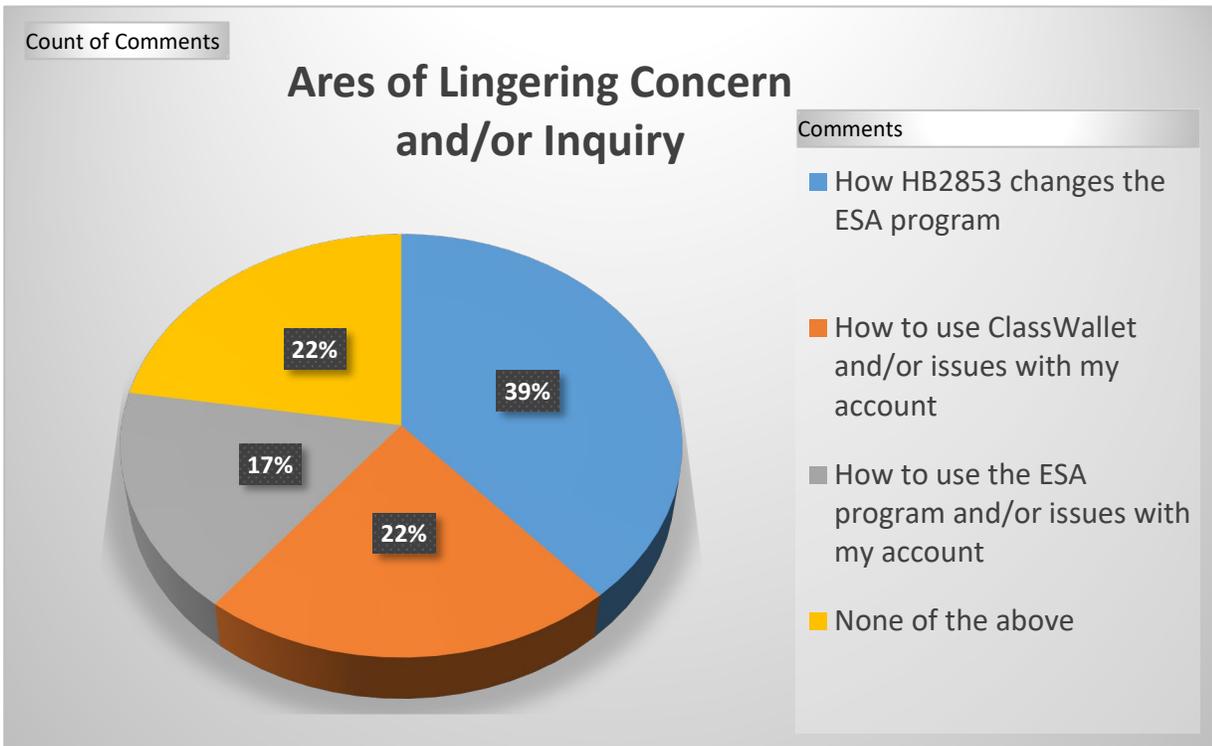


SURVEY 2 - Areas of Lingering Concern and/or Inquiry

Row Labels	Count of Comments	
How HB2853 changes the ESA program	84	38.5%
How to use ClassWallet and/or issues with my account	48	22.0%
How to use the ESA program and/or issues with my account	37	17.0%
None of the above	49	22.5%
Grand Total	218	

