

## **Prairie Lakes AEA Customer Feedback Survey April, 2008**

The following are the main quantitative results from the April 2008 AEA Customer Survey. There were several changes in procedures from previous years. First, the timing of the survey changed, from the fall to the spring. Second, the survey was constructed with a common set of questions that were used in every AEA, along with the option of having a few AEA-specific questions. This resulted, for the first time, in a survey that provided statewide data on basic issues, but also included the flexibility for AEAs to measure things that are unique to their AEA. In Prairie Lakes, these were questions relating to some aspects of integrated systems and collaboration with districts. These additional questions were also asked last year, which allows us to look at changes across the years.

Finally, this year for the first time we asked some of the questions in our internal staff survey, modifying the wording slightly to reflect internal opinions, compared to the external opinions in the Customer Survey.

### **Demographic information on respondents**

A total of 658 educators responded to the survey

Please choose the type of district or school in which you are employed

Public	599
Accredited non-public	59

#### **Zone**

Zone 1	99
Zone 2	92
Zone 3	136
Zone 4	119
Zone 5	76

Zone 6 136

**How many years have you worked in education in this AEA?**

Less than one year	23
1-3 years	82
4-6 years	59
More than 6 years	494

**Select the one category that most closely describes the educational level in which you spend the most time in your district or school.**

Pre-kindergarten/kindergarten	46
Elementary school	210
Middle/junior high school	148
High school	204
Central office	50

**Choose the category that best describes your main role.**

Administrator (superintendent, principal, curriculum director, special education director, school improvement director)	55
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General education teacher (including counselor, teacher librarian, technology coordinator/director)	392
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Special education teacher	129
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Paraeducator	18
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Other	64
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**Of the following subjects, select the primary focus of your direct classroom instruction (select all that apply)**

Art	25
English/language arts	109
Elementary education	140
Foreign language	7
Mathematics	99
Music	25
Physical education	17
Reading	115
Science	66
Social studies	52
Special education	110
Vocational education	38
Other	57

The AEA provides a variety of services to schools. Please check the services from the following list that you have used.

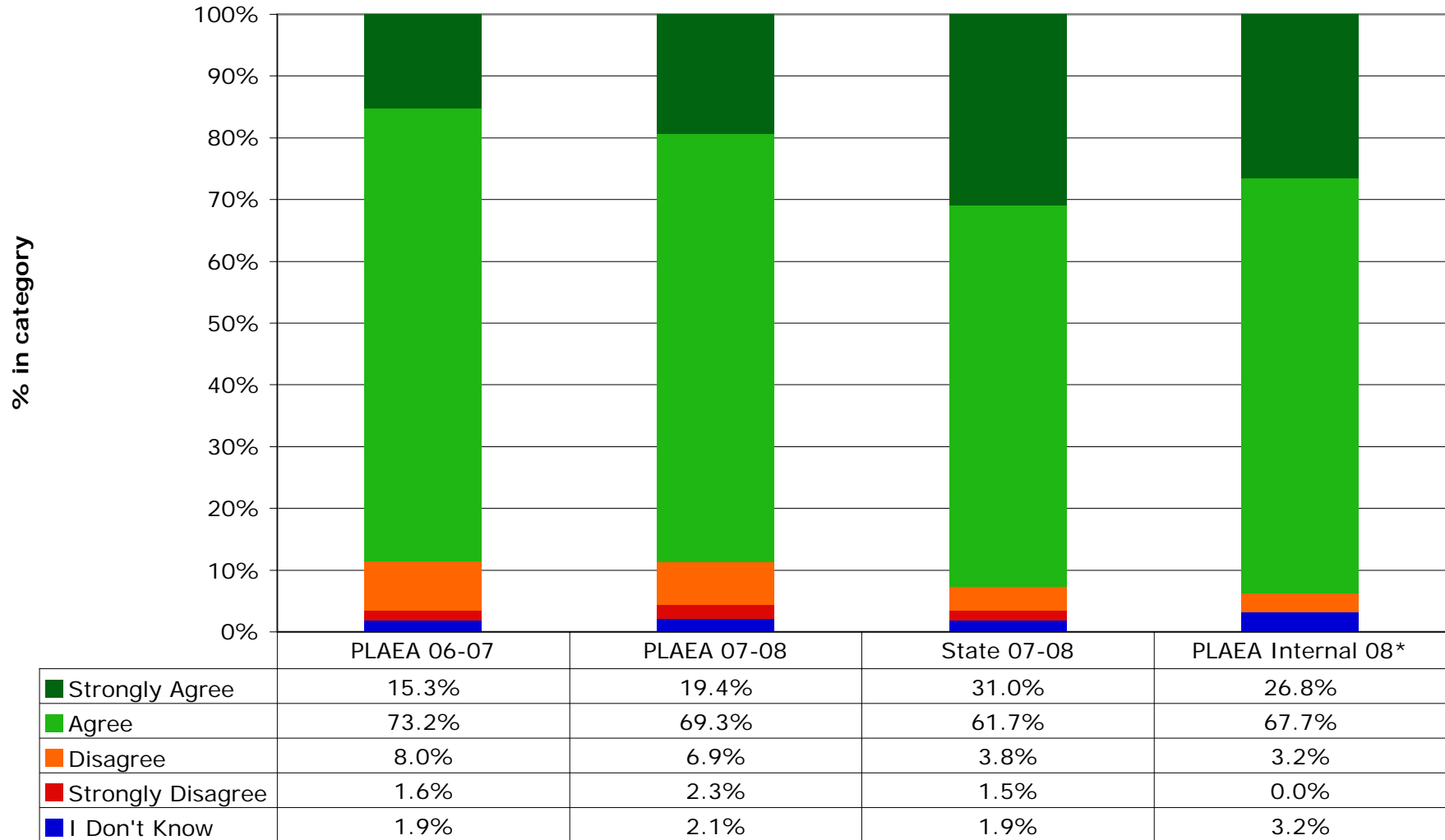
School-community planning	149
Professional development	515
Curriculum, instruction, and assessment	279
Diverse learning	201
Multicultural, gender-fair	33
Media	429
School technology	208
Leadership	89
Management services	49
Have not used any services	41

A total of 619 people used at least one of these services. The rest of the questions were only answered by those who used at least one service.

