

2017 OESCA Membership Survey

A PART OF THE AESA ORGANIZATIONAL BENCHMARKING PROJECT

This is the biennial OESCA member survey. This survey collects information used by the association to support advocacy, identify best practices and to facilitate the exchange of information. It also contributes to the Association of Educational Service Agencies (AESA) national ESA metrics project and benchmarking survey. This is a value-added service to member organizations.

While this is a voluntary ESC initiative, your participation is absolutely critical to the success of this effort and our lobbying efforts.

The survey is organized around 5 broad categories: 1) Internal Processes & Purpose and Direction, 2) Clients & Stakeholders, 3) Service Impact, 4) Financial, 5) Learning and Growth. The survey will be completed online.

Information provided should be for the most recently completed school year available. Please complete the following survey online at https://data.mvesc.org/surveys/AESA_Survey2017.html no later than **March 20th, 2017**. If you have any questions, please contact Michael L. Fuller (MVEESC) through the contact information below:

Michael L. Fuller, Ph.D., Director
Muskingum Valley ESC
(740) 452-4518
mike.fuller@mvesc.org

CATEGORY 1: INTERNAL PROCESSES & PURPOSE AND DIRECTION

State (select from list): _____

Agency Name: _____

Agency Survey Contact Person: _____

What is the location of the lead agency or headquarters' office of your ESC/ESA?

Street Address: _____

City: _____

Zip Code: _____

How many members are on your governing board? _____ (use numbers only)

Are your board members appointed or elected? (select one) Appointed Elected Both (Hybrid)

If appointed, are the members appointed from: (select one) school district superintendents;
 school district board members; other If other, please specify _____

If elected, from where are your board members elected? (choose all that apply) sub-districts at-large
 other

If elected, who elects? (choose all that apply) registered voters K-12 board members
 other If other, please specify _____

PERSONNEL

- 1. How many personnel does your Agency employ? *(use numbers only)*
 ___ Full Time ___ Part Time ___ Contracted Staff *(non-employees)*
 ___ # Certified/Licensed Staff ___ # Classified Staff *(non-certified/support)*
 ___ # of Full-Time Equivalent (FTE) ESA Central Office Staff
- 2. What is the general background of the certified/licensed staff employed by your Agency? *(use numbers only)*
 ___ % Bachelors ___ % Masters ___ % Doctorate
 ___ Average years of experience for all certified/licensed staff
 ___ Number of years CEO has served as an ESA agency CEO

DATA-BASED DECISION MAKING

- 3. To what extent does your agency collect data to inform organizational decision making? *(select one)*
 Not at all Great Extent
 1 2 3 4 5 6 7 8 9 10
- 4. What data does your agency collect? *(choose all that apply)*
 ___ program evaluation data ___ client satisfaction data
 ___ student achievement data ___ employee satisfaction data
 ___ efficiency data ___ none
 ___ cost savings data ___ other *If other, please specify* _____

CATEGORY 2: CLIENTS & STAKEHOLDERS

DISTRICTS AND POLITICAL SUBDIVISIONS

- 5. How many *Client School Districts* does your ESA serve? _____ *(use numbers only)*
 What percentage of your client districts are:
 ___ % Rural ___ % Suburban ___ % Urban
 ___ # non-public schools ___ # charter schools
 ___ # students in smallest client district ___ # of students in largest client district

 What percentage of students, in your client districts, are eligible for Free or Reduced lunch? ___ %
- 6. To how many local governments or local political subdivisions inside and outside your geographic service area (excluding schools) does your ESA provide support services? _____

CUSTOMER SATISFACTION

7. How often do you survey your customers? *(choose all that apply)*

- annually
- quarterly
- at each "point of contact"
- not at all

STUDENTS

8. How many students participate in your programs?

Directly *(direct instruction, support services, etc)* _____ *(use numbers only)*

Indirectly *(total student population ADA and/or ADM for all client school districts)* _____ *(use numbers only)*

SERVICES

9. How many professional development events did your ESA host/provide last year?

_____ *(use numbers only)*

What was the total combined attendance at these training events *(if you don't know please estimate)?*

_____ *(use numbers only)*

10. To what extent does your ESA provide non-instructional shared services to other public sector organizations? *(select one)*

Not at all

Great Extent

1 2 3 4 5 6 7 8 9 10

11. Is your ESA currently developing any new non-instructional shared service offerings to your client districts or other local political subdivisions?