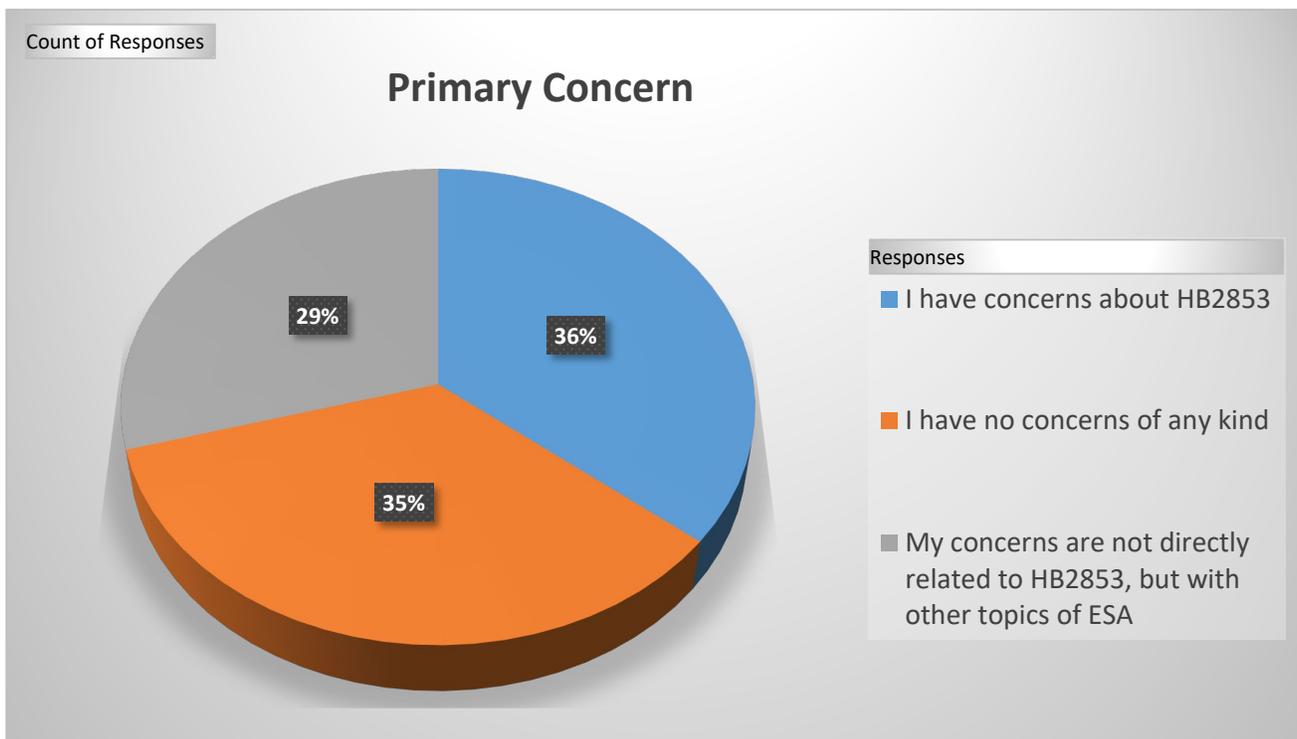
***Note** - Based on the Free Responses, a majority of those surveyed (0.72% of the ESA population) are concerned about the increasing wait times at ADE due to the passage of Universal ESA.



SURVEY 2 - Primary Concern is About:

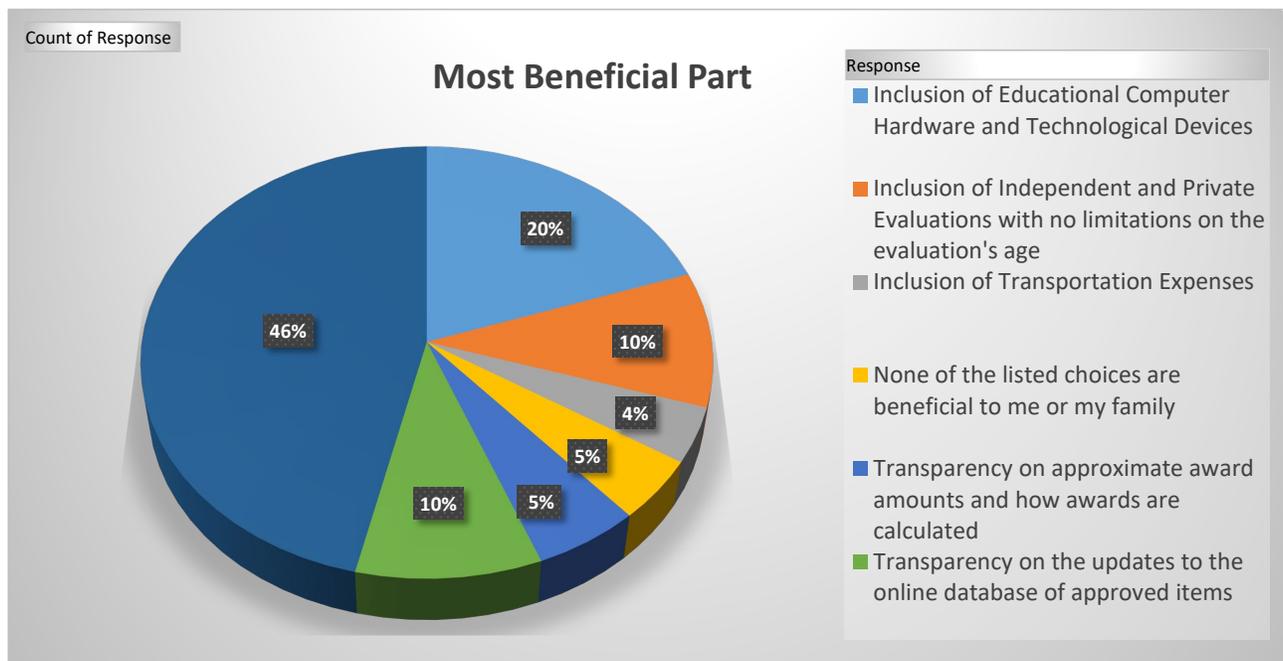
Row Labels	Count of Responses	
I have concerns about HB2853	78	35.8%
I have no concerns of any kind	76	34.9%
My concerns are not directly related to HB2853, but with other topics of ESA	64	29.4%
Grand Total	218	