The next ten questions were asked of all respondents in the state. In addition, the same questions were asked of Prairie Lakes staff in the internal staff survey, with some minor changes in the wording so that they could be answered from an internal perspective. The following charts show the responses by AEA customers for the last two years, the responses of AEA staff, and the responses from all respondents to the customer survey for the entire state.

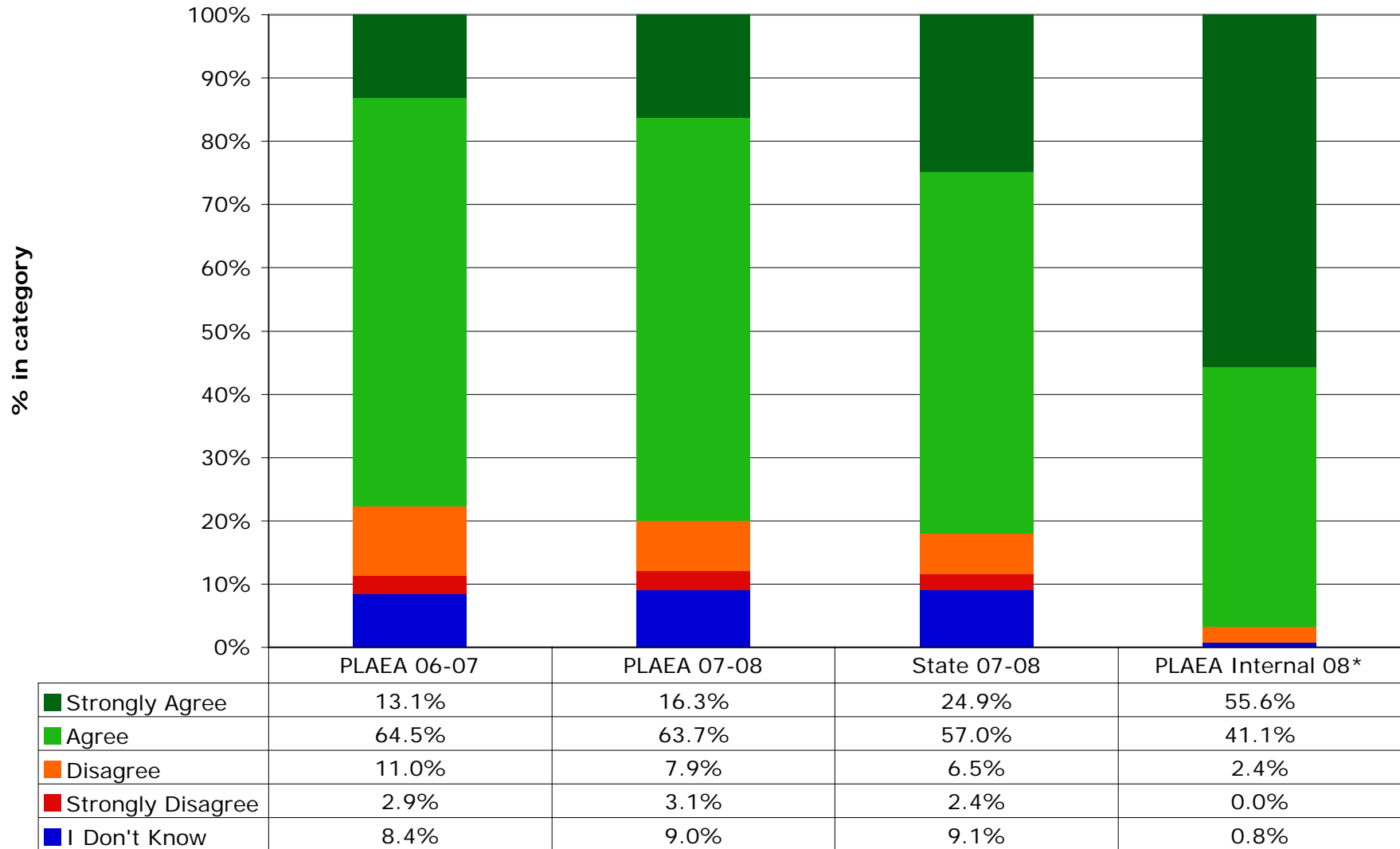
These results show, in general, that there has been some improvement in the positive ratings by educators in Prairie Lakes AEA, although positive responses continue to lag behind the state, especially at the most positive level. AEA staff also rated these questions more positive than educators in Prairie Lakes schools.

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



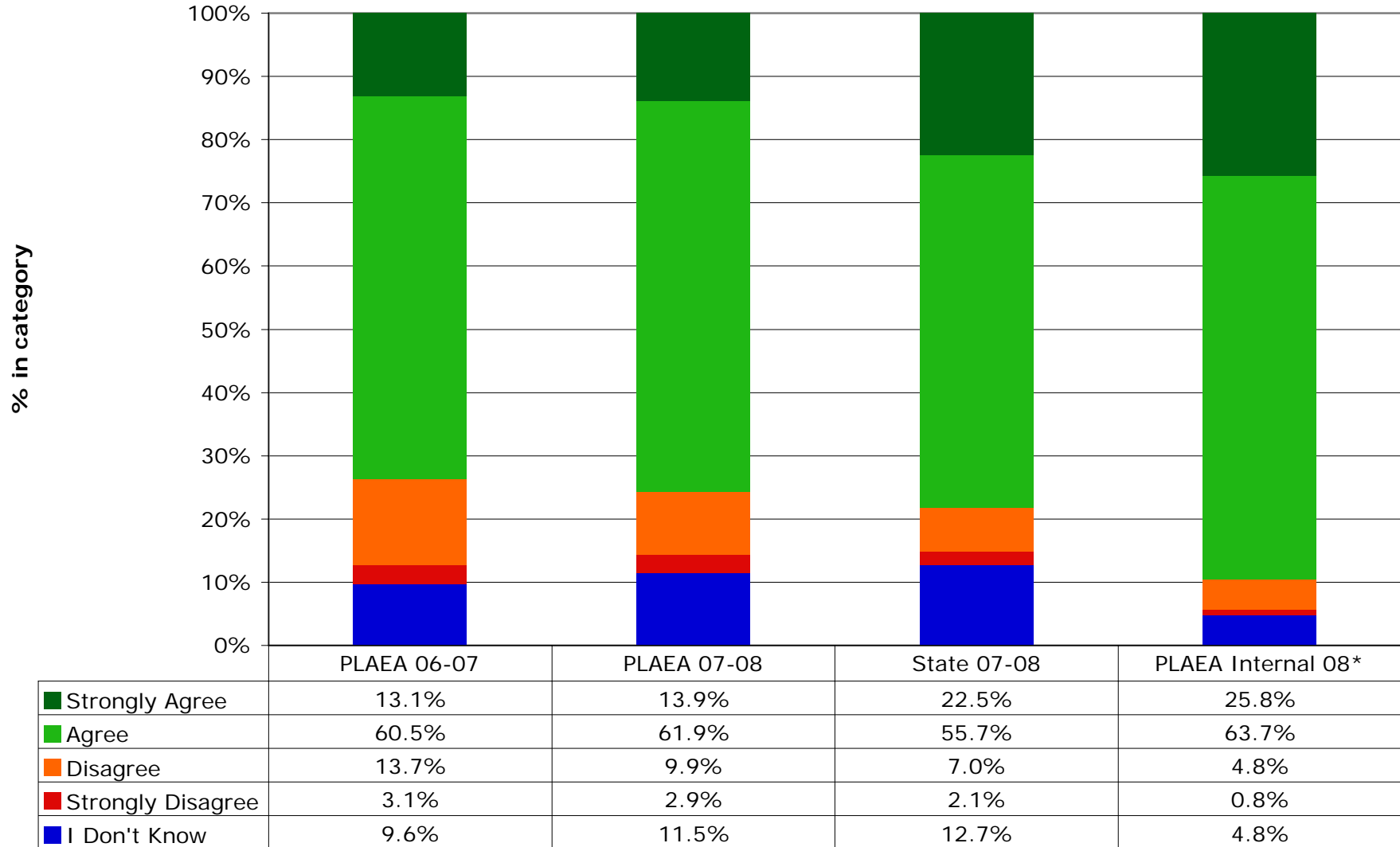
\* Minor changes in wording so that the questions could be answered from an internal AEA staff perspective.

