August 30, 2005

TO THE ADMINISTRATOR ADDRESSED:

SUBJECT: Annual Evaluation of Regional Education Service Centers and Executive Directors

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

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

As part of this review process, the Texas Education Agency has contracted with the University of Texas Organizational Excellence Group to conduct a client satisfaction survey. Every school district superintendent and charter school director in Texas will be receiving an email the week of September 12-16, 2005. The specifics of the email you will receive are as follows:

- The subject line will read “ESC Client Satisfaction Survey”
- The sender is “Excellence Survey [soe14@austin.utexas.edu]”

I encourage each superintendent and charter school director to follow the directions in the email and complete this twenty question survey. This information is an important part of the annual review for each regional education service center. If you have questions about this survey process, please contact Philip Cochran at 512-463-9371 or Ernest Zamora at 512-463-5899.

Sincerely,

Shirley J. Neeley, Ed.D.
Commissioner of Education

“Good, Better, Best—never let it rest—until your good is better—and your better is BEST!”