**Statistically - this is a three way tie.*



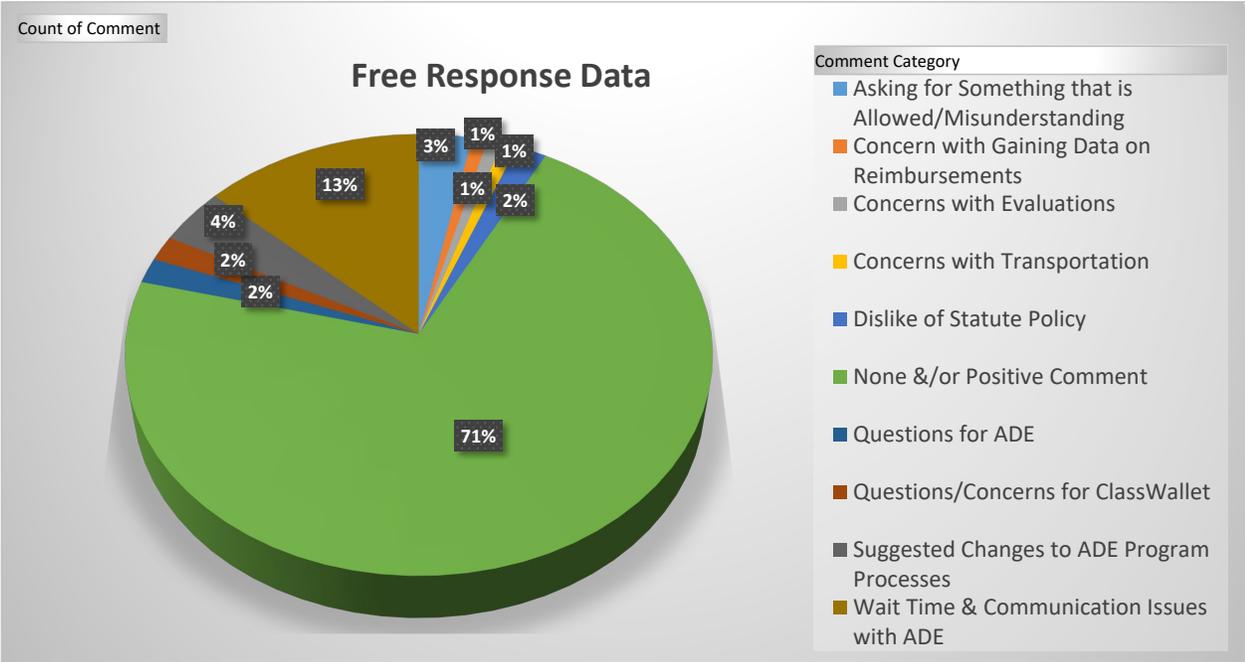
SURVEY 2 - Which Part is Most Beneficial

Row Labels	Count of Response	
Inclusion of Educational Computer Hardware and Technological Devices	43	19.7%
Inclusion of Independent and Private Evaluations with no limitations on the evaluation's age	22	10.1%
Inclusion of Transportation Expenses	9	4.1%
None of the listed choices are beneficial to me or my family	10	4.6%
Transparency on approximate award amounts and how awards are calculated	12	5.5%
Transparency on the updates to the online database of approved items	21	9.6%
Universal ESA	101	46.3%
Grand Total	218	

