

# 2010-2011 ANNUAL PERFORMANCE REPORT



The Provider  
of Choice for  
Education  
Services &  
Solutions

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



# OVERVIEW

## MISSION

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

## VISION

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

## GOAL (BHAG)

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

## STRATEGIC PRIORITIES

ESC Region 12 is committed to the Continuous Improvement Model for enhancing programs and services as defined in the following 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

## GREEN INITIATIVE

To establish and sustain a commitment to continuously improve ESC Region 12's environmental footprint

## CORE VALUES

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

## EXECUTIVE STAFF

JERRY MAZE  
Executive Director

LESLIE BENNETT  
Deputy Director  
Human Resources, Certification & Data

SHARON HENSON  
Deputy Director  
School Support & Grant Services

TERRY MARAK  
Chief Financial Officer  
Financial Services

SANDRA NOLAN  
Senior Director  
Quality & Planning Services

CHARLENE SIMPSON  
Deputy Director  
Academic & Administrative Services

## BOARD OF DIRECTORS

JOE PIRTLE, Chairman  
Bell County

BILL KILLIAN, Vice-Chair  
McLennan County

CONNIE Z. WHITE, Secretary  
Coryell & Hamilton Counties

REX DANIELS  
Lampasas & Mills Counties

CLARENCE FIELDS  
Bosque & Hill Counties

KERMIT HEIMANN  
Falls & Limestone Counties

LINDA KELLY  
Charter Schools

SARAH LANE  
Freestone & Navarro Counties



"ESC Region 12 is very supportive of my district. We could not function at the level we do without the help of this service center."

Bynum ISD

# BY THE NUMBERS

## CERTIFICATIONS/ACADEMIES

	Total Participants
Master Math Teacher	19
Master Science Teacher	16
Paraprofessional Academy	86
Principal Preparation & Certification	27
Substitute Teacher Training/Certification	122
Teacher Preparation & Certification	147

## ESC REGION 12 AT A GLANCE

Years in Service	43
Employees	150
Programs/Services	148
Satellite Offices	4
Counties	12
Districts	77
Campuses	372
Charter Schools	13

## STAFF DEGREES

4 Doctoral	2 Pursuing Doctoral
65 Masters	7 Pursuing Masters
24 Bachelors	4 Pursuing Bachelors
10 Associates	3 Pursuing Associates

## PARTICIPANTS/TRAININGS

Participants (duplicated count)	43,169
Participants (unduplicated count)	16,095
Total Sessions	1,647
Training Hours	530,081

## EDUCATOR STATISTICS\*

Professional Staff (Teachers, Prof. Support, & Admin.)	13,799
Teachers	11,169
Professional Support	1,687
Campus Administration (School Leadership)	685
Central Administration	258
Educational Aides	2,808
Auxiliary Staff	6,163
Total Minority Staff	6,052
Total Staff	22,770

\*AEIS 2009-2010

## TEACHER DEMOGRAPHICS\*

	Region	State
Females	77.2%	77.0%
Males	22.8%	23.0%
African American	8.3%	9.5%
Hispanic	6.8%	22.5%
White	83.7%	66.4%
Asian/Pacific Islander	0.8%	1.3%
Native American	0.5%	0.3%



SCHOOL BOARD OF THE YEAR

Temple ISD

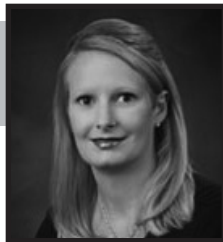
## SUPERINTENDENT OF THE YEAR

Harold Ramm  
Groesbeck ISD



## ELEMENTARY TEACHER OF THE YEAR

Billie Diaz  
Copperas Cove ISD



## SECONDARY TEACHER OF THE YEAR

Diane Untalan  
Killeen ISD



# HIGHLIGHTS

## SOCIAL MEDIA INVOLVEMENT

ESC Region 12, through partnership with ESC Region 13, developed a social media toolkit in order to assist schools as they develop and implement policy and procedures, and select appropriate social media tools for school communications efforts.

