilized	2.56%

# Survey Items







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## Bilingual and ESL Education

**Score:** 4.76  
**Std. Dev.:** 0.508  
**Number of Respondents:** 937

Item Response	Count	Pct.
Very Satisfied	704	75.13%
Satisfied	164	17.50%
Neutral	21	2.24%
Dissatisfied	2	0.21%
Very Dissatisfied	1	0.11%
Service Not Utilized	45	4.80%

## Frequency Distribution

Very Satisfied	 75.13%
Satisfied	 17.5%
Neutral	 2.24%
Dissatisfied	 0.21%
Very Dissatisfied	 0.11%
Service Not Utilized	 4.8%

## Survey Items






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

**Score:** 4.73  
**Std. Dev.:** 0.537  
**Number of Respondents:** 937

Item Response	Count	Pct.
Very Satisfied	679	72.47%
Satisfied	166	17.72%
Neutral	34	3.63%
Dissatisfied	0	0.00%
Very Dissatisfied	1	0.11%
Service Not Utilized	57	6.08%

### Frequency Distribution







Very Satisfied	 <b>72.47%</b>
Satisfied	 <b>17.72%</b>
Neutral	 <b>3.63%</b>
Dissatisfied	<b>0%</b>
Very Dissatisfied	 <b>0.11%</b>
Service Not Utilized	 <b>6.08%</b>

# Survey Items

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Migrant Education		
<b>Score:</b>	4.74	
<b>Std. Dev.:</b>	0.525	
<b>Number of Respondents:</b>	935	
Item Response	Count	Pct.
Very Satisfied	630	67.38%
Satisfied	152	16.26%
Neutral	30	3.21%
Dissatisfied	1	0.11%
Very Dissatisfied	0	0.00%
Service Not Utilized	122	13.05%

## Frequency Distribution

Very Satisfied	 67.38%
Satisfied	 16.26%
Neutral	 3.21%
Dissatisfied	 0.11%
Very Dissatisfied	 0%
Service Not Utilized	 13.05%

## Survey Items

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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:** 4.80  
**Std. Dev.:** 0.463  
**Number of Respondents:** 940

Item Response	Count	Pct.
Very Satisfied	763	81.17%
Satisfied	144	15.32%
Neutral	19	2.02%
Dissatisfied	0	0.00%
Very Dissatisfied	1	0.11%
Service Not Utilized	13	1.38%

### Frequency Distribution

Very Satisfied	81.17%
Satisfied	15.32%
Neutral	2.02%
Dissatisfied	0%
Very Dissatisfied	0.11%
Service Not Utilized	1.38%

## Survey Items







701 - Texas Education Agency

### Services and support for PEIMS

**Score:** 4.83  
**Std. Dev.:** 0.443  
**Number of Respondents:** 938

Item Response	Count	Pct.
Very Satisfied	795	84.75%
Satisfied	114	12.15%
Neutral	12	1.28%
Dissatisfied	5	0.53%
Very Dissatisfied	0	0.00%
Service Not Utilized	12	1.28%

### Frequency Distribution

Very Satisfied	 <b>84.75%</b>
Satisfied	 <b>12.15%</b>
Neutral	 <b>1.28%</b>
Dissatisfied	 <b>0.53%</b>
Very Dissatisfied	 <b>0%</b>
Service Not Utilized	 <b>1.28%</b>

## Survey Items

701 - Texas Education Agency

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

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**Score:** 4.82  
**Std. Dev.:** 0.436  
**Number of Respondents:** 937

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Item Response	Count	Pct.
Very Satisfied	776	82.82%
Satisfied	143	15.26%
Neutral	10	1.07%
Dissatisfied	1	0.11%
Very Dissatisfied	1	0.11%
Service Not Utilized	6	0.64%

### Frequency Distribution

Very Satisfied	82.82%
Satisfied	15.26%
Neutral	1.07%
Dissatisfied	0.11%
Very Dissatisfied	0.11%
Service Not Utilized	0.64%



## Survey Items

701 - Texas Education Agency

Services and assistance to help improve student performance

**Score:** 4.76  
**Std. Dev.:** 0.513  
**Number of Respondents:** 940

Item Response	Count	Pct.
Very Satisfied	733	77.98%
Satisfied	159	16.91%
Neutral	28	2.98%
Dissatisfied	1	0.11%
Very Dissatisfied	1	0.11%
Service Not Utilized	18	1.91%

### Frequency Distribution







Very Satisfied	77.98%
Satisfied	16.91%
Neutral	2.98%
Dissatisfied	0.11%
Very Dissatisfied	0.11%
Service Not Utilized	1.91%

## Survey Items

701 - Texas Education Agency

School board training services		
<b>Score:</b>	4.77	
<b>Std. Dev.:</b>	0.509	
<b>Number of Respondents:</b>	941	
<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Very Satisfied	708	75.24%
Satisfied	142	15.09%
Neutral	22	2.34%
Dissatisfied	1	0.11%
Very Dissatisfied	2	0.21%
Service Not Utilized	66	7.01%

### Frequency Distribution

Very Satisfied	 75.24%
Satisfied	 15.09%
Neutral	 2.34%
Dissatisfied	 0.11%
Very Dissatisfied	 0.21%
Service Not Utilized	 7.01%

## Survey Items

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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:** 598

- [REGION] has always offered great support!
- [REGION] is extremely important to [ISD] and provides services and training very efficiently. [NAME] does a tremendous job anticipating and meeting the district's needs.
- We are a very small school district that relies very heavily on [REGION]. They do an outstanding job meeting our needs.
- The [REGION] ESC provides invaluable service for our district. Without their help we could not afford these.
- Could not ask for a better partner and service provider for the staff and students of our district. Provide excellent cost-effective trainings and solutions!
- Our service center is very important to us and we could not survive as a small school without them.
- [NAME] and his staff seek to serve and support [ISD] with "one call" turn around on the needs we have. I am very satisfied with him and his staffs services and support.
- It would be impossible for our district to function at the level necessary without the staff at [ESC].
- The service center is critical to the operation of my small school district.
- [REGION] has provided exceptional services to our staff and district. They have met every need and request we have shared and have gone above and beyond to support us in our work for students. The shared services arrangements have been critical to a small district like ours in providing exceptional service to our students and staff. We could not provide the level of services that we do without the support of the Service Center.

## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- The service center has been very supportive in every area we called upon them for help. They were especially receptive to our needs even given our small size and distance from the center. We could not perform at the high level we maintain without their continual assistance. [NAME] does a great job helping make our kids successful.
- ESC is always quick to respond to questions and offer services to fill in the gaps that small school have in administration.
- Our rural district is very pleased and excited about other avenues for staff development that have been occurring.
- Our ESC helps us everytime we call. They have helped me tremendously this year.
- The services and support provided by [REGION] have been excellent in helping to turn this district around. They provide on-site support and assistance as needed, which is frequently. Without their assistance, we could not have make the changes and improvements we have.
- [REGION] ESC provides our district with good services that support the overall stability of the district in several areas. We are a small district that operates within the laws and guidelines of the state with the support of ESC.
- [REGION] does a good job. Continue to expand distance learning opportunities.
- I have been in the superintendent chair for almost four months now as a new superintendent. I could not have handled everything in the manner, in which, I have without the help, guidance, and continued support of my service center, [REGION]. I truly appreciate the help they have provided and continued guidance to help me perform for our kids.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [REGION] always does a great job serving its school districts.
- They always go above and beyond to provide excellent service. It would not be possible for small districts to provide many of the services the ESC's do.
- The [REGION] ESC provides important services that are vital for our school district and does so in a manner that is more efficient financially than we would otherwise have available.
- The [ESC] has saved our District over \$100,000 in contracted services compared to contracting with private vendors. We are more than satisfied with the quality of service and the cost of the services provided. [NAME] has been attentive to our District's needs and in tune with the needed advancements in the Educational community.
- What I appreciate most about [NAME], the executive director for [ESC] and his staff is their commitment to service, both in attitude and day-to-day operations.
- When the fingerprinting requirements were established, we did not have an approved fingerprinting location within one hour of our school district. I contacted the ESC and suggested they offer these services. They were very responsive to my request and set the wheels in motion to become certified. We (and other LEAs) now have the opportunity to have these services provided at the ESC, which is much closer and more convenient. I appreciate the ESC's responsiveness to the needs of my district.
- Our service center provides tremendous help to our small district. The training we receive benefits the students and programs in [ISD].

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- I have been in a number of ESCs, all beneficial, but none as good as [ESC]. [NAME] & the staff are excellent, & help us immensely!
- Being a small school district, it would be hard for us to operate without the services of the ESC.
- Most of the time, the service center is helpful. I have been told on a number of occasions to read their help manual, which was not easy to locate on their site. Once I accessed the manual, it was very difficult to follow because there was too much information to get through. I need a checklist with links to additional information if needed.
- The service center is very important to [ISD]. We rely on service center staff for many services. Our service center provides quality services at an affordable rate.
- Small rural districts could not survive without the ESC services. Because of their support and expertise we are able to offer our students the same services as large urban districts.
- We utilize [REGION] ESC as a valuable resource on a daily basis.
- [REGION] does an excellent job. We need the service centers.
- We also receive excellent support with school finance issues.
- [REGION] ESC is a life saver for [ISD]. We would not be able to serve our students to the level needed or run our District efficiently without their services.
- I feel very fortunate to be a part of the [ESC]. It has an excellent reputation with my school district staff. They offer flexible training schedules and a committed, experienced staff.

## Survey Items

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701 - Texas Education Agency

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**Verbatim Responses: (Cont.)** 598

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- [REGION] has been a great asset to our school district.
  - [REGION] has provided outstanding support for our district! We would not be making the improvements we are making without all of the help and support they have provided.
  - Our service center consistently provides services to help us meet the needs of our students and the district as a whole.
  - Our district simply could not exist without the support of [REGION] ESC. They are always responsive to our individual needs as well as providing opportunities to network with neighboring districts to better serve all students.
  - Very helpful with technology.
  - I am so pleased that our service center personnel are always ready to respond to our needs. As a small, rural district, I would not have access to the resources they provide.
  - [REGION] is clearly outstanding. They have provided and are providing training and modeling that will help our student performance!
  - I am very satisfied with all services provided by the ESC. They are quick to respond when our district needs help.
  - [ESC] has always had a good working relationship with our District. They are quick to respond to our needs and always very helpful and supportive.
  - [REGION] ESC provides valuable services for small districts such as ours that do not have the resources to provide a quality education for our students. Their service philosophy coupled with a knowledgeable and dedicated staff has provided needed support to districts in this area.
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## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- [ESC] provides excellent service to our district. If we request additional services, they are very quick to meet our needs. The services that they supply are innumerable and always excellent. I have colleagues in other regions that marvel at the level of service that we receive from [REGION]. We would be crippled as a district without the ESCs, especially with TEA being understaffed and many times unable to assist. If legislators are indeed wanting to destroy public education, then the first nail in the coffin will be the destruction of the ESCs.
- [REGION] Education Service Center does a superb job addressing our student and staff needs.
- [NAME] and his staff truly believe and practice service to the school districts. They are always glad to see us and very willing to assist us in all of our needs. The field service agents are very knowledgeable and helpful.
- [ESC] is always ready to respond to [ISD] in meeting the educational need of students. We are blessed to have the resource available on a daily basis.
- Without the support and services provided by our ESC, my small school district would not be able to successfully meet the needs of our students, teachers and staff and quite honestly, would fail. [ESC] goes above and beyond to provide support at every level within our district.
- Our Education Service Center, [REGION], has a great staff and truly represent excellence in their training and support. They continually seek ways to share and reduce costs, bring quality training and/or representatives to our region and work hard to make sure we remain educated and compliant.



## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- We cannot survive without the valuable services provided by our [ESC]! All I have to do is pick up the phone and contact them if my district needs ANY sort of help or information. I am so pleased the ESC's survived the last legislative session.
- ESC [REGION] does a great job of serving us! [NAME] and his staff are conscientious of our needs and will bend over backward to provide services we deem necessary and important.
- We have been unable to move from an accountability rating with the help of the [ESC] staff. Their service was incredibly important to our success.
- Our service center has been responsive in meeting our needs.
- The loss of CSCOPE has had a tremendous negative impact on my district. This was a quality program that saved my district thousands of dollars - my teachers embraced the framework, valuing the flexibility to add personal activities. I will be reporting to my legislators and community the additional costs to my taxpayers for the loss of this valuable product. Our service centers are invaluable to us!
- [REGION] does a great job supporting [ISD] needs.
- We are very pleased with the services provided to us and would be at a loss without these services. [NAME] and his staff do a tremendous job supporting our schools.
- [ESC] is of the utmost importance to the success of [ISD] and its students. They are great to work with and care about the students of the district.

## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- [ISD] is a small very rural school district in [REGION]. We utilize many services from the [ESC] that are critical to the success of our district and programs. We get a huge return on our investment with [ESC]. Our [ESC] is service oriented and works to meet our needs at all times. Student learning & performance is enhanced by our affiliation with [ESC]. [ESC] always manages to keep the main thing "STUDENTS", the main thing!
- [ESC] has been very helpful in providing services. As a small district I don't know how we could manage the intense load of paperwork.
- [ESC] And [NAME] are doing an outstanding job
- Our [REGION]'s rural and we could not function at the level of excellence that we are functioning and working for continual improvement without the level of excellent service that we receive from the [REGION] ESC. We truly have a partnership to work as one with a common goal of providing excellent educational opportunities for the students of [ISD].
- I am very pleased with the services that are provided by our service center for all students.
- [REGION] ESC provides an INVALUABLE service to our District. The staff is always very friendly and helpful and fulfills many of the roles that we are not able to at the District level.
- The service center is always willing to help us upon our request if any problem arises.
- [ESC] is always there with the resources and knowledge that helps us each day. We have been in some tight spots and the Service Center ([REGION]) has stepped up and saved us. They do a great job and we would not be able to function without their support and services.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- The [REGION] ESC does an outstanding job of supporting our school district. The services and professional development they provide are high quality and more cost efficient than trying to do them ourselves, particularly for all of the smaller districts in the region.
- [ESC] is always ready to assist with any need. They are always ready with help in a timely manner.
- [ESC] has always been very responsive to our district on a variety of needs.
- [ESC] does an outstanding job for the schools in southeast Texas. The director and his staff are professional, knowledgeable, and are willing to help with anything we need.
- We would not be able to function as an informed, well trained, successful ISD without the support of our Regional Educational Service Center ([ESC]). Our Service Center provides so many services that we would not have access to without [REGION] serving as our partner. [REGION] a wonderful, invaluable service provider for us here at [ISD].
- The Service Center is an extremely valuable resource to our district.
- [REGION] does an excellent job in all areas. We are a small school district and do not have the personnel to comply with all the demands and paperwork required by various agencies. [REGION] provides all the necessary assistance to accomplish these tasks.
- Our educational service center allows us to offer programs and receive services that we would be unable to fund in a county of 12,000 people. They are the experts that we turn to when we have questions.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

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- We are served by [ESC]. The leadership and staff are service oriented. They work to assess the needs and capacities of the local districts, provide services, training and support that meet the needs of the local districts and rise above and beyond to insure satisfaction as well as improved student achievement. [ESC] is particularly successful, in our opinion, is providing differentiated services. The small districts are invited to participate in SSA, the larger districts have the options yet retain all of the support. [ESC] is an excellent source of information as the liaison with TEA. The leaders and staff of ESC work to ensure communication, services and interventions are aligned as intended by the state. The services and support of [ESC] are substantial and necessary for districts to complete their mission serving the needs of students and providing for student achievement.
  - Our largest complaint in our district is that the Service Center was essentially absent in assisting us in a Federal Grant that they received funds for and were required to be a partner of ours in for a year. To add, we are the only school in the region with said grant. To date, I have addressed this issue with the Executive Director and she has assigned her personnel to address these issues. However, it is our belief and general feeling that instructional services are not the strong suit of the Service Center.
  - ESC [REGION] is excellent.
  - Our service center ([REGION]) has been instrumental in helping support our new initiatives we have implemented throughout our district this year. With a school district our size, it is imperative we have the service center available to partner up with to help ensure ALL students are receiving a quality education.
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## Survey Items

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**Verbatim Responses: (Cont.)** 598

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- I believe the ESC provides services that would be very difficult to produce without them - and if they were produced independently of them - would be cost prohibitive. Please keep the vital ESCs an important part of the future!
  - [REGION] Education Service Center has given great support to our school district. I do not know what we would do without them
  - We are very pleased with the services that are provided by [REGION].
  - [REGION] just recently appointed a new Executive Director. My evaluation is based on the services of the staff and not necessarily of him.
  - At a smaller district we could not function without the esc
  - We have been pleased with all the efforts of the service center. I do not think school would be able to function as well without them.
  - [ISD] has a great relationship with the staff and services of [REGION]. They are the main link we use for training of staff, updates on legislative changes, initiatives, and all types of professional development. The ESC staff is very informed, engaging, friendly, and dedicated to the schools and students of the Region.
  - [REGION] provides small districts like ours services we would be unable to obtain at an affordable price from other sources. They also give us the support we need for our students to be successful and to enable us to meet TEA and federal regulations.
  - [REGION] ESC has been very helpful. WE CANNOT DO WITHOUT OUR SERVICE CENTER!!
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## Survey Items

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### Verbatim Responses: (Cont.) 598

- [ISD] would not operate nearly as well if we were not afforded the resources of the [REGION] Service Center.
- [ISD] had an independent auditor research our contract with [REGION]. Conclusion is we are saving thousands of dollars by using [REGION] as compared to contracting out those services. That means freeing up more funds to be spent in the classroom for our kids...(where the funds belong).
- Since we are located so far from the service center, I greatly appreciate the use of webinars to disseminate information. Not only are these informative, but we have the option of showing the recording of the webinar to other staff members.
- For the last 3 years, [REGION] has assisted [SCHOOL] of [CITY] with educational needs and concerns.
- Cant survive without [ESC]
- [ESC] is ESSENTIAL to the survival to all public school districts. Every service is EXCELLENT. They are critical to the success and survival of all programs. Assistance provided by ESC staff is trustworthy and always accurate, timely and informative. Critical people, essential to compliance and success of all student programs, and finance.
- We have an excellent Sevice Center! We are very proud of our relationship!
- My name is [NAME]. I am the acting interim superintendent. I have working in [ESC] for +25 years. [NAME] has done an exceptional job in my tenure as a campus and district administrator. I wish him well in his retirement. I hope the new [ESC] director has recent superintendent experience.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- As a small school with a tiny central office staff of two people (superintendent and business managers), the ESC is invaluable. We could not stay compliant across the multitude of programs that we deal with, without their help or else without hiring additional staff which we cannot afford.
- The [REGION] Service Center is a great asset to districts in the North Texas Region. As we continue to increase student performance while having decreased funding, the service center assist all districts with efficiency and effectiveness. With the new requirements of HB 5 the service center is instrumental in providing guidance and resources for such implementation.
- [REGION] is the most welcoming and user friendly of all the ESCs I have used.
- [ESC] has yet to let me down on an issue. They have been very timely when getting me answers or help.
- The [ESC] is our district's lifeline. We are a small rural district with very limited personnel. Our district does not have a curriculum director, any content specialists, assistant principals, assistant superintendents, etc. We depend on the [ESC] for providing cost effective curriculum support, staff development, leadership training, PEIMS, finance, etc. assistance. Our district would be crippled financially and information/expertise-wise without the services that the [ESC] offers.
- [REGION] personnel have been very supportive of our school district in numerous areas.
- The service center is very timely in responding to our district's needs.

## Survey Items

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### Verbatim Responses: (Cont.) 598

- The support we receive from [ESC] is excellent. Our small district would struggle to meet all the mandates without them. [NAME] and anyone on his staff are always ready to help us with any questions. They are willing to come to the district to provide training. I only want to reiterate they do a fantastic job and we appreciate them.
- Excellent, our district could not operate without our association/assistance of the ESC.
- I have always been very impressed with the [REGION] Education Service Center's ability and willingness to "tailor-make" services for my little 1A school district to meet our specific needs. Also, the response time from our service center staff members is phenomenal. Finally, if it were not for the ability of our service center to offer shared-service arrangements for my school district to use, to go out and hire vendors to give us these services would be cost prohibitive. I truly value that I have our SSA's with [REGION]. The quality of service from these SSA's is outstanding.
- I am a new superintendent at my school and [REGION] Staff have been super supportive! I could not make it without them.
- We are a very small district and would not be able to afford to pay for many of the services provided by ESC on our own. They provide an extremely valuable service to small rural schools. The Service Center aides in staff development, board training, finance service, accountability and testing assistance, GT, and provides much of our technology. We rely heavily on their expertise.
- Our Service Center does an outstanding job. They help with all aspects of keeping us informed and mentoring us in running our school district. We could not meet all of the requirements from TEA and the Federal Government without the help of our [REGION] Educational Service Center.



## Survey Items

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**Verbatim Responses: (Cont.)** 598

- We would not be able to function at the level we are without the assistance of [ESC]. They do a great job and help small, rural districts to be able to operate.
- [REGION] Service Center provides an invaluable service to the districts in the region. It would be a travesty for TEA to even consider eliminating or downsizing the service centers, especially [ESC].
- Our service center does a great job. Our district benefits greatly from this relationship. The bottom line, however, is that our kids benefit greatly.
- Educational Service Centers(ESC) are very important to small school districts. We would not be able to have all the additional personnel needed if we did not have the ESC staff to help our district.
- Response to any and all requests have been timely and professional.
- Nursing co-op programs for Charter school Training and assistance on how to use TEA website for new principals and understanding required reports Help with understanding compliance guidance from TEA
- The [REGION] Service Center is exceptional. Without their assistance in all of the areas above, our school would struggle greatly to meet the needs of the students. The individuals that work with us are exceptional from [REGION]. They are available at any time and provide accurate and comprehensive assistance in all areas. They provide onsite help and always are available by phone or appointment. We are EXTREMELY happy with their work and support. We need the ESC to continue our improvements.

## Survey Items

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### Verbatim Responses: (Cont.) 598

- [REGION] has been an outstanding partner as we have worked to improve the programs and academics in our district. They have assisted us by providing math coaches at various campuses. The teachers and administrators have valued their assistance. [REGION] has also been our partner in the implementation of PBIS and Champs training for our district. In addition, they provide us daily support with questions related to federal programs, state requirements, PEIMS, and much more. Due to budget cuts, we had to eliminate our print shop and have been very pleased with the services from [REGION].
- [REGION] is a must for our district.
- [ESC] is a great help for my district. The center provides much needed information and help concerning required mandates and training for the staff.
- [ESC] does an outstanding job providing high quality, cost effective programs and services that are essential to small and mid size schools who can't afford to do so on their own. The technical assistance is great, but they [ESC] needs more funding. We would be able to do so much more through them if there cost effective delivery method was better taken advantage of by the Legislature and TEA.
- If it wasn't for the Technology Department at our [REGION] ESC our [ISD] would not be where it is at. I can call the Director, deputy Directors and any of their employees after hours on the weekends or at anytime and they are always there to assist my school district. We are blessed to have them serve our Region.
- Our service center, [REGION], has been instrumental the success of our district. They have provided learning opportunities for our teachers, staff, administrators, and board members. We have found that if we have a need, the service center will whatever it takes to meet that need. The service center provides opportunities for our staff we would normally have to travel long distances to receive.

## Survey Items

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### Verbatim Responses: (Cont.) 598

- With declining enrollment and declining school funding, we would be unable to financially offer the services that are provided by ESC's. For example, they are able to bring highly knowledgeable and qualified presenters that offer inservices for our administrators and teachers. Through these offerings we are able to keep up with research based trends in education, new teaching methods, and changing compliance requirements. Another service that is very valuable to our school is the willingness of the ESC staff to make campus visits and work directly with our teachers. When a new program or technology advance is introduced, the ESC staff is on campus working to ensure that all staff is instructed correctly. [ESC] staff is only a phone call away, and they are always willing and eager to assist, support, make an on-site visit, or help our school in any area of need.
- They are always ready to help. When we call, they are always quick to respond.
- [SCHOOL] is a small school with 230 students without ESC's the cost and time lines would increase.
- Our district would be at a loss if we did not have the service center to provide the services that we need. The cost of services would be completely out of range for our district. [REGION] does a great job providing for us.
- I am a new supt to [REGION] and I have always appreceated my ESC and the assistance that they have given to me.
- For a small district (2600 students) we rely on [ESC] to provide services we do not have. They are a tremendous support system for us. Very customer service oriented. The answer is always, "Yes, gladly."

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- The value of the ESC service center to our small rural district not be measured. Our school district could not operate as effectively or as efficiently as it does without the assistance we received from our regional service center. The assistance ranges in support for professional development in financial management, human resources, curriculum services, transportation, educational leadership, Board development, and too many more to name. Bottom line, small school districts would be at a great disadvantage in delivery of quality educational services to its community without the support of the regional educational service center.
- As a property poor, rural district we rely heavily on the supports offered by our service center. More than just being a provider of needed staff development, they keep us abreast of the ever changing rules and laws associated with curriculum, accountability, special programs, school finance, etc. Also, with limited staff to comply with all state and federal regulations, our district is grateful for the shared services and cooperatives that allow us to fulfill such mandates/requirements. The staff at our ESC is accessible and attentive to our immediate needs. It is a resource we could not do without!
- We have been very pleased with the response given by [ESC] when we have specific needs such as occurred within the last three weeks when we needed assistance with Middle School math. The service center provided interventionists that worked with our middle school math teachers to help teaching skills as well as content.
- We are very happy with ESC [REGION]. I can't imagine operating without them. They are a great resource and support for us. We appreciate all they do!

