

November 15, 2016

TO THE ADMINISTRATOR ADDRESSED:

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

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

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

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

- The subject line will read "SEE\_SURVEY1"
- The sender is "SEE\_SURVEY1@austin.utexas.edu"

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

Sincerely,



Mike Morath  
Commissioner of Education

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