In addition, social media sessions were offered for Facebook, Twitter, Project Share, blogging, Web 2.0 and podcasting.

ESC Region 12 joined Twitter in November and has more than 300 followers. The center's Facebook page will launch in August.



## ESC REGION 12 SAVES DISTRICTS MONEY

As districts brace themselves for funding loss, the center is increasing efforts to help them save money.

The center is offering local conferences, otherwise offered at the state/national level, continuing to provide education cooperatives that give districts many services for one flat rate and providing unique school finance support to offer districts financial services that cannot be staffed and funded internally.

By offering 10 local conferences, the center will reduce travel costs and registration fees. These conferences held at the state and national level often cost a higher price. ESC Region 12's session fees have not been raised in more than five years, and remain competitive.

Education cooperatives, or

shared services arrangements (SSAs), allow districts to expand and enhance core programs and services for students by increasing efficiency and effectiveness.

ESC Region 12 also provides assistance to districts through school finance and business services, such as accounting and payroll. Schools that cannot afford financial personnel can receive assistance at a fraction of the cost required to staff these positions.

By customizing services and continuing to provide low-cost options for districts and educators, ESC Region 12 ensures that there are choices available to help save money in education, and maintains the level of quality necessary to continue impacting education in a positive way.

## TEXAS PROFESSIONAL DEVELOPMENT SERIES

TPD assists educators with the coming changes in academic accountability and student assessments with the introduction of new standardized exams in 2012, mandated by House Bill 3, including:

- State of Texas Assessment of Academic Rigor (STAAR)
- End-of-Course (EOC)

The regional service centers and the Texas Education Agency designed multiple professional development sessions in various grades and content areas.

ESC Region 12 prepared nearly 3,000 public school and charter school educators from June to August 2011.

Additional opportunities will be offered during the 2011-2012 school year.

Sessions were offered in the following areas:

- MSTAR 1 A, Grades 5-6 & 7-8
- MSTAR 1 B, Grades 5-8
- MSTAR 2, Grades 5-8
- Algebra 1 EOC Success
- Algebra II EOC Success
- Geometry EOC Success
- Science TEKS Revision Grades K-12
- Science Academies Grades 5-8
- Biology EOC Success
- Physics EOC
- Chemistry EOC
- English I & II EOC
- English III EOC
- SS TEKS Overview K-12
- SS Grade 8 Academy
- US History EOC
- World Geography EOC
- World History EOC
- TALA-Content Area, ELA, Science

## SERVING OUR SCHOOLS & OUR COMMUNITY

- \$13,500 RAISED for United Way
- 2,036 POUNDS of food donated to the Family Abuse Center
- 12 DONORS contributed 7 UNITS OF BLOOD totaling 178 UNITS SINCE 2004
- 5 BOXES OF SCHOOL SUPPLIES collected for needy children

- 26 JACKETS COLLECTED for winter coat drive
- 10 EMPLOYEES participated in the Susan G. Komen Race For the Cure
- 30 BOOKS DONATED to Storybook Christmas
- POINSETTIAS given to retirement center
- BLANKETS/TOWELS COLLECTED for local animal shelter

# STUDENT PERFORMANCE

## ACCOUNTABILITY RATINGS

<b>EXEMPLARY</b>	
Districts	3
Campuses	25
<b>RECOGNIZED</b>	
Districts	27
Campuses	118
<b>ACADEMICALLY ACCEPTABLE</b>	
Districts	49
Campuses	158
<b>ACADEMICALLY UNACCEPTABLE</b>	
Districts	5
Campuses	33

