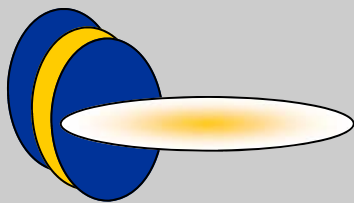


*Region*  
Education Service Center



ESC Region 12 would like to express appreciation for district and charter school input. These results will be helpful as we continue to focus on customer needs.

# CLIENT SATISFACTION SURVEY 2006-2007

## INTRODUCTION

# OVERVIEW OF ESC REGION 12

One of 20 regional education service centers statewide, the Education Service Center Region 12 (ESC Region 12) is dedicated to serving 77 school districts, 10 charter schools and area private/parochial schools in improving student performance. ESC Region 12 partners with school districts to deliver services and solutions to educators so they may help public school children be successful.

## ESC Region 12

## Region 12 Service Area & Offices

### Executive Staff

Tom Norris

*Executive Director*

Leslie Bennett

*Assoc. Executive Director for Human Resources & Certification Services*

Terry Marak

*Chief Financial Officer*

Sandra Nolan

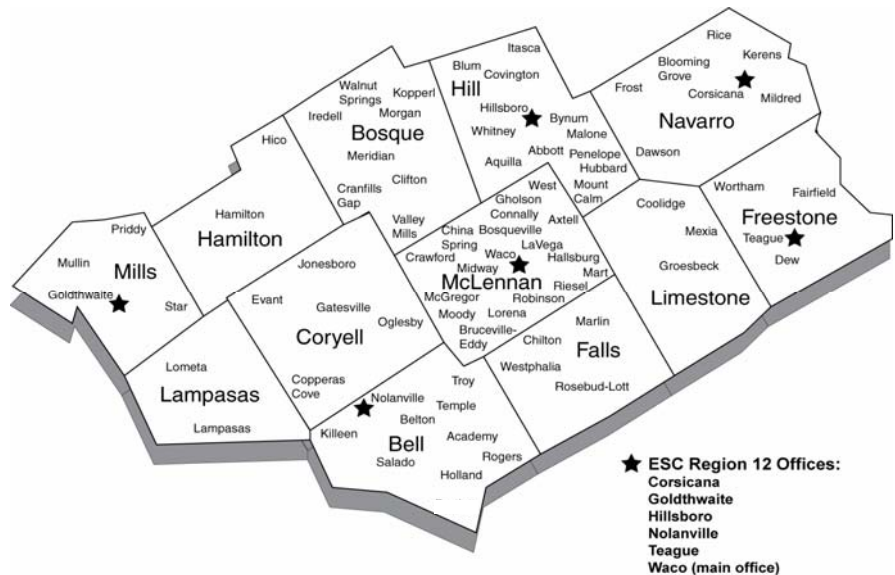
*Assoc. Executive Director for School Improvement Services*

Hazel Rowe

*Assoc. Executive Director for Curriculum & Instruction Services*

Rob Scott

*Assoc. Executive Director for Administrative & Business Services*



★ ESC Region 12 Offices:  
Corsicana  
Goldthwaite  
Hillsboro  
Nolanville  
Teague  
Waco (main office)