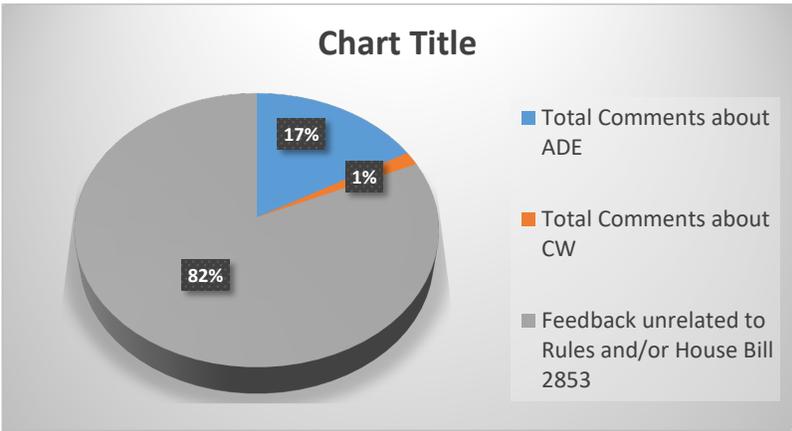


SURVEY 2 - Free Responses

Row Labels	Count of Comment	
Asking for Something that is Allowed/Misunderstanding	7	3.2%
Concern with Gaining Data on Reimbursements	2	0.9%
Concerns with Evaluations	2	0.9%
Concerns with Transportation	2	0.9%
Dislike of Statute Policy	4	1.8%
None &/or Positive Comment	155	70.8%
Questions for ADE	4	1.8%
Questions/Concerns for ClassWallet	4	1.8%
Suggested Changes to ADE Program Processes	9	4.1%
Wait Time & Communication Issues with ADE	29	13.2%
Grand Total	218	



Of the Total 218 Responses		
Total Comments about ADE	42	19.2%
Total Comments about CW	4	1.8%
Feedback unrelated to Rules and/or House Bill 2853	205	93.6%