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] has been an outstanding resource for our district for a number of years. It would be very difficult financially to operate without our service center
- The ESC is very instrumental in assisting our district in all areas. Their support is important in helping us with academic achievement for our students especially our ones who are at-risk. [REGION] is an asset to all districts it services and it would be impossible for districts and charter schools in our area to function effectively without their services.
- [ISD] would have a difficult time keeping up with all the state and federal mandates without the help of [REGION]. I believe [REGION] is vital in the success of my district. Through the services [REGION] provides, students of this region are successful. I have been grateful for the guidance and support [REGION] has provided [ISD].
- As a very small district, I cannot imagine what we would do without the services of our service center.
- [NAME] is a positive force that is moving [ESC] in the right direction at best possible speed.
- We are beginning to use the services center more, now that we are growing we need more of their assistance and they have been helpful when we need their services and support.
- [ISD] as a small school district could not financially or physically accomplish what we need to do without the service center.
- our service center does a great many things to help support our students. Most notably, as a smaller district they provide support in areas that we could not accomplish on our own.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] has been an integral part in providing us and our teachers with various professional development trainings, to include coming to [ISD] to provide us with their services. I am very pleased with the service we have received from them.
- I have been very appreciative of the services provided by [ESC]. The leadership at [ESC] keeps us current on all state affairs. My school district is probably the smallest in the region but they treat us the same as any other school. If it wasn't for their help we probably couldn't keep the doors open. Their services save us so much money. Thank you for supporting our service centers.
- [REGION] has been outstanding in serving the needs of [ISD]. We have had several unique situations arise of the last year and they have always been quick to serve our district. They have sent staff to our campus immediately and have helped address our issues to the best of their ability. Without their expert help and advise, [ISD] would be in a very difficult situation.
- They are very much needed. [REGION] is a tremendous asset to our region. They perform many of the new and added regulatory and administrative duties that small school can't afford to do on their own.
- [REGION] is an excellent Service Center. They are always willing to assist with any need that we might have. In a district our size the ESC is vital to our success. We would be lost and not even close to operating as efficient without our [REGION] ESC. They do some really great things in our region and district.
- Outstanding ESC and Director.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] is an excellent service center with strong leadership in [NAME]. [REGION] services provide the [ISD] with excellent information and training, and does so in a very cost effective manner that saves our district considerable dollars over what we would pay for the same services elsewhere. As a superintendent, I find [REGION] to be an excellent support center in all aspects of education. [REGION] is a valuable member of the educational community in our state.
- Region Center [REGION] is and continues to be a great asset and partner to our school district and other school districts. We are receiving outstanding support with our regular ed. programs, curriculum instruction and support, PEIMS, along with other services. Their willingness to assist us and their expertise with shared services, PEIMS compliance, state and federal compliance, Child Nutrition, and curriculum support have been first class. [REGION] serves our district with commitment and excellence. [REGION] has introduced us to a new IT assistance program that will eventually put us in the best position with technology support and technology education.
- The ESC is always available and willing to help. Sessions are often repeated when needed. We have a great working relationship.
- [NAME], the [ESC] Director, goes out of his way to assist school districts in any way that he can. He is a great asset to the school districts. I am a first year superintendent, but I have worked with him for many years in my other administrative jobs.
- [REGION] ESC has been a partner in the success of my district and students. I would not be able to function without their service minded staff. [NAME] has been a tremendous leader for decades and he will be sorely missed. But, the staff that are still there deliver top notch assistance in whatever area we ask. The departments that are consistently above average are Technology support, School Finance, School and Board Leadership, Accountability assistance, Federal programs assistance.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [NAME] and staff do a tremendous job working with the school districts of [REGION]. I especially appreciate their willingness to be innovative when it comes to implementing new programs that improve academic and financial performance.
- [REGION] is a valuable resource to my district, as well as, other [DISTRICTS]. It would be very costly to function without them.
- [ISD] is a district of 2450 students that heavily relies on our [REGION] Service Center to help us with the everyday delivery of instruction. As a low wealth district we must rely on the services provided by [REGION] to help support what we do in [ISD]. [ISD] could not do the job that we do with out our ESC.
- Service and support from the ESC is essential to the effective operation of our school district.
- [ESC] in [CITY], Tx., does an outstanding job of facilitating the needs of our Region. [ESC] is extremely cooperative and open to suggestions to help the districts they serve. The shared services are vital to our schools and save the ISD's valuable dollars. We appreciate their work greatly.
- [ESC] has done an excellent job of being pro-active with helping us with services that we would not be able to provide. They are cooperative and very user friendly. Our student services would be greatly diminished without their services.
- [ISD] is assisted by [ESC] in every phase of our operation. I have found the staff to be competent, helpful and timely in assisting personnel at [ISD].We couldn't operate without [REGION].



## Survey Items

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### Verbatim Responses: (Cont.) 598

- The service center is our life line. We are a small district and without the service centers help we would not be able to operate efficiently or economically.
- I am very satisfied with the work the service center [REGION] is doing for our district. It is imperative; [ESC] continues with the work that they do to support us with our goals for success. Anytime we contact any of the staff at Regional [ESC], they are ready to provide assistance to our district. As a small rural district, I rely on the [ESC] staff for guidance and curriculum training.
- [ESC] provides many services for [ISD].we are a small district with very limited resources. We depend on the Service Center for many areas of academics, staff development, technology and PEIMS
- [REGION] ESC is a wonderful organization. They are professional in every aspect of the word and invaluable to our district. SSA's are saving taxpayer dollars and [REGION] ESC is on the front line. I have nothing to say negative about the job that [NAME] and his staff do. They are, in a word, phenomenal.
- We enjoy a great working relationship with the ESC [REGION] people.
- The service center has been very responsive to the needs of the district. The districts uses a wide range of the services provided by the ESC and is very satisfied. In addition the district has previously and is currently participating in grants managed by the service center. The service center is a valuable resource to the district!
- ESC-sponsored meetings could allot more time for district collaboration. [ESC] has been very receptive to customizing professional development for our district.

## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

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- [ESC] serves our students and staff well.
  - Without our ESC my budget would be difficult to manage due to the staff I would need. The ESC provides a dedicated staff of professionals who are willing to help small districts. Many days my ESC contracted bookkeeper stays late into the night to finish payroll or meet a deadline. The money I save goes back to our students. We could not operate without the ESC.
  - [REGION] works in exemplary ways to insure that all of our schools and students are successful. The cooperative efforts and expertise they provide to me as a relatively small district is valuable beyond measure. By cooperating, [ISD] is able to save money every year and still is able to provide top notch assistance to our educators. [REGION] does an Outstanding Job helping our schools.
  - The overall service is exemplary in all areas. I would like to emphasize that the assistance we receive with our payroll, accounting, and finance is invaluable! We would not be able to operate efficiently without it! Additionally, PEIMS and Federal program assistance are both necessary to our survival and compliance, and well done by [REGION] personnel.
  - [ESC] provides outstanding support to our school district. Much of the support they are able to provide is cost effective and allows us to utilize the money saved in other student support areas.
  - The Education Service Center - [REGION] - does a great job providing quality, affordable services for my school district.
  - Small districts like ours could not exist without the support of the service centers. I have been a superintendent in [REGION] under [NAME] and I'm currently in [REGION] under [NAME] and those men build organizations that are based on service to districts and to children.
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## Survey Items

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### Verbatim Responses: (Cont.) 598

- These services are wonderful to work with!
- [ESC] staff who our district has work with have all provided excellent service. They have been very knowledgeable, supportive, and eager to help.
- [NAME] and his staff at [REGION] are always supportive of my district's needs. Since my district has limited staff the services that [REGION] provides makes it possible for the district to stay in compliance of all state and federal requirements. [REGION]'s staff is very knowledgeable and always willing to offer support. It would be devastating to my district if we lost [REGION]!!!!
- The [REGION] ESC has provided invaluable services for our small school district. The curriculum support, business services, safety consulting, school board training, bus driver training, data disaggregation, administrator training, teacher training, etc. are all outstanding. There is no way that we could come close to doing all of this by ourselves at the prices they charge.
- [REGION] is always willing to go above and beyond to provide services we ask for. They are addressing ways to improve services, as well. In the future, I would like to see assistance with co-ops and collaboration among and between districts with cafeteria, CTE, Course Offerings, etc.
- [REGION] is a leader and a good exemplar for all service centers. [REGION] has a strong reputation among the public educators in this area.
- Being a small rural school district if it wasn't for the [REGION] service center we would have a difficult time getting some of the required programs and services done.

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**Verbatim Responses: (Cont.)** 598

- Some of the listed services have been handled by our in-house departments and not something we have asked of the ESC
- [ESC] has done a tremendous job of providing the services we need in order to have an outstanding school district. [ISD] would not be able to perform at a high level without our service center's help.
- The strength of my ESC seems to be Special Education knowledge and PEIMS assistance. When I have contacted my ESC for a form, information, or assistance in several other areas, I am given a TEA website or for reference. I had to obtain charter board training through an alternative ESC with [NAME]. My difficulty is that I need services from an ESC with expertise of charters, but my Special Education teacher and PEIMS clerk need the proximity of our local ESC. It is a dilemma to which I have not found a viable solution.
- ESC is valuable service to our district. Due to our size the service center provides economical options that would be financially unavailable otherwise. Professional and courteous staff who are willing and able to assist our district.
- [REGION] is vital to our small district. We could not afford to pay for all of the services from vendors that we get from [REGION]. We need them!
- The amount and quality of service that [ESC] provides for our District is invaluable, not to mention the financial savings compared to if we had to supply our own service or contract it out with some other provider -- wouldn't know who that provider would be.
- The region ESC has played a very important role in the Charter school this year in ensuring that our staff is trained and ready to serve the students in the classrooms, as well as in the services needed by the individual students. Very helpful with information and guidance to ensure compliance. Very satisfied with the assistance from the service center.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- Our service center provides excellent service/training and is a huge reason that our students are receiving a quality education.
- The ESC's are essential for our district and others for survival. They provide many services that we would be unable to provide on our own.
- [REGION] ESC provides excellent services and programs, which our district utilizes on a daily basis.
- Small districts need the ESCs to meet the state and federal requirements.
- The staff and services of our Regional Service Center are an integral part of our ability to serve our students. We are able to use the services in all aspects of district operations in order to maximize resources for our students and staff.
- I have been extremely impressed with [REGION]. They truly are a SERVICE center.
- Our [REGION] service center has done a good job of supporting my district. I am new to this area, so I feel like as time goes on our relationship will continue to get stronger.
- We are a small school and the [REGION] service center has been very helpful in assisting us each year with programs and services that we cannot afford to have at our school district.
- Without the Regional Service Center, small districts would have an even more difficult time of competing with the larger districts and ensuring that our students have the academic opportunities they deserve. Regional service centers level the playing field.

## Survey Items

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### Verbatim Responses: (Cont.) 598

- Answers for PEIMS questions are sometimes hard to come by and not any better with TEA. PEIMS is becoming an overwhelming task to manage with huge implications to a District. I could not run this District without the help of the ESC and certainly my students and staff would be less successful. The ESC is customer oriented!
- [ESC] provides services our local district cannot afford in isolation or through private vendors. We are very grateful for [ESC] support.
- [REGION] ESC is very responsive to the needs of the districts. As a smaller district, unable to employ experts in all areas, we depend greatly on the resources of our service center!
- [NAME], Director of [REGION] ESC has provided the necessary services to assist the [SCHOOL] attain success. We could not have accomplished our goals without the [REGION] ESC.
- [ESC] is always willing to help with anything we need. They are a great resource and a great cost-saver for our district.
- [REGION] ESC provides vital training for our teachers and business office. We would struggle to meet the needs of our children without their assistance.
- As the superintendent of a small rural district, the services offered by [REGION] are critical for the overall success our students. In addition to meeting the needs directly related to the primary mission of supporting teaching and learning, [REGION] also provides critical support in business and finance. [REGION] provides excellent assistance in the complicated areas of school finance and proper business procedures. I believe it is imperative that we are responsible stewards of public funds. The services provided through [REGION] would, without a doubt, cost significantly more if they were provided through other means where the profit margin of such services was a consideration. I can only speak of the small rural school setting, because that is my experience as a teacher and administrator. There is no question that education service centers and [REGION] specifically, provide critical services to these types of school districts that would not be provided without service centers or would be offered at a significantly higher cost if they were provided in a different model.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- These services provided by the Regional Service Centers save our district thousands of dollars each year.
- I always get answers when I call and helpful folks on the other end. We appreciate all you do for the ISD's.
- [ESC] is always striving to improve their services to our district. We have been very pleased with the level of support we have received in all areas. We are especially pleased that they come out to our district to provide many, many services. We are able to send more staff for training and it saves about two hours per person for each of our teachers/principals. [ESC] has made several service delivery changes for 2013-14 and they look even more customer friendly so thank you.
- The services I used were very good. All the people help me alot.
- The staff at [REGION] have consistently provided [SCHOOL] with the highest level of customer service.
- [ISD] relies heavily on [ESC] as a resource and partner in the sometimes difficult task of educating children. Our district would be much less without their ongoing support.
- Our service center has always had our districts success at the forefront of their goals. When we need something, they help us look for solutions. If we cannot come up with a solution, they look for ways that they may be able to provide the solution. Our district couldn't do without [ESC].
- [ESC] is valuable asset for our district in order to achieve and maintain academic excellence for our student body. Our district could never afford to obtain the number or quality of the services offered by our ESC. The leadership of [ESC] is extremely talented and always knowledgeable ready to help with any issue or problem.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- Even in a large district, the service center provides essential services to help LEAs operate more efficiently.
- I am happy that Charters are now being included in trainings that use to be strictly for ISD's.
- [ISD] is extremely satisfied with the work and dedication that [ESC] does for all schools in our region. The leadership from [NAME] and the experience from his staff would be extremely difficult and cost prohibited to replace. Leave the ESC's alone they are vital to education.
- The ESC is the available affordable full- service entity to assist our school district. It is not feasible to contract on our own for the quality speakers and services provided by the ESC in a cooperative fashion. Their services are FULL-SERVICE in all aspects of the school operations. They understand the requirements from the state and federal mandates therefore the information we receive and the training we receive is timely and accurate in meeting the mandates.
- I am very pleased with the services we receive from [ESC].
- We are served by [REGION] ESC out of [CITY]. The schools in our region heavily depend on the services provided by our service center. They have an outstanding staff that is very helpful to our district.
- We depend heavily on the [ESC] for assistance in all aspects of our school district.
- The Service Center has done a great job and I appreciate the services they offer and the networking opportunities it affords the small rural districts.