## Six Locations to Serve You

### CORSICANA

#### SAM HOUSTON PROF. DEV. CTR.

1213 WEST 4TH AVENUE  
CORSICANA TX 75110

903.874.6971 | FAX 903.641.4114

### GOLDTHWAITE

#### GOLDTHWAITE SATELLITE CTR.

1507 TRENT STREET  
P.O. BOX 608

GOLDTHWAITE TX 76844  
325.648.3630 | FAX 325.648.3571

### HILLSBORO

#### HARRIS EDUCATION CTR.

200 LINE STREET  
P.O. BOX 545

HILLSBORO TX 76645  
254.582.3814 x204 | FAX 254.580.0610

### NOLANVILLE

#### ESC REGION 12 SOUTH CTR.

101 N. 5TH STREET  
NOLANVILLE TX 76559

254.698.2243 | FAX 254.739.5223

### TEAGUE

#### TEAGUE SATELLITE CTR.

420 NORTH 10TH STREET  
TEAGUE TX 75860

254.739.3071 | FAX 254.739.5223

### WACO

#### (MAIN OFFICE)

2101 W. LOOP 340  
P.O. BOX 23409

WACO TX 76702-3409  
254.297.1212 | FAX 254.666.0823

### Board of Directors

Joe Pirtle, *Chairman*

Connie Z. White, *Vice-Chairman*

Sharon Barnes, *Secretary*

Mike Caplinger, *Member*

Clarence Fields, *Member*

Bill Killian, *Member*

Sarah Lane, *Member*

Rex Daniels, *Member*

### Superintendent Liaisons

Jack Crain - 254.297.1102

Bill Eitel - 254.297.1103

Johnny Giebler - 254.297.1111

Leslie Bennett-254.297.1203

Sandra Nolan-254.297.1204

Hazel Rowe- 254.297.1202



## Quality Management System Framework

### Mission

We partner with schools in improving student performance through educator training, administrator assistance, technical services, and the implementation of statewide and regional initiatives.

### Vision

The vision of ESC 12 is to be the provider of choice for education services and solutions.



### Quality Policy

Provide services and solutions of the highest standards to satisfy our customers' expectations via the ESC Quality Management System.

### Core Values

- Teamwork
- Visionary and Supportive Leadership
- Personal and Organizational Learning
- Professionalism
- Customer-Focused Quality Programs & Services
- Stewardship
- Focus on the Future
- Adaptability
- Performance Excellence

### BHAG

To achieve resource sustainability and growth through the delivery of superior educational services and solutions.

### Strategic Priorities

Assist school districts in improving student performance.  
 Assist school districts in increasing effectiveness and economy of operations in a safe and orderly environment.  
 Assist school districts in the implementation of statewide and regional initiatives.  
 Enhance the quality of communication as the key to positive climates and productive partnerships.

## EXECUTIVE SUMMARY

### **Methodology**

Confidential electronic surveys were sent to the 77 superintendents and 11 charter school directors in the Region 12 service area via email on May 9, 2007. The Survey Instrument was primarily divided into three areas: Overall Level of Satisfaction, Service Areas Level of Satisfaction, and Comments.

Administrators were instructed to mark their level of satisfaction on a scale from one to five with five being high (very satisfied) and one being low (very dissatisfied). Administrators were encouraged to mark a service “not applicable” if they had no basis for gauging satisfaction of that service. They were also asked to provide comments, especially if they gave a service a lower score.



*Middle School Conference Attendees*

This format has been used for surveys administered in 2004, 2005, and 2006. The one difference between this year’s survey and previous years was the addition of a contact person for each Service Area. This allowed administrators to connect the particular service to an individual at the center for more information or for recollection of a service.

### **Summary of Findings**

- The return rate for 2007 was 69%. This is an increase of 7.3% from 2006 but still not at the level of 2005 (75%).
- In the Overall Level of Satisfaction area, the item “Responsiveness of Staff/Communication” was the highest with a 95% satisfaction rate. Second was “Quality of Services” rated at 93%.
- Generally, percent of satisfaction for 2007 has increased from the 2006 results except in three areas. Sixteen areas increased 10% or more from the 2006 results.
- The services receiving the highest ratings were No Child Left Behind (AYP, Highly Qualified) with 98% satisfaction, State Comp Ed/At-Risk Assistance with 96% satisfaction, and Title I Assistance with 96 % satisfaction.
- The written comments provided at the end of the survey were very positive.