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



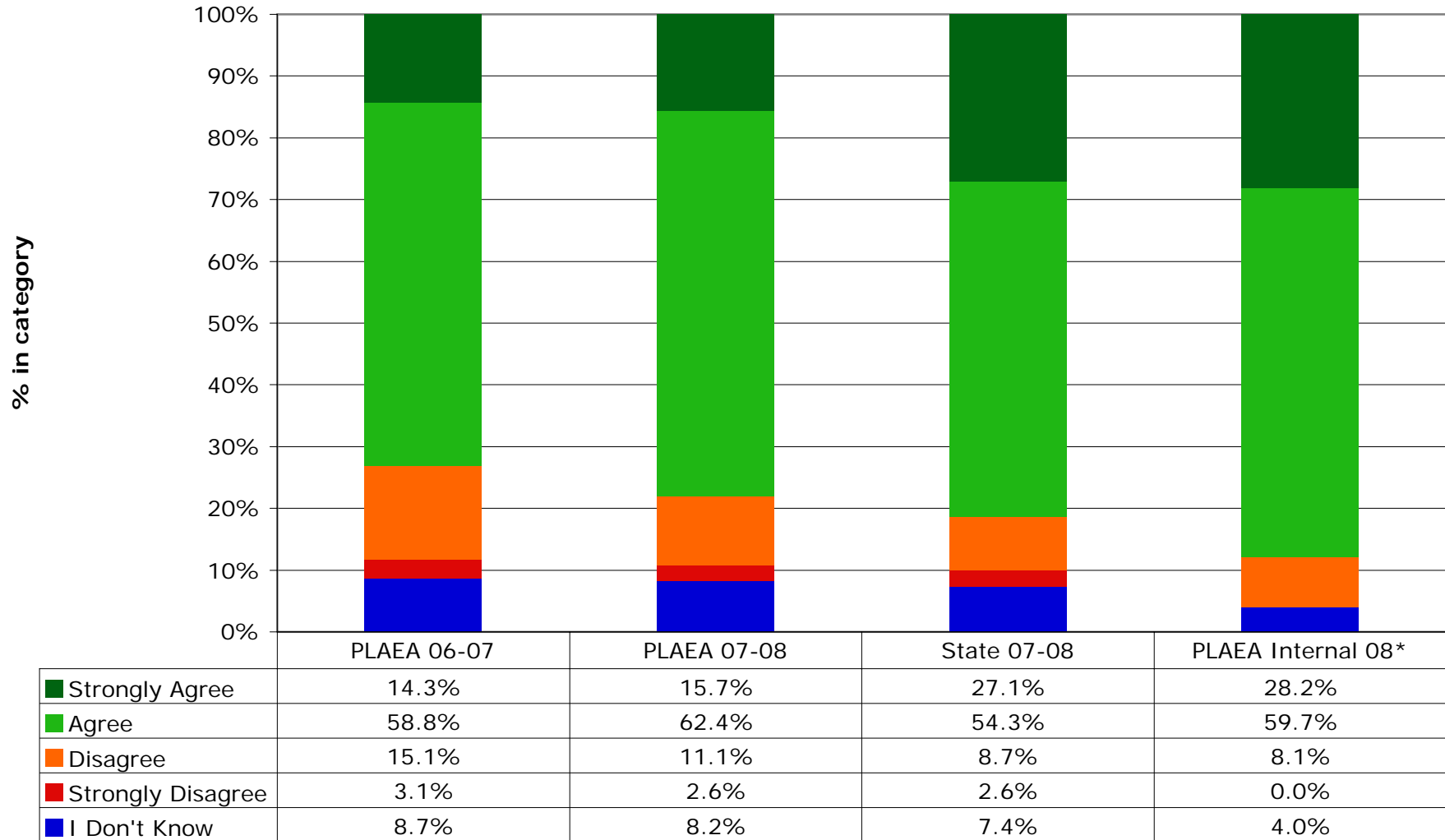
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**c. The AEA provides leadership to meet emerging educational needs**



