

**Crowley's Ridge Education
Service Cooperative
Re-Evaluation Summary**

**Submitted to
Arkansas Department of Education
State Board**

**Dr. Mike Hernandez
March 15, 2019**



Arkansas Department of Education

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Arkansas Department of Education
Four Capitol Mall
Little Rock, AR 72201

Dear State Board Members

Enclosed is the On-site Re-Evaluation report for Crowley's Ridge Education Service Cooperative. This report includes the self-study report Crowley Ridge Coop submitted including the links; the completed scoring rubric by the evaluation team; notes, recommendations, and highlights that were dictated by the evaluation team.

Crowley's Ridge Educational Service Cooperative mission statement is to be of assistance to member schools in achieving more efficient use of their shared resources; to be of assistance in meeting or exceeding accreditation standards; and to promote coordination between districts and the State Department of Education in order to provide services consistent with district needs. The nine member team believes you will find this report beneficial in understanding the services and support provided by the cooperative. The rules governing education service Cooperatives and the rubric were followed.

If you have any questions regarding this evaluation and/or the summary report, please feel free to contact me at mike.hernandez@arkansas.gov.

Sincerely,

Mike Hernandez

Mike Hernandez
Office of Coordinated Support and Service
State Superintendent

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Visiting Committee

Regional Service Cooperative Evaluation

Regional Service Cooperative: Crowley's Ridge Education Service Cooperative

Date of Evaluation Visit: January 24, 2019

Position	Representative	Address
Department of Education Staff Member*	Frank Servedio	Four Capitol Mall, Room 109B Little Rock, AR 72201
Teacher*	Carol Massey	214 McCaslan Clinton, AR 72031
Administrator*	Dr. Mike Hernandez	220 Tom Ellsworth Drive Hot Springs, AR 71913
College Staff Member*	Dr. David Rainey	205 West Bowles St. Dumas, AR 71639
Present or Former Employee of an Education Service Agency*	Renee' Holland	1022 Scogin Drive Monticello, AR 71655
School District Board of Directors	Terry McNatt	PO Box 63 Jonesboro, AR 72403
Business/Industry Representative	Hollie Adams	605 North Illinois Harrisburg, AR 72432
Parent (1) – Local District	Tracy Casebier	PO Box 541 Harrisburg, AR 72432
Parent (2) – Local District	Michelle Lane	1640 CR 655 Jonesboro, AR 72401

*Must be from outside the Education Service Cooperative Service Area

Crowley's Ridge Education Service Cooperative

Re-Evaluation Agenda

January 24, 2019

8:00 - 8:15	Welcome and Introductions
8:15 - 8:45	Presentation by Cooperative Staff
8:45 – 10:00	Review of Prepared Evidence Discussion w/Team Only
10:00 - 11:30	Review of Prepared Evidence Visits with Cooperative Leadership
11:30 - 12:30	Working Lunch to include (Coop Leadership Only)
12:30 - 1:30	Committee Work Time
1:30 – 2:00	Exit Conference and Adjournment

**The team chair will collect committee reports, edit the findings,
and distribute as required by statute.**

**Crowley's Ridge Education Service Cooperative
Board of Directors**

Name	Position	School District
Sally Bennett	President	Rivercrest
Bryan Russell	Vice President	Valley View
Jeff Priest	Secretary	Riverside
Jennifer Barbaree	Board Member	Armored
Bobby Hutchison	Board Member	Bay
Bobby Ashley	Board Member	Blytheville
Keith McDaniel	Board Member	Brookland
Gaylon Taylor	Board Member	Buffalo Island Central
Nathan Morris	Board Member	Cross County
Dr. Richard Wilde	Board Member	Earle
Michael Pierce	Board Member	East Poinsett County
Bonard Mace	Board Member	Gosnell
Danny Sample	Board Member	Harrisburg
Dr. Kim Wilbanks	Board Member	Jonesboro
Jason Evers	Board Member	Manila
Dr. Glen Fenter	Board Member	Marion
Matt Wright	Board Member	Marked Tree
James Dunivan	Board Member	Nettleton
Dr. Larry Bennett	Board Member	Newport
Alfred Hogan	Board Member	Osceola
Myra Graham	Board Member	Trumann
Carl Easley	Board Member	Wynne

