

Charter RAC – September 2018

1. Welcome to our first Charter RAC meeting of the new school year. We are excited to have our annual kick-off meeting in partnership with our guests from TEA and Schulman, Lopez, Hoffer & Adelstein again this year. By now you should have received your welcome back gift, courtesy of our 2018 sponsors, as well as your ESC-20 Superintendent Planning Calendar.
2. Some celebrations for the region... Elementary Teacher of the Year, Secondary Teacher of the Year, 2018 Superintendent of the Year, Dr. Brian Woods, MVIDS Board of Trustees selected as one of five honor board finalists for TASA 2018 Outstanding School Board Award.
3. State Accountability
 - 349 IR campuses in state. 32 F districts. 259 (11%) of high poverty campuses received a score of 90-100. 169 low-poverty campuses (0-20% low SES) received below 90%.
 - The F in 3 of 4 sub-domains impacted approx. 50 campuses statewide.
 - See slides.
4. ESC-20 Service Standards – We have worked hard to establish a high level of customer service. The quality and consistency varies across programs. In pursuit of our Strategic Driver of “Customer Service – Create a service culture through a focus on the total customer experience” we are implementing a set of service standards and training staff in the model.
 - Make a connection
 - Make it happen
 - Make it remarkable
 - Make it right

Additionally, all staff are trained in the 212 Service philosophy – an approach that instills ten rules for creating a service culture.

We have worked with Erika Prosper at HEB to explore the HEB service model that focuses on the difference in service and hospitality. And this year we have a Chick-fil-A store owner from the Lubbock area coming to our convocation to share insights from the Chick-fil-A service approach.

5. Crisis Incident Response Update – We met with Dr. Eli Zambrano and Sarah Mann in early July. Six clusters identified (Bexar split into two). We are working with UTSA to provide facilitation of three-part series. There will be three Day 1 sessions (SA, Kerrville, Uvalde) and five Day 2 and Day 3 sessions (one in each cluster). We anticipate training approximately 300 counselors between September and February and then we will conduct an additional Day 1-3 for NISD and NEISD in the spring. The focus of the three days will be a cluster approach to response to trauma and grief, SEL support, securing

and administering resources following a traumatic event or loss. We have received contact information for a lead in most of your districts. Tracey Reinen is our ESC-20 contact for this project.

- Critical Incident Response Training - <https://www.smore.com/d4g8a>

6. TCC Update – Currently the system of ESCs serve 849 LEAs, or roughly 70% of the state. The member ESCs agreed to contribute on a 40% increase in their membership fees to support the implementation of the business plan. The Business Plan is in full motion and we are well on our way to merging our two SIS and BIS products. The new product name and brand will be released this fall. The new product will have a number of updates and upgrades that will ensure that we remain competitive and positioned to be the provider of choice for Texas public schools.

i. Improved User Experience

1. New user interface
2. Improved navigation (drill-down, drill-up, linking across applications)
3. Personalized dashboard
4. Landing board with single sign-on

ii. Flex Fields

1. Select applications will be enhanced with defined flex fields
2. Customized screens and field validation

iii. Integrated Reporting Tool

1. Ability to create, share, and schedule custom reports
2. Access to library of reports

iv. Third Party Software Integration

1. Seamless data exchange with third party software vendors through APIs and integration with vendor web services.
2. Development of a management console to allow technical support staff to more readily implement and manage interfaces.

v. Parent and Employee Notifications

1. New and improved methods of communication with parents and employees including features such as electronic report cards and graduation plans, dashboard of approvals.

vi. Student Health Application Enhancements

7.