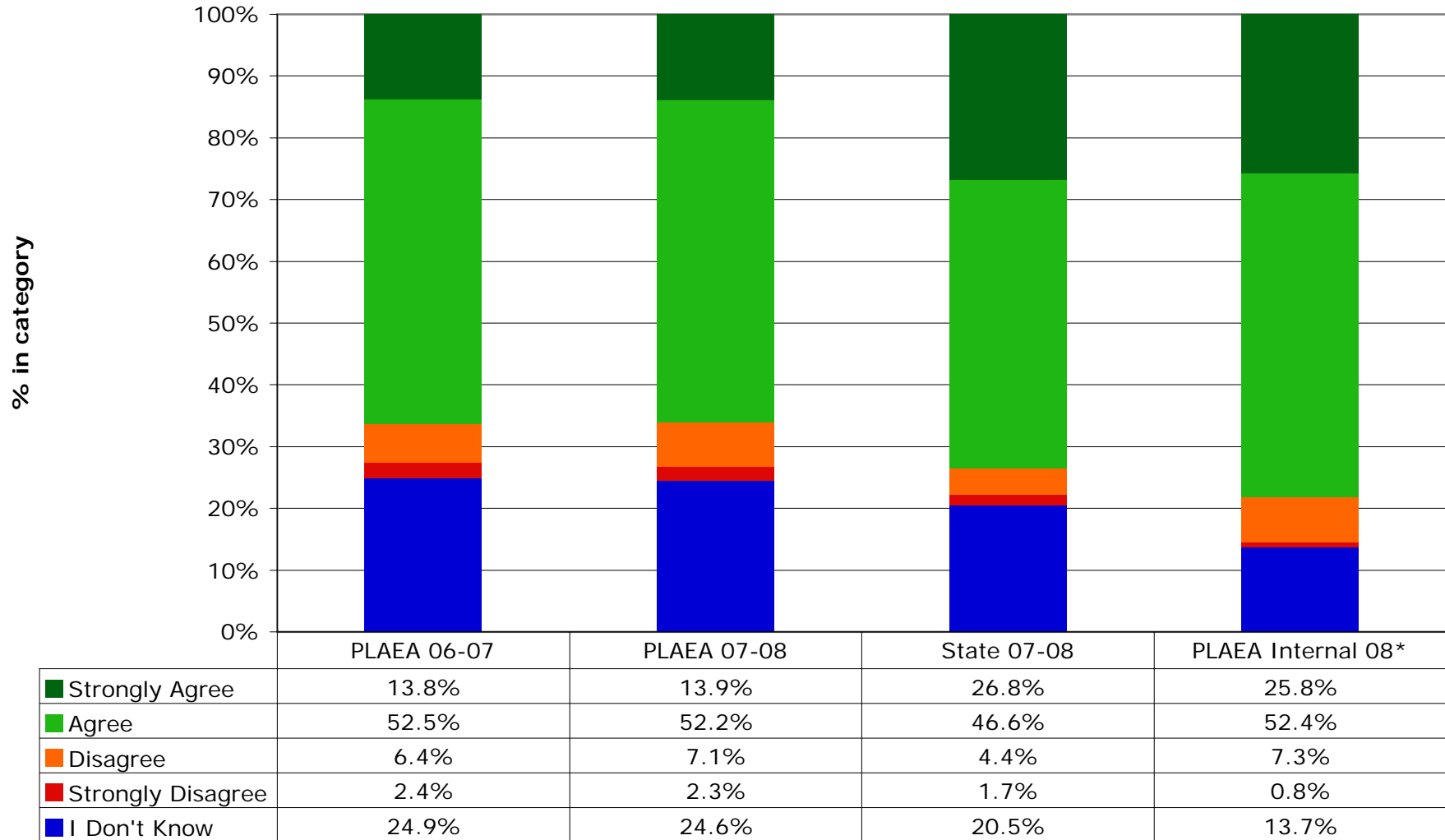
\* Minor changes in wording so that the questions could be answered from an internal AEA staff perspective.

**d. The AEA delivers current and timely services to meet my district or school's needs**



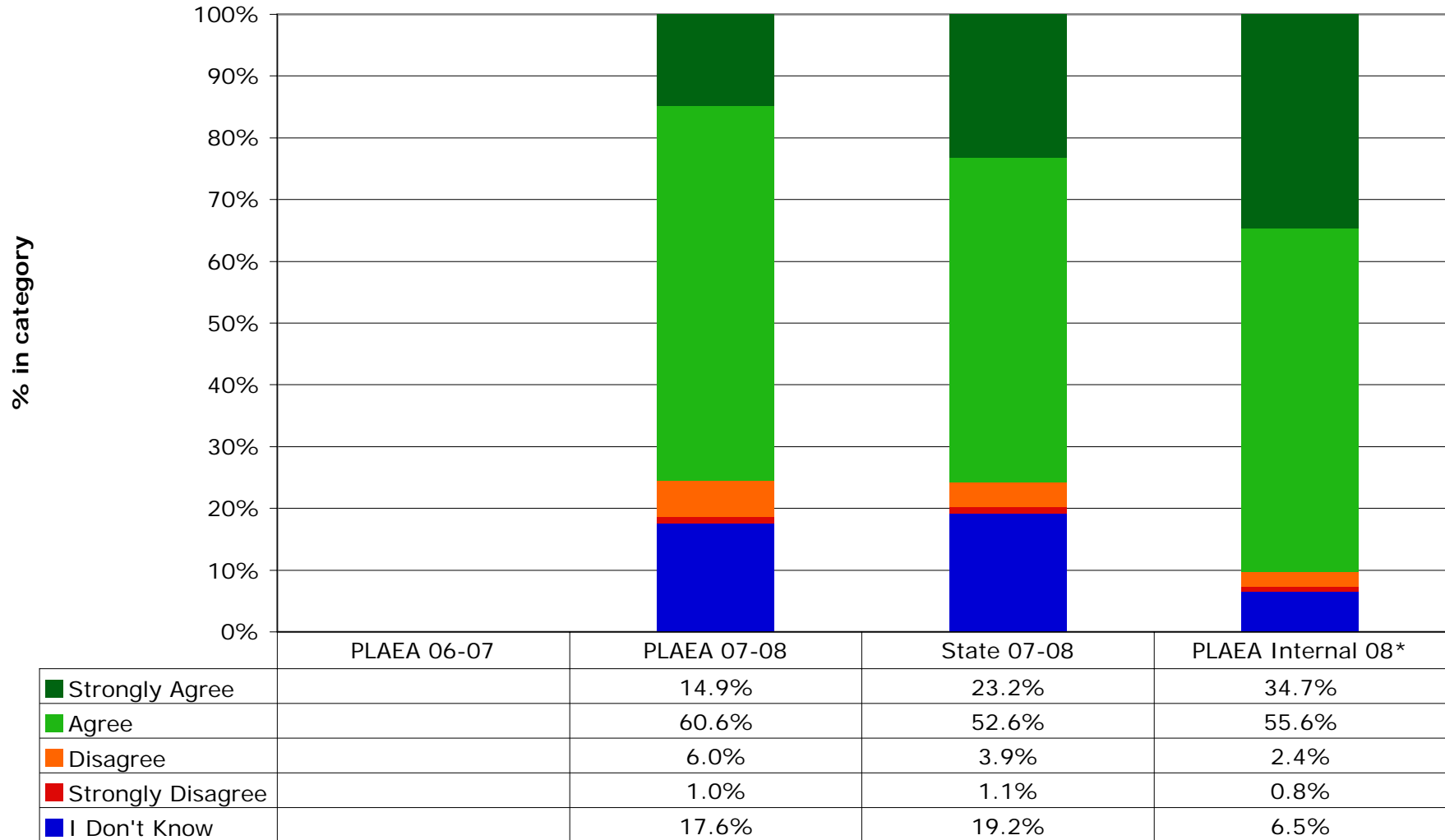
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**e. The AEA delivers cost-efficient services to meet my district or school's needs.**



