Customer Satisfaction Survey Results

The following are the percentages of respondents who agree or strongly agree that the service is meeting or exceeding expectations.

SPECIAL EDUCATION SERVICES

Direct Service Supports

Audiology/Hearing Services	98%
Autism Services	90%
Behavior Services	79%
Occupational Therapy Services	89%
Physical Therapy Services	95%
Speech-Language Pathology Services	92%
Vision services	97%
Family Educator Partnership Services	94%

Professional Supports – Special Education

Child Find Services (i.e., AEA service to ensure that students who are eligible for special education services are identified)	90%
Consulting on instruction for students in special education	86%
Due Process - Mediation Support	94%
Early Childhood Special Education Support	92%
Support for procedures, headcount, and rules	94%
Professional Development and support with specially designed instruction	89%
Implementation of Multi-Tiered Systems of Supports	90%

EDUCATIONAL SERVICES

General Education Supports

Literacy Support (including Dyslexia)	92%
Math Support	92%
Science Support	95%
Social Studies Support	94%

Specialized Supports

English Language Learner Support	93%
Early Childhood Support	94%
Gifted Education Support	92%

Future Ready Supports

Career Technical Education Support	94%
Future Ready Supports (College and Career Readiness)	93%

Professional Supports – Educational Services

Professional Learning	92%
Licensure Services	98%
Teacher Leadership Support	94%
School Counselor Support	93%
Support for school library programs and teacher librarians	97%
School Improvement Support (e.g., ESSA, Differentiated Accountability, Early Literacy Implementation)	93%
Implementation of Multi-Tiered Systems of Supports	91%
School Safety Support	94%

MEDIA/TECHNOLOGY SERVICES

Creative Services

Basic print services (e.g., black and white or color duplication)	98%
Specialty print services (e.g., posters, booklets, bookmarks, calendars/planners)	98%
Production services (e.g., lamination, binding)	98%
Graphic design services	98%

Technology

Assistive technology materials and resources	95%
Technology support (e.g., infrastructure, IT, network, security)	97%
Digital learning/instructional technology integration support	97%
Digital citizenship supports (e.g., safety, privacy, copyright and fair use)	97%
Audio/Video production and/or duplication services	99%
eRate consultation	97%

Library & Digital Resources

Online library/media catalog for searching and ordering instructional and professional materials	97%
PreK-12 instructional materials, books and other resources for check-out	97%
PreK-12 digital resources such as ebooks, audiobooks, streaming video, encyclopedia, databases, and more	98%
Professional learning materials such as books, journals, periodicals, and inservice resources	97%
Professional learning digital resources such as streaming videos, journals and educational research	97%
School library personnel program support	97%
Delivery and pick-up services	99%