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**Verbatim Responses: (Cont.)** 598

- Teh service center responds quickly and effectively to our requests. I value their assistance.
- [NAME] has done an excellent job since he has taken over as director. He has worked very hard to continue the assistance to our district and made several contacts to me and my staff to make sure our needs are being met and can they do anything to assist. Very pleased with service center and they save [ISD] a great deal of money. Looking forward to our new service center building very soon. [NAME] is an excellent leader and we are blessed to have him.
- [REGION] provides excellent service to all schools in this region. I have been at four school districts in this region and received excellent services at all four.
- The [ESC] is a vital component of our success at [ISD]. The shared services effect of their guidance allows for us to best serve our kids.
- Without the [REGION] ESC we would expend countless dollars for the same services. The Regional Service Center is a value add to all school distrctits and a great support to all students. We would sopen 5 times the funds for the services we receive from Regional Service Ceneters of they were not in existance.
- Our ESC provides invaluable services to our district. We have been very pleased with their performance.
- [REGION] ESC does a great job. [ISD] is very pleased with the services that they provide. The staff is always friendly and courteous and willing to do whatever it takes to help a district.

## Survey Items

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### Verbatim Responses: (Cont.) 598

- [REGION] ESC does a fantastic job. We could not make it without them.
- Our school could not operate without the [ESC]. They provide services that we could not afford if not for them. They save us money, provide training and as mentioned before provide services for us.
- [ESC] is staffed the finest educators in the state and provide much needed services and training to districts. We cannot survive without them and could never save the money we save with them utilizing private consultants. They are crucial part of our success and we must continue to have their support.
- The service center has been vital to the success of [ISD]. Besides the help they give larger districts, the smaller ones, like us, would be hard pressed to have the success we/they have without the help and support from our service center.
- The Director at our ESC has a motto "You call, we haul!" The service center walks the talk and they are an invaluable resource for us. As a small 1A school and a new superintendent they are here each and every time we need them! I have been a Director in past my districts and their flexibility, hardwork and resources never left us hanging.
- We could not operate without our ESC. They provide many staff development trainings as well as PEIMS for our business and student services. TEA is requiring more data than ever before. Our staff needs this training. They also provide training for accountability. Our district could not be as efficient if we had to contract with outside. We are in many shared service arrangements through the ESC. We share many services. Just one example would be our health benefits for employees that gives them affordable life, dental, vision, and other insurance plans. I would be delighted to answer any further questions you have about my satisfaction with our ESC. Any plans to do away with Education Service Centers by the legislature would be a big mistake. The key word is service. Our 5 million students would be hurt if they did not exist.

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### Verbatim Responses: (Cont.) 598

- [REGION] ESC over the years has always provided excellent and essential services. A district our size benefits tremendously from the support and resources they provide. [NAME] and his staff are always responsive and eager to fill our request, whether it be giving or receiving information, programming, or onsite support. I look forward to the ongoing relationship we have established with [ESC], as we continue to improve instruction, efficiency, and effectiveness in [ISD]. [REGION] ESC does an outstanding job in serving our district!
- The majority of service center staff are very helpful. They respond to requests in a timely manner.
- The services that Executive Director, [NAME] and his staff provide [ISD] are invaluable. Their willingness to go the extra mile for us is greatly appreciated.
- [ISD] is a small rural school district and we have found the [ESC] to provide the most cost-effective services for programming and technology services in our area. They are the first place we turn to for information, advice, and planning.
- We have tried to out-source some of the services that we receive from [REGION] and in most cases, it was going to cost us more than double to utilize a private company. They are very helpful when we need assistance, even if it is not a provided service. [NAME] and his staff go way above and beyond to help us with any questions that we have. They are even assisting with book studies and other additional leadership activities to transform education.
- [REGION] does an excellent job of assisting districts with instructional issues and operational issues. They are very responsive to the needs of the districts and continually evaluate how their services need to be tweaked to improve their responses and services for the students they serve.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

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- We can not survive without our service center.
  - [ESC] does a great job. [ISD] would struggle without them.
  - [ISD] is very satisfied with [ESC] and the offerings they provide to our district. They are also responsive to requests that we make for identified needs of the district and strive to support us in our mission.
  - Small, rural districts such as [ISD] could not operate as efficiently, nor meet the needs of our students as well without the support of our Service Center.
  - [NAME] has come in and done great job. He is diligent in his job to provide the services we need. We use the ESC extensively because as a growing 3A school, we need so much from them. I have worked in [REGION], [REGION], [REGION], and [REGION] over my career. I have been an administrator 29 of my 34 years and will retire in 2015. I am very supportive of [REGION]. However, when I came to this district in 2008 before him, I did not feel this way. I am still amazed at the difference in what leadership can provide for so many. [NAME], [ISD] Supt.
  - The staff with [ESC] does a wonderful job. They always keep us up to date and provide the help and guidance when needed.
  - Having been a Superintendent in Kansas, a state that does not have Service Centers, I can tell you that our small rural school district could not operate without the the services and assistance we receive from [REGION].
  - [ESC] is always there for our needs no matter how large or small. They are very helpful and provide services for less money than we could on our own.
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## Survey Items

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**Verbatim Responses: (Cont.)** 598

- Without Service Centers small Districts would suffer.
- We could not survive if we did not have [ESC]. The staff and support are always there when we need them.
- [ESC] does a great job, and we appreciate what they do!
- The Regional Education Service Center provides the most cost effective way to deliver staff development to our personnel. I find that the Regional ESC is responsive to district needs and works to assist our district in making good choices for the delivery of instruction. The ESC provides a common meeting place for school personnel to meet with our peers and learn about new school practices and changes to TEC requirements. Our district uses the programs and services of our ESC as a regular part of our District Improvement Plan implementation.
- ESC [REGION] provides [ISD] with valuable resources that the district could not otherwise afford nor perhaps secure on its own (i.e. special education services, Board training services, leadership services, student performance improvement services, etc.) Whenever we have a need, [ESC] staff are always ready and able to serve our district. They are an integral part of our overall team of services to students.
- We could not function as a school district without the support and services provided by [ESC]. We receive outstanding service and value from our service center.
- [ESC] serves our small rural district with the attention of any larger district allowing us to work as a bigger district without the added cost of staff.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] does an exceptional job in servicing our district. With the reduction of state funding there is no way we could survive without their support.
- As a new superintendent, the ESC has been a great help to me. I appreciate their professionalism and rapid response to questions and concerns. The training and meetings I have attended have been beneficial, well worth the time and effort.
- [REGION] is a vital source for our small district.
- [REGION] has always done an excellent job of providing the resources and professional development needed in [ISD]. I am appreciative of their commitment to do whatever it takes to support staff and students in [ISD].
- [ESC] is a great partner in the education of our students. They have always been innovative in responding to the needs of the district.
- very responsive
- Assistance in some content areas is better than others, but overall [ESC] does a very good job. Outstanding leadership is evident in this ESC.
- We could not provide our students the current level of education without the help of the Service Center team.
- I am pleased with the service provided by [REGION] Service Center and its Director, [NAME]. Thank you, [NAME], [ISD]
- [ESC] is a valuable resource to [ISD] in providing necessary training and services at a fraction of what it would cost to provide similar training and services on our own. Thank you [ESC] for all that you do for the students and staff of [ISD]!!!

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] does an excellent job in all areas of servicing our district. [NAME] is a great leader of his service center and all always puts school first. They offer many services we could not other wise afford.
- The service center has been very helpful and easy to work with. They have been pro-active in notifying us of upcoming dead lines and reports. They have made visits to the district to ensure the questions we have had have been fully answered.
- The assistance we have received in training a new business manager have been vital, particularly the help from the Executive Director [NAME] and [NAME]. [NAME] as our Field Service Agent has also been quick to respond and help.
- Our ESC provides timely vital services to our district and region. They are crucial to our existence in their current capacity.
- [ESC] is incredible from top to bottom. Being a successful, small, rural school in [REGION] would not be possible without the dedicated staff in [CITY] Kudos to [NAME] and the entire [ESC] staff!!
- [REGION] has been very helpful. [NAME] and all of the region people are willing to help even if it is not their area. We could not make it without them. [NAME]
- We would find it very hard to operate without the help of our service center! I cannot emphasize enough how important [ESC] is to [ISD].
- We have received excellent and personalized service from [REGION]. I could not run this small district without their assistance.

## Survey Items

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### Verbatim Responses: (Cont.) 598

- They do a wonderful job in every area.
- [ESC] is outstanding in their service to [ISD]. We deeply appreciate all they do to help insure the success of the students in our community.
- The [REGION] Education Service Center is instrumental in assisting [ISD] and other small school districts in carrying out their mission of educating good-well rounded citizens for the state of Texas and its vibrant economy. The support services that they provide are crucial if we are to continue to close the achievement gap. The service centers around the state provide services to our school districts that they could not afford to have otherwise. I have been in three different regions and without the support from our service centers we could not focus on serving the needs of our students. In conclusion, the educational service centers provide the school districts across the state with unique services at a cost effective rate.
- I don't know what we would do without our service center. They are vital in order for our small, rural school district to be function as well as be compliant. [REGION] always provides training and assistance as soon as we need it.
- [REGION] is very service oriented and continuously reaches out to solicit the needs of the Districts they serve. They have done a lot to assist Districts in beginning the work on the interpretation and implementation of HB 5. They have created a link to share implementation forms and strategies for the various graduation plans and models for implementing endorsements. This has served for a model for all the state. [REGION] is provides us value-added service and saves our District and those in our service area much money in training and products.



## Survey Items

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### Verbatim Responses: (Cont.) 598

- In areas where I am less than very satisfied it is more a function of the moving targets we are all facing. The ESC is as frustrated as we are.
- [REGION] is extremely important to our school district. This is an under-performing area of the state and we need their assistance in just about every area as we work to improve.
- We could not survive without the services provided by [ESC]. They are the bomb.
- The [REGION] ESC staff has been very supportive and responsive to the needs of my district.
- I am dissatisfied with the pricing. Since we are paid by the State in a per ada format, I feel that the ESCs should do the same. The cost per student for the little schools is huge compared to the mid and above schools.
- Our district has received excellent service and support as we have worked to improve our overall academic programs. Also, as a first time Superintendent (three years ago) I received excellent support and service from the [REGION] team.
- [REGION] ESC provides many essential services to our district. Due to limited funding, our district survives on a very limited budget - [REGION] provides business services, help with federal programs, computer services, PEIMS guidance, and is ALWAYS ready to help in any way that is needed.
- [ESC] is always very responsive to our needs. They are quick to provide training and to facilitate key discussions between superintendents.
- For the most part, the [ESC] is doing a great job working with us and providing amazing support. I do have to say many people still do not understand or appreciate the work of charters. It is difficult to get support when the person does not totally understand the expectation and regulation of charters. The ESC could also do more to assist in bridging the gap between the traditional ISD and charters-we can work more collaboratively to fill all the gaps in our educational system. This starts at the top!

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- We rely heavily upon the service center for "just-in-time" training to be compliant with the myriad requirements districts are swamped with. We rely on ESC staff to have the latest and best information available to help us avoid pitfalls and missed deadlines, and they do not disappoint. They are eager to help and we view them as adjunct members of our staff. They are the "Curriculum and Instruction," "Federal Programs" and "Instructional Technology" departments for most of the districts in the region. Without them serving those roles, we would not be able to afford such staffing. They build economies of scale among small districts who can't on their own volume, compounding the benefits of cooperative arrangements and leveraging best practices from the field. Fully fund them, release their funding and stop harassing them so they can spend more time with us!
- [REGION] services are very important and cost effective for our district. If it was not for the expertise in services we have available at [REGION] service center we would have to hire additional staff and would not be cost effective for our district.
- We are very satisfied with the services provided by [ESC] and their willingness to work with us on a continual basis. Without their help, we would not be able financially to provide the programs we currently have.
- [REGION] ESC continues to provide quality technical assistance and training, in spite of reductions in funding and staff.
- Our [REGION] ESC is always helpful to[ISD]. They help me and my staff serve all our student populations. We couldn't afford or do without all the training and assistance they provide.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] Service Center has done an outstanding job providing services that would cost us much more to contract with outside services or to hire in district staff to do ourselves. As a small district, [ESC] plays a critical role in training of staff, support services and keeping us informed of any new information that we need as a district. [NAME] and his staff have been instrumental as we have become more technology oriented in education and in supporting our district with the new accountability system. As commissioner, please continue to support the service centers as they are our main resource for staff development. We all need the commissioner's support with regards to this.
- [ISD] could not afford to offer many of the programs and services to our students without the assistance of the ESC.
- The [REGION] ESC has also been very helpful in helping districts to truly utilize instructional technology. This ESC serves orimarily small rural schools and is abosolutely essential to thier operation.
- The only suggestion I would have would be that our rural school could benefit from webinars or video conference training vs. traveling into [CITY]. This would save a great deal of time and money.[NAME] and her staff are exemplary in all areas of service. These services are affordable and would be unavailable to us if we had to use private vendors as we are very small and have a very limited budget for training.
- As a small district, we rely heavily on our service center. The [REGION] personnel are awesome. We get excellent service from them.
- [REGION] is an excellent Service Center...for a rural district, it is our lifeline.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