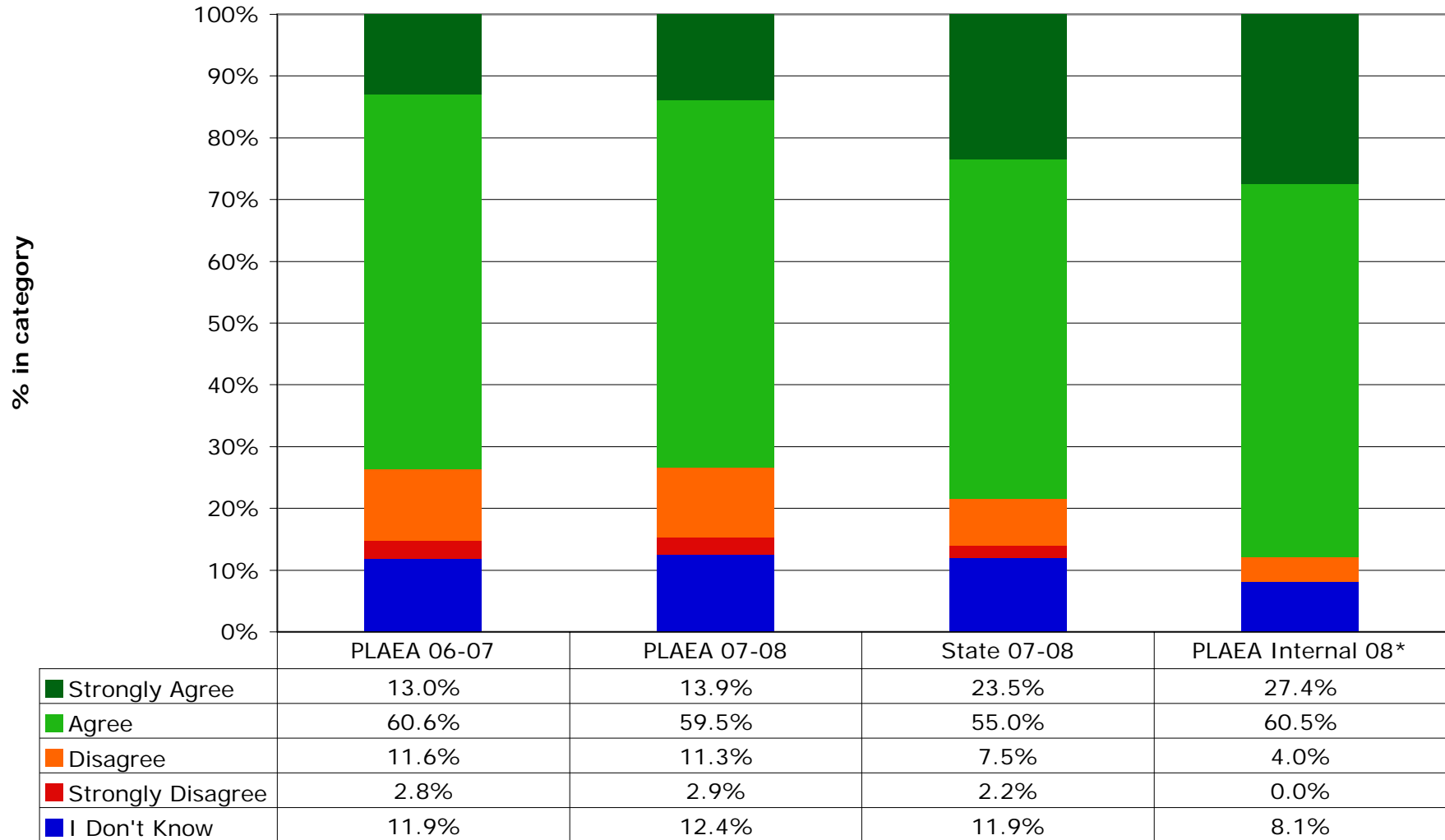
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**f. The AEA delivers services that assist our district in meeting federal and state mandates (NCLB, IDEA, etc.)**



