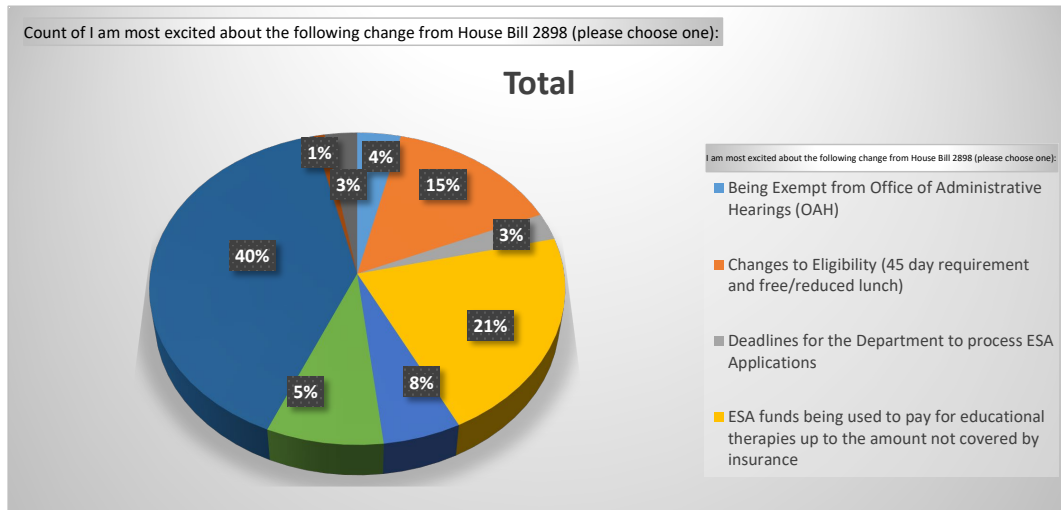
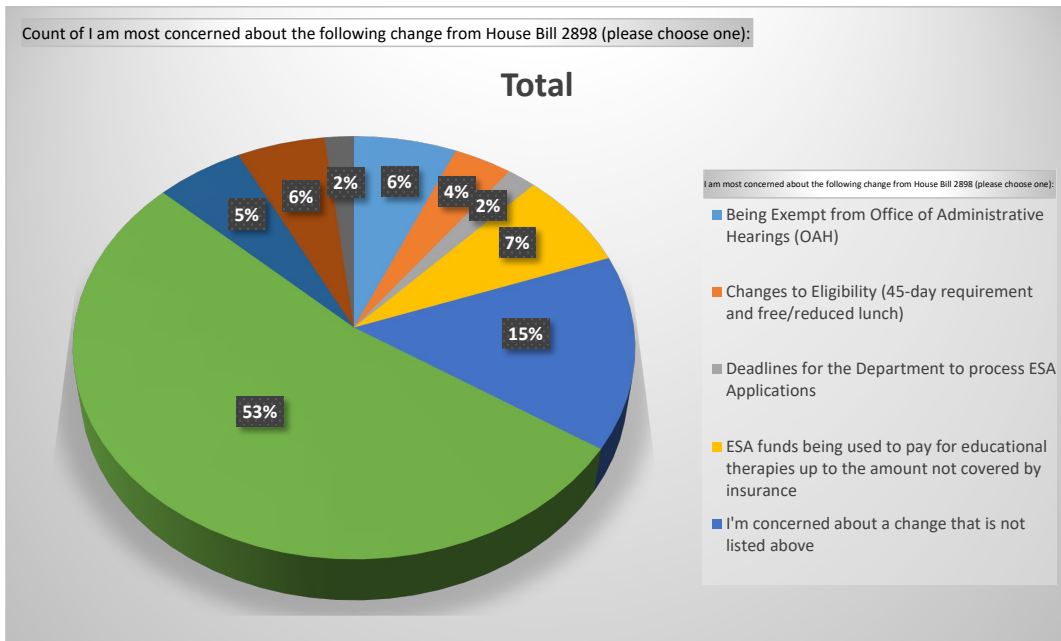