On-Site Personnel

Department	First Name	Last Name	Extension	Job Title
Director's Office	Pamela	Castor	0326	Director
Director's Office	Cathy	Murrell	0302	Administrative Assistant
Director's Office	Melissa	Swanson	0325	Administrative Assistant
Teacher Center	Tish	Knowles	0337	Teacher Center Coordinator
Teacher Center	Lizanne	Cook	0332	Teacher Center/Fingerprinting Clerk
Business Office	Kay	Wilson	0316	Business Manager
Business Office	Kathy	Phipps	0315	Assistant Bookkeeper
Early Childhood SPED	Kandie	Morrison	0310	ECH Coordinator
Arkansas Better Chance/Gifted & Talented	Sharon	Coburn	870.578.	ABC/GT Coordinator
Technology	Leon	Brown	0321	Technology Coordinator
Career and Technical Education	Carolyn	McNeely	0314	CTE Coordinator
Career and Technical Education	Debbie	Brown	0304	Administrative Assistant

ESC Demographics

The Arkansas Educational Service Cooperative System was established in 1985 by ACT 349 which became known as the "The Education Service Cooperative Act." The State Board of Education authorized a statewide system of not more than fifteen (15) multi-county Educational Service Cooperatives of local school districts. Crowley's Ridge Educational Service Cooperative (CRESC) was established in Harrisburg and originally serviced 27 school districts in the northeast corner of the state. ACT 60 of 2003 mandated districts with enrollment below 350 to consolidate. As a result, CRESC now serves 22 school districts.

The original building was an old elementary school built as a Works Progress Administration (WPA) project and was located on the Harrisburg School District campus. In 2002, a tornado damaged the building beyond repair, and plans were laid for the current building which was completed in 2005.

Section 6-13-1003	Requirement	Status	Evidence
1	ESC region includes at least three(3) but no more than nine (9) counties	CRESC serves districts in six (6) counties	Counties Served: Craighead, Crittenden, Cross, Jackson, Mississippi, Poinsett
2	ESC region includes at least ten (10) but no more than thirty-five (35) school districts	CRESC serves 22 school districts in northeast Arkansas.	Member Districts: Armorel, Bay, Blytheville, Brookland, Buffalo Island Central, Cross County, Earle, East Poinsett County, Gosnell, Harrisburg, Jonesboro, Manila, Marion, Marked Tree, Nettleton, Newport, Osceola, Rivercrest, Riverside, Trumann, Valley View, Wynne
3	ESC region includes at least twenty thousand (20,000) pupils in K-12 average daily membership (ADM)	Number of students in the CRESC region (2017 3rd Q Avg. ADM): 36276	Armorel - 433; Bay - 587; Blytheville - 2094; Brookland - 2322; Buffalo Island Central - 756; Cross County - 594; Earle - 599; East Poinsett County - 702; Gosnell - 1340; Harrisburg - 1199; Jonesboro - 5945; Manila - 1058; Marion - 3835; Marked Tree - 543; Nettleton - 3284; Newport - 1169; Osceola - 1152; Rivercrest - 903; Riverside - 799; Trumann - 1545; Valley View - 2743; Wynne - 2673; TOTAL = 36276 - ADE Report

<p style="text-align: center;">4</p>	<p>ESC region includes at least one (1) postsecondary education institution</p>	<p>There are 4 public Postsecondary Education Institutions within the CRESC region.</p>	<p>Post Secondary Institutions: ASU Newport - Jonesboro and Newport Campuses; Arkansas Northeastern College, Blytheville; ASU Mid-South Community College, West Memphis</p>
<p style="text-align: center;">5</p>	<p>ESC region covers no more than fifty (50) miles distance or approximately one (1) hour driving time to the area's main offices for ninety percent (90%) of the school districts</p>	<p>CRESC serves 22 districts with 77% of those within 50 miles driving distance from the cooperative.</p>	<p>Armored - 75; Bay - 22; Blytheville - 67; Brookland - 27; Buffalo Island Central - 41; Cross County - 15; Earle - 36; East Poinsett County - 29; Gosnell - 72; Harrisburg - 1; Jonesboro - 21; Manila - 52; Marion - 46; Marked Tree - 19; Nettleton - 20; Newport - 33; Osceola - 53; Rivercrest - 46; Riverside - 33; Trumann - 19; Valley View - 17; Wynne - 26</p>