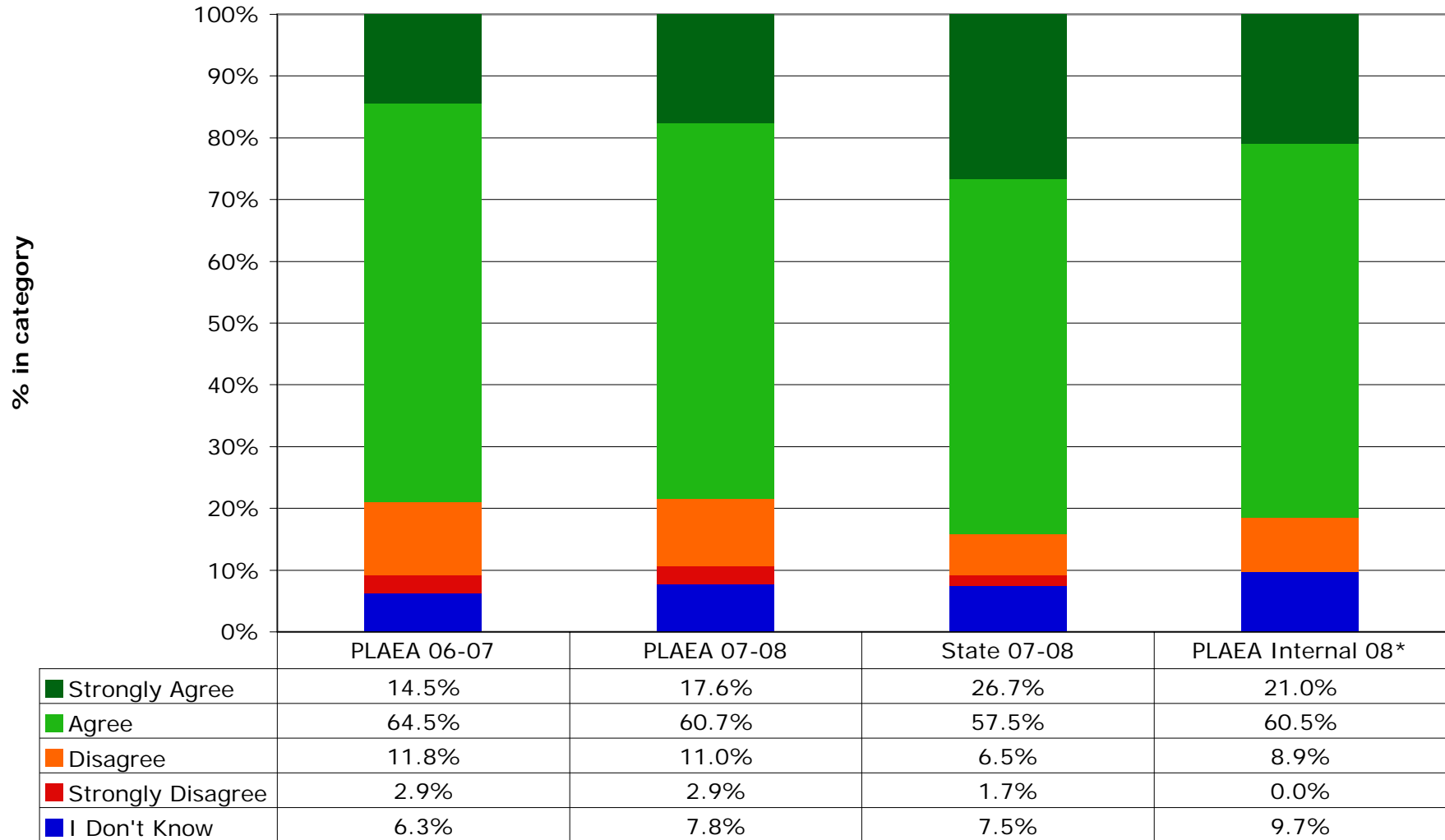
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**g. The AEA services that I have received assisted in improving my students' achievement**



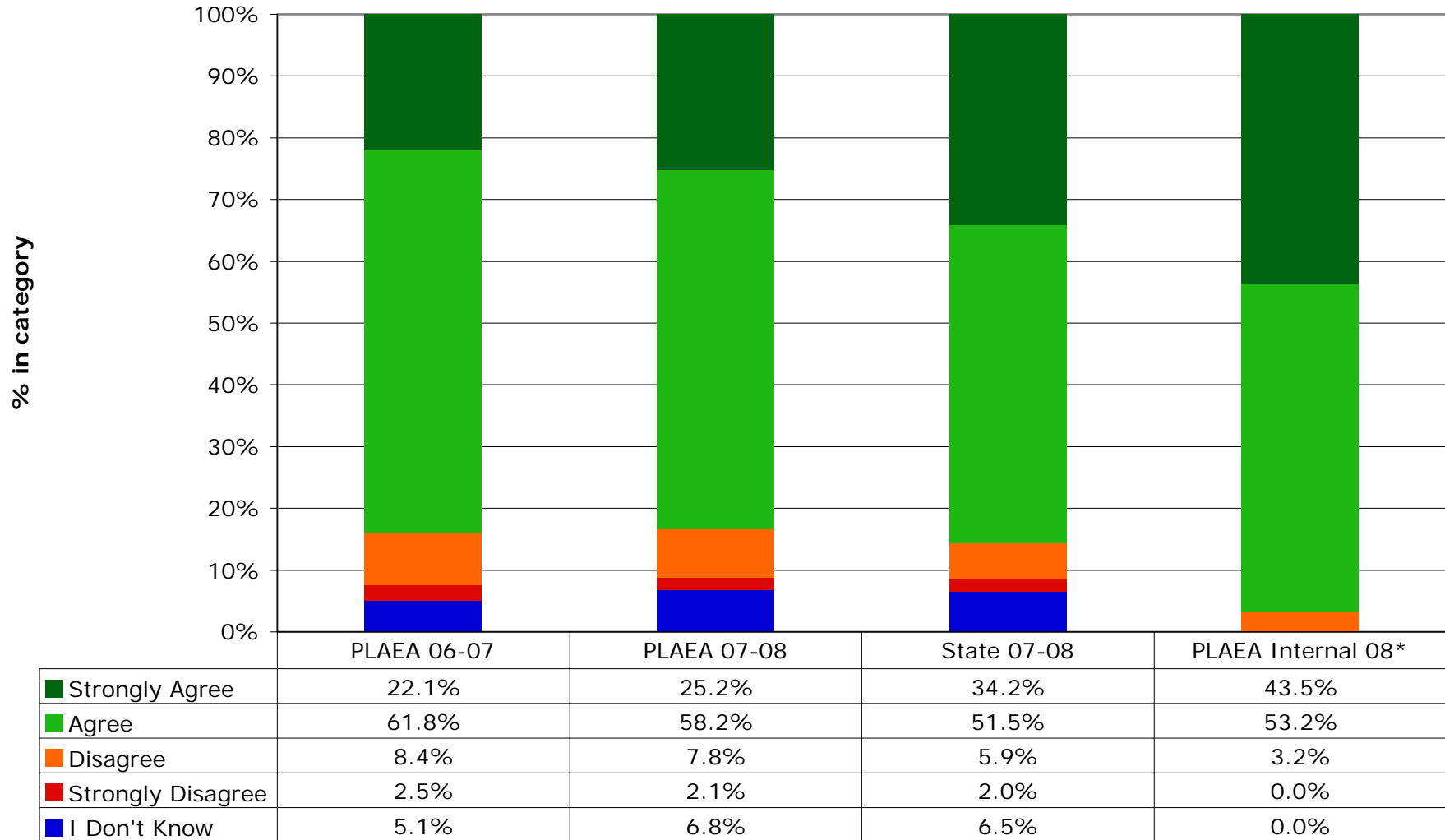
\* Minor changes in wording so that the questions could be answered from an internal AEA staff perspective.