Row Labels	Count of I am most excited about the following change from House Bill 2898 (please choose one):	
Being Exempt from Office of Administrative Hearings (OAH)	4	3.7%
Changes to Eligibility (45 day requirement and free/reduced lunch)	16	14.8%
Deadlines for the Department to process ESA Applications	3	2.8%
ESA funds being used to pay for educational therapies up to the amount not covered by insurance	23	21.3%
I am excited about a change that is not listed above	6	5.6%
I am not excited about any of these changes	9	8.3%
Removing the requirement to provide sufficient documentation to support a similarly situated expense	43	39.8%
Requiring mailing address and home address for ESA Appeals	1	0.9%
Stays on Account suspensions during the appeal process	3	2.8%
<b>Grand Total</b>	<b>108</b>	



Count of Why it is Exciting  Row Labels	Column Labels									
	Being Exempt from Office of Administrative Hearings (OAH)	Changes to Eligibility (45 day requirement and free/reduced lunch)	Deadlines for the Department to process ESA Applications	ESA funds being used to pay for educational therapies up to the amount not covered by insurance	I am excited about a change that is not listed	I am not excited about any of these changes	Removing the requirement to provide sufficient documentation to support a similarly situated expense	Requiring mailing address and home address for ESA Appeals	Stays on Account suspensions during the appeal process	Grand Total
Clarification Needed	2	1				1				4
Comment unrelated to HB 2898	1			3	4		5		2	15
Doesn't affect our family						3				3
Helping More Children		11								11
Less Arbitrary Decisions							12			12
Less Fraud								1		1
Less Steps							8			8
No Comment/None		1		2	1	3				7
No Elaboration					1	1	1			3
Positive Change		2				1			1	4
Saves money so our pupil can get more help				18			1			19
Saves Time	1	1	3				16			21
<b>Grand Total</b>	<b>4</b>	<b>16</b>	<b>3</b>	<b>23</b>	<b>6</b>	<b>9</b>	<b>43</b>	<b>1</b>	<b>3</b>	<b>108</b>

Row Labels	Count of I am most concerned about the following change from House Bill 2898 (please choose one):	
Being Exempt from Office of Administrative Hearings (OAH)	7	6.5%
Changes to Eligibility (45-day requirement and free/reduced lunch)	4	3.7%
Deadlines for the Department to process ESA Applications	2	1.9%
ESA funds being used to pay for educational therapies up to the amount not covered by insurance	8	7.4%
I'm concerned about a change that is not listed above	16	14.8%
I'm not concerned about any of these changes	57	52.8%
Removing the requirement to provide sufficient documentation to support a similarly situated expense	6	5.6%
Requiring mailing address and home address for ESA Appeals	6	5.6%
Stays on Account suspensions during the appeal process	2	1.9%
<b>Grand Total</b>	<b>108</b>	



Count of Concerning changes from House Bill 2898	Column Labels									Grand Total
	Being Exempt from Office of Administrative Hearings (OAH)	Changes to Eligibility (45-day requirement and free/reduced lunch)	Deadlines for the Department to process ESA Applications	ESA funds being used to pay for educational therapies up to the amount not covered by insurance	I'm concerned about a change that is not listed	I'm not concerned about any of these changes	Removing the requirement to provide sufficient documentation to support a similarly situated expense	Requiring mailing address and home address for ESA Appeals	Stays on Account suspensions during the appeal process	
Row Labels										
Accountability of ADE Actions	4				4	1				9
ADE Processing Concerns		1		5	2	2	3			13
Appropriate Credentials Should be Required by ADE							1			1
Arbitrary Denials			2		1					3
Clarification Needed		1		1		1			1	4
Corrective Action Timeframe Reduction from 30 to 10 days					2					2
Discriminatory		1								1
Fraud					1					1
No Comment/None		1			6	49	1			57
No Elaboration							1		1	2
Personal Data Safety Concerns								5		5
Positive Changes						4				4
Possibility for Mishandling of Appeals	2									2
Reduction of ESA Award				2						2
Redundant								1		1
Transparency	1									1
<b>Grand Total</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>16</b>	<b>57</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>108</b>