Evaluation Documentation

Click on the links below to access the evaluation documentation:

1. [User Satisfaction and Service Adequacy](#)
2. [Staff Qualifications and Administrative Effectiveness](#)
3. [Extent of Local Financial Support](#)



**Evaluation Scoring Rubric for the
Crowley's Ridge Education Service Cooperative
Evaluation Date: May 8, 2018**

**Section 1: User Satisfaction and Service Adequacy
Rubric**

Reference in Current Rules	5 Excellence	4 Exceeding Standards	3 Meeting Standards	2 Alert	1 In Need of Immediate Improvement	SCORE
22.2 Annual User Satisfaction survey results (all personnel of member districts)	90% or greater satisfied/very satisfied	80-89% or greater satisfied/very satisfied	70-79% or greater satisfied/very satisfied	60-69% or greater satisfied/very satisfied	50-59% or greater satisfied/very satisfied	22.2 Score 5/5
22.2 Summative PD session evaluation responses	3.8 or higher on 4.0 scale	3.4 to 3.7 on 4.0 scale	3.0 to 3.3 on 4.0 scale	2.6 to 3.2 on 4.0 scale	2.5 or below on 4.0 scale	22.2 Score 5/5
17.00 Annual Surveys and Needs Assessments	Meets 4 of the 4 criteria AND Reports survey and needs assessment results to member districts and the Department AND Reports any duplications to the Department	Meets 4 of the 4 criteria AND Reports survey and needs assessment results to member districts	Meets 4 of 4 criteria listed below. Evidence that: 1. A PD Needs Survey was administered 2. The survey data was reviewed by cooperative leadership 3. Ongoing input of district needs from various groups (i.e. Teacher Center Committee, job alike groups, etc.) 4. Works with the Department to conduct surveys that complement rather than duplicate the work of the Department	Meets 3 of 4 criteria	Meets 2 or less of the 4 criteria	17.00 Score 4/5

<p>4.2 Provide Assistance</p>	<p>Meets 3 of the 3 criteria</p> <p style="text-align: center;">AND</p> <p>Provides evidence that exceeds the expectation in at least two (2) areas such as exceeding accreditation standards and equalizing educational opportunities</p> <p style="text-align: center;">AND</p> <p>A cost analysis study of coordinated services</p>	<p>Meets 3 of the 3 criteria</p> <p style="text-align: center;">AND</p> <p>Provides evidence that exceeds the expectation in at least two (2) areas such as exceeding accreditation standards and equalizing educational opportunities <u>OR</u> a cost analysis study of coordinated services</p>	<p>Meets 3 of the 3 criteria listed below:</p> <ol style="list-style-type: none"> 1. Assist member districts in meeting or exceeding accreditation standards and equalizing educational opportunities; 2. Using educational resources more effectively through cooperation among school districts; and 3. Promoting coordination between school districts and the Department in order to provide services that are consistent with the needs identified by school districts and the education priorities of the state 	<p>Meets 2 of the 3 criteria</p>	<p>Meets 1 of the 3 criteria</p>	<p>4.2 Score</p> <p style="text-align: center;">5/5</p>
<p>9.00 Teacher Center Committee and 10.00 Other Necessary Committees</p>	<p>Meets 5 of the 5 criteria</p> <p style="text-align: center;">AND</p> <p>Lists the other committees and the purposes or responsiveness to member districts</p> <p style="text-align: center;">AND</p> <p>Best practices are shared publicly</p>	<p>Meets 5 of the 5 criteria</p> <p style="text-align: center;">AND</p> <p>Lists the other committees and the purposes or responsiveness to member districts</p>	<p>Meets 5 of the 5 criteria listed below:</p> <ol style="list-style-type: none"> 1. A teacher center will provide, if funds are available, curriculum development assistance, educational materials, and staff development services to teachers within the area 2. A teacher center committee is composed of at least one (1) representative from the staff of each school district 3. At least one-half ($\frac{1}{2}$), but not more than two-thirds ($\frac{2}{3}$) of the members are classroom teachers 	<p>Meets 4 of the 5 criteria</p>	<p>Meets 3 or less of the 5 criteria</p>	<p>9.00 and 10.00 Score</p> <p style="text-align: center;">5/5</p>