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



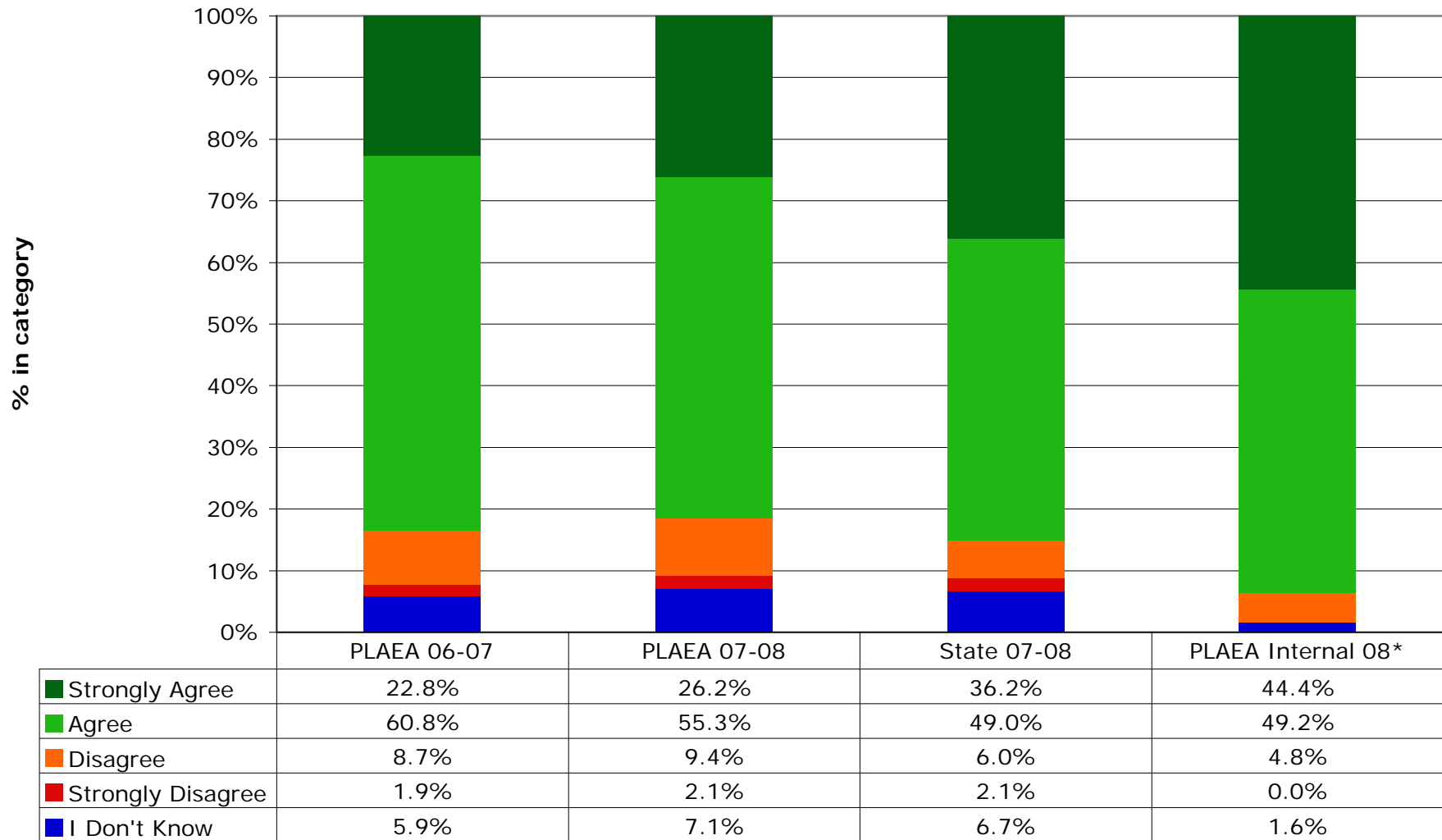
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**i. The AEA staff I have contact with have the knowledge and skills needed to have a positive impact on our school(s).**



\* Minor changes in wording so that the questions could be answered from an internal AEA staff perspective.