Row Labels	Count of Free Response Comments	
ADE Employees are abused	1	
ADE Employees deserve a raise	1	
ADE Help Desk Ticket Issues	4	
Allow Purchases of Certain Disallowed Expenses - computers	1	
Allow Purchases of Certain Disallowed Expenses - Electronics	2	
Allow Purchases of Certain Disallowed Expenses - furniture	1	
Allow Purchases of Certain Disallowed Expenses - Legos	1	
Allow Purchases of Certain Disallowed Expenses - paper, pencils, printer ink	1	
Allow Purchases of Certain Disallowed Expenses - playground equipment, therapy equipment, school vehicles, etc.	1	
Article 15 Rule Clarification	1	
Bring Back Concierge Service	1	
Certified Mail vs. email	8	
Changes to List of Pre-Approved Items	14	
ClassWallet Issues - Fees	2	
ClassWallet Issues - Not Responsive	2	
ClassWallet Issues - Data Sharing	7	
ClassWallet Issues - Refunds	1	
ClassWallet Issues - Reimbursement	2	
Concerned that individual funding awards will decrease due to an increase in pupils in ESA	1	
Consequences for ADE	4	
<b>Consistency of ADE Decisions/Interpretations</b>	<b>15</b>	<b>7.7% of the Free Response Comments</b>
Consistency of ADE's AG Interpretations	1	
Delays in Funding	4	
Disability Accommodations for Parents/Guardians accessing the ESA Program	1	
Doubts On Changes	1	
Elaborate on Why denied	2	
ESA Discriminates Low-Income families	1	
ESA Funds for College Tuition	1	
Expand Eligibility	2	
Expanded Eligibility is Discriminatory	1	
FERPA Law & Privacy Issues	13	
Hearing Officer will be biased	1	
Hire ADE Staff with Teaching Experience	1	
Improve Communication & Allow Dialogue with Parents/Guardians	12	
Increase Amount Awarded for each Student	1	
Increase Amount Awarded for Students with Multiple SLD categories	2	
Information on Informal Settlement Conferences	3	
Narrow Eligibility	1	
<b>No Comment/None</b>	<b>36</b>	<b>18.4% of the Free Response Comments</b>
PAC changes	5	
Parents/Guardians abuse ESA to fraudulently gain more funding	1	
Parents/Guardians openly discuss how to fraudulently report attendance	1	
Publication of ADE Processes	9	
Red Tape Hinders Program	8	
Reduction of Online Hour Requirement	1	
Require Private Schools to refund unused tuition	1	
Thanks/Positive Comment	9	
Update Handbook with changes	6	
<b>Grand Total</b>	<b>196</b>	

**Most People who Responded Included Multiple Topics**

No Comment/None Represents 33.3% of total People Who Responded  
All Other Comment Categories Represents 66.6% of the People Who Responded

## Specific Concern Regarding Similar Complaints (from pg.5):

### Row Labels

#### ADE Help Desk Ticket Issues

- Closed Prematurely
- Don't Answer all Questions
- No Response from Staff
- Takes Too Long

#### Allow Purchases of Certain Disallowed Expenses - computers

- For Everyone

#### Allow Purchases of Certain Disallowed Expenses - Electronics

- For Everyone

#### Allow Purchases of Certain Disallowed Expenses - furniture

- For Everyone, not just pupils with IEPs

#### Allow Purchases of Certain Disallowed Expenses - Legos

- For Everyone

#### Allow Purchases of Certain Disallowed Expenses - paper, pencils, printer ink

- For Everyone

#### Allow Purchases of Certain Disallowed Expenses - playground equipment, therapy equipment, school vehicles, etc.

- For Everyone

#### Certified Mail vs. email

- ADE doesn't really email notices
- Emailed notices go to spam
- Required by Rule

#### Changes to List of Pre-Approved Items

- Can Only Add Items
- No Changes Allowed
- No Changes with Parent/Guardian Input
- Only Change when Handbook happens

#### ClassWallet Issues - Fees

- Provide itemized list of all
- Too many

#### ClassWallet Issues - Data Sharing

- ESA information should not be shared with CW's network of vendors

#### ClassWallet Issues - Refunds

- Not automatically posted, CW steals

#### Consequences for ADE

- Accountability for Not following Rules
- Accountability for Not Meeting Timeframes

#### Improve Communication & Allow Dialogue with Parents/Guardians

- Gather Input prior to changes
- Make Town Halls Longer
- Response to All Questions

#### PAC changes

- Charter Changed Without Warning
- Members Removed Without Warning

#### Publication of ADE Processes

- CW Expense Reviews
- Internal Review of Submitted Documents
- Timeline of Days to Process
- Timeline of Events

#### Update Handbook with changes

- As they happen
- Belief that Handbook is regulatory document vs. Rule
- Not ever 3 years
- To be consistent with Rule
- To include Rule