



# Charter RAC

## September 6, 2018

# Welcome!

- TEA
- Schulman, Lopez, Hoffer & Adelstein
- Celebrations



# State Accountability



# District Level Highlights

Including single campus districts\*, **1,187 ISDs/charters** were evaluated\*\*

**A** (90-100) – 16% - **191 districts**

**B** (80-89) – 43%\*\*\*

**C** (70-79) – 30%

**D** (60-69) – 8%

**F** (0-59) – 3% - **32 districts**

\*Excluding Single Campus Districts:

**A** – 18%

**B** – 43%

**C** – 30%

**D** – 7%

**F** – 2%

\* - 272 single campus districts/charters receive a Met Standard / Improvement Required label, but are still given a 0-100 point score

\*\* - 83 districts/charters that received a Hurricane Harvey exception received either an A rating, or No Rating, but are still given a 0-100 point score

\*\*\* - Districts receive a max score of 89 if they have any IR campuses, even if they would have otherwise received an A



# Campus Level Highlights

8,253 campuses were rated\* (including 347 paired campuses):

**Met Standard** (90-100) **[A]** – 19% - **1,561 campuses**

**Met Standard** (80-89) **[B]** – 36%

**Met Standard** (70-79) **[C]** – 30%

**Met Standard** (60-69) **[D]** – 10%

**Improvement Required** (0-59) **[F]** – 5% - **432 campuses (349)\***



\* - Because of Hurricane Harvey, about 1200 campuses were eligible to receive a “Not Rated” designation if they would have otherwise been rated Improvement Required. 86 campuses will receive a Not Rated designation, but the underlying 0-100 point score information is still visible. The total number of campuses receiving an “Improvement Required” rating is 349. The total number of rated campus is 8,167.

# A-F Financial Ratings

A – Superior	B – Above Standard	C – Meets Standard	D – Below Standard	F – Substandard Achievement
80%	12%	7%	0	1%



# ESC-20 Service Standards

## Strategic Drivers



### *Customer Service:*

Create a service culture through a focus on the total customer experience.

*Customer Focus:* Listen to our customers, anticipate their needs, and create value that exceeds their expectations.

*Employee Talent:* Attract, grow, and retain top talent.

*Continuous Improvement:* Create a culture of excellence through a mindset of continuous improvement.

## ESC-20 SERVICE STANDARDS WHAT WE DO

MAKE A CONNECTION



MAKE IT HAPPEN



MAKE IT REMARKABLE



MAKE IT RIGHT



# Crisis Incident Response

- UTSA
- Dr. Eli Zombrano
- Six Clusters
- Day 1 – SA, Uvalde Kerrville
- Day 2-3 at each Cluster site
- Contact: [tracy.reinen@esc20.net](mailto:tracy.reinen@esc20.net)





# TCC Update

- Consortium model with 849 LEAs (70%) on software product
- Business Plan merging two products
- A number of updates and upgrades





# Texas Computer Cooperative - Background

- TCC formed almost 50 years ago by Texas ESCs
- 19 of 20 ESCs are members of the cooperative
- ESC-20 serves as fiscal agent (TCC-FA)
- Current product lines
  - ✓ TxEIS
  - ✓ iTCCS
  - ✓ Ancillary product (Career Portal)



# TCC Clients

## TxEIS

Year	# LEAs
2013	849
2014	871
2015	852
2016	852
2017	853

## iTCCS

Year	# LEAs
2013	28
2014	28
2015	26
2016	25
2017	24





# TCC Business Planning Project

- Conducted assessment of current business and student product lines
- Conducted a meeting with each ESC
- Conducted surveys of customers and ESC consultants
- Conducted focus group sessions with ESC managers
- Conducted phone interviews with current, prospective, and former customers
- Contracted with Gibson Consulting Group to assist with assessment and development of plan