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



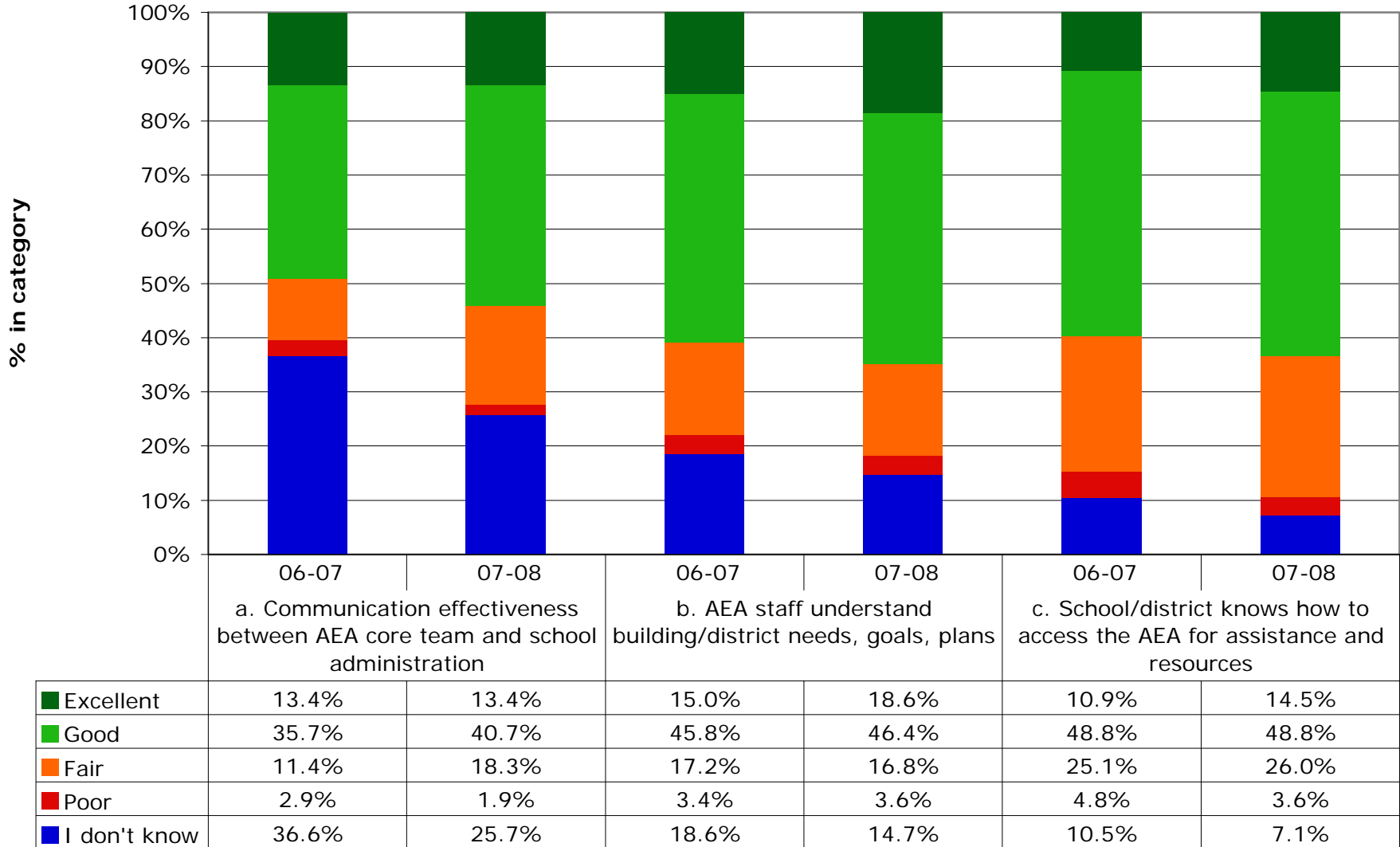
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## **Working in Collaborative Learning Communities**

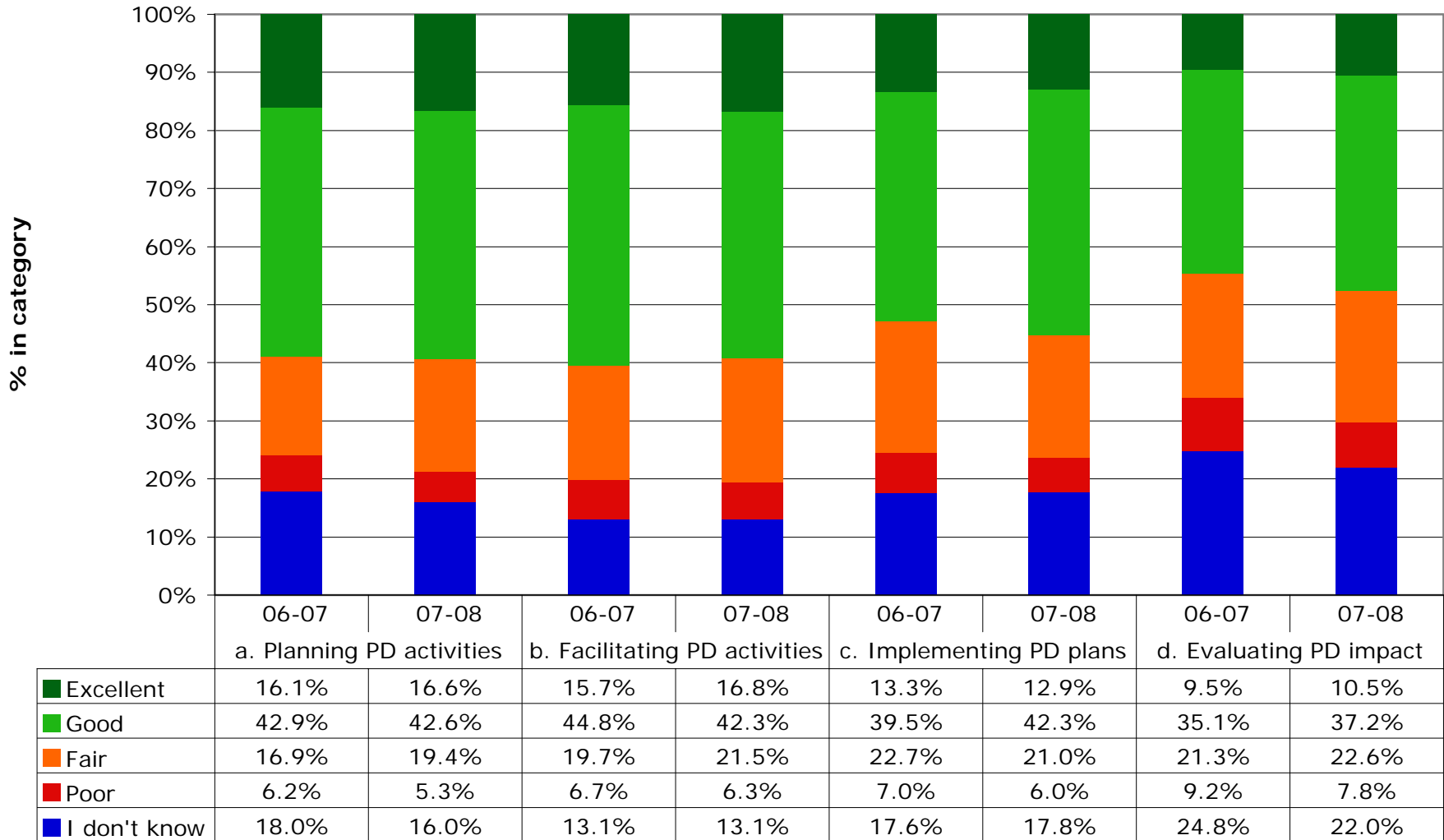
The rest of the survey was designed to measure various aspects of Goal 3.

In some cases, the wording of the question in a chart has been abbreviated due to space limitations. Please see the actual survey for the complete wording.

Please rate the quality of each of the following



**What is the quality of the collaboration between AEA and school/district staff for each of the following?**



### How much do you agree with each of the following?