## DIRECT SERVICES TO STUDENTS

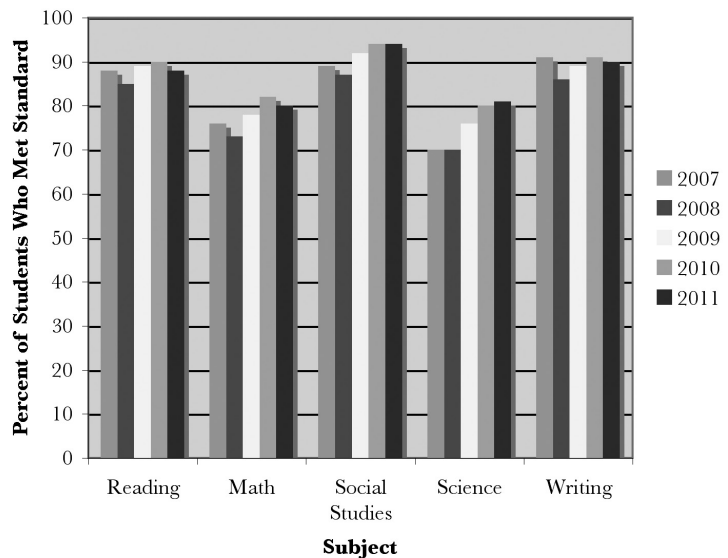
14,903	served by videoconference sessions
285	attended bullying prevention sessions
74	trained with H.O.T. Teen Cert. service learning project
537	attended Blockfest
350	participated in transition events/services
5,765	attended teen/parental involvement sessions
117	attended visual impairment events
889	attended H.O.T. College Night
1,328	attended YES! Expo
1,574	attended Career on Wheels (C.O.W.) Day
27	migrant received classroom instruction
206	provided school supplies
7	migrant received tutoring
38	participated in School Bus Safety Speech Contest

## STUDENT STATISTICS

	Region	State
<b>TOTAL</b>	152,019	4,824,778
<b>AFRICAN AMERICAN</b>	22.2%	14.0%
<b>HISPANIC</b>	28.0%	48.6%
<b>WHITE</b>	47.2%	33.3%
<b>ASIAN/PACIFIC ISLANDER</b>	2.0%	3.7%
<b>NATIVE AMERICAN</b>	0.6%	0.4%
<b>ECONOMICALLY DISADVANTAGED</b>	57.1%	59.0%
<b>LIMITED ENGLISH PROFICIENT</b>	7.4%	16.9%
<b>STUDENTS W/ DISCIPLINARY PLACEMENTS</b>	18.6%	13.4%
<b>AT-RISK</b>	46.1%	47.2%

\*AEIS 2009-2010

## TAKS RESULTS (2007-2011)

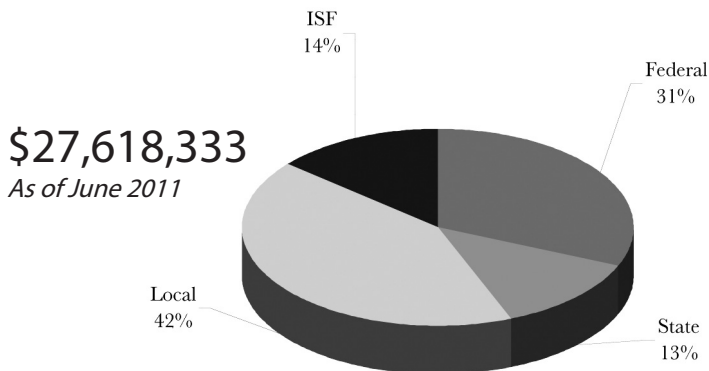


"One of the strongest regional service centers have been a part of... very outstanding!"

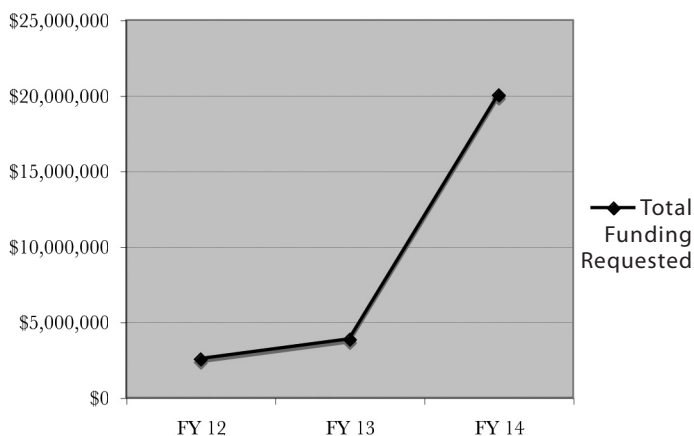
Rosebud-Lott ISD

# ECONOMY & EFFICIENCY

## 2010-2011 REVENUE



## ESC REGION 12 E-RATE CONSULTING



Total Funds Requested Annually  
 2009-2010 (FY12)    2010-2011 (FY13)    2011-2012 (FY14)  
 \$2,532,776.27    \$3,832,905.25    \$20,013,216.89  
 E-Rate Consulting FY14 Clients: 52