___Yes___No

"Shared Services" - Shared Services is a collaborative strategy that is fundamentally about optimizing people, capital, time and other resources. The purpose of shared services is for school districts and other public entities to take advantage of economies of scale through collaboration and to leverage the one-to-many business model to drive down operating costs and reallocate more dollars toward student instruction or other primary functions. Sharing services creates the economies of scale and consistency of process and results that come with more centralized models but allows districts and other organizations to maintain the benefits of decentralized administration to retain oversight of operations while benefiting in the best of big and small.

12. In the list below, check all areas in which your agency provides services:

Special Education Services - *To employ personnel for classroom cooperatives and related services and to assist school districts with legal compliance.*

- | | |
|--|--|
| <input type="checkbox"/> Classroom Cooperatives for Emotional Disabilities | <input type="checkbox"/> Audiology |
| <input type="checkbox"/> Classroom Cooperatives for Multiple Disabilities | <input type="checkbox"/> Visually Impaired |
| <input type="checkbox"/> Autism Programs and Services | <input type="checkbox"/> Transition Coordinators |
| <input type="checkbox"/> Preschool/Early Childhood Special Education | <input type="checkbox"/> Special Education Supervisors |
| <input type="checkbox"/> Parent Mentors | <input type="checkbox"/> School Psychology |
| <input type="checkbox"/> Occupational Therapy | <input type="checkbox"/> Early Intervention |
| <input type="checkbox"/> Physical Therapy | <input type="checkbox"/> In-Hospital Education |
| <input type="checkbox"/> Speech | <input type="checkbox"/> Other <i>If other, please specify</i> |
| <input type="checkbox"/> PBIS | _____ |

Student Programs - *To assist school districts with meeting the diverse needs of students.*

- | | |
|--|--|
| <input type="checkbox"/> Online courses | <input type="checkbox"/> Operate Residential Facility/Day Treatment Programs |
| <input type="checkbox"/> Student Academic Competitions (e.g., Spelling Bee/Quiz Bowl/Academic Decathlon, etc.) | <input type="checkbox"/> After school programs |
| <input type="checkbox"/> Gifted & Talented coordination | <input type="checkbox"/> Summer enrichment |
| <input type="checkbox"/> Gifted & Talented direct services | <input type="checkbox"/> Dual credit and/or Post Secondary Enrollment |
| <input type="checkbox"/> Public preschool | <input type="checkbox"/> Vocational/Career Education |
| <input type="checkbox"/> Head Start | <input type="checkbox"/> Limited English Proficient (LEP) Services |
| <input type="checkbox"/> Operate alternative schools | <input type="checkbox"/> Title 1 Staffing |
| <input type="checkbox"/> Operate dropout recovery schools | <input type="checkbox"/> Safe and Drug-Free Schools |
| <input type="checkbox"/> Operate charter or magnet schools | <input type="checkbox"/> Other <i>If other, please specify</i> |
| <input type="checkbox"/> PAX or other behavioral supports | _____ |

High Quality Professional Development - *To provide high quality trainings that meet school district needs.*

- | | |
|---|--|
| <input type="checkbox"/> State improvement initiatives and/or instructional coaching | <input type="checkbox"/> Curriculum & Assessment (including Common Core) |
| <input type="checkbox"/> Professional learning communities | <input type="checkbox"/> Standards |
| <input type="checkbox"/> 21 st Century Skills (e.g., creative thinking, technology literacy, etc.) | <input type="checkbox"/> Instructional Technology |
| <input type="checkbox"/> Leadership development | <input type="checkbox"/> Technology-Specific Professional Development |
| <input type="checkbox"/> School improvement | <input type="checkbox"/> Other <i>If other, please specify</i> |
| | _____ |