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- [ISD] is extremely satisfied with the services provided by [ESC]. Being a rural 1A district, we rely on the services provided to us by our [REGION] ESC. [ESC] has been instrumental in helping our district increase student achievement and the overall success of our district; through their support, coaching, professional development and other professional services. From academics, finance, federal programs, technology support and more, [ESC] has been outstanding. We rely on cooperative purchasing services which has helped [SCHOOL] save funds through inter-local agreements that are competitive. I cannot say enough about the excellence of [ESC], their professionals and services, especially the leadership of [NAME] and her team.
  - [ISD] is a small rural school (312 students) in [COUNTY]. We could not provide the services or the expertise anywhere else but the [ESC]. The programs are economical and the consultants are always professional and extremely helpful.
  - [ESC] does an outstanding job of providing the services we need at an affordable rate.
  - The [REGION] Education Service Center provides outstanding, timely, and professional service to all districts in our region. As Superintendent of the largest district in [REGION], we have many of the services provided by [ESC] "in house," and rely on them primarily for leadership and media services; however, I can scarcely imagine what the other smaller districts in our region would do without the support of the [ESC] in meeting the escalating demands of the state with regard to student performance. The [ESC] is a valuable link to resources, training, and guidance for these smaller districts. We are fortunate to have them in South Texas, and are pleased with the leadership shown by former Executive Director [NAME] and her successor, [NAME].
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## Survey Items

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**Verbatim Responses: (Cont.)** 598

- Our service center is invaluable in providing support and guidance to the operation of our district. As a small school they provide services to us that would be difficult to provide on our own.
- As a small district, we could probably not survive without the services of the [ESC]. They are an integral part of our school district.
- The [REGION] Service Center provides critical support systems for our district. The staff members are skilled professionals who maintain the highest of customer service standards at all times.
- The consultants that [REGION] provides [ISD] for support is top notch. The programs and staff development both through distance learning and face to face is awesome - both at a very reasonable price. I would hate to think how much it would cost our district to hire private consultants.
- The service center is an invaluable resource to small districts like [DISTRICT]. We do not have the man power or resources to do on our own everything that we contract with them to do. We need them now more than ever.
- [REGION] ESC has been essential to the work we are doing in [ISD]. In the past two years, we have depended on their support to implement sweeping academic reform. The training, support, and information we receive from the ESC is critical to the work we are engaged in on behalf of our students. [ISD] lacks the staff with specific knowledge in the many areas we strive to meet accountability standards, while preparing our students for post-high school experiences. The ESC is critical.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- The financial services provided by [REGION] - ESC are outstanding and support the daily operations of our rural district.
- My ESC is the lifeline for my district as well as many out here in [REGION]. I could not do the job that I have to do with limited personnel if it weren't for the outstanding service I receive from [ESC].
- [REGION] Service center services have been great. We are a small k-8 district and utilize a lot of the peims and business services and probably couldn't manage without them.
- The Service Center ([REGION]) is a great friend and resource to its Districts. Look forward to new partnerships developed with HB5 graduation requirements
- Excellent support for all districts and charter schools. Looking forward to [REGION]'s new facility in [CITY].
- Being a small district we would not be able to function without the support and personnel from the ESC.
- [NAME] has provided a wonderful opportunity for all charters to receive support in all areas whether administrative, instructional, governance, peims, & various types of technical assistance. Updates are sent weekly to any changes or timelines as well as upcoming workshops to assist with local/state/federal compliance. Great effort was made to ensure that all charters would receive a framework to develop a procedural operations guidelines manual to accompany the newly adopted special education policies submitted on last year. Academic calendars were distributed which include charter activities as well as ISD activities along with state/conferences, timelines and deadlines for many fed/state reports & esc sessions which is very useful for planning. Kudos to all involved!

## Survey Items

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### Verbatim Responses: (Cont.) 598

- Without the support we receive from the ESC, our costs for staff development and other services would be much higher. Staff at the Region Center are professional, knowledgeable, and efficient.
- Our service center is an valuable service to our district. It would cost our district a lot of money if we had attempt to replace them.
- There is no way we could continue to provide the education we do without [ESC]. They do a tremendous job with few resources. [ESC] is a must have for [REGION] education.
- [REGION] has been very proactive and meeting the everchanging needs of our school district. They are very willing to do whatever is needed to help us succeed.
- [REGION] provides excellent support for all programs but especially the instructional area. All departments ask for input before implementing an initiative and then gather feedback to use for planning.
- As a small rural public school district, we are greatly appreciative of the services provided by our local ESC. In a word...priceless!
- [REGION] ESC does a fantastic job assisting our school! [NAME] and his staff should be commended for their commitment to educational support!
- [REGION] ESC provides our District with valuable services to assist us in operating our district. Without their assistance and expertise we simply could not operate our district without increasing the number of personnel we have hired significantly. This would also require significant training for the new personnel.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

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- [REGION] ESC does an outstanding job and is very responsive to the needs of the districts in the region. They provide support, training and expertise in a variety of areas that help save us time, effort and money. We appreciate their partnership in the education of our students.
  - On many occasions our ESC reaches out to our entire region to provide training and assistance in our district. This saves our district travel time and fuel. As a former principal and now a superintendent, I have found our ESC to be extremely helpful to me at both levels. Our district has a great relationship with the staff at the ESC.
  - I am very pleased with the professionalism our district receives from all aspects of our Service Center. Our small district depends on them to guide us through grants, new testing, curriculum rounding just to name a few.
  - Our Region Service Center allows our district to function and operate effectively at a fraction of the cost we would have to pay if we were seeking public or private assistance.
  - [REGION] is a first class service center that has a much needed place in our education today.
  - We are very pleased with the services offered to us by [REGION].
  - [REGION] has responded to the needs of [ISD] quickly and efficiently. They currently manage our M&O operations and helped the department make major improvements over the years saving the district money.
  - [REGION] provides invaluable services for our small district. In many cases, we could not otherwise afford the quality training and support provided. Being a small school, all staff members are expected to wear many hats so we truly appreciate the ready resource helping us thrive in a world that requires "more with less".
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## Survey Items

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**Verbatim Responses: (Cont.)** 598

- We use a lot of the services offered at [REGION]. They seem to be geared more as being charter school friendly. However, there are steps being taken at [REGION] to be more receptive towards charter school needs and being inclusive.
- [REGION] does a fantastic job of supporting the districts in their region. It would be impossible for my school district to continue with the incredible support we receive from our region service center.
- Our service center is invaluable to our school district. We could not achieve at a high level without their expertise and support. They truly have an attitude of assisting the local district.
- [REGION] Service Center is invaluable.
- [ESC] provides support and assistance to ensure academic success for our students. They provide support that we simply don't have the resources to have.
- As a small, rural, poor district the services and cooperatives that we are able to participate in help us greatly while doing so at a reasonable cost that helps make education possible in our community.
- I would like to see more TEA interaction with our service center supporting the ESC in its efforts to interpret the state rules. A TEA person at our monthly meetings would be very nice.
- [REGION] is very supportive and provides excellent services to our district.
- In our case the [ESC] has been invaluable in the areas of PEIMS support, student accounting, Title I, School Board training and bilingual/ESL.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [REGION] provides excellent service when called upon.
- I have found [ESC] to be well prepared and willing to meet the needs of my district in an efficient, effective and timely manner. Also, I find considerable comfort and confidence that if I experience a situation in which one of my central office employees are unable to perform an essential function that the ESC will be able to provide the services to fill the gap.
- I am very pleased with the services provided by [ESC]. They do an outstanding job and help us in any area that we request help.
- I am new to the Superintendent title, but was Assistant Superintendent and Special Programs Coordinator at [ISD] for the past 6 years. Our district has had excellent assistance and support from [REGION] staff for all academic and federal/state programs.
- I am very satisfied with the services we are provided from our ESC [REGION]. Over the past few years they have increased visibility within our district and brought services to us instead of requiring us to come to them. That is invaluable when considering teacher/administrator time and travel for the district.
- [REGION] is always available to help our Dist. in any area of need.
- [REGION] ESC does an incredible job of supporting us in our district.
- Although we are a large district, [REGION] does an excellent job filling in where we need help. They have an excellent ACP program and we are also excited about the opportunities for shared services.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

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- Without support from the service center we would not be able to afford to keep our doors open. They are vital to the operation of our school.
  - [ISD] could not function at the level it does were it not for [ESC]. We could not afford the private support for all the levels of programs given to us by the service center.
  - The assistance from [ESC] is critical to our school operations.
  - We are a very small school district with 171 ADA; therefore we utilize many services from our ESC and we are very pleased with the services provided.
  - Our district would not make it without [ESC] services and support
  - We are a very small rural school district with limited resources. The services provided by the ESC allows us the opportunity to give our students a quality education. If the ESC were not able offer their services to small rural district we would not be able to serve our communities.
  - The [REGION] ESC personnel are our "first call" people when we have questions or needs. They also serve as our "first responders" when our state leaders initiate changes that require implementation, but do not come with clear directions. Even though the service centers are as underfunded as TEA, they respond quickly to the needs of their districts and strive to meet our every need.
  - [REGION] has been an excellent partner with our district and we fully believe that our success is directly related to the service center's efforts. [ESC] has been the most cost effective entity available and the quality of all products has excellent. Additional funding should be allocated from the state to the service centers. This would provide additional quality products for the districts and save money for the state in the long run.
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## Survey Items

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### Verbatim Responses: (Cont.) 598

- [REGION] ESC is an outstanding organization that is well run and efficient. We receive all manner of services and training. The staff is helpful, knowledgeable and courteous. We appreciate the value with which the programs are marketed. As a small 3A district, we could not offer the training and instruction to our teaching staff without the service center. [NAME] and his staff are an incredible resource to our school district.
- We could not function as a district without [REGION].
- The [REGION] ESC provides excellent for our school district. Not only are they proactive in anticipating our needs, but they are so responsive when we need their help with a problem. They are genuinely interested in our school and seek to provide the services that are needed. We certainly value them and need their services if we are to meet the student and staff needs in our district. The executive director and consultants make themselves available to us for many different needs. They will make contacts for us in order to get answers from TEA. They serve as an excellent resource for our district.
- Service centers are needed and highly appreciated. [NAME] & team do a great job with the tools and resources that are available to them. These are difficult times and we need strong advocates, such as our ESCs to make sense of all of the changes and requirements.
- [ESC] understands how to connect the requirements of both state and federal agencies to what is happening at the local school level. They provide the most cost effective solution for our district in educating our children. As far as new services, they implement services we request for us based on both formal annual reviews and through informal requests.

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### Verbatim Responses: (Cont.) 598

- As a 3A district, we have a small admin staff. It is critical for us and our peer districts to have this collaborative resource (our ESC) to keep us current, provide for continued development, to mentor and leverage liaison relationships for our leadership. I can not imagine how we would provide for the training, shared problem-solving, interpretations and updating of expectations, and proactive focus on student success without the ESC. I do not understand the thinking behind those who want to close these services....but it is obviously not from people with boots on the ground focused on supporting the needs of teachers, principals, superintendents servicing student success.
- [ESC] and the staff have been phenomenal to help us and provide information and assistance at any time. They have been invaluable to us!
- Very accomodating, team spirit[NAME] and his team know and display customer service, they truly "keep students first" in serving!Our school board enjoys working with [NAME] and has responded well to training sessions.
- We remain very appreciative of the quality support we receive from [REGION]. The staff and consultants are very knowledgable and responsive. As Superintendent, I greatly appreciate the assistance they provide with PEIMS. Professional development provided at the ESC has literally saved us tens of thousands of dollars over the years. We are a large district but cannot effectively and efficiently do everything on our on. We rely on [REGION] ESC.
- Our district is in a turnaround phase. We could not attempt to climb our mountain without the excellent support we receive from [ESC]. They provide excellent service at a price we could not afford from an outside vendor.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- I am extremely dissatisfied with the financial services provided by [REGION]!!! In fact, I am considering asking the Commissioner to allow my district to move services to another ESC.
- [NAME] and his staff are extremely supportive of the charter schools in the [CITY] area. As a small school system, [ISD] heavily relies on all aspects of program support from [ESC]!
- [REGION] ESC is a responsive and effective service provider for my district. I am able to make phone calls at any time that I seek assistance for my district and I ALWAYS am treated as an important client and all issues are handled with a true concern for problem resolution. Staff members are cordial and intelligent problem solvers. It would be next to impossible for my district to operate with their assistance.
- Working at a small district, the Regional Service Center provides valuable resources and expertise to us that would not be possible otherwise. The Shared Service Arrangements for Perkins and Title III have been a tremendous help.
- As a 2A District with an enrollment of 900 students the [ESC] Service Center provides great value to our district and saves us a tremendous amount of money by sharing with other small districts. If we had to contract or hire personnel our costs would increase.
- [REGION] does an excellent job in supporting our work. I believe they are efficient and use our resources well.
- We would not be able to function without the help of our Region Service Center. ESCs do a lot for small school districts. We are very blessed to be part of what I consider to be the best Region ever!

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### Verbatim Responses: (Cont.) 598

- [ESC] provides tremendous support for our school district. We would find it very difficult to function as effectively and efficiently without the services they provide at the low cost at which they provide them.
- The ESC is a vital part of our districts success.
- [REGION] has been a valuable resource through the years and in particular this year. They are truly a "service" organization.
- We use Service Center staff for local district training, to obtain information, locate contacts.
- [ESC] has supported our Visioning Work with seminars on needs of 21st Century students.
- The ESC has made great strides in addressing the needs of charter school administrators the last couple of years. I hope that they will continue that trend and include all charter school executives as equal partners with ISD superintendents in their programs in the near future.
- The shared services agreements are invaluable for my district. Any time I call with a question or need, the service center is quick to respond. I appreciate [NAME] and his staff.
- We are very satisfied with the services we receive from our [REGION] Service Center.
- I am a new Charter Director so i have not had the opportunity to need the services. however, i have been to a meeting at [REGION] and everyone was very nice and willing to help.
- ESC plays a vital role in operations of the small rural schools. The level of expertise that are provided at the ESC cost rate cannot be found in the rural school districts. Many school districts would not be able to operate as efficiently without the support of the ESC.

