

Spring 2013

Statewide AEA Customer Satisfaction



AEA Board Presentation

June 12, 2013

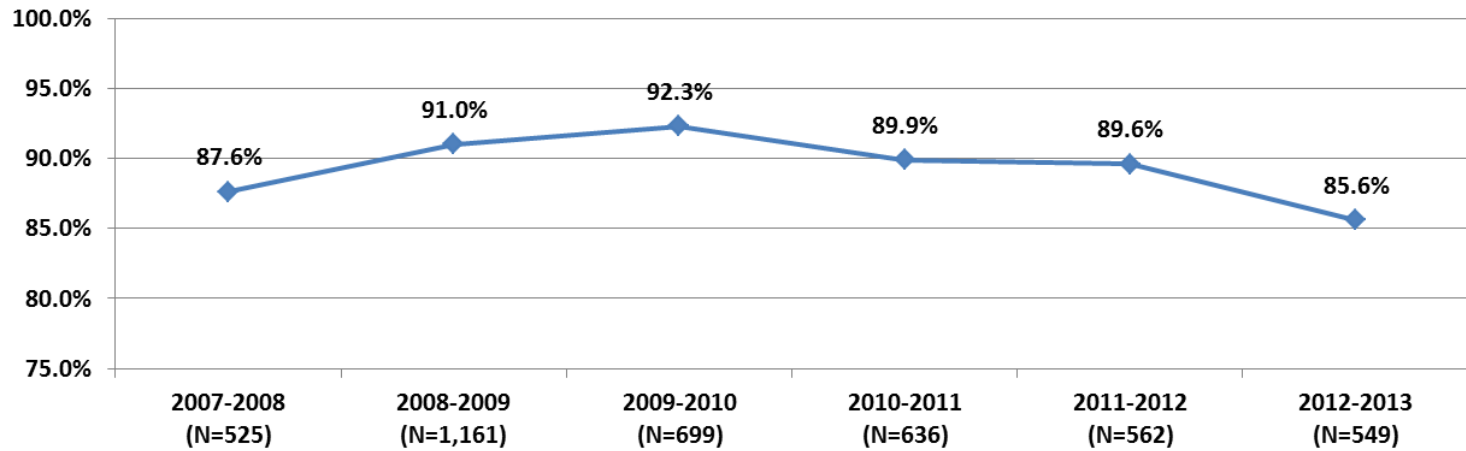
Customer Satisfaction

2013 Statewide AEA Satisfaction Survey Results

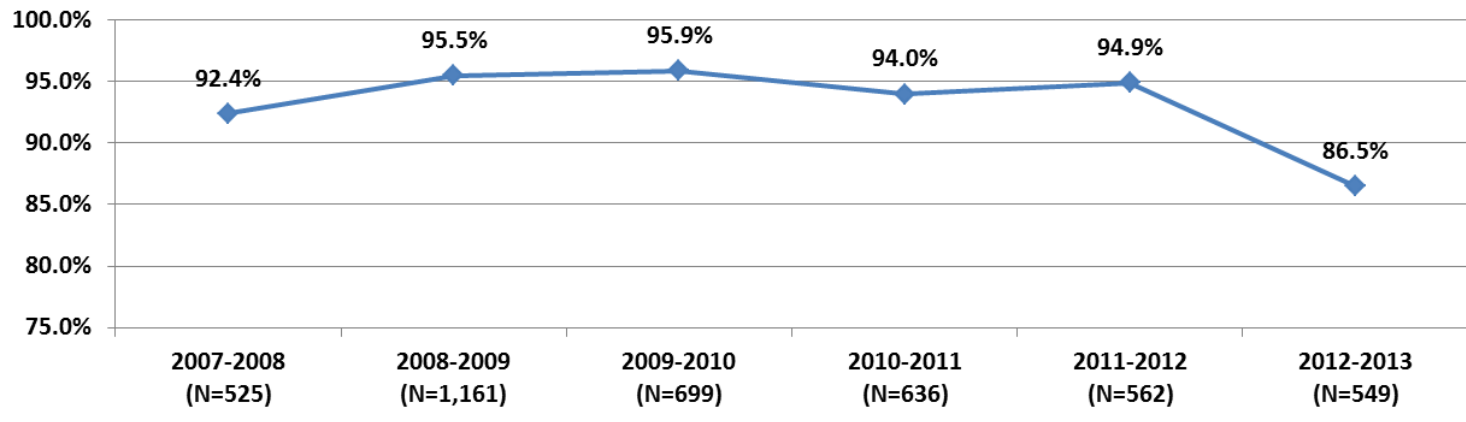
Respondents indicating strongly agree and agree with “no opinion” responses excluded.