## VIDEOCONFERENCE SERVICES

14,807 Student Projects and Field Trips  
 96 High School Classes/Dual Credit  
 1,728 Staff Development Sessions

## COOPERATIVES & SSAs

	Number of Member Schools
NCLB Support Co-op	7
Title I, Part C (Migrant)	37
Title II, Part A	35
Title III (Bilingual/ESL/LEP)	68
Administrators' Institute	32
AEISIT	13
Application for Federal Funds and NCLB	6
B.O.S.S. (Cash Flow Template)	24
Background Check - Safe Schools Project	15
C.I.A. Package	52
Career & Technology Education (CTE)	34
Child Nutrition Director/Manager Academy	12
Coordinated School Health Co-op	21
Counselors' Council Co-op	38
CSCOPE - Curriculum Services	64
CTE Council Co-op	9
Debit Bonus System	15
DMAC Solutions	20
E-Rate Consulting	29
eduphoria! Planning & Assessment Data	24
Financial Benchmarking	22
FlashAlert Newswire - Emergency Communications	21
Gifted & Talented Co-op	65
Inst. Technology/Media Prof. Dev. Co-op	22
Library Services Co-op	8
Math Collaborative	18
Online Recruitment Services (School Spring)	20
Personnel Plus Co-op	32
RSCCC Info Services Contract	70
Science Collaborative	21
SFSF Appl.	47
Superintendents' Leadership Academy	16
TeleParent	13
Video Streaming Services	66
WebCCAT	18
WebCCAT (eduphoria! option)	8

## 2010-2011 GRANT AWARDS

University of Texas Math Collaborative	\$150,000	Vision 2020 Virtual Strand	\$250,000
University of Texas Science Collaborative	\$150,000	Elem. & Secondary School Counseling Demo	\$397,534
Pre-Kindergarten Early Start Tier 1	\$594,900	Target Tech in Texas Collaborative	\$482,500
Pre-Kindergarten Early Start Tier 2	\$280,200	Readiness and Emergency Management for Schools	\$324,755
Pre-Kindergarten Early Start Tier 3	\$186,300	Beginning Teacher Induction & Mentoring Program	\$100,000
21st Century Community Learning Centers	\$272,927	Rural Utilities Service's Distance Learning	\$491,250
Teaching American History I	\$337,819	Gear Up College Preparedness Program	\$ 70,000
Teaching American History II	\$333,062	TOTAL	\$4,421,247