## Survey Items

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**Verbatim Responses: (Cont.)** 598

- [NAME] and are staff exemplify a SERVANT'S HEART each and every day. Our staff rely heavily on the wisdom and knowledge they share in our quest to provide our students a first-rate education. They are to be commended on a job well done!
- [REGION] is vitally important for our school district. Without [REGION], our district could not afford many of the programs that [REGION] offers. [REGION] gives our district the support that we need in educating the students. I cannot imagine a school district our size having to "go it alone" with all of the demands and mandates that we are faced with today.
- Our service center, the executive director and the consultants offer valuable specialized services to us. They are especially beneficial to smaller districts because they allow us to have access to national speakers, trainers and consultants they we would not be able to fund. Their specialists provide invaluable services to our teachers and help us to impact our students positively. They are a valuable asset to our district because we are partners in educating our students.
- The school could not afford to pay for the services we receive from [ESC] if we had to seek them out from vendors.
- [REGION] has been extremely informative and helpful to our charter district. The new executive director understands the needs of districts and charters. She attends our meetings and has been very accessible. All the departments ask for our input and want to provide what we need. We are very satisfied.
- [ISD] is a small district and relies on our ESC for various services. We continue to receive valuable assistance from [REGION] consultants and staff members.



## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [ISD] could not provide the services needed for our students without [REGION] ESC.
- As a mid-sized rural school district, we rely on our service center for support in the areas of curriculum, shared service cooperatives, compliance with state and federal regulations and guidelines, special programs, Board training, etc. Due to our size, we are unable to employ specialists in these areas, and we rely heavily on the service center for guidance and support. It would be impossible for us to operate as efficiently and effectively as we now do without the assistance of our service center, and our students would suffer without their support.
- The [REGION] Service Center is critical in the survival of small schools like the [ISD]. They provide essential services that could not be afforded other than by a shared service arrangement. Kudos on a job well done by all ESC's and to those who still recognize the utmost importance that these institutions serve.
- Our school District would find it very difficult to serve our students with a quality education or to comply with the requirements of our public, TEA, and the federal government without the support, training, and resources which flow from our service center. Resources combined by the ESC of contributions of many districts in our region allow us to do more with the funds we receive than we could possibly do alone.
- As a small district, I depend on the ESC tremendously for support. They have done an outstanding job of supporting our district especially with all the changes to the accountability system.

## Survey Items

701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- The [REGION] Service Center has always been available to assist the [ISD] in meeting the needs of our school district, providing quality professional development and outstanding Board-Superintendent training.
- The service center is a great value especially for a small district like mine.
- [REGION] ESC provides excellent services.
- I am very satisfied with our service center. Living where we live, we are 2 hours away from [CITY] and 2 Airports away from [CITY] With the need for teachers to be in the classroom teaching more than they need to be off at a training... this at least limits the amount of time they have to be away and the classroom under the direction of a substitute.
- Great center with good leadership.
- [ESC] provides our DMAC services that are vital to the instructional success of [ISD]. The service center partners with us to provide training and updates we would otherwise miss out on. [NAME] and her staff support the efforts of [ISD] as a district working to provide a 21st Century learning experience for our students and our efforts as a Texas High Performing Schools Consortium district.
- The services and the individuals delivering these services has been outstanding. Funding reductions to ESC have hindered the delivery of some services at the previous levels due to personnel reductions. Service fees have risen in order to maintain a level of service to the districts that is adequate to maintain higher student achievement. The cost effectiveness of using the ESC, even with staff reductions and fee increases, remains a much greater value per dollar when compared to the same districts attempting this level of service on their own. Lower enrollment districts can still find no superior way to provide these services to it's staff than it can through the ESC. ESCs need to return to curriculum development in the same manner that they did through CSCOPE in order to provide a quality proven product to educators across Texas. The Commissioner should stand toe to toe with the critics and defend the process and lead the SBOE in the development of a system of curriculum for Texas and not one that enhances the financial standings of major textbook publishers. We have the experts in Texas classrooms right now. Let' use them.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- Our Education Service Center help the address the needs of our District, specifically. They use sound research-based information to make recommendations for improvement.
- We utilize [REGION] for many different services. I have found their services to be of the highest quality. I do not know what I would have done as a first year superintendent last year without the support of [ESC].
- The ESC's are an integral part of most school operations, especially those under 4A classification. We are satisfied that our service center is giving us the best service possible under the restraints imposed on them by T.E.A.
- Our district is medium-sized and uses ESC support almost daily to meet all the compliance requirements. We could not survive nor could we afford additional staff to do all that the ESC does for us. We have excellent support from our ESC and they are vital to our support of students. The trainers in the ESCs are far superior to those that I've contracted at 3 or 4 times the cost from TASA or TASB. Our Board prefers the ESC trainers to TASB. Also the regional superintendents' meetings are invaluable for obtaining information and structure necessary for a superintendent to perform well. Our district could use expanded services rather than a cut in services to the ESCs as some legislators discussed this past legislative session.
- [REGION] does an excellent job supporting it's school districts. They have a service mentality.
- [REGION] has been a great asset to [ISD]. The consultants that have performed trainings in the district have just been outstanding.

## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- I am highly pleased with the quality of services from [ESC]. They provide a tremendous amount of support in helping [ISD] fulfill the requirements of the state legislature and the TEA.
- [NAME], [NAME], and [NAME] are among a few at [REGION] who have provided so much support to both myself and staff. Very pleased with [REGION]!
- [REGION] has been and is excellent in service and assistance to my school district. This district could not survive without their services. The service center has saved this district thousands of dollars. If we had to go out to the public to pay for the same services we would not be able to continue to serve students in this district. [REGION] Service Center is very quick to help when we request help. Their in-service programs are current with what is happening in education today and very much on top of what comes from the legislature. Again, this district could not survive without the help of [REGION] Education Service Center!
- [ESC] does an excellent job for us....our cost to them is minimal compared to what it would cost us to find the same services in the private sector.
- [ESC] encourages region-wide cooperation in addressing and solving both academic and fiscal challenges. [ESC] effectively and efficiently commits resources of staff, funds and time to promote high student performance in [REGION].
- We could not survive without the many services the [REGION] ESC offers. Most people do not realize all the service centers do to help the districts educate children.

## Survey Items

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701 - Texas Education Agency

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**Verbatim Responses: (Cont.)** 598

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- [ESC] provides a variety of services outside the surveyed topics that are very beneficial.
  - [REGION] ESC offers support services that directly benefit and improve instruction for the students and staff in our district. Specific assistance in the following areas of operations is invaluable to our district: school funding, accounting and finance compliance issues, student information systems management, improvement of instruction and program compliance for special populations students, campus safety and security matters, curriculum and instructional, and badly needed professional development training. [REGION] provides these services and the highest quality levels and at the most efficient, affordable cost. There is so many compliance issues that we get ESC assistance with that it would take too long to write them on this survey.
  - [REGION] provides us with low cost, effective support we could not receive without otherwise.
  - As a Pre-K through 8th grade district, we could not afford to provide all of our required compliance issues without the service center's support and services.
  - Our small district would not be able to afford the additional staff that would be required or other contracted services to complete the services and support of [REGION]! They are vital to our success and are greatly appreciated!
  - The Education Service Center model provides resources to many districts that could not efficiently access these services any other way.
  - The services we have received in staff development, especially in school improvement, curriculum, and instructional support have been outstanding and very cost effective. They have been very beneficial to us.
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## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- The District has an enrollment of 623 students this year. This week is the last week that my business manager will be working for our district. I have contracted with [ESC] to fulfill the duties of my business manager until this position can be filled. The [ESC] serves our district in each of the areas listed above. The district could not employ all of the necessary staff to meet all of the Texas requirements. The training and expertise that is provided to the District's teachers, principals, counselors, superintendent, etc. are outstanding. We would have to travel or bring presenters into the district that would cost the district much more than we pay for the services that we receive from [ESC].
- We could not live without the service center!
- Our [ESC] has been very helpful with our free and reduced lunch program as they have been of great help in getting us qualified under Provision 2.
- Very satisfied with overall services. May want to include services concerning Financial/Budget Assistance and Head Start. If these are embedded elsewhere, my apology.
- Without the ESC we would not have the quality of internet access we currently enjoy. Access to the business services coop saves us money while providing quality people to perform the tasks. Good business people are hard for small schools to find and afford. The services provided in all areas is essential. Our district could not operate efficiently without the special programs services that are provided by the ESC. I am the only administrator in the district, so I depend heavily on the ESC to stay compliant and provide quality services for our students and teachers.

## Survey Items

701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- [ESC] far exceeds expectations, if it were not for the service they provide our district would not function as well. We coop many programs and it allows us to have services that we would have to find another source and I know that it would be at a higher cost than we currently pay.
- [REGION] is outstanding
- We joined the Comprehensive School Support (CSS) but ESC personnel have not been responsive to inquiries regarding services in which we are interested. We also joined TxEIS Student Support Services but have, so far, not received any support. When we inquired about a particular training, the response was, "Our folks have already done their training. Call [NAME]." We were not notified about the PEIMS Discipline training opportunity. The one training that was provided by the ESC was for K-2 teachers in TPRI administration. A handout was given to teachers that was contradictory to the TPRI kit instructions. This resulted in the TPRI administration having to be repeated with some classes.
- [REGION] is very service oriented and provides [ISD] quality support in all programs. We receive outstanding support for our Title I program, PEIMS support for student and business services and Instructional Technology support.
- [DISTRICT] has been very blessed with excellent service from the [ESC] staff. We could not begin to function effectively without their services and support.
- We have never ask for services that the service center did not do their best to provide or find an outlet for us. Service centers are a great tool for schools in the State of Texas. Would not want to try to function without them.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [REGION] is a very good service center. They assist us with the implementation of Harvard Instructional Rounds and many other things we are involved with as part of the School Transformation Network and the Texas High Performance Schools Consortium. We would be unable to do many of these things without their support and assistance.
- We could not survive without our service center. [REGION] [CITY], Tx
- [ESC] does an outstanding job supporting our district. They are very responsive to our needs and we would not be able to meet many of the requirements of the state without them.
- We have an outstanding service center focused on the needs of our districts. Whenever we voice a need the service center responds above and beyond.
- As a small district [ESC] provides services that our local resources cannot afford. We are extremely pleased with the customer service they provide. If I have a problem I know who to call and I know they will provide the help we need in a timely matter. Those who seek to do away with the service centers would do a great disservice to school districts in rural areas and to our children and teachers.
- ESC [REGION] has always been a SERVICE CENTER to serve the needs as indicated by the member school districts. Their work and support is much appreciated.
- I beleive [REGION] ESC has done a good job providing services for [ISD]. We would have a difficult time without them.
- I have been very happy with all services from the [REGION] ESC.



## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- ESC [REGION] is an outstanding resource for curriculum assistance.
- We cannot operate nearly as efficiently without the assistance of our ESC. They have the staff and expertise we need to operate many of our programs.
- We need a service center in [REGION]. We are isolated and they are our connection to TEA and the legislature. Very important for us.
- I have been a teacher, coach, Vice Principal, Principal and now Interim Superintendent in the [CITY] school district for the past 32 years. During the time I served in each position I have had the opportunity to utilize the great resources and trainings offered by ESC [REGION]. The invaluable contacts that are made with highly qualified staff is a vital function of a school districts survival in every area of school and administrative support needs. Almost daily we have clerical and professional staff going to the [REGION] Center for trainings or have [REGION] staff come to our district to provide professional development. The topics or departments served are too numerous to list but cover every subject, special services, grade level and position possible.
- [REGION] has always been a valuable asset to this district. We rely on them in many ways.
- In these times of economic stress, it is not possible for us to send people to conferences in [CITY], but that is okay because we know that the people at [REGION] will ensure that we have the opportunity to gather the information from them. In addition, [REGION] works hard at creating a strong relationship with all of the districts which means that when we have a problem, we are comfortable sharing that concern with them. [REGION] is invaluable to us.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- We had a GT and an ESL audit done by the region and they were both wonderful. each of offered suggestions for improvement and showed a passion for their area of expertise
- [REGION] Service Center is the ESC that services my school. I can not begin to count the endless ways the service center provides assistance to my school, teachers and support staff. They are always a phone call away from assisting with understanding new curriculum to coming in to the district to do a district wide training on new legislation or any other new topic of school interest. Staying compliant and ensuring the best education for our students is a common goal that is made possible the assistance of the ESC providers.
- [REGION] employees and leadership are exceptional at providing services to enhance [ISD]'s effectiveness in providing a quality education to our students. [REGION] is vital to our student success....they aid in making staff development, academic support, and numerous trainings available to our district.
- Our district receives technical assistance and numerous services from the ESC.
- More opportunities to review workshops or webinars using distance learning to keep us from traveling 2 hours.
- [REGION] ESC has been extraordinarily helpful with evaluating a number of programs and assisting us with effecting improvements!
- Because of the size of our district, we rely on our ESL coordinator and Special Ed Director attending their update meetings to keep us compliant. vocabulary is a focus for us this year and our staff members have attended summer workshops and the Super Saturday workshops to receive the trainings to enhance instruction with our students.