Implementation of Federal and State Regulations - *To assist school districts with federal and state rules implementation.*

- | | |
|--|--|
| <input type="checkbox"/> Bus Driver Certification/Physicals | <input type="checkbox"/> Home Schooling |
| <input type="checkbox"/> Licensure (administrator/teacher licensure) | <input type="checkbox"/> Student Attendance |
| <input type="checkbox"/> Background Checks | <input type="checkbox"/> Child Abuse Training |
| <input type="checkbox"/> FBI/BCII Fingerprinting | <input type="checkbox"/> State Data Systems |
| <input type="checkbox"/> Absence Intervention Teams | <input type="checkbox"/> Other <i>If other, please specify</i> |
| | _____ |

Community Partnerships - *To provide leadership through participation in community activities.*

- | | |
|--|--|
| <input type="checkbox"/> Family and Civic Engagement | <input type="checkbox"/> Workforce Development Boards |
| <input type="checkbox"/> Business Advisory Councils | <input type="checkbox"/> Foundations |
| <input type="checkbox"/> Regional P-16 Councils | <input type="checkbox"/> Other <i>If other, please specify</i> |
| <input type="checkbox"/> Family & Children First Councils (or similar) | _____ |

At-Risk Youth - *To provide services to at-risk and incarcerated youth as well as juvenile court systems.*

How many school attendance officers does your ESA employ? _____ *(use numbers only)*

How many juvenile court liaisons does your ESA Employ? _____ *(use numbers only)*

Does your ESA provide educational programs and services to detention centers and/or state departments of youth services? Yes No

If applicable, does your ESA provide special education and support services to incarcerated youth? Yes No

Does your ESA provide transition support services for incarcerated youth?
(Does the ESA provide support services in partnership with any or all of the following: juvenile court, detention center and/or state departments of youth services, school districts to support student transition back into the schools?) Yes No

Technology – *to provide technology and technology support services to school personnel and students and/or local political subdivisions.*

- | | |
|---|--|
| <input type="checkbox"/> Audio Visual, copier or facsimile equipment purchasing or management | <input type="checkbox"/> Website design, maintenance, or hosting |
| <input type="checkbox"/> Server, storage or network deployment, management or operation | <input type="checkbox"/> Telephone, VoIP and/or Internet Services |
| <input type="checkbox"/> Datacenter, storage or network deployment, management, or operation | <input type="checkbox"/> Computer and software licensing and subscription fees |
| <input type="checkbox"/> End-user device management and support (computers, computer labs, imaging, helpdesk, training) | <input type="checkbox"/> Data recovery, disaster recovery |
| <input type="checkbox"/> Application development, database administration, application support | <input type="checkbox"/> Student Information Services |
| <input type="checkbox"/> Application hosting | <input type="checkbox"/> Fiscal software systems |
| | <input type="checkbox"/> Other Technology |
| | <i>If other, please specify</i> _____ |

Administration – to provide back office support functions that improve service quality, efficiency, effectiveness and cost savings for school districts and other agency clients.

- | | |
|---|---|
| <input type="checkbox"/> Administrative office space | <input type="checkbox"/> Insurance – workers’ compensation (L&I) |
| <input type="checkbox"/> General administrative staff | <input type="checkbox"/> Unemployment Compensation |
| <input type="checkbox"/> Grant administration | <input type="checkbox"/> Insurance consortia/Pooled Healthcare (<i>medical, dental, vision and prescription, casualty and property, others</i>) |
| <input type="checkbox"/> Grant writing | <input type="checkbox"/> Risk Management |
| <input type="checkbox"/> Management staff | <input type="checkbox"/> Food service operation, hiring, purchases |
| <input type="checkbox"/> Custodial and maintenance staff | <input type="checkbox"/> Food service RFP and contract award |
| <input type="checkbox"/> Text Book Selection and Purchasing | <input type="checkbox"/> Business services such as payroll, accounts payable, budgeting |
| <input type="checkbox"/> Purchasing of heating fuel | <input type="checkbox"/> Benefits management |
| <input type="checkbox"/> Purchasing of natural gas | <input type="checkbox"/> State or federal grant administration and reporting |
| <input type="checkbox"/> Purchasing of electricity | <input type="checkbox"/> Printing services |
| <input type="checkbox"/> Purchasing of alternative energy | <input type="checkbox"/> Audit RFP and contract |
| <input type="checkbox"/> Purchasing of gasoline or diesel fuel | <input type="checkbox"/> Communications Services |
| <input type="checkbox"/> Purchasing of office supplies | <input type="checkbox"/> Legislative Services |
| <input type="checkbox"/> Purchasing of maintenance supplies | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Human resources | <input type="checkbox"/> Other administration |
| <input type="checkbox"/> Staff contract negotiation | |
| <input type="checkbox"/> Superintendent and Treasurer Search Services | |
| <input type="checkbox"/> Insurance – general liability | If other, please specify _____ |