# TCC Strategy

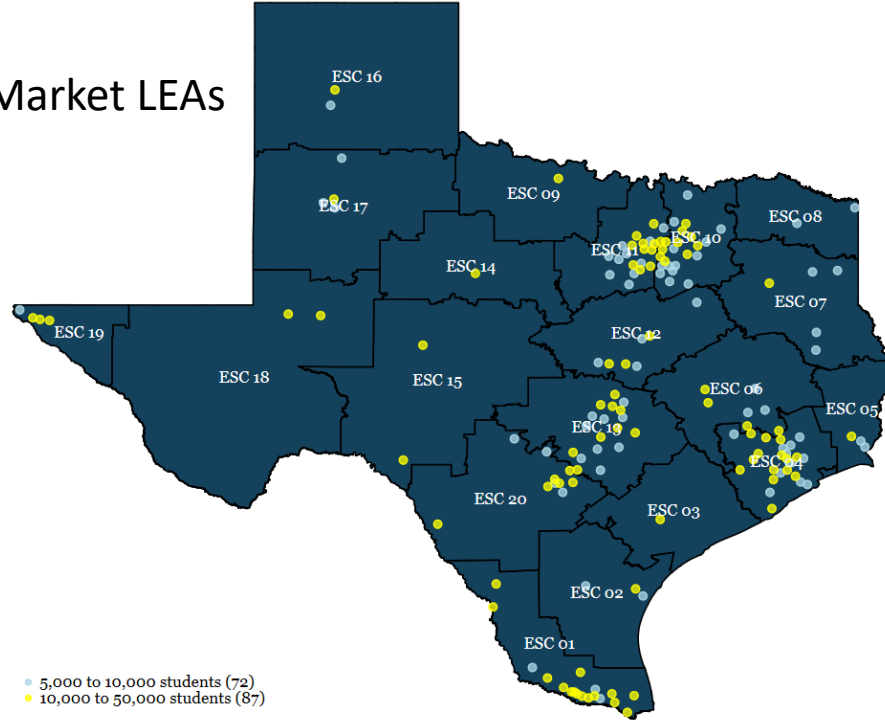
- Fall of 2020
- Investment from Member ESCs
- Merge Two Products into One
- Build on TxEIS Platform
- New Name, Brand, Logo
- Growth Market





# Marketing Plan

Middle Market LEAs

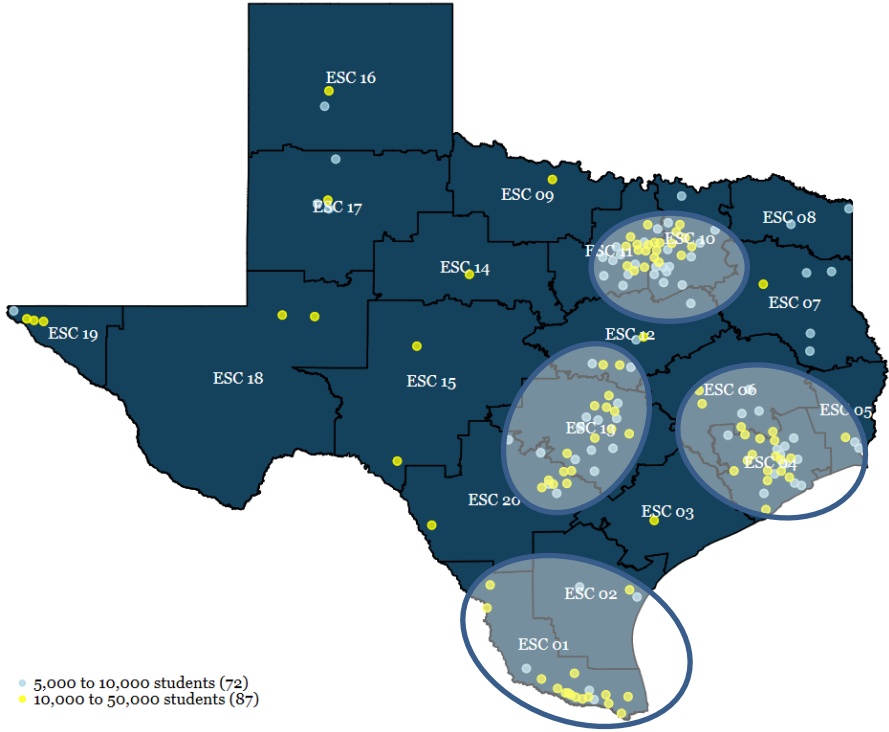


Target school districts by region





# Marketing Plan



Target school districts by region



# Priority Enhancements and Projects

- Improved User Experience
- Flex Fields
- Integrated Reporting Tool
- Training & Support
- Third Party Software Integration/API
- Parent & Employee Notifications
- Student Health Application Enhancements





# Critical Incident Response Training

- Email sent to POC on Aug 29<sup>th</sup>
- [See handout](#)



# Executive RAC

- Lance Johnson was selected as the new 3A representative



# Next RAC Meeting

- October: Cluster Meetings
- November 14, 2018
  - 86<sup>th</sup> Legislative Preview, David Anderson
  - TASA Study Group