2ND SURVEY - FREE RESPONSES FROM PARENTS

1	Please provide any other comments or feedback here for the Board's consideration:
2	Think the biggest issue is the need for more staff to answer questions, complete approvals, and allow the program to function properly
3	A small yearly allotment for consumables would be appreciated. Even if it is just \$100 dedicated to pencils paper notebook etc.
4	Allow one parent ticket for each child ticket for venues such as museums, the zoo, or plays.
5	Are the Transportation and Educational Computer Hardware changes already in effect? If so, since when? If not, when might they be available? Thank you.
6	Audit refund requests as they come in. Don't audit years later.
7	Call Center Rules - these contradict slide 10 of SBE presentation >Dictating to the ADE on how to administer the ESA Program. >This includes internal standard operating procedures that drive how ADE administers the Program on a day to day basis.
8	Transportation- SBE should not include a limit on daylight hours as statute does not. High school students have activities outside of regular business hours that are ESA allowable.
9	Due to the approval for technological devices for educational purposes, it would be helpful to have MCC codes approved for merchants like Apple etc., so that we can purchase technology for our child/student that is not used/damaged. The MCC codes for merchants currently approved largely have devices that are sold as "new"/refurbished, and many are not working in the manner they should. Additionally, being allowed to purchase directly from merchants like Apple allows us to customize the selection of the device to ensure it meets the specific needs of our child: things like needing a bigger screen or higher storage capacity depending on their [redacted] needs and type of work they store (digital art classes tend to use bigger files etc.). Thanks again for all that you do!
10	ESA Funds do NOT cover our kid's tuition amount. We need to use ESA + Tax Credit Donations. Take off the condition that they cannot be used together, please! We had to forfeit our ESA contract because we would still owe [redacted] to the school (combined for all [redacted])
11	Evaluations from neuropsychologists must be accepted. The schools are not giving METs to children that are not enrolled and they bully us [redacted] if it is for ESA [redacted]
12	Hello - I have concerns on the current processing times for ESA related expenses and ensuring ESA CW Vendors are paid in a timely manner. This is causing a significant administrative nightmare not only for the ESA staff that have an overwhelming number of approvals to go through, but weekly the processing times have continued to increase and not decrease. We are currently seeing delays of between 30-45 days and this is not acceptable. This needs to be addressed and remedied quickly.
13	I am most interested in being able to access information on how award amounts are determined and calculated as well as transparency on updates to the online database of approved items. Families are heavily relying on the support of other ESA families to navigate the approved items requirements and restrictions since ESA staff is overloaded. We need increased support for the new ESA families.
14	Hire more people to handle the influx of families joining! The backlog of everything is ridiculous!!
15	How do I put my child in private school for only [redacted] a year when the cheapest in Arizona is [redacted]! Its like only those who can afford the difference are the lucky ones to get the scholarship... Which isn't fair to the children who can not go without programs like these to not get enough to actually make that a reality.
16	I am a little concerned that the universal ESA will cause problems and the SCHOLARSHIP will be forced to close.
17	I am concerned about the amount of audits which are coming back "disapproved" or "disallowed" on items that are CLEARLY allowable items per ESA's own guidelines. I am also concerned with how long it is taking to pay vendors and issue reimbursements. The sluggish nature of the program is preventing parents & students from using it to its full potential.
18	I am concerned about the possible requirement for children to attend public school for a certain amount of time in order to be eligible for the universal ESA.
19	I am most concerned about the change in legislation that would require students to attend public school or online school before being allowed to withdraw and use ESA funds. Why require students to experience the disruptive, expensive, and time consuming process? This penalizes the student. How is it better for the student to require enrollment for 45 days or a certain number of hour? Legal caregivers and tax payers should be able to make the decision as to which is the best way to educate their children and not be financially penalized for their decisions.
20	I am still having issues with accessing help desk. It would be beneficial to my situation if there was a way to get in contact with someone who would help me resolve this problem instead of consistently ignoring my pleas for help.