Fleet Management & Operations - to provide transportation and related services to achieve economies of scale, to improve efficiency, effectiveness and cost savings for school districts and other agency clients.

- | | |
|--|--|
| <input type="checkbox"/> Transportation operation | <input type="checkbox"/> Vehicle maintenance |
| <input type="checkbox"/> Transportation contract RFP and contract awards | <input type="checkbox"/> Vehicle routing and dispatch |
| <input type="checkbox"/> Vehicle purchase | <input type="checkbox"/> Other fleet management and operations |
| | <i>If other, please specify</i> _____ |

Facilities and Operations - to provide facilities management, maintenance and operational support services to leverage resources and achieve economies of scale to improve efficiency, effectiveness and cost savings for school districts and other agency clients.

- | | |
|--|--|
| <input type="checkbox"/> Administrative space | <input type="checkbox"/> Capital planning |
| <input type="checkbox"/> Client services | <input type="checkbox"/> Construction project management/oversight |
| <input type="checkbox"/> Public meeting space | <input type="checkbox"/> General security services |
| <input type="checkbox"/> Athletic fields/gymnasiums | <input type="checkbox"/> Grounds maintenance |
| <input type="checkbox"/> Auditoriums, theater space | <input type="checkbox"/> Other facilities and operations |
| <input type="checkbox"/> Facility maintenance | <i>If other, please specify</i> _____ |
| <input type="checkbox"/> Facility maintenance RFP and contract award | |

12a. How many curriculum and instruction staff does your ESC employ? _____ (*use numbers only*)

12b. Does your ESC employ “career specialists” to assist client districts with career pathways? ___ Yes ___ No

If so, how many of these personnel do you employ? _____ (*use numbers only*)

12c. Does your ESC have relationships with the local business community that provide career exploration opportunities? ___ Yes ___ No

If so, please explain _____

CATEGORY 3: SERVICE IMPACT

13. What is the highest degree of evidence you have that your programs are effective in producing defined outcomes and intended results (*including student achievement*)? (*select one*)

___ anecdotal only ___ program evaluation data ___ independent scientific research study

14. Does your organization PURCHASE or RECEIVE services from other publicly funded organizations? (*select one*)

___ Yes ___ No ___ I don't know

15. In estimated or actual dollars, HOW MUCH did your ESA spend or purchase through non-instructional shared service arrangements provided by another governmental entity in your most recent fiscal year? (*use numbers only*) \$ _____

16. Does your organization PROVIDE non-instructional shared services to other public sector organizations? (*select one*)

___ Yes ___ No ___ I don't know

17. In round numbers, how much estimated or actual revenue resulted from PROVIDING non-instructional shared services and other consortia programs or services to other governmental entities in your most recent fiscal year? (*use numbers only*) \$ _____

18. Which of the following best describes the level of non-instructional shared services participation (offering or receiving) in your organization? (*select one*)

___ Right level of shared services ___ Too much use of shared services ___ I don't know
___ Not enough use of shared services ___ No shared services

19. Has a specific ESA-SPONSORED collaboration or non-instructional shared service activity directly resulted in reduced personnel costs for client districts or local political subdivisions as a result of eliminating or combining positions, whether through termination or attrition? (*select one*)

___ Yes ___ No ___ I don't know

20. What is the estimated or actual amount of financial savings for clients from use of non-instructional shared services PROVIDED by your organization in your most recent fiscal year? *(use numbers only)* \$ _____

21. To what extent does the agency promote, support, and build its constituent districts' capacity for the implementation of research-based instructional strategies, innovations, and activities that facilitate achievement for all students? *(select one)*

Not at all									Great Extent
1	2	3	4	5	6	7	8	9	10

Impact: Please add any additional comments or information, as appropriate; to demonstrate impact of specific services provided which you may not believe were covered adequately in the questions above.