## Survey Items

701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- The support, services, and training that is provided to [ISD] by [REGION] is absolutely invaluable. As a very small district, we simply could not survive without all of the many services they provide to our faculty and staff. The [ESC] personnel are always willing to help in any situation when we ask for assistance. I cannot say enough good things about how [NAME] and his team have been and always are easy reach and quick to provide assistance or answers in every situation we encounter, including board training, business office assistance, curriculum and instructional resources, PEIMS support and many others. I truly believe they are the most valuable resource we have available and they are the most cost efficient use of our district's funds in order to meet and address the countless regulations and expectations of public schools.
- Our service center is to be commended. They are a true service provider and we are a much stronger school district because of [REGION]'s support.
- [ESC] services for [ISD] are wonderful. [ESC] has character and we have a great relationship as we strive to help our students succeed.
- We depend on [REGION] to assist us in all our programs. They are always willing to help wherever they can.
- [NAME] and the [ESC] staff does an outstanding job of providing the support and resources we need as a rural district. They are truly a great asset to have.
- [NAME] and all the staff at [REGION] do an outstanding job of providing needed services especially to small, rural schools like [ISD]. The ESC's are essential to our schools. If this is an effort to hurt public school education in Texas, closing ESC's is a step in that direction. As the Commissioner of Education for our public schools I believe it is your JOB to make sure this does not happen.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [ESC] is a much needed and valuable resource
- The regional area superintendents council hosted by the service center provides a regular networking opportunity. The sessions provide us relevant information and discussion in a private setting. Currently I am Interim Superintendent but I retired 3 years ago as Associate Superintendent. There has been extreme satisfaction with the services of provided under the leadership of [NAME]. Hopefully, the replacement will be an inspiring leader as well.
- [REGION] staff are exceptionally responsive to our district's needs. They are always only a phone call away. Their training services provide resources we are unable to accommodate for our teachers and business staff.
- [REGION] is a value add for our district
- [ISD] is very pleased with the assistance and guidance provided by [ESC]. We rely on the expertise and knowledge of the [ESC] Team to keep us abreast of state and federal regulations and guidelines. The [ESC] is responsive to the identified needs of our district and works to provide appropriate programming.
- Personnel at [ESC] have continuously provided the support services I need for [ISD]. With the decrease in state and federal financial resources and with personnel reductions we have had [ISD] relies on the service center to provide multiple staff development services at an economical rate.
- We are a small rural school district. We would not be able to accomplish all that is required of our district with the support of the Education Service Center. Our resources are increased with the assistance and expertise of the different departments of ESC.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [REGION] serves as a partner in all aspects of our local education system. I count on them to continually help us meet the needs of our students. As a new superintendent they have been a vital part of assisting me in learning the new job.
- Excellent service from [ESC]. As a first time superintendent, the service center has been very helpful during the transition.
- We continue to enjoy the support of our Service Center. We are continually exploring additional ways in which they can help us with our mission of education students.
- We appreciate the services that [REGION] provides for our district. They are more than willing to assist us in any way possible.
- We appreciate the help that ESC [REGION] has provided in academic, administrative, technological, financial and operational areas to our schools.
- Any time we have problems we call the [REGION] Service Center and receive the help we need. Our district could not afford to hire the personnel to provide the expertise and professional support that we receive from the [REGION] Education Service Center personnel at a fraction of the cost.
- Service Centers provide valuable services, both administratively and academically, to school districts. Please inform the Commissioner that we do not need to privatize services.
- [ISD] could not provide the services we do without the support of the service center. We do not have the resources of a big district thus we rely heavily on the service center for training as well as updates.

## Survey Items

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701 - Texas Education Agency

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**Verbatim Responses: (Cont.)** 598

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- [REGION] ESC is excellent and a great asset to [ISD]. If it would not be for [REGION], we would be in a crisis. They are always willing to help us, meet and exceed our expectations! I absolutely love [REGION] and I tell them all of the time!
  - We could not operate nearly as efficiently or effectively without support from [REGION]. They help with training and support in countless areas.
  - As a new superintendent, the assistance I received from [ESC] has been invaluable. They are available when I need them and their responses are efficient and helpful. The field service reps, and all ESC staff I worked with, were very helpful in helping my first years run more smoothly.
  - Due to our school district being so small, we could not continue to stay open and meet the needs of our students without [REGION] ESC. The services [REGION] ESC provides are pertinent and necessary to the success of our students.
  - [REGION] has been tremendously helpful in all areas of school business. Because we are a small district with limited resources and personnel, we rely on [REGION] and its services to assist us in meeting the needs of our district. They are invaluable.
  - Services are good. It is challenging for us since we are so far away (3 hours). The state would help us if they had a sub-station for the southwestern districts in [REGION].
  - They do an excellent job for our school.
  - [REGION] is very responsive, provides a good product for a good price. All the professional development is high quality and useful - very helpful to our staff. The assistive technology lending library has been extremely useful to try out products before we buy for our students.
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## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [SCHOOL] works with the following Education Service Centers:[ESC] [ESC][ESC] [ESC][ESC][ESC]
- [ESC] does a fantastic job in meeting our needs here in [ISD]. I can call on weekends, in the evenings or whenever necessary and they are always there to help. I appreciate the level of support and expertise I receive from [ESC] staff.
- I couldn't be happier with [ESC]. They always go above and beyond to be helpful and are prompt in their responses. They seem to always be ahead of the trends and are always on top of our state education decisions and mandates.
- Since the NCLB staff at TEA has been limited over the last few years, the ESC doesn't have the support it needs to service the districts in the same manner as before.
- The services are exceptional
- [REGION] ESC assists our district in developing and managing effective programs which have been mandated from the state level. The ESC team works closely with our district teachers, administrators, and auxiliary staff ensuring high quality services and trainings. Through the ESC our school district is able to access and participate in a much higher quality staff development than possible if we only depended on our local staff development budget. [ISD] receives benefits through high quality, cost effective curricular, leadership, and administrative products and services. Under the leadership of ESC Executive Director [NAME] his team has stood with our district as we strive for excellence.
- As a small rural district, the use of our local ESC is invaluable.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- Very pleased with the assistance from all areas of our service center. Since the state continues to not fund schools appropriately, we'd depend on the service center immensely.
- Education Service Centers [REGION], [REGION], [REGION] and [REGION] have been especially supportive for charter operation.
- I am very pleased with the services provided by [REGION].
- The ESC's are the number one reason that schools can make it on the limited funding given to districts that do not have the large tax bases and added funding that districts with political clout have. We would be spending money at a much higher rate and not be able to hire the professionals available to use at the ESC's if they were not available. They are one of the most precious commodities in the public education system in the state of Texas. [REGION] ESC is one of our most precious resources.
- As a small district, the services of [ESC] are invaluable. They are always there when i need them.
- The existence of the Region Center is a critical life support resource to our district. We attribute our successes to the continued support of the Region Center in meeting the needs of all our students.
- We have received very effective and practical support for our school district from the staff at the Service Center.
- [ESC] has been a very valuable asset to our district. We have utilized their services in [CITY] , in our district, via webinars, and through their accessibility online and on the phone. The service center is a key member of our team working towards success for our students.



## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- Our ESC in [REGION] is outstanding! These are student first people in education for the right reason. Much of this has to be attributed to the leadership of [NAME].
- [REGION] ESC has been a great asset to our school district. We have purchased many services that would have cost our district considerably more if purchased outside of the ESC.
- [ESC] is great to work with and willing to assist us in any area!
- We could not make it without [ESC]!!
- As a small school the [REGION] is the only place to get detailed information and help for our problems. [REGION] has provided me as new superintendent personalized help that has kept me from being in non-compliance on many issues because as small school new super it is hard to know what is due at what times from TEA. Thanks
- As a small 3A school district, we could not perform well academically, conduct business efficiently, or operate in compliance with state and federal regulations, without the shared services, professional development, and leadership provided by the region service center.
- The services provided by [ESC] are essential to the success of the schools in our area. In addition to the services above, the professional development the ESC provides is immensely important in keeping our staff up-to-date on teaching pedagogy and educating the 21st century student.
- Our district has also received valuable assistance from the [ESC] in developing a strategic plan for the district and providing professional development training for the leadership team.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- I suggest they be allowed to have a contract with Skyward so that the schools in [REGION] don't have to rely on the service center in [CITY] several hundred miles away.
- [REGION] provides an array of services for [ISD] that we could not do without. [REGION] staff are professional, knowledgeable and responsive to our school district needs.
- [REGION] has been particularly helpful to my district in the area of finance. This is my first year as a superintendent and my CFOs second year. The support has always been relevant, easy to understand, timely. Our audit was completely unqualified. The director has taken extra time out of his duties to make sure that I have had all the support I needed.
- Our Charter district has been consistently pleased with the level of service at the [REGION] ESC. The staff are very responsive and knowledgeable, and the services are reasonably priced.
- The Region Service Center is an invaluable support for all school districts especially small districts that do not have the funding to employ district level support personnel in the special areas.
- Every school in our [REGION] ESC region with the exception of two or three large districts is extremely dependent on the Service Center for services to maximize the success of our district students.
- I have worked at schools across the state and utilized services from ESC Regions [REGIONS]. [REGION] is by far the best ESC that I have ever worked with although ESC Regions [REGIONS] are also excellent. We utilize a number of services through [ESC] that are not available for small schools in ESCs. I really think that the other ESCs could learn a lot from how [ESC] serves its customers (member districts). I also wish that [ESC] could serve as a fiscal agent for our small schools special education coop.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [ESC] does a great job of providing services to us we could not otherwise afford.
- Most of the services offered are not geared for charter schools.
- My district is small, rural, disadvantaged. We rely on [ESC] to provide services that would not be economically feasible if we had to provide ourselves.
- Services provided by [ESC] are essential to small districts like [ISD]. We would find it very difficult to operate without the support provided by [ESC].
- Excellent services and staff
- As a small district, ESC is a major money saver for us in terms of professional development as well as financial services.
- I am always very pleased with the effort our service center exhibits in working with our school district. They continue to add services to meet all districts' needs and are always open to suggestions on how they can be of more assistance. In the past three years as a superintendent, I am so grateful to have their support and assistance as we work to meet the changes and requirements of our education system. Their continued effort to provide us with quality professional development and technical assistance is invaluable to school districts in the [REGION] area. I feel very fortunate to have the support given from the ESC as a beginning superintendent.
- I have been welcomed and accepted into a new group of cohorts at [ESC]. They have been nothing but helpful to me and my staff.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- Each Region Center needs to have a person to liaison with brand new charters in their service area and mentor them around the services available to them. As a new charter last year, I had to "figure things out" alone and I made mistakes. That's always a dangerous thing for people to have to do when they are new at opening up a new school, or three, like I had to do last year.
- [ESC] actively seeks opportunities to meet with all superintendents and solicit input on meeting needs to save \$\$, time, resources. They help me with budgeting, school finance, meeting changing state laws. As a small school we rely on their collective expertise and the ability to meet and interact with all of the other schools in our region to share strategies, resources and shared service arrangements. We have met collectively to respond to hurricanes, fires and other natural disasters. [ESC] members share counselor resources to meet community tragedies. We are like neighbours.
- I am aware that there have been many changes with our service center. I personally have not had any problems. My concern comes from the overall impact that we must make and having the service center and state ready to assist.
- As a small 1A district we could not be successful without the assistance of our service center.
- Education Service Centers do a great job for our school district. ESC's allow for us to get the assistance that we would not normally have the staff to do at a reasonable cost.
- We could not survive without the help of [REGION] Service Center. They do a great job.

## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- The[ESC] is essential in the continued success of our district. Without the programs and services offered by the [ESC], our school district would be unable to provide the training, support and guidance to support student success initiatives mandated by the state.
- [REGION] staff is professional,friendly, accommodating, and eager to provide whatever you need with the highest level of quality and integrity. They are essential to our success.
- [REGION] has always been supportive of charter schools, but since [NAME] joined [REGION] as director, the charter school support has moved from good to great! Thank you [REGION] for all of your support!
- It would be very difficult for our school district to operate without [REGION]. We are so small and could not afford the cost associated with staff development for the district. I appreciate [REGION] and the staff really work well to assist us with our needs.
- Our ESC is very important to the success of our district and is very responsive to our needs.
- Our ESC is extremely effective and does a great deal for our school districts which ultimately impacts kids in a positive manner. Our legislators and state leaders have always advocated for cooping services which is exactly what the ESC's provide. It seems as though ESC's are under attack by some for political reasons and the needs of kids and the success of public education really has not been a factor in these political agendas or aspirations. There are certainly some real problems in public education but ESC's are certainly not one of them.