21	I am waiting for a reimbursement and it has been well over 30 days. When I submitted it the reimbursement was to be sent in 15 days. I am unable to reach anyone at the ESA dept. because emails and phone numbers are invalid on the website.
22	I am wondering if my pending payment to school is working? I am so happy this program is happening.
23	I feel the ESA staff should be required to get reimbursements done within a reasonable amount of time. Since not all expenses can be paid with the debit card and reimbursement must be utilized, having to wait over a month has the ability to create a hardship for some families. This long wait may be inadvertently discriminating against families in the working class who cannot afford to be out the money for long periods of time and those children may go without the education therapies and services they would have gotten if reimbursement was guaranteed in a shorter time.
24	I have had problems getting my questions answered. I have been trying since October to get set up to use help desk to ask questions and have not gotten a response from IT. I also have received conflicting information from different people when I have called the office. The reimbursements process is taking so long that I am hesitant to make purchases.
25	I have [redacted] children with [redacted] and allowing [redacted] would be very beneficial and in the best interests for their safety and overall wellbeing. There were issues with communication with school staff while they attended a public [redacted] and as a result trust was lost and I removed them from that situation for their safety and well being. I would not feel comfortable having them stay or be evaluated by that school and so allowing other qualified professionals outside of the public school system to evaluate would be in my children's best interests to be able to participate in the esa program.
26	I hope that in the future we can have better guidance about where the debit cards are accepted.
27	I really need faster reimbursement and approval times. The delay has caused us massive issues. I received my debit card but I've been waiting weeks for approval of supplies my kids need.
28	I want to make sure the ESA stays because its benefits kids better
29	I would like to ask SBE to consider defining the terms "vocational, life skills, and online private program" in the rules for the program.
30	I am running into an issue where ADE staff are deciding that an online private program [redacted] classes) are "life skills" because those words are on the invoice for the class. They are reclassifying the class as not covered for universal students, because tuition for life skills programs are only allowable for special needs students, but this is not a program for special needs students. If this interpretation stands, it puts thousands of online [redacted] classes out of reach for universal students, and leaves it open to interpretation of individual ADE staff if an online private class is a covered expense based on the specific content or title of the class at hand. This is happening despite the allowable list on ADE's website stating that all [redacted] classes are covered expenses and should be classified as an online private program, and Helpdesk preapprovals stating that all education classes are covered on [redacted]. Can ADE, for example, reclassify an [redacted] class that has "tutoring" in the title as a private tutor (rather than online private program) and then ask for credentials? Can they decide to classify a photography or cooking class on [redacted] as "vocational" based on the current rules and deny it for universal students? I have sent in several complaints and Helpdesk tickets asking for assistance, but am receiving a cut & pasted response with the words "life skills" bolded and underlined, stating that "Pursuant to A.R.S. 815-2402(B)(4)(c)(ii), qualified students with a disability are able to utilize ESA funds for vocational and life skills education, approved by the Department. However, A.R.S. 815-2402(B)(f) states that Tuition or fees for a nonpublic online learning program are allowable for all students.
31	The rules should clearly define what an online private program is vs. a vocational or life skills program that is only available to students with special needs so that there is no confusion between parents and ADE about what online classes are allowable.
32	I would like to see inclusion of transportation expenses and the use of [redacted] hours for after care.
33	I would really like to see live bugs included. We use these to study science. No one is keeping a pet caterpillar. It's purely to study metamorphosis.
34	I also would like to see consumable products continue to be allowed.
35	I'm very new to the Universal ESA program and have all kinds of questions. Direction on where to start (already approved/funded) for what's allowed, how to submit a request, how to get the debit card, etc. I suspect the long delay in invoices being paid and orders being approved is directly related to the number of new recipients but is there a solution in the works? Hiring more staff?