			<p>4. The committee meets at least three (3) times per year; and</p> <p>5. Other committees of local school personnel are convened to be responsive to the member districts.</p>			
<p>16.00 Liaison with Postsecondary Institutions</p>	<p>Collaborates with more than two (2) postsecondary institutions on a regular basis</p> <p>AND</p> <p>Best practices are shared publicly</p>	<p>Collaborates with more than one (1) postsecondary institutions on a regular basis</p>	<p>Shall cooperate with the state-supported postsecondary institution located within its area</p>	<p>Cooperates with one (1) postsecondary institution within the state</p>	<p>Does not cooperate or collaborate with a postsecondary institution</p>	<p>16.00 Score</p> <p>5/5</p>

Notes:

Section 2: Staff Qualifications and Administration Effectiveness

Rubric

Reference in Current Rules	5 Excellence	4 Exceeding Standards	3 Meeting Standards	2 Alert	1 In Need of Immediate Improvement	Score
<p>11.00 Director</p> <p>12.00 Personnel</p> <p>14.00 General policies, rules and regulations</p> <p>21.00 Policies, procedures, expenditures, reports and audits</p>	<p>Meets 5 of the 5 criteria</p> <p>AND</p> <p>All audit findings are addressed</p> <p>AND</p> <p>Best practices are shared publicly</p>	<p>Meets 5 of the 5 criteria</p> <p>AND</p> <p>All audit findings are addressed</p>	<p>Meets 5 of the 5 criteria listed below:</p> <ol style="list-style-type: none"> 1. All positions requiring licensure are occupied by personnel possessing licensure or approved alternative 2. Evidence of staff formal evaluations including performance evaluation of director 3. Personnel policies are in place and current 4. Annual reports are compiled and disseminated to individuals and entities required by statute 5. There is no evidence of fiscal distress as witnessed by any one of criteria in 27.00 of the Rules 	<p>Meets 4 of the 5 criteria</p>	<p>Meets 3 or less of the 5 criteria</p>	<p>11.00, 12.00, 14.00, and 21.00 Score</p> <p>5/5</p>
<p>3.00 Board of Directors</p> <p>8.00 Executive Committee</p>	<p>The Board of Directors meet at least eight (8) times each year, and written policies and procedures for operation are filed with the State Board</p> <p>AND</p> <p>Records of internal improvement in efficiency of operation are</p>	<p>The Board of Directors meet at least eight (8) times each year, and written policies and procedures for operation are filed with the State Board</p> <p><i>MAY Substitute: The executive committee or board of directors meets more than required.</i></p>	<p>The Board of Directors meet at least eight (8) times each year, and general fiduciary responsibilities for the cooperative are documented</p> <p>OR</p> <p>The executive committee meets at least nine (9) times per year, and the board of directors meets at least three (3) times annually. The president of the board shall serve as chair of the executive</p>	<p>The Board of Directors meet less than eight (8) times each year, and/or general fiduciary responsibilities for the cooperative are minimally documented</p>	<p>The Board of Directors meet less than eight (8) times each year, and/or general fiduciary responsibilities for the cooperative are not adequately documented</p>	<p>3.00 and 8.00 Score</p> <p>5/5</p>

	available upon request <i>MAY Substitute: The executive committee or board of directors meets more than required.</i>		committee			
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Notes:

3: Extent of Local Financial Support

Rubric

Reference in Current Rules	5 Excellence	4 Exceeding Standards	3 Meeting Standards	2 Alert	1 In Need of Immediate Improvement	Score
<p>18.00 Programs and Services</p> <p>19.00 Participation of Local School Districts</p> <p>22.2 Extent of Local Financial Support</p> <p>24.00 Technology Centers</p> <p>25.00 Mathematics and Science Center</p>	<p>Meets 3 of the 3 criteria</p> <p>AND</p> <p>Programs and services are documented based on needs assessment and evaluation is reported</p> <p>AND</p> <p>Resources of the educational service cooperative are enhanced by forming support networks among the member schools to provide extended services, provide new services and combine funding to support programs such as group purchasing, thus maximizing local school district funding. 90% or more of member districts participate by purchasing services and providing release time for staff to engage in specialized training & services</p> <p>AND</p> <p>Cost analysis study has been performed for 1/3 of member</p>	<p>Meets 3 of the 3 criteria</p> <p>AND</p> <p>Programs and services are documented based on needs assessment</p> <p>AND</p> <p>50% or more of member districts support the cooperative in offering extended services in two (2) or more activities or events or purchased services with local funds</p> <p>AND</p> <p>At least one (1) cost analysis study has been performed and the findings have been shared in a face-to-face meeting with the superintendent(s)</p>	<p>Meets 3 of the 3 criteria listed below:</p> <ol style="list-style-type: none"> 1. Programs and services are based on the needs of the member districts and priorities of the state 2. Each member district is entitled to participate in programs and services that are fully supported by state funds 3. Programs and other services may be supported by local funds 	<p>Meets 2 of the 3 criteria</p>	<p>Meets 1 or less of the 3 criteria</p>	<p>18.00, 19.00, 22.2, 24.00 and 25.00 Score</p> <p>5/5</p>

Highlights of Cooperative

Evaluation data indicate an increase in numbers participating in the *User Satisfaction Survey* from 27 (2016-17) to 1,011 (2017-2018) and shows an increase in user satisfaction from 84% to 96%. Pamela Castor, Director, discussed the diversity within the districts Crowley's Ridge ESC serves. In order to meet these varying needs, cooperative staff have employed a systems approach to support districts/schools.

The following is a summary of video evidence of user satisfaction that evaluators viewed from educators and parents extolling their praises on cooperative programs, support, staff, mentoring, professional development, and services:

A district curriculum specialist reports how valuable cooperative staff were in keeping them informed of changes in ESSA and the new guidelines and regulations. The cooperative brought experts; such as, Judy Elliott and Phil Warrick, as resources to the cooperative.

The Cooperative provides guidance in career and technical programs and funding sources.

A new principal discusses the valuable training provided by Rocci Malone and the bi-monthly support provided by the cooperative literacy specialists who have provided diagnostics tools to identify areas needing improvement.

A current superintendent, who also used the cooperative services as a teacher, principal and parent, discussed the cutting edge programs and information made available by the literacy, math, science, technology, and early childhood specialists and how these have all made a difference for his school, teachers, and students.

A non-traditional STEM teacher discussed how the mentoring program had supported her in successful implementation of the curriculum and classroom management.

A district superintendent spoke of the help they had received in recruiting and retaining teachers. They currently have 66 teachers within this 3 year training cycle.

A parent who has had 2 children who attended one of Crowley's Ridge Cooperative's ABC Programs spoke with passion how the program had made a huge difference for her special needs child by providing services, a

safe environment, and rigorous curriculum which matched her child's developmental needs.

A STEM teacher discussed how valuable the cooperative specialists were in offering professional development on the meaning and scope of the new standards, in modeling and supporting more effective teaching methods, and providing materials and lessons.

The common message heard from each client was that they felt they had received services designed especially to meet their specific needs and they were satisfied they had been served well.

Evaluation Review

Evidence shows a greater number of participants in the *User Satisfaction Survey* and improvement in the rate of satisfaction. The cooperative staff offered an incentive for the school with the largest response rate.

An evaluation instrument has been selected for the annual performance evaluation of the cooperative director. Although it was not in use for 2017-2018, evidence of its use was reviewed in the 2018-19 evaluation of the current director, Pam Castor. The Crowley's Ridge ESC Personnel Policy Handbook, revised 2018, reflects the changes made from an informal (oral) evaluation of the director to the current, formal (written) evaluation which had been recommended by the Cooperative Evaluation Team in its 2017-2018 report.

Recommendation

Send the results of the *Professional Development Needs Assessment* annually to the Arkansas Department of Education, Professional Development Department.

**Crowley's Ridge Education Cooperative
Re - Evaluation Agenda
January 24, 2019**

8:00 - 8:15	Welcome and Introductions
8:15 - 8:45	Presentation by Cooperative Staff
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