CATEGORY 4: FINANCIAL

FISCAL

22. What is your annual revenue?
For purposes of this survey we are seeking the following information from your last completed fiscal year:

General Fund Revenue *(use your respective state or organization definition of "general fund"):* _____ *(use numbers only)*

Total Revenue *(all funds):* _____ *(use numbers only)*

Please indicate fiscal year *(e.g., Fiscal Year 2014, (7/1/2013 – 6/30/2014)):* _____

Federal Funding: \$ _____ *(use numbers only)*

"Federal" funding is defined as any federal funding received by your ESA either directly from a federal government agency or as a "flow through" through state or local agencies:

For Example:

- Title I
- Title IV
- Federal Competitive Grants
- Other Federal Funding Sources

State Operating Funding: \$ _____ (use numbers only)

State Operating funding is defined as any state funding received directly by your ESA without applying or competing.

- *State Operational Subsidy*

Other State Funding (total): \$ _____ (use numbers only)

Other State Funding is defined as any state funding received by your ESA for which your agency must apply, compete, or be the designated recipient for the purpose of providing a specific scope of work outside regular operating funding.

- \$ _____ competitive grants
- \$ _____ state contracts
- \$ _____ state categorical funding (e.g., special education, gifted, early childhood)

Local Funding: \$ _____ (use numbers only)

“Local” funding is defined as:

- *Local levy or other funds collected through taxing authority.*
- *Local Client District Contracts*
- *Other Local Contracts*

Other Funding: \$ _____ (use numbers only)

“Other” funding is defined as funding not identified as “federal,” “state,” or “local” above (e.g., private foundation grants, other).

23. What are your ESA’s annual expenditures?

Total General Fund expenditures for last completed fiscal year \$ _____ (use numbers only)

Total expenditures for last completed fiscal year \$ _____ (use numbers only)

From total expenditures, how much money does your ESA
expend for school improvement specific activities and related expenses? \$ _____ (use numbers only)

(Note: while everything your ESA may provide is geared toward improving student achievement, this question relates directly to specific school improvement services.)

Annual agency payroll \$ _____ (use numbers only)

24. How much of your agency's payroll is paid annually to:

- a. federal taxes? \$ _____ (use numbers only)
- b. state taxes? \$ _____ (use numbers only)
- c. local taxes? \$ _____ (use numbers only)
- d. retirement? \$ _____ (use numbers only)

What are your annual healthcare costs? \$ _____ (use numbers only)

CATEGORY 5: LEARNING & GROWTH

25. To what degree does the agency promote and support the alignment and articulation of its programs, products and services for curriculum, instructional strategies, and assessments toward the agency's and constituents' expectations for student learning? (select one)

Not Yet Beginning Developing Operational

26. To what degree does the agency promote, support, and build its own organizational capacity for the implementation of research-based instructional strategies, innovations, and activities that facilitate achievement for all students? (select one)

Not Yet Beginning Developing Operational

27. To what degree does the agency provide technical assistance and promote and support access to comprehensive information, instructional technology, and media services for all ESA staff? (select one)

Not Yet Beginning Developing Operational

28. To what degree does the ESA have a process(es) to ensure that agency staff are qualified and continue to be well prepared to fulfill their duties and responsibilities? (select one)

Not Yet Beginning Developing Operational

29. From general fund expenditures, how much money does your ESA expend for internal professional development?

\$ _____ (use numbers only)

*Thank you for your assistance with this important project.
We look forward to sharing the results with you and to our continued work in support of Educational Service Agencies.*