# CLIENT SATISFACTION SURVEY

YEARLY COMPARISON		2007	2008	2009	2010	2011
% of Responses - Districts & Charters		69%	70%	64%	50%	53%
I. PERCENT OF SATISFACTION - OVERALL		YEARLY COMPARISON (RATINGS 4 & 5)				
#	Item	2007	2008	2009	2010	2011
1.	Quality of Services	93	97	98	98	100
2.	Responsiveness of Staff/Communication	95	95	99	97	97
3.	Availability of Services	85	88	93	94	100
4.	Timeliness in Delivery of Services	92	90	99	98	94
5.	Cost Benefit	83	81	82	74	81
6.	I would recommend ESC Region 12 to colleagues	n/a	n/a	100	100	100
To what extent do you believe the programs and services of ESC Region 12 assist your district...						
7.	...improving student performance.	n/a	n/a	n/a	83	82
8.	...increasing the effectiveness and economy in a safe and orderly environment.	n/a	n/a	n/a	81	87
9.	...the implementation of statewide and regional initiatives.	n/a	n/a	n/a	98	97
10.	...enhancing the quality of communications as the key to a positive climate and productive partnership.	n/a	n/a	n/a	94	97
11.	Do you believe that ESC Region 12 operates ethically and with integrity?	n/a	n/a	n/a	97	100
II. PERCENT OF SATISFACTION - SERVICE AREAS		YEARLY COMPARISON (RATINGS 4 & 5)				
1.	Board Training	93	92	100	97	100
2.	Campus Leadership	90	85	85	100	90
3.	Superintendent Training/Meetings	93	92	94	100	100
4.	Business Office Assistance/Financial Services	88	93	93	100	97
5.	E-Rate Consulting Services	n/a	n/a	n/a	96	87
6.	Grant Services	n/a	n/a	n/a	94	93
7.	Certification Assistance	88	81	84	90	97
8.	Field Service Agents	89	95	98	97	97
9.	Human Resources/Personnel Directors	86	91	96	96	97
10.	Website/Public Information	84	87	91	93	88
11.	Bilingual/ESL Education	83	91	90	94	91
12.	Gifted & Talented Education	69	82	88	94	90
13.	School Health	90	80	94	91	97
14.	Mathematics	70	77	83	87	92
15.	Reading & Writing/English Language Arts	90	89	92	90	96
16.	Social Studies	77	82	82	87	92
17.	Science	79	83	83	88	92
18.	CSCOPE Services	n/a	n/a	n/a	96	100
19.	Career & Technology Education (CTE)	88	92	93	97	97
20.	Child Nutrition	86	84	96	95	94
21.	Counselors	81	79	87	97	96
22.	Safe and Drug Free Schools/School Safety	85	76	91	94	94
23.	Special Education Services	79	82	90	97	96
24.	Parental Involvement	69	74	86	89	90
25.	Migrant	88	90	89	97	94
26.	Data Services - DMAC Solutions	85	78	76	95	88
27.	Data Services - AEIS-IT	n/a	n/a	n/a	95	100
28.	Data Services - WebCCAT	n/a	n/a	n/a	92	94
29.	Data Services - eduphoria	n/a	n/a	n/a	n/a	90
30.	No Child Left Behind (AYP, Highly Qualified)	98	86	n/a	n/a	n/a
31.	State Comp. Education/At-Risk Assistance	96	86	89	97	97
32.	Accountability Assistance (PBMAS, PBM)	88	83	94	97	100
33.	Title I Assistance	96	89	96	97	97
34.	District Campus Planning	94	80	91	94	97
35.	Technical Services (EDLINK12, etc.)	87	88	88	94	87
36.	Instructional Technology	85	82	85	97	90
37.	RSCCC, Business Financial Software	78	89	90	97	100
38.	RSCCC, Student Software	81	89	83	97	100
39.	Bookkeeping Services	n/a	n/a	93	92	88
40.	PEIMS Training	91	88	91	94	95
41.	Videoconferencing Services	89	82	86	95	76
42.	Print Center	n/a	n/a	n/a	92	92

# ABOUT ESC REGION 12

One of 20 regional education service centers statewide, the Education Service Center Region 12 (ESC Region 12) is dedicated to serving school districts, 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 all children be successful.

Based in Waco, with satellite offices in Corsicana, Hamilton, Nolanville, and Teague, the ESC Region 12's service area includes Bell, Bosque, Coryell, Falls, Freestone, Hamilton, Hill, Lampasas, Limestone, McLennan, Mills, and Navarro counties.

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## ESC Region 12

### Locations

Waco  
(Main Office)  
2101 W. Loop 340  
Waco, TX 76702  
254.297.1212

Corsicana  
(Lee Center)  
2200 W. 4th Avenue  
Corsicana, TX 75110  
254.297.1212

Hamilton  
(Hamilton Center)  
611 S. College Street  
Hamilton, TX 76531  
254.297.1212

Nolanville  
(South Center)  
101 N. 5th Street  
Nolanville, TX 76559  
254.698.2243

Teague  
(Teague Center)  
420 N. 10th Street  
Teague, TX 75860  
254.297.1212