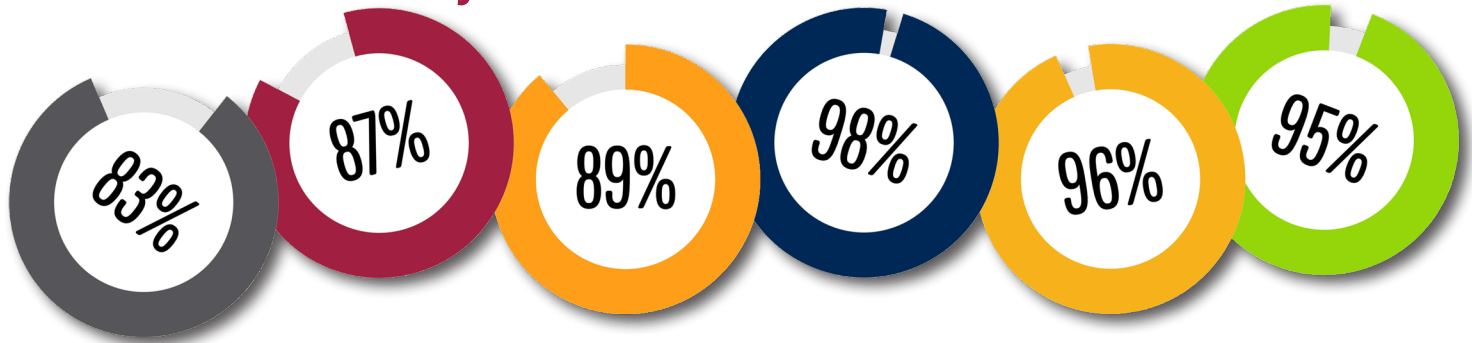


Hanover Research Customer Satisfaction Survey Results

AEA System & Central Rivers AEA



Survey Participants: Overview (Statewide)

- The majority of survey respondents (a total of 8,191):
- Represented both rural and urban public schools with the majority being general education elementary teachers teaching multiple subjects
- With more than 10 years of experience
- Who receive most of their AEA info from email
- AND utilize all services less than every three months (#1) or monthly (#2) followed by quarterly (#3), weekly (#4), and daily (#5)
- Except for Special Education, as the #1 response was weekly.

Key Findings: Special Education (Statewide)

Respondents are most familiar with:

- Speech-Language Pathology (78%)
- Professional Development and support with Specially Designed Instruction (71%)

Respondents are least familiar with:

- Due Process-Mediation support (25%)
- Support for procedures, headcount, and rules (22%)
- Family Educator Partnership services (21%)

Key Findings: Special Education (Statewide)

Special Education services either meet or exceed respondent expectations over 80% of the time

Most satisfied with:

- Audiology/Hearing (98%)
- Vision (98%)
- Due Process-Mediation (96%)

Least satisfied with:

- Behavior services (78%)

Key Findings: Educational Services (Statewide)

Respondents are most familiar with:

- Professional Learning (65%)

Respondents are least familiar with:

- College and Career Readiness support (14%)
- Diversity/Multi-cultural Education support (14%)
- School Safety support (12%)

Key Findings: Educational Services (Statewide)

Most satisfied with:

- Teacher-librarians (98%)
- Licensure services (97%)
- Diversity, Multi-cultural Education support (96%)

Least satisfied with:

- Mental Health support (83%)

Key Findings: Instructional, Media, & Technology Services (Statewide)

Respondents are most familiar with:

- Library/Media Catalog (64%)
- Delivery/Pick-up services (64%)

Respondents are least familiar with:

- Digital Citizenship supports (13%)
- School Library Personnel program support (13%)
- eRate consultation (4%)

Key Findings: Instructional, Media, & Technology Services (Statewide)

Most satisfied with:

- Audio/Video production and/or Duplication services (99%)
- Delivery/Pick-up services (99%)
- Graphic Design services (99%)
- Specialty Print services (99%)
- School Library Personnel program support (99%)

