



Client Satisfaction Survey Results Michigan - Spring 2013

Our clients rated our services, support, and response time within a 24 hour period to calls and emails:

Good and above: 88.9%
Fair and below: 11%

We are developing written policies and procedures that will outline our process how REEDs/Consents will be sent to our office/when clients can expect reports, all the steps in between. Our goal is to eliminate any confusion and to solve communication issues.

The level of expertise and professionalism of our provider(s) and satisfaction of services received averaged out to be:

Good and above: 94.5%
Fair and below: 5.8%

We are taking a close look at how we are delivering our services and our internal systems in order to address areas of improvement. We ask our clients to keep the communication lines open and to notify us directly of any possible challenges.

Compliance for services provided:

Good and above: 88.2%
Fair and below: 11.8%

The written and verbal feedback that we continue to receive in this area from State and local agencies as well as our clients is overall very positive.

The progress of students who work with TES providers:

Good and above: 100%
Fair and below: 0%

Given the importance of quantitative data, we are in the process of incorporating a plan to collect information on student achievement in order to guide instruction and meet the individual needs of our students.

Would you recommend our services to others?

We are proud to announce that the vast majority of you (94.4%) said that you would recommend our services to others. We hope to continue to build on that trust and strengthen our partnerships.

Please direct suggestions or additions to:

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