31	Is ESA available for full time Kindergarteners? I read it was only a partial payment? Is ESA available for a regular transitional kindergarten part time program?
32	It now takes a very long time for purchase approvals through class wallet for items and to pay an approved vendor, and a very long time to get reimbursed. How long can we expect this to continue this way?
33	It's unfortunate that when you call nobody can help. They refer to help desk only by email
34	Making it easier to submit tuition to our choice of school
35	MCC codes are too restrictive. Especially for arts, crafts and religious education items.
36	My [redacted] are hoping to get into a vocational school for welding. Getting them there and back though was going to be costly. There is no city bus where we live and no transportation or shuttle service provided by the school. They were starting to change their minds about going because it was just so hard to figure out transportation. Hearing that they could use their ESA funds completely solved this issue for them!! Now, they can apply with confidence that they have a way to get there.
37	<p>My concerns lie with other changes to SBE rules that are not related to HB2853 but are needed updates to these rules.</p> <p>R7-2-1503. Department Responsibilities R7-2-1503.5.k: Reimbursement data: This proposed rule is too narrowly focused. While reimbursements have been tremendously delayed by the outgoing administration, the delays have affected every type of use of ESA monies, and the delays are NOT exclusive to reimbursements. ESA account holders have the responsibility (ARS 15-2402.B4) to ensure monies deposited in the qualified student's Arizona empowerment scholarship account only for the following expenses of the qualified student: ADE has blocked legitimate uses of ESA funds for over FOUR MONTHS now. This is blocking the education of Arizona students. ESA funds are to be used to educate Arizona students (ARS 15-2402.A). ADE must not block the education of ESA students by blocking legitimate educational expenses, as described in ARS 15-2402.B4. Despite the recent (12/29/22) unsigned email from the ESA staff of outgoing Supt Hoffman, ADE does NOT have to review every transaction. ADE appears to have purposefully created an inefficient process to delay and deny education to ESA students. I suggest that if SBE wants ADE to report on how promptly payments are made, then the requested report should cover the timeline for all legitimate use of ESA funds (ARS 15-2402.B4) and not be limited to reimbursement. Reimbursement is the wrong focus for SBE rules. Reimbursement is not equitable, and it should either be eliminated by replacing the current financial management system with a much more functional one, or it should become something used in extremely rare circumstances. Reimbursement limits access to educational options, particularly for students who are in low-income families since they cannot afford to float expenses, yet the reason for ESA is to provide options for the education of students in this state. (ARS 15-2402.A)</p> <p>R7-2-1508. Review of Expenses R7-2-1508.D changes the deadlines for submitting receipts so they would be 1 month after the end of each quarter. This is good, except that R7-2-1508.E is tied to D, and then funds could potentially be delayed to the end of the 2nd month of each quarter because of the new deadlines in D. A delay that long would be bad. This potential delay would affect account holders who promptly turn in their receipts. E needs to be distinct from D, or E needs to not allow delays for accounts whose record-keeping is prompt and current.</p>
38	My major concern is ClassWallet and the inability of the organization to make payments in a timely manner. I am also concerned with the large fees associated with the transfer of funds.
39	My [redacted] is [redacted], I'd like an easier way to communicate this with ESA administrators. It would be great if there was a universal ESA application for [redacted] students, as well as a more streamlined way to convert our universal ESA account to a [redacted] universal ESA account. I'm still waiting for information on how this process even works.
40	no other comment
41	none
42	<p>Once again an inadequate survey! The bottom line is there have been issues brought up in this rule change that have nothing to do with new statute but SBE chooses to open that rule while ignoring other rules still needing addressed. Where does the new statute address banking or call centers?</p> <p>In regards to evaluations. Statute is clear so why aren't SBE rules? "The expense for an educational evaluation undertaken pursuant to this paragraph shall be provided by the school district within which the student resides and that serves the grade level of the student. "</p>
43	Other options to contact for help other than help desk. Non functional for us doesn't recognize email?
44	<p>Please review MCC codes being denied on educational websites/purchases/enrichment event tickets due to retail codes.</p> <p>Not all families may be in a financial position to be reimbursed due to the economic climate and added pressure on special needs families; that often include parents as caregivers and one income households; restricting access to educational opportunities based on available household income may cause inadvertent discrimination based on disability or socioeconomic status which is already being implemented in Arizona private schools denying the use of ESA funds.</p> <p>It is imperative that children receiving ESA contracts have choice, opportunity and access to an equal education.</p> <p>Contract holders should have the opportunity to choose vendors for eligible purchases within handbook rules and be held responsible if/when abuse occurs. Amazon seems to be the only approved multi-vendor/e-comm retailer - even though unrestricted purchases on this website could result in abuse.</p> <p>If an open ended approval isn't available, perhaps there could be a timely review by class wallet on purchases denied due to MCC codes so time restricted purchases can still be made.</p> <p>Thank you for your consideration on modifying this concern.</p>
45	Please start reimbursing vendor and parents!
46	Please stop denying invoices and taking so long to review again. It's taking months just to pay a simple tuition bill and it's hurting the schools. I have had two denied in error by your processor, and it's very disappointing. Very hard to speak to someone. I see a class action lawsuit coming if you guys can't get it under control (the processing of payments)!
47	Primary concern is when are you going to hire more people????!! And how are you going to ensure everyone is trained the same?! Why are there so many audits suddenly? How are you going to ensure consistency on approvals and denials from all employees?
48	Priority for approvals needs to be created for those with [redacted]. Due to the huge influx of "universal" students enrolled into the ESA program many [redacted] children are losing out on [redacted]; as the wait list for approvals is taking a month or longer to be approved. Vendors are starting to leave the program and caregivers are having to pay out of pocket and wait for reimbursement. Reimbursements that are taking over a month to approve! These [redacted] can be life saving. At this time I suggest those with [redacted] must be prioritized for all approvals until more staff can be hired to deal with the influx of new students that do not have [redacted]. Thank you
49	Quicker approvals so the item doesn't run out of stock once approved and then have to wait an additional month just for another approval

