



State of Arizona
Department of Education

December 7, 2012

Dear Colleagues,

Thank you for taking the time from your busy schedules to respond to the FY 2013 Research and Evaluation annual survey. In appreciation, we wanted to provide you a summary of the results and our next steps. The survey was sent out to 630 contacts, with a 28.5% response rate.

The purpose of this assessment was to measure external customer satisfaction on current Research and Evaluation services, and to identify issues, problems, and opportunities for improvement from our external customers' perspective.

After careful review and discussion of your feedback, we've defined strategies to improve areas specifically noted in rating scores and comments. These include: improving customer satisfaction on timeliness of communication and information delivery; increasing our staff content knowledge and accuracy rating; and increasing our technical assistance to you. In an effort to reach out to you more often and share information on the research we conduct, R&E has been publishing a quarterly newsletter that will contain various research and upcoming accountability deadlines. You can find the first issue here: <http://www.azed.gov/research-evaluation/2012/10/03/research-and-evaluation-newsletter/>.

Here's how you rated our services:





Thank you again for your continued cooperation, support, and commitment to Arizona's students. We look forward to serving you in the future.

Sincerely,

Research and Evaluation