# Client Satisfaction Survey Results 2007

YEARLY COMPARISON						
		2004	2005	2006	2007	
% of Responses - Districts & Charts		69%	75.3%	61.7%	69%	
<b>I. Percent of Satisfaction - OVERALL</b>		<b>Yearly Comparison Ratings 4 &amp; 5 Combined</b>				
#	Item	2004	2005	2006	2007	
1	Quality of Services	99	96	87	93	
2	Responsiveness of Staff/Communication	98	91	93	95	
3	Availability of Services	98	96	85	85	
4	Timeliness in Delivery of Services	97	89	89	92	
5	Cost Benefit	87	77	71	83	
<b>II. Percent of Satisfaction - SERVICE AREAS</b>		<b>Yearly Comparison Ratings 4 &amp; 5 Combined</b>				
#	Item	2004	2005	2006	2007	
1	Board Training	n/a	n/a	n/a	93	
2	Campus Leadership	n/a	n/a	n/a	90	
3	Administrator Training/Meetings	100	94	90	93	
4	Business Office Assistance/Financial Services	n/a	82	83	88	
5	Certification Assistance	n/a	86	80	88	
6	Field Service Assistance	98	89	87	89	
7	Human Resources/Personnel Directors	n/a	85	70	86	
8	Web Site/Public Information	95	82	78	84	
9	Bilingual/ESL Education	77	83	80	83	
10	Gifted/Talented Education	83	75	70	69	
11	School Health	n/a	80	63	90	
12	Mathematics	89	77	72	70	
13	Reading & Writing/English Language Arts	93	86	82	90	
14	Social Studies	91	81	79	77	
15	Science	88	81	70	79	
16	Career & Technology Ed (CTE)	88	77	73	88	
17	Child Nutrition	87	86	85	86	
18	Counselors	87	80	64	81	
19	Safe and Drug Free Schools/School Safety	87	85	76	85	
20	Special Education Services	92	74	55	79	
21	Migrant	91	81	77	88	
22	Data Services (AEIS-IT, WebCCAT)	85	89	71	85	
23	No Child Left Behind (AYP, Highly Qualified)	94	91	76	98	
24	State Comp Ed/At-Risk Assistance	93	85	72	96	
25	Technical Services (EDLINK12, etc.)	89	78	79	87	
26	Instructional Technology	93	82	72	85	
27	Finance & Payroll Software, RSCCC	85	73	73	78	
28	Student Accounting Software, Win School	96	82	65	81	
29	PEIMS Training	100	91	76	91	
30	Video Conferencing Services	n/a	n/a	78	89	
31	Parenting Assistance	n/a	n/a	63	69	
32	Accountability Assistance (PBMAS)	n/a	n/a	73	88	
33	Title I Assistance	n/a	n/a	81	96	
34	District Campus Planning	n/a	n/a	73	94	



Region 12 gains ISO 9001 Certification



ESC employees plan diligently

## SURVEY COMMENTS

*Everyone at Region 12 is pleasant and very helpful.*

*Thanks for the fantastic services that Region 12 offers to charter schools in particular. ESC 12 is one of the reasons that we are capable of achieving so much with our students.*

*Dr. Norris and his staff do an excellent job. All services are provided in a first class manner. I feel that my district benefits greatly from our relationship with Region 12.*

*I'm still learning. I'll have more input next year. I will say every time I've called the Service Center for anything, everyone has been great about finding an answer or finding someone who knows the answer. Very friendly folks.*

*Thank you Region 12 for all your hard work.*

*I am most appreciative of the services provided by the service center. The Region 12 ESC is a vital part of our success and our continued success. Thanks to all who do so much for our kids.*

*After regional results are analyzed from the 2007-08 TAKS administration, I am hoping to see more workshops that address weaknesses across the region.*

*ESC 12 is willing to do whatever we ask to help our students and district. Great job!*

*I have found ESC 12 to be very responsive. Superintendent training has been on target. Staff seems to look out for the best interest of this and other districts.*

*In my first year, Region 12 staff has helped me more than I could have imagined. I very much appreciate the helpfulness and patience individuals have shown in my times of need. The folks I have worked with have been superb. BRAVO!*

*Well pleased with services and personnel.*

*We appreciate the opportunity to participate in training events with ESC 12.*

*Outstanding support services in all areas.*

*Looking forward to additional shared service opportunities.*



EDLINK12 staff in the Network Operation Center



*Region*  
Education Service Center



12

Education Service Center Region 12  
2101 W. Loop 340  
Waco, TX 76712

254.297.1212

[www.esc12.net](http://www.esc12.net)