	<p>R7-2-1503.5.k. There seems to be an unusual focus on tracking of reimbursements (which are currently more than 45 days behind in being reviewed, and should really be the LEAST used payment method for ESA, along with EVERYTHING else). Should there not be an equal focus given to ALL methods of use of ESA funding/payments, since parents NEED to be able to spend their funding to educate their children? Vendors who rely on ESA payments are also 45+ days behind, and account holders keep getting passive aggressive emails about "excessive volume," rather than ADE focusing on catching up. If the system worked properly, reimbursement wouldn't even be necessary. Perhaps if there was a spotlight on all of this, it would make a difference?</p> <p>R7-2-1505.6 is still super confusing, because rather than aligning with the new law, it still says computer hardware and technology, and transportation are not allowed - with nothing more than an "exception" listed, pointing to another rule. Why not eliminate this, completely, and leave it to the "allowed language"?</p> <p>R7-2-1507.C is also super sketchy still, as it doesn't enforce the need for ADE to honor it's own rulings when it comes to approvals. It leaves the parent vulnerable to malicious, political games, and can put a family in financial jeopardy, when most parents are doing their due diligence to get approvals and follow the rules.</p> <p>R7-2-1508 I am concerned about how this section seemingly allows ADE to delay funding to parents, both because 1. the department is SO far behind on approvals, since the Universal expansion, and 2. it would seem that the mistakes of a few could delay funding for everyone to more than a month after they are due. Funding should "roll" regardless of the review of expenditures. The department has already been vague in the funding timeline, and this seems to give latitude for further delays - which hurts the education of Arizona students. Perhaps there should be more focus on a clear timeline of things, and an emphasis on catching these delays up, than in allowing the Department to drag their feet even more.</p> <p>Focus really needs to get back to empowering Account Holders to empower their students' educations. Focus needs to be on making the system work, equally, for all Arizona students, instead of passive aggressively blaming parents for the Department's lack of preparation and follow-through.</p> <p>Thank you for your time and dedication to these rules. I hope that we can start to see a transition toward a successful partnership between parents/ESA/SBE/ADE.</p>
50	
51	Reimbursement processing times need to get faster, quickly.
52	School choice and resources determined by parents are the most important we know are children best
53	Shortage of staff at ADE to process orders and reimbursements. Issues with CW.
54	Thank you for helping administer the universal ESA. We are a lower income family who has struggled each year to educate our [redacted] children at the best school for them. The public schools in our area so not fit our family needs and esa has allowed us to send our children to the school that best fits their needs. Thank you!
55	Thank you for providing ESA awards for private education. My family is so grateful for the work being done for ESA to be possible!!!!
56	The amount of time requests approvals and payments are taking to be issued is the greatest issue at this time.
57	The biggest issue is there is no way to reach anyone to get assistance. Small issues become big issues because there is not a way to call, chat with a person or e-mail someone to get assistance. Hypothetically there is a way to reach a human being but every time I try I get a message that says it won't work because it isn't set up or my account doesn't exist even though I am signed in on my account when I am asking for help. My [redacted] is qualified but I can't get [redacted] approved and I have no way to fix. If I talked to a person it could be resolved in minutes. I have spent 2 weeks trying to get someone to fix it but I can't even reach a person to ask. PLEASE FIX THIS
58	The time it takes to get a reimbursement or pay vendors needs to be quicker. 6 to 8 weeks is awful!
59	There are so many inconsistencies on items that are approved or not allowed. Additionally it would be extremely beneficial for consumables such as printer paper would be allowed as homeschooling requires a vast amount of ink and paper for the printing of resource material.
60	They need to make the website more user friendly if people are not computer known it makes it quite difficult
61	This is a wonderful program that empowers a families educational preferences without putting the financial burden on a family. We are a Catholic family who want our children to have their faith as the cornerstone of their education, but the cost was very restrictive to so many families. We are excited to see some familiar faces return to our community with this program next year.
62	This line has harmed families in the past and will continue to do so if you leave it as is: "This Section does not create authorization for an account holder to expend funds in a manner not permitted by statute" in R7-2-1507(C). Parents make purchases IN GOOD FAITH and the department APPROVES such purchases multiple times yet the department still used this rule to later come back to request repayment during an audit. Please edit it so parents are not liable for department mistakes if there was no intend to defraud!
63	Time for items being approved needs to improve.
64	To me it's all a bit confusing. It seems like you took out the ability to use ESA funds for paper products, markers, consumable goods. That's a big hit and unfortunate. The ability to purchase electronics/computers is a definite necessity. I think that is still allowed, if I understand correctly, so I am thankful for that. I am very frustrated with how long it is taking to get our receipts that we submitted reviewed and notification on whether or not they are approved. It's definitely putting us in a financial bind.
65	Very long turn around on reimbursements! no ability to modify submissions for reimbursement but instead having to start over is very frustrating
66	We have [redacted] for our [redacted] and have been denied access to ESA funding.
67	We submitted receipts for reimbursable education expenses over 3 weeks ago and have yet to be reimbursed. Why is this taking so long? Are there reimbursement turnaround time performance standards? If yes, what are they? If not, please consider implementing them.
68	When will my class wallet have funds and how do I access them?
69	With so many families being added to the program, improvements to the turnaround time of approvals is extremely necessary.
70	You need to staff up ASAP. Waiting 6 weeks to get your invoice unreasonably rejected and having no one to have a conversation with about to get clarification is no way to run the program. It is disrespectful to people who are out of pocket for these funds and have been more than patient in waiting to get reimbursed.
71-218	<blank>