Response Satisfaction Rate	Survey Items
86.5%	AEA 9 services met my professional needs.
90.6%	AEA 9 assists in meeting Federal/State mandates.
87.0%	AEA 9 staff members have a positive impact on schools.
83.2%	AEA 9 services assisted in improving instruction/job-related practices.
88.6%	AEA 9 staff members create and maintain good working relationships.
85.6%	AEA 9 responsive to student learning needs.
88.9%	AEA 9 delivers cost-efficient services.
80.9%	AEA 9 services assisted in improving student achievement.
74.0%	AEA 9 provides leadership to meet emerging educational needs.
79.3%	AEA 9 delivers current/timely services.

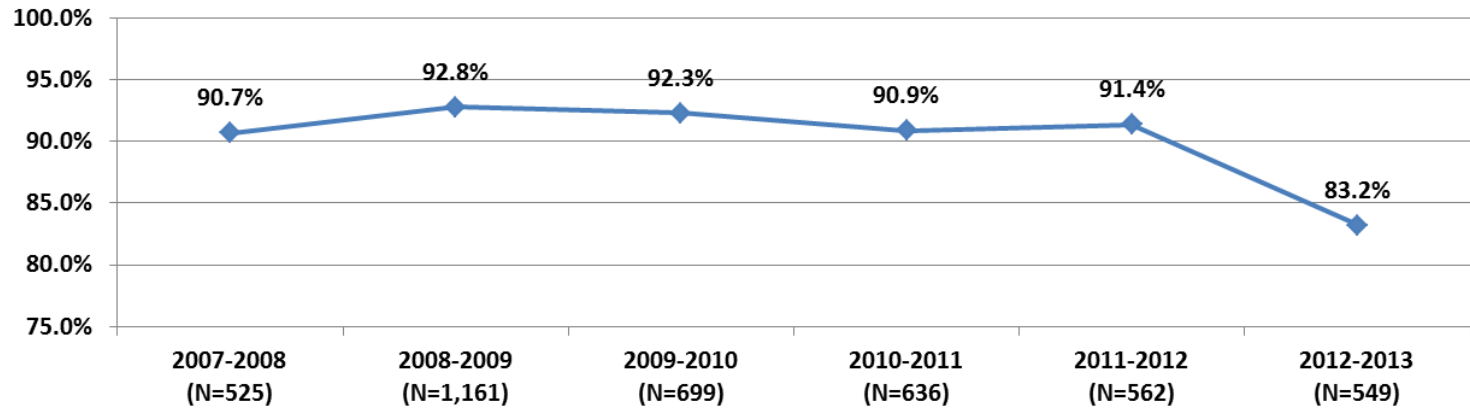
The AEA is responsive to my school's student learning needs.