## Survey Items

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701 - Texas Education Agency

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**Verbatim Responses: (Cont.)** 598

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- We are very pleased with the Critical Issues series. It is very helpful. MOE service is also highly valued.
  - [ESC] does an excellent job supporting our district.
  - [REGION]'s staff has been exceptional in every way. In addition to being extremely knowledgeable, our contacts are also very prompt and professional in addressing our local needs. [NAME]'s leadership has been especially appreciated, and I could not be more satisfied with the relationship our District shares with [REGION].
  - The ESC is an extremely valuable resource that provides quality services to our district and region.
  - We are extremely satisfied with all facets of program services provided by the [ESC] staff and administration. As a small school district, we would have an extremely hard time trying to manage all programs and provided the needed staff development.
  - As a small district, we depend on the service center for many services that we could not afford to buy on our own. The staff is always there for support and can answer any question that we may have. They are truly there to serve students and help us. The Early Scholars Academy is outstanding and every region should have one.
  - [ESC] staff provide extremely valuable services with high quality people for the [ISD]. In addition to instructional, curriculum, and federal program management, the [REGION] service center provides professional assistance now for our school through the business office cooperative. The cost of the contract is \$18,000 for us as compared to the \$35,000 to \$50,000 that many of my colleagues at surrounding districts pay for full time business accounting staff members. I can't say enough about the importance and efficiency of this service. Please call as I would like to tell you more about the quality of service from [ESC] if given an opportunity.
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## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- We are a small rural school in the [REGION]. We depend greatly on the specialized expertise of [ESC]. There is no way for us to staff such specialization. Service Centers are an efficient way to meet the needs of the school district. We are appreciative of the flexibility that they allow in providing services.
- [ISD] could never match the services provided for us through [REGION].
- More charter school specific training for adm, teachers, and board member.
- Always satisfied with [REGION], especially now that it has a new leader.
- As a prior principal and new superintendent in the district, I am very pleased with the services provided by [ESC]. They are very responsive to questions and concerns, and willing to put forth extra effort and support as needed to help our staff and our students.
- The [ESC] works diligently with our staff to provide all support necessary to improve learning and maintain compliance.
- The administration and staff of [ESC] - [CITY] have been exceptional. It is hard to overestimate their contribution to the success of charter schools in our region.
- School board training services for charter school were minimal
- Service Centers are outstanding and critical to our success. Leave them alone!
- The service centers across Texas are invaluable to the public school districts they serve.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- It is imperative that small districts have region service centers. Without their support, there is no doubt in my mind that student achievement would be less. Small districts do not have the resources to hire experts in the all the different areas needed so region service centers are the most economical way to pool our money and have access to the many services they provide.
- [ESC] is excellent and works very hard to support our schools.
- Our district is completely dependent on our [REGION] ESC for all services. Due to forced finance cuts, travel/hotel conferences have been cut and our district has relied on our ESC to supply all the update-to-date rulings, trainings, local assistance in every area and operations, finance, compliance, reports, etc.
- The business/technical services provided to our district by [NAME] are outstanding. Her assistance to our district is outstanding.
- I'm a first-time superintendent as of mid-July. I need more time to adequately evaluate ESC [REGION]. In previous administrative roles I was in [REGION] and [REGION], and both regions serve major metropolitan areas. My perception thus far is that [REGION] & [REGION] have more resources available. Perhaps, this is due to them serving districts with more employees and much larger student enrollment numbers.
- The ESC has had to deal with financial cuts; however, despite the obstacles it goes out of its way to help my district. The staff has been incredible. There is no way that small rural schools could operate without them.



## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [ESC] is very important in the success of our school. The training and support services provided by [ESC] are vital. I believe this center employs very professional and competent staff. [NAME] is all about service and he and his staff demonstrates it.
- The executive director instructed every superintendent at a RAC meeting to give the ESC a perfect evaluation. I was uncomfortable with her doing that.
- We would not survive without [REGION]. Our district is so small that we have to utilize services from the center. All of our experiences have been positive with the staff at the center and they allow us to run very efficiently.
- We depend upon the services provided by our ESC to operate efficiently and to comply with state and federal mandates. We need the ESC to support our staff and our students.
- Small districts such as ours could not meet all the mandates and requirements without [REGION] ESC
- [REGION] is excellent service center. The friendly helpful service is second to none.
- Our ESC provides excellent service in all areas.
- [ESC] is an outstanding service center.
- The programs and staff at [REGION] are imperative to districts our size. We couldn't do it without them.
- [ISD] has a great relationship with our Regional Service Center. Each staff member is always so helpful and professional. Our district has achieved great academic success over the last few years and I do not think without the help and guidance of [REGION] staff members that level of success would have been reached. [REGION] is an essential part of our education program here at [ISD].

## Survey Items

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701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- We received excellent help on procedures manual. Having an Instructional Data Analyst at our [REGION] Service center is a tremendous help to our teachers and administrators. Please fund this service center as small and midsize schools need their expert professional help . Our Business Manager uses our ESC's support almost daily.
- The ESC programs and services are very important for small school districts such as our self. We do not have the financial resources for staff for many services the ESC provides to us.
- Keep up good work
- Overall excellent service and support.
- The [REGION] ESC has done an excellent job in respomding to the needs of small Districts. It would be hard to function withouttheir help.
- As an Early College/STEM Academy, we are required to adhere to a high cognition Common Instructional Framework (CIF). To measure the degree of implementation of the CIF, we incorporated the Harvard Instructional Rounds process. To assist and disseminate the process to other Districts in the region, the service center has trained individuals to oversee that process for [ISD] and other interested Districts in [REGION].
- We have been very satisfied with the services and assistance our district has received from [ESC]. The staff members from [REGION] are very cordial and professional in their actions. They provide excellent service to our school district, and we feel fortunate to have such a great and quality staff available to serve our region schools.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [NAME] has provided exceptional services for this charter school in board training and training for directors/superintendents.
- When ever we have needed help, [ESC] has been there for us; always willing and able to help in a professional and friendly manner. A real pleasure to work with nearly everyone.
- [REGION] has been extremely responsive to any needs we may have regarding any topic or issue that has arisen in the past 16 years we have been operating. We have nothing but high praise and great feelings about the way we are respected and served by all of the staff at [REGION].
- As a superintendent of a 2A school district, the services [REGION] provides for our district are critical to its success. Our district has been pleased with the quality of the professional development, the share-service agreements and especially all the services related to business, students, and technology. We have found them to be extremely cost-effective. The staff is professional, well-trained, and do an incredible job keeping us up-to-date with new legislation and both state and federal requirements. They do an outstanding job!
- Information from [REGION] is always timely and thorough. All of our curriculum areas depend on [REGION] for the latest instructions and requirements from the state and federal level. We trust the staff and services from [REGION] to be of highest quality.
- The ESC provides valuable support for small school districts. We rely and are provided important support with areas of expertise in all facets of school operations.

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- [REGION] does an outstanding job providing services to our school
- I have had positive experiences with both [REGION] and [REGION] on the services mentioned.
- Any service that we have used has been extraordinary!
- [ESC] has been very responsive to any need we have brought to their attention. I do not know what we would do without them. Our teachers enjoy the quality of the trainings and the support they provide.
- Our service center does an outstanding job in supporting schools in [REGION]. It would be very difficult to operate our school without them!
- [REGION] is working really closely with us this year to customize our professional development needs.
- The smaller schools could not survive without the Regional Service Centers.
- I appreciate all ESCs, but [REGION] is superb!
- Please note that my responses are not a true calculation as I have been in the position for 3 months . I have not had time to solicit assistance from all of the areas listed. When I have sought assistance the region center has been super supportive. I am in full support of our [REGION] center and their administration.
- We are very pleased with services provided to our District from [REGION].
- Very supportive of educational programs by providing support and workshops

## Survey Items

701 - Texas Education Agency

### Verbatim Responses: (Cont.) 598

- Development classes geared toward paraprofessionals would benefit our district.
- [ESC] services have been excellent for [ISD]. It would be next too impossible to operate our district without their help. Their staff members are always accessible and friendly to deal with.
- We have an academic team that handles most of our curriculum and regular education services. [REGION] staff are very helpful on the compliance services - PEIMS, child nutrition, etc. Always willing to help.
- ED very responsive to calls for assistance
- Current services: Curriculum alignment and support, CTE program support and help with offering new courses and understanding teacher certifications, constant updates on education and legislative policy and how those affect our schools, school safety training, TEKS data disaggregation and support for improving weak areas.  
Suggestions for improvement: none.
- Superintendent meetings are very informative.
- [SCHOOL] extends its thanks to several superstars at [REGION] who go out of their way to provide outstanding service. [NAME],[NAME],[NAME],[NAME],[NAME],[NAME]
- [REGION] Education Service Center provides great support to our school district.
- The services offered in [REGION] above are provided at a significant cost savings to our district and at a much higher quality that we would be able to provide on our own. When people outside our [REGION]sit our campus, they are impressed with the level of commitment to our school that is exhibited by employees of the ESC who work within our district. [REGION] is a necessary part of the education community in the [REGION].

## Survey Items

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701 - Texas Education Agency

**Verbatim Responses: (Cont.)** 598

- Accessibility from [ESC] Staff upon request of superintendent, campus administrators is absolutely awesome. They have created multiple ways to be accessed to serve our district needs via e-mail, phone contacts, and online. The professionalism and servant leadership is superb.
- ESC-[REGION]'s inclusion of district in grants. Excellent opportunity for small ISD to participate in [REGION] Gear Up College Readiness Initiative. Professional development has been outstanding.
- [ESC] has provided excellent, essential services to our district. [NAME] and his entire staff have been very pro-active in anticipating needs and providing services and support in every area of school operation. They have also been very responsive to our requests for information, programming, and on-site support. Among their services over the past year, none have been more critical than that of support for improving student performance through a well planned scope and sequence as well as 5E lessons which have served as a great resource to our teachers...
- Anyone seeking to defund the Education Service Centers is seeking to harm communities, schools, and children in large. Educational Service Centers (ESCs) play a vital role in the sound operation of school districts across the State of Texas. When an individual states otherwise, they are likely not an educator altogether, not an educator who has experienced the impact yielded by these ESCs, or has a personal agenda built upon a platform that runs counter to the public good?public education...

# Survey Items

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701 - Texas Education Agency

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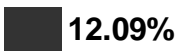
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**Number of Respondents:** 943

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Item Response	Count	Pct.
Superintendent	828	87.80%
Charter School Administrator	114	12.09%

## Frequency Distribution

Superintendent	 87.8%
Charter School Administrator	 12.09%

## Survey Items

701 - Texas Education Agency

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

**Number of Respondents:** 943

<b>Item Response</b>	<b>Count</b>	<b>Pct.</b>
Region 1	26	2.76%
Region 2	38	4.03%
Region 3	33	3.50%
Region 4	58	6.15%
Region 5	34	3.61%
Region 6	49	5.20%
Region 7	76	8.06%
Region 8	39	4.14%
Region 9	36	3.82%
Region 10	74	7.85%
Region 11	72	7.64%
Region 12	72	7.64%
Region 13	49	5.20%
Region 14	41	4.35%
Region 15	42	4.45%
Region 16	52	5.51%
Region 17	55	5.83%
Region 18	36	3.82%
Region 19	11	1.17%
Region 20	50	5.30%



## Survey Items

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701 - Texas Education Agency

### Frequency Distribution

Region 1	■ 2.76%
Region 2	■ 4.03%
Region 3	■ 3.5%
Region 4	■ 6.15%
Region 5	■ 3.61%
Region 6	■ 5.2%
Region 7	■ 8.06%
Region 8	■ 4.14%
Region 9	■ 3.82%
Region 10	■ 7.85%
Region 11	■ 7.64%
Region 12	■ 7.64%
Region 13	■ 5.2%
Region 14	■ 4.35%
Region 15	■ 4.45%
Region 16	■ 5.51%
Region 17	■ 5.83%
Region 18	■ 3.82%
Region 19	■ 1.17%
Region 20	■ 5.3%

## Survey Items







701 - Texas Education Agency

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

**Number of Respondents:** 894

Item Response	Count	Pct.
Less than 1	111	12.42%
1-2	108	12.08%
3-5	201	22.48%
6-10	229	25.62%
11-15	135	15.10%
16+	110	12.30%

### Frequency Distribution

Less than 1	 12.42%
1-2	 12.08%
3-5	 22.48%
6-10	 25.62%
11-15	 15.1%
16+	 12.3%

# Survey Items







701 - Texas Education Agency

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

**Number of Respondents:** 886

Item Response	Count	Pct.
Less than 1	142	16.03%
1-2	145	16.37%
3-5	238	26.86%
6-10	214	24.15%
11-15	97	10.95%
16+	50	5.64%

## Frequency Distribution

Less than 1	 16.03%
1-2	 16.37%
3-5	 26.86%
6-10	 24.15%
11-15	 10.95%
16+	 5.64%

# Survey Items







701 - Texas Education Agency

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

**Number of Respondents:** 131

Item Response	Count	Pct.
Less than 1	10	7.63%
1-2	15	11.45%
3-5	29	22.14%
6-10	25	19.08%
11-15	34	25.95%
16+	18	13.74%

## Frequency Distribution

Less than 1	 7.63%
1-2	 11.45%
3-5	 22.14%
6-10	 19.08%
11-15	 25.95%
16+	 13.74%

# Survey Items







701 - Texas Education Agency

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

**Number of Respondents:** 127

Item Response	Count	Pct.
Less than 1	12	9.45%
1-2	18	14.17%
3-5	31	24.41%
6-10	29	22.83%
11-15	26	20.47%
16+	11	8.66%

## Frequency Distribution

Less than 1	 9.45%
1-2	 14.17%
3-5	 24.41%
6-10	 22.83%
11-15	 20.47%
16+	 8.66%

## Survey Items

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701 - Texas Education Agency

### Item Score Summary

<b>Item Text</b>	<b>Score</b>	<b>Std. Dev.</b>
Reading and Language Arts	4.78	0.477
Mathematics	4.79	0.460
Social Studies	4.75	0.493
Science	4.78	0.459
Special Education	4.82	0.438
At-Risk and Compensatory Education	4.76	0.490
Bilingual and ESL Education	4.76	0.508
Advanced Academics Education (e.g., gifted and talented and AP)	4.73	0.537
Migrant Education	4.74	0.525
Services to help the district/charter school operate more efficiently and economically (e.g. shared services, cooperatives, curriculum support, business services, teacher recruitment, etc.)	4.80	0.463
Services and support for PEIMS	4.83	0.443
Services to assist the district/charter school in complying with federal and state regulations and guidelines (e.g. NCLB, AYP, PBM, Child Nutrition)	4.82	0.436
Services and assistance to help improve student performance	4.76	0.513
School board training services	4.77	0.509