"Least" satisfied with:

- Technology support (94%)

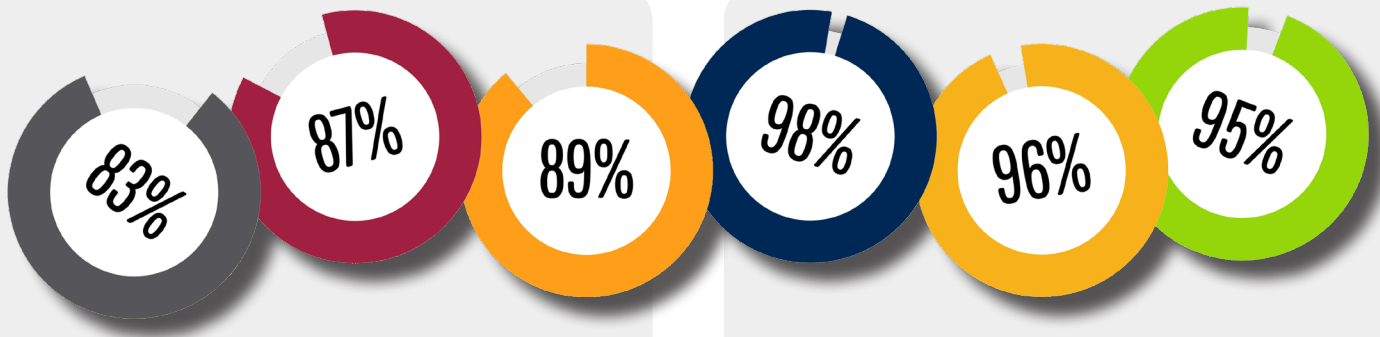
Key Findings: Communication (Statewide)

Currently receive information:

- Email (83%)
- Website (50%)
- AEA Rep (42%)

Prefer to receive communication:

- Email (87%)
- AEA Rep (42%)
- Website (42%)



Iowa's AEA: Areas of Growth (Statewide)

- Behavioral Assistance in Classrooms
- Mental Health
- Technology support

Iowa's AEA: Areas of Excellence (Statewide)

- Media resources (audio/visual duplication, delivery/pick-up, graphic design, print services)
- Audiology/Hearing
- Vision
- Teacher-librarian services

Central Rivers AEA: Special Education Overall Results (N=1,229)

Most satisfied with:

- Audio/Hearing services (98%)
- Vision Services (98%)
- Due Process-Mediation support (98%)
- Support for procedures, headcount, and rules (96%)
- Early Childhood Special Education support (94%)

Least satisfied with:

- Behavior Services (80%)

Central Rivers AEA: Educational Services Overall Results (N=1,229)

Most satisfied with:

- Science support (97%)
- Teacher Leadership support (96%)
- Math support (96%)
- Literacy support (95%)
- Licensure services (95%)
- Early childhood support (95%)

Least satisfied with:

- Mental Health support (85%)

Central Rivers AEA: Instructional, Media & Technology Overall Results (N=1,229)

Most satisfied with:

- Digital citizenship supports (99%)
- Professional learning materials (99%)
- Digital resources (98%)
- Instructional materials (98%)
- Graphic Design (98%)
- Specialty print services (98%)
- Audio/Video Production (98%)
- Delivery & Pick-up services (98%)

"Least" satisfied with:

- E-rate consultation (91%)

Central Rivers AEA: Areas of Growth

- Mental Health services
- Behavioral support

Central Rivers AEA: Areas of Excellence

- Audio/Hearing services
- Vision services
- Due Process - Mediation Support
- Professional Learning materials
- Digital resources
- Digital Citizenship supports (safety, privacy, copyright and fair use)
- Creative Services (graphic design, video production, specialty printing)
- Delivery and pick-up services



Iowa's Area
Education
Agencies



CENTRAL RIVERS
AREA EDUCATION AGENCY