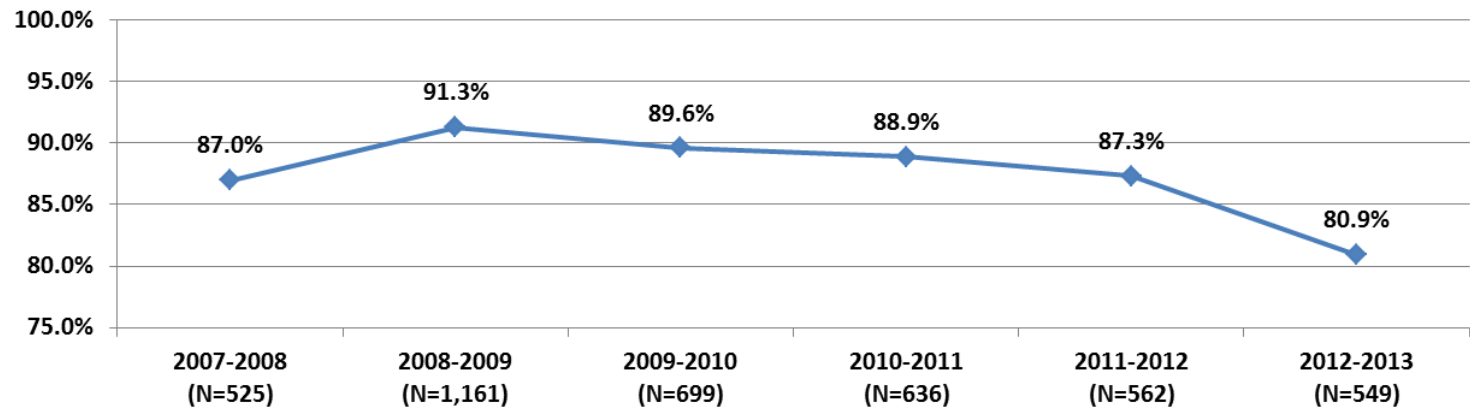
Generally the AEA services that I have received or participated in met my professional needs.



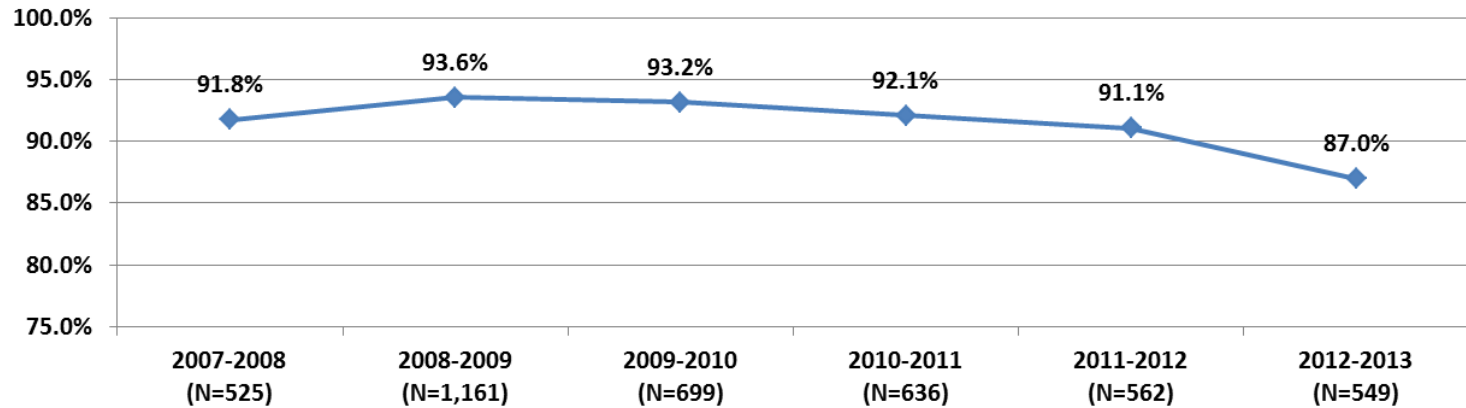
The AEA services I have received have assisted in improving my instruction or job-related practices.



The AEA services that I have received assisted in improving my students' achievement.



The AEA staff I have contact with have the knowledge and skills needed to have a positive impact on our schools



The AEA staff I have contact with create and maintain good working relationships with people in my school and/or district.

